

PCMH Education Pilot Project Pilot Update

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The PCMH Education Pilot Project (H.B. 198) sites are making excellent progress towards transforming to Patient Centered Medical Homes (PCMHs). Two sites have dropped out of the project, so there are currently 48 practices participating in four regions of the state.

The first statewide learning collaborative meeting for the PCMH Education Pilot Project was held on April 13, 2013 and was attended by over 90 individuals. Participants from the pilot practices heard presentations on improving patient engagement and activation and payment reform efforts in Ohio. Breakout sessions were offered on care coordination, care management efficiencies, evidence-based guidelines and risk stratification, and patient-centered access. Lori O'Hearn, RN, BSN and Takaji Kittaka, MD from Adena Family and Internal Medicine in Waverly, one of the pilot sites, presented information about their implementation of risk stratification in their practice. Participants ended the day with an activity on high performing clinical teams, which included graphing practice team perceptions of their practice activities ranging from care coordination to health information technology. The day included extensive information, networking and sharing opportunities.

TransforMED completed a second round of site visits with pilot practices in March, April, and May. Monthly individual calls with practices, as well as monthly group calls, continue. Practices completed the second round of staff and provider satisfaction surveys in May, in order to enable TransforMED to begin to measure changes in staff satisfaction over the duration of the project.

Pilot practices have selected metrics and will begin collecting data for their selected metrics on July 1, 2013. The PCMH Education Advisory Group (EAG) desires to keep the project metrics in-line with the 21 metrics that will be used for the CPCi (Comprehensive Primary Care initiative) Cincinnati-Dayton region



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).

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and has prescribed a basic set of metrics. Practices then selected additional metrics from the CPCi list. All pilot practices will measure patient satisfaction, by asking patients one question about their inclination to refer family and friends to the practice. Three prevention and three chronic care metrics will be measured by each practice. This will result in a

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Choosing Wisely in Northeast Ohio

by Diane Solov, Assoc. Director & Program Manager, Better Health Greater Cleveland



[Better Health Greater Cleveland](#) is one of 21 organizations that have been funded by the [American Board of Internal Medicine \(ABIM\) Foundation](#) to help advance its national [Choosing Wisely](#) initiative. The two-year grant began April 1, and *Better Health* is quickly moving forward on its plans to disseminate a select set of recommendations about low-value tests and treatments for Ohio stakeholders to consider when weighing care options.

The aim of the *Choosing Wisely* is to encourage conversations between patients and doctors by providing recommendations from medical societies on tests and treatments to avoid. The suggestions take the practical form of compact one-pagers dubbed [Five Things Physicians and Patients Should Question](#). About 130 recommendations from 26 medical societies are in the current portfolio. Consumer Reports and the National Business Coalition on Health are among ABIM Foundation partners that contribute complementary materials for non-physician stakeholders.

Better Health's initiative primarily targets generalist physicians (e.g., General Internal Medicine, Family Medicine, Geriatrics) and their trainees (i.e., medical students, residents) while simultaneously engaging relevant specialty disciplines (e.g., Radiology, Cardiology) to help develop and disseminate digital and in-person educational materials and teaching. A synergistic and parallel effort will be developed to reach consumers, both the public at large and patients.

The Ohio Patient Centered Primary Care Collaborative is among 18 partner organizations across Ohio that is working with *Better Health*. Other partners include regional and statewide medical societies and associations, health plans, employers, medical schools, residency programs and media. The ABIM Foundation and the Network of Regional Healthcare Improvement Collaboratives also are assisting grantees and other improvement alliances to coordinate activities, augment messages and share dissemination models. Check out the 'GRANTEES' page on the ABIM Foundation's *Choosing Wisely* website for snapshots of initiatives of funded organizations, including *Better*

Ohio CMMI State Innovation Model Grant Update

Ohio began the six month planning process on April 1 for the State Innovation Models (SIM) grant, an initiative funding by the Centers for Medicare and Medicaid Innovation (CMMI). The design work has begun for episode-based payment and PCMH models in the state of Ohio with leadership from a broad group of internal stakeholders (e.g., Office of Health Transformation, Ohio Department of Job and Family Services / Ohio Medicaid, Ohio Department of Health, Ohio Department of Mental Health, Ohio Department of Aging). As we move forward in the process there will be various opportunities to provide input and learn about the progress on each of these models.

More details about Center for Medicare and Medicaid Innovation's SIM grant are available on the [CMMI SIM web site](#). Ohio's [press release](#) announcement the SIM grant award, a [fact sheet](#) detailing all SIM awards to states by the Centers for Medicare and Medicaid, and the Office of Health Transformation's [payment innovation presentation](#) to the Ohio Senate Finance Medicaid Subcommittee are available on the Governor's Office of Health Transformation web site.

Health's at <http://www.choosingwisely.org/grantees/better-health-greater-cleveland>.

ABIM Foundation grantees are asked to select a handful of recommendations to endorse and disseminate. To date, *Better Health* has designed and fielded a survey to rank partners' priorities in selecting recommendations and convened two meetings of a statewide External Advisory Committee, which has whittled the long list of recommendations to fewer than 10. A Steering Committee has been formed and held its first meeting to further consider the topic list and begin planning tactics for dissemination strategies.

ODH Provider Map Updates

The number of PCMH recognized and accredited sites in Ohio is increasing quickly. In June of 2012, Ohio had 153 NCQA (National Committee for Quality Assurance)-recognized PCMH sites and four AAAHC (Accreditation Association for Ambulatory Health Care)-accredited sites, for a total of 157 Ohio sites. In June of 2013, these numbers had increased to 277 NCQA-recognized sites, five AAAHC-accredited sites, and 11 Joint Commission-accredited sites, for a total of 293 Ohio sites. Additionally, 48 sites are participating in the Ohio PCMH Education Pilot Project, 61 Ohio sites are participating in the Comprehensive Primary Care initiative (CPCi) in the Cincinnati-Dayton region, and behavioral health sites in five counties are participating in Phase I of the Medicaid Health Homes program.



The ODH continues to update the interactive provider map, which provides a visual of PCMH sites in Ohio. Amongst other provider designations, the map enables the user to select from a variety of PCMH categories that will be marked with pins on the map to show geographical locations of sites. Currently, the following PCMH designations can be selected on the map:

- PCMH – AAAHC Recognized
- PCMH – CPCi (area can also be selected under the “Regions” category)
- PCMH – HB 198 pilot sites (PCMH Education Pilot Project)
- PCMH – Joint Commission
- PCMH – Medicaid Health Homes
- PCMH – NCQA

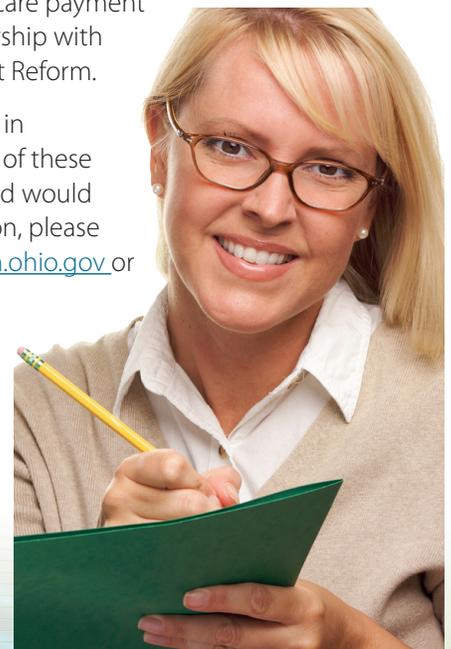
The map enables the user to zoom in and out on the map to view the entire state or close-ups of various regions of the state. Details regarding a specific site can be viewed by clicking on the corresponding pin. PCMH activity on the map is updated bi-monthly. The interactive map may be viewed on the [ODH PCMH web site](#).

OPCPCC Learning Centers

The Ohio-Patient Centered Primary Care Collaborative Learning Centers began meeting in January to determine action steps that can be completed by each Learning Center in the coming months. Over time, OPCPCC leadership discovered that there appeared to be significant overlap in the interests and ideas of participants in the Communications and Marketing Learning Center and the Education Learning Center. As a result, these two Learning Centers will be combined to form a new Communications and Education Learning Center, under the leadership of Kate Mahler, Deputy Executive Vice President of the Ohio Academy of Family Physicians. Ms. Mahler and her colleagues at the Ohio Academy of Family Physicians have been active in promoting the PCMH model and providing PCMH educational opportunities for their members.

The remaining four learning centers are working to assess needs and resources in their respective areas. The Patient Engagement Learning Center held a strategy session on April 19 and is evaluating existing patient engagement resources. The Health Information Technology (HIT) Learning Center developed a health information exchange survey for Patient Centered Medical Home (PCMH) providers, including those who are currently aspiring to become PCMHs. The survey was distributed through provider organizations early in May. This survey also included four questions submitted by the Metrics Learning Center. The Payment Reform Learning Center is exploring methods of assessing the current state of payments for PCMHs, including possible use of a regional healthcare payment scorecard in partnership with Catalyst for Payment Reform.

If you are interested in participating in one of these Learning Centers and would like more information, please contact PCMH@odh.ohio.gov or 614-644-9756.



State Health Improvement Plan



As a component of the public health agency accreditation process, the Ohio Department of Health (ODH) convened public health partners and stakeholders to first complete a State Health Assessment (SHA) and from it develop the State Health Improvement Plan (SHIP). Both the SHA and the SHIP have been conducted with input from a multi-sectorial, statewide Planning Council with broad representation from local health departments, public health organizations, state agencies, Ohio's Prevention Research Centers and academic institutions, healthcare partners and professional associations, regional planning commissions, and other relevant stakeholders.

The process began in 2010 with the SHA, which was completed in 2011. This document was created to help identify and better address the population health needs of the state. The SHA identified indicators and data for 11 areas of focus addressing disease burden, including data on the leading causes of death in Ohio; the prevalence of chronic, communicable, and infectious diseases; unintentional and intentional injury rates; health behaviors, clinical risk factors, and recommended care; maternal and child health; health system access; and environmental health. Using this information, along with additional statewide data and national guidelines (CDC Winnable Battles, National Prevention Strategy, and Healthy People 2020 Leading Health Indicators), the Planning Council next began work on the SHIP.

The SHIP process began in August 2011 with a meeting facilitated by the Association of State and Territorial Health Officials (ASTHO). Priorities were selected for the SHIP to

fit within three categories—Health Improvements, Service Improvements, and Operational Improvements. Once a list of potential priorities was created, the council voted on the top 11, which were later reduced to 9 through consolidation of similar topics. The nine selected priorities, as they fit into the broader three priority categories are:

- Health Improvements
 - Chronic disease
 - Injury and violence
 - Infectious Disease
 - Infant Mortality/Premature Births
- Service Improvements
 - Access to Care
 - Integration of Physical and Behavioral Health
- Operational Improvements
 - Electronic Health Records/Health Information Exchange
 - Workforce Development
 - Public Health Funding

Between February and June 2012, a workgroup for each priority met several times to determine a limited number of high-priority strategies. Each workgroup completed a workplan to describe the overall goal for the priority, and identify a set of strategies and associated action steps, key partners, existing funding to support the activities, and 12- and 24-month outcomes. Workplans were completed in June 2012, with subject matter experts continuing to refine and complete the details throughout the summer. The SHIP was finalized and began implementation in July 2012, with priority workgroups working on their own to move their section forward.

The importance of Patient-Centered Medical Homes was recognized in the development of the SHIP and PCMH is specifically addressed in the Access to Care priority. Strategy 1 of the Access to Care priority is to “Ensure all Ohioans have a patient-centered medical home that assists them in navigating the health care system and is integrated with all providers to provide continuity of care.” Strategy 2 is to “Equip consumers to be full partners in their health care,” which includes educating consumers about PCMH.

To learn more, access [Ohio's State Health Improvement Plan](#) on the Ohio Department of Health

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total of seven metrics that will be measured by each pilot site. All practices must measure tobacco assessment and cessation as one of their three prevention metrics. The most common choices for the additional two prevention metrics selected by pilot sites are mammography screening and colorectal screening. The required chronic care metric is diabetes HbA1c poor control (>9%). The most common choices for the additional two chronic care metrics are diabetes blood pressure control (<140/90) and hypertension blood pressure control.

TransforMED is planning a third round of site visits and a second statewide learning collaborative in September of 2013.

[Click here](#) to view a brief video of Dr. Kittaka from Adena Family and Internal Medicine in Waverly discussing the benefits of transforming to a PCMH.

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, June 25 at 11:00 AM
Thursday, July 11

Patient Engagement Learning Center conference call
PCMH Curriculum Workshop for medical colleges

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.