

A continuous relationship with a personal physician caring for the whole person

First Steps: Assessing Your Practice's Medical Home IQ



Elaine M. Skoch, RN, MN, EMBA
October 19, 2008

What is your Medical Home *IQ?*



In a nutshell...



Where does our practice align with the medical home model?



What areas of the medical home model do we need to work on in our practice?



How do we take our practice from where it is today to where we want it to be?



TransforMED Home ► MHIQ Assessment



What does your Medical Home look like?

A jumble of unconnected pieces or a coherent structure?

Find out where you stand on the journey to becoming a Medical Home by measuring your practice against the TransforMED Medical Home IQ Assessment's 8 core sets of competencies or "modules".



The TransforMED MHIQ makes it easy to benchmark your practice's current performance. Answer a dozen or so short questions and get your current score in each of the eight areas, along with recommendations based on that score. [Read more about the MHIQ.](#)

NCQA PPC-PCMH™ Recognition Yardstick
When you have completed all 8 modules, you may also elect to compare your MHIQ answers to the NCQA PPC-PCMH™ Standards—a national recognition program based on the patient centered medical home.

Scoring

[Click here](#) to learn more about how TransforMED scores the MHIQ and relates the MHIQ questions to the NCQA PPC-PCMH™ Must-Pass Standards.

The TransforMED Medical Home Model

- Complete the 8 modules in any order, at your own pace. Some modules might take as little as 15 minutes to finish.
- If you start a module, but can't finish it right now, you can choose to continue later and even set an email reminder for yourself. When you return, you can continue that module right where you left off.
- An at-a-glance overview gives you feedback on which modules you've completed, which are in progress and which haven't been begun.
- Your scores are all saved and we even provide a progress log so you can track your improvements.

Log in:

UserID:

Password:

[Forget your password?](#)

Log In

New Account

[Create an account and begin the MHIQ.](#)

There are numerous benefits to registration:

- It's quick and easy to sign up
- Save and review your scores and resources
- Save and return to where you left off
- Re-take modules and track your improvement in your Progress Log
- Set daily, weekly or monthly email reminders to stay on track with incomplete modules

Why do I need to create an account?

In order for the MHIQ to store your responses and track your improvement in the database, you must be logged in to your account. Registration is quick and easy and only takes about a minute. [Click here to create a new account now.](#)

TransforMED respects your [privacy](#).

Welcome Page

TransformSMMED

Patient Centered Medical Home



A continuous relationship with a personal physician coordinating care for both wellness and illness

- Mindful clinician-patient communication:
trust, respect, shared decision-making

- Patient engagement
- Provider/patient partnership
- Culturally sensitive care
- Continuous relationship
- Whole person care

Access to Care & Information

- Health care for all
- Same-day appointments
- After-hours access coverage
- Lab results highly accessible
- Online patient services
- e-Visits
- Group visits

Practice Management

- Disciplined financial management
- Cost-Benefit decision-making
- Revenue enhancement
- Optimized coding & billing
- Personnel/HR management
- Facilities management
- Optimized office design/redesign
- Change management

Practice Services

- Comprehensive care for both acute and chronic conditions
- Prevention screening and services
- Surgical procedures
- Ancillary therapeutic & support services
- Ancillary diagnostic services

Health Information Technology

- Electronic medical record
- Electronic orders and reporting
- Electronic prescribing
- Evidence-based decision support
- Population management registry
- Practice Web site
- Patient portal

Care Management

- Population management
- Wellness promotion
- Disease prevention
- Chronic disease management
- Care coordination
- Patient engagement and education
- Leverages automated technologies

Quality and Safety

- Evidence-based best practices
- Medication management
- Patient satisfaction feedback
- Clinical outcomes analysis
- Quality improvement
- Risk management
- Regulatory compliance

Continuity of Care Services

- Community-based services
- Collaborative relationships
 - Hospital care
 - Behavioral health care
 - Maternity care
 - Specialist care
 - Pharmacy
 - Physical Therapy
 - Case Management

Practice-Based Care Team

- Provider leadership
- Shared mission and vision
- Effective communication
- Task designation by skill set
- Nurse Practitioner / Physician Assistant
- Patient participation
- Family involvement options

PCMH Model Comparison

TransformMED

- Access to Care & Information
- Practice Services
- Care Management
- Continuity of Care
- Patient Centered Personal Medical Home

NCQA

- **Access & Communication**
- **Patient Tracking & Registry Function**
- **Care Management**
- **Patient Self-Management**

Model Comparison (cont.)

TransformMED

- Practice-Based Team Care
- Quality and Safety
- Health Information Technology
- Practice Management

NCQA

- Electronic Prescribing
- **Test Tracking**
- **Referral Tracking**
- **Performance Reporting & Improvement**
- Ad. Electronic Communications

PPC-PCMH Content and Scoring

Standard 1: Access and Communication A. Has written standards for patient access and patient communication** B. Uses data to show it meets its standards for patient access and communication**	Pt 4 5 9	Standard 5: Electronic Prescribing A. Uses electronic system to write prescriptions B. Has electronic prescription writer with safety checks C. Has electronic prescription writer with cost checks	Pts 3 3 2 8
Standard 2: Patient Tracking and Registry Functions A. Uses data system for basic patient information (mostly non-clinical data) B. Has clinical data system with clinical data in searchable data fields C. Uses the clinical data system D. Uses paper or electronic-based charting tools to organize clinical information** E. Uses data to identify important diagnoses and conditions in practice** F. Generates lists of patients and reminds patients and clinicians of services needed (population management)	Pt 2 3 3 6 4 3 21	Standard 6: Test Tracking A. Tracks tests and identifies abnormal results systematically** B. Uses electronic systems to order and retrieve tests and flag duplicate tests	Pts 7 6 13
Standard 3: Care Management A. Adopts and implements evidence-based guidelines for three conditions ** B. Generates reminders about preventive services for clinicians C. Uses non-physician staff to manage patient care D. Conducts care management, including care plans, assessing progress, addressing barriers E. Coordinates care//follow-up for patients who receive care in inpatient and outpatient facilities	Pt 3 4 3 5 5 20	Standard 7: Referral Tracking A. Tracks referrals using paper-based or electronic system**	PT 4 4
Standard 4: Patient Self-Management Support A. Assesses language preference and other communication barriers B. Actively supports patient self-management**	Pt 2 4 6	Standard 8: Performance Reporting and Improvement A. Measures clinical and/or service performance by physician or across the practice** B. Survey of patients' care experience C. Reports performance across the practice or by physician ** D. Sets goals and takes action to improve performance E. Produces reports using standardized measures F. Transmits reports with standardized measures electronically to external entities	Pts 3 3 3 3 2 1 15
		Standard 9: Advanced Electronic Communications A. Availability of Interactive Website B. Electronic Patient Identification C. Electronic Care Management Support	Pts 1 2 1 4

****Must Pass Elements**


NCQA PPC-PCMH Summary

- 9 standards; 100 points total
- 30 elements
- 10 Must Pass elements
- Recognition at three different levels
 - Level I: 25 points and 5 Must Pass Elements
 - Level II: 50 points and 10 Must Pass Elements
 - Level III: 75 points and 10 Must Pass Elements

TransformMED Online Practice Assessment Tool

http://www.transformed.com/MHIQ/assessOverviewMHIQ.cfm?assessID=25

TransformMED Online Practic...



TMED MHIQ

[log out](#) | [your profile](#) | [your progress log](#)

Welcome , Valerie Jones!

The TMED Medical Home Model

A Patient Centered Personal Medical Home

A continuous relationship with a personal physician caring for the whole person

- Improved communication; trust, respect, & shared decision-making between clinician and patient
- Patient partnership
- Cultural competency
- Continuous relationship over time
- Whole person care

Access to Care and Information STATUS: Not Started Start Module	Team-Based Care STATUS: Not Started Start Module
Practice Management STATUS: Not Started Start Module	Quality and Safety STATUS: Not Started Start Module
Point of Care Services STATUS: Not Started Start Module	Information Systems STATUS: Not Started Start Module
Patient Centered Personal Medical Home STATUS: Not Started Start Module	Continuity of Care Services STATUS: Not Started Start Module

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Module Identification



TransformMEDSM

Patient Centered Medical Home



Access to Care & Information

- Health care for all
- Same-day appointments
- After-hours access coverage
- Lab results highly accessible
- Online patient services
- e-Visits
- Group visits

Practice Services

- Comprehensive care
for both acute and chronic conditions
- Prevention screening and services
- Surgical procedures
- Ancillary therapeutic and support services
- Ancillary diagnostic services

Care Management

- Population management
- Wellness promotion
- Disease prevention
- Chronic disease management
- Care coordination
- Patient engagement and education
- Leverages automated technologies

Continuity of Care Services

- Community-based services
- Collaborative relationships
 - Hospital care
 - Behavioral health care
 - Maternity care
 - Specialist care
 - Pharmacy
 - Physical Therapy
 - Case Management

Practice-Based Care Team

- Provider leadership
- Shared mission and vision
- Effective communication
- Task designation by skill set
- Nurse Practitioner / Physician Assistant
- Patient participation
- Family involvement options

Quality and Safety

- Evidence-based best practices
- Medication management
- Patient satisfaction feedback
- Clinical outcomes analysis
- Quality improvement
- Risk management
- Regulatory compliance

TransformMED MHIQ Assessment Tool

http://www.transformed.com/MHIQ/survScore.cfm?moduleID=61&instanceID=3

log out | your profile | [your progress log](#)

TransformMED MHIQ
What does your Medical Home look like?

TransformMED Home ► TransformMED MHIQ Assessment Overview ► Quality and Safety Score Review

Your Results from 02/18/2008

Your Practice's Quality and Safety Score: 28 of 41 points.

Your practice has failed this module.

Performance Level: Intermediate

What Does My Score Mean?

A score within this level indicates that the practice has begun to lay the ground work for an ongoing performance improvement process addressing quality of care and safety. The first phase of policies and procedures and evidence-based guidelines form the foundation for consistency in practice and understanding what is expected in the performance improvement endeavors. Simple studies with outcomes that make a difference in practice processes, functions, structures and clinical outcomes of care will reinforce the usefulness of gathering data on an ongoing basis. For performance improvement to continue to work everyone in the practice must be involved in the gathering of data and receiving feedback on the outcomes of the studies conducted.

Tips to set a solid foundation for performance improvement activities:

- Consider creating a patient advisory group. A patient advisory group is gathering of individuals, representative of the practice demographics, who are called together at least annually and whose mission it is to provide feedback, observations and recommendations for the purpose of improving practice processes, patient services and outcomes.
- Develop and implement age sensitive prevention and screening flow sheets for the predominant age groups in the practice. As patients make appointments for routine and/or acute conditions fill out the flow sheets, bring patients current on immunizations, provide education where indicated. Set targets for the number of patients who will be current and

TransformMED The TransformMED Medical Home

Interconnected Personal Medical Home
A successful strategy for a general physician using the TransformMED approach

[Click to download a PDF of the TransformMED Medical Home Model](#)

In much the same way that primary care treats the whole person, the TransformMED Medical Home Model recognizes that all the elements of a successful Medical Home practice are interrelated, thus the TransformMED approach "treats the whole practice."

TransformMED develops real-world strategies to make critical "tipping point" improvements, achieving transformations in multiple competency areas simultaneously.

Need help transforming your practice?

TransformMED Results

TransformMEDSM

Health Information Technology

- Electronic medical record
- Electronic orders and reporting
- Electronic prescribing
- Evidence-based decision support
- Population management registry
- Practice Web site
- Patient portal

Practice Management

- Disciplined financial management
- Cost-Benefit decision-making
- Revenue enhancement
- Optimized coding & billing
- Personnel/HR management
- Facilities management
- Optimized office design/redesign
- Change management

What areas of the medical home model do we need to work on in our practice?





he TMED Medical Home Model

A Patient Centered Personal Medical Home

*continuous relationship with a personal
physician caring for the whole person*

Effective clinician-patient communication:
trust, respect, and shared decision-making

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- Continuous relationship
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TMED MHIQ



[Log Out](#) | [Your Profile](#) | [MHIQ Learning Resources](#)

Welcome to your MHIQ Dashboard, Dr. Francis!

MHIQ Performance Snapshot - Level I:
Needs significant improvement 72 of 331 points

As of 06/05/2008 7:07 AM

Completed Assessment History

DATE	SCORE
06/05/08 7:07 AM	72 of 331 points Review Score
06/05/08 5:54 AM	84 of 331 points Review Score

Access to Care and Information (18 questions)

[Re-take Module](#)

Date	Score
05/12/08 5:20 AM	10 of 47 points Review Score

Team-Based Care (13 questions)

[Re-take Module](#)

Date	Score
06/05/08 7:07 AM	1 of 13 points Review Score
06/05/08 5:41 AM	13 of 13 points Review Score

Practice Management (33 questions)

[Re-take Module](#)

Date	Score
06/05/08 5:45 AM	44 of 64 points Review Score

Quality and Safety (16 questions)

[Re-take Module](#)

Date	Score
06/05/08 5:47 AM	7 of 53 points Review Score



Total Assessment Results

TransformMED Home ► TransformMED MHIQ Assessment Dashboard ► Assessment Score Review

VIEW RESULTS FOR : 06/05/2008 7:07 AM

YOUR PROGRESS : The TransformMED MHIQ Assessment is COMPLETE

Your Practice's Score: 72 of 331 points.



**Level I:
Needs significant improvement**

A score at this level indicates the practice is just beginning to lay the groundwork for building a solid foundation for the patient centered medical home. The practice is working on basic operational structures and processes and evaluating clinical processes to shift their clinical practice from managing episodes of acute care for those patients with chronic disease to population management, prevention and health maintenance practices built on evidence-based guidelines.

Access to care and information, continuity of care and point of care services are augmented and further developed by feedback from the practice's performance improvement processes.

Increased technology utilization and more advanced reporting mechanisms could contribute to further refinement and organizational growth in all the areas including practice management.

For performance improvement to continue to work, everyone in the practice must be involved in the gathering of data and receiving feedback on the outcomes of the studies conducted.

Need help transforming your practice?
TransformMED is how.

Contact TransformMED:
Phone: 913.906.6330
[Send a 1-Click Email now](#)



[Click to download a PDF of the TransformMED Medical Home Model](#)



Resources: TransformMED Medical Home

Click the links below to access TransformMED's MHIQ online resources for that module.

- Access to Care & Information
- Continuity of Care Services
- Information Systems
- Patient-Centered Care
- Point of Care Services
- Practice Management
- Quality and Safety
- Team-Based Care



Tips for building a TransformMED Medical Home

Practices scoring at this level for the overall TransformMED Medical Home Model should begin by downloading the **TransformMED Medical Home Model** (PDF) and reviewing the resources for the individual modules by clicking the links in the bulleted list entitled "Resources" on this page.

Next steps include the formulation of a plan that outlines where the practice will start the transformation process in relation to each of the identified modules, the objectives and goals and the person responsible for following up the particular initiative.

Creating the leadership, communication and teamwork structure to carry out the transformation plan is also essential at this level, as well as exploring how the practice has managed change in the past.

Initiating the process of getting feedback and information from patients regarding practice processes, satisfaction and outcomes is important.

What next?

Compare your MHIQ answers to the NCQA's PPC-PCMH™ "must-pass" elements.

E-mail these results to yourself.

Or click here to return to the TransformMED MHIQ Dashboard page.

[COMPARE TO NCQA PPC-PCMH™](#)



TransforMED MHIQ Assessment Tool

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http://www.transformed.com/MHIQ/assessScore.cfm?assessID=2


🔍

Google


Practice policies and procedures relating to access to care and information, data systems and security, HIPAA compliance, and financial, human resource and risk management practices are written and adhered to, and reviewed on an annual basis.

Performance improvement tools (quality improvement, resource utilization, and risk management) are providing the practice with valuable information which can be used in practice management for the long term. Patients are given the opportunity to provide feedback about care processes and satisfaction with the overall care experience.

Good leadership principles, teamwork and communication are being used on a regular basis to improve the overall operation of the practice.




Click to download a PDF of the TransforMED Medical Home Model



Resources: TransforMED Medical Home

Click the links below to access TransforMED's MHIQ online resources for that module.

- **Access to Care & Information**
- **Continuity of Care Services**
- **Information Systems**
- **Patient-Centered Care**
- **Point of Care Services**
- **Practice Management**
- **Quality and Safety**
- **Team-Based Care**



Tips for building a TransforMED Medical Home

Develop a Web site to educate patients about practice policies and procedures before they even get to the practice. Use the Web site as a means to pre-enroll patients and let them know about their rights and responsibilities as a partner in their

Done

SM

TransforMED Medical Home Model – TransforMED – Transforming Medical Practices

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http://www.transformed.com/MHIQ/MHIQ-resources/Access.cfm

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Google

TransforMED MHIQ

What does your Medical Home look like?

TransforMED Home ▶ MHIQ Assessment

Resources : Access to Care & Information

Same Day Appointments

» AAFP Resources: Same Day Appointments

The AAFP offers simple and useful Word and Excel tools to determine capacity and predict demand.

» Primary Care Access Measures at Institute for Healthcare Improvement

The IHI's Access outcome measures include Percentage of No-Show Appointments, Future Capacity, Third Next Available Appointment and Office Visit Cycle Time.

» Dartmouth College and Clinical Microsystems - Improving Acces to Care Toolkits

Some of the very best materials on the topic of Advanced Access / Same Day Appointments are available from the smartly redesigned Clinical Microsystems site at Dartmouth.

• The Measuring Access Improvement Workbook

A valuable collection of international materials that samples best practices over a decade.

• Measuring Access Improvement - Patient Focused Access Measures

by Marjorie M. Godfrey, MS, RN and Victoria P. Patric, MHA

Group Visits

» AAFP Resources: Group Visits (Shared Medical Appointments)

The AAFP offers a practical FAQ & Bullet-style exploration of Group Vists. A time-efficient way to get answers to common questions and acquire a basic

MHIQ RESOURCES

- Access to Care & Information
- Continuity of Care Services
- Information Systems
- Patient-Centered Care
- Point of Care Services
- Practice Management
- Quality and Safety
- Team-Based Care

Glossary

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z

Terms:

Advanced access

(Also referred to as same day appointments or open access) is a methodology to see patients the same day they request services and for doing today's work today.

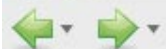
Advanced access

(Also referred to as same day appointments or open access) is a methodology to see patients the same day they request services and for doing today's work today.

Advanced access

(Also referred to as same day

Done



Tips for building a TransforMED Medical Home



Develop a Web site to educate patients about practice policies and procedures before they even get to the practice. Use the Web site as a means to pre-enroll patients and let them know about their rights and responsibilities as a partner in their healthcare. Set the stage for self-management by encouraging the use of e-visits and group visits.

Develop a process for follow-up phone contact with patients for preventive care and the management of populations with similar disease processes on a pro-active basis rather than only responding to acute care episodes of chronic diseases. Group visits may be used to support understanding of chronic disease processes and provide peer support.

An electronic health record system supports the development of point of care processes and population management. Is it being used to its fullest? Evidence-based clinical guidelines promote health at the highest level possible and aid in the practice's patient education efforts.

Develop processes to measure compliance with established clinical standards. Begin reporting outcomes of clinical performance measures to the providers in the practice. Feedback may be provided for the practice as a whole initially and, eventually, by provider.

What next?

EVALUATE AGAINST NCQA

Check to see how you might perform on the NCQA's PPC-PCMH, based on the answers you've given compared against the NCQA's "must-pass" elements.

View your Activity Log

E-mail these results to yourself.

Or click here to return to the **TransforMED MHIQ Overview page**.



[TransformMED Home](#) ▶ [TransformMED MHIQ](#) ▶ [NCQA Comparison Tool](#)

Your MHIQ-to-NCQA Comparison:

This comparison tool allows you to use your MHIQ responses to estimate your practice's performance on the NCQA "must-pass" elements, and therefore provides a partial but important indicator of how the practice might score on the NCQA recognition tool.

Click on "See how you answered" to view a page that lists the NCQA-related questions and how you answered those on the TransformMED MHIQ.

- NCQA "must pass" elements are **highlighted**, below.
- Feedback on "must-pass" elements is shown in **red**.

PPC 1: Access and Communication

[See how you answered »](#)

The Access and Communication standard contains two "must pass" elements. The first element requires written practice standards for a variety of access and communication processes and functions found in the medical practice. Additionally, the second element in this set of standards requires the practice to evaluate and document the practice's success in meeting their stated standards. This standard requires basic IT functioning in the practice.

PPC: 1-A : Written Standards - **Your practice may not meet this standard**

- The practice must have written policies describing standards for access to care and communication with patients.
- The practice must have written standards for a minimum of 6 access and communication items to pass this element at Level 1.

PPC: 1-B : Data and Reporting on the Standards - **Your practice may not meet this standard**

- Data from tracking reports are required for a minimum of three of the five identified areas to pass at Level I.

What is a "must pass" element?

The NCQA PPC-PCMH™ is developed around 9 standards and includes 30 elements of which 10 are "must-pass," meaning you must pass them to achieve recognition— regardless of your total PPC-PCMH™ score.

In order to be recognized as a Level I practice by NCQA, at least five of the 10 "must pass" elements must be met. In order to be recognized as a Level II or Level III practice by NCQA all 10 of the "must pass" elements must be met.

About NCQA Recognition:

The National Committee for Quality Assurance (NCQA) offers a Physician Practice Connections (PPC) recognition program based on the patient centered medical home (PCMH). To learn more about PPC-PCMH™ Recognition, including the benefits of becoming a recognized practice, visit www.ncqa.com.

Free NCQA Recognition Program Training for Physicians

NCQA offers a series of training programs on each of the Physician Recognition Programs to help you complete the PPC-PCMH™ application and submission.

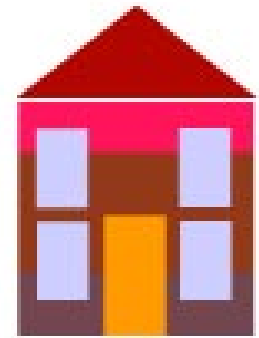
[Visit the NCQA's Web site to find](#)

NCQA Crosswalk

**How do we take our practice
from where it is today to where
we want it to be?**



Getting started...



1. Get your house in order

- Think “inside the box”
- Lay a solid foundation
- Know that flexibility will be important!

Getting started...(cont.)



2. Create a work plan

- Define key areas to begin
- Establish a team (or several teams!)
- Start with early and easy wins
- Set milestones & targets for completion
- Set timeframes for evaluating progress
- Don't try to do everything at once
- Be patient!

Getting started...(cont.)

3. Network

- Talk to others who are engaged in transformation
- Talk with your patients and ***listen*** to what they have to say!

4. Don't be afraid to seek out help

- Technical- IT
- Facility re-design
- Change management



Getting started...(cont.)

5. Transformation is a journey... not a destination!

- Build one success on another & let your successes guide your direction.
 - Celebrate your successes!



Keep Your Goals in Mind...

For Patients:

- Increase satisfaction
 - Personalized care
 - Self care management
- Improve patient outcomes
 - Decrease hospitalizations
 - Decrease ER visits
 - Slow chronic disease progression



Goals for the Practice



Practice Improvements

- Workflow
- Teamwork
- Staff satisfaction
- Provider satisfaction
 - Quality of care
 - Productivity

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TransformSMMED MHIQ
What does your
Medical Home look like?



Questions?

TransformSMMED