MOST CHALLENGING PRIMARY CARE MEDICAL HOME REQUIREMENTS
Joint Commission PCMH Requirements Generating FINDINGS in 10%+ Organizations Surveyed
(2011 - 2014)
(Note: Requirements updated to reflect July 2014 wording)

SELF-MANAGEMENT GOALS
- Patient self-management goals are identified, agreed upon with the patient, and incorporated into the patient’s treatment plan. (PC.01.03.01/EP 44)
- The primary care clinician and the interdisciplinary team educate the patient on self-management goals and techniques based on the patient’s individual needs. (PC.02.03.01/EP 28)

HEALTH LITERACY
- The interdisciplinary team identifies the patient’s health literacy needs. (PC.02.02.01/EP 24)

TRACKING REFERRALS
- When a patient is referred to an external organization, the interdisciplinary team reviews and tracks the care provided to the patient. (PC.02.04.05/EP 6)
- Members of the interdisciplinary team provide comprehensive and coordinated care, and maintain continuity of care. (PC.02.04.05/EP 2)

PERFORMANCE IMPROVEMENT
- The organization collects data on (PI.01.01.01/EP 42):
  - Patient experience and satisfaction related to access to care and communication, and
  - Patient perception of the comprehensiveness, coordination and continuity of care.
- The organization collects data on patient access to care within time frames established by the organization. (PI.01.01.01/EP 41)

PATIENT COMMUNICATION
- The clinical record contains the patient’s communication needs, including preferred language for discussing health care. (RC.02.01.01/EP 29)

ACCESS TO CARE
- The organization provides patients with the ability to do the following 24/7: (PC.02.04.01/EP 1)
  - Contact the PCMH to obtain a same or next day appointment
  - Request prescription renewal
  - Obtain clinical advice for urgent health needs.

INFORMATION TO PATIENT/FAMILY ABOUT PMCH
- The organization provides information to the patient about how the PMCH functions, including the following: (RI.01.04.03/EP 3)
  - Selection of a primary care clinician
  - Involvement in his or her own treatment plan
  - Management of referrals
  - Coordination of care
  - Collaboration with patient-selected clinicians who provide specialty care or second opinions
  - Communication with the primary care medical home about health care concerns/other information.
- The organization provides patients information about the mission, vision, and goals of the primary care medical home. (RI.01.04.03/EP 1)