Patient-Centered Medical Homes
Creating a Culture of Quality Through PCMH

Kristen Ogden, RN
Director of Quality Improvement
The Compliance Team
Learning Objectives

- Define Quality
- Understand the PCMH Model of Care
- Identify ways to stay current in the healthcare field.
What is Quality?

The standard of something as measured against other things of a similar kind; the degree of excellence of something.

➢ Better Results
➢ Better Care
➢ Smarter Spending
➢ Healthier Populations

Lagniappe (lan-yap): above and beyond measure; a gift given to a customer by a merchant at the time of purchase or service.
Vision: A health care system that achieves equitable outcomes through high quality, affordable, person-centered care.

Measuring Progress:

• All Medicare fee-for-service beneficiaries will be in a care relationship with accountability for quality and total cost of care by 2030.

• The vast majority of Medicaid beneficiaries will be in a care relationship with accountability for quality and total cost of care by 2030.

https://innovation.cms.gov/strategic-direction
Building Your Foundation

- Patient-Centered Medical Home (PCMH) Accreditation
- Chronic Care Management Services
- Participate in payer incentive programs
- Start measuring quality improvement TODAY!
- HUDDLES
- Wellness Visits!
The Challenges
Some PCMH Programs can be...

- Rigid
- Burdensome
- Labor Intensive
- Expensive
- Overwhelming
- Data Centered
Rethinking PCMH

- Anything taking you away from patient care is heading in the wrong direction!
- Primary focus should be centered around patient care.
- Efficiency in daily operations allows providers to concentrate on “What Matters Most” to the patient!
Things do not get better by being left alone.

Winston Churchill
### Summary of Standards

| PCMH 1.0 | The organization utilizes a team-based approach for patient-centered coordinated care. |
| PCMH 2.0 | The organization utilizes a Patient Centered Health Improvement Plan™ (PCHIP™) for those patients whose care needs to be managed and coordinated. |
| PCMH 3.0 | The organization provides patient education and self-management tools to patients and their family/caregivers. |
| PCMH 4.0 | The organization provides advanced access to its patients. |
| PCMH 5.0 | The organization provides patient follow-up. |
| PCMH 6.0 | The organization evaluates its quality performance and improvement quarterly. |
| PCMH 7.0 | The organization ensures patient health records are complete. |
| PCMH 8.0 | The organization understands the impact of social determinants of health and health equity. |
Providers, Nurses, Assistants, Clerical, family members, Pharmacists, and community resources...

Everyone Working Together to Improve Overall Care
Care Coordination

When care is coordinated well, the patient and his or her doctors, nurses, other health care providers, family, and other caregivers communicate with each other so that everyone has the information they need.

Care coordination programs can improve patients’ experiences with the health care system and their health outcomes as well as reduce wasteful spending in the long run.
When Care Needs to be Coordinated

- Follow up after discharge from the Emergency Department
- Care between PCP and specialists
- Transitions between “home” and facilities (SNF, inpatient hospital stays)
- When social services need to be coordinated.
- After labs or diagnostic screenings
- When new or complex medications are prescribed
The Art of the Huddle
# Huddle Checklist

Use this modifiable checklist to lead your team through efficient, effective huddles at the beginning of the clinic day or session.

<table>
<thead>
<tr>
<th>Date:</th>
<th>Start time:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Huddle leader:</td>
<td></td>
</tr>
<tr>
<td>Team members in attendance:</td>
<td></td>
</tr>
<tr>
<td>Check in with the team:</td>
<td></td>
</tr>
<tr>
<td>How is everyone doing?</td>
<td></td>
</tr>
<tr>
<td>Are there any anticipated staffing issues for the day?</td>
<td></td>
</tr>
<tr>
<td>Is anyone on the team out / planning to leave early / have upcoming vacation?</td>
<td></td>
</tr>
</tbody>
</table>

## Huddle agenda

| Review today’s schedule:                   |             |
| Identify scheduling opportunities:        |             |
| - Same-day appointment capacity           |             |
| - Urgent care visits requested            |             |
| - Recent cancellations                    |             |
| - Recent hospital discharge follow-ups    |             |
| Determine any special patient needs for clinic day: |         |
| - Patients who are having a procedure done and need special exam room setup |         |
| - Patients who may require a health educator, social work or behavioral health visit while at the practice |         |
| - Patients who are returning after diagnostic work or other referral(s) |         |
| Identify patients who need care outside of a scheduled visit: |         |
| Determine patient needs and follow up:    |             |
| - Patients recently discharged from the hospital who require follow up |         |
| - Patients who are overdue for chronic or preventive care |         |
| - Patients who recently missed an appointment and need to be rescheduled |         |
| Share a shout-out and/or patient compliment: |         |
| Share important reminders about practice changes, policy implementation or downtimes for the day: |         |
| End on a positive, team-oriented note:    |             |
| - Thank everyone for being present at the huddle |         |
| Huddle end time:                           |             |

**Source:** AMA. Practice transformation series: implementing a daily team huddle. 2015.
Did you BRUSH and FLOSS this morning??

B- Be on time

R- Review schedule (Cancelled appointments, availability, ED or hospital follow-ups)

U- Use staff wisely. Roles are reviewed. Who is training? Who is doing call backs? Discharging?

S- Special needs (interpreters, service animals, problematic, require extra time, etc.)

H- Health Screenings. Who needs PHQ, mammogram, colorectal cancer screening, labs, etc.

F- Feeling. How is staff feeling? Anyone not well?

L- Leaving. Is anyone leaving early or coming in late?

O- Is anyone out all day? How will we cover?

S- Support each other.

S- Success depends on how the day begins and how well everyone works together.
What is a PCHIP™?

A plan of Medical Care and support which...
- is unique to each patient and their specific needs
- is culturally and linguistically sensitive
- addresses the social determinants of health
- respects the patient’s goal for optimal well-being

PCHIPS are for patients that you identify as high risk. Not all patients require a PCHIP.
Components of a PCHIP

- Patient-Centered Goal that is measurable.
- Barriers to the goal.
- Interventions for those barriers.
- Outline of support system.
- Updated medication list.
- Diagnoses and symptom management.
- Community/social services available.
- Upcoming appointments
- How to contact the clinic during and after business hours.
Example: Patient Centered Goals

Patients’ goals aren’t always our goals.
What matters most to the patient?
What can be done to help them live their best life now?
Patient Education and Engagement

Build a resource library of Patient Education tools that all providers can access.
Advanced Access

Providing the **right care** at the **right time** and the **right place**!
Meeting the Needs

- Same day appointments for urgent illness;
- Evidence of expanded weekday, evening, and/or weekend appointment offerings; and
- Call coverage or arrangement for after-hours emergencies twenty-four hours a day and seven days a week.

The U.S. could save $67 billion (with a B) each year if everyone used a primary care provider as their principal source of care. Every $1 increase in primary care spending produces $13 in savings!

https://www.medicaleconomics.com/view/delivering-value-healthcare-starts-increased-primary-care-investment
Reducing Cost

What Happens at the Emergency Department?

- Emergency Department Team’s job is to stabilize you and move you to either inpatient or outpatient care.
- Manage Expectations - Not likely to fix/solve a problem in one go.
- Know when to go to the Emergency Department:
  - Heart Attack/Stroke treatment
  - Broken Bones set
  - Dislocations reduced
  - Lacerations stitched
  - Life threatening situation
- Know when to seek care in Primary Care or Urgent Care clinic:
  - Sprains, strains, subluxations
  - Non life threatening situations
  - Fluids

Helpful Tips

Signage in exam rooms can prompt discussions about calling PCMH before going to the ER

Teach patients about the appropriate use of the ER
Patient Health Records

- Advanced Directives
- Depression Screenings
- Cognitive Screenings
- Preventive Health measures
- Needs Assessment
- Patient Goals
- Lab/Diagnostic follow-up
- After-visit Summary and Instructions
QUESTION:
What percentage of a person’s overall health is determined by what happens in the healthcare setting?
80% of what makes up someone’s health is determined by what happens outside of the clinic or hospital.

https://noahhelps.org/sdoh/
### Needs Assessment

- Who gets one?
- How often?
- Is staff trained to assess and address?
- What is your follow-up?

#### PHYSICAL HEALTH
<table>
<thead>
<tr>
<th>Concerns</th>
<th>Response</th>
</tr>
</thead>
<tbody>
<tr>
<td>Do you have any health concerns today?</td>
<td>Yes</td>
</tr>
<tr>
<td>Have you been to the ER or hospitalized in the last 12 months?</td>
<td>Yes</td>
</tr>
</tbody>
</table>

#### MY CONCERNS
<table>
<thead>
<tr>
<th>Concerns</th>
<th>Response</th>
</tr>
</thead>
<tbody>
<tr>
<td>Select any problems or concerns that you are currently facing as you manage your health:</td>
<td></td>
</tr>
<tr>
<td>Thinking/memory problems</td>
<td>Emotional issues</td>
</tr>
<tr>
<td>Spiritual support</td>
<td>Family Issues</td>
</tr>
<tr>
<td>Financial Issues</td>
<td>Housing</td>
</tr>
<tr>
<td>Fear for physical safety</td>
<td>Find a healthy lifestyle hand/overwhelming</td>
</tr>
<tr>
<td>Access to nutritious food</td>
<td>Transportation to appointments</td>
</tr>
<tr>
<td>End of life issues</td>
<td>Mobility issues</td>
</tr>
<tr>
<td>My ability to manage my chronic conditions</td>
<td>Other</td>
</tr>
<tr>
<td>Social support - friends</td>
<td>Other</td>
</tr>
</tbody>
</table>

#### MENTAL HEALTH
<table>
<thead>
<tr>
<th>Concerns</th>
<th>Response</th>
</tr>
</thead>
<tbody>
<tr>
<td>Do you have any mental health concerns today?</td>
<td>Yes</td>
</tr>
</tbody>
</table>

#### GOALS
<table>
<thead>
<tr>
<th>Goals</th>
<th>Response</th>
</tr>
</thead>
<tbody>
<tr>
<td>Which of the following health goals would improve your quality of life:</td>
<td></td>
</tr>
<tr>
<td>Consistent control of blood sugar</td>
<td>Weight loss</td>
</tr>
<tr>
<td>Normal blood pressure</td>
<td>Lower cholesterol</td>
</tr>
<tr>
<td>Heart Health</td>
<td>Increased energy</td>
</tr>
<tr>
<td>Able to manage stress well</td>
<td>Minimal symptoms of depression</td>
</tr>
<tr>
<td>Eliminate anxiety / panic attacks</td>
<td>Reach a fitness goal (ex: run a 5K, join a recreational sports team, etc.)</td>
</tr>
<tr>
<td>Achieve / Maintain sobriety</td>
<td>Maintain consistent healthy and clean eating habits</td>
</tr>
<tr>
<td>Other</td>
<td>Other</td>
</tr>
</tbody>
</table>

Identify a life goal or reason that motivates you to work towards better health.
“Utilizing the patient satisfaction survey and handling complaints has brought awareness to the management team on how to improve and streamline our procedures and workflow.” Brooks Rizzo, FNP-BC, C-RHCP, Sunflower Clinic Director MS
**PCMH Benefits to the Patient**

**Examples of PCMH patient care improvements:**

- Same day appointments for urgent illness and expanded appointment hours
- A specific plan to handle all types of patient communication
- After-hours triage service and phone access to an on-call provider
- Implementation of a team-based approach to coordinated care
- Assigned care coordinator who develops relationships with patients and provides direct access to the care team
PCMH Benefits to Staff

Staff Satisfaction

• PCMH provides rewards not just to the patients but also to your providers and staff when everyone is engaged and truly understands the ‘why’ behind the model. In talking with clinics currently designated as patient centered medical homes, staff engagement was often cited as the hardest hurdle to accomplish.

• However once PCMH was fully implemented, most clinics report a much higher level of provider/staff satisfaction along with higher patient satisfaction ratings.
As a TCT Exemplary Provider©, you demonstrate to Federal and State regulatory agencies, payors, and the community at large that you deliver exceptional, safe, and quality care. Recognition is key to reimbursement and payors respond. What are payors looking for?

**Lower cost and improved outcomes**

PCMH is the foundation for our value-based payment future!
Testimonials

• “Since we transitioned from NCQA to accreditation with The Compliance Team in 2021, our staff are able to spend more time on meaningful interactions and less time checking boxes. They are more engaged in providing patient centered care and better able to understand the Importance of PCMH for our patients!” –Sarah Matlock, Director of Care Coordination CMH

• “Being an accredited Patient Centered Medical Home has put the patient at the very core of our practices. While seeing our patients, we have improved workflows to look at all aspects of the patient’s health, not just their chief complaint for that visit. We are ensuring that they have established goals, have enhanced after-hours access to their healthcare providers, are closing their open care gap opportunities, and that they are receiving the best quality of care. Since being accredited, we’ve noticed that our quality scores have increased, and patient satisfaction has increased as well.” Dawn Eye, Clinic Exec Assistant OCH
Preparation Timeline

What is a Realistic Goal for Survey Readiness?

Each clinic is unique, but 90-120 days is average.

Advisor Calls:
1. Orientation Call
2. Review Standards PCMH 1.0 – PCMH 5.0
3. Review Standards PCMH 6.0 – PCMH 8.0 and QI 1-0-2.0
4. Review Universal and Specialty Standards
5. Q & A
What is Chronic Care Management?

The non-face-to-face services provided to Medicare beneficiaries who have multiple (2 or more) chronic conditions.

CMS initially patterned this program specifically for PCMHs because they are uniquely prepared to embrace and succeed with the CCM payment.

You are doing this work. Get paid for it.
## Financial Rewards of CCM

<table>
<thead>
<tr>
<th>G0511</th>
<th>RHC</th>
<th>Care mgt., RHC/FQHC*</th>
<th>$77.94 (2023)</th>
</tr>
</thead>
</table>

- 25 patients ~ $1,949 per month
- 50 patients ~ $3,897 per month
- 100 patients ~ $7,794 per month
- 200 Patients ~ $15,588 per month
Pay-For-Performance Initiatives

A way to improve the quality of patient care and incentivize providers’ performance.

The medical home model is associated with a reduction of healthcare costs as evidenced through decreased utilization of unnecessary visits to the ED and in-patient stays. This leads to lower PMPM costs.

Why is Medical Home Important? (aap.org)
Quality Improvement

QI consists of actions that lead to **measurable improvement** in services and patient outcomes. **The key is engagement.** Engagement of patients and staff. This will bring great satisfaction to the work they are doing and will result in buy-in.

- **Plan:** Develop the initiative and tasks.
- **Do:** Implement your plan.
- **Study:** Analyze the results.
- **Act:** Adjust or adopt the process based on the results found in the study phase.
### Example PDSA

**Indicator:**

| Baseline: _____
| Goal: _____ |

**Why is this important?**

**PLAN**  
We plan to:  
We hope this produces:  
Steps to execute the plan include:  Assigned to:  Date to be completed:  

**DO**  
What happened when we ran the test? What did we observe?  

**STUDY**  
End Result: _____

What did we learn/conclude from this cycle? Why was the test successful/unsuccessful?  

**ACT**  
What are our next steps?  
- We are going to adopt this test and __________________________.  
- We are going to adapt this test and repeat for another cycle.  
- We are going to abandon this test and start a new initiative.
Why should you do them?

Wellness visits are an efficient way to capture preventive screenings and close care gaps.

Not all of the work has to be done by the provider.
Who Can Furnish and Bill AWV’s

- Physician
- Physician Assistant
- Nurse Practitioner
- Clinical Nurse Specialist
- Medical Professional (including a health educator, registered dietitian or nutrition professional, or other licensed practitioner) or a team of medical professionals working under the direct supervision of a physician.

Non-physicians must legally be authorized and qualified to provide AWV’s in the state in which the services are furnished.
To Recap: Building Your Foundation

- Patient-Centered Medical Home (PCMH) Accreditation
- Chronic Care Management Services
- Participate in payer incentive programs
- Start measuring quality improvement TODAY!
- HUDDLES
- Wellness Visits!
We are here to help!

Available as part of the accreditation package, TCT has a wide range of tools and resources for the Patient Centered Medical Home program at no cost including:

- Webinars
- Templates for Policies and Procedures
- Patient Satisfaction Survey Portal
- Quarterly Improvement project guidance
- Individual support with an Accreditation Advisor
Swing Bed Certification

Working with TCT, we were able to truly focus on best practices for transitional care. Their outside perspective and in-depth expertise have helped us to develop a comprehensive care program. Swing Bed Certification is essential to validating to the community that we are the best choice for transitional care and right here in their hometown.

Kirsten Faessler, MPT
COO, Lexington Regional Health Center
Accreditation. Simplified.

“Simplification leads to clarity and clarity allows the provider to focus on improving everyday services to their patients and their own bottom lines.”

− Sandra C. Canally, RN, Founder & CEO of The Compliance Team
QUESTIONS?

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