

Integrating Respite/Recuperative Services with the Person-Centered Primary Care Home model

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About CCC

- Formed in 1979
- Operates continuum of affordable housing integrated with healthcare, addictions treatment, recovery support, and employment services
- Over 13,000 low-income and homeless individuals access services annually
- 501(c)3 Non-profit organization
- \$39 million annual budget
- 500+ employees



Richard L. Harris Building



Community Room

Terminology

- “Patient” or “Person”
- “Medical” or “Primary Care” or “Health”
- NCQA = Patient Centered Medical Home (PCMH)
- My preference = Person Centered Primary Care Home (PCPCH)

- “Respite” or “Recuperative”
- CCC’s program = Recuperative Care Program (RCP)

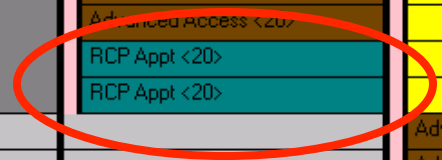
Continuous Healing Relationships

- Make sure every Respite pt is connected to your PCPCH
- Both Respite staff and Clinic staff need to promote the concepts of PCPCH
- PCP – “you can be a patient here forever, even after you leave RCP”
- Post-RCP drop-in hours

Access

- Every new RCP patient should see PCP within 48 hours; sooner is better
 - NCQA PCMH Domain 5 Element C – care transitions
- RCP staff have access to clinic's schedule and can schedule appointments for their Pts
- Set aside reserved RCP appts, even with Advanced Access
 - Can help balance panels with allocation of new complex patients by setting slots in certain schedules

Resource	ID, Meg	Engstrom MD, Todd W	Sustersic MD, Brianna	Jones ND LAc, Sandra L	Martin PA-C, Barbara E
Appointment		1	1	1	1
8:00 am		<Doctor/Resource>			
8:20 am					
8:40 am					
9:00 am					
9:20 am					
9:40 am			RCP New Pt <20>		
10:00 am			No Appt <20>		
10:20 am	ss <20>		Advanced Access <20>		
10:40 am	ss <20>		Advanced Access <20>		Advanced Access <20>
11:00 am	ss <20>		RCP Appt <20>		Advanced Access <20>
11:20 am			RCP Appt <20>		Administration Time <60>
11:40 am				Advanced Access <20>	
12:00 pm				Advanced Access <20>	
12:20 pm				Lunch <60>	Lunch <60>
12:40 pm					
1:00 pm					
1:20 pm				Advanced Access <20>	Advanced Access <20>
1:40 pm				Advanced Access <20>	Advanced Access <20>
2:00 pm				Advanced Access <20>	Advanced Access <20>
2:20 pm				No Appt <20>	No Appt <20>
2:40 pm					
3:00 pm					
3:20 pm				No Appt <20>	
3:40 pm					No Appt <20>
4:00 pm					
4:20 pm					
4:40 pm				No Appt <20>	Administration Time <20>
5:00 pm					
5:20 pm					
5:40 pm					



Medication Reconciliation

- Every new RCP pt gets MTM visit with one of our Pharmacists
- Consistent with NCQA PCMH measure 3-D-2 re med reconciliation at care transition

Patient Education

- How to use the health system
 - Clinic hours and advice line vs E.D.
 - Self Management Support
- NCQA PCMH Domain 4 Element A – Self Care Management

Operational Integration

- Medical Director or PCP Champion attends weekly RCP staff meetings
- RCP invited to weekly Clinic staff meetings
- EMR access