Introduction and Welcome:

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Center for Health Policy
MO HIT Assistance Center

Presenter:
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Founding Partner
BizMed

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Jump Start Your Medical Home
New Program from the MO HIT Assistance Center & BizMed
Before we begin....

Phones

- All phone lines will remain open, so you can ask questions at any time during the presentation.
- To improve audio quality, we ask that you mute your line when you are not speaking, and that you don’t place this line on music hold. Thank you.

Webinar link

- Slides and audio will be posted on the MO HIT AC website at www.ehrhelp.missouri.edu
CME Credit Available

- CME link will also be posted on the MO HIT AC website at [www.ehrhelp.missouri.edu](http://www.ehrhelp.missouri.edu)

- Detailed instructions provided after today’s presentation
CME Statement

- The Office of Continuing Education, School of Medicine, University of Missouri is accredited by the Accreditation Council for Continuing Medical Education (ACCME) to provide continuing medical education for physicians.

- The Office of Continuing Education, School of Medicine, University of Missouri designates this live Internet educational activity for a maximum of one AMA PRA Category 1 Credit™. Physicians should only claim the credit commensurate with the extent of their participation in the activity.

The learning objectives of this live Internet educational activity are:

- Understand the Patient Centered Medical Home model of primary care delivery
- Take the necessary steps to transition to a medical home model of care and apply for NCQA PCMH recognition

- Speaker Disclosure: Margalit Gur-Arie has indicated the following conflict of interest: Equity position at BizMed. Additionally, as the chairman of this series, Dr. Lanis Hicks has no conflict of interest to disclose that would lead to bias in the selection of topics and/or speakers of this series. Actual disclosure forms are available upon request.
About Us....

MO HIT Assistance Center
Missouri’s Federally–designated Regional Extension Center

University of Missouri:
- Department of Health Management and Informatics
- Center for Health Policy

Partners:
- BizMed
- Hospital Industry Data Institute (CAH)
- Missouri Primary Care Association
- Missouri Telehealth Network
- Primaris

BizMed
*Physician–Driven, Patient–Focused, Practice–Centric* solutions

Supporting physicians in office–based practice with:

- **free** software tools to simplify and accelerate quality improvements and national recognition initiatives (PCMH, PCSP, PCMN, etc.)

- Integrated software and services solutions that are comprehensive, scalable, affordable and personalized for each practice
Disclosures

This regional extension center is funded through an award from the Office of the National Coordinator for Health Information Technology, Department of Health and Human Services Award Number 90RC0039/01.

Cerner and the University of Missouri Health System have an independent strategic alliance to provide unique support for the Tiger Institute for Health Innovation, a collaborative venture to promote innovative health care solutions to drive down cost and dramatically increase quality of care for the state of Missouri. The Missouri Health Information Technology Assistance Center at the University of Missouri, however, is vendor neutral in its support of the adoption and implementation of EMRs by health care providers in Missouri as they move toward meaningful use.
Medical Home JumpStart Level I

Unit 1: Introduction & Overview
Joint Principles (AAFP, AAP, ACP, AOA)

1. **Personal physician**
2. **Physician directed medical practice**
3. **Whole person orientation**
4. **Care is coordinated and/or integrated**
5. **Quality and safety**
6. **Enhanced access**
7. **Payment that recognizes the value added**
Why now?

CMS Initiatives

ACO – Accountable Care Organization
eRx – Electronic Prescribing
MU – Meaningful Use
PCMH – Patient Centered Medical Home
PQRS – Physician Quality Reporting System
VBP – Value Based Purchasing

One Unified Standardized Program
Benefits of the Medical Home

PCMH

To the Practice…
• More efficiency
• Better workflows
• More adherence
• Less burnout
• Happier staff
• Happier patients
• Better payments

To the Patient…
• Better health
• Better experience
• Coordination
• More resources
• Better access
• More support
• Lower costs

To the System…
• Reduced costs
• More preventive and proactive care
• Healthier and more productive communities
NCQA PCMH Recognition

(National Committee for Quality Assurance)

PMCH 1: Enhance Access and Continuity
   Same day appointments, after hours access, team work….

PMCH 2: Identify and Manage Patient Populations
   Collect and use clinical data for population management..

PMCH 3: Plan and Manage Care
   Evidence based, identify high risk patients, manage care…

PMCH 4: Provide Self-Care Support and Community Resources
   Engage patients, care plans, use community resources……

PMCH 5: Track and Coordinate Care
   Orders, referrals, transitions of care track and follow-up…

PMCH 6: Measure and Improve Performance
   Implement, measure, report on Quality Improvements
NCQA PCMH Recognition Process

Commit → Understand → Implement

Perform → Document → Submit

6 Standards → 28 Elements → 152 Factors

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<th>Recognition Level</th>
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<th>Must-Pass Elements</th>
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**BizMed Medical Home JumpStart**

**Practice responsibility**

**Commit**

**Understand**
- Small learning units
- Simple logical order

**Implement**
- Best Practices
- Policies & Guidelines

**Document**
- Templates & Tools
- Review & Remedy

**Submit**

**BizMed responsibility**
Medical Home Roadmap

**JumpStart Level I**
**The Basics**
- Laying the infrastructure
- Policies & guidelines
- Build on current practice
- Checklists & logs
- Implement small change
- Track and measure
- MUST PASS elements

- 15 Webinars
- ~40 hours of effort

**JumpStart Level II**
**Electronic Practice**
- EHR utilization
- Leverage Meaningful Use
- Incremental change
- Track, measure & report

- 9 Webinars
- ~25 hours of effort

**JumpStart Level III**
**Advanced Practice**
- Advanced infrastructure
- Advanced EHR utilization
- Implement change
- Measure results
- Advanced optional topics

- 11 Webinars
- ~35 hours of effort
# JumpStart Level I - Curriculum

## BizMed Medical Home JumpStart Level I

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**Basic Operations**

**Infrastructure**

**Caring for Patients**

**Care Transitions**

**Measure Quality**
## JumpStart Levels II & III (Preview)

### Level II
Building on Meaningful Use

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<td>Health Assessment</td>
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<td>Add On: Outreach &amp; Evidence Based Care</td>
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<td>Webinar 8</td>
<td>Tracking: After Hours Phone Advice</td>
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<td>Tracking: Hospital &amp; ER Utilization</td>
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### Level III
Advanced Quality of Care

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BizMed Medical Home JumpStart Level II

BizMed Medical Home JumpStart Level III
Weekly Learning Process

15 webinars and small weekly assignments are delivered

Materials, documentation tools and templates provided

You review materials and customize to your needs

Your progress is continuously reviewed and assistance is provided

Make necessary changes to your workflow and track information

Final submission review is conducted and your application is submitted

Coaching Modalities
- Phone
- Email
- Web
- In Person/Onsite
Practice Responsibilities

- Choose at least one PCMH champion/lead
- Allow time for weekly webinars
- Complete NCQA application process
- Complete assignments in timely manner
  - Conduct initial assessment/survey
  - Customize provided materials to fit your practice
  - Generate a few reports
  - Document medical home activities in your practice
BizMed Toolbox

✓ FREE web based software to manage PCMH recognition
✓ All materials, templates and tools are in the software
✓ Enables collaboration with your coach/facilitator
✓ Keeps track of your progress and scoring
✓ Builds and aggregates your supporting documentation
✓ Performs the final submission to NCQA
BizMed Toolbox – PCMH Project

The command center for the project:
My Projects/PCMH Recognition…./NCQA Dashboard
BizMed Toolbox – PCMH Materials

Continuously updated body of useful tools and templates:
Toolbox/Patient Centered Medical Home/Tools and Templates

BizMed Toolbox
Free web-based tools for the business of medicine

- Home
- My Projects
- Toolbox
- Library
- Settings

Welcome, MWeidby18

Electronic Health Records
- Patient Centered Medical Home Assessment
- Tools and Templates
  - Patient Self-Management
  - Referral Tracking
  - Medical Home Education
  - Population Management
- Care Management
- Clinical Practice Guidelines
  - Diabetes
  - Hypertension
  - Obesity
  - Asthma
  - Pharyngitis
  - Same Day Appointments
  - CLAS
  - Continuity of Care
  - High Risk Patients
- The Care Team
  - Record Review Work Book
  - Patient Experience Survey
  - Quality Improvement (QI) Policies

Patient Centered Medical Home/Tools and Templates/Care Management/Clinical Practice Guidelines/Diabetes
- ADA Standards of Medical Care in Diabetes - 2013
- VA/DoD Management of Diabetes Mellitus - 2010
- VA/DoD Clinical Practice Guidelines for the Management of Diabetes Mellitus - Version 4.0, August 2010
- VA/DoD Management of Diabetes Pocket Card 2010
- Customizable MS Word templates - Please review, revise and change as needed.
- Diabetes Management Template 2

BizMed™

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Unit 1: Assignments

- Sign up for your BizMed Toolbox account
- Take the Express Assessment
- Fill out the JumpStart Practice Survey

Unit 1: Materials

- BizMed Toolbox – Registration Instructions
- Instructions for Taking an Express Assessment
- Instructions for Taking the JumpStart Survey
- Introduction to the Medical Home JumpStart Level I
What’s Next?

PCMH recognition will be part of physician Medicare/Medicaid reimbursement no later than 2017 and most likely a lot sooner, and for all other payers as well.

The Missouri HIT Assistance Center in partnership with BizMed offers the following service options:

- **Free Software Tools**  
  For practices with enough time, resources and expertise

- **Free Software Tools** + **Self paced learning program**  
  For those who only want a roadmap and are committed to working independently

- **Free Software Tools** + **Self paced learning program** + **Various levels of consulting**  

Up to 20% discounts on NCQA application fees may also be available to MO HIT AC participants.
For More Information

To sign up for the **free** BizMed Toolbox, visit:
www.bizmedtoolbox.com

To learn more about the programs, visit:
www.bizmedsolutions.com

To contact us, email:
info@bizmedsolutions.com
Or call: 1-866-861-0160
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- Look for today’s Webinar title
- Fill out the survey and submit
- Surveys must be submitted by 12/20/2013

If you need assistance with the survey, please contact Nick Butler at butlern@missouri.edu

Help us improve our webinar program, and take a few minutes to fill out the survey, even if you are not interested in CMEs. Thank you in advance!
THANK YOU!