

PCMH Transformation: Getting Started

Your journey to patient-centered medical home (PCMH) transformation starts with the following foundational concepts, intended to help you lay the groundwork for a successful PCMH transformation.

Not yet convinced that the medical home model is right for your practice? The concepts in this “getting started” checklist are central to any well-functioning practice—PCMH or otherwise.

CHECKLIST

Staffing

- Develop physician leadership skills.
- Define staff member roles and job descriptions.
- Allow patients to select their personal physician(s).

Financial Management

- Budget and forecast for the future.
- Manage cash flows and seek revenue-enhancing opportunities.
- Optimize your practice’s billing and coding procedures.

Health Information Technology

- Comply with the HIPAA security and privacy rules.
- Develop a contingency plan for down time and data loss.

- Establish policies and procedures for software maintenance.
- Give physicians 24/7 access to medical charts.

Quality Improvement (QI)

- Form a skilled team to work on QI projects.
- Learn about and use the basic principles of QI, then implement a QI project.

Patient Safety

- Learn about patient safety basics and assess your practice.
- Develop a culture of patient safety and address safety concerns.

Patient Experience of Care

- Conduct a patient satisfaction survey and act on the results.
- Provide appropriate care based on patient needs and background.

Implement this checklist with the help of step-by-step guides. Purchase the PCMH Planner at aafp.org/pcmhplanner.



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