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About the Initiative

The Patient Centered Medical Home (PCMH) Initiative is a core component of the State Innovation Model (SIM) strategy for coordinated care delivery, focusing on the development and testing of health care payment and service delivery models to achieve better care coordination, lower costs, and improved health outcomes for Michiganders. For more information and resources, check out our webpage.

Contact Us

Questions can be sent to:
MDHHS-SIMPCMH@michigan.gov

Links

[SIM Initiative website](#)

[SIM Care Delivery webpage](#)

[SIM Population Health webpage](#)

Welcome to the 2019 Patient Centered Medical Home Initiative monthly newsletter. Each month we will bring together all the updates, news and upcoming events relevant to PCMH Initiative participants.

You will continue to receive other regular communications and event reminders from the PCMH Initiative. This newsletter has been developed as a method to share information in one common location. Previous editions of the newsletter can be found [here](#).

Program News and Updates

Progress Report

The Progress Report was released in mid-September with a submission deadline of Thursday, October 31, 2019 by 5:00 p.m. The link to the electronic submission has been distributed to your organization's key contact. You can preview the requirements to complete the report in the downloadable template found on the first page of the report. If you have any questions, please email the PCMH Initiative team at MDHHS-SIMPCMH@michigan.gov.

October Office Hour: SDoH Technical

This is just a reminder to [REGISTER HERE](#) for our October 22 office hour taking place from 1:00 p.m. to 2:00 p.m. This office hour focuses on developing, maintaining, following up, and collecting data related to clinical-community linkages. We will hear from PCMH Initiative participants on how they are navigating the technical aspects of this work. Hope to see you there!

Last Chance to Register for 2019 the PCMH Initiative Summit!

The SIM 2019 Summit will be held this year on **November 12, 2019** at the Kellogg Center in East Lansing. One central, day-long summit will be held and a range of state and national leaders in primary care transformation have been secured with your interests in mind.

The summit will open with registration and continental breakfast from 7:30 a.m. to 8:30 a.m. Sessions begin promptly at 8:30 a.m. and the day will end at 3:30 p.m. Sessions include a plenary on the future of primary care, a panel discussion with Medicaid Health Plan leaders, as well as state leaders sharing the latest work on the State-Preferred PCMH Model and Alternative Payment Methodology progress. Breakout sessions include:

- Lessons from a Partner State: Building Strong Partnerships (for Pediatric Practices and Beyond!)
- Healthier Communities: What Works to Make Real Change
- Acting on SDOH Data: Beyond Screening
- MPHI Evaluation Results to Date
- Adverse Events: From Trauma to Resiliency
- Adolescent Depression: Presentation, Diagnosis, and Treatment

The [summit agenda](#) contains details on the various offerings. Space is limited, so please [REGISTER HERE](#) as we anticipate that the remaining spots will fill quickly. By registering early, you are also much more likely to get in the breakout sessions of greatest interest to you.

Continuing Education Nursing and Social Work 5.5 CE Contact Hours

"This continuing nursing education activity was approved by the Ohio Nurses Association, an accredited approver by the American Nurses Credentialing Center's Commission on Accreditation. (OBN-001-91)"

"Michigan Care Management Resource Center is an approved provider with the Michigan Social Work Continuing Education Collaborative". Approved Provider Number: MICEC 110216

For continuing education questions email micmt-requests@med.umich.edu

Upcoming Michigan Data Collaborative Deliverables

MDC plans to release the following deliverables in the coming weeks:

- November 2019 PCMH Patient Lists and Provider Reports – *late November*
- True-Up Care Coordination and Claims Detail Reports – *early December*
 - MDC will reprocess the 4Q18, 1Q19, and 2Q19 reports at the end of the year to include any claims received after the original reports were generated.
 - The SIM PCMH team calculates the final percentage by summing the numerators for the three quarters and averaging the population in the denominator.
- June 2019 – August 2019 Care Coordination and Claims Detail Reports – *mid December*
- December 2019 PCMH Patient Lists and Provider Reports – *late December*

NOTE: SIM PCMH Dashboard Release 10, which will post on October 31, includes the final results for the Performance Incentive Program (PIP). The reporting period is July 2018-June 2019 with patient-provider attribution from June 2019. Base Incentive and Bonus Incentive (if applicable) awards will be communicated to SIM PCMH Initiative primary and financial contacts of record and will be payable with the final 4Q19 Initiative payment cycle.

You can view an up-to-date list of upcoming deliverables on the [SIM PCMH page](#) of the [MDC Website](#).

Literature Review

Transcultural Diversity and Health Care: The Need for Culturally Competent Health Care

According to the authors, Purnell L.D., Fenkl E. A., "the social ideology of a melting pot has been replaced by recognizing that people deserve respect within their cultural framework and as individuals."¹ Therefore, there is an increased need for health-care providers and organizations to be attentive to cultural diversity and inclusion, as well as cultural competency. Culture is one force to help eliminate health disparities, which is a major goal of Healthy People 2020.² Culture has powerful

¹ Purnell, L. D. (n.d.). Transcultural Diversity and Health Care. In Handbook for Culturally Competent Care. doi: https://doi.org/10.1007/978-3-030-21946-8_1

² Healthy People 2020 (2016) <https://www.healthypeople.gov/2020/default>

influences on health and illness beliefs and treatment. Therefore, to help eliminate health disparities and provide patient satisfaction, health care providers must recognize, respect, and integrate patients' cultural beliefs and practices into health prescriptions.

Health care professionals who understand their own cultures as well as their patients' cultural values, beliefs, and practices are in a better position to provide culturally acceptable care. As a result, health care professionals increase opportunities for health promotion; illness, disease, and injury prevention; and health maintenance and restoration when working with patients and families. Health care professionals need specific knowledge of cultural groups for whom they provide care, while keeping in mind that any generalization about the behaviors of a cultural group is almost certain to be an oversimplification, because within all cultures are subcultures. The ability to understand oneself and be culturally self-aware provides the foundation for integrating new knowledge related to cultural differences into the professional's knowledge base of health interventions.

Additionally, the authors state that the terms culture and race are not synonymous. People from any given racial group may, but do not necessarily, share a common culture. They suggest that the most significant aspect of race is social; race can either decrease or increase opportunities, depending on the environmental context.

Variant characteristics of culture are major attributes that shape peoples' worldview and the extent to which they identify with their cultural group of origin. The authors list over twenty such attributes, including characteristics such as nationality, race, gender, age, religious affiliation, educational status, health literacy, etc. Some variant characteristics of culture may be fluid. The authors provide definitions for the terms cultural awareness, cultural sensitivity, and cultural competence. Cultural awareness has more to do with an appreciation of the external signs of diversity such as art, music, and dress. Cultural sensitivity refers to personal attitudes and not being offensive to someone from a different cultural or ethnic background. By increasing one's consciousness of cultural diversity, one improves the possibility of providing culturally competent care. To conclude, the authors provide ten different Reflective Exercises that may be used to increase one's cultural competence. To learn more please see the references below.

[Upcoming Events and Initiative Resources](#)

MICMT 2019 Care Management Educational Webinar

Title: Understanding and Managing Anxiety in Children and Adolescents

Date and Time: Thursday, November 7, 2019 from 11:00 a.m. – 12 p.m.

Presenter: Aimee Kotrba, Ph.D.

Licensed Psychologist, Owner of Thriving Minds Behavioral Health

[REGISTER HERE](#)

MiCMRC Transition to MICMT and MICMT CCM Course Update

On January 1, 2019 the Michigan Care Management Resource Center (MiCMRC) along with the Michigan Pharmacists Transforming Care and Quality (MPTCQ) joined together to create a new organization called the Michigan Institute for Care Management and Transformation (MICMT). MiCMRC is now MICMT. The organization is in the transition process and will launch the new MICMT website, Fall 2019.

One area of work MICMT has focused on in 2019 is the development of standardized Complex Care Management (CCM) course content. The intent is to create a standardized training experience across the state.

For the SIM care managers, the Initial training requirement has been updated to the following: a component of the initial training for care managers is the requirement to complete the MICMT Complex Care Management Training course taught by the MICMT instructors or a MICMT approved statewide

physician organization /trainer organization within the first six months of hire. The cost of the CCM course provided by the MICMT instructors for new care managers will be covered by the PCMH Initiative.

Regarding the MICMT approved statewide trainer CCM courses:

- The MICMT CCM course has a new statewide trainer application which was launched June 2019. The MICMT CCM course statewide trainer application is used to understand whether a specific training program may be approved as meeting training criteria for Michigan payer programs. This extends to Blue Cross Blue Shield of Michigan's Provider-Delivered Care Management program, Priority Health Care Management Program and the SIM PCMH Initiative. The Michigan Department of Health and Human Services recognizes the MICMT approved CCM courses as meeting the SIM PCMH Initiative Care Manager and Coordinator initial training requirements.
- To view the MICMT approved statewide trainer POs/Organizations CCM course, click [here](#). The MICMT approved Statewide Physician Organizations/Trainer Organizations identify if they are providing the CCM course for their affiliated practices only or open to practices not affiliated with their organization. This information is available via the link above.

For questions, please contact micmt-requests@med.umich.edu

MICMT Self-Management Support Course Registration

The Michigan Institute for Care Management and Transformation (MICMT) Self-Management Support (SMS) course is designed to prepare the healthcare professional in providing self-management support to patients in the primary care and specialty care physician offices. The MICMT SMS course format consists of self study modules and a 1-day in person training. For SMS Course details [click here](#)

Upcoming SMS course dates and course registration:

Oct 28 | Dimondale | [REGISTER HERE](#) | Registration deadline: Oct 21, 2019

Nov 14 | Dimondale | [REGISTER HERE](#) | Registration deadline: Nov 7, 2019

Dec 15 | Dimondale | [REGISTER HERE](#) | Registration deadline: Nov 27, 2019

Upcoming Complex Care Management Course Dates and Registration

The MICMT CCM course is designed to prepare the healthcare professional for the role of Complex Care Manager. Course content is applicable to all Care Managers and health care professionals in the ambulatory care setting, working with complex patients. Please note, this course has been updated and the new format consists of self-study modules and a 1-day in person training. For CCM Course details [click here](#).

Upcoming CCM course dates and course registration:

November 21 | Madison Heights | [REGISTER HERE](#) | Registration deadline: November 14, 2019

NOTES: If you have 15 or more care managers in your area and would like the Michigan Care Management Resource Center team to provide a regional training at your location please submit your request to:

MICMRC-ccm-course@med.umich.edu

For questions please contact: MICMRC-ccm-course@med.umich.edu

For More Information

Michigan.gov/SIM | MDHHS-SIMPCMH@michigan.gov

