



## Patient-Centered Medical Home

The Patient-Centered Medical Home (PCMH) is an approach to providing comprehensive primary care for children, youth and adults. The PCMH is a health care setting that facilitates partnerships between individual patients, and their Brevard Health Alliance's (BHA) physicians, and when appropriate, the patient's family.

### Principles

**Personal physician** - each patient has an ongoing relationship with a BHA physician trained to provide first contact, continuous and comprehensive care.

**Physician directed medical practice** - BHA physician leads a team of individuals at the practice level who collectively take responsibility for the ongoing care of patients.

**Whole person orientation** - BHA physician is responsible for providing for all the patient's health care needs or taking responsibility for appropriately arranging care with other qualified professionals. This includes care for all stages of life; acute care; chronic care; preventive services; and end of life care.

**Care is coordinated and/or integrated** across all elements of the complex health care system (e.g., subspecialty care, hospitals, home health agencies, nursing homes) and the patient's community (e.g., family, public and private community-based services). Care is facilitated by registries, information technology, health information exchange and other means to assure that patients get the indicated care when and where they need and want it in a culturally and linguistically appropriate manner.

**Quality and safety** are hallmarks of the medical home:

- BHA advocate for their patients to support the attainment of optimal, patient-centered outcomes that are defined by a planning process driven by a compassionate, robust partnership between physicians, patients, and the patient's family.
- Evidence-based medicine and clinical decision-support tools guide decision making
- Physicians in BHA's practice accept accountability for continuous quality improvement through voluntary engagement in performance measurement and improvement.
- Patients will actively participate in decision-making and feedback is sought to ensure patients' expectations are being met
- Information technology is utilized appropriately to support optimal patient care, performance measurement, patient education, and enhanced communication
- BHA has been accredited by the Accreditation Association of Ambulatory Health Care, Inc.
- BHA is recognized by the National Committee for Quality Assurance as a Level 3 Patient Centered Medical Home.
- Patients and families will participate in quality improvement activities at BHA.

**Enhanced access** to care is available through BHA's systems such as open scheduling, expanded hours and online web portal for communication between patients, their personal physician, and practice staff.

Patient Signature \_\_\_\_\_ Date \_\_\_\_\_

Provider Signature \_\_\_\_\_ Date \_\_\_\_\_