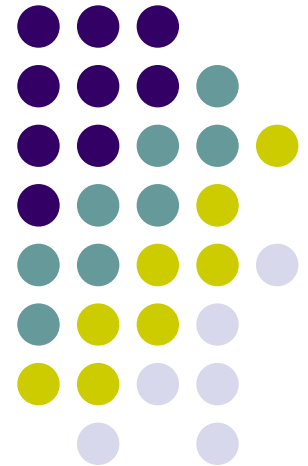
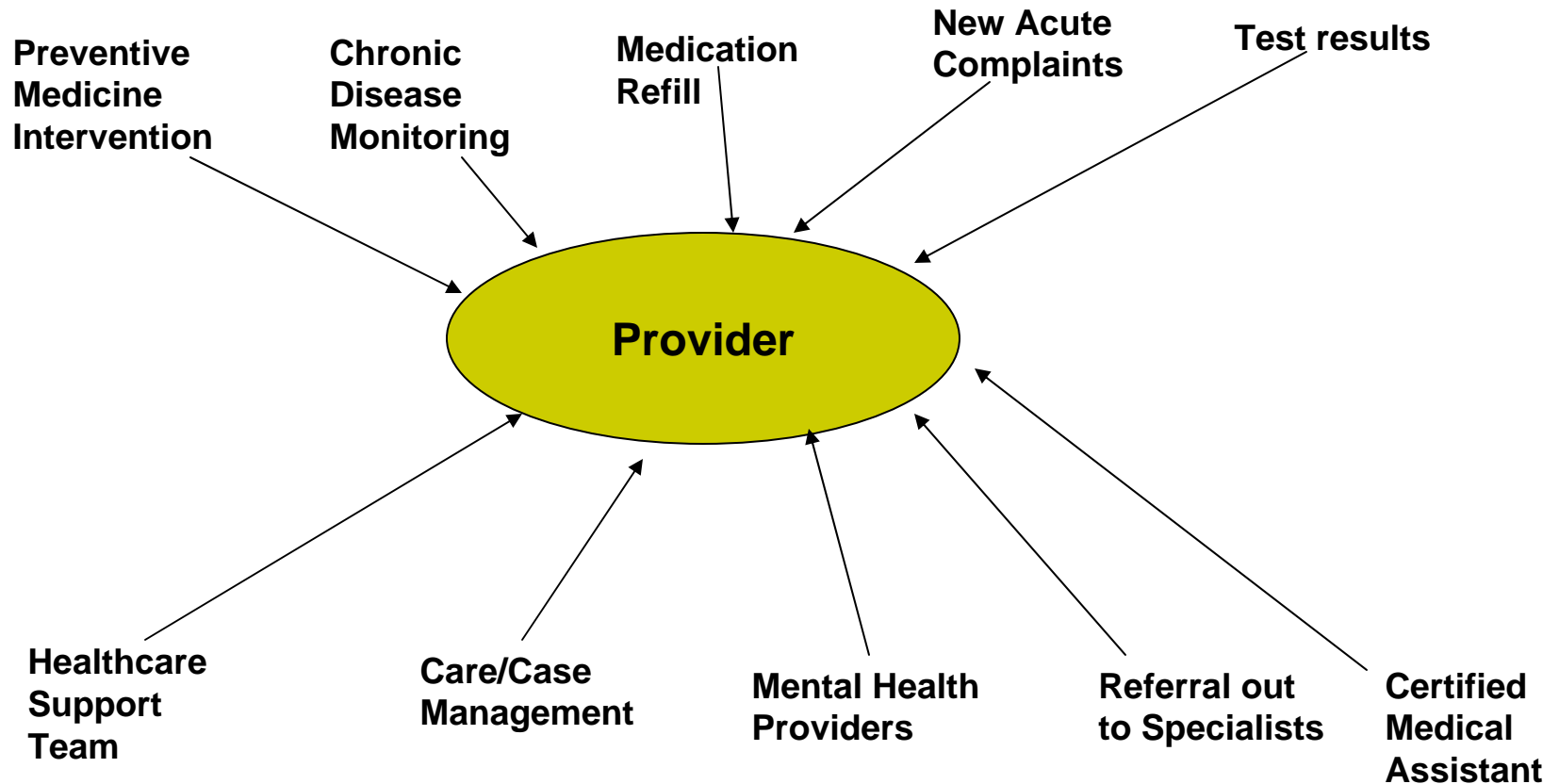


<http://www.emmisolutions.com/medicalhome/pcpcc/>

What is a Medical Home?



Traditional Methods of Managing Work flow

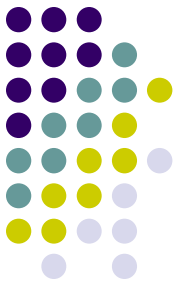


The Patient Centered Medical Home at QLIMG



- The goal of a PCMH is to improve quality, efficiency, and satisfaction for both patients and doctors.
- The objective is to facilitate prompt, cost effective, and coordinated access to a comprehensive range of services
 - to provide a “*System of Care*”

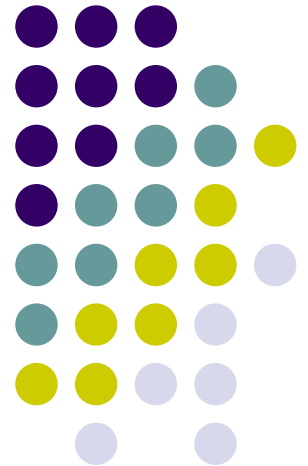
QLIMG's Process and Structure Change Commitment

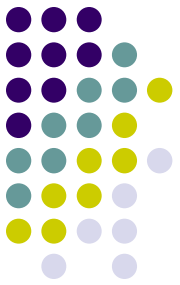


- Bricks and Mortar
- Complete use of a fully Integrated EMR
- Re-engineer workflow – Care Team
- ProActive Outreach – Registry and Tracking
- Case Management
- Hospitalists

Bricks and Mortar

“Form follows function”
- Louis Sullivan



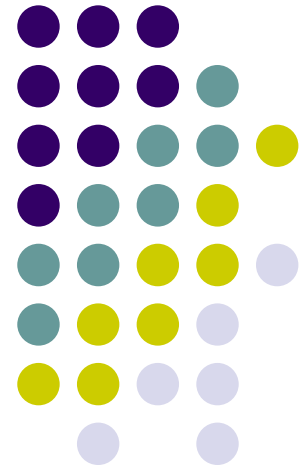


Bricks and Mortar

- Redesign Office Space for enhanced Patient flow
- Soothing colors, interior design
- Quiet environment
- Work stations for Care Team Members – Co-location
- **2 – 3 Exam Rooms for each Provider**

Allscripts EMR

“Eventually everyone must drink
from the well”



TEST,AHS MRN: 000000010001 Sex: M AKA: AHS Directives: 101 Note: [Select](#)
 Other: Age: 85 Years H Phone: (516)542-5582 Security: No Restricted Data FYI: [FYI](#)
 SSN: 777-88-9999 DOB: 09/07/1922 Allergies: Yes PCP:

SnapShot™

Active Problems
Abdominal Pain
Atrial Fibrillation
Diabetes Mellitus
Esophageal Reflux
Hypertension
Palpitations

Active Medications
Albuterol 90 MCG/ACT Aerosol Solution
Hydrocortisone Acetate 25 MG Suppository
Spiriva HandiHaler 18 MCG Capsule
Zocor 20 MG Tablet

 ALLSCRIPTS
[Update](#)

HMP Alert	Freq	Due
⚠ CT Scan, Lung	4 months	19 May 2007
⚠ DTaP Vaccine	2 months	01 Apr 2007
⚠ Endocarditis Follow-up	2 weeks	12 Feb 2007
⚠ Eye Exam	6 months	03 Apr 2007
⚠ Follow-up Exam	3 months	02 Apr 2007
⚠ Foot Exam	6 months	05 Apr 2008

Allergens	Category
⚠ Animal dander - Cats	Suspect
⚠ Bee sting	Allergy
⚠ Cipro TABS	
⚠ Peanuts	
⚠ Penicillins	Adverse Reaction

[New...](#) [Details...](#) [Cite View](#)

Date	Encounters
17 Jun 2008	Lab Charges
05 Jun 2008	Other
21 May 2008	Non-Appointment
20 May 2008	Non-Appointment
20 May 2008	Hospital Visit
20 May 2008	Hospital Visit

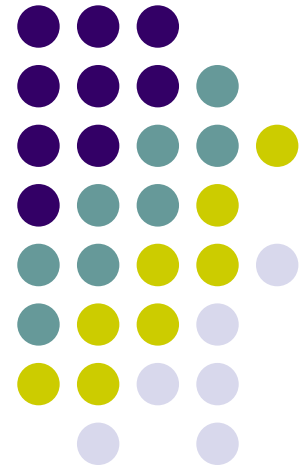
Tasks
2 Verify Results
2 Verify Results
2 Verify Results
2 Verify Results
2 Verify Results
2 Verify Results



[Print](#) [Allergy List](#)

Re-engineering the Medical Office

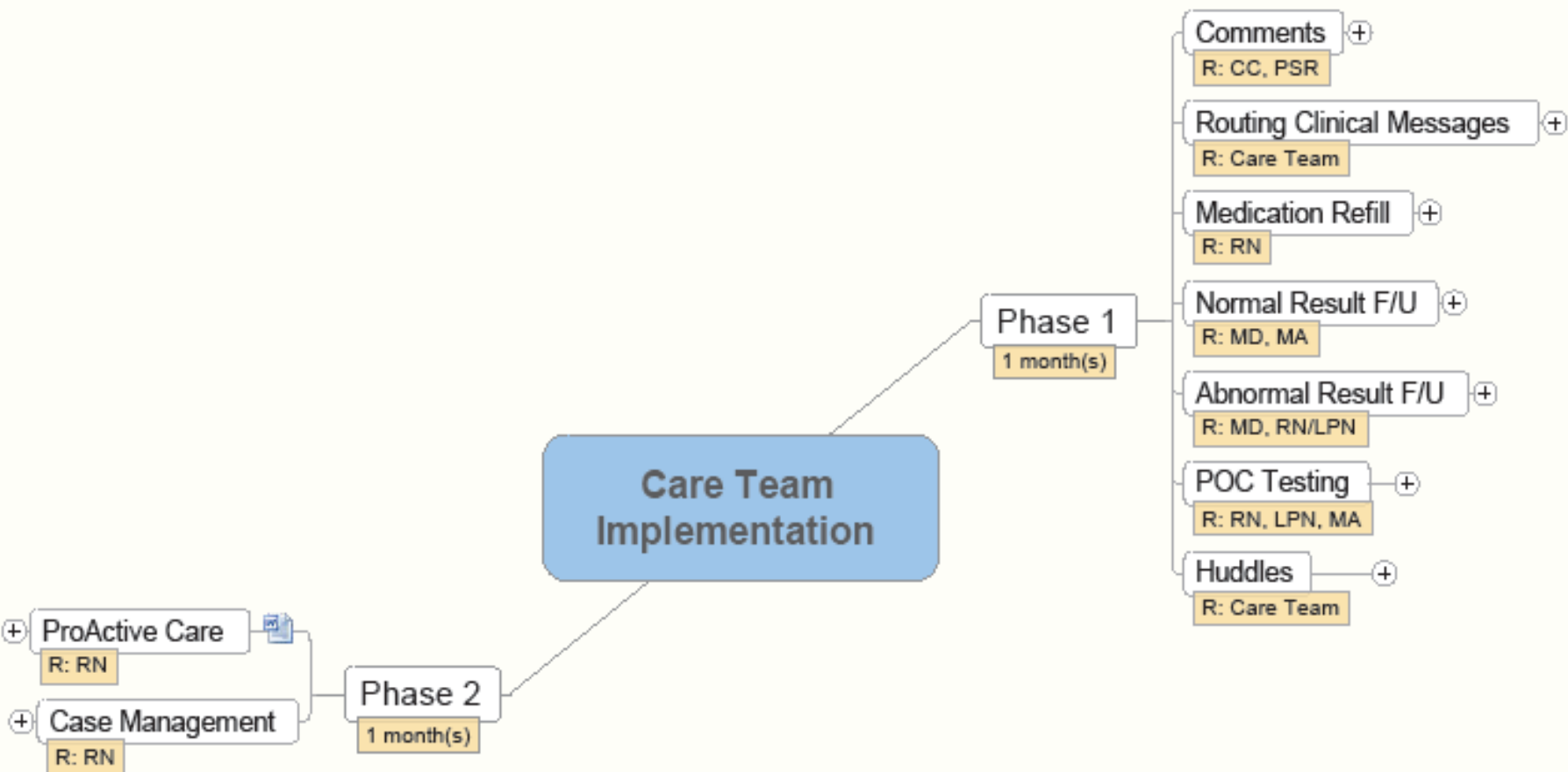
“The Care Team”



Care Team: Changes

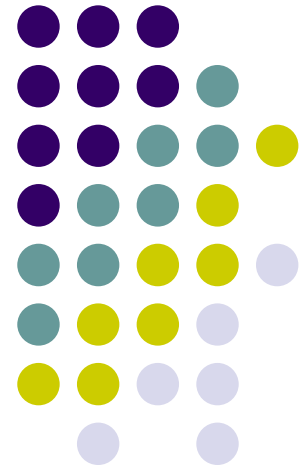


- Division of Labor: Move all possible interventions away from the physical visit
- Use every member of team to highest level of training/licensure/ability
- Everything comes to the patient
- Co-locate team members
- Workgroup meetings – Daily Huddles



ProActive Care

Data Mining for Telephonic
Outreach



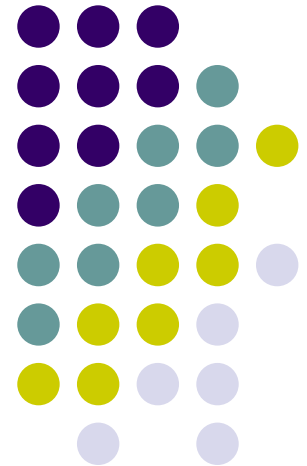
ProActive Care



- PAL's (Patient Action List) – sent to each office
 - Can be any patient in need of an “interval of care”
 - Chronic Disease Management
 - Preventative Health Visits
- Focus on “Frequent Fliers”
 - CHF, COPD, Diabetes, HCC Risk Pool
- Pushed down to each office
- >5000 new visits 2008

Care Management

Coordination of Care for High Risk Patients



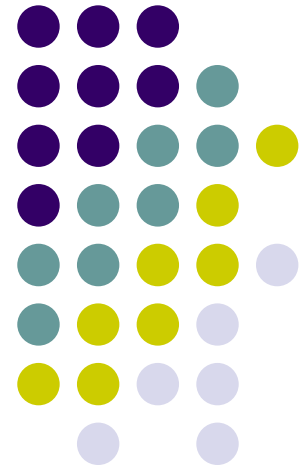
Case Management



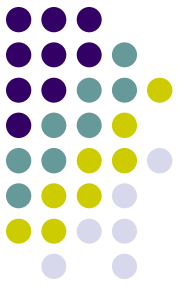
- Centrally Located Certified Case Managers
 - Full access to patient record
 - Lab, notes, tasks, charges, etc
- Triggers
 - Direct Referral from PCP/Care Team
 - Frequent Flier Lists
 - Hospitalists

Hospitalists

Promoting a Continuum of Care



Hospitalists

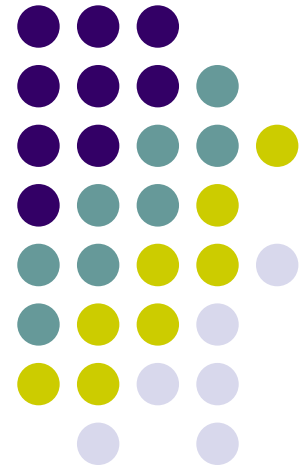


- EMR access from all major hospitals
 - Can view progress notes
 - Labs, xrays, etc
- Discharge summary “tasked” to PCP and Case Manager
 - Insure timely f/u
 - Prevent re-admission

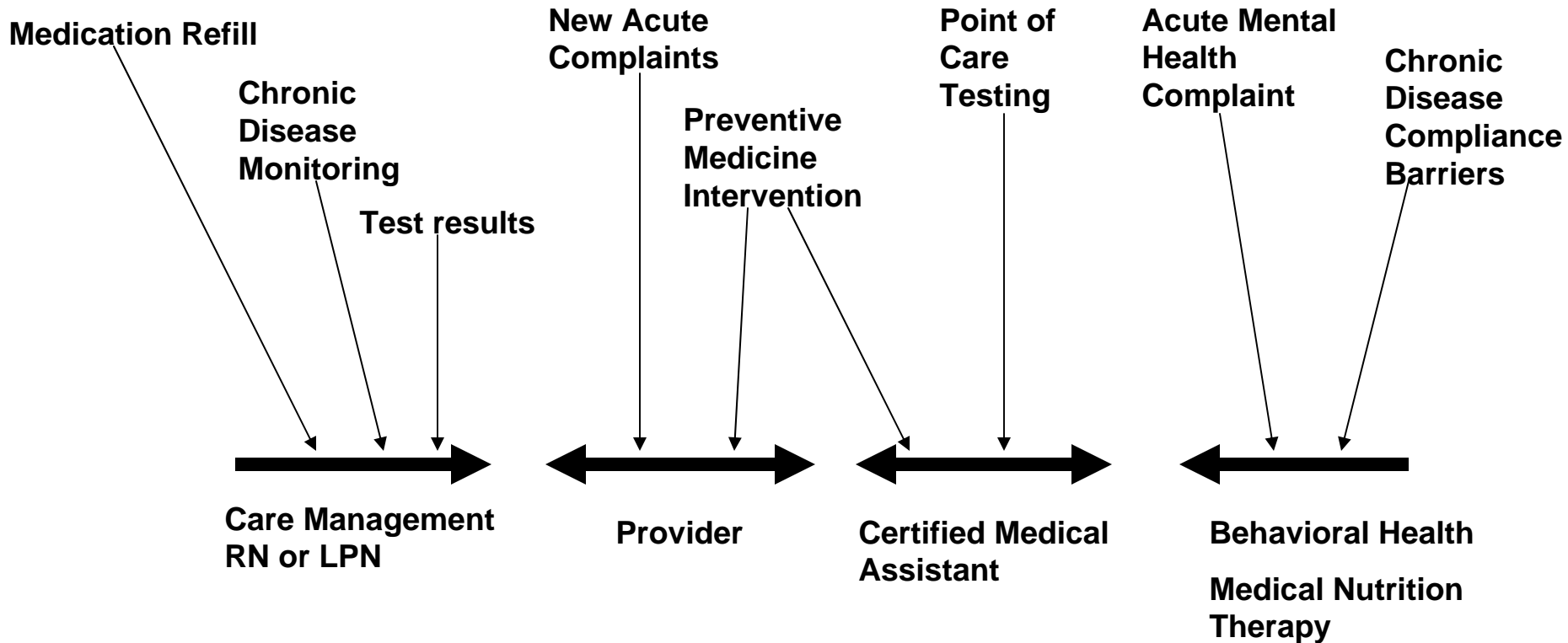
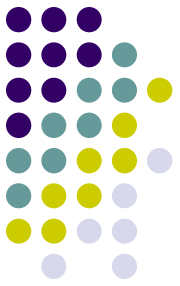
Medical Home Outcomes

Improved Quality of Care for
Patients

Improved Quality of Life for Staff

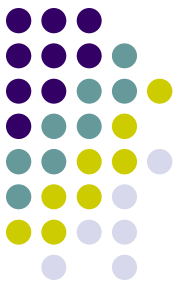


Care Team: Workflow Redesign



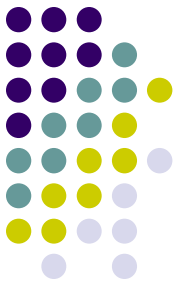
Patient Centered Medical Home

Why would patients choose a medical home?



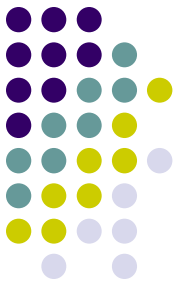
- Improved access to doctor/team.
 - Increased capacity in doctor's schedule.
- Improved communication with doctor/team.
 - Patient has access to an entire "Team" of people
- Improved patient experience at the office.
 - More services done at a single visit
 - Proactive care/outreach/care-coordination.
- Improved clinical outcomes.
- Reduction in unnecessary tests.
- Better documentation and coordination of care.
- Decreased use of the ER

Improvement in Physician Life



- Many tasks previously done by Provider are done by the Team using a certified workflow and a protocol
 - i.e Med Refills, Auths, result calls, complaints;
- Allowing Team to help build note streamlines documentation: MD still the “Owner”
- “Huddles” makes visit efficient and Patient Centered – reduces “No Show” rate significantly
- MD time is spent on practicing medicine not pushing paper

Impact on Physician Life at Flushing North



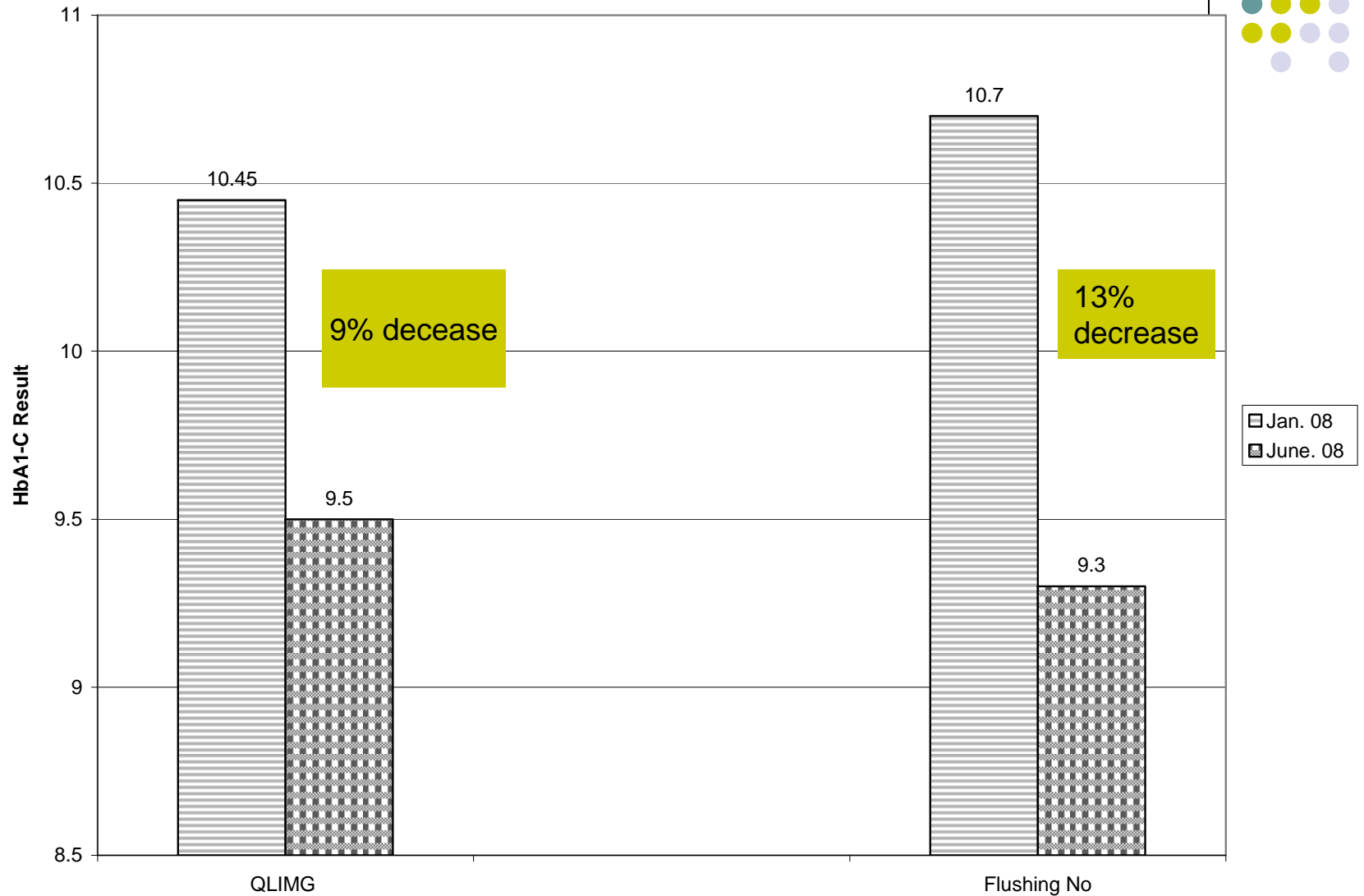
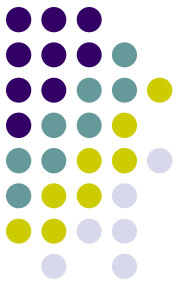
- Decreased from 6 MD's to 4 MD's while FFS panel increased over 18 months
- MD RVU production significantly higher: they are seeing the people that need to be seen.
- Documentation done at time of visit using Team note build and wireless tablets – MD out at a reasonable time

PCMH ROI at Flushing North

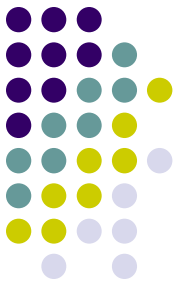


- MD productivity improved by >20%
- Staff expense decreased by ~14%
- “No – Show” rate decreased from 15% to 3%
- “New Patient” Appt rate increased by ~10%
- Staff satisfaction improved – staff retention stable
- Customer Satisfaction improved from 4.2 to 4.3 (420 surveys on 10 measures)
- Outcome measure HgA1c decreased by 13%

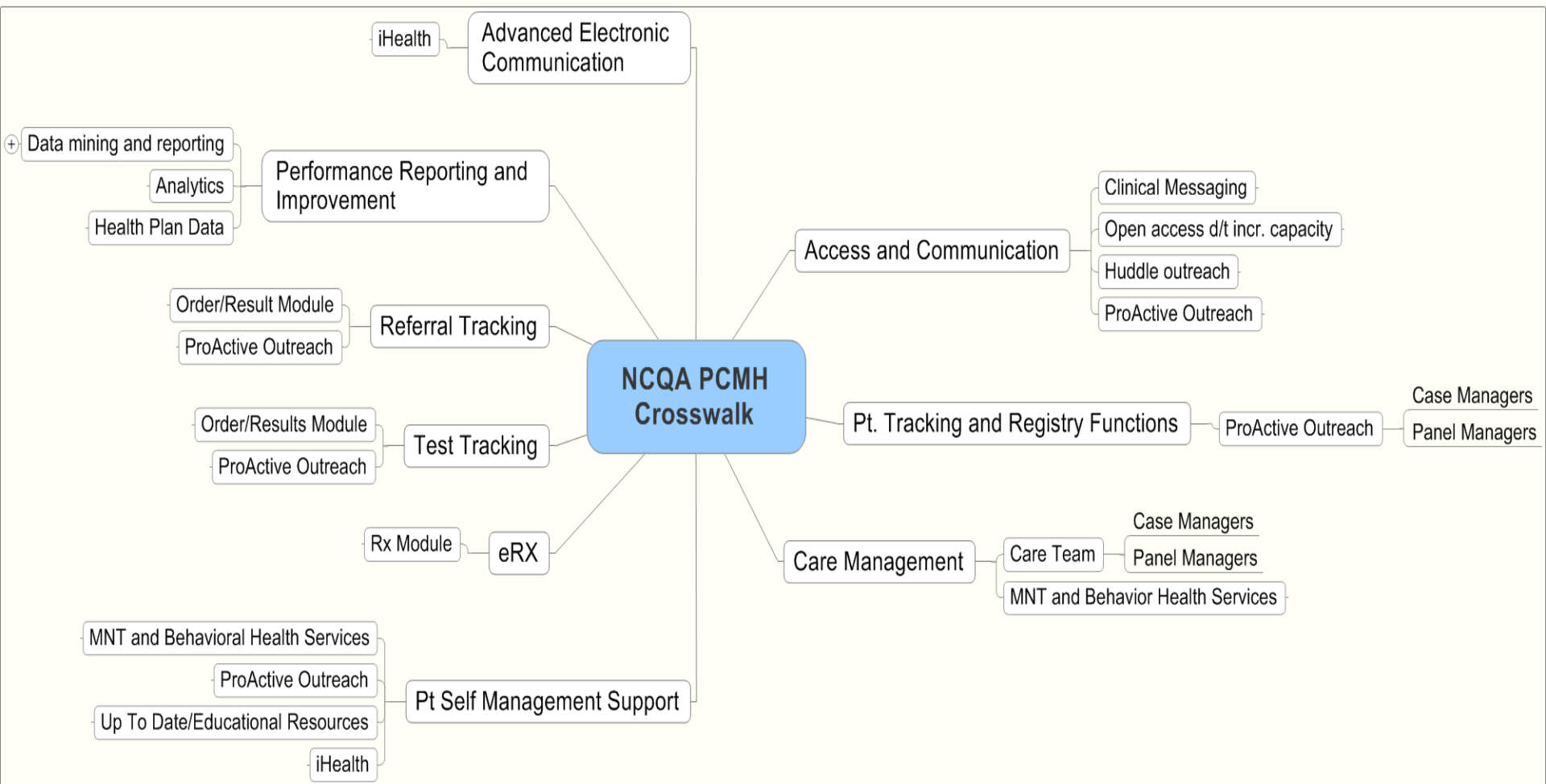
6 month comparison in Average HbA1-C



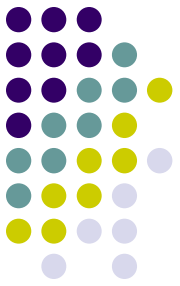
NCQA PCMH Recognition Flushing North Medical Office



- 9 Elements in NCQA Application
 - Access and Communication
 - Pt Tracking and Registry functions
 - Care management
 - Pt. Self Management Support
 - eRx
 - Test Tracking
 - Referral Tracking
 - Performance reporting and improvement
 - Advanced electronic communications



The Big Picture



- The PCMH, due to its “value” proposition, is gaining momentum
- Major role in health care reform legislation under President Obama: ARRA – HITECH Act
- Flushing North was the first practice in NY state to gain NCQA recognition as a level 3 PCMH in September, 2008.