

Benefits of a Patient-Centered Medical Home



What is a Patient-Centered Medical Home (PCMH)?

The Patient-Centered Medical Home is a model of care that puts patients at the forefront of care. It is a model of primary and specialty care that is patient-centered, comprehensive, team-based, coordinated, accessible, and focused on quality and safety. PCMHs build better relationships between patients and their clinical care teams.

Benefits of the PCMH model include:

Reduced fragmentation and improved quality —

The PCMH model emphasizes team-based care, communication, and coordination, which has been shown to lead to better care.



Alignment with payers — Many payers acknowledge PCMH recognition as a hallmark of high-quality care. As a result, many payers provide incentives to PCMH-recognized practices.

Improved patient experience — A Hartford Foundation study found that the PCMH model resulted in a better experience for patients, with 83% of patients saying being treated in a PCMH improved their health.

Better managed chronic conditions — The PCMH model has been shown to help better manage patients' chronic conditions.



Alignment with state/federal initiatives — As more emphasis is placed on value-based care, many state and federal programs are embracing the patient-centered model of care.

Improved staff satisfaction — The PCMH model is associated with better staff satisfaction. One analysis found implementation of PCMH recognition to increase staff work satisfaction while reported staff burnout decreased by more than 20%.

Lowered healthcare costs — Research shows PCMH recognition improves patient care and reduces costs.



Improved patient-centered access — PCMHs emphasize the use of health information technology and after-hours access to improve overall access to care when and where patients need it.

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