Realizing the Promise of the Medical Home

The 5 Essential Principles of the Successful Medical Home.
Realizing the Promise of the Medical Home

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• Consistent with the basic principles of medical ethics--- (beneficence, non-malificence, autonomy, justice)

• These are principles, not processes
Realizing the Promise of the Medical Home

• Processes are required for a sturdy, safe and efficient house

• A home is a house transformed by relationships
A Brief History of the Medical Home

- 1967: American Academy of Pediatrics introduces concept
- 2002: Seven U.S. Family Medicine organizations recommend that every American should have a personal medical home
- 2005: American College of Physicians develops an advanced medical home model
Five Principles for a Successful Medical Home

1. Focus on physician/patient relationship
2. Make patient the center of care
3. Provide accessible, comprehensive and continuous care
4. Emphasize data that are meaningful to the patient
5. Give it time
Five Principles for a Successful Medical Home

Principle No. 1: Focus on the physician/patient relationship
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- Physician and patient build a mutually respectful and trusting relationship
- Physician is more likely to listen to and respect the needs and preferences of the patient (empathy).
- Patients are more likely to trust physician’s professional judgment
Principle No. 1: Focus on the physician/patient relationship

- Physician works with a team that also builds relationship with patients
- Patient should expect to see members of team at every visit
Five Principles for a Successful Medical Home

Principle No. 2: Make the patient the center of care

If you really want to know what is Patient Centered…ask the patient!
Principle No. 2: Make the patient the center of care

- The patient – not the patient’s disease or payer – is focus of all we do
- Patient is part of team that decides which interventions are likely to succeed
- Providers consider patient’s history, needs and preferences, life goals
- Patient agrees to use PCMH as exclusive entry into health care system
Five Principles for a Successful Medical Home

Principle No. 3: Provide accessible, comprehensive and continuous care

- Acute, chronic and end-of-life care; wellness; disease prevention; healthy lifestyle guidance
- Transitions of care from infancy to old age
- All care documented in a complete health record
Five Principles for a Successful Medical Home

Principle No. 4: Emphasize meaningful data that is understood by the patient

- Patients not interested in an organization's HbA1C levels or HEDIS data
- Need personal data patients understand
  - What do my test results mean?
  - Am I getting better?
- Give physicians incentives based on how individual patient is doing
- Incorporate the patients goals and life hopes
Five Principles for a Successful Medical Home

Principle No. 5: Give it time

- Time needed to transform practice into a Medical Home

- Patient is included in the process

- Spend more time with the patient
Five Principles for a Successful Medical Home

Principle No. 5: Give it time

- Avoid referrals for conditions that primary care has expertise to handle (or that time resolves)
- Time for staff buy-in to new model; Patients to commit and become empowered; Payers to pony-up. Physician to transform from a top-down boss to collaborator and team leader
Benefits of the Medical Home

Quality improvement

- Meaningful quality measures are communicated to patients in understandable ways

- The Medical Home assesses and continuously improves the services it provides through a Patient Centered QI process
Benefits of the Medical Home

Cost effectiveness

- 10-15% decrease in hospitalization
- 20% fewer emergency room visits
- Saving between $200 and $600/patient/year (Low hanging fruit)
- The closer the doctor/patient relationship, the greater the savings
- The more time the PCP and patient invests in the relationship, the greater the savings—30% reduction in total health care costs ($10,000 to $7,000 per year)
Assessing the five principles in action

- Emphasize meaningful data.
- Make the patient the center of care.
- Provide accessible, comprehensive and continuous care.
- Give it time.
- Focus on the patient and physician relationship.
AAAHC surveyors conduct site visit

- Peer reviewer observes dynamics, quality and resource utilization in action
Accreditation:

- Comprehensive review of *all* services offered by the organization, including the 5 principles of the Medical Home

Certification:

- Comprehensive review of 5 principles of the Medical Home
Questions?

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