








SCPCN Medical Home Action Plan

PCNe Processes	PCNe Goals	PCNe Outcomes	Success Criteria	Indicators	Progress for PCNe Pilot
 <p>Paneling</p>	<ul style="list-style-type: none"> • Active patient registry • Attachment • Care planning • Disease management 	<p>“Know your patients”= better clinical care</p>	<ul style="list-style-type: none"> ★ Panel ID process in place ★ Panel manager role assigned ★ Panel management process in place ★ Clinic staff trained in panel management & QI facilitation ★ Increase PCNe/Medical Home awareness among providers 	<ul style="list-style-type: none"> <input type="checkbox"/> Guide for paneling in place <input type="checkbox"/> Panel manager role in place <input type="checkbox"/> Panel data by physician <input type="checkbox"/> Panel data in use for care planning <input type="checkbox"/> Panel training attended <input type="checkbox"/> Forum attended <input type="checkbox"/> Medical Home assessment (MHA) 	<ul style="list-style-type: none"> ✓ TOP panel guide in place ✓ Panel manager defined ✓ Panel ID & validation process started ✓ Panel management training – 30 attended ✓ QI facilitation training – 8 attended ✓ Panel Forum – 127 attended ✓ Medical Home readiness assessment
 <p>Access improvement</p>	<p>Access management</p>	<p>Improved access to primary care services and patients’ needs addressed in a timely manner</p>	<ul style="list-style-type: none"> ★ Time to third next available appointment (TNA) measurements in place ★ Patient cycle time evaluation in place ★ QI framework to improve access in place ★ Change management strategies to improve patient cycle time in place 	<ul style="list-style-type: none"> <input type="checkbox"/> TNA <input type="checkbox"/> Patient cycle time <input type="checkbox"/> Visit rate <input type="checkbox"/> QI/change management strategies 	<ul style="list-style-type: none"> ✓ Patient cycle time evaluation ✓ Two clinics defined QI strategies ✓ TNA measurements started
 <p>Screening</p>	<p>12 ASaP maneuvers</p>	<p>Improved early detection of risk and disease prevention</p>	<ul style="list-style-type: none"> ★ Screening process mapping & evaluation in place ★ Change management framework for screening workflow ★ Screening in five priorities areas in place ★ Screening Action Plan for 12 ASaP in place ★ EMR screening standardization in place 	<ul style="list-style-type: none"> <input type="checkbox"/> Screening mapping <input type="checkbox"/> QI framework for screening <input type="checkbox"/> Offered screening rate <input type="checkbox"/> Screening planning in place <input type="checkbox"/> EMR utilization rate for screening 	<ul style="list-style-type: none"> ✓ Screening process map ✓ Two clinics defined QI strategies for ASaP ✓ Five initial ASaP maneuvers defined ✓ Initiation of ASaP standard template development for the EMR
 <p>EMR optimization</p>	<ul style="list-style-type: none"> •Data entry standardization • Advanced EMR use 	<p>“Employ your EMR” –</p> <ul style="list-style-type: none"> •fewer errors and less memorization, •greater and faster management of patient information 	<ul style="list-style-type: none"> ★ EMR training and PCN support in place ★ EMR data entry standardization for reports: location and nomenclature ★ Advanced EMR use for ASaP: reminders and alerts ★ EMR standardization for ASaP: templates ★ EMR data extraction for business and care planning in place 	<ul style="list-style-type: none"> <input type="checkbox"/> DSAs in place <input type="checkbox"/> EMR training attended <input type="checkbox"/> EMR support in place <input type="checkbox"/> EMR reminders for ASaP <input type="checkbox"/> EMR data entry standards <input type="checkbox"/> EMR rules and alerts <input type="checkbox"/> EMR templates standardization <input type="checkbox"/> EMR data extraction 	<ul style="list-style-type: none"> ✓ Signed DSAs- 52% (101 physicians) ✓ EMR Wolf training - five PCN staff attended ✓ EMR Med Access Training – in progress ✓ EMR PS Training – in progress ✓ SCPCN EMR support for clinic ✓ EMR reminders implementation – in progress
 <p>Team-based care</p>	<p>Optimized workflow: team engagement</p>	<ul style="list-style-type: none"> •Greater job satisfaction •Distribution of work 	<ul style="list-style-type: none"> ★ Workflow assessment and change management in place ★ Health team effectiveness (HTE) strategies ★ New clinic team roles defined: physician lead, panel manager and assistant ★ SCPCN support team in place: facilitator and evaluator ★ Enhanced communication: QI clinic team meeting in place 	<ul style="list-style-type: none"> <input type="checkbox"/> Workflow assessment in place <input type="checkbox"/> HTE score <input type="checkbox"/> Provider satisfaction survey <input type="checkbox"/> Team roles defined <input type="checkbox"/> QI clinic team meeting in place <input type="checkbox"/> SCPCN QI facilitation in place <input type="checkbox"/> SCPCN evaluation support in place 	<ul style="list-style-type: none"> ✓ Workflow assessment and change management recommendation ✓ Provider PCNe readiness survey – to all providers ✓ QI Clinic team meeting facilitation – two clinics ✓ SCPCN Evaluation Working Group- weekly
 <p>Continuity of care</p>	<ul style="list-style-type: none"> •Patient-primary care provider relationship •Provider-provider info linkage/interoperability 	<p>Improved patient experience and health outcomes</p>	<ul style="list-style-type: none"> ★ Patient-provider agreed-on relationship ★ Physical exams rate improvement ★ Chronic disease management strategies ★ Using eReferrals 	<ul style="list-style-type: none"> <input type="checkbox"/> Validated panel <input type="checkbox"/> Physical exams rate <input type="checkbox"/> Follow-ups rate <input type="checkbox"/> eReferrals (if available) 	<ul style="list-style-type: none"> ✓ Consistent referrals to PCN central services in place ✓ Evaluation of physical exam rate – in progress
 <p>Patient engagement</p>	<ul style="list-style-type: none"> •Medical Home awareness •Patient self-management •Patient feedback 	<p>Improved patient-centered care</p>	<ul style="list-style-type: none"> ★ Patient feedback regarding services in place ★ Patient health outcomes measurements in place ★ ‘Medical Home awareness’ strategies for patients 	<ul style="list-style-type: none"> <input type="checkbox"/> Patient satisfaction survey <input type="checkbox"/> EQ-5D-5L measured <input type="checkbox"/> Medical Home information for patients in clinics 	<ul style="list-style-type: none"> ✓ PMO patient notification poster distributed ✓ SCPCN Medical Home patient notification initiative–in progress ✓ Patient satisfaction survey – in progress

