

Duham to implement Patient-Centered Medical Home

Linda Armitage, Clinical Workflow Analyst, Dunham Clinic

Duham to implement Patient-Centered Medical Home later this year

What is it?

PCMH is a patient-focused approach to primary care practice that is supported by major health care organizations such as: the American Medical Association (AMA), American Academy of Family Physicians (AAFP), American Academy of Pediatrics (AAP) and the American College of Physicians (ACP). It provides a "Team-Based" delivery of healthcare to our soldiers, retirees and family members. PCMH is supported by the Office of the Secretary of Defense as the standard practice model for Primary Care delivery across the Military Health System.

What does it mean to me?

Currently when you enroll in Tricare Prime, you are assigned to a Primary Care Provider, who can be a Physician or a Physician Assistant. This provider is part of a Patient-Centered Team who coordinates your care here at Dunham, FIG or DDC. This team comprises several individuals such as an LPN or Nursing Assistant, the Provider and Discharge Nurse. It can include other individuals such as a Behavioral Health specialist, a Pharmacist or a Benefits Health Advisor. The outlying clinics: DDC and FIG will also participate in this process using the same patient-centered concepts when delivering care.

*The PCM Team has one goal: To provide comprehensive, quality healthcare services when you need them and assist you in establishing meaningful health behaviors to keep you well. You, the patient are also a member of this team.

What does it mean to be a member of the team?

You are the most important part of our team! The patient is an important part of the decision making and evaluation process. You provide vital feedback into how well we do our job. Were your needs addressed? Were you involved in making decisions regarding your care? Did we provide you with the tools, treatment and information to resolve your health problem? Did you have problems getting an

appointment in a timely manner? When you arrived, were we on time? Did you feel you had adequate time with the provider? How did our staff treat you, were they professional and respectful? Did you get your questions answered? How did our ancillary departments service you, how long did it take you to get your prescriptions? Did you fully understand what medications you were taking and how to correctly take them. Was our refill process convenient? You will be given an opportunity to give us your input and feed back every step of the way.

The goal of Patient Centered Medical Home is to provide an environment that exceeds your expectations to provide efficient, professional, evidenced based quality primary care. The care is patient- focused and designed to provide you with a meaningful experience that empowers you to stay healthy. Patient- Satisfaction is our top Priority!

Will anything Change?

You will notice improved continuity of care which starts with an assignment to a team. Assignment to a team means that all team members play a role in your care, not just your PCM provider. Your Provider WILL NOT change! Upon check-in, you will receive your intake, exam and discharge all in the same room. A Flow sheet will be used throughout the encounter to coordinate your care. This flow sheet will be reviewed with you and given to you at the end of the visit. It will clearly document which tests, labs, meds, preventative screenings, consults and follow-up appointments are needed. A nurse will review your discharge instructions and facilitate any follow-up care or appointments needed so that you don't have to make unnecessary calls or visits to our clinic.

When will this happen? Goal to implement :Mid 2010- Stay Tuned!