

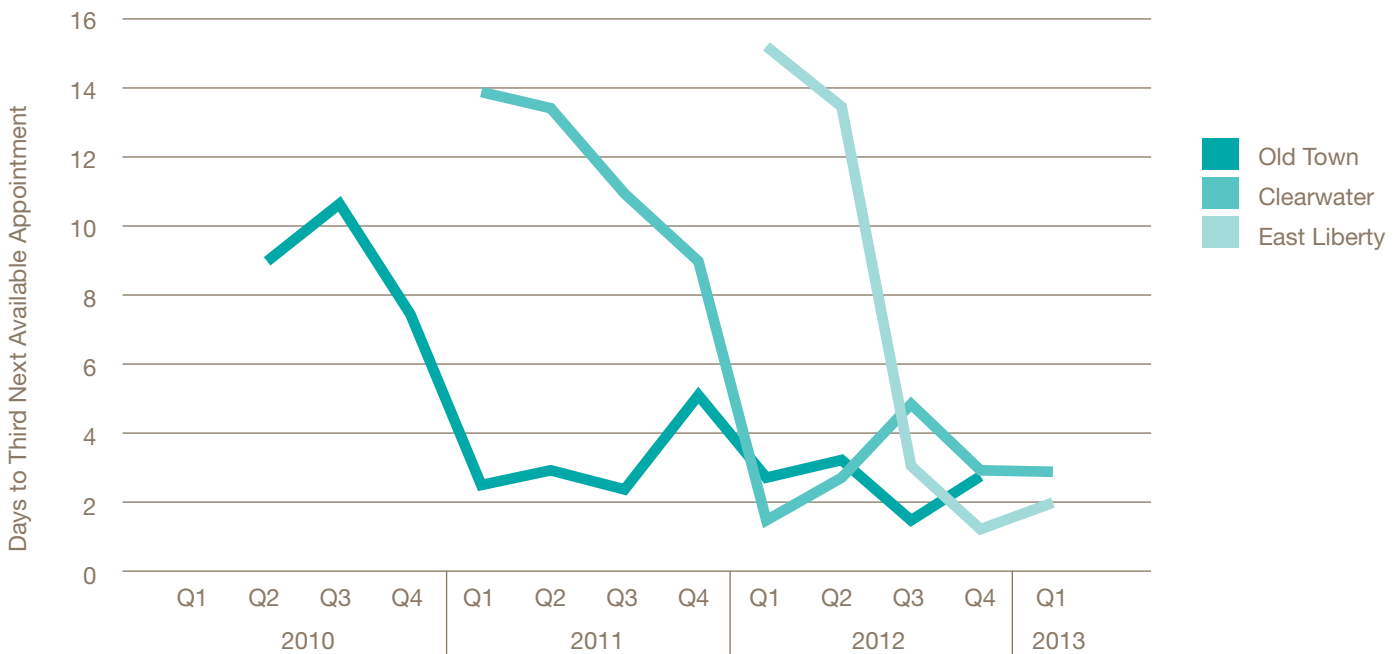
The Safety Net Medical Home Initiative: Practice Results

SPOTLIGHT: Old Town Clinic, Central City Concern • Portland, OR
Clearwater Valley Hospital and Clinics • Orofino, ID
East Liberty Family Health Care • Pittsburgh, PA

MEASURE: Number of days to third next available appointment
Waiting long periods for an office visit can put patients at risk. Patient-centered practices offer as close to real-time access as possible. Because the first or second available appointment in a provider's schedule may be due to chance events such as cancellations, the "third next available" appointment is used as a more reliable means of measuring this delay.

For more information about the SNMHI's "Enhanced Access" Change Concept, see www.safetynetmedicalhome.org/change-concepts/enhanced-access.

Delay in scheduling office visits has dropped. Now, patients can reliably get an appointment within a few days.



East Liberty Family Health Care staff report:

“I feel our sites have changed in that we are focusing on structuring the work and care in such a way that it is patient-centered. We have become a learning organization in the respect that we are continually looking at our processes—and as patient needs change we are able to change how we deliver the care to meet the need.”

Change Concepts for Practice Transformation



About the Safety Net Medical Home Initiative

It's no small undertaking to implement the Patient-Centered Medical Home (PCMH) Model of Care. The Safety Net Medical Home Initiative used a combination of coaching, assessment and change management tools, and peer-sharing communities to help move participants forward. The Initiative's sequential set of "Change Concepts" has been proven to streamline the path to full PCMH implementation, and our approach has been adopted by other improvement initiatives nationwide.

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Learn more at www.safetynetmedicalhome.org

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The objective of the Safety Net Medical Home Initiative was to develop and demonstrate a replicable and sustainable implementation model to transform primary care safety net practices into patient-centered medical homes with benchmark performance in quality, efficiency, and patient experience. The Initiative was administered by Qualis Health and conducted in partnership with the MacColl Center for Health Care Innovation at the Group Health Research Institute. Five regions were selected for participation (Colorado, Idaho, Massachusetts, Oregon and Pittsburgh), representing 65 safety net practices across the U.S. For more information about the Safety Net Medical Home Initiative, refer to: www.safetynetmedicalhome.org.



MacColl Center for Health Care Innovation