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