

# Patient-Centered Medical Homes and the Care of Older Adults

How comprehensive care coordination, community connections, and person-directed care can make a difference

New from The John A. Hartford Foundation Change AGENTS PCMH Network

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Achieving success as a PCMH is a journey. In order to succeed, PCMHs must address the unique needs of what is often a growing and costly group of the patients they serve—older adults. This new and practical publication offers a roadmap to meeting the challenges PCMHs face, including:

- How practices can improve outcomes by implementing evidence-based models of care and enhancing primary care delivery, particularly in the areas of comprehensive care, whole-person care, patient empowerment and support, care coordination and communication, and ready access to care;
- How community-based organizations can play an integral role in helping PCMHs maintain older adults' independence and quality of life;
- How advanced PCMHs can benefit under the Medicare Access and CHIP Reauthorization Act (MACRA) and employ Advanced Alternative Payment Models (APMs) without putting themselves at risk of financial loss;
- Links to resources to aid PCMHs in addressing workforce issues, partnering with community-based organizations, accessing clinical assessment tools, ensuring patient safety; and
- Compelling stories of how PCMHs have transformed outcomes for older adults.

## PCMH Steps to Better Serve Older Adults

- 1 Use the Medicare Annual Wellness Visit to create a patient-centered care plan.
- 2 Partner with community organizations, such as Area Agencies on Aging, that provide services and support to older adults and their families and caregivers and fill gaps in care.
- 3 Initiate advance care planning conversations to identify goals of care, and update as patients' wishes change over time.
- 4 Facilitate better transitions of care by establishing and monitoring relationships with specialty care, local hospitals, and long-term care settings.
- 5 Provide training and education of all staff to provide geriatric-competent care.

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