Sample PCMH Team Aim Statement

The X Clinic seeks to transform the delivery of primary care using the eight Change Concepts for Practice Transformation. By [DATE], 95% of patients will be empaneled to a care team, and 80% of visits will be with the patients' identified care team. By [DATE], we will also see a 50% improvement in patients' confidence in managing their health and care team members will report a 20% relative increase in their satisfaction with the functioning of their team.

Additionally, at least three meaningful use clinical quality measures, also identified as valued focus areas for improvement, will be tracked on a monthly basis, with increases or achievement of a national benchmark demonstrated by [DATE].

Aims

The goal of this project is to redesign clinical and administrative systems to improve patient experience and health, and bring the benefits of patient-centered care to disadvantaged populations. Specifically, we aim to:

- Improve the operational efficiency and quality of care in primary care.
- Improve patients' healthcare experiences.
- Reduce disparities in access to care and quality of care.

Expected Outcomes

We are expected to progress towards a higher level of functioning in each of the eight Change Concepts for Practice Transformation domains ("PCMH domains") as we receive technical assistance from Medical Home Facilitators and the Project Team.

Specifically, we expect to see the following progress and achievements by [DATE]:

1. Eighty percent (80%) of sites (8 of 10 sites) will have received NCQA PCMH™ recognition or a state-based PCMH recognition. The remaining 20% will have their recognition applications under review.
2. Ninety percent (90%) of sites (9of 10 sites) will have achieved Level B (scores of 7-9) or higher for overall PCMH-A score, and 66% of sites (6 of 10 sites) will have achieved Level A (scores of 10-12) for overall PCMH-A score.
3. Ninety percent (90%) of all sites (9 of 10 sites) will have a measurement strategy in place as evidenced by reporting a balanced set of PCMH measures (at least one measure in each of three categories) over time (with at least five of the seven quarterly data points for each measure).
4. Sites will show improvement in three PCMH domains: clinical quality, practice transformation which includes patient-centeredness, and provider and staff satisfaction.

Adapted from material authored by Donna Daniel and Cory Sevin, The Institute for Healthcare Improvement

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a. Ninety percent (90%) of sites measuring HbA1c at a specified cut point (50 of 56 sites), e.g., HbA1c<7% or HbA1c>9%, will maintain or demonstrate improvement.

b. Ninety percent (90%) of sites measuring controlled hypertension at a specified level (47 of 52 sites), e.g., BP<140/90 or BP<130/80, will maintain or demonstrate improvement.

c. Ninety percent (90%) of sites reporting on any continuity measure (35 of 39 sites), e.g., % of appointments with assigned provider/care team, will show improvement.

d. Ninety percent (90%) of sites reporting on any access measure (33 of 37 sites), e.g., no show rate or days to 3rd next available, will show improvement.

e. Seventy percent (70%) of sites reporting on a measure associated with "patient satisfaction/experience" (11 of 16 sites) will report an improvement.

f. Ninety percent (90%) of all sites reporting on a measure associated with "provider/clinician/staff satisfaction" (44 of 49 sites) will report an improvement.

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