Building Community-Based Medical Homes for Children Program – Learning Session 2: How to Manage Your Patient Population

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In the past 12 months, I have not had a significant financial interest or other relationship with the manufacturer(s) of the product(s) or provider(s) of the service(s) that will be discussed in my presentation.

This presentation will (not) include discussion of pharmaceuticals or devices that have not been approved by the FDA.
Learning Objectives

At the end of this session participants will be able to

– Explain the purpose of a patient registry.
– Identify key staff members in practice staff to implement patient registry.
– Define three benefits of using a patient registry.
Overview

- Introduction
- Organizational Capacity
- Creating a Registry
- Using a Registry
- Advanced Registry Functions
- Conclusion
Introduction

- Tracking pertinent patient and family information is essential to a well-run medical home.
- This requires a system of accessible and clinically useful information for your entire patient population, such as a registry.
  - Ensures appropriate and timely care.
  - Identify and proactively remind patients of needed visits, tests, etc.
  - Provide reminder/recall functions.
- Help meet requirements of NCQA PPC-PCMH.
Organizational Capacity

- A well functioning registry
- Ability to follow evidence-based guidelines and protocols
- Ability to track laboratory tests, referrals, etc
- Well functioning care coordination process
- Care team members understand how to use the registry
- Continuous Quality Improvement (CQI) Team
Creating a Registry

- Leadership from the top – a “champion”
- Define goals for the registry – ask MDs, staff, families what is important to track
- Start small – e.g., age, gender, problem list, medication allergies, immunizations received
- Develop condition specific guideline driven spreadsheets for CSHCN such as asthma and ADHD
Paper Registries

- Index cards arranged by birthdates
- Index cards arranged by chronic illness
- Enter immunizations given and medications prescribed by hand on the index cards
- Review index cards monthly to determine if patients are due for visits, immunizations, or prescription renewals
Entering Information into an Electronic Registry

- Searchable database is key
- Enter information manually into a spreadsheet
- Extract information from an electronic database such as billing records (Importance of compatibility between practice management software and EMR)
- Download information from fields in an EMR
Maintaining a Registry

- Data must be accurate, complete, and up-to-date
- Set up processes to ensure data quality
- Update data periodically
  - Lab test results
  - Consultant reports
  - New diagnosis; resolved problems
  - Medication lists
Embracing Change

- Using a registry will require a change in how teams care for patients.
- A "champion" will need to endorse the registry and work with the medical home improvement team in its implementation.
- Implement the registry incrementally and gradually to allow users time to feel comfortable using it.
Using Registries

- Planning for patient visits
- Contacting patients for follow-up care
- Reporting on care delivery for your entire population of patients, or a specific subpopulation
- Alerts
Planning for Patient Visits

- Gather patient profile information, screening results, lab test results, consultants reports, etc. *in advance* of the patient visit to improve the efficiency of the visit (“Huddles”)

- Incorporate guidelines for care for CSHCN (e.g. asthma, ADHD) into a table format to ensure that all tests and treatments are being performed at the recommended intervals (example)
# Example of a Table of Guidelines for Asthma

Name ___________________  Birth Date ___________  Record # ___________

Asthma Severity ____________________________

<table>
<thead>
<tr>
<th>Date</th>
<th>ACT score</th>
<th>Spirometry</th>
<th>Rescue Rx</th>
<th>Controller Rx</th>
<th>Other Rx</th>
<th>Flu Shot</th>
<th>Consultant Visits</th>
<th>Control Status</th>
<th>Changes in Rx, if any</th>
<th>Next visit</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
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</tr>
</tbody>
</table>


Contacting Patients for Follow-up Care

- The registry can be programmed to remind the practice when patients are due for follow-up care, health assessments, immunizations, lab tests, etc.
- Reminders can then be sent to the patient’s family to make an appointment.
- Be sure to note whether or not the patient responds to the reminder. If not, further action may be necessary.
A registry can tabulate the number of patients in your practice with various illnesses, enabling the practice to know where to concentrate their resources.

A registry can also compare care delivered to the guidelines (e.g. how many patients with persistent asthma are on controller medications).

A registry can be used to demonstrate high quality care to obtain pay-for-performance (P4P) incentive payments.
Example of the use of a Registry to Obtain a P4P Incentive Payments

- An insurance company recently announced a $100 incentive for every persistent asthmatic patient who had been prescribed controller medications.

- Progressive Pediatrics uses its registry to determine that they have 200 patients with persistent asthma and that they have prescribed controller medications for 180 of them.

- Progressive Pediatrics submits their data to the insurance company and receives an incentive payment of $18,000.
Alerts

Alerts are reminders or “pop-ups” that display automatically when viewing a patient’s chart.

Examples:
- Patient is due for an immunization
- Patient is allergic to certain medications
- Drug-drug interactions
- Patient is due for a health assessment visit or lab test (or overdue)
Meaningful Use (MU)

- The Federal Government has recently released “meaningful use” criteria for EHR’s to qualify for ARRA payments.
- Most registries can be structured to meet “meaningful use” criteria fairly easily, thus allowing the practice to receive ARRA payments.
- The AAP, through the Council on Computers and Information Technology (COCIT), has published information regarding “meaningful use”
Medical Home Recognition

The AAP/MCHB “Building Your Medical Home Toolkit” contains tools to help practices meet the NCQA PPC-PCMH criteria for a medical home.
Conclusion

- Support the core functions of primary care and the management of chronic conditions of individual patients, including coordination of care.
- Examine groups and subgroups of patients to discern patterns and trends in patient care over time.
- Establish a proactive patient reminder system for health maintenance visits, immunizations, screenings, laboratory tests, imaging studies, referrals, medication refills, and other services.
Conclusion (cont’d)

- Track laboratory tests and imaging studies ordered and their results
- Track referrals to specialists and therapists and their reports
References

- AAP Building Your Medical Home Toolkit
  www.pediatricmedhome.org
- Using a Simple Patient Registry for Improving Your Chronic Disease Care
  www:aafp.org/fpm/200604/47usin
- Using Computerized Registries in Chronic Disease Care
  222.chcf.org/documents/chronic disease