



Implementing Successful Patient-Centered Medical Homes: Transforming Medical Assistant Roles at the Union Health Center

National Medical Home Summit
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www.unionhealthcenter.org
275 Seventh Avenue
New York, New York 10001

- **Founded in 1914 by the International Ladies Garment Workers Union (ILGWU)**
- **High-quality and affordable care**
- **Union mergers with textile and service industries**
- **Today laundry, restaurant and building service workers**
- **Serves union members, their dependent and retirees**

Our Patients

Primary care waiting area

- 13,000 active patients
- Primary language is Spanish



- Union members insured through Health and Welfare funds
- Retirees insured through Medicare or managed care products

Team Development at UHC

- Unique reimbursement model for majority of union members
- EMR implemented 1997; templates, care prompts & registries
- Comprehensive primary care program for patients with chronic conditions
 - Career ladder for Medical Assistants
 - Medical Assistant curriculum 2009 copyright
- NCQA Recognition PCMH Level 3 in 2010 & 2013

Primary Care Team -Expanded Role for MAs

- Defined possibilities for the MA's role in patient care teams
- Identified gaps in MA communication and clinical skills
 - Basic interviewing skills
 - Principles and techniques of self-management support
 - Motivational interviewing
- Developed written curriculum and evaluation tools
- Developed a training curriculum for MAs on chronic disease management and self-management support
 - 2 hours per week, every other week

Medical Assistant Training

- Didactic component, clinical shadowing and competency evaluation
- Basic curriculum for chronic diseases and prevention
 - Clinical facts
 - Patient education materials
 - EMR templates
- Self Management Training
- Relationship building
- Motivational interviewing

MA Training Session

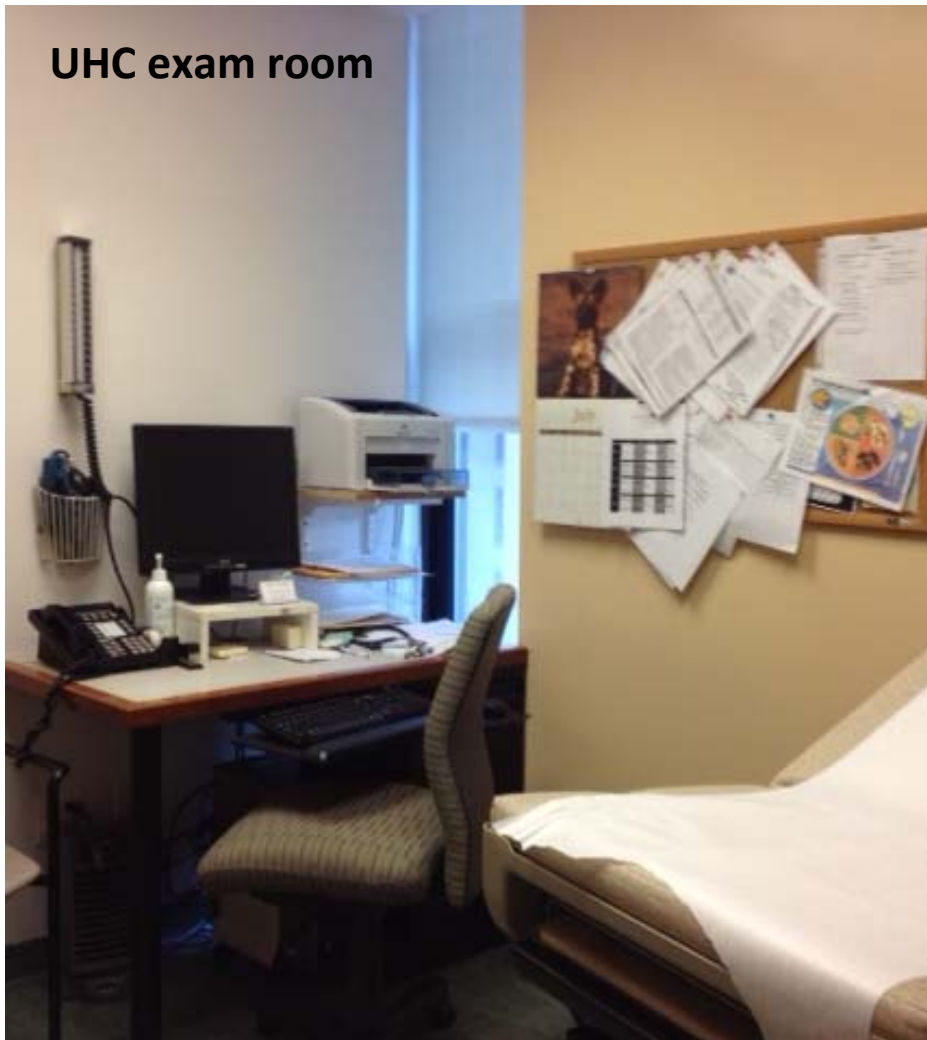


Health Coach Skills and Knowledge Evaluation

- Selected PCAs advance to become Health Coaches
- Advanced training in motivational interviewing and self management support
- Observation for effectiveness of communication skills, use of motivational interviewing skills and self management goal-setting techniques

An Inside Look at UHC

UHC exam room



Health coach/ patient education room

Health Coaches and Floor Coordinators

- Integral team members
- Follow individual patients
- Close communication with PCPs and the rest of the team
- Participate in daily huddles
- Floor Coordinator manages flow in the clinic

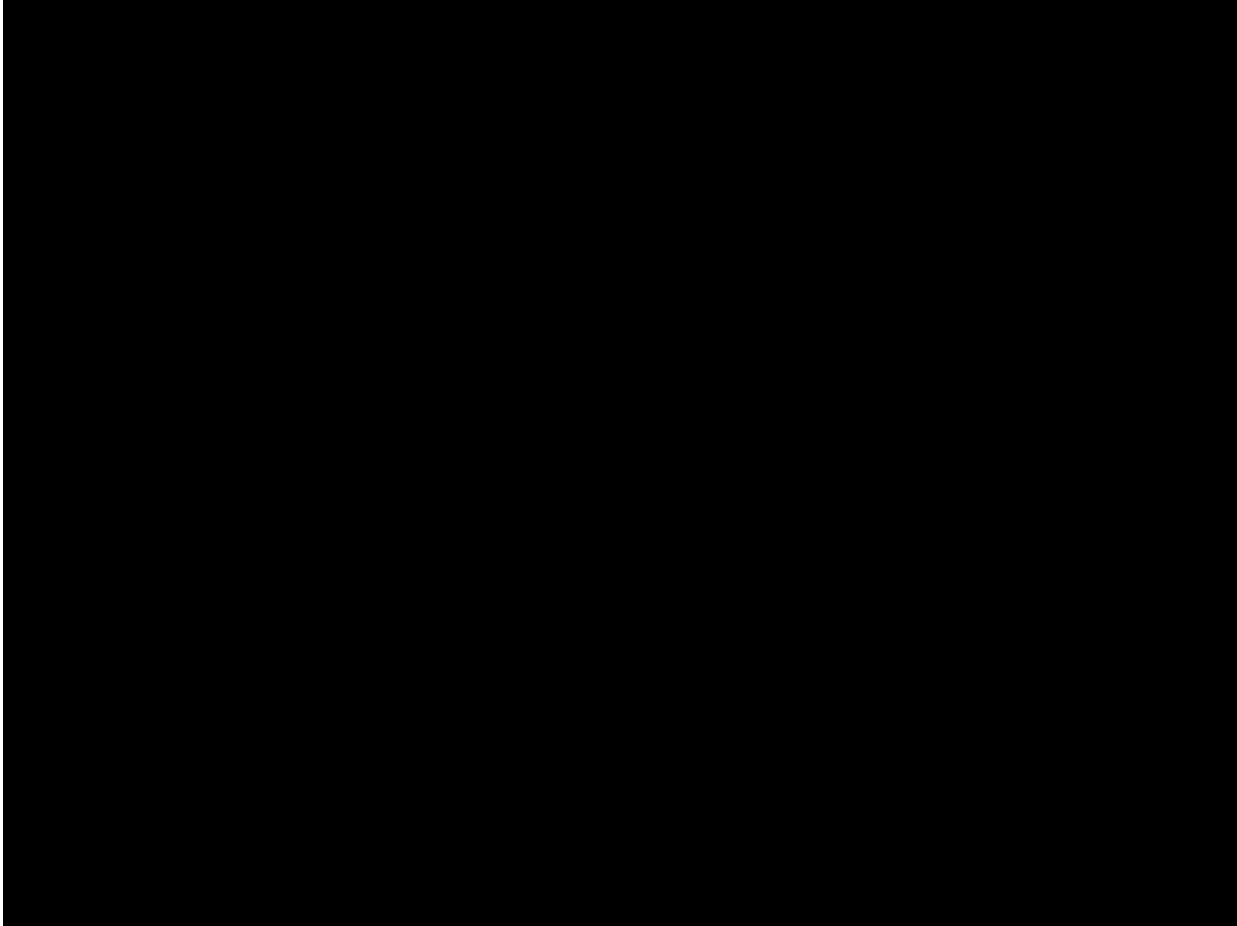
Primary Care Teams

- Teamlets = PCP and *Patient Care Assistant (PCA)
- PC Teams: 6 teamlets, 1 RN, 2 *Health Coaches, 1 *Floor Coordinator & 2 Patient Support Staff
- Huddle – start the day
- Protected time for team meetings and MA training
- The teams are supported by SW, Behavioral Health RN, Patient Relations Specialist, Nutritionist

*(PCA, Health Coach & Floor Coordinator are Medical Assistants)



video



Medical Assistant Career Ladder at the Union Health Center



Huddle

- Planning for today; 10-15 min huddles
- Prep time is valuable
- Preventive Care
- Coordinating with the health coaches
 - identifying patients
 - planning for scheduled health coach visits
- Blood sugar and BP results reviewed from previous day
- Huddles lead to more efficient care

Teamlet Huddle



Educating the Patient

- Health Coach visits are supported by EMR
- Templates based on curriculum for each chronic condition
- Self management is integrated into each health education template
- Templates help navigate the visit
 - HC can start where patient left off previously
 - Health education handouts
 - Notes routed to PCP



Health Coaches- Key Team Member

- Supports provider by educating patients about chronic conditions and follows up on lifestyle changes
- Medication adherence, blood pressure and blood glucose monitoring
- Flexibility of walk-ins, patient encounters and phone follow-ups
- Empowers patients with SM support to help meet their goals



Mr. Lopez