



CAME Voice/Voix

Patient's Medical Home Best Advice Guide on Patient-Centredness

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Launched by the College of Family Physicians (CFPC) in 2011, the Patient's Medical Home (PMH) is a vision for the future of family medicine. The PMH's goal is for every family practice in every community across Canada to be able to offer comprehensive, coordinated, and continuing care to their populations through a family physician working with health care teams.

The PMH stands on ten pillars, the first of which is Patient-Centredness. The other pillars are: the personal family physician; team-based care; timely access; comprehensive care; continuity of care; electronic medical records; education, training and research; evaluation and quality improvement; and internal and external supports. Recognizing the different models of care across Canada, PMH translates to different care models in different provinces, such as primary care networks in Alberta, groupes de médecine de famille in Quebec, and family health teams in Ontario.

In terms of medical education the PMH is intended to be an ideal training location, both for medical students and residents, and for other professions in addition to family medicine. The PMH aims to be recognized as the gold standard for modelling and teaching practices focused on the essential roles of family physicians and interprofessional teams. By providing best advice guides, the PMH contributes to patient-centred education for both medical students and other professions.

In 2014, the CFPC released the PMH Best Advice Guide on Patient-Centredness as a tool for family physicians and their teams that provides specific steps to make their practices more focused and structured around the needs of their patients. The guide offers advice on how to achieve patient-centredness in a family practice by discussing topics such as engagement in care, shared decision-making, encouraging self-care, and effective use of interprofessional teams.

Including the patient as a participant in planning and decision-making is associated with many positive health outcomes. Importantly, it is care Canadians want – the kind that focuses on their needs and ensures their preferences are taken into account. Patient-centered care is associated with many positive outcomes, including shorter recovery periods, better treatment adherence and improved chronic condition management. Importantly, it leads to higher satisfaction for both the patient and the provider.

For more information on how to make your practice more PMH-like and patient-centred, please visit <http://www.patientsmedicalhome.ca>.