



What is a Medical Home?

- About Special Kids Webinar – December 2011
 - Jane Scott
 - Dawn Haut



FAQ's

- What's all the excitement about?
- How is this different from good primary care?
- This just means more work, right?
- I thought this was just for poor kids/rich kids/sick kids



Traditional model

- Medicine's primary mechanism of service:
 1. Face-to-face doctor visit in the office; doctor runs the show
 2. Emergency room visit



Traditional model

- Perfect settings for:
 - 10 year old female with a fever, sore throat
 - healthy 6 month old for check up
 - car accident victim



Traditional model

- Not a good setting for:
 - 17 year old with drug and alcohol addiction
 - 8 year old with school failure and behavior problems
 - 4 year old with severe asthma and poor living conditions
 - 2 year old with cerebral palsy
 - Single mother of 2 children with autism



A typical primary care office currently is...

- ... designed the best for the 80% of children and adults who do NOT have special health care needs or chronic conditions
- ... NOT designed well for the patients who need us the most, come in frequently, are the most complicated and incur the highest costs.

Medical Home = 21st Century Primary Care

- Premise that change is necessary



"The current care systems cannot do the job. Trying harder will not work. Changing systems of care will." *rossing the Quality Chasm, IOM*

This requires a *redesign*
of existing services!!



The Medical Home model is
one solution!

*"The Medical Home is
the model for 21st century primary care,
with the goal of
addressing and integrating high quality
health promotion, acute care and
chronic condition management
in a planned, coordinated and
family-centered manner."*

American Academy of Pediatric
www.pediatricmedhome.org/



What is Medical Home?

- American Academy of Pediatrics and Maternal Child Health Bureau definition
 - 1992, 2002, 2008 (reaffirmed)



Medical Home

- Accessible
- Continuous
- Comprehensive
- Family Centered
- Coordinated
- Compassionate
- Culturally effective



What is a Medical Home

- **THE** model for primary care in the 21st century
- AAP, AAFP, ACP, AOA - 2007 Joint Principles of the Patient-Centered Medical Home (PCMH)
- President Obama's Affordable Care Act – "medical home" mentioned 63 times



Who needs a medical home?

- Children with special health care needs
- All children
- Adults with chronic conditions
- All adults



A Medical Home is....

- *How (not where)* primary care is provided for a panel of patients
- Process and system of care that targets and welcomes those who need us the most
- Where a team of people, including the family, *all* office staff, specialists and community partners, are all working towards one goal
- Proactive, planned and creative care



This is a nice idea so now what?

- The decision is not whether to become a medical home, but how good of a medical home do you want to be?
- This is not a program within a primary care practice

This is a nice idea so now what?

- The road to becoming a medical home does not end by completing our “to do” list and meeting all of our goals
- It is a constant cycle of improvement

AAP’s Medical Home Toolkit – What does it take to build a medical home?

1. **Commit** to being a **medical home**
2. **Assess** your current performance
3. **Engage parent** and **family partners**
4. Assign a **care coordinator**
5. Establish a **registry**
6. Begin **pre planned visits** and **care planning**



AAP National Center for Medical Home Implementation
and Center for Medical Home Improvement

Building Your Medical Home ~ Toolkit ~

BUILDING YOUR MEDICAL HOME

brought to you by...



NATIONAL CENTER FOR
MEDICAL HOME
IMPLEMENTATION

HOME START BUILDING MEDICAL HOME STANDARDS (NCQA) QUALITY IMPROVEMENT BASICS PROGRESS SUMMARY

- Supports your development and/or improvement of a pediatric Medical Home.
- Prepares you to apply for and potentially meet the National Committee for Quality Assurance (NCQA) Physician Practice Connections® Patient Centered Medical Home (PPC-PCMHTM) Recognition program requirements.
- Offers capacity to chart progress
- Web site: <http://www.pediatricmedhome.org>

Toolkit Building Blocks

BUILDING YOUR MEDICAL HOME

brought to you by...



NATIONAL CENTER FOR
MEDICAL HOME
IMPLEMENTATION

HOME START BUILDING MEDICAL HOME STANDARDS (NCQA) QUALITY IMPROVEMENT BASICS PROGRESS SUMMARY

- **Start Building Your Medical Home**
 1. Care Partnership Support
 2. Clinical Care Information
 3. Care Delivery Management
 4. Resources & Linkages
 5. Practice Performance Measurement
 6. Payment & Finance
- **Medical Home Standards - What is NCQA and How Does it Impact Your Practice?**
- **Quality Improvement Basics - Your Medical Home: Well Designed Using a Quality Improvement Process**
- **Progress Summary**

Start Building | Building Your Medical Home | National Center for Medical Home Implementation | Microsoft Internet Explorer

Address: http://www.pediatricmedhome.org/start_building/index.aspx

American Academy of Pediatrics
DEDICATED TO THE HEALTH OF ALL CHILDREN™

BUILDING YOUR MEDICAL HOME brought to you by... NATIONAL CENTER FOR MEDICAL HOME IMPLEMENTATION

HOME | **START BUILDING** | MEDICAL HOME STANDARDS (NCQA) | QUALITY IMPROVEMENT BASICS | PROGRESS SUMMARY

Introduction | 1. Care Partnership Support | 2. Clinical Care Information | 3. Care Delivery Management | 4. Resources & Linkages | 5. Practice Performance Measurement | 6. Payment & Finance

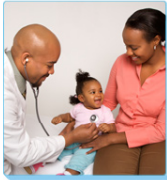
Sign Out | Contact

Start Building Your Medical Home

Each of the six progressive Medical Home 'Building Blocks' include content and tools available to help you improve care while meeting NCQA Physician Practice Connections—Patient-Centered Medical Home (PC-CMH) Recognition standards. Tools and related information can be used as they are provided or adapted to meet the needs of your practice.

Before You Begin

To have a successful Medical Home requires the participation of all practice staff, think about ways that these materials can help you engage your team. Decide who at your practice should be part of a small team whose job it will be to select and/or adapt medical home tools and ideas. Use the model for improvement outlined in the Quality Improvement Basics section to guide you. Next, strategize how to engage your whole practice in these activities as you prepare for implementation.



How to Navigate

Review each Building Block, preferably in consecutive order. Each Block contains a brief assessment to determine how well your practice currently addresses care in that area. Tools are available in each Building Block section for you to download and use.


Start Building | Building Your Medical Home | National Center for Medical Home Implementation | Microsoft Internet Explorer

Address: http://www.pediatricmedhome.org/start_building/index.aspx

How to Navigate

Review each Building Block, preferably in consecutive order. Each Block contains a brief assessment to determine how well your practice currently addresses care in that area. Tools are available in each Building Block section for you to download and use.

Medical Home Building Blocks



- 1 Care Partnership Support**
Empowers children, youth and families to manage their health and healthcare
- 2 Clinical Care Information**
Assures delivery of effective, efficient clinical care & patient self-management support
- 3 Care Delivery Management**
Promotes clinical care that is consistent with patient and family preference and scientific evidence
- 4 Resources & Linkages**
Mobilizes community resources to meet patient and family needs
- 5 Practice Performance Measurement**
Addresses the organization and promotion of safe and high quality care
- 6 Payment & Finance**
Matches quality care and NCQA recognition with payment / solid return on investment

>> Section 1: Care Partnership Support

The Medical Home... accessible, continuous, comprehensive, family-centered, coordinated, compassionate, and culturally effective care (AAP policy statement 2002, reaffirmed 2008).

Toolkit Acknowledgements | site by eostudios



National Committee on Quality Assurance (NCQA) – Physician Practice Connections – Patient Centered Medical Home (PPC-PCMH)

4376 clinicians*

892 practices*

Indiana 53 clinicians

<http://www.ncqa.org>

PCMH 2011 Overview (6 standards/24 elements)

1. Access and Continuity

- A. Access During Office Hours
- B. Access After Hours
- C. Electronic Access
- D. Continuity (with provider)
- E. Patient/Family Partnership
- F. Culturally/Linguistically Appropriate Services
- G. Practice Organization

2. Identify/Manage Patient Populations

- A. Basic Data
- B. Searchable Clinical Data
- C. Comprehensive Health Assessment
- D. Using Data for Population Management

3. Plan/Manage Care

- A. Guidelines for Important Conditions
- B. Care Management
- C. Medication Management
- D. Electronic Prescribing

4. Self-Management Support

- A. Self-Care Process

5. Track/Coordinate Care

- A. Test Tracking and Follow-Up
- B. Referral Tracking and Follow-Up
- C. Coordination with Facilities/Care Transitions
- D. Referrals to Community Resources

6. Performance Measurement /Quality Improvement

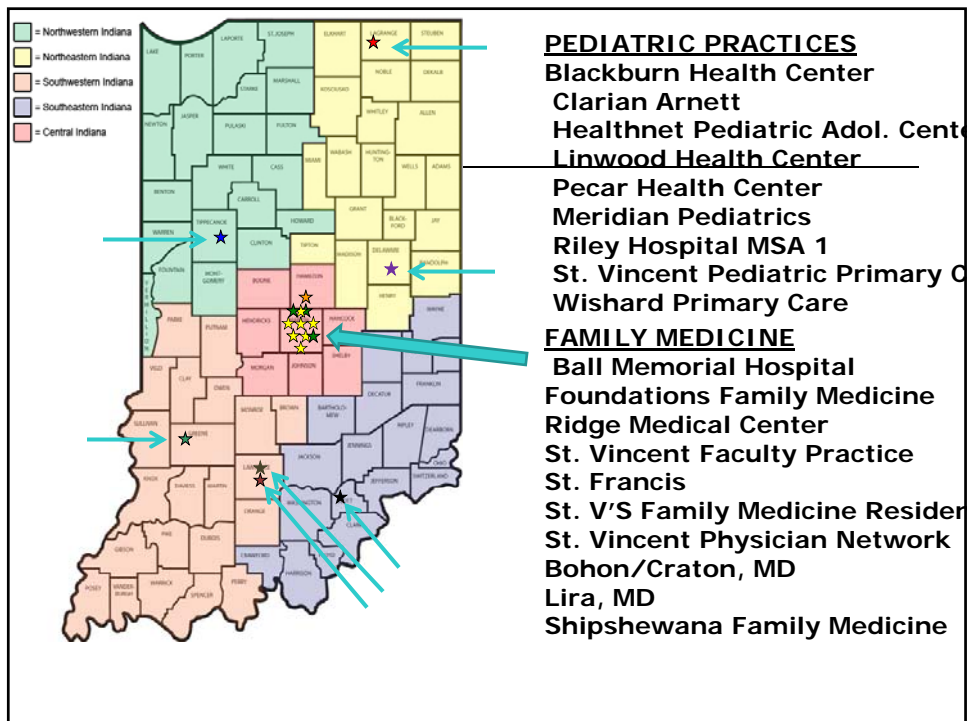
- A. Measures of Performance
- B. Patient/Family Experience
- C. Reporting Performance
- D. Quality Improvement
- E. Electronic Reporting

Optional Patient Experiences

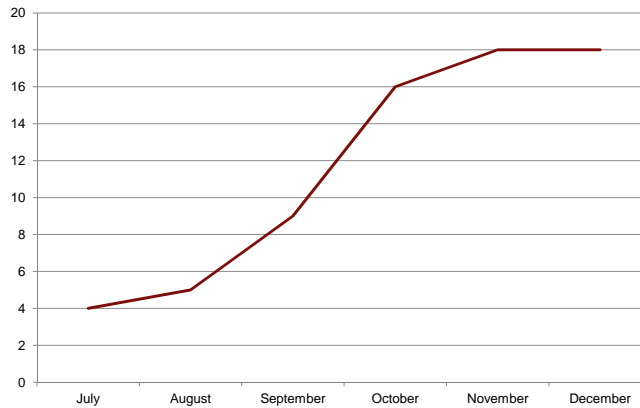
Optional Performance Measurement

Medical Home Learning Collaborative

- Three year Indiana Community Integrated Systems of Services (IN CISS) grant
 - Begun in October 2009 kick off meeting including pediatric and family medicine
 - Nine in first year 2009
 - Nine more joined in October 2010
 - Diverse in size, demographics, location and culture
 - All using the same method of implementing Medical Home in their practices, AAP's Medical Home Tool Kit
- <http://www.pediatricmedhome.org/>



Number of Family / Parent Partners



American Academy of Family Physicians

Home Page > Members > AAFP Initiatives > Patient-Centered Medical Home

LOG IN: ID Number [Last Name/Password] [Remember Me] [Login Help]

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Patient-Centered Medical Home

Practice Organization
Health Information Technology
Quality Measures
Patient Experience

Download the PCMH Checklist (PDF file)
How the AAFP and Chapters are Supporting the PCMH Movement
View PCMH Videos
(*PDF file) About PDFs

Patient-Centered Medical Home

Practice Organization

An organized practice is one that exercises disciplined financial management, creates strong and rewarding relationships between practice staff and relies on clinical systems that support the delivery of high-quality care essential to the PCMH.

Learn more about **organizing the people and the money in your practice.**

Is your practice already a patient-centered medical home?
Download the PCMH Checklist (PDF) and find out.

How do we know if we're a medical home?

- Medical Home Index – www.medicalhomeimprovement.org



Medical Home Resources

- www.medicalhomeimprovement.org
- www.medicalhomeinfo.org
- www.ncqa.org
- Medical Home Tool Kit – www.pediatricmedhome.org

Next Steps

○ For Families:

- Ask your current primary care medical team about their understanding of medical home
- Share this webinar and resources with your health care team
- If you're looking for a NCQA certified medical home, check www.ncqa.org

The screenshot shows the NCQA website in Internet Explorer. The browser title is "NCQA > Home - Windows Internet Explorer provided by MSN & Bing". The address bar shows "http://www.ncqa.org/". The page content includes:

- NCQA Logo:** Measuring quality. Improving health care.
- Navigation Menu (Left):** Programs, HEDIS & Quality Measurement, Report Cards, Public Policy, Publications & Products, Education & Events, Newsroom, Sponsors, About NCQA.
- Central Banner:** "NEW! ACO Accreditation" with a "Learn more." link.
- Accreditation Navigation:** ACCREDITATION, CERTIFICATION, RECOGNITION, ISS LOGIN.
- 2011 Policy Conference:** December 13, 2011 | Washington, D.C. Join the nation's thought leaders on December 13, 2011 to discuss Exchanges and how they can drive a value agenda. Click for sponsorship information.
- 2012 Education Calendar:** Click here to view the entire 2012 Education Calendar. Click here to view the Spring 2012 Education Calendar.
- Media Events:**
 - 11.14.11 ACO Accreditation Media Briefing
 - 10.13.11 State of Health Care Quality Press Event
- NCQA Headlines:**
 - 11.23.11 Walgreens SVP Jeffrey Kang Joins NCQA Board
- Recognized PCMH Practices:** 2,974
- NCQA Health Insurance Plan:** (partially visible)

The Windows taskbar at the bottom shows the Start button, several open applications (Inbox, Message, NCQA > Home, Microsoft PowerPoint, Paint), and the system tray with the time 10:10 AM.

NCQA > Programs > Recognition - Windows Internet Explorer provided by MSN & Bing

http://www.ncqa.org/tabid/74/Default.aspx

File Edit View Favorites Tools Help

Home | Contact Us | Site Map

Search

Email Alerts | Print Page

Programs > Recognition

Programs

- Accreditation
- Certification
- Recognition
- Multicultural Health Care
- Distinction
- Special Needs Plans
- HEDIS & Quality Measurement
- Report Cards
- Public Policy
- Publications & Products
- Education & Events
- Newsroom

Recognition

What's New

- Click here for more

Patient-Centered Medical Home (PCMH 2011)

Recognizes clinician practices functioning as medical homes by using systematic, patient-centered and coordinated care management processes.

Additional Medical Home Resources →

Learn More →

Government Recognition Initiative

Works with government agencies to promote concepts of the Patient-Centered Medical Home and to Recognize Federally-Qualified Health Centers (FQHCs) and Military Treatment Facilities (MTFs) as Medical Homes.

Learn More →

Back Pain Recognition Program (BPRP)

Recognizes clinicians who take a patient-centered approach and deliver care in accordance with widely accepted, evidence-based guidelines.

Learn More →

Diabetes Recognition Program (DRP)

Recognizes clinicians who demonstrate that they provide high-

ADVERTISING GUIDELINES

UPDATED

Recognition Directory

The Recognition Directory identifies clinicians in your area who demonstrate a high level of performance in providing care.

View Report Card

Recognition Program Resources

Program Training

These free programs will help complete the application and submission process.

Purchase Survey Materials

Obtain materials for Recognition

Internet

100%

start

Inbox - Microsoft Out...

FW: - Message (HTML)

NCQA > Programs > ...

Microsoft PowerPoint ...

10:09 AM

Next Steps

- For primary care providers:
 - Register your practice on the medical home toolkit website
 - Contact Dawn Haut (dhaut@iupui.edu) for more information about Indiana's medical home learning collaborative



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