



College-wide Patient-Centered Medical Home Initiative

Virtual Steering Committee Retreat 2021

Building Primary Care Workforce Capacity:

Evidence-Based Training and Clinical Transformation

Friday, May 7, 2021

8:00 AM – 12:30 PM Central Time

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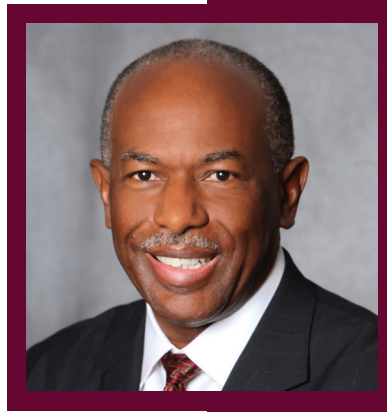
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...Of all the forms of inequality, injustice in health is the most shocking and the most inhuman because it often results in physical death.

Martin Luther King, Jr. (1966)
2nd Convention of the Medical Committee for Human Rights (MCHR)
Chicago, Illinois





Welcome to the 12th Steering Committee Retreat.

It is my pleasure to acknowledge the incredible work in patient-centeredness and the exceptional academic leadership that is changing and modifying the primary care and dental educational curricula under the College-wide Patient-Centered Medical Home (CWPCMH) Initiative. As a team of experts – deans, academic administrative leaders, faculty, students, and primary care subject matter and content experts – your investment of time and effort shows the value placed on implementing this Initiative.

This retreat comes at an impactful time in primary care education and I cannot express my gratitude for the exceptional work that you have accomplished for the College during this Pandemic. Work examples of the CWPCMH Initiative are detailed in this program, however, it is important to underscore that the curricula mapping of courses for both schools was outstanding. The implementation of new courses, modules, and themes on patient-centeredness in medicine and dentistry has been essential to our new clinical driven curricula for training medical and dental students across schools.

This Committee's modifications to the curricula in primary care education are transforming teaching, modeling the primary care practice, and demonstrating the ideal of patient-centeredness that we seek and must implement, here at Meharry Medical College (Meharry). As a Steering Committee, you are at the forefront of patient-centered care and are delivering extraordinary academic results for the next generation of medical and dental students. You are also on the frontline of the COVID-19 Pandemic – working alone, as faculty, and/or with your students and residents. Yet, you have delivered exceptional outcomes that resulted in clinical recognition, twice from the National Committee on Quality Assurance (NCQA). This recognition is enormously important for the primary care clinics in the departments of Family and Community Medicine, Medicine, Pediatrics, and the Total Care Clinic (an interdisciplinary comprehensive clinical model that includes dentistry/oral health).

Meharry Medical College is an institution that has always been patient centered and committed to teamwork and the coordination of care, which are principles of the patient-centered medical home concept. Therefore, the theme of this retreat "Building Primary Care Workforce Capacity: Evidence-Based Training and Clinical Transformation" captures the journey in interprofessional education, transformative processes, and the paradigm shift in training, along the way, highlights provider's performance, and valued-based pricing for healthcare services rendered.

Your work has resulted in a comprehensive and intentional transformation of our medical and dental educational curricula, alignment of clinical services into the PCMH model of care, and the ability to effectively frame and lay the foundation for primary care education and practice for the healthcare professionals in the 21st Century.

Meharry sees the benefit of this Initiative in Patient-Centered Care and will continue to see these benefits for years to come. Thank you.

Sincerely,



James E.K. Hildreth, PhD, MD

President & CEO
Meharry Medical College



Dear Steering Committee Members and Partners:

This is our 12th Steering Committee Retreat for the College-wide Patient-Centered Medical Home (CWPCMH) initiative. For the last five (5) years, this meeting has provided the faculty, staff, residents, and students in the Schools of Medicine, Dentistry, Graduate Studies and research, and the Physician Assistant Program at Trevecca Nazarene University with an opportunity to reflect, review, and provide innovative thinking to interprofessionalism in patient-centered care. This has meant the examination and updating of foundational courses, rotations, and simulation laboratory activities that can reinforce learning of the principles of the Patient-Centered Medical Home.

As a steering committee, our successes are many. These successes have included establishing the Patient-Centered Medical Home Initiative in the School of Medicine, the realignment of the curriculum in Years 1-4 to reflect patient-centeredness, and integration of the dental and PA student curricula through mapping. We have developed an opioid use disorder module in coordination with the Pamela C. Williams' Simulation Laboratory that has been integrated into the Health Caring Course that all students take during orientation.

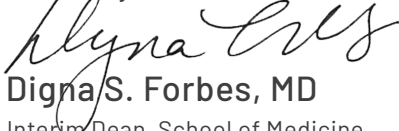
Additionally, at the beginning of the initiative, the School of Medicine appointed a senior associate dean for the state of Tennessee PCMH efforts (Dr. Duane Smoot). It was extremely helpful that Dr. Smoot was one of the associate directors of the CWPCMH initiative. Under Dr. Xylina Bean, another associate director for the CWPCMH, and director of Quality Improvement for the Meharry Medical Group (MMG/Faculty Practice Plan), the Faculty Practice Plan/MMG was certified as a PCMH provider by TennCare, the state Medicare plan under the 1115 waiver.

As Interim Dean, I am committed to continue to frame the practice of medicine through patient-centeredness, which is designed to improve the patient experience, quality of care, team performance, and reduce healthcare cost. This initiative continues the legacy of transformation and greatness at Meharry Medical College in the training of primary care physicians and dentists who are culturally competent and skilled, and who stay in work in communities of greatest need.

Again, I am happy to be a part of such significant and transformational work in interprofessionalism and patient-centered healthcare.

Thanks for joining us today.

Sincerely,

A handwritten signature in black ink that reads "Digna S. Forbes".

Digna S. Forbes, MD

Interim Dean, School of Medicine
Associate Professor
Meharry Medical College



Dear Steering Committee Members and Partners:

This is our 12th Steering Committee Retreat for the College-wide Patient-Centered Medical Home (CWPCMH) Initiative. For the last five (5) years, this meeting has provided the faculty, staff, residents, and students in the Schools of Medicine, Dentistry, Graduate Studies and research, and the Physician Assistant Program at Trevecca Nazarene University with an opportunity to reflect, review, and provide innovative thinking to interprofessionalism in patient-centered care. This has meant the examination and updating of foundational courses, rotations, and simulation laboratory activities that can reinforce learning of the principles of the Patient-Centered Medical Home.

By engaging in an interprofessional learning and implementation process, we have instituted a focused curriculum and agenda that reflect the embodiment of patient-centeredness. As a steering committee, our successes are many. These successes have included establishing the Patient-Centered Medical Home Initiative in the School of Medicine and Dentistry. Dentistry's specific role to aligned 25% of its courses with the NCQA PCMH six principles.

As Dean, I am committed to continue to frame the practice of oral health and dentistry through patient-centeredness, which is designed to improve the patient experience, quality of care, team performance, and reduce healthcare cost. This initiative continues the legacy of transformation and greatness at Meharry Medical College in the training of primary care physicians and dentists who are culturally competent and skilled, and who stay in work in communities of greatest need.

Again, I am happy to be a part of such significant and transformational work in interprofessionalism and patient-centered healthcare.

Thanks for joining us today.

Sincerely,



Cherae M. Farmer-Dixon, DDS, MSPH, MBA

Dean, School of Dentistry
Professor
Meharry Medical College



Dear Steering Committee Members and Partners:

Thank you for your participation in the College-wide Patient-Centered Medical Home (CWPCMH) Initiative.

This is the 12th Steering Committee retreat over the five years of this grant. The Steering Committee for CWPCMH represents an interprofessional team from medicine, dentistry, physician assisting, and public health. Our work includes reflecting upon last year's objectives and examining and planning for the future. This work is designed to be transformative across the schools of Medicine and Dentistry.

Our strategy offers a two-pronged approach: 1) inclusion of academic decision makers and leaders within the College; and 2) development of an interprofessional curricula formulated by each school using an integrated mapping process. By implementing this strategy and approach, the CWPCMH Initiative has been successful in meeting its goals and objectives. The approach of implementing an interprofessional team has included faculty, staff, residents, and students from the Schools of Medicine and Dentistry, the School of Graduate Studies and Research, the Data Science Center, and the Physician Assistant program at Trevecca Nazarene University.

Modeling curriculum success: A new course in the School of Dentistry has been developed and implemented, which focuses on the integration of dentistry, health, and oral health. In addition, with the assistance of the Steering Committee, the initiative developed three (3) opioid use disorder modules for undergraduate health professions education. One of these modules was quickly adopted for health coaching. The two modules, Opioids and Pregnant Women and Enhancement of Opioid Services in Clinics, are still under review.

Finally, the integration of patient data from the electronic medical record to a data repository has occurred through the Data Science Center using a tool titled "Discover." This year, the CWPCMH team has developed a series of dashboards to support just in time clinical decision making that will improve the patient experience, patient outcomes, and quality improvement. These are new training tools for students and residents designed to build a primary care workforce equipped to address the new expectations of the patient-centered healthcare delivery system and value-based payments.

In conclusion, we are pleased to provide a virtual meeting format staffed by 1Joshua Group for the Steering Committee Retreat again in 2021. This format allows us to share the work of the CWPCMH initiative, engage you in the discussion of outcomes of the initiative, and to share the five-year accomplishments of the grant.

As always, we appreciate your participation and engagement in the CWPCMH.

Best,



Patricia Matthews-Juarez, PhD

Project Director, CWPCMH Initiative
Professor, Department of Family and Community Medicine
Senior Vice President, Office of Strategic Initiatives and Innovation
Meharry Medical College



Dear Steering Committee Members and Partners:

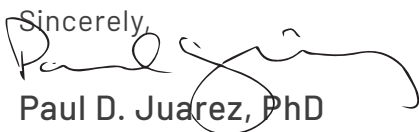
Evaluation of the initiative reveals that we have conducted activities and tasks associated with measurable objectives. The outcomes of each of the objectives have been met for the five years of our grant. The metrics for each objective are well documented and demonstrates the success of the College-wide Patient-Centered Medical Home initiative. The intended and unintended outcomes of each objective are reflected in the implementation of curricular offerings in interprofessional teaching and clinical practice in and across schools within the college.

The schools have also been supportive of innovative clinical practice by making curricular changes in foundational courses and emphasizing on patient-centeredness in the simulation laboratory, courses, and rotations. The implementation and assessment of the daily huddles in rotations in the hospital and primary care clinics have proven to have great impact on student learning. Huddles are now conducted in all clinical sites; thus reinforcing the core principles of care coordination and provider's performance. Huddles ensure real time quality improvement and enhance teamwork in the care of patients.

The use of continuous quality improvement techniques, as a part of assessment, have provided faculty, staff, residents, and students with educational and training opportunities for assessing and expanding their learning. The importance of maintaining a rigorous quality improvement process for patient-centered care has been demonstrated by ongoing maintenance of an active, rapid quality improvement process including the use of Plan, Do, Study, and Act (PDSA) studies. Just as using ongoing quantitative and qualitative evaluation processes improve projects, PDSA improves patient satisfaction and drives positive patient outcomes.

This year, we added the impact of curriculum and training in interprofessionalism associated with PCMH principles. The success of our initiative is well documented, and we look forward to the opportunity to publish the results of our collective work in the near future.

Again, thank you and we appreciate your continued engagement as members of the Steering Committee.

Sincerely,


Paul D. Juarez, PhD

Associate Project Director and Lead Evaluator, CWPCMH Initiative
Professor
Vice Chair, Research and Community Engagement
Department of Family and Community Medicine
Meharry Medical College



Dear Steering Committee Members and Partners:

I am excited to join you this year as the program manager for the annual Steering Committee Retreat. In the past four years, I've had the pleasure of serving as the facilitator and consultant for the College-wide Patient-Centered Medical Home (CWPCMH) Project. In July 2021, Project Director, Patricia Matthews-Juarez, PhD, hired me as project manager for the final year of the grant.

As members of the Steering Committee, you will participate in discussions that review the accomplishments of the CWPCMH project and the path toward sustainability. Key to the ongoing work of this five-year initiative is the ability to retool medical and dental students and residents to address patient-centered care, quality improvement, the use of the electronic medical record, and new incentive models of payment.

Please note in this program book the highlighting of selected accomplishments of this five-year journey by the Office of Innovation and Strategic Initiatives, led by Patricia Matthews-Juarez, PhD, in partnership with all of MMC's deans, clinical chairs, residency directors, and MMG leadership. Collectively, this college-wide effort has created a true success story for Meharry Medical College's educational transformation designed to truly drive a patient-centered agenda.

In light of these structural and system changes, MMC must be very intentional in its efforts to model our work and its alignment with the key factors needed to address the transformation of medical education, clinical practice, and patient outcomes based on innovation in medical education and clinical practice.

I look forward to your participation in this year's virtual retreat and appreciate your prior and future efforts in the transformation of interprofessional training at Meharry Medical College.

We appreciate your commitment to the work of patient-centered care.

All the best,

Renee S. Frazier
Renee S. Frazier, MHSA

Program Manager, CWPCMH Initiative
Department of Family and Community Medicine
Meharry Medical College

ABOUT CWPCMH



Overview of the Patient-Centered Medical Home Program

Studies have shown that medical students are familiar with a few concepts of the Patient-Centered Medical Home (PCMH) model^[1]. However, many academic health science centers do not provide the framework for understanding how those concepts fit into the overarching PCMH model^[2]. The PCMH training program at Meharry Medical College addresses this gap by developing the infrastructure for training all students in the primary care departments in medicine and general dentistry as well as residents across both schools at Meharry Medical College.

[1] David A, Baxley L; ADFM. Education of students and residents in Patient Centered Medical Home (PCMH): preparing the way. *Ann Fam Med*. 2011;9(3):274-275. doi:10.1370/afm.1272

[2] Riddle MC, Lin J, Steinman JB, et al. Incorporating the principles of the patient-centered medical home into a student-run free clinic. *Adv Med Educ Pract*. 2014;5:289-297. Published 2014 Sep 11. doi:10.2147/AMEP.S66762

What is a Patient-Centered Medical Home?

A Patient-Centered Medical Home (PCMH) is a comprehensive care delivery model designed to improve the quality of care to patients. Elements of the PCMH include patient safety and improved quality of care, coordinated care and integration, comprehensive (whole person) care, personal physicians, enhanced access, team-based care and value-based payment.

2021 Retreat Overview

This interactive virtual retreat will highlight the successes of the CWPCMH medical education transformation at Meharry Medical College. This will include describing curricula changes in medical and dental education using the PCMH model of training. Additionally, we will underscore the significance of the approval of the NCQA recognition of the primary care clinics as patient-centered clinical services. We will also summarize the impact of patient-centeredness in dental/oral health and the movement toward a dental home concept in the state of Tennessee.

2021 Retreat Objectives

To demonstrate successes of CWPCMH Initiative, the sessions are designed to:

1. Display medical and dental curriculum transformation for student and resident interprofessionalism.
2. Share the lived experiences of various healthcare providers in their effective use of patient access and care coordination.
3. Communicate the effective use of the electronic medical record to produce clinical decision-making dashboards.
4. Demonstrate the effective use of quality improvement and rapid cycle training with students and residents.
5. Engage in a discussion on the social determinants of health and their relationship to patient-centeredness.
6. Discuss the utilization of an interprofessional strategy to implement the transformation of curricula and clinical practice.

ABOUT CWPCMH INITIATIVE

Grant Objectives

1. Develop and establish a PCMH Steering Committee in Years 1-5 to design and implement a comprehensive PCMH training program for 420 medical students, 200 dental students, and 72 residents (18 family medicine / 45 medicine / 9 general practice).
2. Design and integrate 5 components of the PCMH into existing curriculum in Years 1-2.
3. Implement the PCMH module in the medical and dental schools training in Years 3-5 for 420 medical students, 200 dental students, and 72 residents (18 family medicine / 45 medicine / 9 general practice).

Supported and Sponsored By

Under grant number TOBHP30004, entitled Primary Care Training and Enhancement, the College-wide Patient-Centered Medical Home Initiative is supported by the Health Resources and Services Administration (HRSA) of the U.S. Department of Health and Human Services (HHS). The contents, presented within this program convened by the Initiative, are those of the authors and do not necessarily represent the official views of, nor an endorsement, by HRSA, HHS or the U.S. Government.

Meharry Medical College Mission

Meharry Medical College is a global academic health sciences center advancing health equity through innovative research, transformative education, exceptional and compassionate health services and policy-influencing thought leadership. True to its legacy, Meharry empowers diverse populations to improve the well-being of humankind.

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More than 90 percent of all systemic diseases have oral manifestations, meaning that your dentist could be the first health care provider to diagnose a health problem.

— Raymond Martin, DDS, MAGD
Spokesman for the Academy of General Dentistry



PROGRAM-AT-A-GLANCE *All Times Central Time.*

8:00 AM – 8:15 AM

Opening & Introductions

8:15 AM – 9:00 AM

Keynote Session

This session provides a discussion of the crosswalk between training medical and dental students in the patient-centered medical home model and the impact on clinical transformation in primary care.

9:00 AM – 10:00 AM

Session 1

This panel discussion will feature healthcare providers who work in a historically medically underserved community.

10:00 AM – 10:30 AM

Session 2

This session will highlight how residents and students can use clinical data from the electronic health record to create dashboards with real-time information to make clinical decisions that influence access to care and patient outcomes.

10:30 AM – 11:00 AM

Session 3

This session will demonstrate how the application of a rapid quality improvement model is utilized to improve patient outcomes.

11:00 AM – 11:45 AM

Session 4

This panel discussion will highlight the social determinants of health and their relationship to the implementation of patient-centered care.

11:45 AM – 12:30 PM

Session 5 & Closing

This closing discussion will take a retrospective look at the College-wide Patient-Centered Medical Home Initiative at Meharry Medical College and its key achievements.

PROGRAM AGENDA

Opening & Introductions 8:00 AM – 8:15 AM

Patricia Matthews-Juarez, PhD **Speaker*

Project Director, CWPCMH Initiative
Professor, Department of Family and Community Medicine
Senior Vice President, Office of Strategic Initiatives and Innovation
Meharry Medical College

James E.K. Hildreth, PhD, MD **Speaker*

President & CEO
Meharry Medical College

Digna S. Forbes, MD **Speaker*

Interim Dean, School of Medicine
Associate Professor
Meharry Medical College

Cherae M. Farmer-Dixon, DDS, MSPH, MBA **Speaker*

Dean, School of Dentistry
Professor
Meharry Medical College

Duane T. Smoot, MD **Speaker*

Associate Project Director, CWPCMH Initiative
Professor, Department of Medicine
Senior Associate Dean, PCMH Initiative and Clinical Affairs
Interim Senior Vice President, Health Affairs
Meharry Medical College

Millard D. Collins, MD **Speaker*

Associate Project Director, CWPCMH Initiative
Associate Professor
Chair, Department of Family and Community Medicine
Meharry Medical College

Keynote Session 8:15 AM – 9:00 AM

This session provides a discussion of the crosswalk between training medical and dental students in the patient-centered medical home model and the impact on clinical transformation in primary care.

Reneé S. Frazier, MHSA **Moderator*
 Program Manager, CWPCMH Initiative
 Department of Family and Community Medicine
 Meharry Medical College

Jayne S. Reuben, PhD **Keynote Speaker*
 Director of Instructional Effectiveness, Academic Affairs
 Instructional Associate Professor, Biomedical Sciences
 Texas A&M University College of Dentistry

Session 1 9:00 AM – 10:00 AM

This panel discussion will feature healthcare providers who work in a historically medically underserved community. Examples will include patient access-to-care coordination, provider and patient relationships, and continuous quality improvement.

Marilyn E. Rudolph, MBA, RN **Moderator*
 Nurse Case Manager
 Quality Improvement Trainer, CWPCMH Initiative
 Department of Family and Community Medicine
 Meharry Medical College

Olayinka O. Onadeko, MD **Panelist*
 Professor
 Vice Chair and Clinical Director
 Department of Pediatrics
 Meharry Medical College

Fatimah Syed, MD **Panelist*
 Assistant Professor
 Department of Family and Community Medicine
 Meharry Medical College

Harold O. Jackson, DDS **Panelist*
 Assistant Professor
 General Practice Residency Program
 School of Dentistry
 Meharry Medical College

Session 2 10:00 AM – 10:30 AM

This session will highlight how residents and students can use clinical data from the electronic health record to create dashboards with real-time information to make clinical decisions that influence access to care and patient outcomes. Participants will also be given a demonstration on how to use dashboards for clinical decision making.

Reneé S. Frazier, MHSA *Moderator*
Program Manager, CWPCMH Initiative
Department of Family and Community Medicine
Meharry Medical College

Paul D. Juarez, PhD **Speaker*
Associate Program Director and Lead Evaluator, CWPCMH Initiative
Professor
Vice Chair, Research and Community Engagement
Department of Family and Community Medicine
Meharry Medical College

Lance Luttrell, MSIE **Speaker*
Data Manager Consultant
CWPCMH Data Analytics and Assessment
dp3solutions, LLC
Memphis, TN

Session 3 10:30 AM – 11:00 AM

This session will demonstrate how the application of a rapid quality improvement model is utilized to improve patient outcomes. Participants will receive an overview of the application of Plan, Do, Study and Act (PDSA) for training medical students in quality improvement.

Tiffani A. Hooks, MHSA, RN **Moderator*
Quality Assurance Manager
Meharry Medical Group

Marilyn E. Rudolph, MBA, RN **Speaker*
Nurse Case Manager
Quality Improvement Trainer, CWPCMH Initiative
Department of Family and Community Medicine
Meharry Medical College

Xylina Bean, MD **Speaker*
Associate Project Director, CWPCMH initiative
Chair and Professor, Department of Pediatrics
Meharry Medical College

Session 4 11:00 AM – 11:45 AM

This panel discussion will highlight the social determinants of health and their relationship to the implementation of patient-centered care. Panelists will discuss lessons learned from transforming curricula through the application of interprofessional education.

Kimberlee Wyche-Etheridge, MD, MPH **Moderator*

Assistant Professor
Adolescent Medicine
Department of Pediatrics
Meharry Medical College

Susanne Tropez-Sims, MD, MPH **Panelist*

Master Teacher Consultant, CWPCMH Initiative
Professor Emeritus
Department of Pediatrics
Meharry Medical College

Medhat S. Kalliny, MD, MPH, MBA, PhD **Panelist*

Professor
Director, Family Medicine Residency Program, CWPCMH Initiative
Vice Chair, Department of Family and Community Medicine
Meharry Medical College

Gerald E. Davis, II, DDS, MA, MS **Panelist*

Associate Professor, Restorative Dentistry
Associate Dean of Academic Affairs
School of Dentistry
Meharry Medical College



Session 5 & Closing 11:45 AM – 12:30 PM

This closing discussion will take a retrospective look at the College-wide Patient-Centered Medical Home Project at Meharry Medical College and its key achievements.

Reneé S. Frazier, MHSA **Speaker*
Program Manager, CWPCMH Initiative
Department of Family and Community Medicine
Meharry Medical College

Paul D. Juarez, PhD **Speaker*
Associate Program Director and Lead Evaluator, CWPCMH Initiative
Professor
Vice Chair, Research and Community Engagement
Department of Family and Community Medicine
Meharry Medical College

Patricia Matthews-Juarez, PhD **Speaker*
Project Director, CWPCMH Initiative
Professor, Department of Family and Community Medicine
Senior Vice President, Office of Strategic Initiatives and Innovation
Meharry Medical College



OUR KEYNOTE



Jayne S. Reuben, PhD

Director of Instructional Effectiveness,
Academic Affairs
Instructional Associate Professor,
Biomedical Sciences
Texas A&M University College of Dentistry

Dr. Jayne S. Reuben is an Instructional Associate Professor in the Department of Biomedical Sciences and Director of Instructional Effectiveness at the Texas A&M University College of Dentistry. She returned to the college after serving as a founding faculty member and Clinical Associate Professor in the Department of Biomedical Sciences at the University of South Carolina School of Medicine (USCSOMG) in Greenville, SC.

Dr. Reuben currently serves as the course director for all undergraduate pharmacology courses in the DDS curriculum and for the Clinical Pharmacology course for dental residents. She earned her doctorate in Pharmaceutical Sciences with a specialization in Pharmacology and Toxicology from Florida Agricultural and Mechanical University (FAMU) College of Pharmacy and Pharmaceutical Sciences and then completed a postdoctoral fellowship at the University of Michigan in the Department of Pathology. A Past Chair of the American Society for Pharmacology and Experimental Therapeutics (ASPET) Division for Pharmacology Education, Dr. Reuben is the current Chair-Elect of the Physiology, Pharmacology and Therapeutics Section of the American Dental Education Association (ADEA).

A long-time diversity and student advocate, Dr. Reuben has authored articles and presentations on the recruitment and retention of underrepresented groups into health sciences careers and her research in the field of inflammation has been published in dental and medical journals. In addition, she has presented numerous continuing education and career development workshops for health science faculty and students.



Xylina D. Bean, MD

Associate Project Director, CWPCMH initiative
Chair and Professor, Department of Pediatrics
Meharry Medical College

Dr. Xylina Bean is a pediatrician who specializes in neonatology. She earned a bachelor's degree in Physiology at Holyoke College in South Hadley, MA, and her Doctor of Medicine from the University of Pennsylvania. She completed her fellowship and residency in Neonatology at Martin Luther King, Jr. General Hospital in Los Angeles, CA. She also served as Chief of Neonatology at King/Drew Medical Center. Dr. Bean is co-founder and former CEO of SHIELDS for Families, a non-profit organization in Los Angeles that empowers high-risk families. In 2006, Dr. Bean returned to Tennessee and became the Chair of the Department of Pediatrics at Meharry Medical College. She has one daughter, Raven, whom she calls a blessing.



Millard D. Collins, MD

Associate Project Director, CWPCMH Initiative
Associate Professor
Chair, Department of Family and Community Medicine
Meharry Medical College

Millard Darnell Collins, Jr. was born in New Orleans, LA on January 4, 1976. He graduated from Xavier University of Louisiana in 1997 with a B.S. in Chemistry, then pursued a career in medicine at Meharry Medical College. Since that time, Nashville, TN and Meharry Medical College has been his home. Dr. Collins received his M.D. in 2001, then got married just 6 weeks later to his college sweetheart, LaTandra Gilmore of Houston, TX. They have been married over 19 ½ years and are blessed with two wonderful daughters,

Having spent years as a clinician with a busy practice and as a passionate professor of medicine, Dr. Collins spends his days as a versatile administrator, mentor to many students, residents and junior faculty, and letting the local Nashville community and beyond know of his passion for serving God through worship of mankind. It is indeed his hope to apply his innovative approach to problem solving to the larger societal needs surrounding health disparities.



Gerald E. Davis, II, DDS, MA, MS

Associate Professor, Restorative Dentistry
Associate Dean of Academic Affairs
School of Dentistry
Meharry Medical College

Dr. Davis has demonstrated incredible dedication to dental education through his work on the Curriculum Transformation Committee and as the Associate Professor of Restorative Dentistry and Associate Dean of Academic Affairs in the School of Dentistry at Meharry Medical College. In 2018, Dr. Davis was a recipient of the American Dental Association's "10 Under 10" award which honors dentists who are making an impact on the profession less than 10 years after graduating from dental school. He is a member of the American Dental Association's Test Construction Committee at Meharry, and has worked with Microsoft to make the college a development site for innovative new dental student training technologies.



Cherae M. Farmer-Dixon, DDS, MSPH, MBA

Dean, School of Dentistry
Professor
Meharry Medical College

Dr. Cherae Farmer-Dixon is currently the Dean for the Meharry Medical College School of Dentistry and has been on the faculty for twenty-six (26) years. Prior to assuming the role of dean, Dr. Farmer-Dixon was the Associate Dean for Academic and Student Affairs. Dr. Farmer-Dixon also serves her country as a Lieutenant Colonel in the United States Army Reserve.

Dr. Farmer-Dixon has been actively involved in research activities that have dealt with oral health disparities, caries in low-income children, community outreach and intervention, and addressing minority dental school enrollment. Her research endeavors have led to presentations at local, national and international meetings. She has published research articles in a number of peer reviewed journals. In addition, Dr. Farmer-Dixon has been interviewed and quoted in numerous local and national news articles.



Digna S. Forbes, MD

Interim Dean, School of Medicine
Associate Professor
Meharry Medical College

Digna S. Forbes, MD is Interim Dean of School of Medicine at Meharry Medical College and previous Chair of the Department of Professional & Medical Education and Senior Associate Dean for Medical Education at Meharry Medical College, Nashville, Tennessee. She is also a Staff Pathologist at Metro Nashville General Hospital.

Dr. Forbes is a Diplomat, American Board of Pathology, Anatomic and Clinical Pathology, and a Fellow of the American Society of Clinical Pathologists. She has received the Kaiser- Permanente Award for Excellence in Teaching Basic Sciences. She has also been honored as a Fellow for the Hedwig van Ameringen Executive Leadership in Academic Medicine (ELAM) and as an Endowed Joy McCann Fellow.

She is currently the principle investigator for the Center of Excellence grant to include but are not limited to increasing student performance, on time graduation, recruiting, mentoring, and retaining minority faculty from underrepresented groups, increasing health services research opportunities between faculty and students.



Renee S. Frazier, MHSA

Program Manager, CWPCMH Initiative
Department of Family and Community Medicine
Meharry Medical College

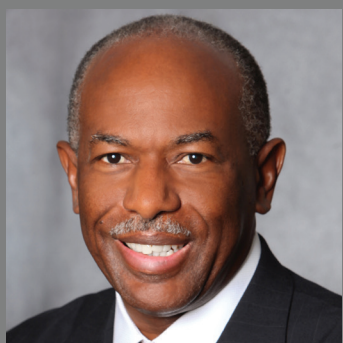
Renee S. Frazier is an experienced leader in the healthcare management arena with expertise in hospital operations, managed care, volunteer and community service, health promotion, strategic planning, and organizational excellence. Mrs. Frazier is a strong leader in the Memphis and Shelby County community, addressing issues of Consumer Activation, Health Policy, Environmental Barriers, Health Equity and Neighborhood Engagement.

Prior to moving to the Mid-South, Mrs. Frazier served as the Regional Senior Vice President and executive officer of Volunteer Hospitals of America (currently Vizent) (VHA) Pennsylvania, President

of VHA PA Enterprises, Vice President of BlueCross BlueShield of Maryland, and Chief Operating Officer for Liberty Medical Center and Lutheran Health Care Corporation in Baltimore, MD.

In May 2016, Mrs. Frazier retired as the first CEO of Common Table Health Alliance (CTHA) in Memphis, TN, and has remained active with the organization in an emeritus status. She had been operating a consulting practice to support strategic planning, patient-centered medical home coaching, and health equity projects. In June 2016, Mrs. Frazier started providing consulting services to Meharry to support the college-wide efforts to transform existing medical and dental curriculum, train residents and students, and transform Meharry Medical Group (MMG) into the PCMH delivery model of care. She currently serves as the project manager for the College-wide Patient-Centered Medical Home Project, effective July, 2020.

Mrs. Frazier holds a Bachelor of Arts degree in business and sociology from the University of Maryland and a master's degree in health services administration from George Washington University in Washington, DC.



James E.K. Hildreth, PhD, MD

**President and CEO
Meharry Medical College**

James E.K. Hildreth, Ph.D., M.D., was born and raised in Camden, Arkansas. In 1975, he began undergraduate studies at Harvard University and was selected as the first African-American Rhodes Scholar from Arkansas in 1978. He graduated from Harvard magna cum laude in chemistry in 1979. That fall, Dr. Hildreth enrolled at Oxford University in England, graduating with a Ph.D. in immunology in 1982. At Oxford he studied the biology of cytotoxic T cells with Professor Andrew McMichael and became an expert in monoclonal antibody technology and cell adhesion molecules.

He returned to the United States to attend Johns Hopkins University School of Medicine in Baltimore, taking a one-year leave of absence from medical school for a postdoctoral fellowship in pharmacology from 1983 to 1984. In 1987 he obtained his M.D. from Johns Hopkins and joined the Hopkins faculty as assistant professor.

In 2002, Dr. Hildreth became the first African American in the 125-year history of Johns Hopkins School of Medicine to earn full professorship with tenure in the basic sciences. In July, 2005, Dr. Hildreth became director of the NIH-funded Center for AIDS Health Disparities Research at Meharry Medical College.

Dr. Hildreth has received numerous awards over his career for mentoring, leadership and his efforts related to diversity. In October, 2008, he was honored for his contributions to medical science by election to the Institute of Medicine, part of the National Academy of Sciences, the most prestigious biomedical and health policy advisory group in the U.S. In May of 2015, he was awarded an honorary doctorate from the University of Arkansas. Dr. Hildreth has been inducted into the Arkansas Black Hall of Fame and the Johns Hopkins University Society of Scholars. He currently serves on the Harvard University Board of Overseers.

In August of 2011, Dr. Hildreth became dean of the College of Biological Sciences at University of California, Davis. He was the first African-American dean in the university which was founded in 1905. He was also appointed as a tenured professor in the Department of Cellular and Molecular Biology as well as professor in the Department of Internal Medicine in the UC Davis School of Medicine.

Dr. Hildreth began research on HIV and AIDS in 1986 and his research has been funded through

NIH grants for almost two decades. His work focuses on the role of host proteins and lipids in HIV infection. Dr. Hildreth is internationally recognized for his work demonstrating the importance of cholesterol and specialized membrane regions containing cholesterol in HIV infection. He has published more than 90 scientific articles and is the inventor on 11 patents based on his research. A protein discovered by Dr. Hildreth as a graduate student was the basis for an FDA-approved drug (Raptiva) that was used to treat psoriasis. A primary focus of his research currently is the development of a vaginal microbicide to block HIV transmission in women. Dr. Hildreth has also been a leader in the effort to engage churches and faith leaders in the fight against AIDS. He received a major grant from the CDC to support his HIV prevention and treatment partnership with church leaders. In 2011, Dr. Hildreth received a National Institute of Health Director's Pioneer Award given each year to a few select scientists of exceptional creativity who use pioneering approaches to major biomedical or behavioral research challenges.

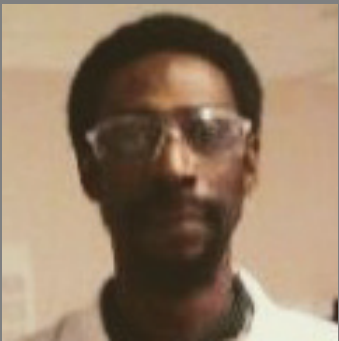
On July 1, 2015, Dr. Hildreth returned to Meharry Medical College to serve as the 12th president and chief executive officer of the nation's largest private, independent historically black academic health sciences center.



Tiffani A. Hooks, MHA, RN

Quality Assurance Manager
Meharry Medical Group

Tiffani Hooks is the Quality Assurance Manager for Meharry Medical Group. A few areas of focus Tiffani is responsible for is the Quality Program, Patient-Centered Medical Home, NCQA Annual Recognition, MIPS, Infection Control and Compliance. Tiffani is a graduate of Tennessee State University where she received her Bachelor of Science degree in Nursing. She furthered her education at the University of St. Francis where she received a Master's degree in Health Services Administration. Tiffani has 30 plus years of experience in healthcare!



Harold O. Jackson, DDS

Assistant Professor
General Practice Residency Program
School of Dentistry
Meharry Medical College

Dr. Harold O. Jackson is a native of Atlanta, Georgia and a proud graduate of Morehouse College with a degree in Chemistry. Dr. Jackson began his career in dentistry upon acceptance to the School of Dentistry at Meharry Medical College. After graduation from dental school, he returned to teach at his beloved alma mater, a position he has enjoyed for the last 25 years. Dr. Jackson has a particular fondness for material science and the study of dental

materials.



Paul D. Juarez, PhD

Associate Program Director and Lead Evaluator, CWPCMH Initiative
Professor
Vice Chair, Research and Community Engagement
Department of Family and Community Medicine
Meharry Medical College

Dr. Juarez is Professor and Vice Chair for Research in the Department of Family and Community Medicine and director of the Health Disparities Research Center of Excellence (HDRCOE) at Meharry Medical College. Dr. Juarez also is program director for the Tennessee Area Health Education Center, Director of Primary Care Training Research for National Center for

Medical Education, Development, & Research, and program director for the college-wide patient centered medical home. Dr. Juarez and his team have developed the public health exposome as a systems science approach for assessing the impact of exposures in the natural, built, social and policy environments on personal health and population level disparities across the life course. Dr. Juarez also is the PI of an EPA STAR grant award: Using a Total Environment Framework (Built, Natural, Social Environments) to Assess Life-long Health Effects of Chemical Exposures); PI of a HIV Preexposure Prophylaxis (PrEP) Implementation Science award from NIAID; and is the PI of a sub-award for the NIEHS Prenatal and Early Childhood Pathways to Health award (C Karr, PI).



Medhat S. Kalliny, MD, MPH, MBA, PhD

Professor
Director, Family Medicine Residency Program, CWPCMH Initiative
Vice Chair, Department of Family and Community Medicine
Meharry Medical College

Dr. Medhat Kalliny is a board certified practitioner in Family Medicine, Sleep Medicine, Occupational Medicine, Public Health & General Preventive Medicine, and Addiction Medicine, with over 20 years experience. He has practiced in Egypt, Scotland, Canada, and USA.

Dr. Kalliny practices a full scope of Family Medicine including Hospital Medicine, Ambulatory Medicine, Family Medicine Obstetrics, Sleep Medicine, Occupational Medicine, and Addiction Medicine, and is actively involved in the teaching of residents in those areas. Dr. Kalliny is a certified ALSO instructor, as well.

Dr. Kalliny completed his Family Medicine Residency at Meharry Medical College; his Sleep Medicine Fellowship at the University of Nebraska Medical Center, and his Occupational Medicine Fellowship at the University of Pennsylvania School of Medicine. He completed Doctorate Degree in Public Health Sciences (Major in Environmental Health Sciences) at Tulane University School of Public Health & Tropical Medicine. He has completed two research fellowships at Tulane School of Medicine and University of Toronto Faculty of Medicine; completed the Program Director Development Fellowship at the National Institute of Program Director Development of the Association of Family Medicine Residency Program Directors and the AAMC GME Leadership Development Certificate Program. In December 2020, Dr. Kalliny received his MBA, from the University of Texas Permian Basin, and is currently enrolled in 2-year Master of Health Informatics program at Logan University, Chesterfield, MO and expected to graduate in December 2021.

Over the course of Dr. Kalliny's many years in the field of medical education, he has seen many successes; however not one to rest on his laurels, he still works tirelessly to develop programs that will propel residency programs into the future, such as the Focused Sleep Addiction Medicine Curriculum for Primary Care Residencies, and an Addiction Medicine Fellowship program, with an

anticipated start date of July 2022. He is also working on the development of a new Rural Track Residency Program, that will start in July 2022.



Lance Luttrell, MSIE

Consultant, CWPCMH Data Analytics and Assessment
dp3solutions LLC

Lance Luttrell is Principal of dp3solutions - a healthcare operations and analytics consulting firm that develops people, process, and performance. Lance served 10 years at one of the largest faith-based Federally Qualified Health Centers in the country as the operations analyst, dental practice administrator, and six years as the Chief Operating Officer. As a former math teacher, he loves where puzzles and problem solving intersect with people.



Patricia Matthews-Juarez, PhD

Project Director, CWPCMH Initiative
Professor, Department of Family and Community Medicine
Senior Vice President, Office of Strategic Initiatives and Innovation
Meharry Medical College

Dr. Matthews-Juarez, is a social behavioral scientist, who participates in transdisciplinary and translational scientists who explore the role of epigenetics in chronic diseases and health disparities. She works within social networks for social change.

Dr. Matthews-Juarez is contributing to a new way of thinking about how to address and eliminate health disparities from a collaborative transdisciplinary and translational approach, exploring the role of epigenetics in chronic diseases and health disparities. She has significant contributions to the development of a diverse and culturally competent primary care workforce who stay and work in rural and underserved communities across the United States.



Olayinka O. Onadeko, MS, MD

Professor
Vice Chair and Clinical Director
Department of Pediatrics
Meharry Medical College

Dr. Onadeko, a full Professor of Pediatrics, has been with Meharry Medical College for 30 years. He is currently the Director and Vice-Chair of the Pediatric Clinic and Department. Since completing his residency training in 1990, he has been very involved in providing primary care to all children, and teaching medical and nursing students.

Dr. Onadeko main emphases are in the areas of family and the vital role of the family in raising a child.



Marilyn E. Rudolph, MBA, RN

Nurse Case Manager
Quality Improvement Trainer, CWPCMH Initiative
Department of Family and Community Medicine
Meharry Medical College

Marilyn's clinical background is in emergency, critical care and perioperative nursing. For several years, she served as vice president of clinical improvement for a national healthcare alliance supporting hospital and healthcare system efforts to improve quality and clinical outcomes.

Her current role is case manager for Meharry Medical College in support of the CWPCMH grant program. Responsibilities include improvement projects focused on clinical and operational services for primary care, population health management and patient-centered medical home implementation.

Marilyn received her RN diploma from Sewickley Valley Hospital School of Nursing, BSN from Slippery Rock University and MBA from Point Park University.



Duane T. Smoot, MD

Associate Project Director, CWPCMH Initiative
Professor, Department of Medicine
Senior Associate Dean, PCMH Initiative and Clinical Affairs
Interim Senior Vice President, Health Affairs
Meharry Medical College

Duane T. Smoot, M.D., FACP, FACG, AGAF is Interim Senior Vice President of Health Affairs in the School of Medicine at Meharry Medical College and one of the Associate Project Directors of the College-wide Patient-Centered Medical Home Project, and a member of the Steering Committee.

Dr. Smoot received his MD degree from Howard University College of Medicine. He trained in Internal Medicine and Gastroenterology at the University of Maryland Medical Systems. Dr. Smoot spent two additional years of research training in the Laboratory of Human Carcinogenesis at the National Cancer Institute, under the direction of Dr. Curtis C. Harris, from 1989 - 1991. He then joined the faculty full-time at Howard University as an Assistant Professor in the Gastroenterology Division of the Department of Medicine. He served as Chief of the Gastroenterology Division from 2000 to 2011. Dr. Smoot also served as Chair of the Department of Medicine from 2004 - 2009. Dr. Smoot left Howard University in 2011 and joined the Faculty at Meharry Medical College in Nashville, TN. He served as Professor of Medicine and Senior Associate Dean for Clinical Affairs through 2019.

Dr. Smoot is board certified in both Internal Medicine and Gastroenterology. He has an active Gastroenterology practice at Nashville General Hospital and engaged in clinical and translational research funded by the NIH. Dr. Smoot has served on several NIH review committees, institutional committees (GCRC advisory board, Institutional Review Board, etc.), and has mentored many students, post-doctoral trainees and junior faculty, both formally and informally.



Fatimah Syed, MD

Assistant Professor
Department of Family and Community Medicine
Meharry Medical College

Dr. Fatima Syed is a primary care doctor who treats adults and children at the Meharry Clinic and Meharry Family Medicine at Skyline. She is experienced in emergency medicine, urgent care, sports medicine, and family medicine.

She completed her medical training at Kilpauk Medical College in Chennai, India and completed her Family Medicine residency at Meharry.

Dr. Syed has made significant contributions in teaching and clinical practice.

She has quickly gained the appreciation of students and residents due to her diverse clinical skill set and her passion for teaching, and as a result, was recently appointed to the position of Associate Program Director of the Family Medicine residency program.



Susanne Tropez-Sims, MD, MPH

Master Teacher Consultant, CWPCMH Initiative
Professor Emeritus, Department of Pediatrics
Meharry Medical College

Dr. Susanne Tropez-Sims is a native of New Orleans, Louisiana. She has a BS degree from Bennett College in Greensboro, North Carolina, a MD from University of North Carolina (UNC) at Chapel Hill, pediatrics residency at North Carolina Memorial Hospital, Master of Public Health, a Preventive Medicine Fellowship and a Community Pediatric Fellowship at UNC. Her academic career includes UNC - Chapel Hill, Louisiana State University Health Science Center, and Meharry Medical College. In January 2020, Dr. Tropez-Sims

retired and holds the rank of Professor Emeritus and continues her service to Meharry performing administrative duties.



Kimberlee Wyche-Etheridge, MD, MPH

Assistant Professor,
Adolescent Medicine
Department of Pediatrics
Meharry Medical College

Dr. Wyche-Etheridge has a strong interest in health outcomes/disparities and health equity, especially as they relate to adolescent health, infant mortality, and child wellbeing. She received her medical degree from the University of Massachusetts Medical School in Worcester, MA in 1993, and completed her pediatric internship and residency at the Children's National Medical Center in Washington, D.C. in 1996. She received her Masters of Public Health in

2000 from the Harvard School of Public Health while completing a Commonwealth Fund Harvard University Fellowship in minority health policy.

Dr. Wyche Etheridge was recruited to Meharry to assist in public health programming in 2014. She currently serves as the Adolescent provider for the Meharry Pediatric Practice, and works to further the intersection between public health and medicine.

“

Children are one third of our population and **ALL** of our future. Pediatricians help to make our future a healthier one.

– Anonymous



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ACCOMPLISHMENTS



1. Established the PCMH initiative college-wide and within the medical group.
2. Courses for the Medical curriculum now include lectures on the PCMH in these classes: Social Foundations of Medicines, Academic Society, Principles and Practice of Medicine, Intersession and Capstone. This curriculum was adopted in 2018, and medical students now utilize PCMH concepts during all four years of training.
3. Creation of Health Coaching as part of the Medical curriculum, introduced in 2018.
4. Created 10 faculty training presentations on Blackboard as continue education tools for faculty, students, and residents.
5. Conducted presentations to all students and residents regarding the PCMH model (medical and dental, years 1-4); reached medical and dental students an average of two times per year, impacting a total of 679 (100%) students per year, x 2 a year x 5 years=6790 or 200% of goal.
6. Conducted PA presentation reaching 125 students with a partner university without any PCMH initiative.
7. The project developed three (3) opioid use disorder modules for undergraduate health professions education.
8. Engaged a campus-wide steering committee to transform the medical and dental educational experience to embrace an interprofessional model of patient-centered care.
9. Continued to operate the grant via a virtual platform and exceeded all student and resident engagement goals for education and training of the PCMH model.
10. Created key QI tools to support workflow tracking, PDSA monitoring, and data collection processes for quality improvement at the clinic and provider levels.
11. Created a monthly tracking system for quality improvement reporting that is used by each MMG clinic as training tools for students and residents.
12. Developed and facilitated MMG CQI capabilities to include a yearly QI plan, PDSA training, workflow training, PCMH ongoing educational sessions with students and residents, use of data-driven dashboards for clinical decision making and clinic quality improvement teams.
13. Conducted lectures to the Family and OB/GYN residency programs two times a year.
14. Conducted Pediatrics lecture every eight-week as part of the rotation for MS3 by the CWPCMH nurse educator.
15. Conducted training lectures to family residents two times a year with a focus on high use patients of the Emergency Department.
16. Embedded a nurse educator into the training and clinical practice funded by CWPCMH grant.

17. Facilitated the application for PCMH status with TennCare's quality-based incentive program.
18. Facilitated a defined funding mechanism to support hiring five care coordinators.
19. Raised the visibility of the PCMH Model to various key stakeholders, i.e., health plans, state officials, and other key public officials.
20. Initiated discussions regarding criteria for the Dental Home Model with DentaQuest.
21. Established an intentional relationship with TennCare and other key MCOs.
22. Provided technical support to help achieve NCQA Recognition two years in a row for MMG.
23. Created the format to create a crosswalk of Medical and Dental Educational Curriculum that integrates the six principles of PCMH.
24. Established an educational partnership with the local physician assistant program to support PCMH educational alignment.
25. Built a strong alignment with the Department of Quality, Compliance and PCMH Oversight to support the development of a system of performance improvement across all MMG clinics to maintain NCQA Recognition.
26. Two modules, Opioids and Pregnant Women and Enhancement of Opioid Services in Clinics, are now under review for implementation.
27. Deployed key staff members to build content and infrastructure to achieve acceptance into the TennCare PCMH value-based payment program.
28. Developed a peer webinar series that included monthly presentations to students and faculty.
29. Embedded key resources into the MMG clinics via a virtual platform for training students and residents during the pandemic.
30. Developed five (5) micro training videos to support ongoing training of MMG care teams, and clinical leadership, students, and residents.
31. Created predictive data models for Medicaid incentive payments under the TennCare PCMH Quality Improvement Program.
32. Created defined workflows for quality improvement and care coordination.



33. Developed a reset plan for quality improvement that framed the quality improvement plan approved by MMG's Quality Improvement Committee.
34. Conducted over 120 PCMH presentations campus-wide with faculty and key partners.
35. Developed a peer-learning series designed to engage steering committee members in shared experiences associated with the PCMH model of care.
36. Conducted 12 peer-learning retreats to frame strategies for the patient-centered model of care.
37. Developed social media engagement through a PCMH webpage that attracted over 265,000 plus visits (7,000 a month with an average of 750 visitors per day).
38. Currently, there are 40-50 Twitter followers per day, and impressions range from 5,000-20,000 per month.
39. Use of the PCMH website is directed to students and residents; 85% are from the US, and users from other countries include, in this order, China, France, and Germany.
40. Created the model to provide detail gaps in care data by clinic and by provider.
41. Produced a work flow analysis of the quality improvement functions to support actions to create a sustainable approach in the absence of the CWPCMH grant funding.
42. Engaged key state officials to serve as keynote speakers at various retreats over the life of the grant, which opened up various new partnership opportunities with the state, MCOs, and TennCare.
43. Conducted various pre- and post-tests to validate the increased understanding of faculty, students, and residents in the patient-centered medical home model.
44. Produced a nine-month data trend report which mapped Medicaid patients utilization of the emergency room to established benchmarks and standards of access to care during MMG clinic hours.
45. Created and produced monthly, standard, clinic-level dashboards on key patient access-to-care metrics (ED utilization, no show rates, visit gaps etc.).
46. Created and built dashboards on specific areas of focus for students and residents to include variations of the type diagnosis of patients using the emergency room during normal clinic hours. Introduced non-urgent use of the emergency room as a key factor that should be managed via a PCMH model.
47. Created training sessions using case studies to aligned the use and application of the six (6) NCQA principles and creating care plans for interventions and using the social determinant of health factors to enhance the understanding of being patient centered. MMC continues to focus on the teaching of SDOH in year 1 + 2 of medical students using student research projects. CWPCMH team has supported the shaping of the research and will review the research presentations in 2021.
48. Monthly training by the Director of QI to support the understanding of value-based payment and its relationship to coding.
49. Reinforced the support of EMR workflows into the learning experiences of the students and residents in achieving better use of electronic charting. The EMR linkages to quality metrics and payment continues to be a focus in the training of students and residents at MMC.
50. Performed the PCMH Assessment interviews with the MMG team to determine the baseline of their readiness for the NCQA recognition and define gaps and resolve gaps in 2017.

REPORTS

Virtual
 College-Wide Patient-Centered Medical Home Steering Committee Retreat 2020
**Cross Cutting Issues on Patient-Centeredness
 in the Face of a Global Pandemic**
 Friday, June 12, 2020 at 8:00AM - 12:30PM Central

[f](#) [@](#) [t](#) #PCTCoP #CWPCMH



EMERGENCY DEPARTMENT DISCHARGES

SUMMARY DATA REPORT

Review and analysis of non-urgent and primary care sensitive discharges for Meharry Medical Group TennCare patients.

Provided by the CWPCMH Project Team

Patricia Matthews-Juarez, PhD, Project Director
 Renee' S. Frazier, MHSA, LFACHE, Project Manager
 Marilyn Rudolph, MBA, BSN, RN, Nurse Case Manager
 Paul Juarez, PhD, Evaluator

October 28, 2020

Data Period: January 1, 2020 through September 21, 2020




**Meharry Medical Group Reset Plan
 Quality Improvement
 Gaps In Care
 Star Performance**



**October 28, 2020
 Draft 6**



1

REPORTS CONTINUED...



MMG'S QUALITY IMPROVEMENT PLAN



QUALITY IMPROVEMENT COMMITTEE VISION

MMG's clinical sites will achieve patient-centered care by meeting HEDIS performance standards, continue to meet NCQA recognition and achieving TennCare yearly PCMH quality and efficiency measures.

December 16, 2020

Approval January 25, 2021
MMG Quality Improvement
Committee

Chair: Dr.Xylina Bean
QI Director: T. Hooks
CWPCMH Project Team



MMG'S OPERATIONAL DASHBOARD & PATIENT ENCOUNTERS

First Quarter Calendar Year

April 13, 2021

Produced by the CWPCMH
Project Team in partnership with
MMG



MMG'S TENNCARE ED DASHBOARD & TRENDS

First Quarter Calendar Year

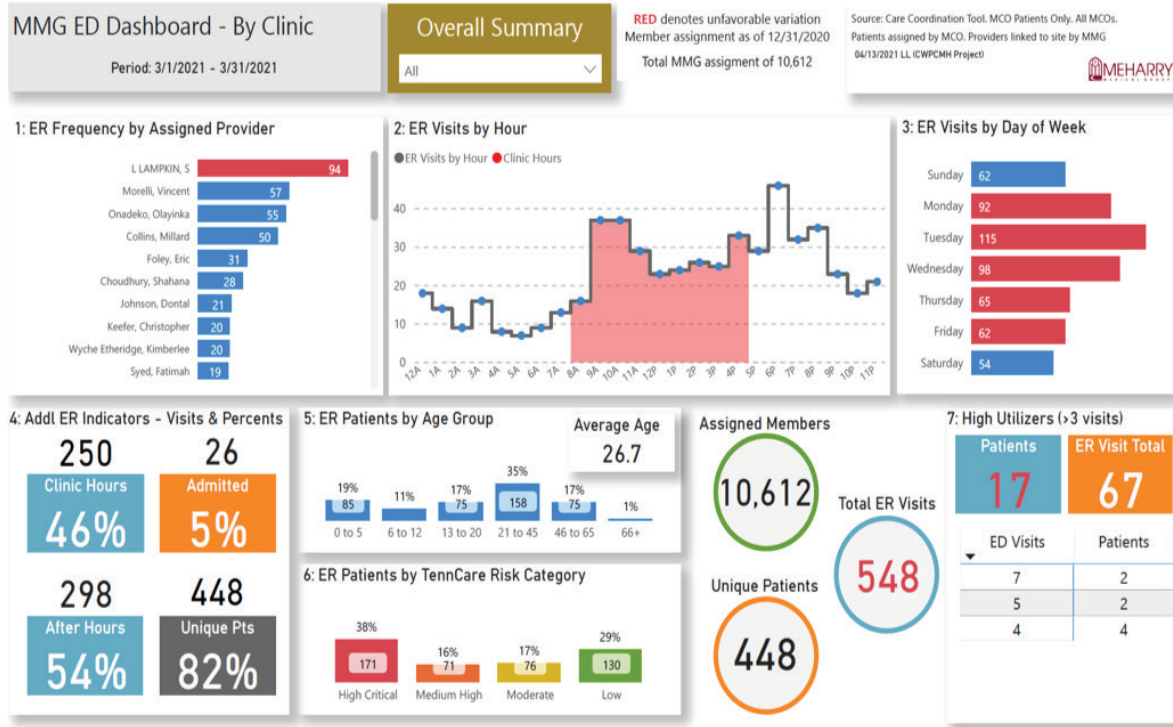
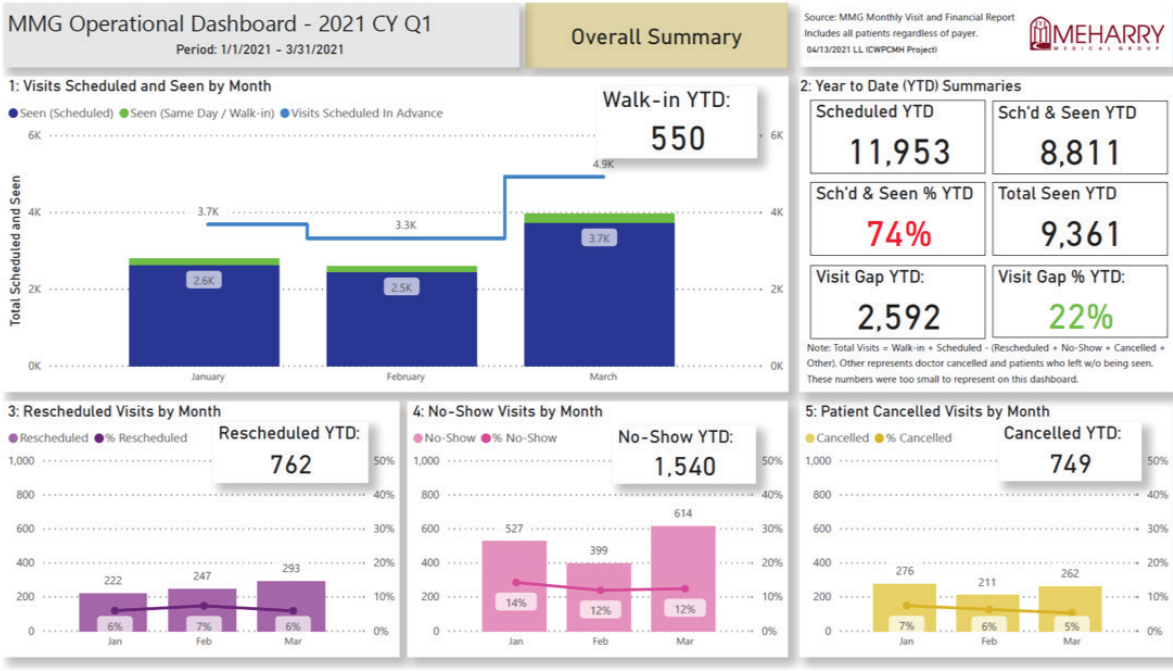
April 13, 2021

Produced by the CWPCMH
Project Team in partnership with
MMG



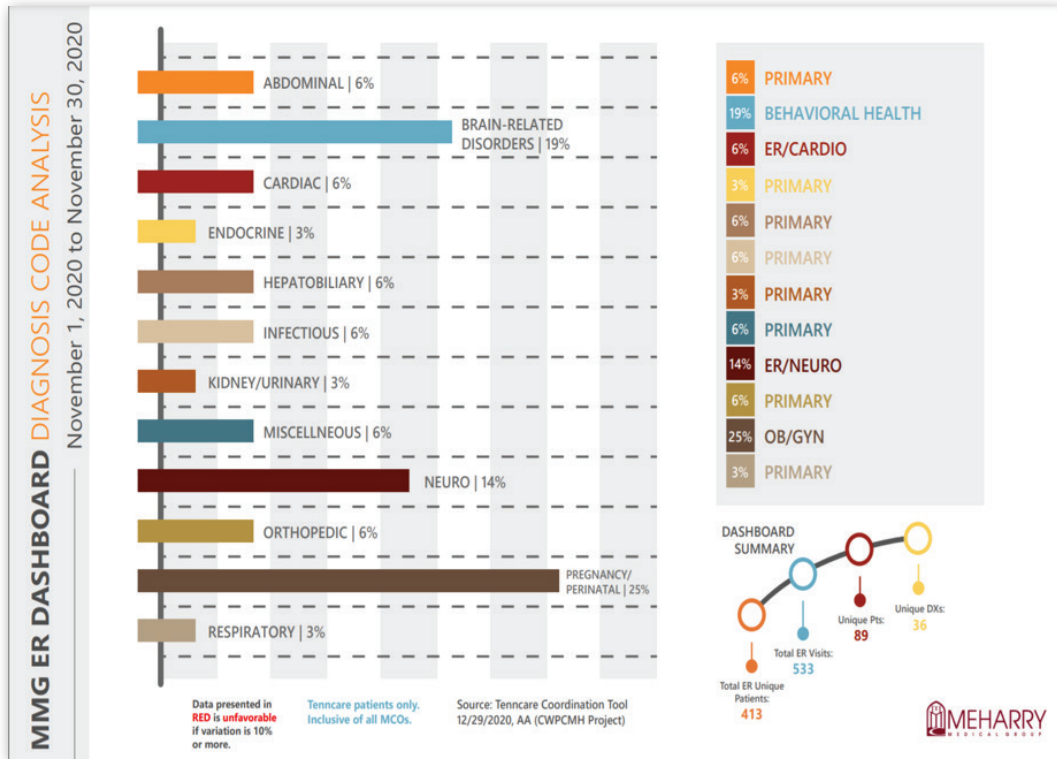
Example: Dashboards Created For Students & Residents

DASHBOARDS



2016-2021

DASHBOARDS CONTINUED...



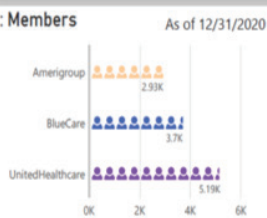
MMG TennCare PCMH Quality Dashboard - February 2021

Quality Data: 1/1/2020 - 12/31/2020 | Efficiency Data: 1/1/2020 - 12/31/2020



Source: TennCare PCMH Reports
TennCare patients for all MCOs
3/11/2020, LL (CWPCMH Project)

1: Members



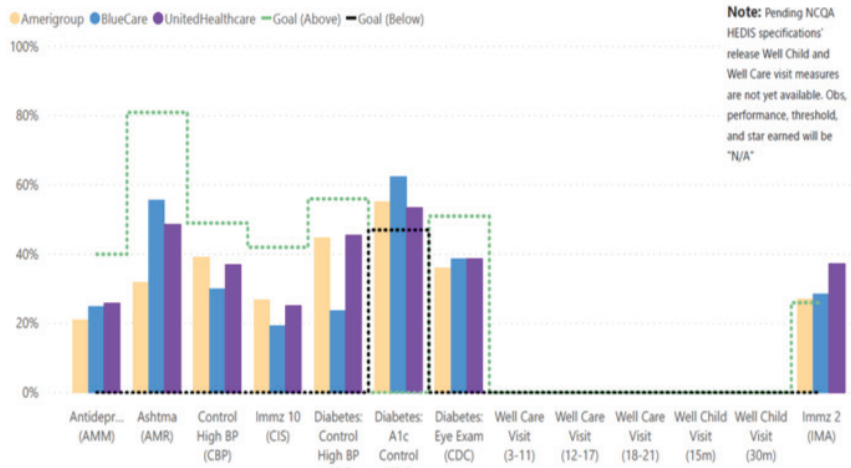
2: Quality Stars



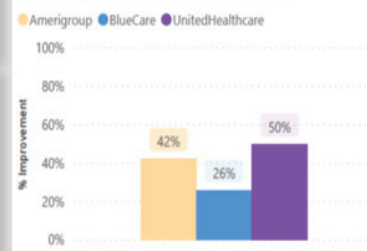
3: Efficiency Stars



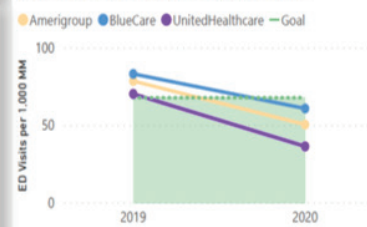
4: Quality Measures



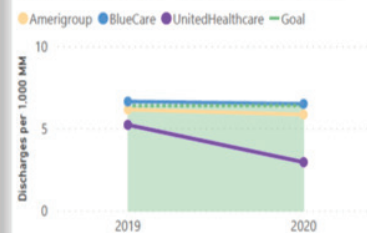
5: Efficiency Improvement (Combined)

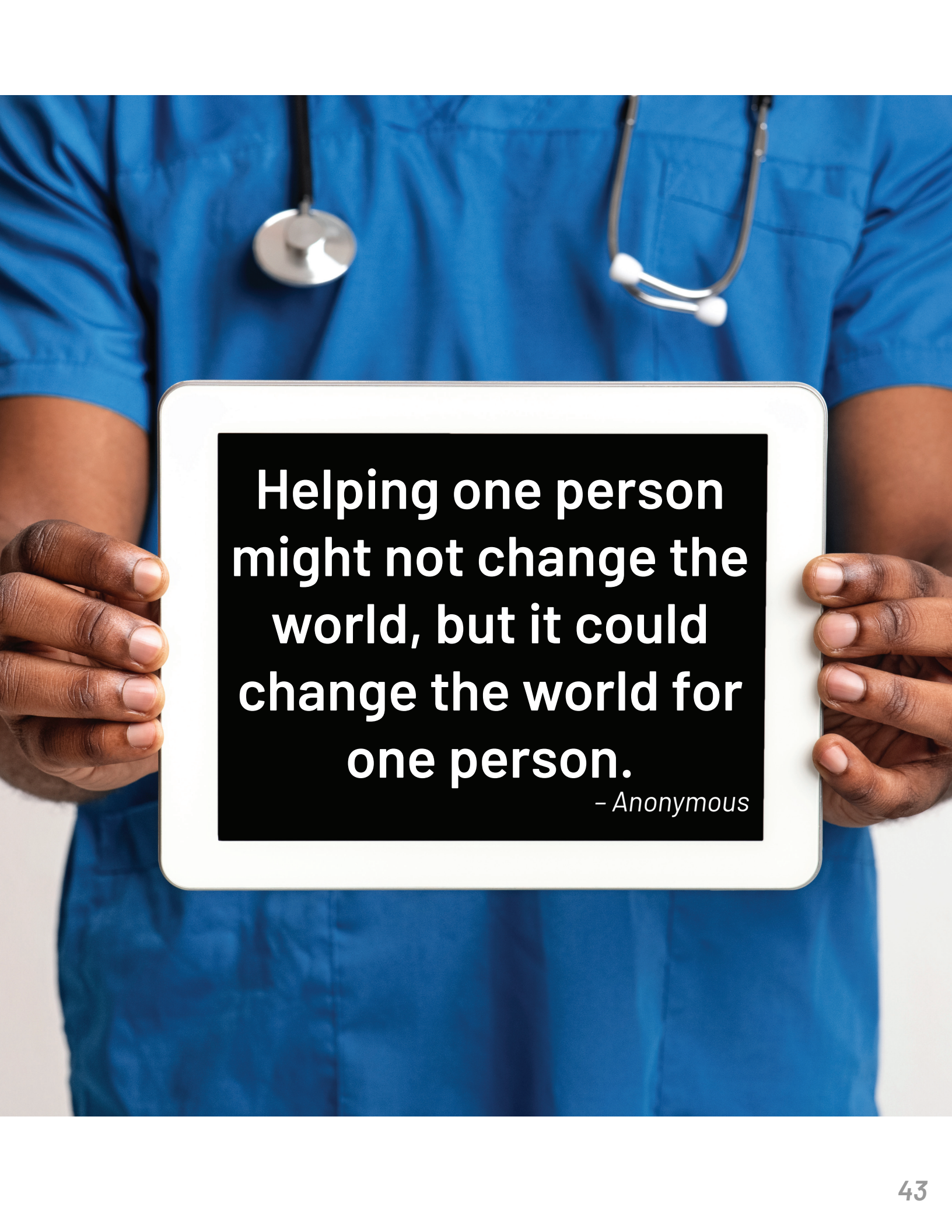


6: ED Visits (per 1,000 member months)



7: IP Discharges (per 1,000 member months)



A healthcare professional wearing blue scrubs and a stethoscope around their neck is holding a white tablet. The tablet displays a quote in white text on a black background.

**Helping one person
might not change the
world, but it could
change the world for
one person.**

- Anonymous

Meharry Medical College
Department of Family and Community Medicine
College-wide Patient-Centered Medical Home
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www.MPCMH.org

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