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You've Become a Patient Centered Medical Home – Tell Your Patients!

by Cathy Levine, Executive Director, UHCAN Ohio
(clevine@uhcanohio.org)

You've made it through NCQA accreditation. You've adopted Electronic Medical Records. You may be receiving enhanced reimbursement to meet quality benchmarks. You've become a "Patient Centered Medical Home." But, have you told your patients?

I'm a patient in an NCQA-certified Patient Centered Medical Home. I suspected something was up when I was able to get a same-week appointment for an urgent problem and my doctor started using a lap top during our appointment instead of flipping through a paper chart. However, I found out about the NCQA certification, not from my doctor's office, but from the Central Ohio Patient Centered Primary Care Collaborative website.

My doctor's practice has gotten much better at making referrals, coordinating care across settings, helping me understand my treatment options. They've worked hard to transform. And they work with me to manage my health. I can even call someone after hours to help me avoid an ER visit. So, shouldn't they tell their patients about the changes and invite patients in as partners in their health care?

What do I, as a patient, need to know that the practice is becoming more *patient-centered*? What does this mean to me?

The practice wants to partner with me to manage and improve my overall health. This means 24/7 access to a human being when a problem can't wait, quick appointments when I have an urgent need — and the practice wants to work with me and will make time to address my worries, make sure I understand, find tools and resources that will help me get active, lose weight, eat better, stop smoking and otherwise manage my own care.



The Ohio Patient-Centered Primary Care Collaborative (OPCPCC) is a coalition of primary care providers, insurers, employers, consumer advocates, government officials and public health professionals. They are joining together to create a more effective and efficient model of healthcare delivery in Ohio. That model of care is the Patient-Centered Medical Home (PCMH).

IN THIS ISSUE

You've Become a Patient Centered Medical Home – Tell Your Patients!	1
PCMH Education Pilot Project Update	2
Trauma-Informed Care	2
Patient-Centered Medical Homes Growth in Ohio	2
State Innovation Model Progress	3
OPCPCC Membership	3
NCQA Discount for OPCPCC Members	3
Announcements and Upcoming Events	3

What can I do as a partner in the PCMH? You tell me.

Consumer Reports provides great information for patients about PCMH on their [website](#). Additionally, the OPCPCC Patient Engagement Learning Center has developed a list of resources, including ready-to-use materials for patients and self-management programs for patients. For more information, contact OPCPCC at PCMH@odh.ohio.gov.



PCMH Education Pilot Project Update

The two-year PCMH Education Pilot Project continues and will end in June of 2014. As of February 2014, 16 of the 45 pilot sites have already achieved PCMH recognition or accreditation (e.g., NCQA, AAAHC, JC). Additionally, 80 percent have implemented changes to optimize access, 72 percent now engage in pre-visit planning, 77 percent have created a risk stratification methodology, 85 percent have collected patient experience data, 74 percent utilize a written plan of care to support patient self-care, and 74 percent monitor and track transitions of care.

TransforMED staff continue to provide support and coaching for practices. Thursday Office Hours calls have focused each week on a different PCMH recognition standard (e.g, measure

and improve performance, plan and manage care). Practices will convene for a learning collaborative meeting in April, during which they will learn from each other and have an opportunity to work on PCMH recognition applications.

Practices have now submitted two quarters of metrics data, which will be analyzed by a practicum student at ODH, with assistance from an intern at TransforMED. Data submitted for the project relates to data needed for the PCMH recognition process (e.g., NCQA Standard 6). For some practices, collecting and reporting the metrics data has been one of the most challenging aspects of the project.

For a complete list of participating pilot sites, please visit the [ODH website](#).

Trauma-Informed Care

By Kim Kehl, Ohio Department of Mental Health and Addiction Services

All across Ohio and the nation people experience trauma on a daily basis, and the impact of traumatic stress is a collective public health concern. Preventing trauma and correctly identifying and responding to it when it has occurred is a benefit to the community as a whole.



One way to approach the problem of trauma is through a model called Trauma-Informed Care. The model assesses a service delivery system and makes modifications based on the basic understanding of how trauma affects the life of an individual seeking services. This is not a new service; rather it is an approach to interpersonal interactions that takes into account the potential scars of a person's past experience.

The Ohio Department of Mental Health and Addiction Services (OhioMHAS) and the Ohio Department of Developmental Disabilities (DODD) are committed to advancing trauma-informed care through a statewide Trauma-Informed Care Initiative. The Initiative is being planned to develop, coordinate and implement a plan for statewide transmission of trauma-informed care in a broad and cost-effective manner, using expertise of internal Ohio resources in consultation with national experts. The initiative began with its first Statewide Advisory Committee in January.

Additional information will follow in the summer newsletter. Until then, please visit the [OhioMHAS website](#) for frequent updates and progress.

Patient-Centered Medical Homes Growth in Ohio

Ohio continues to experience significant growth both in interest in PCMH and the number of PCMH sites in Ohio. The number of Patient-Centered Medical Homes in Ohio has grown from 157 in June 2012 to 372 in February 2014. The 372 sites are composed of 346 NCQA (National Committee for Quality Assurance)-recognized sites, 8 AAAHC (Accreditation Association for Ambulatory Health Care)-accredited sites, and 18 Joint Commission-accredited sites. An interactive map of PCMH practices in Ohio may be viewed on the [ODH PCMH website](#).

State Innovation Model Progress Ohio's Public-Private Healthcare Innovation Plan

During the past few months, the Governor's Office of Health Transformation (OHT) convened more than 100 clinical professionals for 19 meetings to design and discuss how to improve value in five high-cost episodes of care (i.e., perinatal, asthma acute exacerbation, COPD acute exacerbation, percutaneous coronary intervention, total joint replacement). The results are being used by Anthem, Aetna, Medical Mutual of Ohio, UnitedHealthcare and five Medicaid health plans as a starting point for future performance reporting and reimbursement changes that reward better care. More information is available on the OHT website.



[Overview](#)

[Definitions](#)

[Additional detail](#)

OPCPCC Membership

The Ohio Patient-Centered Primary Care Collaborative (OPCPCC) invites you to formalize your membership in OPCPCC. Check out the [OPCPCC website](#) to see the strong list of supporters. **Membership in OPCPCC is free** and benefits include:

- Conferences and networking opportunities
- Quarterly Newsletters
- Ohio PCMH Weekly updates
- Discount code for 20% discount on NCQA application fees

Please complete the [on-line membership form](#), to ensure that you will receive updates about OPCPCC and PCMH activities in Ohio. Please call 614-644-9756 with any questions regarding membership in OPCPCC.

NCQA Discount for OPCPCC Members

As part of the purchase of monthly data feeds from the National Committee for Quality Assurance (NCQA), which are used to populate the PCMH provider map, the Ohio Department of Health (ODH) has received a sponsor discount code for NCQA fees. Members of the Ohio Patient-Centered Primary Care Collaborative (OPCPCC) can use this discount code to receive a 20 % discount on NCQA application fees. The code can be used by OPCPCC members who are not already eligible for other discounts, such as the 50 % NCQA multi-site discount given to practices that have three or more sites that share the same EMR. To use the ODH sponsor discount code, please first complete the free on-line membership form for OPCPCC and then call Amy Bashforth at 614-644-9756 to receive the code.

Announcements and Upcoming Events

Tuesday, March 25 at 11:00 a.m.
April 7 – 13, 2014

Tuesday, April 22 at 11:00 a.m.
Wednesday, April 30 at 10:00 a.m.

Tuesday, May 27 at 11:00 a.m.
Wednesday, June 4 at 9:30 a.m.

Patient Engagement Learning Center conference call
National Public Health Week

Patient Engagement Learning Center conference call
PCMH Education Advisory Group meeting

Patient Engagement Learning Center conference call
Interprofessional PCMH Curriculum meeting

If you have ideas or would like to contribute an article for an upcoming newsletter, please send your ideas PCMH@odh.ohio.gov or call Amy Bashforth at (614) 644-9756.