

OPCPCC Patient Engagement Toolbox

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The Patient-Centered Medical Home (PCMH) approach to health care delivery is an effective model that entails providing focused care to patients through a whole team of healthcare workers versus just one provider. Furthermore, a patient is able to receive proper and adequate care from various providers such as a dietician, psychologist, dentist, social worker, physician, pharmacist, surgeon, receptionist, care coordinator, nurse, nurse practitioner, and physician assistant based on their needs all at one primary care office or clinic. In order to facilitate the understanding and practice of this model, a toolbox has been created by the Ohio Patient-Centered Primary Care Collaborative (OPCPCC) Patient Engagement Learning Center for healthcare systems, providers and patients. It was spearheaded by Thometta Cozart, MPH, CHES, CPH with additional efforts from Tim Perry of HealthCare Too, Emily Williams of Pfizer, and Amy Bashforth of the Ohio Department of Health.

Access to the toolbox can be found through the website version at <http://toolbox.opcpcc.com/>. There is also an excel spreadsheet that mirrors the material on the website available to download and save onto your own computers for reference. They both consist of an introductory page and several categories with materials that are directed towards an audience of providers, patients, insurers, and more. The



The Ohio Patient-Centered Primary Care Collaborative (OPCPCC) is a coalition of primary care providers, health professionals from the medical neighborhood, 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).

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categories presented are: What is a PCMH, Partner with Patients, Self-care Goals, Improve Patient Safety, and Tools for the Practice. Within each category there are various types of resources that serve the purpose of enrichment on the model of a



PCMH and its application, preventive care, health equity, screening, chronic disease, medication safety, patient engagement practices, staff education, motivational interview,

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PCMH Education Pilot Project Pilot



The Patient Centered Medical Home (PCMH) Education Pilot Program was created by Ohio's medical home statute (HB 198 of the 128th Ohio General Assembly). The three components of this project were practice transformation, PCMH curriculum reform, and primary care scholarships.

The practice transformation component of the PCMH Education Pilot Project began in the fall of 2012 and has concluded, with 42 primary care practices in Ohio completing practice transformation portion of the project. The number of PCMHs in Ohio has grown to over 550 sites and the pilot has served as a catalyst for change, especially in the east central, northwest, southeast, and west central regions of the state, in which there was not already significant PCMH activity.

The pilot sites accomplished much during the two-year project and continue to transform their practices. As of January 31, 2015, eighteen of the pilot sites have achieved PCMH recognition through the National Committee for Quality Assurance (NCQA), Accreditation Association for Ambulatory Healthcare, Inc. (AAAHC), and Joint Commission. Additionally, seven more sites have submitted applications and are awaiting decisions and numerous additional sites

are in the process of preparing applications to submit to NCQA for recognition. Several sites have served as a catalyst for change within their health systems and will result in an additional estimated 43 sites becoming recognized PCMHs. For example, two practices in the Adena Health System were pilot sites, but now nine Adena primary care practices have become recognized PCMHs.

The number of sites achieving recognition, alone, is not accurately reflective of the many accomplishments of participating practices. A report from TransforMED highlights many dimensions of the progress made by project participants. For example, 90 percent of practices increased availability of same-day appointments and 97 percent of practices began a risk stratification process, in order to better provide appropriate levels of case management for patients. The progress of sites was remarkable, given that practices received no resources, beyond the transformation assistance contracted through TransforMED, and received no enhanced payments. Pilot sites participated in three learning collaborative meetings throughout the project and shared valuable information and lessons learned on many PCMH transformation topics, including risk stratification methods, using data to guide improvement, including medical and nursing students in the transformation process, and initiating patient and family advisory councils. Much positive feedback was received from pilot sites regarding the value of the learning collaborative meetings and some interest was expressed in continuing these meetings beyond the end of the project period.

Some challenges were encountered during the project, which can provide valuable information for potential future projects. Not surprisingly, various levels of commitment and competency were experienced amongst participating sites. This prompted TransforMED to better tailor coaching strategies for practices during the second half of the project. Some pilot sites did drop out of the project, for various reasons, despite efforts from ODH and TransforMED to retain sites. When the project began, performance metrics were selected for pilot site reporting: three prevention measures, three chronic disease measures, and one patient experience measure. Practices were encouraged to prepare for metrics data reporting during the first year of the project and then asked to provide four quarterly data submissions during

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OPCPCC Learning Centers Update

The Ohio Patient-Centered Primary Care Collaborative (OPCPCC) Communications and Education Learning Center met on Feb. 19 to discuss promotion of the new [PCMH consumer website](#). The Patient Engagement Learning Center created the [PCMH Patient Engagement Toolbox](#) and held their first webinar, "Enhancing the Patient Experience through the PCMH Model" on Feb. 24, with nearly 70 participants. The next webinar is tentatively scheduled for May 26. If you are interested in participating in an OPCPCC Learning Center, please contact OPCPCC at 614-644-9756 or PCMH@odh.ohio.gov.

National Health Service Corps Application Cycles

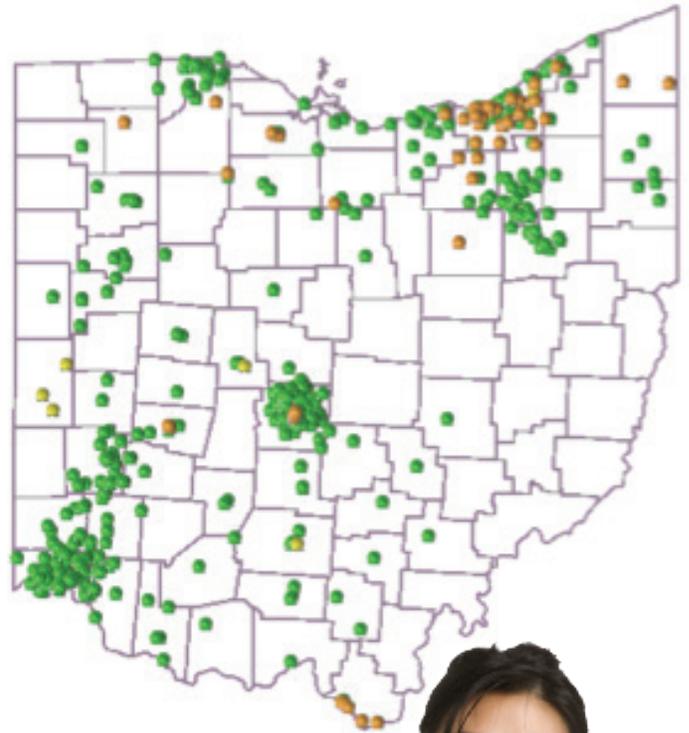
The National Health Services Corps (NHSC) offers financial and other support to primary care providers and sites in underserved communities. There are two important dates in March for NHSC. The NHSC Loan Repayment Program will be accepting applications through March 30, 2015. This program is open to primary care medical, dental and mental/behavioral health clinicians who work at approved NHSC sites in Health Professional Shortage Areas (HPSA). Selected participants may receive up to \$50,000 to repay their health professions loans in exchange for a two-year service commitment. Learn more at: <http://nhsc.hrsa.gov/loanrepayment/>

To become an NHSC-approved site, look for the NHSC site application cycle, which is expected to open in March. Sites must be located in HPSAs and provide primary care medical, dental or mental/behavioral health services regardless of a patient's ability to pay. For more information about becoming an NHSC site, go to: <http://nhsc.hrsa.gov/sites/becomenhscapprovedsite/>

For more information, contact Shane Ford, Recruitment/Retention Coordinator in the Ohio Department of Health Primary Care Office at (614) 466-7475 or shane.ford@odh.ohio.gov

PCMH Growth in Ohio

Growth in the number of PCMH practices continues throughout Ohio. The number of Patient-Centered Medical Homes in Ohio has grown from 360 in February 2014 to 569 in February 2015. The 535 sites are comprised of 511 NCQA (National Committee for Quality Assurance)-recognized sites, 7 AAAHC (Accreditation Association for Ambulatory Health Care)-accredited sites, and 51 Joint Commission-accredited sites. A heat map and an interactive map of PCMH practices in Ohio may be viewed on the [ODH PCMH website](#).



Toolbox continued from page 1

etc. These resources available also provide users with material they can actually use; whether it be checklists, guides, fact sheets, diaries, assessment tools, etc. Furthermore, if we look at the category Improve Patient Safety as an example, viewers are able to see that the goal of this section is to improve safety in the use of medication by teaching users to read labels properly, understand over-the-counter drugs, to use a form to learn how to use a medication, what the FDA guidelines are when it comes to safe use of medication, and what the prevention/avoidance strategies of polypharmacy are. Other forms of safety measures promoted in this section include the prevention of falls, tips for safer surgery, and a health literacy universal

This toolbox is a great resource for those seeking information and material to help facilitate the access and quality of care

precautions toolkit for primary care providers to aid their patients in understanding health information or decreasing miscommunication, allowing the access to healthcare to be easily manageable, which will overall help the patients progress in the status of their health. Being discharged from a hospital is a vital step in the hospitalization process. How effectively this step is carried out can either impede or facilitate the quality of care for both the provider and the patient. This section further addresses this topic by providing a hospital discharge planning guide for families and caregivers along with relative checklists such as those that get patients ready for discharge, or more specifically, for a COPD patient in the process of getting discharged.

This toolbox is a great resource for those seeking information and material to help facilitate the access and quality of care, especially when following the PCMH model. The toolbox will be updated/modified frequently enough to better serve what viewers are looking for. There are comment sections available on the website for viewers as to provide them a space to share their thoughts/advice/recommendations on the corresponding information presented in the toolbox. This toolbox is a valuable resource in promoting awareness of the PCMH model.

Pilot Project continued from page 2

the second year of the project. Submission of quarterly metrics data proved to be difficult for many sites, primarily due to challenges with generating needed reports from electronic medical record (EMR) systems and lack of adequate staffing to manually compile data from patient records. The challenges encountered in this project should enable better planning for future projects, although problems with retention of sites and extracting data from EMRs will likely arise in any PCMH project. Staffing challenges experienced by sites, especially in the absence of enhanced payments or payment reform efforts, should be expected in PCMH transformation projects.

Work continues in regards to the primary care scholarship and curriculum reform components of the project. The project's Education Advisory Group will continue to meet to work on furthering these aspects of the project.

For more information and final reports on the practice transformation portion of the project, please visit the [PCMH Education Pilot Project website](#).

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

Free Oral Health Workshop: Prenatal Oral Healthcare & Treating Children Under Age Three

The Children's Oral Health Action Team is offering free workshops to educate oral health providers and stakeholders about the importance of prenatal and postnatal oral health care and its benefits in the prevention of Early Childhood Caries (ECC). Attendees will learn effective techniques to educate parents and caregivers about the importance of oral health care for infants and young children. Stakeholders including family physicians, pediatricians, nurses, and practice managers are encouraged to attend and 5-hrs of CE's will be available for Dentists & Dental Hygienists – CEU's are pending for Physicians, Nurses and Social Workers. Remaining workshops will be held from 9 AM – 3 PM (lunch included) at:

- March 20: Mercy Medical Center, Mercy Hall, Canton
- April 17: Athens Community Center, Athens
- May 15: The Pinnacle, Toledo
- June 5: Cincinnati Health Department, Cincinnati



[More information and registration](#)

OPCPCC Activities and Events

- Tue., March 24 at 11:00 AM** Patient Engagement Learning Center conference call
- Tue., March 31 at 2:00 PM** OPCPCC Coordinating Council meeting
- Tue., April 28 at 11:00 AM** Patient Engagement Learning Center conference call
- Wed., April 29 at 10:00 AM** PCMH Education Advisory Group meeting
- Tue., May 26 at 11:00 AM** Patient Engagement Learning Center conference call
- Tue., May 26 at 12:15 PM** Patient Engagement webinar

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.