

Patient Centered Medical Home Practice

by Barbara Wall, JD

Based on experience with a variety of practices, Hagen Wall Consulting recommends that the following content and services be offered to leaders sponsoring or developing Patient Centered Medical Home (PCMH) practices. This basic structure must be adapted to the individual practices for optimal results.

Workshops to Support Change Management

Attendees may include administrative leads, physician champions, IT leads and clinic managers from the practice or health care system and health plan and/or employer leads for their projects.

Session #1 - Strategy development and action planning

- Review of a basic template of a plan for the project
- Advice and assistance in selecting the patient care categories and clinical performance measures for improvement that are best suited to the organization

Session #2 - Customer and stakeholder engagement and satisfaction

- Development of a communication plan to engage patients and health care partners in care coordination
- Discussion of tools and methods to assess customer desires and measure satisfaction with new processes

Session #3 - Measurements and analysis

- Advice on selection and calculation of baseline data and selection of key short term and long term outcome measures
- Data, information resources, and technology assessment, including guidance on development/selection of reporting and decision support tools and discussion of internal and external resource needs

Session #4 - Engaging the workforce

- Discussion of considerations in resource needs and planning for roll-out to the entire practice
- Planning for communication and reporting to internal constituents
- Considerations in development of a training plan

Session #5 - Process change implementation and change management

- Advice and discussion with the administrative and PCMH team leaders and in prioritizing, implementing and evaluating redefined work processes
- Guidance in developing the procedures for information gathering and process change with key care coordination partners.

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Session #6 - Results

- Sharing early results; advice on current issues and possible approaches for workshop participants.

Consulting Services

Services include design and implementation of a plan specifically tailored to the medical practice and its larger organization and/or sponsoring organization. PCMH practice development focuses on clinical outcomes improvement, process redesign, use of decision support tools and identifying opportunities to improve the methods and procedures of all aspects of an organization. No two practices are the same and each set of solutions will be customized to the organization.

Training

Development and delivery of a training program with materials and training includes:

- Development of an organization-specific plan for training (on-site or remote) with training materials
- Training with office staff that usually employs a “train the trainer” approach
- Physician training focused on decision support tools and EMR use, including training of experts (often from Information Technology staff) who will be available to physicians after implementation.

Contact the Alliance at 206-616-8461 OR alliance@u.washington.edu.