



We are proud to announce that TLC Pediatrics of Frisco has been awarded recognition by the National Committee for Quality Assurance (NCQA) Patient Centered Medical Home 2011 Program.

According to NCQA President, Margaret E O’Kane “The NCQA Patient – Centered Medical Home is a model of 21st century primary care that combines access, teamwork and technology to delivery quality care and improve health”,. NCQA’s PCMH 2011 recognition shows that TLC Pediatrics of Frisco has the tools, systems and resources to provide their patients with the right care at the right time.

Our desire to achieve this recognition was driven by our desire to ensure that TLC Pediatrics of Frisco is always striving to provide our patients with the best medical care, access to care and patient experience that we possibly can.

What is NCQA?

NCQA is a private, non-profit organization dedicated to improving health care quality and recognizes the vital role clinicians play in advancing that quality. NCQA Recognition Programs were developed to help clinicians and practices support the delivery of high-quality care and are built on evidence-based, nationally recognized standards of care.

What is NCQA PCMH 2011?

The NCQA Patient-Centered Medical Home 2011 program (PCMH 2011) reflects the input of the American College of Physicians (ACP), American Academy of Family Physicians (AAFP), American Academy of Pediatrics (AAP) and American Osteopathic Association (AOA) and was developed to assess whether physician practices are functioning as medical homes and recognizes them for these efforts.

The NCQA Patient-Centered Medical Home 2011 standards emphasize the use of systematic, patient – centered, coordinated care that supports access, communication and patient involvement.

What is a Patient- Centered Medical Home?

A medical home is a physician's office that provides all your routine and preventative medical care and guides you through the system when you need specialty care or other services. The office works as a team from the receptionist to the doctor to provide you with comprehensive medical care. They use an electronic health record so they can access your information wherever they are taking care of you. A patient centered medical home means that services are provided at a time and in a way that is convenient for the patient when possible. Same day appointments, electronic communication, phone triage services, and access to patient portals are some examples of how practices become patient-centered practices.

What kind of care can I expect from a Patient-Centered Medical Home?

All your medical needs will be taken care of in a medical home but much of the emphasis will be on preventative care. At every visit consideration will be given to your immunization status, follow up on chronic conditions; follow up on outstanding labs and/or referrals. Office staff will take active rolls in ensuring proper follow up; you will receive phone calls and/or letters regarding the need for labs, follow up visits, specialist visits and so forth. The emphasis has switch to the office actively ensuring you are scheduled for appointments you need versus handing you a telephone number to a specialist and considering their work done. The team will actively work to help you maintain your health.

What is your part in all of this?

Communication is key!!! It is your responsibility to communicate with your team of providers about changes in your medication, your health, any symptoms that you may be having, different physicians or clinics you may have seen. You and your health care team will set goals for you that will help improve your health. It is important that you understand what treatments are being recommended and why and that you discuss any concerns or reservations you may have. Unlike old systems where the doctor told you what was going to happen without any discussion, it is now a joint decision. It is important that you ask questions, understand and agree with plans that are made. Once plans have been made, it is then your responsibility to comply with them or discuss with your provider if for some reason you are not complying.

For more information on NCQA's PCMH program please refer to www.ncqa.org.
The official directory of Recognized Clinicals can be accessed at <http://recognition.ncqa.org>