



Medicaid and the Patient-Centered Medical Home



Qualis Health has developed a comprehensive set of services to assist Medicaid agencies, Medicaid health plans and providers in understanding and implementing the Patient-Centered Medical Home (PCMH) model:

- Access and communication
- Patient tracking and registry functions
- Care management
- Patient self-management support
- Electronic prescribing
- Referral tracking
- Performance reporting and improvement
- Advanced electronic communications

CONTACT

Michael Garrett, MS, CCM
Qualis Health
(206) 288-2307
(800) 949-7536 x2307
michaelt@qualishealth.org

The “Patient-Centered Medical Home” model of primary care has captured the interest of Medicaid agencies, Medicaid health plans and health care providers serving Medicaid enrollees. According to the National Academy for State Health Policy, more than 26 states—many under legislative mandates—have ongoing efforts to explore the implementation of the medical home model from a policy and operational perspective.

WHAT IS THE “PATIENT-CENTERED MEDICAL HOME”?

The patient-centered medical home (PCMH) is an approach to providing comprehensive primary care for children, youth and adults. The PCMH model facilitates partnerships between individual patients, their personal clinicians and, when appropriate, the patient’s family. PCMH practices have a whole person orientation, and patients have a continuous relationship with a personal clinician. Care is integrated and coordinated, and quality and safety are hallmarks. Enhanced access is made possible by system advances and new communication options. Clinicians practicing in PCMHs use decision support tools, measure their performance, proactively engage patients’ in their own care and conduct quality improvement activities to improve care delivery and health outcomes.

According to the Patient-Centered Primary Care Collaborative, a national coalition of healthcare purchasers, physician organizations, consumer groups, health plans and others, the key characteristics of the PCMH include:

- Personal physician
- Physician directed medical practice
- Whole person orientation
- Care is coordinated and/or integrated
- Quality and safety
- Enhanced access
- Alignment of payment incentives

While there is an emerging consensus regarding these general characteristics of the medical home model, many elements related to the definition, evaluation and implementation of the medical home model are rapidly evolving, particularly with regard to its application to Medicaid. Many interested stakeholders are striving to determine how they can move from theory to action.

DOMAIN	QUALIS HEALTH SERVICES
Education, Training and Support for Medicaid Staff	Qualis Health provides customized training to assist Medicaid staff at various levels in understanding the PCMH concept and exploring implementation options. Depending on the specific needs, delivery channels can include teleconferences, webinars and on-site consultation.
Technical Assistance to Support Medical Home Implementation	Qualis Health assists health care providers in implementing the components of the medical home model, often on behalf of government agencies or health plans. Engagements have ranged from leadership of large-scale, longitudinal, multi-provider collaboratives to individual practice-level consultation and coaching.
Compliance Assessment and Evaluation	Particularly when implementing differential payment policies for PCMH practices, Medicaid agencies need assurance that structural, process and outcome targets are met. Qualis Health assists Medicaid agencies in conducting assessments and evaluations of compliance with regulatory and accreditation requirements.

QUALIS HEALTH MEDICAL HOME EXPERTISE

- Qualis Health has served Medicaid agencies since 1975. We currently provide care coordination, information technology consulting, and medical and behavioral health utilization management services to five Medicaid agencies
- Qualis Health is leading a five year, groundbreaking initiative funded by Commonwealth Fund to support 50 safety net clinics in achieving high performance through transformation to the PCMH model of healthcare delivery.
- Since 1999, Qualis Health has sponsored numerous regional and national quality improvement initiatives “collaboratives” that help practitioners implement the Chronic Care Model, a key underlying basis for the Medical Home Model.
- Qualis Health has conducted independent assessments of Medicaid disease management and other programs since 1996.
- Since 2000, Qualis Health’s consulting division, Outlook Associates, LLC, has completed more than 30 engagements with Medicaid providers to support them in becoming medical homes.
- Qualis Health provided consulting services to TransforMED, an affiliate of the American Academy of Family Physicians, as it developed its approach to supporting family medicine physicians in implementing the medical home model of care.

QUALIS HEALTH

Corporate Headquarters

PO Box 33400

Seattle, Washington 98133-0400

TEL (206) 364-9700 or (800) 949-7536

FAX (206) 368-2419

EMAIL info@qualishealth.org

WEB www.qualishealth.org

MEDICAL HOME WEB www.qhmedicalhome.org



Qualis Health, an independent nonprofit organization established in 1974, is dedicated to developing and applying best practices as we deliver an extensive range of patient-centered, evidence-based health care quality improvement and care management services.

