

1.5.2A Medical Neighborhood 101

Video link

<https://vimeo.com/200722463>

Questions:

For all practices:

- 1) Can you see the value of improving care coordination?
- 2) Is it worth your efforts to work on this?
- 3) Are there referring practices or clinicians that would be good to establish care coordination agreements with?
- 4) How do you envision a Medical Neighborhood for your community?
- 5) How do you think your practice could start working on this?

For specialty care:

- 6) What is the key information item that is missing from referrals you receive?
- 7) Does the patient usually understand why they were referred?
- 8) How often do you know or not know why the patient was referred?
- 9) Is the evaluation before the referral usually appropriate?
 - a. Are the results of this pre-referral evaluation usually included with the referral or not?
- 10) What information is often missing?
- 11) Does any clinician or practice that refers to you really do a good job with the referral request?

For Primary care:

- 12) Do you usually receive a consultation note from referrals that you request?
 - a. How long after the referral appointment does it take to get this note?
- 13) Are the recommendations of the specialist usually clear?
- 14) Does any specialist or group that you refer to do an exceptional job of coordinating care and communicating?

Resources:

1. ACP; The Patient-Centered Medical Home Neighbor policy paper and examples
https://www.acponline.org/system/files/documents/advocacy/current_policy_papers/assets/pcmh_neighbors.pdf
2. High value care coordination tool kit with check lists for referral request & referral response and template of care coordination agreement (compact):
<https://www.acponline.org/clinical-information/high-value-care>
3. www.improvingchroniccare.org
4. Coordinating Care in the Medical Neighborhood
http://pcmh.ahrq.gov/portal/server.pt/community/pcmh_home/1483/what_is_pcmh
5. Scott Hammond toolkit