

## WHAT IS A PATIENT-CENTERED MEDICAL HOME

The National Committee for Quality Assurance (NCQA), a private, non-profit organization dedicated to improving health care quality offers the following definition of a patient-centered medical home.

“... a model of care that strengthens the clinical-patient relationship by replacing episodic care with coordinated care and a long-term healing relationship. Each patient has a relationship with a primary care clinician who leads a team that takes collective responsibility for patient care, providing for the patient’s health care needs and arranging for appropriate care with other qualified clinicians.”

## QUESTIONS OR MORE INFORMATION

If you have questions regarding PCMH or our compliance with these standards, please contact Wayne Memorial Community Health Centers’ QA Director / Risk Manager at 570-253-8207.



# Patient Centered Medical Home

**Health Care That Revolves Around You**

Wayne Memorial Community Health Centers is a federally qualified health center clinically affiliated with Wayne Memorial Health System, Inc.

Wayne Memorial Community Health Centers is a Health Center Program grantee under 42 U.S.C. 254B, and a deemed Public Health Service employee under 42 U.S.C. 233(g)-(n).

This Health Center receives HHS funding and has Federal Public Health Service (PHS) deemed status with respect to certain health or health-related claims, including medical malpractice claims, for itself and its covered individuals.



**WAYNE MEMORIAL COMMUNITY HEALTH CENTERS**

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## QUALITY CARE IS OUR GOAL

Through continuous efforts to provide the highest quality care, Wayne Memorial Community Health Centers provides care following the **Patient-Centered Medical Home (PCMH)** care model. Physician practices using this model of care have been credited with increasing access to more efficient, coordinated and responsive care resulting in comprehensive and integrated services for patients and their families.

## PROVIDERS AND PATIENTS WORKING TOGETHER

As our patient, it is important for you to understand the role of the medical home, responsibilities placed upon our practice and how you can become an active participant in your own care.

For the practice to function most effectively, it is the responsibility of patients/families to provide a complete medical history and information about care obtained outside the practice upon receiving care through Wayne Memorial Community Health Centers.

The model is based on the following six standards: Team Based Care and Practice Organization; Knowing and Managing Our Patients; Patient Centered Access and Continuity of Care; Care Coordination and Care Transitions; Performance Measurement and Quality Improvement.

**The table shown on the following pages helps explain the standards and what each means to you as a patient.**

Standard (Our responsibility)	What This Means To Our Patients
Team Based Care and Practice Organization	<p>Our practice provides continuity in patient care and communicates with patients/families and caregivers.</p> <p>Patient and family participation in patient care is encouraged.</p>
Knowing and Managing Our Patients	<p>Our staff collects information from patients to help anticipate health care needs and then uses this information to deliver evidence-based care to support our population needs.</p>
Patient Centered Access and Continuity of Care	<p>Patients have 24/7 access to clinical advice and care facilitated by their designated clinician and care team.</p>
Care Management and Support	<p>Our practices identifies patient needs, especially those considered at high risk, at the individual and population level to effectively plan, manage and coordinate patient care in partnership with patients.</p>
Care Coordination and Care Transitions	<p>All patient tests, referrals and care transitions are tracked and coordinated to improve patient safety and to ensure effective communication with specialists and other providers.</p>
Performance Measurement and Quality Improvement	<p>Our practice utilizes data to drive performance and quality improvement efforts. Patient and staff are engaged in quality improvement activities.</p>