

# Evaluating the Impact of the Patient-Centered Medical Home

July 2010

---

**Lisa M. Kern, MD, MPH**

Associate Professor of Public Health and Medicine,  
Weill Cornell Medical College

Deputy Director, Health Information Technology  
Evaluation Collaborative



Weill Cornell Medical College

# Overview

---

- Research questions
- Settings
- Study designs
- Outcomes and data sources
- Preliminary baseline results

# Research Questions

---

- How does the Patient-Centered Medical Home (NCQA Level II or above) affect:
  - Health care quality,
  - Health care efficiency,
  - Patient experience, and
  - Provider experience?
- What is the “epidemiology” of the Patient-Centered Medical Home transformation?
  - Which aspects of transformation are associated with improved provider satisfaction?

# Settings

---

- Hudson Valley of New York
  - THINC
  - Taconic IPA
  - MedAllies
- Eight communities in New York State
  - Funded by the Healthcare Efficiency and Affordability Law for New Yorkers (HEAL NY) – Phase 10

# Study Designs

---

- Cross-sectional studies
- Prospective cohort studies
  - With follow-up over at least 3 years
  - With multiple concurrent control groups
    - Providers using paper records
    - Providers using electronic health records

# Outcomes and Data Sources

---

- Healthcare quality
  - 10 HEDIS measures (aggregated claims data)
- Healthcare efficiency
  - 17 utilization measures (aggregated claims data)
- Patient experience
  - CG-CAHPS+ (administered by telephone)
- Provider experience
  - Modified ACP tool (administered online)
- Practice transformation
  - Practice-level data from NCQA (planned)

# Patient Survey Methods

---

- Invited consecutive patients in physicians' waiting rooms to participate
- Administered 15-minute survey by phone to those who enrolled
- 60% of those approached agreed to participate
- 93% of those reached by phone completed the survey
- Final baseline sample size: 419 patients

# Patient Survey Results

---

- Overall satisfaction was high (higher than providers' satisfaction).
- Satisfaction was fairly consistent across survey items.
- Patients were most dissatisfied with:
  - Access to care
  - Coordination of care

# Provider Survey Methods

---

- Developed the survey instrument based on a tool by the American College of Physicians
- Sent the survey by e-mail, with e-mail and paper reminders
- 171 physicians responded (72% response rate)

# Provider Survey Results

---

- While overall satisfaction was relatively high, satisfaction with different aspects of practice varied widely.
- Providers were most dissatisfied with:
  - Efficiency of care
  - Coordination of care
  - Reporting diagnostic test results
  - Following up on abnormal test results
  - Making referrals
  - Managing chronic disease

# Next Steps

---

- Patient and provider surveys
  - Conduct additional analyses
  - Pursue national benchmarking for patient survey
  - Conduct follow-up surveys
- Quality and efficiency
  - Expect to receive dataset in August 2010
- Medical home transformation
  - Finalize study design

# Conclusion

---

- The Patient-Centered Medical Home is a complex intervention that can be implemented in a variety of ways.
- Evaluation is critical for understanding which aspects of the Medical Home are most effective.

# Acknowledgements

---

- The Commonwealth Fund
- New York State Department of Health
- Taconic IPA
- THINC
- MedAllies
- Cornell Survey Research Institute
- Weill Cornell:

Rainu Kaushal, MD, MPH; Rina Dhopeswarkar, MPH; Vaishali Patel, PhD, MPH; Yolanda Barrón, MS; Alison Edwards, MStat; Melissa Cheung, MPH