



Medical Home

Bureau of Special Health Care Needs

[Health.mo.gov/living/families/shcn](https://health.mo.gov/living/families/shcn)

Definition

A medical home is not a building, house, or hospital, but rather an approach to providing health care services in a high-quality and cost-effective manner.¹ Individuals who have a medical home receive the care they need from a health care provider whom they know and trust. Individuals and their health care providers act as partners in a medical home to identify and access all the medical and non-medical services needed to achieve maximum potential. A medical home should be accessible, family-centered, continuous, coordinated, comprehensive, compassionate, and culturally competent.

Medical Home Components

- *Accessible* – care is personally, geographically, and financially accessible for families
- *Family – Centered* – families and providers share responsibility and information; they know and trust one another; families are involved in care coordination; and family expertise is acknowledged
- *Continuous* – providers are consistent; care is provided during wellness and illness; and providers assist with transitions
- *Coordinated* – coordination is established between families, providers, and agencies
- *Comprehensive* – all aspects of well-being are considered and addressed
- *Compassionate* - providers respect, families, are supportive, recognize and assess the need for supportive services, and provide resource information
- *Culturally Competent*-family values and customs are considered and incorporated into care plans; translation or interpreter services are provided when needed; and written materials are provided in the family's primary language

Potential Benefits of a Medical Home

- Increased individual and provider satisfaction
- Increased wellness
- Improved coordination of care
- System easier to navigate
- Efficient use of limited resources



¹ Medical Home definition adapted from American Academy of Pediatrics. www.aap.org/en/practice-management/medical-home
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