PCMH for Board Members as Consumers and in Their Governance Role

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• Concept introduced by the American Academy of Pediatrics (AAP) in 1967.
• Originally referred to the centralization of a child’s medical record
In 2002, AAP presented a policy statement that expanded the concept to include operational characteristics:

- Accessible
- Continuous
- Comprehensive
- Family-centered
- Coordinated
- Compassionate
- Culturally effective care
Other Medical Organizations

• American Academy of Family Physicians (AAFP) and the American College of Physicians (ACP) have both developed their own models of the “medical home.”
Why Patient Centered Medical Home?

• Do you want your patients to receive well coordinated services and enhanced access to a clinical team?
• Do you want the clinicians in your health centers practicing in an environment where they have decision support tools, measure their performance, engage patients in their own care and conduct quality improvement activities to address patient needs?
• Do you want improved clinical quality, improved patient experience, and reduced health system cost?
• Is there anything in the description of PCMH that does not coincide with the mission of your health center?
• How would you like for your health center to become a high performing Patient centered medical home?
HRSA defines the PCMH as a patient-centered or community-centered model of primary care that delivers, accessible, comprehensive and coordinated care, using a systems-based approach to quality and safety.
HRSA and PCMH

• HRSA encourages and supports PCMH Certification
• Aligns with HRSA and FTCA quality initiatives.
• PCMH builds on the HRSA Requirements
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<th>PCMH Standard</th>
<th>Program Requirement</th>
<th>FTCA Requirement</th>
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<td>#4: Accessible Hours of Operation/Locations</td>
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<td>#6: Hospital Admitting Privileges &amp; Continuum of Care</td>
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<td>#16: Scope of Project</td>
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<td>#2: Identify &amp; Manage Patient Population</td>
<td>#1: Needs Assessment #8: QI/QA Plan</td>
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<td>#3: Plan &amp; Managed Care</td>
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<td>#4: Provide Self-Care &amp; Community Support</td>
<td>#10: Contractual &amp; Affiliation Agreements</td>
<td>Tracking referrals</td>
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<td>#11: Collaborative Relationships</td>
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<td>#5: Track &amp; Coordinate Care</td>
<td>#6: Hospital Admitting Privileges &amp; Continuum of Care</td>
<td>Tracking referrals, labs, x-rays</td>
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<td>#6: Measure &amp; Improve Performance</td>
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PCMH Resources

• PCMH Readiness Assessment Tools
  • Primary Care Development Corporation (PCDC): http://www.pcdc.org/resources/patient-centered-medical-home/pcdc-pcmh/ncqa-2011-medical-home.html
  • PCMH Assessment (PCMH-A) from the Safety Net Medical Home Initiative: http://www.safetynetmedicalhome.org/practice-transformation/assessment
  • Medical Home Implementation Quotient Assessment (MHIQ) from TransforMED: http://www.transformed.com/userLogin.cfm

• PCMH Change Concepts: http://www.safetynetmedicalhome.org/change-concepts

• Patient-Centered Primary Care Collaborative (PCPCC): http://www.pcpcc.net/content/pcmh-outcome-evidence-quality
PCMH Resources

• Agency for Healthcare Research and Quality (AHRQ) PCMH Resource Center:
  http://www.pcmh.ahrq.gov/portal/server.pt/community/pcmh__home/1483
  - US Preventive Services Task Force:
    http://www.uspreventiveservicestaskforce.org/tools.htm
    https://www.cahps.ahrq.gov/default.asp
  - Patient Health Literacy Toolkit: http://www.ahrq.gov/qual/literacy/
The health center boards have unique opportunities to support and sustain PCMH transformation because consumers are part of the team that make decision about how the health center operates.
The primary role of the board is to build patient-centered care into the fabric of the organization

- By providing motivation for change
- By delegating financial resources
- Providing oversight
The Role of the Board in Support of PCMH

- Build PCMH into your health centers mission values and vision
- Recruit and support leadership
- Build a culture of continuous quality improvement and hold health center staff accountable for improvement
- Delegate resources

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