



The Patient-Centered Medical Home and Information Therapy

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Paskevodekatriaphobia

- According to the *Stress Management Center and Phobia Institute* in [Asheville, North Carolina](#), an estimated 17 to 21 million people in the [United States](#) are affected by a fear of this day. Some people are so paralyzed by fear that they avoid their normal routines in doing business, taking flights or even getting out of bed. "It's been estimated that [\[US\]](#) \$800 or \$900 million is lost in business on this day".[\[2\]](#)
- A [British Medical Journal](#) study has shown that there is a significant increase in traffic-related accidents on Fridays the 13th.[\[6\]](#)

http://en.wikipedia.org/wiki/Friday_the_13th#History

What is the Patient-Centered Medical Home?

- ...a vision of health care as it should be
- ...a framework for organizing systems of care at both the micro (practice) and macro (society) level
- ...a model to test, improve, and validate

The Case for Health Care Reform

- Poor access to care, especially for the uninsured
- Escalating costs & volume of services
- No link between cost and quality
- Excessive administrative costs
- Dysfunctional payment system
- Impending “collapse” of primary care
- United States is lagging internationally

Attributes of Patient-Centered Primary Care

- **Superb access to care**
- **Patient engagement in care**
- **Clinical information systems that support high-quality care, practice-based learning, and quality improvement**
- **Care coordination**
- **Integrated, comprehensive care; smooth information transfer across a fixed or virtual team of providers**
- **Ongoing, routine patient feedback to a practice**
- **Publicly available information on practices**

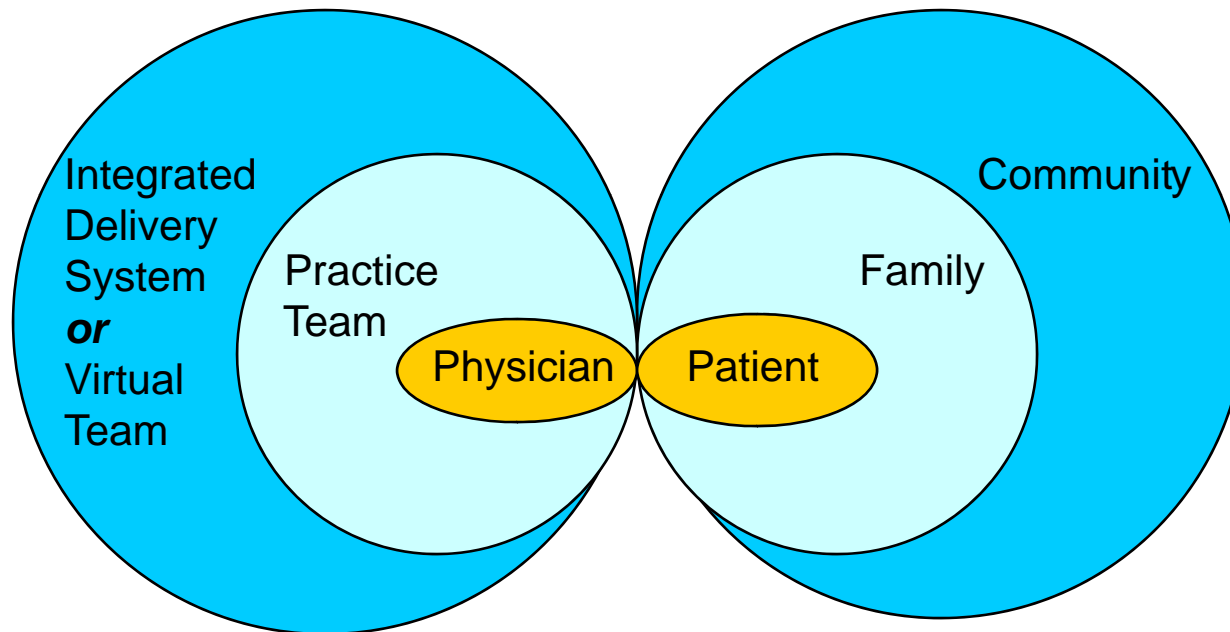
Davis, K., Shoenbaum, S., Audet: A 2020 Vision of Patient-Centered Primary Care JGIM 2005; 20:953-957

The Joint Principles of the PCMH

- Personal physician
- Physician directed medical practice
- Whole person orientation
- Care is coordinated and/or integrated
- Quality and safety
- Enhanced access to care
- Payment to support the PCMH

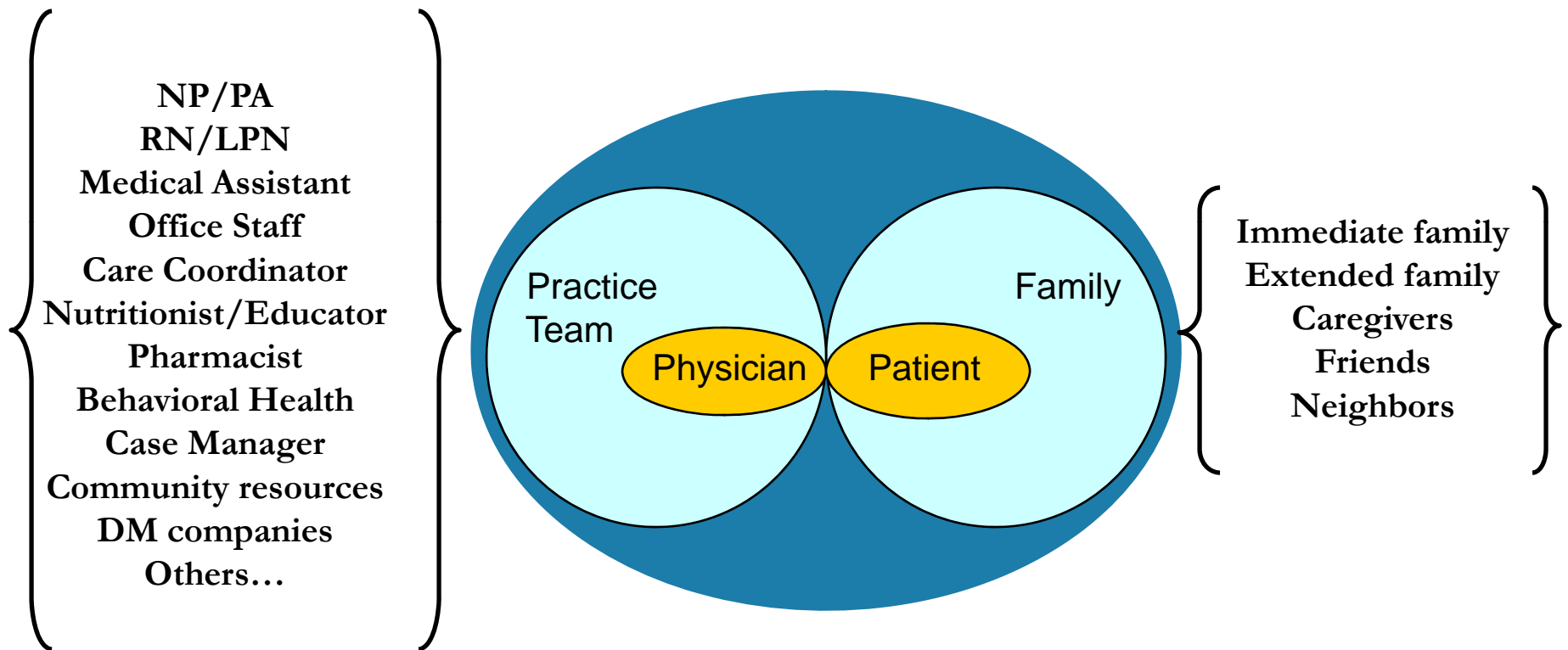
Team-based care:
NP/PA
RN/LPN
Medical Assistant
Office Staff
Care Coordinator
Nutritionist/Educator
Pharmacist
Behavioral Health
Case Manager
Community resources
DM companies
Others...

Patient-Centered, Physician-Guided Care



Adapted from:
Defining Primary Care: An Interim Report, Institute of Medicine 1994

Core of Team-Based Care



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Defining Primary Care: An Interim Report, Institute of Medicine 1994

Can the PCMH Facilitate Improvements in Information Therapy?

Information Therapy...

... is the timely prescription and availability of evidence-based health information to meet individuals' specific needs and support sound decision making. Ix prescriptions are specifically targeted to an individual's needs at a particular moment in care and are delivered as part of the process of care.

<http://www.informationtherapy.org/>

Is the term “health literate office” an oxymoron?

From *Answers.com*:

ox·y·mo·ron (o(k'se--môr'o(n', -mo-r'-)
pronunciation | n., pl. -mo·ra (-môr'?, -mo-
r'?) or -rons.

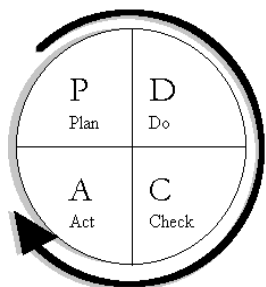
A rhetorical figure in which incongruous or contradictory terms are combined, as in a deafening silence and a mournful optimist...

Multitude of Opportunities for Failure

- Calls to office; voice mail prompts
- Sign-in sheet
- Signage in parking lot/entry/lobby/front desk
- Clip board forms (history, insurance, HIPAA, ABN)
- School forms
- Posters in the exam room
- Educational materials
- Prescriptions by clinician
- Pharmacy forms
- Lab results
- Advance Directives
- Informed medical decision-making

Opportunity – and Risk

- “During 2003–04, there were, on average, 161,200 office-based medical practices in the United States involving 311,200 physicians”
 - Estimate of total office visits: **908 million**
- “Solo physician practitioners, who constituted 69.2 percent of all practices but 35.8 percent of all physicians, had 36.8 percent of all office-based visits”
 - Interpretation: **334 million** visits in small offices



Practice Evolution...

Limited data review >> Dashboard >>> Benchmarking >>> Reporting

Visit-based care >>> Scheduled phone/email >> Remote monitoring

Appts. by Phone >>> Advanced Access >>> PHR + Web-based portal

Pre-Printed Education >> Computer-generated >> Customized + SMGs

Books/charts >>> Handheld PDA >>> EMR + CDS

Rx Pad/Pen >>> e-Rx (alone) >>> EMR+eRx

Flow sheets >>> E-registry >>> EMR >>> HIE

EMR =

Electronic Medical record

HIE = health information exchange

CDS = clinical decision support

e-Rx = electronic prescribing

PDA = personal digital assistant

SMGs = self-management goals

PHR = personal health record

Challenge: Define the Medical Home

- Recognition tool
- Independent, third party entity
- Alignment with the PCMH attributes
- Flexible
- Road map for practices to evolve over time
- Applicable to practices of different sizes

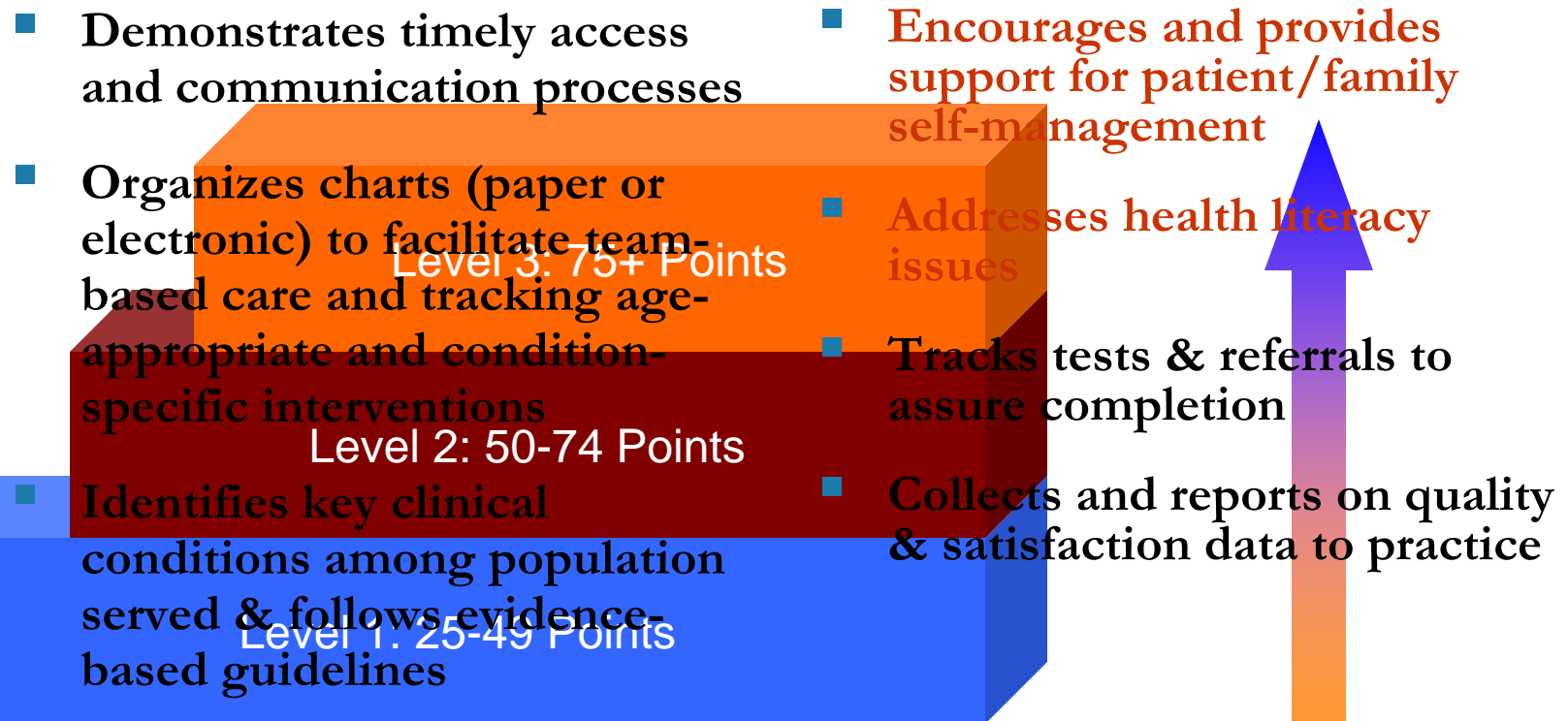


NCQA:

Physician Practice Connections/PCMH

1. Access & Communication
2. Patient Tracking & Registry Functions
3. Care Management
4. Patient Self-Management Support
5. Electronic Prescribing
6. Test Tracking
7. Referral Tracking
8. Performance Reporting & Improvement
9. Advanced Electronic Communication





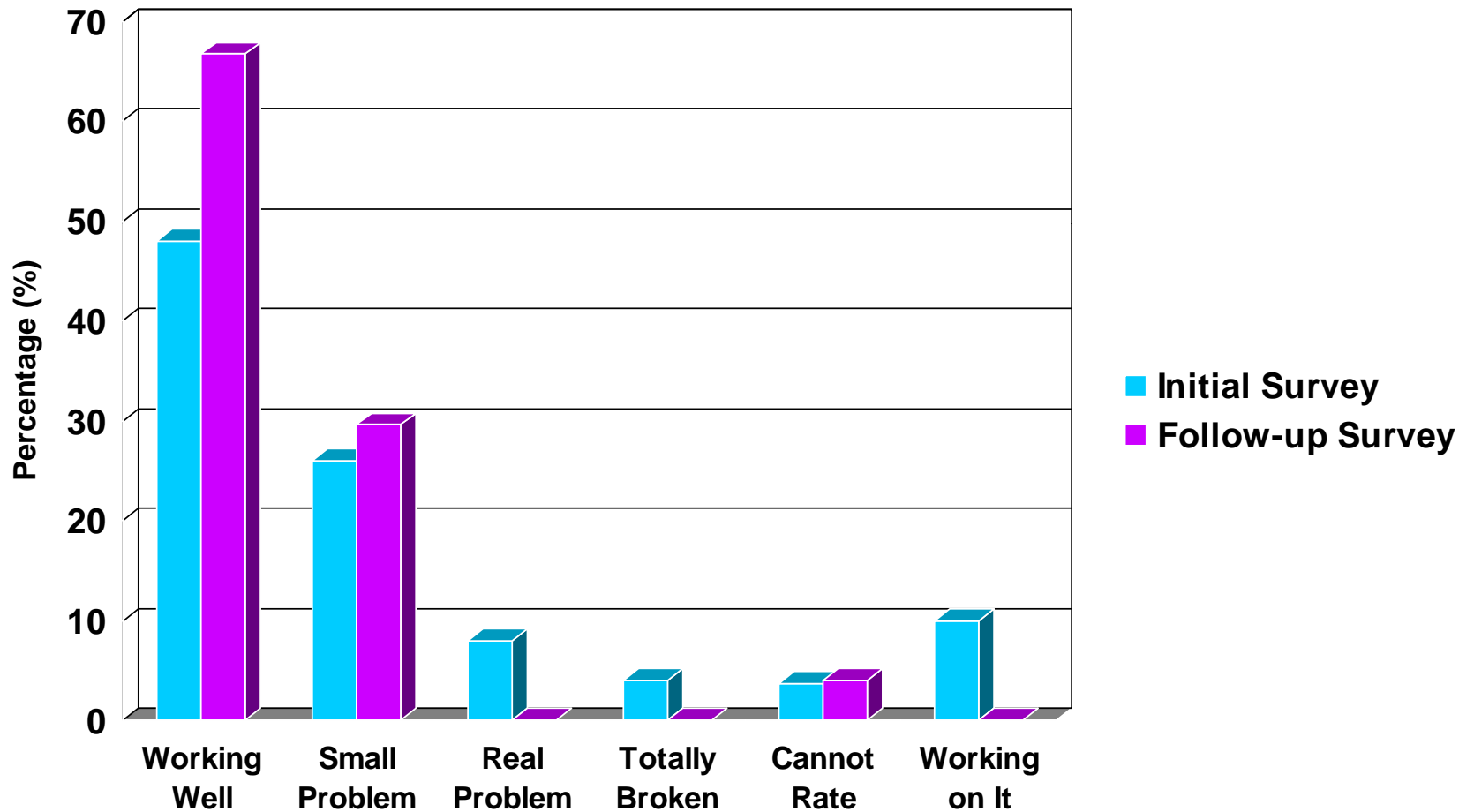
PCMH NCQA Recognition Process



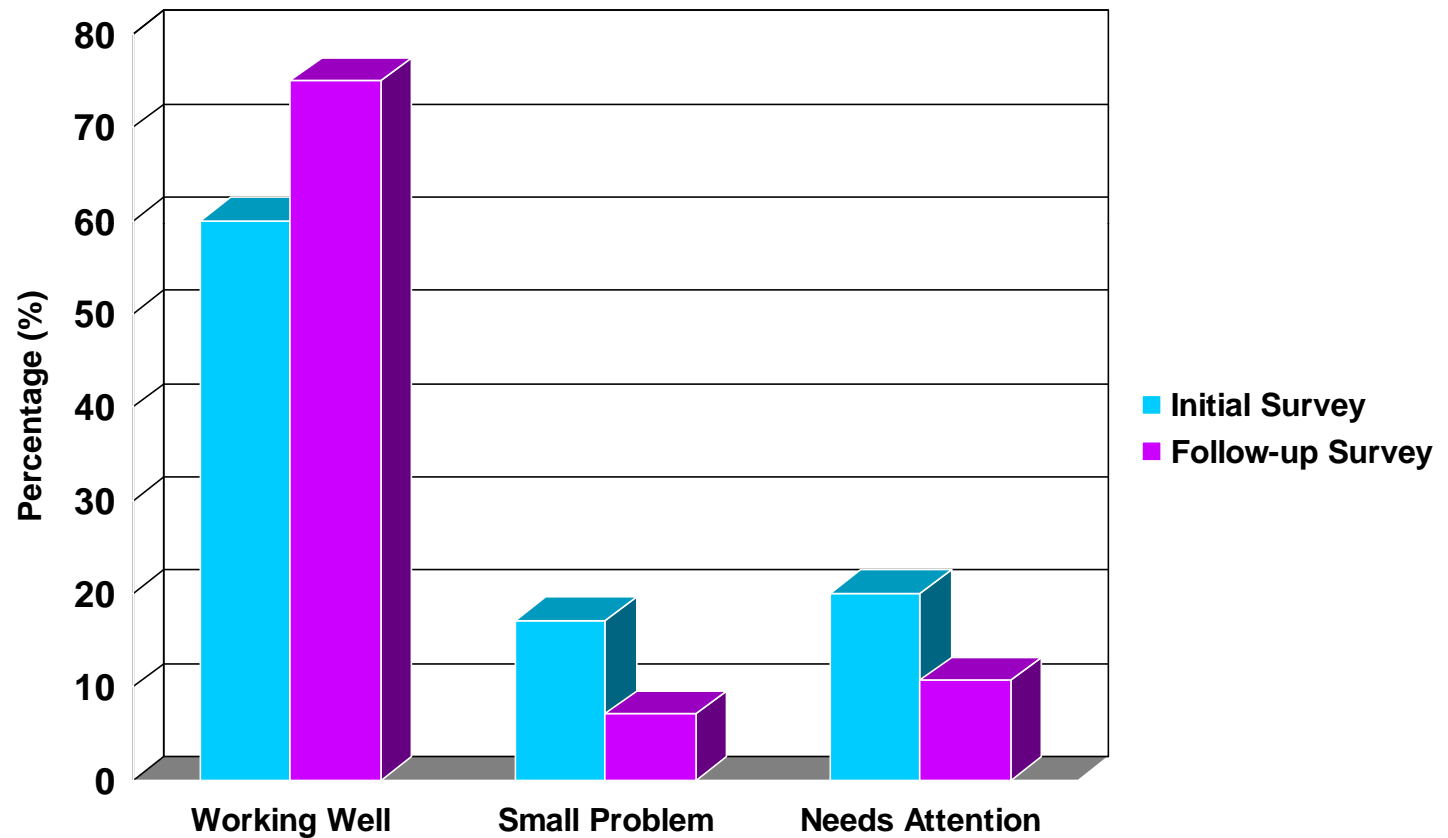
ACP Center for Practice Innovation

- Grant-funded project – Physicians' Foundation for Health Systems Excellence
- On-site consultation model with 30 practices in 14 states over two years
- Customized intervention based on needs identified on site visits
- www.acponline.org/cfpi

Self-Rating of Education Processes for Patients & Families



Patient Education (Reviewer Ratings)



Advancing the PCMH

- Multi-payer demonstration projects 2008
- More demonstration projects 2009
- Medicare Medical Home Demo 2009
- Support for practices: technical assistance; financial model
- Educational reform for students/residents

Assessing Impact of Demos

- **Clinical measures (AQA/NQF)**
- **Cost of care measures**
- **Experience/Satisfaction metrics**
 - Patients
 - Clinicians
 - Staff

Conclusions

- Many Americans receive care in small ambulatory practices
- Multiple opportunities for both success & failure
- Many practices are not aware of issues but once they are, small offices can implement some corrections quickly
- The PCMH model, if implemented and tested as described, will provide a significant foundation for improvements in information therapy

Thank You!

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