



# Program Management Office

VALUE AND COMMITMENT TO THE MARYLAND PRIMARY CARE PROGRAM

## MISSION

The Maryland Primary Care Program (MDPCP) Program Management Office (PMO) seeks to shape the future of healthcare — we envision a healthcare system that is sustainable, efficient, equitable, and coordinated. We see a dynamic system that is built on the foundation of comprehensive primary care, purposefully working to provide high-value, equitable care, reduce disparities in access to care, and improve health outcomes for all.

## VISION

We strive to enhance coordination and facilitate comprehensive care to all Marylanders through the implementation of our innovative primary care program. We are here to support, facilitate, strengthen, enable, and unlock the full capabilities of primary care practices, as well as empower providers with tools and knowledge to achieve comprehensive, patient-centered primary care.

## THE PMO BRINGS INVALUABLE RESOURCES AND EXPERTISE TO THE MDPCP IN THE FORM OF...



### LEADERSHIP

**Purpose**

- Guides the MDPCP towards its goals
- Provides expertise in strategy and support

**How**

- Works directly with practices to stimulate engagement and empower providers and practice staff
- Drives implementation of all program components
- Establishes state-led initiatives including COVID19 response, SUD prevention strategy, social needs e-referrals tool, and community partnerships



### EDUCATION

**Purpose**

- Trains practice staff and providers on achieving advanced primary care to ensure patients receive high-quality care

**How**

- Develops and disseminates resource guides for practices for a variety of topics (e.g. Advance Care Planning, eQCMs, PQIs, etc.)
- Hosts webinar series to keep participants abreast of COVID-19 changes, best practices, and precautions
- Creates and shares written communications such as e-blasts and vaccine updates
- Provides educational materials on complex program issues



### OPERATIONS

**Purpose**

- Develops and implements ideas to improve patient health outcomes

**How**

- Manages the CTO Arrangement and CTO Pairings process
- Communicates efficiently and effectively to CTOs and practices



### TECHNICAL ASSISTANCE

**Purpose**

- Supports the MDPCP participants in fulfilling program requirements

**How**

- Provides all MDPCP participants with practice coaches for on-the-ground support
- Offers free SBIRT contractor assistance to practices
- Provides technical assistance to enhance the sustainability of practices with respect to workflows, operations, and quality reporting and improvement
- Helps resolve participant concerns before contact with CMS



### HIT TOOLS

**Purpose**

- Gives providers powerful support at the point of care

**How**

- Ensures advanced and innovative Health Information Technology tools and apps are tested, validated, and documented
- Creates and maintains comprehensive and engaging powerful claims data dashboard reports hosted on the state HIE platform, CRISP, to provide practices with cost, demographics, utilization, and predictive data for their beneficiaries



### POLICY

**Purpose**

- Communicates the State's perspective on ensuring a strong, board primary care infrastructure that reduces unnecessary utilization

**How**

- Serves as a policy development and review partner to CMS
- Advocates for Maryland-specific legislation and policies for MDPCP participants
- Works to reduce the overall cost of healthcare while still improving quality and health outcomes
- Enhances the financial sustainability of primary care practices



### HEALTH EQUITY

**Purpose**

- Provides focused health equity lens to program policy and initiatives to reduce disparities in the primary care setting

**How**

- Provides implementation support for practice workflows to improve quality of care for vulnerable patient populations
- Incorporates an equity lens into all aspects of the MDPCP model (e.g. educational events)
- Promotes a workplace culture of health equity
- Enhances meaningful data collection, display, and reporting to increase practices' and MDH's understanding and awareness of disparities in outcomes, quality of care, and access to care



### PUBLIC HEALTH INTEGRATION

**Purpose**

- Integrates a public health approach to primary care to provide a comprehensive, seamless approach to the patient health experience

**How**

- Merges efforts to create robust future disease surveillance
- Develop and strengthen strategies to improve population health outcomes



### OUTREACH

**Purpose**

- Fosters connections between MDPCP participants and local communities

**How**

- Recruits practices and CTOs to join the MDPCP through a variety of educational events and outreach activities
- Conducts on-site meetings with practice and CTO leadership to encourage program participation
- Initiates connections for participants with local health departments and coalitions, community-based organizations, and other population health partners