

# The 7 Joint Principles of the Patient Centered Medical Home

## Introduction

The Patient Centered Medical Home 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 personal physicians and, when appropriate, the patient's family. The AAP, AAFP, ACP, and AOA, representing approximately 333,000 physicians, have developed the following joint principles to describe the characteristics of the PCMH.

## Principles

- 1. Personal Physician:** Each patient has an on-going relationship with a personal physician trained to provide first contact, continuous and comprehensive care.
- 2. Physician Directed Medical Practice:** The personal physician leads a team of individuals at the practice level who collectively take responsibility for the on-going care of patients.
- 3. Whole Person Orientation:** The personal 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.
- 4. Care is Coordinated and/or Integrated:** Care is coordinated 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.
- 5. Quality and Safety:** Quality and safety are hallmarks of the medical home. Practices advocate for their patients to support the attainment of optimal, patient centered outcomes that are defined by a care 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 the practice accept accountability for continuous quality improvement through voluntary engagement in performance measurement and improvement.
  - Patients 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.
  - Practices going through a voluntary recognition process by an appropriate non-governmental entity to demonstrate that they have the capabilities to provide patient centered services consistent with the medical home model.
  - Patients and families participate in quality improvement activities at the practice level.
6. **Enhanced Access:** Enhanced access to care is available through systems such as open scheduling, expanded hours and new options for communication between patients, their personal physician, and practice staff.
7. **Payment:** Payment appropriately recognizes the added value provided to patients who have a patient centered medical home. The payment structure should be based on the following framework:
- It should reflect the value of physician and non-physician staff patient centered care management work that falls outside of the face to face visit.
  - It should pay for services associated with coordination of care both within a given practice and between consultants, ancillary providers, and community resources.
  - It should support adoption and use of health information technology for quality improvement.
  - It should support provision of enhanced communication access such as secure email and telephone consultation.
  - It should recognize the value of physician work associated with remote monitoring of clinical data using technology.
  - It should allow for separate fee for service payments for face to face visits. (Payments for care management services that fall outside of the face to face visit, as described above, should not result in a reduction in the payments for face to face visits).
  - It should recognize case mix differences in the patient population being treated within the practice.
  - It should allow physicians to share in savings from reduced hospitalizations associated with physician guided care management in the office setting.
  - It should allow for additional payments for achieving measurable and continuous quality improvements.

## **Michigan Footnotes**

1. **Patient Centered Medical Home:** This model of care recognizes the central role of patients and when appropriate their families, as stewards of their own health. In the patient centered medical home,

- the team of health professionals guides and supports patients and their families to help them achieve their own health and wellness goals.
2. **Personal Physician:** A personal physician may be of any specialty and to be considered a Patient Centered medical Home, the practice must meet all Patient Centered Medical home requirements. It shall be recognized that there may be situations in which a physician is not on site and the patient's relationship is with a certified nurse practitioner or physician assistant who provides the principal or predominant source of care for a patient. In those instances, the NP or PA provider, in collaboration with a physician, may perform the responsibilities of first contact, continuous and comprehensive care if he or she is otherwise qualified by education, training, or experience to perform the selected acts, tasks, or functions necessary where the acts, tasks, or functions fall within the certified nurse practitioner's or the physician assistant's scope of practice.
  3. **Quality and Safety:** Clinical outcomes, safety, resource utilization and clinical and administrative efficiency are consistent with Best Practices.
  4. **Payment:** Transformational change in healthcare financial incentives should occur simultaneously with, proportionally to, and in alignment with Patient Centered Medical Home adoption.