Patient Centered (*Mobile*) Medical Homes

Session 5: Orientation to Migration Health

Jennie McLaurin, MD, MPH

Disclosure Statement

- **Faculty: Jennie McLaurin, MD, MPH**
- **Disclosure**: I have no real or perceived vested interests that relate to this presentation nor do I have any relationships with pharmaceutical companies, biomedical device manufacturers, and/or other corporations whose products or services are related to pertinent therapeutic areas

My center is…

1. Recognized as a PCMH
2. Working on PCMH recognition
3. Not formally a PCMH
4. Huh?

My center has modified PCMH criteria for migrant populations we serve…

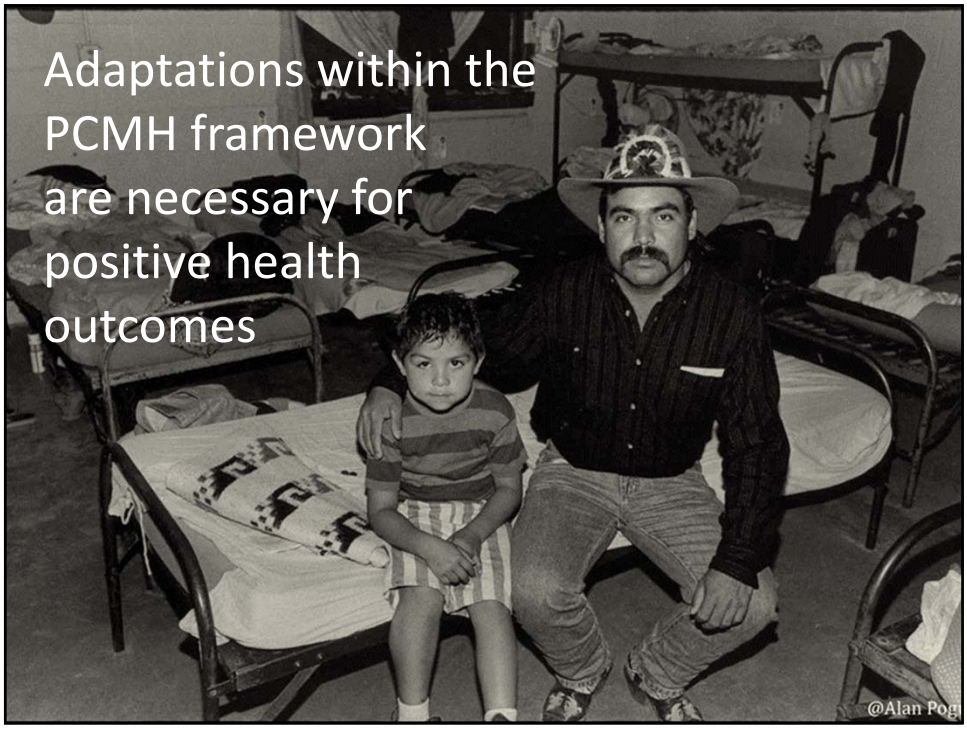
MCN promotes medical home transformation designed to

include patients who experience barriers to health care due to mobility, poverty, language and culture.

5

Because migrant workers experience…

- ↑ environmental/occupational health conditions
- Late diagnoses of preventable and chronic disease
- Significant stress and trauma related behavioral health concerns
- Neglected oral health care
- Complex social determinants of health



An adapted mobile medical home includes….

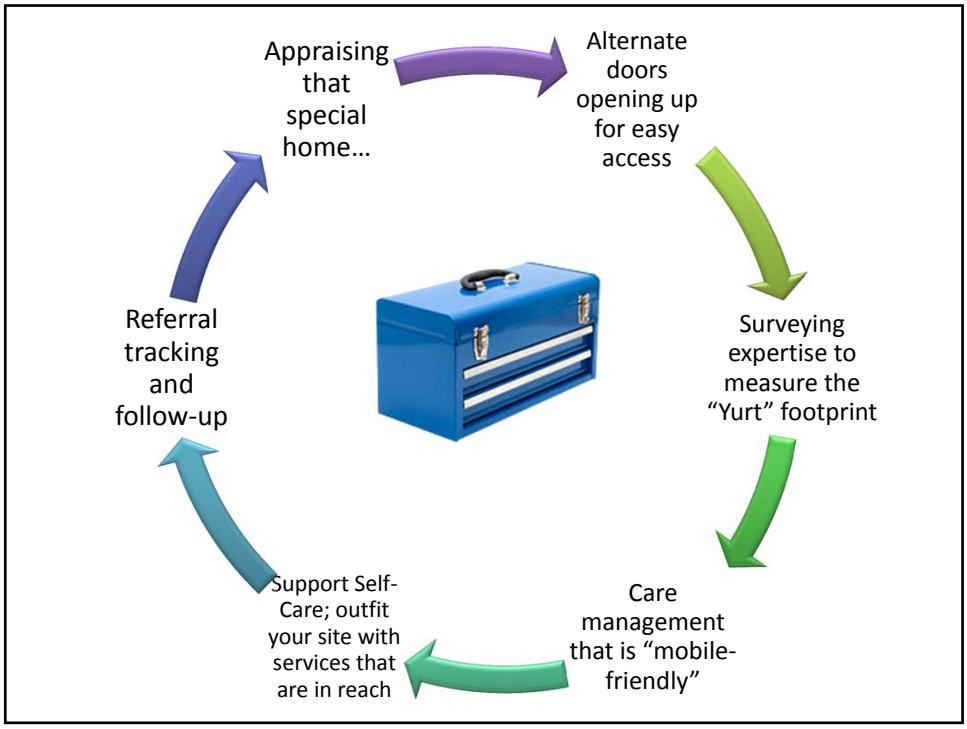
- Integrative approach between disciplines and across sites of care
- Increased capacity for health information technology to be transmitted
- intensive primary care both in-center and out in the community

Six **Standards** for PCMH
1
Enhance Access and Continuity
2
Identify and Manage Patient Populations
3
Plan and Manage Care
4
Provide Self-Care Support and Community Resources
5
Track and Coordinate Care
6
Measure and Improve Performance

Six Must Pass **Elements within** the Six Standards
1
Access During Office Hours
2
Use Data for Population Management
3
Care Management
4
Support Self-Care Process
5
Referral Tracking and Follow-Up
6
Implement Continuous Quality Improvement

Mobile Medical Home?

What tools do you need to build a mobile medical home on your site?



Case Studies

Standard One: Enhance Access and Continuity					
Elements	**Factors**	**Migrant PCMH Recommendations & Examples**	**MCN Training and Technical Assistance**	**Core Meaningful Use**	**Menu Meaningful Use**
1A: Access During Office Hours					
Practice has written process/ standards and demonstrates that it monitors performance against the standards to:	***1. Provide Same Day Access***	Include open access scheduling.	Provide TTA to develop schedule and policies to accommodate migrant patients. MCN has also drafted an Open Access Statement, outlining how health centers can ensure open access for mobile patients.		
	2. Provide timely advice by phone	Provide message in appropriate language			
**4 Points	3. Provide timely advice by electronic message				
	4. Document clinical advice	Document that interpertation was provided by trained medical interperter			
1B: After-hours Access					
Practice has written process/ standards and monitors performance:	1. Access to routine and urgent-care outside business hours	Provide access to a language appropriate triage system			
	2. Continuity of medical record information for care and advice when office closed	Document/file signed consent form in appropriate language			
**4 Points	***3. Timely advice by phone when office is closed***	Provide message in appropriate language			
	4. Provide timely advice using interactive electronic system when office closed				
	5. Document after-hours advice				
1C: Electronic Access					
Practice provides through a secure electronic system:	1. Electronic copy of health information within 3 days to more than 50% of patients who request			x	
	2. Electronic access to current health information within 4 days to at least 10% of patients				x
**2 Points	3. Clinical summaries provided for more than 50% of office visits within 3 days			x	
	4. Two-way communication				
	5. Request for appointments or prescription refills				
	6. Request for referrals or test results				

DRAFT

Does your center provide Open Access?

Standard One, Must Pass Element

Access During Office Hours
Open Access Checklist for Migrants

- ✓ **Orient** all patients to the scheduling protocols, recognizing that patients may be unfamiliar with scheduling practices or US healthcare systems.
- ✓ **Document** the numbers of migrant workers in the region by month, the typical work hours and the transportation available to them.
- ✓ Open Access scheduling permits an influx of migrant patients to be seen as **seasonal variance** is experienced.
- ✓ Open Access scheduling **accommodates** the work hours, transportation issues and geographic **barriers** experienced by migrant workers.

Open Access Checklist for Migrants

- ✓ Recognizes the limited access to phone and electronic communication that migrant patients experience, as well as their unpredictable work schedule. **Allows walk-in** migrants to be seen in a similar manner as those who call by phone or electronic message.
- ✓ Equally available to patients who are **non-English speakers** as to English-speakers.
- ✓ **After hours** advice is equally available to patients who are **non-English speakers** as to English-speakers.
- ✓ **Added time** may be required for migrant patients to secure **multiple healthcare needs in one visit**.

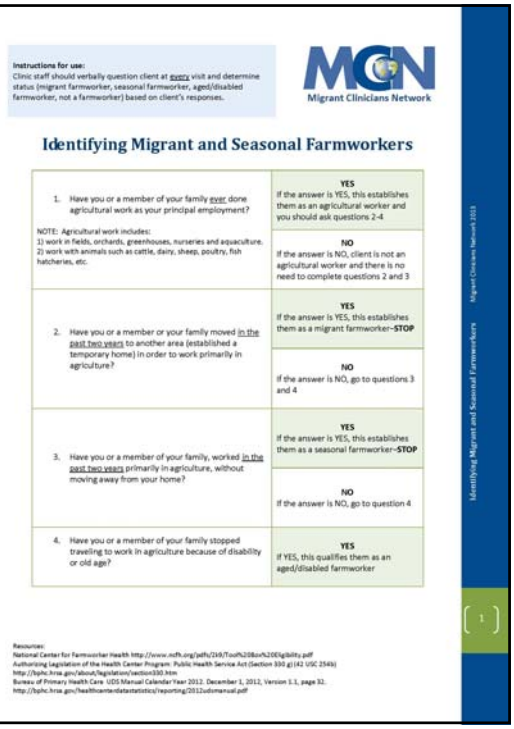
Standard Two, Must Pass Element:

Use Data for Population Management

Our center identifies patients as migrant within the EHR so that data can be sorted by this factor.

MCN Identification Tool

Available for download from our website, www.migrantclinician.org



Instructions for use:
Clinic staff should verbally question client at every visit and determine status (migrant farmworker, seasonal farmworker, aged/disabled farmworker, not a farmworker) based on client's responses.

Migrant Clinicians Network

Identifying Migrant and Seasonal Farmworkers

1. Have you or a member of your family ever done agricultural work as your principal employment? NOTE: Agricultural work includes: 1) work in fields, orchards, greenhouses, nurseries and aquaculture. 2) work with animals such as cattle, dairy, sheep, poultry, fish hatcheries, etc.	**YES** If the answer is YES, this establishes them as an agricultural worker and you should ask questions 2-4
	NO If the answer is NO, client is not an agricultural worker and there is no need to complete questions 2 and 3
2. Have you or a member or your family moved in the past two years to another area (established a temporary home) in order to work primarily in agriculture?	**YES** If the answer is YES, this establishes them as a migrant farmworker–**STOP**
	NO If the answer is NO, go to questions 3 and 4
3. Have you or a member of your family, worked in the past two years primarily in agriculture, without moving away from your home?	**YES** If the answer is YES, this establishes them as a seasonal farmworker–**STOP**
	NO If the answer is NO, go to question 4
4. Have you or a member of your family stopped traveling to work in agriculture because of disability or old age?	**YES** If YES, this qualifies them as an aged/disabled farmworker

Resources:
National Center for Farmworker Health http://www.ncfh.org/pdfs/249/Tool%20for%20Eligibility.pdf
Authorizing Legislation of the Health Center Program: Public Health Service Act (Section 330 g) (42 USC 254b)
http://bphc.hrsa.gov/about/legislation/section330.htm
Bureau of Primary Health Care UDS Manual Calendar Year 2012. December 1, 2012, Version 1.1, page 32.
http://bphc.hrsa.gov/healthcenterdatastatistics/reporting/2012udsmanual.pdf

Identifying Migrant and Seasonal Farmworkers Migrant Clinicians Network 2013

1

Data Tool for Population Management

- Center measures (examples):
  - ✓ # migrant workers and dependents with subcategories of children, retired, disabled and adult in retrievable EHR entries
  - ✓ Occupational and environmental health conditions associated with crop work in center region
  - ✓ Core measures by migrant status
  - ✓ Access to specialty services for migrant population
  - ✓ ED use and hospitalization of migrant population

COMPLEMENTARY AND ALTERNATIVE CARE HISTORY

Migrant Clinicians Network

Patient Information

Full Name: _____ Last _____ First _____ ☐ Male ☐ Female

Medication and Treatment:

Medication from other countries? ☐ Yes ☐ No

Biochemical
- ☐ Rx: _____
- ☐ OTC: _____
- ☐ Herbs: _____
- ☐ Vitamins: _____
- ☐ Supplements: _____

Lifestyle
- ☐ Diet: _____
- ☐ Exercise: _____
- ☐ Mind-Body Therapies: _____

Biomechanical
- ☐ Massage: _____
- ☐ Chiropractic: _____
- ☐ Surgery: _____

Bioenergetic
- ☐ Acupuncture
- ☐ Healing touch
- ☐ Prayer
- ☐ Homeopathy
- ☐ Use of nonlicensed healers (e.g. curandero)

Migrant Clinicians Network (2012). Adapted with permission from Tzvia Kempen, MD, MPH.
For more information, contact MCN (512) 327-2017 www.migrantclinician.org. This form may be adapted and duplicated as needed.

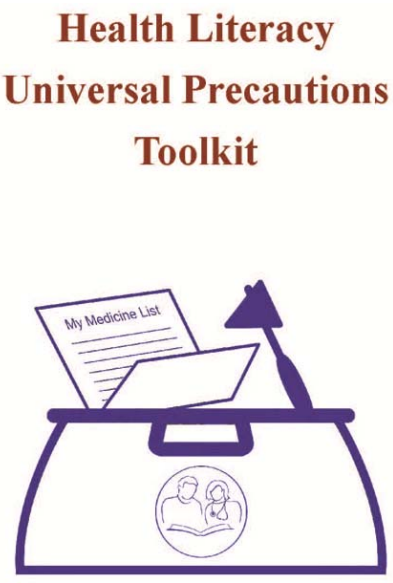
Standard Four: Plan and Manage Care

Must Pass: Care Management

Health Literacy…

The ability to obtain, process, and understand health information to make informed decisions about health care. It involves using literacy as well as other skills (e.g., listening) to perform health-related tasks.

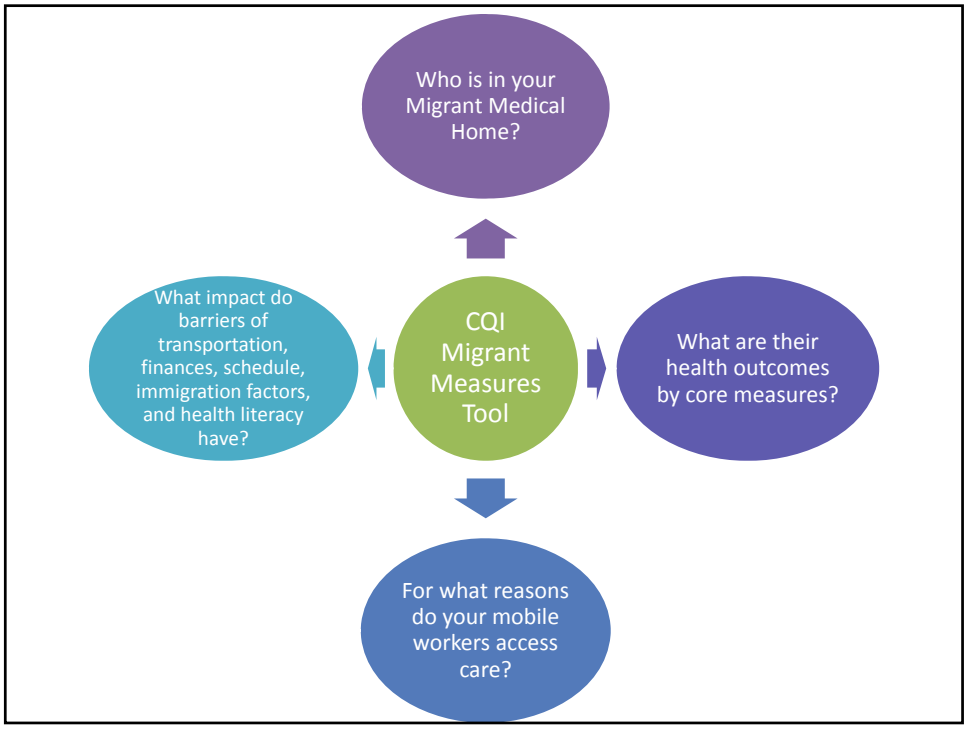
Includes many downloadable tools for clear communication, medications, patient appointments, cultural/literacy assessments, and QI.



Excellent resource!

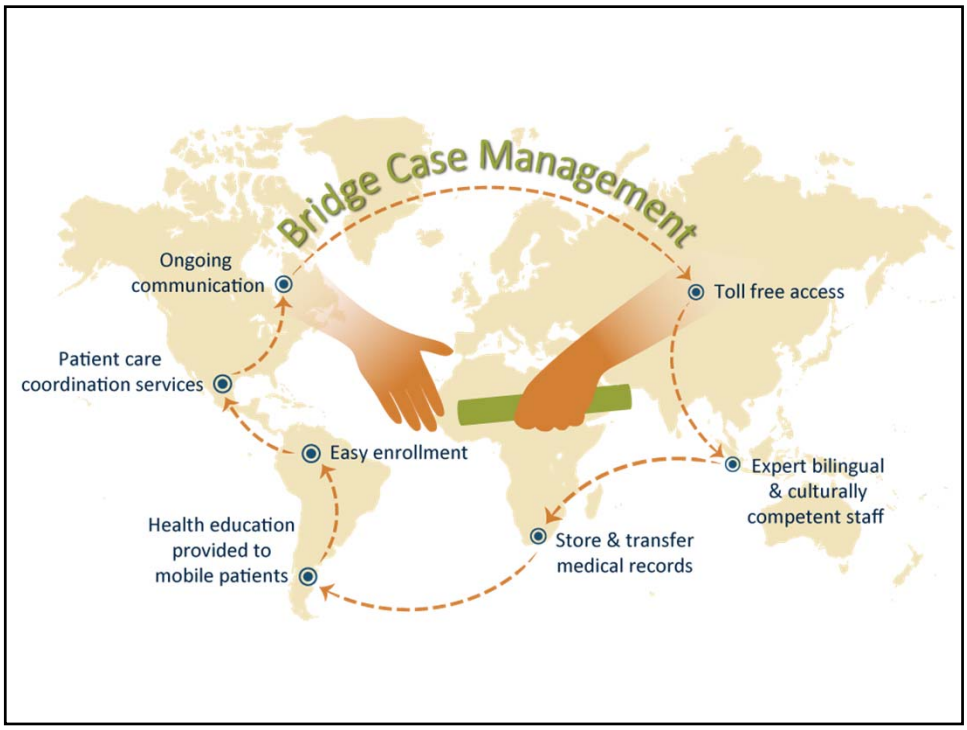
Standard Six: Measure and Improve Performance

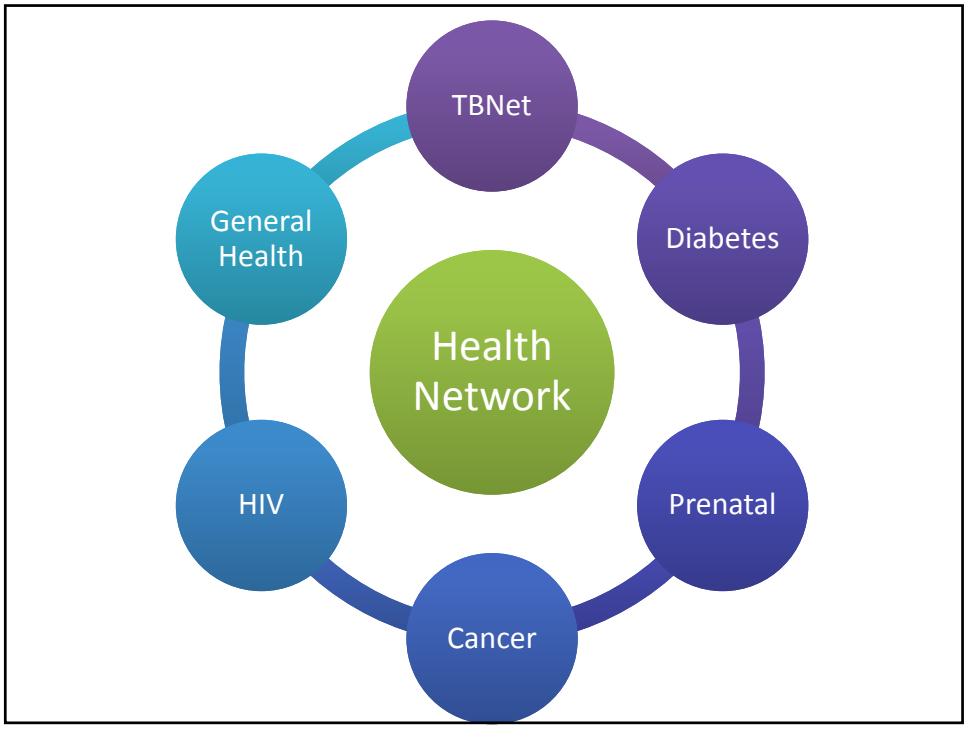
Must Pass: Implement Continuous Quality Improvement



Health Network

Ensuring continuity of care through bridge case management





Health Network Enrollment Criteria

1

Patient is:
- Already mobile OR
- Likely to move

2

Patient has:
- Active or latent tuberculosis
- Diabetes or pre-diabetes
- Been tested for or is at risk for breast, cervical or colon cancer
- Is pregnant and needing prenatal care
- In need of a clinic for follow-up of Chronic condition

MCN's Health Network does not discriminate on the basis of immigration status and will not share personal patient information without patient permission

Tools for Maintaining a Patient in Care

Make sure patients have the HN toll free number:

800-825-8205

or

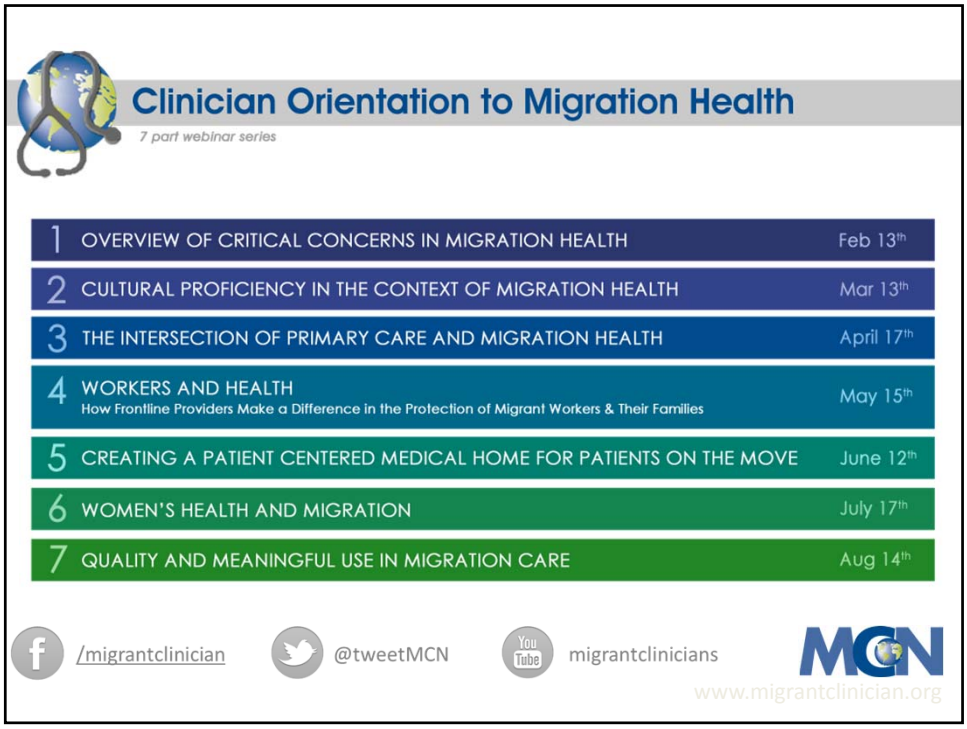
01-800-681-9508 if calling from Mexico

Invitation to Sentinel Network

- Clinicians caring for migrant patients
- Outreach/CHW providing care to migrant patients
- Collectively IDENTIFY and DOCUMENT health conditions, concerns and outcomes
- Change the stats!

Any questions ?

Jennie McLaurin, MD, MPH
jmclaurin@migrantclinician.org
www.migrantclinician.org


Clinician Orientation to Migration Health
7 part webinar series
1 OVERVIEW OF CRITICAL CONCERNS IN MIGRATION HEALTH Feb 13th
2 CULTURAL PROFICIENCY IN THE CONTEXT OF MIGRATION HEALTH Mar 13th
3 THE INTERSECTION OF PRIMARY CARE AND MIGRATION HEALTH April 17th
4 WORKERS AND HEALTH
How Frontline Providers Make a Difference in the Protection of Migrant Workers & Their Families
May 15th
5 CREATING A PATIENT CENTERED MEDICAL HOME FOR PATIENTS ON THE MOVE June 12th
6 WOMEN'S HEALTH AND MIGRATION July 17th
7 QUALITY AND MEANINGFUL USE IN MIGRATION CARE Aug 14th
/migrantclinician
@tweetMCN
migrantclinicians
MCN
www.migrantclinician.org