

Patient Centered Medical Home NCQA PCMH 2011: 6 Standards

Patient Centered Medical Home: Value-Added by a Trained Clinical Health Coach®

1. Enhance Access and Continuity



- Support physician directed medical practice with whole-person orientation.
- Transform practice models to address patient need for planned encounters, enhanced access, and non-visit contacts.
- Plan interventions for more intensive management for patients at higher risk.

2. Identify and Manage Patient Populations



- Monitor health status to achieve better outcomes in individuals and in populations.
- Employ population health strategies to address care for all patients who may benefit from health coaching and care coordination.
- Use registry to proactively manage and improve health status of individuals and populations.

3. Plan and Manage Care



- Practice planned, proactive, evidence based care vs. the “tyranny of the urgent.”
- Implement inter-disciplinary care teams allowing all to operate at top of license in managing care.
- Engage the patient in care decisions through evidence based coaching strategies.

4. Provide Self-Care and Community Support



- Practice with knowledge that patients are the greatest untapped resources in health care.
- Enable patients to reclaim responsibility for their own health.
- Foster interactions between the informed, activated, engaged patients and prepared, proactive practice teams.
- Shift communication style to coaching to promote self-management.

5. Track and Coordinate Care



- Support models of care that promotes more seamless care coordination.
- Organize care that is team based, coordinated care across the continuum and utilizes the medical neighborhood.
- Coordinate care through reliable care transitions to achieve health outcomes throughout the full continuum of care.

6. Measure and Improve Performance



- Track and analyze outcomes to adjust clinical practices and guidelines.
- Apply project management and process improvement skills in practice redesign.
- Develop confidence to test changes.