

AMH Pilot Updates

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AMH Pilot Updates



Reach of the Pilot

Original Cohort

+ 49 Offices

+ 6 Advanced Networks

+ 1 Independent

+ 141 Providers

New Cohort

+ 29 Offices

+ 3 Advanced Networks

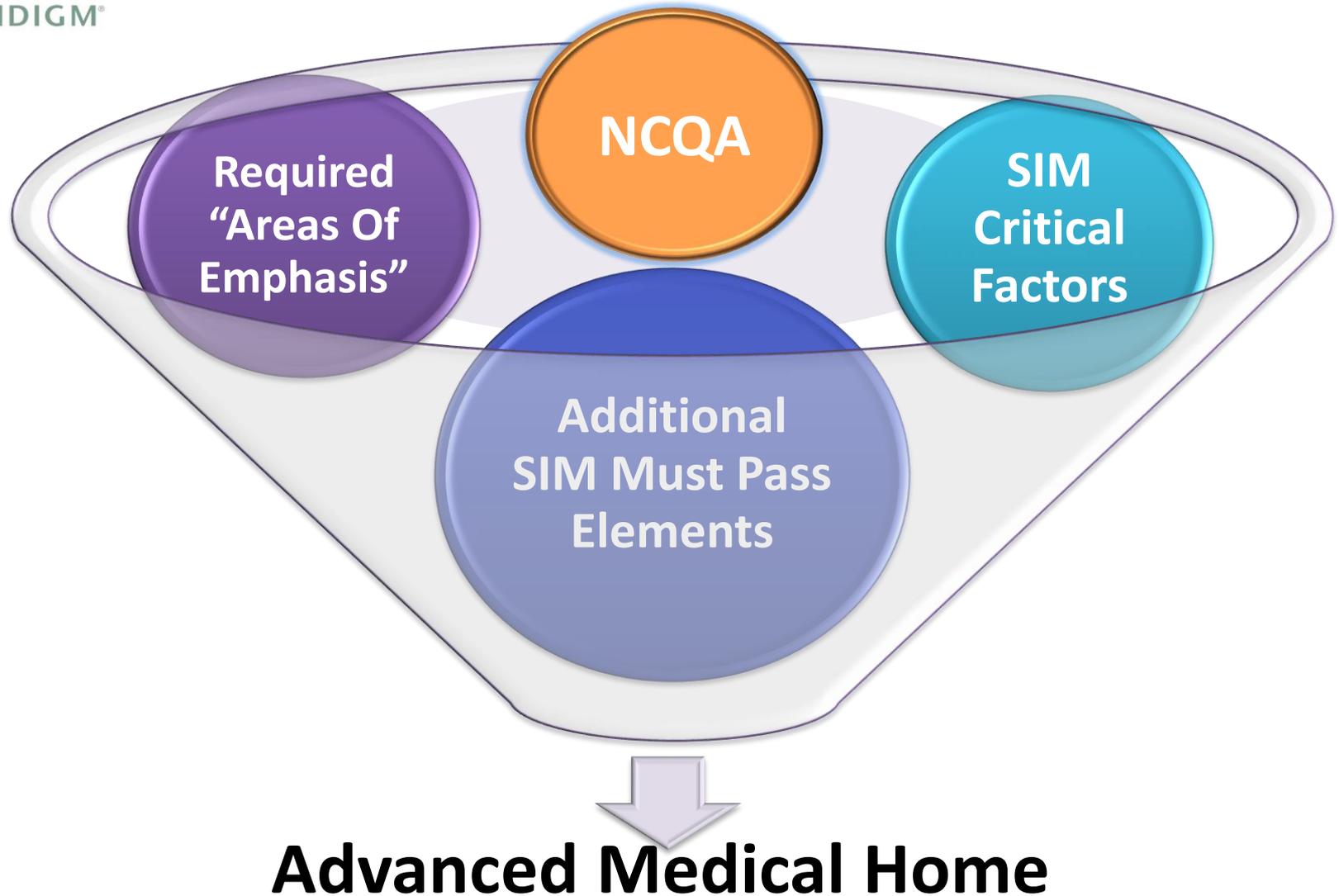
+ 108 Providers

AMH Pilot Updates

- Advanced Networks & Independent Offices
 - Attrition: 1
- 10 offices submitted to NCQA as of April



Advanced Medical Home Components



***Planetree® is being tested and may be considered for inclusion as a required element in AMH.*

Benefits and Challenges

Advanced Networks

Benefits

- ✓ Care coordination
- ✓ More resources
- ✓ Better access to data

Challenges

- Communication
- Bureaucracy

Independent Practices

Benefits

- ✓ Communication
- ✓ Easier to make decisions

Challenges

- Lack of infrastructure
- Lack of leadership

AMH Pilot Updates

- Interventions
 - Webinars
 - Surveys & Assessments
- Quality Improvement Measures
 - Diabetes Metrics
 - Access to Care (Press Ganey)
 - Transition of Care Calls
- Accommodations and Modifications in response to:
 - Staff Changes
 - Time Table Changes
 - Results of Needs Assessments





AMH Areas of Emphasis

- **Standard 2: Element C**
 - Practice should be knowledgeable about CLAS, disparities, and populations served by the practice
- **Standard 3: Element C: Factors 2, 6, 10**
 - Integration of health literacy and health assessments
- **Standard 4: Element A**
 - Improvement of care experience and care management
- **Standard 4: Element E**
 - Integration of shared decision making
- **Standard 5: Element C**
 - Identifies patients with unplanned readmissions and shares clinical information with hospitals
- **Standard 6: Element D**
 - Address at least one identified disparity in care/service for identified vulnerable population



Evaluation Tools

| Evaluation Tool | Frequency | Description |
|-------------------------------------|--------------------------------|--------------------------------------------------------------------------------------------------------------------|
| PCMH-A | Baseline, 6 months, conclusion | Used to help sites understand their current level of 'Medical homeness' and identify opportunities for improvement |
| Qualidigm Needs Assessment | Baseline | Used to assess leadership, culture and demographics of a practice. Used to develop an office specific plan. |
| AMH Pre- and Post-Assessment | Baseline, conclusion | Used to assess feelings of burn-out; EHR use; and a host of other questions based on the SIM Physician Survey. |
| Quality Improvement Measures | After PCMH Standard 6 | List of those quality measures chosen by each practice to fulfill this NCQA requirement. |



Evaluation Tools

| Evaluation Tool | Frequency | Description |
|---------------------------------------------------|-------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------|
| Planetree Baseline Observation Report | Baseline | Onsite visit conducted at the beginning of the pilot, includes observation of office workflow, and impromptu interview with patients, families and staff. |
| Planetree Transformation Validation Report | Conclusion | Onsite visit occurs at the end of the pilot to validate the bronze criteria have been fulfilled. |
| Staff Satisfaction Survey | Baseline, conclusion, 6 months post | Survey is completed by practice staff. |

Evaluation Tools: Trends

Baseline Needs Assessment & PCMH-A:

- Opportunities for Improvement
 - Measuring Patient Experience
 - Care Management
 - Care Coordination
 - Engaged Leadership



Evaluation Tools: Trends

Baseline Needs Assessment & PCMH-A:

- Strengths
 - Advanced Networks
 - Patient Feedback





Evaluation Tools: Trends

- AMH Pre-Assessments
 - Feelings of burn-out: a few times a month
 - Behavioral health referrals: very challenging
 - Use of EHR: somewhat positive effect on quality and reducing cost

Evaluation Tools: Trends

- Staff Satisfaction Surveys
 - Teamwork is an essential driver of satisfaction
 - Staff feels burdened
 - Perceived cultures of safety



Formative Evaluation of the Q-P Process

- Webinar evaluations
- Customer satisfaction surveys
- Office-specific plans
- Planetree baseline observation report



Measure Change from Baseline

- What contributed to successful AMH transformation?
 - Themes
 - Lessons Learned





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