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February 3, 2014

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Truman Medical Centers Earns National Recognition for Patient-Centered Care

Patient-Centered Medical Home™ 2011 standards emphasize enhanced care through patient-clinician partnership.

Kansas City, Mo — The National Committee for Quality Assurance ([NCQA](#)) announced that Truman Medical Centers ([TMC](#)) has achieved Level 3 (the highest) recognition from the NCQA Patient-Centered Medical Home 2011 (PCMH 2011) program. The PCMH 2011 program emphasizes evidence-based, patient-centered processes that focus on highly coordinated care and long-term relationships. TMC’s primary care clinics at Hospital Hill and Lakewood each achieved this prestigious recognition.

“With TMC’s complex patient population, in which nearly 70 percent suffer from at least one chronic illness, coordination of care and open communication are vital in transforming primary care into what patients need and want it to be...focused on their individual needs,” said TMC Executive Vice President for Clinical Coordination Mark McPhee, MD. “The patient-centered medical home model emphasizes these aspects and helps to elevate the quality outcomes, reduce healthcare costs and improve patient experiences of care.”

The NCQA PCMH Recognition program identifies practices that promote partnerships between individual patients and their personal clinicians, rather than treating patient care as the sum of episodic office visits. Each patient’s care is delivered by clinician-led care teams that provide all health care needs and coordinate treatments across the health care system. Medical home clinicians demonstrate the benchmarks of patient-centered care, including open scheduling, expanded hours and appropriate use of proven health information systems.

TMC demonstrated the ability to meet the program's key elements, embodying characteristics of the medical home. Standards align 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. TMC met program components including:

- Written standards for patient access and continuity of care.
- Use of patient feedback materials.
- Appropriate use of charting tools to track patients and organize clinical information.
- Responsive care management techniques with an emphasis on preventive care for individual patients and for the entire patient population.
- Adaptation to patients' cultural and linguistic needs.
- Use of information technology for prescriptions, test and referral tracking and coordination with other health care providers.
- Use of evidence-based guidelines to treat chronic conditions.
- Measurement and reporting of clinical and service performance.

About TMC

Truman Medical Centers is a not-for-profit two acute-care hospital health system in Kansas City. The TMC Health System includes TMC Hospital Hill, TMC Lakewood, TMC Behavioral Health, the Jackson County Health Department and a number of primary care practices throughout Eastern Jackson County. Recently named one of the nation's top academic medical centers, TMC is the primary teaching hospital for the University of Missouri-Kansas City Schools of Medicine, Nursing, Pharmacy and Dentistry and specializes in chronic disease management, orthopaedics, family medicine, women's health, and trauma services. For more information, please call (816) 404-3785, visit www.trumed.org, like us on [Facebook](#) or follow us on [Twitter](#).