Patient Centered Medical Home

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www.pinemed.com
First Program: Diabetes

- Champion of program in practice is our Medical Director
- Independent RHC
- Hospital Benefit G-codes
- Stark issues
- Beginning the program
- Decreased HbA1c
- Hospital achieved a 200% increase in patients in their diabetic program
(Diabetic Program continued...)

- Lab interface
- Registry reports—gaps in care
- Ongoing interaction
- Results
- Surveys
Asthma Days

- In-service nursing staff by physicians
- Champion of program
- Nursing teach back COPD
- Respiratory referral
- Care plan meetings with respiratory therapist
Care Management

- PCMH care management template created and scanned into charts of patients contracted by the care manager
- Documentation of her work
- Action plans
- Outcomes
- Action plans—fit patients
Care plan visit

- Emphasize preventive behaviors
- Chronic condition survey
- Follow-up with patients in the hospital and referrals from PCP
- Relationship established with Care Manager
- Relationship allows Care Manager to create trust—creates action plans and goal-setting
(Care plan visit continued...)

• Literacy/Care Manager assessment
• Hospital discharges
• CHF, COPD, etc.
• Evaluate follow-up care
PCMH evolved into...

- Lunch & learns
- Interviews/radio
- NCQA Level III
- Office info
- Website
- Quality standings
  - Top 3 each year
- Financial
- Strategy/evals
Urgent Care

• Access
• Office Extension
Patient Advocate

- Medicaid apps
- MI Child
- Medications
- FMLA Forms
- Help at Home
- Rides for appointments
Community Resources

- Food pantry
- SFS
- Charity care apps—hosp
- Pre-pay uninsured for surgery
- Forms/Physicians
New Product Information

• WellCentive implemented—identify gaps in care
  a. Patient Summary Sheet printed for each visit
• New patients entered
• Quest Labs portal into WellCentive
• SureScripts eRx incorporated into EMR
• Registry used to identify gaps in care—ongoing alerts in EMR
• Continue to incorporate registry information for all chronic conditions
Financial Benefits

• Priority Health
• BCBS
• 10% uptick all E&M codes with BCBS
• Increase of $3.00 per member/per month with Priority Health
• Higher increase due to NCQA Level III
• T-Codes, Care managers
• Financial incentive yearly, $265,000.00
(Financial Benefits continued...)

- Grant--$145,000.00 over two years used for software-nurses
- Quality payments increased each year