



Patient Centered Principles

Traditional Care

- ◆ My patients are those who make appointments to see me.
- ◆ Care is determined by the patient's chief complaint or reason for visit.
- ◆ Care is determined by today's problem and time available today.
- ◆ Care varies due to scheduled time, physician skill, and patient compliance.
- ◆ Patients are responsible for coordinating their own care.
- ◆ Acute care is delivered in the next available appointment and walk-ins.
- ◆ It's up to the patient to tell us what happened to them.
- ◆ Clinic operations center on meeting the doctor's needs.

Patient Centered Care

- ◆ Patients "belong" to the medical home and care is managed, not episodic.
- ◆ Patients health care needs are systematically assessed to plan care.
- ◆ Care is determined by a proactive plan to meet patients' needs without visits.
- ◆ Care is standardized according to evidence-based guidelines.
- ◆ A prepared team of professionals coordinates all patients' care.
- ◆ The practice measures quality and makes rapid changes to improve as necessary.
- ◆ Acute care is delivered by improved access and non-visit contacts.
- ◆ The practice tracks tests & consultations, as well as ED and inpatient follow-up.
- ◆ A multi-disciplinary team works at the top of their licenses to serve patients.