

Practice Management

Pearls for Academic Allergy Practice

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Revitalize, Refresh, Reimagine Your Practice



2019 Practice Management Workshop
July 12-14, 2019 Cincinnati, OH



Practice Management

Academic Allergy Practice:
Preparing for the Future

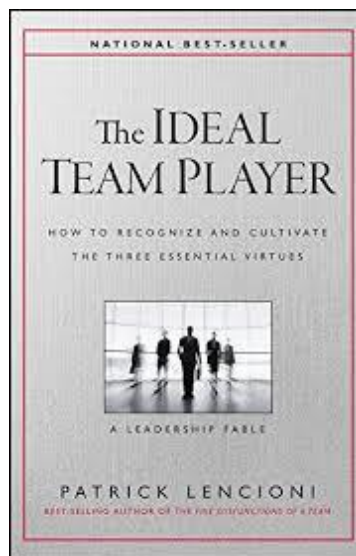
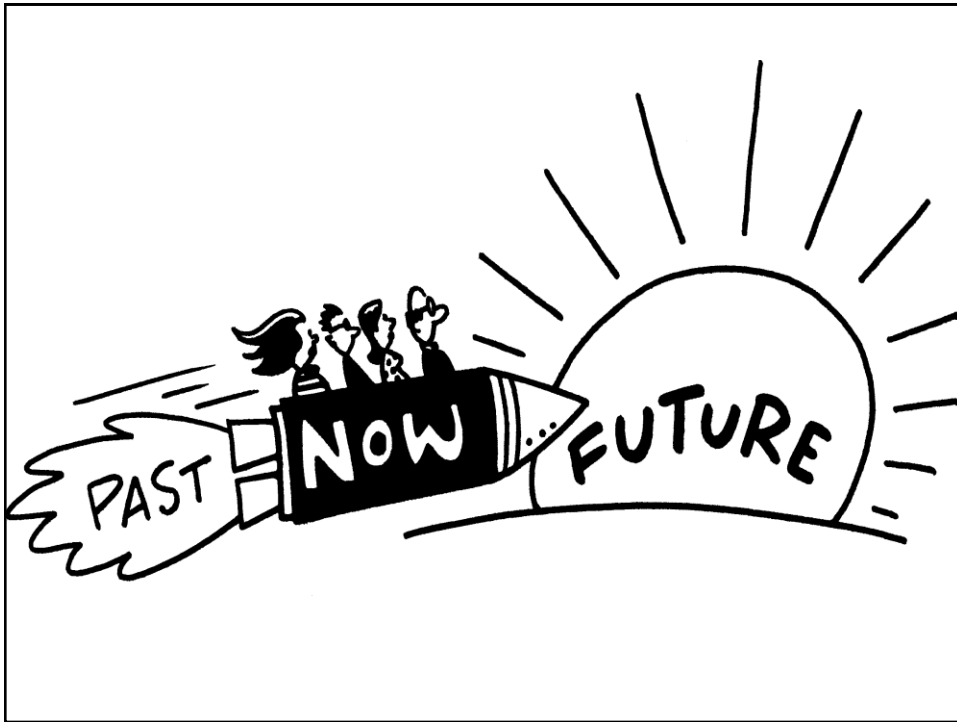
Perspectives and Philosophical Observations

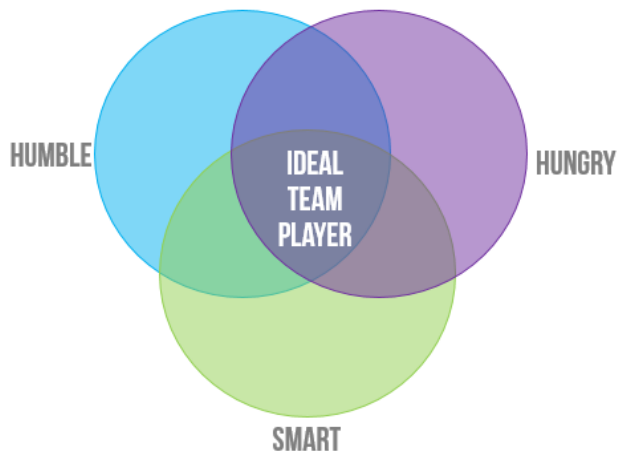
Revitalize, Refresh, Reimagine Your Practice



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SELF-ASSESSMENT

Instructions: Take this assessment to evaluate yourself relative to the three virtues of an ideal team player. Respond as honestly as possible, as this will allow you to most accurately identify any areas of development that you may have.

Use the scale below to indicate how each statement applies to how you think your teammates may see you and your actions on the team. Choose the rating response number that best applies to each statement and record it in the box to the right of the statement. Then total your scores for each of the three virtues.

Rating Scale: 3 = Usually 2 = Sometimes 1 = Rarely



Name _____		Score
HUMBLE MY TEAMMATES WOULD SAY:	1. I compliment or praise them without hesitation.	
	2. I easily admit to my mistakes.	
	3. I am willing to take on lower-level work for the good of the team.	
	4. I gladly share credit for team accomplishments.	
	5. I readily acknowledge my weaknesses.	
	6. I offer and accept apologies graciously.	
TOTAL HUMILITY SCORE		
HUNGRY MY TEAMMATES WOULD SAY:	7. I do more than what is required in my own job.	
	8. I have passion for the "mission" of the team.	
	9. I feel a sense of personal responsibility for the overall success of the team.	
	10. I am willing to contribute to and think about work outside of office hours.	
	11. I am willing to take on tedious or challenging tasks whenever necessary.	
	12. I look for opportunities to contribute outside of my area of responsibility.	
TOTAL HUNGER SCORE		
SMART MY TEAMMATES WOULD SAY:	13. I generally understand what others are feeling during meetings and conversations.	
	14. I show empathy to others on the team.	
	15. I demonstrate an interest in the lives of my teammates.	
	16. I am an attentive listener.	
	17. I am aware of how my words and actions impact others on the team.	
	18. I adjust my behavior and style to fit the nature of a conversation or relationship.	
TOTAL SMART SCORE		
SCORING: <p>Remember, the purpose of this tool is to help you explore and assess how you embody the three virtues of an ideal team player. The standards for "ideal" are high. An ideal team player will have few of these statements answered with anything lower than a 3 (usually) response.</p> <p>A total score of 18 or 17 (in any virtue) is an indication that the virtue is a potential strength.</p> <p>A total score of 16 to 14 (in any virtue) is an indication that you most likely have some work to do around that virtue to become an ideal team player.</p> <p>A total score of 13 or lower (in any virtue) is an indication that you need improvement around that virtue to become an ideal team player.</p> <p>Finally, keep in mind that while this tool is quantitative, the real value will be found in the qualitative, developmental conversations among team members and their managers. Don't focus on the numbers, but rather the concepts and the individual statements where you may have scored low.</p>		

Personal Development Plan

- Imagine...
- Meyers-Briggs:
 - 16 distinctive personality types
 - Preferences in 4 dichotomies
 - Extravert/Introvert
 - Sensing/Intuition
 - Thinking/Feeling
 - Judging/Perceiving
 - <http://www.personalitypage.com/high-level>.
- Goal Setting
- Action Steps



- An obligation or willingness to accept responsibility for performance.
- In the near future... payments for health care will be linked with performance on quality measures.

$$\text{Healthcare Value} = \frac{\text{Quality of Care}}{\text{Cost of Care}}$$





Buying a 1954 Buick

- Buyers at the mercy of car dealers.
- Price
 - Dealer not required to disclose MSRP.
 - Vast price disparities existed from dealer to dealer
- Quality
 - No information (e.g., fuel economy, crash test ratings) disclosures required.
 - 1958: Automobile Information Disclosure Act passed by US Congress.

Steinmetz A, Emanuel EJ. JAMA Intern Med 2013; 173: 432-4.
https://en.wikipedia.org/wiki/American_automobile_industry_in_the_1950s


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← PULL THIS STRIP TO EXPOSE ADHESIVE


BUICK


2013 ENCORE AWD-PREMIUM GROUP

**EXTERIOR: WHITE PEARL TRICOAT
INTERIOR: EBONY**


**ENGINE, ECOTEC TURBO 1.4L
TRANSMISSION, 6-SPD AUTOMATIC**


Visit us at www.buick.com

STANDARD EQUIPMENT <small>ITEMS LISTED HEREIN ARE INCLUDED AT NO EXTRA CHARGE IN THE EXCEPT WHERE SHOWN</small> <ul style="list-style-type: none"> • 4 YEAR/50,000 MILE Bumper-to-Bumper WARRANTY SEE DEALER FOR DETAILS • 4 YEAR/70,000 MILE POWERTRAIN LIMITED WARRANTY SEE DEALER FOR DETAILS • CHASSIS, ALL WHEEL DRIVE • ENGINE, ECOTEC TURBO 1.4L V-4, 160 HP, 2,400 CC • TRANSMISSION, 6-SPD AUTOMATIC 	<ul style="list-style-type: none"> • STABILITRAK® STABILITY CONTROL, SYSTEM W/ TRACTION CONTROL • ANTI-LOCK BRAKE SYSTEM • 4 WHEEL DISC BRAKES • HEAD-UP CONTROL, AUTOMATIC ON/OFF • 8 MILES ONSTAR DIRECTIONS AND CONNECTIONS WITH AUTOMATIC CRASH RESPONSE & TURN-BY-TURN NAVIGATION (SEE DEALER ABOUT GEOGRAPHIC COVERAGE) • FORWARD COLLISION ALERT • LANE DEVIATION WARNING • TIRE PRESSURE MONITOR (TIPS, SPARE TIRE) • CONTENT THEFT ALARM, THEFT DETECTION SYSTEM • REAR VISION CAMERA SYSTEM 	<ul style="list-style-type: none"> • OUTSIDE MIRROR, AUDIO SYSTEM & AIR CONDITIONING • LEATHER-UPHOLSTERED SEATS • DRIVER & FRONT PASSENGER HEATED SEATS • SEAT ADJUSTER, DRIVER 6-WAY POWER W/ MANUAL RECLINE • SEAT ADJUSTER, FRONT PASS. 6-WAY POWER W/ MANUAL RECLINE • SEATBACK, PASSENGER FLAT-FOLD • SEAT, REAR 60/40 SPLIT-BENCH, FOLDING • POWER WINDOW W/ EXPRESS DRIVER UP/DOWN • WINDOW FRONT PASSENGER & REAR • POWER EXPRESS DOWN • WINDSHIELD WIPERS, RAIN SENSING • CLIMATE CONTROL, DUAL-ZONE AUTOMATIC • VISORS, DRIVER/FRONT PASSENGER W/ ILLUMINATED VANITY MIRROR • REAR SIDE SEAT SETTINGS 	<ul style="list-style-type: none"> • DIMMING • CARGO COVER, REAR, STOWABLE • REAR WINDOW SPOILER • POWER DOOR LOCKS WITH LOCKOUT PROTECTION • CRUISE CONTROL • POWER OUTLET, 120 VOLT • LEATHER W/MP STEERING WHEEL • STEERING COLUMN, TILT AND TELESCOPIC • XM RADIO - SERVICE SUBSCRIPTION SOLD SEPARATELY BY SATELLITE AFTER 3 MINS • DRIVER INFORMATION CENTER • STEERING WHEEL CONTROLS • FRONT AND REAR PARKING ASSIST • ULTRASOUND • COLOR DISPLAY RADIO W/ 7" SCREEN, INTELLILINK, USB • PORT, MP3/MP4 JACK • BLUETOOTH FOR PHONE AND MUSIC • AUDIO SYSTEM - BOSE PREMIUM • REMOTE VEHICLE STARTER SYSTEM 	<ul style="list-style-type: none"> • HEATED STEERING WHEEL • EXTERIOR • CLASIS, OVER-TIMED • MIRRORS, OUTSIDE HEATED, POWER-ADJUSTABLE, BODY-COLOR MANUAL FOLDING • DOOR HANDLES, CHROME • WHEELS, 18" ALUMINUM • TIRE, COMPACT SPARE • FRONT FOG LAMPS • HEADLAMPS, HALOGEN • ROOF RACK, SIDE RAILS 	INTELLILINK WITH 7" DIAGONAL SCREEN, USB PORT, INPUT JACK WHITE PEARL TRICOAT 745.00 TOTAL OPTIONS \$2,579.00 TOTAL VEHICLE & OPTIONS \$32,259.00 DESTINATION CHARGE 795.00 TOTAL VEHICLE PRICE* \$32,879.00
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EPA DOT Fuel Economy and Environment <div style="text-align: center;"> Fuel Economy  26 23 30 <small>combined city highway</small> 3.8 gallons per 100 miles </div> <div style="text-align: center;"> Annual fuel COST \$2,050 </div>	Gasoline Vehicle <div style="text-align: center;"> You Save \$1,350 <small>in fuel costs over 5 years compared to the average new vehicle.</small> </div>	GOVERNMENT 5-STAR SAFETY RATINGS <p>This vehicle has not been rated by the government for overall vehicle score, frontal crash, side crash or rollover risk.</p> <p>Source: National Highway Traffic Safety Administration (NHTSA) www.safercar.gov or 1-888-327-4236</p>
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PARTS CONTENT INFORMATION <p>FOR VEHICLES IN THIS COUNTRY:</p> <p>U.S./CANADIAN PARTS CONTENT: 21% MAJOR SOURCES OF FOREIGN PARTS CONTENT: KOREA 51% CHINA 16%</p> <p>NOTE: PARTS CONTENT DOES NOT INCLUDE FINAL ASSEMBLY, DISTRIBUTION, OR OTHER NON-PARTS COSTS.</p> <p>FOR THIS VEHICLE:</p> <p>FINAL ASSEMBLY POINT: BUYPONG GI, IN KOREA COUNTRY OF ORIGIN: KOREA ENGINE: UNITED STATES TRANSMISSION: KOREA</p>	<p><small>This label has been placed on the vehicle to provide information regarding the origin of the vehicle and its parts. It is not intended to be used as a warranty or as a basis for a claim. For more information, please visit www.buick.com.</small></p> <p><small>U.S. EPA ESTIMATED FUEL ECONOMY (EPA) 26 mpg city/30 mpg highway/26 mpg combined. Actual mileage may vary. See dealer for details. *Annual fuel cost estimate based on 15,000 miles per year at \$3.50 per gallon. MPGe is miles per gallon using electricity as the primary energy source.</small></p> <p><small>Actual results will vary for many reasons, including driving conditions and how you drive and maintain your vehicle. Your mileage may vary. See dealer for details. *Annual fuel cost estimate based on 15,000 miles per year at \$3.50 per gallon. MPGe is miles per gallon using electricity as the primary energy source.</small></p> <p><small>fuel economy.gov</small></p>
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Push your blue button or visit onstar.com for details.



REISSUE

Consumer Reports



Buick Regal (turbo) Premium I 4-cyl

Price as tested: \$34,485

[See Dealer Pricing](#)

Overall score



This well-honed and satisfying sports sedan has a European feel, and is the antithesis of the whitewall-tired Buick of old. With its agile handling, quick steering, and a taut, steady ride, the Regal is one of Buick's best offerings. The 259-hp, 2.0-liter turbo four-cylinder delivers good performance and fuel economy. Our tested Regal was quick and quiet, and delivered 24-mpg overall. Rich-feeling materials are used in the cabin, which has excellent fit and finish. The front seats are firm and supportive, though the rear seat is quite snug. Infotainment system controls are mostly simple, and all-wheel drive is available on all trim lines. Overall this is a highly capable, yet understated car. [Close](#)

<http://www.consumerreports.org/cro/cars/new-cars/luxury-cars/recommended/recommended-overall.htm?loginMethod=auto>; accessed 2/14/16

What Does a Hip Replacement Cost?

- Randomly selected 2 hospitals in each state (plus Wash DC) performing THA, as well as top 20 hospitals in USNWR rankings.
- Each hospital contacted by phone, requesting lowest complete “bundled” price for elective THA for 62 year-old grandmother.
- Each hospital contacted up to 5 times.

Rosenthal JA, Cram P. JAMA Intern Med 2013; 173: 427-32.

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What Does a Hip Replacement Cost?

- Obtaining information difficult
 - 9 top ranked (45%) and 10 (10%) non-top ranked hospitals provided “bundled” price.
 - Required multiple conversations with numerous individuals at each institution
- Price estimates varied nearly 10-fold across hospitals: \$11,100 - \$125,798.
- Conclusions
 - Not easy for consumers to obtain price information
 - Comparison shopping may yield substantial savings for savvy consumers.

Rosenthal JA, Cram P. JAMA Intern Med 2013; 173: 427-32.

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How Much For an EKG in Philadelphia?

- Phoned 20 hospitals in Philadelphia requesting information on price of an EKG and cost of parking. No health insurance, will pay cash.

Table. Price Information for the Cost of Electrocardiograms (ECGs) and Parking

Hospital No.	ECG	Price, \$
1	NP	~6 for 2 h, discounted
2	NP	NP
3	137	0
4	NP	0
5	NP	0
6	NP	0
7	1200	~15 for 2-3 h, discounted
8	NP	~15 for 2-3 h, discounted
9	NP	0
10	NP	0 for visitors
11	NP	0
12	NP	0 for visitors
13	NP	0 for visitors
14	NP	0 for visitors
15	600	0
16	NP	0
17	NP	0 for 30 min; 3 for 2-3 h, discounted
18	NP	2 for visitors with validation
19	NP	0
20	NP	3 for 1 h; 5 for 2-5 h

Abbreviation: NP, not provided.

Bernstein JRH, Bernstein J. JAMA Intern Med 2014; 174: 292-3.





Hospital Compare - A quality tool for adults, including people with Medicare

Search About Data Details Resources

This tool provides you with information on how well the hospitals in your area care for all their adult patients with certain **medi** compare the quality of care hospitals provide. Hospital Compare was created through the efforts of the Centers for Medicare as represent hospitals, doctors, employers, accrediting organizations, other Federal agencies and the public.

Talk to your doctor about this information to help you, your family and your friends make your best hospital care decisions.

Physician Compare

Physician Compare has information about Medicare-enrolled Physicians and Healthcare Professionals.

Persons using assistive technology may not be able to fully access information on these pages. For assistance, please contact CMS Web Team.

Search Information

Fields marked with a red asterisk (*) are required


*First enter a **Location** - Zip Code or City, State:

Example: 21244 or Baltimore, MD

*Then select **Physician, Other Healthcare Professional, or Group Practice**:

☐ Physician [?]
 OR
 ☐ Other Healthcare Professional [?]
 OR
 ☐ Group Practice [?] **Preview!**

Search Providers



Medicare.gov | Physician Compare

The Official U.S. Government Site for Medicare

Physician Compare results

Key  Accepts Medicare assignment  May accept Medicare assignment

There are 0 health care professionals related to "DAVID MICHAEL LANG" within 200 miles of CLEVELAND, OH 44195.
Please check your spelling or try another search.

You may want to consider primary care physicians in your area:


Family practice, general practice, geriatric medicine, internal medicine, & primary care physicians (988)

Modify your results

<https://www.medicare.gov/physiciancompare/results.html#viewmap=0&keyword=DAVID%20MICHAEL%20LANG&ID=&loc=CLEVELAND%2C%20OH%2044195&lat=41.5034433&lng=-81.6205953&type=All&xpnd=1&vflg=1&lngid=0>
Accessed 2/14/16

Medicare.gov | Physician Compare

The Official U.S. Government Site for Medicare

CLEVELAND CLINIC FOUNDATION 

Specialties: Multiple

Clinical quality of care

These clinical quality of care measures are reported by group practices. Group practices report these measures to Medicare. A selection of these quality measures are publicly reported on this website to help consumers make informed decisions and to encourage health care professionals to improve the quality of care they provide to patients. It is important to understand that not all group practices report the same measures, and the measures available to report are different depending on the types of services a group practice provides to patients. Reporting more or less measures is not a reflection of the quality of care given to patients. ([Get more information.](#))

More stars are better. Select a measure to read more information.

Preventive care: General health

Some group practices do a better job than others providing care that keeps patients healthy. Medicare gave this group practice a performance score based on how well the group did on each measure. The scores are presented as stars and as a percent.

▶ Getting a flu shot during flu season.		67%
▶ Making sure older adults have gotten a pneumonia vaccine.		86%
▶ Screening for depression and developing a follow-up plan.		15%
▶ Screening for tobacco use and providing help quitting when needed.		89%
▶ Screening for an unhealthy body weight and developing a follow-up plan.		66%
▶ Screening for high blood pressure and developing a follow-up plan.		50%

<https://www.medicare.gov/physiciancompare/group-profile.html#tab=3&selectedID=1850203555&strlat=41.5034433&string=-81.6205953>
Accessed 2/14/16

Preventive care: General health

Some group practices do a better job than others providing care that keeps patients healthy. Medicare gave this group practice a performance score based on how well the group did on each measure. The scores are presented as stars and as a percent.

▶ Getting a flu shot during flu season.	★★★★★	67%
▶ Making sure older adults have gotten a pneumonia vaccine.	★★★★★	86%
▶ Screening for depression and developing a follow-up plan.	★★★★★	15%
▶ Screening for tobacco use and providing help quitting when needed.	★★★★★	89%
▶ Screening for an unhealthy body weight and developing a follow-up plan.	★★★★★	66%
▶ Screening for high blood pressure and developing a follow-up plan.	★★★★★	50%

<https://www.medicare.gov/physiciancompare/group-profile.html#tab=3&selectedID=1850203555&strlat=41.5034433&string=-81.6205953>
Accessed 2/14/16

ConsumerReports

Hospital Ratings Heart Surgery

The data come from the Society of Thoracic Surgeons for hospitals that have agreed to share their data with us.

BYPASS SURGERY RATINGS Reflects a hospital's performance in isolated coronary artery bypass graft surgery, including the open-heart approach and less invasive versions. Overall score is a composite of four measures: survival (percentage of patients who leave the hospital and survive at least 30 days after surgery), complications (percentage of patients who avoid the most serious complications, including needing a second operation, developing a deep chest infection, suffering a stroke or kidney failure, and requiring prolonged ventilation), best surgical technique (percentage of patients who receive at least one graft from an internal mammary artery, located under the breastbone, which improves survival), and right drugs (percentage of patients who receive beta-blockers before and after surgery to control blood pressure and heart rhythm, aspirin to prevent blood clots, and a drug after surgery to lower LDL (bad) cholesterol).

VALVE REPLACEMENT RATINGS Reflects a hospital's performance in surgical aortic valve replacement. Does not include data for transcatheter aortic valve replacement, though the STS has started to collect it. Overall score is a composite of two measures: survival (percentage of patients who leave the hospital and survive at least 30 days after surgery) and complications (percentage of patients who avoid the most serious complications, which are the same as for bypass).

All data were adjusted based on the health of patients. Still, limitations of such adjustments can make direct comparisons difficult.

MORE INFORMATION For details on our methodology, go to www.ConsumerReports.org/crs/howwerareshospitals. For our complete hospital Ratings, subscribers to our website can go to www.ConsumerReports.org/hospitalratings.

BELOW AVERAGE

AVERAGE

ABOVE AVERAGE

HOSPITAL	CITY	CORONARY ARTERY BYPASS SURGERY RATING	AORTIC VALVE REPLACEMENT SURGERY RATING
ALABAMA			
East Alabama Medical Center	Opelika	○	—
Providence Hospital	Mobile	○	—
ARIZONA			
Banner Boswell Medical Center	Sun City	○	—
Chandler Regional Medical Center	Chandler	○	○
Flagstaff Medical Center	Flagstaff	○	○
Havasupai Regional Medical Center	Lake Havasu City	○	—
Scottsdale Healthcare Shea Medical Center	Scottsdale	○	—
Scottsdale Healthcare - Osborn Medical Center	Scottsdale	○	—
University of Arizona Medical Center - University Campus	Tucson	●	○

Heart Surgery



These Ratings were derived from data submitted by hospitals to The Society of Thoracic Surgeons. The Ratings are based on data from the medical records of patients, considered the "gold standard" for quality measurement. The methods used to derive these Ratings have been endorsed by the National Quality Forum, a nonprofit organization that endorses consensus standards for measuring and publically reporting.

Bypass Surgery Ratings


- **Survival**
 - Percentage who leave the hospital and survive 30 days
- **Complications**
 - Needing 2nd operation
 - Sternal wound infection
 - Suffering CVA or renal failure
 - Requiring prolonged ventilation
- **Surgical technique**
 - Graft from internal mammary artery
- **Appropriate pharmacotherapy**
 - Beta blocker
 - Statin
 - Aspirin



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Cleveland Clinic




Address: 9500 Euclid Avenue,
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Phone: (216) 444-2200 (tel:(216) 444-2200)

Web site: www.clevelandclinic.org...

[Infections](#)
[Childbirth](#)
[Safety Score](#)
[Heart Surgery](#)
[Patient Experience](#)
[Ger](#)

Heart Surgery

WORSE THAN EXPECTED AS EXPECTED BETTER THAN EXPECTED

These Ratings were derived from data submitted by hospitals to The Society of Thoracic Surgeons. The Ratings are based on data from the medical records of patients, considered the "gold standard" for quality measurement. The methods used to derive these Ratings have been endorsed by the National Quality Forum, a nonprofit organization that endorses consensus standards for measuring and publically reporting.

Overall Heart Bypass Surgery Performance

These ratings are based on 519 heart bypass operations performed between 07/01/2016 and 06/30/2017. Surgeons at this hospital may have performed additional heart bypass operations that are not included here, either at other hospitals or combined with other surgical procedures.




Mercy Cardiovascular Institute

Location: Canton, OH

Phone: (330) 317-3736 (tel:(330) 317-3736)

Affiliated Hospital(s):
Mercy Medical Center
(<https://www.consumerreports.org/health/hospitals/mercy-medical-center/6410290>)


Heart Bypass Surgery


WORSE THAN EXPECTED AS EXPECTED BETTER THAN EXPECTED

These ratings are based on 216 heart bypass operations performed between 07/01/2016 and 06/30/2017. Surgeons in the group may have performed additional heart bypass operations that are not included here, either at other hospitals or combined with other surgical procedures.


Overall Rating




Patient Survival

 Patients have a 98% chance of surviving at least 30 days after the procedure and of being discharged from the hospital.

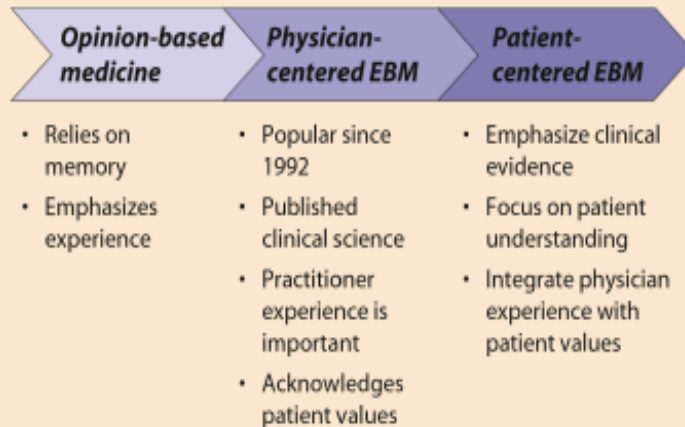
Absence of Complications

 Patients have a 81% chance of avoiding all five of the major complications.

Recommended Medications



In the early 1990s, opinion-based medicine began to give way to evidence-based medicine



How Patient Centered are Medical Decisions?

A National Survey

- N = 2718 adults (58.3% response rate)
 - 40 years and older
 - Experienced ≥ 1 of 10 health care decisions in previous 2 years with health care provider.
 - Perceptions of the extent to which pros and cons were discussed.
- Major finding: discussions concerning common tests, medications, or procedures do not reflect a high level of shared decision making.

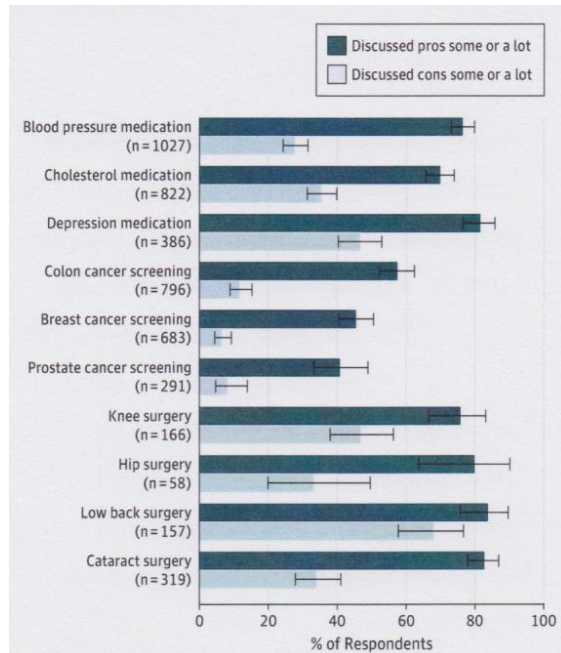
Fowler FJ, et al. JAMA Intern Med 2013; 173: 1215-21.

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Fowler FJ, et al. JAMA Intern Med 2013; 173: 1215-21.

How to Use the AAAAI Registry to Satisfy PQRS Requirements

1. Collect data on at least 9 measures covering at least 3 NQS Domains**.
2. Report on at least 50% of all of your applicable patients for the 9 measures.
3. Of those measures, at least 2 Outcome Measure must be selected.
4. Mark your report as complete in the AAAAI Registry and ready for CMS submission.

**NQS Domains (6): Communication and Care Coordination; Community Population Health; Effective Clinical Care; Efficiency and Cost Reduction; Patient Safety; Person and Caregiver-Centered Experience and Outcomes

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NEW FLIGHT SEARCH

Leaving from: Nearby cities
 New York, NY (NYC-All Airports)

Going to: Nearby cities
 Los Angeles, CA (LAX-Los Angeles)

Departing: 7/1/2012
 Returning: 7/3/2012

[More options ▼](#) [SEARCH](#)

REFINE RESULTS

Displaying all results

Flight Times [Clear](#)

Outbound to Los Angeles (LAX)

☒ Depart ☐ Arrive

Depart 5:00am - 10:55pm

Stops [Clear](#)

☐ Nonstop \$379
☐ 1 Stop \$728
☐ 2+ Stops \$699

Airlines [Clear](#)

☐ US Airways \$728
☐ Delta \$735
☐ Alaska Airlines \$836
☐ Virgin America \$879
☐ JetBlue Airways \$960
☐ AirTran Airways \$986
☐ UNITED \$1,010
☐ Frontier Airlines \$1,027
☐ American Airlines \$1,153

BEST PRICE GUARANTEE

New York, NY (NYC) to Los Angeles, CA (LAX) Sun. Jul. 1 - Tue. Jul. 3, 1 traveler
 Show flight summary grid ▼

Earn frequent flyer miles and Expedia Points when you book. [See details](#)

1. Choose Your Departing Flight

Prices are per person and do not include baggage fees or other fees charged directly by the airline. These results cover a metro area with several airports. Please review your choices carefully.

[Separate Flights](#) [Show Roundtrip Flights](#) [See Flight + Hotel Deals](#)

Sort by: [Departure Time](#) [Arrival Time](#) [Stops](#) [Duration](#) [Price](#)

From	To	Airline	Class	Stops	Duration	Price
New York JFK 12:55pm	Los Angeles LAX 9:13pm	Delta 2174	Multiple Airlines	2 Stops	11h 18m	Roundtrip from \$699 per person includes taxes & fees
New York LGA 5:10pm	Los Angeles LAX 10:15pm	US Airways 1107	US Airways 1499	1 Stop	8h 5m	Roundtrip from \$728 per person includes taxes & fees
New York JFK 6:15am	Los Angeles LAX 12:00pm	US Airways 1772	US Airways 1433	1 Stop	8h 45m	Roundtrip from \$728 per person includes taxes & fees
New York JFK 12:00pm	Los Angeles LAX 6:40pm	US Airways 1443		1 Stop	9h 40m	Roundtrip from \$728 per person

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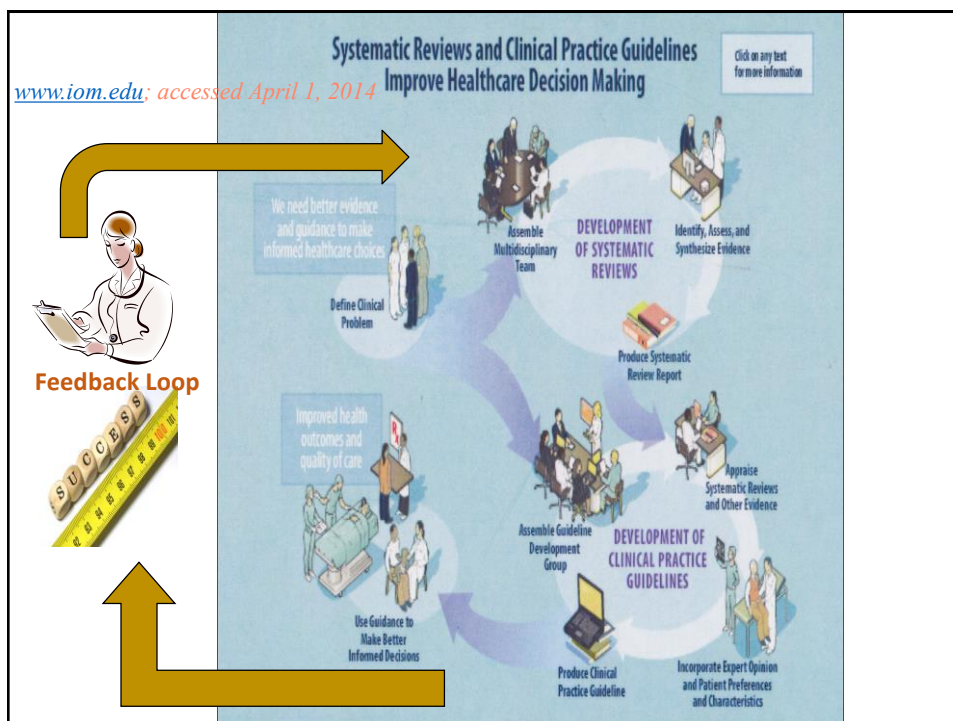
\$99+ Los Angeles Flights
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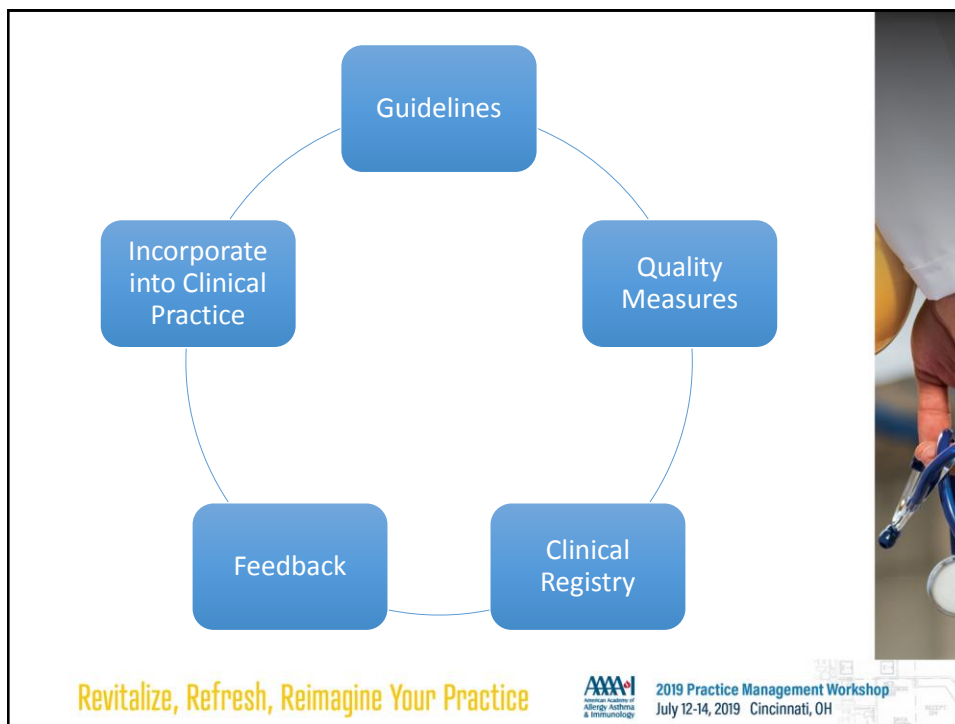
Flights to Los Angeles
 Get United's Guaranteed Lowest Fare to Los Angeles, CA. Book Now! [united.com](#)

Flights to Los Angeles
 Departing New York From \$288! Other Cities Available. Book Now! [cheapair.com](#)

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Asthma Control Test™ (ACT)

- In the past 4 weeks, how much of the time did your asthma keep you from getting as much done at work, school or at home?

All of the time	1	Most of the time	2	Some of the time	3	A little of the time	4	None of the time	5
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Score
- During the past 4 weeks, how often have you had shortness of breath?

More than once a day	1	Once a day	2	3 to 6 times a week	3	Once or twice a week	4	Not at all	5
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- During the past 4 weeks, how often did your asthma symptoms (wheezing, coughing, shortness of breath, chest tightness or pain) wake you up at night, or earlier than usual in the morning?

4 or more nights a week	1	2 or 3 nights a week	2	Once a week	3	Once or twice	4	Not at all	5
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- During the past 4 weeks, how often have you used your rescue inhaler or nebulizer medication (such as albuterol)?

3 or more times per day	1	1 or 2 times per day	2	2 or 3 times per week	3	Once a week or less	4	Not at all	5
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- How would you rate your asthma control during the past 4 weeks?

Not controlled at all	1	Poorly controlled	2	Somewhat controlled	3	Well controlled	4	Completely controlled	5
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Patient Total Score

Asthma Control Test is a Trademark of QualityMetric Incorporated.
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Asthma Control: Minimal Important Difference Improvement – National Quality Strategy
Domain: Person and Caregiver-Centered Experience and Outcomes

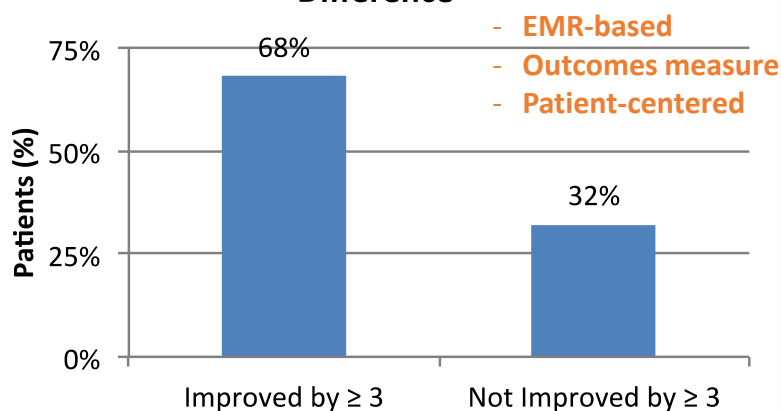
DESCRIPTION:

Percentage of patients aged 12 years and older whose asthma is not well-controlled as indicated by the Asthma Control Test, Asthma Control Questionnaire, or Asthma Therapy Assessment Questionnaire and who demonstrated a minimal important difference improvement upon a subsequent office visit during the 12-month reporting period.

INSTRUCTIONS:

This outcomes measure is to be reported a **minimum of once per reporting period** for all patients with a diagnosis of asthma who demonstrate a score ≤ 19 on the Asthma Control Test (ACT), ≥ 1.5 on the Asthma Control Questionnaire (ACQ) or ≥ 1 on the Asthma Therapy Assessment Questionnaire (ATAQ) and who had at least one follow-up ACT, ACQ, or ATAQ within the 12-month reporting period. In order to meet this measure, the patient must demonstrate a minimal importance difference (MID) improvement between their asthma control score from the initial visit and a subsequent score taken during the 12-month reporting period using the same patient-completed questionnaire. An increase in score by greater than or equal to 3 points on the ACT, decrease in score by greater than or equal to 5 points on the ACQ

**Improvement in ACT Scores for Patients
with Poorly or Not Well Controlled
Asthma Exceeding the Minimal Important
Difference**



Cleveland Clinic Asthma Center - 2017

Telemedicine: NQF, 2017- 2018

- Big paradigm shift
- David Shulkin (VA): Telemedicine is a major initiative; 750,000 veterans receiving care via virtual visits.
- Henry DePhillips (CMO, Teladoc)
 - Disruptive
 - Consumer-centric
 - Oriented towards what the public wants

***“Walmart made shopping more efficient,
but Amazon changed how people shop.”***

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Expansion of Telemedicine

• Desired Outcomes of Expansion of Telemedicine

Reduction in
overall health
care costs

Improved
access to
coordinated
care

Applications of
technology that
assure quality
of care

Improve
efficiencies and
potentially
grow revenue
for providers

Powerful market pressures will continue to press the conversation with physicians, carriers, employers and health systems to consider broadening telehealth benefits and services. Meanwhile consumer expectations will likely drive at least the consumer initiated telemedicine consultation requests, opening the opportunity for innovative physicians to lead the way to expanding the value of these technologies.

Slide content courtesy of S. George Kipa, Ara Rafaelian and Theresa Tew, BCBSM

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$$\text{Healthcare Value} = \frac{\text{Quality of Care} \substack{\text{[outcomes important to patients]}}}{\text{Cost of Care}}$$

Cost Transparency

- Most consumers in USA currently are shielded from the cost of their health care consumption by 3rd party payers.
- Removing this shield will create concern about price and foster market pressures to keep prices down.
- Patients will be incentivized to play a more active role in selecting hospitals and physicians on the basis of cost.

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Quality Transparency

- Will facilitate meaningful comparisons and provide a “feedback loop” for guidelines and measures developers, encouraging ongoing improvements in quality of care.
- Informing and involving patients in medical decision making will increasingly become a standard for good medical care.
- Much work lies ahead in implementation, revision, and validation.

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