Medical Home Development & EHR Implementation

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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

- Technology
- Personnel/Training/Competency
- Organization/Infrastructure
- Workflow/Logistics
- Service
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
• 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