

TransformMED

Traditional Model of Care

- ✓ Physician is center stage
- ✓ Unnecessary barriers to access by patients
- ✓ Care is mostly reactive
- ✓ Paper medical record
- ✓ Unpredictable package of services offered
- ✓ Patient flow and use of practice space not optimized
- ✓ Care is fragmented
- ✓ Communication with practice is synchronous (in person or by phone)
- ✓ Physician is the main source of care
- ✓ Experience-based care
- ✓ Haphazard chronic disease management

TransformMED Model of Care

- ✓ Patient is center stage
- ✓ Open access by patients
- ✓ Care is both responsive and prospective
- ✓ Electronic health record
- ✓ Defined set of services offered
- ✓ Redesigned offices
- ✓ Care is integrated with a whole-person orientation
- ✓ Communication is synchronous and asynchronous (e-mail, Web, voice mail)
- ✓ Multidisciplinary team is source of care
- ✓ Evidence-based care with a focus on quality
- ✓ Purposeful, organized chronic disease management