

# UNDER CONSTRUCTION: Patient Centred Medical Homes



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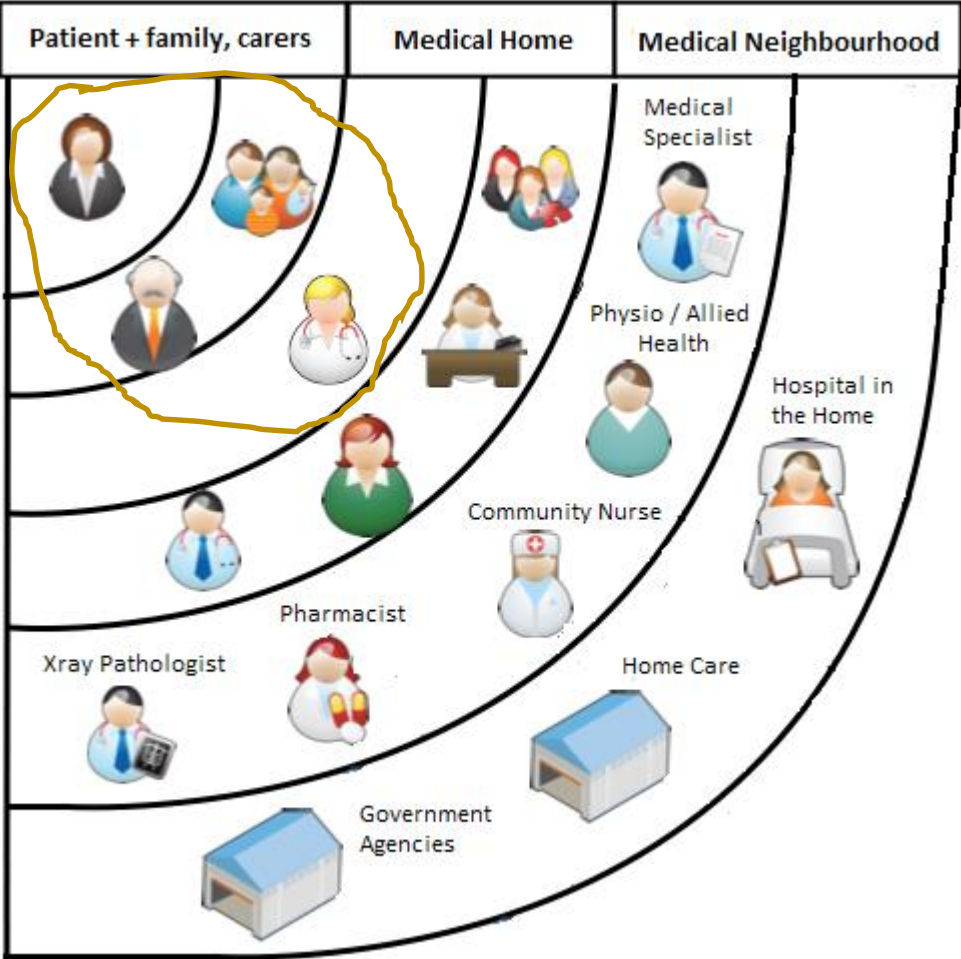


What is a patient centred medical home?

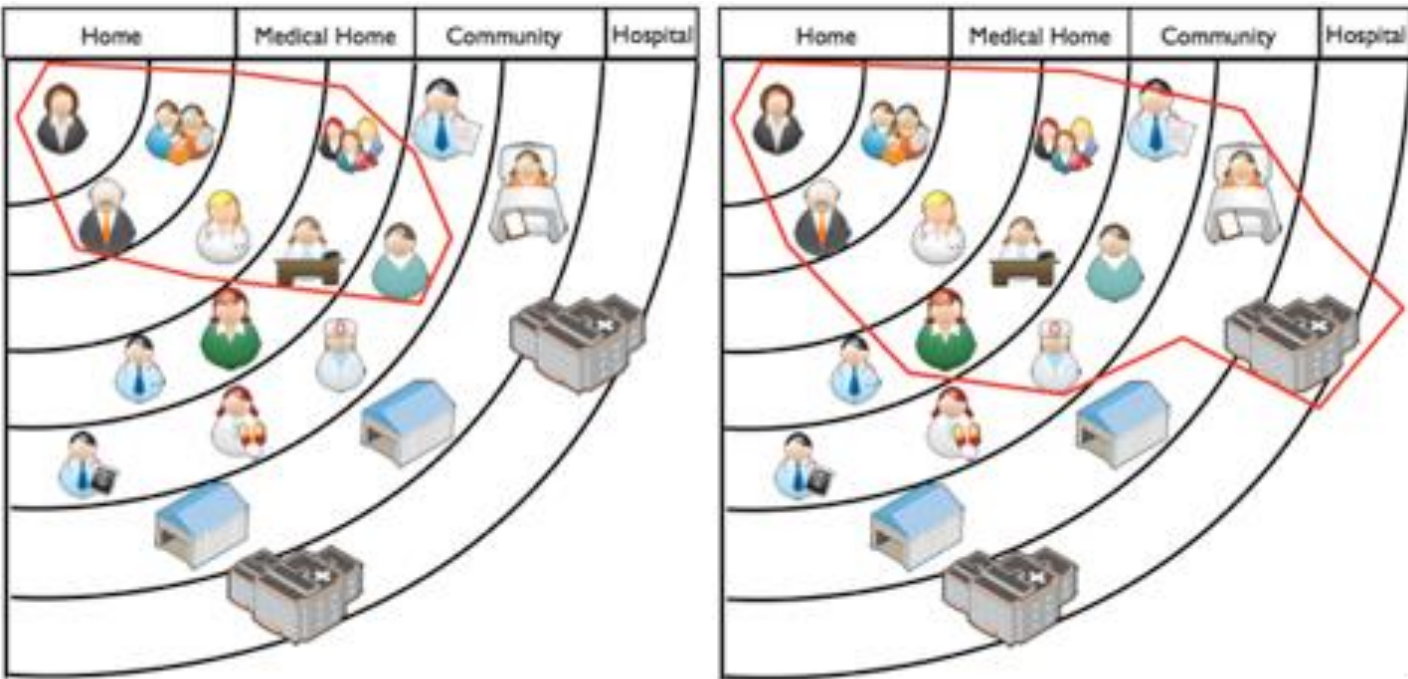
- Why PCMH?



# Patient Centred Medical Home (PCMH)



# PCMH



As care needs change, the Care Team gains additional members.  
It is the same familiar Team.

- Patient Centred: patient goals
- Team based
- Continuous
- Comprehensive & Joined-up
- Better patient and clinician experience
- Essential to achieve care integration
- Accessible & scalable
- Cheaper: More upstream which is less intrusive and expensive

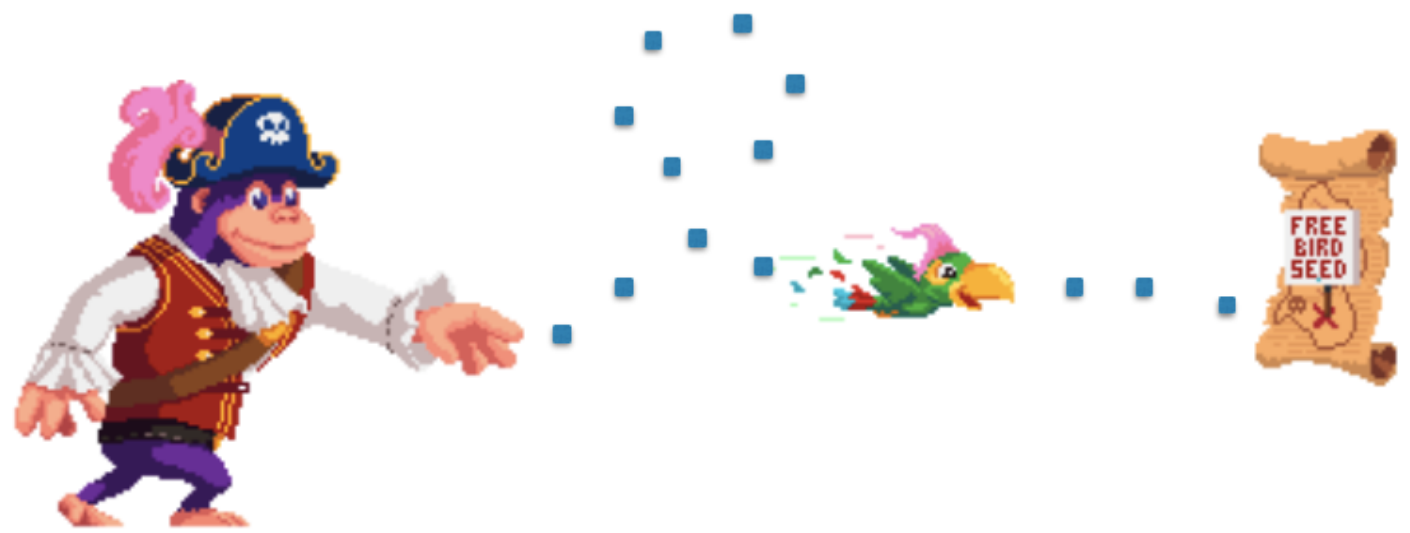
The further away from home, the more **intensive, intrusive** and **expensive** the care

# Construction Challenges

- Long game – a process & a journey
  - patience; persistence; vision
- It is about transforming health care
  - continuous improvement with vision
  - Bottom up movement
  - Shift in culture
- Use of data to drive action and quality improvement
- Patient literacy
- Change management
  - Not achievable without clinician engagement & leadership







# Conversation about birdseed

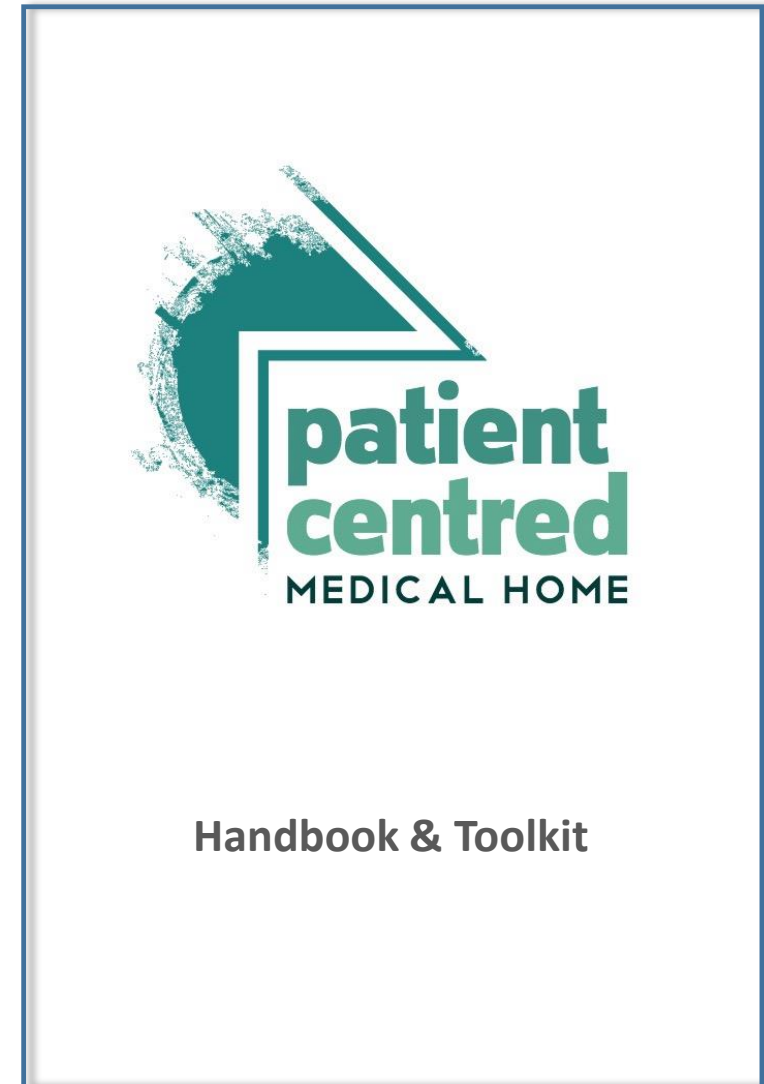
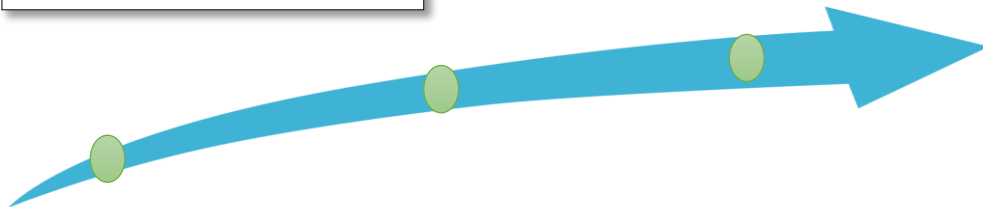




# What is happening on the North Coast?

- NCPHN PCMH program of work
  - A movement for change
  - PCMH Handbook & Toolkit

PCMH  
Transformation  
Continuum



# What is happening on the North Coast?

- NCPHN PCMH program of work
  - PCMH Handbook & Toolkit
    - USA taxonomy – maturity continuum
  - The GP Clusters – Kaizen(s)
    - Refinement of the Handbook grounded in experience
    - Practices selecting their first steps and progress pace
  - Graduate Certificate in PHC Nursing

## CHAPTER LIST

### WHAT IS PATIENT CENTRED MEDICAL HOME?

History of the model  
The Broader System – Patient Centred Medical Neighbourhood  
What it looks like outside of Australia  
Australian landscape / Current experience

### TRANSITIONING TO A PATIENT CENTRED MEDICAL HOME

Concepts & Elements – Quality Improvements vs. Accreditation  
Patient Centred Medical Home – Spectrum and Continuum  
Long term vision  
Challenges and barriers to transitioning

### TOOLKIT FOR TRANSITIONING

PCMH Self-assessment  
Where is your practice on the continuum?  
What does progress look like?

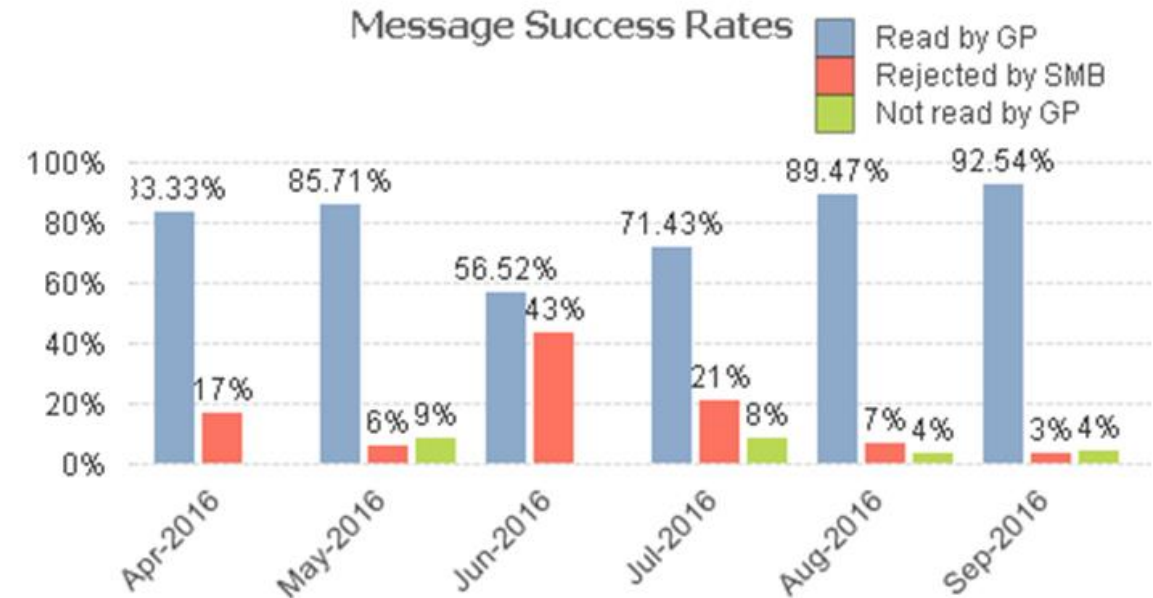
- Improving Accessibility
- Becoming more Patient Centred
- Better Coordination
- Increasing Comprehensive Care
- Focus on Quality and Safety

### CASE STUDIES

Narrative on how transitioning unfolds  
Examples of practices furthest along the continuum

# What is happening on the North Coast?

- Complementary / Enabler Programs (in partnership with LHD)
  - Shared Care Planning Platform (Orion)
  - Electronic Admission & discharge flags
  - Grassroots movement of integrated care
    - 200 PDSAs



# What is happening on the North Coast?

In partnership with LHDs, ACI, AMSs and other stakeholders

