

# Assessing the Workforce Needs of Patient-Centered Medical Homes in North Carolina

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FOR HEALTH SERVICES RESEARCH

# Workforce Planning the Traditional Way

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## NC is good at it

- Better data and analytical capacity than most states
- Strong AHEC, community college and university systems
- History of collaboration and trust among stakeholders

## The critique

- **Reactive**, not **proactive**
- Generally not interprofessional
- Starts from profession, not population health perspective

# Health Reform and the New World of Workforce Planning

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All about the redesign of *how* health care is delivered—  
less emphasis on *who* delivers care:

- Patient Centered Medical Homes
- Accountable Care Organizations

# Accountable Care Organizations & Patient Centered Medical Homes

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## Key characteristics

- Defined patient population
- Care is integrated across systems, providers
- Health information technology
- Payment incentives promote accountability for patient outcomes
- Designed to lower cost, increase quality

# State Health Care Workforce Planning Grant

- **Goal:** Identify short- and long-term strategies state can employ to increase per capita primary care workforce by 10-25% by 2020
- **Framework:** Project builds on North Carolina's leadership in implementing one of the nation's first patient centered medical home models via Community Care of North Carolina

# State Health Care Workforce Planning Grant

- Funded through HRSA
- \$144,595, one year (Sept. 30, 2010-Sept. 29, 2011)
- Led by staff from the Cecil G. Sheps Center for Health Services Research at UNC-Chapel Hill
- Sheps staff collaborating with team of leaders representing multiple professions, AHEC, health care providers and community college/university education systems

# Purpose of Planning Grant

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## Assess

- Key health care services provided by PCMHs
- Number and types of professionals needed in patient centered medical homes
- Adequacy of existing and future supply
- Current and future demand

## Identify

- Need for additional programs or in-service training
- Need for new professions to meet PCMH needs

# Services and Professions in Patient Centered Medical Home (PCMH)

## Primary Care Practitioners

Physicians  
PAs  
NPs

## Team-Based Services

Nursing  
Pharmacy  
Administration  
HIT  
Mental/Behavioral Health  
Direct Care  
Allied Health

## PCMH “Neighbors”

Specialist Physicians  
Allied Health  
Oral Health  
Vision Care  
Long-Term Care  
Community Services  
Other

## Emerging Professional Roles

HIE/HIT  
Case Management

Client Coordination  
Disease Management

Health Education  
Community Health

*Services and Professions adapted from the American College of Physicians definition*

# After the Planning Grant...

- Application to HRSA for implementation grant (*if funds???*)
- Use information to shape state workforce policy investments
- Position ourselves to seek federal funding opportunities that:
  - Link workforce supply to cost and quality of patient care
  - Build on NC's leadership in data collection/analysis
  - Identify new and emerging health professional roles needed to fully roll out PCMHs
  - Build capacity to engage in population-based workforce planning

# Questions?

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