

# MEDICAL HOME TRANSFORMATION



A “boots on the ground” perspective

Grantmakers in Health Fall Forum  
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## PRHI Overview



- Founded in 1997 by a consortium of 42 hospitals, 4 insurance plans, corporate and civic leadership.
- Not-for-profit committed to promoting value in healthcare. A supporting organization of the Jewish Healthcare Foundation.
- One of the first Regional Health Improvement Collaboratives (RHICs).
- Adopted principles of industrial engineering to healthcare quality and safety.
- Serve as the Regional Coordinating Center for the Commonwealth Fund's Safety Net Medical Home Initiative

# SNMHI Goals: Site-level and Regional Transformation

## Site-level Aims

- Improve operational efficiency
- Improve quality of care for patients
- Improve patient and clinician/staff experience
- Reduce disparities in access to and quality of care
- Attain recognition as a PCMH

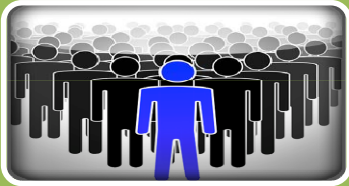
## Regional Aims

- Enhance capacity in the community to support and sustain practice improvements
- Improve health policy by involving Medicaid and other stakeholders to encourage action towards appropriate reimbursement levels to sustain practice efforts

# How PRHI Supports Site-level Transformation



# Accomplishments



## Engaged Leadership

- Executive and clinical leadership driving change
- Board engagement in transformational efforts



## Quality Improvement Strategy

- On-site training and coaching in Perfecting Patient Care<sup>SM</sup>
- Rapid cycle experiments by front line staff
- Data strategies focused on metrics valuable to sites



## Continuous, Team-based Healing Relationships

- Team-based care experiments active in multiple sites
- Expanding the role of frontline staff



## Empanelment

- Completed panels of assigned patients and providers/teams
- Processes for maintaining patient panels

# Accomplishments



## Enhanced Access

- Continuous improvement around enhanced access and scheduling
- Opening of a new dental centers and expansion of services



## Organized, Evidence-based Care

- Implementation of Electronic Health Records, meaningful use
- Templates and care protocols utilized for several chronic diseases



## Patient-Centered Interactions

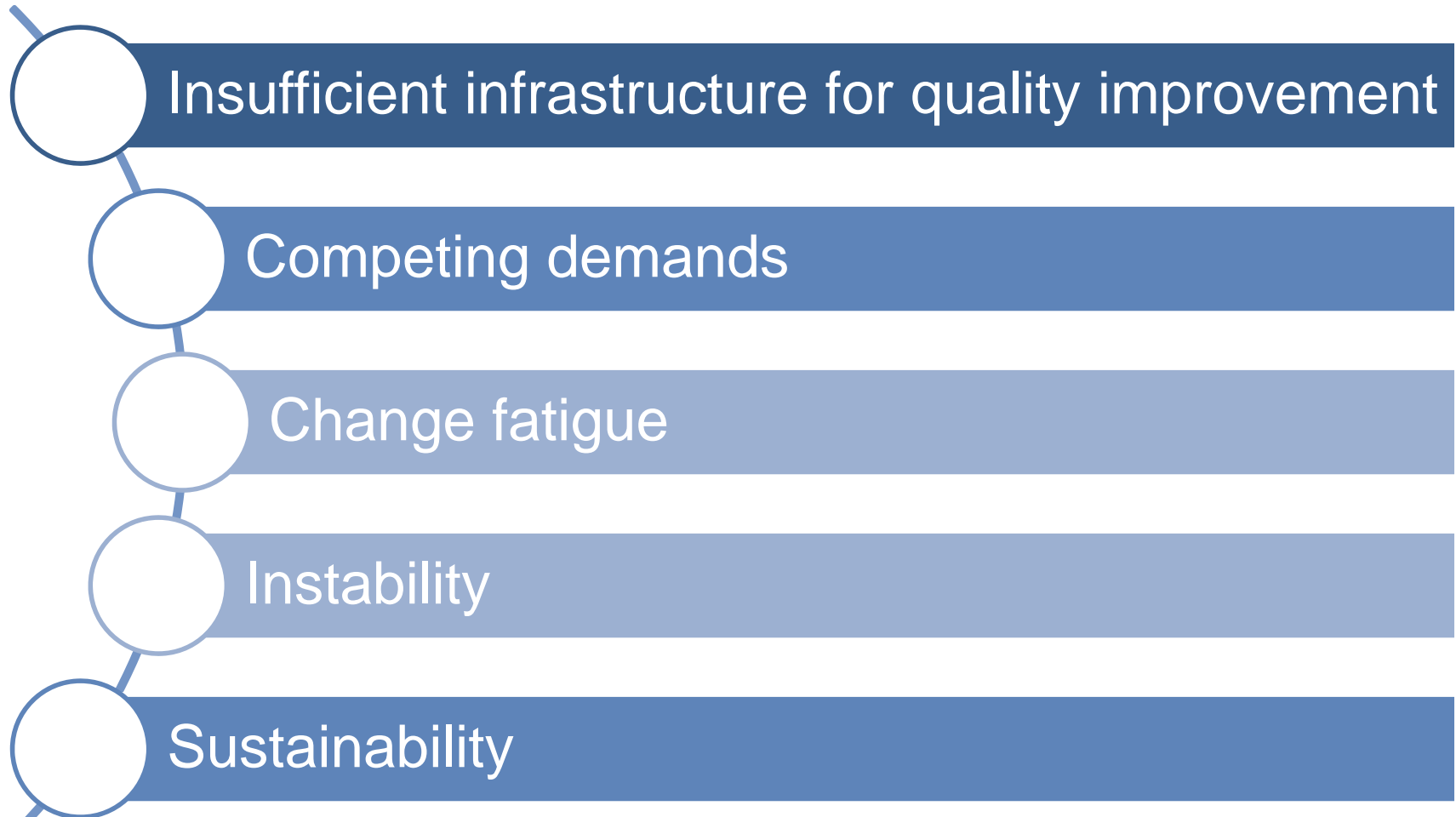
- Workflow redesign around patient focused services
- Enhancements to patient experience surveys
- Engaging multidisciplinary teams in patient care



## NCQA Recognition

- One Health Center achieved Level 3 recognition
- 3 sites applying by the end of 2011

# Challenges



# Lessons Learned

- Transformation isn't easy!
- Not all FQHCs are created equal
- Transformation requires:
  - Engaged leaders
  - Engaged providers & staff
  - Determination
  - QI infrastructure
  - Shared learning
  - Adaptability





# Contact

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