

Leadership Education in Neurodevelopmental Disabilities (LEND) Program
Westchester Institute for Human Development
University Center for Excellence in Developmental Disabilities
And
New York Medical College
Team Project Abstract
2013-2014

Title: Exploring the Role of Non-Primary Care LEND Disciplines in the Patient-Centered Medical Home

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Proposal Description: The patient-centered medical home (PCMH) is defined as an approach to primary care that is accessible, continuous, comprehensive, family-centered, coordinated, compassionate, and culturally effective. This model promotes an ongoing relationship with personnel who provide and coordinate health care needs. With PCMHs expanding across the state, our team sought to explore the role of our individual allied health professions within this model.

Objectives:

- For the team to become familiar with the patient-centered medical home (PCMH) model
- Gather data on medical homes in NYS
- Discuss medical home competencies for LEND trainees
- Learn from community partners
- Research the role of allied health professionals, including training programs

Method:

- Conducted a literature review about medical home policy, development, staff, goals, and more.
- Explored PCMH Standards required for recognition by National Committee for Quality Assurance (NCQA)
- Generated interview questions
 - Developed a list of key themes
 - Identified potential impact on allied health professionals

Community Partners: We identified and interviewed community partners in the New York State Department of Health: Christopher Kus, MD; MPH, Associate Medical Director, Division of Family Health, NYS Department of Health, Susan J. Slade, RN, MS, CHES, Director, Child Health Unit Division of Family Health, and Marietta Angelotti, MD, Associate Medical Director, Office of Quality and Patient Safety

We also interviewed a community partner within the LEND/UCEDD network: Judith Holt, PhD, Co- Author of Medical Home Competencies for LEND, Co-Director, Utah Regional LEND Program, University of Utah, Utah State University. From these conversations we developed key themes, which included care coordination, standards for certification, financing and training.

Results: Looking first at care coordination, we learned that the role can be outsourced to an agency or given to someone internal to the practice. In addition, we identified the role and importance of the family advocate who collaborates with the care coordinator. Compliance with patient privacy regulations is a challenge for care coordinators who work with multiple service providers. We also found there to be no standardized training model for the care coordinator position. Regarding the standards for certification, NCQA recently updated its standards in 2011 and identified 3 levels for reimbursement. A pitfall is that once certification is achieved, there is no oversight to assure that the standards continue to be met. NYS Medicaid reimburses according to these levels of certification and provides incentives for best practices, such as care coordination. More research, however, is needed to demonstrate the cost-efficacy of the PCMH model. Lastly, in reference to training, there are currently continuing education programs in place to inform providers about the PCMH model. For LEND trainees, competencies specific to the medical home were also created to be adopted as LEND programs see fit. The Graduate Medical Education Council too incorporated the medical home model into its curriculum standards. Our respective allied health training programs are slow to incorporate this model into training curriculums, with physical therapy identified as the exception.

Conclusion and Next Steps: Future steps for this project include an assessment of allied health professionals working within the PCMH model to determine knowledge of and proficiency in the LEND competencies. Recommendations could be made to training programs in terms of curriculum development. Recommendations can also be made to the respective professional organizations in terms of continuing education in the PCMH model.