BUIE

ARMY
SAPPER

The INSPIRATION

How healthcare should be

Community Based Medical Homes are Army-run, primary care clinics located off-post in the communities where Army Families live. But Community Based Medical Homes offer more than convenient location.

Community Based Medical Homes are inspired from the ground up by your ideas and suggestions about how healthcare should be. Those ideas and suggestions are embodied in the concept of the Patient Centered Medical Home, a new model of healthcare being adopted across Military Healthcare and by leading civilian healthcare systems.

The Patient Centered Medical Home is both revolutionary and old-fashioned. Each patient partners with a team of healthcare providers – physicians, nurses, behavioral health professionals, pharmacists, and others – to develop a comprehensive, personal healthcare plan. That healthcare team works with each patient over time to take care of health issues as they arise, ensure delivery of prevention screening and services, manage chronic conditions, and promote a spirit of health, wellness and trust.

At its heart, the Army Community Based Medical Home is healthcare the way it should be – easy to access, patient-centered, team based, and quality focused.

A COMMON EXPERIENCE OF CARE | From location to location

Military Families are unique. Every few years we uproot, move to an unfamiliar location, make new ties, and learn how to navigate a new healthcare system. Army Medical Homes are designed to deliver a common experience of care that makes navigation of our healthcare system easier and more consistent as you move with the Army. To create a nearly seamless transition, your current healthcare team will communicate directly with your new team, awaiting your arrival at the new location.

From the welcome you receive to the range of healthcare services provided, Community Based Medical Homes make it easier to get the healthcare you and your family need.

QUALITY, SERVICE AND ACCESS | Patient Centered Medical Home

Army Community Based Medical Homes increase access to primary care, expand the definition of healthcare quality and reinvigorate our commitment to customer service.

QUALITY

In most healthcare systems, they don't engage their patients until the patient reaches out for care. In the Community Based Medical Home, the healthcare team develops a comprehensive care plan as soon as the patient enrolls and then proactively engages the patient as a partner in care.

Each day begins with a "Huddle", where the day's care plans are reviewed and discussed prior to meeting with you. Contributions to the huddle come from a multidisciplinary team including the patient's primary care manager, team nurses, nurse care managers, behavioral health professionals, clinical pharmacists and others.

When a patient receives care outside of the Community Based Medical Home, in the emergency room, hospital, or sub-specialist's office, the patient's care team ensures that care is coordinated and integrated into the comprehensive care plan. This focus on comprehensive, proactive care, team communication, and coordination of care advances our commitment to patient safety and healthcare quality.

SERVICE

The Community Based Medical Home is committed to a higher level of customer service. That higher level of customer service starts with same day service, giving you access to care when you need it.

From the way you are greeted when you enter or contact the clinic, to patient education, to your interaction with the healthcare team, we strive to build your trust in Army Medicine and make it easy for you to say that Army Healthcare is the best available.

In the Community Based Medical Home, you are an active partner in coordination, communication, and decision-making - you are the center of your own personal healthcare team.

ACCESS

In a traditional healthcare setting, the only way to gain access to care is through a face-to-face visit between patient and healthcare provider. We continue to believe that this encounter is the heart of the Community Based Medical Home experience. The face-to-face encounter builds trust, improves communication, and lays the groundwork for providing continuous care by your personal healthcare team.

The Community Based Medical Home starts with the face-to-face encounter and expands from there. Both patients and the healthcare team can take advantage of telephone and web-based communication to follow-up on health issues and concerns, share and update information, and coordinate care delivery.

In addition, we offer the opportunity for group visits, a coordinated interaction between the healthcare team and patients sharing the same condition. Furthermore, you will have the option to interact with members of the extended care team such as pharmacists, behavioral health professionals, nurses, and others. These expanded access options give patients more flexibility to manage their healthcare while ensuring access to the care they need.