



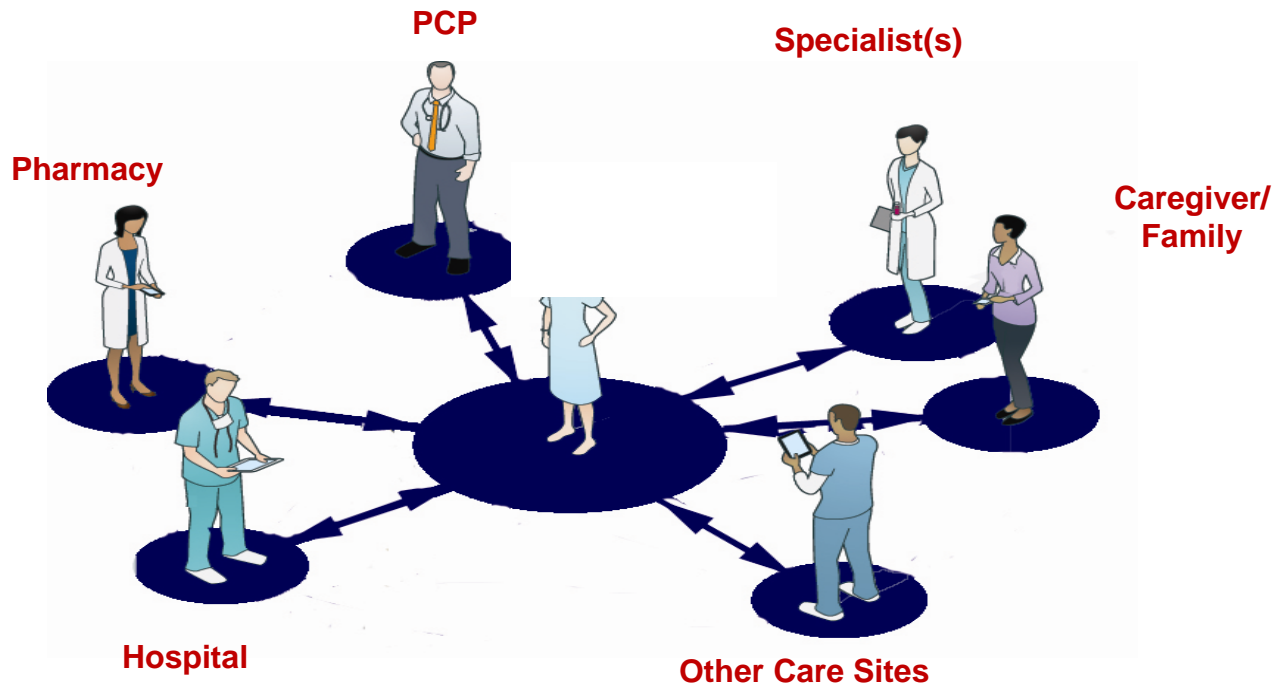
Collaboration Between Medical Homes and Convenient Care

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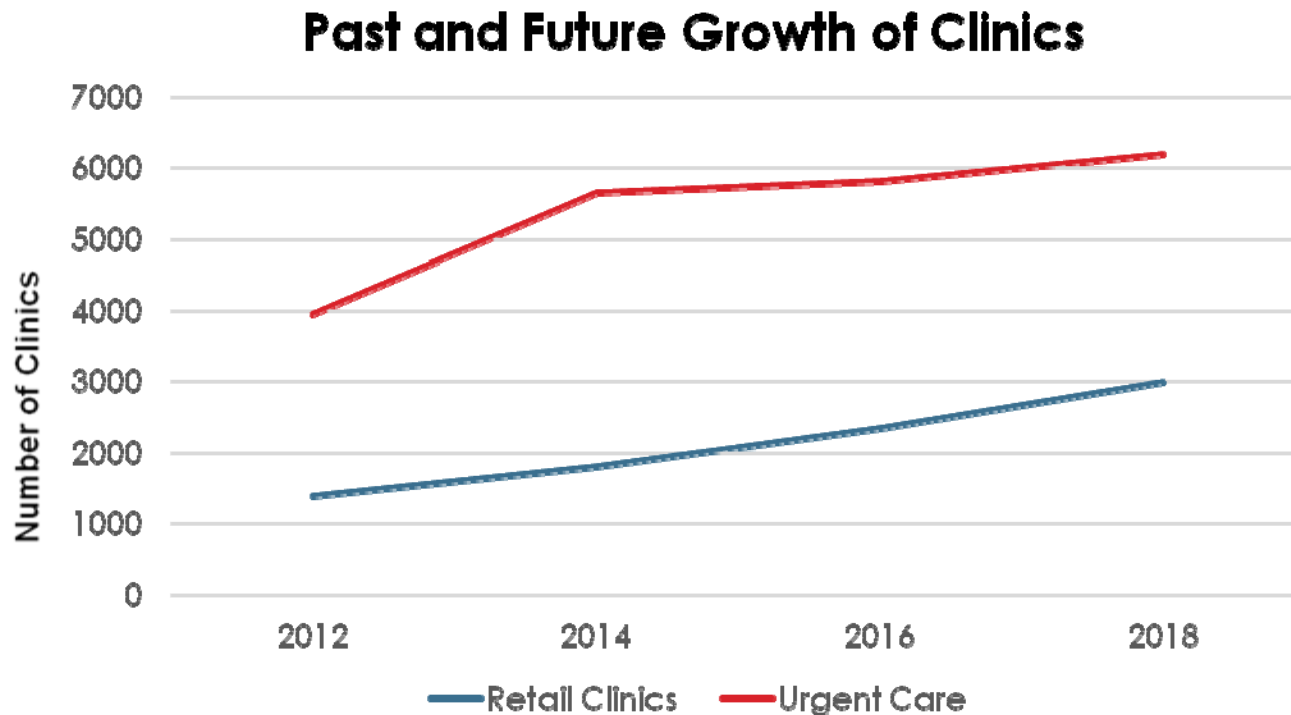
**The Sixth National Medical Home Summit
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Patient as a Consumer

- As consumers are receiving care from an **increasing number of providers** – which practice at a **growing number of diverse sites** – it is imperative that all members of the care team share information and collaborate to optimize outcomes.



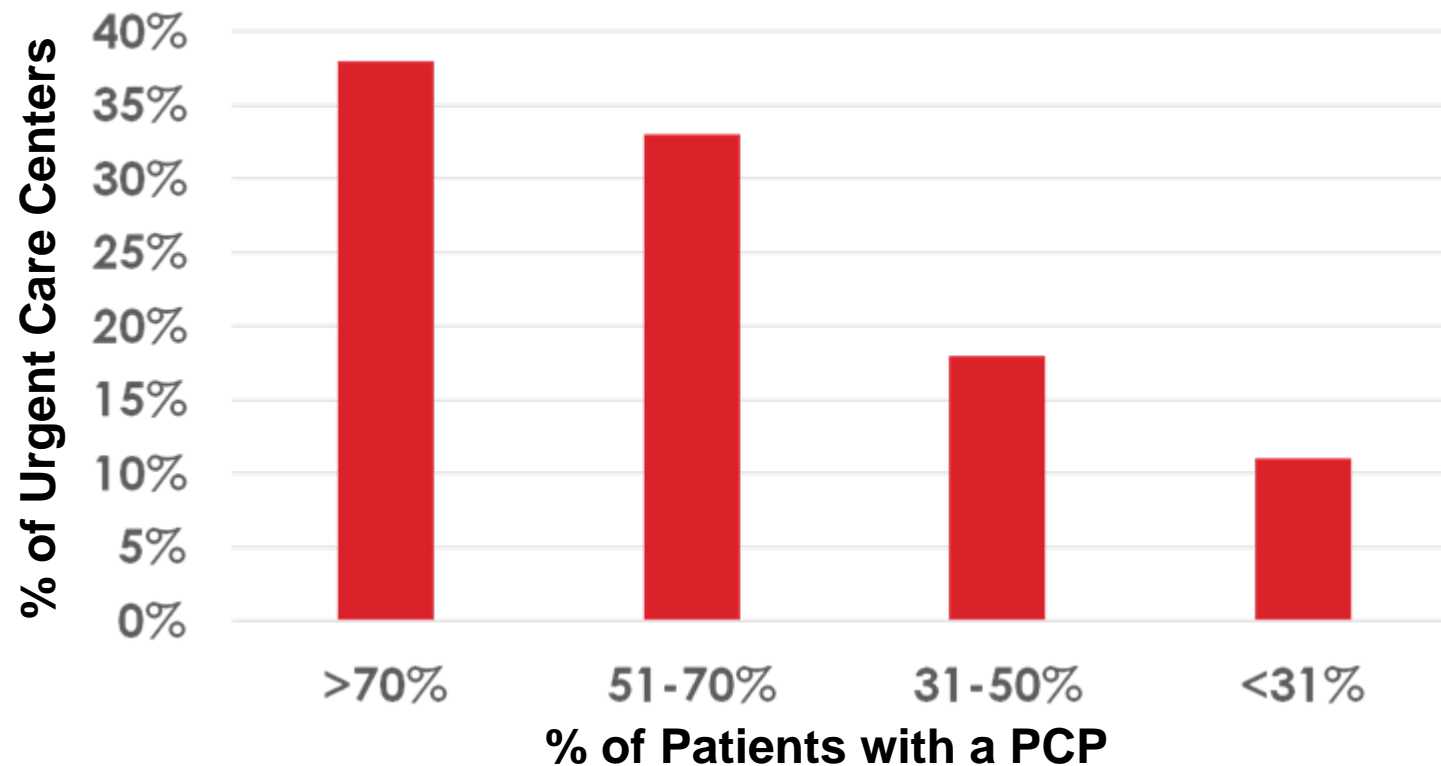
Growth of Retail and Urgent Care



The number of retail and urgent care clinics has grown significantly and is expected to continue to grow.

Urgent Care Interaction with PCPs

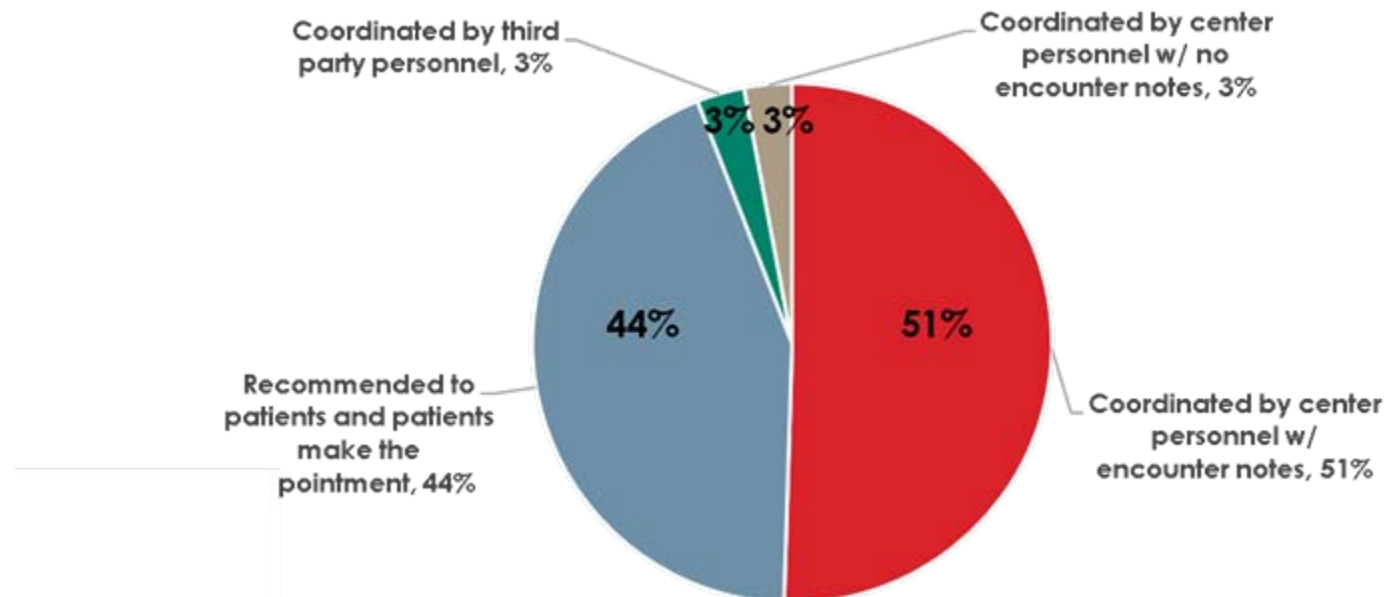
- At least half of the patients at the majority of urgent care centers have a primary care physician.
- But, in approximately 1/3 of all urgent care centers at least half of the patients who visit do NOT have a primary care physician.



Urgent Care Interaction with PCPs

- For patients without a PCP, some urgent care centers are helping patients find a PCP. Others are not.
- 73% of urgent care centers have the ability to send Electronic Medical Records to PCPs
- Approximately half of urgent care centers support the referral process and provide encounter documentation while 44% merely provide the patient with recommendations.

Urgent Care Center Role In Referral Process



Retail Clinic Interaction with PCPs

“Convenient care must be balanced with coordinated care. Technology is part of that equation, as is localized relationship-building.”

Relay Health: 2013

“While retail clinics may provide a limited scope of health care services for patients, this can ultimately lead to fragmentation of the patient’s health care unless it is coordinated with the patient’s primary care physician’s office.”

American Academy of Family Physicians: 2014

Lack of Communication Leads To...



PCPs not notified of what care patients are receiving.



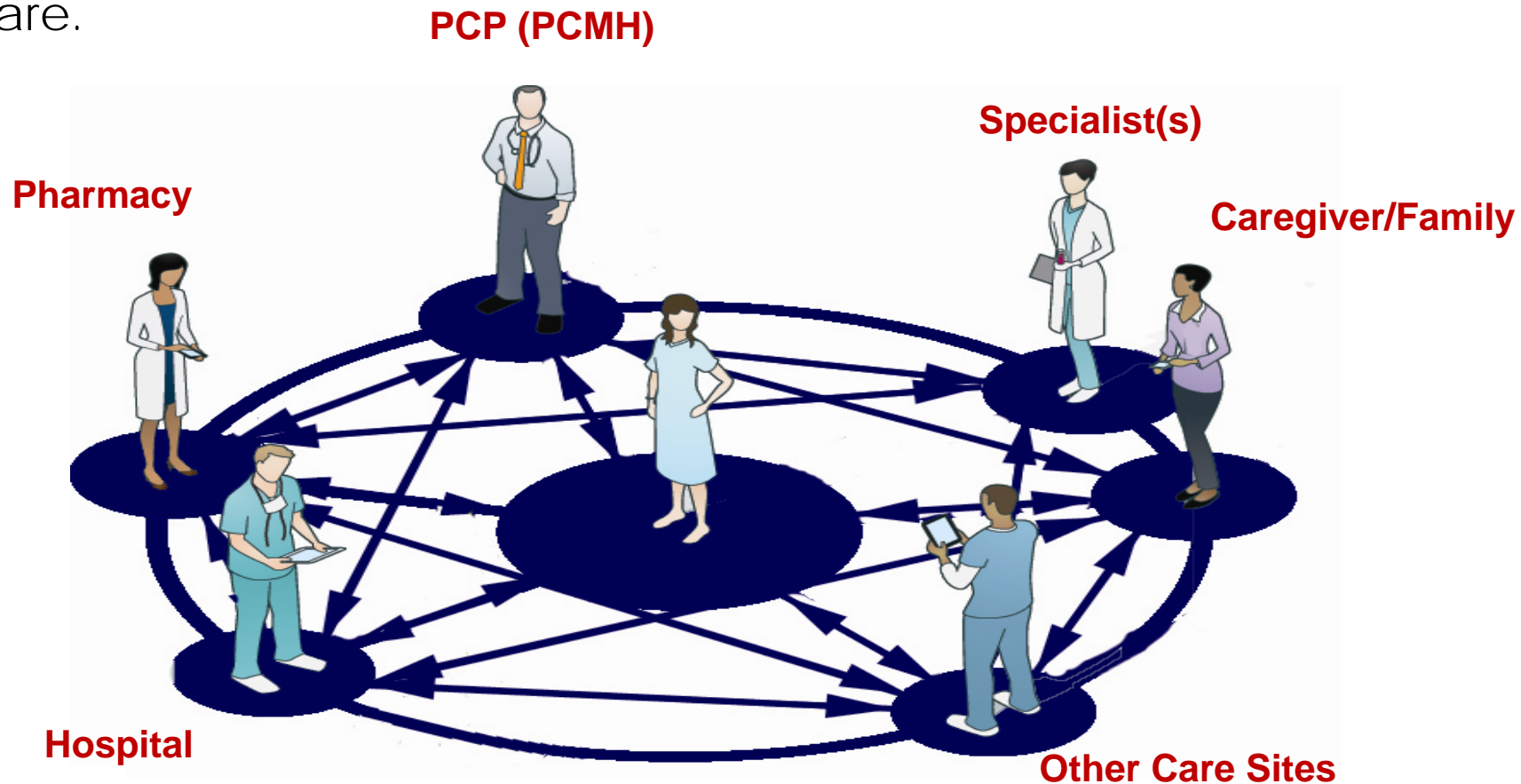
Fragmented care



Sub-optimal patient experience

Defining the Neighborhood

- Goal is to move from one-to-one interactions to an integrated medical home neighborhood with the PCMH coordinating care.



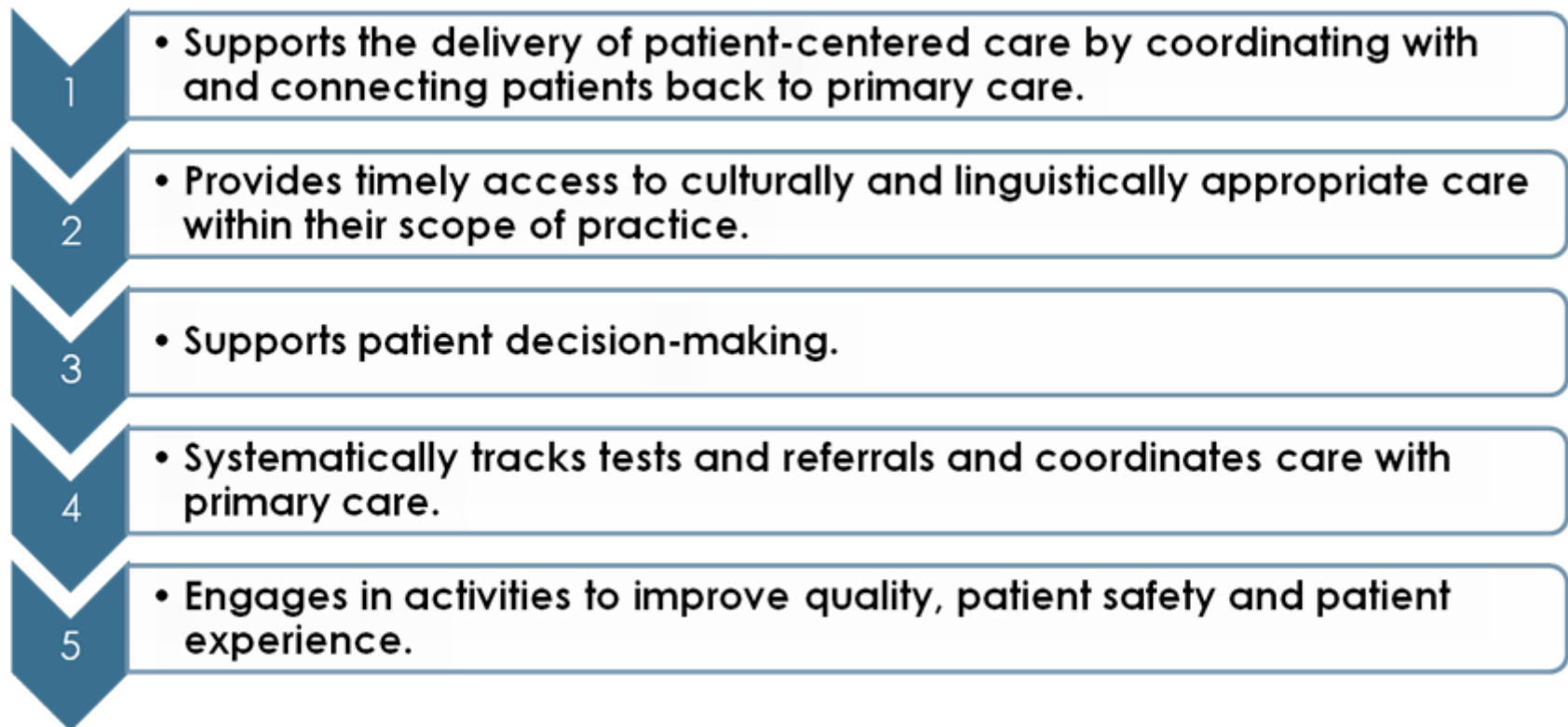
Connecting with PCMH

- Currently, PCMHs take varying approaches to connecting with urgent care and retail clinics:
 - Informal agreements
 - Formal agreements
 - After hours care
- Challenges remain including:
 - Sharing information directly with primary care rather than just handing patients information to share
 - Concerns over quality and continuity of care
 - Lack of standardization in approaches for working with primary care
 - Varying care models

HOW DO YOU KNOW THE CLINIC WILL BE AN EFFECTIVE PARTNER?

Being a Good Neighbor

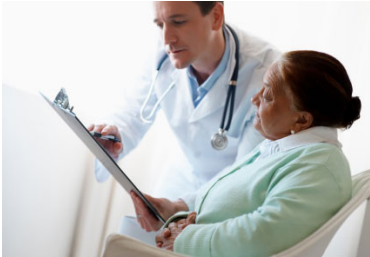
- NCQA worked with clinicians, PCMHs, payers and other experts to identify how these entities fit into the medical home neighborhood.



Being a Good Neighbor

- **Connecting With Primary Care:** The site connects with and shares information with patients' primary care practitioners.
- **Identifying Patient Needs:** The site triages patients to appropriate providers, when necessary.
- **Patient Care and Support:** The site uses evidence-based decision support in care delivery, patient collaboration, and culturally and linguistically appropriate services.
- **System Capabilities:** The site uses electronic systems to collect data and execute specific tasks.
- **Measure and Improve Performance:** The site performs quality improvement activities designed to measure performance

Examples



Collaborating with patients to develop treatment plans



Implement PDSA cycle to improve quality and patient experience



Transparency about costs of services provided and those referred to

Patient-Centered Connected Care™

- **What is Patient-Centered Connected Care?**
 - Recognizes sites that work to communicate and connect with primary care providers delivering care to their shared patients.
- **Recognized sites will:**
 - Demonstrate to primary care practices that they are ready to be effective partners in caring for shared patients.
 - Encourage the use of primary care for patients that do not have a primary care practitioner.
 - Create healthier patients and provide a better patient experience by connecting patients to the right resources, at the right time.
 - Enhance current processes and procedures by evaluating them against best practices and striving for continuous improvement.