Bluegrass Community Health Center
Achieving PCMH Recognition

- Lauren Bishop, Director of Quality
- March 27, 2013
Preparations

- Empanelment
  - EMR documentation
  - Create policy, train, audit

- Same Day Scheduling
  - Develop schedule templates
  - Create policy, train, audit

- Conditions of Focus
  - Define by ICD-9 codes
  - Create picklist on superbill

- Care Plans with Self-Management Goal
  - Develop, train, audit

- Clinical Reminders
  - Select, develop, mail letters
More Preparations

- Clinical Summary
  - Develop, train, audit
- Template Design
  - Develop, train, audit
- Social Services Orders
  - Create picklist on superbill
- Referral Tracking
  - Documentation
- Data by Site and by Provider
  - Create reports
Survey Tool Tips

- Self-assessment, notes, documents
- Use worksheets for Standards 3, 4 and 6
- Name documents by standard, element and description
- “Documented processes” can be described in notes
- Print list of documents in library and double check
- Have someone else review
- Double check that no document has identifiable patient data
Mock Survey Findings

- Labeling, highlighting, explaining
- Double booking ≠ same day access
- Process for documenting after-hours calls in record
- Process for explaining PCP concept to patients and giving brochure to patients
Mock Survey Findings

- Staff (other than MDs) participation in QI activities
- Team meetings at least 2x/week
- Document referrals to community services
- Track referrals to specialists. Include in referral: urgency, pertinent clinical findings, purpose
Official Survey Findings

- 1D1 “The attached policy explains that patients are expected to select a primary provider. The script is used to help staff explain the concept of a primary provider to staff when scheduling appointments. The clinical summary is given to patients at the end of each visit and, again, explains the concept of a primary provider”

- 2C1-4 and 2C6-9 “Attached are screenshots of templates used to enter this information into the medical record. Upon hire clinical staff are trained to use the templates.”
Official Survey Findings

- 2D4 “Phone calls are made to patients notifying them of drug recalls. 2 reports we ran this year for that purpose are attached.”

- 6B4. “My business card is located at each check-out station and my phone number is listed in the New Patient Brochure so patients know they can contact me with feedback. In addition to trying to resolve the situation, I present trends at the monthly Administrative Meeting and quarterly at Board of Directors Meetings. Staff also know to call me with patient feedback. Complaint log attached.”
Moving to Level 3

- KHIE
- Radiology interface
- Patient portal
- Documentation