

PRESS RELEASE:

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Hendersonville Family Health Center receives NCQA recognition

(Hendersonville, NC) The National Committee for Quality Assurance (NCQA) has announced that Pardee Hospital's Hendersonville Family Health Center Family Practice Residency Program has received recognition from the Physician Practice Connections - Patient-Centered Medical Home (PPC-PCMH) program for using evidence-based, patient-centered processes that focus on highly coordinated care and long-term participative relationships.

“The growth of the NCQA PPC-PCMH Recognition program shows how primary care practices are serious about improving the quality of care they deliver,” said NCQA President Margaret E. O’Kane. “By becoming recognized, more and more practices now have the tools, systems and resources to provide patients with patient-centered and coordinated care.”

Practices seeking PPC-PCMH must complete a data collection tool and provide documentation that validates responses. There are nine PPC standards, including ten elements that must be passed to result in one of three levels of recognition. After completing the assessment, Pardee Hospital received a Level 3, the highest level of recognition. Only 1,000 other practices in the U.S. have achieved NCQA recognition, and fewer than half at a Level 3.



The NCQA PCMH model of healthcare delivery aims to improve the quality and efficiency of care. PPC-PCMH identifies practices that promote partnerships between patients and their clinician. Each patient's care is tended to by clinician-led care teams, who provide for all the patient's healthcare needs and coordinate treatments.

The benchmarks of patient-centered care include open scheduling, expanded hours and appropriate use of proven health information systems. Early evaluations of the model have shown promising results in improving quality of care and lowering costs by increasing access to more efficient, coordinated care. By avoiding unnecessary hospitalizations and emergency room visits, these early results are producing savings for payers, purchasers and patients.

[Pardee Hospital](http://www.pardeehospital.org) is a not-for-profit community hospital founded in 1953. The main hospital is licensed for 222 acute care beds and is the second largest employer in [Henderson County](#). The hospital has several locations separate from the main campus, including an adult day services center, a health education center in the Blue Ridge Mall, home care services, a rehab and wellness center, a midwifery program, various family and internal medicine practices, and an urgent care facility. For more information or to find a physician, call 1-866-790-WELL (9355) or visit www.pardeehospital.org.

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