

The Patients' Medical Home Model: Brief Overview

Lee A. Green, MD MPH

13 May 2021

History

- American Academy of Pediatrics
- American Academy of Family Physicians’ “New Model”
- American College of Physicians and American Osteopathic Association
- PCMH
- PMH
- Alberta

Components

- Several formulations, specific to the US, Canada, Australia, etc.
- Various numbers and configurations of pillars and domains
- Three core concepts
 - Patient-centred
 - Systems-based
 - Team-based

Patient-Centred

- Care organized for access and service to patients, not convenience of providers
 - Locations, hours, scope of services
 - One size does not fit all!
- Requires knowing the medical, social, and cultural context of the practice's patient population
 - and in Canada, those who don't come in, too
- Cultural fit

Systems-Based

- Use of advanced information systems
- Full capabilities of EMR
- Panel management
- Pro-active management
 - Chronic conditions
 - Social determinants
 - Screening and prevention
- The antithesis of episodic care

Team-Based

- Much higher staff:physician/NP ratios
- Team composition determined by patient needs
 - One size does not fit all!
- Nurses, pharmacists, social workers
- Everyone practices to the top of their license
 - “there is only one job description”
- Responsibility and authority genuinely shared
 - ~~Doctor with helpers~~ We take care of patients

Evidence and Evolution

- Wide range of successes and failures
 - Common theme: do they really change anything?
- PCMH certification and incentive plans
- Done right, substantial improvement in patient outcomes and reduction in overall costs
 - Requires investing in primary care
 - Cost recovery comes out of reduced hospital and ED
 - Greatest effect is for chronic conditions and complex-needs patients
- Critical role of practice facilitation

Alberta

- Closely tied to PCNs
 - “Launched and left”
 - PCN Evolution
- Difficult spread and scale
 - AMA’s paneling initiative
 - PCNs vary in their commitment to change management
 - Limited recognition of and support for practice facilitation

Future in Alberta?

- Excellent examples prove it can be done here
 - The ground is not fertile though
- Physician compensation models: necessary but not sufficient
- Innovation capacity
 - Rural
 - Indigenous