A hand is shown placing a blue triangular block on top of a structure of blue blocks. The structure consists of two vertical columns of two blocks each, a single block in the middle, and a larger block on the right with a triangular block on top, forming a house-like shape. The background is white.

Transformation Lessons and Issues-Medical Homes for Children and Adolescents

Medical Home Summit

February 29, 2012



Pennsylvania Medical Home Initiative



A statewide quality improvement initiative for children and youth with special health care needs

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Objectives

1. Improve understanding of the role of a statewide program addressing medical home
1. Review data demonstrating change and impact of care coordination and family centered care.
2. Provide strategies and tools for improving communication among care providers and lessons learned

Medical Home and Multiple Players



PA Medical Home Initiative

EPIC IC

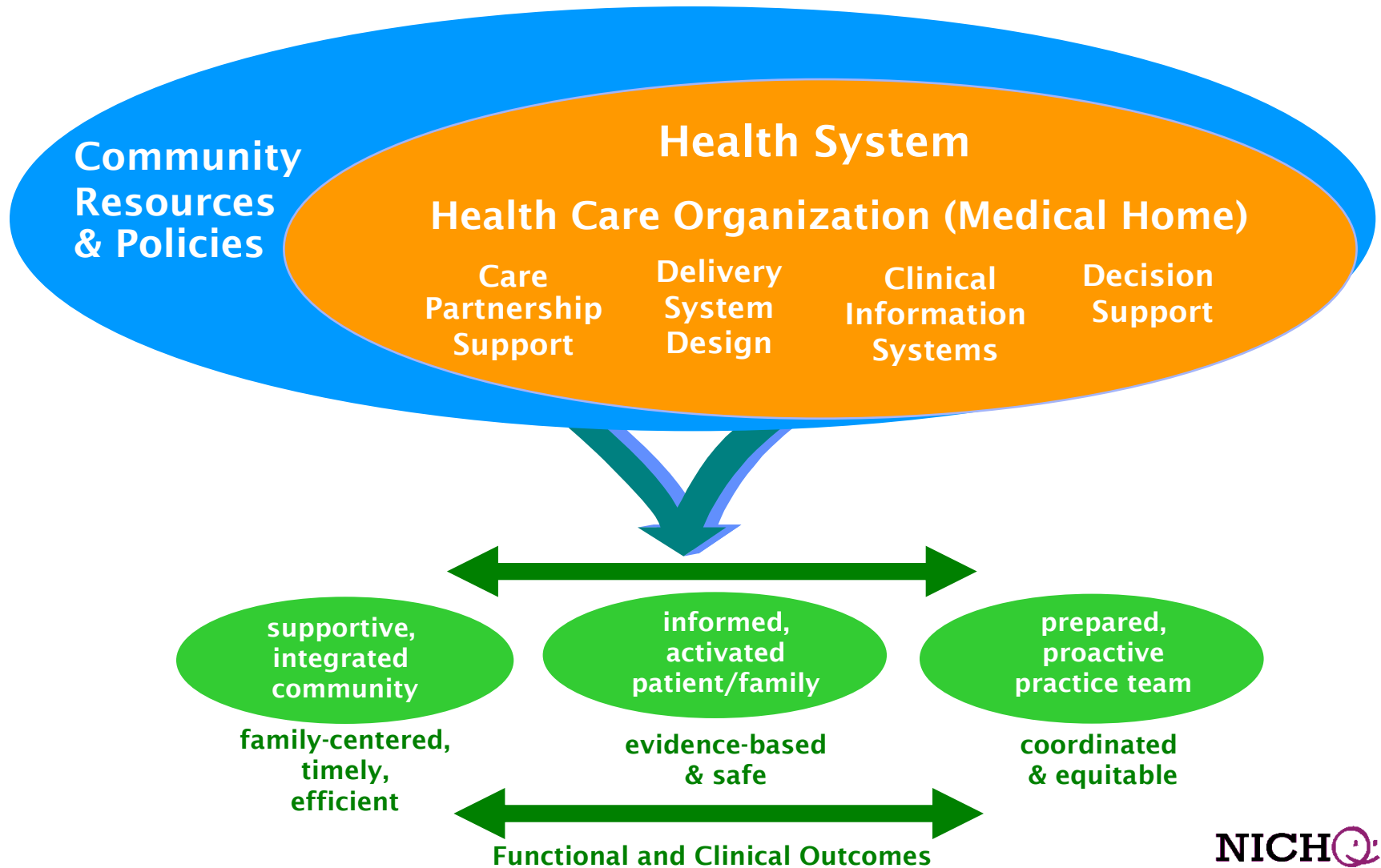
- Quality improvement initiative since 2001
- EPIC framework and Chronic Care Model
- PA AAP Chapter



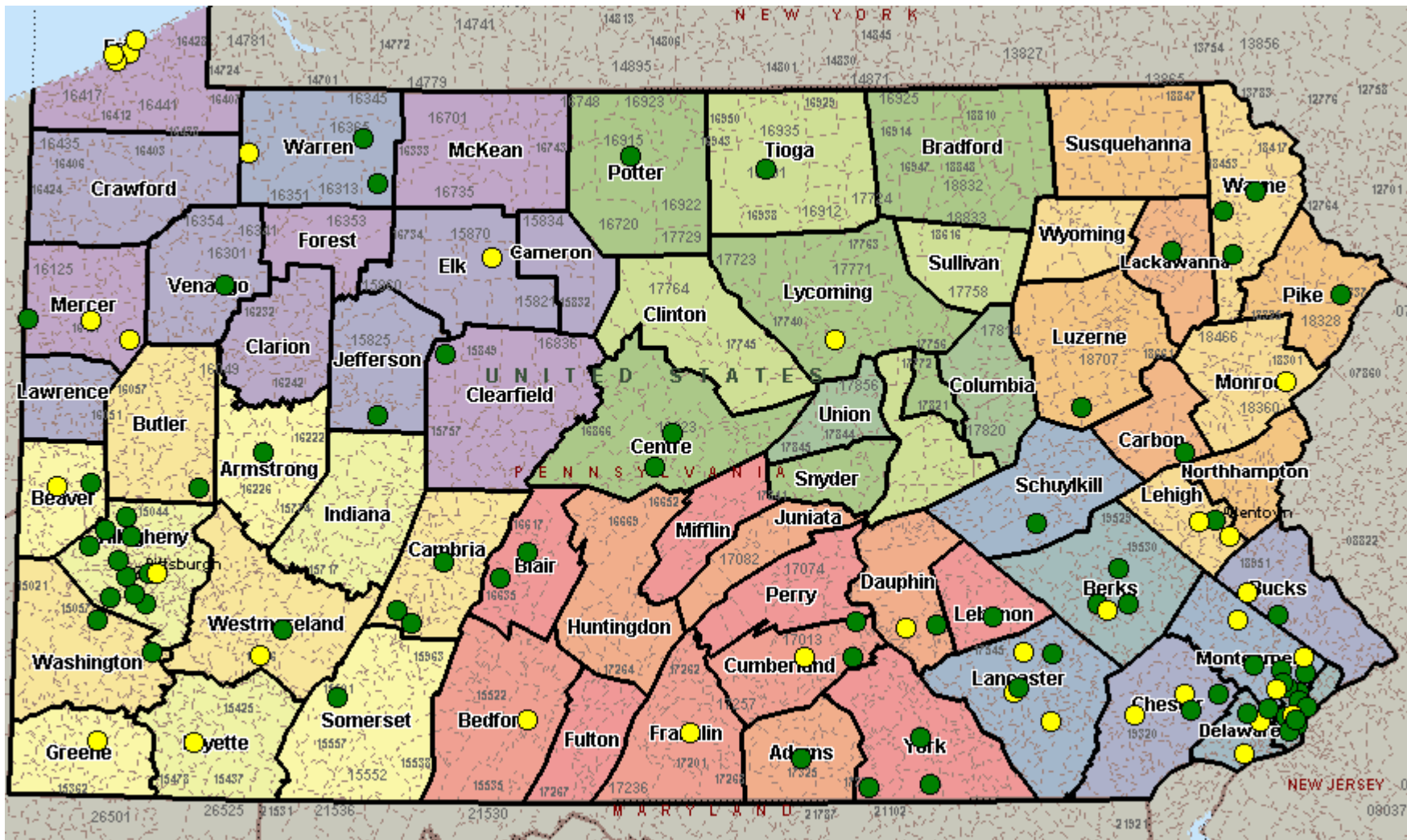
PA Medical Home Initiative

- Goals:
 - Support quality improvement/practice transformation
 - Incorporate family centered care
 - Promote care coordination
 - Develop data collection methods
 - Ensure financial viability
 - Foster high quality, efficient health care delivery

Chronic Care Model for Child Health in a Medical Home



EPIC IC Medical Home Sites



There are 97 sites that have participated in implementation (green dots) and 28 sites (yellow dots) that have received education marked on this map dated 1/19/12. Some pushpins may overlap when sites are in close geographical proximity.

Practice Demographics (n=137)

- **Setting**

- Urban...43%
- Suburban...28%
- Rural...29%

- **Hospital-based**

- Yes...32%
- No...68%

- **Practice Size**

- Smallest practice:
1000 patients
- Largest practice:
30,000 patients

Medical Home Team

- Patients
- Physicians
- Nurse Practitioners
- Physician Assistants
- Parent Partners
- Specialty Physicians
- Education partners
- Nurses
- Social Workers
- Administrators
- Office Staff
- Grant Office
- Community Partners

Models of Family Centered Care and Care Coordination



Care Coordination

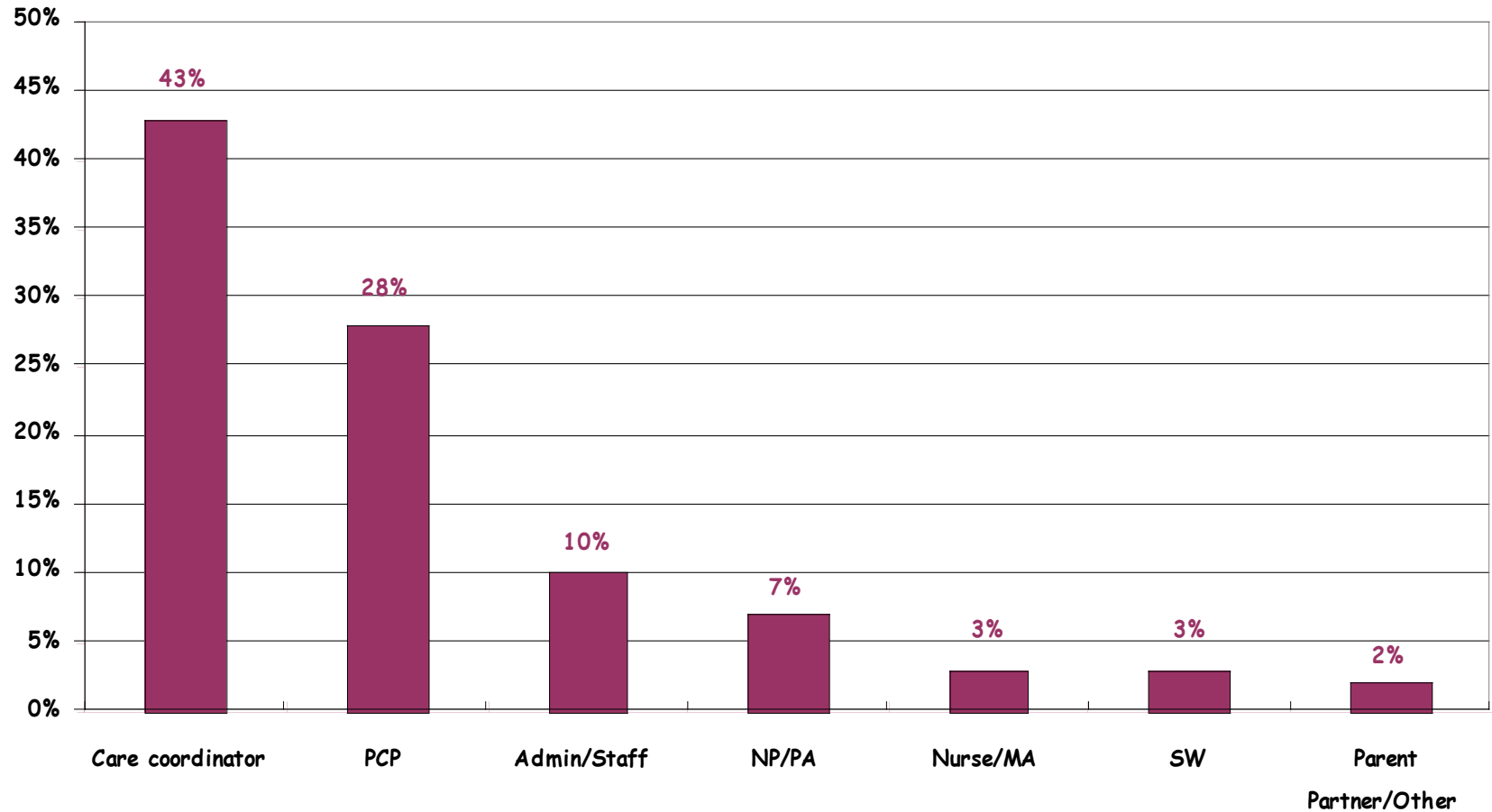
- Essential in medical home
- Cross cutting system intervention
- “Patient and family-centered, assessment-driven, team-based activity designed to meet the needs of children and youth while enhancing the care giving capabilities of families”
 - Crossing the Quality Chasm, IOM, 2000
 - Adams et. al., National Academies Press, 2004
 - Antonelli et al. 2009 Commonwealth Fund

Care Coordination Pilot

- 2 ½ year pilot with 20 practices
- Tracked care coordination activities:
 - Focus of care coordination
 - Contact and activity
 - Time spent
 - Outcome of the encounter



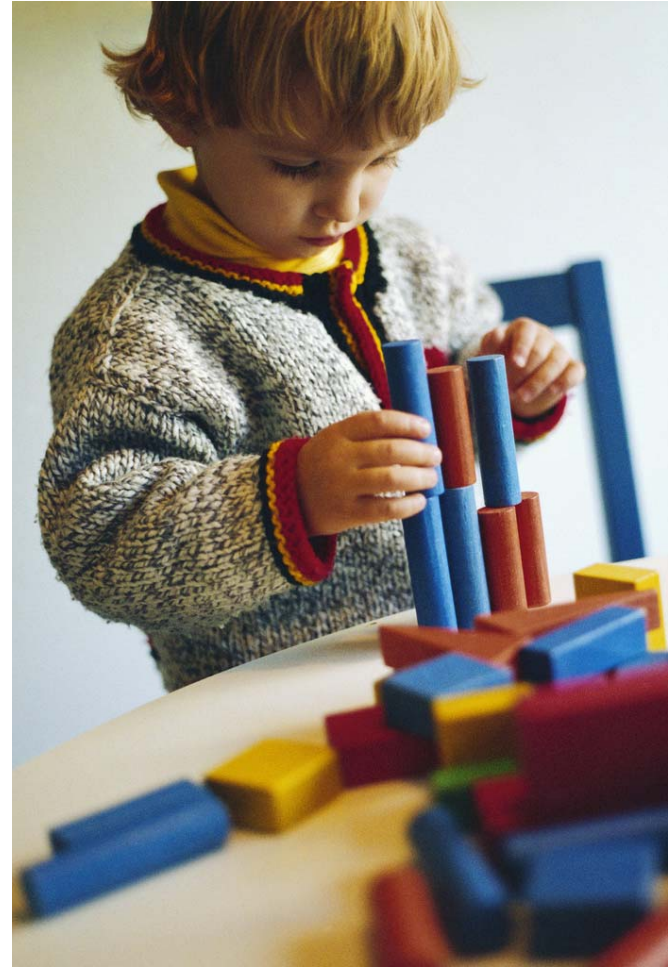
Who is Coordinating Care?



n=81,165

What is Focus of Care Coordination?

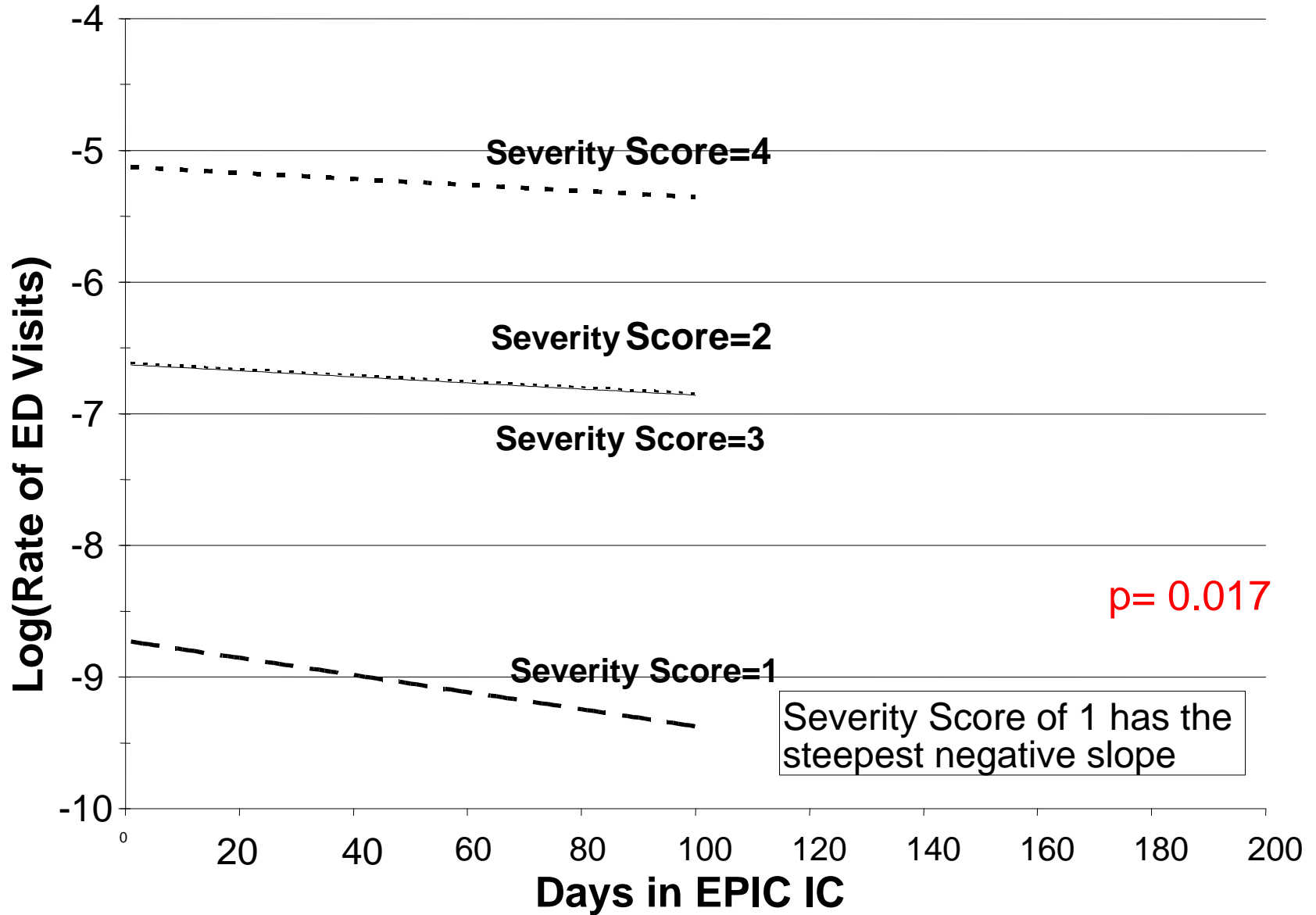
- Clinical Medical Management
- Referrals
- Education
- Mental Health/Behavioral Issues



Care coordination: Activity and Time Spent

Activity	Time spent minutes/encounter
Face to Face *	23
Email *	22
Meeting Conference *	17
Dev./Modify Care Plan *	15
Make Appts. Scheduling *	12
Telephone *	11
Chart review*	11
Forms/Paper work*	7

Asthma and ED Visits



Family Centered Care and Parent Partners

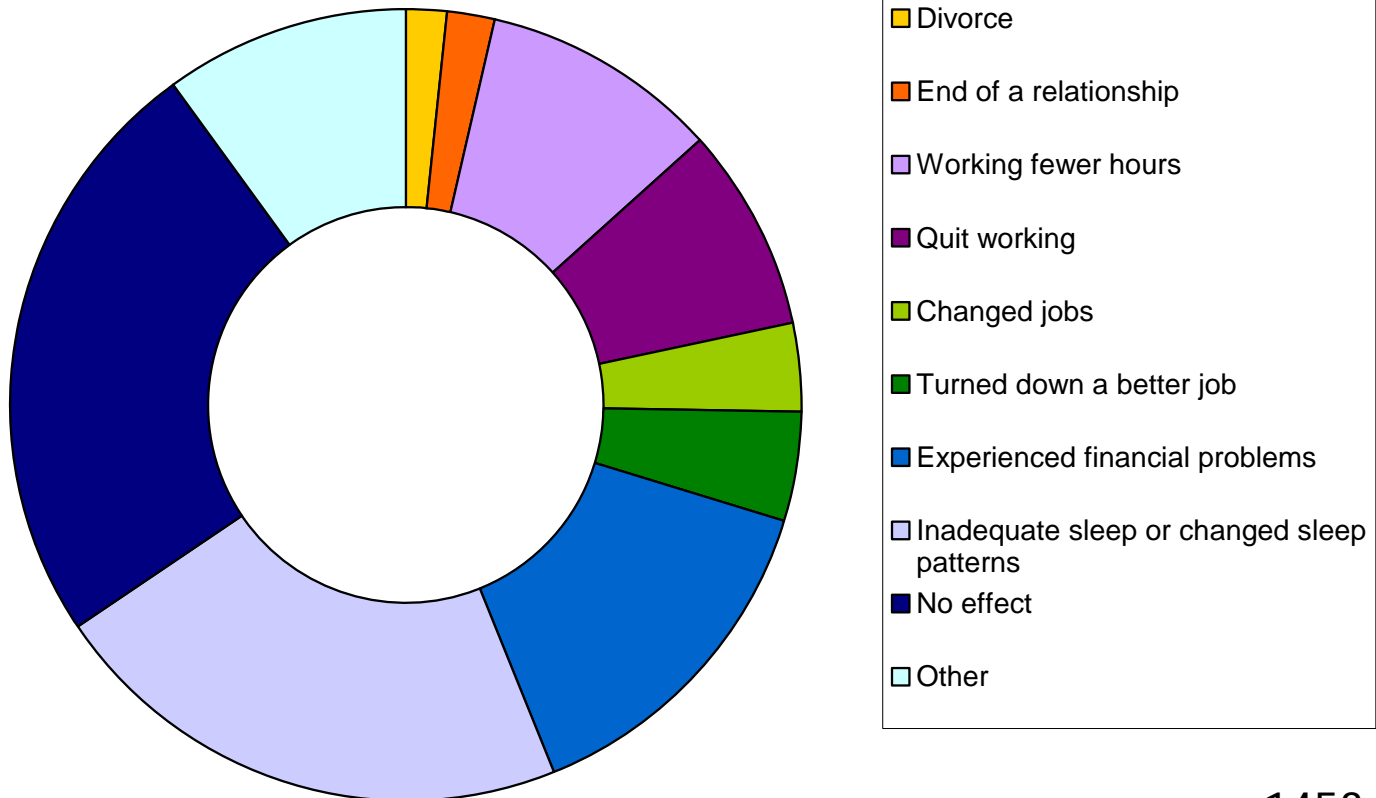
- Listens carefully
- Spends time with the child and the family
- Is sensitive to the values of the family
- Provides needed information
- Makes the parent feel like a partner
- Recognize families are the expert on their child

Return on Investment

- PCP Visits
- Hospitalizations
- ED visits not significant
 - Risk Stratify?

EPIC-IC Family Survey

My child's medical or behavioral condition has affected me and/or my child's caregivers in the following ways:



n=1453

Successful Models for Engaging Parent Partners

- Focus Groups
- Resource Nights
- Individual Invitation



Tools to Enhance the Team

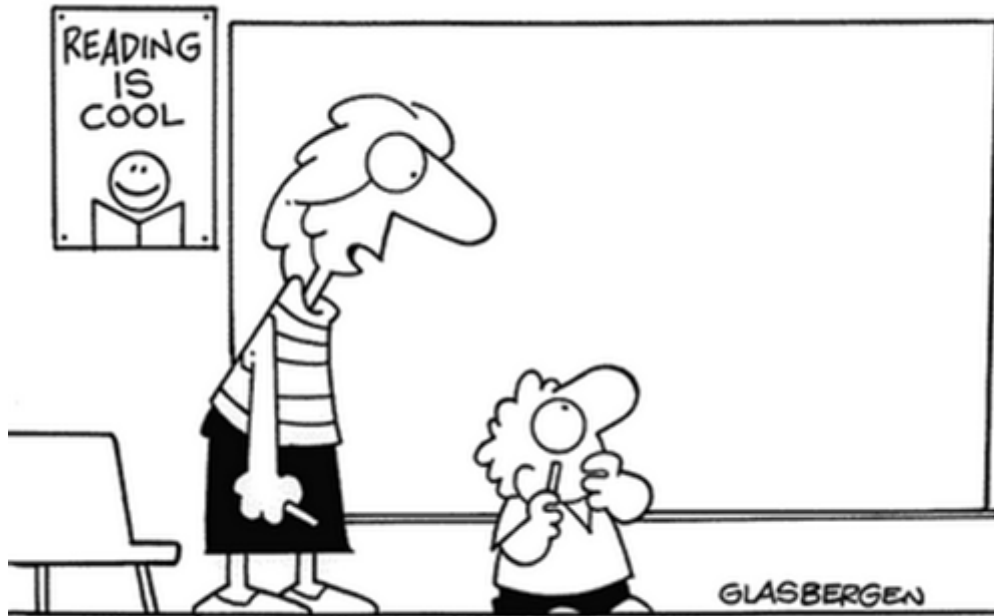


Tools for Fostering Family Centered Care and Parent

- Care Plans **Partners**
- Resource Nights
- Contracts for Parent Partners
- Advertisements
- Newsletters
- Family Faculty/Advisory Councils
- Community Liaison

Technology and Family Centered Care

- Social Networking
- Facebook
- Electronic Health Records and patient portals
- Appointment/referral requests



“There aren’t any icons to click. It’s a chalk board.”

Tools to enhance Communication

- Patient Registry
- Pre Visit Contact
- Pre Appt. referrals
- Fax Back Referrals
- Email
- Care plans
- Data reports
- Family Survey
- EMRs



Benefits of Care Plans

- Empowers the family
- Improves communication among care providers
- Provides information if family not present
- Family does not have to repeat history
- Allows salient and rapid information exchange during an emergency

Key Partners

- PA AAP Chapter and National AAP
- Community partners
- MCHB
- Families
 - F2F and P2P
- Youth (PA youth Leadership Network)
- Commonwealth Partners
 - Department of Public Health and Title V
 - Department of Public Welfare
 - Governor's Office

Sustainability in PA and Success

- NCQA recongition
- Care Plan reimbursement
- Transition overlap payment
- Increase in E & M codes
- Patient care conference/phone calls

New Grants on Transition

- Innovation Grant – MCHB
- PA DOH Transition Grant

Grants will overlap enabling the EPIC IC program to:

1. Identify additional pediatric/adult practice partnerships
2. Disseminate family practice survey statewide
3. Test Opp's memo
4. Collaborate with PAFP on educational opportunities

Pennsylvania Medical Home Initiative

Educating Practices in Community-Integrated Care



Medical Practices



Parents & Caregivers



Resources

A Medical Home is not a building,
a house, or a hospital...

...it is an approach to health care that emphasizes the partnership between pediatric clinicians and families, providing care for children and youth with special health care needs (CYSHCN) that is:

- accessible
- continuous
- comprehensive
- family-centered
- coordinated
- compassionate, and
- culturally-effective

 Find us on Facebook

PA Medical Home video

American Academy of Pediatrics



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DEPARTMENT OF HEALTH

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Thank you

- Grant support
 - Maternal Child Health Bureau
 - PA Department of Health
- PA AAP
- Pediatric Practices in EPIC IC
- Children/youth and their Families

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