Patient Centered Medical Home (PCMH): Communication and Care Coordination

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Communication and Care Coordination in a PCMH

- Advanced Electronic Communication
- Care Coordination
- E-prescribing
Glossary

• EHR: Electronic Health Record

• Web Portal (or Patient Portal):
  - Application that allows patients to view their medical records over the Internet

• In Basket: Electronic messaging system
  - Messages are sent to inform a user of something in the system
  - Messages are manually or automatically sent
Relevant PCMH Standards (NCQA)

- Advance E-Communication
- Test Tracking
- Referral Tracking
- Promote Patient Self-Management
- Electronic Prescribing
## Clinician to Clinician Electronic Communication

<table>
<thead>
<tr>
<th></th>
<th>Pros</th>
<th>Cons</th>
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<tbody>
<tr>
<td>Text Paging</td>
<td>Instantly received</td>
<td>Not part of the patient record</td>
</tr>
<tr>
<td>Regular e-mail</td>
<td>Convenient (handheld)</td>
<td>• Reduced privacy</td>
</tr>
<tr>
<td>Electronic Health</td>
<td>• Secure</td>
<td>• Not part of the patient record</td>
</tr>
<tr>
<td>Record (EHR)</td>
<td>• Part of record</td>
<td></td>
</tr>
<tr>
<td>Messaging</td>
<td>• Leverages staff</td>
<td>Must be user of EHR</td>
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Inpatient Care Leveraged With Electronic Communication

- PCP notified in EHR upon presentation in ED
- ED note posted in real time
- At admission, text page is sent to the PCP
- Discharge summary and instructions forwarded to PCP
- Pending results after discharge forwarded to the PCP
# Patient - Clinician Electronic Communication

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<td>• Record available to clinicians and patients</td>
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Patients Access their EHR Via a Web-Based Portal

- View test results
- Review active medications
- Request prescription refills, referrals, appointments
- Send secure messages to their physicians’ offices
Value of a Web Portal

• Patients:
  – Fast, convenient, asynchronous messaging
  – Promotes self-management
    • Access to medication lists, results, messaging
  – Patient proxy available

• Physicians: Enhanced efficiency

• Practice: Cost effective
Efficiencies for Physicians Using a Web Portal

• Test results sent instantly by physician or nurse
  – Easy workflow
  – Reduced calls for results by patients

• Messaging
  – No messages go directly to physicians!!!
  – Phone staff bypassed - messages written in the patient’s own words
  – Messages become part of the patient’s record
  – Asynchronous
Web Portal – Cost Savings

- Workflows streamlined
- Communicating Test Results Electronically is less expensive
  - Estimated FY 2008 savings in GIM = $13,500-15,000
Costs and Challenges of a Patient Portal

- **Support issues**
  - Central Support Model
  - Help Desk
    - Cultural change - Serving patients, as well as internal users
    - Higher volume of calls

- **Workflow questions**
  - If it is easier for patients to contact us, will we receive more messages?
    - Is this desirable in a PCMH?
  - Will it be easier for physicians to contact patients?
  - Clinicians may need to manage e-messages differently (than telephone)?
Future

• Revenue
  – Online consultations
  – Managing lower complexity problems outside of the office visit may higher average LOS

• Patient Self-management support
  – Greater EHR transparency – access to more of their health record
  – Further access to reliable health information
Communication and Care Coordination in a PCMH

• Advanced Electronic Communication

• Care Coordination
  - Using automated systems to support and improve care coordination in a PCMH

• E-prescribing
Patient Care Coordination in a PCMH

Using automated systems and electronic communication to support and improve care coordination in a PCMH
Contents of In Basket

• Test results
  – Real time interface with the lab
  – Abnormal values are flagged in red

• CC’d Results
  – Results that were pending at the time of hospital discharge for the PCP’s patients

• Patient Telephone and Web Portal messages forwarded from nursing
EHR In Basket (cont’d)

- Messages from clinicians and staff
- CC’d Charts:
  - Referral tracking – Consultations from specialists
  - Progress notes from other GIM physicians
  - Transcriptions for the PCP’s patients
In Basket

In Basket

Links

NMH/NU
- NM Connect
- Web Paging
- PowerChart
- PACS
- ResourceNet

External Sites
- EMDAT
- UpToDate
- Clinical Pharmacology
- NPI Provider Registry

Specialty
- Report Safety Issue (OTIS)
- Professionalism Forum
- Schedule Requests
- Food and Activity Log
- Framingham calculator

Google search

No echo slots available. Patient can schedule an appointment by calling 5-4965.
PCP Field Drives Flow of Results
Test Results File in an Electronic In Basket

- Results ordered by the PCP and supervised residents
- Results manually copied to the PCP by another ordering physician
- Transcriptions for the PCP’s patients
  - Operative reports,
  - Nuclear cardiology
  - Colonoscopies/EGD’s
  - Neurological testing (EEG, sleep studies)
  - PFT’s
In Basket Challenges

- Inconsistent use
- EHR users only
- Who is responsible for results viewed by multiple physicians?
- PCP field is not 100% completed or accurate
Electronic Prescribing

- Use of EHR to *write* prescriptions
  - Efficient, particularly with multiple refills
  - Legible, patient-friendly sigs
  - Safety checks – automated allergy and medication interaction alerts
Future – E-prescribing

- Electronic transmission of prescriptions from the clinician to the pharmacy
- Bidirectional flow of information
  - Electronic refill requests from pharmacy
  - Confirmation of filled prescriptions
- Individual patient formulary information at point of care
Potential Benefits of E-prescribing

- Improved patient care and safety
- Reduction in phone calls and faxing with pharmacies
- Streamlined refill requests and authorization
- Increased patient adherence
- Increased patient convenience
Challenges of E-prescribing

• Collecting preferred pharmacy name(s) and fax number(s) for each patient

• Workflow changes
  – Refusing refill requests from pharmacy
  – Obtaining Medication Dispense History consent form
  – Adding medications to EHR from Dispense History query

• Errors
  – E-prescribing errors
  – Other refill errors

• Medication Dispense history consent by patient
Summary

- Good processes are necessary to drive effective and efficient care
- Communication with patients and between clinicians can be greatly enhanced with electronic tools
- Automated systems support and improve care coordination in a PCMH