

TransforMEDSM

The TransforMED Medical Home



Patient-Centered Personal Medical Home

A continuous relationship with a personal physician coordinating care for both illness and wellness

- Mindful clinician-patient communication: *trust, respect, shared decision-making*
 - Patient engagement
 - Provider/patient partnership
 - Cultural competency
 - Continuous relationship
 - Whole person care

Access to Care and Information

- Same-day appointments
- After-hours access coverage
- Lab results highly accessible
- Online patient services
- e-Visits
- Group visits
- Culturally sensitive care

Information Systems

- Electronic health record
- e-Lab and e-Prescriptions
- Disease registries
- Evidence-based decision support
- Population-based management software
- Best practice point-of-care reminders
- Web site / Patient portal

Continuity of Care Services

- Comprehensive care
- Coordinated care
- Collaborative relationships
 - Hospital care
 - Behavioral health care
 - Maternity care
 - Community-based services
 - Specialist care

Practice Management

- Disciplined financial management
- Change management
- Optimized office design/redesign
- Cost-Benefit decision-making
- Revenue enhancement
- Optimized coding & billing
- Personnel
- Facilities management

Quality and Safety

- Evidence-based best practices
- Medication management
- Patient satisfaction feedback
- Evidence-based outcomes analysis
- Quality improvement
- Risk management
- Regulatory compliance

Team-Based Care

- Physician leadership
- Interdisciplinary care team
- Nurse Practitioner / Physician Assistant
- Effective staff communication
- Task delegation by skill set
- Front/Back office shared vision

Care Management

- Proactive population management
- Chronic disease management
- Disease prevention
- Care coordination
- Care collaboration
- Patient engagement and participation

Point of Care Services

- Acute care
- Chronic care
- Wellness promotion
- Procedures
- Ancillary therapeutic and support services
- Ancillary diagnostic services