

Defining and Measuring the Patient-Centered Medical Home

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Adapted from:

The PCMH: Setting a Policy Agenda
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Stange KC, Nutting PA, Miller WL, et al. Defining and measuring the patient-centered medical home. *Journal of General Internal Medicine*. 2010 Jun;25(6):601-12.

Summary

- Primary care leads to health benefits
- Patient Centered Medical Home (PCMH)
 - Advanced primary care
 - Enhanced benefits
- How to measure the PCMH
- NCQA PCMH Tool: pros and cons
- Alternatives to NCQA

Principles of Primary Care

- **First Contact Care:** Access
- **Longitudinality:** Continuity over Lifespan
- **Comprehensiveness:** Whole Person
- **Coordination:** Integration with rest of health care system
- **Family and Community Centered**

Starfield B. Primary Care Concept, Evaluation and Policy. 1st ed. New York: Oxford University Press; 1992

Principles of PCMH

- Personal physician (clinician)
- Physician-directed medical practice
- Whole person orientation
- Care is coordinated and/or integrated
- Quality & safety
- Enhanced access
- Payment recognizes added value

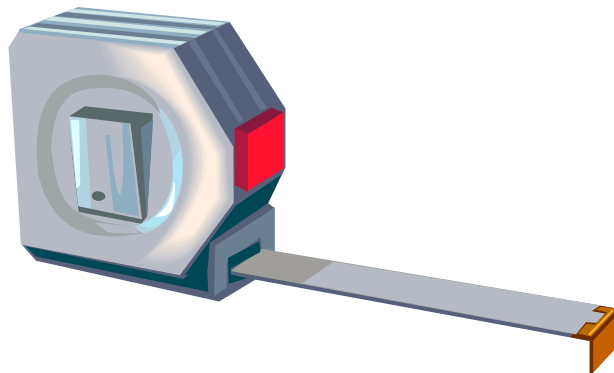
Benefits of Primary Care/PCMH

- Better population health
- Lower cost
- Less inequality
- Better health care quality
- PCMH shown to enhance benefits of Primary Care

Starfield B, Shi LY, Macinko J. Contribution of primary care to health systems and health. *Milbank Q.* 2005;83(3):457-502.

Landon BE, Gill JM, Antonelli RC, Rich EC. Prospects for rebuilding primary care using the patient-centered medical home. *Health Affairs.* 2010 May;29(5):827-34

Principles for Measuring the PCMH



1. Primary care principles

2. New technology & approaches

- Caveats:
- Tendency to over-emphasize instrumental/technical aspects
- Tendency to under-value relationship and patient-centered aspects
- Tendency to expect benefits too soon: Outcomes take 5-10 years
- Great potential for unintended consequences if not careful

NCQA Measure

- Most common and well-known measure
 - Used by many health plans
 - Most common definition in studies
- **9 Standards:**
 - Access and communication
 - Patient tracking and registries
 - Care management
 - Patient self-management support
 - Electronic prescribing
 - Test tracking
 - Referral tracking
 - Performance reporting and improvement
 - Advanced electronic communications

NCQA Measure – 166 practice-report items

- 46% Use of information technology
- 14% Care for 3 specific chronic diseases
- 13% Systems for coordinating care
- 9% Processes for accessibility
- 5% Performance reporting
- 4% Tools for organizing clinical data
- 2% Use of non-physician staff
- 2% Collection of data on patient experience
- 1% Preventive service delivery
- 1% Continuity of care
- 1% Patient communication preferences

O'Malley AS, Peikes D, Ginsburg PB. Qualifying a Physician Practice as a Medical Home Policy Perspective: Insights into Health Policy Issues. No. 1 December, 2008. Available at:

<http://www.hschange.com/CONTENT/1030/#ib1>

What's Missing?

- Comprehensiveness of care
- Patient perspective
- Relationships/Trust
- Mental health
- Neighborhood/Community
- Longitudinal person & population outcomes
- Developmental process of transformation

Nutting PA, Miller WL, Crabtree BF, Jaén CR, Stewart EE, Stange KC. Initial lessons from the first national demonstration project on practice transformation to a patient-centered medical home. *Ann Fam Med.* 2009;254-26.

Biggest Problem with NCQA Measure

- Enormously time and resource-intensive
- Extremely costly
- Our office achieved level 3 PCMH – at a cost of \$20-30K
- That is the reason most small offices do not pursue NCQA certification
- Re-certification is somewhat less expensive (but still very time consuming and expensive)
- Our office decided not to pursue re-certification
- NCQA not realistic for Delaware

Alternatives to NCQA Measure

- Primary Care Assessment Tools (PCAT)
 - Developed at Johns Hopkins by Starfield, et. al.
- Primary Care Assessment Survey (PCAS)
 - Developed by Dana Safran, ScD
- PCAT and PCAS perform better than NCQA-PCMH
- Require <10% of the resources of NCQA-PCMH

Measuring Medical Homes: Tools to Evaluate the Pediatric Patient- and Family-Centered Medical Home. Rebecca A. Malouin, PhD, MPH, and Sarah L. Merten, MPH. Accessed at: https://medicalhomeinfo.aap.org/tools-resources/Documents/Monograph_FINAL_Sept2010.pdf

Conclusions



- PCMH represents enhanced primary care
- Improves access, outcomes, cost
- Measuring PCMH is important
- NCQA: most well-known and widely used tool
- Very costly, misses or under-measures many key components of PCMH
- Not realistic for small practices in Delaware
- Other tools are better and much less costly