



# Western Physicians' Alliance



## NEWSLETTER

February 2013

### *What does the partnership of WPA with AT&T offer to a Primary Care Provider (PCP)?*

#### **Defining a PCMH and what makes it work**

The Patient Centered Medical Home (PCMH) model holds promise as a way to improve health care in America by transforming how primary care is organized and delivered and defines a PCMH not simply as a place but as a model of the organization of care that delivers the core functions of primary health care. PCMH focused groups recognize the central role of health Information Technology (IT) in successfully operationalizing and implementing the key features of the medical home. While also noting that building a primary care delivery platform that the Nation can rely on for accessible, affordable, and high-quality health care will require significant workforce development and fundamental payment reform.

The Patient Centered Medical Home encompasses five core functions and attributes:

**1. Comprehensive Care** - The primary care medical home is accountable for meeting the large majority of each patient's physical and mental health care needs, including prevention and wellness, acute care, and chronic care.

**2. Patient-Centered** - The primary care medical home provides primary health care that is relationship-based with an orientation toward the whole person. The medical home practice actively supports patients in learning to manage and organize their own care at the level the patient chooses.

**3. Coordinated Care** - The PCMH coordinates care across all elements of the broader health care system, including specialty care, hospitals, home health care, and community services and supports. Such coordination is particularly critical during transitions

between sites of care, such as when patients are being discharged from the hospital. .

**4. Accessible Services** - The PCMH delivers accessible services with shorter waiting times for urgent needs, enhanced in-person hours, around-the-clock telephone or electronic access to a member of the care team, and alternative methods of communication such as email and telephone care.

**5. Quality and Safety** - The PCMH demonstrates a commitment to quality and quality improvement by ongoing engagement in activities such as using evidence-based medicine and clinical decision-support tools to guide shared decision making with patients and families, engaging in performance measurement and improvement, measuring and responding to patient experiences and patient satisfaction, and practicing population health management. To learn more about the role of WPA and AT&T in support of the PCMH model of care please visit the website.....

### REMINDER

#### **AT&T Healthcare Community Online Physician Portal Presentation**

The Grove

January 29<sup>th</sup>, 2013

5:30 – 8:30

Appetizers will be served

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