



Patient-centered medical home toolkit

Table of contents

Ordered by BCBSM initiative number

1. Patient-provider partnership

BCBSM patient-centered medical home patient-provider partnership criteria and guidelines

Tool 1-1 — Establishing the patient-provider partnership

Tool 1-2 — Sample member letter

Tool 1-3 — Welcome to your medical home

Tool 1-4 — Patient rights and responsibilities

Tool 1-5 — Principles of patient-centered medical homes

Tool 1-6 — Sample educational brochure and order form

Tool 1-7 — Staff PowerPoint™ training on patient-centered medical homes

Tool 1-8 — Tally sheet

Tool 1-9 — Staff training documentation

2. Patient registry

BCBSM patient-centered medical home patient registry criteria and guidelines

Tool 2-1 — Difference between a registry and an EMR, how to obtain a free registry

Tool 2-2 — Sample of clinical information from multiple sources

Tool 2-3 — Sample of evidence-based care guidelines

Tool 2-4 — Sample of a patient panel in the registry

Tool 2-5 — Sample of patient communication

Tool 2-6 — Sample of chronic disease gaps in care

Tool 2-7 — Sample of physiological parameters and flags for patients not managed to goal

Article — Using Computerized Registries in Chronic Disease Care, Part 3: Using Disease Registries

Article — Using a Simple Patient Registry to Improve Chronic Disease Care

3. Performance reporting

BCBSM patient-centered medical home performance reporting criteria and guidelines

Tool 3-1 — Instructions for www.npoinc.org

Tool 3-2 — Sample physician performance measures

Tool 3-3 — Sample pharmacy data reports

Tool 3-4 — Reading and interpreting performance reports

Patient-centered medical home toolkit
Table of contents
Ordered by BCBSM initiative number

4. Individual care management

BCBSM patient-centered medical home (PCMH) individual care management criteria and guidelines

Tool 4-1 — PCMH pre and post test (Note: PCMH PowerPoint™ is under the Patient-Provider tab)

Tool 4-2, 4-3 — Chronic care model PowerPoint™, pre/post test

Tool 4-4, 4-5, 4-6 — Plan-do-study-act PowerPoint™, worksheet for testing change/project planning form

Tool 4-7 — Sample patient action plan form

Tool 4-8 — Patient satisfaction survey

Tool 4-9 — Group visit guidelines

Tool 4-10 — Primer on planned visits

Tool 4-11 — Chronic care education and talking points

Tool 4-12 — Sample follow-up policy

Tool 4-13 — Michigan Quality Improvement Consortium guidelines

Tool 4-14 — Staff training documentation

5. Extended access

BCBSM patient-centered medical home extended access criteria and guidelines

Tool 5-1 — Sample letter of intent for urgent care facilities with Continuity of Care Record

Tool 5-2 — TTY – 711 Relay service instructions

Tool 5-3 — Translation services list

Tool 5-4 — AAFP article on creating open access

Tool 5-5 — AAFP Number of appointment requests tally sheet to work on opening access

6. Test tracking and follow up

BCBSM patient-centered medical home test result tracking and follow-up criteria and guidelines

Tool 6-1 — Sample lab test tracking policy (with lab values)

Tool 6-2 — Sample PAP test tracking policy

Tool 6-3 — Sample audit of lab tests

Tool 6-4 — Sample lab and test tracking policy– using a pending file method

Tool 6-5 — Sample lab and test tracking policy–using a logbook method

Tool 6-6 — Staff training documentation

Tool 6-7 — Resources for electronic test tracking

8. E-prescribing

Patient-centered medical home toolkit
Table of contents
Ordered by BCBSM initiative number

BCBSM PCMH electronic prescribing criteria

Tool eP-1 — Do you have meaningful use?

Tool eP-2 — Try DrFirst for free

Tool eP-3 — Is your system ‘Qualified’?

9. Preventive services

BCBSM PCMH preventive services criteria

Tool 9-1—Patient reminder slip for outside services

Tool 9-2—Drug and alcohol screening questions, MQIC substance use disorders guidelines

Tool 9-3, Tool 9-3.1—Geriatric depression questions, MQIC depression screening

Tool 9-4—Put prevention into practice, checklists by age and sex

Tool 9-5—MQIC preventive guidelines

Tool 9-6—Michigan Care Improvement Registry (MCIR), highlights of version 7, and users guide

Tool 9-7—Staff training documentation

10. Linkage to community services

BCBSM patient centered medical home linkage to community services criteria

Tool 10-1 — Call 2-1-1 for health and human services information and referral, with call center numbers for different counties and a searchable database

Tool 10-2 — BCBSM health care brochures

Tool 10-3 — Asthma coalitions in Michigan

Tool 10-4 — MI PATH program (Stanford Chronic Disease Self Management)

Tool 10-5 — Arthritis Foundation Aquatic Program

Tool 10-6 — Arthritis Foundation Exercise Program

Tool 10-7 — Arthritis Foundation Self-Help Program

Tool 10-8 — Arthritis Foundation Tai Chi Program

Tool 10-9 — Sample tracking referral log

Tool 10-10 — Sample community resources prescription

Tool 10-11 — Online resources listing

Tool 10-12 — Algorithm on alcohol/substance abuse

Tool 10-13 — Sample referral policy and procedure

Tool 10-14 — Training documentation form

11. Self-management

BCBSM PCMH self-management support criteria

Tool 11-1 — What’s a motivational interview?

Patient-centered medical home toolkit
Table of contents
Ordered by BCBSM initiative number

Tool 11-2 — Simple steps to assess health literacy with REALM and sample TOHFLA

Tool 11-3 — Patient assessment of chronic care survey (PACIC)

Tool 11-4 — PowerPoint™ on motivational interviewing

Tool 11-5 — Flow chart on patient action plans and goals

Action plans and goal sheets for asthma, diabetes and kidney disease

12. Patient portal

BCBSM patient-centered medical home patient portal criteria

Tool 12-1 — Patient portal resources

Tool 12-2 — Sample Internet-based communication policy and procedure

Article — WSJ, The Doctor Will Text You Now

Article — AAFP, Online Communication With Patients: Making It Work

13. Coordination of care

BCBSM patient-centered medical home coordination of care criteria

Tool 13.1 — Patient reminder for outside services

Tool 13.2 — MQIC contact list for health plans' disease management programs

Tool 13.3 — Letter of intent for care coordination and coordination of care record

Tool 13.4 — Coordinating your patient's care PowerPoint

Tool 13.5 — Sample patient transition letter

Tool 13.6 — Eye exam report

Tool 13.7 — Training documentation form

14. Specialist referral process

BCBSM PCMH specialist referral tracking criteria

Tool 14-1 — Sample consultation/referral request form

Tool 14-2 — Sample specialist referral log

Tool 14-3 — Sample referral policy and procedure

Tool 14-3.1 — Sample referral guideline

Tool 14-3.2 — Sample specialist agreement

Tool 14-4 — Sample goal statement for high-quality referrals

Tool 14-5 — Staff training documentation