

The Patient-Centered Medical Home and Cielo Clinic

May, 2008



Cielo Clinic is the core technology around which a patient-centered medical home can be built. Medical homes use technology for registries, clinical decision support, population management, patient engagement, quality reporting and secure, ubiquitous data access and exchange.

Cielo Clinic supports the tenets of the patient-centered medical home in a multitude of ways.

Patient-Centered Medical Home Element ¹	Cielo Clinic's Solution	Cielo Clinic Feature					
		Registry	Clinical Decision Support	Population Management	Patient Engagement	Quality Reporting	Data Access
<p>Personal physician - each patient has an ongoing relationship with a personal physician trained to provide first contact, continuous and comprehensive care.</p>	<p>Cielo Clinic allows a physician to comprehensively manage all of the screening, preventive and chronic disease management needs of each of their patients. As a tool to be used at every patient visit and to reach a patient at any time, Cielo Clinic drives continuous care.</p>						
<p>Physician directed medical practice – the personal physician leads a team of individuals at the practice level who collectively take responsibility for the ongoing care of patients.</p>	<p>Cielo Clinic is “team sport”-driven; each care team member can utilize the product to manage a specific part of the ongoing care of each patient.</p>						

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Whole person orientation – the personal physician is responsible for providing for all the patient's health care needs or taking responsibility for appropriately arranging care with other qualified professionals. This includes care for all stages of life; acute care; chronic care; preventive services; and end of life care.	From prenatal to end of life, Cielo Clinic manages the evidence-based guidelines utilized by a provider. Cielo Clinic supports acute, chronic, and preventive care needs.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Care is coordinated and/or integrated across all elements of the complex health care system (e.g., subspecialty care, hospitals, home health agencies, nursing homes) and the patient's community (e.g., family, public and private community-based services).	Being web-based and software-as-a-service, Cielo Clinic provides access to anyone with proper authorization.	<input checked="" type="checkbox"/>					<input checked="" type="checkbox"/>
Care is facilitated by registries, information technology, health information exchange and other means to assure that patients get the indicated care when and where they need and want it in a culturally and linguistically appropriate manner.	Cielo Clinic is an all-problem, all-patient registry with interface capabilities to share data with other health information technology system. Prompts and reminders inform a provider of due services at the point of care. Outreach tools	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

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	allow a practice to reach patients due for services but not scheduled for a visit.						
Quality and safety are hallmarks of the medical home:							
Practices advocate for their patients to support the attainment of optimal, patient-centered outcomes that are defined by a care planning process driven by a compassionate, robust partnership between physicians, patients, and the patient's family.	Patient-facing reports allow a provider, a patient and their family to collaborate on care planning and ensure proper care is delivered.						
Evidence-based medicine and clinical decision-support tools guide decision making	Cielo Clinic delivers prompts and reminders on needed evidence-based guidelines either at the point-of-care or through and patient outreach communications						
Physicians in the practice accept accountability for continuous quality improvement through voluntary engagement in performance	Cielo Clinic's dashboard reporting on quality improvement measures allows providers to monitor and learn how to improve their care						

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measurement and improvement.	quality.						
Patients actively participate in decision-making and feedback is sought to ensure patients' expectations are being met	Patient-facing functionality allows a patient to engage in their care decision-making.				<input checked="" type="checkbox"/>		
Information technology is utilized appropriately to support optimal patient care, performance measurement, patient education, and enhanced communication.	Cielo Clinic is built to support patient care, provides a dashboard on performance, delivers patient education and provides communication tools to the entire patient population.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
Patients and families participate in quality improvement activities at the practice level.	Patient-facing functionality allows a patient to engage in their own care management.				<input checked="" type="checkbox"/>		
Enhanced access to care is available through systems such as open scheduling, expanded hours and new options for communication between patients, their personal physician and practice staff.	Encounter forms are generated the day of a patient visit, ensuring it always provides up-to-date and accurate prompts and reminders. These encounter forms can be easily generated for walk-in patients.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>				

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<p>Payment appropriately recognizes the added value provided to patients who have a patient-centered medical home. The payment structure should be based on the following framework:</p>							
<p>It should reflect the value of physician and non-physician staff patient-centered care management work that falls outside of the face-to-face visit.</p>	<p>Interaction with a patient population outside of a face-to-face visit can be documented in Cielo Clinic.</p>	<input checked="" type="checkbox"/>			<input checked="" type="checkbox"/>		
<p>It should pay for services associated with coordination of care both within a given practice and between consultants, ancillary providers, and community resources.</p>	<p>Providers can share patient information and care prompts and reminders through Cielo Clinic.</p>						<input checked="" type="checkbox"/>
<p>It should support adoption and use of health information technology for quality improvement;</p>	<p>Cielo Clinic is, at its foundation, information technology for quality improvement.</p>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

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It should support provision of enhanced communication access such as secure e-mail and telephone consultation;	Patient letters and call lists help providers reach patients due for services but not scheduled for a visit. A secure messaging system can interact with Cielo Clinic.			<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		
It should recognize the value of physician work associated with remote monitoring of clinical data using technology.	Devices that can deliver clinical data can have that data interfaced with Cielo Clinic.	<input checked="" type="checkbox"/>					<input checked="" type="checkbox"/>
It should allow for separate fee-for-service payments for face-to-face visits. (Payments for care management services that fall outside of the face-to-face visit, as described above, should not result in a reduction in the payments for face-to-face visits).	N/A						
It should recognize case mix differences in the patient population being treated within the practice.	Cielo Clinic's registry functionality can identify populations with varying conditions, supporting the need to identify case mix differences.	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>			