

# **Patient Centered Medical Home: Improving the Patient Experience**

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**Tampa, FL**



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**South Florida Baptist Hospital**

BayCare Health System

# HealthPoint Medical Group

- Vision: to be Tampa Bay's leading medical group
- Mission: to provide our patients with excellent medical care in an environment of respect, dignity, and trust

**Health**  **Point**

# PCMH Standards

- Enhance Access & Continuity
- Identify & Manage Patient Populations
- Plan & Manage Care
- Provide Self Care Support & Community Resources
- Track & Coordinate Care
- Measure & Improve Performance

# Enhance Access & Continuity

- Holding same day appointments
- Offering extended office hours
- Setting standards for returning phone calls in a timely manner
- Utilizing a patient portal for questions, refills, referrals and appointment requests

# Plan & Manage Care

- Reaching out to patients for care management and self care support
  - Pre-visit assessment
  - Additional care management support
- Developing individualized care plans
- Providing clinical summary after each visit

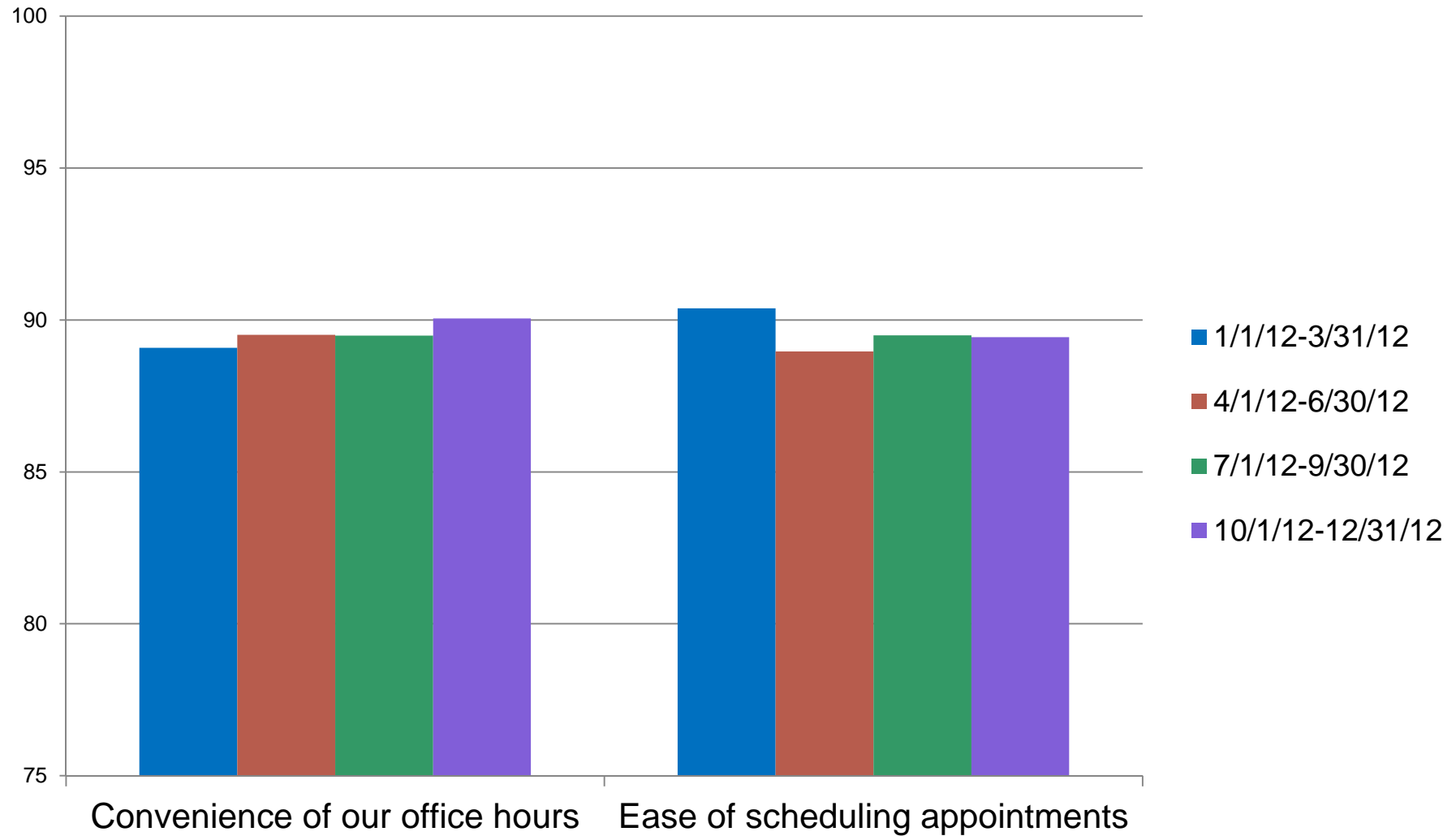
# Track & Coordinate Care

- Contacting patients with normal and abnormal lab and imaging results
- Following-up with patients after emergency department visits and hospital admissions

# Measure & Improve Performance

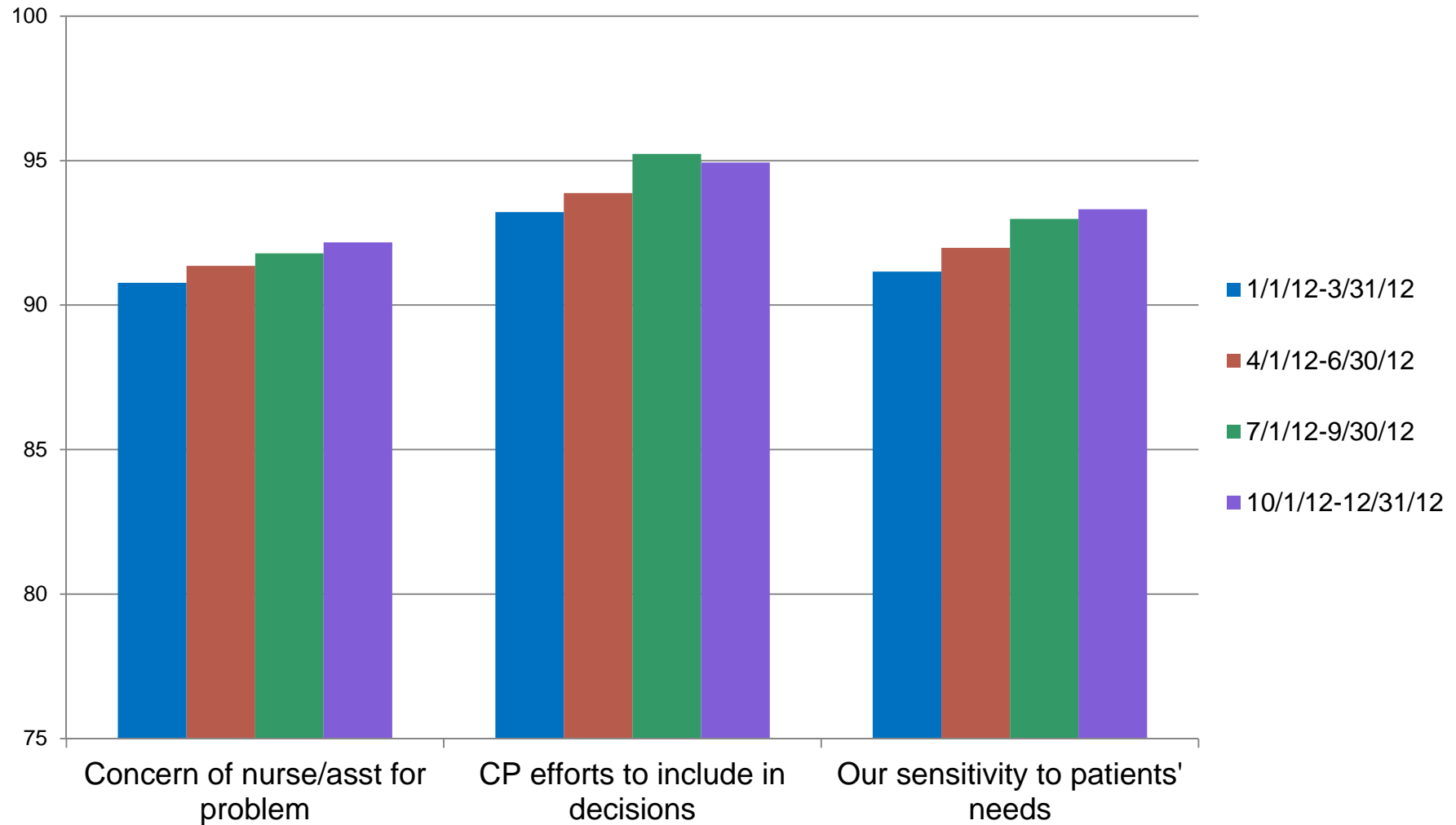
- Press Ganey surveys / e-surveys
- Continuous quality improvement cycle
- New focus for 2013

# Access

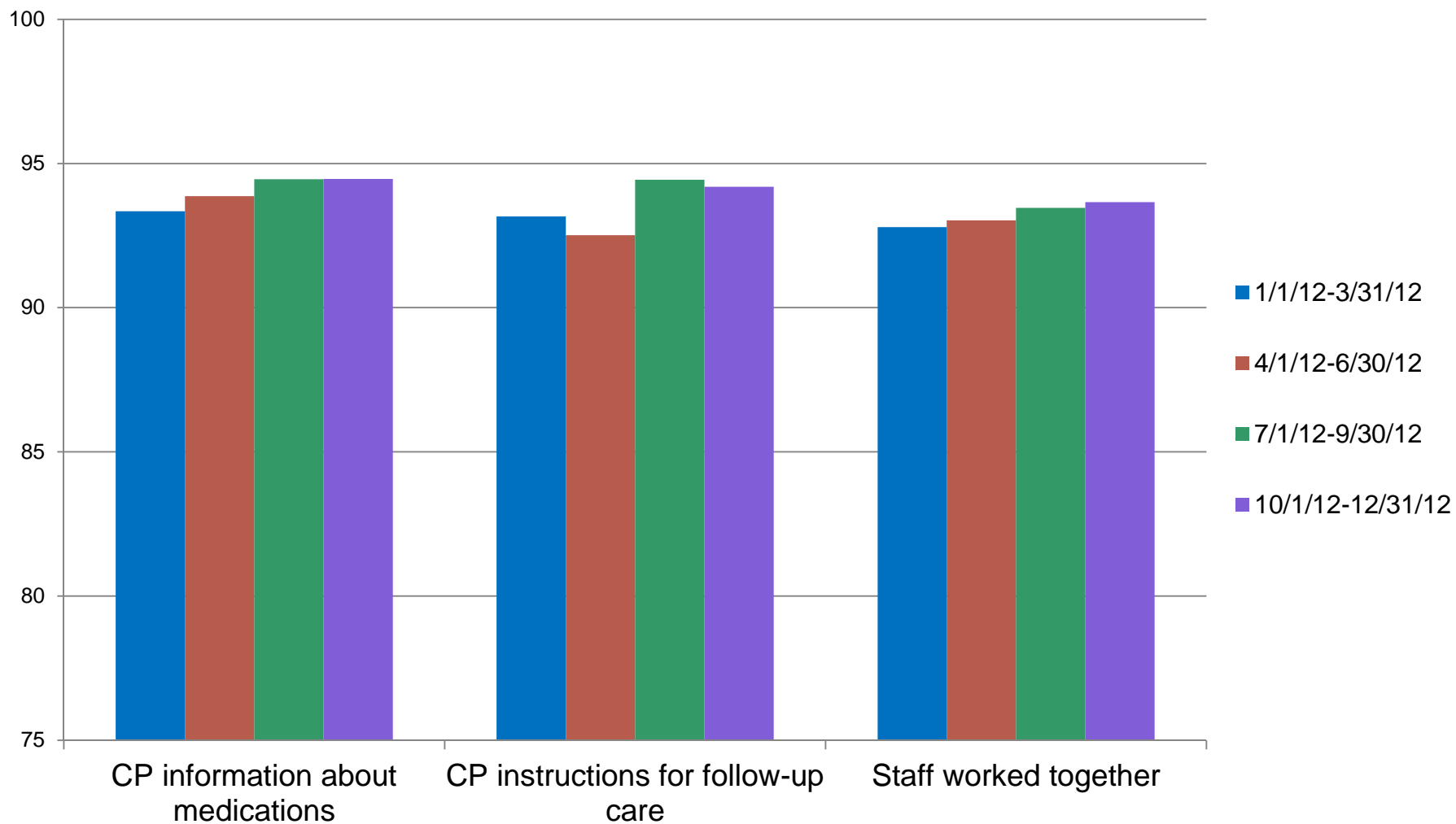




# Whole Person Care



# Coordination and Communication



# Questions or Comments?

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