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## Medical Home

# A House Is Not A Home: Keeping Patients At The Center Of Practice Redesign

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Stephen Zuckerman, Katie Merrell, William S. Underwood and  
Aimee F. Williams

The "patient-centered medical home" has been promoted as an enhanced model of primary care. Based on a literature review and interviews with practicing physicians, we find that medical home advocates and physicians have somewhat different, although not necessarily inconsistent, expectations of what the medical home should accomplish—from greater responsiveness to the needs of all patients to increased focus on care management for patients with chronic conditions. As the medical home concept is further developed, it will be important to not overemphasize redesign of practices at the expense of patient-centered care, which is the hallmark of excellent primary care.



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