

Smoky Hill Receives National PCMH Recognition

The Smoky Hill Family Medicine Residency Program has achieved recognition by the National Committee on Quality Assurance (NCQA) as a Level 3 Patient-Centered Medical Home™, the highest level of recognition.

Smoky Hill is the only family medicine residency program in Kansas that meets NCQA Level 3 criteria under the 2011 Standards. The NCQA Patient-Centered Medical Home 2011 Standards emphasize the use of systematic, patient-centered, coordinated care that supports access, communication, and patient engagement.

"The NCQA Patient-Centered Medical Home is a model of 21st century primary care that combines access, teamwork, and technology to deliver quality care and improve health," said NCQA President Margaret E. O'Kane. "NCQA's PCMH 2011 Recognition shows that Salina Family Healthcare Center has tools, systems, and resources to provide their patients with the right care at the right time."

To achieve NCQA recognition, Smoky Hill Family Medicine was measured against key program standards. NCQA standards required Smoky Hill to:

- Enhance Access and Continuity: Team-based care with access to culturally and linguistically appropriate routine and urgent care and advice during and after office hours
- Identify and Manage Patient Populations: Use of electronic medical records to collect patient information and clinical data
- Plan and Manage Care: Use of

evidence-based guidelines for preventive and chronic care conditions, such as immunizations and diabetes

- Provide Self-Care Support and Community Resources: Assess patient/family abilities for self-management, develop self-care plans with patients, and provide necessary tools and resources;
- Track and Coordinate Care: Use of electronic systems to track patients, tests, referrals, and coordination of care with other providers
- Measure and Improve Performance: Use of patient satisfaction feedback to enhance care and patient experience, track clinical quality measures, and continuously monitor improvement

"I am extremely pleased that we have received the NCQA's highest level of recognition as a Patient-Centered Medical Home," said Robert Freelove, M.D., Smoky Hill program director. "We strive to be a center for learning and innovation and being the only Federally Qualified Health Center (FQHC) and family medicine residency program in Kansas to achieve Level 3 recognition under the 2011 standards validates those efforts."

"Every single person at Salina Family Healthcare plays an integral role in delivering patient-centered care; and as an organization, we are truly blessed to have an incredible group of people committed to doing just that. We are fortunate and thankful for the support we receive from the medical community, and the community at large, that helps us to provide access to high-quality, patient-centered care

while educating family physicians for Kansas.

"This is the culmination of more than three years of hard work to transform our practice into a Patient-Centered Medical Home. I'm probably even more proud of the growth we've seen and the improvements in patient satisfaction and patient care that we've achieved during this project and the impact it has had on our residents, many of whom are now champions for patient-centered care in their practices and communities. This project is having an impact not only on the health of our patients in Salina, but the state through our graduates."

The Smoky Hill Family Medicine Residency Program is embedded in the Salina Family Healthcare Center, FQHC since 2004.

Residents at Smoky Hill are involved in monthly discussions of quality improvement topics affecting the clinic and specific outcomes data is available for their review. They also have the opportunity to participate in a monthly multi-disciplinary team meeting focused on quality improvement. An example is the first-year residents working on office processes to improve adult immunization rates. As a result, the documented Pneumovax immunization rate for patients older than age 65 has increased from 45 percent on Jan. 1 to 50 percent on Feb. 1, exceeding their goal of a 2 percent increase per month for three months. Patient care registries are used to track population-based health statistics as well as individual medical problems.

Congratulations to Smoky Hill on its achievement.