

The attached is a Quarterly Survey that is completed by
MO HealthNet's Health Homes.

A similar survey will be developed for the LCCCP.

Mo HealthNet - Quarterly Health Home Report

INSTRUCTIONS - PLEASE READ CAREFULLY BEFORE PROCEEDING.

This survey is designed to track changes to your Health Home practice over time. One survey should be completed for EACH SITE that is participating in your Health Home organization.

For consistency and reliability, please have the same person complete the survey each quarter. Please answer questions as accurately as you can. If you cannot answer a question for some reason, please provide an explanation in the Comment box for that question.

1. Please provide the following information about your Health Home and the person completing this survey.

Name of person completing survey:

Health Home Name:

Site Name:

City/Town:

Email of person completing survey:

Phone of person completing survey:

2. Survey covers quarter ending on which date?

MM DD YYYY
Quarter Ends: / /

3. Does your HH have established criteria to identify high-risk or complex patients?

- Yes
 No

Comments (optional):

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4. Does your HH assess patients' preliminary service needs (e.g., nutrition, durable medical equipment, transportation, etc.)?

- Yes
- No

Comments (optional):

5. Does your HH provide routine mental health screenings for adults and adolescents using a standardized tool?

- No
- Yes, informally
- Yes, with a standard tool, but not for all patients
- Yes, with a standard tool, for all patients

Comments (optional):

6. For which of the following health conditions is your HH following evidence-based treatment guidelines?

- Asthma/COPD
- Cardiovascular Conditions/CHF
- Developmental Disabilities
- Diabetes
- Hypertension

Comments (optional):

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7. For what percentage of patients does your HH patient record include information about religion and cultural background as it relates to health home activities? (e.g., food restrictions for religious reasons, etc.)

- 0-20%
- 21-40%
- 41-60%
- 61-80%
- 81-100%

Comments (optional):

8. How does your HH offer language/translation services for your HH patients? (Check all that apply)

- Patient language preference is documented in EHR to help plan for translation services during appointments
- Bilingual staff are available (specify how many staff and what languages spoken)
- Language/Interpretation service (specify)
- Rely on assistance from member's English-speaking relatives

Additional info/Comments

9. What percentage of the time do non-English speaking patients have appointments canceled or severely compromised by the absence of adequate language translation services?

- 0-20%
- 21-40%
- 41-60%
- 61-80%
- 81-100%

Comments (optional):

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10. In how many different languages besides English does your HH offer printed health materials for HH patients?

of Languages

besides English:

11. Please list the languages referred to above.

12. Does your HH refer patients to social and community resources for assistance in such areas as legal services, housing, and disability benefits?

Yes

No

Comments (optional):

13. If Yes, to #3 above, does your agency document the adequacy of such referrals?

Yes

No

Comments (optional):

14. What percentage of your HH patients/families receive educational resources or referrals for educational resources to assist in self-management?

0-20%

21-40%

41-60%

61-80%

81-100%

Comments (optional):

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15. Does your HH provide opportunities for health education programs specific to a patient's chronic conditions?

- Yes
- No

Comments (optional):

16. If Yes to question #15 above, does your patient education program provide specific action to take regarding illness management, and not simply include information about an illness or condition?

- No
- Yes for some conditions
- Yes for all conditions

Comments (optional):

17. For HH patients with Developmental Disabilities (DD) how often does your HH coordinate with DD case managers for services related to habilitation and other DD-related services?

- Never
- Occasionally, for patients that really seem to need it
- Sometimes, for about half of the patients
- Most of the time
- Always

Comments (optional):

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18. What percentage of your HH patients have individual treatment/care plans that contain all of the following: patient goals, treatment preferences, optimal clinical outcomes.

- 0-20%
- 21-40%
- 41-60%
- 61-80%
- 81-100%

Comments (optional):

19. What percentage of your HH patients meet face-to-face with relevant HH team members for the development and revision of their individual treatment plans?

- 0-20%
- 21-40%
- 41-60%
- 61-80%
- 81-100%

Comments (optional):

20. What percentage of your HH members have selected a personal clinician?

- 0-20%
- 21-40%
- 41-60%
- 61-80%
- 81-100%

Comments (optional):

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21. What is the typical percentage of office visits that a patient is scheduled with his/her selected clinician?

- 0-20%
- 21-40%
- 41-60%
- 61-80%
- 81-100%

Comments (optional):

22. Does your HH provide smoking/tobacco prevention services?

- Yes
- No

Comments (optional):

23. Does your HH provide smoking cessation services?

- Yes
- No

Comments (optional):

24. Does your HH provide substance abuse prevention services?

- Yes
- No

Comments (optional):

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25. Does your HH provide nutritional counseling?

- Yes
- No

Comments (optional):

26. Does your HH provide obesity prevention and weight reduction services?

- Yes
- No

Comments (optional):

27. Does your HH provide physical exercise activities?

- Yes
- No

Comments (optional):

28. Does you HH provide support for improving social networks?

- Yes
- No

Comments (optional):

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29. Does your HH use patient information, clinical data, and evidence-based guidelines to generate lists of patients AND to proactively remind patients/families/clinicians of needed services?

- Yes
 No

Comments (optional):

30. If Yes to question #29 above, please complete the following:

How many different preventive care services are included?

How many different chronic care services are included?

Does this include patients not recently seen by your HH?

Does this include lapsed refills for specific medications?

31. What percentage of appointments have the following wait times? (Total should add up to 100)

0-5 minutes

6-15 minutes

16-30 minutes

31-60 minutes

61+ minutes

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32. Does your HH have a documented process for permitting scheduling of same-day appointments?

- Yes
- No

Comments (optional):

33. What percentage of HH patients who phone for same-day appointments is able to be accommodated that day?

- 0-20%
- 21-40%
- 41-60%
- 61-80%
- 81-100%

Comments (optional):

34. How many hours per week are appointments available on weekdays after 5pm or before 8am for your HH? (Count only operating hours. E.g., if you have 3 staff with appointment slots from 5-6pm, that's 1 hour, not 3 hours.)

of hours:

35. How many hours per week are appointments available on Saturdays and/or Sundays for your HH? (Count only operating hours. E.g., if you have 3 staff with appointment slots from 9-10am on Saturday, that's 1 hour, not 3 hours.)

of hours:

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36. Does your HH have a documented process to track lab tests until they are available, including flagging and following up on overdue results?

- Yes
- No

Comments (optional):

37. What percentage of patient lab results is received within the time frame specified by your agency?

- 0-20%
- 21-40%
- 41-60%
- 61-80%
- 81-100%

Comments (optional):

38. Does your HH have a documented process for flagging abnormal lab results, bringing them to the attention of the clinician?

- Yes
- No

Comments (optional):

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39. What percentage of such flagged lab results is reviewed by the clinician within the time frame required by your agency?

- 0-20%
- 21-40%
- 41-60%
- 61-80%
- 81-100%

Comments (optional):

40. Does your HH have a documented process for tracking the status of referrals?

- Yes
- No

Comments (optional):

41. For what percentage of referrals to specialists is the patient seen within 4 weeks of the referral? (exclude referrals for community resources, classes, etc.)

- 0-20%
- 21-40%
- 41-60%
- 61-80%
- 81-100%

Comments (optional):

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42. For what percentage of referrals to specialists is the report received within 2 weeks of the appointment?

- 0-20%
- 21-40%
- 41-60%
- 61-80%
- 81-100%

Comments (optional):

43. Does your HH have a documented process for consistently obtaining patient discharge summaries from hospitals?

- Yes
- No

Comments (optional):

44. What percentage of such hospital discharge summaries is obtained within 2 weeks of discharge?

- 0-20%
- 21-40%
- 41-60%
- 61-80%
- 81-100%

Comments (optional):

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45. Does your HH have a documented process for consistently obtaining patient discharge summaries from Emergency Departments and Urgent Care clinics?

- Yes
- No

Comments (optional):

46. What percentage of such ED and Urgent Care discharge summaries is obtained within 2 weeks of discharge?

- 0-20%
- 21-40%
- 41-60%
- 61-80%
- 81-100%

Comments (optional):

47. Does your HH use any materials, technology, or devices that promote patient self-management (e.g., alarms or text message reminders to take medications, etc.)?

- Yes
- No

Comments (optional):

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48. Does your HH use any electronic or other method or encouragement or reminders for patient health goals (e.g., email or postcards of nutritional or other health newsletters, reminders of health events, etc.)?

- Yes
- No

Comments (optional):

49. Does your HH have a documented process for providing timely clinical advice via telephone during office hours?

- Yes
- No

Comments (optional):

50. Does your HH require medical record documentation of any clinical advice provided by phone or secure electronic format?

- Yes
- No

Comments (optional):

51. What percentage of your patients has electronic access (e.g., via the internet or secure patient portal, etc.) to their health information?

- 0-20%
- 21-40%
- 41-60%
- 61-80%
- 81-100%

Comments (optional):

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52. Which of the following types of information can your patients can receive via secure internet or patient portal?

- Interactive responses to healthcare questions
- Diagnoses
- Lab results
- Current medication list
- Allergy list
- Treatment/Care Plan problem lists
- Other (please specify below)

Other (please specify)

53. What percentage of eligible prescriptions for HH members are transmitted electronically to pharmacies?

- 0-20%
- 21-40%
- 41-60%
- 61-80%
- 81-100%

Comments (optional):

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54. For which of the following does your HH produce and disseminate reports to HH staff that indicate status toward meeting desired outcomes? (check all that apply)

- Patient Satisfaction
- Health Status
- Service Costs
- Service Delivery
- Other (list and describe below)

Other (please specify)

55. How often does your entire HH team (from all sites) have regular team meetings

- Daily
- Weekly
- At least twice monthly
- Monthly
- Less than Monthly

Comments (optional):

56. How often do your HH team members from all sites meet together to discuss implementation and general procedural issues NOT related to individual patients?

- Never
- At least quarterly
- At least monthly
- At least weekly
- Daily

Comments (optional):

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57. What percentage of the meetings referenced in question #56 are face-to-face and what percentage are conference calls? (Total should add up to 100)

Face-to-Face

Conference Calls

58. Does your HH have a dedicated resource for structured communication among all HH staff (from all sites) on relevant issues (e.g., a list serve, e-mail Group, etc.)?

Yes

No

Comments (optional):

59. Please check any of the following that your HH team REGULARLY uses to promote effective and efficient work flow:

- Access or other database
- Excel or other spreadsheet
- Outlook or other scheduler
- Other software (specify)

If other, please specify

60. What percentage of your current primary care staff (all staff, not just HH staff) has received formal orientation regarding the Health Home program?

- 0-20%
- 21-40%
- 41-60%
- 61-80%
- 81-100%

Comments (optional):

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61. How does your HH handle orientation for new employees?

- No orientation for new employees
- Orientation only for new HH employees
- Orientation for all new employees, but doesn't cover HH
- Orientation for all new employees covers HH

Comments (optional):

62. Have you hired additional HH staff above and beyond the roles described in the SPA (e.g., pharmacist, dietician, etc.)?

- Yes
- No

If Yes, please specify:

63. Are your HH team members trained in evidence-based care approaches (e.g., Dialectical Behavior Therapy, Motivational Interviewing, Stanford Chronic Disease Self-Management, Diabetes Conversation Mapping, Asthma Ready Communities Trainings, etc.)?

- Yes
- No

If Yes, please specify:

64. What is the total number of sick days requested by your HH staff for the current review period? (Just provide the total count for your site - we'll match it to the agency staffing levels for comparisons across HHs.)

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65. To what degree are HH operations affected by unscheduled staff sick leave? (Answer the following based on the typical impact of one day of unscheduled leave for a single staff member)

- Significant negative impact (e.g., 4+ appointments are canceled, wait times increase by 50+%)
- Moderate impact (e.g., 2-3 appointments canceled, wait times increase up to 50%)
- Minimal impact (e.g., no more than 1 appointment canceled, wait times increase no more than 25%)

Additional description, if desired:

66. How much "protected" staff time is offered by your HH (e.g., uninterrupted blocks of time when staff can be sure that they will not be scheduled for appointments or meetings and can plan on completing paperwork or other HH-related tasks.)?

- None
- 1 hour weekly
- 2 hours weekly
- 3 hours weekly
- 4+ hours weekly

Comments (optional):

67. Does your agency request staff to complete a job satisfaction survey at least annually?

- Yes
- No

Comments (optional):

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68. If Yes, does the survey address burnout and working conditions?

- Yes
- No

Comments (optional):

69. What percentage of all staff (not just HH staff) at your agency smoke? (estimate if necessary)

- 0-20%
- 21-40%
- 41-60%
- 61-80%
- 81-100%

Comments (optional):

70. Does your primary care organization have a smoking cessation program in place for staff?

- Yes
- No

Comments (optional):

71. Does your primary care organization have other health promotion programs in place for staff (e.g., nutrition, exercise, etc.)? Please describe them.

- Yes
- No

If Yes, please describe:

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72. Does your agency leadership communicate a clear understanding and vision for your HH program?

- Yes
- Somewhat
- No

Comments (optional):

73. Is your agency leadership effective in providing useful feedback to the HH team regarding issues that are being struggled with?

- Yes
- Somewhat
- No

Comments (optional):

74. Is your agency leadership involved with your HH team in the problem solving process for system issues?

- Yes
- No

Comments (optional):

75. To what degree are HH staff involved in policy and procedure development?

- Not at all
- Minimally
- Involved about half the time
- Usually involved
- Always involved

Comments (optional):

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76. Are agency policies and procedures developed by a multidisciplinary team?

- No, senior administrators make all policy decisions
- Yes, occasionally
- Yes, often
- Yes, always

Comments (optional):

77. Does your HH demonstrate ongoing monitoring of the effectiveness of your quality improvement process by tracking results over time and assessing the effect of your quality improvement actions?

- Yes
- No

Comments (optional):

78. Does your HH involve care team staff in your performance evaluation and quality improvement activities?

- Yes
- No

Comments (optional):

79. Does your HH have a quality improvement team (or similar) to troubleshoot critical issues as they arise?

- Yes
- No

Comments (optional):

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80. Does your HH use an ongoing quality improvement process that involves patients/families on quality improvement teams or on your HH's advisory council?

- Yes, both QI teams and advisory council
- Yes, either QI teams OR advisory council
- No

Comments (optional):

81. Please describe some challenges that your HH faced this quarter.

82. Please describe some of the successes that your HH has enjoyed this quarter!