

CAPTURING DATA ON PRIMARY CARE ACCESS

Using a standardized format, practices would document all patient touches by all practice-associated personnel.

Access Tracking Report ABC Healthcare								
Practices included: Acton, Bridgefield, Essex, Marston and Overbrook								
Clinical Encounter: Office visits with physicians, nurse practitioners and physician assistants; synchronous and asynchronous clinical communications with physicians, nurse practitioners and physician assistants. Other Clinical Contact: office visits or community visits with non-practitioner staff (e.g., medical assistants, pharmacists, educators, community health workers); synchronous and asynchronous communication with non-practitioner staff on clinical matters (test results, medication advice, etc.).								
Attributed Patients		Categories						Total
Total Number of Patients Attributed		PCP	Care Manager (RN, MSW)	Pharmacist	BH Clinician	CHW	Other (Navigator, Coach, Nutritionist)	All Clinical Encounters & Contacts
RAW TOTALS	6,149	21,390	19,262	18,137	9,827	8,201	7,230	84,047
RAW AVERAGES (PER ENROLLEE PER YEAR)		3.48	3.13	2.95	1.60	1.33	1.18	13.67
RISK ADJUSTED AVERAGES		3.34	3.01	2.84	1.54	1.28	1.13	13.14

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Types of encounters captured for all practice-associated personnel. This would provide greater insight into care delivery than available today.

Access Tracking Report ABC Healthcare April 1, 2018-March 31, 2019 (rolling 12 months)

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Attributed Patients		PCP				
Total Number of Patients Attributed		Office Visits	Telemedicine Visits	Home Visits	Phone/Text/E-mail contacts	Total Clinical Encounters
RAW TOTALS	6,149	7,230	2,987	1,172	10,001	21,390
RAW AVERAGES (PER ENROLLEE PER YEAR)		1.18	0.49	0.19	1.63	3.48
RISK ADJUSTED AVERAGES		1.13	0.47	0.18	1.56	3.34

GENERATING THE REPORT

- AN/FQHC configures EHR to capture all care team contacts, by patient and by type of contact
- PCP and care team personnel record their patient contacts in their daily work flow similar to other visit types
- AN/FQHC runs a quarterly summary report (de-identified) and uploads or transmits the report in a standard format to OHS and participating payers.
- Summary report includes contacts/patient by type of coverage (Medicare, Medicaid and commercial)

SHARING DATA ON PRIMARY CARE ACCESS

As part of program monitoring, the state could report both practice and system performance over time. As an example, the total encounters for one group might appear as shown below, with the vertical line representing the start of bundled payments.

