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COMMUNITY HEALTH CENTER, INC. AWARDED HIGHEST LEVEL OF NATIONAL PATIENT-CENTERED MEDICAL HOME RECOGNITION CHC has largest number of sites in Connecticut recognized by the program

MIDDLETOWN, Conn. (April 19, 2011) – Community Health Center, Inc. has received the highest level of recognition by the National Committee for Quality Assurance for Physician Practice Connections® Patient-Centered Medical Home Program™. This recognition acknowledges CHC's adoption and implementation of the patient-centered medical home model across its 11 centers offering primary care in Connecticut. CHC has the largest number of sites in the state recognized by the program.

The patient-centered medical home model emphasizes ongoing partnerships between patients, doctors, dentists and/or behavioral health providers and their families. Each patient works with their own provider, who leads a team that takes collective responsibility for that patient's care. The team is responsible for providing for all the patient's health care needs, arranging care with specialists as necessary and coordinating care across the health care system. The latest in technology is used to ensure patients get the care they need when they want it, how they want it and in a language and manner they understand.

"The primary care community has realized that we've gone far from the exam room to a lot of bureaucracy and fragmented, expensive, duplicative care," said Dr. J. Nwando Olayiwola, chief medical officer of Community Health Center, Inc. "The patient-centered medical home model gets primary care providers back to the exam room, where the focus is on the patient."

"The patient-centered medical home promises to improve health *and* health care," said NCQA President Margaret E. O'Kane. "The active, ongoing relationship between a patient and a physician in medical homes fosters an all-too-rare goal in care: staying healthy and preventing illness in the first place. PPC-PCMH recognition shows that Community Health Center, Inc. has tools, systems and resources to provide its patients with the right care at the right time."

PPC-PCMH recognition, which is valid for three years, is awarded in three levels. To receive Level 3 recognition, CHC had to demonstrate the ability to meet the program's key criteria for a medical home: written standards and measurement for patient access and communication; electronic charting tools to organize clinical information; electronic prescription management; evidence-based care management for chronic conditions; patient self-management support; systematic tracking of test results and referrals; measurement and reporting of clinical and service performance; and the availability of an interactive website (MyCHC.com) that allows for electronic care management support.

"This recognition reflects our ongoing efforts to deliver an advanced level of coordinated care," said Mark Masselli, president and CEO of Community Health Center, Inc. "We have always provided team-based care and built strong relationships with patients. But through improvements and innovations like electronic medical

records; a new website where patients can access their records, communicate with doctors and more; and Language Line—which provides medical translation in more than 170 languages—we have built a medical home that empowers patients and improves health outcomes.”

“This new model of care benefits everyone,” said Dr. Daren Anderson, vice president and chief quality officer with CHC. “Patients are more satisfied with their experiences, the patient-provider relationship is strengthened, and providers see their patients taking an active role in managing their health.”

The PCMH program standards are aligned with the joint principles of the American College of Physicians, the American Academy of Family Physicians, the American Academy of Pediatrics and the American Osteopathic Association. For a full list of primary care medical practices and clinicians affiliated with practice sites in Connecticut that have been recognized by the program, visit recognition.ncqa.org.

About NCQA

Celebrating its 21st anniversary in 2011, 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’s Healthcare Effectiveness Data and Information Set (HEDIS®) is the most widely used performance measurement tool in health care. NCQA is committed to providing health care quality information for consumers, purchasers, health care providers and researchers.

About Community Health Center, Inc.

Since 1972, Community Health Center, Inc. has been one of the leading healthcare providers in the state of Connecticut, building a world-class primary health care system committed to caring for uninsured and underserved populations. CHC is focused on improving health outcomes for its more than 130,000 patients, as well as building healthy communities. Currently, CHC delivers service in 173 locations statewide, offering primary care in medical, dental and behavioral health services. For more information, visit chc1.com.

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