

IT'S TIME!

PRIMARIS PATIENT-CENTERED MEDICAL HOME SOLUTION

Medical homes can improve patients' and providers' experience of care. The patient-centered medical home is a way of organizing primary care that emphasizes care coordination and communication to transform primary care into "what patients want it to be." This can also lead to lower costs and higher quality.

Proactive providers and organizations are aligning quality and finance. Many have discovered that the Patient-Centered Medical Home (PCMH) model can be the foundation of successful payment mechanisms. Becoming a PCMH is evolutionary. Primaris will help you build upon your vision and take actionable steps to transform your practice

Benefits of Patient-Centered Medical Home

Better Patient Experiences

Build better relations with patients and their family, leading to engaged, happier, more satisfied patients. Process patients quickly and accurately, focus on care, establish fair payment schedules, and provide timely information on treatment results.



Improve Practice Environment

Increase physician and staff member satisfaction by allowing all staff to practice at the top of their licenses.



Higher Quality of Care

Improve access to medical care and services and better coordinate more comprehensive and personalized care. Understand individual patients, their priorities and needs. Craft care plans that meet their needs more effectively.



Reduced Medical Costs

Use practice resources efficiently, resulting in cost savings.



Increased Revenue

Prepare to succeed in the value-based payment environment and take advantage of opportunities to participate in payment incentives.



Improved Clinical Outcomes

Improve health outcomes, especially for patients who have chronic conditions.



Why Primaris?

Health systems looking to advance patient-centered medical homes can be assured marked improvement when they partner with Primaris. Our proven methodology is at the core of the Primaris Patient-Centered Medical Home Solution. It is a simple yet powerful tool that helps transform the way healthcare is delivered.

TIME, the Primaris Healthcare Improvement Model

TIME, the Primaris Healthcare Improvement Model, comprises four areas of focus proven to improve patient-centered medical homes:

1. Thresholds for Success

The first step in our healthcare improvement model is to identify the success thresholds – or the minimum acceptable performance standards you must achieve – in order to receive your monetary incentives for improving and coordinating healthcare. We also gather baseline performance data to evaluate how you align with the often pre-determined success thresholds. How much improvement is required to meet and exceed the success thresholds?

2. Improvement Strategies

Once we've determined where you stand, we focus on developing improvement strategies that will enable you to close the gaps in the quality and efficiency of care across your healthcare organization. We use this knowledge to devise a strategy tailored to address your specific challenges, drive quality improvements and

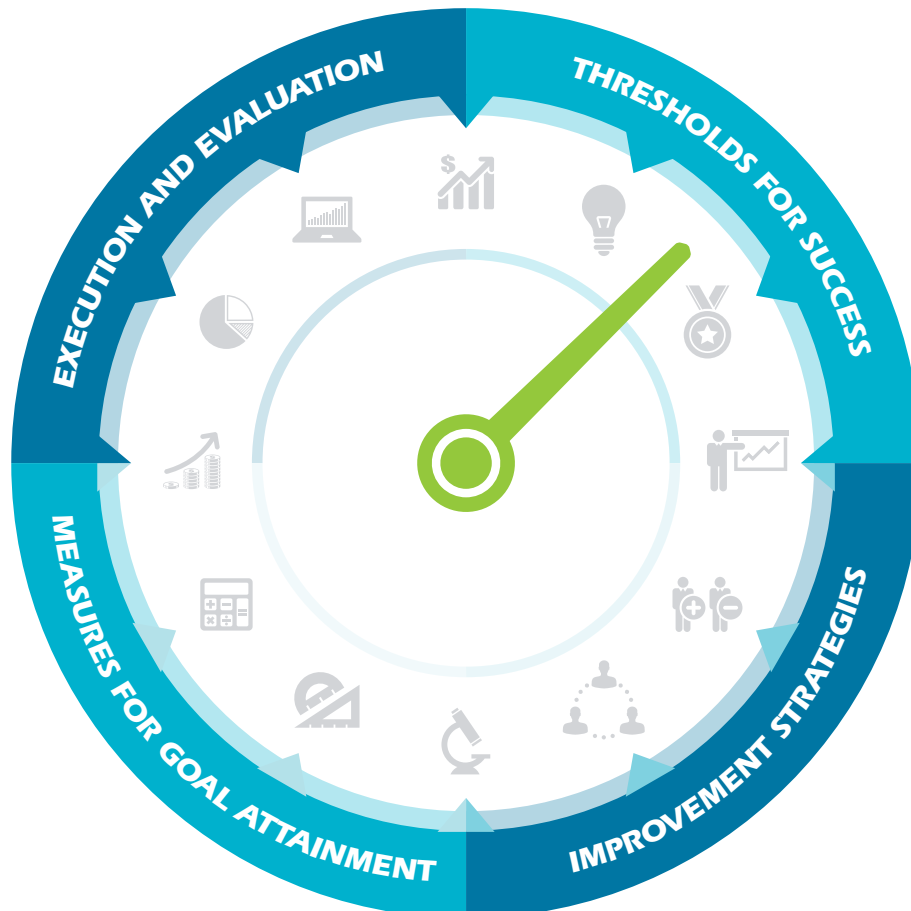
cost reductions. Our goal is to help you achieve all of the thresholds for success in today's performance-driven healthcare system.

3. Measures for Goal Attainment

Most healthcare organizations have a lot of work to do, and success doesn't happen overnight. We focus on multi-year goal setting that enables healthcare organizations to drive incremental improvement over time to achieve all success thresholds. Our measures for goal attainment help you increase achievement and close gaps so you can cross the success threshold, avoid penalties and increase monetary incentive revenues.

4. Execution and Evaluation

From processes and procedures, to workflows, to training, to documentation, to office design, to technology or any other improvement strategy, we combine implementation with ongoing evaluation to drive measureable healthcare improvements and cost reductions.



It's TIME for Action

When you partner with Primaris, we will put our methodology to work as we design an effective Patient-centered medical home Program for your health system. The following services are incorporated into our Patient-centered medical home Solution:

Thresholds for Success	
Chart Abstraction	Quality measures have taken center stage under new care and reimbursement models, intensifying pressure on providers to monitor and make improvements to ensure top performance. Primaris analyzes the information contained in your medical records to look for quality indicators which have been defined by best practice standards and/or quality measures. Our teams of experts identify patterns and trends, offer recommendations for improvement and provide real-time feedback of your performance on quality measures. This allows you to make improvements early to maintain high performance levels.
Program Review	Primaris will review your existing patient-centered medical home efforts to determine current structure and population served, and then we will work with you to implement best practice models of patient-centered medical home, while addressing patient education and activation, self-management support, physician-to-physician communications, use of information systems, delivery system changes and types of personnel involved in patient-centered medical home.
Patient Stratification	Primaris will assess your overall patient population and group patients based on key clinical and demographic criteria. By segmenting patients using multiple filters, Primaris can ensure patients are matched into a care management program that is both clinically effective (addressing the patients specific needs for maximum benefit) and operationally efficient (using limited care management resources most appropriately).
Security risk assessment	Analyze security vulnerabilities under the Health Insurance Portability and Accountability Act (HIPAA) Security Rule.
Financial Assessment	Evaluate business, projects, budgets or other finance-related entities to assess current state and identify potential areas of waste.
Focus Groups and/or Patient Surveys	Gather detailed information and insight into patient's needs and expectations regarding physician communication.
Data Analysis	Analyze data from audits, coding reviews, focus groups, surveys and assessments.
Thresholds Report	Once we've conducted a review of your patient-centered medical home efforts, our team will create a report that summarizes our analysis into useful, actionable information that can be used to increase revenue, cut costs, and improve outcomes. This report will also identify the success thresholds for your patient-centered medical home program. It will outline how much improvement is required to meet and exceed the success thresholds, deliver recommendations that will inform the design and execution of your patient-centered medical home program, and discuss budget impacts.
Thresholds Report	Once we've conducted a review of your system, our team will create a report that summarizes our analysis into useful, actionable information that can be used to increase revenue, cut costs, and improve outcomes. This report will also identify the success thresholds for your EHR technology. It will outline how much improvement is required to meet and exceed the success thresholds, deliver recommendations that will inform the design and execution of your health system, and discuss budget impacts.

Improvement Strategies

Root Cause Analysis	Primaris will conduct a root cause analysis designed to identify primary or underlying causes of patients experiencing problems when trying to obtain medical records and test results, and breakdowns in physician-to-physician communications. Because Primaris focuses on identifying processes that can be redesigned to reduce the risk of readmissions and patient harm, a root cause analysis allows you to make patient-centered medical home program decisions based on collected data and facts
Clinical Workflow Analysis	Primaris will work with you to gain a solid understanding of clinician workflow so we can identify the most vital patient-centered medical home processes and address inefficiencies. We will then create custom workflow checklists based on your unique needs to optimize the delivery of care within your organization and across your network of partners.
Gap Analysis	Primaris will review your organization's patient-centered medical home objectives and conduct a readiness assessment and gap analysis to determine whether the workflows support the data that needs to be collected, how the data will be reported, and whether your organization's process, procedures, staffing and technology is optimized to achieve business objectives.
Security Plan	<p>Primaris will develop a plan to ensure your patient data is secure as you analyze and send patient data to physicians and caregivers, reducing the frequency of office visits while improving patient oversight.</p> <p>We will ensure your organization is HIPAA-compliant to protect patient privacy while handling a variety of tasks including care and treatment planning, patient/provider communication and patient-centered medical home.</p>
Program Development/Improvement	Primaris will develop a customized patient-centered medical home program for your organization that is designed to enable care coordinators to lead and collaborate with other health care professionals to deliver quality safe care in the least expensive environment, while achieving desired outcomes.
Technology Considerations	Primaris will assess your existing technologies and identify areas where existing technology investments can be maximized to reduce patient-centered medical home inefficiencies and streamline clinical and business processes. We also will identify opportunities areas where further automation can deliver substantial improvements in patient-centered medical home while reducing costs for your organization.
Patient Engagement Strategy	Primaris will develop a patient engagement strategy focused on activating patients to collaborate with providers to manage health outcomes. Patient engagement may take the form of automated preventive service reminders delivered via email, or high-touch care management in the patient's home, and/or in-person goal setting with the doctor.
Change Management Plan	Primaris will develop a change management plan that includes educating providers and other staff members about the need for patient-centered medical home. We will work with you to implement a systematic change management process to guide your transition to effective patient-centered medical home.
Quality Improvement Plan	Primaris will work with you to identify processes and outcomes of care that can be improved through the Plan Do Study Act process. We will help you understand total cost of care and identify potential savings resulting from achieving quality and performance improvement goals. Primaris will implement quality assurance and quality control processes that provide structured mechanisms for ongoing improvement. We also will detail a plan for integrating with other new or existing care management or quality improvement processes underway.

Improvement Strategies	
Patient Experience Design	Primaris will help you improve the patient experience, including access to care, quality and reliability of care. We will design a patient-centered medical home program that improves the patient experience and provides smooth transitions between the patient, health care team, and the patient's medical neighborhood.
Process Review, Alignment and Standardization	From admissions to diagnostics to patient care to discharge planning to readmissions, Primaris will analyze and identify process and patient-flow issues. We will assess opportunities to change workflows to generate long-term process and patient flow improvements, and will identify key performance indicators and measurements that can help you make real-time operational decisions and continuously improve patient flow.
Financial Plan	Primaris will work with you to develop a financial plan that estimates revenues, expenses, and profits (or losses) for your patient-centered medical home program. The financial plan will be reflective of services that can be strengthened and maintained, and those that can be reimbursed.

Measures for Goal Attainment	
Goal Statement	Primaris will work with you to create a well-defined purpose that is real, practical, and shared. The goal statement will summarize the improvement you think can be made within a realistic timeframe.
Multi-Year Goal Setting	Primaris will work with you identify and commit to achieving specific, measurable goals. Our focus will be on setting multi-year goals that will enable your organization to drive incremental improvement over time to achieve all success thresholds.
Timeline Planning	Timelines for designing and implementing new programs can vary from six months to several years. Primaris will work with you to create a detailed timeline that maps to your organization's goals and program requirements.
Resource Planning	Primaris will work with you to plan and identify resources across the organization required to coordinate care effectively. We will identify patients according to risk factor and clinical condition, and plan resources accordingly to ensure patients receive the right care at the right time in the right modality.
Budget Planning	Primaris will work with you to determine estimated revenues and expenses, looking at the total budgetary impact to your organization.
Prioritization	Once Primaris has identified gaps, we will focus attention first on the improvements that will substantially improve patient care and clinical outcomes. We will establish short- and long-term priorities that will enable you to achieve your goals.
Action Plan	Primaris will develop an action plan that includes a set of recommendations that address how to put recommended improvement strategies in place.

Goal Setting Across Continuum of Care	Primaris will help you facilitate goal setting across the continuum of care by bringing together various care providers to determine what the goals are, how they should be set, and how they should be measured.
Goal-to-Actual Reporting	<p>Once we've worked with you to establish specific goals and desired results, Primaris will implement a process for tracking your actual results and comparing the actual results to the desired results. This will enable you to either take corrective action for things that aren't working as desired or revise your goals or desired results based upon your new level of knowledge.</p> <p>We can use this process to build your patient-centered medical home program in a way that allows your organization to continually establish, and intelligently meet, your patient-centered medical home goals. Or, discover how to modify operations, expectations, or workflows to get back on track.</p>

Execution and Evaluation	
Strategy Implementation and Execution	Primaris will take your patient-centered medical home plan from paper to day-to-day operation. We will help you implement changes in the delivery system required to achieve seamless care and the health outcomes you seek. We will help you strengthen the primary care team and develop multidisciplinary teams that can oversee the care of people over time. We will track progress with comparative information and performance benchmarking.
Project Management	Primaris will keep your patient-centered medical home project moving forward to meet expected results in a timely, cost-effective manner. Primaris will maintain transparency throughout the entire planning process to manage risk and achieve desired goals.
Pilot Projects	Primaris will use the Plan-Do-Study-Act cycle to guide pilot implementation efforts for PCMH implementation, optimization, or other necessary changes. This method involves a "trial and learning" period carried out over a course of four repeated steps.
Policies and Procedures	Primaris will ensure that you have structured and effective systems, policies, and procedures. Primaris will make sure that you've put a strong focus on analyzing and addressing PCMH issues.
Process Mapping	Primaris will use process mapping to identify current workflows, identify existing barriers, and highlight potential areas for quality improvement.
Staff Training and Education	No matter how well-designed a program may be it requires skilled and knowledgeable professionals to fulfill its goals. Primaris will facilitate training sessions for staff through virtual or face-to-face trainings to meet organizational goals.
Team Development	When individuals work well together, everyone wins. Good teamwork creates a positive environment, fosters good relationships among coworkers, and lightens the load on all individuals. Most importantly, teamwork provides consistent, quality of care to clients. Research has shown, employees who feel part of a strong team are happier and more productive. Primaris Master TeamSTEPPS training will provide the evidence-based teamwork system to improve communication and teamwork skills.
Just-in-Time Analysis and Reporting	Primaris will help you create the structure, process, and outcome measures required to assess progress toward your goals, while enabling you to evaluate access, continuity, communication, and tracking of patients across providers and settings. Primaris will analyze this measurement data to prepare just-in-time reports that will help you make timely, informed decisions.

It's TIME to Improve your Patient-Centered Medical Home

Are you ready? Contact Primaris today to design an effective Patient-centered medical home Program that transforms the way you deliver healthcare services.



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