

Maine PCMH Pilot

Building the Patient Centered Medical Home to Meet the Needs of Maine People

Engaging Patients & Families

Introduction: We are committed to including the patient/consumer's voice in the design, implementation, and evaluation of the Maine PCMH Pilot. We note that many PCMH pilots around the country have not yet described formal efforts to bring consumers into this process; in contrast, we are committed in this Maine pilot to ensuring that the consumer's voice is kept "front and center" in our efforts. Considerable efforts have already been undertaken by MeHAF and others to assess patient perceptions of care integration and patient desires for ideal care.^{i, ii} We propose to build on this previous work and on the input from patients and families to ensure that the model is implemented in a way that truly integrates care, and is sensitive and responsive to the needs of Maine people. The Maine PCMH Pilot proposes to include the voice of patients/consumers through the following:

1. Involve Consumers in Planning and Governance of the Maine PCMH Pilot

Efforts have been made from the onset of planning the Maine PCMH Pilot to engage consumers/patients in the planning process. We have reached out through our stakeholder groups to identify at least two consumers to be involved as a regular member of the PCMH Planning Group. To date, we have identified one consumer who has been involved and regularly attending Planning Group meetings since September, 2008, and are actively looking to recruit a second consumer for the group. We have also budgeted funds in our planning and implementation to provide a stipend for these consumers to participate in the group.

2. Conduct PCMH Consumer/Patient Focus Groups

Because of our commitment to including patients in the design of the PCMH model in Maine, QC requested and received discretionary grant support from MeHAF in the fall of 2008 to support a formal and structured process to conduct a series of focus groups with consumers to ensure that the medical home as it is developed in Maine anticipates and integrates the care needs of all people, particularly those with greatest need. That MeHAF funding has supported a series of five patient/consumer focus groups conducted in towns across Maine from November 2008-January 2009 (facilitated by Crescendo Consulting Group). Consumer input gained through this process will be used to ensure that the PCMH model in Maine is designed to reflect the six aims of quality care identified by the Institute of Medicine (i.e. safe, effective, timely, efficient, equitable, and patient-centered care). A report of findings from these focus groups will be available in early February 2009.

3. Involve Patients in PCMH Pilot Practice Redesign Efforts

In addition to including consumers in the planning and governance of the Pilot, we are committed to promoting the active involvement of patients and families from the PCP practices selected for participation in the Pilot. We propose to do this in several ways:

- A. Identify patients and family members from PCMH pilot sites who are willing to be involved in the leadership of the Pilot implementation, and provide opportunities for them to have an active voice in the process. One way to do this is by **offering them leadership training developed and successfully used by the Maine People's Alliance (MPA)**. The MPA defines their Leadership Development Program as: *The process of developing leadership skills in "everyday people" so that they are empowered to be involved in the decision-making processes that affect their lives.* Over the last six years the MPA has dramatically increased the number of engaged and informed consumers who are

participating effectively in their issue campaigns. Their program is seen as a national model by other non-profit community action organizations. We will work collaboratively with these patient and family “leaders” in the Pilot implementation through their roles on the PCMH Working Group, and/or local implementation teams at each of the pilot sites.

- B. Working with these patient leaders, **convene “Patient and Family Leadership Teams” in each of the pilot site communities** to obtain ongoing feedback on the implementation of the PCMH model, with special attention to including underserved populations including MaineCare members, uninsured, and under-insured. This input will be used both as part of the formative evaluation of the PCMH model to shape its implementation in real time, and in the overall summative evaluation of the PCMH model to be completed at the end of the 3-year implementation period.
- C. We have also included an explicit expectation that **practices selected for participation in the Maine PCMH Pilot will work to include patients and families** in the implementation of the PCMH model in their practice. The Pilot practice “Memorandum of Agreement” specifically includes the following expectations (to be accomplished within 12 months of beginning the Pilot):
- <<Inclusion of patients & families in implementation of PCMH model>>**
- With the assistance of PCMH Pilot staff and consultants, practice has identified at least two patients or family members to be part of the practice Leadership Team
 - Practice is using one or more mechanisms for routinely soliciting input from patients and families on how well the practice is meeting their needs

Of note, we will coordinate all of these efforts with the Aligning Forces for Quality (AF4Q) initiative to identify, engage, and support patients and families in taking a leadership role in this effort. We specifically will tap into established AF4Q-identified consumer engagement groups, and will utilize the same consumer leadership training methods being used within the AF4Q initiative – i.e. the MPA’s consumer leadership program to empower patients to take an active role in redesigning healthcare.

ⁱ “Maine Integrated Health Initiative: Maine People Speak About Health Care Integration”, Maine Health Access Foundation with assistance of John Snow Foundation, Winter 2007, <http://www.mehaf.org/pictures/grassroots-feedback-2007.pdf>

ⁱⁱ The Future of Family Medicine: A Collaborative Project of the Family Medicine Community, *Annals of Family Medicine*, Vol 2, Suppl 1, March/April 2004, S3-32.