

**Blue Cross
Blue Shield of Alabama:
Medical Home Pilot**

Family-to-Family Health Information
Center's 2012 Partners in Care Summit
Prattville, Alabama
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Faculty

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Blue Cross Blue Shield of Alabama

Medical Home Pilot

- Purpose
 - To analyze the medical home concept and to trend both process of care and patient outcome data over a 12 - 18 month period

Medical Home Pilot

- Objective
 - At the conclusion of the pilot we hope to better understand the time and monetary efforts required by a practice to attain and maintain a medical home environment as well as being able to produce tangible data in favor of the medical home approach to care

Medical Home Pilot Participants

- The pilot practices were selected by Blue Cross Blue Shield of Alabama based on recommendations from leadership within the Alabama Chapter of the American Academy of Pediatrics (AAP), the American Academy of Family Physicians (AAFP) and the American College of Physicians (ACP)

Medical Home Pilot Participants

- 14 practices representing 52 physicians
 - Five Family Practice
 - Five Internal Medicine
 - Four Pediatric

Medical Home Pilot Structure

- Phase I: NCQA Recognition (October 2009 – September 2010)
 - Encourage and support NCQA Physician Practice Connections®-Patient-Centered Medical Home™ (PPC-PCMH) Recognition at the pilot facilities

Medical Home Pilot Structure

- Physicians received incentives for transformation, office resources, and achieving PPC-PCMH recognition

Medical Home Pilot Structure

- Phase II: Focus on Process (January 2010 – December 2010)
 - Rewards are based on the level of recognition attained by the practice, meeting patient experience thresholds, and practice participation

Medical Home Pilot Structure

- Phase III: Focus on Outcomes (January 2011 – December 2011)
 - Rewards are based on meeting clinical outcome goals, process measures, utilizations measures, patient experience thresholds, practice participation thresholds, and maintaining or improving their NCQA PPC-PCMH level

Medical Home Pilot Results

- All practices received NCQA PPC-PCMH recognition
 - Seven practices received Level 3
 - 31 physicians
 - Seven practices received Level 1
 - 21 physicians

Medical Home Pilot Results

- Practice Transformation (business days)
 - Average – 229.4 days/11.5 months
 - Least amount of time for transformation – 105 days
 - Most amount of time for transformation – 294 days

Medical Home Results

- **Patient satisfaction**
 - Overall program had an improvement in average satisfaction
 - Nine (of 14) practices had an increase in satisfaction
 - Nine practices had increases in overall scores

Medical Home Results

- Four practices had decreases in overall scores
- One practice had no change in overall scores
- 51% of physicians in program from day 1 had increases in overall scores

Medical Home Results

- **18.7% decrease in Hospital Admissions**
- **5.4% decrease in ER Visits**
- **3.44% increase in MMR**
- **4.05% increase in VZV**
- **5.25% increase in DTap**