



Explaining the Medical Home - Talking Points Center for Medical Home Improvement (CMHI)

- ④ A **medical home** combines place, process, and people -
 - the central place where primary care is provided
 - the process and scope of care in that place, and
 - the team of people delivering and coordinating care

- ④ Patients and families expect that their **medical home** staff will:
 - know and remember them
 - respect their ideas, customs and beliefs, and
 - help them coordinate care and information among multiple professionals and services

- ④ The primary care **medical home** strives to improve health outcomes and quality of life for patients and families - while improving the experience of providing healthcare for its office staff

- ④ Care received in a **medical home** can be *good, better, or great* depending upon the openness to change and commitment to partner with families/consumers to make things better

- ④ Improving care for children or adults with more complex health needs enhances the **medical home** experience for all patients; *medical home* is about practice-wide improvement - not a special, separate primary care program

- ④ A "great" **medical home** declares itself to be a medical home, and
 - knows its patients and patient populations
 - partners with and learns from youth and families
 - uses a proactive team approach to chronic condition care
 - including planned visits, coordination of complex services, co-management with specialists, and assistance with transitions - especially to adult services
 - connects with other community-based organizations
 - offers safe, efficient care while preventing unnecessary or duplicative services, thus reducing health care costs

The American Academy of Pediatrics (AAP), American Academy of Family Physicians (AAFP), National Association of Pediatric Nurse Practitioners (NAPNAP), Family Voices, and United States Maternal and Child Health Bureau (USMCHB) endorse the medical home as the model for 21st century primary care.

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