



CMHC HEALTHCARE HOME

PRIMARY CARE PHYSICIAN CONSULTANT

RESPONSIBILITIES

❖ ESTABLISH PRIORITIES

Primary Care Physician Consultants should assist the CMHC Healthcare Home in establishing priorities for disease management and improving health status. Based on reviewing Care Management Reports and individual consumer histories, Primary Care Physician Consultants should assist Nurse Care Managers in:

- identifying individuals who require immediate attention in order to avoid imminent harm;
- selecting the chronic diseases, cohort of consumers, and interventions that are most likely to have the greatest impact on improving the management of chronic disease; and
- choosing the initiatives most likely to have the greatest impact on improving the health status of CMHC Healthcare Home enrollees.

Primary Care Physician Consultants should regularly review the Care Management Reports in consultation with the Healthcare Home Director and/or Nurse Care Managers in order to help identify critical issues and trends. It may also be important for Primary Care Physician Consultants to review individual clinical records when there is some question whether immediate intervention is necessary to avoid imminent harm.

❖ PROVIDE EDUCATION

Primary Care Physician Consultants should help educate community support specialists, case managers, and other clinical staff on the nature, course, and treatment of diabetes, COPD/asthma, cardiovascular disease, metabolic syndrome, and other prevalent chronic conditions, as well as how they may assist individuals who may have these disorders.

Nurse Care Managers may also play an important role in educating the Healthcare Home staff; however, time constraints, due to the demands of their caseloads, may limit their availability for educational activities. Primary Care Physician Consultants should consult with the Healthcare Home Director and/or Nurse Care Managers in preparing a curriculum design to provide the Healthcare Home staff with a working understanding of the chronic diseases affecting the Healthcare Home enrollees.

❖ PROVIDE CASE CONSULTATION

Primary Care Physician Consultants should participate with Nurse Care Managers, treating Psychiatrists, and Community Support Specialists in case reviews of individuals that have been selected based on the Care Management Reports, the individual's history, or consultation specifically requested by the Nurse Case Manager, treating Psychiatrist, Community Support Specialist, or Primary Care Physician Consultant.

As Nurse Care Managers become more familiar with their caseloads, they may identify individuals who could benefit from a case review that includes the treating Psychiatrist, Community Support Specialist, and the Primary Care Physician Consultant. (Of course, it is preferable that the individual's treating Primary Care Physician participate in a case review if they are willing.) The treating Psychiatrist or the individual's Community Support Specialist may also seek consultation to assist them in working with an individual.

Case consultations are likely to result in developing new information or new strategies important to the treatment or support of the individual which should be shared with the individual's PCP. Primary Care Physician Consultants may play a role in communicating with the individual's PCP regarding the results of the case consultation. (See below.)

If the individual is not present and an active participant in the case consultation, then the Primary Care Physician Consultant may participate in a follow-up meeting with the consumer to discuss any relevant findings or suggested changes in the individual's treatment plan.

❖ DEVELOP COLLABORATIVE RELATIONSHIPS

Primary Care Physician Consultants should develop collaborative relationships with treating PCPs and Psychiatrists, as well as other healthcare professionals and facilities serving the CMHC Healthcare Home enrollees.

The Healthcare Home cannot effect significant improvements in the healthcare of the individuals enrolled in the Healthcare Home without these collaborative relationships. Primary Care Physician Consultants can be keys to developing and maintaining these relationships, helping to explain how the Healthcare Home complements, and does not duplicate or interfere with, the care provided by the individual's PCP or other treating healthcare professionals. Primary Care Physician Consultants may also be important to developing and maintaining collaborative relationships with hospitals, helping to assure a willingness to share information on a timely basis. Finally, Primary Care Physician Consultants are likely to be a key resource in linking individuals who do not currently have a PCP to one of their colleagues in the community.