

The Patient Centered Medical Home (PCMH):
The Family Medicine Model

Patient-centered | Physician-directed



AMERICAN ACADEMY OF
FAMILY PHYSICIANS

STRONG MEDICINE FOR AMERICA

Addressing the Critical Issues

- Why change?
- What is the Family Medicine Model of the PCMH?
- Who benefits?

Why Change the Way We Now Work?

- The environment we work in has changed.
- Patient expectations have changed.
- The rate of change is extraordinary.

“We need to be adaptable and agile.”

Where Will the Money Come From?

- Improved office efficiency
 - Many of the suggested changes do not require capital investment.
 - Electronic health records will soon be the standard of care. Gains in efficiency outweigh the cost.
- Enhanced payment for primary care
- Incentive payments for quality

Focus On What You Can Do

AAFP	YOU
Continues to work on reform and health system change	You should assess your practice for its current capability
Advocates for payment as the system changes	Start making changes where you actually have control and resources to do it
Develops tools to help you manage change	You cannot wait for someone else to do it for you

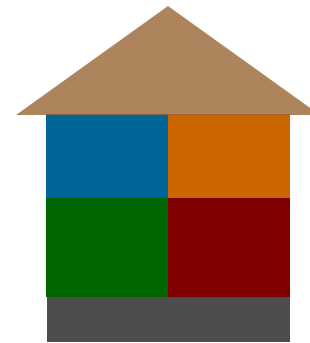
What is the Patient-Centered Medical Home?

- A patient-centered medical home integrates patients as active participants in their own health and well-being.
- Patients are cared for by a personal physician who leads the medical team that coordinates all aspects of preventive, acute and chronic needs of patients using the best available evidence and appropriate technology.
- These relationships offer patients comfort, convenience and optimal health throughout their lifetimes.

Hitting the “Sweet Spot”

Patient Centered Medical Home

Family Medicine
Model



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Practice as
we know it

What is the Family Medicine Model of the PCMH?

- It provides a **Vision** for the future practice of family medicine.
- It is a **Guide** for office redesign that promises better results for patients and for you.
- It provides a **Path** to fortify primary care and establish its value in our health system.

What Does the Family Medicine Model of the PCMH Really Mean for Patients and for Me?

As we go through the essential building blocks of the medical home, we will outline:

- What **Patients** should expect to experience.
- What the **Practice** needs to do to provide that experience.

Building the Medical Home on the Family Medicine Foundation!

Core Values of the Discipline

- Continuous Healing Relationship
- Whole-person Orientation
- Family and Community Context
- Comprehensive Care

Strong Medicine for America



Family Medicine Foundation

Culture of Improvement

- Learning Organization
- Staff education
- Team meetings

Performance Measurement

- Family medicine core measures
- Patient satisfaction surveys

Reliable Systems

- Lab and referral tracking
- Check list and reminders
- Evidence-based decision support tool

Quality Measures

Family Medicine Foundation



Convenient Access

- Same-day appointments
- After-hours access coverage
- Online patient services

Personalized Care

- Reminders
- Personal Health Record
- Shared decision-making
- Self-management support

Care Coordination

- Referral management
- Patient engagement and education
- Prevention screening and services

Quality Measures

Patient Experience

Family Medicine Foundation



Financial Management

- Budgets
- Cash flow
- Accounts receivable

Personnel Management

- Job descriptions
- Team development

Clinical Systems

- Lab testing
- Prescriptions
- Registries

Practice Organization

Quality Measures

Patient Experience



Business & Clinical Process Automation

- Intra-office team coordination
- Results, referrals and procedures tracking
- Schedule and resource management

Connectivity & Communication

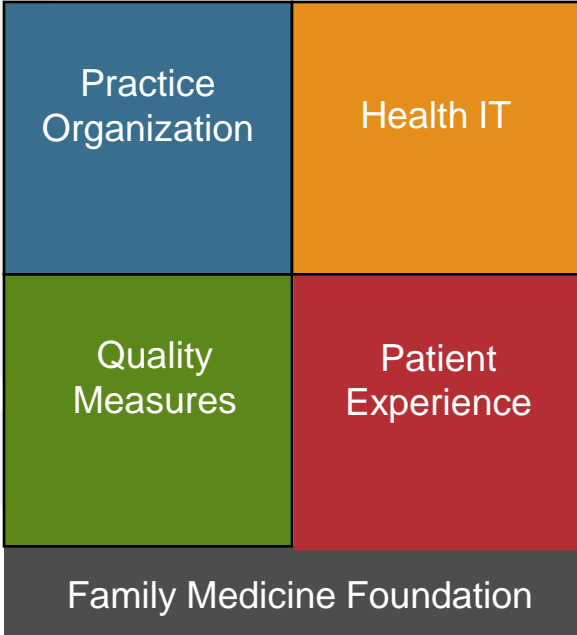
- E-prescribing
- Clinical messaging with patients
- Health information exchange

Evidence-Based Medicine Support

- Evidence-based template for documentation
- Access to online medical information
- Clinical decision support

Clinical Data Analysis & Representation

- All patient, all condition registry
- Quality measurement collection and analysis
- Reporting to third parties



Patients

Office Staff

Physicians

Community

Great
Outcomes

Practice
Organization

Health IT

Quality
Measures

Patient
Experience

Family Medicine Foundation



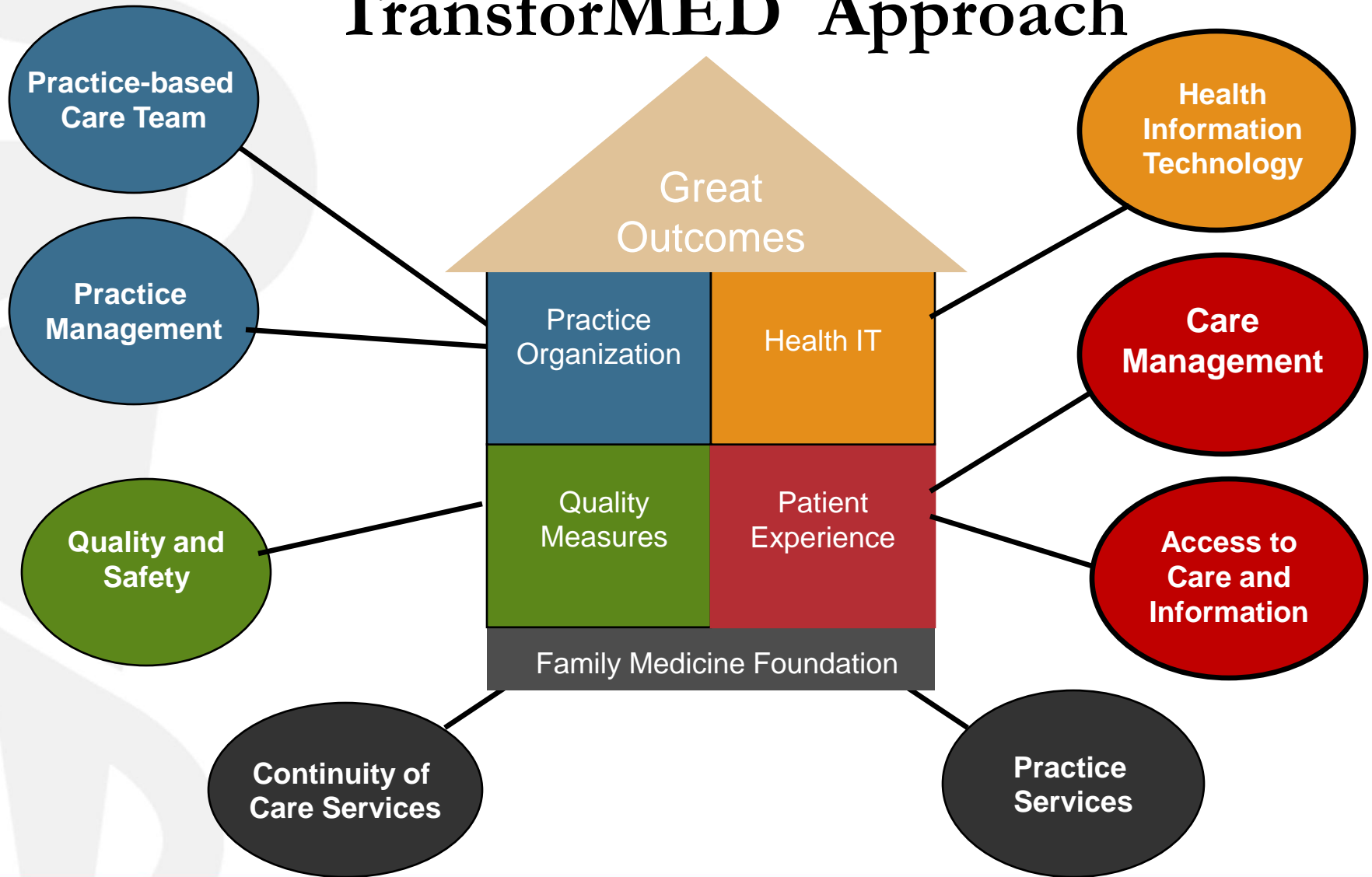
The Patient Centered Medical Home

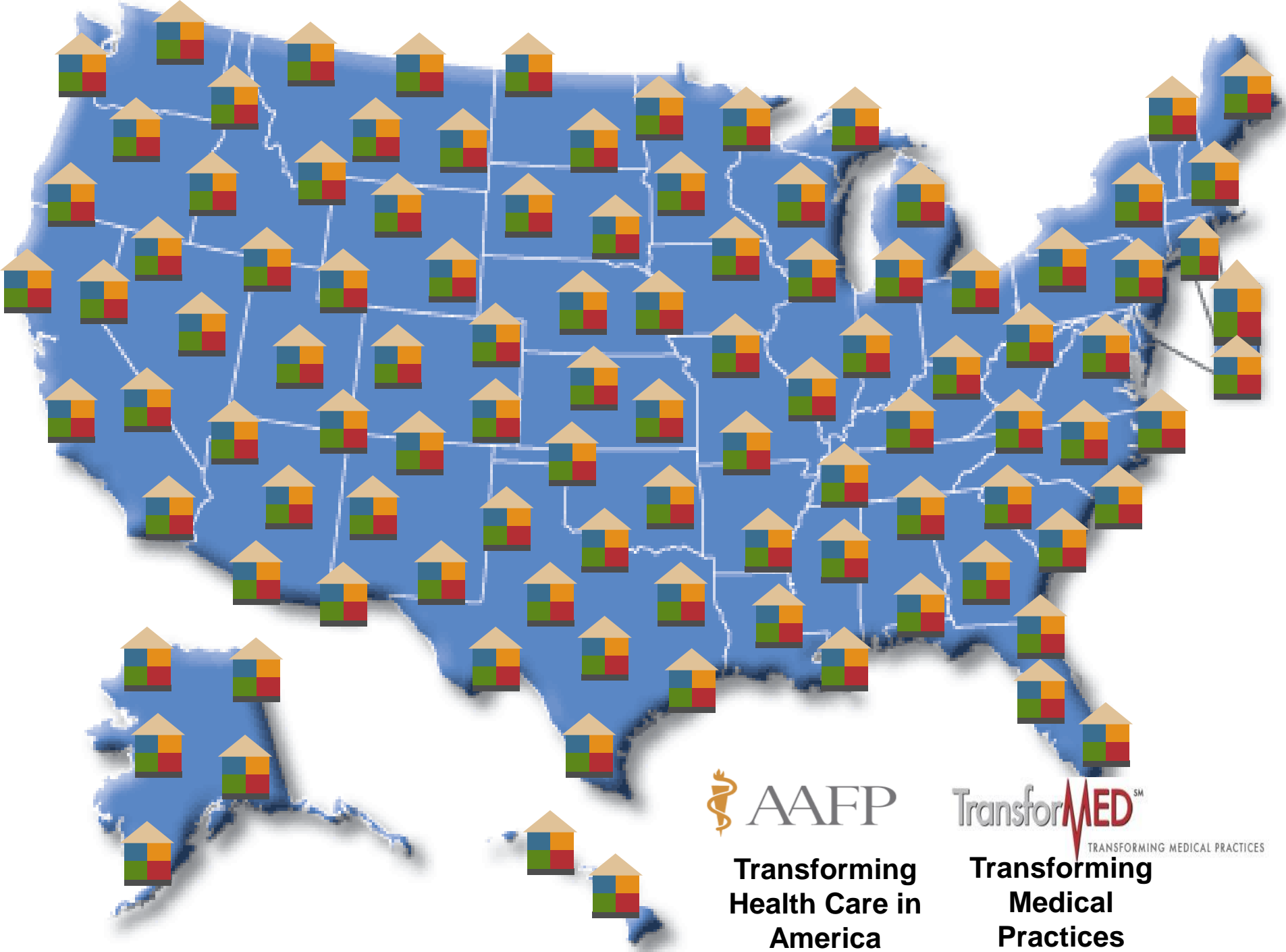
The Family Medicine Model



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The Family Medicine Model and the TransforMED Approach





AAFP

**Transforming
Health Care in
America**

TransformMEDSM
TRANSFORMING MEDICAL PRACTICES

**Transforming
Medical
Practices**

What's in it for Family Medicine?

- We will demonstrate and promote the value of our discipline within the health care system.
- We will increase profitability and efficiency in family medicine practices while exceeding patient expectations.
- We will attract more students to choose family medicine.

What's in it for Family Medicine?

We can leverage the fact that health care reform is a top priority in the national agenda

- EHR/IT support in the economic stimulus plan
- Payment for quality, IT and e-prescribing
- Primary care as central focus of reformed system

We can increase satisfaction for

- Patients
- Staff
- You

What Should You and Your Practice Do Now?

- **Be positive and take bold steps to make the needed changes in your practice.**
- Learn from those family physicians who have already made the changes.
- Take the TransforMED Medical Home IQ.
 - www.transformed.com
- Take advantage of Medical Home resources from the AAFP/TransforMED
 - www.aafp.org/medicalhome

