**Purpose and Scope**

- **Purpose**
  - To improve health care coordination, patient satisfaction, patient to physician communication, and staff satisfaction at We Care Pediatrics by establishing a Patient Centered Primary Care Home (PCMH)
- **Scope**
  - Educate We Care Pediatrics staff and physicians on benefits of patient centered medical homes
  - Development of policies and procedures compliant with the National Committee for Quality Assurance’s (NCQA) PCMH standards
  - Implementation of PCMH policies and procedures
  - NCQA application submission was beyond the scope of this project

**Background**

- The NCQA based medical home is a model of care that was established to create a complex, high-quality, well-managed patient-centered primary care office
- Research shows that obtaining PCMH recognition helps small practices and procedures for all 40 core criteria and 25 elective criteria required for compliance
- NCQA implementation project was delayed because of personal issues of the physician owner, as well as staffing issues at We Care Pediatrics

**Setting**

- We Care Pediatrics in Riverview, Florida
  - Small, independently owned primary care practice containing few staff members and two pediatricians
  - Patient panel - 3,000 children

**Framework**

- The Model for Improvement is used by the Institute for Healthcare Improvement to improve healthcare processes and outcomes
- Plan-Do-Study-Act (PDSA) cycle

**Method**

- **NCQA PCMH Implementation Model**
  - Six concepts
  - 40 core criteria and 25 elective criteria required for compliance

**Limitations**

- Although an agreement was signed prior to IRB approval, the aim of the project was altered after starting the implementation process of this quality improvement project
- Many limitations were encountered including:
  - Staff turnover
  - Personal issues from physician owner
  - Lack of resources
  - Financial
  - Work-load support
- Therefore, direct implementation of PCMH policies and procedures at We Care Pediatrics was not started and we could not adequately determine the benefit of external support
- The quality improvement project was continued by completing the remaining PCMH policies and procedures and providing them to the practice

**Implementation**

- Developed a completion tool to monitor the completion of all policies and procedures
- We Care Pediatrics physician owner and staff were educated on the importance of the NCQA PCMH model and the benefits it would provide their practice
- Policies and procedures for all 40 core criteria and 25 elective criteria, across the 6 concept areas, were complete and were uploaded to a database shared with the physician owner
- All completed policies and procedures were presented to We Care Pediatrics
- We Care Pediatrics is now equipped with all necessary tools to apply for and obtain NCQA PCMH recognition in the future
- Completed documents include:
  - Written policies and procedures
  - Patient forms
  - PCMH flyer

**Results**

- We Care Pediatrics physician owner and staff were educated on the importance of the NCQA PCMH model and the benefits it would provide their practice
- Policies and procedures for all 40 core criteria and 25 elective criteria, across the 6 concept areas, were complete and were uploaded to a database shared with the physician owner
- All completed policies and procedures were presented to We Care Pediatrics
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  - Written policies and procedures
  - Patient forms
  - PCMH flyer

**Discussions**

- Barriers:
  - Many barriers were encountered during this quality improvement project
  - PCMH Implementation at We Care Pediatrics was delayed due to personal issues of the physician owner, as well as staffing issues at We Care Pediatrics
  - The physician owner withdrew his support of the DNP student scholars in March 2018
  - Due to this barrier, we were unable to implement the policies and procedures that were created

**Lessons Learned**

- We learned how much impact PCMH can have on improving patient care and overall satisfaction
- We learned through this experience that we cannot always account for all variables no matter the preparation
- We quickly learned how to adjust to the challenges that were presented to us during this process and how to overcome various barriers
- We had a glint at the difficult process that entails establishing a complex pediatric primary care practice

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**References**

See available handout for references.