

COLORADO MEDICAL HOME STANDARDS

GUIDING PRINCIPLES AND ASSURANCES

A MEDICAL HOME IS A CONCEPT OF QUALITY HEALTH CARE.

5 GUIDING PRINCIPLES

1. THE STANDARDS ARE A FRAMEWORK FOR CONTINUOUS QUALITY IMPROVEMENT.
2. THE STANDARDS ARE MEANT TO DESCRIBE COLORADO'S GOALS FOR QUALITY HEALTH CARE FOR ALL CHILDREN, THEY ARE NOT MEANT TO BE PUNITIVE OR PRESCRIPTIVE.
3. THE STANDARDS, BASED ON THE NATIONAL COMPONENTS OF A MEDICAL HOME, WERE DEVELOPED IN COLLABORATION WITH MULTIPLE COLORADO STAKEHOLDERS, INCLUDING: PHYSICAL AND BEHAVIORAL HEALTH CARE PROVIDERS & PHYSICIANS, FAMILY MEMBERS, COMMUNITY ADVOCATES AND EVALUATORS, AND ARE ALIGNED WITH ESTABLISHED NATIONAL STANDARDS.
4. THE STANDARDS ARE A WAY TO ACKNOWLEDGE GOOD PRACTICE WHILE PROVIDING A SHARED VISION AND COMMON LANGUAGE FOR A QUALITY SYSTEM OF CARE FOR ALL CHILDREN IN COLORADO.
5. THE STANDARDS PROVIDE A MEANS FOR EVALUATION TO ESTABLISH STATE, PAYER, FAMILY, AND PRACTICE ACCOUNTABILITY.

5 ASSURANCES

1. THE COLORADO MEDICAL HOME INITIATIVE WILL CONTINUE TO PROVIDE A PLATFORM WHEREBY STAKEHOLDERS' INPUT IS ENCOURAGED, VALUED AND INCORPORATED.
2. PROVIDERS WHO CHOOSE TO BE ACKNOWLEDGED AS PROVIDING A MEDICAL HOME APPROACH WILL BE OFFERED RESOURCES AND SUPPORT.
3. THE TERM 'PROVIDER' IS INTENDED TO BE INCLUSIVE OF BEHAVIORAL, ORAL AND PHYSICAL HEALTH CARE PROVIDERS AND SPECIALISTS.
4. DEVELOPMENT AND REFINEMENT OF THESE STANDARDS IS ONLY THE *FIRST* STEP IN THE PROCESS OF IMPLEMENTATION.
5. MEDICAID PROVIDERS CAN CHOOSE TO BE ACKNOWLEDGED AS MEDICAL HOME PROVIDERS ON A VOLUNTARY BASIS.

The standards, guiding principles and assurances were developed in a joint effort by the Colorado Department of Public Health and Environment and the Colorado Department of Health Care Policy and Financing.

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Colorado Department
of Public Health
and Environment



Colorado Department of Health
Care Policy and Financing

COLORADO MEDICAL HOME STANDARDS

STANDARDS

Standard	Statutory Link*	Zoomerang Survey Response
1. Provides 24 hour 7 day access to a provider or trained triage service.	Accessible Family Centered Comprehensive Culturally Competent Compassionate Coordinated Continuous Community based	89% of respondents agreed with this standard.
2. Child/family has a personal provider or team familiar with their child's health history.	Accessible Family Centered Culturally Competent Coordinated Continuous	96% of respondents agreed with this standard.
3. Appointments are based on condition (acute, chronic, well or diagnostic) and provider can accommodate same day scheduling when needed.	Accessible Family Centered Compassionate	96% of respondents agreed with this standard.
4. A system is in place for children and families to obtain information and referrals about insurance, community resources, non-medical services, education and transition to adult providers.	Family Centered Comprehensive Culturally Competent Compassionate Coordinated Continuous Community based	95% of respondents agreed with this standard.
5. Provider and office staff communicates in a way that is family centered and encourages the family to be a partner in health care decision making.	Accessible Family Centered Culturally Competent Compassionate	94% of respondents agreed with this standard.
6. Provider and office staff demonstrate cultural competency.	Accessible Family Centered Culturally Competent Compassionate Community based	89% of respondents agreed with this standard.
7. The designated Medical Home takes the primary responsibility for care coordination.	Family Centered Comprehensive Coordinated Continuous	92% of respondents agreed with this standard.

COLORADO MEDICAL HOME STANDARDS

STANDARDS

Standard	Statutory Link*	Zoomerang Survey Response
8. Age appropriate preventive care and screening are provided or coordinated by the provider on a timely basis.	Accessible Comprehensive Coordinated Continuous Community based	94% of respondents agreed with this standard.
9. The designated Medical Home adopts and implements evidence-based diagnosis and treatment guidelines.	Comprehensive Coordinated Continuous Community based	92% of respondents agreed with this standard.
10. The child's medical records are up to date and comprehensive, and upon the family's authorization, records may be shared with other providers or agencies.	Accessible Family Centered Comprehensive Coordinated Continuous Community based	96% of respondents agreed with this standard.
11. The Medical Home has a continuous quality improvement plan that references Medical Home standards and elements.	Accessible Family Centered Comprehensive Culturally Competent Compassionate Coordinated Continuous Community based	Recommended by the Evaluation Taskforce

* Recommendations were developed based on the original medical home model as described by Carl Cooley, MD as well as the statutory language found in C.R.S. 25.5-1-103. Colorado Revised Statute requires that a medical home to "verifiably ensures continuous, accessible, and comprehensive access to and coordination of community based medical care, oral health care and related services for a child...All medical homes shall ensure the following: health maintenance and preventive care; anticipatory guidance and health education; acute and chronic illness care; coordination of medications, specialists, and therapies; provider participation in hospital care; and twenty-four hour telephone care."

COLORADO MEDICAL HOME STANDARDS

MEDICAL HOME STANDARDS BY DOMAIN

Standard	Domain							
	Accessible	Family Centered	Comprehensive	Culturally Competent	Compassionate	Coordinated	Continuous	Community Based
1. 24 hour 7 day access to a provider or trained triage service.	X	X	X	X	X	X	X	X
2. Child/family has a personal provider or team familiar with their child's health history.	X	X		X		X	X	
3. Appointments are based on condition (acute, chronic, well or diagnostic) and provider can accommodate same day scheduling when needed.	X	X			X			
4. A system is in place for families to obtain information and referrals about insurance, community resources, non medical services, education and transition to adult providers.		X	X	X	X	X	X	X
5. Provider and office staff communicates in a way that is family centered and encourages the family to be a partner in health care decision making.		X		X	X			
6. Provider and office staff demonstrate cultural competency	X	X		X	X			X
7. The Medical Home takes the primary responsibility for care coordination.		X	X			X	X	
8. Age appropriate preventive care and screening are provided or coordinated by the provider on a timely basis.			X			X	X	X
9. The designated Medical Home adopts and implements evidence-based diagnosis and treatment guidelines.			X			X		
10. The child's medical records are up to date and comprehensive, and upon the family's authorization, records may be shared with other providers or agencies.	X	X	X			X	X	X
11. A Medical Home has a continuous quality improvement plan that references Medical Home standards and elements.	X	X	X	X	X	X	X	X