



Ambulatory Care Network

HEALTH SERVICES • LOS ANGELES COUNTY
Quality • Compassion • Responsibility

**Policy &
Procedure
Number**

ACN

CD-01.019

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Revision Date:

Review Date:

Approved By: ACN P&P

**TITLE: Patient-Centered Medical Home (PCMH)
Transformation Teams**

DIVISION: Ambulatory Care Network

SERVICE AREA/ UNIT: ACN Clinics

1.0 PURPOSE:

To establish a process for Ambulatory Care Network (ACN) Facilities / Health Center Groups (HCG) to create and support a PCMH Transformation Team at their site. The Transformation Team consists of both a PCMH Clinician Lead and PCMH Transformation Manager. Designated staff will embrace the roles and responsibilities outlined in this policy.

2.0 POLICY:

Every ACN Facility / HCG will establish a Facility PCMH Transformation Team consisting of a PCMH Clinician Lead and PCMH Transformation Manager.

3.0 DEFINITIONS:

3.1 PCMH Transformation Team: Consists of a PCMH Clinician Lead and PCMH Transformation Manager. This may be the same person or may be two different people.

3.2 PCMH Clinician Lead: Designated staff (physician, NP, RN or LVN) that leads the facility's PCMH efforts and sets the tone for how clinical care is delivered and the practice facility functions as a medical home.

3.3 PCMH Transformation Manager: A PCMH Clinician Lead or separate non-clinician individual who leads the PCMH efforts by providing administrative support to assist in implementation and everyday operations of the PCMH.

4.0 PROCEDURE:

4.1 Each ACN facility/HCG will establish a PCMH Transformation Team:

PCMH transformation is successful when there is support from a Clinician Lead who leads the clinical aspects of the PCMH transformation and medical home activities. Additionally, the success of PCMH teams requires a Transformation Manager who provides operational support and resources to implement the PCMH model. The PCMH Clinician Lead and the PCMH Transformation Manager may be the same person or may be two different people.

4.2 Facility PCMH Clinician Lead

4.2.1 Role:

- a. A physician, NP, RN or LVN in the PCMH leads the facility's PCMH efforts and sets the tone for how clinical care is delivered and the practice facility functions as a medical home.

4.2.2 Responsibilities:

- a. Implements and supports the PCMH model acknowledging the role of staff in the practice's everyday operations consistent with the roles and responsibilities outlined in the PCMH model.
- b. Works directly with PCMH teams and the facility leadership to support all the aspects of the PCMH model as outlined in the PCMH manual.
- c. Participates as part of the facility QI leadership and works to disseminate QI efforts to the PCMH teams as well as bring QI issues forward which are identified by the PCMH teams and ensure PCMH issues are included in the overall quality plan.
- d. Works with and reports to the facility Medical Director regarding their PCMH responsibilities.
- e. Identifies, implements or develops PCMH best practices to improve work flow and population management.
- f. Evaluates the performance of care teams and makes recommendations for changes.
- g. Provides input to the care coordination/care management process.
- h. Leads facility monthly PCMH meetings.
- i. Provides education and support to staff as they implement and sustain measures to improve chronic disease management.
- j. Assists in the development and facilitates PCMH training for PCMH staff.

4.3 Facility PCMH Transformation Manager

4.3.1 Role:

- a. A PCMH Clinician Lead or separate non-clinical individual who leads the PCMH efforts by providing administrative support to assist in the implementation and everyday operations of the PCMH consistent with the roles and responsibilities outlined in the PCMH model.

4.3.2 Responsibilities:

- a. Works directly with the PCMH teams and the facility leadership to support all the aspects of the PCMH model as outlined in the PCMH manual.
- b. Participates as part of the facility Quality Improvement (QI) leadership and works to disseminate QI efforts to the PCMH teams as well as bring QI issues forward which are identified by the PCMH teams and ensure PCMH issues are included in the overall quality plan.
- c. Assists in the development and facilitates PCMH training for PCMH staff.
- d. Leads and facilitates agenda setting, project planning, accountability and goal setting for the PCMH team.
- e. Provides population and PCMH team specific reports to the facility leadership as well as the PCMH teams.

5.0 SOURCES AND REFERENCE:

5.1 National Committee for Quality Assurance, Patient-Centered Medical Home Standards & Guidelines

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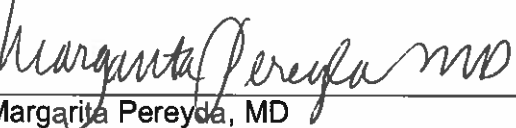
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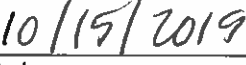
Quentin O'Brien
Chief Executive Officer



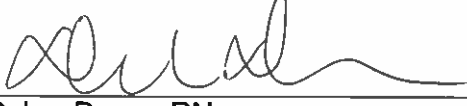
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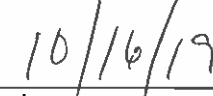
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Date 10/15/2019



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P&P History

Date	Department	Policy & Procedure #	Comments	Next Annual Review Due
10/03/2019	ACN		Draft prepared	
10/10/2019	ACN	CD-01.019	Approved	10/10/2022