

# Exploring the Role of Non-primary Care LEND Disciplines in the Patient Centered Medical Home

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## Background

The medical home is 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.

## 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

## Methods

- 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

### NYS 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

Marietta Angelotti, MD, Associate Medical Director, Office of Quality and Patient Safety

### UCEDD/LEND

Judith Holt, PhD, Co-Author of Medical Home Competencies for LEND, Co-Director, Utah Regional LEND, University of Utah, Utah State University

## Key Themes

### Care Coordination:

- Role can be outsourced (agency) VS. internal (medical asst., SW or RN)
- No standardized training model
- Family advocate collaborates with care coordinator
- Access to EHR and maintaining patient privacy can be barriers

### Standards:

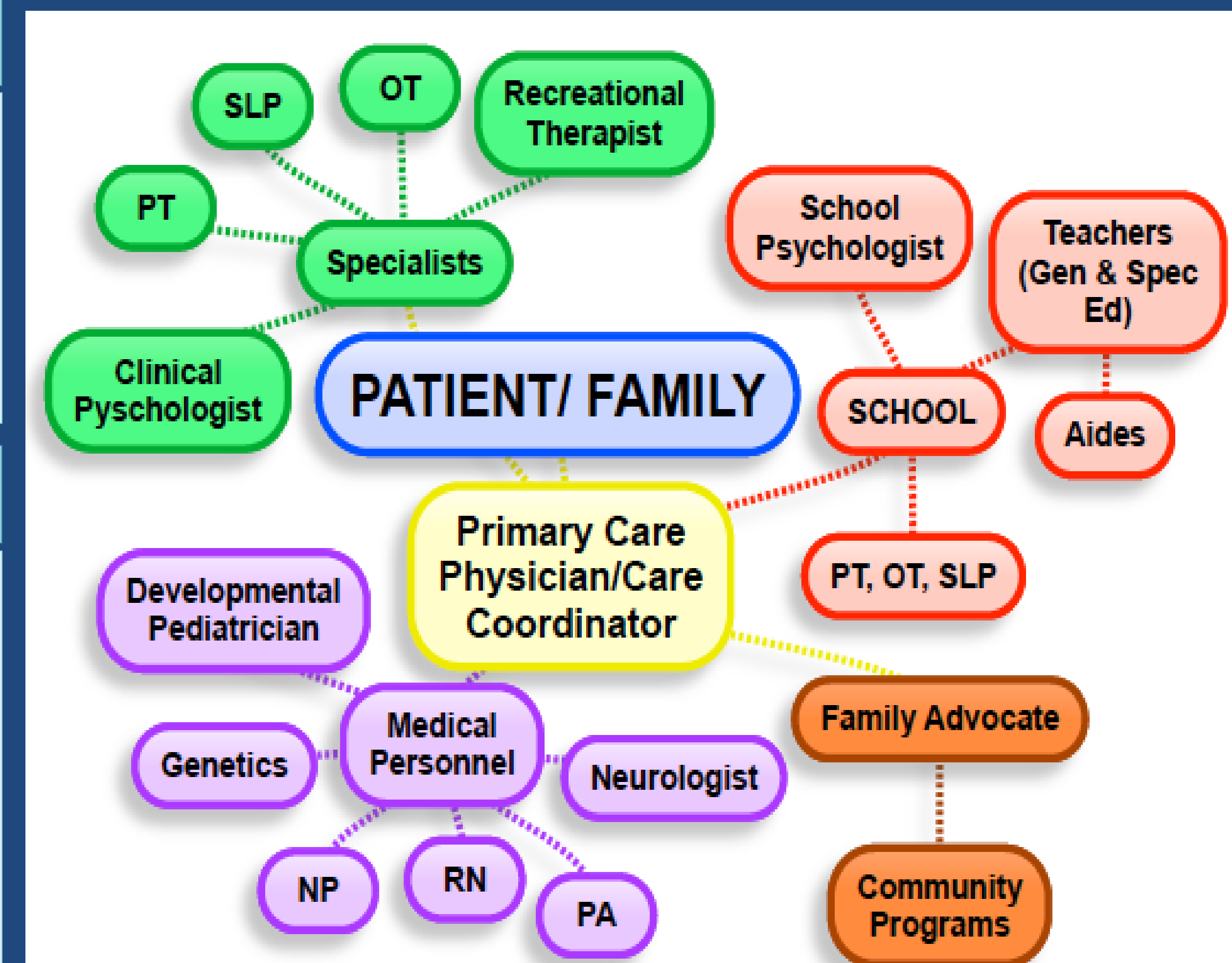
- NCQA standards revised in 2011
  - 3 levels tied to reimbursement
- Lack of oversight after certification received
- Medicalhomeportal.org provides resources for building and maintaining PCMH

### Financing:

- Medicaid in NYS provides reimbursement incentives for best practices
- Cost efficacy data inconclusive
- Trend towards consolidation of care

### Training:

- Continuing education programs are available
- PCMH competencies for LEND trainees to be adopted by LEND programs as deemed appropriate
- Council on Graduate Medical Education incorporated medical home into curriculum
- Represented LEND disciplines are slow to incorporate model into training curriculum (exception: PT)



## Next Steps

- Needs assessment to address training and education of allied health professionals who will be working within medical homes
  - Curriculum recommendations to professional training programs
  - Collaboration with training programs to provide PCMH education