

SDAIHC OUR EXPERIENCE STANDARDS

PATIENT RESPONSIBILITY
Patient Centered Medical Home

- Show up for all visits
- Communicate with Provider about health concerns
- Keep provider updated on medications



RESPECT ME

- ✓ Provide immediate greeting
- ✓ Speak positively building trust
- ✓ When we fail, own it

KNOW ME

- ✓ Ask questions & listen to patient
- ✓ Personalize every experience
- ✓ Give choices & options

GUIDE ME

- ✓ Anticipate needs and offer help
- ✓ Ensure understanding
- ✓ Provide seamless transitions

Primary Care for the 21st Century

Ensuring a Quality, Provider-Led Team for Every Patient



What is it?

- ✓ Each person has an ongoing connection with a **personal provider** who provides continuous, comprehensive care
- ✓ **Provider leads a team** of professionals to care for patients (ie Nurse, CMA)

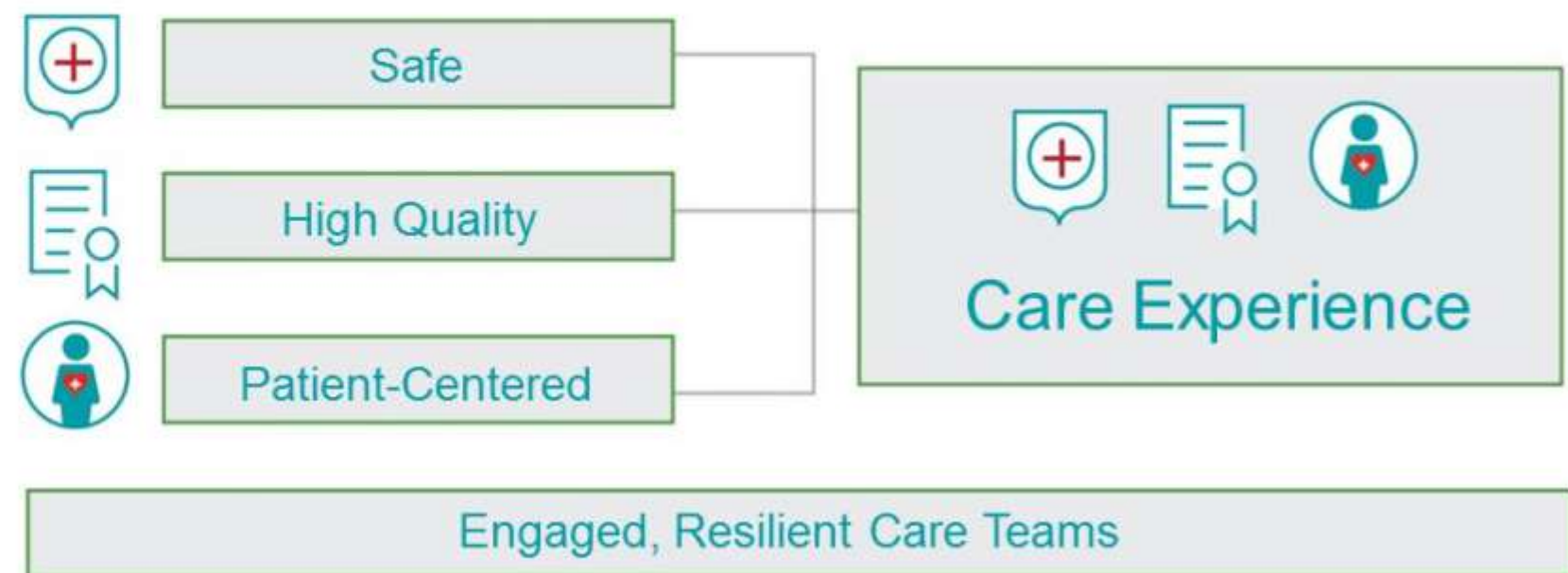


- ✓ Personal provider **coordinates with other health care** providers and specialists across the complex health care system and scheduling appointments on behalf of the patient
- ✓ **Quality and safety** are hallmarks, and patients and their families actively participate in decision making. Providers, must do more active listening to patients than talking
- ✓ **Enhanced access to care** through open and same-day scheduling, expanded clinical hours, and new options for communication

Physicians bring broader and deeper expertise to the diagnosis and treatment of all health problems. Physicians are trained to provide complex diagnosis and develop comprehensive plans to treat them. Therefore, the Medical Director's primary responsibility is oversight and mentoring of the providers and quality review of patient care. The Clinic manager has direct responsibility of clinic operations allowing the Medical Director to focus time on the providers, patient care, and leading case conferences.

How do we make the PCMH a reality at SDAIHC?

- ✓ We need more collaboration between the Medical Director, Mid-Level Providers, Nurses, MA's and the PATIENT.
- ✓ Evidence-based best practice set the ideal practice ration of mid-level providers is not more than 4 to 1.
- ✓ With this ratio, we can have a physician-led team to provide the best care for our patients and their families.
- ✓ Medical, Behavioral Health, and Dental must also coordinate care together for our patients.



References:

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