



# Practice Improvements in Medical Homes

Kathryn Smith, RN, MN

Associate Director for Administration

USC University Center for Excellence in Developmental Disabilities

Childrens Hospital Los Angeles

Child Health Policy Research Symposium

The California Endowment

March 2, 2009



# Benefits of a Medical Home

- International and within-nation studies indicate that a relationship with a medical home is associated with better health, on both the individual and population levels, with lower overall costs of care and with reductions in disparities in health between socially disadvantaged subpopulations and more socially advantaged populations (Starfield and Shi, 2004).
- The evidence provides moderate support...that medical homes provide improved health-related outcomes for children with special health care needs (Homer, et al., 2008).



# Medical Home

- AAP definition- model of delivering primary care that is accessible, continuous, comprehensive, family centered, coordinated, compassionate, and culturally effective.
- AAFP, AAP, ACP, and AOA joint principles- comprehensive primary care for children, youth and adults...personal physician, physician directed medical practice, whole person orientation, care that is coordinated and/or integrated, quality and safety, enhanced access, and appropriate payment.



# Primary Care

- Accessibility for first contact care, long term person focused care, comprehensiveness of care, coordination of care (Starfield and Shi, 2004).



# National Committee for Quality Assurance

- Physician Practice Connections<sup>®</sup> – Patient-Centered Medical Home<sup>™</sup> (PPC<sup>®</sup>-PCMH<sup>™</sup>) emphasizes the systematic use of patient-centered, coordinated care management processes.
- Program standards include:
  - Access and communication
  - Patient tracking and registration forms
  - Care management
  - Patient self-management support
  - Electronic prescribing
  - Test tracking
  - Referral tracking
  - Performance reporting and improvement
  - Advance electronic communications
- <http://www.ncqa.org/tabid/631/Default.aspx>



# Medical Home Index

- Center for Medical Home Improvement-  
the Medical Home Index
- Includes both provider and family  
assessment tools
- Domains, themes and levels
- [www.medicalhomeimprovement.org](http://www.medicalhomeimprovement.org)



# Medical Home Index

- Domains include:
  - Organizational capacity for CSHCN and their families
  - Chronic condition management
  - Care coordination
  - Community outreach
  - Data management
  - Quality improvement



# California Medical Home Project

- 7 local coalitions throughout the state, in the following counties: Alameda, Contra Costa, Shasta, LA, Santa Clara, Solano/Napa/Yolo, and San Benito
- Charged with working to increase both the number of family-centered medical homes for children with special health care needs and the number of children who have access to them
- Members of the coalitions included local agencies, family resource centers, health plans, physicians, parents and others.





# California Medical Home Project

- Practice improvements included:
  - Teaching parents to use care notebooks
  - Sponsoring parent peer support groups
  - Prescription referral pads and laminated posters of local resources
  - Identification of CSHCN in the practice
  - Longer appointments for CSHCN



# Constraints to Medical Home Practice

- Resources
  - Time
  - Money
  - Appropriate staff
- Lack of knowledge about the model
- Issues with terminology
- Lack of experience with practice improvements



# Resources

- [www.medicalhomeimprovement.org](http://www.medicalhomeimprovement.org)
- [www.medicalhomeinfo.org](http://www.medicalhomeinfo.org)
- <http://mchneighborhood.ichp.ufl.edu/medicalhomela/>
- [Kasmith@chla.usc.edu](mailto:Kasmith@chla.usc.edu)