Patient Centered Medical Home

HealthPoint’s Plan for Implementation

Goal of this Presentation

1) A Roadmap for implementation

2) Usable techniques for implementation strategy

I don’t have all the answers, but I have some of the answers!
We all know the “Why”
Here is the “How”

These steps will make the planning and implementation manageable

Go through the NCQA’s Standards

1) Write a number 1 by the things your practice is already doing (even if you don’t currently meet the percentage required)
   - It helps to start where you already have some momentum (do the easy things first)

2) Write a number 2 by those things that your team thinks would be easiest to implement
   - Easy is a relative term! This could be things that would not require drastic changes or be things that staff and providers could be excited about even if they do require such changes.
Go through the NCQA’s Standards

3) Write the number 3 next to the hardest to implement factors

- Note that not all factors need to be implemented (see NCQA standards book detail)

Complete each of these steps separately and completely before moving on to the next.

What does this accomplish?

• It demonstrates that you are already on your way
• Breaks the process into small steps so you have somewhere to start
Breaking it down even more!

- Go back through everything with a number 1 and pull your data/documentation to get an idea if you truly meet the factor. If so, mark with a check to demonstrate no further work is needed. If you need to improve your percentage on a factor, mark with an asterisk.
  - It would also be helpful to document how far off you are from the goal

Create a ‘To Do’ List

- In excel or word list each factor that is marked with a 1 and an asterisk. These are your first goals.
- Set a reasonable target date for successful implementation for the list as a whole (based on how many factors are on your list)
- Based on your target date and number of factors decide which of the factors to work on first and how many, if any, to work on at the same time. Document these dates next to the factors
Create a ‘To Do’ List

• On a second tab in excel list all the factors marked with a 2.
  – Do not set target dates yet. These should be set when you are nearing successful implementation of the first list.

• On a third tab list all the factors marked with a 3.
  – Once you are near completion with your tab 2 list, set target dates for your third tab

You now have a Project Plan

• You likely will need to list steps for each factor that must be completed in order to complete the task

• You should also assign specific team members who are responsible for each step

• Many factors require % of patients to be reported. The tasks next to each factor should include the development of any reports needed (or indicate if the report already exists)
The Roadmap

• Whatever documentation is necessary for each factor, complete it as you go (this could be a P&P, workflow diagram, EMR template snapshot or report (see Documentation requirement in the NCQA handbook)
  – Whatever you use doesn’t have to be perfect, but if you gather them/create them as you go and it will keep you organized and make the process easier. You can always tweak as necessary later.

Roadmap Continued

• We found we had many of these documentation requirements
• We also found we were doing many of the requirements but didn’t have them documented.
• The bottom page of each standard in your Manual should also include the list of reports used to demonstrate the standard.
Roadmap Complete

• You will tweak your Project Plan ("To Do" List) several times. These are living documents so don’t get frustrated.
• Your plan doesn’t need to be fancy, it just needs to be easy to follow!

HealthPoint’s Progress

• We are building factors into our EMR
  – We have done so gradually so that it is now a routine part of the provider’s steps during any visit
• We aren’t making a big deal out of it
  – This project can be overwhelming, so instead of talking about it in terms of the big picture, we focus only on the factors we are currently working on. It keeps the anxiety level low and the buy in easier.
HealthPoint’s Progress

• We keep our implementation team small
  – Everyone has the opportunity to give input and feedback but the initial decisions are made in small groups.

Key to HealthPoint’s Success

There are a lot of elements and a lot of people that have gotten us to where we are with this project, and will get us to be recognized as PCMH Level 3, but the core essentials have been/are

• Simplified Project Plan
• The documentation of policies/requirements, how we are going to meet each factor, even before we begin implementation the factor
• Our EMR