

Medical Home Measurement: Details and case study

David A. Dorr, MD, MS

Overview / Summary

- There are many ways to measure a Medical Home
- One is the NCQA Patient Centered Medical Home (PC MH)
- A Case Study: The Centers for Medicaid and Medicare Services (CMS) will:
 - Create and run a Medical Home demonstration in **up to 10 states (probably 8), starting enrollment in 2009**
 - Demonstrate: cost neutrality (reduce health care costs by \$400 million) and benefit to patients
- Oregon is likely to be a demonstration state

How did I get involved in this?

- The John A. Hartford Foundation funds our program called Care Management Plus (see www.caremanagementplus.org for details about the program and training opportunities)
- The foundation is funding technical assistance, and we will be participating.

Basics of the NCQA measurement and CMS case study

- Primary care clinics attain accreditation as a Medical Home (Tier 1-3)
- Payments to these clinics will be augmented (Tier 3 > Tier 2 > Tier 1)
- Evaluation of the effect on patients will be performed
- Policy will be decided / improved by a third party evaluator

NCQA Patient-centered Medical Home categories

(1) Access	(2) Patient Tracking	(3) Care Management
(4) Self-management support	(5) Electronic Rx	(6) Tracking tests
(7) Tracking referrals	(8) Performance Measurement	(9) Adv Electronic systems

Criteria (1 example, total category points)

<p>(1) Access “coordinating visits with multiple clinicians ... one trip” Total: 9 pts</p>	<p>(2) Registry and Patient Tracking “Identifying important conditions – Risk factors” 21 pts</p>	<p>(3) Care Management “assessing patient progress toward goals” 20 pts</p>
<p>(4) Self-management support “written care plan to patient/family” 6 pts</p>	<p>(5) Electronic Rx “Prescribing Decision Support” 21 pts</p>	<p>(6) Tracking tests – “Electronic System for managing tests” 13 pts</p>
<p>(7) Tracking referrals 4 points</p>	<p>(8) Performance Measurement “quality of physician communication” 15 pts</p>	<p>(9) Adv Electronic systems “Electronic Care Management Support” 4 pts</p>

Total possible points > 100

Tiers

- ***Tier 1*** 25 points–49 points.
 - Must-pass elements = 5 of 10, with a performance level of at least 50%.
- ***Tier 2*** 50 points–74 points.
 - Must-pass elements = 10 of 10, with a performance level of at least 50%.
- ***Tier 3*** 75 points or more.
 - Must-pass elements = 10 of 10, with a performance level of at least 50%.

Must-pass

(1) Access (2)	(2) Patient Tracking (2)	(3) Care Management
(4) Self-management support	(5) Electronic Rx	(6) Tracking tests
(7) Tracking referrals	(8) Performance Measurement (2)	(9) Adv Electronic systems

Likely augmented / changed for older adults

(1) Access (2)	(2) Patient Tracking – high risk population; function, disability(2)	(3) Care Management – a care manager / coordination
(4) Self-management support	(5) Electronic Rx – drug-age	(6) Tracking tests
(7) Tracking referrals – more coordination issues	(8) Performance Measurement – likely aligned with CMS measures (2)	(9) Adv Electronic systems: Care management information system

IT requirements

- **Basic (Tier 1)** Requires an electronic practice management system.
- **Intermediate (Tier 2)** Requires further IT within the practice, such as an electronic health record (EHR) or e-prescribing capability.
- **Advanced (Tier 3)**
 - Availability of Interactive Web site
 - Electronic patient identification
 - Electronic care management support

What we are striving to improve

- More focus on clinic teamwork
 - ‘Care Manager’
 - Interdisciplinary roles – operate at top of license
- Focus on at risk patients
 - Organic + predefined
 - Some components to all, others to some
- Education / training / skills
 - Allow those with good experience and adaptive skills to prioritize services
 - Education for complex illness / older adults

Take the test

- For a fee, one can take the NCQA assessment to gauge current adherence to the recommendations
- Please contact me at dorrd@ohsu.edu if you are interested.

Questions / comments?

- David Dorr (dorrd@ohsu.edu)
- Phone 503-418-2387
- Care Management Plus training
 - www.caremanagementplus.org
 - Project Manager Kelli Radican 503-494-2567