



MA Panel Management Summary

CP3 Toolkit: Panels

Community Health Center (CHC), a system of clinics in Connecticut that includes 14 primary care hubs, provides a summary of how they use medical assistants (MAs) to support panel management activities.

MA Panel Management Background & Activities:

- Recurring biweekly dedicated time will be scheduled for Panel Management activities for MAs. Forty minutes will be set aside and activities will include:
 - Medical Assistant Reviews
 - Diabetes Dashboard
 - HTN Dashboard
 - Opioid Dashboard
 - Missed Opportunities Dashboard
 - Nurse-led Complex Care Management Panel Review
 - Provider & Nurse
 - Care Coordination Dashboard
- The goal of MA Panel Management is to:
 - Re-connect patients who are overdue for follow-up back to the clinical team
 - Ensure that uncontrolled patients are adhering to defined treatment plans
 - Ensure all planned care associated with HTN, DM and chronic Opioid treatment have been completed
- The expected outcome of MA Panel Management is to:
 - Improved rates of HTN & DM control
 - Improved rates of Planned Care completion
 - Improved adherence to defined treatment plans