PCMH Education Subcommittee Meeting
May 4, 2016

Attendees

Julie Sakaguchi, Blue Cross Blue Shield of Montana
Erwin Austria, Blue Cross Blue Shield of Montana
Kelley Gobbs, Montana Medicaid
Jody Haines, Providence Health System
Kristen Schuster, Glacier Medical Associates
Mary Caferro, Montana state senator
Bill Warden, Hospital lobbyist

CSI Staff

Amanda Roccabruna Eby
Catherine Wright

Discuss Provider Survey Results

During the last two weeks of April, the Provider Survey link was sent to 10 organizations, representing approximately 1,748 members. Due to the staggered distribution, the CSI extended the deadline to May 10. To date, the CSI has received 47 responses. A preliminary summary of the survey results was distributed to the subcommittee. Overall, 68% of respondents have either a High or Medium level of knowledge about PCMH; online resources and peer-to-peer learning were rated highest as helpful resources; the number one barrier to PCMH implementation is "staffing limitations"; nearly 75% of the respondents indicated a lack of knowledge about the PCMH Stakeholder Council; and finally, just 19 clinics requested more information about Montana PCMH.

Amanda reviewed the list of groups who sent the survey link to their members:

- MT Chapter of the American Academy of Pediatrics – 106
- MT Chapter of the American Academy of Family Physicians – 450
- MT Chapter of the American Osteopathic Association – 183
- MT Chapter of the American Academy of Physician Assistants – 328
- MT Medical Association – 530
- MT Hospital Association – 50
- MT Medical Management Association – 101

These groups were also contacted but did not send the survey:

- MT Chapter of the American College of Physicians
- MT Nurses Association
- Care Here – state employee health clinics

Subcommittee members expressed dismay and disappointment about the survey results, especially considering other bigger trends in primary care, upcoming CMS changes, and pay-for-performance programs with commercial and public payors. Many non-PCMH clinics do not seem to understand the impact and benefits of PCMH. The Stakeholder Council and Montana PCMHs need to do a better job making the case that the value of PCMH transition is measured beyond the financial ROI.

Amanda shared a comment she received from a CEO of a rural health clinic on why they have not adopted PCMH. He also recommended a report from Maine that he says represents the obstacles that RHCs may encounter with adopting PCMH in Montana:
https://muskie.usm.maine.edu/Publications/rural/RHC-Readiness-for-PCMH-Recognition-Policy-Brief.pdf

Discuss Webinar and other Resources

Nearly 64% of respondents marked "online resources for practice transformation" as a helpful resource. CSI will develop a webpage linked from the CSI PCMH Stakeholder page featuring links and downloads to PCMH research and reports, case studies, transformation processes, webinars, practice tools, etc. Given the indicated lack of interest in webinars, the subcommittee amended the plan to do a 4-part webinar series and decided to move forward with only one provider education webinar, to start, focusing on the Montana program to-date, emphasizing the clinic perspective on transformation, including best practices, benefits and barriers. Amanda will revise the webinar outline and poll those clinics that indicated they wanted to learn more about the program to fine-tune the content and determine a date. May 25 was suggested as a possible webinar date.