



A joint project of the Washington State Department of Health and the Washington Academy of Family Physicians

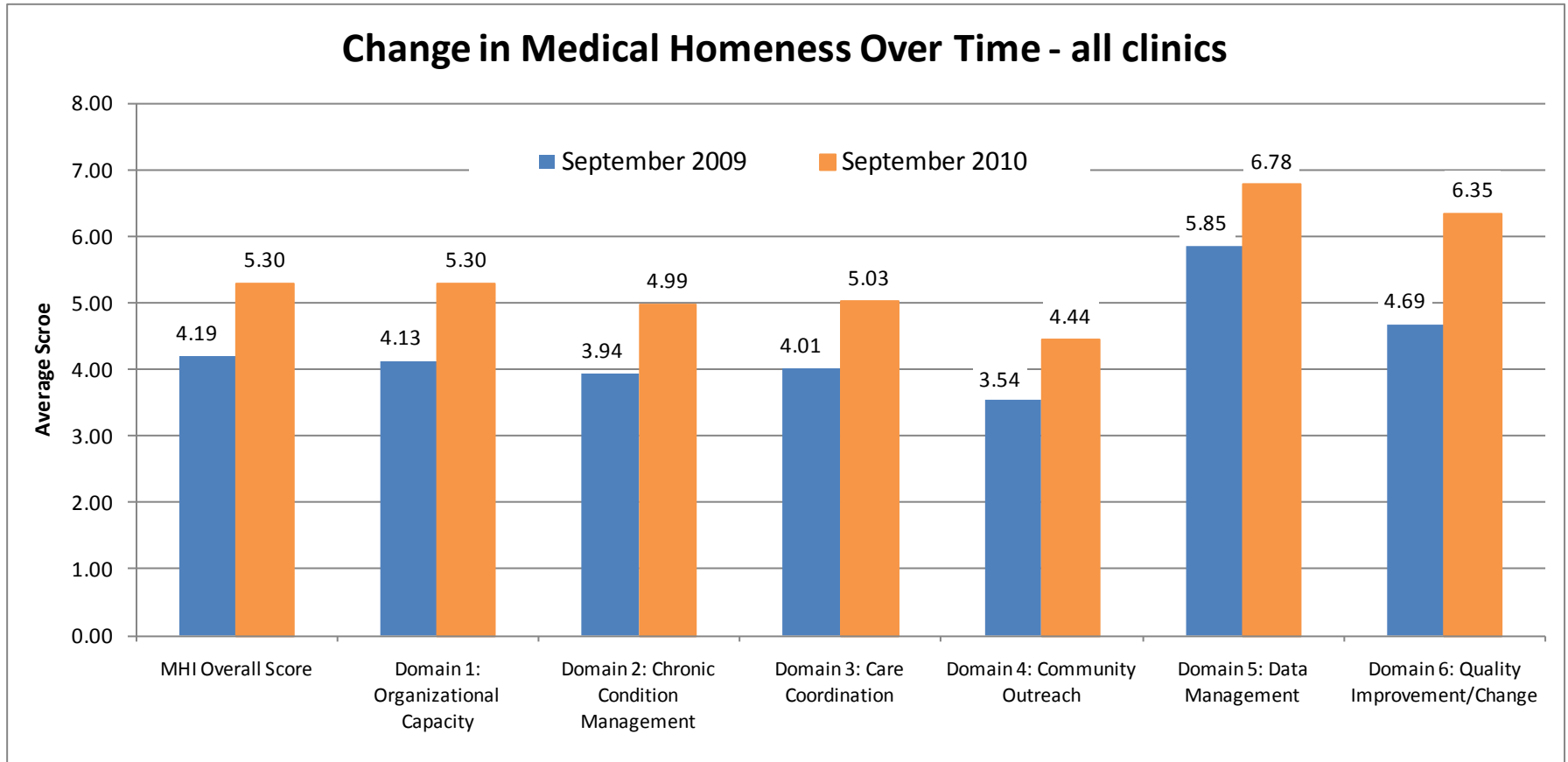
Summary of Medical Home Evaluation as of March 2011

Medical Home Index

The Medical Home Index self-assessment tool designed by the Center for Medical Home Improvement was used to assess the degree of medical home implementation. Baseline results were collected September 2009 and are presented in the table below. Aggregate scores were determined for each area of assessment and include an overall score of medical home achievement. The higher the score on a scale of 0 (low) to 8 (high), the higher the level of reported medical home implementation.

Domain	Aggregate Baseline Score (range from lowest to highest)
Overall Medical Home Index	4.1 (2.6-6.0)
Organizational Capacity	4.1 (2.6-5.9)
Chronic Condition Management	3.9 (2.3-5.5)
Care Coordination	3.9 (2.3-6.7)
Community Outreach	3.38 (1.0-7.5)
Data Management	5.62 (3.0-8.0)
Quality Improvement/Change	4.53 (1.0-7.0)

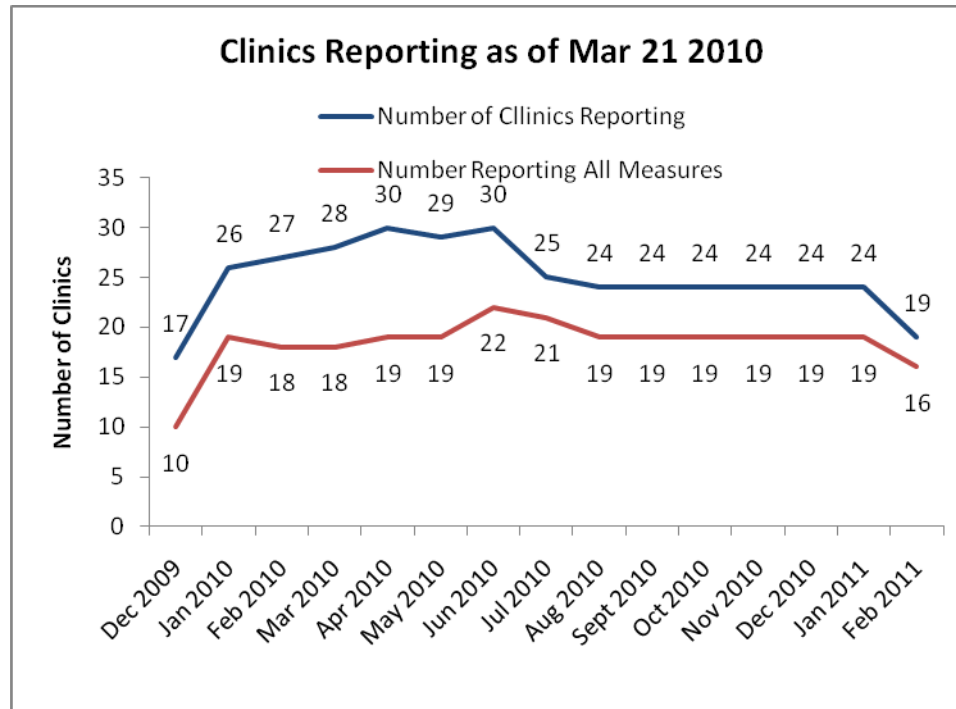
The chart below compares the Medical Home Index scores for all clinics from the baseline at Learning Session 1 in September of 2009 to Learning Session 3 in September of 2010. One more measurement will be taken at Learning Session 5 (Outcomes Congress) in September of 2011.

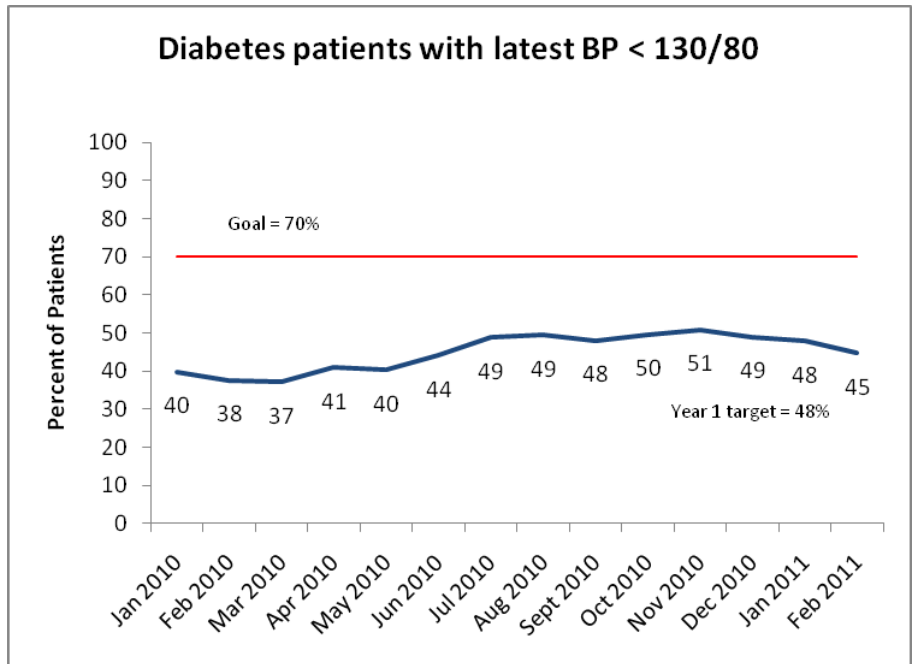
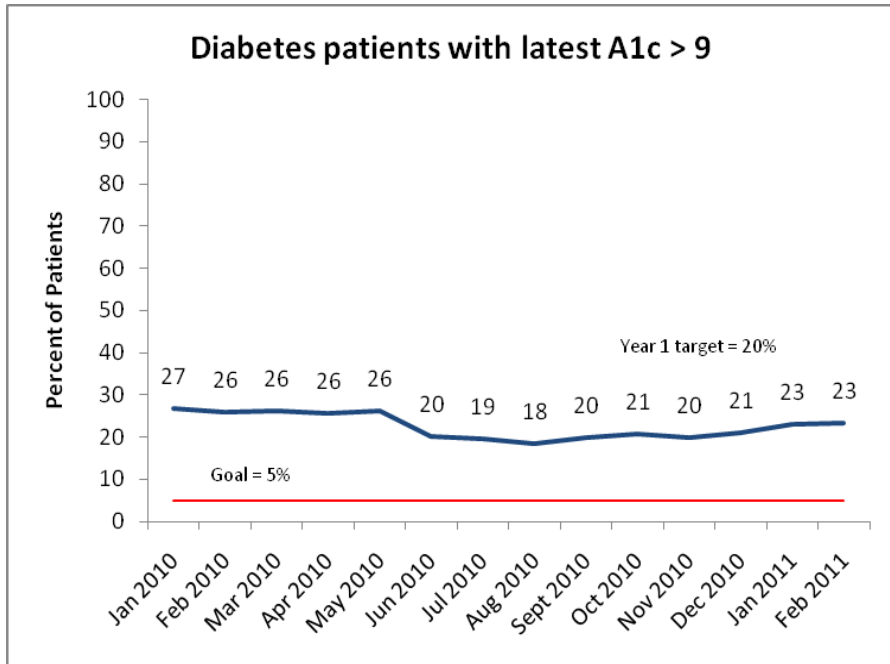


The clinic specific reports for the Medical Home Index are in a separate document as are the patient experience reports, some clinics elected not to participate in the patient experience survey and will only receive the clinic specific Medical Home Index report.

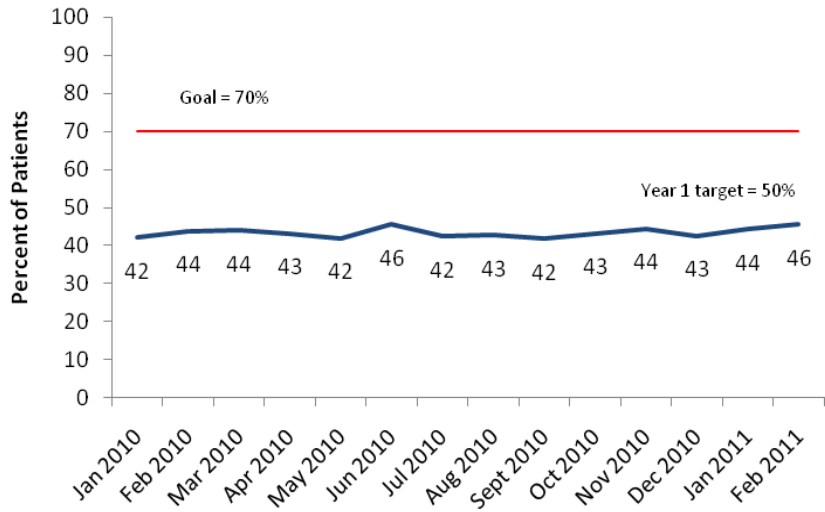
Clinical Outcomes

The following graphs show our progress towards meeting goals for our clinical diabetes outcomes. The outcomes are based on monthly measures for patients 18-75 years with diabetes from January, 2010 to February, 2011. Submission of monthly reports varied from 19 to 30 clinics (out of 32 clinics total). Total patients per reporting month ranges from 2,810 to 6,583.

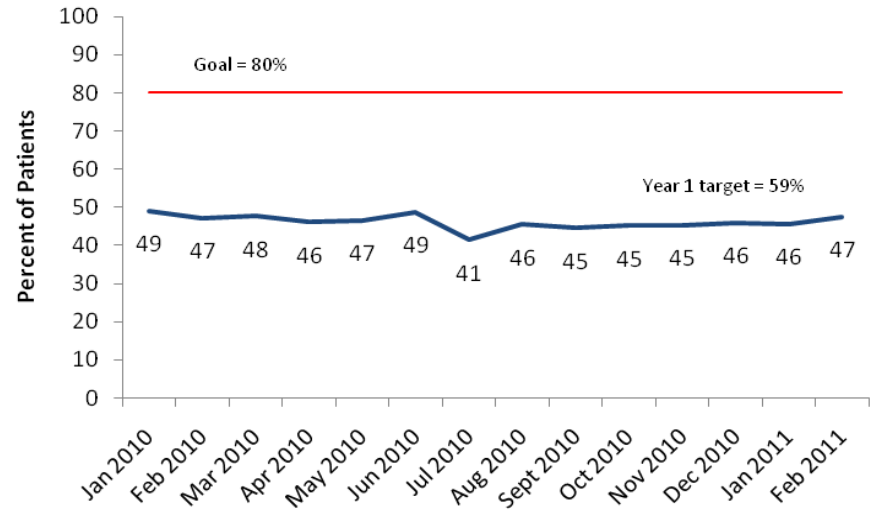




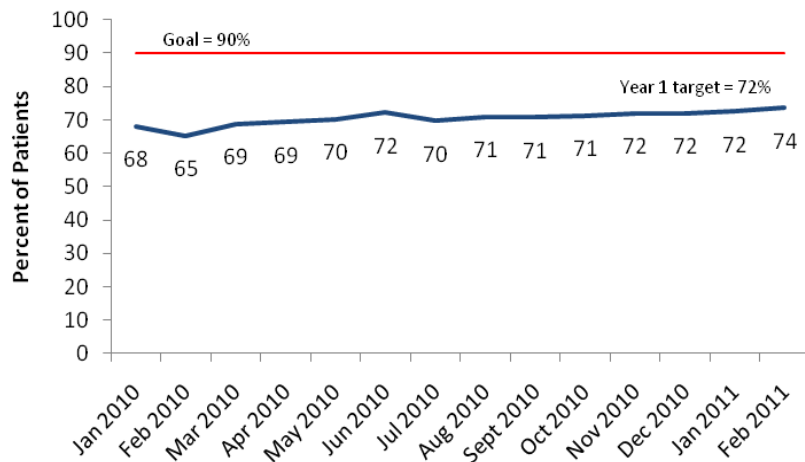
Diabetes patients with latest LDL < 100



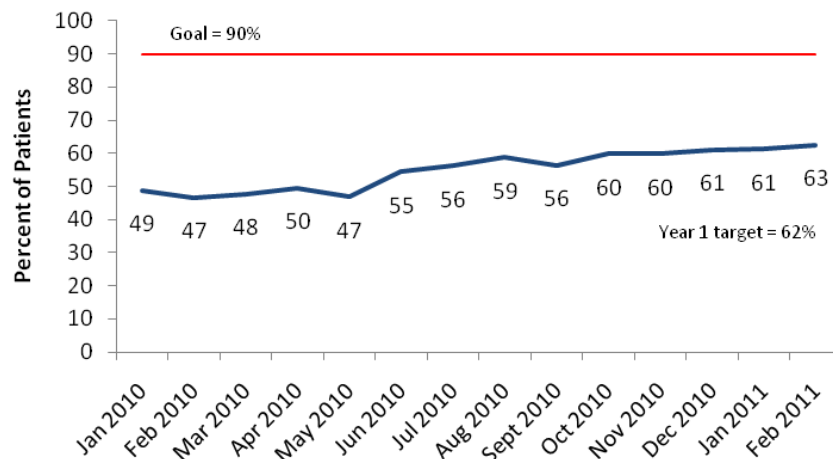
Diabetes patients with eye exam



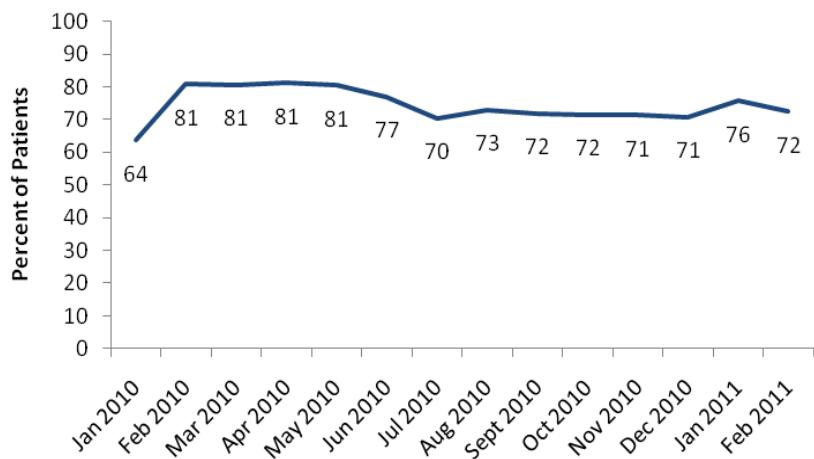
Diabetes patients with medical attention for nephropathy



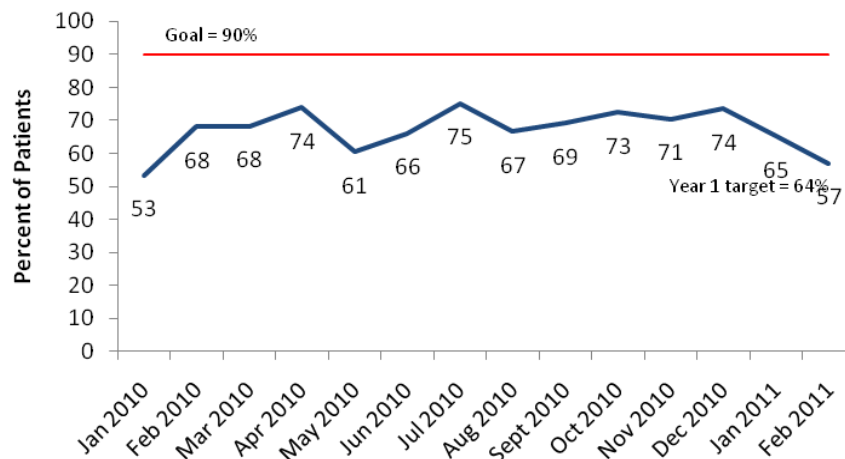
Diabetes patients with foot exam



Diabetes patients with smoking query last visit

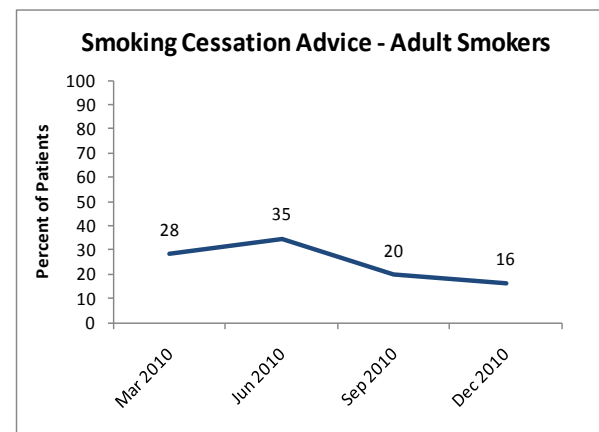
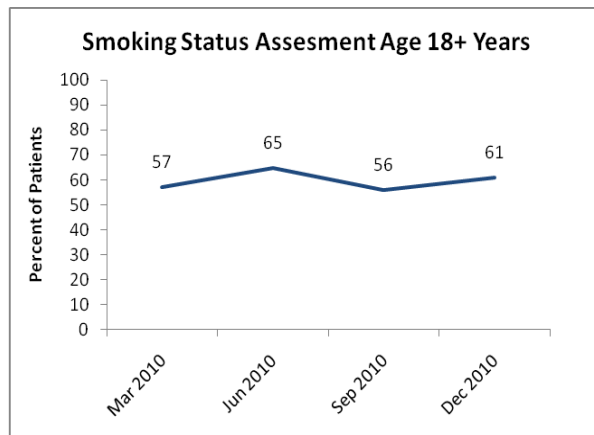
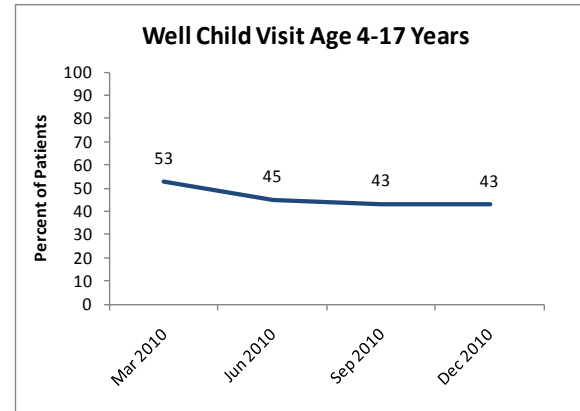
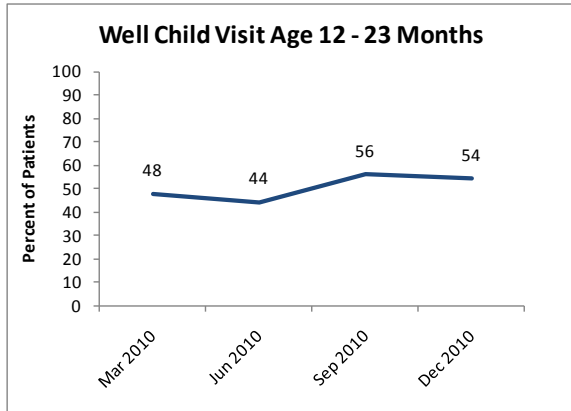


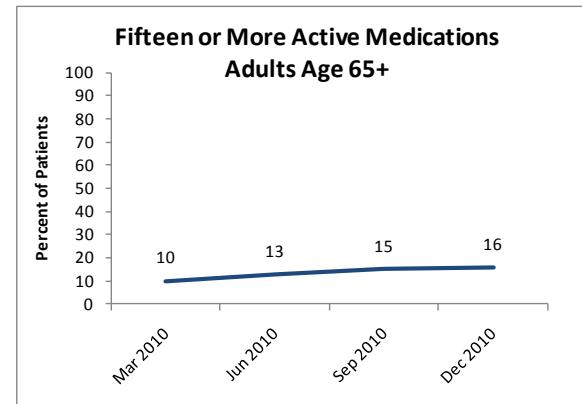
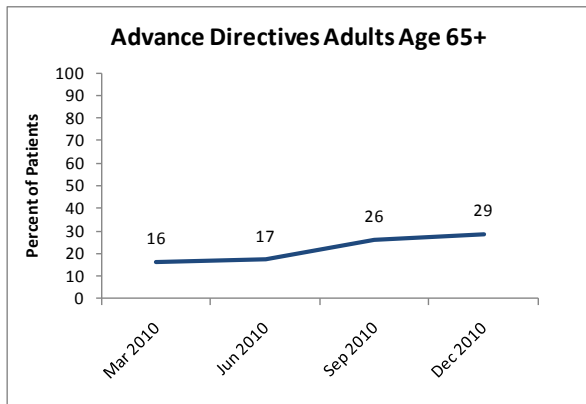
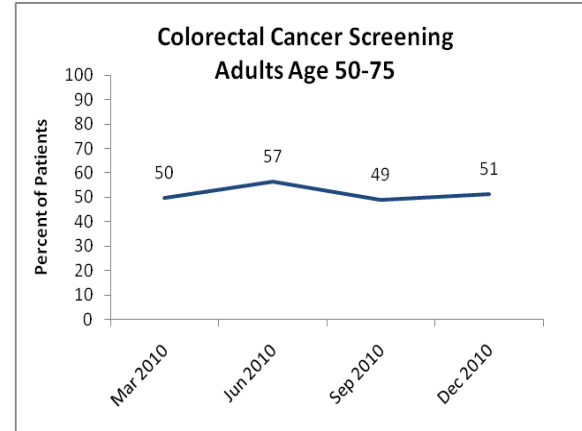
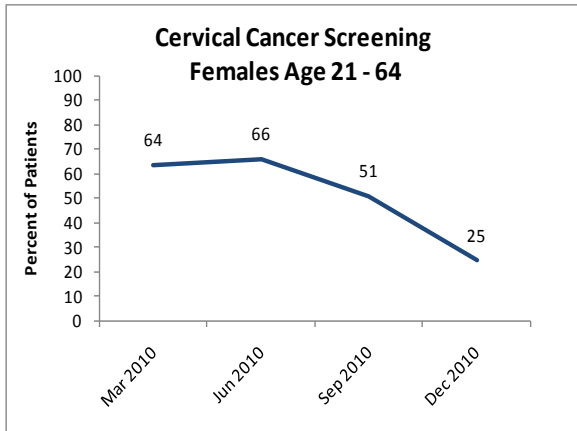
Diabetes patients who smoke with cessation counseling last visit



Prevention Measures

The following graphs show our progress towards clinical prevention measures. The outcomes are based on quarterly measures for patients. Since we have not yet received all clinic reports for March 2011, we cannot yet measure first year progress. Submission of reports varied from 19 to 29 clinics (out of 32 clinics total) with patient population size ranging from 29,199 to 68,094 patients.





Patient Experience Survey

A 38-item survey of experience for patient's seen in the doctor's office within the last 12 months. The response rate was 40% (1,121 of 2,800 surveys mailed out were returned). Though this level of response is typical of one-time mailings, response should be viewed with caution as they may not represent the entire patient population. Patients who responded to the survey were predominantly in good health, and usually or always confident that they could handle most health problems. These healthy, confident patients were more inclined to report favorable perceptions of their health care experience on nearly every measure.

Domain <i>(number of items)</i>	Baseline Results <i>(example result from single item)*</i>
Overall rating (2)	Overall patients who responded to the survey were pleased with their provider and care. Majority gave a rating of 8 or higher on a scale from 0 (worst) to 10 (best). Close to 50% of patients gave their provider and care a perfect 10.
Medical office: before patient gets there (4)	Most patients who responded receive a prompt response when calling or when making appointments for care. <i>(87% of patients usually or always received prompt appointment for care needed right away)</i>
Medical office: procedures and operations (2)	Patients who responded had a less favorable response regarding office efficiency. <i>(74% of patients usually or always saw provider within 15 minutes of appointment time)</i>
Medical office: interactions with staff (2)	Most patients who responded report very favorable responses regarding personal interactions with office staff. Office staff were both helpful and respectful. <i>(90% of patients usually or always found clerks and receptionists helpful)</i>
Provider care: communication (4)	Most patients who responded report their provider always gave easy to understand explanations and instructions, listened carefully, and were respectful. <i>(96% of patients reported that their provider usually or always gave easy to understand explanations)</i>
Provider care: fully invested (5)	Most patients who responded report their provider was fully invested in their care as evidence by their providers: knowing them, spending enough time with them, following up on test results, and being as thorough as needed. <i>(93% of patients reported their provider was usually or always as thorough as they needed)</i>
Self-management support (4)	Of patients who saw their provider for a specific condition, most receive clear instructions from provider, but far less are asked for their feedback to be sure instructions are followed. <i>(95% of patients reported their provider usually or always gave easy to understand instructions for their condition, but only 69% reported their provider usually or always asked them how they were going to follow instructions given)</i>
Shared decision making (2)	Of the patients who were told there was more than one treatment choice for their condition, 80% report provider discussed the pros and cons of various treatment options and 75% were asked which choice they thought was best.
Care coordination (3)	Of the patients who saw a specialist, fewer report specialists had all the information they needed and that their provider was informed about the care they received from specialists. <i>(83% of patients reported their provider seemed informed about the care they received from specialists)</i>

.Primary Care Provider Satisfaction Survey

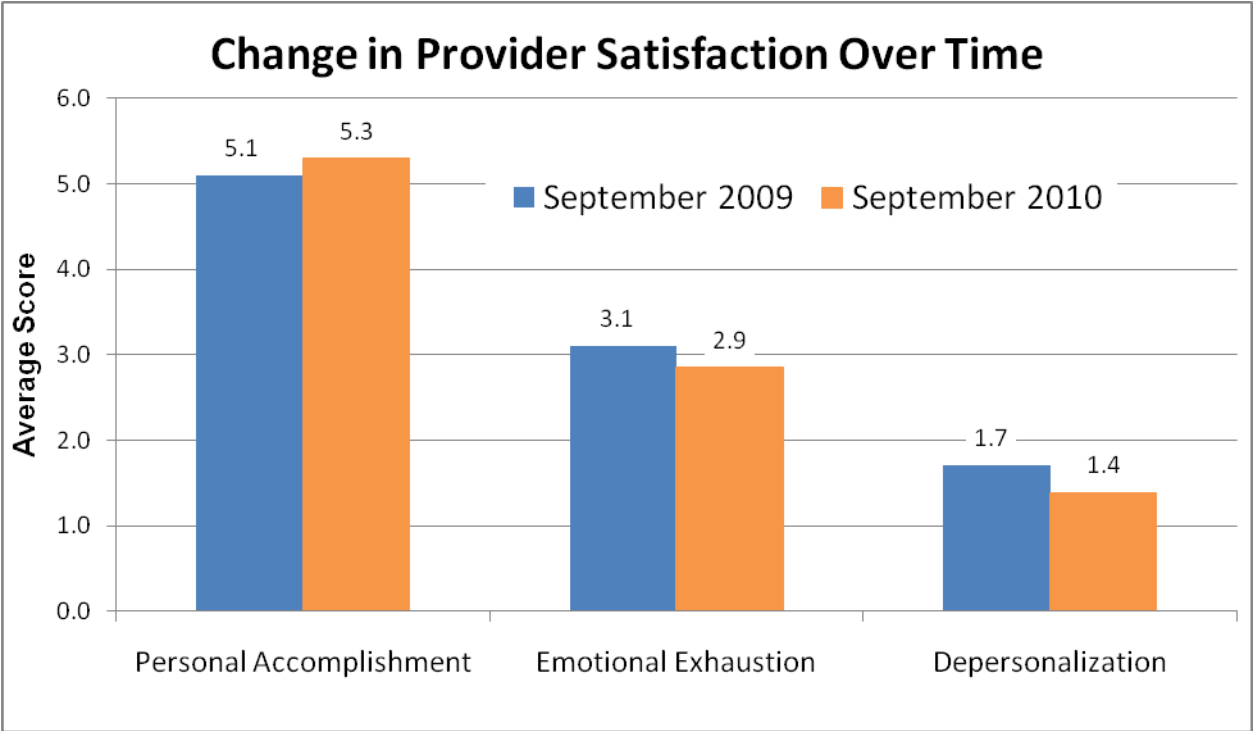
A 31-item survey of job-related feelings filled out at the first learning session by 44 primary care providers higher provider satisfaction is indicated by high personal accomplishment together with low emotional exhaustion and low depersonalization.

Domain	Aggregate Baseline Score (range from lowest to highest)
Personal Accomplishment	5.1 (3.6-6.0)
Emotional Exhaustion	3.1 (0.9-6.0)
Depersonalization	1.7 (0.0-5.2)

Primary Care Staff Satisfaction Survey

A 15- item survey of practice perceptions filled out at the first learning session by 95 primary care staff.

Domain	Aggregate baseline percentage
I am treated with respect everyday by everyone that works in this practice.	82 percent agree or strongly agree
I am given everything I need - tools, equipment, and encouragement - to make my work meaningful to my life.	73 percent agree or strongly agree
When I do good work, someone in this practice notices that I did it.	76 percent agree or strongly agree
How stressful would you say it is to work in this practice?	53 percent somewhat stressful and 19 percent very stressful
How easy is it to ask anyone a question about the way we care for patients?	80 percent easy or very easy
How would you rate other people's moral and their attitudes about working here?	70 percent good, very good or excellent
This practice is a better place to work than it was 12 months ago.	83 percent agree or strongly agree
I would recommend this practice as a great place to work.	93 percent agree or strongly agree



The Team Satisfaction Survey results below compares baseline at Learning Session 1 in September 2009 to the measure at Learning Session 3 in September 2010. A third measurement will be taken at Learning Session 5 (Outcomes Congress) in September 2011.

