

# PATIENT-CENTERED MEDICAL HOME ADVISORY SERVICES

*"Improve patient care and enhance practice reimbursement."*

The Patient-Centered Medical Home (PCMH), an approach designed to rebuild primary care and improve care coordination, has become a major focus of healthcare reform.

To meet this growing demand, **MDR's™** Partner provides expert turn-key preparation, advisory and support services for primary care and specialty practices leading to successful PCMH Recognition and Patient-Centered Specialty Practice (PCSP) Recognition.



## SERVICE OFFERING

### Initial Assessment:

- **Practice Evaluation & Mock Survey**—Assigned Project Manager meets with practice staff to determine practice eligibility, readiness and work required to pursue PCMH Recognition.
- **Policy and Procedure Review**—Reviews current policies and procedures for alignment with PCMH and makes recommendations as appropriate.
- **Electronic Health Record (EHR) System Review**—Assesses EHR system(s), support, overall utilization, and Meaningful Use preparedness.

### Training & Implementation:

- **Provider Care Team & Practice Implementation Training**—Includes details on the responsibilities of the care team and what implementation will mean for the practice.
- **PCMH Documentation Review and Submission**—Reviews and discusses prepared documentation required for submission for PCHM Recognition. Once documentation is finalized, a team of experts assist with the submission of documents through the official Interactive Survey System (ISS).
- **On-Site Consultation**—Project Manager will work one day each month on-site at the practice with the internal "champion" to ensure the program is on track.
- **Social Media Assistance**—Assists in the development and implementation of a social media plan which includes a secured patient portal and electronic messaging.

### Ongoing Support & Program Maintenance:

- **On-Site Support**—Advisory services are provided on-site each month for the first year to review progress.
- **Ongoing Improvement**—Ensures updated policies and procedures are implemented. Provides continual training and support during the first year.

### Program Benefits:

- Improves patient experience
- Reduces clinician burnout
- Reduces hospitalization rates
- Reduces ER visits
- Increases savings per patient
- Provides high quality of care
- Reduces cost of care
- Enhances practice reimbursement

For Additional Information  
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