Using PCMH to Radically and Audaciously Care for Those Experiencing Homelessness

Share Our Selves Corporation, Costa Mesa California
Karen McGlinn, CEO
Mary Ann Huntsman, Director of Clinical Pharmacy

Integrated Care Agency

1970 — SOS founded as a social service agency for low income, migrant, homeless

1984
- Established Medical Clinic
- Established Dental Clinic
- Established Integrated Behavioral Health
- Established Integrated Clinical Pharmacy Services

2012
- Began establishing other clinics in areas of need
- FQHC with Health Care for the Homeless Provider Designation

2016
- Health Mobile Unit
- SOS Center of Care for the Homeless

Integrated Care Agency

An Integrated Care Agency is a person centered, personalized partnership that takes into consideration the full range of body, mind, spirit, and community that are necessary to create a state of well-being for each person.

Integrated Services

Environ ment

Economic Stability

Social Determents of Health

Health and Health Care

Education

Social & Community Context

Community

Across the lifespan

Well being, wellness

Social Justice

Personalized care strategy

https://www.healthypeople.gov/2020/topics-objectives/topic/social-determinants-of-health

Why do we do this

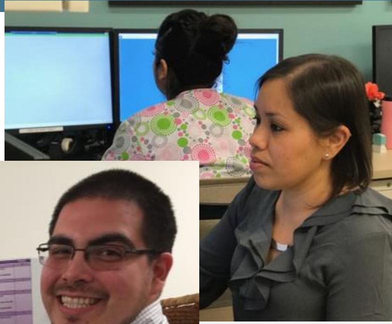
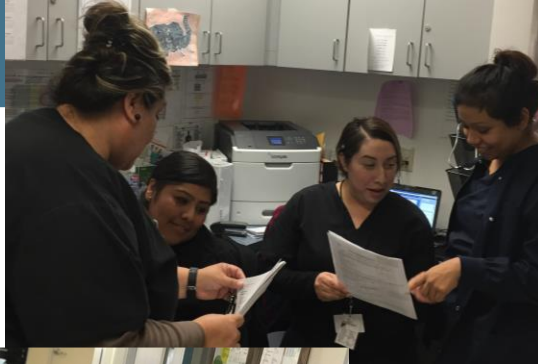
We are Mission driven:

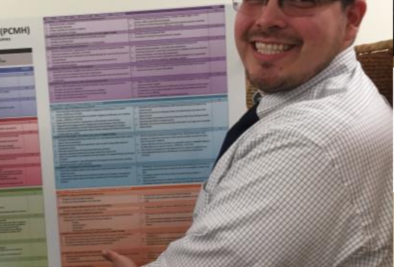
- We are Servants who provide care and assistance to those in need and act as advocates for systemic change
- Personalized care for the Orange County community

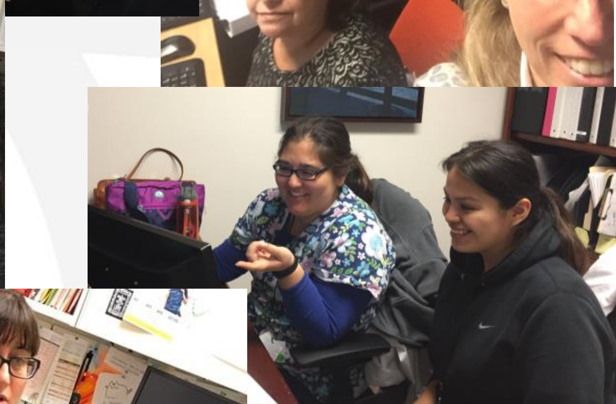
We are driven to audaciously advocate for systemic change:

- because it is not easy, but it is right
- because it is sound and we must lead

Who, What , Why, When……





Tell Your Story

This is our story
This is who we are

- ➢ Gold Standard
- ➢ Broad support from Private Sector
- ➢ Broad support from Federal Government

Patient Centered Medical Home (PCMH)

Transforming primary care practices into medical homes

Recognition Levels	Required Points	Must-Pass Elements
Level 1	35 – 59	6 of 6 elements are required for each level
Level 2	60 – 84	Score for each Must-Pass element must be ≥ 50%
Level 3	85 – 100	Must-pass elements are in BOLD CAPITAL LETTERS

PCMH 1: PATIENT CENTERED ACCESS

PCMH 2: TEAM BASED CARE

PCMH 3: POPULATION HEALTH MANAGEMENT

PCMH 4: PROVIDE SELF-CARE SUPPORT AND COMMUNITY RESOURCES

PCMH 5: CARE COORDINATION & TRANSITIONS

PCMH 6: PERFORMANCE MEASUREMENT & QUALITY IMPROVEMENT

Goal for PCMH

The patient-centered medical home is a way of organizing primary care using teamwork and technology to improve quality and patients' experience of care, and to reduce costs

Triple Aim

Transform

organizing

Teamwork and Technology

2017 PCMH

Concept
- 6 Concepts

Competency
- Subdivisions within the Concepts

Criteria
- Core (meet all core criteria)
- Elective (earn 25 credits in elective criteria)
- Guidance and Evidence

Structure of PCMH 2017

Team Based Care and Practice Organization	• Communicate roles and responsibilities, and train staff to work to the top of their license
Knowing and Managing Your Patients	• Deliver evidence-based care with culturally and linguistically appropriate services
Patient-Centered Access and Continuity	• 24/7 access to clinical advice and appropriate care
Care Management and Support	• Tracks tests, referrals, and care transitions to achieve high quality and low cost care
Care Coordination and Care Transitions	• Track tests and coordinates care
Performance Measurement and Quality Improvement	• Culture of data-driven improvement on quality, efficiency and patient experience

Resources Provided by PCMH

NCQA Representative

PCMH Standards and Guidelines

Annual Reporting

Our Journey

Economies of scale

Best Practices

All teach All learn

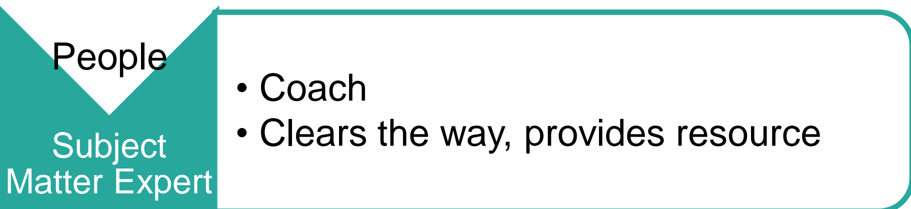
Roadmap for transformation

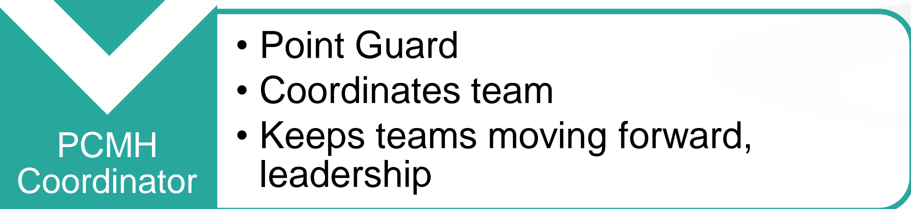
3 Clinics with new submission

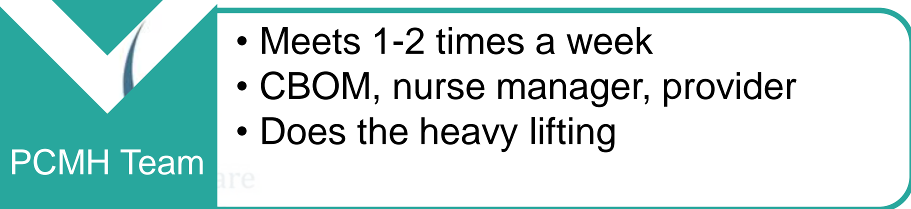
1 Clinic resubmitting

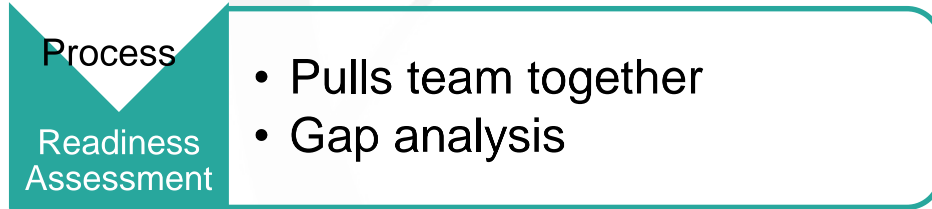
Teams formed at each Clinic site

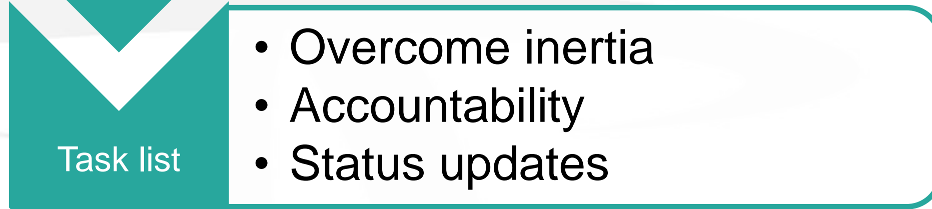
PCMH Working Structure

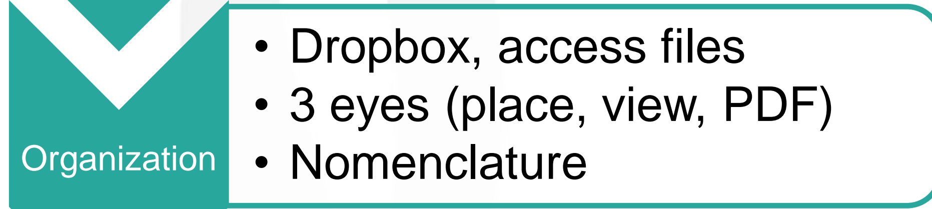








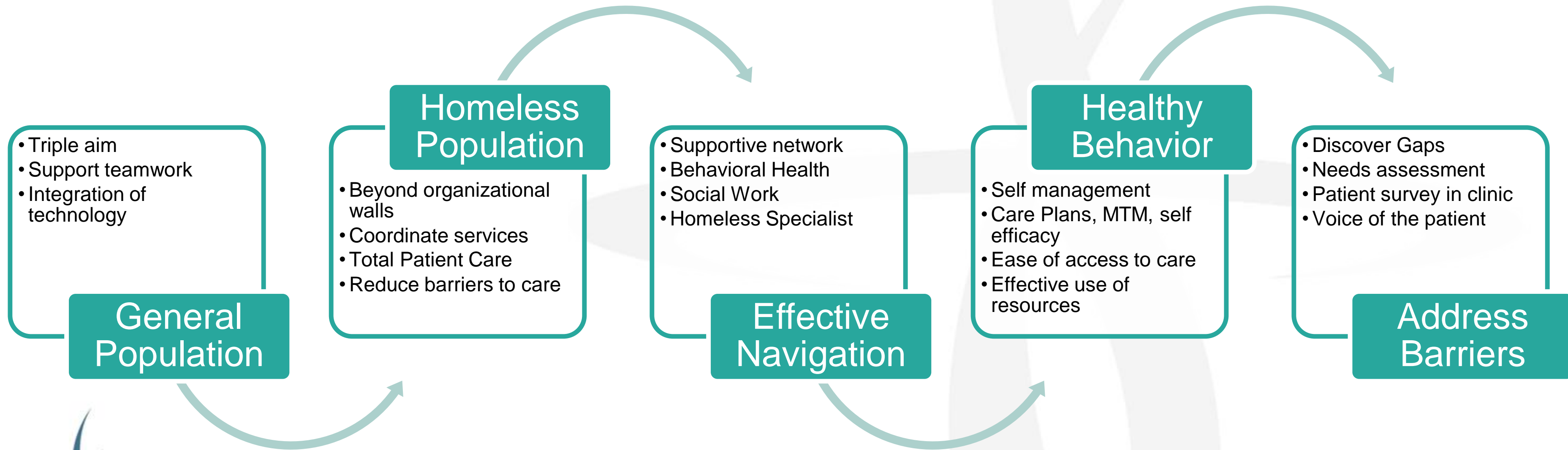




Foundational Transformation

EHR	Population Management	Care Coordination & Tracking
Self Management Tool	Data Analytics	Empowerment

PCMH in the Homeless Population



Share Our Selves

Lessons Learned

Leadership buy in, PCMH Coordinator, regular meetings

Start early, be systematic, next steps identified, empower

Use your resources, collaborate with others, network

Understand your data and CQI

Teams and Technology