FANTUS PEDIATRICS

Building Medical Homes for the ACHN
Learning Session 4
Health Center Storyboards
November 4, 2014
Team Members

**Current Members:**

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**Former Members:**

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**Facilitator:** Kathy Sanabria
Fantus Pediatrics QI Team at LS 2
NCQA PCMH
Standard 1: Enhance Access and Continuity

- Reserves time slots for same-day appointments.
- Returns patient calls in a timely manner. Two new phone lines have recently been installed with outside lines.
- Documents clinical advice in the patient’s record.
- After hours on-call availability.
- Maintains comprehensive records of the medical history of patients.
- Provides materials to patients in languages other than English.
- Team roles for clinical and nonclinical team members need further clarification.
- Holds monthly QI meetings.
Standard 2: Identify and Manage Patient Populations

- Providers maintain an up-to-date problem list with current and active patient diagnoses.
- Use a standardized developmental screening tool (Ages and Stages Questionnaire – ASQ-3).
- Administer flu vaccine.
- Check immunization status at patient visits.
Standard 3: Plan and Manage Care

- Team administers developmental screening tool with patient/family at time of visit and tracks referrals made to EI.

- Beginning to provide a depart summary to patients at the conclusion of their visit. Adapted Logan Square’s patient routing form and bought two printers to generate printed depart summaries.

- Team facilitates the writing of an Asthma Action Plan for patients in need of it.

- Installed two new phones with outside lines to facilitate patient contact and follow up.
Standard 4: Provide Self-Care Support and Community Resources

- Team provides educational resources to patients to assist in self-care management.
- Utilizes nursing staff and the social worker to help support patients in their self-care.
- Social worker available for families with comprehensive needs and care coordination.
Standard 5: Track and Coordinate Care

- Provider, with assistance from team, tracks lab tests until results are available.
- Notifies patients/families of normal and abnormal lab test results.
- Team electronically communicates with labs to order tests and retrieve results. The specialty referrals and follow ups are generally still being managed by the physician providers.
- Team has developed an effective process to work with the Medical Home Network Connect portal and follows up with post-hospital and ED discharge patients. Need a replacement clerk for Sherry!
Standard 6: Measure and Improve Performance

• Team participates in the following preventive care services:
  • Immunizations (including HPV)
  • Pediatric developmental screenings
  • Weight management and counseling
  • Proactive chronic condition management
  • Perinatal Depression Screening Questionnaire in power chart
  • Utilize Cerner Message Center to communicate with care team

• As these preventive care services have been developed, a Plan-Do-Study-Act (PDSA) cycle of development has been utilized, especially for developmental screening.

• Team utilizes data from Medical Home Index (MHI) and Medical Home Family Index (MHFI) to track staff and patient perspectives and inform quality improvement practices.

• Parent Partner Linda Jackson consistently attends QI team meetings.
Overall Successes

• Fantus Pediatrics’ medical home QI team meets monthly and also held two half-day PCMH retreats in February 2014 as part of the ACHN Pediatric Medical Home Project.
• Held 27 QI team meetings since start of ACHN grant in 2011.
• The team works together and recognizes the value in implementing The Model for Improvement, PDSA approach to QI.
• Working hard to implement PCMH standards.
• The team completed the MHI pre and post assessment, completed the Joint Commission PCMH self assessment, and completed the NCQA PCMH self-assessment (follow up survey will be repeated in November).
Overall Challenges/Barriers

• Changes in staff turnover have hindered some progress with consistently implementing PCMH QI initiatives.

• The staff struggle at times to identify ways to organize themselves in teams to better support the PCPs.

• Challenges remain in contacting patients about missed appointments. Whose responsibility is it to make the calls to patients and families? Nursing, clerks? The Fantus team needs to make a decision and implement it.

Thank you for your attention! We appreciate it.