



# Partnering IN Care



## Quality Spotlight Collaborative Saves Medicare Thousands and Demonstrates Quality Care

Data released shows a three-year trend of substantial savings to the Medicare system and improved healthcare outcomes for patients seen by Wilmington Health.

In 2012, Wilmington Health showed an average total yearly expenditure by a Medicare patient at \$7,019, down 11.7% from the organization's 2010 numbers and \$2,844 less than all other recent Medicare Shared Savings Program (MSSP) participants, a 28.8% savings. The data was analyzed from the past three years' worth of Medicare participants' claims. Currently, Wilmington Health providers participate in the MSSP through Physicians Healthcare Collaborative (PHC), an Accountable Care Organization based in Wilmington, NC.

"Four years ago we began a journey at Wilmington Health to reduce the cost of care and demonstrate quality through evidence-based medicine," said Jeff James, Wilmington Health Chief Executive Officer. "The data provided to us by Medicare proves that our efforts have had a significant impact in meeting our goals. Data-driven decision making has established our organization as a beacon of hope in the fight to retain a high-quality healthcare system without compromising the service our patients expect. Our patients' health and well-being will always come first. But, we must continue to be the innovative force that revises a healthcare system unnecessarily driving our insurance premiums and out-of-pocket cost upward."

### Quality Measures

In addition to tracking financial improvements, Medicare also provides data on a variety of healthcare quality measures. Examples of quality measures from the Medicare data that confirm the superior performance by Wilmington Health to its peer group include: a 37.6% lower Patient Hospitalization Rate (per 1,000 person years), a 38.6% lower Emergency Department Visit Rate (per 1,000 person years), and 20.5% lower 30-day Hospital Readmission Rate (per 1,000 discharges).

"This data proves that with a collaborative effort, we can make a difference in the lives of our current and future seniors as it relates to their health and their pocketbook," said Kelly Schaudt, Chief Operating Officer for Physicians Healthcare Collaborative. "Those on a fixed income cannot keep pace with the escalating costs of healthcare. With greater access to outcomes data and medical cost information via partnerships with insurance providers, we can really confront these key healthcare issues, while remaining committed to not sacrificing a satisfactory patient experience. We welcome other healthcare providers to join PHC and truly create a healthcare environment in the Wilmington area that can be a model for our entire nation."

### Working Together

On January 1, 2013, PHC and 105 other organizations were accepted into the federal government's MSSP. Among the 106 recent participants are: Ochsner Clinic of Louisiana and Mississippi; Cambridge Health Alliance, a Harvard Teaching Hospital in Massachusetts; and Cedars-Sinai of California. The objective of this government program is to provide a higher quality healthcare product while reducing cost throughout the entire delivery system. To show improvements and track the savings garnered by each provider, the 106 organizations are given data directly from the Medicare system for review and comparison.

### Physicians Healthcare Collaborative

PHC's primary role as an Accountable Care Organization is to coordinate the efforts of multiple healthcare providers toward achieving a higher standard of care while improving the current cost structure for the patients being served. PHC is actively working to expand its effective reach by forming partnerships with many other local healthcare groups and welcomes more to join their team. PHC is also required, as an MSSP participant, to report to the public the impact of the activities undertaken to make improvements to the healthcare system.



## Quality Spotlight Wilmington Health Gastroenterology Joins GIQuIC



Wilmington Health Gastroenterology voluntarily joined a national data registry to track and document the quality of their endoscopy services. The new quality initiative, the Gastrointestinal Quality Improvement Consortium, Ltd., or GIQuIC, measures and grades endoscopic performance and compares the results on a location, regional, and national scale.

“Participation in this national program of quality in GI endoscopy shows our commitment to providing superior care to our patients,” said Wilmington Health Gastroenterology’s Matthew Mlot, MD, FACP. “This program lets us compare our results

against other groups across the country, allowing us to demonstrate our high level of quality, but also showing us any weaknesses that we can improve upon to make sure we maintain high standards.”

GIQuIC is a non-profit partnership established by two national medical groups, the American College of Gastroenterology and the American Society for Gastrointestinal Endoscopy. The program documents the quality of care provided during procedures, such as a colonoscopy, by tracking how well the physician does in terms of seeing the entire colon; finding growths or polyps; and in the rare instance, reporting

any complications.

Wilmington Health Gastroenterology diagnoses and treats all problems in the digestive system including colon cancer, inflammatory bowel conditions, and conditions of the pancreas and gallbladder. Colon cancer screening and small bowel pill cam endoscopy are also available.



Left to right:  
Dr. Matthew Mlot; Dr. Allan Hiroshi Andrews; Karla Von, PA-C

 To refer your patients to Wilmington Health Gastroenterology, call 910.341.3343.



## Procedure Focus Wilmington Health Surgeon Completes Successful Endurant AUI Surgery

**What makes** a marriage last so long? According to Pete and Helen Courtney, who will be celebrating their 57th wedding anniversary this September, a strong marriage is a combination of many things including love and health.

And although their love remains strong, Pete developed an emergent medical condition. Recurring kidney infections led him to multiple doctors’ visits. In addition to being diagnosed with kidney stones, a CT scan also showed a more ominous diagnosis. Pete had a quickly growing abdominal aortic aneurysm.

An abdominal aortic aneurysm occurs when there is congenital or acquired weakness or thinning of the vessel wall, which then causes an abnormal dilation of the vessel. Untreated and undetected aneurysms carry a high risk of rupturing. Aneurysm rupture is fatal in 85-90% of cases.

Pete was then referred to **Philip Brown Jr., MD, FACS**, a Wilmington Health

vascular surgeon. After evaluating Pete’s situation, Dr. Brown believed the best treatment plan was the recently FDA-approved Endurant Aorto-Uni-Iliac Stent Graft System (Endurant AUI). This device uses a fabric-covered stent to seal off the aneurysm and restore normal flow through the aorta, thus preventing life-threatening rupture. In Pete’s case, use of this device was essential due to previous vascular reconstruction resulting in anatomy that would have been very difficult if not impossible to manage with a minimally invasive technique before the availability of the Endurant AUI.

Dr. Brown was the first physician in the nation to place an Endurant AUI device. “The Endurant AUI stent graft was the best approach for this particular situation. Previous treatment options would not have allowed an approved, minimally invasive operation,

which would have meant a high-risk open operation resulting in a prolonged recovery,” said Dr. Brown. “Instead, we were able to give Pete a minimally invasive operation with an overnight hospital stay and a rapid return to normal physical status.”

So how does it feel to be the first surgeon in the country to perform an operation with the Endurant AUI device? “It wouldn’t matter if I were the first or the fifth,” Dr. Brown said. “I’m just happy we have safer alternatives for abdominal aortic aneurysm repair for patients like Pete.”

Although patient outcomes vary, the normal recovery time for open surgery treatment of aortic aneurysm repair is four to six weeks. The recovery time for the newly approved surgery is typically less than two weeks.

Thanks to Dr. Brown, Pete is on his way to a full recovery and is expected to return to his normal activities well before it’s time to celebrate 57 years with Helen.



 If you have a patient with abdominal aortic aneurysm, refer them to Dr. Brown and the Wilmington Health Surgery team by calling 910.763.6289.



## Featured Specialties

# Pediatric Infection Detectives



Pediatric Infectious Disease's **Gina Berthold, MD**, and **Peter Maggiore, MD**, have specialized training in pediatric infectious diseases.



They diagnose and treat the full range of infectious diseases in kids of all ages.

- **Chronic and recurrent infections/unexplained fever**
- **Diagnostic puzzles (mystery illness)**
- **Bacterial, fungal, and viral infections**

Dr. Berthold attended medical school at the University of South Carolina School of Medicine and performed her residency and fellowship at Baystate Medical Center/Tufts University. She is board certified in Internal Medicine and board eligible in Pediatrics.

Dr. Maggiore attended medical school at Albany Medical College in New York, where he also completed his internship, residency, and fellowship. He is board certified in Internal Medicine and Infectious Disease. Both providers also see adult patients.



To refer your patients to **Wilmington Health Pediatric Infectious Disease** call 910.341.3426; we'll get our detectives on the case!

# Weight Management Success Stories

Two patients work hard to enjoy weight loss



### Ben

After a severe, traumatic motor vehicle accident in January 2012, Ben was told he could not be flown to the Trauma Center due to his weight. He knew something had to change and tried several different diet programs without much success. Then Ben came to Wilmington Health Weight Management, an HMR Program.

"The program is simple; the food is great; and as long as you follow the program you will have success," he said. Ben lost over 140 pounds in the Phase 1 classes and has continued to lose weight in the maintenance phase for a total weight loss of over 150 pounds! His BMI went from 50 to 27, and he has come off all of his blood pressure medications.



### Abbey

Forty pounds lost and confidence gained! Abbey is a Wilmington Health employee and Wilmington Health Weight Management, an HMR Program, participant. With the help of the HMR Program's Decision-Free in-clinic option, she lost 40 pounds in just 12 weeks!

"I thought a group class would be that last thing I would be interested in, but it's been really helpful. I know that without the support and accountability of the coach and classmates, I would have done the bare minimum and given up before now," said Abbey.



If you're interested in finding out how **Wilmington Health Weight Management, an HMR Program**, can help one of your patients, please call 910.362.4535.



## New Providers Wilmington Health Welcomes Our New Specialty Providers



### Dr. Michael Favorito Joins Endocrinology

1500 Physicians Drive,  
Wilmington

- Board certified in Internal Medicine and Endocrinology
- Medical School: State University of New York at Upstate Medical University in Syracuse

**Referrals welcome;**  
☎ call 910.763.6332.



### Dr. Heather Favorito Joins Rheumatology

1202 Medical Center Drive,  
Wilmington

- Board certified in Internal Medicine
- Medical School: Saint George's University, Grenada, West Indies
- Residency (internal medicine) and Fellowship (rheumatology): Winthrop University Hospital, Mineola, NY

**Referrals welcome;**  
☎ call 910.815.7421.



### Dr. Peter Ungaro Joins Oncology/Hematology

1202 Medical Center Drive,  
Wilmington

- Board certified in Oncology and Hematology
- Medical School: University of Miami School of Medicine
- Internship and Residency: Hospital of the University of Pennsylvania
- Fellowship (hematology): University of Utah Medical Center, Salt Lake City

**Referrals welcome;**  
☎ call 910.815.7402.



### Kristy O'Connell, PA-C, Joins Urology

2421 Silver Stream Lane,  
Wilmington

- Education: Wake Forest University School of Medicine

**Referrals welcome;**  
☎ call 910.341.3389.



### Karen Chance, ANP, Joins Cardiology

Dosher Medical Plaza, 4222  
Long Beach Road, Southport

- Education: UNC at Chapel Hill (BSN) and Duke University School of Nursing, Durham (MSN)

**Referrals welcome;**  
☎ call 910.457.9081.



### Holly Smith, NP-C, Joins Pulmonary and Allergy

1202 Medical Center Drive,  
Wilmington

- Education: East Carolina University (BSN) and University of North Carolina (MSN)

**Referrals welcome;**  
☎ call 910.341.3458.



### Dr. Dustin Prins Joins Podiatry

1899 North Marine  
Boulevard, Jacksonville

- Board certified in Podiatry and board qualified in Rear Foot, Foot, and Ankle Surgery
- Medical School: Ohio College of Podiatric Medicine, Cleveland, OH

**Referrals welcome;**  
☎ call 910.989.4840.



## After Hours Care Urgent Care and Convenient Care

**Wilmington Health** offers Urgent Care and Convenient Care to treat non-emergency conditions in patients and non-patients of all ages.

These services are perfect for weekends and after hours, because walk-ins are always welcome. Please let your patients know about Wilmington Health's walk-in services!

### Urgent Care

Open 8 a.m.-8 p.m. daily

#### Monkey Junction

5245 South College Road,  
Wilmington  
910.392.7806

#### Jacksonville

1899 North Marine Boulevard,  
Jacksonville  
910.347.1515

### Convenient Care

Open 12-8 p.m. Monday-Friday,  
8 a.m.-8 p.m. Saturday & Sunday

#### Porters Neck

8108-B Market Street, Wilmington  
910.686.2870

#### Brunswick Forest

1333 South Dickinson Drive,  
Suite 140, Leland  
910.371.7695