Patient-Centered Medical Home
Family & Community Medicine Clerkship
2015 - 2016

SIU School of Medicine

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The Patient-Centered Medical Home

Characteristics of Practices of Personal Physicians Associated with
Improved Health Outcomes, Better Equity, and Lower Costs (Effective, Equitable, Efficient)

4 Essential Functions of Primary Care

1. **First Contact Access -** The degree to which patients seek advice and care first at the practice of the personal physician, except for medical catastrophes
2. **Patient-focused Care Over Time** - The degree to which the practice emphasizes patient-focused care, rather than disease-focused care; and longitudinal care, rather than episodic care
3. **Comprehensive Care** - The degree to which the personal physician provides a broad range of health services
4. **Coordinated (Integrated) Care -** The degree of integration of care among health professionals and staff, both within the Patient-Centered Medical Home and with outside organizations and consultants, and the degree to which talents of all members of the team are used optimally.

3 Corollary Functions of Primary Care

5. **Family Orientation -** The degree to which medical services are provided to family members by the same personal physician
6. **Community Orientation -** The degree to which the practice assesses the needs of the community, designs interventions, and measures outcomes
7. **Cultural Competence -** The degree to which the biopsychosocial model is employed and health beliefs are addressed

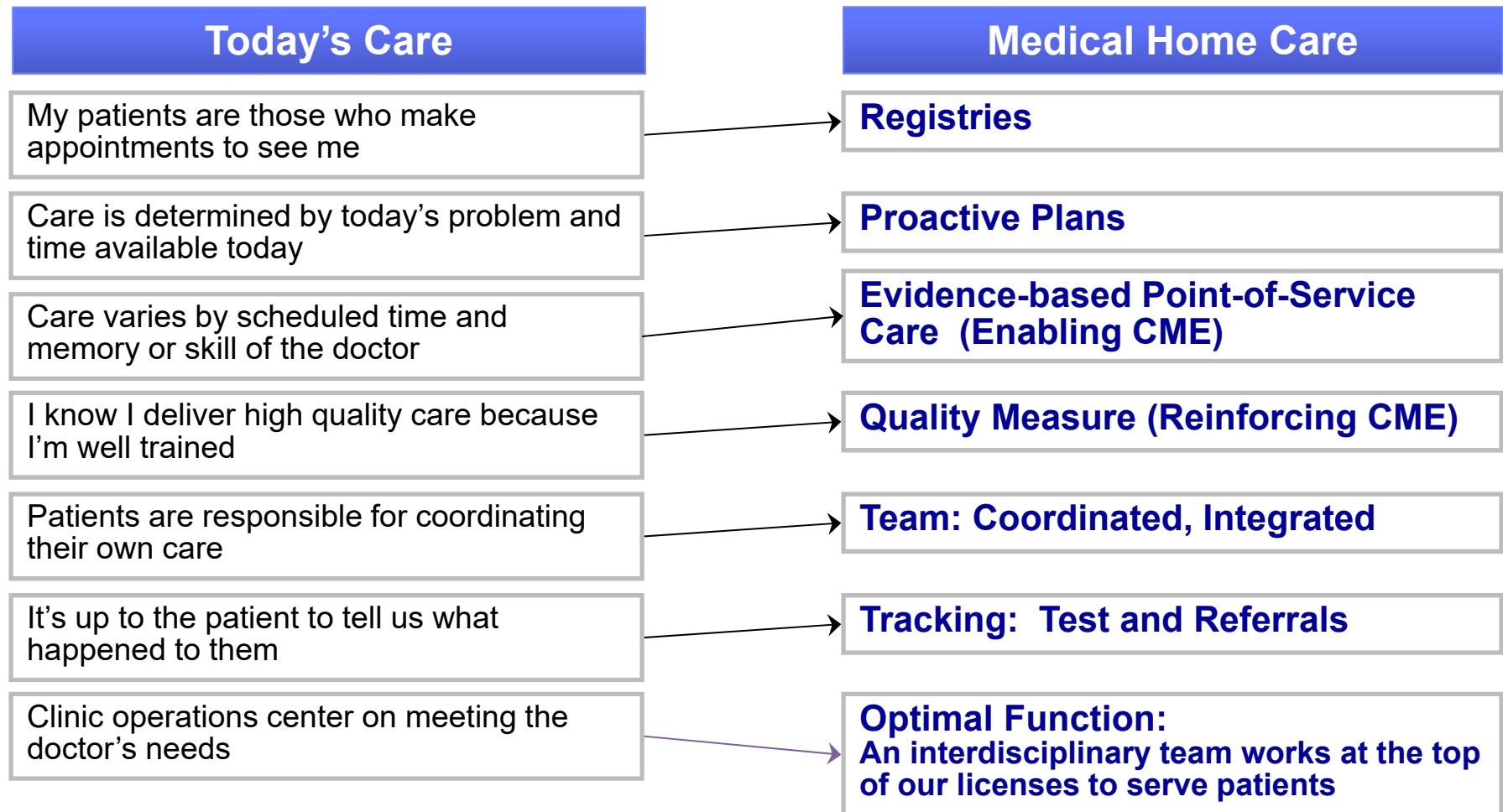*Starfield, et al: The Milbank Quarterly 83(3), 2005; 457-502*

Starfield & Shi: Pediatrics, 2004;113:1493-99

A critical evaluation of the scientific evidence for each of these characteristics:
Rosenthal T: J Am Board Fam Med 2008;21:427-440

PCMH Concept

Source: Adapted with permission by IBM from Daniel F. Duffy, M.D.

Today's Care	Medical Home Care
My patients are those who make appointments to see me	**Registries**
Care is determined by today's problem and time available today	**Proactive Plans**
Care varies by scheduled time and memory or skill of the doctor	**Evidence-based Point-of-Service Care (Enabling CME)**
I know I deliver high quality care because I'm well trained	**Quality Measure (Reinforcing CME)**
Patients are responsible for coordinating their own care	**Team: Coordinated, Integrated**
It's up to the patient to tell us what happened to them	**Tracking: Test and Referrals**
Clinic operations center on meeting the doctor's needs	**Optimal Function:** **An interdisciplinary team works at the top of our licenses to serve patients**

Population-Based
Health Outcomes, Equity and Cost

Stone Cold Facts

- The nations and regions that emphasize these things consistently have better health outcomes, more equitable systems, and substantially lower costs.

  a. Public health and preventive medicine

  b. Usual sources of comprehensive care **(PCP)**

  c. First-contact care with effective systems of care **(PCMH)**

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for
Primary Care Teams

PATIENT SAFETY

AHRQ
Agency for Healthcare Research and Quality
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TRICARE

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Team
Strategies & Tools to Enhance Performance & Patient Safety

"Initiative based on evidence derived
from team performance…leveraging
more than 25 years of research in military,
aviation, nuclear power, business and
industry…to acquire team competencies"

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TeamSTEPPS Skills

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Primary Care Office Environment

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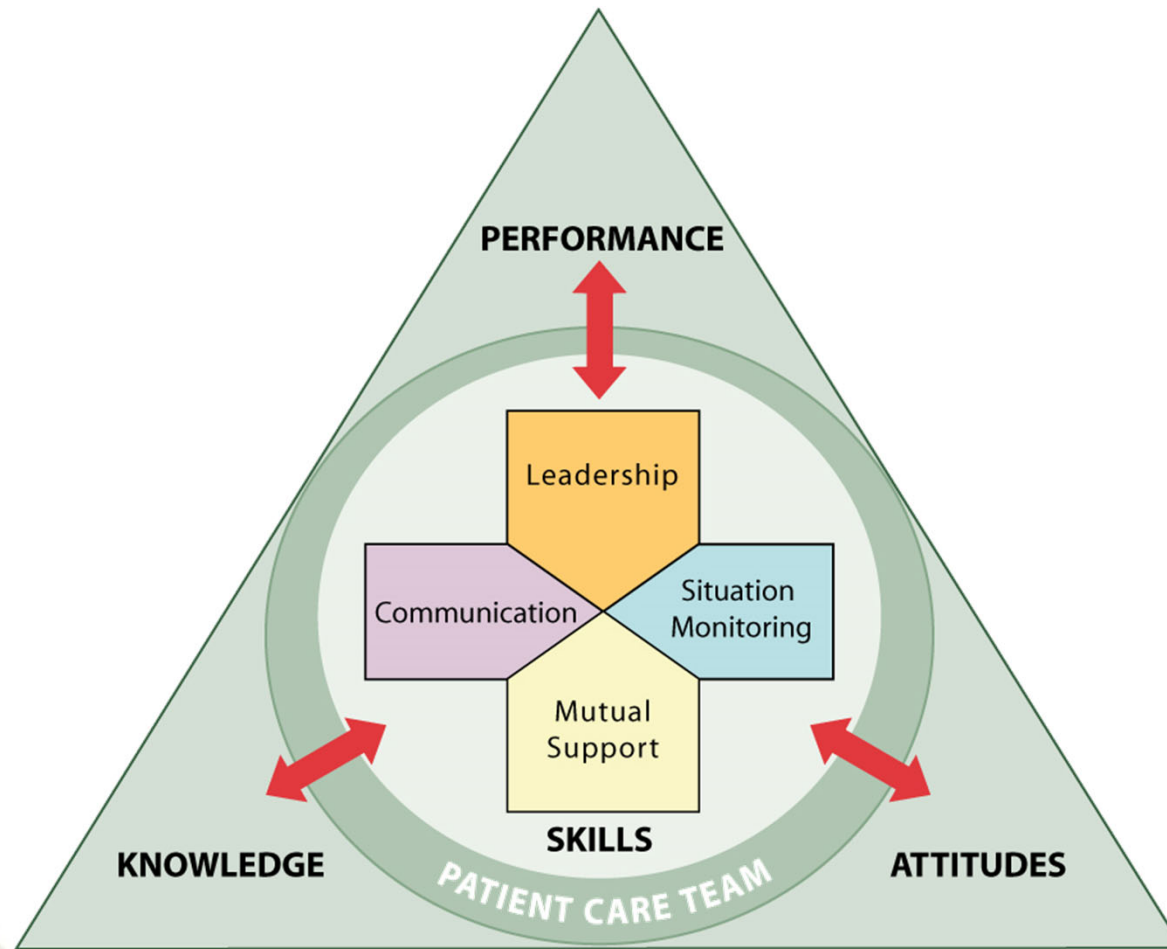
Primary Care Office Environment

- Ducklike Chaos – calm appearing above the water while chaos churns below

- Primary Care Medical Office

  - Does not conform to a pattern of work

  - Has many components working together on multiple tasks simultaneously
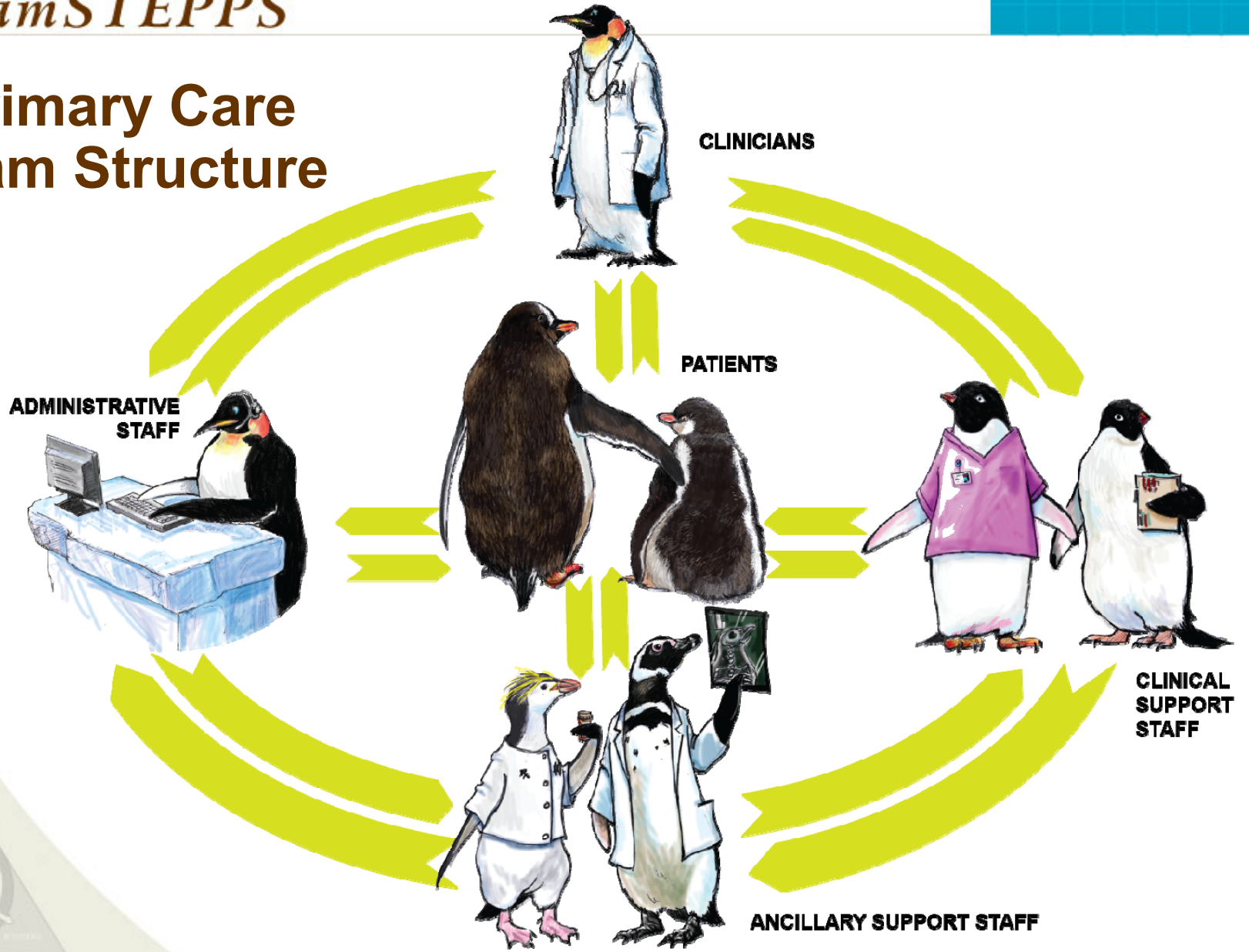
  - Treats numerous patients simultaneously

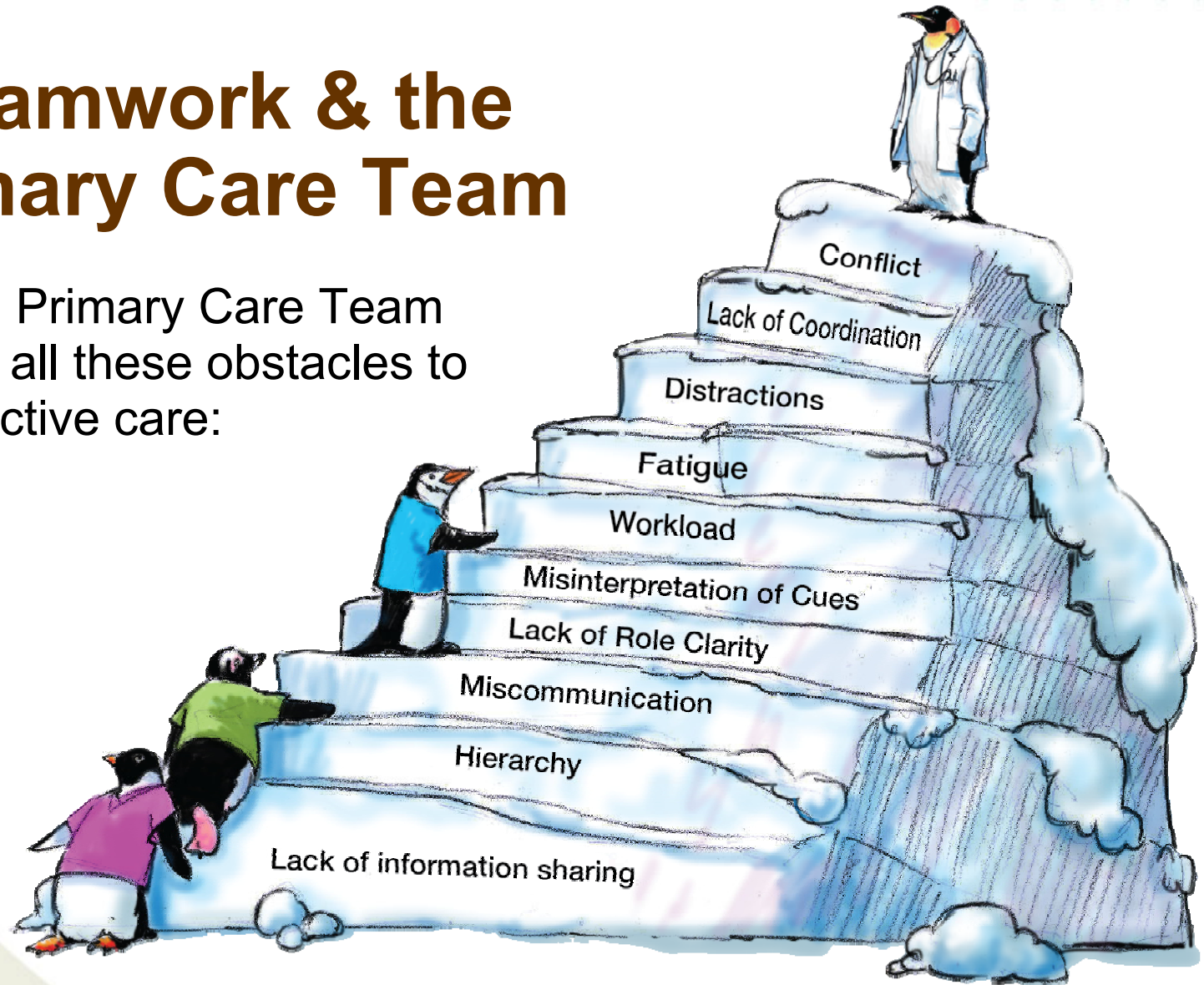*Team Strategies & Tools to Enhance Performance & Patient Safety*

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Team-Building Exercise

EXERCISE

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Primary Care
Team Structure

CLINICIANS

PATIENTS

ADMINISTRATIVE
STAFF

CLINICAL
SUPPORT
STAFF

ANCILLARY SUPPORT STAFF

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Teamwork & the Primary Care Team

■ The Primary Care Team has all these obstacles to effective care:

Conflict
Lack of Coordination
Distractions
Fatigue
Workload
Misinterpretation of Cues
Lack of Role Clarity
Miscommunication
Hierarchy
Lack of information sharing

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Example of Poorly Functioning Medical Office Team - Leadership

Let's watch a primary care team in action.

Roll Em!
PLAY
VIDEO

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Example of Poorly Functioning Medical Office Team - Communication

Let's watch a primary care team in action.

Roll Em!
PLAY VIDEO

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What breakdowns did you see?

SUCCESSES

FAILURES

EXERCISE

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Teamwork Strategies for Addressing Breakdowns

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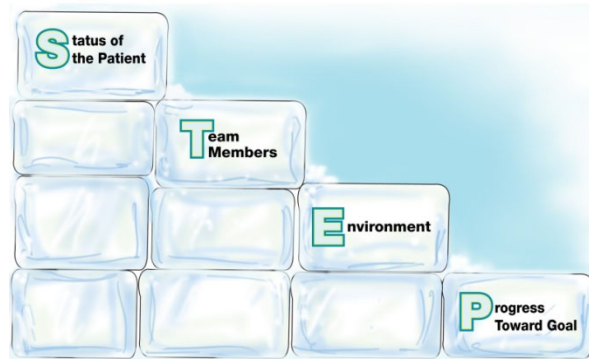
Leadership

Leadership is a process of motivating people to work together collaboratively to accomplish tasks

■ **Shared leadership**

■ **Characteristics of effective leadership:**

- Role modeling and shaping teamwork through open sharing of information

- Constructive and timely feedback

- Facilitation of briefs, huddles, debriefs, and conflict resolution

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Leadership Strategies

- Briefs – planning

- Huddles – problem solving

- Debriefs – process improvement

Leaders are responsible to assemble the team and facilitate team events

But remember…

Anyone can request a brief, huddle, or debrief

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Briefing Checklist

TOPIC
Who is on your team today? ☑
All members understand and agree upon goals? ☑
Roles and responsibilities understood? ☑
Staff availability? ☑
Workload? ☑
Available resources? ☑
Review of the day's patients? ☑

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Leadership in the Primary Care Medical Office

Let's watch the first primary care team demonstrate proper team leadership.

Roll Em!
PLAY
VIDEO

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Communication in the Primary Care Medical Office

Let's watch the second primary care office demonstrate proper communication.

Roll Em!
PLAY VIDEO

Team Strategies & Tools to Enhance Performance & Patient Safety

Barriers to Team Effectiveness

BARRIERS

- Inconsistency in Team Membership
- Lack of Time
- Lack of Information Sharing
- Hierarchy
- Defensiveness
- Conventional Thinking
- Complacency
- Varying Communication Styles
- Conflict
- Lack of Coordination and Followup With Co-Workers
- Distractions
- Fatigue
- Workload
- Misinterpretation of Cues
- Lack of Role Clarity

TOOLS and STRATEGIES

Brief
Huddle
Debrief
STEP
Cross-Monitoring
Feedback
Advocacy and Assertion
Two-Challenge Rule
CUS
DESC Script
Collaboration
SBAR
Check-Back
Handoff

OUTCOMES

- Shared Mental Model
- Adaptability
- Team Orientation
- Mutual Trust
- Team Performance
- *Patient Safety!!*

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Example of Low-Functioning Medical Office Team

Let's watch our four primary care office teams demonstrate poor examples of teamwork skills discussed during this training.

Roll Em!
PLAY VIDEO

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Example of High-Functioning Medical Office Team

Let's watch our four primary care office teams demonstrate all four of the core teamwork skills discussed during this training.

ROll Em!
PLAY VIDEO

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Pulling It All Together
What were their successes?

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