



Statewide **Healthcare**
Innovation Plan

PCMH State Evaluation



University of Idaho



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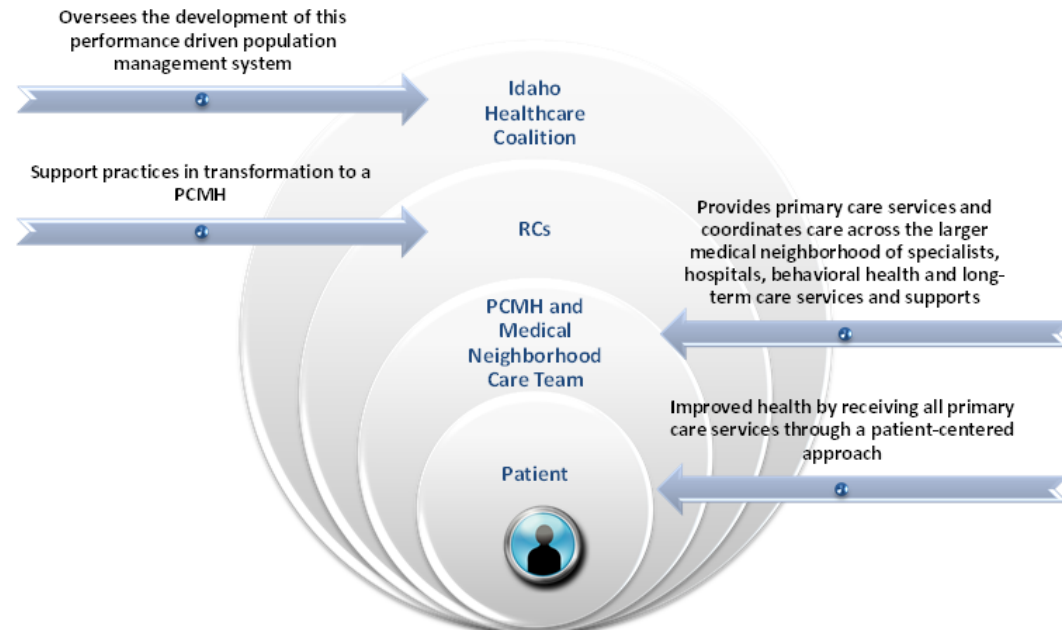
Overview



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SHIP Goal 1:

Transform primary care practices across the state into Patient-Centered Medical Homes



A key component of PCMH transformation is patient engagement and participation!

Statewide Healthcare Innovation Plan (SHIP) is supported by Funding Opportunity Number CMS-1G1-14-001 from the U.S. Department of Health and Human Services, Center for Medicare & Medicaid Services.

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Evaluation Team



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- Boise State and University of Idaho staff
- Evaluation of patient engagement is a required element of SHIP and was part of MOU signed by each clinic
- Goals of Evaluation:
 - attain patient feedback on PCMH transformation
 - understand shifts in patient engagement
 - provide meaningful feedback to clinics
 - support continuous quality improvements

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Recruitment



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PCMH Associate works with clinic staff

We will be asking clinics to do the following:

- Determine 10-15 patients per site location to be contacted for interviews
 - Eligible patients are any patient that meets SHIP criteria—Medicaid, Medicare, or patients that meet any of the clinical quality measures targeted by SHIP (diabetes, smoking cessation, access, etc.)
- Determine the best method for contacting patients (phone, letter, e-mail, texting)
- Determine the preferred method for data collection (in-person interviews, phone interviews, video conference interviews)
- Correspond with the State Evaluation team when you have identified your selections

Once a list of patients is presented, State Evaluation team will contact patients and, if patient consents, perform interviews.

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Types of Questions



- Patient interview questions aim to:
 - understand how patients “participate” in their own health
 - uncover gaps between diagnoses and patients’ knowledge and/or actions
 - determine how clinic healthcare teams can better cater to patient needs
 - identify barriers
- Example question: *“Is there anything your healthcare team could do to help you be more active with your own health?”*



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Analysis & Reporting



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- Interview recordings will be transcribed
- State Evaluation team will identify themes and perform data analysis
- Aggregate reports for patient interviews will be prepared for each clinic

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Patient Benefits



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- \$50 participation reimbursement
- Opportunity for 1:1 discussion about experiences and feedback with an unbiased 3rd party
- All information will be kept confidential to project members

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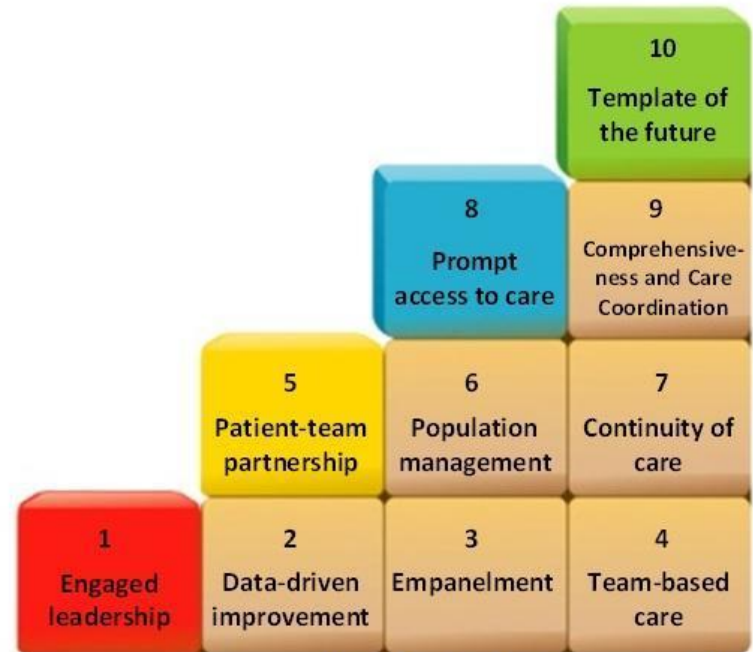
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Clinic Benefits



- Patient participation satisfies NCQA 2014 PCMH Standard 6, Element C, Factor 4
- Can satisfy QI Activities for QPP
- All evaluation reports and patient feedback will be shared with clinics
- Evaluation team is working with WWAMI to develop value-based care CEU opportunities for SHIP clinics



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Key Contacts

Janet Reis, PhD

Lead Investigator

(208) 634-6997

janetreis@boisestate.edu

Chelsea Stevenson, MK

PCMH Associate—Regions 1 & 2

(208) 332-7424

cstevenson@uidaho.edu

Molly Volk, MHS

PCMH Associate—Regions 6 & 7

(208) 364-4037

mvolk@uidaho.edu

Dawn Juker, LMSW

PCMH Associate—Regions 3, 4, & 5

(208) 409-8710

djuker@uidaho.edu

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Questions?