

The Customer Experience Begins with Me: Fostering Team Excellence in Customer Service

Friday, September 21

Presenter, Syvil Burke, has been a nurse for over 38 years, working in a variety of roles to include staff nurse, clinical nurse educator, clinical nurse specialist, nurse manager, hospital administrator, and School of Nursing administrator. After retiring from Duke University Health System in 2009, Syvil focused on her passion for teaching and mentoring others.

Dr. David M. Webb Learning
 Institute
 Rocky Mount
 Register at:

<https://www.arealahec.org/courses-and-events/56263/>



Dental OSHA Update 2018 Friday, September 28

There have been major changes to NC OSHA, and one is the drastic increase in penalties caused by the Bipartisan Budget Act of 2015. OSHA's maximum penalties, which were last adjusted in 1990, will increase by 78%! In addition, OSHA introduced a revised Hazard Communication Standard that aligns with the Globally Harmonized System (GHS) of Classification and Labeling of Chemicals. Under the new GHS) dentists will have to rewrite their HazCom Program and replace Material Safety Data Sheets with the newly standardized 16-section Safety Sheet Data.

Dr. David M. Webb Learning Institute, Rocky Mount
 Register at <https://www.arealahec.org/courses-and-events/56287/>

Nurse Refresher Program for Registered Nurses

The University of North Carolina at Chapel Hill's Nurse Refresher Course is online and self-paced, helping you continue to balance work, life, and your career. In the past three years, over 360 nurses across the country have graduated from the program. Seventy-five percent of those who desired a job in nursing started a new position. The Nurse Refresher Program is for registered nurses who have passed the NCLEX exam and have been licensed in the United States.

For more information, visit
www.fridaycenter.unc.edu/nursing.



Happy Retirement Elizabeth Leonard

After 27 years with us, Elizabeth has decided to spend more time with her family. She was and will always be a special member of our Area L AHEC family.

Welcome
Robin Staton
 Executive
 Assistant to the
 President/CEO and
 Director of Finance
 and Administration



Our Mission

The mission of Area LAHEC is to meet the needs of the healthcare workforce serving Edgecombe, Halifax, Nash, Northampton, and Wilson counties by providing educational programs and services in partnership with academic institutions, healthcare agencies, and other organizations committed to improving the health of the people of North Carolina.

What's Coming Up?



August

August 16 Mindfulness Based Stress Reduction (Orientation for upcoming 8 week series)

September

September 11 Ethics and Domestic Violence

September 18 Mindfulness Series Begins

September 21 The Customer Experience Begins with Me

September 25 Patient Safety: Our Role as One Pharmacy Community

September 27 Health Literacy: Strategies and Resources

September 28 OSHA for the Dental Office

October

October 2 Trauma Informed Care: Enhancing Treatment and Organizational Health

October 5 New NC HIV Control Measures

October 24 Cancer Survivors: The New Normal

November

November 7 Caring for Two: Supporting Mothers and Babies Affected by Neonatal Abstinence Syndrome

November 14/15 Pharmacy CE Symposium

December

December 5 Trauma Informed, Resilience Focused



We're Enhancing Your Learning Experience

On January 19, 2018, Area LAHEC implemented a new learning management system to enhance your customer experience both when you register for educational events and when you access events and event materials. As a result, the look of our course calendar has changed. The calendar will be more visually driven than it has in the past but you will still be able to view and search for learning events of all types and for all professions across the NC AHEC system. The biggest change for our customers is that you will now need a MyAHEC account in order to register for an AHEC educational activity. If you don't have a MyAHEC account, you can create one at <https://my.ncahec.net/login.php>. If you need assistance setting up a MyAHEC account or with retrieving your MyAHEC password, please contact us by phone at 252-972-6958 or email info@arealahec.org.

Please visit our website for additional information about program registration, times, and locations.

www.arealahec.org

PRACTICE SUPPORT: WHAT YOU NEED TO KNOW

Please contact your Area L Practice Support Team for assistance and/or questions: shannon.cambra@arealahec.org or lisa.renfrow@arealahec.org



Shannon Cambra, RT(R), BS
Director-Practice Support
Activities (QI Consultant)



Lisa Renfrow, MSN, RN
Director-Nursing Education
Services (QI Consultant)

Merit-based Incentive Payment System (MIPS):

Quality Payment Program (QPP) Look-Up Tool Now Includes 2018 MIPS Eligibility and Predictive Qualifying APM Participant Data

The Centers for Medicare & Medicaid Services (CMS) have updated the Quality Payment Program Look-Up Tool (<https://qpp.cms.gov/participation-lookup>) allowing clinicians to view 2018 MIPS eligibility **and** Alternative Payment Model (APM) Qualifying APM Participant (QP) data. The tool, previously called the MIPS Participation Status Tool, has been renamed the Quality Payment Program Participation Status Tool.

2017 MIPS Performance Feedback Data Available

Final scores and feedback are now available to clinicians who submitted 2017 MIPS data through the QPP website (<https://qpp.cms.gov/>). Clinicians may view their performance and final MIPS score by going to <https://qpp.cms.gov/login> and logging in using the same Enterprise Identity Management (EIDM) credentials they used to submit MIPS data.

HealthConnex--NC Health Information Exchange Authority (NC HIEA):

Extension Process Change

The NC Health Information Exchange Authority (HIEA) and DHHS are aware of the fact that many healthcare providers will not be able to connect to NC HealthConnex by the mandated deadlines (<https://hiea.nc.gov/about-us/what-does-law-mandate>). The General Assembly has permitted the NC HIEA and DHHS to grant extensions to healthcare providers if they can meet certain criteria (<https://hiea.nc.gov/providers/extension-process>). Any organization that is not live and is affected by the June 1, 2018, deadline will now receive an extension, automatically, once they have an executed Participation Agreement on file. The new mandatory connection date (June 1, 2019) allows practices time to complete the technical onboarding process to submit patient clinical and demographic data for all state-paid services.

NC Medicaid Transformation

In the NC Medicaid Transformation to Managed Care proposal, Prepaid Health Plans (PHP) will be selected to manage Medicaid recipient's care in NC. Providers can sign up with more than one PHP and patients will sign up with only one PHP.

To find more about NC's Transformation to Medicaid Managed Care, visit [NC DHHS](https://www.ncdhhs.gov/medicaid-transformation) (<https://www.ncdhhs.gov/medicaid-transformation>).



National AHEC Organization
HPV Immunization Project

Visit <http://www.nationalahec.org/hpv/> to learn more about free webinars and educational resources.



www.arealahec

Social Media Contest!

Like our Area L AHEC Facebook page ,
(<https://www.facebook.com/Area-L-AHEC-942267912570031/>) between now and August 30 and
be entered into a drawing for a **\$25 gift card.**



@Area_L_AHEC

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Area L AHEC
Bridging Education to Quality in Health Care
Part of the NC AHEC Program
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