

STANFORD COORDINATED CARE

Care with the Patient at the Center

SCC Chronicle

211 Quarry Road, #402
Palo Alto, CA 94304
650.724.1800
Hours: 8:30 am-5:00 pm,
Tues, Thurs, Fri.
8:30 am-7:00 pm,
Mon, Wed

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Healthy Holidays! Samantha Valcourt and Alex Blacker

It is once again that time of year when home-baked goods, and colorful candy treats packaged to look like tiny presents, abound in our homes and workplaces. This can be a difficult season for those who are trying to maintain a healthy weight or lose some additional pounds. The good news is there are some simple strategies that you can use to limit overeating and mindless sugar snacking!

Holiday Parties

When attending holiday parties it can be hard to turn down a second helping or not consume extra calories, but sticking to these tips may help:

- Try to have a healthy snack before you go so that you do not arrive hungry
- Use a smaller plate to help encourage proper portion sizes and start your meal with a salad or some fresh vegetables
- Wait 10 minutes before serving yourself a second helping. You may find if you

give your mind a chance to catch up to your body, you may not want that second serving after all

After the meal, try getting in some physical activity such as taking a light walk around the neighborhood with family and friends.

Candy Bowls

If faced with a candy bowl at your office, try determining a set portion you may have during the day (e.g. 3 chocolate kisses) and serve yourself that amount once rather than dipping in each time you pass the bowl. Additionally, if the designated spot for the candy bowl is near your desk, place a lid or cover over it to decrease mindless grabbing. You may help out some co-workers too!

If you have any tips and tricks that work for you, feel free to share them with your SCC care team at your next visit. Have a safe and happy holiday season!

SCC Has Exceeded Our Enrollment Goal!

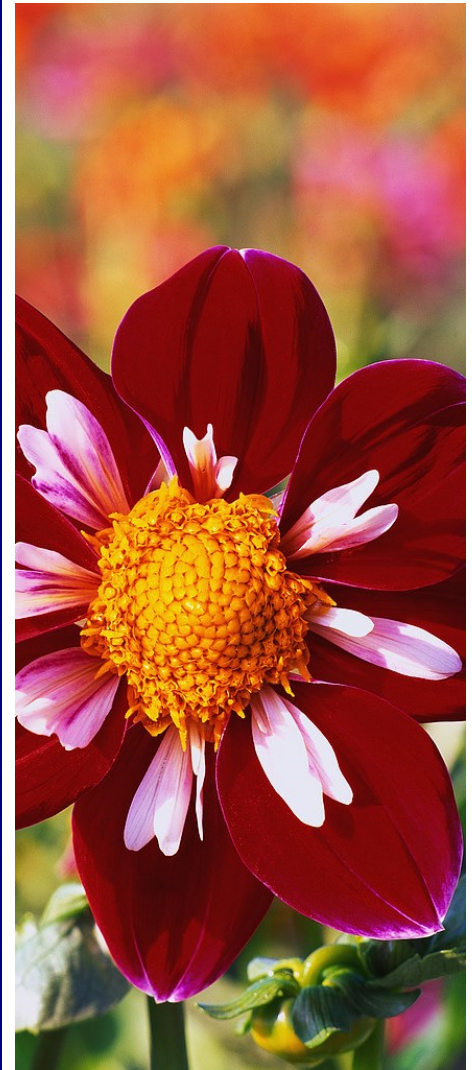


In celebration of attaining our 300th patient in August 2014, the SCC Team celebrated with an evening out. Pictured, from left to right: Coleen Travers, Alex Blacker, Susan Shughrue, Deepti, Randhava, Alan Glaseroff, Celina Meza, Ann, Lindsay, Nastasia Poso, Samantha Valcourt, Delila Coleman, Deborah Bowes, Monica Curiel, and Kathan Vollrath.

2015 Open Enrollment!—A Partial Overview

Coleen Travers

| Detail | Stanford Health Care | Stanford University |
|----------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Dates of Open Enrollment | November 4-21, 2014 | October 27-November 14, 2014 |
| What's New: | <ul style="list-style-type: none"> This overview does <u>not</u> apply to CRONA members | Health Care Flexible Spending Accounts (HCFSA) are able to carry over \$500 in unused funds after 5/1/2015 |
| | An additional tier of UMR PPO providers has been added, with lower co-insurance rates for patients | Health Savings Account (HSA) limits have increased—only available through Blue Shield High Deductible Health Plan (HDHP) |
| | Covered spouses/eligible domestic partners can participate in “Healthy Steps to Wellness” | Long Term Care (LTC) will be provided, and directly billed, by CNA beginning 1/1/15 |
| | Benefitsolver is SHC’s new benefits enrollment portal. It can be accessed by phone at 855.327.5025 or online at www.healthysteps4u.org (SHC) or accesshr.lpch.org (LPCH) | Medical Contribution Assistance Program (MCAP) levels for family adjusted gross income (AGI) increased from \$60,000 in 2014 to \$77,000 in 2015. For MCAP guidelines, visit here |
| Stanford Coordinated Care (SCC) copays | \$0.00 copay for patients with Stanford Health Care Alliance (SHCA); \$0.00 copay for UMR PPO after deductible is met | \$0.00 copay for patients with Stanford Health Care Alliance (SHCA), Blue Shield EPO & PPO; \$0.00 for HDHP after out-of-pocket maximums have been met |
| For further information | www.healthysteps4u.org Care Council or 888-227-3334 Benefitsolver or 855-327-5025 | benefits.stanford.edu or call 877.905.2985, option 9 |



Starting January 21st, 2015, SCC will be offering the **Better Choices, Better Health** workshop on campus at Li Ka Shing. This workshop was developed from years of Stanford research and helps people feel better, manage symptoms and do the things they want to do. We will explore healthy eating, exercise planning, enhancing communication skills, making informed treatment decisions and disease-related problem solving. The workshop is ideal for individuals with a variety of ongoing and persistent health conditions, but it is also open to caregivers (spouse/partner, friend, or family member).

If you are interested in enrolling or would like more information please contact Alex Blacker (ablacker@stanfordhealthcare.org, 650-497-0066).

New in-person
Better Choices, Better Health (BCBH) group is meeting in January!

~Alex Blacker

Why Does SCC Ask Patients to Fill Out Surveys?

Ann Lindsay

As Co-Director of Stanford Coordinated Care (SCC), I want to express my appreciation for your completing periodic surveys to *help us help you* and demonstrate the value of our program.

The **PAM (Patient Activation Measure)** gives us an idea how to best support you with your Action Plans, as well as improve your ability to manage your health; we repeat it every 6 months. The **SF-12** asks how your physical health, mood, and pain impact your ability to get through each day. Another survey is the **SPS-6**, which only employees of Stanford complete, which measures the extent to which your health problems impact your job functioning.

Our goal is to help people improve their functioning and we need to know if we are not succeeding. If what we do is not showing a favorable impact, we need to change what we're doing. If we are able to show overall patient improvement through our surveys, the data would help build support for SCC from Stanford University and Stanford Health Care administrations. Fortunately we are now able to send the surveys to you on MyHealth when they are due, which hopefully makes it easier on you. So a big THANK YOU!

Meet Our Patient Advisory Council (PAC) Member

by Debra

As a part of our ongoing series to introduce our patients to the members of SCC's Patient Advisory Council (PAC), we asked one of our Patient Partners to discuss her involvement with both SCC and the PAC.

"I've been coming to Stanford Health Care for a little over three years; interestingly, it was a physician in Stanford Family Medicine that told me about SCC. I liked the idea of addressing a variety of medical issues in one location

(including lab work/blood draws). I had had a difficult experience with an off-site physician who was overbearing, pushy, and was insisting I start a medication that would have caused me more problems. I disagreed with what that doctor had told me; I like to research my conditions. When I came to SCC, I presented the facts and research during my 2 hour intake. My physician reviewed my chart in depth and agreed with me that I didn't need the medication,

nor did I have the condition for which the drug was prescribed. I really like SCC's knowledge of me and my medical history, as well as their consistency, and their personal approach.

I was pleased to become a part of the PAC; I think it's important for the SCC team to hear from the patient's perspective what's working and what's not working. I have been able to voice my opinions and ideas, contributing to the progression of the PAC, as well as the

SCC clinic. I feel positively about some of the changes we've initiated, like giving our opinions on SCC's recent change in branding and logo. Also, the PAC was instrumental in creating the recent Daily Feedback Pilot (in which patients rate their patient experience for the day by placing a poker chip in one of the canister—marked Excellent, Satisfactory, and Poor—near the fountain/front desk. I like being able to contact my medical team, 7 days a week. I'm glad I'm here."

Introducing Alex Blacker, SCC's New Community Programs Coordinator!



I am so thrilled to be the newest member of the Stanford Coordinated Care team! Prior to working with SCC, I received my Master's in Public Health and worked in breast cancer research. That work inspired me to have a more hands-on role in patients' lives, leading me to Stanford Health Care and my current position.

SCC has provided me with a great opportunity to inspire individuals to enroll with our clinic. Daily I work on recruiting members of our community and spreading the word about SCC's services. I also have the privilege of coordinating our Better Choices, Better Health workshops. I have recently been trained by Stanford's Patient Education Department and look forward to holding our first workshop in the new year [See the article on page 2] !

I am truly passionate about changing the healthcare system to support the needs of patients and look forward to working with SCC to achieve that goal.

~Alex Blacker

Stanford Coordinated Care

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A Book You May Want to Read:

43 words

Visit us on the Web:

<http://stanfordhealthcare.org/medical-clinics/coordinated-care.html>

REGAIN YOUR HEALTH!

Stanford Coordinated Care is a primary care clinic that has been exclusively designed to meet the needs of the employees (and their adult dependents) of Stanford University and Stanford Health Care (SHC) who are experiencing ongoing, persistent health conditions. Through excellent care, individualized service and action plans, as well as attention to your needs, we hope you will be able to say that you have regained your health!

If you have any questions about our two programs, Primary Care Plus and Care Support, please call us at 650.724.1800. We take SHC's UMR PPO, Stanford University's Blue Shield EPO/PPO/HDHP, and Stanford Health Care Alliance (SHCA).

Our Next Open House: 165 words



Come join us! Tell a coworker! Attend our Open House on Tuesday, November 18, 2014, from 5:30-6:30 pm in Suite 402 of the Hoover Pavilion!

Do you have a coworker at Stanford University, SLAC, Stanford Hospital, or the Lucile Packard Children's Hospital that would benefit from knowing about Stanford Coordinated Care?

We're having our next Open House on Tuesday, November 18, 2014, from 5:30-6:30 pm in our clinic.

Only people with Stanford Health Care Alliance (SHCA), UMR PPO, or Stanford University Blue Shield plans are eligible. We're sorry that we cannot accept Kaiser or Medicare patients

at this time.

Invite a coworker! We have had current patients bring their coworkers to an Open House and they decided they wanted what our patients had—excellent care and services. If a more personal invitation is better than a group option, we can set up a fifteen minute appointment for a prospective patient to meet with any of our doctors.

Please call 650.724.1800 if you have questions, or to let us know if you are coming to the Open House (and how many people you may be bringing).