

# Building Medical Homes for the Pediatric Ambulatory and Community Health Network of Cook County



**LEARNING SESSION 3**  
**APRIL 10, 2013**

**SPONSORED BY CCHHS, AAP, ICAAP**

# LEARNING OBJECTIVES



By the end of the Learning Session, participants will be able to:

1. Summarize QI Team Accomplishments
2. Describe Progress with Implementing Developmental Screening QI Initiative
3. Understand Benefits of Care Management Application
4. Understand Importance of Medical Home Network *Connect* and Describe Benefits of Using the Portal
5. Understand ACHN Policies on MHN*Connect*, Transition Care and Team-Based Care
6. Map Transition Care Workflow at Clinics

# The National Committee for Quality Assurance (NCQA) Patient-Centered Medical Home (PCMH) Movement



As of January 2013, nationally there are...

- ❖ 5,300 NCQA PCMH Recognized Practices
- ❖ 25,200 NCQA PCMH Clinicians

NCQA Definition of Medical Home:

“The Patient Centered Medical Home is a health care setting that facilitates partnerships between individual patients, and their personal physicians, and when appropriate, the patient’s family. Care is facilitated by registries, information technology, health information exchange and other means to assure that patients get the indicated care when and where they need and want it in a culturally and linguistically appropriate manner.”

# NCQA-Recognized Patient-Centered Medical Home (PPC-PCMH)\*\*



NCQA Level	Clinicians		Sites	
	May 2011	December 2012	May 2011	December 2012
Level One	19	58	6	14
Level Two	12	35	2	3
Level Three	38	476	7	124
<b>Total</b>	<b>69</b>	<b>569</b>	<b>15</b>	<b>141</b>

\*\*Physician Practice Connections® Patient-Centered Medical Home (PPC-PCMH) is the 2008 NCQA standards for patient-centered medical home

# NCQA Lessons on Practice Transformation



It takes ~ two years to transform a practice into a whole-person, PCMH. Lessons learned from NCQA demonstrate that practices should focus on:

- ❖ Embracing the principles of PCMH (2 years preparation with continuous, ongoing commitment)
- ❖ Maximizing team-based care
- ❖ Enabling access to care
- ❖ Implementing systematic care, tracking, and coordination
- ❖ Coordinating with specialists, facilities
- ❖ Including patients to plan/manage evidence-based care
- ❖ Educating patients about PCMH
- ❖ Establishing performance measurement and QI
- ❖ Evaluating patient experience
- ❖ Managing populations of patients
- ❖ Understanding/meeting cultural and linguistic needs of patients

# NCQA



- ❖ March 2013 – NCQA is launching a Patient-Centered Recognition Program for Subspecialty Practices and Clinicians
- ❖ PCMH 2011 Standards and Guidelines will be updated in 2014
- ❖ NCQA PCMH Recognition Standards and Guidelines align with Meaningful Use [American Recovery & Reinvestment Act (ARRA) with subsection on Health Information Technology for Economic and Clinical Health Act (HITECH)]
- ❖ PCMH 2011 Standards align with Stage 1 Meaningful Use; PCMH 2014 Standards will align with Level 2 Meaningful Use

# QI TEAM REPORTS



**Donna Scherer, RN, MPH, Moderator**

- **Accomplishments Since LS2 (Oct 2012)**
- **Challenges and Successes**
- **Utilizing Findings from Family Surveys**
- **Engaging Parent Partners**
- **Working with Patient Lists**
- **Engaging Community Partners**
- **ACHN Medical Home Brochure (template)**

**See written team summaries in meeting folders.**

# DEVELOPMENTAL SCREENING INITIATIVE



**Cherie Estrada, Practice Coach, Moderator**

- ASQ-3 Administration
- Use of EI Referral Log
- Follow-Up Call to Parent
- Use of EI Referral Form
- Use of Fax Back Form
- Meetings with CFCs
- Lessons Learned



# NEXT STEPS



1. Continue Developmental Screening QI Project – thru September 2013
2. Implement Transition Model of Care Using MHN Connect – 2013
3. Participate in ACHN PCMH Roll-Out – 2013/2014
4. Continue Meeting Monthly with Pediatric QI Teams - through May 2014
5. Field Follow-Up MHI and MHFI – February 2014
6. Analyze Project Results and Share Progress Report – June 2014

Keep going and build on your team's strengths. QI is a continuous process that never ends! Congratulations on your many accomplishments.

# THANKS



Thank you for your participation. Please complete the post-test and Learning Session evaluation and return them to the registration table to receive your CME certificates.