



Patient-Centered Medical Home An Overview and Colorado's Landscape

What is a Patient-Centered Medical Home?

A **Patient-Centered Medical Home (PCMH)** is not a place but a concept. PCMH facilitates partnerships between individual patients, their personal physicians or care providers, and the patient's family. It is a way of coordinating all health services in a quality, cost-effective and accessible manner through use of a team approach to health care that is centered on patient and family needs.

This type of patient centered care is often created in some manner by default in rural and safety-net communities, but is not always cohesive or well documented. Additionally, team-centered care is especially important given significant workforce constraints in most rural communities where physician-led care may not be available.

The **Patient-Centered Medical Home** encompasses five functions and attributes:

- **Patient-centered**
- **Comprehensive care**
- **Coordinated care**
- **Continuous access**
- **A systems-based approach to quality and safety**

Quality care delivered in a PCMH model is enabled by health information technology, health information exchange and the use of registries and other tools to assure that patients get culturally and linguistically appropriate care when and where they need it, provided at an appropriate health literacy level.

For uninsured and underinsured patients, especially those with chronic diseases and complex needs, this philosophy allows for continuity of care with better outcomes and potential decrease in utilization of urgent and emergent care services. **ClinicNET and the Colorado Rural Health Center (CRHC) support the PCMH model and provide services to assist clinics in pursuing PCMH certification or designation.**

Interested in Learning More?

- **National Recognition or Accreditation**

Organizations that currently accredit or recognize practices as medical homes are the [National Committee for Quality Assurance \(NCQA\)](#), the [Accreditation Association for Ambulatory Health Care \(AAHC\)](#), and [URAC](#), formerly known as the Utilization Review Accreditation Commission. A fourth entity, [The Joint Commission](#), plans to unveil a program later in 2011.

The most widely embraced program is the three-tiered NCQA Physician Practice Connections Patient-Centered Medical Home (PPC-PCMH), which was revamped in 2011. The PPC-PCMH tool contains six functional areas: (1) enhance access and continuity, (2) identify and manage patient populations, (3) plan and manage care, (4) provide self-care and community support, (5) electronic prescribing track and coordinate care, and (6) measure and improve performance.

- **Colorado's Landscape**

In Colorado there are multiple patient and family-centered medical home initiatives, pilots and demonstration projects focused on creating systems change. These system changes are intended to support comprehensive, continuous relationships that coordinate all health services in a quality, cost-effective and accessible manner.

Organizations involved in these efforts include state agencies, professional provider organizations, nonprofit organizations, and patient and family advocates who agree that a team approach enables coordination of care and supports delivery of health care and human services.

How can your clinic participate and what resources are available?

ClinicNET and CRHC share a commitment to enhance the capacity of Community-Funded Safety Net Clinics (CSNCs) and Rural Health Clinics (RHCs) to serve medically vulnerable Coloradans by informing health policy and administration, providing education and technical assistance, and facilitating clinic participation in strategic patient care initiatives. This commitment includes helping clinics determine how to participate in delivery system reform programs like Colorado's Accountable Care Collaborative (ACC) and informing their engagement with Regional Care Collaborative Organizations (RCCOs).

Our team can assist clinics in pursuing designation by the National Committee on Quality Assurance (NCQA) as Patient Centered Medical Homes (PCMH). We also support clinics with data collection, strategic partnerships and program collaboration, education and training.

For more information on how your clinic can move along the continuum of quality improvement to become a PCMH and what programs and resources exist to meet your particular needs, please contact: Michelle Mills, Director of Hospital and Clinic Programs,

Colorado Rural Health Center, 303.407.0410, mm@coruralhealth.org; or Sharon Adams, Executive Director, ClinicNET, 303-832-7493 x256, sharon.adams@clinicnet.org.

Since 2007 the State of Colorado, as required by Senate Bill 130, has cultivated an active Patient-Centered Medical Home effort. <http://www.medicalhomecolorado.org/mhi.htm>.

Additional initiatives include:

Program Name	Organizations	Web Link
Systems of Care/Patient Centered Medical Home <i>Open to family physicians and their practices (completed)</i>	Colorado Academy of Family Physicians (CAFP)/Colorado Medical Society (CMS)	http://www.cms.org/strategic-priorities/practice-viability/systems-of-carepatient-centered-medical-home-initiative/
Colorado Children’s Healthcare Access Program/ Medical Homes for Children Program (Medicaid)/Child Health Plan Plus (CHP+) <i>Open to providers who treat Medicaid and CHP+ insured children.</i>	Colorado Children’s Healthcare Access Program and Colorado Department of Health Care Policy and Financing	http://www.cchap.org/ or http://www.colorado.gov/cs/Satellite/HCPF/HCPF/1251579833128
Safety Net Medical Home Initiative <i>Pilot - closed</i>	Colorado Community Health Network	http://www.cchn.org/snmhi.php
The Colorado Medical Home Initiative (CMHI) <i>Pilot - closed</i>	Colorado Department of Public Health and Environment	http://www.coloradomedicalhome.com/cmhi.html
Medical Home Certification and Quality Improvement	Family Voices Colorado	http://www.familyvoicescolorado.org/about
Multi-Payer Multi-State Patient Centered Medical Home Pilot <i>Pilot - closed</i>	Health TeamWorks	http://www.healthteamworks.org/medical-home/pcmh-pilot.html
The Colorado Family Medicine Residency PCMH Project <i>Pilot – closed</i>	Health TeamWorks	http://www.healthteamworks.org/medical-home/pcmh-residency.html
PCMH Foundations (Formerly IPIP)	Health TeamWorks	http://www.healthteamworks.org/medical-home/foundations.html

NCQA: [Physician Practice Connections® – Patient-Centered Medical Home \(PPC-PCMH™\) - 2011 Standards for PCMH Recognition](#)

Further resources regarding NCQA certification available at <http://www.ncqa.org/tabid/631/default.aspx>

Further resources on the NCQA website regarding PCMH at <http://www.ncqa.org/tabid/948/Default.aspx>

For additional information on NCQA's PPC-PCMH survey process, contact Customer Support at 888-275-7585 or go to NCQA's Web site at www.ncqa.org/ppc-pcmh

Which Community-Funded Safety Net Clinics and Rural Health Clinics are already participating in medical home initiatives?

- ACS Community Lift – Health TeamWorks PCMH Foundations
- Akron Clinic – Health TeamWorks PCMH Foundations
- Castle Valley Children's clinic – CCHAP Medical Home for Children
- Chaffee People's Clinic – Health TeamWorks PCMH Foundations
- CO Alliance for Health Equity & Practice – CCHAP Medical Home for Children; Health TeamWorks PCMH Foundations
- Community Health Services – Health TeamWorks PCMH Foundations
- Custer County Medical Center – Safety Net Medical Home Initiative
- Doctors Care – CCHAP Medical Home for Children
- Eads Medical Clinic – Colorado Rural Health Center PCMH Project
- Eagle Care Medical Clinic – CCHAP Medical Home for Children
- Fort Collins Family Medicine Center – The Colorado Family Medicine Residency PCMH Project
- Inner City Health Center – CCHAP Medical Home for Children; Safety Net Medical Home Initiative
- Medical Home at St. Thomas More – Colorado Rural Health Center PCMH Project
- Mission Medical Clinic – Health TeamWorks PCMH Foundations
- Mtn. Resource Center Pediatric Clinic – working toward CCHAP Medical Home for Children
- North Colorado Family Medicine – The Colorado Family Medicine Residency PCMH Project
- Pediatric Associates of Montrose – CCHAP Medical Home for Children
- Pediatric Partners of the SW – CCHAP Medical Home for Children
- Prowers Medical Group (Lamar, Holly, and Las Animas Clinics) – Colorado Rural Health Center PCMH Project
- Rocky Ford Family Health Center – Colorado Rural Health Center PCMH Project
- Rocky Mountain Youth Clinics – CCHAP Medical Home for Children; Health TeamWorks PCMH Foundations

- Rose Family Medicine – The Colorado Family Medicine Residency PCMH Project
- Sister Bruner Family Medicine Center – The Colorado Family Medicine Residency PCMH Project
- Southern Colorado Family Medicine – The Colorado Family Medicine Residency PCMH Project
- Spanish Peaks Family Clinic in Walsenburg – NCQA Recognition, Colorado Rural Health Center PCMH Project
- St. Anthony North Family Medicine – The Colorado Family Medicine Residency PCMH Project
- St. Mary's Family Medicine – The Colorado Family Medicine Residency PCMH Project
- Swedish Family Medicine – The Colorado Family Medicine Residency PCMH Project
- Summit Community Care Clinic – working toward NCQA; Health TeamWorks PCMH Foundations
- The Children's Hospital Primary Care Clinics – CCHAP Medical Home for Children
- Wiley Clinic – Colorado Rural Health Center PCMH Project
- Yuma Clinic – Safety Net Medical Home Initiative; working toward NCQA

References and Resources

- The Commonwealth Fund
<http://www.commonwealthfund.org/>
- The Department of Health Care Policy and Financing (HCPF) -
<http://www.colorado.gov/cs/Satellite/HCPF/HCPF/1237553442309>
<http://www.colorado.gov/cs/Satellite/HCPF/HCPF/1251589788213>
- Engelberg Center for Health Care Reform – The Brookings Institution
<http://www.brookings.edu/health.aspx>
- Kaiser HealthNews
<http://www.kaiserhealthnews.org/Stories/2011/March/31/ACO-Documents-In-The-news.aspx>
- Patient Centered Primary Care Collaborative
www.pcpcc.net
- Center for Medicare and Medicaid Services Shared Savings Program
<https://www.cms.gov/sharedsavingsprogram/>