



## Primary Care Medical Home (PCMH)

As a facility implements the Primary Care Medical Home (PCMH) approach, there are several key considerations.

### WHAT IS PCMH?

According to THE Agency for Healthcare Research and Quality (AHRQ), PCMH is a model for the organization of primary care delivery. The MODEL'S purpose is to coordinate patient treatment through PATIENTS' primary care provider team to ensure they receive the necessary care when and where they need it, in a manner they can understand. It encompasses a set of FIVE core functions based on the AHRQ philosophy of care. Implementing PCMH helps improve the quality, effectiveness and efficiency of care for patients in the primary care clinical setting. It includes a focus on preventive care to head off many problems and keep them from becoming more serious. The team-based approach to PCMH also helps improve staff job satisfaction.

To become a PCMH, organizations must integrate the **five core functions**:

1. **Comprehensive Care** – A team-based approach to meet the patient's wholistic physical, mental and emotional health care needs
2. **Patient-Centered** – Relationship-based care approach to understand, respect and integrate each patients' care needs, culture, values and preferences into their care plan; makes the patient feel known, respected, involved, engaged and knowledgeable
3. **Coordinated Care** – Patient care management and transitions are well-communicated and organized among the broader system of health care providers and other community and support services
4. **Accessible Services** – Access to care is timely and responsive to the needs of the patient including around the clock telephone or electronic access to members of the care team
5. **Quality and Safety** – Commitment to use evidence-based medicine and clinical decision-support tools and regularly evaluate and improve care using data

Indian Health Service (IHS) promotes official recognition of PCMH through one of two accrediting or certifying agencies, either The Joint Commission (TJC) or Accreditation Association for Ambulatory Health Care (AAAHC).

### EVERYONE HAS A ROLE IN PCMH.

1. Understand the basics of the PCMH model.
2. Educate patients and the community about what PCMH is and how it will help improve their care.
3. Seek and share patient and community feedback, questions and concerns with facility leadership.
4. Support change and actively participate in PCMH implementation and improvement efforts.
5. Talk with leaders in the facility about any barriers encountered with PCMH implementation.
6. Be prepared to host and interact with surveyors for PCMH certification and re-certification surveys.

FOR MORE INFORMATION ABOUT PCMH, PLEASE VISIT THE FOLLOWING WEBSITES:

- IHS Office of Quality Improving Patient Care Program [The PCMH Journey](#)
- Agency on Healthcare Quality Assurance [PCMH Resource Center](#)
- The Joint Commission [Primary Care Medical Home Philosophy](#)
- National Committee for Quality Assurance [Patient Centered Medical Home](#)