

***Aboriginal and Torres Strait Islander community members' experiences of care in an urban Aboriginal Community Controlled Health Service transforming to a Patient Centred Medical Home – Summary***

**What do we already know?**


The Patient Centred Medical Home (PCMH) model is an approach to providing primary healthcare services focussed on what matters most to patients and their families, is easy to access and is committed to quality and safety, the kind of services we know our community deserves and want. International research shows that the PCMH can improve patients' access to services and improve the health and well-being of communities. However, there is a lack of published research describing community members' experience of this model of care, including in Aboriginal and Torres Strait Islander health services.

**What does this study add?**

Our study found that a PCMH, which had been adapted for the local context (the 'Pod' model), was acceptable to Aboriginal and Torres Strait Islander community members who were patients of an Aboriginal Community Controlled Healthcare Service. Community members described seeing their healthcare providers more often, indicating stronger relationship-based care. Strengthening the connection of patients to their Pod team in the clinic will help improve the acceptability of the Pod model, relational care, and patient outcomes. Importantly, reshaping the role of the Aboriginal health worker so they can walk alongside patients will help ensure that the journey of community members through the health and social system is seamless and empowering.

**How might this study change policy, practice or future research?**

The successful implementation of a PCMH model in an Indigenous community-controlled healthcare setting, which has been refined based on community members' experiences, now means there is a model of a PCMH comprising core components likely to be acceptable to



Indigenous peoples and flexible enough to be tailored to their needs and preferences. This model of care could be used by other Indigenous community-controlled health services to strengthen relationship-based care by building stronger connections between their patients and healthcare providers. If you would like to learn more, you can read the full [article](#).