Patient-Centered Medical Home Implementation Continuum



PCMH Fully-Integrated

Precontemplation

(Inconvenient hours, no outreach to missing patients, difficult to reach clinic on phone)

Visualized as PCMH

(Philosophic commitment to PCMH and talk about concepts, no action yet)

Organized as PCMH

(Patient navigators, panel management, staff huddles, using registry)

Standardized

as PCMH
(Staff training and job
descriptions include new
duties, reimbursement is
tied to patient
satisfaction)

Recognized

as PCMH (By NCQA, etc.)

Realized as PCMH

(Organizational culture and operations have fully integrated PCMH)