

Ohio PCMH Education Pilot Project

Practice Selection & Metrics

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Practice Selection

- Goal – 44 practices
 - Variety of sizes & locations of practices across 4 regions
 - Educational affiliation with a medical school and/or nursing school
 - ≥ 4 nurse practitioner-led practices
- Applications
 - 64 applications – 346 total providers
 - 9 led by NPs
 - 22 rural practices



Metrics

1. Core Clinical Outcomes Metrics
 - Taken from HCCQC Level 2 metrics
2. Enhanced Clinical Outcome Metrics
 - Taken from HCCQC Level 1 & 3 metrics
3. Satisfaction Survey Metrics
4. Access to Care Metrics
5. Practice Operations Metrics
6. Educational Objectives Metrics

Core Clinical Outcomes Metrics

- Diabetes – Hemoglobin A_{1c} (HbA_{1c}) values
- Cholesterol Management for Patients with Cardiovascular Conditions – LDL-C values
- Blood Pressure values
- Breast Cancer Screening
- Cervical Cancer Screening
- Colorectal cancer screening
- Smoking Cessation Intervention
- Obesity - BMI Assessment
- Behavioral Health measure
 - Alcohol/substance screening
 - Depression screening
 - Anti-depression medication management
- Immunizations
 - Adult: Flu and Pneumonia
 - Pediatric



Taken from HCCQC Level 2 metrics

Enhanced Clinical Outcome Metrics

- Diabetes care – adults who had each of the following
 - Hemoglobin A1c testing
 - LDL screening
 - Retinal eye exam
 - Medical attention to nephropathy
- LDL screening in patients after acute myocardial infarction, coronary artery bypass or percutaneous coronary interventions
- Beta blocker use after heart attack
- Use of appropriate medications for patients with persistent asthma
- Frequency of imaging for certain types of CT, MRI/MRA, & PET scans
- Frequency of emergency department visits
- Percentage of prescriptions filled using generics
- Frequency of hospitalizations
- Per member per month cost IF case mix can be adjusted appropriately (severity adjustment)

Taken from HCCQC Level 1 & 3 metrics



Satisfaction Survey Metrics

- Patient Experience - Patient Activation Measurement Survey (PAMS) or Consumer Assessment of Healthcare Providers and Systems (CAHPS)
- Provider and Staff Satisfaction – consider using Maslach Burn Out Inventory tool
- Student satisfaction survey - TBD



Access to Care Metrics

- FTE – Full Time Equivalent for each working provider. Number of annual paid hours divided by 2,080.
- Average Visits per day per provider - Total patients seen in a month divided by the number of days worked.
- Provider Panel Size - Number of patients that are assigned to each primary care provider in the practice. (unique patients in an 18 month period).
- Same Day Availability - An average of the percentage of open appointment slots at the beginning of the day for a five consecutive day period.



Practice Operations Metrics

- Average Net Medical Revenue per Physician - Average monthly physician revenue collected from all sources for patient care minus refunds.
- Practice Overhead as a % of Net Medical Revenue - The percentage of all costs (excluding physician salary and benefits) as a % of net medical revenue (revenue collected from all sources related to patient care minus refunds).
- Employee Salaries and Benefits as a % of Net Medical Revenue - All salaries, bonuses, benefit costs (insurance, travel, education, etc.) of employees (not providers) as a % of net medical revenue (revenue collected from all sources related to patient care minus refunds).
- Physician Compensation - Annual



Educational Objectives Metrics

- TBD

