



Transforming the Primary Care Practice

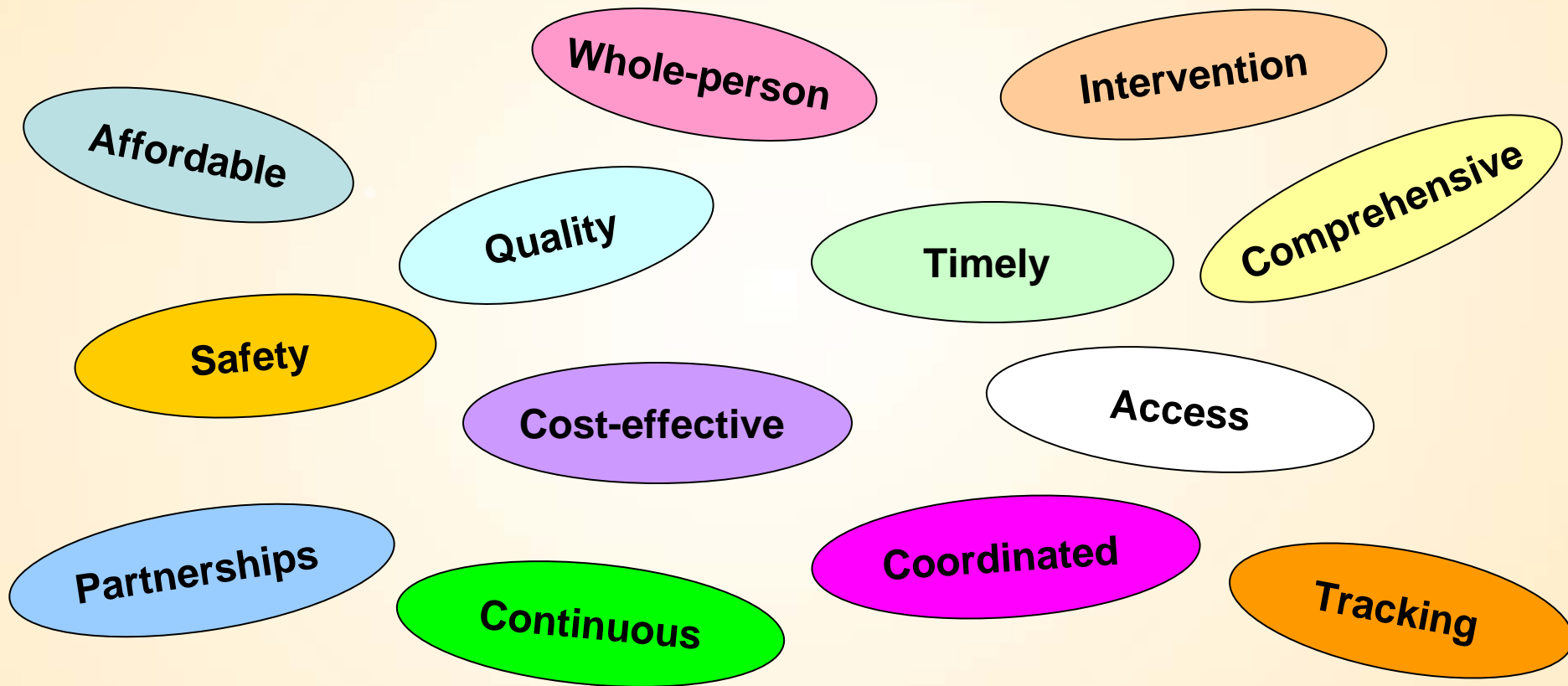
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Defining New Directions



What does being a Patient-Centered Medical Home mean?



What does being a Patient-Centered Medical Home mean?

- Better integrated care that makes sense to patients and families
- Provide coordinated, comprehensive care
- Improve patient experience

It Takes a Team

- Looks different in each health center
 - Who's on your team?
- High functioning primary care teams
 - Data driven care
 - Quality improvement strategies



PCMH 2011 Standards

PCMH 1: Enhance Access and Continuity

PCMH 2: Identify and Manage Patient Populations

PCMH 3: Plan and Manage Care

PCMH 4: Provide Self-Care Support & Community Resources

PCMH 5: Track and Coordinate Care

PCMH 6: Measure and Improve Performance

Eight Change Concepts for Practice Transformation

- Safety Net Medical Home Initiative's PCMH transformation framework
- Each change concept includes multiple “key changes”

Four Groups of the Change Concepts



Eight Change Concepts

Laying the Foundation
Engaged Leadership
Quality Improvement Strategy



Eight Change Concepts

Laying the Foundation	Building Relationships
Engaged Leadership	Empanelment
Quality Improvement Strategy	Continuous & Team-Based Healing Relationships



Eight Change Concepts

Laying the Foundation	Building Relationships	Changing Care Delivery
Engaged Leadership	Empanelment	Patient Centered Interactions
Quality Improvement Strategy	Continuous & Team-Based Healing Relationships	Organized, Evidence-Based Care



Eight Change Concepts

Laying the Foundation	Building Relationships	Changing Care Delivery	Reducing Barriers to Care
Engaged Leadership	Empanelment	Patient Centered Interactions	Enhanced Access
Quality Improvement Strategy	Continuous & Team-Based Healing Relationships	Organized, Evidence-Based Care	Care Coordination

Transition to Sustained Transformation

- *It's all about Health IT*
 - Quality Improvement Strategy
 - Empanelment
 - Organized Evidence-Based Care
 - Care Coordination
- *It's all about the tools for sustainability*

Thank you!