

The Patient-Centered Medical Home from the Patient's Perspective

Engaged Leadership: The clinic is accountable and uses my feedback to improve. The clinic staff enjoys their jobs and can help me when I have concerns or problems.

Quality Improvement Strategy: The clinic wants to improve, asks for my feedback, and makes changes in response.

Empanelment: I can choose my provider and healthcare team. I can access my team easily.

Continuous and Team-Based Healing Relationships: I know my healthcare team and they know me. My team makes sure that I have the information and support I need to achieve my health goals.

Organized, Evidence-Based Care: My team reminds me proactively about needed tests or exams. My care is based on best practices, is seamless, and organized.

Patient Centered Interactions: My team and provider listen to me. My needs, values, and preferences are heard. I can understand the information I get from my team.

Enhanced Access: I get care when I need it in the way I need it.

Care Coordination: My team is following me and knows what I need. I am confident that my needs will be met.

Source: Adapted from Community Health Partners. Livingston, MT. 2012.