Maryland Health Quality and Cost Council
Primary Care/Medical Home Workgroup
Meeting Summary
March 17, 2009
8:00-9:00 a.m.

Purpose
Continue to establish the direction and processes for identifying priorities for the Primary Care Medical Home Workgroup through data sharing and discussion.

Discussion Summary

The meeting began with a presentation from Eric Sullivan, Director of Clinical Analytics & Measurement at United Healthcare. This presentation, Patient-Centered Medical Home: Overview, (available on http://dhmh.state.md.us/mhqcc/primarycare.html) focused on UnitedHealthcare’s PCMH pilot projects in Arizona, Rhode Island and Colorado. In particular, the presentation keyed on reimbursement models and participation and measurement criteria. Mr. Sullivan discussed some of the advantages of participating in a state-driven initiative, including the ability to have all of the stakeholders at the table working towards a common goal. Mr. Sullivan stated that in the UHC model, a PCMH is implemented to serve all patients, not just the chronically ill. In UHC’s view, significant savings could be realized if we can delay or even prevent the onset of chronic conditions, in addition to providing better care to patients with those conditions.

The workgroup then took up discussion points that carried over from the presentations of the initial meeting and conducted a brainstorming session on opportunities for a PCMH in the State. The group discussed limiting the target population to chronically ill, high cost users as well as focusing on conditions where evidence of best practice is strongest, such as diabetes and asthma. The group agreed on a total population approach where a focus could be given to prevention while also providing the opportunity to identify and intervene early with high cost users.

Dr. Carol Reynolds, Medical Director of Potomac Physicians informed the group about her practice’s experience in achieving NCQA Level 3 Recognition in early 2008. Dr. Reynolds identified staff turnover and the substantial time invested for staff training as a key challenge; however, she said she viewed the recognition process as a refinement of their operations, not a transformation. Dr. Reynolds believes that the process brought additional organization to their practice and allowed the practice to work more from an offensive rather than a mostly defensive stance. This office began using an EMR in late 2006 and Dr. Reynolds reported that the practice
would have found the recognition process far too labor-intensive for a large office without an EMR.

When asked about identifying practices that could be “shovel-ready,” Dr. Reynolds commented that larger offices are not necessarily better equipped due to the number of staff that need training and the greater complexity of practice operations. She concluded her comments by noting that practices could not sustain the additional workload associated with the PCMH without an enhanced payment structure, a view supported by several workgroup members.

Dr. White concluded the meeting by referring workgroup members to the PowerPoint presentation that will be presented at the March 20th meeting of the full Council (available at http://dhmh.state.md.us/mhqcc/materials/council/032009/PCMH_March20_Presentation.pdf). The group was asked to review the slides, particularly slides 9 and 10, which outline the questions the group needs to address in moving forward and the skeleton of an action plan. At the April 6th meeting, the workgroup will hear an update of the CareFirst BCBS PCMH pilot and continue to address the strategies necessary to develop a multi-stakeholder medical home program in the State.

**Teleconference Participants**

*Council members:* Kathi White, Chair, Secretary Colmers  
*Other Participants:* Jon Shematek (CareFirst BCBS), Glenn Robbins (UMMS), Carol Reynolds (Potomac Physicians), Michael Barr (ACP), Kathie Baldwin (Mid-Atlantic Association of Community Health Centers), Robb Cohen, (Excel Health) Hal Cohen (consultant on behalf of CareFirst BCBS), Eric Sullivan and Ed Koza (UnitedHealthcare), Johann Chanin (NCQA), and Tracy King (Johns Hopkins School of Medicine)  
*Staff:* Orion Courtin, Ben Steffen, and Nicole Stallings.

**Next meeting:** April 6th 10:00 – 11:30 at the Maryland Health Care Commission.