

Transformation Lessons and Issues –
 Medical Homes for Children and Adolescents
 Medical Home Summit, Philadelphia March 16, 2011
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CMHI (Center for Medical Home Improvement) www.medicalhomeimprovement.org

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



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



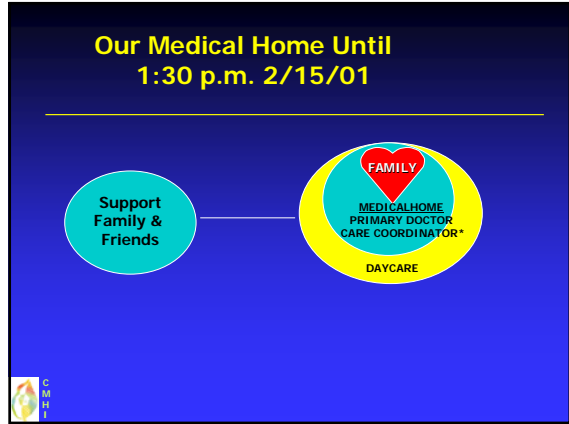
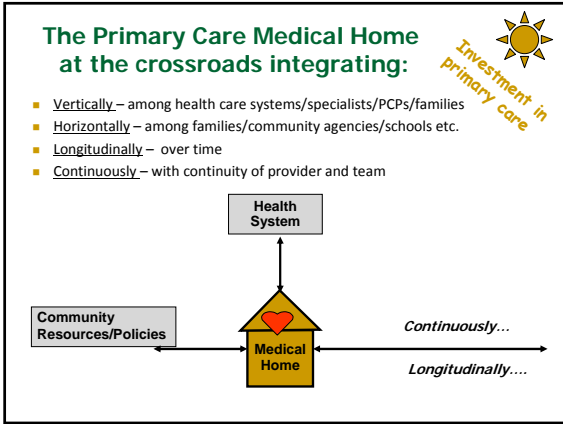
“Animal, Vegetable, Miracle”, Barbara Kingsolver
 Some Medical Home Parallels



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

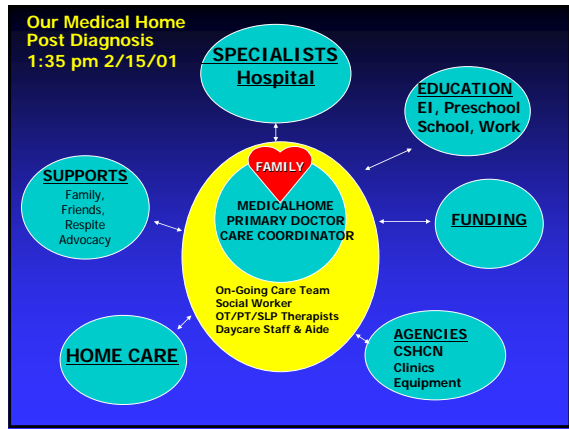


Local Tomato Grower	Medical Home?
Part of the local community	✓
“Barter” or exchange assets	✓
Value health, quality product, and safety	✓
Sell “product” directly to customers	✓
Livelihood is <i>mission</i> as well as business	✓
Customers show up week after week, at a community gathering place	✓
First names common; open door/welcoming policy	✓
Name of the heirloom tomato? She is growing { “TRUST” }	



And Then... Along Came The Amazing Miss Kate

- Congenital Hydrocephalus
- Multiple revisions, infections, complications
- Cerebral Palsy, Epilepsy
- Downright remarkable

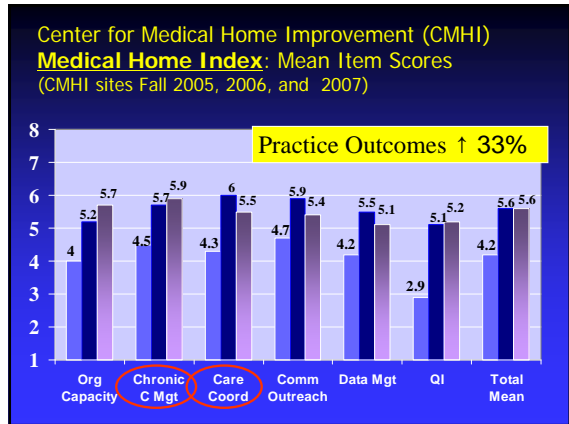


Measurement - Medical Home Index

Only nationally validated Measure of the Pediatric Medical Home

6 Domains (25 Themes)

1 Organizational Capacity (7)(Mission, access, communication)	4 Community Outreach(2)(Relationships with public health/schools)
2 Chronic Condition Mgmt (6)(Regular chronic care visits)	5 Data Management (2) (Use of registry to track/monitor)
3 Care Coordination (6) (CC functions, care planning)	6 Quality Improvement (2)(Structures and process)



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

CMHI, 2009



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, Jrnl Amb Care Management Summer 2009*

CMHI, 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 advocate
- ★ Strong teamwork (family-centered)
- ★ Measurement (practice & patient/family)
- ★ Aims (written / owned by teams)
- ★ Testing/refinement of changes - together
- ★ Implementation
- ★ Follow-up measurement



CMHI (Center for Medical Home Improvement)

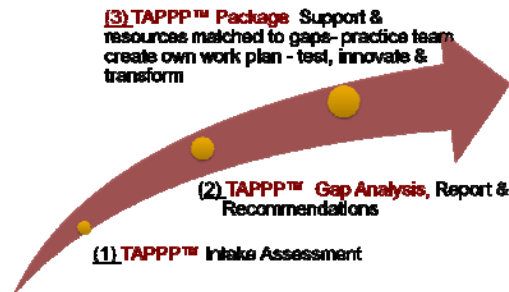
www.medicalhomeimprovement.org

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

- **T**eamwork
- **A**ccess & Communication
- **P**opulation Approach
- **P**lanned, Coordinated Care
- **P**atient & Family-Centered Care



CMHI - TAPPP Process



**CMHI – What is next?
Helping with Practice
Transformation**

- **CMHI AHRQ – 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”

- **Got Transition?** Assuring health care transition implementation in health care practices as a result of quality improvement learning collaboratives
- **Got Transition?** Providing easy access to proven health care transition tools for professionals, youth, and families
- **Got Transition?** Helping state and national partners measure their progress and develop health care transition policies and initiatives
- **Got Transition?** Hosting conversations using social media technology as the “go to” resource for health care transition information and networking
- **Got Transition?** 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

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



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References/Resources

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- AAP "Building Your Medical Home" Toolkit www.pediatricsmedhome.org

