**Transformation Lessons and Issues – Medical Homes for Children and Adolescents**

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**Goals**

1. How the pediatric patient & family-centered medical home is best described – for all children and youth (including CYSHCN)
2. How engaging parents and youth is fundamental to a successful medical home
3. The most important lessons learned from a history of supporting the provision of care in a pediatric medical home

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**The Medical Home - the quality standard of excellence for 21st Century primary care**

- CMHI defines the medical home as...
  - a community-based, primary care setting which provides and coordinates high quality, planned & family-centered:  
    - health promotion
    - acute illness care &
    - chronic condition management

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**Some Medical Home Parallels**

<table>
<thead>
<tr>
<th>Local Tomato Grower</th>
<th>Medical Home?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Part of the local community</td>
<td>✔</td>
</tr>
<tr>
<td>“Barter” or exchange assets</td>
<td>✔</td>
</tr>
<tr>
<td>Value health, quality products, and safety</td>
<td>✔</td>
</tr>
<tr>
<td>Sell “product” directly to customers</td>
<td>✔</td>
</tr>
<tr>
<td>Livelihood is mission as well as business</td>
<td>✔</td>
</tr>
<tr>
<td>Customers show up week after week, at a community gathering place</td>
<td>✔</td>
</tr>
<tr>
<td>First names common; open door/welcoming policy</td>
<td>✔</td>
</tr>
<tr>
<td>Name of the heirloom tomato she is growing?</td>
<td>&quot;TRUST&quot;</td>
</tr>
</tbody>
</table>

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**“Animal, Vegetable, Miracle”, Barbara Kingsolver**

Some Medical Home Parallels
The Primary Care Medical Home at the crossroads integrating:

- Vertically – among health care systems/specialists/PCPs/families
- Horizontally – among families/community agencies/schools etc.
- Longitudinally – over time
- Continuously – with continuity of provider and team

Measurement - Medical Home Index
Only nationally validated Measure of the Pediatric Medical Home

<table>
<thead>
<tr>
<th>6 Domains (25 Themes)</th>
<th>Mean Item Scores</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Organizational Capacity (7)</td>
<td>4.5, 5.9</td>
</tr>
<tr>
<td>2. Chronic Condition Mgmt (6)</td>
<td>5.9, 6.2</td>
</tr>
<tr>
<td>3. Care Coordination (6)</td>
<td>6.4, 6.5</td>
</tr>
<tr>
<td>4. Community Outreach (2)</td>
<td>4.5, 5.9</td>
</tr>
<tr>
<td>5. Data Management (2)</td>
<td>6.0, 6.2</td>
</tr>
<tr>
<td>6. Quality Improvement (2)</td>
<td>5.9, 6.2</td>
</tr>
</tbody>
</table>

Center for Medical Home Improvement (CMHI)
Medical Home Index: Mean Item Scores
(CMHI sites Fall 2005, 2006, and 2007)

Practice Outcomes ↑ 33%
CMHI: A Cohort of Practices Building their Medical Home

Practice Change Activities
- Regular quality improvement team efforts
- MHI; PDSA cycles; Collaborative Learning
- Engagement of families
- Identification of CYSHCN
- Care Delivery Management (CCM)
- Expansion of staff roles as care coordinators
- Development and monitoring of care plans
- Proactive planned care; pre visit planning
- Family education and outreach

Evidence Tells Us ...Access to Care in a Patient & Family-Centered Medical Home
- Experience of patient & family-centered care (increases)
- Efficiency & effectiveness increase
- Redundancy reduction

CMHI Research: Care coordination & chronic condition management associated with significant:
- Reduction in utilization (ER, Hospital)
- Medical Home Outcomes Study, Pediatrics, July, 2009
- Family report: reduction in worry/burden; improved child health status; care of higher quality (partnerships & use of care plans)
- Enhanced Outcomes for CYSHCN, Jnl Amb Care Management Summer 2009

Families/youth want and need a medical home that:
- Offers a collaborative family-centered, team approach
- Develops a written summary of critical care information
- Has a developed process to integrate & coordinate care across multiple health sites and services

Emphasis on partnerships with families "Nothing for us, without us"

Continuum of ways to engage patients & families, as:

What it takes to build a Medical Home?
Blend of:
- External elements:
  - Emphasis/value upon primary care
  - Leadership – among professionals & family advocates
  - Facilitation/coaching/consultation support to practices
  - Simultaneous health care reform

- Internal elements:
  - Leadership -professionals & family advocates
  - Strong teamwork (family-centered)
  - Measurement (practice & patient/family)
  - Aims (written / owned by teams)
  - Testing/refinement of changes - together
  - Implementation
  - Follow-up measurement

Medical Home?
CMHI’s TAPPP™ (Gap) Analysis: A Medical Home Assessment with Transformation & Measurement Methods

- Teamwork
- Access & Communication
- Population Approach
- Planned, Coordinated Care
- Patient & Family-Centered Care

CMHI - TAPPP Process

1. TAPPP™ Intake Assessment
2. TAPPP™ Gap Analysis, Report & Recommendations
3. TAPPP™ Package Support & resources matched to gaps-practice team create own work plan - test, innovate & transform

CMHI – What is next? Helping with Practice Transformation

- CMHI AHQR – Studying Transformation in the Pediatric Medical Home
- High performers 12 practices, 9 states
- Qualitative & Quantitative Study
- CMHI – National Health Care Transition Center

500,000 Youth transitioning /year

CMHI’s new MCHB funded National Health Care Transition Center

Got Transition? – Getting to “Yes”

- Assuring health care transition implementation in health care practices as a result of quality improvement learning collaboratives
- Providing easy access to proven health care transition tools for professionals, youth, and families
- Helping state and national partners measure their progress and develop health care transition policies and initiatives
- Hosting conversations using social media technology as the “go to” resource for health care transition information and networking
- Promoting policy changes for better access to health care transition services including improved health care provider reimbursement

Coming soon! www.gottransition.org

Contact... ann.walls@cmhi.comcastbiz.net

References/Resources

- AAP “Building Your Medical Home” Toolkit www.pediatricsmedhome.org

Vital Resources:

Children, Youth & Families
The Pediatric Medical Home
Support to Primary Care – CMHI and Others

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