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A Review of Current Quality Metrics for Evaluating Patient-Centered Medical Homes

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INTRODUCTION

- The patient-centered medical home (PCMH) has emerged as a promising model for transforming the structure and organization of primary care
- The NCQA estimated that the number of PCMHs in 2015 in the United States reached about 7,000, representing about 10% of all primary care practices
- According to AHRQ, the five core attributes of PCMHs are providing:
 - Comprehensive,
 - Coordinated,
 - Patient-centered,
 - Easily accessible and
 - High quality and safety care
- Rigorous evaluations of the ability of PCMHs to accomplish their objectives are needed to assess the feasibility of implementation

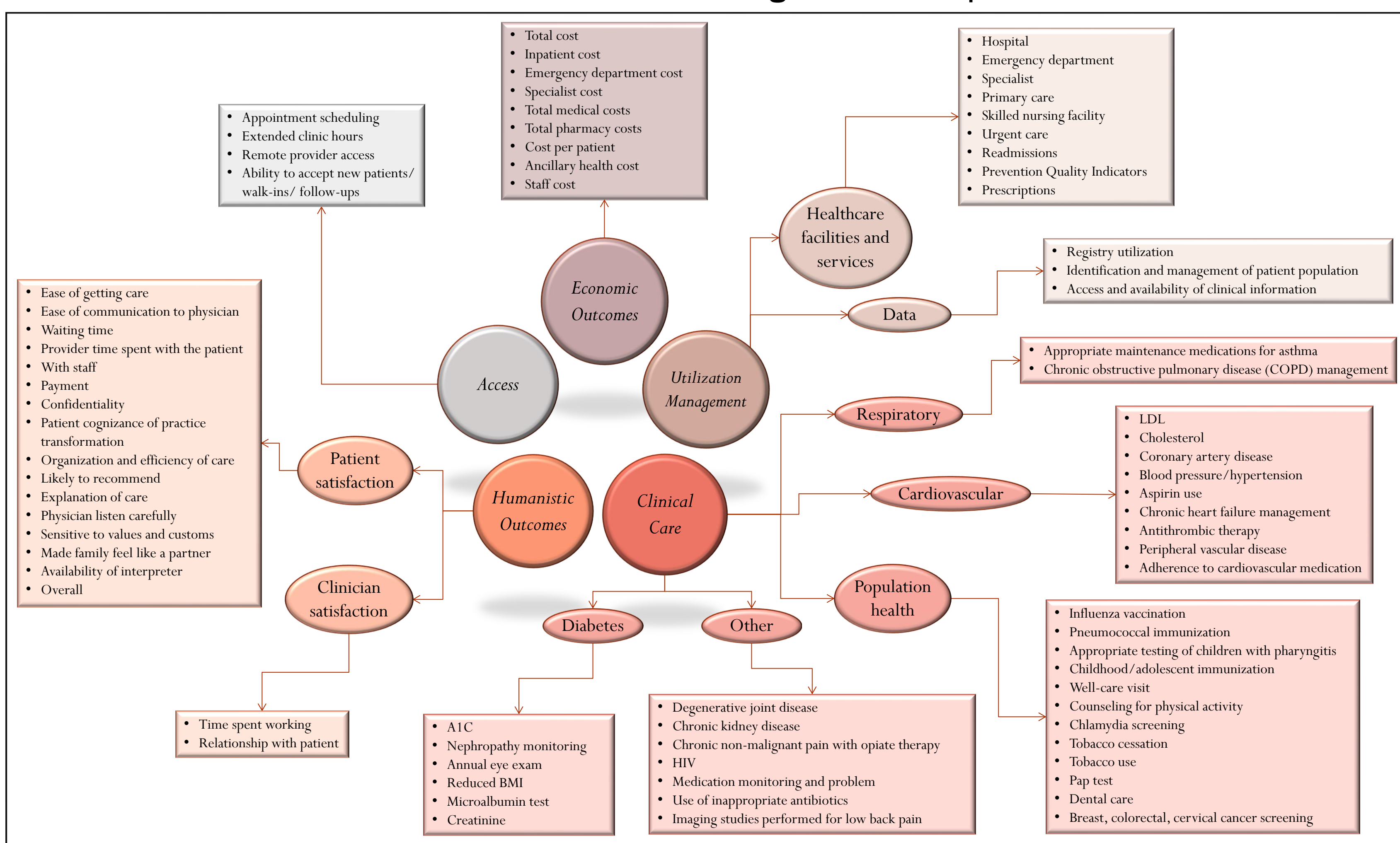
OBJECTIVES

- This review sought to explore the quality metrics that are currently utilized to assess PCMHs

METHODS

- An extensive literature review was performed using the following databases:
 - PubMed
 - SCOPUS
 - Google Scholar
- Published studies and reports that analyzed quality metrics used to assess PCMHs were evaluated
- Each measurement was analyzed and categorized into one of the following types of outcomes:
 - Access
 - Utilization management
 - Economic
 - Clinical
 - Humanistic

Figure 1. Comprehensive list of measures



RESULTS

- Overall, a significant number of quality metrics for assessing PCMHs was found:
 - Access outcomes** are composed of various aspects involving scheduling appointments, hours of operation, and provider remote access and support
 - Utilization management outcomes** include use of healthcare services, including hospital, specialist, pharmacy and nursing facility
 - Economic outcomes** focus on the spending of various healthcare services, such as inpatient, emergency department, pharmacy and specialist costs
 - Clinical outcomes** are the most populated, including preventive services, such as immunization and screening, and management of several diseases, including diabetes, and cardiovascular and respiratory conditions
 - Humanistic outcomes** incorporate patient and clinician satisfaction

DISCUSSION

- This review identified an abundance of quality metrics utilized to assess PCMHs, yet only a few appear to be a true representation of the quality of care provided to patients
 - Measurements for clinical and preventative care are the most frequently utilized
 - Metrics for several diseases were mentioned, although the majority of metrics focused on diabetes and cardiovascular diseases
 - Quality metrics for diseases focus mainly on process of care, while a few define prominent outcomes of care, such as HbA1c and BMI level

CONCLUSION

- We urge entities involved in the establishment and implementation of PCMH to endorse a core set of standardized measures to evaluate the PCMH
- Development of metrics for outcomes of care should be further encouraged