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About the Initiative

The Patient Centered Medical Home (PCMH) Initiative is a core component of the State Innovation Model (SIM) strategy for coordinated care delivery, focusing on the development and testing of health care payment and service delivery models to achieve better care coordination, lower costs, and improved health outcomes for Michiganders. For more information and resources, check out our webpage.

Contact Us

Questions can be sent to:
MDHHS-SIMPCMH@michigan.gov

Links

[SIM Initiative website](#)

[SIM Care Delivery webpage](#)

[SIM Population Health webpage](#)

Welcome to the 2019 Patient Centered Medical Home Initiative monthly newsletter. Each month we will bring together all the updates, news and upcoming events relevant to PCMH Initiative Participants.

You will continue to receive other regular communications and event reminders from the PCMH Initiative. This newsletter has been developed as a method to share information in one common location. Previous editions of the newsletter can be found [here](#).

Program News and Updates

Semi-annual Practice Transformation Report

The Semi-annual Practice Transformation Report will be released mid-June with a submission deadline of **Wednesday, July 31, 2019 by 5:00pm**. The link to the electronic submission will be distributed to your organization's key contact. You can preview the requirements to complete the report in the downloadable template found on the first page of the report. If you have any questions, please email the PCMH Initiative Team at MDHHS-SIMPCMH@michigan.gov.

June 2019 Audits

Practices will be audited in the following four areas below in June 2019. Select audits require the Initiative to contact individual practices to provide information as detailed below. If this is the case, the Physician Organization will be alerted prior to practice outreach. Once the audits are complete, the associated Physician Organizations will be contacted with the results.

1. **Utilize Electronic Health Record (EHR):** Selected practices will be emailed and asked to provide a printout of a patient note with identifying information masked.
2. **24/7 Clinical Access Mechanism with EHR Access:** Selected practices will be called at 8:30pm to determine if patients are able to reach a decision-maker after hours.
3. **30 percent open access:** Selected practices will be sent to Blue Cross Blue Shield of Michigan (BCBSM) to determine if PGIP criteria 5.7 has been met.
4. **Alternative visit types:** Selected practices will receive a survey to determine which alternative visit types are employed by the practice.

Save the Date: SIM PCMH Initiative 2019 Summit

2019 is the seminal year for the State Innovation Model. This year, SIM PCMH Initiative Summit will be held as a full day event in East Lansing on November 12. The registration is expected to open over the summer, but until then please "Save the Date" on your calendars!

Register for the July 30 Care Coordination Collaborative In-Person Event on "Decreasing Unnecessary Utilization and Streamlining Care Efficiency"

The next in-person Care Coordination Collaborative Event will be held in Grand Rapids at the Amway Grand on July 30th from 9am to 3pm. It will feature special presentations and panels and partner sharing. Themes will focus on:

- 1) achieving efficiencies and reducing waste and administrative burden;
- 2) reducing unnecessary utilization, including avoidable emergency room and inpatient use.

If you need hotel accommodations, a special rate is available from the Amway Grand for the event until June 28 at (616)774-2000. We anticipate a capacity event, so register early to secure your spot if you have not already done, please [REGISTER HERE](#).

June Supplemental Office Hour: Evaluation—Patient Experience Survey

We are excited to announce our next evaluation webinar presented by our partners at Child Health Evaluation and Research (CHEAR) Center. Sarah Clark will be sharing how CHEAR has been collecting patient feedback on their experiences engaging in care management services and the clinical-community linkage process within SIM. Please join us on June 20 from 3:00—4:00pm to learn more about this piece of the evaluation. There will be an opportunity to ask questions and learn about next steps. [REGISTER HERE](#)

Evaluation

Each PCMH Initiative participant has been recently contacted by the Michigan Public Health Institute (MPHI) regarding the 2019 Clinical-Community Linkage Provider Survey. MPHI has had a lot of communications with participants eager to contribute to the process. The survey administration has just begun, so please be on the lookout for additional information from either your Physician Organization or MPHI. We are excited to report on the findings sometime in July.

Pediatric Office Hours: Announcing Dates for 2019

SIM PCMH Initiative Pediatric Office Hours will continue with a series of three webinars in 2019. We would like to thank the SIM PCMH Initiative Pediatric Curriculum Planning Workgroup members for their commitment and expertise to guide the planning in 2019.

The following are topics of interest with expert presenters:

Date/Time: Wednesday, June 26 from 2 pm – 3 pm

Topic: Pediatric Asthma

Presenter: Tisa Vorce MA, RRT

[REGISTER HERE](#)

Date/Time: Thursday, September 12 from Noon – 1 pm

Topic: Pediatric Depression

Presenter: Thomas Atkins, MD

[REGISTER HERE](#)

This presentation is supported by Funding Opportunity Number CMS-1G1-14-001 from the U.S. Department of Health and Human Services (HHS), Centers for Medicare and Medicaid Services. The content provided is solely the responsibility of the authors and does not necessarily represent the official views of HHS or any of its agencies. The Pediatric Office Hours are open to all.

Upcoming Michigan Data Collaborative Deliverables

Dashboard Release 8.0 Notes

Michigan Data Collaborative (MDC) posted Dashboard Release 8.0 on April 30, 2019. This Release addressed the following items:

- Measures that rely on lead screening and immunization data from Michigan Care Improvement Registry (MCIR) were run based on the most current data and no subsequent enhancements are required.
- Programming methodologies were aligned to correct a small difference in the denominators of the five diabetes measures. The difference did not affect overall percentages or prevent any organizations from meeting the benchmark but caused the exclusion of about 30 out of the 13,000 to 14,000 members. We corrected the issue for this release and plan to re-run the measures for all reporting periods in an upcoming enhancement. The following measures were affected:
 - Diabetes HbA1c Testing
 - Diabetes Blood Pressure Control
 - Diabetes HbA1c Poor Control

Upcoming MDC Deliverables

- May 2019 PCMH Patient Lists and Provider Reports – *late May 2019*
- Dec 2018 – Feb 2019 Care Coordination and Claims Detail Reports – *late May 2019*
- June 2019 PCMH Patient Lists and Provider Reports – *late June 2019*
- Jan 2019 – Mar 2019 Care Coordination and Claims Detail Reports – *late June 2019*

You can view an up-to-date list of upcoming deliverables on the [SIM PCMH page](#) of the [MDC Website](#).

Literature Review

Ambulatory Care Sensitive Conditions – Michigan Data and Resources

According to the Michigan Department of Health and Human Services (MDHHS), “Ambulatory Care Sensitive hospitalizations such as asthma, diabetes or dehydration are hospitalizations for conditions where timely and effective ambulatory care can decrease hospitalizations by preventing the onset of an illness or condition, controlling an acute episode of an illness or managing a chronic disease or condition.”

High rates of Ambulatory Care Sensitive hospitalizations in a population may be an indicator of barriers to obtaining timely and effective care. Barriers could include lack of prevention efforts, primary care resource shortage, poor performance of primary health care delivery system, or other factors.

MDHHS has information available for state, counties, or local health departments including trends for diagnoses by gender and age group for each of the years in 1999-2015, which can be accessed [here](#).

The American Hospital Association (AHA) Physician Alliance offers a toolkit on Ambulatory Care Sensitive Conditions (ACSC). The toolkit is composed of three sections: Hospital and Health System Resources, Clinician Resources, and Patient Resources. A User Guide is included on appropriate use of these resources.

The Hospital and Health System Resources section includes guides, fact sheets and resources supporting management of ACSC, and is intended for senior management and other senior leaders.

Clinician Resources includes clinical evidence for management of specific ACSCs, frequently asked questions, and a report on the impact of integrated care on preventing hospitalization.

Patient Resources includes action plans, frequently asked questions and resources for patients on how to best engage in their care and prevent hospitalizations for ACSCs.

The AHA Physician Alliance toolkit on Ambulatory Care Sensitive Conditions can be accessed [here](#).

Additional Resource:

Prevention Quality Indicator Overview. 2011. Available at:
http://www.qualityindicators.ahrq.gov/Modules/pqi_overview.aspx. Accessed 5.2.19

Upcoming Events and Initiative Resources

Michigan Care Management and Transformation Approved Self-Management Course Registration

To access the list of the Michigan Care Management Resource Center (MiCMRC) approved Self-Management Support [courses](#). The list of MiCMRC approved Self-Management Support Courses provides a detailed summary of each course, with associated objectives, location, cost and more.

Additionally, MiCMRC has collected resources for Self-Management Support including websites of interest, publications, tools, videos, and even patient materials. Michigan Care Management Resource Center's "Self-Management Support Tools and Resources" document offers an at a glance list and summary of these resources, along with descriptions and website links for quick access. Click [here](#) for "Self-Management Support Tools and Resources".

Both documents can also be accessed on the [MiCMRC website](#).

Upcoming Complex Care Management Course Dates and Registration

The Michigan Institute for Care Management and Transformation (MICMT) Complex Care Management (CCM) course is designed to prepare the healthcare professional for the role of Complex Care Manager. Course content is applicable to all Care Managers and health care professionals in the ambulatory care setting, working with complex patients. Please note, this course has been updated and the new format consists of self study modules and a 1-day in person training. For CCM Course details [click here](#)

Upcoming CCM course dates and course registration:

July 24 | Dimondale | [REGISTER HERE](#) | Registration deadline: July 4, 2019

August 7 | Dimondale | [REGISTER HERE](#) | Registration deadline: July 18, 2019

August 21 | Lansing | [REGISTER HERE](#) | Registration deadline: August 1, 2019

NOTES: If you have 15 or more Care Managers in your area and would like the Michigan Care Management Resource Center team to provide a regional training at your location please submit your request to: MICMRC-ccm-course@med.umich.edu

For questions please contact: MICMRC-ccm-course@med.umich.edu

For More Information

www.Michigan.gov/SIM | MDHHS-SIMPCMH@michigan.gov

