

## Objective

Transform from a NCQA patient-centered connected care multi-site to PCMH-DC recognized multi-site.

## Background

In March 2016, First Chiropractic Centers (FCC) became the 1st chiropractic organization in the nation to achieve NCQA Patient-Centered Connected Care Recognition as an early adopter.

Always in pursuit of achieving excellence in providing quality care and outcomes, in 2018 FCC began exploring what they would need to do to achieve PCMH recognition. FCC has been in an agreement with The Compliance Team, a CMS approved accrediting entity, since January 2019 undertaking PCMH recognition for all six of their sites as well as being certified in DMEPOS.

## Actions Taken

Multiple workshops were offered for all staff & providers on goals & objectives that included:

- Identified at risk patients
- Created educational materials
- Added emergency phone #
- Added assessment tools & checklists for VA referrals
- Added multiple levels to the quality improvement goals for all sites.

Transitioning from Patient-Centered Connected Care to Patient-Centered Medical Home  
Dr. Tom Stotz , Kari Schoenfish QI Team, Yankton, SD

## Metrics

- Patient Satisfaction
- Smoking/Tobacco Use Status
- BMI
- Blood Pressure
- Fall Risk Screening/Plan of Care

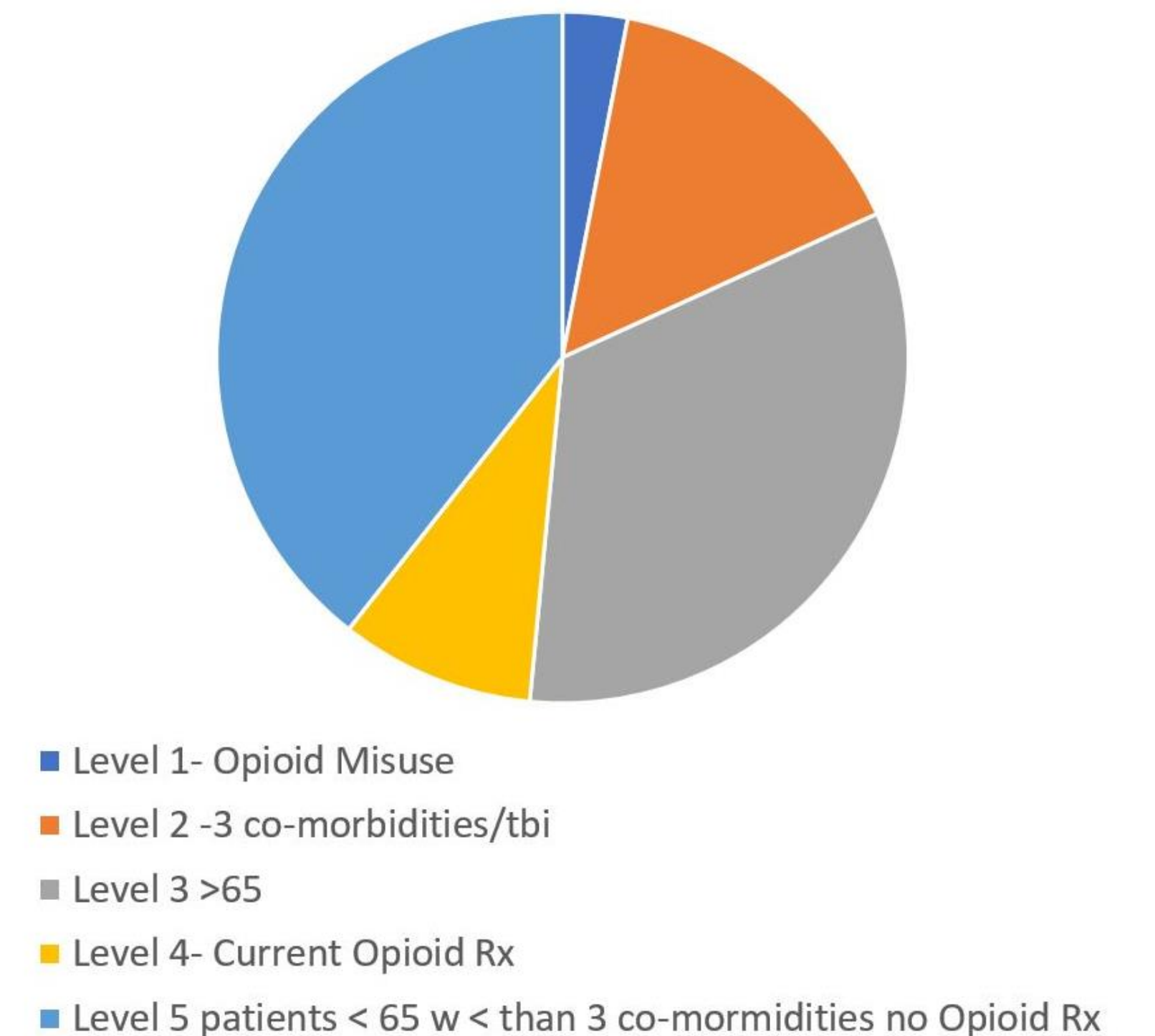
New to the practice was achievement in meeting: TCPI milestones 4.4, 4.5 & 4.6 identifying high-risk/complex patients.



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## Analysis

VA Referrals



## Next Steps

The next step will be to expand:

- at risk stratification initiated with VA referrals
- identify additional at risk patients
- adjust the stratification levels as outcomes direct
- continue to engage patients through education
- work with family care givers to reduce ER use for spine related conditions.

