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Breakout Session: "Integrating Community Engaged Research into the Patient-Centered Medical Home"

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Et al.

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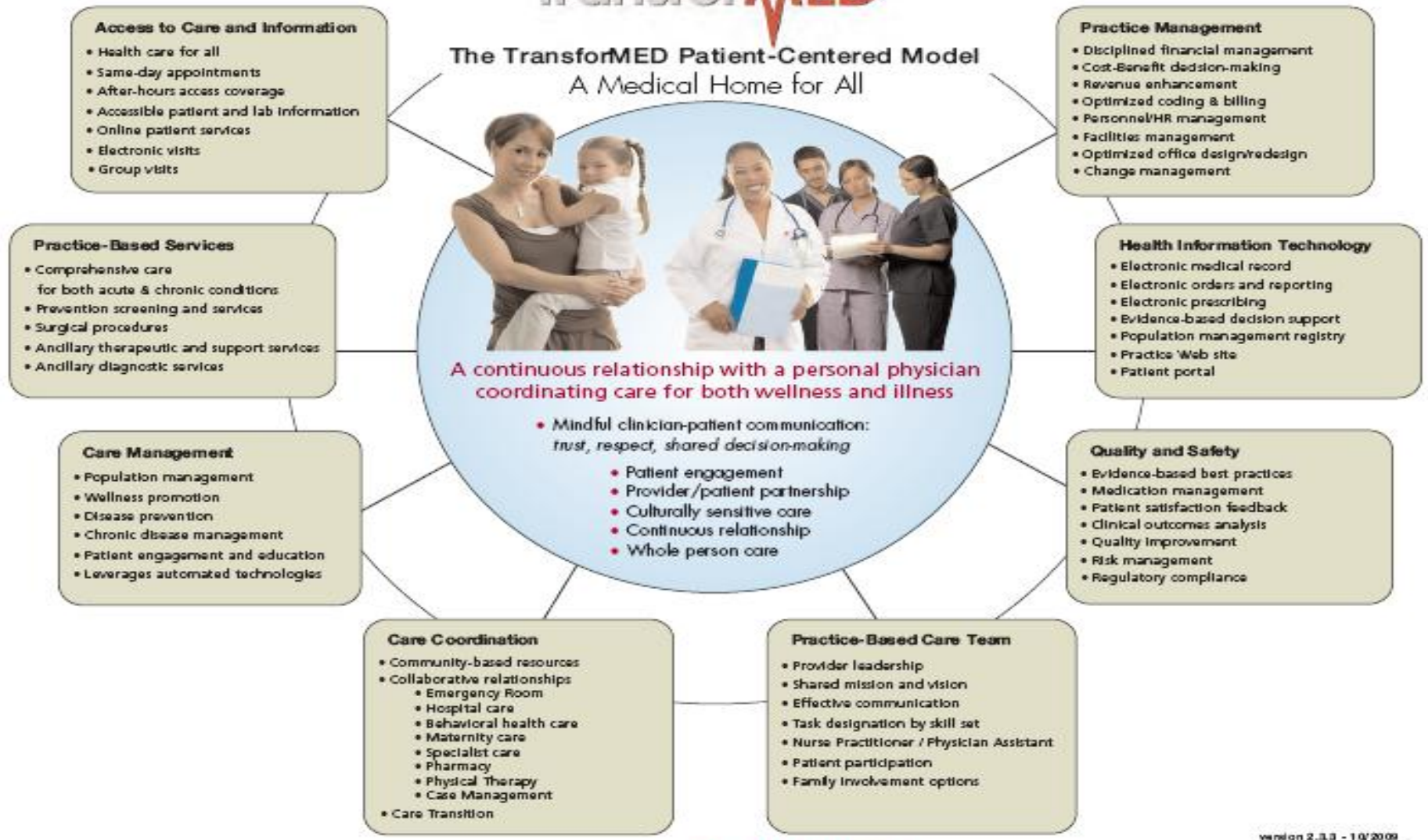
PCMH & Community Engaged Research

Toni McGuire, EMK Health Center
Carole Upshur, DFMCH

- What do you know about PCMH?
- What do you know about community health centers?
- What do you want to learn in this session?



The TransformMED Patient-Centered Model A Medical Home for All



Find out more at www.TransformMED.com

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Patient Survey about PCMH

- High risk registry phone calls
- Waiting room surveys
- Focus on barriers to care
- Self-care attitudes
- Awareness of PMCH goals
 - Care coordination and teams
 - Group visits



Barriers to seeking medical care

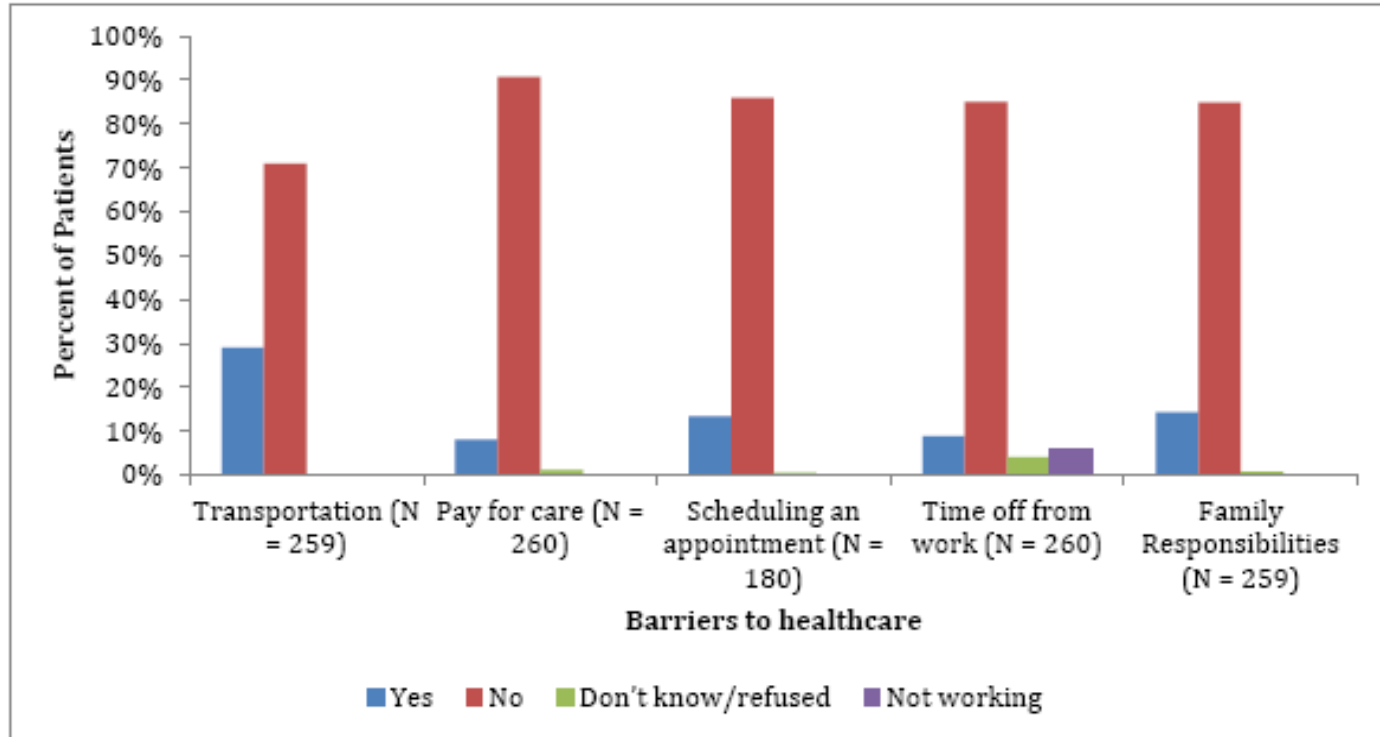


Figure 5. Percent of patients who have had to miss an appointment over the last 12 months because of barriers to care among patients at four health centers in the Worcester area, October 2012.



Health literacy

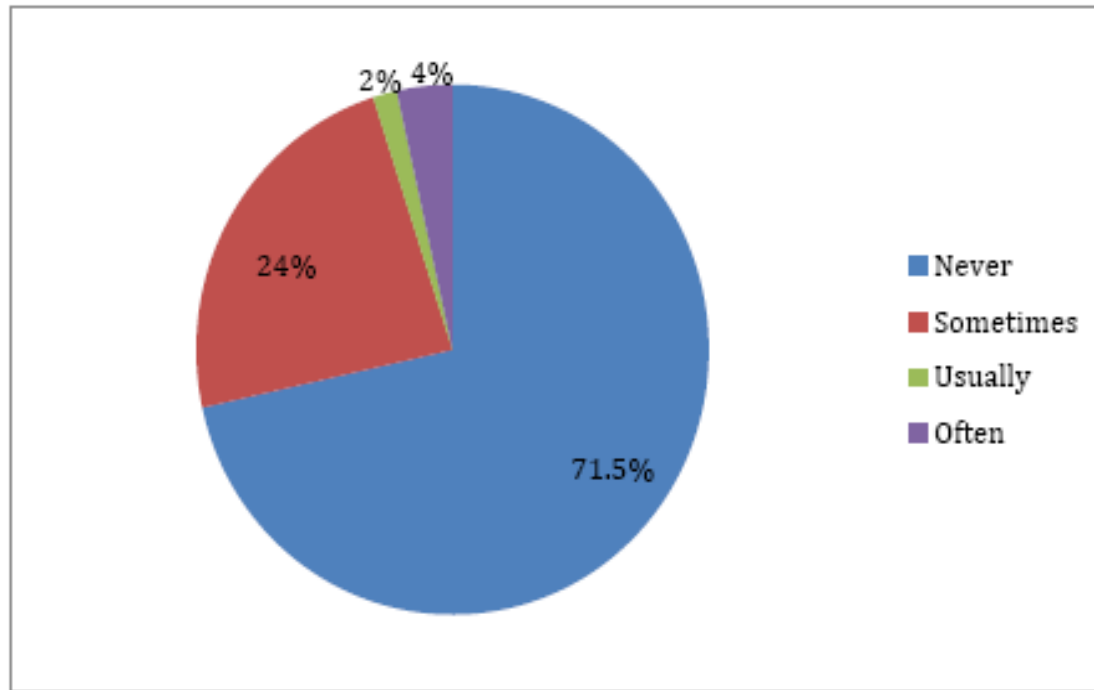


Figure 6. Survey responses to the question: “In the last 12 months, how often did providers at this health center use medical words you did not understand?” among patients at four health centers in the Worcester area, October 2012, $n=260$.



Health Self-Efficacy

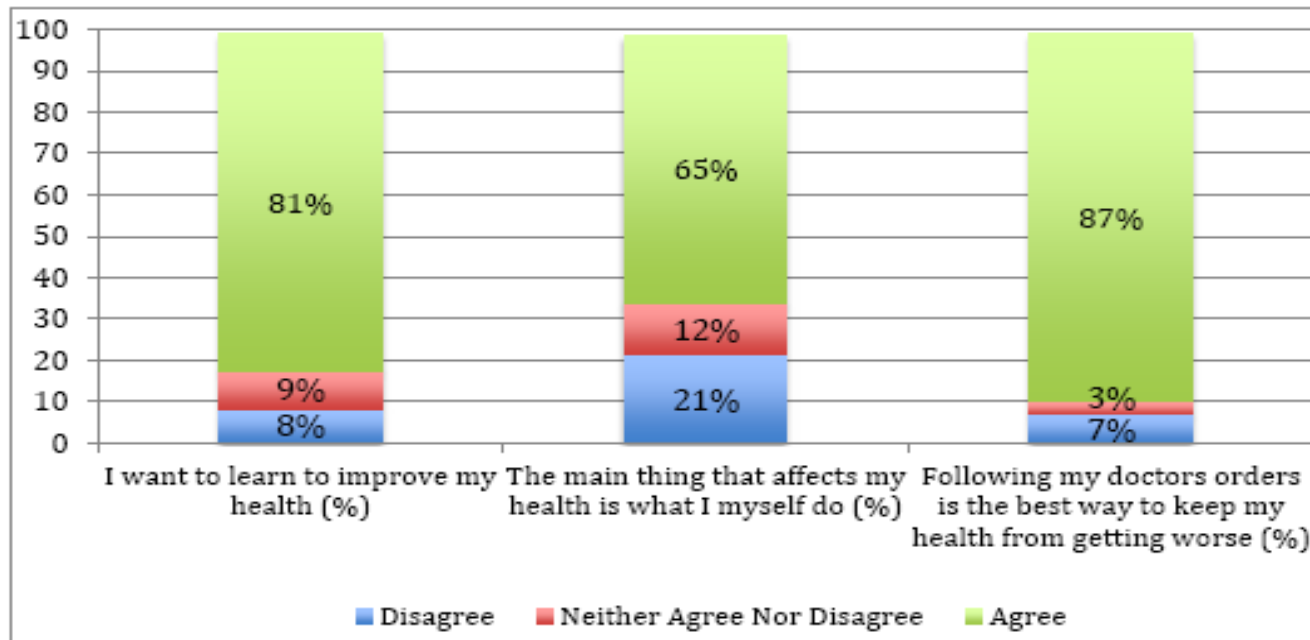


Figure 8. Survey responses to three statements among adult patients and caregivers of pediatric patients at four health centers in the Worcester area, October 2012, $n=256$, 253, and 256, respectively.



Group visits

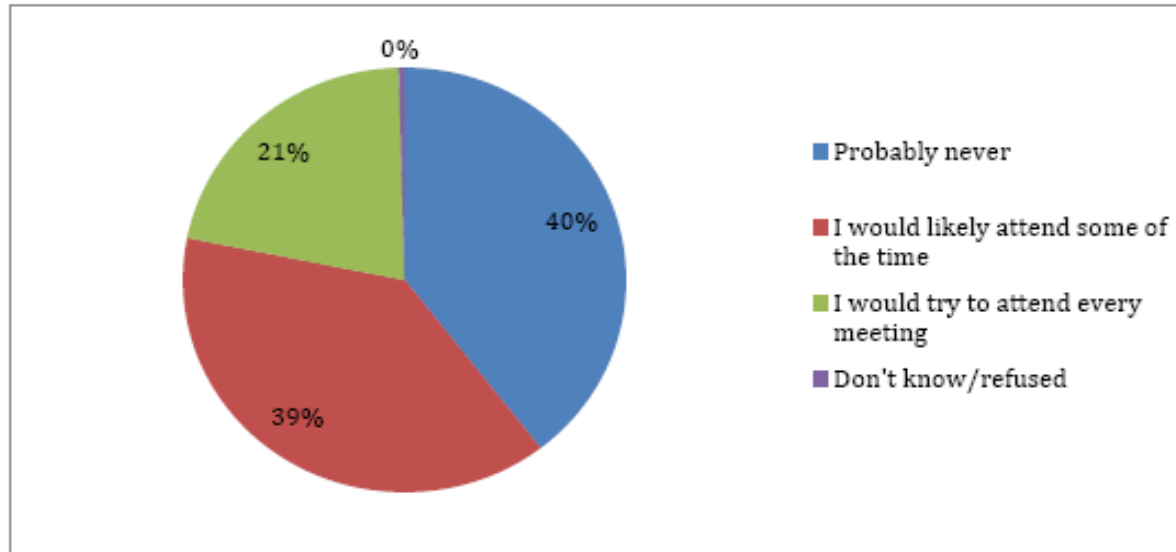


Figure 12. Survey responses to the question: “If your health center held a weekly or biweekly group meeting including other people with similar health conditions, how often would you attend?” among patients at four health centers in the Worcester area, October 2012, $n=243$.



Group visits

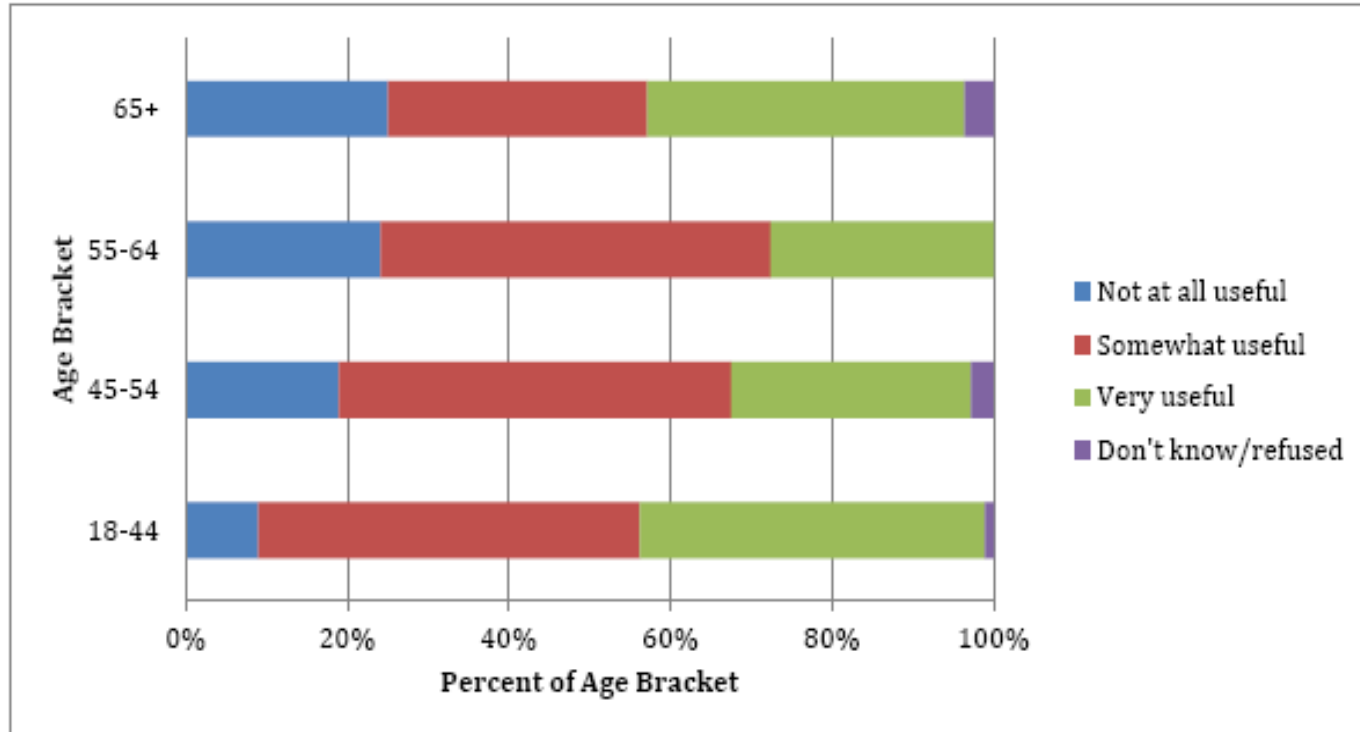


Figure 11. Survey responses to the question: "How useful do you feel the knowledge gained by talking with others with you same condition?" among patients at four health centers in the Worcester area, October 2012, $n=183$.



Group visits by health status

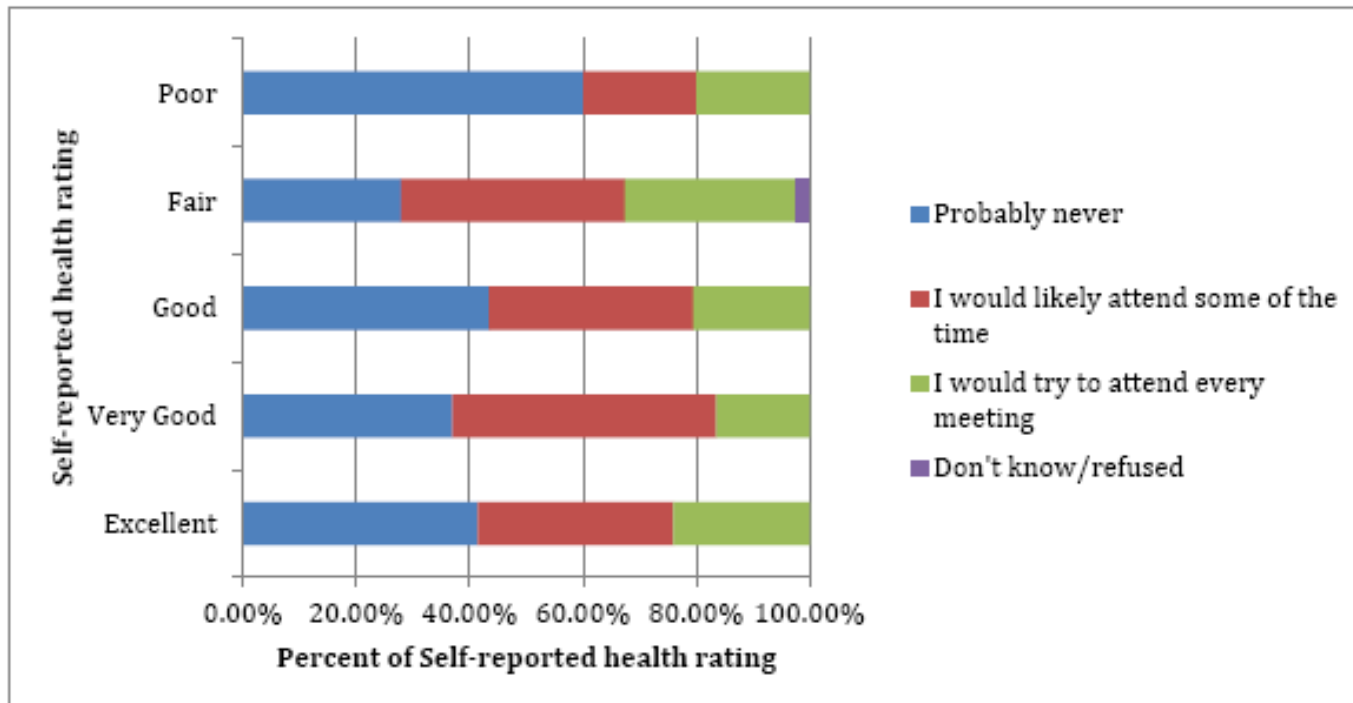


Figure 13. Cross-tabulation analysis of whether individuals would attend group meetings by self-reported health status among patients at four health centers in the Worcester area, October 2012, $n=243$.



Time of group visits

Adult population

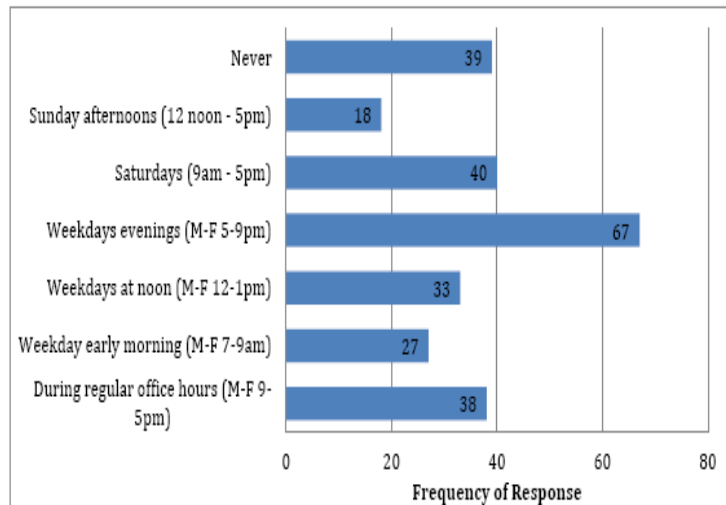


Figure 17. Survey responses to the question: "If you wanted to participate in a group visit, which of the following times would be most possible for you to attend?" among adult patients at four health centers in the Worcester area, October 2012.

Parents of children

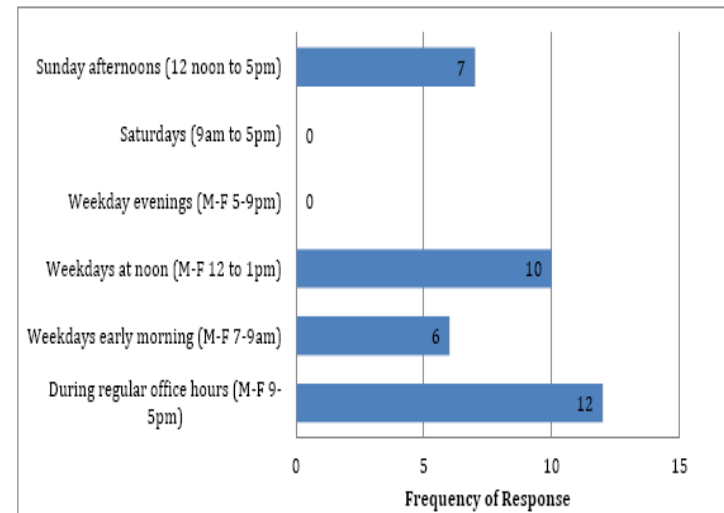
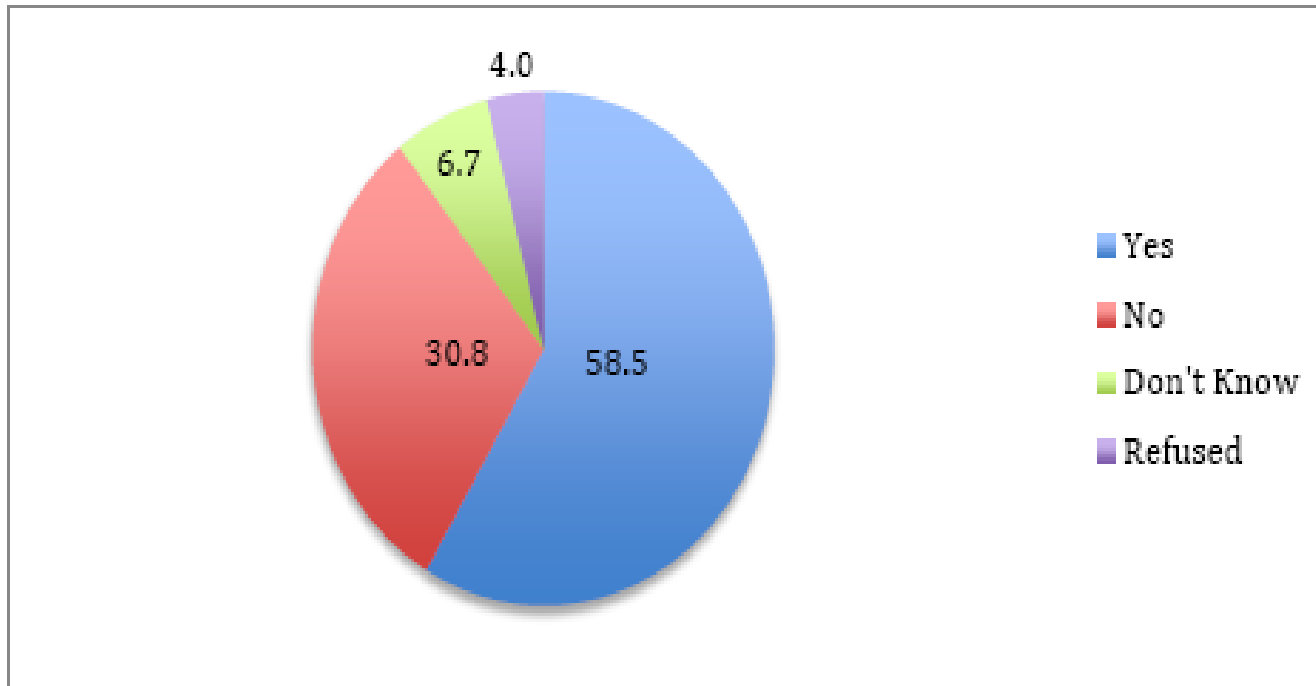


Figure 16. Survey responses to the question: "If you wanted to participate in a group visit, which of the following times would be most possible for you to attend?" among caregivers of patients at four health centers in the Worcester area, October 2012.



Have a health care team?



Health care team will improve health?

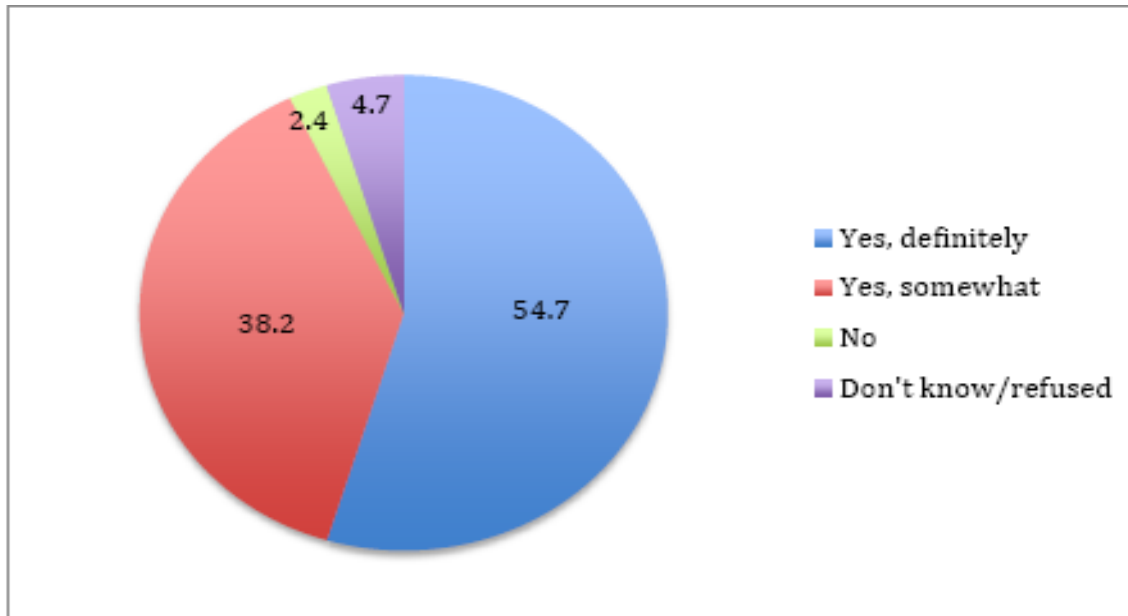


Figure 19. Survey responses to the question: “Does having a healthcare team improve your health?” among adult patients and caregivers of pediatric patients at four health centers in the Worcester area, October 2012, n = 212. Missing responses, n = 57.



Have been called by other than MD

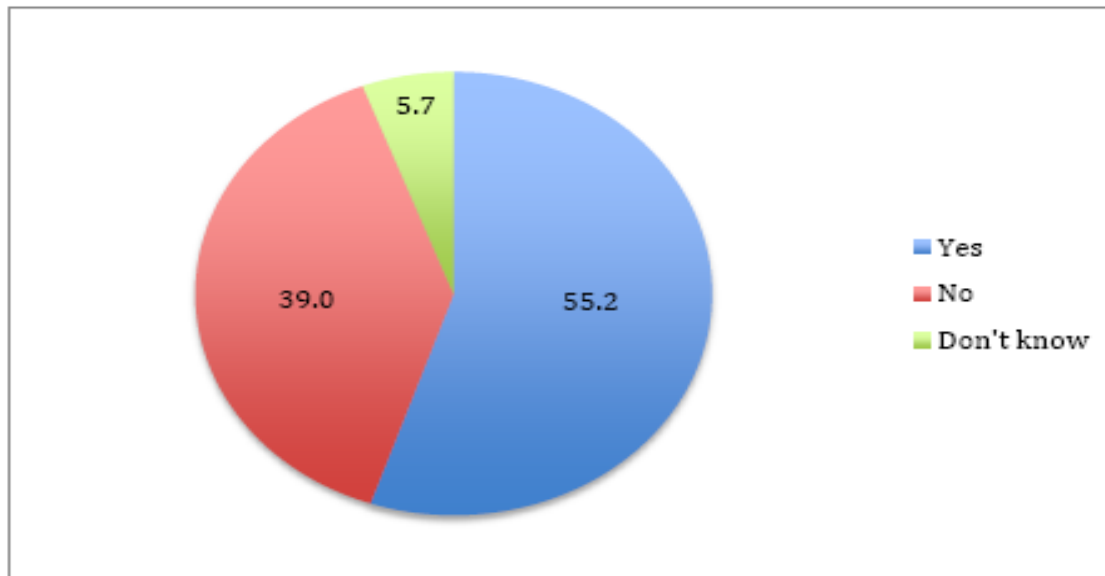


Figure 20. Survey responses to the question: "In the last 12 months have you been called by or had an appointment with a healthcare provider other than your primary care provider?" among adult patients and caregivers of pediatric patients at four health centers in the Worcester area, October 2012, n = 210. Missing responses, n = 59.



What health care team members have interacted?

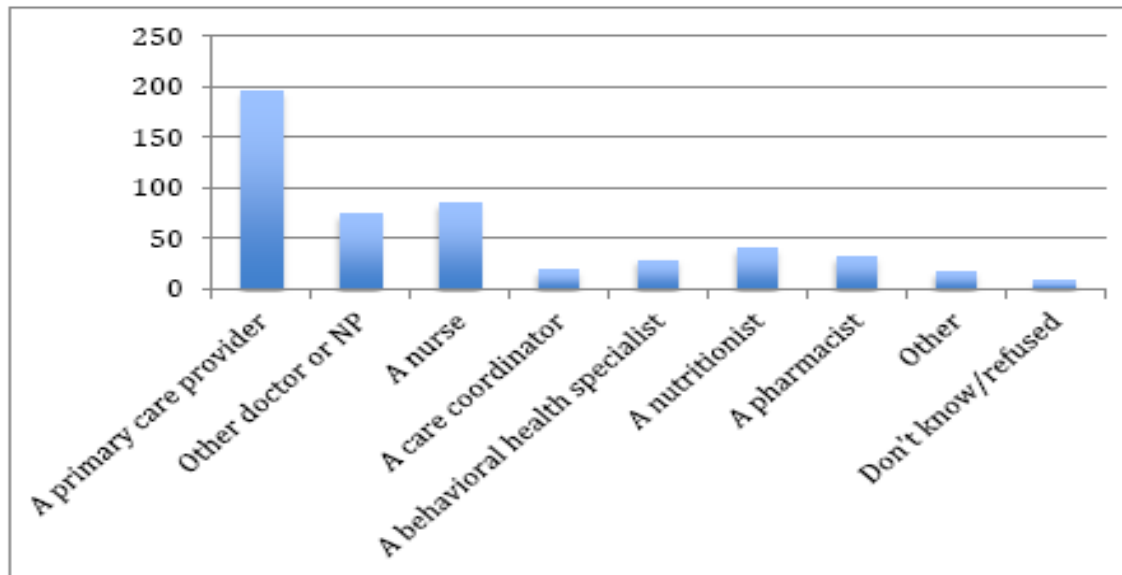


Figure 21. Survey responses to: "Identify all providers that you have seen in the last 12 months" among adult patients and caregivers of pediatric patients at four health centers in the Worcester area, October 2012.



Willingness to work with other health care providers

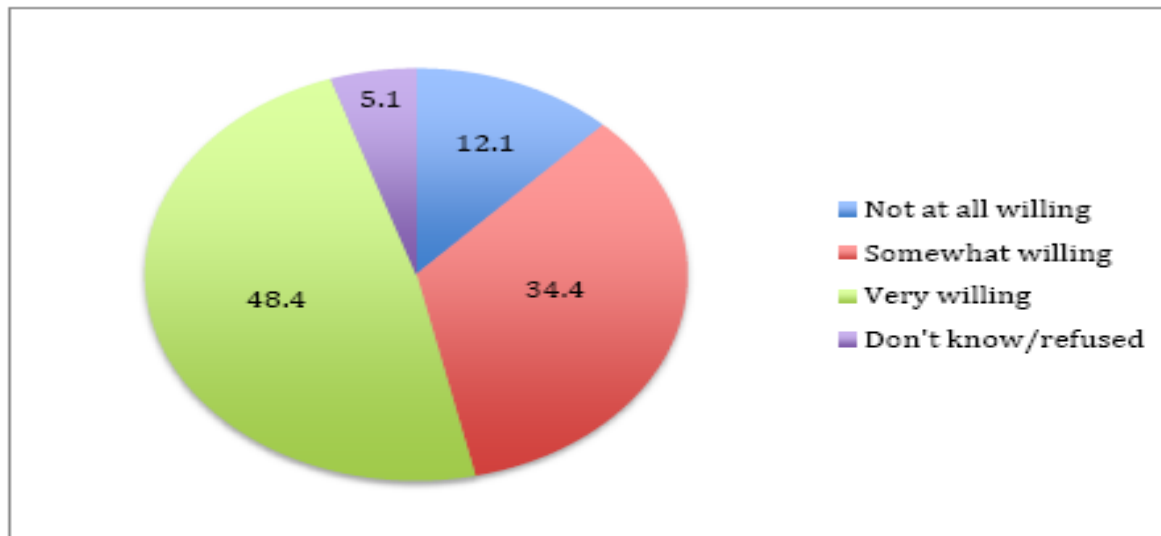


Figure 22. Survey responses to the question: “Are you willing to work with another provider to help with your healthcare needs?” among adult patients and caregivers of pediatric patients at four health centers in the Worcester area, October 2012, n = 215. Missing responses, n = 54.



Content of interactions with other health care providers

Table 6. Survey responses to three questions among adult patients and caregivers of pediatric patients at four health centers in the Worcester area, October 2012.

Agreement that provider other than PCP had...	Always	Usually	Sometimes	Never	Don't Know/ Refused	Percent Responding
...given understandable instructions	37	16	23	16	8	79
...given ways to help remember their medications	20	6	13	32	7	79
...given help make appointments	18	11	20	20	7	79



Patient Interactions

Knowing that PCMH is relatively new to the health care system and patients do not know a lot about it, I was pessimistic about the response we would get from patients.What I experienced was very different from my expectations; patients were eager to answer the questions and learn more about PCMH and how it would affect the quality of care they receive.

I do remain a bit confused about how patients perceive changes at the health center. Very few patients are able to identify people in their health care team, often only citing the PCP as the only person involved in their care. I admittedly seem to think similarly when I visit my own physician, perceiving my interactions with other people in the office as barriers to being able to talk to the “real” doctor. After seeing the staff-wide meeting at [center]today, I am ready to rethink those interactions



Family Medicine and Community Health

Implications for Research

The PCMH model includes a variety of interventions that have been demonstrated to be successful in some fashion. However, whether they will be effective when implemented together, whether they will be effective for the populations in question, and whether they are cost-effective uses of provider and patient time (as well as healthcare dollars) remains to be answered.



Family Medicine and Community Health