

Project Title: Pennsylvania Medical Home Initiative
Project Director: Alan E. Kohrt, MD Phone: (215) 590-0373
Organization Name: PA Chapter, American Academy of Pediatrics
Address: 919 Conestoga Rd., Building 2, Suite 307, Rosemont, PA 19010
Contact Person: Suzanne C. Yunghans Phone: (610) 520-9123
Fax: (610) 520-9177 E-mail: paaap@voicenet.com/www.paaap.org
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ABSTRACT

Organizational Setting: The Pennsylvania Medical Home Initiative (MHI) is a collaborative effort of the Pennsylvania Department of Health Division of Special Health Care Programs (DOH Title V), family organizations (Family Voices, Parent to Parent and others), and the PA Chapter of the American Academy of Pediatrics (PA AAP). This public-private partnership will be managed by the PA American Academy of Pediatrics.

Purpose: The purpose of MHI is to improve the quality of life for children with special health care needs (CSHCN) and their families by building sustainable medical home (MH) teams in primary care practices throughout PA. The MHI will establish a statewide infrastructure to provide practical, team and community-based MH education and quality improvement programs using an established format, Educating Physicians In their Communities (EPIC). Through its advocacy efforts MHI will disseminate the MH principles to policy makers, state agencies and third party payers to assure statewide recognition of the MH and improve reimbursement for MH services.

Challenges: Several state agencies (Medicaid, Title V and CHIP/Title XXI) have endorsed the MH concepts and are working to implement these principles statewide; still primary care practices are struggling to care for CSHCN. A critical component to improve care for CSHCN and thereby, reach both PA's MCH goals and the Healthy People 2010 goals for CSHCN will be the adoption and implementation of the MH principles by primary and specialty care office teams, their health care systems and third party payers. DOH Title V has significantly impacted specialty care and families. Now the MHI partners can take the MH message to primary care practices. Clinical teams need education, mentoring, technical assistance and support to develop MH and to convince 3rd party payers to reimburse for MH services. In order to transform the MH vision into a reality, 5 challenges must be met: First, obtaining funds for the implementation and maintenance of a statewide education and quality improvement program. Second, tailoring the message to the primary care teams to overcome legitimate concerns. Third, providing credible evidence that care coordination, family/self care training and other MH services are valuable to health care teams and systems, government agencies and third party payers through demonstration projects. Fourth, collecting the evaluation data on the effectiveness of MHI and the impact of the MH implementation on service, quality and efficiency of care. Fifth, collaborating with policy makers, state agencies (Medicaid and Title XXI) and third party payers to assure adequate compensation for MH services.

Goals and Objectives: In order to achieve the purpose of MHI, improving the quality of life for CSHCN and their families, MHI has identified the following specific goals, each with specific measurable objectives:

- 1) The establishment of a sustainable, statewide MH education and quality improvement program that will serve CSHCN, their families, primary and specialty practice teams, other providers and the communities of Pennsylvania by presenting at least 50 sessions (40 interactive sessions to 20 practices) in year 1 and 100 (80 interactive sessions to 40 practices) per year in years 2 and 3.
- 2) The development of at least one demonstration project that will address two significant challenges: a practical, sustainable care coordination program and a family/self care education and training program.
- 3) Establish the MHI Advisory Committee as an effective, MH advocacy network, which will work with policy makers and result in support and reimbursement for MH services.
- 4) Establish a credible data set from the evaluation of the MHI through practice self-assessments, family assessments and process outcomes and disseminate through families, Title V and other mechanisms.

Methodology: Education and Quality Improvement: The PAAAP will be the managing organization for delivery of MHI. The program will build on the PA-AAP's experience with statewide education and quality improvement projects (ECELS, EPIC) and a Medical Home Conference held in March, 2000. As with other PA AAP Educating Physicians In their Communities (EPIC) programs, a MHI advisory council will be formed with families and DOH Title V critical to its success. MHI will establish regional education and quality improvement (REQUI) teams throughout the state. The REQUI teams will be comprised of clinicians, family members, office staff and representatives of the DOH Title V and/or Early Intervention. The REQUI teams will use the AAP medical home curriculum as the educational tool and EPIC model as the delivery system. EPIC-MHI will adapt the type and intensity of the medical education/QI intervention to the interest and knowledge of the primary care team. All groups will do a MH assessment prior to the education. The EPIC-MHI will have three levels of education/QI: Basic level education will use large group presentation styles. The goal will be to provide an overview, stimulate awareness and interest. Intermediate-level education/QI will be given as EPIC office-based small group presentations for the entire practice team in multiple sessions with telephone follow-up. The third level will be the practice teams who are facilitators of the EPIC-MHI. They have started to adopt the MH principles and can help to teach others. They will receive education and skill building in quality improvement through intensive small group process. The goal will be to move every practice closer to providing a quality medical home. MHI will also use tools developed by other MCHB Medical Home grantees, and EPIC teleconferences and an Internet site. Practices that complete the EPIC-MHI program and demonstrate adoption of MH principles through family and practice-self assessment will receive a "Medical Home" certificate from MHI.

Demonstration Projects: The MHI will work with families, advocacy groups, MCOs and others to encourage the development of projects demonstrating the value of care coordination and family education in medical homes.

Medical Home Advocacy: The MHI will work with the PA-AAP, Pennsylvania Partnerships for Children and others to develop tools and strategies helpful in the dialogue with policy makers and third party payers.

Evaluation: The project evaluation will be completed with the assistance of the Children's Hospital of Philadelphia Leadership Education Neurological and Related Disabilities (LEND) program, PA Family Voices and Parent to Parent and the PA-AAP Pediatric Research in Office Settings (PROS) network. Together they will refine the AAP MH family and physician assessment tool to evaluate the number of MHs in PA and effect of the EPIC-MHI program. The tool will be modified to reflect a practice team focus, family concerns, ease of completion and data entry, and reliability of scoring. At all levels of education/quality improvement intervention, clinicians, office staff and families will fill out the self-assessment either prior to or shortly after the educational program. A follow-up assessment will be done during year 6-18 months later. The evaluation will have 4 components: 1.) Of those practices involved in the EPIC-MHI program, how many meet the MH principles by family and self-assessment? 2.) How well did the EPIC-MHI help those practices to meet the MH principles? 3. Demonstration Projects: Were any demonstration projects started for care coordination and family education as a result of MHI? 4) Advocacy: How many MCOs have heard about and adopted MH principles and have any applied those principles to reimbursement criteria? A number of other process and outcome factors will be evaluated.

Text of Annotation: The Pennsylvania Medical Home Initiative is a public-private partnership of the PA DOH Title V Program, PA family organizations and the PA Chapter of the AAP. The purpose of MHI is to improve the quality of life for children with special health care needs (CSHCN) and their families by building sustainable medical home (MH) teams in primary care offices. MHI will provide practical, team and community-based MH education and quality improvement programs using Educating Physicians In their Communities (EPIC).

Key words: Children with Special Health Care Needs, public-private partnership, chronic illness, disability, medical home, EPIC, team education, Pennsylvania Medical Home Initiative, practice based education, quality improvement, care coordination, family/self-care, PA Chapter AAP, Title V, advocacy, medical home infrastructure, Pennsylvania Department of Health.