Developing the Medical Home Workforce

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Developing the Medical Home Workforce

Aims

- Objective 1: Identify key skills and competencies for the Patient-Centered Medical Home (PCMH) workforce.
- Objective 2: Delineate the roles of the multidisciplinary care team members.
- Objective 3: Understand approaches to addressing PCMH workforce challenges.

Background

The Ill Health of Our Current Health Care System

- Provider-centered, not patient-centered
- Complex, chronic disease management
- Fragmentation of health care
  - Poor communication and data/information sharing
- Lack of attention to prevention and wellness
- Shortage of primary care clinicians
- High cost/poor results
- Process, clinical outcomes, patient satisfaction

The PCMH Joint Principles

2007 - Original
Personal physician
Whole person orientation
Care coordinated
Enhanced access
Appropriate payment

2014 - Integrating Behavioral Health (BH)
Home of the team
Requires BH service as part of care
Shared problem and medication lists
Requires BH on team
Includes BH for patient, family, and provider
Funding pooled and flexible

Health Care Professionals: Health care is different when they trained

Past and Present| Now and Future
---|---
Hospital| Community
Provider-Centered| Patient-Centered
Individual-Independent Practice| Team-based Care
Care Coordinated| Integrated Care
Access| Transitions
Quality and Safety| Mental Health and Substance Use Services
Appropriate Payment| Patient-Centered/Community health care

Healthcare Professions Education: A Bridge to Quality (IOM 2003)

- Delivering patient-centered care
- Working as part of an interdisciplinary team
- Practicing evidence-based medicine
- Focusing on quality improvement
- Using information technology

Domains of Competency from PCMH Principles

- Patient- and family-centered/whole person care
- Multidisciplinary team-based care/teamwork
- Wellness and prevention
- Chronic disease management
- Population management
- Care coordination and transitions
- Integration of care
- Quality, performance, and practice improvement
- Information technology

PCMH Workforce Issues

- Restructure and redesign health professions education
- Faculty development to ensure modeling of inter-professional care and education
- Health professions training in cultural competence, motivational interviewing, quality improvement
- Statewide, regional and national initiatives to support a diverse workforce

Summary

- Goals of Workforce Training
  - Develop and improve PCMH competencies
  - Utilize team members more effectively to improve care, outcomes and patient experience
  - Impact quality and performance
  - Improve job satisfaction and retention

Conclusion

- The PCMH may solve many of the ills of our health care system
- New health care payment methods support care team member roles and services in PCMH
- An enhanced skill set for the entire care team is needed for successful implementation of the PCMH
- This will require redesign of training and education to support existing and incoming workforce
- A focus on inter-professional collaborative education is needed