

PATIENT CENTERED MEDICAL HOME – THE EHR IS NOT ENOUGH.

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January 14th, 2011

What is Patient-Centered Medical Home?

2007 Joint Principles of the Patient-Centered Medical Home

- Personal physician
- Physician directed medical practice
- Whole person orientation
- Care is coordinated and/or integrated
- Quality and Safety
- Enhanced access
- Payment

NCQA Physician Recognition in PPC-PCMH



- Access and Communication (7)
- Patient Tracking and Registry Functions (21)
- Care Management (20)
- Patient Self-Management Support (6)
- Electronic Prescribing (8)
- Test Tracking (13)
- Referral Tracking (4)
- Performance Reporting and Improvement (15)
- Advanced Electronic Communications (4)

3 Levels of Recognition

Level	Points Required	Number of Must-Pass Elements Met With a Performance Level of $\geq 50\%$
1	25-49	5 of 10
2	50 – 74	10 of 10
3	$> = 75$	10 of 10

The Healthcare IT Component

Level	Description
Basic	Requires an electronic practice management system.
Intermediate	Requires further IT within the practice, such as an electronic health report (EHR) or e-prescribing capability.
Advanced	Requires interoperable IT capabilities, such as the ability to electronically transmit and receive data between the practice and other entities.

60%

33%

7%

EHR is not enough

- Practice Management System
- Patient Portal
- Patient Communication (Portal, Email, Text)
- Population Management
- Quality Reporting
- Patient Experience Data/Surveys



Care Transformation

Traditional

- Episodic →
- Disease-specific →
- Physician focused →
- Patient/Visit →

PCMH

- Continuous
- Whole Person
- Team-based
- Population/General Health

Connectivity

Ecosystem of Data

Remote Home Monitoring*

CDMP – Team-based

CDMP - Diabetes Demo (5.2 Beta) Search | User Pref | Admin | Help | Log Out

My Care Team | My HM Data | Status Center | Private Msgs | Add Patient | Repository | JVN | Studies | Reports | Encounter

Patient Search

Study Id

Find

Today's Patients

- i 10:00 Salvo, Robert (06/07/1947)
- i 16:00 Pisano, William (07/01/1946)

Care Team Home Page

View New | **All Open** | All Red Close | Print | Filter: ON OFF

WARNING ALERT FILTERING IS ON - ALL ALERTS MAY NOT BE DISPLAYED ON THIS REPORT

1 - 50 of 434 [Next >>](#)

All	Status	Level	Patient Name	Alert	Origin Date	Days Old	Count
<input type="checkbox"/>	Open	● RED	Busey, Gary (03/17/1964)	A1c	10/31/2006	1530	4
<input type="checkbox"/>	Open	● YELLOW	Livingston, Anne (06/15/1960)	A1c	10/31/2006	1530	3
<input type="checkbox"/>	Open	● YELLOW	Cunningham, Randal (10/22/1961)	A1c	10/31/2006	1530	3
<input type="checkbox"/>	Open	● YELLOW	Hunt, Helen (12/03/1965)	A1c	10/31/2006	1530	1
<input type="checkbox"/>	Open	● YELLOW	Cunningham, Randal (10/22/1961)	ALT on TZD Measurement	10/31/2006	1530	5
<input type="checkbox"/>	Open	● RED	Fluke, Leslie (07/30/1957)	LDL Measurement	10/31/2006	1530	3

Reminders for All days Number of days: All Close | Pri

All	Patient Name	Category	Reminder	Assigned To	Due Date
<input type="checkbox"/>	Salvo, Robert (06/07/1947)	Behavior Assessment	Stop Smoking	John Doe	12/16/2008
<input type="checkbox"/>	Williams, Sarah (08/16/1946)	System - Alert Trigger	Schedule Flu vax		01/22/2010
<input type="checkbox"/>	Allan, Franky (08/19/1940)	System - Alert Trigger	Schedule Flu vax		02/05/2010

CDMP – Population Management

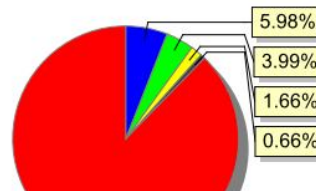
Reports

DQIP (Diabetes Quality Improvement Project) Report

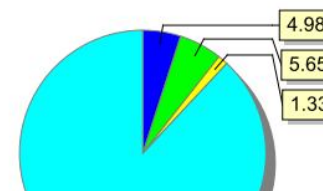
Report Name	Category
Admin - Alert Data Element Mapping	Admin Reports
Admin - Audit Event Trace	Admin Reports
Admin - CDMP Usage Statistics	Admin Reports
Admin - Event Log Range	Admin Reports
Admin - Event Log System Alerts	Admin Reports
Admin - JVN Checkout Report	Admin Reports
Admin - View Version Information	Admin Reports
CDMP User Security Audit Report	Admin Reports
Failed Login Report	Admin Reports
Patient Diagnosis Data Dump	Patient Reports
Patient Lab Results Data Dump	Patient Reports
Patient Lab Results by Lab Element	Patient Reports
Patient Medications Data Dump	Patient Reports
Patient Procedure Data Dump	Patient Reports
Patient Vitals Data Dump	Patient Reports
chart test	Patient Reports
Assigned Devices	Population Reports
DME Usage	Population Reports
DQIP	Population Reports
Liver Last Patient Visit	Population Reports
Liver No Labs in 30 Days	Population Reports
Liver Patient Diagnosis	Population Reports
NCQA Report - Type 1 Only	Population Reports
Example - Research Lab Report	Research Reports
Patient Demographic Report (Age, Race)	Research Reports
Patient Lab Results History Anonymized	Research Reports
Text Message By Date Range and Lab	Research Reports

Measure	Percent Of Patients
A1c Test within the last year	13.29%
A1c High Risk	80.73%
Monitored for Nephropathy	1.00%
LDL-C test within the last 2 years	12.96%
LDL-C < 130 mg/dL within the last 2 years	12.29%
Eye Exam within the last year	1.66%
Foot Exam within the last year	1.99%
Blood Pressure < 140/90 mm Hg within the last year	1.00%

A1c Distribution



Lipid Distribution



CDMP – Whole Patient (Clinical & Behavioral)

Patient Snapshot: Robert Salvo (06/07/1947)

[✓ DME] Team: WRAMC

Print View

Demographics	
Gender: MALE	Age: 63 Ethnicity: White, Non-Hispanic Race: Status: Active Taking Aspirin: Y Depression: Alcohol:
Conditions:	Diabetes - Type: 2 Status: Treating Date: 08/01/2004 CKD - Stage: 3 Status: Monitoring Date: 12/05/2005 Hepatitis B - Status: Screened Date: 09/10/2007 Liver Disease - Date: 11/07/2006
Allergies: Latex, Peanuts	

Patient Status Data	Risk Profile (View)	Quick Notes (Add Note View History)
<p>Red Alerts: 12 Open (0 New), 3 in last 90 days</p> <p>Yellow Alerts: 1 Open (0 New), 1 in last 90 days</p> <p>Reminders: 9 Past Due, 0 Due Today</p> <p>Care Plan: Open Care Plan - Planned End Date: Last Updated: 09/15/2010</p> <p>Foot Exam: No exam in last 365 days</p> <p>Eye Exam: 06/01/2010</p> <p>JVN: JVN exam older than 365 days</p> <p>NAT: 08/08/2007</p> <p>Procedures: 2 in last 365 days , last on 06/01/2010</p> <p>Admissions: 0 in last 365 days</p> <p>Last Encounter: 10/12/2010</p>	<p>Cardiovascular ● High</p> <p>Foot Disease ● Medium</p> <p>Glycemic Control ● High</p> <p>Nephropathy ● High</p> <p>Retinopathy ● Low</p> <p>DSCP Scores (11/09/2010)</p> <p>(Summary Detail)</p> <p>PAID Score: 50 High Distress</p> <p>Diabetes Topic: Meal Plan</p> <p>Goals: Sometimes limit</p> <p>Care Plan Readiness to Change</p> <p>Exercise and Activity ● Contemplation</p> <p>Monitoring ● Preparation</p>	<p>- Patient called wants to address eating habits next visit. (admin 01/08/2011) ⊖</p> <p>- Patient working on own meal plan to try an lower weight. Discuss next meeting. (admin 10/13/2010) ⊖</p>

CDMP – Motivational Interviewing

Diabetes Self-Care Profile

Print

Date Taken:	01/10/2007
Patient Name:	Robert Salvo
Date of Birth:	06/07/1947
BMI:	29.75

My Current Self Care Behaviors			
Self-Management Blood Glucose <ul style="list-style-type: none"> Check blood sugars twice a day Sometimes use blood sugar results to adjust 	Meal Plan <ul style="list-style-type: none"> Occasionally follow a meal plan Sometimes limit carbohydrates Sometimes eat 3 meals a day 	Exercise <ul style="list-style-type: none"> Sedentary day Not physically active at present 	Medications <ul style="list-style-type: none"> Sometimes take diabetes medications Timing is occasionally off. Often skip a dose of diabetes medication

Diabetes Self Care Topic & Goal <ul style="list-style-type: none"> Meal Plan - Often to limit 	Life Challenges <p>PAID Score = 51</p> <ul style="list-style-type: none"> Diabetes Emotional Distress Major Depression Hypoglycemia Low social support 	Insulin Therapy <ul style="list-style-type: none"> I would be upset, but would start insulin shots if recommended.
Self Care RoadBlocks <ul style="list-style-type: none"> No time to make healthy meals Surrounded by too much food I enjoy high fat foods (burgers, french fries, fried chicken, pizza, ice cream, cakes, cookies, potato chips, etc.) Enjoy snacking Have a sweet tooth for soda, candy, desserts etc. 		Insulin Therapy Roadblocks <ul style="list-style-type: none"> It would mean that my diabetes was getting worse. I would be worried about getting low blood sugars. I would be worried about gaining weight. I am too busy to add another big demand to my life right now.

My ABC Checkup					
Blood Glucose (A1c)		Blood Pressure		LDL Cholesterol	
Greater than 7%	11.0	Higher than 140/90		Higher than 100	350
7% or Lower		140/90 or Lower	118/78	100 or Lower	

CDMP – Shared Decision Making – Care plan

Self-Management		Education	Reminders
Add Self-Management Assessment: <input type="text"/> ▼			
Assessment	Notes	Readiness To Change (View Questions)	
* Disease Process	<input type="text"/>	Precontemplation ▼	Remove
Goal Setting	<input type="text"/>	Preparation ▼	Remove
Quality of Life	<input type="text"/>	Action ▼	Remove
* = Reminders Associated			
Add Barrier: <input type="text"/> ▼			
Barrier	Notes		
Instructed In: <input type="text"/> ▼			
Education	Notes	Comprehension Status	
BG Meter (Review)	<input type="text"/>	Verbalizes ▼	Remove
Coping	<input type="text"/>	Needs Reinforcement ▼	Remove
Care Provider Goals	Evaluation Date: <input type="text"/>	Progress: <input type="text"/> ▼	
Reduce A1c by 1 % ▲ ▼			
Patient Short Term Goals	Evaluation Date: <input type="text"/>	Progress: <input type="text"/> ▼	
Continue exercise 3 times a week. ▲ ▼			

CDMP – Behavioral & Feedback Surveys

Is ASSISTANCE REQUIRED?

* Is English your native language?

Yes
 No

Is ASSISTANCE REQUIRED?

* When you learn something new, does it help to hear it in your native language?

Yes
 No
 Don't know

COMING TO THE CLINIC

* Do you have problems getting to the clinic?

Yes
 No
 Don't know

COMING TO THE CLINIC

* How long does it usually take you to get to the clinic?

Less than 30 minutes
 30 minutes
 More than 30 minutes
 Don't know

EDUCATION

* How do you like to learn about new things?

Yes	No	
<input checked="" type="radio"/>	<input type="radio"/>	Watching slides or videos
<input checked="" type="radio"/>	<input type="radio"/>	Reading
<input type="radio"/>	<input checked="" type="radio"/>	Others showing me how
<input type="radio"/>	<input checked="" type="radio"/>	Discussions
<input checked="" type="radio"/>	<input type="radio"/>	Listening to others
<input checked="" type="radio"/>	<input type="radio"/>	Using computers
<input type="radio"/>	<input checked="" type="radio"/>	In a class

CDMP – Clinical Decision Support

The screenshot shows a web browser window titled "DM Everywhere - MyCare Tools - Health Profile - Microsoft Internet Explorer". The address bar shows a local URL. The main content area is divided into several sections:

- GLYCEMIC CONTROL RISK:** A traffic light icon with the red light lit. Text: "Your risk for developing complications related to Glycemic Control is HIGH. This health profile is based on the following factor(s):"
 - A1c checked < 2 times in 1 year
- RETINOPATHY RISK:** A traffic light icon with the red light lit. Text: "You are at HIGH risk for developing complications related to Retinopathy. This health profile is based on the following factor(s):"
 - N/A
- CARDIAC RISK:** A traffic light icon with the red light lit. Text: "You are at HIGH risk for developing complications related to Cardiac Risk. This health profile is based on the following factor(s):"
 - N/A

Below the risk assessments is a navigation bar with tabs: "Recommendations", "Glucose Summary", "Glucose Log Book", "Glucose Graphs", and "IR". The "Recommendations" tab is active.

Recommendation (1 of 9)
Low SMBG values were identified, but no medication(s) were identified that affected the period. Inquire about skipped meals, increased exercise or evidence of deteriorating renal function.
 (Click to Add Comments)

Buttons: "Accept Recommendation" and "View Next".

Sign

Disclaimer: "The recommendation is based on an experimental clinical decision support system. It is your responsibility to assess the suitability of the recommendations for your patient. If in doubt regarding the safety and appropriateness of the..."

Analysis: 05/23/2

A1C Data Type:

Lab
Predicted
Target

Problems Period:

Before Bre
After Brea
Before Lur

CDMP – Patient Communication

Send Text Message

Text Message*

160 characters left

* = Required Field

Text Messages

Date Sent	F
08/05/2010 11:13 AM	ac
05/09/2010 08:03 PM	ac
03/02/2010 09:03 AM	ac

Home
myCare Tools
Survey
Learn
Messages

DM EVERYWHERE

Welcome salvo [myInfo | Lo

DM Everywhere Home Page

✉ MESSAGE CENTER: INBOX
FILTER All v
🗑️ 📄

Delete	Message Type	From	Message Header	Date
<input type="checkbox"/>	Reminder	System	Set long-term goals Due Date - 28-JAN-11	09/15/2010
<input type="checkbox"/>	Reminder	System	Set short-term goals Due Date - 28-JAN-11	09/15/2010
<input type="checkbox"/>	CarePlan	System	New Care Plan	09/15/2010
<input type="checkbox"/>	CarePlan	System	New Care Plan	09/02/2010
<input type="checkbox"/>	Labs	System	New Lab Results	08/19/2010

Quick Links

Upload

- Blood Glucose
- Blood Pressure

View

- Labs
- Health Profile
- Blood Glucose
- Body Weight
- Blood Pressure

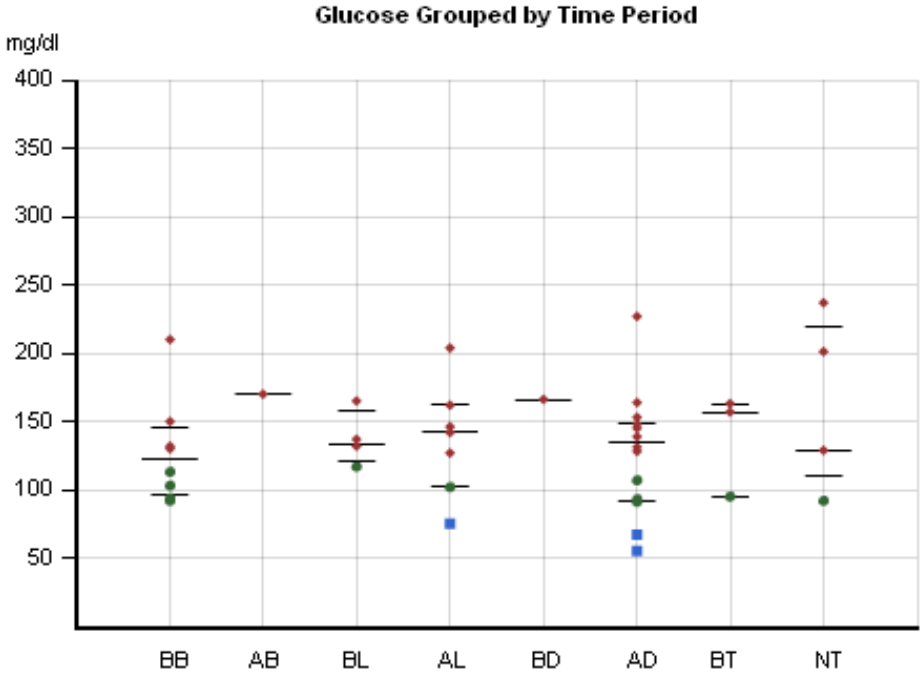
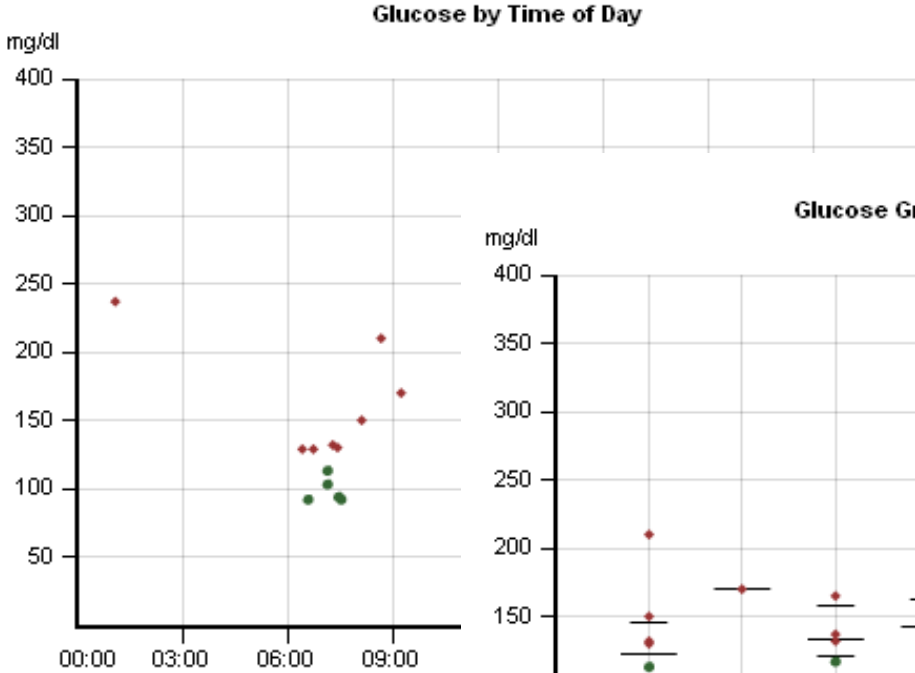
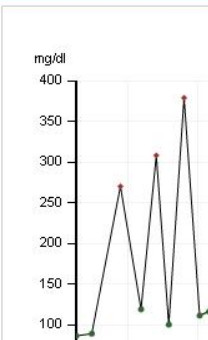
CDMP – Remote Home Monitoring

Patient Blood Glucose Data: Highs - All Postpran CADS

Earliest Blood Glucose Reading: 01/02/2010 Most Recent Blood Glucose Reading: 03/31/2010
 * From: To:

* = Required Field

Chart **Graphs**



Connectivity - Data Integration

- EMRS (HL7/Custom)
 - ▣ DoD CHCS/ICDB/AHLTA
 - ▣ Indian Health Services RPMS
 - ▣ VA VISTA
 - ▣ Nextgen
 - ▣ GE Centricity
 - ▣ PECS
- Clinical Values
 - ▣ Demographics, Allergies, Appointments, Vitals, Labs, Medications, Diagnoses, Procedures, Admissions
- Images
- Personal Medical Devices
 - iMetrikus (POTS)
 - EntraHealth (Cellular)
 - CDMP Patient Portal
 - Microsoft HealthVault
- Values
 - Blood Glucose
 - Blood Pressure
 - Pulse
 - Weight
- HITSP C32 / CCD



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