

Topic: REDUCING BARRIERS FOR MEDICAL HOME

Theme: Effective, Efficient & Elegant Systems (coordinated)

Session 1: Notes

- Too many names and too many descriptions
 - ✓ Patient doesn't know what their role is on the team
- Common courtesy is a lost art
- Lay terms are used too little – customer needs to understand as well as the professionals
 - Cross walk or bridge is needed
- General concept of the system – This is a community system but no understanding in the community
- Rewards are not set for system
- Definitions are too varied – what is the commonalities among all programs
- Physician driven vs patient driven – Cannot use “captain of the ship model: - here are the patients?”
- Elegant goes beyond patients satisfaction but needs to get to the root of the family needs
- Must be a team effort to be effective and elegant
- No efficiencies in the system at this time i.e.; Medicaid clients getting all assistance to care
- Need to link all systems including transportation, schools, foster care for patient
- Effective measurement of systems including medical & non-medical
- Efficient needs to include “Mom & Pop” practices that cannot afford to be efficient & effective
- Barrier of lack of interest access statewide
- Lack of \$ to purchase EHR
- Lack of consistent reimbursement structure
- Some things that deal with relationships or the sole of a practice cannot be measured
- Marcus Welby was not perfect and not everybody loved it

Session 2: Notes

- Competiveness is there between all programs
- HIPAA is a convenient barrier to not work with others
- Hospitals are not playing – they see everyone and may not collaborate with the Medical Home
- Communication & families is lacking – respect and communication are non-existent – this would equal elegant in programming

Session 3: Notes

- “Concierge” system – someone to keep track of the services & needs (i.e.: expediter for world travel) Market driven system
- Who takes on preparing the patient to be a part of a Medical Home – being an active engaged participant. Patient can be the consumer and have expectations of the provider
- How do you “systemize” the daily work needed to make a system work for the patient. Where is the consistency?

- This is all about the people – technology is beside the point if you don't have the people to do it or use it
- Patient agreements between the provider and patient
- Cultural barrier – We are sometimes unable to recognize other's ways of doing things – everyone should conform to me vs everyone changing for the better
- Hospitals need to follow protocol & standards for urgent care – need triage team approach
- We don't have effective communication system
 - ✓ Education to patient
 - ✓ Communication
 - ✓ None of the systems talk