



Hamakua-Kohala Health Awarded PCMH Recognition

We are excited to announce that the Hamakua-Kohala Health has been awarded Level 1 Patient Centered Medical Home Recognition from the National Committee for Quality Assurance (NCQA)! The PCMH model is a way of organizing primary care to emphasize care coordination and communication. PCMH practices have been proven to lead to higher quality and lower costs, in addition to improving patients' overall experience of care. PCMH care is relationship-based with a focus on the whole person, not just their symptoms. Partnering with patients and their families requires understanding and respect for each person's unique needs, culture, values, and preferences. PCMH Recognition is a detailed process that is based on meeting specific elements in the following categories: 1) Access and Communication; 2) Patient Tracking and Registry Functions; 3) Care Management; 4) Patient Self-Management and Support; 5) Electronic Prescribing; 6) Test Tracking; 7) Referral Tracking; 8) Performance Reporting and Improvement; and 9) Advanced Electronic Communication. Included in the PCMH standards are 10 "must-pass" elements. To achieve Level 1 Recognition, practices must successfully comply with at least 5 of these elements. PCMH Recognition is awarded to individual clinics. We sought PCMH Recognition for the Hamakua-Kohala Health first based on its manageable size and staffing. The clinical team has also adapted a "pod" formation to accommodate PCMH staffing standards. Each pod will include 3-4 exam rooms and house a team of one physician, one Nurse Practitioner or Physician Assistant, one Licensed Practical Nurse, one or more medical assistants, a registrar, and a referral specialist. The medical team will share work space, allowing for open communication about patient needs and care plans. Congratulations to all who participated in the PCMH application and recognition process!