



Key SHIP Information for Patients

SHIP Communications – V1.0

Partner Logo Space

Add your
organizational logo or
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Primary Audience: Patients and Community Members

Secondary Audience: General Public

For use by: RC, RCE, PHD SHIP staff, Healthcare Provider Members of the IHC

Version: 1.0 (01/2016) **DRAFT**

SECTION 1: SOCO (Single Overriding Communications Objective)

If you receive your healthcare from a PCMH, you will continue to receive care with your same doctor, but receive additional benefits, such as having access to a team of healthcare professionals who will focus on and coordinate your entire health needs.

- PCMH stands for Patient Centered Medical Home; a different model for receiving care from your primary care doctor.
- The patient is at the heart of the PCMH model as doctors and a team of healthcare professionals providing care through a PCMH focus on understanding and helping with all the patient's health needs, including helping the person get the services and supports needed to be healthy.
- When you receive your healthcare from a PCMH, your doctor's practice will coordinate your care with other health services you need, help you access the right services to maintain or improve your health, and communicate with you regularly about prevention and wellness activities to help you lead a healthy life.
- Many primary care doctors around the State are changing their practice from a traditional primary care model to a PCMH in order to improve care for their patients. While many doctors are interested in making this change for their practice, it can require time, staff, and other resources that may take some time to acquire. For example, some doctors may have to hire additional staff to increase care coordination for all their patients. If your doctor is not changing to a PCMH now, you may find that he or she plans to do so in the future.

SECTION 2: Additional Messages

Some patients can expect to see the benefits of PCMHs early in 2016.

- As of January 2016, there are 55 primary care practices in Idaho that are PCMHs participating in the Statewide Healthcare Innovation Plan (SHIP). So, if your doctor's office is one of these 55 PCMHs, you may start to see these benefits soon.
- Many more primary care practices have expressed interest in becoming a PCMH. A group of doctors, nurses, other health professionals, health insurers, public health officials, and Idaho's Medicaid program are working together to reach a goal of 165 PCMHs across Idaho by February 2019.
- We believe these PCMHs will be able to serve roughly half of Idaho's population and, in doing so, improve the health of families, neighborhood, and communities around the State.



PCMHs in rural areas will help patients get better care in areas where there is a shortage of doctors and services.

- Special PCMHs, called “Virtual PCMHs”, are being created in rural areas. The virtual PCMHs will use other tools, like information technology, to make it easier for people to get the care they need. Virtual PCMHs may have additional people on their care team, like community health workers, who are members of the community (not doctors), that are specially trained to help patients understand and access services.
- The Virtual PCMH healthcare team will work with community members to identify other services needed in that community. For example, some communities may add Community Health Emergency Medical Services (CHEMS) workers to the Virtual PCMH. These are trained EMS people in the community who typically respond to emergencies only but, under the Virtual PCMH model, could be part of the team performing medical follow-up home visits with patients with chronic illness, such as diabetes, or helping administer flu shots to elderly persons who cannot get to the doctor’s office.

Patients are an essential part of each healthcare team.

- Your wellbeing is the heart of the PCMH model and your PCMH team will work to make sure your care needs are met. You can help by being an active participant in your care. PCMHs will support you at each step of the way.

SECTION 3: Background

In December 2014, Idaho was one of 11 states to receive a four-year grant to help primary care doctors move to the PCMH model of care. Grant funds are being used to provide technical assistance and support to primary care practices as they switch from traditional care to a PCMH.