

Patient Centered Medical Home: The Journey Towards Recognition and Sustainability for the Future

**HealthPoint Medical Group
Tampa, FL**



St. Joseph's Hospitals
South Florida Baptist Hospital
BayCare Health System

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HealthPoint Medical Group

- Vision: to be Tampa Bay's leading medical group
- Mission: to provide our patients with excellent medical care in an environment of respect, dignity, and trust

Health  **Point**

Learning Objectives

- Understand the steps toward Patient Centered Medical Home (PCMH) Recognition under the 2011 standards.
- Recognize the relationship between PCMH, EHR Meaningful Use, PQRS, and payer incentives.
- Identify supporting functions of PCMH implementation.
- Apply team building and change management principles to successfully facilitate implementation.

Focusing on the Future

- HealthPoint → BayCare Medical Group
- Health Outcomes
- Patient Satisfaction
- Provider Satisfaction

Hospital
Calls

Evidence
based
measures
to Review

Prescription
Refills

Reports
to
review

Labs and X-
Rays to review

Phone
calls to
make

Messages,
messages,
messages
....

Patients
waiting
to be
seen

Forms,
Forms,
Forms,
Forms,
Forms

Notes in
EMR to
complete



Alignment of Goals

- Implementation of electronic medical record / Meaningful Use
- PQRS quality measures
- BayCare CIN quality metrics
- Payer metrics and new programs

Physician Engagement


- Group introduction with consultants
- Physician workgroups
- On-site orientations
- Reading materials
- Quality bonus

PCMH Standards

- Enhance Access & Continuity
- Identify & Manage Patient Populations
- Plan & Manage Care
- Provide Self Care Support & Community Resources
- Track & Coordinate Care
- Measure & Improve Performance

PCMH Recognition

The National Committee for Quality Assurance (NCQA) recognizes practices that demonstrate the principles of a PCMH.

Level of Qualifying	Points	Must Pass Elements at 50% Performance Level
 Level 3	85 - 100	6 of 6
Level 2	60 - 84	6 of 6
Level 1	35 - 59	6 of 6
Not Recognized	0 - 34	< 6

Planning Process

- Planning and implementation team
- Information and resources
- Implementation & survey sequence
- Staffing and support

Multidisciplinary Approach

- Physician Leadership
 - Workgroups, Quality Leaders
- Operations:
 - Office processes and workflows
- Information Services
 - EMR Modifications
 - Reporting

Multidisciplinary Approach

- Training
 - Communication and Follow up
- Human Resources
 - Recruiting and on-boarding
- Clinical Services
 - Roll-out of PCMH factors
 - NCQA Documentation
 - Care Management
 - Quality Improvement

Implementation

- Communication Strategies
 - In person meetings, e-mail, webinars
- Tracking and Follow Up
- Care Management Processes

Major Changes

- Increased same day appointments
- Extended office hours
- Daily huddles
- Patient care reminders

Major Changes

- Evidence based guidelines
- Care management support and tools
- Follow up after transitions of care
- Patient satisfaction improvement process
- Clinical quality improvement cycle

Care Management

- Centralized Care Management Team
- Important Conditions – Adult Primary Care
 - Diabetes, Hypertension, Tobacco Use
- Important Conditions – Pediatrics
 - Asthma, Obesity, Well Child Care
- Transitions of Care

Quality Improvement - Reporting

- Selecting the measures
- Querying / reporting data
- Registry v. EMR reporting

Continuous Quality Improvement

- Communication of quality data
- Team approach to improving metrics
- Understanding the methodology

Documentation / NCQA Submission

- Centralized documentation team
 - Approximately 2100 pages of documentation
 - More than 900 charts reviewed
- Corporate survey submitted: Sept. 2012
- Site survey tools submissions beginning in November 2012

Lessons Learned

- Consider implementation timing
- Evaluate reporting capabilities
- Choose quality metrics early
- Maintain consistency in quality reporting

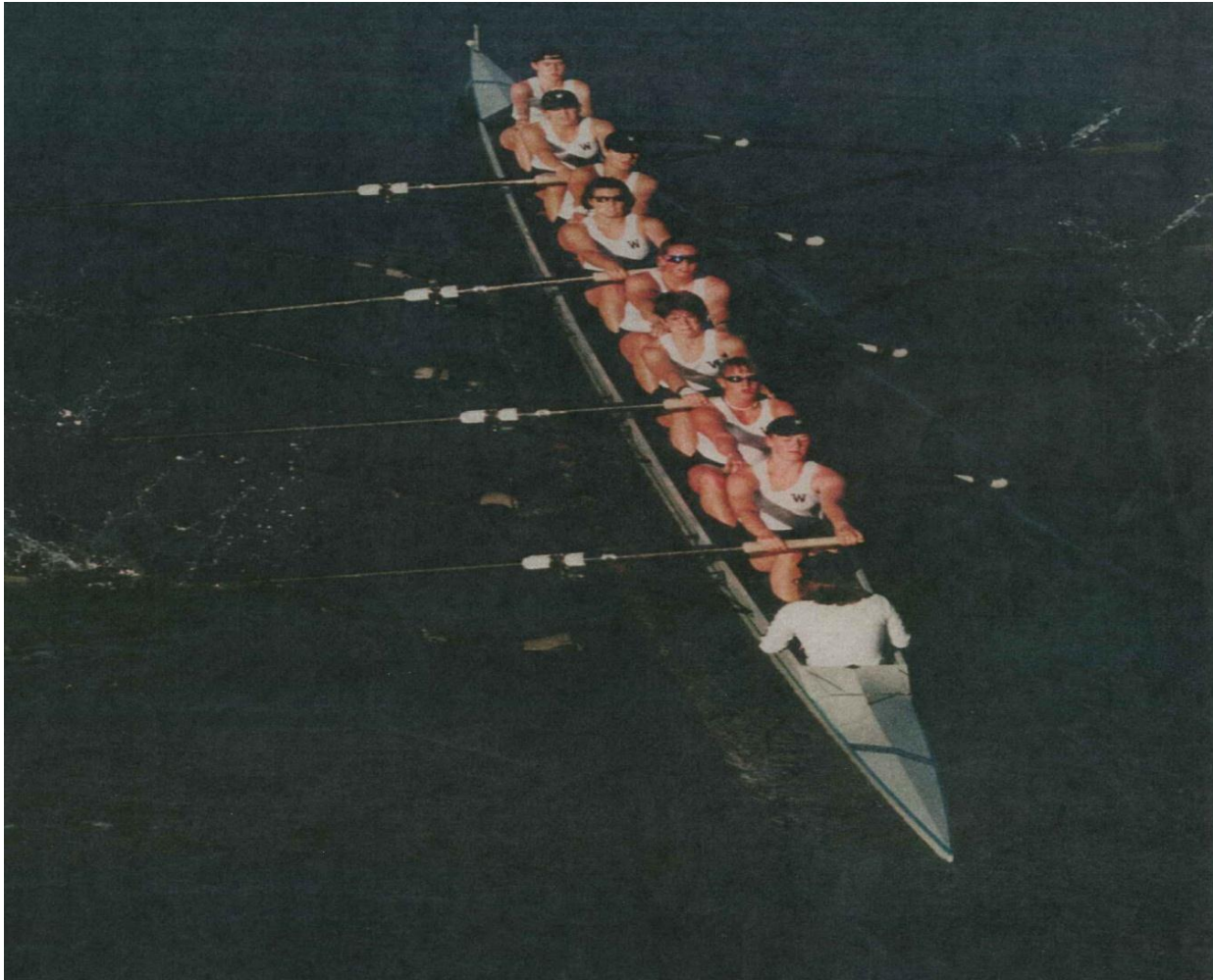
Lessons Learned

- Encourage team based approach
- Appoint physician leaders
- Celebrate milestones
- Communicate in person

Next Phase

- Pilot program:
 - Open access scheduling
 - On site care management support
 - Patient education team
 - Increased quality reporting
 - Payer alignment with value based medicine

Our Goal for the Future



Questions or Comments?

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