

Patient Centered Medical Home Arbor Health Plan Practice Transformation

Program
December 5, 2014



Presented by:

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Arbor
Health Plan

- The PCMH model is developed with a team within the Arbor clinic that is vested in the transformation.
- Team decides on three diseases to focus on
- Timelines are established
- Tools are developed based on clinic needs
- Staff training is completed
- Project is monitored and changed as needed
- Documents are gathered and cross checked with the criteria to determine if changes or updates are needed

Barriers with transformation include:

- ❖ Appointment availability for after hours and/or weekends
- ❖ Lacking in provider buy in
- ❖ Electronic Medical Record capabilities and lack of funds to upgrade
- ❖ Lack of providers and dedicated staff
- ❖ Lack of understanding in the PCMH model
- ❖ Lack of policies and procedures.

Overview of PCMH
practice site program
participants.



CHILDREN AND ADOLESCENT CLINIC- HASTINGS

- Clinic Contact: Dave Long
- Number of Providers: 9
- Arbor Members in panel: 1,477
- Start Date: May 2013

PCMH Status

- State criteria Tier I and II met
- NCQA Status: Documents being readied for submission by end of December 2014



PRAIRIE PEDIATRICS-SIOUX CITY (2 Locations)

- Clinic Contact: Sandi Tomlinson
- Number of Providers: 11
- Number of Staff: 36
- Arbor Members in panel: 1,435
- Start Date: September 2013

PCMH Status

- State criteria Tier I and II met
- NCQA Status: Documents being readied for submission by end of February 2015



PAWNEE COUNTY MEMORIAL HOSPITAL- PAWNEE CITY

- Clinic Contact: Jim Kubik
- Number of Providers: 6
- Number of Staff: 16
- Arbor Members in panel: 40
- Start Date: December 2012

PCMH Status

- State criteria Tier I and II met
- NCQA Status: Documents being readied for submission by end of December 2014

- Clinic Contact: Jina Santos
- Number of Providers: 3
- Number of Staff: 15
- Arbor Members in panel: 38
- Start Date: December 2012

PCMH Status

- State criteria Tier I and II met
- NCQA Status: Documents being readied for submission by end of December 2014



MARY LANNING CLINICS (4 Locations)

- Clinic Contact: Tammie Johnson
- Number of Providers: 25
- Number of Staff: 16
- Arbor Members in panel: 155
- Start Date: October 2013

PCMH Status

- Currently gathering documents for State criteria Tier I and II
- NCQA Status: In process of documents being gathered. Site will apply for NCQA recognition by end of March 2015



THAYER COUNTY HEALTH SERVICES AND MEDICAL CLINIC- HEBRON

- Clinic Contact: Melissa Grummert
- Number of Providers: 6
- Number of Staff: 15
- Arbor Members in panel: 34
- Start Date: May 2014

PCMH Status

- Currently gathering documents for State criteria Tier I and II
- NCQA Status: In process of documents being gathered

Medicaid Health Plans of America

2014-2015

Best Practices Compendium

An anthology of Medicaid managed care best practices



MHPA Best Practice Recognition

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Developing Patient-Centered Medical Home (PCMH) Expertise in a Health Plan Network: 2014 Update

Description:

Arbor Health Plan continues to develop and implement a practice-transformation program to assist primary care practices in meeting the requirements of a patient-centered medical home (PCMH). The program provides a step-by-step guide and monthly meetings with Arbor Quality staff to assist practices to meet Nebraska PMCH requirements and position itself for National Committee for Quality Assurance (NCQA)-certification. Arbor Health Plan has engaged 11 practice sites; all 11 practices have applied for NCQA PCMH certification and five practices have met the state's Tier I and Tier II PCMH requirements within two years of implementation.

Abstract:

The PCMH is a transformative model for the delivery of comprehensive primary care whose key principles have been defined as:

- Access to a personal physician who leads the care team within a medical practice
- A whole-person orientation to providing patient care
- Integrated and coordinated care
- Focus on quality and safety (2007 Joint Principles for the Patient Centered Medical Home)

Using the PCMH model, practices seek to improve the delivery of care by ensuring it meets the individual patient's needs first and foremost. No PCMH-certified practices existed in Arbor's service area prior to the initiation of Arbor Health Plan's PCMH program.

Key Objectives:

- Enhance the patient experience of care, including quality, access, and reliability
- Control or reduce the per capita cost of care or increase efficiency
- Improve delivery of benefits



Staff at Children and Adolescent Clinic in Hastings receives PCMH award.

MHPA Best Practice Recognition.

Children and Adolescent Clinic-PCMH recognition



Arbor Babies
Are
Healthy Babies

The logo for Arbor Health Plan features the word "Arbor" in a dark green, elegant script font. To the left of the letter "A" are three stylized green leaves of varying shades, arranged in a fan-like pattern. Below "Arbor" is the text "Health Plan" in a smaller, dark green, sans-serif font.

Arbor
Health Plan

