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Newsletter Volume 3:4

Newsletter Fall 2013

[bluestonemd.com](http://bluestonemd.com)

## St. Cloud, Here Comes Bluestone Physician Services!

Bluestone Physician Services is excited to announce our offering of on-site primary care services in the greater St. Cloud area. The physician-led care team will partner with the facility/community nursing staff of contracted assisted living facilities to provide exceptional medical care to their residents. St. Cloud hosts a population of nearly 66,000 with over 10% of those over the age of 65 years. It's a growing community and we look forward to helping those who reside in assisted living facilities maintain their independence.

Dr. Richard Cash joined BPS in October and will be leading his team in St. Cloud and surrounding communities. Dr. Cash is dedicated to the community and to the care of their seniors.

This is an exciting time for Bluestone as we expand our on-site primary care services outside of the metro area. If you know of an assisted living facility in the St. Cloud area that could use the care services provided by Bluestone, contact Trish Pitcher at 651-342-4275 or [trish.pitcher@bluestonemd.com](mailto:trish.pitcher@bluestonemd.com).



As winter approaches we want to update you on Bluestone's process for flu shots. Bluestone Physician Services endorses the recommendations of the US Advisory Committee on Immunizations Practices which suggests the routine annual influenza vaccination of all persons greater than 6 months of age. No preferential recommendation is made for one influenza vaccine product over another.

Bluestone has contracted with Firstat Nursing Services to offer flu shot clinics to any community that we provide services to. **If the community accepts Firstat's services**, a flu clinic date will be set up at the facility. In order to receive a flu shot the resident or legal representative must sign the

Influenza Consent Form and turn it into the facility nursing staff prior to the clinic date. Influenza Consent Forms may be found on the Bluestone website at [Bluestonemd.com](http://Bluestonemd.com) under the section marked "Forms." Please sign the form and return it to the facility nursing staff as soon as possible.

Please note, not all communities will chose to use Firstat for flu clinics, some may contract with another vendor to provide this service. In the event your loved one's facility chooses to use a different option for a flu shot, the facility nursing staff will update Bluestone to ensure our medical records are correct.

Please call our main office with any questions, 651-342-1039.

## Congratulations Bluestone Physician Services ...

The Minnesota Health Action Group, Minnesota Bridges to Excellence Champions of Change and the State of Minnesota Quality Incentive Payment System of public purchasers recently recognized Bluestone Physician Services for meeting the improvement goal for the Optimal Diabetes Care and Optimal Vascular Care. Bluestone Physician Services had a 18% improvement on Optimal Diabetes Care and 32% improvement on Optimal Vascular care. In an effort to continue our quality programs, BPS is currently participating in two pilot measures for Health Care Home; Advance Care Planning and Follow-Up After Hospital Discharge.

*Specializing in the unique needs of residential patients and their families*

# Bluestone Shares a Community Resource

There are many reasons to join Care Providers of Minnesota, a senior services association, but for simplicity's sake, you can boil it down to one word: access. When you become a member of Care Providers of Minnesota, you immediately gain access to a wealth of professional resources, information, products, people, and support.

## Accessing resources

Most associations provide basic information and assistance to non-members – the same holds true for Care Providers of Minnesota. However, the majority of our resources, which includes the latest news and information, legislative updates, facts, and data is privileged and a benefit of membership.

Perhaps the best resource members have is access to Care Providers of Minnesota's knowledgeable and professional staff. With many years of experience, staff are quick to answer your questions or concerns. Our weekly e-newsletter also contains information you need to stay abreast of state and national news as well as regulatory, legislative, and quality issues. Email blasts also are sent to keep you up-to-date on changes that can affect your business and profession.

Access to other members is another resource that only Care Providers of Minnesota can provide. Developing relationships with housing, home care, and nursing home professionals from all across the state not only provides you with networking opportunities, but gives you access to individuals who share your same experiences. And our national association—the American Health Care Association and the National Center for Assisted Living—will keep you informed of what is happening at the federal and national level.

Care Providers of Minnesota produces resources that range from residents' rights booklets to a bed measurement rental kit – and if you are a member, these resources are discounted. (Oftentimes the cost to join our association can be recouped in one single transaction, given the deep discounts to members.) And it's not just products that have a member-only discount; educational opportunities and events are also offered to members at a reduced rate. Staying abreast of changes, trends, and accepted practices is crucial for every profession, which is another reason to join Care Providers of Minnesota.

## Care Providers Of Minnesota

Membership provides access to education that is specific to your position and keeps your staff up to date on the newest ideas and information which is vital in a competitive market. Leadership opportunities are also an integral part of an association, allowing for professional and personal growth at the state and national level.

Finally, association membership means you have access to people who are there to speak on your behalf! You are no longer just one in a crowd of many. Being part of an association gives a larger voice to issues that specifically affect you, your staff, and the senior services profession. Whether it is a legislative issue that needs to be addressed or an issue explained in the media, association staff are there on your behalf.

To find out more about Care Providers of Minnesota visit [www.careproviders.org](http://www.careproviders.org) or call us at 952-854-2844.

## AUTUMN SEARCH A WORD

T S H G W C V U B Q B V X T K  
Z H O N N K T H N C Y B S U L  
D H A Y R I D E S S G E P R M  
G A W N A L N E G G V U M K Z  
S A A Y K H A N L R M H I E L  
D T T P E S J G A P S F T Y L  
L P Z V O A G H K C P I Z L W  
G C X N Q U P I H G Y A E J H  
Z O L P V Q N O V P E A L H P  
L D V L T S O R F I V Z R G H  
Z C H A L L O W E E N Z N M F  
D U O M C W F A S L G G Q D A  
Y N U L U O Q S H V F D O K L  
R K T B G T R P D P K C K P G  
F M K U X R I N Y B R E A H X

ACORN	PIE
APPLE	PUMPKINS
CANNING	RAKE
FROST	SCHOOL
HALLOWEEN	SEASON
HARVEST	SQUASH
HAYRIDES	THANKSGIVING
LEAVES	TURKEY

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# Bluestone Physician Services Welcomes



## Dr. Laurel Laden

Bluestone Physician Services would like to welcome Dr. Laurel Laden. Dr. Laden received her Bachelor of Arts degree at Macalester College in Saint Paul before getting her Doctor of Medicine at the University of Minnesota. She is Board Certified, Internal Medicine and has a Certificate of Added Qualifications in Geriatrics from Abbot Northwestern. Dr. Laden came to Bluestone from Allina Senior Care Transitions. She values working with patients and their families to identify and achieve their health care goals. In her spare time she enjoys traveling, reading and spending time with her friends and family.

Dr. Laden will be leading her team with Certified Nurse Practitioner Katie Heins, to provide on-site medical care to communities in the Twin Cities West Corridor.



## Dr. Richard Cash

We are excited to introduce Dr. Richard Cash to Bluestone Physician Services. Dr. Cash grew up in the small Central Minnesota town of Onamia, received his Bachelor's Degree from St. John's University and Doctorate of Medicine from the University of Minnesota School of Medicine. Prior to joining Bluestone Physician Services Dr. Cash worked as family practice provider and an emergency room physician.

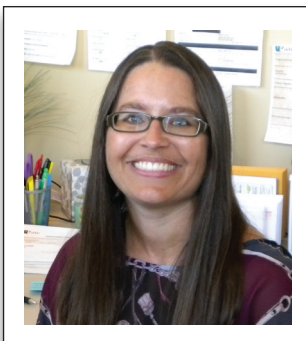
Dr. Cash and his family live in Foley, MN with their nine children. He enjoys sports, games and reading with his family. Their faith is a central part of their family's life. Team Cash will be providing on-site care in St. Cloud and surrounding areas.



## Kelli Jo Miller, PA-C

Bluestone Physician Services would like to introduce Kelli Jo Miller, Physician Assistant. Kelli Jo earned her Bachelor's degree from North Dakota State University before attending Augsburg College for her Physician Assistant training. Prior to starting PA, school she worked at Eventide Senior Living in Moorhead where she says she developed her passion for geriatrics. She was first introduced to Bluestone during her geriatrics rotation in school and is excited to be returning here after graduating. In her free time she enjoys spending time at her family's cabin and taking walks with her dog, Roo. She speaks Spanish and her goal is to visit every Central American country. Please join Bluestone in welcoming Kelli Jo.

## Meet Courtney - Part of the Bluestone Team



## Courtney Niesen - Operation Lead for Care Coordination

Courtney Niesen is Bluestone's Operation Lead for Care Coordination and in charge of answering the complex Care Coordination questions for facility staff, family members, and health plans. Her hard work, dedication and problem solving skills ensure Bluestone patients get the supplies and services they need. She grew up in Centuria, WI and went to college at the University of Wisconsin – Eau Claire and Wisconsin Indianhead Technical College. She has been with Bluestone for almost 2 years. Her favorite part of her job is talking with facility staff and family member to help answer their questions regarding care coordination; billing issues and ordering supplies. In her free time she enjoys golf, volleyball and reading.

### What is Care Coordination?

Care Coordination is a benefit included in certain health plans to have either a nurse or social worker facilitate face-to-face assessments, care planning, and equipment or supply coordination for medical, social and/or mental health services.

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# Increased Care... Lower Costs

BLUESTONE SOLUTIONS LLC PROVIDES MANAGEMENT SERVICES TO IMPROVE EFFECTIVENESS, EFFICIENCY AND, ULTIMATELY, SUSTAINABILITY FOR COMMUNITY-BASED CLINICAL TEAMS THAT SERVE THE MOST VULNERABLE AND CHALLENGING PATIENT POPULATIONS.

**D**AVID MOEN, MD, President and Managing Partner at Bluestone Solutions LLC, explains that frail and disabled patients often lack optimal access to the care they really desire and need as their conditions deteriorate.

“Lack of appropriate access to key nursing, social and physician services often results in utilization of expensive and often unhelpful services in times of crisis,” Dr. Moen says. “This high-risk, vulnerable population becomes high cost because systems aren’t designed to proactively meet their needs.”

Against a changing landscape marked by shifting reimbursement models, Bluestone Solutions focuses on eliminating unnecessary hospitalizations and readmissions by bringing key nursing services and often primary care and key specialty services to the homes of these patients, intersecting with them before acute situations arise. This means formulating a predictive model that identifies at-risk patients.

“We know this population and how to tailor financially sustainable care models,” Dr. Moen says. “Our patients are extremely challenging to serve in clinics.”

To serve these patients and their families, Bluestone Solutions has adopted six key attributes that fuel enhanced efficiency and effectiveness, and promote sustainability:

- + Team-based, relationship-centered care
- + More accurate and holistic predictive models
- + Care efficiently migrating to the geography of high-risk patients
- + Comprehensive and proactive care planning that engages key decision-makers
- + Relevant (right person, right place, right time) responsiveness to changes in patient needs
- + Team communication and patient/family engagement technologies

“We have learned there are nuances in every community that local clinicians know best. For example, rural communities are different from urban communities,” Dr. Moen says. “We combine our expertise earned through deep clinical and management experience and local clinician’s knowledge to build and deploy the most effective and efficient teams to give patients and clinicians the best opportunities to succeed for their communities.”

It is essential to support teams in being proactive and responsive. A proactive care plan addressing a patient’s needs and desires allays the need for family members or caregivers to make a stressful decision in the midst of a chaotic situation. Being responsive and relevant — right person, right care, right time — when situations arise differentiates performance. Dr. Moen explains that going to the hospital in emergent situations is not always the best option.

“Often, people think of this as the only option for care, but we can provide great home and hospice care outside of the hospital with excellent physician and diagnostic services onsite,” Dr. Moen says. “We can treat many things without needing a hospital bed if we have the right physician and nursing expertise in the right environment at the right time.”

## Avoiding Environments Not Designed To Meet the Need

Patients suffering from dementia exemplify the failure of the traditional hospital setting and the benefits of Bluestone Solutions’ predictive model, Dr. Moen says. The diagnosis related group (DRG) payment system has appropriately focused hospitals on improving throughput and efficiency. However, the drive to move these more complex patients through the system can leave them underserved and in a very expensive environment.

“Clinicians who work in hospitals know these patients’ needs are not being met,” Dr. Moen says. “Many return for expensive redos and in worse shape because of the

intensity of the overall experience. The DRG payment model focuses on length of stay, but these patients require more services in a setting that often makes them worse rather than better. DRG payments pressure facilities to get them out, so you end up with hospital-designed treatment plans that don’t translate back to the community setting. This isn’t just about communication. Our failures also reflect the dramatic difference between home and hospital environments. Patients and families aren’t the same in hospitals as they are at home.”

## Community-Based Care

Bluestone Solutions offers community medical organizations management services to build community-based teams to serve this demographic. Dr. Moen emphasizes that this model is only for a specific patient population and is designed to support local primary care providers. In private homes, nurses and social workers work with patients’ local physicians to assure everyone is on the same page.

“In assisted-living and memory care, it makes sense that primary care is provided on-site if a person is having trouble accessing those services in the clinic,” Dr. Moen explains. “Usually, the facility or family identifies appropriate patients and helps enroll the patient into the program. Our primary care model isn’t geared toward people who golf in Arizona during the winter and return to Minnesota in the summer. It’s aimed at people who have difficulty accessing primary care.

“What I like most about our approach,” Dr. Moen continues, “is that we reduce overall system costs by providing exceptional, patient and family-centered care. In the U.S., we often think cost reduction can only come by rationing care. We are demonstrating that it actually occurs when we truly meet patient and family needs more effectively and efficiently with our community partners.”

For more information, visit [www.bluestone-solutions.com](http://www.bluestone-solutions.com). ■

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# Bluestone Book Review

## Still Alice

by Lisa Genova

*"Still Alice"* by Lisa Genova, is a unique book, one that offers readers an inside look at living with Alzheimer's. Alice Howland, happily married with three grown children, is a celebrated Harvard psychology professor at the height of her career when she notices a forgetfulness creeping into her life. As confusion starts to cloud her thinking and her memory begins to fail her, she receives a devastating diagnosis: early onset Alzheimer's disease. It is a beautifully written book, at times poetic in its images of what is happening in the main character's brain. It is fast-paced and hard to put down, a heartbreaking account for anyone who has a loved one who suffers from this bewildering and devastating disease in the voice of the woman experiencing it's terrible loss of memory.

Alice says:

*"My yesterdays are disappearing, and my tomorrows are uncertain, so what do I live for? I live for each day. I live in the moment. Some tomorrow soon, I'll forget that I stood before you and gave this speech. But just because I'll forget it some tomorrow, doesn't mean that I didn't live every second of it today. I will forget today but that doesn't mean today doesn't matter."*

Pain, heartache and change come into everyone's life in some form or another and not everything that comes from that is tragic. Genova does a good job of showing the devastation in Alzheimer's but also the beauty in redefined relationships with family and friends.

If you've ever known or cared for someone with this devastating disease, this is a must read. Even if Alzheimer's has never touched your life, you will be captivated by Alice's story and be forever grateful to the author for raising your awareness of this life-changing occurrence.

Review Written by: Nanc McLeslie, Bluestone Physician Services

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## Changes in Recommendations for Hypertension and Type 2 Diabetes

Kyle Kircher, MD, MBA

Director of Provider Services - Bluestone Physician Services

Most are aware that those with high blood pressure and/or diabetes have fewer problems if they can control their blood pressure level and blood sugars. National guidelines have existed for some time for those with these chronic diseases. For those who are under age 75 and without other medical problems, usual recommendations are a blood pressure under 140/90 and blood sugars between 60-100 mg/dL. But what about those who are over 75? or 85? or 95? And what about those with other medical problems? Until the past few years, very few studies had been done on those over age 75 with high blood pressure and/or diabetes so medical recommendations were based on those studies done in younger patients.

Studies are now being done in the population over age 75 [References 1 and 2] and these results suggest there may not be benefit to aggressive treatment with multiple medications for hypertension and Type 2 diabetes. Additionally, those over 75 who have other functional impairments (such as memory problems or gait impairments) may have fewer problems if their blood pressures and blood sugars are allowed to run a bit higher than prior guidelines recommended. The reason may be that in this group, it often requires more medication to tightly control blood pressure and blood sugar levels and side effects of these medications occur more often including the potential to increase falls. So, it's a good idea to talk with your primary provider about what the goals are for one's blood pressure and blood sugar levels and to consider the risks and benefits of medications being used to manage these chronic conditions.

Reference 1: ACCORD Trial: *New England Journal of Medicine*, June 12, 2008

Reference 2: VALISH Trial: *Hypertension*, June 7, 2010

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*Collaboration. It's why our solutions work.*

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*We would like to give a warm welcome to our new  
communities we've partnered with.  
We look forward to caring for your residents!*

**Keystone Roseville, Team Anderson ~ Arbor Oaks, Team Hatlestad  
Minnesota Masonic Homes, Team Laden ~ Waters of Plymouth, Team Laden  
Meadows on Fairview, Bluestone Vista Fairview  
Highview Hills, Bluestone Vista Fairview**

We appreciate your comments and feedback. Please contact Trish Pitcher  
with any questions or comments at 651-342-4275 or [trish.pitcher@bluestonemd.com](mailto:trish.pitcher@bluestonemd.com)