



NEWS RELEASE

For Immediate Release

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Turner House Children's Clinic Earns National Recognition for Patient-Centered Care

Level 3 Recognition is First in Kansas Under New Standards

Kansas City, Kansas, November 20, 2012 – Turner House Children's Clinic (THCC), a safety net healthcare option for children who are uninsured or who qualify for Medicaid in Kansas, has received recognition by the National Committee on Quality Assurance (NCQA) as a Level 3 Patient-Centered Medical Home™*, the highest level of recognition.

Turner House Children's Clinic is the only Level 3 pediatric, safety net health care provider in the state of Kansas recognized by NCQA under 2011 standards. "The Patient-Centered Medical Home is about setting the stage for a lifetime of improved health," says Sallie Vennstra, M.D. and president of the board of directors. "It's an important practice model that tackles the huge healthcare challenges our country is facing, and Turner House is leading the way with one of our most vulnerable populations. We are proud to have been recognized for persistence and hard work in achieving this level of care."

The Patient-Centered Medical Home is a model of care emphasizing care coordination and communication among all involved parties (i.e. doctors, patients, family members, etc.). It promotes partnerships between patients and their designated personal provider and provider care team that ensure that the patient's health needs are met.

Because Turner House clinicians have built relationships with their patients, they are better able to ensure that children are receiving age-specific developmental physicals and immunizations, that chronic conditions are managed, and that life-threatening illnesses and diseases requiring specialty care are diagnosed.

To receive NCQA recognition, Turner House Children's Clinic met key program components including:

- Written standards for patient access and continuity of care
- Sensitivity and adaptation to patients' cultural and linguistic needs (about 88% of the population of THCC is Hispanic; 94% of the clinical staff and attending physicians are bilingual)

- Use of information technology for prescriptions, test and referral tracking and coordinating with other health care providers
- Use of patient feedback to enhance patient care and experience
- Appropriate use of electronic medical record charting tools to track patients and organize clinical information
- Use of evidence-based guidelines to provide preventive care and treat chronic conditions such as asthma and obesity
- Measurement and reporting of clinical and service performances

Research shows that the medical home can lead to higher quality and lower cost, and improve both patient and provider experiences.

“As a Patient-Centered Medical Home, we are excited to improve the health of our community’s children, enhance their experience and reduce health system costs. The staff has done a tremendous amount of work in the last three years to enable Turner House to provide the quality of care demanded by the Patient-Centered Medical Home designation,” says Janet Burton, Executive Director. “We are grateful for the REACH Healthcare Foundation’s assistance in providing Turner House with consulting resources that allowed us to achieve this level of quality in patient care.”

The NCQA recognition is aligned with the joint principles of the Patient-Centered Medical Home established with the American College of Physicians, The American Academy of Family Physicians, the American Academy of Pediatrics and the American Osteopathic Association.

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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 recognized clinicians and practices in key areas of performance. NCQA is committed to providing health care quality information for consumers, purchasers, health care providers and researchers.

For more than 20 years, Turner House Children’s Clinic has provided quality health care to thousands of underserved and uninsured children in the heart of Kansas City, Kansas. Turner House Children’s Clinic provides well-child exams, acute and chronic care, hearing and vision screenings, immunizations, laboratory testing, medications, referrals to specialists and Medicaid enrollment. It is the only non-profit safety net clinic in Wyandotte County that serves exclusively children, many of whose families earn less than \$10,000 a year. The clinic serves more than 4,200 individual children in approximately 8,500 patient visits annually, and is open for daytime, evening and Saturday appointments. For more information, go to thcckc.org.

NOTE: Interviews, video footage and photographs with THCC physicians and /or patients can be arranged with advanced notice. Please contact Mindy McDermott, at 913.488.3925.

*Patient-Centered Medical Home™ is a trademark of the National Committee for Quality Assurance.