



Patient-Centered Medical Home Learning Collaborative Panel

*Using an EHR for Quality Improvement,
Preventive Care, and Disease Management*

Panelists

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PCMH and Meaningful Use

What is the goal?



Meaningful Use in a PCMH

- ▲ Our goal is to:
 - ▲ Effectively use technology to promote patient and provider relationships, to empower the patient, and to support evidence-based coordinated care.

What is a medical home?

AAFP Medical Home

- ▲ Care is coordinated/integrated
- ▲ Personal physician directs and leads a team
- ▲ Whole person orientation
- ▲ Care is facilitated by registries, information technology, health information exchange...





The TransformMED Patient-Centered Model A Medical Home for All



**A continuous relationship with a personal physician
coordinating care for both wellness and illness**

- Mindful clinician-patient communication:
trust, respect, shared decision-making
 - Patient engagement
 - Provider/patient partnership
 - Culturally sensitive care
 - Continuous relationship
 - Whole person care

Access to Care and Information

- Health care for all
- Same-day appointments
- After-hours access coverage
- Accessible patient and lab information
- Online patient services
- Electronic visits
- Group visits

Practice-Based Services

- Comprehensive care for both acute & chronic conditions
- Prevention screening and services
- Surgical procedures
- Ancillary therapeutic and support services
- Ancillary diagnostic services

Care Management

- Population management
- Wellness promotion
- Disease prevention
- Chronic disease management
- Patient engagement and education
- Leverages automated technologies

Care Coordination

- Community-based resources
- Collaborative relationships
 - Emergency Room
 - Hospital care
 - Behavioral health care
 - Maternity care
 - Specialist care
 - Pharmacy
 - Physical Therapy
 - Case Management
- Care Transition

Practice-Based Care Team

- Provider leadership
- Shared mission and vision
- Effective communication
- Task designation by skill set
- Nurse Practitioner / Physician Assistant
- Patient participation
- Family involvement options

Practice Management

- Disciplined financial management
- Cost-Benefit decision-making
- Revenue enhancement
- Optimized coding & billing
- Personnel/HR management
- Facilities management
- Optimized office design/redesign
- Change management

Health Information Technology

- Electronic medical record
- Electronic orders and reporting
- Electronic prescribing
- Evidence-based decision support
- Population management registry
- Practice Web site
- Patient portal

Quality and Safety

- Evidence-based best practices
- Medication management
- Patient satisfaction feedback
- Clinical outcomes analysis
- Quality improvement
- Risk management
- Regulatory compliance

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PCMH Care Essentials

- ▲ Accurate and complete information regarding patient health (preventive, chronic and acute care)
- ▲ Coordination between and among providers and hospitals
- ▲ Best practices for quality improvement, patient safety, and evidence based decision-making

Electronic Health Records (EHR) can provide:

- ▶ A complete and accurate record of care for providers and patients;
- ▶ A way for primary care doctors, specialists and hospitals to share information; and
- ▶ Information for preventive, chronic and follow-up care to support quality improvement practices, patient safety and evidence based decision making.

PCMH, EHR, and Meaningful Use

- ▶ PCMH recognizes EHR as integral to reaching goals of improved access, personal and culturally interactive care management, and clinical outcomes
- ▶ TransforMed and AAFP Medical Home recognize EHR as a mechanism to improved health outcomes
- ▶ NCQA Accreditation scoring criteria includes use of electronic health records as a medical home component

NCQA Standards 1-3

Access/Communication, Tracking, and Care Management

- ▲ Uses data to show it meets (written) standards for patient access and communication
- ▲ Clinical data in searchable data fields
- ▲ Use data to identify diagnosis and conditions
- ▲ Generate lists and reminders for patient and population management
- ▲ Uses non-physician staff to manage patient care

NCQA Standards 4-9

Advanced Electronic Communications

- ▲ Actively supports patient self management
- ▲ Assesses language preference and other communication barriers
- ▲ Electronic Prescribing
- ▲ Test Tracking: ID, track, order/retrieve, flag duplicate data

NCQA Standard 9

Advanced electronic communications

- ▲ Measures and reports service performance by physician or across the practice
- ▲ Electronic care management support
- ▲ Availability of interactive website
- ▲ Electronic patient identification

Technology and Patient-Centered Care

- ▲ What's in it for the patient?
- ▲ How does it impact the patient and provider relationship?
- ▲ How do we/can we use technology in culturally appropriate ways?

Putting it all together....

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