

# Patient-Centered Medical Home Project Framework

## June 2009

### 1) *What is the purpose of the project?*

To advance patient-centered medical home (PCMH) innovation in our community.

### 2) *What are the objectives of the project?*

- a) Strengthen Primary Care: Improve care coordination and access for patients
- b) Payment Reform: Align incentives between payors and providers

### 3) *What is the proposed design for the demonstration project?*

- a) Population: ~30,000 insured adults in Franklin County
- b) Primary Care Redesign: Incorporates NCQA measures and Chronic Care Model
  - i) NCQA – align incentives based on three levels of PCMH measures
  - ii) Chronic Care Model – adopt and implement evidence-based guidelines for up to three chronic conditions (from top eight ambulatory care visits: arthritis, cancer, cerebrovascular disease, depression, diabetes, hypertension, heart disease, lower respiratory disease)
- c) Payment Redesign – financial incentives from payors to providers for participation and achievements

### 4) *What are the next steps to advance the project?*

- a) Health Plan commitments
  - i) Agreement to work with other health plans and providers on establishing common PCMH standards (need to reach at least 50% of a provider's patient panel for project to be feasible)
  - ii) Agreement to provide financial incentives
- b) Provider commitments
  - i) Agreement to work with other health plans and providers on establishing common PCMH standards
  - ii) Agreement to redesign practice using NCQA and Chronic Care Model structures
- c) Payor/Purchaser/Provider/Consumer agreement to commit human (time) resources to participate on a PCMH Project Collaborative to:
  - i) Set Aims: What are we trying to accomplish?
  - ii) Establish Measure: How will we know that a change is an improvement?
  - iii) Select Changes: What changes can we make that will result in the improvement?
  - iv) Test Changes: Testing change in the real work setting – by planning it, trying it, observing the results, and acting on what is learned. This is the scientific method used for action-oriented learning.

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Project coordinated by:



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