

Every Child Deserves a Quality Medical Home

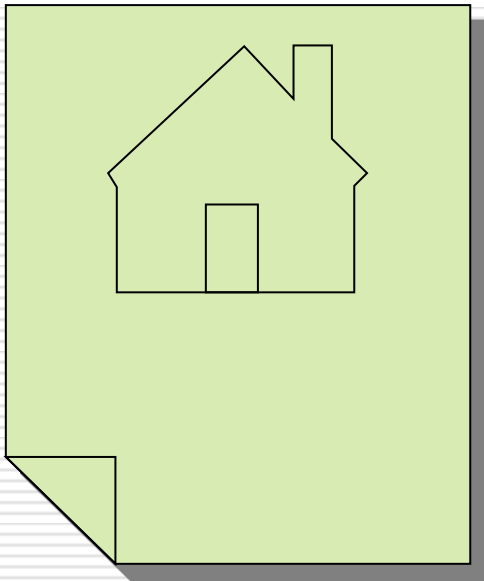
Presented by:

NC Family to Family Health
Information Center

A project of the
Exceptional Children's Assistance Center

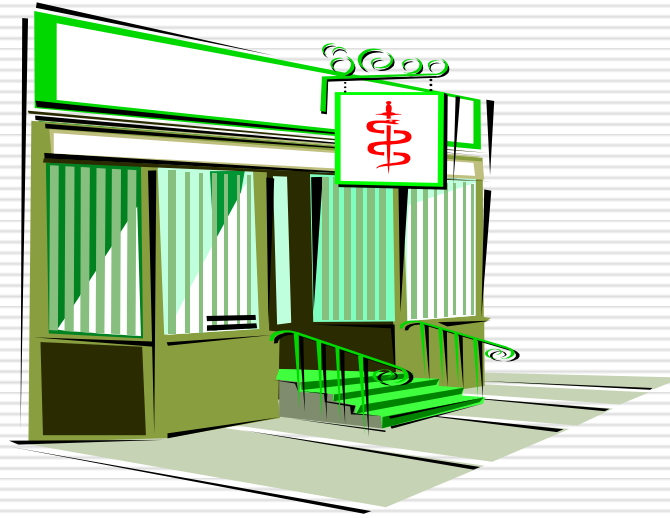


Medical Home is . . .



. . . where you receive coordinated care for your children's health care needs. It can be a doctor's office, community clinic or local health department.

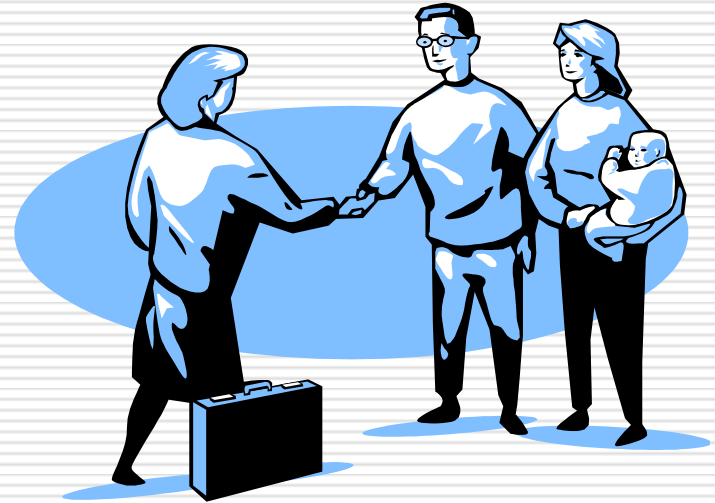
Medical Home is . . .



. . . how you and your family receive services. It is not an actual building, house or hospital.

Medical Home

Families and the
Medical Home staff
partner in caring
for the child.



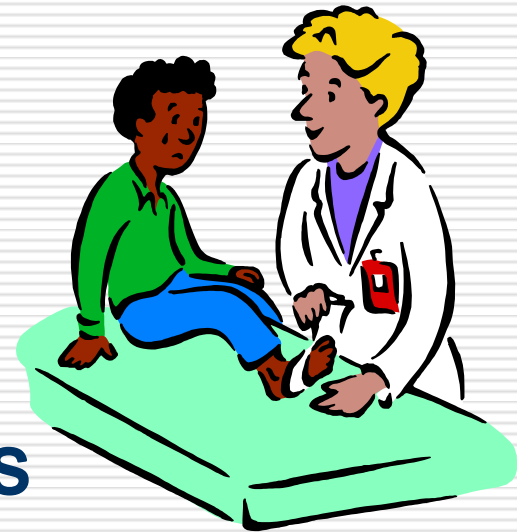
Quality Medical Home is . . .

- Accessible
- Family-Centered
- Continuous
- Comprehensive
- Coordinated
- Compassionate
- Culturally Competent



Medical Home Includes . . .

- Checkups
- Sick visits
- Accidents
- Special health needs
- Immunizations (shots)
- Help finding other services



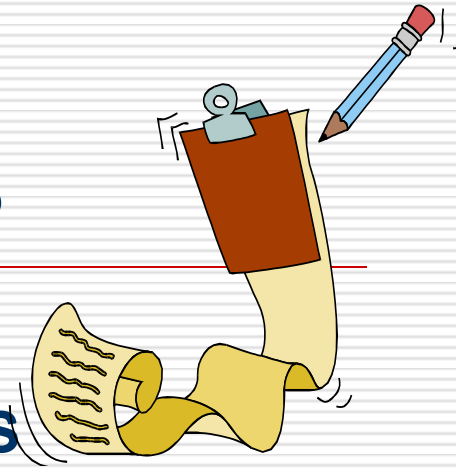
Benefit to Families

- Better care
 - Holistic support
 - Enhanced resource referral
 - Cost savings
 - Patient and family engagement at multiple levels:
 - Clinical encounter – direct care, care planning and decision-making
 - Practice or organizational level – quality improvement and health care redesign
 - Community level - community resources with health care organizations, patients, and families
 - Policy level - locally, regionally and nationally
-

Benefit to Providers

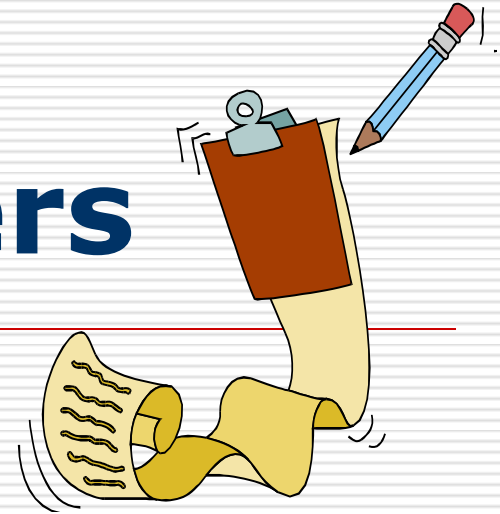
- Improves health outcomes
 - Enhances the patient experience of care
 - Enhances the provider experience of care
 - Reduces expensive, unnecessary hospital and emergency department utilization
 - Coordinate care
 - Decreases overall health care costs
 - Increases staff and provider knowledge
-

Tips For Families



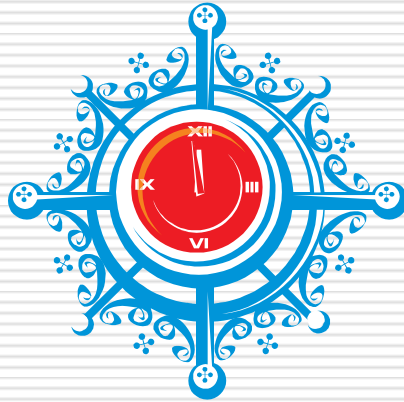
- Bring a list of questions or concerns to discuss
 - Share information on how the child is doing
 - Ask about resources that may help the child
 - Ask about after hours care, if needed
 - Ask for extra time, if needed, to address issues
 - Show appreciation
-

Tips For Providers



- Bring a supportive attitude to the visit
 - Share information on how the child is doing
 - Know and share resources that may help the child and family
 - Tell the family how to get care after hours
 - Make extra time to address the issues a family has with the child's needs
 - Show compassion
-

The Medical Home



Staff is available for advice or help during office hours or after-hours.

Medical Home Family Index

- From the Center for Medical Home Improvement

<http://www.medicalhomeimprovement.org/knowledge/families.html>

- Input from the family perspective
 - Reports on services and supports
 - Way of rating care
 - Way of improving care
-

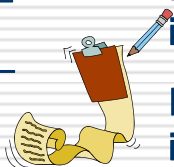


Medical Home Evaluation

City _____

Date _____

Name _____
(optional)



I better understand the meaning of the phrase, "Medical Home."

YES NO

I feel comfortable describing what is important in a medical home.

YES NO

I have some new strategies for improving partnership when we return to my child's doctor.

YES NO

I am excited about the opportunity to help improve children's care within a medical home.

YES NO

And you are? Parent/family ____
Provider ____ Advocate ____
Child/youth ____

Please share at least one "ah, ha!" idea you had from today's workshop:



OVERALL, I would rate this training as:

Excellent	Fair
Good	Poor

Every Child Deserves a Quality Medical Home

Thanks for contributing your knowledge
to the workshop presented by:

NC Family to Family Health Information Center
ECAC

1-800-962-6817

www.ecac-parentcenter.org

