

Patient-Centered Medical Home (PCMH) Recognition: Staff Tip Sheet

What is PCMH?

- Patient-Centered Medical Home (PCMH) is a care model that emphasizes comprehensive, patient-centered, coordinated, accessible, and quality-focused care.
- PCMH recognition is awarded to practices that meet specific standards of care and patient engagement.

Why PCMH Matters

- Ensures a higher standard of patient care.
- Enhances care coordination and communication within the team.
- Recognized by many payers, improving practice reputation and reimbursement.

Key Components of PCMH

1. Patient-Centered Access: Ensure patients can access care and information easily.
2. Team-Based Care: Collaborate as a healthcare team to provide comprehensive care.
3. Population Health Management: Use data to manage patient populations proactively.
4. Care Management and Support: Identify and support patients with complex health needs.

5. Care Coordination and Transitions: Ensure smooth patient transitions between providers.
6. Performance Measurement and Quality Improvement: Continuously measure and improve care.

Your Role in PCMH

- Provide Patient-Centered Care: Respect patient preferences and cultural backgrounds.
- Enhance Communication: Use clear, respectful, and active communication with patients and team members.
- Support Team Collaboration: Actively participate in team discussions and planning.
- Document Effectively: Ensure accurate and timely documentation in patient records.
- Stay Informed: Regularly review practice protocols and training materials.

How We Maintain PCMH Recognition

- Follow standardized care protocols and workflows.
- Complete ongoing training and education.
- Regularly review patient feedback and make improvements.
- Participate in quality improvement initiatives.

Who to Contact with Questions

- practicesupport@ncahec.net or your regional Practice Support Coach