

Welcome to your Air Force Patient Centered Medical Home!



PURPOSE:

- Deliver the highest quality, evidenced-based, patient centered care to enrolled patients
- Provide operational health and readiness for all military members and promote optimal clinical currency for the members of the team
- Create an innovative, rewarding, and productive practice environment that attracts and retains highly qualified, top performing medical professionals

GOALS:

- Establish the Medical Treatment Facility (MTF) as the Medical Home for enrolled beneficiaries
- Provide optimal patient-centered care for enrolled patients using evidence-based clinical practice grounded in established population health principles
- Establish standard processes, clinic alignment, roles for health care team members, and continuous improvement to execute the principles of Patient Centered Medical Home (PCMH)

PRINCIPLES:

- **Patients will have a personal provider** – Patients are initially assigned a Primary Care Manager (PCM) based on space availability, and patients are booked with their assigned PCM or team whenever possible to maintain continuity of care. Patients have the right to request a PCM change by calling 1-877-TRICARE or utilizing Beneficiary Web Enrollment on www.hnfs.com. The 436th Medical Group has the right to move patients to a different PCM to balance enrollment or to provide optimal care.
- **The provider will direct the medical practice** – Primary care teams are led by a physician and includes a mix of physician assistants, nurse practitioners, nurses, and medical technicians. The teams utilize and maximize the skills and capabilities of all team members.
- **The team will care for patients in a whole person orientation** – The team provides or facilitates services including acute care, management of chronic care, age/gender based preventative services, behavioral health, substance abuse, oral health care, optical health care, rehabilitative services, and urgent/emergent care.
- **Patient care will be coordinated/integrated** – Patients should ALWAYS be involved in their treatment plan and have the right to request a second opinion from another PCM or a specialist. Patient care is coordinated/integrated with extended team partners, including Disease Managers, Case Managers, Utilization Manager, Special Needs Coordinator, Internal Behavior Consultant, and Behavioral Health Care Facilitator. Additionally, teams coordinate care through referrals to PCMH Neighborhood partners, including specialists, subspecialists, and other health care entities involved in a patient's care.
- **Quality of care and patient safety are paramount** – Provider training, experience, licensure, and applicable certification is assessed through a credentialing process and serves as the basis for privileges and appointment to the medical staff. Clinical staff utilize evidence-based clinical practice guidelines and clinical support staff protocols. We solicit patient and staff inputs (positive and negative) and promote transparency and accountability as a high reliable organization. Additionally we constantly inspect compliance with existing policies and community standards of clinical practice and seek out independent non-profit comprehensive healthcare accreditation.
- **The team will provide enhanced access** – Patients have access to clinical advice 24 hours a day 7 days a week from our staff or representatives from the Nurse Advice Line at 1-800-TRICARE. Online services, including TRICARE Online and MiCare, enable patients to book appointments, refill prescriptions, access electronic medical records, and send non-emergent secure messages to their team at any time.
- **Payment will be reformed** – Our payment system is a matter of congressional policy. We do our part by ensuring the care we provide or facilitate is the best value for the patient and that audits are conducted on all billable encounters.
- **We consistently measure and seek to improve performance through innovation and continuous quality improvement initiatives!**

We strive to deliver Trusted Care, Anywhere as your Air Force Patient Centered Medical Home!