

Contact [TOP](#)  
to insert your  
PCN's logo

The image features four hands, two on the left and two on the right, positioned to form a triangular shape resembling a house. The hands are light-skinned and have neatly manicured nails. The background is plain white.

# Patient's Medical Home Assessment

FOR YOUR PRACTICE

A facilitated, self-assessment tool to guide  
action planning for the Patient's Medical Home

**READINESS**

## Table of Contents

Support – Contact Information .....	3
Get Electronic Copies of Resources & Tools .....	3
About the Patient’s Medical Home Assessment for Practices .....	4
Why do a Patient’s Medical Home Assessment? .....	5
Who can participate in the Patient’s Medical Home Assessment? .....	5
Will my clinical practice have support during and after the Patient’s Medical Home Assessment? .....	5
How does my team get started? .....	5
Patient’s Medical Home Assessment Tool - Readiness .....	6
Appendix A – The Implementation Elements for the Patient’s Medical Home .....	7
Appendix B – Terms, Definitions & Acronyms .....	8

## Support – Contact Information

- Please contact your Primary Care Network (PCN) to identify local supports available to you (e.g. Improvement Facilitator)
- Should your practice require further assistance with the **Patient’s Medical Home Assessment** please contact Toward Optimized Practice

Email: <a href="mailto:top@topalbertadoctors.org">top@topalbertadoctors.org</a>	Phone: 780.482.0139 or toll free - 1.866.505.3302
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- For general inquiries about the Patient’s Medical Home and PCN Evolution please contact the PCN Program Management Office

Email: <a href="mailto:pcnevolution@albertadoctors.org">pcnevolution@albertadoctors.org</a>	Phone: 1.866.714.5724
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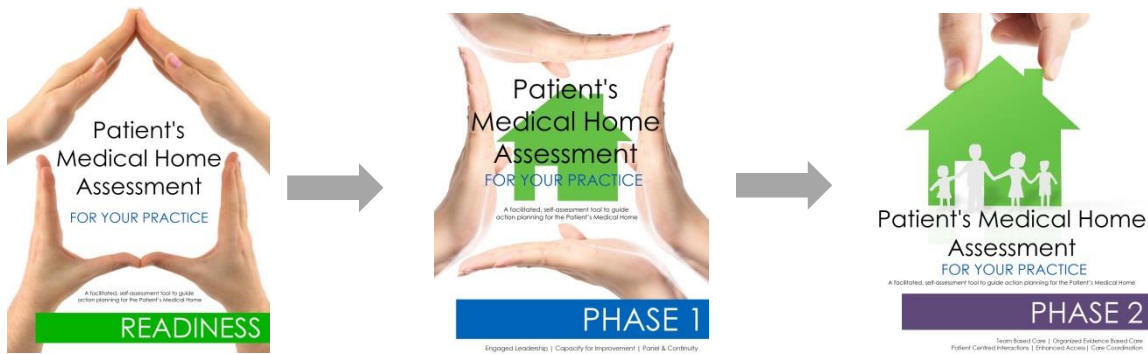
## Get Electronic Copies of Resources & Tools

Visit [www.topalbertadoctors.org](http://www.topalbertadoctors.org) to get copies of all the resources and tools for the **Patient’s Medical Home Assessment for Practices**.

For more Patient’s Medical Home resources and tools go to [www.pcnevolution.ca](http://www.pcnevolution.ca).

## About the Patient's Medical Home Assessment for Practices

The **Patient's Medical Home Assessment** consists of 3 phases:



READINESS	PHASE 1	PHASE 2
<p><b>WHO:</b> Completed by a Practice Leader</p> <p><b>WHY:</b> Assess team awareness and leader commitment to the Patient's Medical Home</p> <p><b>WHAT NEXT:</b> Option to review the <b>Introduction to the Patient's Medical Home Package</b> as next step OR to move to the <b>Patient's Medical Home Assessment Phase 1</b></p>	<p><b>WHO:</b> Completed through a facilitated team process</p> <p><b>WHY:</b> Assess engaged leadership, quality improvement and panel and continuity</p> <p><b>WHAT NEXT:</b> Option to create a <b>Patient's Medical Home Action Plan for Phase 1</b> OR move to the <b>Patient's Medical Home Assessment Phase 2</b></p>	<p><b>WHO:</b> Completed through a facilitated team process</p> <p><b>WHY:</b> Assess team based care, organized evidence based care, patient centred interactions, enhanced access and care coordination</p> <p><b>WHAT NEXT:</b> Set priorities and create a <b>Patient's Medical Home Action Plan for Phase 2</b></p>

**IMPORTANT NOTE:** **Phase 1** and **Phase 2** are designed to be **facilitated**.

A **Facilitation Guide** has been developed to support a trained facilitator with this process. To learn more about facilitation support available to your practice contact your PCN.

Alternatively contact Toward Optimized Practice (TOP) – [top@topalbertadoctors.org](mailto:top@topalbertadoctors.org)  
| 780.482.0139 or toll free - 1.866.505.3302 |

## Why do a Patient's Medical Home Assessment?

- A **Patient's Medical Home Assessment** will help primary care practices identify the changes required for patient-centred care within their practices
- The **Patient's Medical Home Assessment** will give clinical practices the ability to assess their own processes and activities related to key Patient's Medical Home implementation concepts (*e.g.* leadership, quality improvement, panel, etc...); see [Appendix A](#) – Implementation Elements for the Patient's Medical Home– to review all the key concepts
- The results of this facilitated, self-assessment can then be used by the practice to set team priorities and to create a customized **Patient's Medical Home Action Plan**

## Who can participate in the Patient's Medical Home Assessment?

- Any practice team is eligible
- A practice team can be as small as a physician and a receptionist or as large as many physicians and multi-disciplinary team members
- It is recommended that the assessment be completed by as many team members as possible [*e.g.* physicians, nurses, medical office assistants (MOAs), inter-disciplinary team members, office administration] in order to capture the perspectives of individuals with different roles within the practice; this will also provide the best sense of the way things really work

## Will my clinical practice have support during and after the Patient's Medical Home Assessment?

- Many Primary Care Networks (PCNs) are developing a support plan to assist their members (for example, this may include access to a facilitator)
- Facilitators will help teams generate consensus scores from their individual assessments and the development of their **Patient's Medical Home Action Plans**
- Tools and resources are available to support practice teams with their improvement journeys. Contact your PCN to learn more or visit [www.topalbertadoctors.org](http://www.topalbertadoctors.org) to access tools and resources for this work. Also, visit [www.pcnevolution.ca](http://www.pcnevolution.ca) for more Patient's Medical Home tools and resources.

## How does my team get started?

The **Patient's Medical Home Assessment** for Practices has been adapted from an international assessment tool that was designed to support all clinical practices at whatever stage of improvement they may be at. In Alberta, there is an **Introduction to the Patient's Medical Home Package** available for leaders to use to help prepare their team to participate in this assessment.

Please contact your Primary Care Network (PCN) to identify local supports available to you (*e.g.* Improvement Facilitator) Should your practice require further assistance with the **Patient's Medical Home Assessment** please contact Toward Optimized Practice. | **Email:** [top@topalbertadoctors.org](mailto:top@topalbertadoctors.org) | **Phone:** 780.482.0139 or toll free - 1.866.505.3302 |

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## Patient's Medical Home Assessment Tool - Readiness

CIRCLE the answer which best represents your current practice.

1. Are you familiar with the term 'Patient's Medical Home' and the concepts it represents?

No                                      Not sure                                      Somewhat                                      Yes

2. If yes to #1, have you and other clinic leaders promoted the concepts of the Patient's Medical Home to your staff team?

No                                      Not sure                                      Somewhat                                      Yes

3. If yes to #2, is your practice committed to moving towards being a Patient's Medical Home?

No                                      Not sure                                      Some of us                                      Yes

4. Does your clinic have a formal plan (for example – business plan) outlining your priorities for the Patient's Medical Home?

No                                      Not sure                                      Yes

5. Does your team meet to discuss work planning and improvements?

No                                      Yes

a. If yes, how often?

Never                                      Every two months                                      Monthly                                      Weekly

b. On average, how many hours does your team have for planning and improvement meetings each month?

Less than one hour                                      One hour                                      Two hours or more

6. Does your practice have access to a trained facilitator to support improvement? This could be someone within the clinic or within the PCN who provides regular support to your team.

No                                      Yes

7. Have you and your team started working on ways to get and maintain an accurate list of your panel?

No                                      Not sure                                      Somewhat                                      Yes

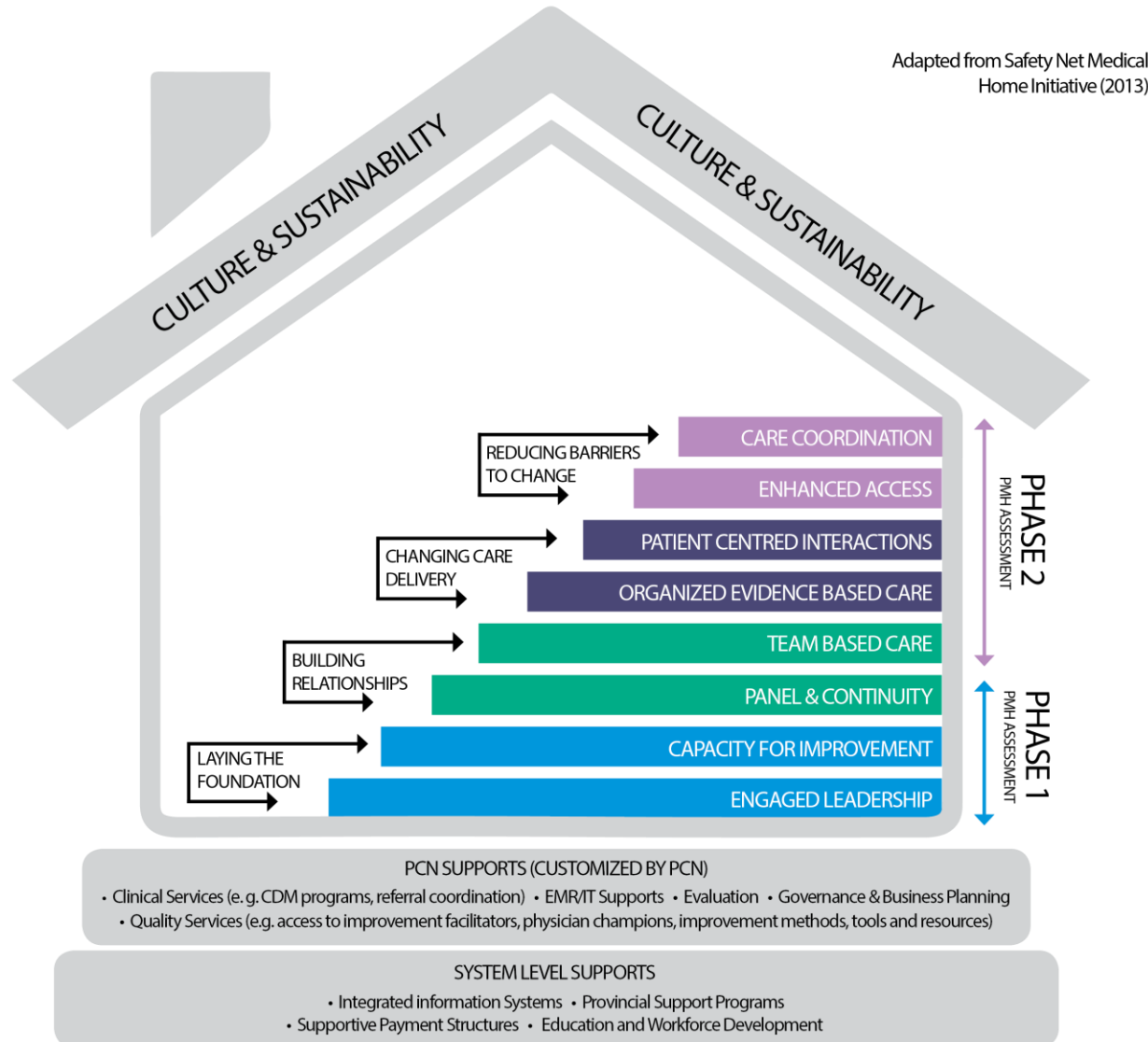
*Answering 'yes' to the questions above is predictive of readiness to proceed to Phase 1 of the Patient's Medical Home Assessment. Based on your knowledge of your current practice readiness, please check one of the following:*

- We are in the earliest stages of moving our practice towards the Patient's Medical Home and will be using the **Introduction to the Patient's Medical Home Package** and a facilitator to help us move forward.  
OR
- We have started our work towards the Patient's Medical Home. We'd like to proceed with the **Patient's Medical Home Assessment – Phase 1**

*(refer to the [support contact information](#) section of this document for information or resources if needed)*

## Appendix A – The Implementation Elements for the Patient’s Medical Home

The Patient’s Medical Home (PMH) is where a patient has an ongoing relationship with a physician and team, and all of their health care needs are coordinated. For primary care practices the PMH offers a team based approach to organize and deliver quality patient centred care. To support this work the following practical, evidence based implementation elements can be used to guide practice teams in their PMH transformations. These elements are complementary to the 10 pillars for the PMH developed by the College of Family Physicians of Canada (CFPC) and put forth in the PCN Evolution vision and framework.



## Appendix B – Terms, Definitions & Acronyms

[Click here](#) to access terms, definitions and acronyms (provided by PCN Evolution).

Also available at [www.pcnevolution.ca](http://www.pcnevolution.ca) under 'Overview Documents'

Learn more about **PCN Evolution**



[pcnevolution@albertadoctors.org](mailto:pcnevolution@albertadoctors.org)

1.866.714.5724

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<sup>1</sup> Adapted from: Safety Net Medical Home Initiative. The Patient-Centered Medical Home Assessment Version 3.1. Seattle, WA: The MacColl Center for Health Care Innovation at Group Health Research Institute and Qualis Health; May 2013