



OPCPCC
Ohio Patient-Centered
Primary Care Collaborative
PCMH TOOLBOX



Emily Williams, PCMH CCE
Tim Perry, PCMH CCE

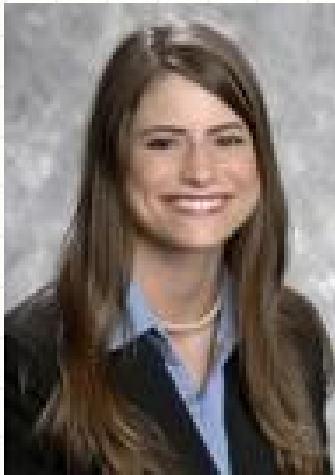
Introduction

- OPCPCC
- Patient Engagement
- Toolbox (toolbox.opcpcc.com)
 - Emily Williams, PCMH CCE
 - Tim Perry, PCMH CCE



EMILY WILLIAMS, PCMH CCE

Emily Williams is a long time active workgroup member of the OPCPCC Patient Engagement Learning Center. She has worked for Pfizer for nearly 10 years, and is in an Account Management role designated to collaborate with Medical Groups and Integrated Delivery Networks to help drive quality with unbranded tools and resources in the chronic disease market. Emily is certified by NCQA as a PCMH Content Expert, and has been a leader in contributing to the development of the new OPCPCC PCMH Toolbox.



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toolbox.opcpcc.com

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Tim Perry is the Chief Information Officer of HealthCare Too, which is helping to transform healthcare by bringing enterprise-level capabilities to small and medium-sized practices for affordable and reliable Care Coordination services, Health Information Technology, Compliance and Security. Tim has over 25 years of Health IT and Compliance experience, ranging from application development to global infrastructure to FDA and HIPAA Compliance. Before starting HealthCare Too, Tim was Chief Technology Officer of Ecommerce, Inc., Senior VP of Infrastructure Services for Reed Elsevier and a Global Director of Johnson & Johnson's Networking and Computing Services. Tim holds a Master of Science in Technology Management from the University of Pennsylvania, a Master of Public Administration from The Ohio State University and multiple industry certifications, including the NCQA's PCMH Certified Content Expert (PCMH CCE). Tim lives in Powell, OH where he enjoys spending time with his wife and two children.

toolbox.opcpcc.com



**WHAT IS THE
TOOLBOX?
WHAT'S IN IT, AND
WHY IS IT
IMPORTANT?**

Expectations for Toolbox

- History
- Tool Selection
- Contributors



PCMH TOOLBOX

Materials and Tools for Ohio's Providers and Patients



Provided by:

Ohio Patient-Centered Primary Care Collaborative (OPCPCC)
Patient Engagement / Patient Advisory Learning Center



The PCMH Toolbox will assist your practice in patient engagement while driving quality improvement.

Designed for You -

- PCMH Certified practices who want to continue as certified
- Practices pursuing PCMH certification

Take advantage of this knowledge resource at:

<http://toolbox.opcpcc.com>

Toolbox Categories



- What is PCMH?



- Partner with Patient



- Self-care Goals



- Improve Patient Safety



- Tools for the Practice

PCMH Toolbox

The toolbox is an organized reference tool that contains devoted sections on topics that align with the guidance from the Agency for Healthcare Section Topic and Category Reference.

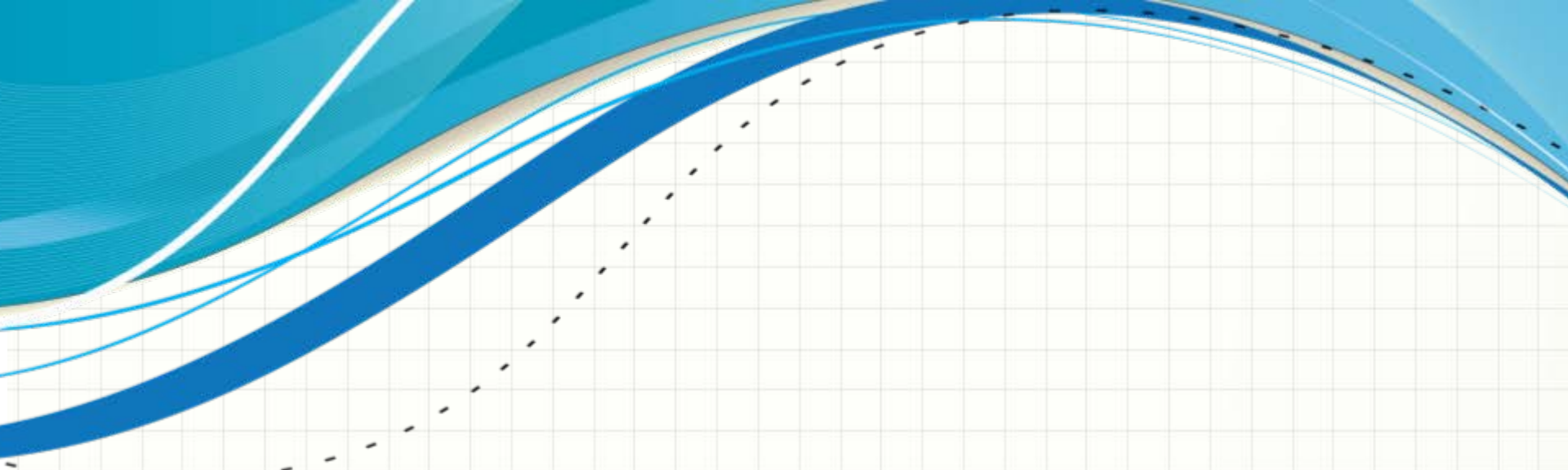
Each resource contains a website link or an Adobe PDF document, available for you to click, access, and use immediately.

- Easy to access and easy to use
- No cost to use

What's inside the box?

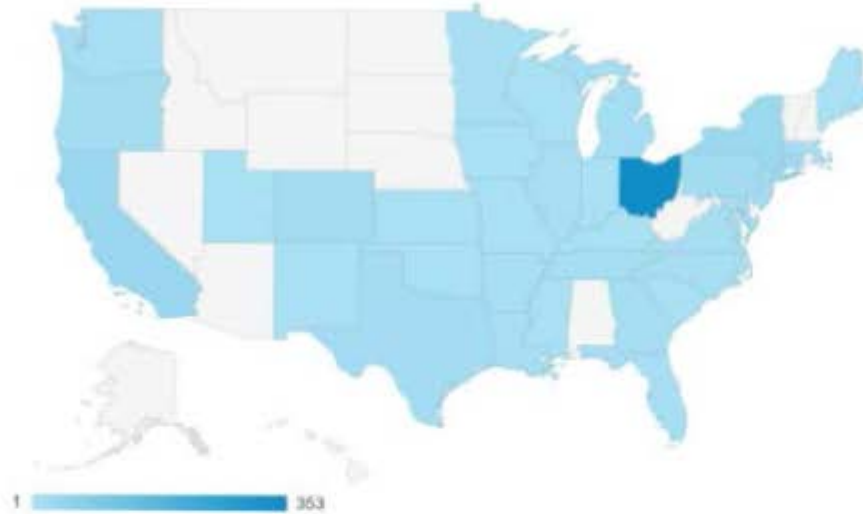


- 1. What is a PCMH?** (tools for patients)
- 2. Partner with Patients** (tools for patients)
 - Preventive Care
 - Screening
 - Chronic Disease
 - Managed Care
 - Policy
- 3. Self-care Goals** (tools for patients)
 - Diet and Exercise
 - My Medicines
 - Diaries, Trackers, and Checklists
- 4. Improve Patient Safety** (tools for patients)
 - Medication Safety
 - Hospital Discharge
 - Other Safety
- 5. Tools for the Practice** (for providers and staff)
 - Staff Education
 - Motivational Interviewing
 - Medication Reconciliation
 - Health Literacy
 - Evidence-Based
 - Health Equity and Health Disparities
 - Cultural Competency



**NAVIGATION AND
TECHNICAL COMPONENTS
OF THE TOOLBOX**

Widespread Use of Toolbox



Region	Acquisition			Behavior			Conversions		
	Sessions	% New Sessions	New Users	Bounce Rate	Pages / Session	Avg. Session Duration	Goal Conversion Rate	Goal Completions	Goal Value
	616 % of Total: 54.47% (1,131)	69.48% Avg for View: 55.80% (24.34%)	428 % of Total: 64.81% (622)	59.90% Avg for View: 47.46% (-11.21%)	2.79 Avg for View: 2.14 (30.61%)	00:02:46 Avg for View: 00:03:10 (-12.81%)	0.00% Avg for View: 0.00% (0.00%)	0 % of Total: 0.00% (0)	\$0.00 % of Total: 0.00% (\$0.00)
1. Ohio	353 (57.31%)	56.94%	201 (46.90%)	56.94%	3.26	00:03:36	0.00%	0 (0.00%)	\$0.00 (0.00%)
2. California	34 (5.52%)	94.12%	32 (7.48%)	82.35%	1.24	00:00:28	0.00%	0 (0.00%)	\$0.00 (0.00%)
3. New York	31 (5.03%)	77.42%	24 (5.61%)	64.52%	2.10	00:00:46	0.00%	0 (0.00%)	\$0.00 (0.00%)
4. Connecticut	23 (3.72%)	69.57%	16 (3.74%)	30.43%	3.78	00:05:42	0.00%	0 (0.00%)	\$0.00 (0.00%)
5. Pennsylvania	18 (2.92%)	66.67%	12 (2.80%)	50.00%	2.72	00:02:05	0.00%	0 (0.00%)	\$0.00 (0.00%)
6. Colorado	14 (2.27%)	64.29%	9 (2.10%)	50.00%	4.50	00:01:31	0.00%	0 (0.00%)	\$0.00 (0.00%)
7. Oregon	14 (2.27%)	100.00%	14 (3.27%)	57.14%	3.86	00:02:14	0.00%	0 (0.00%)	\$0.00 (0.00%)
8. Texas	12 (1.95%)	100.00%	12 (2.80%)	83.33%	1.25	00:00:28	0.00%	0 (0.00%)	\$0.00 (0.00%)
9. New Jersey	11 (1.79%)	90.91%	10 (2.34%)	54.55%	1.91	00:01:27	0.00%	0 (0.00%)	\$0.00 (0.00%)
10. (not set)	10 (1.62%)	100.00%	10 (2.34%)	100.00%	1.00	00:00:00	0.00%	0 (0.00%)	\$0.00 (0.00%)



Overview PCMH Toolbox Español

Overview

Ohio Patient-Centered Primary Care Collaborative

The [Ohio Patient-Centered Primary Care Collaborative](#) (OPCPCC) is a coalition of primary care providers, insurers, employers, consumer advocates, government officials and public health professionals. Together, the coalition has established a more effective and efficient model of health care delivery in Ohio. That model of care is the Patient-Centered Medical Home (PCMH).

Patient-Centered Medical Home

The patient-centered medical home (PCMH) model is an approach to providing comprehensive primary care for children, youth, and adults. The PCMH is a health care setting that facilitates partnerships between individual patients and their personal physicians, and when appropriate, the patient's family.

Patient Engagement / Patient Advisory Learning Center


One of the five learning centers within OPCPCC is the Patient Engagement/ Patient Advisory Learning Center, which is chaired by [Ohio Commission on Minority Health](#) Executive Director Angela C. Dawson. The Patient Engagement Learning Center focuses on making sure the patient's perspective, needs, etc., shape the development of PCMHs. This committee produced a resource toolbox to assist patients, providers and healthcare systems with learning more about PCMHs, in addition to broader health care topics, such as health equity. The toolbox project was lead by Thometta Cozart, MPH, CHES, CPH, a health equity fellow with the [Directors of Health Promotion and Education](#), with enhancements by Emily Williams of Pfizer and Amy Bashforth of the Ohio Department of Health.

Contact the PCMH program with questions at PCMH@odh.ohio.gov.

Disclaimer

The information and suggestions presented in OPCPCC Toolbox are to be viewed as aids to enhance patient care and safety. The intention is to be educational and is not a substitute for sound professional judgment, nor is it to be viewed as legal or medical advice.

Download the OPCPCC PCMH Toolbox



[Click here to download 104.2 MB](#)
Downloads to date: 942

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- [American Medical Association: Health Literacy-Video March 24, 2015](#)
- [EthnoMED: Integrating Cultural Information into Clinical Practice March 24, 2015](#)
- [Think Cultural Health: Advancing Health Equity at Every Point of Contact March 24, 2015](#)
- [Payment Reform to Improve Health Care February 26, 2015](#)
- [Rural Health Disparities February 26, 2015](#)

Toolbox Categories

Select Category

Menu

- Overview
- Toolbox
- Español

- Excel Version
- Search
- Recent Posts
- Categories



Partner With Patient

CDC- Family Health
 OPCPCC February 26, 2015 Partner With Patient Comments
 It's time to take charge of your health! Schedule an appointment with your health care provider to discuss what screenings and exams you need and when you need them. Below are resources to help you and your health care provider determine what health services and screenings are best for you. <http://www.cdc.gov/family/checkup/>

Read Post

Men: Stay Healthy at Any Age
 OPCPCC February 26, 2015 Partner With Patient Comments
 Use the information in this pamphlet to help you stay healthy. Learn about which screening tests to get, whether you need medicines to prevent diseases, and steps you can take for good health. <http://www.ahrq.gov/patients-consumers/patient-involvement/healthy-men/healthy-men.html>

Read Post

A Lifetime of Good Health- Your Guide to Staying Healthy
 OPCPCC February 24, 2015 Partner With Patient Comments
 Established in 1991, the Office on Women's Health (OWH) is part of the Office of the Assistant Secretary of Health within HHS. OWH wrote and produced this guide. Our mission is to improve the health and well-being of all U.S. women and girls. We lead and coordinate the efforts of all the HHS agencies and [...]

Read Post

Prevention Institute- Health Equity and Prevention Primer
 OPCPCC February 24, 2015 Partner With Patient Comments
 Health inequities are more than disparities or differences in health and safety outcomes. Inequity describes unfairness and the systematic nature of disparities. The Health Equity and Prevention Primer (HEPP) serves as a web-based training series for public health

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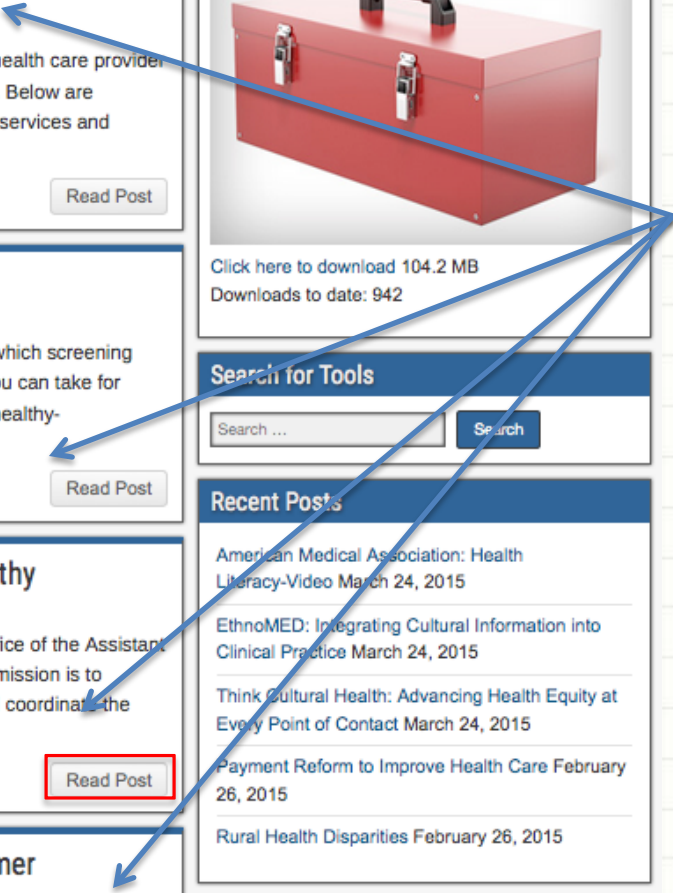
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- American Medical Association: Health Literacy-Video March 24, 2015
- EthnoMED: Integrating Cultural Information into Clinical Practice March 24, 2015
- Think Cultural Health: Advancing Health Equity at Every Point of Contact March 24, 2015
- Payment Reform to Improve Health Care February 26, 2015
- Rural Health Disparities February 26, 2015

Toolbox Categories

Partner With Patient (70)

“Posts”
Articles / tools that you can use in your practice.





Overview

PCMH Toolbox ▾

Español

A Lifetime of Good Health- Your Guide to Staying Healthy

OPCPCC February 24, 2015 Partner With Patient Comments

Established in 1991, the Office on Women's Health (OWH) is part of the Office of the Assistant Secretary of Health within HHS. OWH wrote and produced this guide. Our mission is to improve the health and well-being of all U.S. women and girls. We lead and coordinate the efforts of all the HHS agencies and offices involved in women's health. We create and sponsor innovative programs that focus on the health of women and girls. We educate health professionals, such as physicians, dentists, researchers, therapists, and nurses. Our publications, websites, and special events reach out to you, the public. We work to educate and motivate people to live healthier lives by giving them trustworthy, accurate health information.

[A Lifetime of Good Health- Your Guide to Staying Healthy](#)

Updated: February 24, 2015 — 12:00 pm

Tags: National, Patient, Provider

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EthnoMED: Integrating Cultural Information into Clinical Practice March 24, 2015

Think Cultural Health: Advancing Health Equity at Every Point of Contact March 24, 2015

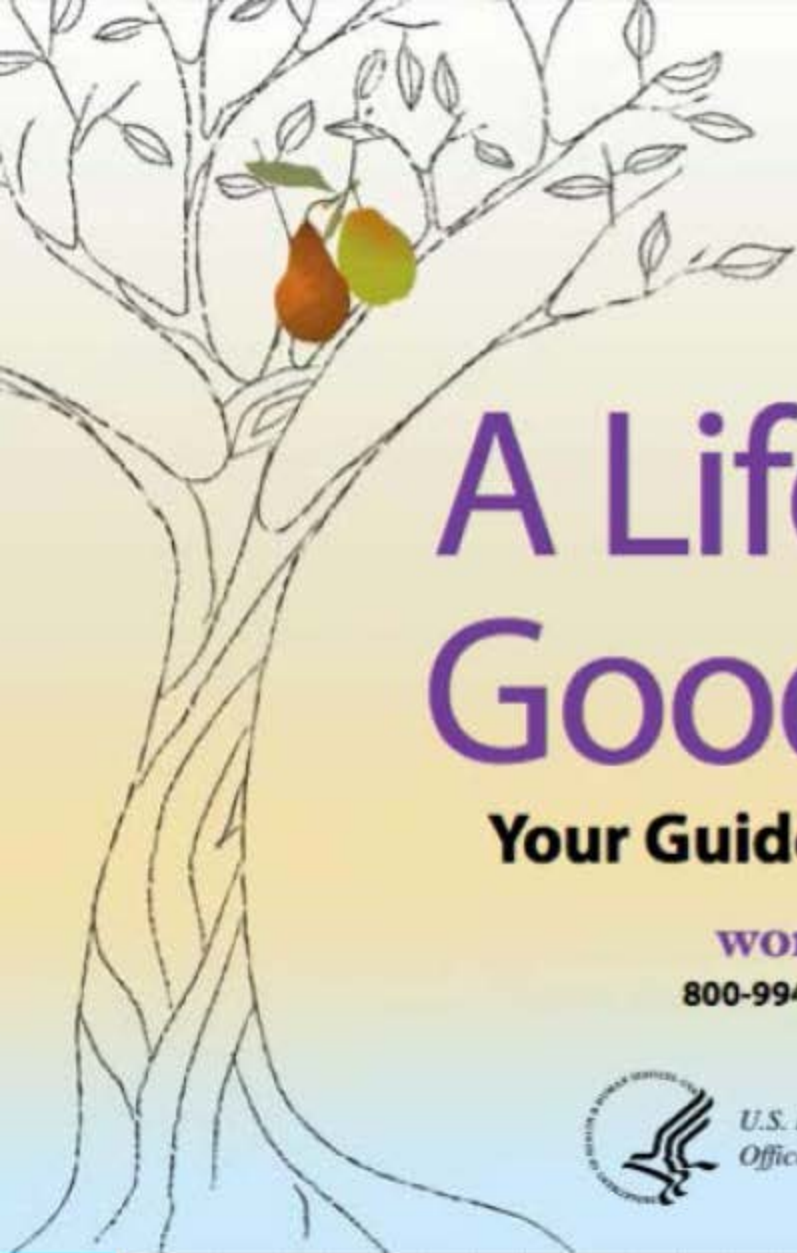
Payment Reform to Improve Health Care February 26, 2015

Rural Health Disparities February 26, 2015

Toolbox Categories

Select Category

- Example Tool



A Lifetime of Good Health

Your Guide to Staying Healthy

womenshealth.gov

800-994-9662 • TDD: 888-220-5446



*U.S. Department of Health and Human Services,
Office on Women's Health*



70-page Guide for Women's Health from HHS



Overview **PCMH Toolbox** Español

PHQ9 depression screener

OPCPC April 23, 2015

Coordinated Care, Evidence-based, Improve Patient Safety, Partner With Patient, Patient Participation, Quality and Safety, Self-care Goals, Tools For The Practice

Comments

A validated 9 questionnaire tool to screen for depression. It can be used across transitions of care settings by staff to interview the patient, or for the patient to fill out, and then calculate score.

[Phq-9 English Partner With Patient](#)

Updated: April 23, 2015 — 1:58 am

Tags: behavioral health, depression, phq9, screen

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Depression patient education April 23, 2015

PHQ9 EMR instructions April 23, 2015

PHQ9 depression screener April 23, 2015

American Medical Association: Health Literacy-Video March 24, 2015

EthnoMED: Integrating Cultural Information into Clinical Practice March 24, 2015

Another
Example
Tool

Patient Health Questionnaire (PHQ-9)

Name _____ Date _____

Over the last 2 weeks, how often have you been bothered by any of the following problems?
(Use "✓" to indicate your answer.)

	Not at all	Several days	More than half the days	Nearly every day
1. Little interest or pleasure in doing things	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Feeling down, depressed, or hopeless	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Trouble falling or staying asleep, or sleeping too much	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Feeling tired or having little energy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Poor appetite or overeating	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Feeling bad about yourself—or that you are a failure or have let yourself or your family down	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. Trouble concentrating on things, such as reading the newspaper or watching television	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. Moving or speaking so slowly that other people could have noticed. Or the opposite—being so fidgety or restless that you have been moving around a lot more than usual	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. Thoughts that you would be better off dead, or of hurting yourself in some way	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

To be completed by health care professional

Add Columns

+ +

- TOTAL

(Health care professional: For interpretation of TOTAL, please refer to instruction sheet.)

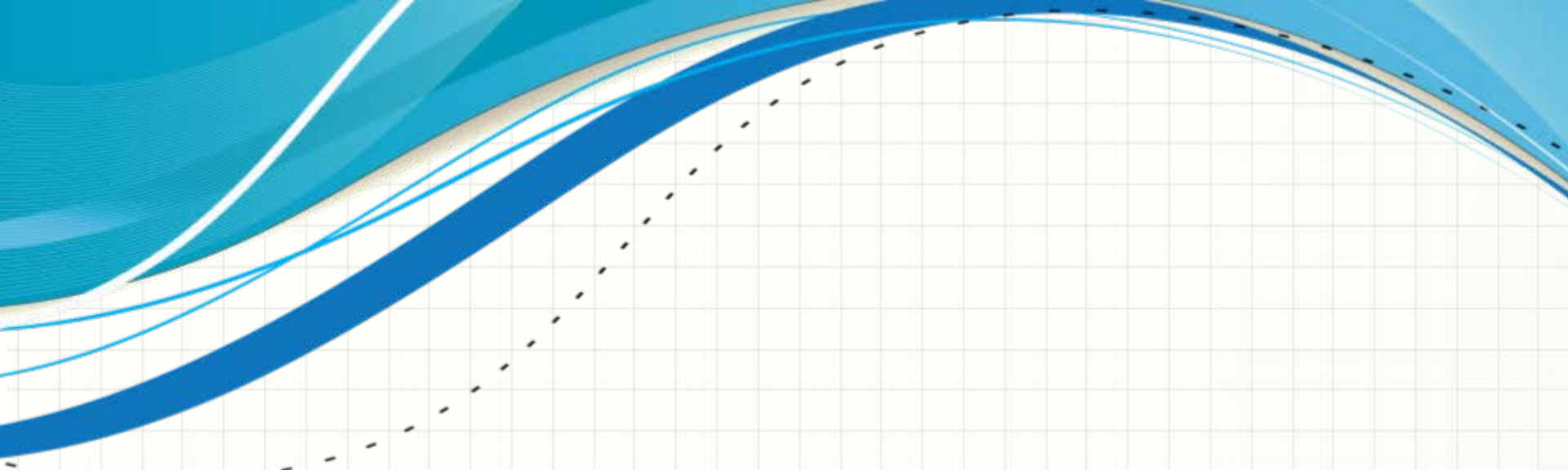
10. If you checked off any problems, how difficult have these problems made it for you to do your work, take care of things at home, or get along with other people?

No difficult at all

Somewhat difficult

Very difficult

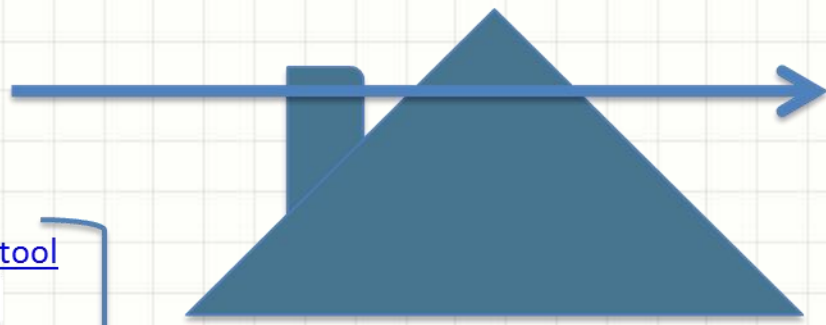
Extremely difficult



**HOW DOES THE TOOLBOX
ALIGN WITH VARIOUS
EMR's?**

Practice's Intent

www.toolbox.opcpcc.org/sometool



Patient's Capability

Partner with Patient

Self-care Goals

Improve Patient Safety

Tools for the Practice

- Patient Portal
- Office Printout
- Patient Printer
- Telephone Call
- Scrap Paper
-

Patient-Centered Medical Home

Example – Diabetes Screener



- Search for a Tool
- Select a Tool
- Setup Tool for Your Intent and Workflow
- Send Tool to Patient Population
- Measure Tool's impact



Overview PCMH Toolbox ▾ Español

Diabetes Pain Identification Screener

OPCPCC September 2, 2014 Partner With Patient Comments Edit

This tool is for diabetic patients, to screen for pain.

[Diabetic Pain Identification Screener](#)

Updated: February 2, 2015 — 11:17 am

Tags: Evidence-based / Patient-Tested, Health System, Insurer, National, Patient, Provider

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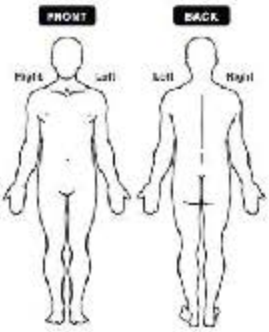
[Payment Reform to Improve Health Care February](#)

Pain ID Screener

This screener is for diabetic patients only.
©2014 FoxPop.com

STEP 1

On the diagrams at right, shade in the areas where you feel pain. If you have more than one painful area, circle the area that bothers you most.



STEP 2

These 6 questions may help your doctor understand your pain.

For each question, circle your answer to "Yes" (circle the 1) or to "No" (circle the 0). All 6 questions are equally weighted. Add up your scores to find the total score.

QUESTIONS	SCORE	
	Yes	No
1. Did the pain feel like a hot or cold needle?	1	0
2. Did the pain feel like burning?	1	0
3. Did the pain feel numb?	1	0
4. Did the pain feel like an electrical shock?	1	0
5. Is the pain made worse when the back of clothing or bed sheets?	1	0
6. Is the pain limited to your feet?	1	0

Your total score

A score of 3, 4, or 5 may point to more serious disease.

The information on this website is for informational purposes only. It is not intended to be used as a substitute for professional medical advice, diagnosis, or treatment. Always seek the advice of your physician or other qualified health provider with any questions you may have regarding a medical condition. ©2014 FoxPop.com

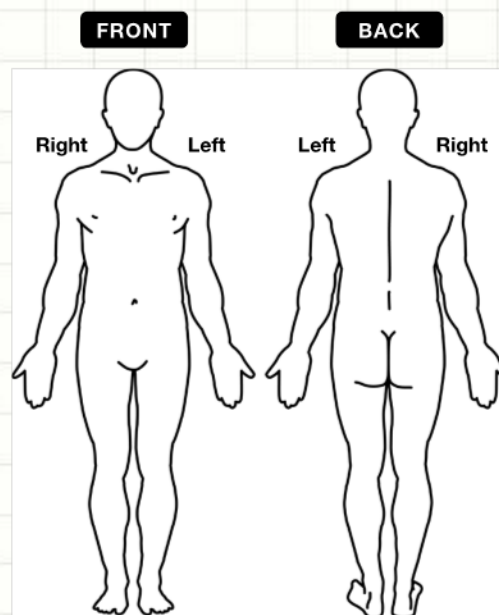
Pain ID Screener

This screener is for diabetic patients only.

ICD9-CM: 249; 250.

STEP 1

On the diagram at right, shade in the areas where you feel pain. If you have more than one painful area, circle the area that bothers you most.



STEP 2

These 6 questions may help your doctor understand your pain.

Read the questions below. If your answer is "Yes," circle the 1 next to the question. If your answer is "No," circle the 0. Add up your score when you are done answering the questions. Place the total in the box on the right.

QUESTIONS	SCORE	
	YES	NO
1. Did the pain feel like pins and needles?	1	0
2. Did the pain feel hot/burning?	1	0
3. Did the pain feel numb?	1	0
4. Did the pain feel like electric shocks?	1	0
5. Is the pain made worse with the touch of clothing or bed sheets?	1	0
6. Is the pain limited to your joints?	-1	0

Your total score

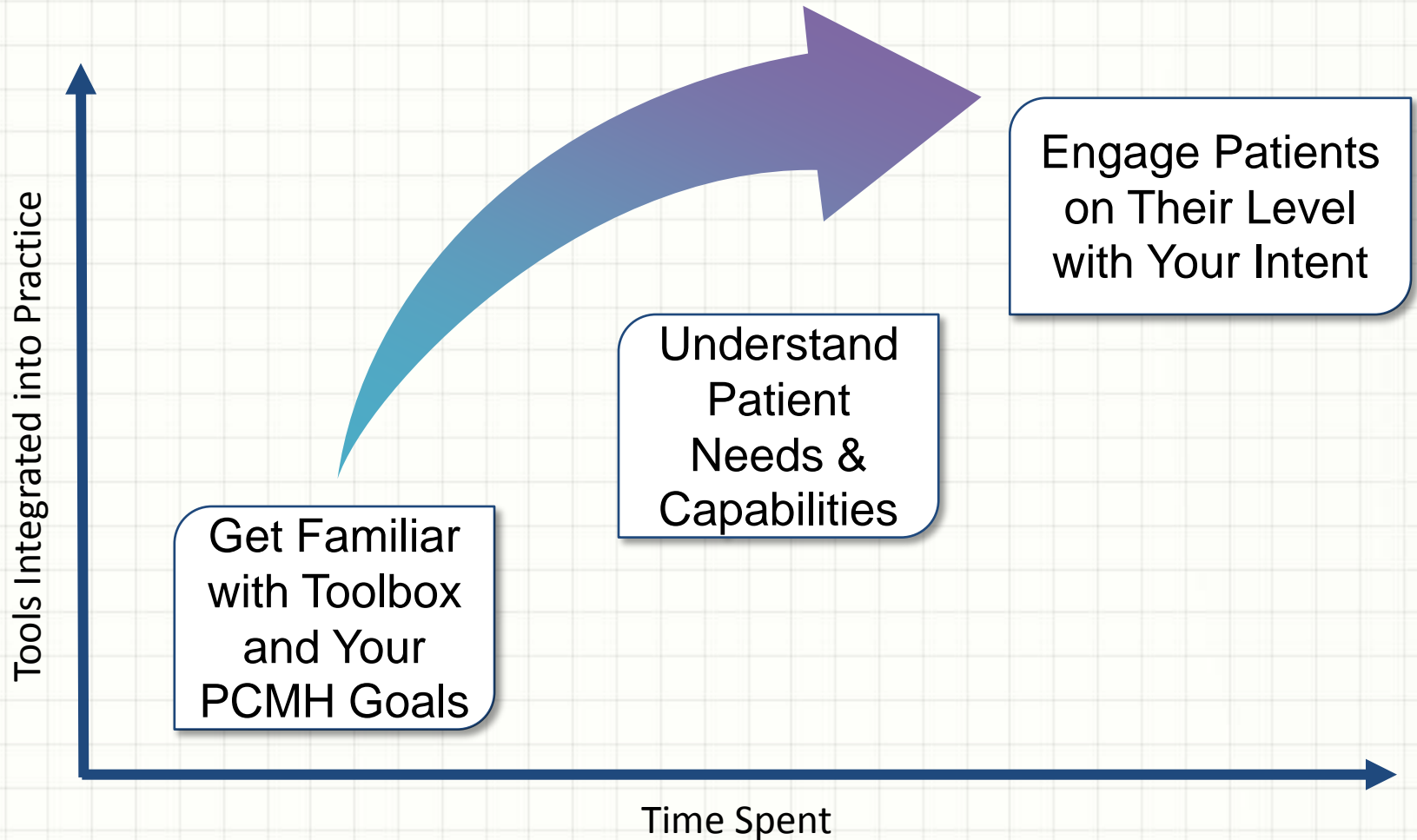
A score of 3, 4, or 5 may justify a more detailed evaluation.

Options to Engage the Patient

- Save PDF file and integrate into your EMR workflow
- Put URL into Patient Portal or send via secure EMR email for patients to print and complete
- Keep printed copies in office for patients to complete
- Use as a reference for phone calls where patient looks at screener from portal
- Use as a reference for patients to take notes on paper for next visit

The information contained on this form was derived from: Portanoy R, for the ID Pain Steering Committee. Development and testing of a neuropathic pain screening questionnaire: ID pain. *Curr Med Res Opin.* 2006;22(6):1555-1565.

Working Toward Patient Engagement



Summary

- Define your challenges for PCMH & Patient Engagement
 - What is Your Intent for the Practice?
 - What is Your Patient Census' Capabilities?
- Set realistic expectation
 - PCMH and Patient Engagement Take Time
 - OPCPCC Toolbox Has Done Some of the Work
- Keep your eye on the goal
 - Improving Patient Experience
 - Improving Health of Populations
 - Reduce costs / Promote Efficiency
 - Allow Providers to Practice What They Do Best

Upcoming OPCPCC Patient Engagement Webinar

Join us for the following webinars

- August 25, 2015: Linking patients to self-management programs
- November 24, 2015: Topic TBD



Join OPCPCC

Sign up online for a free OPCPCC membership:

<http://www.odh.ohio.gov/landing/medicalhomes/Membership.aspx>



Resources

- OPCPCC PCMH Toolbox
toolbox.opcpcc.net
- Send Feedback or Add New Tools
Amy.Bashforth@odh.ohio.gov
- OPCPCC Membership
<http://www.odh.ohio.gov/landing/medicalhomes/Membership.aspx>
- OPCPCC Annual Conference
<http://www.odh.ohio.gov/landing/medicalhomes/opcpcc.aspx>



QUESTIONS



ANNOUNCEMENTS