

QCIPN Focused on Quality & Provider Reimbursements

QCIPN Prepares to Launch Hawai'i's First Medicare ACO with a Slate of Benefits, Incentives & Services for Exhausted Providers & Staff

By Lara Yamada, QCIPN Physician Communication & Education Manager

"I WAS WORKING UNTIL 9:30 pm every night trying to finish mounds of admin stuff," said Queen's primary care physician Gerald Soon, MD, in a recent interview. "My daughter, who is also a physician, said to me one night, 'Dad, you can't keep doing this! It's not sustainable.'" Dr. Soon said he was already feeling the effects of burnout and knew it was time for a change. "I've been in private practice for a long time, but things have changed. This shift to more 'value-based care' is important, but it also equates to a whole lot of added work. My staff was getting burned out too. I needed help. So, I started looking for practice alternatives."

Last year, Dr. Soon began to consider his decades-long relationship with Queen's and decided to make a change and enter into a "partnership" with Queen's. "I truly believe in the Queen's mission. That's at my core. But, in today's competitive health



Gerald Soon, MD, and his office staff

care world, with a near monopoly in the insurance market, you really need a heavy-weight partner that can fight for you at the highest level. Queen's can do that."

"To be a successful, primary care physicians need a strong physician organization that is committed to helping each practice maximize their incentives," said Dr. Soon. In December, he joined the Queen's Akoakoa Physician Organization, which is a part of the Queen's Clinically Integrated Physicians Network or QCIPN. Think of the QCIPN team as a multi-skilled group of health care professionals focused on helping to make providers' lives easier by deploying quality improvement specialists to assist physicians use the resources available to optimize patient care and outcomes.

QCIPN was formed in 2014 from a collaboration between The Queen's Health Systems, community physicians, and phy-

MSSP ACO Member Benefits

- No cost to join, no fees
- Free access to clinical care coordination, behavioral health, & advanced care planning services
- Free CMEs & other educational opportunities
- ACO reports MIPS for you (as a group)
- Potential improved public scores in physician comparisons
- Potential shared-savings
- Opportunities to work with colleagues to improve care for our patients

To learn more about the QCIPN and the MSSP ACO, call (808) 691-7220 or email QCIPN@queens.org.

cian organizations based on the need for improved health for the state. Since then, QCIPN has been building its team, deepening its skill sets, and expanding its slate of increasingly valuable benefits and services. QCIPN's Care Coordination team is now earning national recognition, and its Akoakoa PO has become one of the state's leading performers.

In 2019, the QCIPN is upping its game again as it prepares to launch the state's first Medicare ACO in July. The MSSP ACO (Medicare-Shared Savings Accountable Care Organization) is part of a federal (CMS) program that offers financial incentives (essentially financial "bonuses") if participants meet or exceed benchmark performance measures. The risk to providers ranges from small to non-existent. The benefits range from small to monumental.

"Innovation and finding ways to do things more efficiently is the key to survival," said Dr. Soon. "I have also trained my staff to scribe, which has improved my quality of life and improved our bonuses, as well as cross-trained everyone so they can work just about every position now. That's creating a stronger team and better collaboration. I'm also getting great support [from QCIPN]. It's all led to operating more efficiently, closing care gaps, and increasing our reimbursements."

"We're not out of the woods," said Dr. Soon, "but it's starting to feel better. There are so many caring providers and would-be providers. I want to help make this a better environment for them."



Abe with wife Galina and fan club

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(Continued from page 1.)

ly great mentors. I know that this is the place I should be."

VP Paula Yoshioka endorsed Abe, saying, "The nature of Abe's work is to promote Queen's philosophies and goals. Abe translates why Queen's exists. His work helps the community understand the mission and employees understand

the responsibility they have earned as a part of the Queen's team. Each piece provides a distinct opportunity for messaging our culture, our philosophies, and goals to better health care in Hawai'i."

Abe mentioned that he'd really like to thank his wife Galina for never complaining about him bringing work home. She expressed her thanks to Queen's for all the years, adding, "He loves this place, he really does. And he loves all of you, too."