



Update from the Maine Patient Centered Medical Home (PCMH) Pilot Leadership; January, 2010



Maine's Patient Centered Medical Home 2009-Year in Review

It is hard to begin to fathom all that has happened in 2009 with regard to the Maine Patient Centered Medical Home Pilot! Here is our (fun) attempt at the "Year in Review" ...

'Twas January, 2009, when all through the State,
Maine PCMH Pilot applicants were awaiting their fate.
Applications were submitted by practices with care,
In hopes to hear the decision by May of the year.

The conveners were excited about the meetings they had led,
And visions of Maine's PCMH Pilot danced in their heads.
The Selection Committee with applications in fist,
Set out to identify ten practices to enlist.

When what to their wondering eyes did appear,
But 52 applications, not too few as they had feared!
Away to the conference room they flew like a flash,
To start application reviews with more questions to ask.

It didn't take long for the Committee to know,
They had a tough job ahead of them—a tough row to hoe.
With so much interest and talent in the mix,
The Committee decided to up the number and to select 26!

So by May, 2009, the finalist practices were picked,
And Lisa and Sue started calling all 26...
Now Belgrade, now Blue Hill, now Dexter and Newport,
Now Central Maine, now Court Street, now Community Health Center and Seaport.
Now DFD Russell, now Lifespan, now Westbrook IM and Four Seasons.
Now EMHC Center for FM, Husson IM, and Penobscot Pediatrics.
Now Mid-Maine IM, now MMC Family Medicine, and Winthrop Pediatrics.
Now Penobscot Community Health Center, now Helen Hunt Health Center, now Husson
Pediatrics and Swift River.
Now Westbrook Pediatrics, now Winthrop FP, now Wilson Stream, and SMMC
Primecare.
Together we will work over the next three years,
To change, improve and to transform patient care!

As every successful team requires a proper greeting,
We met in June for the PCMH Launch meeting.
Up to Maple Hill Farm all 26 practices flew,
With excitement and questions and with their physician leaders, too!
Into the PCMH model, payment and core expectations we did dive,
To set the stage for the pilot before it went "live".

And then, post "Launch" meeting we started the "ramp up",
With practices working on NCQA recognition and payor contracts.
In July, enter in our fabulous Quality Improvement Coaches,
To assist with the process and to avoid any glitches.

And just when the ramp up phase was over and we thought we were done,
October had arrived and it was time for Learning Session II!
So back to Maple Hill Farm we all did convene,
To cover leadership, change, and building the team!

We started to find out as Winter neared,
That several practices from the NCQA did hear.
Their application had been reviewed and the e-mails did say,
They had been recognized by the NCQA as a PCMH—yeah!!

With so much left to do in the months and years ahead,
One thing that we hope is that your decision to participate you won't dread.
If we all work together then anything we can conquer,
So here is to success and to our work in the New Year!
Happy New Year and thank you all for your hard work and diligence in 2009!

Lisa Letourneau, Maine PCMH Director
Sue Butts-Dion, Maine PCMH Program Manager

Count Down to Learning Session #2!!

February 12th, 2010, marks the date for the second Maine PCMH Learning Session. The focus of the meeting will be on Enhanced Access and Care Management—two of our next Core Expectations. A detailed agenda will be circulated over the next few weeks.

The meeting will, once again, be held at the Maple Hill Farm in Hallowell, Maine. After much discussion and deliberation with the PCHM Patient Transformation Subgroup, it was agreed that it would be best to go back to the original plan to have only the three identified as the practice core leadership team attend the Learning Sessions with the plan being for them to take the information back to spread throughout the practice. This decision was made in response to the feedback from both the June and October meetings where participants reported in evaluations that the sessions were too large to do the intense kind of work necessary to transform practices. As you may recall, the original Memorandum of Agreement required consistent attendance by all members of the practice Leadership Team at 1-day Learning Sessions three times per year for the duration of the Pilot. The “Leadership Team” was further defined as a lead primary care physician or nurse practitioner, practice administrator, and a clinical support staff.

An on-line registration will be available over the next few days and we will notify all practices via e-mail.

PCMH Communication Calendar

In an effort to keep everyone fully informed of the upcoming events related to the Maine Patient Centered Medical Home, we have included the communications calendar for the Maine PCMH Pilot in the general on-line Quality Counts calendar. You can find the calendar by clicking on the “Calendar & Events” tab of the Quality Counts website at www.mainequalitycounts.org.

The calendar is dynamic and will be updated as we continue to identify new ways and forums for supporting practices with their transformation to the medical home model. While we will also send out notices of any updates via e-mail, please be sure to check the calendar frequently for any additions!

If you have improvement suggestions or questions, please contact Sue Butts-Dion at 207-283-1560.

Patient Experience Survey

All practices have now received their patient experience surveys and are working diligently to distribute them to and collect them from patients! Once again, this 40-question survey was designed to assess the care that patients are receiving as we begin

the Pilot and will be re-administered at the close of the project. The survey asks specifically about the patients' experience with the practice during their most recent visit. If you need additional copies of the distribution protocols or surveys, please contact Sue Butts-Dion at sbutts@maine.rr.com or at 207-283-1560. Sue will be in touch with each of the Pilot practice administrators on a weekly or as-needed basis to update them on where practices are relative to achieving their target sample size. We look forward to hearing what patients are saying about their experiences and to using the feedback for continued improvement of care for patients and families!

Tips from the Top--How to Increase Patient Experience Survey Response: On our first calls with Pilot Practices on December 30th, several shared ways that they have found successful in getting patients to complete the surveys. One tip shared by Husson IM and Lifespan was to have the provider or MA hand out the surveys in the exam room, explain to the patient what to do with it and ask patients to please complete after the visit. Margaret Towle, from Dexter Family Practice, commented, "*At the check out window, it is so hectic and we have had so many different people covering, the process was slow. Now, (having heard this tip via Linda Coleman, QI Coach) the MA explains the project at the end of vital signs and hands them the survey to fill out in the waiting room after the visit. It is working great! I have had to empty the box 3 times each day. We will be done in no time.*"

Yet another technique was having the providers not only hand out the surveys but also write hand written notes on sticky notes to attach to the surveys encouraging and thanking patients in advance for completing the surveys. Still others are handing out descriptions of the Maine Patient Centered Medical Home Pilot and/or brochures along with their surveys. Thank you all for your great ideas and keep them coming!!

Technical Assistance Update

By now, many of you may have heard from those providing technical assistance to the Maine PCMH practices, either directly or via a Quality Improvement Coach. As noted in the October, *Update*, PCMH leadership identified several opportunities for practices to receive additional assistance with more in-depth baseline assessments around several of the Core Expectations. Specifically, assistance with assessing Health Information Technology, Behavioral and Physical Health Integration and Patient and Family Involvement. The partner organizations, contacts and descriptions of assistance in each area are as follows:

- Patient and Family Involvement: Consumers for Affordable Health Care, Darcy Shargo

Darcy will work with practice teams to help them actively include patients and families in their redesign efforts and to achieve their shared goals for patient centered care.

- Health Information Technology: Maine MSO, Jeffrey Whitley

The Maine MSO is available to review the current state of HIT in participating practices and to make recommendations to help the PCMH Pilot practices prepare to report the

required clinical quality data to the Maine PCMH Pilot and/or to reduce the cost and effort required to deliver the data.

- Behavioral and Physical Health (BH-PH) Integration: Neil Korsen, MD, Center for Outcomes Research and Evaluation

Dr. Korsen and his team will work directly with Pilot sites to implement specific steps to improve BH-PH integration. In addition to conducting a baseline assessment of the current behavioral-physical health integration capacity, Dr. Korsen will offer technical assistance to practices to make further improvements. You and/or your Quality Improvement coach can expect some communications from Dr. Korsen and his team over the next few weeks to begin assessment activity.

A reminder that, while these services are of tremendous value, participating in the technical assistance support in all but the behavioral and physician health integration is voluntary. Participation is not mandated but rather offered to participating practices at no cost because we believe these partners provide considerable assistance to practices.

If you have additional questions or would like to start conversations with these individuals immediately, please contact Sue Butts Dion at 207-283-1560 or to Lisa Letourneau at 207-415-4043.

NCQA Status Update

As of January 1st, 2010, nearly half of the ME PCMH Pilot practices (12) had received notification of receiving recognition from the National Committee on Quality Assurance (NCQA) under their Physician Practice Connection-Patient Centered Medical Home recognition program. Of those, at least four received Level 3 recognition—the highest level awarded by the NCQA. NCQA leaders have informed us that more practices will be announced over the next few days and weeks. Once again, participating payers have indicated that they will pay retroactively for any Maine practice achieving recognition by February 1st, 2010. If you have questions about the recognition, please contact Sue Butts-Dion at 207-283-1560.

WIHI-A Great Opportunity

WIHI is an exciting new "talk show" program from the Institute for Healthcare Improvement (IHI), connecting people to the cutting edge of health care improvement. It's free, it's timely, and it's designed to help dedicated legions of health care improvers worldwide keep up with some of the freshest and most robust thinking and strategies for improving patient care. A 60-minute program is offered live every other week, or you can listen to recordings of the broadcast later at your convenience. WIHI is your opportunity to meet up with colleagues who want to improve patient care and shape a true health reform agenda.

Be sure to check out some of the upcoming topics at the following link [IHI WIHI Sessions](#).

PCMH Practice Improvement Tips—Discussion Forum

Question posted from Mary Alice Simon from the Penobscot Valley Community Health Center in Bangor, Maine: "We are asking clinicians and team members to devote more and more time to huddles (For more on huddles, see [Huddles-Transformed](#)), pre-visit planning, and care management. I am wondering what other practices have done to remove some of the work from the clinicians desktop. What is working? What failed? What protocols were written to help drive some of the work away from clinicians and spread among the care team?"

Do you have suggestions for Mary Alice? If so, please forward them to Sue Butts-Dion at sbutts@maine.rr.com and she will post them under the PCMH section of the Quality Counts website.

AND, even more exciting, you will have the opportunity to start posting your own questions and improvement tips on our new On-line Discussion Forum! Based on your feedback at the previous learning sessions, we are currently in the pilot phase of the on-line discussion space. Each practice manager and lead clinician will be given a username and password over the next day or two and asked to test the site. We look forward to testing and receiving feedback!