

“...a long-term healing relationship” with patients.

Your own Practice eNewsletter supports many aspects of the Patient-Centered Medical Home™

“What is a Medical Home?”



The patient-centered medical home is a model for care provided by physician practices that seeks to strengthen the physician-patient relationship by replacing episodic care based on illnesses and patient complaints with coordinated care and a long-term healing relationship.”

PPC-PCMH Content and Scoring

Standard 2: Patient Tracking and Registry Functions		
<i>Standard</i>	<i>Score</i>	<i>Your Practice eNewsletter</i>
D. Uses data to identify important diagnoses and conditions in practice	4	Viewing statistics of the various health topics contained in your practice e-newsletter is an excellent way to track what your patient population finds interesting as it relates to health information. This information can be tracked by each individual physician, so a physician or practice manager is able to see what Dr. A’s patients are seeing versus Dr. B’s.
F. Generates lists of patients and reminds patients and clinicians of services needed [population management]	3	Your practice e-newsletter is a communication platform where you can include such information as: 1) reminders about flu season / flu shots have arrived; 2) cholesterol checks; 3) importance of maintaining healthy lifestyles; 4) reminders about preventive tests

Standard 3: Care Management

C. Uses non-physician staff to manage patient care	3	Your practice e-newsletter is easily managed by non-physician staff.
D. Conducts care management, including care plans, assessing progress, addressing barriers	5	Your practice e-newsletter contains health information updated with each issue that goes out. This “well” information keeps the importance of a healthy lifestyle top-of-mind for patients.

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Standard 4: Patient Self-Management and Support

B. Actively supports patient self-management.	4	Your practice e-newsletter contains not only health news information on the latest studies, but also health tips, FDA alerts, and NIH updates. The e-newsletter also allows the practice to include its own health information that it feels might be particularly relevant to their patient population.
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Standard 8: Performance Reporting and Improvement

A. Measures clinical and / or service performance by physician or across the practice	3	Your practice e-newsletter viewing statistics, as well as its ability to include patient surveys allows all data collected to be reported by physician or aggregated by practice.
B. Survey of patients' care experience	3	Your practice e-newsletter has the ability to include patient surveys.
C. Reports performance across the practice or by physician	3	All e-newsletter viewing statistics (including survey responses) can be reported by physician or aggregated by practice.

Standard 9: Electronic Communications

A. Availability of interactive website	1	Your practice e-newsletter can be plugged into any existing website or can be purchased with an education website.
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