

Integrating the new 2011 NCQA Patient Centered Medical Home (PCMH) Standards and Meaningful Use Criteria to Enhance your HCH Practice

Table Exercise #2

Standard 4: Provide Self-Care Support and Community Resources

Using the same process articulated in the first table top exercise, rate your health center's current level of performance for the key elements in Standard 4: Provide Self-Care Support and Community Resources.

Standard 4: Provide Self-Care Support/Community Resources

- The practice assesses patient/family self-management abilities
- The practice works with patient/family to develop a self-care plan and provide tools and resources, including community resources
- Practice clinicians counsel patients on healthy behaviors
- The practice assesses and provides or arranges for mental health/substance abuse treatment
- The practice provides resources to support patient/family self-management

Questions to Review:

1. Has your center developed self-management tools and resources for use with patients who have a chronic disease? If yes, what are the tools and how are they used?

2. How is a readiness to change assessment conducted with patients?

3. How are patient self-management abilities assessed?

4. How do members of the care team work with patients to define an individual plan of care including treatment goals?

5. How does your health center incorporate mental health and substance abuse services and resources? (internally and within the community)?

6. Are there community resources that your patients are referred to on a regular basis?