

PCMH program keeps practice on its 'A' game

They considered it the “gold standard.”

A pediatric practice sought recognition for its performance and found the answer through the Patient-Centered Medical Home (PCMH) program.

Since its founding in 1987, Roswell Pediatric Center has grown to 18 providers, including 12 doctors and six nurse practitioners (NPs). A Prime Suite user since 2010, the practice serves about 30,000 patients at three locations in suburban Atlanta.

“We thought we did a good job. We wanted to confirm that we were doing a good job,” said Laurie Viebrock, Practice Administrator.

PCMH recognition would attest to Roswell's quality of care and superior levels of safety and coordination. Additionally, the recognition could motivate the team and put the practice in line for financial incentives from insurance carriers.

Based on this understanding, in 2017 the practice formed a core group to work toward PCMH recognition.

The approach

The PCMH model “puts patients at the forefront of care,” according to the National Committee for Quality Assurance (NCQA), the nonprofit that determines the designation. PCMH emphasizes the relationship between patients and clinical teams. Embracing a team-based approach, it encourages quality care, patient satisfaction, and cost reduction.

Laurie served on the core team along with a nurse practitioner, the EHR coordinator, a medical assistant,

the business manager, and physicians. The team reviewed PCMH requirements to determine which criteria would be the most feasible based on the practice's existing workflows.

PCMH criteria relate to these six core concepts:

- Team-based care and practice organization
- Knowing and managing your patients
- Patient-centered access and continuity
- Care management and support
- Care coordination and care transitions
- Performance measurement and quality improvement

Source: NCQA

In several meetings over the next four months, the group hammered out the requirements. They picked measures they could capture in custom reports that show baselines and improvement.

“Let's set goals for improvement,” Laurie said. “Let's see how we've done with them, keeping in mind that we were trying to get it to work as flawlessly and seamlessly as possible to minimize extra clicks by the providers.”

When the formal effort kicked off in January 2018, Prime Suite played a critical role. EHR Coordinator Ashley Miller updated the Prime Suite templates to capture how the practice performed on certain measures, with a goal for improvement expressed as a percentage change.

For example, the practice sought to improve no-show rates at its three locations, including its Alpharetta office, which had a 3.04% baseline no-show rate in 2018. The practice set a goal for 2.06%.

In addition to decreased no-show rates, the group chose these goals:

- Human papillomavirus (HPV) series completion by age 14
- Annual spirometry for age 6 and older for asthmatics
- Vanderbilt testing annually for attention deficit disorder (ADD) patients age 11 and younger

“We had to figure out a way to get things that we wanted to record into the template and then the best way to run reports on those,” Ashley said. “The majority of everything that we did was custom reports based upon template changes.”

Provider’s perspective

Since the practice began using Prime Suite, providers and staff had gained experience adjusting to increased documentation requirements and workflow changes over the years.

“We didn’t want to make more work for the providers, we wanted it to be part of what they do every day so that it didn’t seem like it was a chore,” said Dr. Melissa Eaton, the practice’s EHR champion.

Roswell’s standardized approach to using the EHR worked in its favor when it came to PCMH.

“That’s what made our PCMH certification so easy,” Dr. Eaton said. “Because everyone has already been doing things, it didn’t take a lot of education to just show them a couple of little things that they needed to do.”

Roswell uses Greenway Marketplace Partner Phreesia for its check-in process. Having an online check-in system, with confirmation emails sent ahead of time, helped decrease the no-show rate.

“Families get a reminder and we are now tracking no-shows appropriately,” Dr. Eaton said. “We’ve been able to decrease our no-show rate at each location.”

The practice also uses Phreesia to send parents Vanderbilt questionnaires, which providers use to diagnose ADHD in children.

“We used our solution to send it out ahead of time so that it automatically flowed into our chart,” Dr. Eaton said.

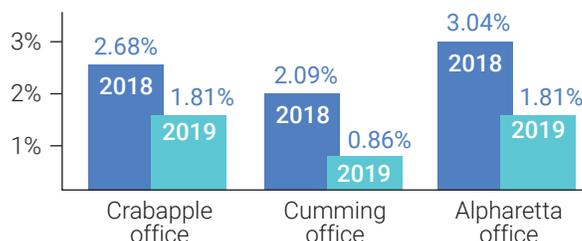
The achievement

During this period, the practice checked in with NCQA via telephone. Finally, the practice uploaded the files to report its results.

In September 2018, NCQA recognized Roswell as a PCMH, acknowledging the practice’s ability to provide access, technology, and coordinated care.

In several cases, the practice exceeded its goals. At the Alpharetta office, for example, the practice brought the no-show rate down from a 3.04% baseline in 2018 to 1.81% in 2019, exceeding its goal of 2.06%.

Roswell Pediatric Center no-show rates



Including initial planning, it took the practice about a year to achieve the recognition. Quality of care has improved as a result, as the practice established follow up with patients, and ensured other standards, according to Dr. Eaton.

“We prepared each day to take care of our patients,” she said. “I think we know our patients a lot better as a result of that.”

What’s next

The practice continues to work to improve its performance. Given the prevalence of asthma, the practice is promoting patient education and compliance with care plans.

“We feel good about having achieved PCMH,” Laurie said. “It’s a lot of work. It’s keeping us on our ‘A’ game, which is great. It’s what we want to do.”