



**Patient Centered
(Mobile)
Medical Homes**

Session 5: Orientation to
Migration Health

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Disclosure Statement

- **Faculty:** Jennie McLaurin, MD, MPH
- **Disclosure:** I have no real or perceived vested interests that relate to this presentation nor do I have any relationships with pharmaceutical companies, biomedical device manufacturers, and/or other corporations whose products or services are related to pertinent therapeutic areas





My center is...

1. Recognized as a PCMH
2. Working on PCMH recognition
3. Not formally a PCMH
4. Huh?



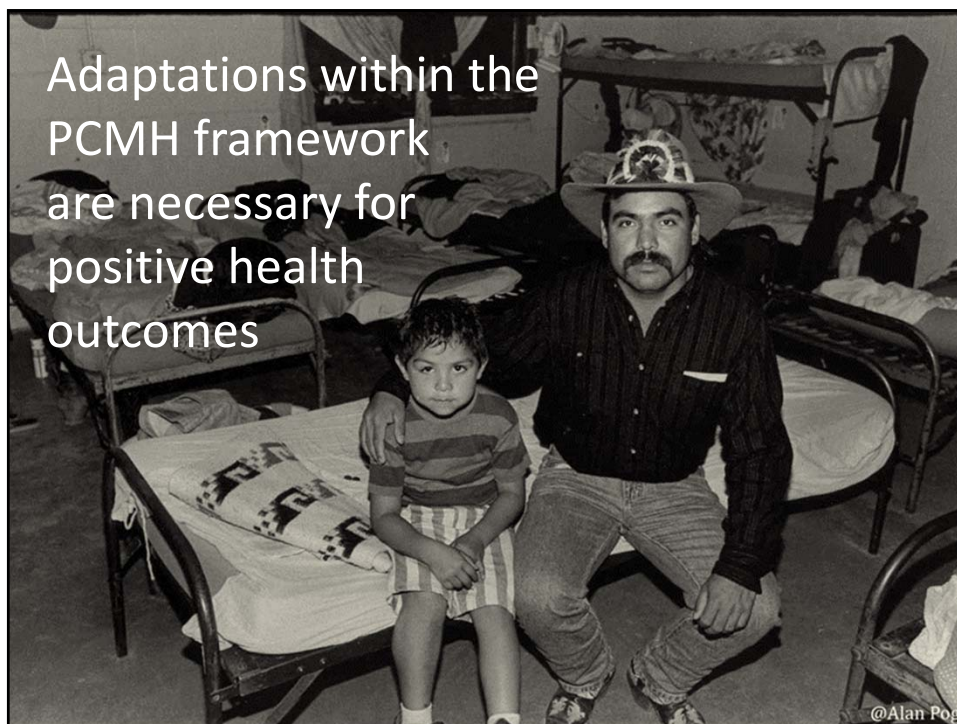
My center has
modified PCMH
criteria for migrant
populations we
serve...

MCN promotes medical home transformation designed to **include** patients who experience barriers to health care due to mobility, poverty, language and culture.

5

Because migrant workers experience...

- ↑ environmental/occupational health conditions
- Late diagnoses of preventable and chronic disease
- Significant stress and trauma related behavioral health concerns
- Neglected oral health care
- Complex social determinants of health



An adapted mobile medical home includes....

Integrative approach between disciplines and across sites of care

Increased capacity for health information technology to be transmitted

intensive primary care both in-center and out in the community

Six Standards for PCMH

1

Enhance
Access and
Continuity

2

Identify and
Manage Patient
Populations

3

Plan and
Manage Care

4

Provide Self-
Care Support
and Community
Resources

5

Track and
Coordinate
Care

6

Measure and
Improve
Performance

Six Must Pass Elements within the Six Standards

1

Access During
Office Hours

2

Use Data for
Population
Management

3

Care
Management

4

Support Self-
Care Process

5

Referral
Tracking and
Follow-Up

6

Implement
Continuous
Quality
Improvement

Mobile Medical Home?



What tools do you
need to build a
mobile medical
home on your site?



Standard One: Enhance Access and Continuity					
Elements	Factors	Migrant PCMH Recommendations & Examples	MCN Training and Technical Assistance	Core Meaningful Use	Menu Meaningful Use
1A: Access During Office Hours					
<i>Practice has written process/ standards and demonstrates that it monitors performance against the standards to:</i>	1. Provide Same Day Access	Include open access scheduling.	Provide T/TA to develop schedule and policies to accommodate migrant patients. MCN has also drafted an Open Access Statement , outlining how health centers can ensure open access for mobile patients.		
**4 Points	2. Provide timely advice by phone	Provide message in appropriate language			
	3. Provide timely advice by electronic message				
	4. Document clinical advice	Document that interpretation was provided by trained medical interpreter			
1B: After-hours Access					
<i>Practice has written process/ standards and monitors performance:</i>	1. Access to routine and urgent-care outside business hours	Provide access to a language appropriate triage system			
**4 Points	2. Continuity of medical record information for care and advice when office closed	Document/file signed consent form in appropriate language			
	3. Timely advice by phone when office is closed	Provide message in appropriate language			
	4. Provide timely advice using interactive electronic system when office closed				
	5. Document after-hours advice				
1C: Electronic Access					
<i>Practice provides through a secure electronic system:</i>	1. Electronic copy of health information within 3 days to more than 50% of patients who request			X	
**2 Points	2. Electronic access to current health information within 4 days to at least 10% of patients				X
	3. Clinical summaries provided for more than 50% of office visits within 3 days			X	
	4. Two-way communication				
	5. Request for appointments or prescription refills				
	6. Request for referrals or test results				

Does your center
provide Open
Access?



Standard One, Must Pass Element

Access During Office Hours

Open Access Checklist for Migrants

- ✓ **Orient** all patients to the scheduling protocols, recognizing that patients may be unfamiliar with scheduling practices or US healthcare systems.
- ✓ **Document** the numbers of migrant workers in the region by month, the typical work hours and the transportation available to them.
- ✓ Open Access scheduling permits an influx of migrant patients to be seen as **seasonal variance** is experienced.
- ✓ Open Access scheduling **accommodates** the work hours, transportation issues and geographic **barriers** experienced by migrant workers.

Open Access Checklist for Migrants

- ✓ Recognizes the limited access to phone and electronic communication that migrant patients experience, as well as their unpredictable work schedule. **Allows walk-in** migrants to be seen in a similar manner as those who call by phone or electronic message.
- ✓ Equally available to patients who are **non-English speakers** as to English-speakers.
- ✓ **After hours** advice is equally available to patients who are **non-English speakers** as to English-speakers.
- ✓ **Added time** may be required for migrant patients to secure **multiple healthcare needs in one visit**.

Standard Two, Must Pass Element:

Use Data for Population
Management

Our center
identifies patients
as migrant within
the EHR so that
data can be sorted
by this factor.



MCN Identification Tool

Available for download from our website, www.migrantclinician.org

Instructions for use:
Clinic staff should verbally question client at every visit and determine status (migrant farmworker, seasonal farmworker, aged/disabled farmworker, not a farmworker) based on client's responses.



Identifying Migrant and Seasonal Farmworkers

1. Have you or a member of your family <u>ever</u> done agricultural work as your principal employment?	<p>YES If the answer is YES, this establishes them as an agricultural worker and you should ask questions 2-4</p> <p>NO If the answer is NO, client is not an agricultural worker and there is no need to complete questions 2 and 3</p>
NOTE: Agricultural work includes: 1) work in fields, orchards, greenhouses, nurseries and equiculture. 2) work with animals such as cattle, dairy, sheep, poultry, fish hatcheries, etc.	
2. Have you or a member of your family moved <u>in the past two years</u> to another area (established a temporary home) in order to work primarily in agriculture?	<p>YES If the answer is YES, this establishes them as a migrant farmworker-STOP</p> <p>NO If the answer is NO, go to questions 3 and 4</p>
3. Have you or a member of your family, worked <u>in the past two years</u> primarily in agriculture, without moving away from your home?	<p>YES If the answer is YES, this establishes them as a seasonal farmworker-STOP</p> <p>NO If the answer is NO, go to question 4</p>
4. Have you or a member of your family stopped traveling to work in agriculture because of disability or old age?	<p>YES If YES, this qualifies them as an aged/disabled farmworker</p>

Resources:
National Center for Farmworker Health <http://www.nfhw.org/dfs/2012/04/20/2012042001gility.pdf>
Authorizing Legislation of the Health Center Program: Public Health Service Act (Section 330 g)(42 USC 2546)
<http://dhs.gov/xgov/about/department/section330.htm>
Bureau of Primary Health Care: US Manual Calendar Year 2012, December 1, 2012, Version 3.1, page 52.
<http://dhs.gov/xgov/about/department/section330.htm>

Identifying Migrant and Seasonal Farmworkers

[1]

Data Tool for Population Management

- Center measures (examples):
 - ✓ # migrant workers and dependents with subcategories of children, retired, disabled and adult in retrievable EHR entries
 - ✓ Occupational and environmental health conditions associated with crop work in center region
 - ✓ Core measures by migrant status
 - ✓ Access to specialty services for migrant population
 - ✓ ED use and hospitalization of migrant population

COMPLEMENTARY AND ALTERNATIVE CARE HISTORY

Migrant Clinicians Network

Patient Information

Full Name: _____ ☐ Male ☐ Female

Medication and Treatments:

Medication from other countries? ☐ Yes ☐ No

Biochemical

☐ Rx: _____

☐ OTC: _____

☐ Herbs: _____

☐ Vitamins: _____

☐ Supplements: _____

Biomechanical

☐ Massage: _____

☐ Chiropractic: _____

☐ Surgery: _____

Lifestyle

☐ Diet: _____

☐ Exercise: _____

☐ Mind-Body Therapies: _____

Bioenergetic

☐ Acupuncture

☐ Healing touch

☐ Prayer

☐ Homeopathy

☐ Use of nonlicensed healers (e.g. curanderos)

Migrant Clinicians Network (2013). Adapted with permission from Katie Kemper, MS, MPH. For more information, contact MCN (2013) 137-1317 or www.migrantclinicians.org. This form may be adapted and distributed as needed.

Standard Four: Plan and Manage Care

Must Pass: Care Management

Health Literacy...

The ability to obtain, process, and understand health information to make informed decisions about health care. It involves using literacy as well as other skills (e.g., listening) to perform health-related tasks.



Health Literacy Universal Precautions Toolkit

Includes many downloadable tools for clear communication, medications, patient appointments, cultural/literacy assessments, and QI.

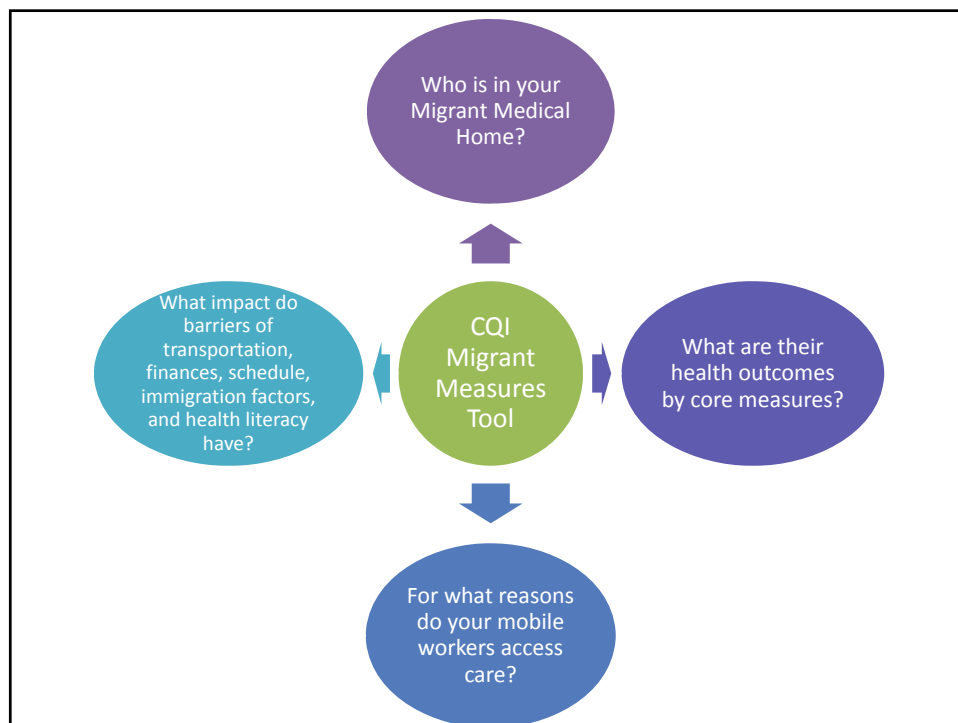


Excellent resource!



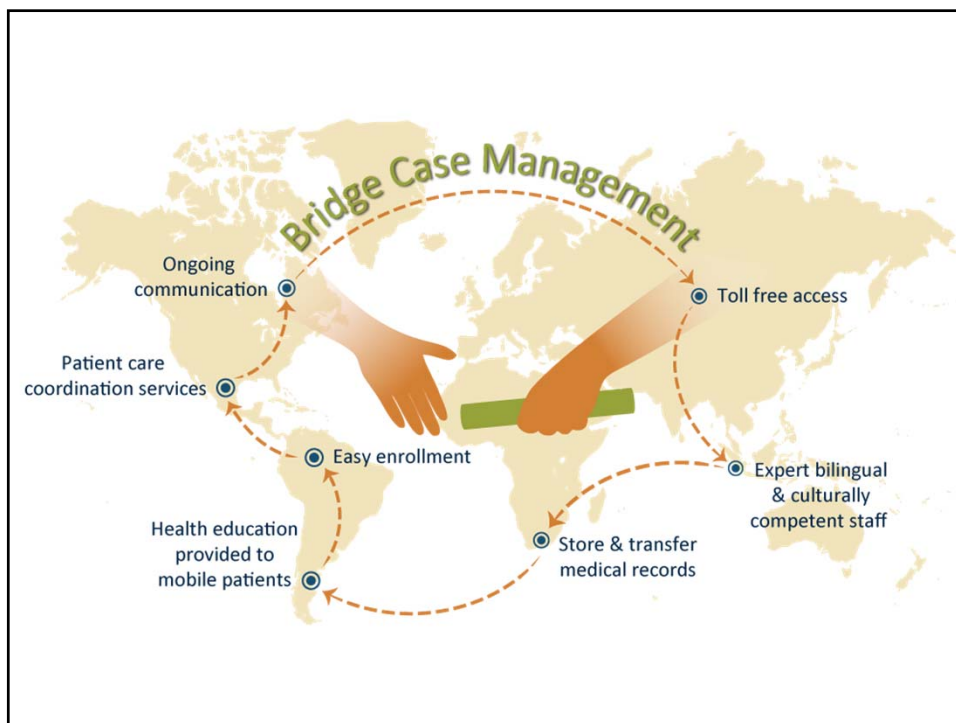
Standard Six: Measure and Improve Performance

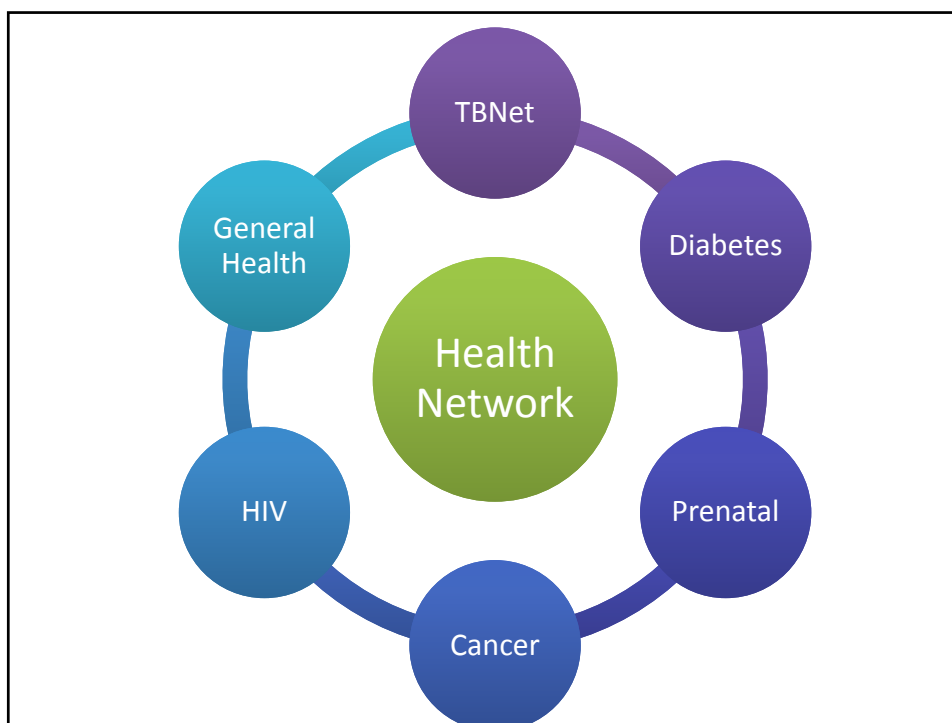
Must Pass: Implement Continuous Quality Improvement



Health Network

Ensuring continuity of care through bridge case management





Health Network Enrollment Criteria

1

Patient is:

- Already mobile OR
- Likely to move

2

Patient has:

- Active or latent tuberculosis
- Diabetes or pre-diabetes
- Been tested for or is at risk for breast, cervical or colon cancer
- Is pregnant and needing prenatal care
- In need of a clinic for follow-up of Chronic condition



MCN's Health Network does not discriminate on the basis of immigration status and will not share personal patient information without patient permission

Tools for Maintaining a Patient in Care

<p>ATTENTION PROVIDERS: This client is a user of the MCN Health Network. MCN can help you access:</p> <p>ATENCIÓN PROVEEDORES: Este paciente es usuario de la Red de Salud MCN. MCN les puede ayudar a encontrar:</p> <p>This patient's medical record • El expediente médico de este paciente This patient's lab results • Los resultados de laboratorio de este paciente Financial assistance for his/her health care • Ayuda económica para el cuidado de su salud</p> <p>This is a free service. • El servicio es gratis. Call 1-800-825-8205 De México 01-800-681-9508</p>	<p>MCN Health Network</p> <p>Medical Records and Care Coordination Card Tarjeta de Expedientes Médicos y Coordinación de Salud</p> <p>1-800-825-8205 De México 01-800-681-9508 www.migrantclinician.org</p> <p>THIS IS NOT A MEDICAL INSURANCE CARD. Esta no es una tarjeta de seguro médico.</p>
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Make sure patients have the HN toll free number:

800-825-8205

or

01-800-681-9508 if calling from Mexico

Invitation to Sentinel Network

- Clinicians caring for migrant patients
- Outreach/CHW providing care to migrant patients
- Collectively IDENTIFY and DOCUMENT health conditions, concerns and outcomes
- Change the stats!



Any questions ?



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Clinician Orientation to Migration Health

7 part webinar series

1	OVERVIEW OF CRITICAL CONCERNS IN MIGRATION HEALTH	Feb 13 th
2	CULTURAL PROFICIENCY IN THE CONTEXT OF MIGRATION HEALTH	Mar 13 th
3	THE INTERSECTION OF PRIMARY CARE AND MIGRATION HEALTH	April 17 th
4	WORKERS AND HEALTH How Frontline Providers Make a Difference in the Protection of Migrant Workers & Their Families	May 15 th
5	CREATING A PATIENT CENTERED MEDICAL HOME FOR PATIENTS ON THE MOVE	June 12 th
6	WOMEN'S HEALTH AND MIGRATION	July 17 th
7	QUALITY AND MEANINGFUL USE IN MIGRATION CARE	Aug 14 th



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