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For Immediate Release

Immediate Care Earns National Recognition as Trusted Partner for Urgent Patient Care

Southern New Hampshire Health's Five Sites are first in New England to earn NCQA

Distinction

Nashua, NH — The National Committee for Quality Assurance (NCQA) announced that all five locations of Immediate Care of Southern New Hampshire have earned NCQA Patient-Centered Connected Care™ Recognition, for connecting care it delivers back to its patients' primary care team in a structured and timely manner.

NCQA Patient-Centered Connected Care Recognition is awarded to sites that provide outpatient care for patients experiencing acute/episodic illness, but do not act as the patient's primary care provider. The Immediate Care sites are the first in New England to be recognized.

"We are extremely proud to have earned this distinction across all our Immediate Care locations," says Robert Dorf, DO, Chief Medical Officer of Foundation Medical Partners .

"NCQA sets a very high standard for recognition, and having earned Patient Centered Connected Care Recognition is testament to our ability and commitment to deliver evidence-based, patient-centered care that assures effective communication with our patient's primary care physicians."

According to the NCQA, Patient-Centered Connected Care Recognition expands best practices in the delivery of high-quality care by connecting care across the medical home neighborhood.

"Recognition shows that Immediate Care has, in all of its locations, the tools, systems and resources to provide patients with the right care while ensuring that care is communicated clearly and efficiently with the team of clinicians charged to manage their overall health," says Margaret E. O'Kane, NCQA president.

Foundation Medical Partners, the multi-disciplinary specialty medical practice of Southern New Hampshire Health has been distinguished for its primary care model, based on NCQA's Patient Centered Medical Home (PCMH).

"We offer a team-based health care model that transforms how primary care is organized and delivered, with providers working together with patients to coordinate and assure easy access to the best care," says Dr. Dorf

To earn recognition, which is valid for three years, Immediate Care facilities in Nashua, South Nashua, Merrimack, Hudson and Pelham earned the necessary scores across five standards and their corresponding elements.

NCQA'S Patient-Centered Connected Care standards examine:

- Connecting with primary care: The site connects with and shares information with patients' primary care providers, and helps them find a primary care provider if they don't have one.
- Identifying patient needs: The site directs patients to appropriate providers, when necessary.
- Patient care and support: The site uses evidence-based decision support in care delivery, collaborates with patients to make care decisions and delivers culturally and linguistically appropriate services.
- System capabilities: The site uses electronic systems to collect data and execute specific tasks.
- Measure and improve performance: The site systematically monitors performance and carries out activities to improve clinical outcomes and patient experience.

Immediate Care will be opening a sixth facility at Amherst Medical Center in June.



About Southern New Hampshire Health

Southern New Hampshire Health is comprised of Southern New Hampshire Medical Center and Foundation Medical Partners, and is Massachusetts General Hospital's only clinical affiliate in the region. Immediate Care of Southern New Hampshire is licensed through Foundation Medical Partners, and offers walk-in care 7-days per week at all locations. Through this affiliation, patients have easy access to advanced clinical expertise in areas including stroke, cancer, trauma and pediatric specialties. With more than 500 providers in primary, specialty and immediate care serving thousands of patients in more than 70 practices across southern New Hampshire and northern Massachusetts, Southern New Hampshire Health gives you the access to the resources you need and the care you deserve.

About NCQA

NCQA is a private, nonprofit 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 website (www.ncqu.org) contains information to help consumers, employers and others make more informed health care choices.