

Application - Maine PCMH Pilot Expansion & Health Homes

1. Introduction

NOTE: Please be aware that ONLY ONLINE submissions of this application will be accepted!

Introduction: Thank you for your interest in the Maine Patient Centered Medical Home (PCMH) Pilot and the MaineCare Health Homes initiative. Please note that this online application serves as a single application for practices interested in applying for participation in one or both programs

Maine PCMH Pilot - Phase 2 Expansion - The Dirigo Health Agency's Maine Quality Forum, Maine Quality Counts, and the Maine Health Management Coalition convened the multi-payer Maine Patient Centered Medical Home (PCMH) Pilot as the first step in achieving statewide implementation of the PCMH model in primary care practices in Maine. The PCMH Pilot offers an exciting and promising approach to transforming healthcare, as it provides an opportunity for practices to participate in both the practice transformation and payment reform required to needed to improve care.

The Maine PCMH Pilot was initially developed as a 3-year effort and was launched in January 2010 with 26 primary care practices from across the state. The Pilot is now expanding to include an additional 20 adult practices in January 2013. Practices planning to apply for participation are advised to read the full "Notice of Plan for Phase 2 Expansion" posted on the Maine Quality Counts website ([Maine PCMH Pilot Expansion Notice](#)).

MaineCare Health Homes Initiative - MaineCare, Maine's Medicaid program, has been an active supporter of the Maine PCMH Pilot from the outset and currently participates as a payer in the Pilot. MaineCare is now broadening its support for practices that meet medical home criteria and commit to the Core Expectations of the PCMH Pilot by offering an opportunity to participate in its new "Health Homes" initiative, a key component of the Maine Department of Health & Human Services' "Value Based-Purchasing Strategy". In the first stage of the Health Homes initiative, qualified primary care practices will be asked to partner with a Community Care Team (CCT) to form a "Health Home" to serve MaineCare members with specified chronic conditions. MaineCare will provide "Health Homes" payments to these qualified practices and to Community Care Teams to provide comprehensive, coordinated care. The MaineCare Health Homes Initiative is open to both adult and pediatric practices.

In the second stage of the Health Homes initiative, qualified practices will also receive Health Homes payments for adults with Serious and Persistent Mental Illness and/or children with Serious Emotional Disturbance through a partnership with a qualified Community Mental Health Center-based CCT. In this stage of work, primary care practices will work closely with Community Mental Health Centers and other behavioral health providers to ensure that comprehensive care is provided and coordinated for adults with Serious and Persistent Mental Illness and/or children with Serious Emotional Disturbance.

More information on the MaineCare Health Homes initiative will be available soon on the MaineCare Value-Based Purchasing website, ([MaineCare Health Homes](#)) Details of the application process are outlined on the following page. Thank you for your interest!

Maine PCMH Pilot Conveners: Dirigo Health Agency's Maine Quality Forum, Maine Quality Counts, Maine Health Management Coalition

Office of MaineCare Services

2. Application Process

1. Before completing this online application, interested practices should first check the eligibility requirements for participation in the PCMH Pilot and the MaineCare Health Homes Program. Please see "Eligibility" information listed on the Maine Quality Counts website ([Maine PCMH Pilot Expansion Eligibility](#)).

2. Eligible practices must submit a separate application for each specific (i.e. geographic) practice site wishing to apply.

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3. **Eligible practices must complete this online application by March 31, 2012** (only online submissions on this site will be accepted; paper versions of the application will not be accepted). This application consists of 17 sections with 91 total questions, and is estimated to take approximately 2-3 hours to complete when completed by administrative and provider leaders with strong knowledge of the practice operations.

For reference and planning, practices intending to apply are encouraged to download a PDF copy of the blank application from the Maine Quality Counts website at ([Maine PCMH Pilot Expansion Application PDF](#)).

4. As part of the application process, practices must complete and submit the Maine PCMH Pilot Phase 2 Expansion "Memorandum of Agreement" to Maine Quality Counts **by March 31, 2012**. This Memorandum of Agreement (MOA) must be completed for each individual practice site that is applying, and is available on the Maine Quality Counts website at ([Maine PCMH Pilot Expansion MOA](#)).

For questions about this online application or other steps in the application process, please contact Dr. Lisa Letourneau at tel. 415.4043, or (LLetourneau@mainequalitycounts.org).

3. Practice Eligibility - Part I: MaineCare Health Homes Initiative (6 questi...

Please confirm that your practice site meets the 6 eligibility criteria for participation in the MaineCare Health Homes program, listed below. Please note that answering "No" to any of the following questions means that your practice site is ineligible to participate in both the MaineCare Health Homes program and the Maine PCMH Pilot, and you should not continue with this application.

Practices that qualify for the MaineCare Health Homes initiative will be asked to sign a Memorandum of Agreement outlining more specific expectations of the program once it is available. Practices should note that completing this application does not constitute an obligation to participate in the Health Homes initiative.

For questions about eligibility, please contact Dr. Lisa Letourneau at tel. 415.4043 or LLetourneau@mainequalitycounts.org.

***1. Our practice site provides primary care services to adult or pediatric patients, is located in the state of Maine, and has one or more full-time primary care physicians or nurse practitioners**

- Yes
- No

***2. NCQA PCMH Recognition - please select one option below that best describes the status of NCQA PCMH recognition for this practice site:**

- Our practice site has current NCQA PCMH recognition (Please indicate below the date of NCQA recognition and PCMH Level 1, 2, or 3)
- Our practice site does not currently have NCQA PCMH recognition but has initiated the NCQA PCMH application process and commits to completing our application by May 31, 2012 and achieving NCQA PCMH recognition before January 1, 2013
- No - our practice site does not have NCQA PCMH recognition and has not initiated the process of applying for NCQA PCMH recognition

If NCQA PCMH recognized, please indicate date and level of most recent recognition:

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***3. Electronic Medical Record (EMR): please select one option below that best describes your practice site:**

- Our practice site has fully implemented an EMR
- Our practice site will have fully implemented an EMR by March 31, 2012
- No, neither of above

***4. Our practice commits to meeting the 10 “Core Expectations” of the Maine PCMH model (see [Maine PCMH Core Expectations](#))**

- Yes
- No

***5. Our practice commits to providing Health Homes services as required by federal regulations (Affordable Care Act Section 2703):**

- • **Comprehensive care management**
- • **Care coordination and health promotion**
- • **Comprehensive transitional care from inpatient to other settings**
- • **Individual and family support**
- • **Referral to community and social support services**
- • **Use of health information technology (HIT)**
- • **Prevention and treatment of mental illness and substance abuse disorders**
- • **Coordination of and access to preventive services, chronic disease management, and long-term care supports**

- Yes
- No

***6. Our practice commits to identifying a Community Care Team (CCT) to serve as our partner in managing high-needs patients. We will identify either a current CCT or an organization that is willing to meet CCT criteria and apply for CCT recognition by the Maine PCMH Pilot by August 1, 2012. (For more information on CCT criteria, see [Maine PCMH Community Care Teams](#))**

- Yes (if yes, please indicate, below, the current or potential CCT that your practice would use if selected for participation in the Pilot)
- No

If yes, please indicate current or potential CCT partner:

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4. Practice Eligibility - Part II: Maine PCMH Pilot Expansion (4 questions)

Maine primary care practices interested in applying for participation in Phase 2 of the multi-payer Maine PCMH Pilot must also meet additional four eligibility criteria, outlined below. Please note that answering “No” to any of the following questions means that your practice site is ineligible to participate in the multi-payer Maine PCMH Pilot. However, you should continue completing this application if you wish to apply for participation in the MaineCare Health Homes initiative.

***1. Our practice site is NOT currently a participant in the CMS FQHC Advanced Primary Care (APC) Demonstration (began Oct 2011 - per CMS rules, FQHC’s participating in this effort cannot participate in other medical home pilots in which Medicare is a payer)**

- Yes, our practice site is NOT a participant in the CMS FQHC APC Demo
- No, our practice site IS a participant in the CMS FQHC APC Demo (and therefore is ineligible for the Maine PCMH Pilot)

***2. Our practice site provides care to adult patients (i.e. Family Medicine, Internal Medicine, or General Medicine provider):**

- Yes
- No

***3. Our practice site provides care for at least 1000 patients enrolled in health plans administered by the payers participating in the Pilot (Anthem BCBS, Aetna, Harvard Pilgrim Health Care, MaineCare, and Medicare)**

- Yes
- No

***4. Our practice will complete and submit the Maine PCMH Pilot Phase 2 Expansion “Memorandum of Agreement” to Maine Quality Counts by March 31, 2012. This Memorandum of Agreement is available on the Maine Quality Counts website at ([Maine PCMH Pilot Expansion MOA](#)).**

- Yes
- We have already submitted the completed MOA
- No

5. Practice Demographics, Size, & Ownership (17 questions)

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*1. Contact Information

Name of person completing this application:

Practice Site Name:

Practice Mailing Address:

Practice Site Physical Address:

City/Town:

ZIP/Postal Code:

Email Address:

*2. Practice Tax Identification Number (TIN):

*3. Practice type (choose all that apply):

- Single-site primary care practice, privately owned
- Multi-site primary care practice, privately owned (Please indicate, below, practice group name)
- Primary care practice, hospital owned (Please indicate, below, hospital owner)
- Residency practice (Please indicate, below, name of residency program)
- Federally Qualified Health Center
- Community Health Center
- Rural Health Center
- Other (please specify, below)
- Please specify:

4. Primary care available at this practice (choose all that apply):

- Family medicine
- Internal medicine
- Pediatrics
- Other (please specify)

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5. How many primary care clinicians work in the practice site?

Full-time physicians	<input type="text"/>
Part-time physicians	<input type="text"/>
Full time nurse practitioners	<input type="text"/>
Part-time nurse practitioners	<input type="text"/>
Full-time physician assistants	<input type="text"/>
Part-time physician assistants	<input type="text"/>

6. How many behavioral health providers (if any) work in this practice site?

No behavioral health providers at our site (please enter "0")	<input type="text"/>
Full-time psychiatrists	<input type="text"/>
Part-time psychiatrists	<input type="text"/>
Full-time psychologists	<input type="text"/>
Part-time psychologists	<input type="text"/>
Full-time social workers or counselors (LCSW, MSW, LCPC or other BH counselors)	<input type="text"/>
Part-time social workers or counselors (LCSW, MSW, LCPC or other BH counselors)	<input type="text"/>
Full-time other BH providers	<input type="text"/>
Part-time other BH providers	<input type="text"/>
Other	<input type="text"/>

7. How many other clinical staff work in the practice site? (e.g. nurses, medical assistants, health educators, care managers)

Total other full-time clinical staff:	<input type="text"/>
Total other part-time clinical staff:	<input type="text"/>

8. How many administrative or other staff work in the practice site? (e.g. front office staff, medical records, accounting, billing, etc)

Total full-time administrative/other staff:	<input type="text"/>
Total part-time administrative/other staff:	<input type="text"/>

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9. Please indicate the majority owner of the practice site (please select one best choice):

- Primary care provider(s) (please list below)
- Medical group practice (please list below)
- Non-profit corporation (e.g. community health center, please list below)
- Hospital or health system (please list below)
- Federal, state, or local government (please list below)
- Other (please list below)

Please list specific name of primary owner of practice

10. Do the providers from this practice site routinely see patients at other office locations?

- No
- Yes (please list below)

If yes, please specify other site

11. Is the practice part of a provider network or physician hospital organization? (e.g. PHO)

- No
- Yes (please specify below)
- Not sure

If yes, please specify which network or PHO

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12. Which hospital(s) do providers in the practice primarily use for admitting their patients? (Please choose most frequent, up to top 3)

- Blue Hill Memorial Hospital
- Bridgton Hospital
- Calais Regional Hospital
- Cary Medical Center
- Central Maine Medical Center
- CA Dean Hospital and Nursing Home
- Down East Community Hospital
- Eastern Maine Medical Center
- Franklin Memorial Hospital
- Goodall Hospital
- Houlton Regional Hospital
- Inland Hospital
- Maine Coast Memorial Hospital
- Maine Medical Center
- MaineGeneral Medical Center
- Mayo Regional Hospital
- Mercy Hospital
- Mid Coast Hospital
- Miles Memorial Hospital
- Millinocket Regional Hospital
- Mount Desert Island Hospital
- Northern Maine Medical Center
- Parkview Adventist Medical Center
- Penobscot Bay Medical Center
- Penobscot Bay Medical Center
- Penobscot Valley Hospital
- Redington-Fairview General Hospital
- Rumford Hospital
- Sebasticook Valley Hospital
- Southern Maine Medical Center

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- St Andrews Hospital & Healthcare Center
- St Joseph Hospital
- St Mary's Regional Medical Center
- Stephens Memorial Hospital
- The Aroostook Medical Center
- Waldo County General
- York Hospital

13. How many years has this practice site been in operation?

14. Have there been any major changes in the operations of this practice site over the past 12 months? (check all that apply)

- No major changes
- Change in ownership
- New electronic medical record (EMR)
- New billing system
- Move to a new office space or major space renovation
- Other (please specify)

15. Has the practice site had a significant provider or staff turnover (more than 50%) in the past 12 months? (If no, please skip to Question 17)

- No
- Yes

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16. If there has been significant provider or staff turnover (more than 50%) in the past 12 months, please indicate the approximate number of providers and/or staff who have left or joined the practice within the past 12 months:

	Left	Joined
Physicians	<input type="text"/>	<input type="text"/>
Nurse practitioners or physician assistants	<input type="text"/>	<input type="text"/>
Behavioral health providers	<input type="text"/>	<input type="text"/>
Clinical staff (nurses, medical assistants)	<input type="text"/>	<input type="text"/>
Office manager/administrator	<input type="text"/>	<input type="text"/>
Front office staff	<input type="text"/>	<input type="text"/>
Other support staff	<input type="text"/>	<input type="text"/>

17. Has your practice experienced a significant change in revenue over the past three years?

- No
- Yes, small financial gain (increase in net revenue of less than 20%)
- Yes, large financial gain (increase in net revenue of 20% or more)
- Yes, small financial loss (decrease in net revenue of less than 20%)
- Yes, large financial loss (decrease in net revenue of 20% or more)
- Not sure

6. Patient Populations (5 questions)

1. How many patients actively receive care at this practice site (defining "active patients" as patients seen at least twice in the past two years)

2. Please list the approximate percentages of your patients in the following racial/ethnic categories (best estimate - should add to 100%):

White non-Hispanic	<input type="text"/>
Black/African American	<input type="text"/>
Native American	<input type="text"/>
Asian, Pacific Islander, or Native Hawaiian	<input type="text"/>
Hispanic or Latino	<input type="text"/>
Other	<input type="text"/>

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3. Please list the approximate percentage of your patients in each of the following age categories (responses should total 100%):

0-18 years	<input type="text"/>
19-44 years	<input type="text"/>
45-64 years	<input type="text"/>
65 years and older	<input type="text"/>

4. Using your billing data or your best estimate, please indicate the approximate percentage of your patients by total practice population (not by revenue) covered by the following health plans (should total 100%):

Medicare	<input type="text"/>
Medicaid/ MaineCare	<input type="text"/>
Dually eligible for Medicare & Medicaid/MaineCare	<input type="text"/>
Commercially insured	<input type="text"/>
Uninsured/ self-pay	<input type="text"/>
Uninsured / Care Partners	<input type="text"/>

5. For your commercially insured patients, please indicate the percentage of your patients covered by each of the individual payers/health plans (the sum of these percentages should equal the percentage of commercially insured patients, as answered above):

Aetna	<input type="text"/>
Anthem BCBS-Wellpoint	<input type="text"/>
CIGNA	<input type="text"/>
Harvard Pilgrim Health Care	<input type="text"/>
Dirigo Health	<input type="text"/>
Other commercial payers	<input type="text"/>

7. Leadership for PCMH Implementation (5 questions)

Participation in the Maine PCMH Pilot requires strong leadership for change. As part of that effort, we require that the practice identify an administrative leader and at least one primary care physician or nurse practitioner as a leader within the practice who visibly champions a commitment to improve care by implementing the PCMH model and fully participating in the Pilot, and encourage leadership experience and/or development and training for both administrative and provider leaders.

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1. Participation in the Maine PCMH Pilot requires that the practice identify at least one primary care physician or nurse practitioner as a leader within the practice who visibly champions a commitment to improve care by implementing the PCMH model. Please indicate the name of that practice leader:

Name:

MD/DO/NP:

Email Address:

Phone Number:

2. Please describe any formal or informal leadership roles held by this provider, and/or any leadership development in which this individual has participated in the past three years:

3. Please list the name of the administrative leader for this practice site:

Name:

Title:

Email Address:

Phone Number:

4. Please describe briefly where you think your practice site is in the process of transforming to the medical home model, and how you expect to support its continued transition to deliver better patient centered care:

5. Please briefly explain why participation in the Pilot is important to your practice:

6. What type of leadership challenges do you expect in transitioning your practice to the medical home model, and how would you plan to address these challenges?

8. Team-based Approach to Care & Improvement (7 questions)

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1. Please indicate whether your practice site has implemented any of the following approaches to team-based care (check all that apply):

- Practice uses a team-based approach to care delivery that includes expanded roles of non-physician providers (e.g. nurse practitioners, physician assistants, nurses, medical assistants) to improve clinical workflows
- Practice uses planned visits for patients with chronic conditions
- Practice has systems in place to delegate specific testing or exams (e.g., ordering of routine screening tests, diabetic foot exams) to non-physician staff through use of standing orders or other established protocols
- Practice regularly uses huddles to plan care for scheduled visits
- Other (please specify):

2. How are decisions generally made in this practice site? (check all that apply)

- Practice leaders make decisions on their own
- Practice leaders consult with other managers and then make their decisions
- Practice leaders consult with managers and staff and then make their decisions
- Practice leaders delegate decisions to managers and/or staff
- Practice leaders, managers, and staff jointly make decisions
- Other (please specify)

3. Does the practice site routinely hold meetings specifically to discuss clinical improvement or workflow issues? (If no, please skip to Question 6)

- No
- Yes

4. If yes, please indicate how often these meetings are usually held:

- Weekly
- Twice monthly
- Monthly
- Quarterly
- Annually
- Other (please specify)

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5. If yes, please indicate who generally participates in these meetings (check all that apply):

- Entire practice group, including clinical & administrative staff
- Physicians only
- Other primary care providers (NPs, PAs)
- Clinical support staff (nurses, MAs)
- Administrative support staff
- Patients
- Other (please specify)

6. Please indicate which workflow issues currently are causing the greatest challenges within the practice site:

	Working well	Sometimes a problem	Is a significant challenge within the practice
Difficulty offering patients access to care within requested time frame	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Patients unable to access their own provider when they need	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Unable to stay on schedule	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Pertinent information not available at the time of the office visit	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Inefficient use of staff resources	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Handling patient phone calls	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Medication refills	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Appointments unavailable for necessary patient visits	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Long patient waiting times during visits	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ability for patients to speak to a physician/NP/PA when needed	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Efficient use of resources within the practice	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
System for handling patient phone calls	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
System for tracking results (labs, Xrays)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
System for tracking speciality referrals	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
System for refilling medications	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Teamwork within the practice	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Committment to patient centered care	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Other (please specify):

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7. Please indicate which of the following improvement activities are routinely used in this practice site (check all that apply):

- None
- Plan-Do-Study-Act (PDSA) cycles / rapid change improvement
- Work flow analysis / Lean redesign
- Six-Sigma improvement
- Clinical microsystems improvement
- Other (please specify)

9. Population Risk-Stratification & Management (6 questions)

1. Please indicate whether your practice site has adopted a process for proactively identifying and stratifying populations of patients who are at risk for adverse outcomes:

- Yes
- No
- Not sure

2. If yes, please indicate if your practice uses any of the following methods to identify high-risk patients (check all that apply):

- Practice-based chronic disease registry
- Monitoring practice or hospital records to identify patients with frequent ED visits
- Monitoring practice or hospital records to identify patients with frequent hospitalizations
- Monitoring claims to identify patients with high costs
- Use payer reports of high-risk patients
- Other (please specify):

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3. Please indicate whether your practice regularly uses any of the following reminder systems to flag patients in need of services? (check all that apply):

- Disease registry that generates clinician reminders
- Disease registry that generates patient reminders
- Checklists/Flowcharts for chronic diseases
- Checklists/Flowcharts for preventive screening
- Computer recall system (for patients needing services)
- Telephone recall of patients needing services by nurse/office staff
- Periodic chart audit
- Other (please specify)

4. A disease registry allows practices to identify patients with one or more specific conditions, supporting the practice's ability to track and manage care for those patients both individually and as a population. Does this practice site currently use a disease registry? (If no, please skip to next section)

- No
- Yes

5. If yes, please indicate which registry is being used:

- Registry function is provided by our EMR
- Touch Every Life
- MaineHealth Clinical Improvement Registry (CIR)
- ScoreHealth
- Other (please specify):

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6. If using a registry, please indicate for which conditions it is routinely used at this practice site (check all that apply):

- Anti-coagulation/ Coumadin management
- Asthma
- Attention Deficit/ Hyperactivity Disorder
- Cardiovascular disease
- COPD
- Diabetes
- Low back pain
- Obesity
- Osteoporosis
- Preventive care
- Other (please specify)

10. Practice-Integrated Care Management (3 questions)

1. Does this practice site have care managers who work directly with patients and providers in the practice? (If no, skip to Question 3)

- No
- Yes

2. If yes, please indicate the approximate number of FTE care managers who provide your care management services:

RN's who serve in a dedicated care manager role for the practice

RN's who provide some care management support, but also have other roles in the practice

Social work (LCSW or MSW) staff

Other staff within the practice

Care management staff from other organization(s)

3. If yes, please briefly describe the care management model used your practice:

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4. If yes, please indicate the patient populations primarily served by the care managers in your practice (check all that apply):

- Patients with chronic illness who are failing to meet treatment goals
- Patients with high levels of health care utilization (e.g. patients with frequent ED visits, hospitalizations, etc)
- Patients identified as having high health care costs
- Other (please specify):

5. Do patients and providers at this practice site routinely have ready access to other educators or staff to support patient education or self-management?

	Not offered	Onsite (at practice site)	Offsite
Mental health/ behavioral health professional	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Substance abuse counselor	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Domestic violence counselor	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Nutritionist/dietician	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Dental hygienist	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Dentist	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Asthma educator	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Diabetes educator	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other (please specify)			

11. Enhanced Access to Care (7 questions)

1. Is your practice site currently accepting new patients?

- Yes, we are accepting new patients covered by all payer types
- Yes, we are accepting new patients covered by some payers
- No, we are currently closed to accepting any new patients this practice site is not currently accepting:
- If closed to only some payers, please indicate which payers:

2. On average, how many patients are seen at this practice site per day?

Total number patients seen per day

Average number of patients seen per provider per day

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3. What is the average time to third next available appointment at this practice site?

- Zero
- Greater than zero, but within 1 day
- More than 1 day
- We don't track this
- If more than 1 day, please indicate time to third next available appointment:

4. Is same-day scheduling offered at this practice site? (sometimes also called "open access scheduling")

- Yes, for all providers
- Yes, for some providers
- No
- Not sure

5. How long, on average, does a patient at this practice site wait to be seen for the following types of conditions?

Urgent need (e.g. chest pain, asthma exacerbation)

Acute need (e.g. sore throat, cough, low back pain)

Routine care (e.g. chronic conditions, preventive care)

6. Please list the hours that this practice site routinely is open to see patients:

Monday

Tuesday

Wednesday

Thursday

Friday

Saturday

Sunday

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7. Do providers in your practice routinely use a hospitalist or other coverage to provide inpatient care for the majority of patients from your practice who require hospitalization?

- No
- Yes
- Other (please specify)

12. Behavioral-Physical Health Integration (2 questions)

1. Please indicate whether this practice site taken any of the following steps to integrate behavioral and physical health care (check all that apply):

- Practice site has conducted a standardized assessment of current behavioral health integration (e.g. MeHAF Site Self-Assessment Survey)
- Practice site has implemented a system to routinely screen for depression using a standardized tool (e.g. PHQ-9) in patients with chronic illness
- Practice site has implemented a system to routinely screen for substance abuse using a standardized tool (e.g. AUDIT, DAST, CRAFT)
- Practice site has incorporated a behaviorist into the practice to assist with chronic condition management
- Has partnered with behavioral health or other organizations to connect patients with peer supports/patient navigators
- Practice site has one or more behavioral health providers co-located within in the practice available for "warm hand-offs"
- Other (please specify)

2. Please select the choice below that best describes the level of integration at your practice site with behavioral health care providers (please pick one best choice):

- We do not have behavioral health providers on site; we refer to, but have minimal regular communications with, behavioral health providers
- We have active behavioral health referral linkages and have some regular communication with behavioral health providers, but they are not located on-site
- We have some behavioral health providers on-site and have some systems for regular communication with them, but maintain separate systems of care (e.g. we have separate scheduling, billing, EMR systems)
- We have behavioral health providers on-site, and have regular communications and coordinate treatment plans with them, but have some separate systems of care (e.g. scheduling, billing, or EMR systems)
- We have behavioral health providers on-site, and have systems for regular communications and coordinated treatment plans. We have regular team meetings, share common systems of care, and share a common vision of care.
- Other (please specify)

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13. Inclusion of Patients & Families in Improving Care (7 questions)

1. Does the practice site use a formal process (survey) to routinely measure patient experience of care and/or patient satisfaction? (if no, please skip to Question 5)

- Yes
- No
- Not sure

2. If yes, please indicate the patient survey tool(s) used to assess patient satisfaction or experience of care:

- Avatar
- CG-CAHPS
- PCMH-CAHPS
- NRC Picker
- Press Ganey

Other (please specify):

3. If yes, has this practice site conducted a formal survey to evaluate patient experience / satisfaction within the past 12 mos?

- Yes
- No
- Not sure

4. If yes, please indicate how often patient experience or satisfaction surveys are conducted?

- Ongoing (continuous surveying)
- Weekly
- Monthly
- Quarterly
- Annually
- Other (please specify)

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5. Does the practice currently have a Patient/Family Advisory Council (or similar group) or other formal mechanism for regularly soliciting input from patients in the practice in its improvement efforts?

- Yes
- No
- Not sure

6. If yes, how long has this Patient/Family Advisory Council (or equivalent) been meeting?

- Has only met for first time only recently
- Has been in existence for less than 1 year
- Has been in existence for approx. 1 year
- Has been in existence for approx. 2 years
- Has been in existence for 2 years or more

7. Are there other methods used by the practice to engage patients/families in improving care at this site?

- Yes (please describe below)
- No
- Not sure

Other (please specify):

14. Connection to Community (5 questions)

1. Is your practice site aware of the Healthy Maine Partnership (HMP) that serves your community?

- No
- Not sure
- Yes (please indicate, below)

Please specify your HMP:

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2. If yes, do staff or providers at this practice site have a relationship and/or regularly connect with your local Healthy Maine Partnership?

- Yes
- No
- Not sure

3. Is this practice site aware of the Area Agency on Aging (AAA) serving your community?

- No
- Not sure
- Yes (please indicate, below)

Please indicate your local AAA:

4. If yes, do staff or providers at this practice site have a relationship or regularly refer to your local Area Agency on Aging to provide services to your patients?

- No
- Not sure
- Yes

5. Does this practice site have relationships or regularly refer to other local community-based agencies that provide support to your patients?

- No
- Not sure
- Yes (Please describe, below)

Other (please specify/ describe support services provided):

15. Reducing Avoidable Spending & Controlling Costs (4 questions)

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1. Please indicate if your practice site has specific processes in place to address any of the following opportunities to reduce avoidable spending and/or control costs (select all that apply):

- Reducing avoidable hospitalizations or re-hospitalizations
- Reducing avoidable emergency department visits
- Reducing non-evidence-based use of expensive imaging (e.g. MRI for low back pain)
- Improving medication management or generic prescribing
- Working with specialists to develop new models of specialty consultation that improve patient experience and quality of care, while reducing unnecessary use of services
- Directing referrals to specialists who consistently demonstrate high quality and cost efficient use of resources
- Other (please specify)

2. Has your practice site participated in any formal initiatives to improve quality and control costs within the past two years?

- No
- Not sure
- Yes (please specify, below)

Please specify:

3. Does your practice site routinely receive and monitor any type of reports of health care costs for patients in your practice?

- No
- Not sure
- Yes (if yes, what focus?)

Please specify:

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4. Does your practice site currently participate in any clinical quality public reporting programs? (check all that apply)

- No
- Maine Health Management Coalition Pathways to Excellence / Get Better Maine program
- NCQA - Diabetes Physician Recognition Program
- NCQA - Heart/Stroke Physician Recognition Program
- NCQA - Low Back Pain Physician Recognition Program
- Bridges to Excellence Diabetes Program
- Bridges to Excellence Cardiac Care Program
- Bridges to Excellence Depression Program
- CMS Provider Quality Improvement System (PQRS) program
- Other (please specify)

16. Integration of Health Information Technology (8 questions)

*1. Please indicate which EMR is used at this practice site:

- Allscripts/ Touchworks
- Amazing Charts
- athenahealth
- Centricity /GE (Logician)
- e-Clinical Works
- e-MDs
- Epic
- Ingenix
- MyChart
- NextGen
- Practice Partner
- Other (please list, below):
- Other (please specify):

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2. Please indicate whether this EMR is recognized as eligible to quality for “meaningful use” under the CMS EHR Incentive Program:

- Yes
- No
- Not sure
- Other (please specify)

3. Has this practice site attested to meeting Stage 1 meaningful use criteria?

- Yes, through Medicare
- Yes, through Medicaid
- No
- Not sure

4. Please describe which EMR functions are currently being used by your practice to support care for a majority of patients:

	Yes	No
Document clinical notes	<input type="radio"/>	<input type="radio"/>
Order lab tests	<input type="radio"/>	<input type="radio"/>
Order diagnostic tests (e.g. Xrays)	<input type="radio"/>	<input type="radio"/>
Receive lab results	<input type="radio"/>	<input type="radio"/>
Receive diagnostic test results (e.g. Xrays)	<input type="radio"/>	<input type="radio"/>
Electronic prescribing	<input type="radio"/>	<input type="radio"/>
Communicate/ exchange clinical data with other providers (e.g. consultants)	<input type="radio"/>	<input type="radio"/>
Conduct secure messaging with patients	<input type="radio"/>	<input type="radio"/>

Other (please specify)

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5. In addition to the EMR and registry functions noted above, does this practice site routinely use computers for any other functions in the practice? (check all that apply)

- Appointment scheduling
- Retrieving web-based clinical information
- Health education
- Submitting referral requests
- Submitting claims / billing
- Financial data management
- Staff email
- Accessing health plan reports
- Other (please specify)

6. Please indicate whether your practice site offers your patients the use of a Personal Health Record or patient portal to your EMR:

- No, not currently using a PHR or patient portal
- PHR integrated with our EMR
- iGuard
- Medem
- MyPHR
- RelayHealth
- Other (please specify)

7. Are there plans to purchase or make major modifications to the practice site's current computer systems within the next 12 months? (if no, skip to Section 6)

- No
- Yes
- Not sure

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8. If yes, what computer functions will these changes or modification likely impact? (check all that apply)

- Planning to implement a new EMR system
- Visit scheduling
- Network server
- Billing/claims submission
- Financial data management
- Patient secure messaging
- Other patient communications (please describe):
- Other (please specify)

17. Linkages to Other Statewide Improvement Opportunities & Teaching (4 questions)

1. Is the practice site currently participating in HealthInfoNet, Maine's health information exchange?

- Yes, providers can access HealthInfoNet but on "read only" basis
- Yes, providers can access HealthInfoNet with bidirectional information exchange
- No
- Not sure
- Other (please specify)

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2. Does this practice site currently participate in any other medical home, behavioral health integration, payment reform, or other statewide improvement initiatives? (select all that apply)

- Yes, CMS FQHC Advanced Primary Care Practice (APC) demonstration
- Yes, other PCMH initiative (please list)
- Yes, ACO pilot with one or more employers or payers (please list)
- Yes, MeHAF Integration Initiative (please briefly describe)
- No
- Not sure

Other (please specify)

3. Does this practice site currently serve as a teaching site for medical students or residents?

- No
- Not sure
- Yes

4. If yes, please indicate with teaching program(s) you are affiliated with (check all that apply):

- CMMC - Family Medicine Residency
- EMMC - Family Medicine Residency
- MMC - Family Medicine Residency
- MMC - Internal Medicine Residency
- MMC - Pediatrics Residency
- MMC-Tufts Medical School
- Maine Dartmouth Family Medicine Residency
- University of New England Medical School
- Other (please specify)