

# Undertaking Medical Home Assessments

## and Actioning Results

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### THE MOTIVATION

The St. Albert and Sturgeon Primary Care Network (SASPCN) has 16 member clinics, each operating within their own unique context.

Understanding the varying degrees of progress toward the Patient's Medical Home (PMH) was challenging without a consistent framework to apply in all member clinics.

### THE MISSION

SASPCN wants to support teams to advance the PMH in the way that is best suited for their **own unique contexts**.

Additionally, to inform business planning, the PCN needs to understand its members' priorities and where practices can benefit from PCN support.

### THE STRATEGY

We used **TOP's PMH Assessment**.

We provided a facilitator and a deadline. 14 of 16 clinics completed Phase 1 and 10 continued on to Phase 2. All participating clinics chose their priorities and created action plans.

We also recruited several physicians to take part in the PCN-level Medical Home Assessment.

### THE OUTCOMES

We had a **high participation rate**. Physicians and staff said discussing the items in the assessments was **illuminating**, and the questions helped them **understand** the **actionable** components of the PMH.

The variation and the similarities in results across clinics are giving the PCN direction for business planning.

### HOW DID WE MAKE IT HAPPEN?

- We **socialized** the idea of the assessments for several weeks
- We **compensated** clinics for their time away from patients
- We provided a **facilitator**
- We avoided the term "**assessment**"
- We focused on delivering a process and product that was **practical** for clinics

### THE ACTIONS

With support from the PCN's Medical Home Lead, all clinic teams have created **action plans** to advance various elements of the PMH. They are working on topics such as:

- referral tracking
- accommodating urgent UTIs
- optimizing medication documentation in the EMR
- creating an asthma action plan template

## How can clinics action the **patient-centered components** of the Patient's Medical Home?

Assessing patient and family values and preferences

Involving patients in decision-making and care

Assessing comprehension of verbal and written materials

Providing self-management support

Using principles of patient-centered care to guide practice

Ensuring advance care planning is done routinely

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