



BRONX HEALTH ACCESS

*TOWN HALL - DEFINING SUCCESS
ACROSS OUR NETWORK*

WELCOME!

October 28th, 2016

Topic	Speaker
Breakfast and Registration	
Welcome	<ul style="list-style-type: none"> • Chris Arce –<i>Director, Stakeholder Engagement, BHA</i> • Doris Saintil Phildor – <i>Site Director, BHA</i>
PMO Updates	<ul style="list-style-type: none"> • Dennis Maquiling –<i>Executive Director, BHA</i> • Victor Demarco – <i>Chief Financial Officer, BLHC</i>
Primary Care: The foundation for Healthcare Transformation <ul style="list-style-type: none"> • PCMH Overview • Journey to PCMH: A Provider story 	<ul style="list-style-type: none"> • Allison Spencer - <i>Insight Management</i> • Dr. Frank Babb- <i>Hudson Heights IPA</i>
Patient Success Stories <ul style="list-style-type: none"> • Asthma • Managing Care for Super Utilizers 	<ul style="list-style-type: none"> • Alexandra Smith-<i>Program Manager, 3dii</i> • Shali Sharma – <i>Department Director, HomeBase and Home to Stay, BronxWorks</i> • MAX Series Team
Workforce Development Success Stories	<ul style="list-style-type: none"> • Duane Granston – <i>Senior Project Manager, BHA</i>
Network & Wrap-up	<ul style="list-style-type: none"> • PMO Team Members • Town Hall Speakers

SUCCESS

noun | suc·cess | \sək-'ses\

Simple Definition of SUCCESS

- : the fact of getting or achieving wealth, respect, or fame
- : the correct or desired result of an attempt
- : someone or something that is successful : a person or thing that succeeds

Source: Merriam-Webster's Learner's Dictionary



INSIGHT MANAGEMENT CORP

Obtaining Patient Centered Medical
Home Transformation and Certification

What is Patient Centered Medical Home?

A Patient-Centered Medical Home is a team-based model of care led by a ***personal physician*** who provides continuous and coordinated care throughout a patient's lifetime to maximize health outcomes.

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	2008 Standards	2011 Standards	2014 Standards
EMR Based	65%	50%	37%
Clinical Based	35%	50%	63%

Patient Centered Medical Home Statewide Program: Revised Policy and Incentive Payments

NCQA's third set of PCMH standards was released, and the 2014 standards "raise the bar" even higher than the 2011 standards, placing greater emphasis on care management, team-based care, and integrating behavioral and physical health care services, as well as setting additional standards for improving overall quality of care to patients.

Conclusion:

2014 requires higher
levels of PRACTICE
TRANSFORMATION.

Challenges in Achieving Practice Transformation

There are many “Critical Elements” necessary for any practice to achieve practice transformation and become a Level 3 Certified PCMH. Some of these elements can be challenging, especially for the smaller independent practices. Insight Management takes extra time to focus practice staff and clinicians in the following area:

- Proper EMR integration
- Referral Tracking
- Proper and Complete Documentation
- Structured Data
- Huddles

Improved Patient Outcomes

Numerous studies have indicated that primary care delivered using a medical home model has affected the following areas:

- Improved Quality of Care
- Improved management of chronic medical conditions
- Improved Patient Experience
- Expanded and Improved Care Coordination
- Improved PCP Appointment Access with reduced wait times
- Reduction in ED visits
- Reduction in hospital admissions

INSIGHT'S SERVICES

We will prepare your practice and consult in the following areas:

- ✓ Readiness assessment; Gap Analysis
- ✓ Workflow mapping and support for Transformation;
- ✓ Develop and implement written protocols for office processes to achieve Transformation;
- ✓ Operational evaluation and support;
- ✓ Clinical condition selection;
- ✓ Training of Professionals and Staff
- ✓ Implementation of Standards and Objectives
- ✓ Performance monitoring; and
- ✓ Electronic health record-focused
- ✓ Preparation, Submission and Revisions of Applications
- ✓ Manage Pre-Certification Audits

Q & A