

July 22, 2013

## FACT SHEET

### What is a patient-centered medical home?

A patient-centered medical home is a care team, led by a primary care physician, which focuses on each patient's health goals and needs, and coordinates patient care across all settings. Patients receive the right care in the right setting, and physicians are compensated for the additional time and effort required to manage their patients' care.

### What is the Blue Cross Blue Shield of Michigan PCMH Program?

The Michigan Blues' PCMH program is a two-part program developed with our physician partners. The first phase involves the difficult work of implementing PCMH features and tools to transform physician practices. Through financial support from the Blues' Physician Group Incentive Program, physicians across the state are working toward PCMH designation by implementing various PCMH features into their practices.

The second phase involves designation as a PCMH practice. The Michigan Blues currently have the nation's largest network of designated medical home physicians, with more than 3,770 physicians in 1,243 medical practices across Michigan. Designation is reviewed annually.

### By the Numbers

- **1,243** BCBSM-designated PCMH practices across Michigan
- **More than 3,770** physicians in those designated practices
- **More than 1.1 million** BCBSM members covered by a PCMH-designated practices, and **close to 2 million** total patients impacted by this initiative
- BCBSM-designated PCMH practices in **71** of Michigan's **83** counties.



### What are the features of the Michigan Blues' PCMH program?

The features of and criteria for the Michigan Blues' PCMH program were established in partnership between physician organizations and Blue Cross Blue Shield of Michigan. Physicians focus on implementing the following elements into their medical practices:

- Developing patient registries to track and monitor patients' care over the long-term
- Reporting and analyzing practice- and physician-level patient long-term outcomes, efficiency of service and patient satisfaction
- Providing self-management education and support to patients with chronic conditions

- Offering 24-hour patient access to a clinical decision-maker, with a multilingual approach to care. Access may include extended office hours, telephone access, linkage to urgent care or a combination of those.
- Working with each patient to set individualized health goals, and using a team-focused, systematic approach to track appointments and ensure follow-up on needed services
- Providing effective and timely follow-up with patients on their test results
- Coordinating patients' care across the health system through a process of active collaboration and communication between providers, caregivers and the patient
- Providing patients with active counseling, screening and education on preventive care
- Coordinating referrals to specialists, and providing specialists with patient information needed for proper care, such as lab work and test results
- Offering patients connections to community services, in coordination with the health system, community service agencies, family, caregivers and the patient
- Providing secured online patient resources that allow for electronic communication and provides patients with greater access to medical information and technical tools

### Program Results

In comparing PCMH-designated with non-designated practices' utilization trends, BCBSM has observed that PCMH-designated doctors are succeeding in managing their patients' care to keep them healthy and prevent complications that require treatment with expensive medical services.

In 2013, in comparison with non-PCMH practices, the PCMH practices had:

- 8.8 percent lower rate of adult ER visits
- 19.1 percent lower rate of adult ambulatory care sensitive inpatient admissions
- 11.2 percent lower rate of adult primary care sensitive ER visits
- 7.3 percent lower rate of adult high-tech radiology usage
- 17.7 percent lower rate of pediatric ER visits
- 23.8 percent lower rate of pediatric primary-care sensitive ER visits

### **Patients of Michigan PCMH practices are less likely to visit the ER or be hospitalized than patients of non-designated practices.**

