PCMH-NH
Three Steps for making your PCMH improvements (relatively) painless

Step One: Baseline practice survey. (See attached)
- Correlates with patient experience measures. (1)
- Assesses perceptions and realities of clinical workforce
- Easy and brief – condensed and well-tested.
- Stimulates change.

Step Two: Engage the patient as measurer to put the “PC” in the PCMH.
A single measure is much better than no measure at all. Easy and brief. “I receive exactly the healthcare I want and need exactly when and how I want and need it.”

<table>
<thead>
<tr>
<th>Seven Unique Domains of Patient-Rated Practice Performance</th>
<th>Measure of Agreement (Kappa)</th>
<th>For Each of the Seven Unique Domains the Distribution of Top and Bottom Performing Practices on the Overall Measure of Patient-Centered Care*</th>
</tr>
</thead>
<tbody>
<tr>
<td>Medical Home Composite (Easy Access, Efficiency, Personal Continuity, and Coordinated Care).</td>
<td>Substantial 0.68</td>
<td><img src="image1" alt="Graph" /></td>
</tr>
<tr>
<td>Style of Physician and Staff is Courteous and Helpful</td>
<td>Substantial 0.66</td>
<td><img src="image2" alt="Graph" /></td>
</tr>
<tr>
<td>Communication Composite (Knows History, Explains Well, Educates Well for Disease and Decision-making)</td>
<td>Moderate 0.55</td>
<td><img src="image3" alt="Graph" /></td>
</tr>
<tr>
<td>Patient Confidence with Self-Management of Health Problems</td>
<td>Fair 0.38</td>
<td><img src="image4" alt="Graph" /></td>
</tr>
<tr>
<td>Preventive and Bio-clinical Performance Measures</td>
<td>Fair 0.33</td>
<td><img src="image5" alt="Graph" /></td>
</tr>
<tr>
<td>Activities to Maintain Health and Wellness (Exercise, Healthy Eating, Not Smoking or Excess Drink)</td>
<td>None -0.03</td>
<td><img src="image6" alt="Graph" /></td>
</tr>
<tr>
<td>Self-Monitoring by Patients of Blood Pressure or Blood Sugar</td>
<td>None -0.11</td>
<td><img src="image7" alt="Graph" /></td>
</tr>
</tbody>
</table>

- In conjunction with the practice survey, facilitates sharing of best methods among practices and enables monitoring of performance over time.

Step Three: Enroll in the IIMH
- The best content and method and faculty we know in a condensed, cheap package.
- Includes “PC” technology including “PC” registry, personal health record, automatic feedback, pre-visit planner, etc.
- Go to www.IdealMedicalHome.org for more information and to sign up.
Proportion of Patients Who Strongly Agree
“I receive exactly the medical care I want and need exactly when and how I want and need it.”

Message: on balance, all are low and show considerable variation

The Institute for the
top ideal medical HOME

A Challenge
An Opportunity
A Solution

Considerations for You and Your Practice
Your Time: Your choice of 3 or 4 convenient sessions.
Your Needs: Whether you learn best by reading, seeing, hearing, or doing.
Free technology to transform your practice. CME, Move practice toward certification. Better precepting too.
Your Money: Less than the cost of 8 patient check-ups.
The Quality of IMH and The Faculty:
“Boiled down” and best curriculum from over a decade of testing.
Nationally known faculty with experience in many roles.

...and If you are a Health Care Leader
A special session just for you to spread real and cost-effective innovation across your practices.

Learn more about Considerations and Curriculum →

Why?
Primary Care Practices are being challenged by their national organizations and the national mood to become “Medical Homes” - to deliver and document patient-centered care that is personal and comprehensive; safe, reliable, and of high quality; accessible and coordinated.

The mandate is laudable and desirable...
BUT HOW can a busy practice do and document this while it is also trying to survive and adopt new technology? How can your practice get through the maze? And how does the patient truly fit into this?

How?
• a curriculum based on pre-tested, “boiled-down” tools and methods – simply the best based on feedback from hundreds of primary care practices like yours
• a technology that enables your patients to build a registry for your practice as they automatically receive information tailored to their needs and engage in problem solving, care planning, and shared decision-making.
• a business approach you can adapt to help your practice not just survive, but thrive
• an enjoyable peer learning and sharing environment
• a “one-click-away-dashboard” on which you can receive and review IMH communication and see in real-time the evolving experiences of your patients in your Ideal Medical Home

When?
The Fall session begins October 2009. Preregister now and begin important pre-work

Register for Fall Session →
This survey is intended to attain two objectives:

1. Determine how the practice is functioning and seek your opinion about ways to make it function better. (7 items)
2. Determine respondents understanding of and enthusiasm for the concept of a “Patient-Centered, Medical Home.”(6 items)

Please complete the questions anonymously and return them by _____. We will provide feedback of the results to you by ________.

Thank you.

Part One: About the Practice

1. In this office, I always have the opportunity to do what I do best everyday.
   1 = Strongly Agree   2 = Agree   3 = Disagree   4 = Strongly Disagree

2. In the last seven days, I have received recognition or praise for doing good work.
   1 = Strongly Agree   2 = Agree   3 = Disagree   4 = Strongly Disagree

3. Our office staff works like a team. We have high levels of trust and collaboration. We appreciate complementary roles and recognize that all contribute to a shared purpose.
   1 = Strongly Agree   2 = Agree   3 = Disagree   4 = Strongly Disagree

4. I would recommend this office practice as a great place to work.
   1 = Strongly Agree   2 = Agree   3 = Unsure   4 = Disagree   5 = Strongly Disagree

5. How easy is it to ask anyone a question about the way we care for patients?
   1 = Very Easy   2 = Easy   3 = Difficult   4 = Very Difficult

6. Technology in this office smoothly links patient care with a rich information environment. The information environment is designed to support the work of the clinical team.
   1 = Strongly Agree   2 = Agree   3 = Unsure   4 = Disagree   5 = Strongly Disagree

7. What changes would you recommend to make this office function better:

   ____________________________________________________________
   ____________________________________________________________
Part Two: About the Patient-Centered, Medical Home

8. In your opinion, what are the four most important attributes of a Patient-Centered, Medical Home?

1. ____________________________________________
2. ____________________________________________
3. ____________________________________________
4. ____________________________________________

9. Is there adequate “team time” *(time to interact, problem solve, reflect, etc)* to successfully implement the Patient-Centered Medical Home model of care in your practice?

   1  2  3  4  5
   Not at all adequate  Completely

   How often does the team meet now?____________________

   How often do you think the team should meet?___________

10. Compared to how your practice is functioning now, how important is it to you that the Patient-Centered, Medical Home model of care is implemented at in your practice?

    1  2  3  4  5
    Very little A great deal

11. Compared to how your practice is functioning now, how important is it to the patients that the Patient-Centered, Medical Home model of care be implemented at in your practice?

    1  2  3  4  5
    Very little A great deal

12. How confident are you that the important attributes of the Patient-Centered, Medical Home model of care will be implemented in your practice within the next year?

    1  2  3  4  5
    Zero confidence Great confidence

13. Any additional comments about the Patient-Centered, Medical Home?

   ____________________________________________
   ____________________________________________
   ____________________________________________
   ____________________________________________
A Family of (Free) Tools for Patients and the Population

- Determine “What Matters”
- Determine “What is the Matter”
- Determine Preventive Needs
- Determine Care Experience
- For Ambulatory and Hospital Setting

- Information based on Assessment
- Health-Risk Assessment
- Problem Solving
- Decision-Making
- End-of-Life Guidance
- Personal Health Record
- Care Plan
Sample Patient Testimonials

Made me think of how I've felt over the last few months, prior to actually talking to the doctor. This way I'll be more prepared to discuss my recent health with my doctor.

Hopefully this will help to communicate certain facts to the medical staff that were not previously communicated.

Made me think of how I've felt over the last few months, prior to actually talking to the doctor. This way I'll be more prepared to discuss my recent health with my doctor.

She told me that the survey gave her confidence when she went to see her doctor. She assumed that if mental health questions were important enough to be on the survey, then the issues would be a relevant topic to address within her office visit. She remembers bringing the survey results to her doctor, and he was pleased that she had taken it; she told me that she was surprised to discover that her physician - who she had known for years - was more than happy to discuss her mental health. Though they may not have gone into as much depth about other physical issues as they would have otherwise done, she left the office feeling less depressed as she felt that she finally had an outlet to discuss her emotions.
Congratulations You Have Done HowsYourHealth

✓ Means you have seen before. Choose to review.

For information about thousands of HowsYourHealth users like you, browse the book.

✓ Your Summary Your summary of the survey and recommended readings for review by you anytime.

✓ Your Action Form A summary for your doctor or nurse

✓ Your Management Form and Diary Helpful suggestions for high blood pressure, diabetes, heart disease, and lung disease.

✓ Your Personal Health Record for you to take anywhere.

✓ Email Your action form to your doctor.

Problem Solving a great way to work on any problem
**For Health Professionals**

**Action Form** with optional Pre-visit Review of Systems And Reasons for Visits

Includes patient assets, needs, risks, assigned readings, room for care planning

Sponsor/Clinician can **optionally**:
- Add questions
- Sort by provider
- Activate CAHPS survey items
- Activate email and registry
- Activate disease management and informed consent
- Review Summary for All Patients in time frames
- Review Registry
- and even more...

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**HowsYourHealth Action Form**

<table>
<thead>
<tr>
<th>Age: 50-64</th>
<th>Gender: Male</th>
<th>BMI: 29.3</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>New Concern</strong></td>
<td>muscle aches in legs and back pain</td>
<td><strong>Concern Since</strong> leg issue @ 4 weeks, back pain is semi persistent</td>
</tr>
<tr>
<td><strong>Implications</strong></td>
<td>Further deterioration of spine</td>
<td></td>
</tr>
</tbody>
</table>

**ASSETS**

<table>
<thead>
<tr>
<th>FUNCTION</th>
<th>HABITS</th>
<th>KNOWLEDGE</th>
<th>PREVENTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Feelings - No problems</td>
<td>Generally good health habits</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Social Support - As much as wanted</td>
<td>Does not smoke</td>
<td>Has enough money</td>
<td></td>
</tr>
<tr>
<td>Physical Fitness - Heavy</td>
<td>Does not drink excessively</td>
<td>Had cholesterol test</td>
<td></td>
</tr>
</tbody>
</table>

**NEEDS**

<table>
<thead>
<tr>
<th>CLINICIAN ASSESSMENTS</th>
<th>SUGGESTED READINGS/EDUCATION</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>FUNCTION</strong></td>
<td></td>
</tr>
<tr>
<td>SYMPTOMS/BOTHERS</td>
<td>Exercise and Eating Well</td>
</tr>
<tr>
<td>Joint pain</td>
<td>Health Habits and Health Decisions</td>
</tr>
<tr>
<td>Back pain</td>
<td>Pain</td>
</tr>
<tr>
<td>CONCERNS OR FAMILY HISTORY</td>
<td>Problem Solving Website (at HowsYourHealth.org)</td>
</tr>
<tr>
<td>Diabetes</td>
<td></td>
</tr>
<tr>
<td><strong>HABITS</strong></td>
<td></td>
</tr>
<tr>
<td>PREVENTION</td>
<td></td>
</tr>
<tr>
<td>No education about prostate cancer</td>
<td>Not confident with Self-Management</td>
</tr>
<tr>
<td>Good health habits and no other risk</td>
<td></td>
</tr>
<tr>
<td>ROS Issues: muscle weakness</td>
<td></td>
</tr>
<tr>
<td>Italic = Clinician Unaware</td>
<td>Care Planning and Comments (write below)</td>
</tr>
</tbody>
</table>
For Health Professional
Activate and Use
Behaviorally Sophisticated Patient Registry
(Loaded by Patients)
# Example: Diabetes Care

<table>
<thead>
<tr>
<th>Measure</th>
<th>Range for Patients</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very Good Communication</td>
<td>75-79</td>
</tr>
<tr>
<td>Helped to Live with Condition</td>
<td>67-75</td>
</tr>
<tr>
<td>Very Good Information about Eye Care</td>
<td>50-75</td>
</tr>
<tr>
<td>Very Good Information about Foot Care</td>
<td>37-38</td>
</tr>
<tr>
<td>Very good Information about Adjusting Doses</td>
<td>50-74</td>
</tr>
<tr>
<td>Confident with Self-Management</td>
<td>38</td>
</tr>
<tr>
<td>Home Blood Sugars Often/Always 80-150</td>
<td>44-63</td>
</tr>
<tr>
<td>Last Blood Sugar over 140</td>
<td>13</td>
</tr>
<tr>
<td>Last Cholesterol over 200</td>
<td>0-15</td>
</tr>
<tr>
<td>BMI &gt; 30</td>
<td>13-25</td>
</tr>
</tbody>
</table>
Other Conditions and Issues
Automatically

- Hypertension: 7 measures
- Respiratory: 5 measures
- Cardiovascular: 10 measures
- Emotion: 3 measures
- Pain: 3 measures
- Prevention: age and gender dependent measures
- Other measures such as measures for safety, concerns, symptoms, medication problems, domestic abuse, utilization and sick-days, health habits and risks
Professionals Improve Quality

When you visit your doctor's office, how often is it well organized, efficient, and does not waste your time?

PATIENT EFFICIENCY DATA

Strategies For creating a More Efficient Office Practice. Lynn Ho. JFPM, Sept 2007
Sample Physicians' Testimonials

“There is so much to accomplish in the typical office visit. Sometimes in trying to manage a patient’s diabetes, high blood pressure, medications, preventive needs, etc., we may fail to respond to what is bothering the patient most. The How’s Your Health tool works. I found myself completely changing course during an office visit recently after reviewing a patient’s pre-visit How’s Your Health survey.”

- John Zalewski, MD, Internist, St. John’s Mercy Medical Group

“The first patient to complete How’s Your Health was seen today. I picked up the fact that he’d never received pneumovax and directly addressed his confidence in managing his own condition. Interestingly his lack of confidence seemed to relate largely to the fact that he pulled out an appropriate article and noted the relatively small absolute risk reduction from the device in his circumstances. I used the manufacturer’s website to reassure him that his model had not been recalled. He left much more confident.

I don’t think the visit would have gone the same way without HYH. So thus far I am 1 for 1.”

Rodney Hornbake, MD

“I just wanted to give a success story for a patient of mine who recently used HYH. She did the survey, and when she was done, she hit print to print the action form. Unfortunately, her husband was sitting near the printer and she feared her honesty on the survey with regards to smoking habits would be seen by her husband (who apparently either didn’t know or didn’t want to confront her on this). After sprinting up the stairs, grabbing the form off the printer before her husband could see it and running back downstairs before he could ask “what the hell??” she began to think maybe she would be better off not smoking at all. By the way, she was also embarrassed about her 2-3 glasses of wine a day and has cut back on that.

So she kicked the habit and now has “no secrets left from her husband.”

One in charge: 57%-75%. Perfect care: 28%-58%. Easy access: 38%-42%. Confident: 39%-58%. Wasted time: 47%-83%. Exact care: 12%-58%.

John Watts Haresch MD

“Hows your Health used with physicals picked up pain in a stoic patient yesterday that I only saw once a year ago and uncovered a more insidious chronic issue, and the fact that his specialist hadn’t bothered to answer his phone call for help when he had a kidney infection.”

- Nancy Guinn, MD

Wow, a healthier patient and a healthier relationship just by answering questions. I love a success story when I didn’t have to do anything at all. I’m beginning to like HYH better and better every day!

I don’t think the visit would have gone the same way without HYH.

- John Brady, MD

I got a dash of motivation to look at How’s Your Health data now that some patients have been around long enough to repeat the survey. I looked at the recent 3 months compared to 3 months a year ago.

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