Harnett Health Receives National Recognition For Patient-Centered Care

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Harnett County, N.C. (January 17, 2014) – Harnett Health is proud to announce that its obstetrics and gynecology practice, Harnett OB/GYN, has received national recognition from the National Committee for Quality Assurance (NCQA) for being certified in the Physician Practice Connections–Patient-Centered Medical Home program. The practice is recognized at level three of the program, the highest achievable level.

The program uses evidence-based, patient-centered processes that focus on highly coordinated care and long-term participative relationships. The program's standards emphasize enhanced care through patient-clinician partnership.

Harnett OB/GYN is accepting new patients and is located at 608 Tilghman Drive in Dunn. Patients may also been seen at Lillington Medical Services located at 716 N. 10th Street in Lillington. Call 910-892-4092 for an appointment at either location. Physicians serving patients through the practice include Michael Zich, MD, FACOG and Michelle Langaker, DO, FACOG.

"Our Harnett OB/GYN physicians and staff are thrilled to be certified in the Patient-Centered Medical Home program," said Harnett Health's Vice President of Medical Affairs, Wallace Horne, MD, MMM. "The practice is focused on building and strengthening long-term relationships with patients."

The practice met key program components in the following areas:

- Written standards for patient access and enhanced communications
- Appropriate use of charting tools to track patients and organize clinical information
- Responsive care management techniques with an emphasis on preventive care
- Adaptation to patient's cultural and linguistic needs
- Use of information technology for prescriptions and care management
- Use of evidenced-based guidelines to treat chronic conditions

- Systematic tracking of referrals and test results
- Measurement and reporting of clinical and service performance

Harnett Health also has four additional primary care practices certified at the highest achievable level (Level 3) in the Physician Practice Connections–Patient-Centered Medical Home program:

- Angier Medical Services, 185 Rawls Road, Angier, N.C. 27501
- Dunn Medical Services, 803 Tilghman Dr., Dunn, N.C. 28335
    - Lillington Medical Services, 716 N. Tenth St., Lillington, N.C. 27546
    - Premiere Pediatrics, 802 Tilghman Dr., Dunn, N.C. 28335

"We are very proud that our practices are receiving this national recognition," continued Dr. Horne. "Our medical staff and office staff work hard each day to provide quality, compassionate care to our patients and look forward to serving you and your family for years to come."

The Patient-Centered Medical Home program is a model of healthcare delivery that aims to improve the quality and efficiency of care. It identifies practices that promote partnerships between individual patients and their personal physicians. Each patient's care is tended to by physician-led care teams, who provide for all the patient's healthcare needs and coordinate treatments across the healthcare system.

Medical home physicians demonstrate the benchmarks of patient-centered care, including open scheduling, expanded hours and appropriate use of proven health information systems. Evaluations of the program have shown results in improving quality care and lowering costs for the patients by increasing access to more efficient, more coordinated care.

About Harnett Health

Harnett Health is a private, not-for-profit healthcare system based in Dunn, N.C. The system is

accredited by The Joint Commission and encompasses a network of facilities throughout Harnett and Johnston counties. It has more than 265 credentialed providers and more than 1,000 employees. The system includes Betsy Johnson Hospital in Dunn, N.C. with 101 beds and Central Harnett Hospital in Lillington, N.C. with 50 private inpatient rooms. Services offered through Harnett Health include outpatient rehab/wellness centers in Benson, N.C., Dunn, N.C., and Lillington, N.C., and cardiac rehabilitation services, a breast care center, outpatient cardiac testing and a wound care center in Dunn, N.C. The healthcare system has six physician practices: Angier Medical Services, Coats Medical Services, Dunn Medical Services, Lillington Medical Services, Harnett OB/GYN, and Premiere Pediatrics. It also has a Foundation focused on fundraising, providing a personal touch for patients with extraordinary needs, and working to expand access to care for our community. For more information, visit www.harnetthealth.org.

About NCQA

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 recognizes 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.