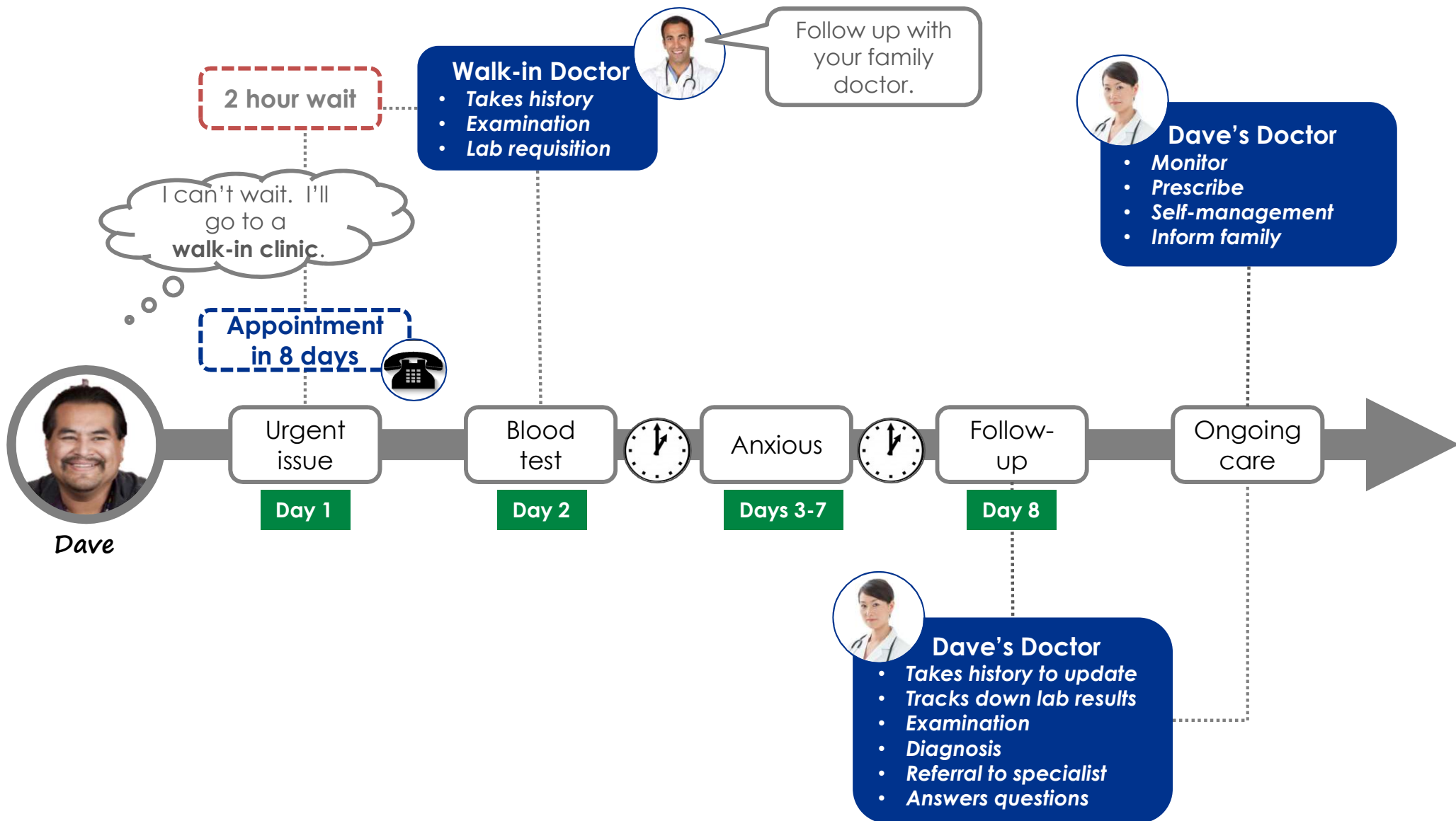


	<b>Traditional Approach</b>	<b>PMH Approach</b>
<b>Patient's Role</b>	<ul style="list-style-type: none"> <li>▪ Consumer, not participant</li> <li>▪ Receives advice/direction from physician</li> </ul>	<ul style="list-style-type: none"> <li>▪ Active participant in care and treatment option discussions</li> </ul>
<b>Decision-maker</b>	<ul style="list-style-type: none"> <li>▪ Physician is 'solo act' and decision maker</li> <li>▪ No team support for the physician to deliver comprehensive care</li> <li>▪ Options not typically offered</li> </ul>	<ul style="list-style-type: none"> <li>▪ Physician, care team and patient work together to make decisions</li> <li>▪ Physician describes recommended treatment options and discusses pros and cons of each</li> </ul>
<b>Focus</b>	<ul style="list-style-type: none"> <li>▪ Disease-centred and event driven</li> <li>▪ Physician is required to focus on treating just the current problem or diagnosed medical disease</li> </ul>	<ul style="list-style-type: none"> <li>▪ Patient-centred, with an emphasis on prevention</li> <li>▪ Physician and care team engage with patient to actively exchange ideas and look for solutions on how to improve his/her quality of life – beyond treating the symptoms</li> </ul>
<b>Communication</b>	<ul style="list-style-type: none"> <li>▪ Physician has little time available for discussion or for patient to ask questions</li> <li>▪ No team support to inform and educate patient on physician's behalf</li> </ul>	<ul style="list-style-type: none"> <li>▪ Physician is able to spend more time listening</li> <li>▪ Ample time for questions and to discuss the pros and cons of recommended options</li> <li>▪ Care team members support physician with patient/family education, follow-up support</li> </ul>
<b>Treatment Plan</b>	<ul style="list-style-type: none"> <li>▪ A problem-specific treatment plan is recommended and provided to the patient</li> </ul>	<ul style="list-style-type: none"> <li>▪ The patient and physician discuss available treatment options</li> <li>▪ Once they have agreed on next steps, the family physician and care team create a comprehensive treatment plan that considers the patient's situation, concerns, and preferences</li> </ul>
<b>Technology Used</b>	<ul style="list-style-type: none"> <li>▪ The practice may have an EMR system in place, but is not fully utilizing its features</li> </ul>	<ul style="list-style-type: none"> <li>▪ Patients' information is secured in an EMR system that is accessible by the team</li> <li>▪ EMR tools are used to track the patient's progress</li> <li>▪ The EMR is used to anticipate patient needs and offer care proactively</li> <li>▪ The patient has access to his/her own information and appointment scheduling opportunities through a patient portal</li> </ul>
<b>Providers of Care</b>	<ul style="list-style-type: none"> <li>▪ Patients are seen only by their family physicians</li> </ul>	<ul style="list-style-type: none"> <li>▪ Patients have access to a team of health care providers, which may include family physicians, nurses, pharmacists, behavioral health consultants, and others, who work together to create the best possible action plan for treatment</li> </ul>

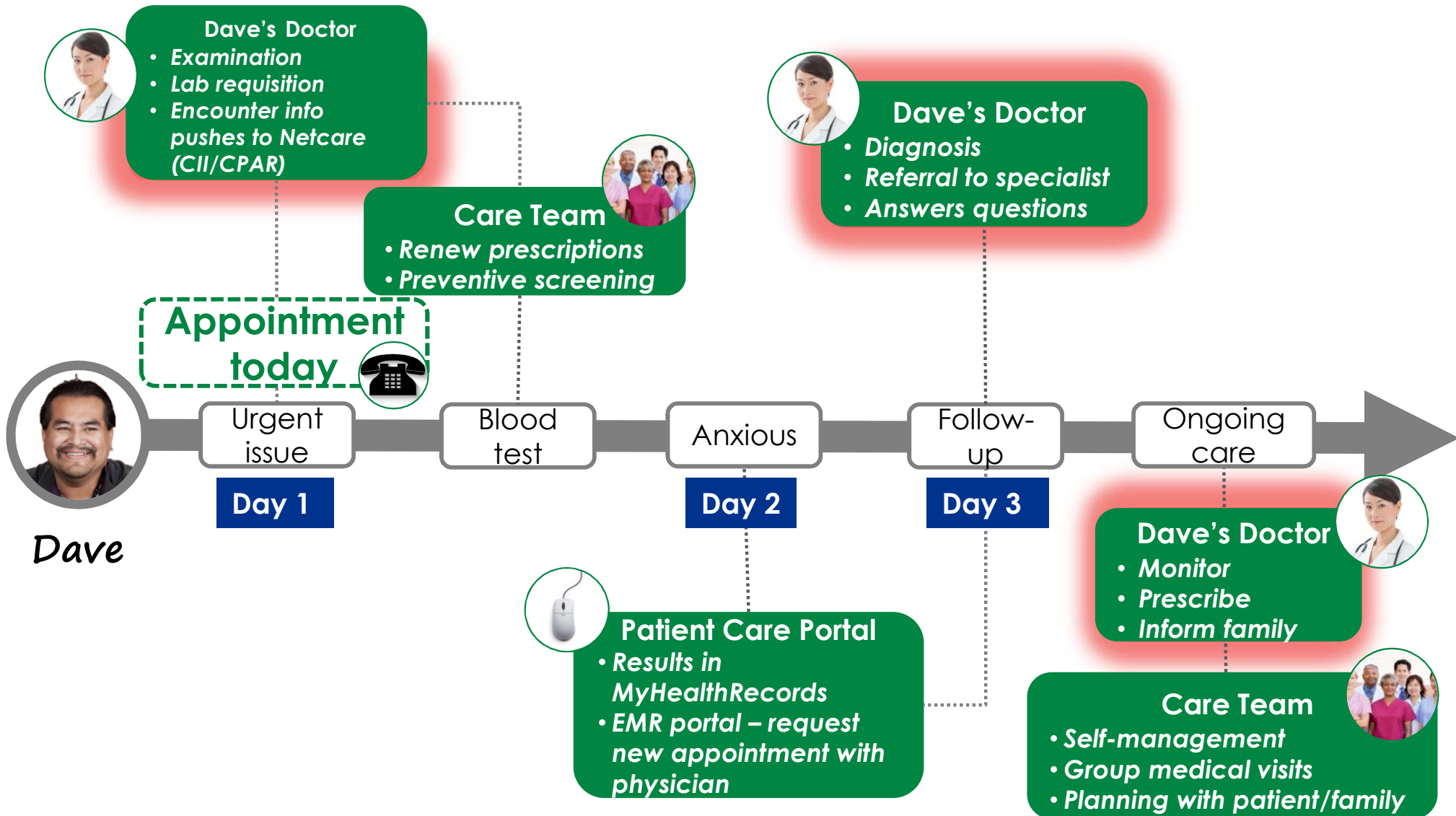
# Traditional Approach



## FEATURES

- Dave coordinates his own journey, and often waits for care and information.
- He has to repeat his story – and his care is partially provided by someone who doesn't know him.
- Dave's doctor is solely responsible to help him understand and self-manage his condition.

# Patient's Medical Home Approach



## FEATURES

- Dave receives care and information at the right time, from people he trusts who know his story.
- Dave's doctor and care team help him and his family to understand and self-manage his condition.
- The role of the physician has not changed; Dave's care is augmented by the team and the system.