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Patient-Centered Medical Home

Educational briefing for providers

What are patient-centered medical homes?

The patient-centered medical home (PCMH) is a health care delivery model centered around delivering primary and preventive care to more actively manage high-risk patients, especially those with chronic diseases. Medical homes rely on team-based care, and each patient is required to have a designated primary care provider. This provider is supported by a comprehensive care team that includes both clinical and non-clinical staff, such as health coaches, peer mentors, and care managers. The PCMH model seeks to improve care coordination, enhance patient engagement, and improve outcomes.

How do patient-centered medical homes work?

The PCMH model seeks to deliver care that is comprehensive, accessible, coordinated, patient-focused, and high-quality. Medical home team members work together to adhere to these principles by providing patients with time-sensitive education, encouraging disease self-management, and enhancing patient access to care through expanded office hours, telemedicine, and e-mail consultations.

Five key functions of the medical home



Though the medical home model is guided by core principles, its application varies, as it is not a government regulated initiative. The National Committee for Quality Assurance (NCQA), a non-profit organization, along with several other groups, offers model standards, accreditation achievement, recognition, and certification programs.

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Educational briefing for providers (continued)

Why are patient-centered medical homes a key issue for medical groups?

- ▶ **PCMH status can be a stepping stone for groups preparing to take on risk:** Due to the clinical focus on care management and preventative, rather than acute, services medical homes are ideal for succeeding under ACOs¹ or other risk-based delivery models.
- ▶ **PCMH recognition has important signal value for patients and other providers:** Many patients rely on quality proxies, such as PCMH accreditation, when selecting providers because they do not know how to find or interpret quality data.

Statistics on PCMH accreditation



Additional Advisory Board research and support



To learn more about successful care management strategies, read our research report, [Playbook for Population Health](#), and watch the webconference, [Care Management 101](#).



You can also contact your group's Dedicated Advisor or email ppresearch@advisory.com for more research on this topic or other strategic priorities for your group.

1) Accountable care organizations.