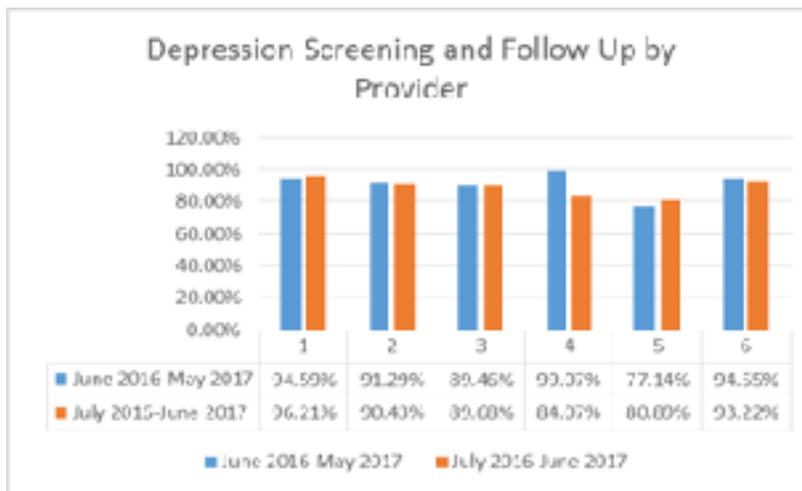


PCMH & HEARTLAND

Patient Centered Medical Home (PCMH) is a program in which Heartland Community Health Center participates, along with many other health centers around the country, that puts the patient first and provides ways for health centers to improve provider/patient relationships, quality of services, satisfaction of experience, and health outcomes, while continually reducing health care costs. In order to communicate how we are doing with our patients and the community, below we have shared several measures used in the PCMH certification process.

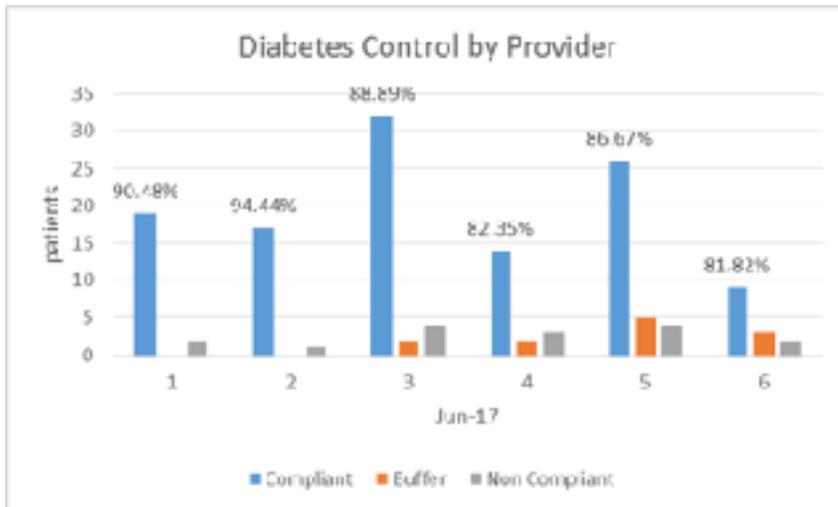
DEPRESSION SCREENING

Depression Screening is done at every patient appointment. Providers then do follow-up to screening, as needed, which may include a referral to a behavioral health consultant. The standard is 50% per provider. Heartland providers range from 80-96% in providing follow-up to screening.



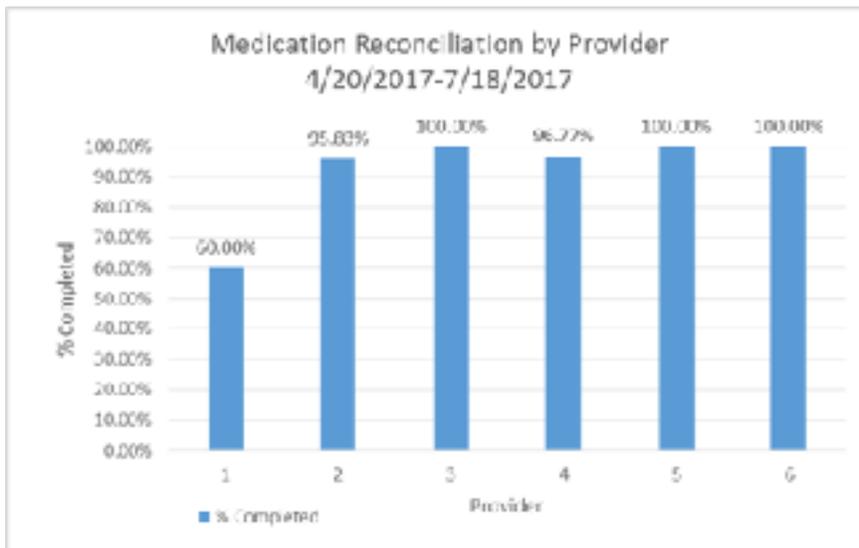
DIABETES CONTROL BY PROVIDER

Because of its impact on many areas of health and lifestyle, diabetes is also monitored closely. Diabetes Control is a measure of diabetic patients who have completed their regular HbA1c tests and have a level of less than 8%. It is shown in the below graph by provider and also relative to the number of diabetic patient each provider sees.



MEDICATION RECONCILIATION

Medication reconciliation is something that is completed during most patient visits. These are the questions you may answer about what medications you are taking, what you have stopped taking, any over the counter medications you use, and the dosages of each medication. When a patient is new to a provider, the standard is that 50% of these patients must have a full Medication Reconciliation. Heartland's numbers have rapidly been improving as we aim for 100%.

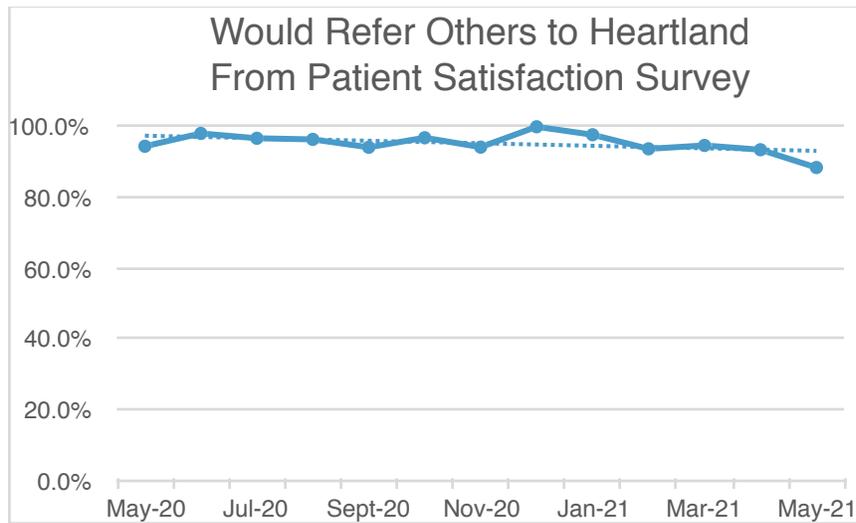


PATIENT SATISFACTION

Heartland also monitors patient satisfaction regularly through a variety of ways. We regularly monitor any complaints, grievances, and suggestions shared with us through patient satisfaction surveys, phone calls, social media, and online review. If you are a patient, please fill out a satisfaction survey when you receive one. It is a great way to ensure that your voice is heard, as well as an essential tool for Heartland to use to improve on our best.



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MORE INFO

For further information on Patient Centered Medical Home certification, please go to:

<http://www.ncqa.org/programs/recognition/practices/patient-centered-medical-home-pcmh>