

# OUR VISION: Primary Care's Future

Grand Lake Physician Practices are leading the way on a journey toward that vision.....▶ Patient-Centered Medical Home (PCMH).

## ACCESS TO CARE & INFORMATION

- Healthcare for all
- Same-day appointments
- After-hours access coverage
- Accessible patient and lab information
- Online patient services\*
- Electronic visits\*
- Group visits\*

## CARE COORDINATION

- Community-based resources
- Collaborative relationships
  - Emergency room
  - Hospital care
  - Behavioral healthcare
  - Maternity care
  - Specialist care
  - Pharmacy
  - Physical therapy
  - Case management
- Care transition

## PRACTICE MANAGEMENT

- Disciplined financial management
- Cost-benefit decision-making
- Revenue enhancement
- Optimized coding and billing
- Personnel/HR management
- Facilities management
- Optimized office design/redesign\*
- Change management

## HEALTH INFORMATION TECHNOLOGY

- Electronic medical record
- Electronic orders and reporting
- Electronic prescribing
- Evidence-based decision support
- Population management registry\*
- Practice website
- Patient portal\*

\* Areas under development.

## PRACTICE-BASED SERVICES

- Comprehensive care for both acute and chronic conditions
- Prevention screening and services
- Surgical procedures
- Ancillary therapeutic and support services
- Ancillary diagnostic services

## CARE MANAGEMENT

- Population management\*
- Wellness promotion
- Disease prevention
- Chronic disease management
- Patient engagement and education
- Leverages automated technologies

## QUALITY & SAFETY

- Evidence-based best practices
- Medication management
- Patient satisfaction feedback
- Clinical outcomes analysis\*
- Quality improvement
- Risk management
- Regulatory compliance

## PRACTICE-BASED CARE TEAM

- Provider leadership
- Shared mission and vision
- Effective communication
- Task designation by skill set\*
- Nurse practitioner/physician assistant
- Patient participation
- Family involvement options

We are committed to providing you with extensive educational resources, coaching and self-management support to assist you in achieving your health goals. Your provider and healthcare team will enlist ongoing quality improvement strategies and evidence based guidelines to better the care and experience provided to you and your family.

## DOCTOR-PATIENT COMMUNICATION BASED ON TRUST, RESPECT & SHARED DECISION-MAKING

- Patient engagement
- Provider/patient partnership
- Culturally sensitive care
- Continuous relationship
- Whole person care



## PCMH is all about YOU.

GRAND LAKE HEALTH SYSTEM™ is at the forefront of patient care — leading the way for healthcare providers in our region and beyond for over 50 years — because you are at the heart of everything we do. We're always looking for ways to improve the quality of care, convenience, and service we provide for you and your family.

## PCMH IS A TEAM APPROACH

An expanded team of people is focused on your individual healthcare needs and your preferences about how that care is delivered. Physicians, NPs, Clinical Care Coordinators, Care Managers, Dietitians and Health Coaches work together to make sure that you get the right care at the right time.



**GRAND LAKE  
PHYSICIAN PRACTICES™**

AN AFFILIATE OF GRAND LAKE HEALTH SYSTEM

And now, the primary care providers of Grand Lake Health System are working together to achieve NCQA Medical Home Recognition.

# What is the Patient-Centered Medical Home (PCMH)?

The Patient-Centered Medical Home is a model of healthcare that provides well-coordinated, comprehensive care for patients over the course of their lifetime by fostering continuity, accessibility, and collaboration.

## BUILT ON RELATIONSHIPS

We believe in the patient-centered medical home (PCMH) values and processes. At the heart of the PCMH concept is the relationship between you and your primary care physician; coordinating care for both wellness and illness. Think of it like the hub of a wheel. You and your doctor are at the center of the wheel and any specialists, hospitals, pharmacies, or other healthcare service providers are the spokes that revolve around you. Your doctor and his or her staff are the people who know your health best, and are responsible for coordinating all the care you require at every stage.

The PCMH utilizes Electronic Medical Records (EMRs) that follow you throughout your life and from place to place, resulting in seamless care. You can even access portions of your information so you can be a more active participant in your care!

### LEARN MORE

To learn more about the Patient-Centered Medical Home, visit us online.

[GrandLakeHealth.org/PCMH](http://GrandLakeHealth.org/PCMH)

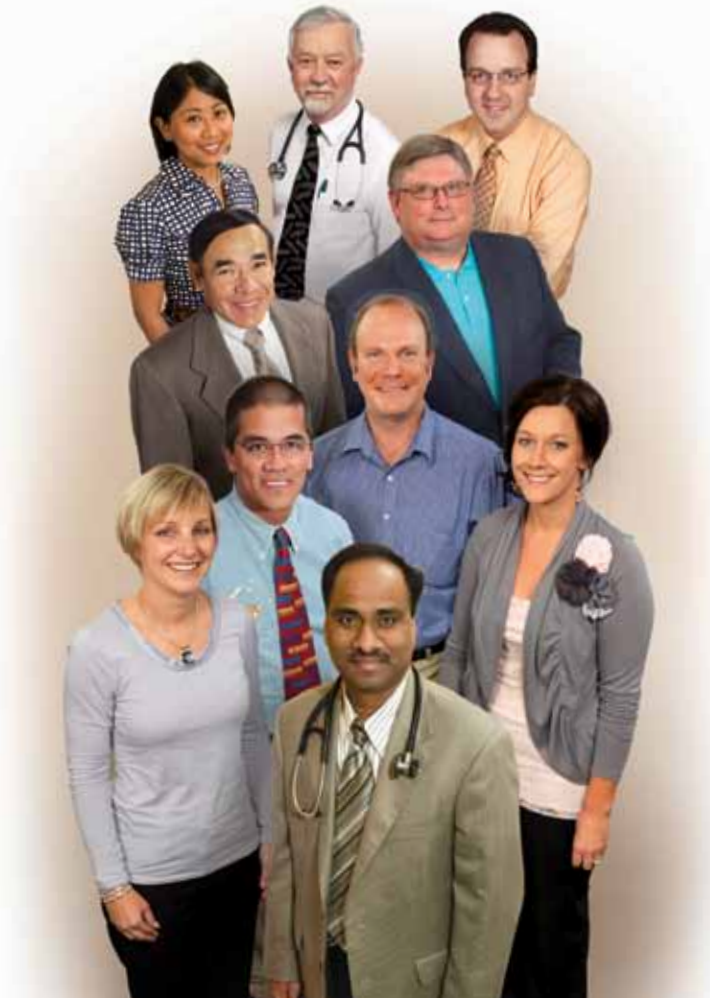
## Medical professionals your family can trust.



## PATIENT-CENTERED MEDICAL HOME

# PCMH

*Coordinated healthcare for a lifetime.*



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