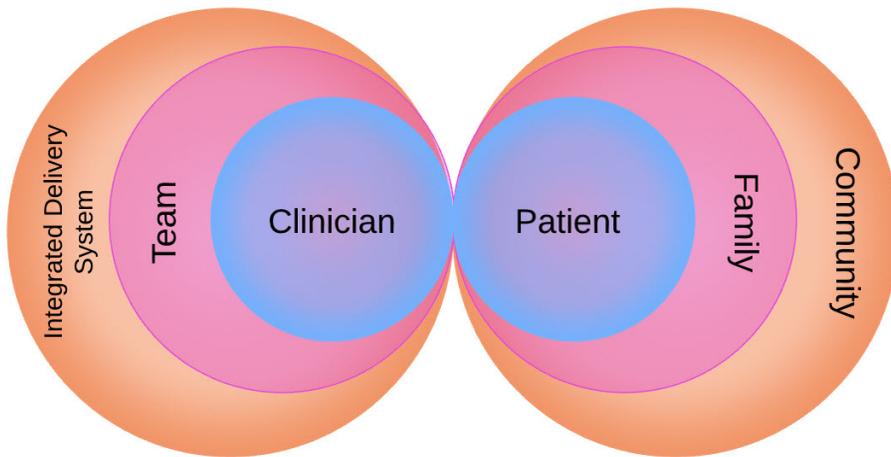


essential components

PRIMARY CARE

...the provision of integrated, accessible health care services by clinicians who are accountable for addressing a large majority of personal health care needs, developing a sustained partnership with patients, and practicing in the context of family and community (IOM, 1996, p. 33)



The interdependence of the constituents of primary care showing the centrality of the patient-clinician relationship in the context of family and community and as furthered by teams and integrated delivery systems (IOM, 1996, p. 34)

Personal Health Care Needs

physical, mental, emotional, and social concerns that involve the functioning of an individual

(IOM, 1996, p. 33)



PATIENT-CENTERED MEDICAL HOME

a model for meeting the majority of personal health care needs

comprehensive care

accountable for meeting the large majority of each patient's physical and mental health care needs, including prevention and wellness, acute care and chronic care

coordinated care

coordinates care across all elements of the broader health care system including specialty care, hospitals, home health care and community services and supports

accessible services

provides shorter waiting times for urgent needs, enhanced in-person hours, around-the-clock phone or device access to a member of the team



patient-centered care

provides health care that is relationship-based with an orientation toward the whole person and an understanding of each patient's unique needs, culture, values, and preferences.

quality and safety

demonstrates a commitment to quality and quality improvement by ongoing engagement in activities such as using evidenced-based medicine