

The attached pages provide an initial organizational scheme for measures/metrics based upon the MI definition of the PCMH (which aligns closely with the Joint Principles of the AAFP, AAP, ACP, and the AOA.)

DRAFT

CATEGORY	CRITERIA	METRIC SOURCE AND TOOLS*
CLINICAL MEASURES (prevention and disease or condition management)	Prevention guidelines (by gender, age, etc.) with metrics	HEDIS, BCBSM PGIP, Plans
	Chronic Illness guidelines with metrics	HEDIS, BCBSM PGIP, Plans
	Diabetes mellitus	HEDIS, BCBSM PGIP, Plans
	Asthma	HEDIS, BCBSM PGIP, Plans
	CAD	HEDIS, BCBSM PGIP, Plans
	CHF	HEDIS, BCBSM PGIP, Plans
	Obesity	HEDIS, BCBSM PGIP, Plans
	Hypertension	HEDIS, BCBSM PGIP, Plans
	Hyperlipidemia	HEDIS, BCBSM PGIP, Plans
	COPD	HEDIS, BCBSM PGIP, Plans
	Cardio-metabolic syndrome	HEDIS, BCBSM PGIP, Plans
	Complex/combination	HEDIS, BCBSM PGIP, Plans
	SATISFACTION	Patient: Care, access, experience
Physician: Experience		Physician Satisfaction
Staff: Experience		Staff Satisfaction
Payer: Service, cost		Payer Satisfaction
Purchaser: Service, cost		Purchaser Satisfaction
COST REDUCTION	Coordination fee plus fee-for-service: Cost/encounter	Standardize, reduce waste
	Care process incentives: Revenue/encounter	Standardize, optimize
7. PAYMENT	Outcomes incentives : ED Use	Reduced visits
	Hospital admissions	Reduced admissions
EFFICIENCY	Resource utilization	Rates/costs of use
	ROI	Return on Investment (practice level)
	Cycle time	Patient arrival to exit
	Patient-physician face time	Actual time with provider
	Space utilization shows value (e.g. waiting room)	Use of waiting room or similar space for group visits, classes
	Time to 3rd available appointment	How many hours/days until open
	Change in visit type/acuity	Monitor distribution
	Time with other providers	Monitor distribution
Safety	Errors, etc.	

*PCMH = NCQA PCC-PCMH; BCBSM PGIP = Blue Cross Blue Shield of Michigan Provider Group PCMH Incentive Program; PCAT = Primary Care Assessment Tool; PACIC = Patient Assessment of Chronic Illness Care; ACAHPS = Adult Consumer Assessment of Healthcare Providers and Systems