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## DESCRIPTION



With the continued pressures from both governmental and commercial payers to improve cost and quality, AU Health has begun to re-design their current care delivery model into a more patient-centric approach in all of its primary care locations. This effort includes the incorporation of a multi-disciplinary approach by incorporating care coordination, non-face-to-face patient time through telehealth and pre-visit planning, behavioral health resources, and pharmacy. The team has focused on how to incorporate learners into this model by allowing them to have their specific patient panel and be responsible for their own quality metrics. This panel would be overseen by an attending provider but work in collaboration with the rest of the care team and care pod. The focus would be to create pathways for disease management in order to reduce variation in care and improve the cost for the patient and health system.



## PROJECT AIM

Creation of a patient-centric care model that incorporates learners, providers, and clinical staff to improve the overall health and well-being of AU Health's patient population as well as to be recognized as accredited PCMH site through NCQA and Joint Commission.

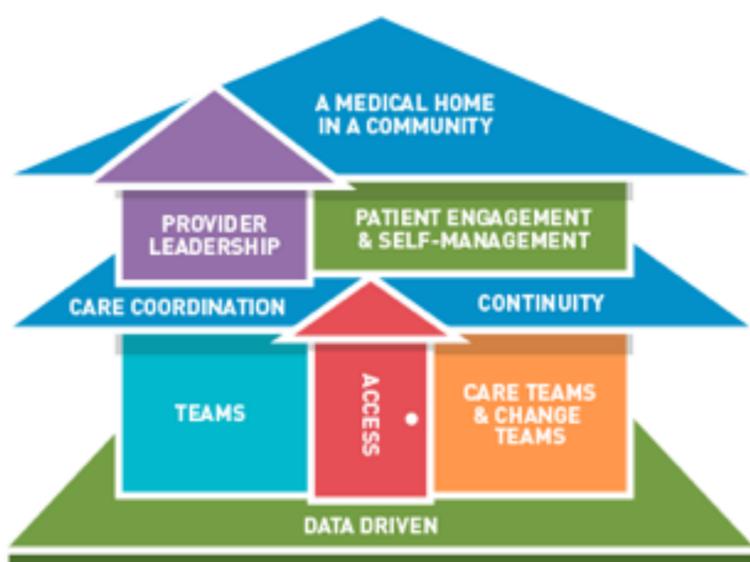


## PROJECT ACTIONS TAKEN

Creation of a patient-centric care model that incorporates learners, providers, and clinical staff to improve the overall health and well-being of AU Health's patient population as well as to be recognized as accredited PCMH site through NCQA and Joint Commission.



## SUMMARY OF RESULTS



The introduction of this PCMH workflow and model has created more open lines of communication amongst all services including non-ancillary teams. This has allowed barriers to be broken down and revamped to improve patient access, provider and care team communication, and improved quality metrics by clearly defining goals and objectives. This is an ongoing development for our health system.