The Medical Home and Future Workforce Needs

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- In order to focus on workforce needs in the medical home, the medical office must be re-imagined! Think professional diversity!
- Five building blocks for the practice of the future:
  1. From individual to population
     - The healthcare team, not just the physician, assumes some responsibility for the health of patients
     - The team not only is focused on patients who have an appointment that day, but is also concerned about all patients receiving care from the practice
     - All members of the team will feel a shared responsibility for the health of the patient panel
  2. Ending the tyranny of the fifteen minute visit!
     - One-on-one, face-to-face visits are no longer the sole mode of caring for patients
     - Patients are cared for via multiple encounter modes – phone visits, e-mail visits, visits to non-physician team members, group visits
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3. **Stratifying the population**
   - Different groups within the practice’s population have *strikingly different needs* — some need only preventive services while others have complex health care needs while all are assigned to a fixed time slot, usually 15 minutes
   - The practice of the future organizes itself to tailor its services to the differing needs of these groups

4. **The primary care physician of the future**
   - Physicians focus on patients who require their high level of expertise
   - Many less complicated acute, chronic and preventive care needs can be handled by non-physician team members

5. **Payment reform**
   - The predominant fee-for-service payment mode will not sustain the practice of the future
   - Investment in primary care can save health dollars in multiple ways