



# How PCMH Is My Clinic?

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Go through the following list and discuss what you've observed in your clinical experiences. You can evaluate the family medicine clinic at your medical school, or any of the clinics you've observed, learned, or worked in.

## Practice Organization

1. How many types of providers exist on the team? Does my clinic provide services such as behavioral health, social work, finance and legal, etc.? How?
2. Are staff trained and cross-trained on team-based care?
3. Can patients select their personal physicians?
4. Do physicians have access to charts 24/7?
5. Is there a team dedicated to quality improvement projects?
6. Are there any quality improvement projects in process?

## Quality Care

1. How does the team communicate on a daily basis? How does it minimize the risk of mistakes due to handoffs?
2. How does the clinic measure and evaluate care outcomes at a population level?
3. What community resources are utilized by your clinic? What community partnerships exist?
4. Does your clinic have and use an electronic health record (EHR) system?
5. Does your clinic use a patient registry (or registries) for population health management?
6. Does your clinic participate in a local health information exchange (HIE)?
7. Is your clinic leadership versed in risk-stratified care management? Are any components being implemented?

## Patient-Centered Care

1. How is patient safety incorporated into the practice?
2. Does the practice query patients about their care? Does the practice act on patients' feedback (provide appropriate care based on patient needs)?
3. Does your clinic provide same-day appointments?
4. During what hours is your clinic available for patients? Does it have extended hours during evenings or weekends? Does it provide access to urgent care?
5. Which of these patient self-management practices are utilized in your clinic: assessment of patients and caregivers in self-management; patient care and action plans; home monitoring for chronic conditions; motivational interviewing or another patient coaching practice?
6. What methods do health care providers in your clinic use to communicate with patients (ie, phone, email, a patient portal, text, other)?
7. How are patients in your clinic involved in decision-making regarding their care?
8. Are patient focus groups or a patient advisory panel used to assess and improve patients' experience of care?

9. Does your clinic treat patients holistically? Does it provide care to patients for all stages of life and include acute care, chronic care, preventive services, and end of life care? And does your clinic take responsibility for appropriately arranging care with other qualified health professionals, when necessary (care coordination)?

- Now, go back through the following list and add the word “could” into each of the phrases in place of “does” or “is”. Discuss what these things could look like in a patient-centered medical home clinic.
- As a large group, discuss the clinical experiences in which you have observed the most, or the most advanced, of these patient-centered medical home practices. How did care in those clinics compare to care observed in other clinical experiences? What was the effect on the patient’s experience of their care? What was the effect on the physician’s experience of providing care?
- Discuss with your faculty opportunities for you to experience patient-centered medical home practices while you are a medical student. Can you do an elective rotation? Can you take on a research project that addresses the patient-centered medical home? Can you attend a conference that will expose you to more PCMH resources?

Blue = Basic; Green = Intermediate; Purple = Advanced

\*This list is not meant to be comprehensive of all PCMH-related clinical and practice management initiatives. It is meant to be used as a discussion aid, allowing you to think about your clinical experiences and how they may or may not reflect the use of patient-centered practices.

\*\*For more information on the patient-centered medical home, visit [aafp.org/pcmh](http://aafp.org/pcmh).