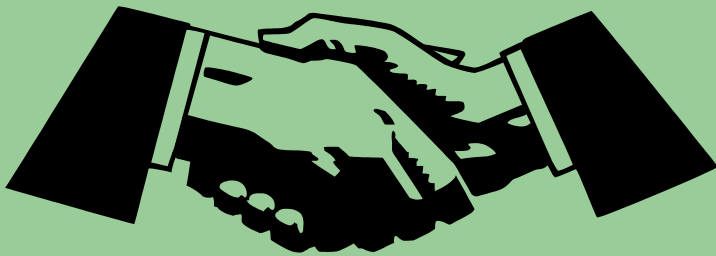


Patient-Provider Agreement



JACKSON PHYSICIANS ALLIANCE

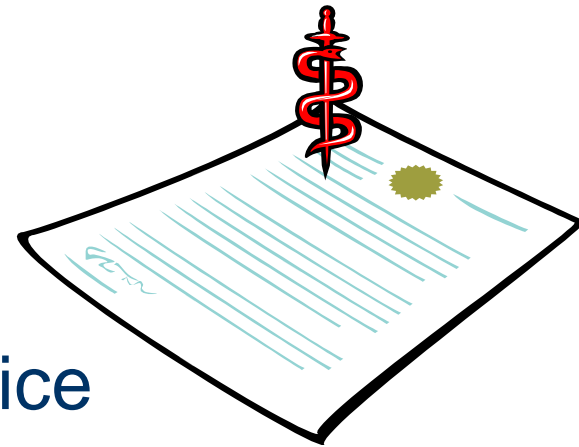


08/11/10

What is a Patient Partnership Agreement (PPA)?

It is an invitation to the patient to become more proactive in their health.

It is a document outlining the responsibilities of both the practice and patient in their endeavors to increase the patients health.



Main Responsibilities Provider



To fulfill this partnership, the provider will:

- ✓ Provide safe and quality care
- ✓ Lead and coordinate care throughout the patients' lifetime
- ✓ Respect each patient's individual needs
- ✓ Actively help strengthen a health care relationship with the patient
- ✓ Handle the patient's care and medical records with utmost privacy
- ✓ Provide care for short-term illness and long-term disease
- ✓ Offer tools and encouragement to prevent persistent health problems
- ✓ Deliver 24-hour access through same day appointments and urgent care



Main Responsibilities Patient



In return, we trust the patient to:

- ✓ Be in charge of own health
- ✓ Work with provider to develop a care plan
- ✓ Follow own care plan
- ✓ Let the provider know if unable to take medications or follow through with care plan
- ✓ Inform the provider of any illnesses, hospitalizations, medications and other health-related matters
- ✓ Tell the provider of any needs or concerns
- ✓ Ask for help if uncertain about something
- ✓ Understand that lifestyle choices affect personal health

Practice Benefits



- ✓ Better coordination of care
- ✓ Physician directed medical practice
- ✓ Quality and Safety
- ✓ Timely Payment
- ✓ Patient Buy-in

Patient Benefits

- ✓ Personal physician
- ✓ Quality and Safety
- ✓ Patient Buy-In
- ✓ Appointment Flexibility
- ✓ Extended Health Care Access
- ✓ More informed



Guidelines to Incorporate a PPA

- ❖ Documents and patient education tools are developed that explain PCMH concepts and outline patient and provider roles and responsibilities
- ❖ Practice unit team members and all appropriate staff are educated /trained on patient-provider partnership concepts and patient communication processes.
- ❖ Process has been established for patients to receive PCMH information.



Guidelines continued...

- ❖ Patient communication process must include a conversation between the patient and a member of the clinical practice unit team.
- ❖ Mechanism and process has been developed to document establishment of patient –provider agreement in medical record or patient registry.

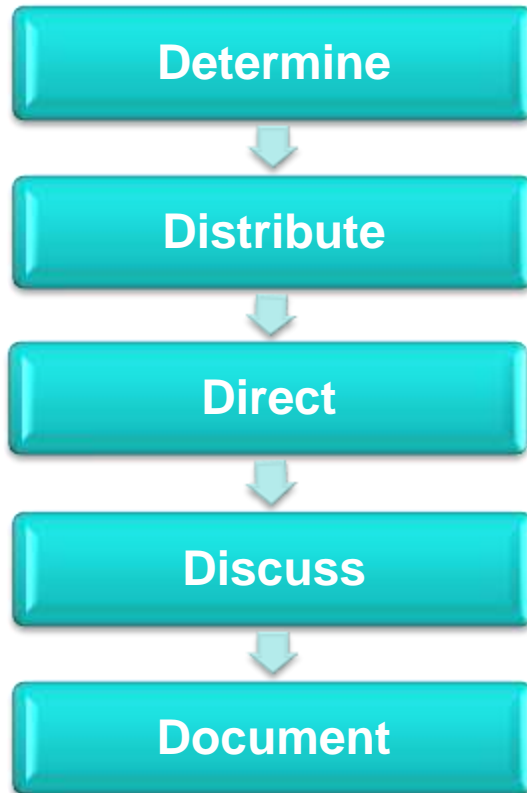


Key Concepts to Overcome Barriers

- ❖ Build broad based physician and team understanding and support before implementing concept to patients.
- ❖ Emphasize with patient, the agreement is not legally binding and has no punitive implications.
- ❖ Make agreement available to patients to review in a variety of ways.



5 D's of Distribution



1. Determine if patient has received PPA
2. Distribute PPA to patients at time of appointment
3. Direct patient to read PPA while waiting
4. Discuss all questions with a trained medical professional
5. Document that the patient has received the PPA at checkout.



Policy and Procedures Example



POLICY AND PROCEDURE FOR

PATIENT PROVIDER AGREEMENT EDUCATION AND DISTRIBUTION GUIDELINES

Practice Name _____

Purpose:

The purpose of this policy and procedure is to educate all staff on the Patient-Provider Agreement and to develop process for distributing the Agreement after the education has occurred.

Policy Statement:

It is the policy of this Practice to provide staff education on the Patient-Provider Agreement. It is also the policy of the Practice to distribute the Agreement in a systematic way to our patients; making sure they understand the agreement. The Practice will work to make resources available for staff to review and increase their awareness about the Patient-Provider Agreement and Patient Centered Medical Home.

General Procedures:

1. All staff (administration, physicians and office personnel) will be provided with training materials and training session(s) that will include, but not limited to the following:
 - a. Documents and patient education tools that explain PCMH concepts and outline patient and provider roles and responsibilities
 - b. Education and training on patient-provider partnership concepts and patient communication processes.
 - c. Distribution guidelines for patients receiving the Patient-Provider Agreement.
 - d. Mechanism and process to document establishment of Patient-Provider Agreement in medical record or patient registry.
2. Staff designated to respond to Patient-Provider Agreement questions are: clinical staff designated by provider or practice manager.
3. Documentation of the educational sessions will be filed in each employee file as well as the Practice PGP binder.
4. All the newly hired employees will be required to be educated on the Patient-Provider Agreement and the distribution guidelines.
5. Any updates to the Patient-Provider Agreement policy and procedures will result in prompt documentation and implementation of the revised policy and procedure. This will be communicated to all the physicians, administration and staff in a timely manner. This will be the responsibility of the practice manager.

Distribution Guidelines:

- a. Determine if patient has received Patient-Provider Agreement
- b. Distribute Patient-Provider Agreement to patients at time of appointment
- c. Direct patient to read Patient-Provider Agreement while waiting to see physician
- d. Discuss all question with a trained medical professional
- e. Document that the patient has read the Patient-Provider agreement in a medical record or patient registry.

Policy and Procedure adopted by _____

DATE

Patient Provider Agreement Generic Example



Patient Centered Medical Home A Patient-Doctor Partnership



We are enhancing the we deliver care by transforming the "doctor's office" to a Patient Centered Medical Home

At the practice of (Practice Name), our primary goal is to provide the best possible care to every patient. The only way to meet this goal is to build a trusting partnership between an informed patient, the patient's doctor and the health care team. A medical home is a team approach to providing patients with the best health care.

Practice Name

Street Address
City, State, Zip Code
Phone:
After Hours Phone:
Business Hours:

To fulfill this partnership, we will:

Respect you as an individual

- ✓ Explain diseases, treatments and results.
- ✓ Listen to your feelings and questions to help you make decisions and set healthy goals.
- ✓ Keep medical information and records private.

Provide safe and qualified care

- ✓ Provide you with your own doctor.
- ✓ Provide clear directions about medicines and treatments.
- ✓ Send you to trusted experts, if needed.
- ✓ End every visit with clear instructions about expectations, treatment goals, medicines and future plans.

Strive to build flexibility to schedule you with your personal physician/provider whenever possible

- ✓ Provide 24-hour phone access to the health care team.

In return, we trust you to:

Be in charge of your health

- ✓ Learn about wellness, preventing disease and healthy decisions.
- ✓ Learn what your insurance covers.
- ✓ Be honest and thorough about your history, symptoms and any changes in your health.
- ✓ Tell us about any medications you are taking or refills you need.
- ✓ Tell us when you see other doctors, medications they have prescribed and ask them to send a report about your care.

Be a responsible patient

- ✓ Take all your medications and follow your treatment plan, or tell us if you cannot do so.
- ✓ Respect us as partners in your care.
- ✓ Pay your share of the office visit fee when you are seen in the office.
- ✓ Keep your appointments as scheduled or call and let us know if you need to cancel.

Communicate with us

- ✓ Ask questions, share feelings, be a part of your care.
- ✓ Call your doctor first with all problems, unless it is a medical emergency.
- ✓ Provide us with feedback.
- ✓ End every visit with a clear understanding of your doctor's expectations, treatment goals and future plans.

Brochure



OUR PROVIDERS

[SPECIALTY, i.e. FAMILY MEDICINE]



[FIRST LAST NAME, TITLE]
About the doctor: Education, credentials,
specialty, personal

[FIRST LAST NAME, TITLE]
About the doctor: Education, credentials,
specialty, personal



[FIRST LAST NAME, TITLE]
About the doctor: Education, credentials,
specialty, personal

[SPECIALTY, i.e. ALLERGY]

[FIRST LAST NAME, TITLE]
About the doctor: Education, credentials,
specialty, personal



Patient Centered Medical Home

A Patient-Doctor Partnership

At [PRACTICE NAME], our primary goal is to provide the best possible care to every patient. The only way to meet this goal is to build a trusting partnership between an informed patient, the patient's doctor and the health care team. A medical home is a team approach to providing patients with the best health care.

To fulfill this partnership, we will:

Respect you as an individual

- ✓ Explain diseases, treatments and results.
- ✓ Listen to your feelings and questions to help you make decisions and set healthy goals.
- ✓ Keep medical information and records private.

Provide safe and qualified care

- ✓ Provide you with your own doctor.
- ✓ Provide clear directions about medicines and treatments.
- ✓ Send you to trusted experts, if needed.
- ✓ End every visit with clear instructions about expectations, treatment goals, medicines and future plans.



Strive to build flexibility to schedule you with your personal physician/provider whenever possible

- ✓ Provide 24-hour phone access to the health care team.

In return, we trust you to:

Be in charge of your health

- ✓ Learn about wellness and preventing disease and make healthy decisions.
- ✓ Learn what your insurance covers.
- ✓ Be honest and thorough about your history, symptoms and any changes in your health.
- ✓ Tell us what medications you are taking and ask for refills during your office visit.
- ✓ Tell us when you see other doctors, medications they have prescribed and ask them to send a report about your care.

Be a good patient

- ✓ Take all of your medicine and follow your treatment plan, or tell us if you cannot do so.
- ✓ Respect us as partners in your care.
- ✓ Pay your share of the office visit fee when you are seen in the office.
- ✓ Keep your appointments as scheduled, or call and let us know if you need to cancel.

Communicate with us

- ✓ Ask questions, share feelings, be part of your care.
- ✓ Call your doctor first with all problems, unless it is a medical emergency.
- ✓ Provide us with feedback to improve services.
- ✓ End every visit with a clear understanding of your doctor's expectations, treatment goals and future plans.

[PRACTICE NAME] Office Hours

[Days] - [Hours]

[Days] - [Hours]

[Days] - [Hours]

[Days] - [Hours]

PGIP PCMH Capability 1

“Patient Provider Agreement”

If your practice has decided to move towards PGIP PCMH designation, then the Patient Provider Agreement is a great way to begin the journey.

More Information:

- http://www.bcbsm.com/provider/value_partnerships/pgip/medical_home.shtml
- Jackson Physicians Alliance: 517.817.2140
Bonnie Mauch: BonnieM@JPADocs.com
Erika Byrum: ErikaB@JPADocs.com



1.0 Patient Provider Partnership

1. Ready to implement: PCMH Tools developed
2. Practice is using systematic approach to provide PCMH outreach and education
3. Patient Provider Agreement (PPA) is documented for at least 10% patient population
4. (PPA) is documented for at least 30% patient population
5. (PPA) is documented for at least 50% patient population
6. (PPA) is documented for at least 60% patient population
7. (PPA) is documented for at least 80% patient population
8. (PPA) is documented for at least 90% patient population

Percentage of Compliant



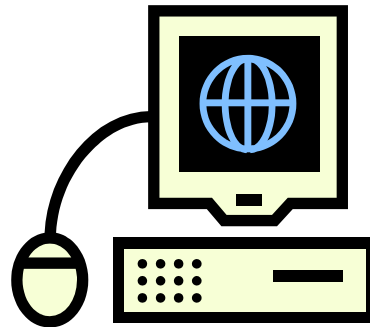
To determine the percentage of your patients who are compliant with the agreement, you divide the total number who has received the agreement by the total patient population.

$$\text{Percent (\%)} = \frac{\text{Numerator (\# of patients who received PPA)}}{\text{Denominator (Total patient population)}}$$



Resource

JPA Website- www.JPAdocs.com



Questions/Feedback



Next Education Webinar



Chronic Care Model

Thursday, August 26, 2010

12:00 PM – 1:00 PM

Presenter: Dr. Mary Ellen Benzik

Thank-you for participating on today's webinar!

