



NORTH COUNTY HEALTH SERVICES Earns National Recognition for Patient-Centered Care

San Marcos, CA—After a long 12-month process, rigorous requirements and reviews, the National Committee for Quality Assurance (NCQA) has announced that North County Health Services (NCHS) has officially received the prestigious Physician Practice Connections—Patient-Centered Medical Home (PPC-PCMH) recognition.

Recognition from the PPC-PCMH program is awarded to health centers that focus on highly coordinated care and long-term relationships, which aims to improve the quality and efficiency of care. NCHS submitted for the recognition for 5 of their 10 clinic locations, and all 5 received the recognition, with implementation soon spreading to all other NCHS health centers. Only 4 other medical centers or providers in San Diego County have received this recognition.

PPC-PCMH identifies practices that promote partnerships between individual patients and their personal clinicians. Each patient's care is tended to by care teams, who provide for all the patient's health care needs and coordinate treatments across the health care system - so patients never feel alone or confused about their health care. These recognized practices also need to prove they've met the standards of patient-centered care, including open scheduling, expanded hours and use of proven health information systems - all of which NCHS has successfully implemented.

North County Health Services met key program elements in the following areas:

- Written standards to help patients gain access to care and enhance communication
- Effective charting tools to track patients and organize clinical information
- Responsive care with an emphasis on prevention
- Ability to adapt to patient's cultural and linguistic needs
- Use of information technology for prescriptions and to manage care
- Use of best proven research and expertise to treat chronic conditions
- Established system of tracking referrals and test results
- Measure and report health center service & performance

ABOUT NORTH COUNTY HEALTH SERVICES

North County Health Services is a private not-for-profit organization that serves over 60,000 patients annually at 10 health centers in Carlsbad, Encinitas, Oceanside, Ramona and San Marcos, and through two mobile clinics. NCHS has been providing affordable, quality & comprehensive care to members of our north San Diego County communities, including those who are uninsured or underinsured for over 40 years. Services at NCHS include pediatrics, obstetrics, gynecology, dental care, internal medicine, adolescent medicine and radiology as well as community health outreach, prevention and disease management programs. We accept Medi-Cal, Medicare, Sharp Health Care, Care 1st and other private insurances. If you are uninsured, we calculate cost of care on a sliding scale, and you may also be eligible for no-cost programs based on your income or may qualify for a discount. For more information, visit www.nchs-health.org or call 760-736-6767.

ABOUT NCQA

NCQA is a private, non-profit organization dedicated to improving health care quality. NCQA accredits and certifies a wide range of health care organizations. It also recognizes clinicians and practices in key areas of performance. NCQA's Healthcare Effectiveness Data and Information Set (HEDIS®) is the most widely used performance measurement tool in health care. NCQA is committed to providing health care quality information for consumers, purchasers, health care providers and researchers. To find clinicians and their practices that have been recognized by the program please visit <http://recognition.ncqa.org>. For further information, contact NCQA Customer Support at (888) 275-7585.