

Medical Home Development & EHR Implementation

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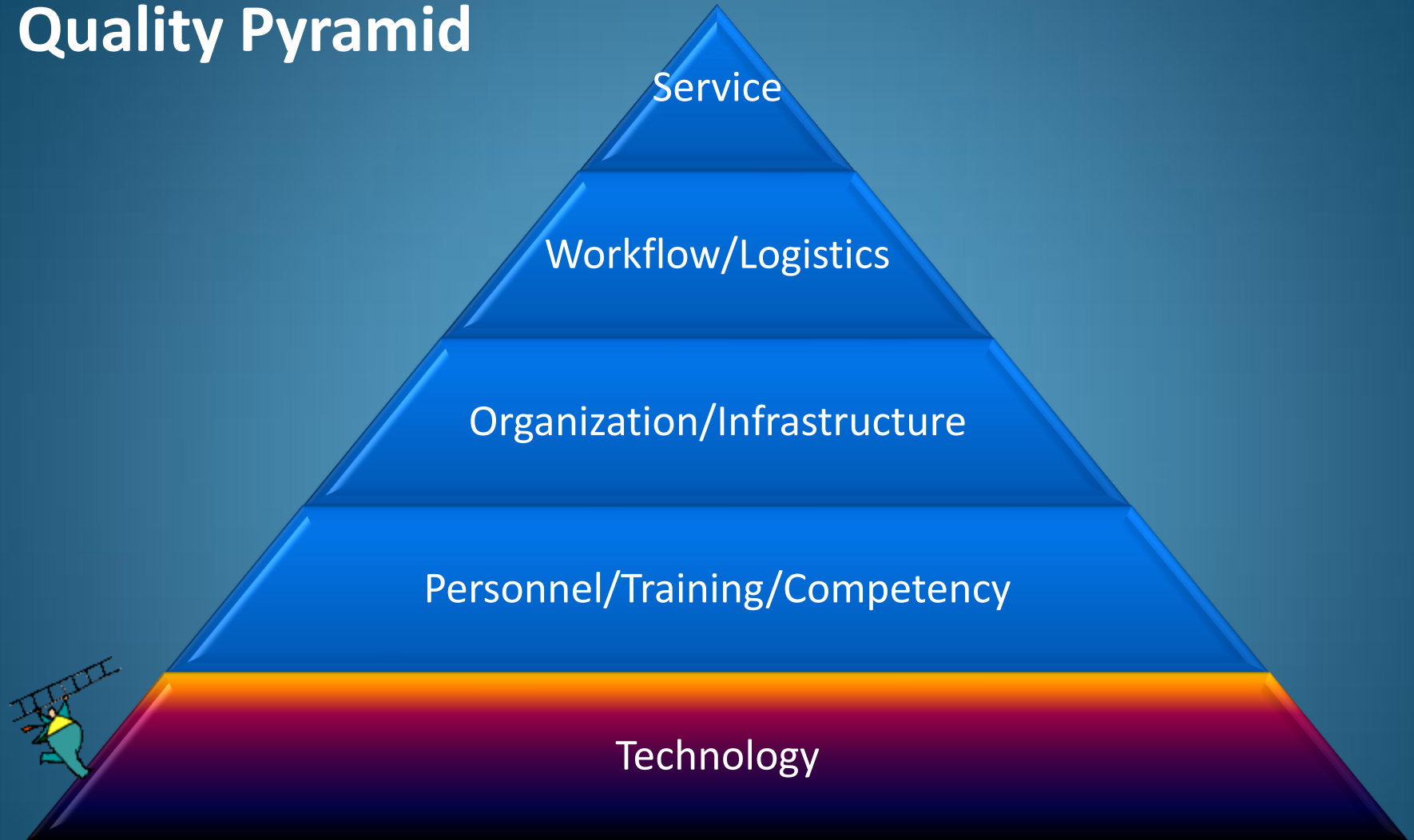
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The Joint Principles of the PCMH

- Personal physician
- Physician directed medical practice
- Whole person orientation
- Care is coordinated and/or integrated
- Quality and safety
- Enhanced access to care
- Payment to support the PCMH

Team-based care:
NP/PA
RN/LPN
Medical Assistant
Office Staff
Care Coordinator
Nutritionist/Educator
Pharmacist
Behavioral Health
Case Manager
Social Worker
Community resources
DM companies
Others...

Quality Pyramid



Quality Pyramid

Service

Technology

Workflow/Logistics

Organization/Infrastructure

Personnel/Training/Competency



Personnel/Training/Competency

- Right number, skill sets, competencies
 - Clinical & administrative
 - Cross-trained
- Assessment of readiness for change
- Recognize potential “threats” to staff

Organization/Infrastructure

- Identify any cultural issues that impede teamwork and collaboration
- Review hierarchy and org chart
- Introduce team-huddles
- Improve communication
- Review facility layout and lines of sight

Workflow/Logistics

- Evaluate work flow of common processes as well as uncommon yet critical pathways
- Eliminate extraneous steps, layered “solutions” and misapplied technology
- Consider the functionality of well-implemented technology to assist clinicians, staff, patients & families

Technology

- Right product(s)
- Right prep & training
- Right implementation
- Right support
- Right optimization
- Right maintenance



Service

- Organized, pro-active, responsive, accountable and accessible
- Culturally competent
- Addresses health literacy/numeracy
- Focused on quality & safety
- Addresses needs of individuals and the population
- Incorporates patient preferences, stated needs/desires in formulating care strategies and follow-up
- Uses health information technology to facilitate care



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