



**Insight Management, Corp**

**PATIENT-CENTERED MEDICAL HOME**

**Your Gateway to Certification**





## OUR HANDS ON APPROACH

Insight Management's experience with practice transformation goes well beyond just understanding the National Committee for Quality Assurance (NCQA) Patient-Centered Medical Home (PCMH) standards and how to prepare supporting documents. We also understand the challenges and obstacles, as well as the rewards associated with true practice transformation.

Our approach to achieving practice transformation is highly customized and focuses on the specific needs of each practice. Insight Management works collaboratively with practices to assess their needs and create a fully customized plan to achieve real practice transformation.

Our team is well versed in process, people, and technology change. We apply proven approaches to accomplish transformation; improve outcomes; and enhance patient, staff, and provider satisfaction while bending the cost curve. We accomplish this by engaging your staff and system leaders through on-site visits, Webinars, and conference calls, and by following a detailed project plan for the transformation team.

## PERSONALIZED FOR YOUR PRACTICE NEEDS

Often, practices attempt transforming their practice before making an accurate assessment to identify roadblocks and obstacles. This can be frustrating and result in wasting time, money and resources.

Insight Management digs deep to understand what is needed before the work to achieve practice transformation can begin. These questions cover history, goals, priorities, this may include adding on-site training sessions or adding tasks originally slated to be completed by practice staff members.



resource availability, health information technology capabilities, strengths, and potential obstacles.

Based on the information we collect, a customized proposal is developed. If situations change at any point and more guidance is needed, we re-visit the proposal and provide updates for review and approval. An example of





## THOROUGH ANALYSIS

A common pitfall is not taking a thorough, objective view of the site. When asked if a site does provide one of the PCMH factors, a common response is, “Of course we do.” However, they often lack necessary policies or procedures, or supporting documentation. It is imperative to have a non-affiliated person objectively view, analyze, and guide the assessment and planning process.

Your Practice is analyzed in the following manner:

- **GAP ANALYSIS** -- The next step is an on-site gap analysis. We observe and analyze workflow and staff roles, explore electronic medical record (EMR) functionality and reporting capabilities, speak with providers and key staff, and meet with the transformation team. This analysis reveals both glaring gaps and subtle changes that the practice might not notice—that need to be included in the transformation work plan.
- **WE DEVELOP A PLAN** --Recommendations and a work plan structure are created to close the identified gaps.
- **WE IMPLEMENT YOUR PLAN** --The transformation team reviews the work plan, sets deadlines, and organizes responsible parties assigned to specific tasks so that the team is working cohesively toward site transformation goals. For sites with limited resources, PCMH Advisory Services can plan, organize, and facilitate team meetings; manage the project plan; and provide summary reports, based on your needs.



## YOU TRANSFORM YOUR PRACTICE

PCMH is serious business. It is an environment that must be established, reinforced, and become the new way for a practice to operate. We will help staff, providers, and patients so that they are active, and knowledgeable in how PCMH works on a daily basis. We do this in the following manner:

- **ENVIRONMENTAL CHANGES**—Insight Management develops a plan to support this environmental transformation by creating awareness, providing education and the methods to reinforce permanent changes over time, and building a desire to be a part of something better.
  - **TEAMWORK**—Work team development and facilitation focuses on staff, process, and technology. Starting to work in team-based structures can be challenging for some.
  - **EVERYONE HAS A ROLE**— Being a contributing member of a team begins with having clear roles and responsibilities. Insight Management works with practice leaders to refine job descriptions to reflect PCMH concepts and ensure that each staff member is working within the full scope of his or her license or skill. We can provide a full continuum of training, including in-person, via Webinars, or through train-the-trainer approaches, depending on your needs.
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## **YOUR EMR**

Solid workflow and EMR utilization results in accurate, powerful data and reporting. However, if a practice does not change when it transitions to EMR, staff workflow and documentation compliance suffer, resulting in non-compliance with PCMH standards. Essentially, you do the work, and you don't get credit for it. We work with you to understand the reporting process for your EMR and with your practice staff to ensure proper documentation. This is done in the following manner:

- **WE REDESIGN YOUR WORKFLOW**—Regardless of how long you have been an EMR user, we can support workflow redesign to ensure a smooth, workday experience for providers, staff, and patients. We collaborate with the practice staff to ensure the integration of PCMH requirements and “meaningful use” measures into workflow, policies, and procedures.
- **REPORTS, REPORTS, AND MORE REPORTS**—Population management, care coordination, and care management staff need access to meaningful reports in order to effectively analyze data. We work with your practice or system HIT staff and appropriate care team members to identify the necessary reports and how to use the data to better engage your patients.

## **ALWAYS IMPROVING**

Another important component of PCMH recognition is ongoing quality improvement. We work with site leaders to identify focus areas, develop quality improvement plans. We will also guide the site in creating effective site-level and provider-level performance statements that reflect the clinical and patient experience goals of the site or system.

## **PCMH RECOGNITION**

All of these changes support the over-arching goal of achieving NCQA PCMH recognition. Insight Management will help you understand the preparation and submission process. We use hands on training in order to ensure that anyone not familiar with your practice can easily understand the amazing work you do every day to improve the health of your patients. We can also point your practice in the right direction for additional resources and guides to aid in transformation.

## OUR CREDENTIALS

Insight Management has worked with diverse groups of PPSs', IPA's, FQHC's ACO's and practices to achieve practice transformation, including, but not limited to:

- Advocate Community Providers (PPS)
- Bronx Health Access (PPS)
- Bronx Partners for Healthy Communities (PPS)
- Corinthian Medical Independent Provider Association (IPA)
- Hudson Heights IPA
- Bronx United IPA
- Damian Family Care Centers (FQHC, Multi-Site)
- Essen Medical Associates (Multi-Specialty, Multi-Site)
- New York Institute of Technology (FQHC)
- BronxCare and Dr. Martin Luther King, Jr. Health Centers (FQHC, Multi-Site)
- Lighthouse Guild (Clinic)
- Divino Niño Pediatrics (Independent Provider)
- Parkchester Medical (Multi-Specialty)







Contact us for a no obligation consultation:

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