PCMH User Group Highlights 6-25-14

Thanks to all who attended in person or via dial-in.

Road to Certification: Resources for Becoming a Certified or Registered Medical Assistant

Kim Acker from West Shore Medical Center shared a Power Point Presentation (attached to email) on the process of becoming a CMA/RMA. Kim has done some extensive research on the four certifying bodies: AAMA, AMT, NCCT and the NAHP. She explained the process and requirements for Medical Assistants to become certified or registered. Completing this process would assist with meeting the Meaningful Use Stage 2 guidelines.

Questions/Comments:

- What is the standard length of MA schooling/training and what does it entail?
  - Most are a 2 year Associate Degree. Baker College's Program is 2 years that includes billing and coding, basic anatomy and they have their own lab where they teach vitals, small office procedures and EKGs (among other components).
- What is the difference in the scope of practice for and LPN and a CMA?
  - The LPN licensing exam can be completed half way through the RN program. It is mostly clinical that focuses not just on primary care, but also on hospitals. CMAs have the administrative component that the LPN program does not have.
- Currently West Shore has 1 medical assistant that has completed a Registered Medical Assistant exam with 5-6 actively in the process. Three of them are set to take the NCCT exam in August. There are very few testing sites in Michigan and West Shore is working with a local college to become a proctor site.
- Has the work flow changed?
  - When the reporting period starts, each provider must have at least one licensed or registered team member that can do the CPOE.
- Roles should be clearly defined within the facility with boundaries set within the scope of practice to best utilize the process of the team and to help take the work load from the provider.

NPO Community Registry: Metrics and How to Use

Ed Worthington and Ryan Peters from NPO explained the analytics of the NPO Community Registry and how to use it. They shared how to analyze the measures by practice, provider, individual patients and how to utilize the gaps in care compliance tab. Members from the Evidence Based Care Committee are currently reviewing the CMS Benchmarks, NCQA and HEDIS and will be setting targets for NPO members. All patients and information will appear on the dashboard unless they are marked as inactive in the local system. The dashboard can be used for Domain 3 Performance Reporting.

Questions/Comments

- When will Nextgen practices be on the dashboard?
  - Nextgen and other non-eCW practices are currently in the testing process. We will keep you updated throughout this process.
- As requested, NPO will start to send the Opt in /Opt out Report to practices on the registry.
- We are also going to start the transition from PCMH capability review to metrics review and discuss how the capabilities are supporting the metrics.
- Will BCBSM start looking more towards NCQA guidelines and add socioeconomic criteria?
  - This will be brought up with BCBSM and will be discussed at a later time.
- At this time there will not be an exclusion option for patient refusal regardless of the documentation. One comment regarding this encourages the use of motivational interviewing and education to determine why the patient is refusing and what can be done to help them understand the importance of the needed test/procedure.

Please let us know if you have any further questions or comments regarding anything discussed at the meeting. We also welcome any topics you would like discussed at future meetings.

Next Meeting

- **August Meeting: 8/27/14 Wednesday 11:30-1. What Does a BCBSM PCMH Site Visit Look and Feel Like? Doreen Birgy and Emily Brewer from Kalkaska Family Practice will talk about their successful site visit which happened in July. NPO will also share some lessons learned from all site visits.**
- **Next meetings – Anyone want to share best practices on action plans or self-management? What other topics are of interest?**

PLEASE NOTE: If you plan to attend the August meeting either in-person or telephonically, please either email kelliott@npoinc.org or call NPO at 231-421-8505 to RSVP. After we receive your RSVP, we send you an Outlook appointment. Please bring in parking garage tickets for validation.

Future Meeting Date/Times & Agendas:

- September Meeting: 9/25/14 Thursday 11:30 – 1P
- October Meeting: 10/28 Tuesday 11:30 – 1P
- November Meeting: 11/20/14 Thursday 11:30 – 1P
- December – no meeting in December