**WHAT IS THE PATIENT-CENTERED MEDICAL HOME?**

The **Patient-Centered Medical Home** **(PCMH)** is a model of care that puts patients at the forefront of care. PCMHs build better relationships between people and their health care teams. Research shows that they improve quality, the patient experience and staff satisfaction, and reduce health care costs.

The PCMH model includes focus on the following areas:

* **Reducing or eliminating fragmented care.** Higher rates of fragmentation are associated with higher costs, lower quality and higher rates of preventable hospitalizations.
* **Integrating care produces better outcomes.** Communicating information for shared patient populations results in better care.:
* **Improving Quality.** Patients get the treatment that they need, when they need it.
* **Reducing costs.** By preventing expensive and avoidable hospitalizations, emergency room visits and complications-care coordination reducing health care costs.
* **Improving the patient experience.** Providing the personalized, comprehensive coordinated care that patients want, and measuring improvement through feedback and medical outcomes.

**Benefits For Patients**

* **Stay healthy.** Patients who are treated in PCMHs tend to receive preventive services and screenings at a higher rate than patients who are not in PCMHs, helping them stay healthy.
* **Better communication.** Communication with patients and their families/caregivers is a core concept of the PCMH model, which also emphasizes enhanced patient access to clinical advice and medical records.
* **Better management of chronic conditions.** According to research, PCMHs are especially helpful for patients with complex chronic conditions.
* **Have a better experience.** When medical home attributes are described to people, they say it is the type of care they want to receive.