

PCMH Resource Center Public and Private Web Portals

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Organization:	Booz Allen Hamilton
Contract Number:	290-09-00005I-3
Project Period:	September 2009 – September 2012
AHRQ Funding Amount:	\$250,000
Summary Status as of:	December 2010

Target Population: Not Applicable

Summary: The patient-centered medical home (PCMH) model has the potential to transform the delivery of primary health care by providing preventive services and coordinated, team-based care that follows patients across treatment settings and episodes. The Agency for Healthcare Research and Quality (AHRQ) is investing in the development of an infrastructure to further public understanding of PCMH and the role of health information technology (IT), including implications for provider payment, patient education, provider organization and workflow, and quality reporting. The concept of a patient-centered medical home has been embraced by many different stakeholders within the health care system. National physician organizations, consumer organizations, disease advocacy organizations, employers, and payers all have endorsed PCMH as a way to provide care that meets the Institute of Medicine's dimensions of quality: safe, patient-centered, timely, efficient, and equitable. With its intuitive approach of coordinating care from the perspective of the patient rather than the delivery system, and its emphasis on a team of clinicians working in partnership with patients and families to achieve positive outcomes, the PCMH presents a model of care that can realize the goals of many different stakeholders.

Through its Health IT Portfolio, the Prevention and Care Management Portfolio, and the Center for Primary Care, Prevention, and Clinical Partnerships, AHRQ is exploring the potential of PCMH models to transform primary care services to improve the quality, safety, effectiveness, and efficiency of care. AHRQ is investing in research, white papers, implementation tools, collaborative meetings, and other activities related to primary care transformation. Additionally, AHRQ is leading the development of a conceptual infrastructure for supporting and publicizing patient-centered medical home initiatives and efforts undertaken by the Federal government.

The aim of this project is to assist AHRQ in providing the IT infrastructure and support for a public Web portal to aid the dissemination of information about PCMH activities, research, and outcomes, and a private Web portal to facilitate the collaboration of the Federal working group on the primary care redesign efforts.

Project Objectives:

- Develop and deliver project schedule and cost estimate. **(Ongoing)**
- Review scheduled milestones with task order officer. **(Ongoing)**
- Update schedule and resource estimate based on client feedback. **(Ongoing)**
- Develop and deliver draft project plan. **(Ongoing)**
- Prepare and deliver monthly progress reports. **(Ongoing)**

- Conduct monthly status meetings. **(Ongoing)**
- Conduct monthly quality control plan updates. **(Ongoing)**
- Report on monthly quality assurance and quality control surveillance inspections. **(Ongoing)**
- Provide monthly updates to standard operating procedures. **(Ongoing)**
- Provide monthly 508 Compliance plan status updates. **(Ongoing)**
- Provide on-going support to both the public and private portals. **(Ongoing)**
- Update citations database with latest data on both the public and private portals. **(Ongoing)**
- Develop citations admin module. **(Ongoing)**
- Review prototype-level tool. **(Ongoing)**
- Develop a Department of Defense (DOD) and Veterans Affairs (VA) collaboration page. **(Ongoing)**
- Develop PCMH private portal membership directory. **(Ongoing)**
- Provide PCMH private portal updates. **(Ongoing)**

2010 Activities: The project team completed the following activities in 2010.

- PCMH Citations Administrative Module: Completed and deployed the tool to the test environment. Once key users are trained on tool use, the citations database updates and minor changes will be directly available through an easy-to-use interface on the live site.
- PCMH DOD/VA Users: Added more than 240 users to the PCMH private portal, including account creation, custom individual e-mail notification, environment setup, and custom page development for the PCMH DOD/VA user community.
- PCMH JIRA Support Form: Deployed an issue and ticket management system support forms to both public and private portals to facilitate and track e-mail communications regarding portal work products.
- PCMH Citations Database Update: Successfully migrated the latest PCMH citations database to the public and private portals. This is intended to be the final manual data migration. All future data migrations can be done directly through the PCMH citations admin module on the live site, once it is deployed.
- PCMH Private Portal Re-Design: Significantly redesigned the private portal to support new content areas including white papers, meeting materials, and agency pages for AHRQ, the Centers for Medicare and Medicaid Services, the Health Resources and Services Administration, VA, DOD, and the National Institutes of Health. Content is continually updated to increase the value to the user.
- In September 2010, there were approximately 100 registered PCMH private portal users, approximately 100 total registered PCMH only private portal users, and zero registered DOD/VA users.

Preliminary Impact and Findings: There are no findings to date.

Strategic Goal: Develop and disseminate health IT evidence and evidence-based tools to support patient-centered care, the coordination of care across transitions in care settings, and the use of electronic exchange of health information to improve quality of care.

Business Goal: Synthesis and Dissemination