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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](mailto: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](#).

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## Program News and Updates

### Semi-annual Practice Transformation Report

The Semi-annual Practice Transformation Report will be released mid-June with a submission deadline of **Wednesday, July 31, 2019 by 5:00pm**. The link to the electronic submission will be 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](mailto:MDHHS-SIMPCMH@michigan.gov).

### Quarterly Update Webinar

We look forward to connecting with you at our PCMH Initiative Quarterly Update webinar on Wednesday July 17, 2018 from noon-1pm. Topics covered will include an outline of resources available to participants, reporting requirements and upcoming events, along with an update on our Care Coordination Collaborative and Summit Committees. We will also provide an opportunity for questions and answers for the PCMH Initiative Staff. [REGISTER HERE](#) (Please Note: participation is a requirement for at least one representative from each Physician Organization and Practice (if participating independent of a Physician Organization)).

### June Supplemental Office Hour: Evaluation—Patient Experience Survey

We are excited to announce our next evaluation webinar presented by our partners at Child Health Evaluation and Research (CHEAR) Center. Sarah Clark will be sharing how CHEAR has been collecting patient feedback on their experiences engaging in care management services and the clinical-community linkage process within SIM. Please join us on June 20 from 3:00—4:00pm to learn more about this piece of the evaluation. There will be an opportunity to ask questions and learn about next steps. [REGISTER HERE](#)

## **Save the Date: SIM PCMH Initiative 2019 Summit**

2019 is the seminal year for the State Innovation Model. This year, SIM PCMH Initiative Summit will be held as a full day event in Lansing on November 12 at the Kellogg Center. The summit theme is “Sustaining the Gains Through Smart Delivery and Cost-Effective Care”, and the day is structured to be an interactive opportunity that will feature topics of high importance to attendees, including:

- Transitioning from Adverse Events to Resiliency
- Acting Upon and Leveraging Social Determinant of Health Information in Care
- An Evaluation Update
- An Update on Continuing Best Practices and Alternative Payment Models
- And many more!

Registration will open over the summer, but until then please "Save the Date" on your calendars!

## **Register for the July 30 Care Coordination Collaborative In-Person Event on “Decreasing Unnecessary Utilization and Streamlining Care Efficiency”**

The next in-person Care Coordination Collaborative Event will be held in Grand Rapids at the Amway Grand on July 30<sup>th</sup> from 9am to 3pm. It will feature special presentations and panels and partner sharing. Themes will focus on:

- 1) achieving efficiencies and reducing waste and administrative burden;
- 2) reducing unnecessary utilization, including avoidable emergency room and inpatient use.

If you need hotel accommodations, a special rate is available from the Amway Grand for the event until June 28 at (616)774-2000. We anticipate a capacity event, so register early to secure your spot if you have not already done, please [REGISTER HERE](#).

## **Evaluation**

The Michigan Public Health Institute has launched the 2019 Clinical-Community Linkage Provider Survey. Responses are currently being collected, so please remind your staff to take part in this opportunity to share their experiences and impressions of the Clinical-Community Linkages process. If you haven't already seen one, MPHI will be sending out scheduled reminders to those organizations that haven't completed the survey every week following the launch of the survey. We look forward to building on last year's findings and discovering new insights from this year.

## **Pediatric Office Hours: Announcing Dates for 2019**

SIM PCMH Initiative Pediatric Office Hours will continue with a series of three webinars in 2019. We would like to thank the SIM PCMH Initiative Pediatric Curriculum Planning Workgroup members for their commitment and expertise to guide the planning in 2019.

The following are topics of interest with expert presenters:

Date/Time: Wednesday, June 26 from 2 pm – 3 pm

Topic: Pediatric Asthma

Presenter: Tisa Vorce MA, RRT

[REGISTER HERE](#)

Date/Time: Thursday, September 12 from Noon – 1 pm

Topic: Pediatric Depression

Presenter: Thomas Atkins, MD

## [REGISTER HERE](#)

This presentation is supported by Funding Opportunity Number CMS-1G1-14-001 from the U.S. Department of Health and Human Services (HHS), Centers for Medicare and Medicaid Services. The content provided is solely the responsibility of the authors and does not necessarily represent the official views of HHS or any of its agencies. The Pediatric Office Hours are open to all.

### Upcoming Michigan Data Collaborative Deliverables

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

- June 2019 PCMH Patient Lists and Provider Reports – *late June 2019*
- Jan 2019 – Mar 2019 Care Coordination and Claims Detail Reports – *early July 2019*
  - These reports represent the first quarter of the 2019 calendar year, and the results will be included in the 2019 CMIR (Care Management Improvement Reserve) calculations.
  - As a reminder, the SIM PCMH team recalculates the final results for the three quarters that apply to CMIR (4<sup>th</sup> Quarter 2018, 1<sup>st</sup> Quarter 2019, and 2<sup>nd</sup> Quarter 2019) by summing the numerators and averaging the population for the denominator.
  - MDC is planning to complete a true-up process at the end of 2019 for the three quarterly reports completed in 2018. MDC will re-run the reports to include any care management claims that were received after the original reports were generated.
- Apr 2019 – June 2019 Aggregated Patient Reports – *early July 2019*
- July 2019 PCMH Patient Lists and Provider Reports – *late July 2019*
- Feb 2019 – Apr 2019 Care Coordination and Claims Detail Reports – *late July 2019*
- Dashboard Release 9.0 – *late July 2019*

Includes the following Medicaid data:

- A 12-month measurement period with dates of service between April 1, 2018 through March 31, 2019
- Patients and provider attribution from the March 2019 PCMH Patient List and Provider Hierarchy File.

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

### Literature Review

#### **The Patient Engagement Capacity Model: What Factors Determine a Patient's Ability to Engage?**

There have been a great number of tools created by providers and payers to help patients participate in health decisions and adhere to care plans. Health care systems increasingly seek to engage patients with the assumption that engaging patients results in more effective care and less wasted expense.

The authors of this article seek to determine what effect these efforts have had. They suggest that previous studies took approaches that are limited because they don't consider the context in which a patient engages, for example their relationship with their provider, nor do they identify internal factors, such as lack of self-confidence that can affect a patient's level of engagement or their capacity for increasing it. They state "A focus on capacity and context can help providers and health care organizations identify the dimensions of engagement that create the greatest barriers for both individual patients and their patient population as a whole, and allocate their resources accordingly."

Toward that end, they have created The Engagement Capacity Model. Their model identifies a framework of

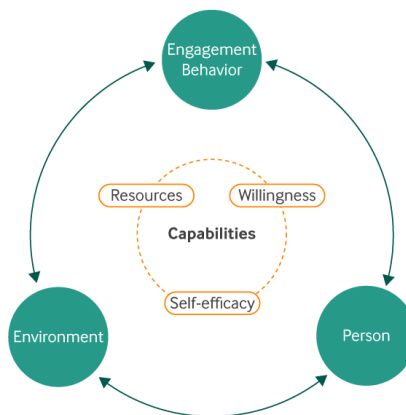
three domains: person, environment, and behavior. There exists a dynamic relationship between the person, their environment, and their behaviors, in which they continually influence and are influenced by, each other. Within the three domains are encompassed four dimensions. The four dimensions are self-efficacy, resources, willingness, and capabilities. Self-efficacy is an individual's belief in their own capability to perform a behavior. Increased self-efficacy is linked to improvements in chronic disease management. Resources are factors external to the individual that support participating in care such as financial resources. Patients with fewer resources would be less likely to engage in their health care. Willingness is the state of being prepared to take action. For example, many providers now offer a patient portal, however if a patient is uncomfortable with technology, this would hinder their ability to engage. The previous three dimensions of self-efficacy, resources, and willingness are supported by an individual's capabilities, or the knowledge and skills that enable them to perform a behavior. Knowledge and skills are linked to improved outcomes.

The authors suggest that capacity and context are important because this model helps providers work with patients to increase their engagement. This can be illustrated with the example of the newly diagnosed diabetic patient who needs to manage their disease:

- Patient does not have access to diabetic supplies (low resources)
  - Intervention of a place to acquire supplies
- Patient does not feel confident injecting insulin (low self-efficacy)
  - Intervention of coaching and encouragement
- Patient is afraid of needles (low willingness)
  - Intervention of specialized training

Patients with different barriers to engagement need different interventions, rather than being lumped together as “not engaged”. Therefore, the authors believe this Engagement Capacity Model can help providers taking into account the particular contexts of patients and identify factors that influence patient engagement in their own health care.

Engagement Capacity Framework



Source: The Authors  
NEJM Catalyst (catalyst.nejm.org) © Massachusetts Medical Society

Reference:

Cynthia J. Sieck, Daniel M. Walker, Sheldon Retchin, and Ann Scheck McAlearney, Center for the Advancement of Team Science, Analytics, and Systems Thinking, College of Medicine, Ohio State University, 2019.

## Upcoming Events and Initiative Resources

### Michigan Institute for Care Management and Transformation Approved Self-Management Support Courses and Resources

To access the list of the MICMT Approved Self-Management Support courses, please click [here](#). The list of MICMT Approved Self-Management Support Courses provides a detailed summary of each course, with associated objectives, location, cost and more.

Additionally, MICMT has collected resources for Self-Management Support including: websites of interest, publications, tools, videos, and even patient materials. MICMT's "Self-Management Support Tools and Resources" document offers an at a glance list and summary of these resources, along with descriptions and website links for quick access. Please click [here](#) to access "Self-Management Support Tools and Resources".

Both of these documents can also be accessed on the MiCMRC website [home page](#).

### Upcoming Complex Care Management Course Dates and Registration

The Michigan Institute for Care Management and Transformation (MICMT) Complex Care Management (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:

July 24 | Dimondale | [REGISTER HERE](#) | Registration deadline: July 4, 2019

August 7 | Dimondale | [REGISTER HERE](#) | Registration deadline: July 18, 2019

August 21 | Lansing | [REGISTER HERE](#) | Registration deadline: August 1, 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](mailto:MICMRC-ccm-course@med.umich.edu)

For questions please contact: [MiCMRC-ccm-course@med.umich.edu](mailto:MiCMRC-ccm-course@med.umich.edu)

### For More Information

[www.Michigan.gov/SIM](http://www.Michigan.gov/SIM) | [MDHHS-SIMPCMH@michigan.gov](mailto:MDHHS-SIMPCMH@michigan.gov)

