



SPECTRUM HEALTH
The Medical Group

Practice Validation Readiness Tool

WMPN - POWM PGIP Group

Spectrum Health Medical Group

Considerations

What to work on / where to start?

How groups are represented?

How do we work together?

Where do we store information?

How can we simplify for adoption?



Approach

- Formed a steering committee
- Created a gap analysis
- Established regular practice meetings
- Developed PCMH notebooks
- **Enhanced interpretive guideline tool**
- Standardized selected processes
- Spread best practices
- Celebrated achievements

Formed a steering committee

Role

- Prioritizes activities
- Supports key decisions
- Directs to appropriate committees and or decision makers

Representation

- Physician champions for PCMH
- Executive leadership
- Operations management team
- PCMH development and support team

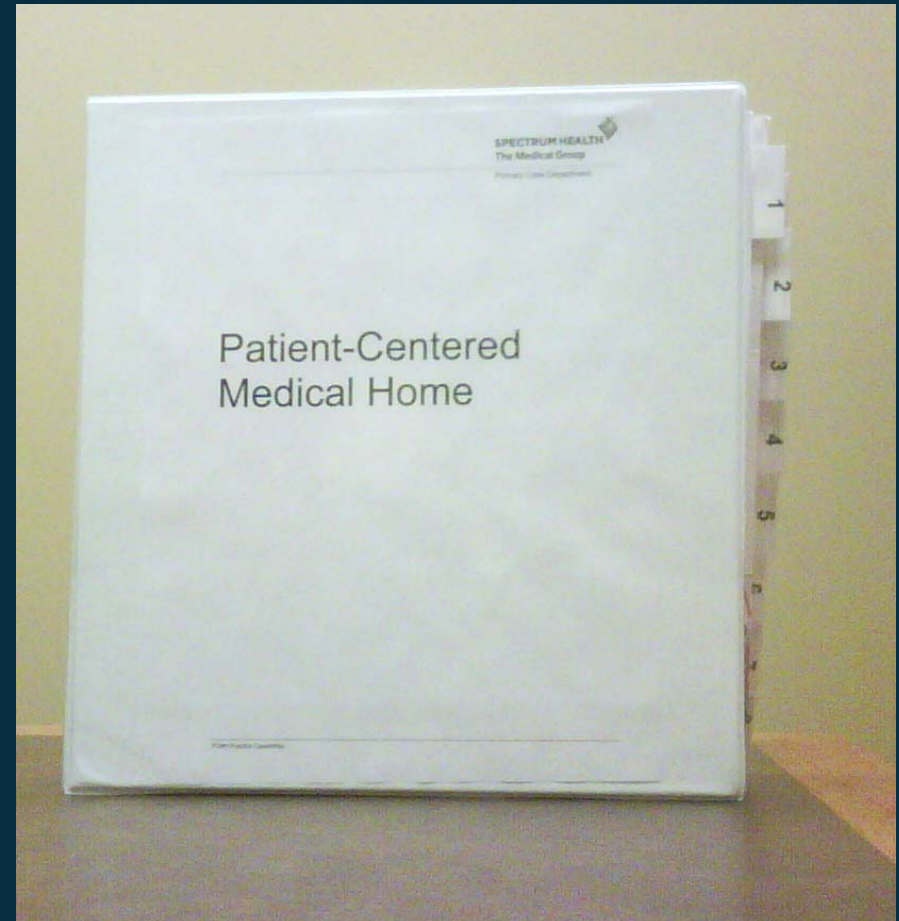
Established regular practice meetings

- Review PCMH concepts
- Evaluate PCMH concepts fit into the vision and values
- Discuss how to engage the practices in creating cultural changes



Developed PCMH notebooks

- Helps practices to view the initiatives as an integrated system
- Provides organization for document storage
- Easily shared with others and facilitates staff training at the practice site





Enhanced interpretive guideline tool

- Breaking down into manageable steps
- Helps identify processes already in place
- Easily links the guidelines to the supporting documentation
- Interpretive guidelines provided structure for existing site processes

1.0 Patient-Provider Partnership	Notebook
<p style="text-align: center;">1.1</p> <p>Practice unit has developed PCMH-related patient communication tools, has trained staff, and is prepared to implement patient-provider partnership with each patient, which may consist of a signed agreement or other documented patient communication process to establish patient-provider partnership</p> <p><u>Guidelines:</u></p> <ul style="list-style-type: none"> ✓ Patient communication process must include a conversation between the patient and a member of the clinical team. In extenuating circumstances, well-trained Medical Assistants who are highly engaged with patient care may be considered a member of the clinical practice unit team. ✓ Documentation may consist of note in medical record, sticker placed on front of the chart, indicator in patient registry, patient log, or similar system that can be used to identify the percent of patients with whom the partnership has been discussed. ✓ Documents and patient education tools are developed that explain PCMH concepts and outline patient and provider roles and responsibilities. ✓ Practice unit team members and all appropriate staff been educated/trained on patient-provider partnership concepts and patient communication process. ✓ Process has been established for patients to receive PCMH information, and for practitioner to have conversation with patients about PCMH patient-provider partnership. ✓ Mechanism and process has been developed to document establishment of patient-provider partnership in medical record or patient registry. 	<p>A. PCMH Brochure</p> <p>B. PCMH Brochure information (process conversation points)</p> <p>C. Wellcentive process workflows that includes the conversation</p> <p>D. Patient Provider Partnership training agenda</p> <p>E. Patient Provider Partnership training attendance sheet</p> <p>F. List the staff completing the PCMH conversation and their title</p>
<p style="text-align: center;">1.2</p> <p>Process of reaching out to current patients is underway, and practice unit is using a systematic approach to inform patients about PCMH, including patients who do not visit the practice regularly</p> <p><u>Guidelines:</u></p> <ul style="list-style-type: none"> ✓ Established patients are defined as, at a minimum, all patients within the practice (regardless of insurance coverage) who have been seen within the past 12 months ✓ Outreach may consist of distribution of material at time of visit <ul style="list-style-type: none"> ○ Outreach may also (but is not required to) include mailings and/or emails, particularly to patients who do not visit the practice regularly <ul style="list-style-type: none"> ▪ Mass mailings do not meet the requirements for 1.3 through 1.8 ▪ Outreach materials should explain the PCMH concept and patient-provider partnership <p>For any reference to a practice having "BCBSM Designation status" please reference BCBSM's recommended language for communications to patients from PCMH-Designated practices</p>	<p>G. Analyst letter describing method for defining current active patients</p> <p>H. Cover letter sent on 11/2/09 that to active practice patients along with the PCMH brochure</p> <p>I. Screenshot of the system website explaining PCMH concepts and emmi video</p>

Standardized selected processes

- For processes in place, investigated and documented. For new processes, created workflow, tools, and documentation
- Standardization with processes that support differing staff ratios, workflow, hours of operation, layout, patient demographics, and other factors

Spreading best practices

- Early PCMH adopters support creates a vision for future processes.
- Provides a template for other practices which reduces duplication and rework.
- Supports collaboration, engagement, and integration.

Examples

Community resources

On-call process

Patient provider partnership process

Open access determination

Medication review process

e-prescribing utilization

Delegation of responsibilities to staff

Referral process

Patient satisfaction outcomes

Celebrating growth



- Helps practices to visualize the processes that are in place
- Helps to set stretch goals and to expand
- Validates the efforts for putting new and improved processes in place

Questions

Validation tool available on BCBS website.

Information / Contacts:

Sue Vos

(616) 486-6714

susan.vos@spectrum-health.org

Pauline Virro-Nic

(616) 486-6754

pauline.virro-nic@spectrum-health.org