

FEDERAL PATIENT-CENTERED MEDICAL HOME (PCMH) COLLABORATIVE

Catalogue of Federal PCMH Activities *as of October 2012*

OPERATING DIVISION/DEPARTMENT:

Agency for Healthcare Research and Quality (AHRQ)

Respondents:

- Dr. David Meyers, Director of the Center for Primary Care, Prevention, and Clinical Partnerships (CP3)
- Dr. Janice Genevro, Senior Scientist and Lead, Primary Care Implementation Team, CP3

PRÉCIS:

- AHRQ has a well-defined set of strategic goals that highlight health care system transformation and improvement, and sees the patient-centered medical home as one of the most promising models to advance its goals. A large number of research and technical assistance activities are currently underway at AHRQ that are designed to advance the conceptualization of the medical home model, improve methods to generate evidence to guide its refinement, and help primary care practices transform to deliver more patient-centered care. AHRQ is collaborating with agencies in the Federal sector that work on medical homes and is in a unique position to convene these disparate Federal agencies to advance collaboration and consensus. AHRQ has developed a web portal showcasing resources on the PCMH, available [here](#). The portal also includes a definition of the medical home, available here:
http://www.pcmh.ahrq.gov/portal/server.pt/community/pcmh%20home/1483/what_is_pcmh

STRATEGIC GOALS OF THE OPERATING DIVISION/DEPARTMENT:

- *Strategic goals explicitly support advancing the PCMH.* AHRQ recognizes that revitalizing the Nation's primary care system is foundational to achieving high-quality, accessible, efficient health care for all Americans. Work on the patient-centered medical home is housed in AHRQ's Center for Primary Care, Prevention, and Clinical Partnerships (CP3). AHRQ and the Center believe that the medical home is a promising model to achieve the goals of transforming the organization and delivery of primary care. Supporting the PCMH model is a top priority within CP3 and within AHRQ's Prevention and Care Management portfolio.

AREAS OF PCMH ACTIVITY:

Pilot or demonstration programs

- *Infrastructure for Maintaining Primary Care Transformation (IMPACT) – Support for Models of Multi-sector, State-level Excellence.* On November 8, 2010, AHRQ announced a new Federal funding opportunity to support primary care models for transformation at the State level. AHRQ awarded \$4 million 2-year grants to 4 model State-based

coalitions to expand current State- level, multi-sector efforts to transform primary care practices and develop sustainable infrastructure for quality improvement in small- and medium-sized primary care practices. These programs may serve as a model for the national primary care extension program authorized (but not funded) in Section 5405 of the Affordable Care Act (ACA). See <http://www.ahrq.gov/research/impactaw.htm> for more information.

Technical assistance, implementation assistance

- *Expert Working Group for PCMH Facilitation.* AHRQ convened an expert working group of organizations that employ practice facilitators or coaches assisting primary care practices in becoming medical homes. This project is part of a 2-year, multi-million dollar initiative that started in fall 2010. A “How-To” guide on developing and running a primary care practice facilitation program has been published and is available [here](#).
- *TeamSTEPs.* AHRQ has commissioned an expansion and modification of the TeamSTEPs program (<http://teamstepps.ahrq.gov/>) for primary care. TeamSTEPs is a system designed for health care professionals to improve patient safety and teamwork within their organizations. The primary care project kicked off in fall 2010, and the first phase wrapped up in the summer of 2012 with the development of training modules for primary care practices. The next phase, to begin in late 2012, will include pilot testing of the training modules, training practice facilitators in the use of the modules, and evaluation of the effectiveness of TeamSTEPs training for primary care practices.

Research (includes evaluation)

- *Transforming Primary Care Evaluation Grants.* In 2010, AHRQ funded 14 mixed-method evaluation grants to support systematic studies of ongoing, successful efforts to transform the delivery of primary care in the U.S. Investigators evaluated programs that have successfully transformed to a medical home and are identifying the medical home model’s effects on costs of care, and patient and provider experiences/satisfaction. The grants totaled approximately \$8 million over 2 years. A supplement to the *Annals of Family Medicine* will be published in 2013 that reports the findings from the studies.
- *Retrospective Evaluations of Long-Term Medical Home Models.* AHRQ funded two contracts to evaluate the effects of long-term medical home models at Health Partners (Minnesota) and WellMed (Texas) on costs, benefits, and patient outcomes. The results were published in 2011 and are available in the citations database at www.pcmh.ahrq.gov ([Health Partners evaluation](#); [WellMed evaluation](#))
- *A Research Agenda for the Patient-Centered Medical Home.* The results from this AHRQ-funded national conference were published in June 2010 in the *Journal of General Internal Medicine* (volume 25, no. 6). Click [here](#) to access the full text.
- *2012 Foundational White Papers.* AHRQ commissioned a series of foundational white papers on topics related to the medical home. A group of papers related to [evidence and evaluation](#) on the medical home have been published: *Building the Evidence Base for the Medical Home: What Sample and Sample Size Do Studies Need?*; *Improving Evaluations of the Medical Home*; and *Early Evidence on Patient-Centered Medical Home*.

AHRQ has also commissioned a series of papers on [improving coordination of care](#): *Coordinating Care for Adults with Complex Care Needs in the Patient-Centered Medical Home: Challenges and Solutions*; *Coordinating Care in the Medical Neighborhood: Critical Components and Available Mechanisms*; and *The Roles of Patient-Centered Medical Homes And Accountable Care Organizations in Coordinating Patient Care*.

- *Decisionmaker Briefs*. AHRQ also developed a series of short decisionmaker briefs to complement the longer foundational white papers mentioned above. A series of briefs on [improving care coordination](#) have been published. Additional resources and briefs regarding patient and family engagement in PCMH, integration of mental health in primary care, and health IT are available [here](#) at AHRQ's main Papers, Briefs, and Other Resources page.
- *Practice Facilitation*. AHRQ commissioned the development of a how-to guide to support organizations interested in starting practice facilitation (PF) programs for primary care transformation, which can be accessed [here](#). AHRQ also disseminates weekly practice facilitation eNewsletters to members in a primary care practice facilitation (PCPF) learning community. Previous PF eNewsletters can be found [here](#). In the fall of 2012, AHRQ will publish a series of case studies featuring four practice facilitation programs around the country.
- *Quality Improvement (QI) Infrastructure Series*. AHRQ commissioned the development of three papers related to quality improvement in primary care practices, which will be published in the fall of 2012. The papers will explore the reasons why a QI infrastructure does not yet exist, best ways practices can build and maintain a robust QI infrastructure and capacity for ongoing practice change, and the ways in which various Federal and private-sector supports can be leveraged to build and sustain it.
- *New Methods Series*. To further develop evidence-based resources about the medical home and ways to improve future evidence, AHRQ invited nationally recognized experts to author briefs on various methods to study and evaluate the effects of the PCMH. Methods featured in these briefs will likely include statistical process control, fuzzy set/qualitative comparative analysis, organizational studies, orthogonal design, anthropological approaches, novel methods for considering context, implementation research, optimal use of logic models, and pragmatic randomized controlled trials. This series of briefs will be published in the fall of 2012.
- *Investigator-initiated Grant Programs*. Through its investigator-initiated grant programs, AHRQ has funded other work related to the PCMH. Information about these grants is available through the searchable GOLD database: <http://gold.ahrq.gov/projectsearch/index.jsp>.

MATERIALS:

Survey Tools

- *Care Coordination Measures Atlas*. Based on stakeholder feedback, AHRQ has created a 5-year project to develop measures for care coordination in primary care. The first phase of the project resulted in a Care Coordination Measures Atlas that provides a conceptual framework for measurement and maps over 60 existing measurement

tools into the framework. The Atlas is publicly available, provides summaries of existing measures, and includes sufficient technical detail to support researchers who want to evaluate care coordination interventions. The Atlas is available [here](#).

- *CAHPS Tool for the PCMH*. AHRQ commissioned a new module for the Consumer Assessment of Healthcare Providers and Systems (CAHPS) tool for ambulatory surgery for physicians and groups. The new CAHPS tool uses domains of the patient-centered medical home to collect data from patients on their experience with care, access, communication, and whole person care. The CAHPS-PCMH was released on September 2011. More information is available here: <https://www.cahps.ahrq.gov/default.asp>.

Toolkits

- *Toolkit for Practice Redesign*. AHRQ commissioned the development of a toolkit to provide safety net providers with information on how to redesign their systems of care along the lines of the Chronic Care Model given their financial realities. This toolkit is available at: <http://www.ahrq.gov/populations/businessstrategies/>. A companion practice coaching manual is available at: <http://www.ahrq.gov/populations/businessstrategies/coachman1.htm>. The practice coaching manual aims to help improve clinical quality in an ambulatory setting by providing an overview of practice coaching and how various settings have used it to improve care, along with specific implementation guidance and tools.

How-To Guide

- *A How-To Guide on Developing and Running a Primary Care Practice Facilitation Program*. AHRQ commissioned the development of this guide to support organizations interested in starting a practice facilitation (PF) program for primary care transformation. This guide is for future and existing directors of facilitation programs to use as they make important decisions about the start-up and administration of their own programs. The how-to guide is available [here](#).

Web sites

- *The Patient-Centered Medical Home Resource Center*. This web site provides policymakers and researchers with access to evidence-based resources about the medical home and its potential to transform primary care and improve the quality, safety, efficiency, and effectiveness of U.S. health care. Access the site at <http://www.pcmh.ahrq.gov/>. Elements of the web site include:
 - *Citations Database*. AHRQ has developed a citations database that provides policymakers and researchers ready access to the latest literature on PCMH and its major components. The citations database contains more than 1,500 sources, including journal articles, reports, policy briefs, and position statements pertaining to the medical home or widely cited in the PCMH literature. The database is updated quarterly. See: http://www.pcmh.ahrq.gov/portal/server.pt/community/pcmh_home/1483/citations_collection

- *Reports and Monographs.* There are many reports and monographs available on the [Papers, Briefs, and Other Resources](#) section on the PCMH Resource Center.

ACTIVE PCMH COLLABORATIONS WITH FEDERAL PARTNERS:

- AHRQ collaborates with partners across the Federal Executive Branch through the Federal PCMH Collaborative, which it organizes and facilitates. The group meets to discuss PCMH topics and to share lessons learned and challenges to overcome. AHRQ also developed and maintains a password-protected portal that serves members of the Federal PCMH collaborative. The Federal PCMH Collaborative and the private portal/online workspace are communities for Federal executive branch employees only.