



Medical Home Network Connect

Implementing PCMH
Practices through
MHNConnect technology

Disclosures

- I have no relevant financial relationships with the manufacturer(s) of any commercial product(s) and/or provider of commercial services discussed in this CME activity.
- I do not intend to discuss an unapproved/investigative use of a commercial product/device in my presentation.

MHNConnect Process



MHNConnect Timetable



ACHN Responsibilities

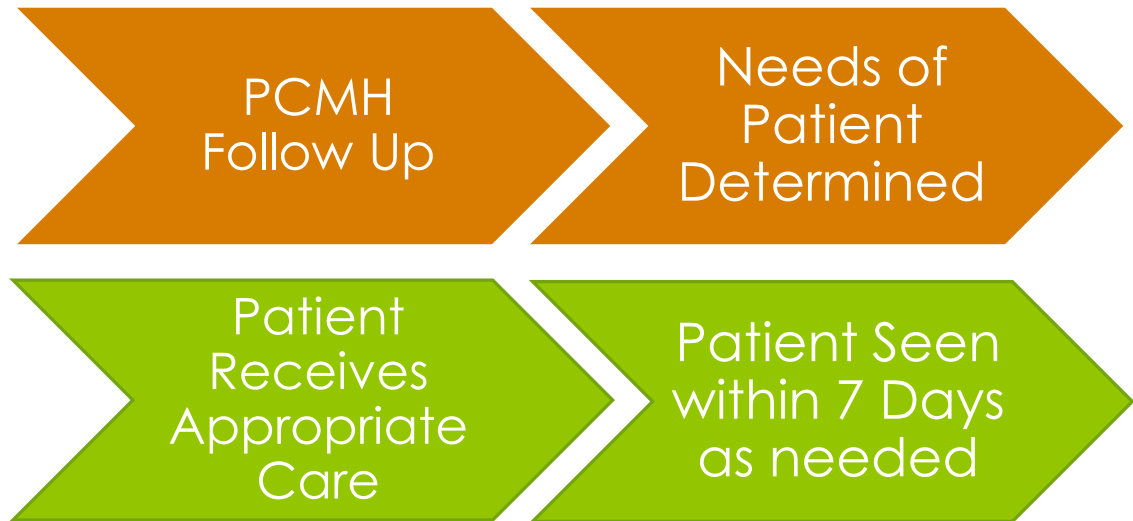


PCMH
Follow Up

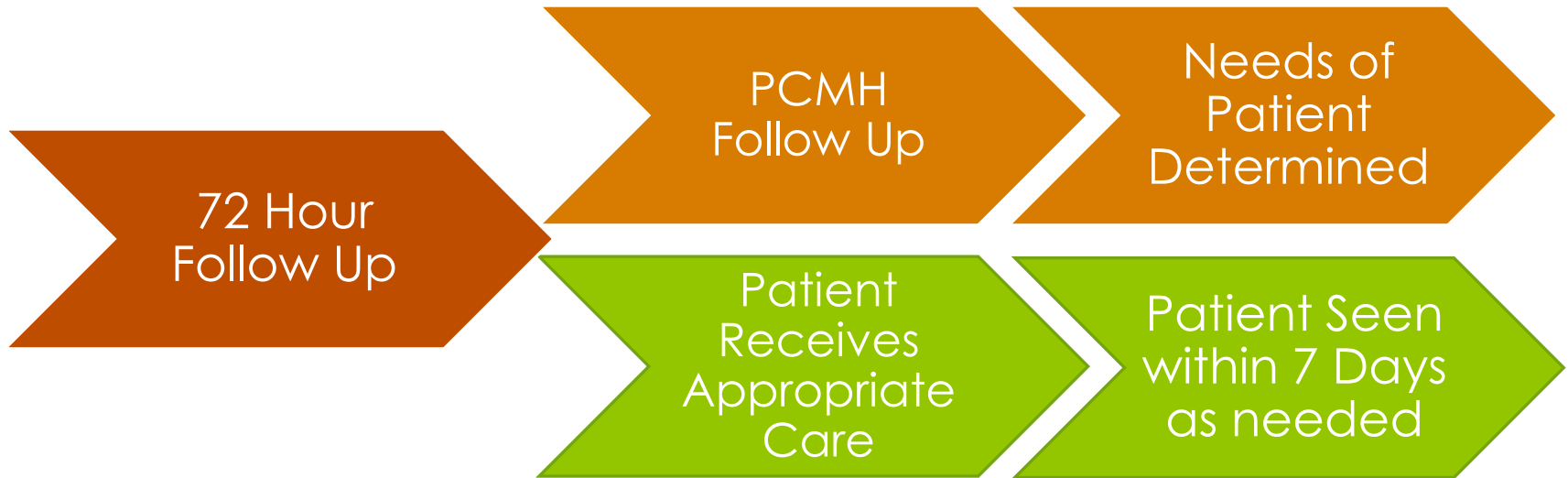


Patient
Receives
Appropriate
Care

ACHN Responsibilities

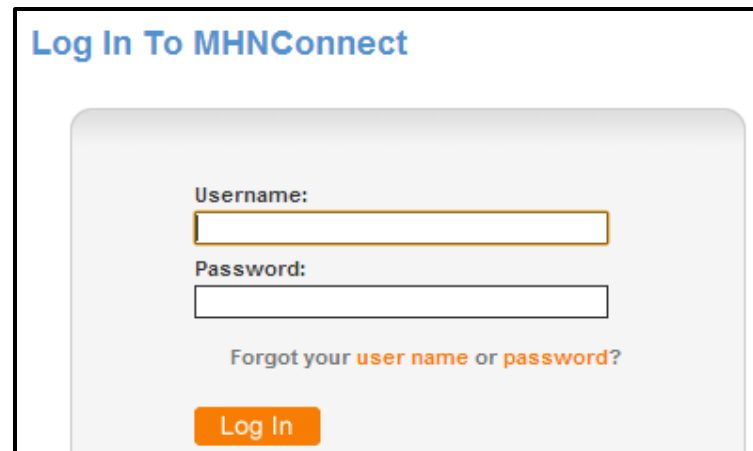


ACHN Responsibilities



A Step by Step Approach

Step 1: Log In to MHNConnect



The screenshot shows a login form titled "Log In To MHNConnect". It features two input fields: "Username:" and "Password:". Below the password field is a link that says "Forgot your user name or password?". At the bottom of the form is an orange "Log In" button.

Log In To MHNConnect

Username:

Password:

[Forgot your user name or password?](#)

A Step by Step Approach

Step 2: Review Census Dashboard



The screenshot displays the MHNconnect system interface. At the top left is the logo "MHNconnect" with the tagline "The MHNConnect System by Medical Home Network & Safety Net Connect". On the top right, there are links for "Support" and "Logout", and a welcome message: "Welcome > Jon Ashworth (2470559)". Below the logo is a navigation bar with "Home", "Patient Search", "Census Dashboard", and "Reports". The breadcrumb trail shows "Home > Clinic Connect > Census Dashboard". A "Clinic Connect" logo is on the right. The main content area features a row of seven summary boxes: "Inpatients (11)", "Inpatient Disch (18)", "ER Patients (26)", "ER Disch (30)", "Maternity Patients (1)", "Maternity Disch (5)", and "New Patients (74)".

MHNconnect
The MHNConnect System by Medical Home Network & Safety Net Connect

Support Logout
Welcome > Jon Ashworth (2470559)

Home Patient Search Census Dashboard Reports

Home > Clinic Connect > Census Dashboard


Clinic Connect

Inpatients (11) Inpatient Disch (18) ER Patients (26) ER Disch (30) Maternity Patients (1) Maternity Disch (5) New Patients (74)

A Step by Step Approach

Step 3: Review Status of Patients

Home > Clinic Connect > [Census Dashboard](#)

Clinic Connect 


Inpatients (11) Inpatient Disch (18) ER Patients (26) **ER Disch (30)** Maternity Patients (1) Maternity Disch (5) New Patients (74)

Showing 1 - 20 of 30 records found NEXT >

Name	Plan	DOB	Phone	Hospital	Discharged	Care	Status	Appt Date	By	Medical Home	Follow Up
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A Step by Step Approach

Step 4: Select Specific Patient(s)

Home > Clinic Connect > [Census Dashboard](#) Clinic Connect 

[Inpatients \(11\)](#) [Inpatient Disch \(18\)](#) [ER Patients \(26\)](#) [ER Disch \(30\)](#) [Maternity Patients \(1\)](#) [Maternity Disch \(5\)](#) [New Patients \(74\)](#)

Showing 1 - 20 of 30 records found [NEXT >](#)

Name	Plan	DOB	Phone	Hospital	Discharged	Care	Status	Appt Date	By	Medical Home	Follow Up
------	------	-----	-------	----------	------------	------	--------	-----------	----	--------------	-----------

A Step by Step Approach

Step 5: Attempt Follow Up Contact(s)

Patient Follow-up

PATIENT INFORMATION

A Step by Step Approach

Step 6: Update MHN Status with Results

Update Status

Select New Status:

Comments:

Follow-up Log

Date	Status	Appointment	By	Note
------	--------	-------------	----	------

A Step by Step Approach

Step 7: Select the most descriptive update

Update Status

Select New Status:

Comments:

- Phone Contact
- Appointment Scheduled
- Appointment Missed
- Appointment Completed
- Unreachable
- Appointment Declined
- Contact Information Inaccurate
- Patient Deceased
- Physician Inpatient Visit
- Specialty Care Required

Update

Follow-up Log

Date	Status	Appointment	By	Note
------	--------	-------------	----	------

Tracking MHN Performance

Step 1: Looking at our Response Time



**MHNConnect
Activities
Time Stamped**



Tracking MHN Performance

Step 2: Screening the Patient's Needs



Patient
Outreach and
Conversations



Tracking MHN Performance

Step 2: Screening the Patient's Needs

Reminder of the questions to be asked during the phone conversation with the patient:

Tracking MHN Performance

Step 2: Screening the Patient's Needs

Reminder of the questions to be asked during the phone conversation with the patient:

1) Do you have any trouble understanding your instructions from the hospital or any trouble following those instructions? Do you have any concerns about the instructions?

Tracking MHN Performance

Step 2: Screening the Patient's Needs

Reminder of the questions to be asked during the phone conversation with the patient:

2) Were any new medications prescribed to you in the ED or hospital?

Tracking MHN Performance

Step 2: Screening the Patient's Needs

Reminder of the questions to be asked during the phone conversation with the patient:

3) Were any of your regular home medications changed or stopped in the hospital or ED?

Tracking MHN Performance

Step 2: Screening the Patient's Needs

Reminder of the questions to be asked during the phone conversation with the patient:

4) Would you like to speak to a nurse?

Tracking MHN Performance

Step 2: Screening the Patient's Needs

As a reminder, if the patient answers “Yes” to any of these questions, a warm hand off must be provided to a licensed clinical team member.

Tracking MHN Performance

Step 3: Assuring Appropriate Care



**Appointments
Scheduled
as needed**



The screenshot shows a software interface for scheduling appointments. It includes a calendar view for November 2009 and a detailed list of appointments. The appointments are organized by time slots and include patient names, conditions, and provider names.

Time Slot	Appointment Details
8a	F27 Diabetes, Dore (DADA0001) / F16 Diabetes
9	M29 Diabetes, Dudley / M56 Ankle, Payne (ANFPA0001) / M89 Strep, Thomsen (STRTH00001) / M93 Dysphagia, Dudley
10	F26 Diabetes, Dore (DADA0001) / M39 Secure, Samsy (SEIS00001) / F88 Cervical, Clinica (COCL0001) / M89 Strep, Thomsen (STRTH00001) / F32 Breast, Melisa (MELM0001) / F30 Migraine, Margie (MIGMA0001)
11	M37 Strep, Payne (SICPA10001) / F34 Dystonia, Dobbie (DYSD00001) / M82 Hypertension, Hovick
12p	M39 Strep, Payne (SICPA10001) / M74 Cognitive, Hovick (COGL00001) / F3 C66, Iva (URIRW0001)

Tracking MHN Performance

Step 4: Following up to Close the Loop



The screenshot shows a software interface with a table of data. The table has columns for dates and various performance metrics. The data is organized into rows, with some rows highlighted in different colors (blue, green, red, yellow).

Date	Item	Value	Value	Value
8/1	Q 127 Outlets, Drive COCC0001	0/00	0/00	0/00
8/1	Q 128 Outlets, Drive	0/00	0/00	0/00
8/1	Q 129 Outlets, Drive	0/00	0/00	0/00
8/1	Q 130 Outlets, Drive	0/00	0/00	0/00
8/1	Q 131 Outlets, Drive	0/00	0/00	0/00
8/1	Q 132 Outlets, Drive	0/00	0/00	0/00
8/1	Q 133 Outlets, Drive	0/00	0/00	0/00
8/1	Q 134 Outlets, Drive	0/00	0/00	0/00
8/1	Q 135 Outlets, Drive	0/00	0/00	0/00
8/1	Q 136 Outlets, Drive	0/00	0/00	0/00
8/1	Q 137 Outlets, Drive	0/00	0/00	0/00
8/1	Q 138 Outlets, Drive	0/00	0/00	0/00
8/1	Q 139 Outlets, Drive	0/00	0/00	0/00
8/1	Q 140 Outlets, Drive	0/00	0/00	0/00
8/1	Q 141 Outlets, Drive	0/00	0/00	0/00
8/1	Q 142 Outlets, Drive	0/00	0/00	0/00
8/1	Q 143 Outlets, Drive	0/00	0/00	0/00
8/1	Q 144 Outlets, Drive	0/00	0/00	0/00
8/1	Q 145 Outlets, Drive	0/00	0/00	0/00
8/1	Q 146 Outlets, Drive	0/00	0/00	0/00
8/1	Q 147 Outlets, Drive	0/00	0/00	0/00
8/1	Q 148 Outlets, Drive	0/00	0/00	0/00
8/1	Q 149 Outlets, Drive	0/00	0/00	0/00
8/1	Q 150 Outlets, Drive	0/00	0/00	0/00



Tracking MHN Performance

Step 4: Following up to Close the Loop



Appointment Scheduled

A screenshot of a software interface, likely a scheduling or performance tracking tool. It features a calendar view on the left and a detailed list of appointments on the right. The appointments are organized by date and time, with columns for patient names, appointment types, and status. The interface includes various icons and a search bar at the top.

Tracking MHN Performance

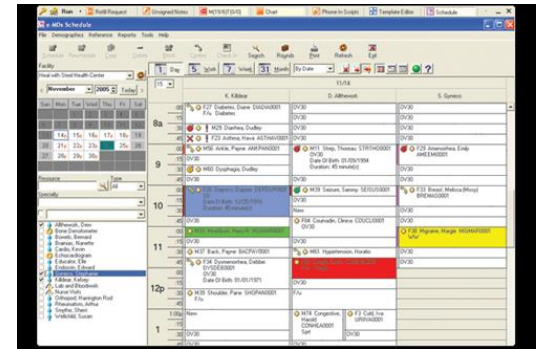
Step 4: Following up to Close the Loop



Appointment Scheduled



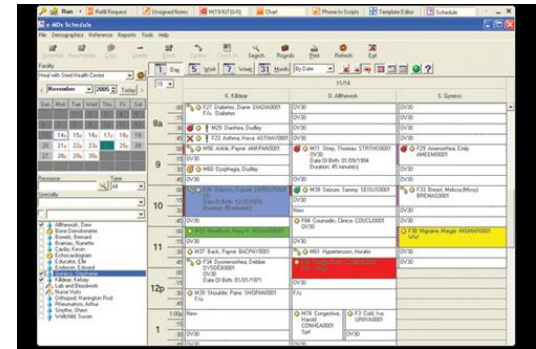
APPOINTMENT COMPLETED



Time	Activity	Location	Status
8:00	Q 127 Outlets, Dave COC0000	814	0:00
8:00	Q 128 Outlets, Duke	814	0:00
8:00	Q 129 Outlets, Steve COC0000	814	0:00
8:00	Q 130 Outlets, Peter COC0000	814	0:00
9:00	Q 131 Outlets, Duke	814	0:00
9:00	Q 132 Outlets, Steve COC0000	814	0:00
9:00	Q 133 Outlets, Peter COC0000	814	0:00
10:00	Q 134 Outlets, Duke	814	0:00
10:00	Q 135 Outlets, Steve COC0000	814	0:00
10:00	Q 136 Outlets, Peter COC0000	814	0:00
11:00	Q 137 Outlets, Duke	814	0:00
11:00	Q 138 Outlets, Steve COC0000	814	0:00
11:00	Q 139 Outlets, Peter COC0000	814	0:00
12:00	Q 140 Outlets, Duke	814	0:00
12:00	Q 141 Outlets, Steve COC0000	814	0:00
12:00	Q 142 Outlets, Peter COC0000	814	0:00

Tracking MHN Performance

Step 4: Following up to Close the Loop



Appointment Scheduled

Appointment Declined



APPOINTMENT COMPLETED

Tracking MHN Performance

Step 4: Following up to Close the Loop

A screenshot of a software interface, likely a calendar or appointment scheduler. It shows a grid of dates and times with various appointment entries. The interface includes a menu bar, a toolbar, and a main display area with columns for dates and times. Some entries are highlighted in different colors (blue, red, yellow).

Appointment Scheduled
Appointment Declined



APPOINTMENT COMPLETED
Unreachable

Tracking MHN Performance

Step 4: Following up to Close the Loop



Appointment Missed

Time	8a	9	10	11	12p	1
8a	Q 127 Debbie, Dave COC00001 Q 142 Debbie, Duke Q 129 Debbie, Dave COC000001 Q 148 Anne, Peter 00000000	Q 141 Steve, Thomas 00000000 Q 149 Debbie, Dave COC000001 Q 140 Suzanne, Duke	Q 143 Debbie, Dave COC000001 Q 144 Debbie, Dave COC000001 Q 145 Debbie, Dave COC000001 Q 146 Debbie, Dave COC000001 Q 147 Debbie, Dave COC000001	Q 149 Debbie, Dave COC000001 Q 148 Anne, Peter 00000000 Q 147 Debbie, Dave COC000001 Q 146 Debbie, Dave COC000001 Q 145 Debbie, Dave COC000001 Q 144 Debbie, Dave COC000001 Q 143 Debbie, Dave COC000001 Q 142 Debbie, Duke Q 141 Steve, Thomas 00000000 Q 140 Suzanne, Duke Q 139 Debbie, Dave COC000001 Q 138 Debbie, Dave COC000001 Q 137 Debbie, Dave COC000001 Q 136 Debbie, Dave COC000001 Q 135 Debbie, Dave COC000001 Q 134 Debbie, Dave COC000001 Q 133 Debbie, Dave COC000001 Q 132 Debbie, Dave COC000001 Q 131 Debbie, Dave COC000001 Q 130 Debbie, Dave COC000001 Q 129 Debbie, Dave COC000001 Q 128 Debbie, Dave COC000001 Q 127 Debbie, Dave COC000001 Q 126 Debbie, Dave COC000001 Q 125 Debbie, Dave COC000001 Q 124 Debbie, Dave COC000001 Q 123 Debbie, Dave COC000001 Q 122 Debbie, Dave COC000001 Q 121 Debbie, Dave COC000001 Q 120 Debbie, Dave COC000001 Q 119 Debbie, Dave COC000001 Q 118 Debbie, Dave COC000001 Q 117 Debbie, Dave COC000001 Q 116 Debbie, Dave COC000001 Q 115 Debbie, Dave COC000001 Q 114 Debbie, Dave COC000001 Q 113 Debbie, Dave COC000001 Q 112 Debbie, Dave COC000001 Q 111 Debbie, Dave COC000001 Q 110 Debbie, Dave COC000001 Q 109 Debbie, Dave COC000001 Q 108 Debbie, Dave COC000001 Q 107 Debbie, Dave COC000001 Q 106 Debbie, Dave COC000001 Q 105 Debbie, Dave COC000001 Q 104 Debbie, Dave COC000001 Q 103 Debbie, Dave COC000001 Q 102 Debbie, Dave COC000001 Q 101 Debbie, Dave COC000001 Q 100 Debbie, Dave COC000001 Q 99 Debbie, Dave COC000001 Q 98 Debbie, Dave COC000001 Q 97 Debbie, Dave COC000001 Q 96 Debbie, Dave COC000001 Q 95 Debbie, Dave COC000001 Q 94 Debbie, Dave COC000001 Q 93 Debbie, Dave COC000001 Q 92 Debbie, Dave COC000001 Q 91 Debbie, Dave COC000001 Q 90 Debbie, Dave COC000001 Q 89 Debbie, Dave COC000001 Q 88 Debbie, Dave COC000001 Q 87 Debbie, Dave COC000001 Q 86 Debbie, Dave COC000001 Q 85 Debbie, Dave COC000001 Q 84 Debbie, Dave COC000001 Q 83 Debbie, Dave COC000001 Q 82 Debbie, Dave COC000001 Q 81 Debbie, Dave COC000001 Q 80 Debbie, Dave COC000001 Q 79 Debbie, Dave COC000001 Q 78 Debbie, Dave COC000001 Q 77 Debbie, Dave COC000001 Q 76 Debbie, Dave COC000001 Q 75 Debbie, Dave COC000001 Q 74 Debbie, Dave COC000001 Q 73 Debbie, Dave COC000001 Q 72 Debbie, Dave COC000001 Q 71 Debbie, Dave COC000001 Q 70 Debbie, Dave COC000001 Q 69 Debbie, Dave COC000001 Q 68 Debbie, Dave COC000001 Q 67 Debbie, Dave COC000001 Q 66 Debbie, Dave COC000001 Q 65 Debbie, Dave COC000001 Q 64 Debbie, Dave COC000001 Q 63 Debbie, Dave COC000001 Q 62 Debbie, Dave COC000001 Q 61 Debbie, Dave COC000001 Q 60 Debbie, Dave COC000001 Q 59 Debbie, Dave COC000001 Q 58 Debbie, Dave COC000001 Q 57 Debbie, Dave COC000001 Q 56 Debbie, Dave COC000001 Q 55 Debbie, Dave COC000001 Q 54 Debbie, Dave COC000001 Q 53 Debbie, Dave COC000001 Q 52 Debbie, Dave COC000001 Q 51 Debbie, Dave COC000001 Q 50 Debbie, Dave COC000001 Q 49 Debbie, Dave COC000001 Q 48 Debbie, Dave COC000001 Q 47 Debbie, Dave COC000001 Q 46 Debbie, Dave COC000001 Q 45 Debbie, Dave COC000001 Q 44 Debbie, Dave COC000001 Q 43 Debbie, Dave COC000001 Q 42 Debbie, Dave COC000001 Q 41 Debbie, Dave COC000001 Q 40 Debbie, Dave COC000001 Q 39 Debbie, Dave COC000001 Q 38 Debbie, Dave COC000001 Q 37 Debbie, Dave COC000001 Q 36 Debbie, Dave COC000001 Q 35 Debbie, Dave COC000001 Q 34 Debbie, Dave COC000001 Q 33 Debbie, Dave COC000001 Q 32 Debbie, Dave COC000001 Q 31 Debbie, Dave COC000001 Q 30 Debbie, Dave COC000001 Q 29 Debbie, Dave COC000001 Q 28 Debbie, Dave COC000001 Q 27 Debbie, Dave COC000001 Q 26 Debbie, Dave COC000001 Q 25 Debbie, Dave COC000001 Q 24 Debbie, Dave COC000001 Q 23 Debbie, Dave COC000001 Q 22 Debbie, Dave COC000001 Q 21 Debbie, Dave COC000001 Q 20 Debbie, Dave COC000001 Q 19 Debbie, Dave COC000001 Q 18 Debbie, Dave COC000001 Q 17 Debbie, Dave COC000001 Q 16 Debbie, Dave COC000001 Q 15 Debbie, Dave COC000001 Q 14 Debbie, Dave COC000001 Q 13 Debbie, Dave COC000001 Q 12 Debbie, Dave COC000001 Q 11 Debbie, Dave COC000001 Q 10 Debbie, Dave COC000001 Q 9 Debbie, Dave COC000001 Q 8 Debbie, Dave COC000001 Q 7 Debbie, Dave COC000001 Q 6 Debbie, Dave COC000001 Q 5 Debbie, Dave COC000001 Q 4 Debbie, Dave COC000001 Q 3 Debbie, Dave COC000001 Q 2 Debbie, Dave COC000001 Q 1 Debbie, Dave COC000001		

Appointment Scheduled
Appointment Declined



APPOINTMENT COMPLETED
Unreachable

Tracking MHN Performance

Step 4: Following up to Close the Loop



Appointment Missed

Time	Event	Status
8:00	Q 127 Outlets, Dave COC00001	OK
8:00	Q 128 Outlets, Dave	OK
8:00	Q 129 Outlets, Dave	OK
8:00	Q 130 Outlets, Dave	OK
8:00	Q 131 Outlets, Dave	OK
8:00	Q 132 Outlets, Dave	OK
8:00	Q 133 Outlets, Dave	OK
8:00	Q 134 Outlets, Dave	OK
8:00	Q 135 Outlets, Dave	OK
8:00	Q 136 Outlets, Dave	OK
8:00	Q 137 Outlets, Dave	OK
8:00	Q 138 Outlets, Dave	OK
8:00	Q 139 Outlets, Dave	OK
8:00	Q 140 Outlets, Dave	OK
8:00	Q 141 Outlets, Dave	OK
8:00	Q 142 Outlets, Dave	OK
8:00	Q 143 Outlets, Dave	OK
8:00	Q 144 Outlets, Dave	OK
8:00	Q 145 Outlets, Dave	OK
8:00	Q 146 Outlets, Dave	OK
8:00	Q 147 Outlets, Dave	OK
8:00	Q 148 Outlets, Dave	OK
8:00	Q 149 Outlets, Dave	OK
8:00	Q 150 Outlets, Dave	OK
8:00	Q 151 Outlets, Dave	OK
8:00	Q 152 Outlets, Dave	OK
8:00	Q 153 Outlets, Dave	OK
8:00	Q 154 Outlets, Dave	OK
8:00	Q 155 Outlets, Dave	OK
8:00	Q 156 Outlets, Dave	OK
8:00	Q 157 Outlets, Dave	OK
8:00	Q 158 Outlets, Dave	OK
8:00	Q 159 Outlets, Dave	OK
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8:00	Q 167 Outlets, Dave	OK
8:00	Q 168 Outlets, Dave	OK
8:00	Q 169 Outlets, Dave	OK
8:00	Q 170 Outlets, Dave	OK
8:00	Q 171 Outlets, Dave	OK
8:00	Q 172 Outlets, Dave	OK
8:00	Q 173 Outlets, Dave	OK
8:00	Q 174 Outlets, Dave	OK
8:00	Q 175 Outlets, Dave	OK
8:00	Q 176 Outlets, Dave	OK
8:00	Q 177 Outlets, Dave	OK
8:00	Q 178 Outlets, Dave	OK
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8:00	Q 192 Outlets, Dave	OK
8:00	Q 193 Outlets, Dave	OK
8:00	Q 194 Outlets, Dave	OK
8:00	Q 195 Outlets, Dave	OK
8:00	Q 196 Outlets, Dave	OK
8:00	Q 197 Outlets, Dave	OK
8:00	Q 198 Outlets, Dave	OK
8:00	Q 199 Outlets, Dave	OK
8:00	Q 200 Outlets, Dave	OK

Appointment Scheduled
Appointment Declined
Contact Information Inaccurate



APPOINTMENT COMPLETED
Unreachable

Tracking MHN Performance

Step 4: Following up to Close the Loop



Update Status

Select New Status:

Comments:

- Phone Contact
- Appointment Scheduled
- Appointment Missed
- Appointment Completed
- Unreachable
- Appointment Declined
- Contact Information Inaccurate
- Patient Deceased
- Physician Inpatient Visit
- Specialty Care Required

Update



Appointment ID	Patient Name	Status	Date
1	John Doe	Phone Contact	2023-10-26
2	Jane Smith	Appointment Scheduled	2023-10-27
3	Bob Johnson	Appointment Missed	2023-10-28
4	Alice Brown	Appointment Completed	2023-10-29
5	Charlie White	Unreachable	2023-10-30
6	Diana Green	Appointment Declined	2023-10-31
7	Frank Black	Contact Information Inaccurate	2023-11-01
8	Grace King	Patient Deceased	2023-11-02
9	Henry Lee	Physician Inpatient Visit	2023-11-03
10	Ivy Scott	Specialty Care Required	2023-11-04



ACHN Performance within MHNConnect

ACHN Performance within MHNConnect

Any Follow Up Contact

Year 2 Quarter 1: 75%

Year 2 Quarter 2: 69%

Year 2 Quarter 3: 64%

ACHN Performance within MHNConnect

Appointment Scheduled

Year 2 Quarter 1: 25%

Year 2 Quarter 2: 27%

Year 2 Quarter 3: 27%

ACHN Performance within MHNConnect

Appointment Completed

Year 2 Quarter 1: 12%

Year 2 Quarter 2: 17%

Year 2 Quarter 3: 15%

ACHN Performance within MHNConnect

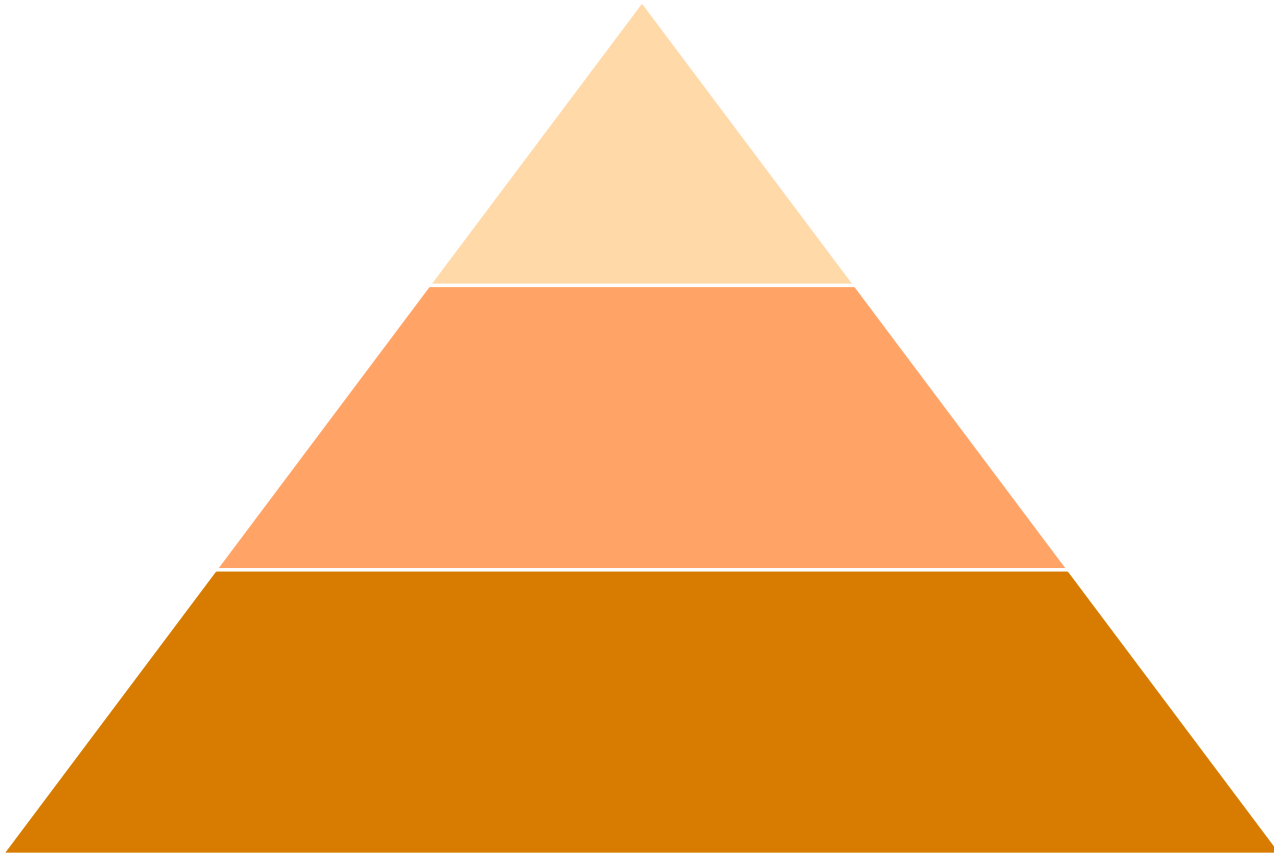
Timely Visit Completed

Year 2 Quarter 1: 7%

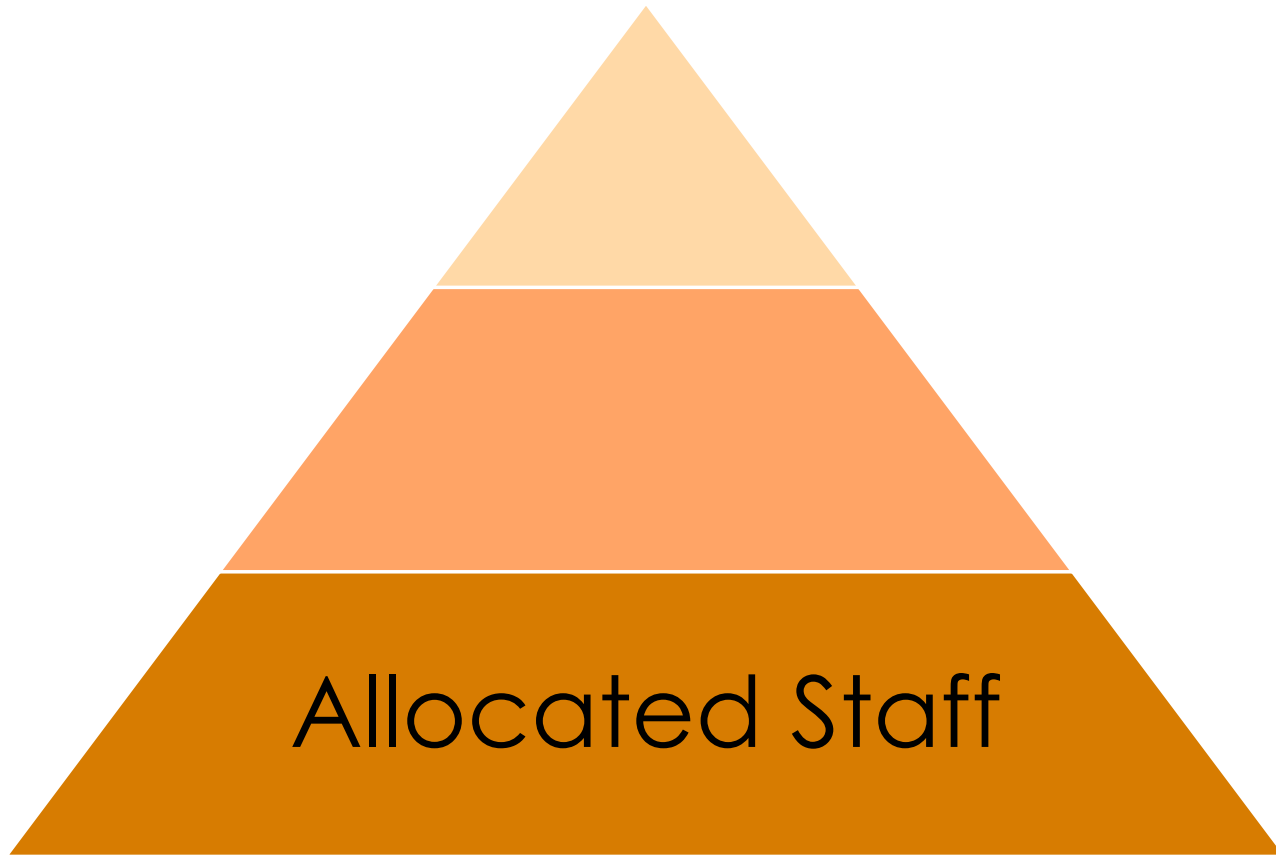
Year 2 Quarter 2: 8%

Year 2 Quarter 3: 8%

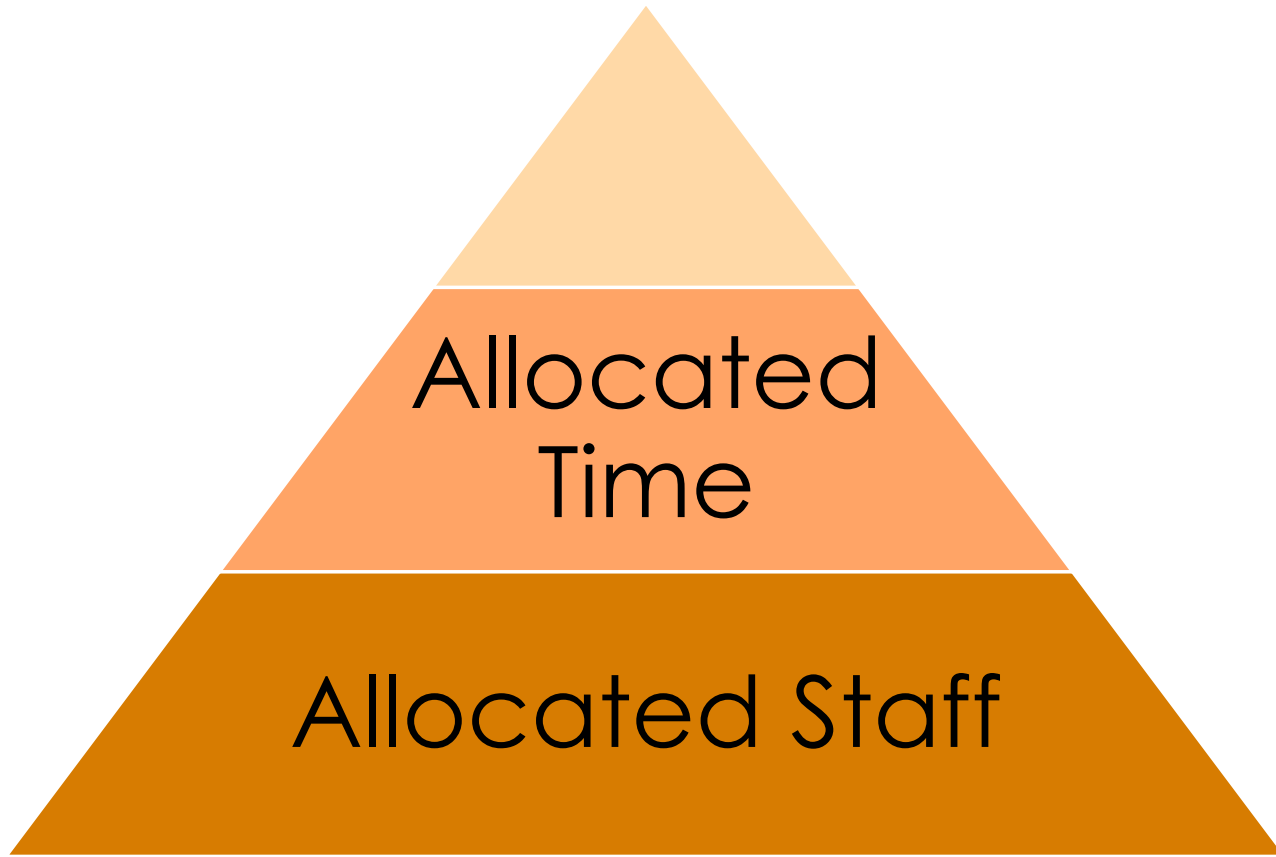
MHNConnect Keys to Success



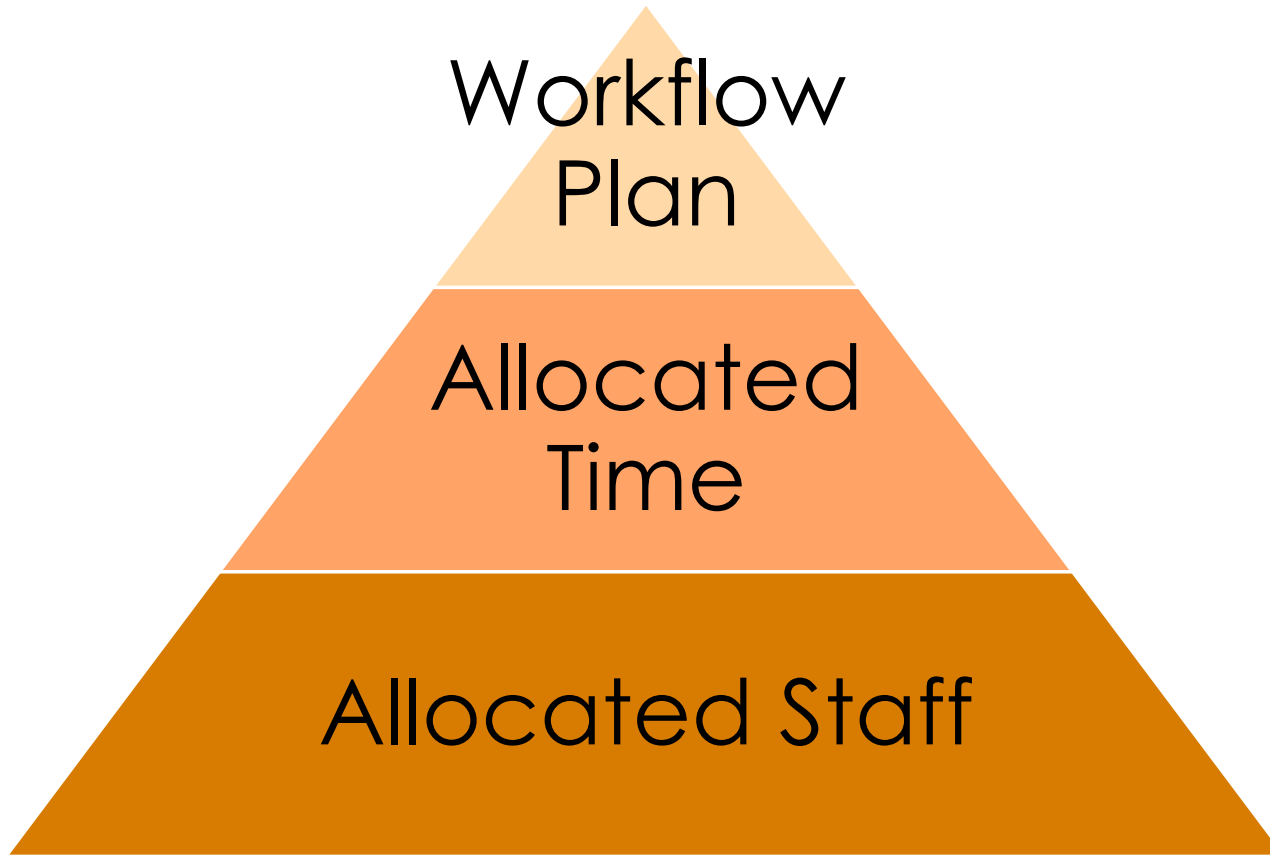
MHNConnect Keys to Success



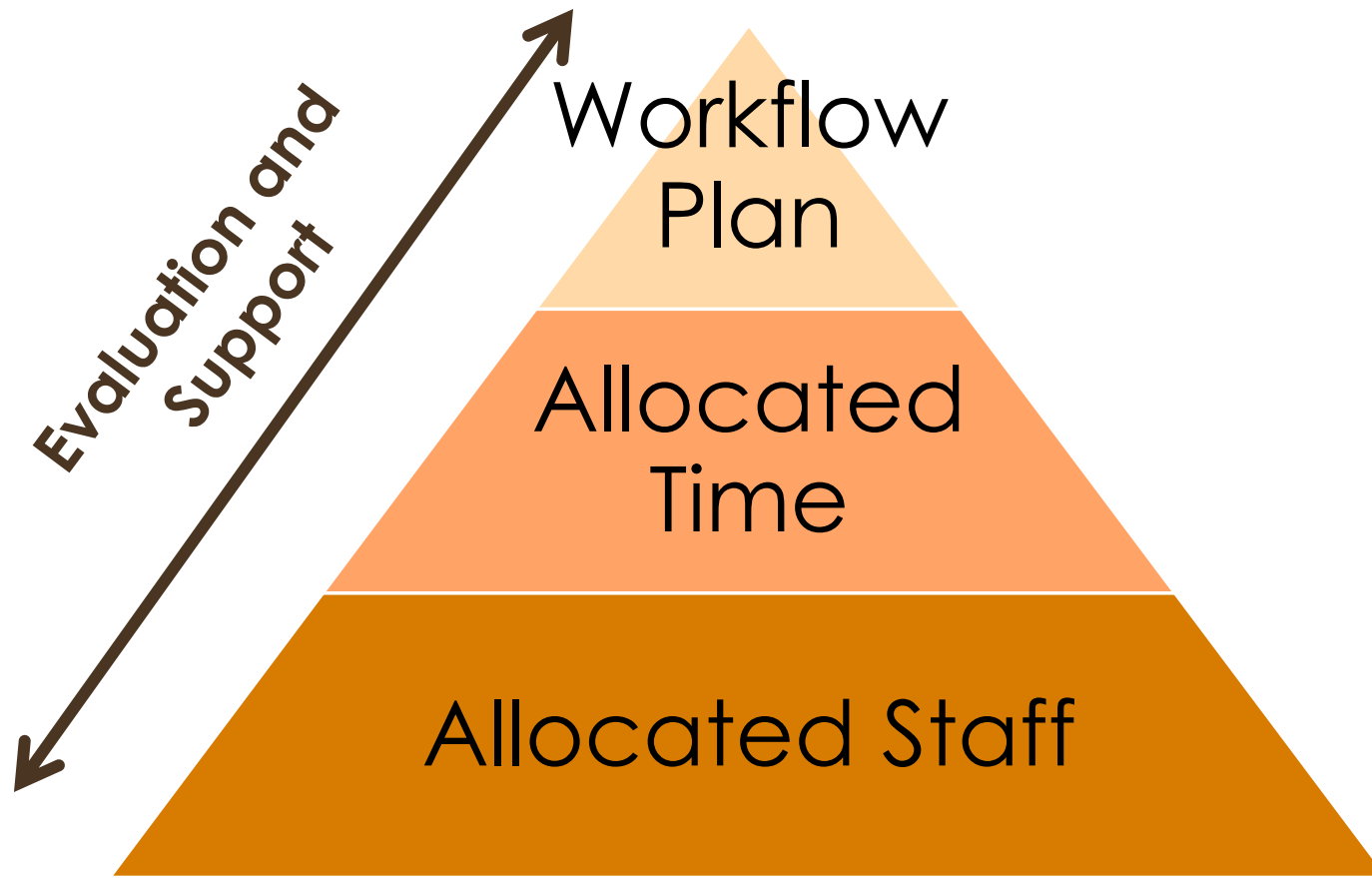
MHNConnect Keys to Success



MHNConnect Keys to Success



MHNConnect Keys to Success





**Questions or
Comments?**
