

# PACT PCMM (Primary Care Management Module) Setup

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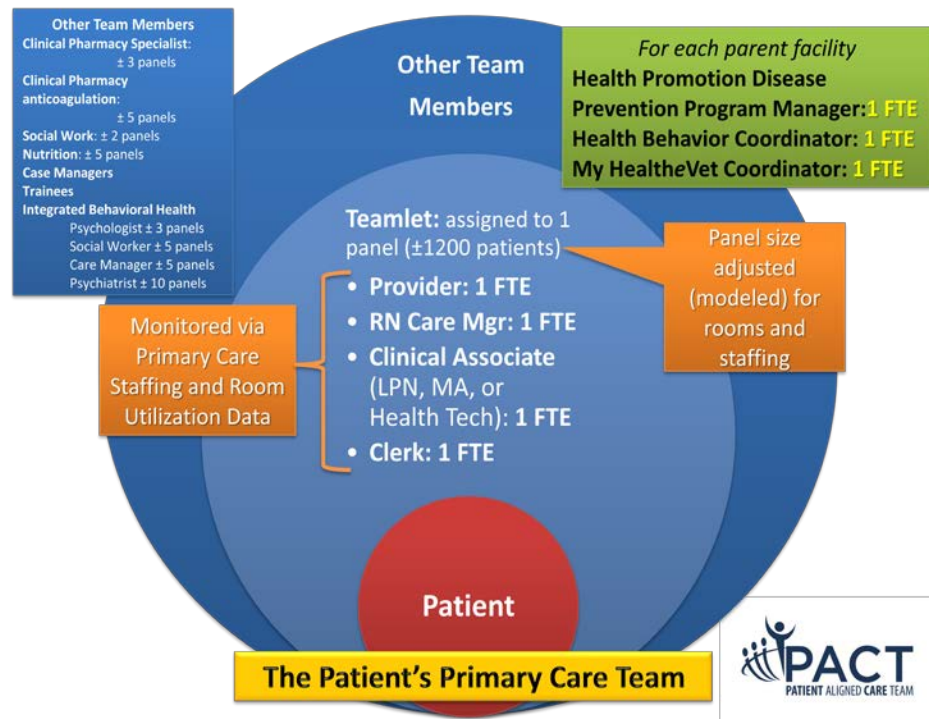
## PACT Staffing Recommendations

Primary Care has recommended staffing levels and panel sizes for teams for many years. Staffing has been monitored through the VSSC Staffing and Rooms Database, and is used as one of the factors in determining Primary Care panel size. Recommended staffing levels have included those individuals and disciplines that were felt to directly contribute to the efficiency and day-to-day operation of the Primary Care clinic.

The PCMM Staffing Ratio includes

- Primary Care Provider FTE
  - FTE to prepare for, provide, and follow-up on the clinical needs of Primary Care patients
    - MD
    - NP
    - PA
- Support Staff FTE
  - Present in the clinic area assisting with delivery of Primary Care
    - RN
    - LPN
    - MA
    - Clerk
    - Pharmacist/Clinical Pharmacist
- Telephone Staff FTE
  - Telephone Care for Primary Care patients during regular clinic hours, even if located in a separate area
    - RN
    - LPN
    - MA
    - Clerk
    - Pharmacist/Clinical Pharmacist
- Anticoagulation Staff FTE
  - Involved with Primary Care patients in the anticoagulation clinic during regular clinic hours, even if located in a separate area
    - RN
    - LPN
    - MA
    - Clerk
    - Pharmacist/Clinical Pharmacist

With the advent of PACT, staffing recommendations have focused on the Teamlet: those individuals who are responsible for a single panel of patients and work closely together on a day-to-day basis. However, recommendations for other team members for PACT teams have been made and included in implementation guidance that has already been disseminated.



We continue to monitor overall Primary Care staffing, which includes teamlet staff. Other staff continues to be included in the staffing ratio because their support is still considered essential to the smooth functioning of the Primary Care clinic.

To insure that sites retain the flexibility to configure their Primary Care clinics to reflect local needs and resources and to maintain continuity of staffing measures used for panel size determination, we use the overall Primary Care staffing ratio to monitor PACT implementation.

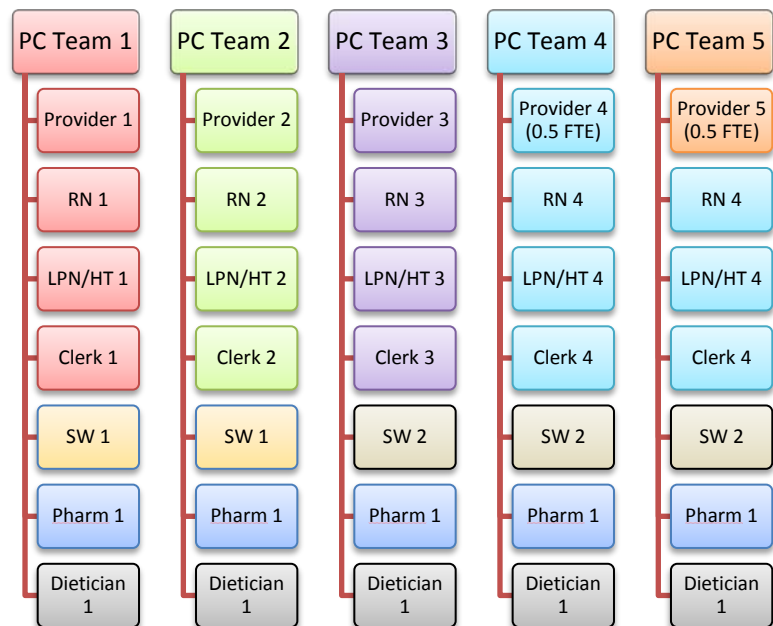
## PCMM Setup

PCMM (Primary care Management Module) is the software used to designate, track, and monitor patient assignments to Primary Care teams and providers. The assignments and related aggregate data are transmitted regularly to Austin and are reported on the VSSC website.

By properly configuring teams within PCMM, features of the software such as team alerts can be fully enabled. In addition, configuration of PCMM teams in accordance with the updated guidelines will allow capture and correct attribution of workload data for PACT.

The general principles of the setup are:

1. Assignment of Primary Care Providers (PCP), Associate Providers (AP), team staff and patient transfers need to be carefully planned, timed and correctly sequenced. Assignment in PCMM is for monitoring and tracking team and patient panel allocations, and does not indicate a supervisory relationship.
2. Each PACT will have only one Primary Care Provider.
3. An RN care manager, LPN Medical Assistant or Health Tech and a clerk (the teamlet) will be part of each PACT.
4. Residents and other providers whose scopes of practice require direct linkage to a preceptor physician will be established as Associate Providers in PCMM.
5. Part-time providers should not be grouped into a single team.
6. Team members that cover multiple panels, whether for part-time providers or because of their discipline (e.g. pharmacists, social workers, dieticians), can be included in multiple teams.
7. FTE cannot exceed 1.0 across all positions individual staff members may occupy in PCMM.
8. Team and team position names should never incorporate the name of the Primary Care Provider.
9. Team names and clinic names may retain local group designations (Red Team, Blue Team, etc.)
10. Teams for special Primary Care practices such as SCI or HBPC will use specific naming conventions (see attachment) to allow easy identification and data collection.



PACT Team  
Names.docx

11. Future modifications to PCMM are planned that will correct some of the software deficiencies that necessitated these configuration changes.