

**Topic: REDUCING BARRIERS FOR MEDICAL HOME**

**Theme:** Understanding Each Person's Role

**Session 1: Notes**

- Who coordinated? QB
- What is a Medical Home Community? System, individual, whose perspective? Start from patient
- Community Differences
  - ✓ Each community is different so roles are different by community. Depends on the relationships & processes. Might involve liability issues
  - ✓ Communication: Not a question of how we define it but how they explain it to us
- Role of BH as adjunct – MCH's have bought in, but roles are not clear. Should not matter who is in charge/coor care. Currently not seamless
- Confusion – have providers calling to ask more info
- Making sure people get follow-up they need
- Transportation? Social work? IT?

**Session 2: Notes**

- Roles depend on the Medical Home. In some cases PCP is central figure. In some cases may be PHN. Depends on who is guiding
- Lots of variability in roles
- Community differences
- Perspective of roles
- Definitions
- Community vs family
- Knowledge & trust
- Sometimes make assumption about role – unspoken. Sometimes happens when multiple orgs involved
- As specialist, don't often have conversation about who is coordinating
- Family role – might direct, might need support
- Transportation issues
- Challenge to encourage approach vs place
- Who are community partners, who support? As physicians, don't know the resources
- Figure out how community works together
- Definition about the concept
- How to stay well – prevention
- Role of insurers – determine what child can get - Equity

**Session 3: Notes**

- Primary care is QB/ Shouldn't be provider centered
- Providers training their staff to understand their role

- Pharmacist
- Cultural issues
- Extended social support system
- What would those who aren't touching HC system
- Prevention? Alt therapies?
- Who is a part of decision making process
- Currently measured by illness not health
- Education, modeling – videos online
- Informed consumer to know what their needs are
- Alt thx's
  - ✓ PCP
  - ✓ Specialist
  - ✓ Parent
  - ✓ Child
  - ✓ Schools
  - ✓ CBU's
- Variability that influences role
  - ✓ Community differences
  - ✓ Perspective – where do you stand
  - ✓ Family – specific vs community based role
- Shared issues/barriers to role
  - ✓ Communications & trust between providers
  - ✓ Place based/provider based issues for PC, MH, OH
  - ✓ Definition or what does it look like or how does it work
  - ✓ All need Medical Home – including those who are willing
  - ✓ Importance of having a QB role – might be variety of providers
  - ✓ Transportation
- Suggestions
  - ✓ Develop definition
  - ✓ Inform Consumers
  - ✓ Videos online