

Patient-Centered Medical Home Checklist



AMERICAN ACADEMY OF
FAMILY PHYSICIANS

STRONG MEDICINE FOR AMERICA

Build your medical home with a strong foundation in family medicine.
Apply this checklist to your practice.

QUALITY MEASURES

Are you using these clinical information systems:

- Registries
- Referral tracking
- Lab result tracking
- Medication interaction alerts
- Allergy alerts

Your practice is a culture of improvement if you and your staff:

- Establish core performance measures
- Collect data for better clinical management
- Analyze the data for quality improvement
- Map processes to identify efficiencies
- Discuss best practices

Does your practice use these checklists and reminders?

- Evidence-based reminders
- Preventive medicine reminders
- Decision support

Do your care plans reflect:

- An updated problem list?
- A current medication list?
- Patient-oriented goals and expectations?

PATIENT EXPERIENCE

Which of the following are you using to improve your patients' access to care?

- Same day appointments
- Email
- Web portal for Rx, appointments, or information
- Referral to online resources
- Non-visit based care and support

Does your practice support patient self-management through:

- Motivational interviewing
- Shared goal-setting
- Home monitoring (when appropriate)
- Group visits and support groups
- Family and caregiver engagement

Clear communication requires:

- Patient language preference
- Cultural sensitivity
- Active listening
- Plain language, no jargon
- Patient satisfaction surveys

Do you and your patients share in the decision-making process by:

- Discussing treatment options in an unbiased way
- Considering the patient's priorities
- Creating and revisiting follow-up plans



HEALTH INFORMATION TECHNOLOGY

Are you taking advantage of these e-prescribing technologies:

- Medication interaction checking
- Allergy checking
- Dosing alerts by age, weight, or kidney function
- Formulary information

Do you have these evidence-based medicine supports in place:

- Templates to guide evidenced-based treatment recommendations
- Condition-specific templates to collect clinical data
- Alerts when parameters are out of goal range
- Home monitoring

Does your practice use a registry to facilitate:

- Population health management
- Individual health management
- Proactive care
- Planned care visits

Do you have the access you need to these clinical decision support tools?

- Point-of-care answers to clinical questions
- Medication information
- Clinical practice guidelines

Is your practice connected to the health care community in these important ways?

- Internet access
- Quality reporting tools

PRACTICE ORGANIZATION

Rigorous financial management is essential. Are you:

- Budgeting for forecasting and management decisions
- Contracting with health plans from a selective and informed position
- Managing the practice's cash flow
- Staying on top of accounts receivable

Does your practice offer individuals and teams opportunities for development through:

- Ongoing education
- Leadership training
- Team meetings
- Roles and responsibilities that are stimulating and rewarding
- Shared vision and responsibility for quality of care
- Value for the contributions of all individuals

Does the practice rely on data to drive decisions to:

- Continuously improve quality and efficiency
- Monitor supply and demand
- Ensure adequate and fair distribution of work

FAMILY MEDICINE CORE VALUES

- Continuous healing relationships
- Whole person orientation
- Family and community context
- Comprehensive care