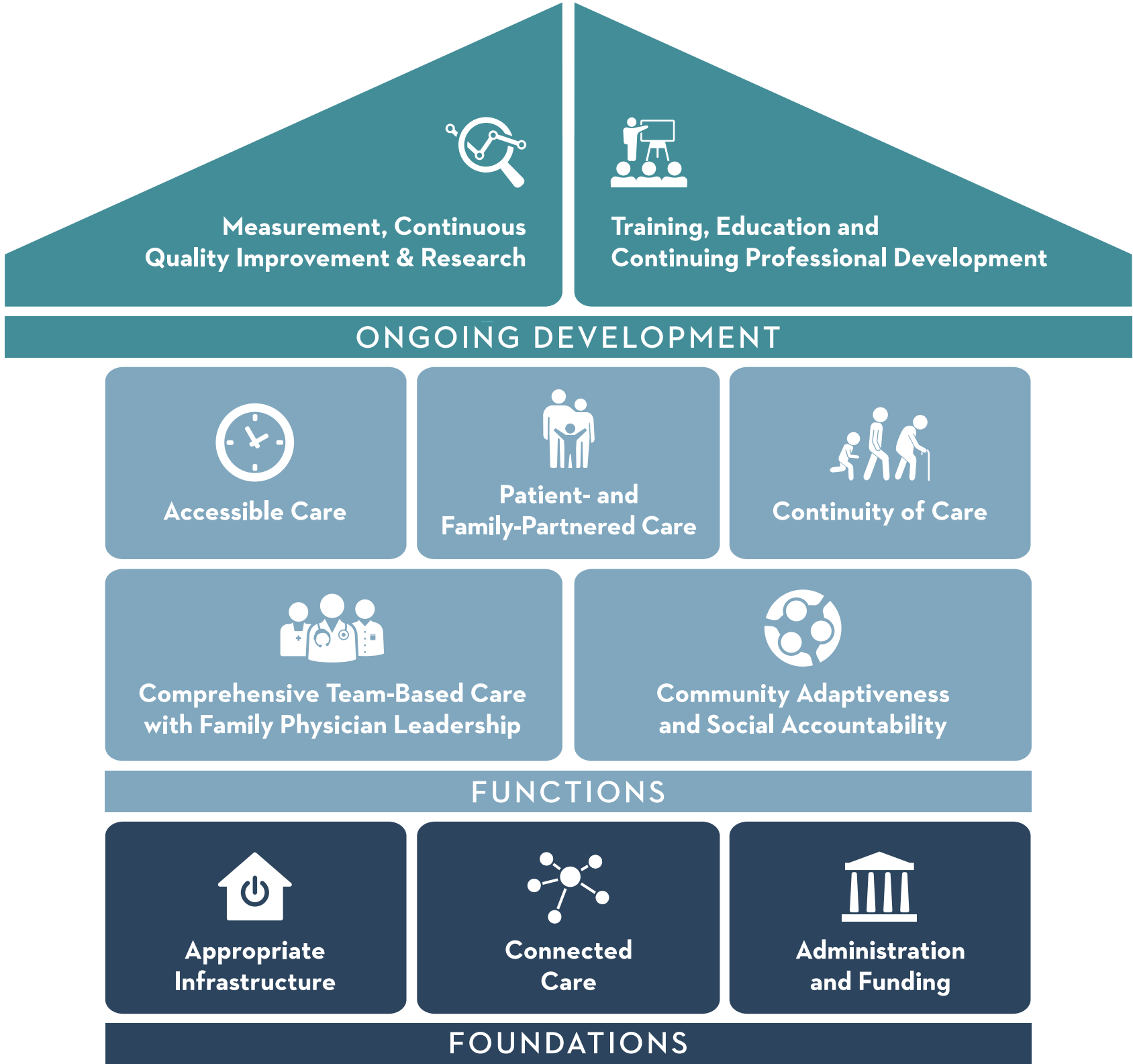


# PATIENT'S MEDICAL HOME



# ONGOING DEVELOPMENT

Ongoing Development concepts focus on ongoing improvement, growth and striving for constant improvement.



## **Measurement, Continuous Quality Improvement & Research**

Family practices are responsive to the unique needs of patients and their families within the context of their environment.



## **Training, Education and Continuing Professional Development**

Emphasis on training and education ensures that the knowledge and expertise of family physicians can be shared with the broader health care community, and also over time by creating learning organizations where both students and fully practicing family physicians can stay at the forefront of best practice.

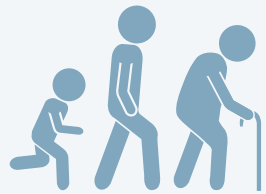
# FUNCTIONS

Functions describe the heart of the PMH – the care provided:



## Accessible Care

Adopting advanced and timely access, virtual access, and team-based approaches, accessible care ensures that patients can be seen quickly.



## Continuity of Care

Patients live healthier, fuller lives when they receive care from a responsible provider that sticks with them and knows how their health changes over time.



## Patient- and Family- Partnered Care

Family practices are responsive to the unique needs of patients and their families within the context of their environment.



## Comprehensive Team-Based with Family Physician Leadership

Broad range of services offered by an interprofessional team. The patient does not always see the FP but interactions with all team members are communicated efficiently within a PMH. The team might not be co-located but the patient is always seen by a professional with relevant skills who can connect with a physician as necessary.



## Community Adaptiveness and Social Accountability

When a practice is informed by the broader social needs of the populations served, both the individual and the community benefit.

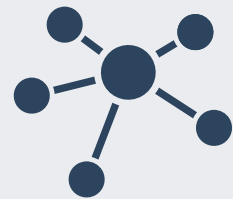
# FOUNDATIONS

Foundations are the underlying, supporting structure of the vision, facilitating the type of care that the team must provide, through:



## **Appropriate Infrastructure**

Physical space, staffing, electronic records and other digital supports, equipment, and virtual networks facilitate the delivery of timely, accessible, and comprehensive care.



## **Connected Care**

Practice integration with other care settings and services, a process enabled by integrating Health Information Technology.



## **Administration and Funding**

Practices need staff and financial support, advocacy, governance, leadership, and management in order to function as part of the community and deliver exceptional care.