



The Patient's Medical Home

Patients say that patient-centred family practices are where they are most comfortable – most at home – discussing their personal and family health concerns.

As the providers most responsible for Canadians' health care, family physicians play a vital role in our health care system. We know that the relationships patients build with their personal physicians over time contribute to better health outcomes.

The Patient's Medical Home (PMH) is a vision for the future of family practice in Canada that builds upon these truths.

In this vision, every family practice across Canada readily offers the care that Canadians need - care that is centred on the patient's needs, encompasses patients at every stage of life, and provides reliable links to other health services. A Patient's Medical Home practice delivers this care and ensures the best possible outcomes through the patient's own family physician's collaboration with health care teams and using the latest technology.

Meeting the following 10 goals transforms a family practice into a Patient's Medical Home:



1. Patient-Centred Care

A PMH provides care that is focused on the individual patient and tailored to his or her specific needs.



6. Continuity of Care

A PMH provides continuity of care, continuity of relationships, and information for its patients.



2. Personal Family Physician

The patient's own family doctor, the most responsible care provider, is at the core of the PMH.



7. Electronic Medical Records

A PMH maintains and meaningfully uses electronic medical records (EMRs) for its patients



3. Team-Based Care

A PMH offers a broad scope of services carried out by teams or networks of providers, including each patient's personal family physician



8. Education, Training, and Research

A PMH serves as an ideal site for training medical students, family medicine residents, and those in other health professions. A PMH is also an ideal setting for carrying out medical research.



4. Timely Access

A PMH ensures timely access to appointments within the practice. The PMH also coordinates timely appointments with services outside the practice.



9. Evaluation and Quality Improvement

A PMH regularly evaluates the effectiveness of its services as part of its commitment to continuous quality improvement.



5. Comprehensive Care

A PMH provides each of its patients with comprehensive family practice services. A PMH also meets and supports the public health needs of the community.



10. Internal and External Supports

A PMH has strong internal support, from practice-appropriate administration. A PMH also is supported by governments, the public, and other health professions.

Practices that work on principles similar to the Patient's Medical Home already exist in several Canadian provinces:



Patients' Medical Home practices result in the following improvements to health care:

- ✦ Higher patient satisfaction
- ✦ Improved access to appointments
- ✦ Higher provider satisfaction
- ✦ Reduced use of emergency departments and after-hours clinics
- ✦ Better management of chronic diseases

Visit the Patient's Medical Home website. www.patientsmedicalhome.ca for the following:

- ✦ Practical "Best Advice" tools for family physicians
- ✦ More on the Patient's Medical Home model and its benefits
- ✦ Self-assessment tool to measure how well a practice fits the Patient's Medical Home model

The Patient's Medical Home is an initiative championed by the College of Family Physicians of Canada (CFPC). The CFPC represents more than 30,000 members. It is the national professional organization responsible for establishing standards for the training, certification, and lifelong education of family physicians and it is the voice of family medicine.

Contact us at healthpolicy@cfpc.ca with questions and comments.

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