

## BD Advancing Community Health: Driving Quality Outcomes in Free and Charitable Clinics

### What is Patient-Centered Medical Home?

Patient-centered medical home (PCMH) is a model or philosophy of care that emphasizes care coordination and communication to transform primary care into “what patients want it to be.” A medical home is not a physical place or a destination. It is health care that is patient-centered, comprehensive, team-based, coordinated, integrated, and accessible, focused on quality and patient safety. For free and charitable clinics serving a vulnerable population of patients, becoming a medical home can provide an opportunity to improve and demonstrate the quality of care provided by your clinic and can help support the reorganization of care delivery, re-emphasizing coordination and communication.

*PCMH is a transformation in the way care is delivered to patients.*

The National Committee for Quality Assurance (NCQA) is one of organizations leading the way in driving improvements throughout the health care system and promoting patient-centered care. They have developed quality standards and performance measures for a broad range of health care entities, with tools that organizations can use to identify opportunities for improvement. NCQA offers a PCMH recognition program for health care organizations that is the most widely adopted model for transforming primary care practices and clinics into medical homes. NCQA recognition is a seal of approval that may help with fundraising and community-wide recognition. Further, research shows that this evidence-based model of care can lead to higher quality and lower costs and can improve patients’ and providers’ experience of care.

### Program Overview

Americares and its partner, Becton Dickinson (BD), are pleased to announce the BD Advancing Community Health: Driving Quality Outcomes initiative for the free and charitable clinic sector. This is a multi-year, multi-clinic commitment and direct clinic award program that, in addition to significant funding provided by BD, will deliver coaching and direct technical assistance to its recipients on the transformation of care delivery and support in obtaining NCQA recognition as a PCMH. Obtaining PCMH recognition through NCQA is a time and resource intensive process - only clinics that are ready to embark on full clinic transformation over the next 12-24 months should consider applying.

Under this program, BD will provide an initial two clinics with \$100k awards; \$50k to be awarded in year one (2017) followed by an additional \$50k to be awarded in year two (2018).

Selected clinics will receive direct technical support from industry experts and Americares in-house quality improvement

(QI) team to improve health outcomes at the population level, develop and implement new clinic-level policies and procedures to support the NCQA application for recognition and utilize quality improvement methodology to make clinic-level changes. This unique coaching model requires extensive direct technical assistance with clinic partners as they assess and alter their entire care delivery model under the guidance of quality improvements experts.

This initiative is one way that BD and Americares hopes to continue to elevate the work of the FCC sector as we help to collect data, measure results, and ensure improvements in health outcomes.

### Anticipated Timeline

In addition to supporting clinics through the PCMH recognition process, Americares will be providing informational webinars and assessing clinics readiness for clinics that are interested.

#### The timeline for program implementation is as follows:

**December 2016:** PCMH 101 Webinar

**April 2017:** PCMH 201 Webinar and new NCQA 2017 standards expected to be released

**July 2017:** PCMH 301 Webinar

**July/August 2017:** RFP and Application Released

**August/September 2017:** Site Visits and Assessments for clinics selected as finalists

**September 2017:** Awardee selection by panelists from Loyola University Chicago, the National Association of Free & Charitable Clinics, and PCMH industry expert

**September 2017:** Clinic awards announced, initiative kick-off; begin the process of adopting patient-oriented care

### Benefits to Participation

- Financial compensation of \$100,000 per clinic over two years
- Intensive technical assistance and direct QI coaching to support PCMH transformation and NCQA application
- NCQA recognition as a PCMH, one of the highest designations and indicators of high-quality health care
- Improved capacity to report on clinic and patient-level outcomes and enhancement of clinics services
- Unique experience participating in a multi-clinic collaborative
- Opportunity to highlight the clinic’s work on QI to donors