

Course Syllabus/Timetable	
Course Name:	Patient-Centered Medical Home Certified Content Expert Training Course
Term:	Summer 2023
Modality:	Online
Schedule:	TBA
Location:	Zoom Link

Instructor Information	
Primary Instructor	Hannah George, RN, MSN, MBA CPHQ, CPPS Email: Office Location: Zoom Office Hours: Mondays and Wednesdays (Time TBD)
Additional Course Instructor:	Mary Awuonda, Ph.D. PHIT4DC@howard.edu
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Course Support Team Member:	Carrie Crowther, MPH carrie.crowther@howard.edu
Phone:	(202) 250-5121
Office Hours:	By Appointment

Course Objectives:

The Patient-Centered Medical Home (PCMH) Model is a new way of organizing primary care that puts patients at the center of care. It is designed to improve the quality of care, reduce costs, and improve patient satisfaction.

The PCMH Model is based on the following principles:

Patient-centeredness: The PCMH Model places the patient at the center of care, and providers work with patients to develop a plan of care that meets their individual needs.

Coordinated care: The PCMH Model coordinates care across the entire health system, so that patients receive the right care, at the right time, in the right place.

Quality improvement: The PCMH Model is committed to continuous quality improvement, and providers use evidence-based practices to improve the quality of care they provide.

Patient engagement: The PCMH Model encourages patients to be actively involved in their care, and providers provide patients with the information and resources they need to make informed decisions about their health.

The PCMH Model can be implemented in a variety of ways, but there are some common elements that all PCMHs share. These include:

- A primary care provider (PCP) who is the patient's "medical home."
- A team of providers, including nurses, pharmacists, and other allied health professionals
- A system for coordinating care across the health system.
- A commitment to quality improvement
- A focus on patient engagement
- There are many benefits to the PCMH Model, including:
 - Understand the PCMH model and its benefits.
 - Identify the core attributes of the PCMH model.
 - Implement the PCMH model in their own practice.
 - Measure the success of the PCMH model.

Upon successfully completing the course, participants will be able to:

Improved quality of care: PCMHs have been shown to improve the quality of care for patients with a variety of chronic diseases, including diabetes, asthma, and heart disease.

Reduced costs: PCMHs have been shown to reduce costs for both patients and payers.

Increased patient satisfaction: PCMHs have been shown to increase patient satisfaction with their care.

Increased provider satisfaction: PCMHs have been shown to increase provider satisfaction with their work.

Increased access to care: PCMH has been shown to increase access to care for patients.



Course Description:

This course will provide participants with the knowledge and skills necessary to implement the Patient-Centered Medical Home (PCMH) model of care. The course will cover the following topics:

- The history and development of the PCMH model
- The core attributes of the PCMH model
- How to implement the PCMH model
- How to measure the success of the PCMH model

The course will be taught by a team of experienced educators and healthcare professionals. Participants will have the opportunity to learn through lectures, discussions, and hands-on exercises.

Course Objectives

Upon successful completion of this course, participants will be able to:

- Define the PCMH model.
- Identify the core attributes of the PCMH model.
- Describe how to implement the PCMH model.
- Describe how to measure the success of the PCMH model.

Course Requirements

Participation and engagement

Course Schedule

The course will meet for three days and have office hours once a week for 6 weeks.

Course Materials

The following materials will be required for this course:

- PCMH textbook
- PCMH workbook
- PCMH case studies

Course Instructors

The course will be taught by a team of experienced educators and healthcare professionals. The instructors will be available to answer questions and provide assistance to participants throughout the course.

Course Applications

Participants who successfully complete this course will be able to apply their knowledge and skills to implement the PCMH model in their own practice.

Instructor-Led Zoom Webinars

1. Introduction to PCMH Course (5 hours):

- Designed as an introductory course for anyone interested learning the fundamentals of the PCMH Recognition program
- Includes **12 modules** on the basic topics of PCMH including the core attributes of patient-centered medical homes, the required evidence and determining how to present it as well as the processes and procedures that demonstrate transformation into the medical home model

2. Advanced PCMH Course (3 hours):

- Intended for individuals who have applied NCQA PCMH Recognition requirements in the practice setting.

- Examines the PCMH standards and the assessment process
- Takes a hands-on approach to each PCMH Concept, and a deeper dive to explore the key characteristics of a successful medical home.

At the conclusion of the program, participants will have the knowledge they need to:

- Identify the core attributes of patient-centered medical homes.
- Identify required evidence and determine how to present it.
- Describe processes and procedures that demonstrate transformation into the medical home model.
- Outline the roles of the NCQA Representative and Evaluator and CCE.
- Examine the challenging requirements in a variety of practice environments.
- Outline the features and functions of the Q-PASS system.



COURSE SCHEDULE

**The instructors reserve the opportunity to adjust the course schedule to meet course needs.*

Date	Lesson Curricular Themes	Assignment/Activities If applicable
Wednesday April 26	VIRTUAL ORIENTATION AT 5:30 PM ONLINE VIA ZOOM	
MAY 2023		
	Individual Learning	
JUNE 2023		
Saturday June 3	Instructor-Led Zoom Webinar: Intro to PCMH	
Saturday June 24	Instructor-Led Zoom Webinar: Advanced PCMH	
JULY 2023 – August 2023		
	PHIT4DC Instructor-Led Review Sessions	