

Dunham Clinic is recognized for Outstanding Performance



Brig. Gen. Joseph Carvalho congratulates Dunham Clinic staff, Jan. 26, Bliss Hall auditorium.

Photo by Megan Clugh

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by Dunham Clinic Staff members

On January 26, 2012, Brig. Gen. (Dr.) Joseph Carvalho, Jr., the Northern Regional Medical Command CG, headquartered at Fort Belvoir, personally congratulated Dunham U.S. Army Health Clinic to include two of its outlying clinics, Fillmore Clinic Defense Distribution Center, New Cumberland, and the Fort Indiantown Gap TMC, for outstanding performance in achieving Level III Patient Centered Medical Home (PCMH) recognition from the National Committee for Quality Assurance (NCQA).

Dunham was one of only three NRMC Military Treatment facilities and among a select few in the entire Army to attain this nationally-recognized quality standard, demonstrating superior performance in imbedding quality into their patient care practices.

“This is going to be huge for us,” said Brig. Gen. Joseph Carvalho. “Let’s give the patients a memorable experience.”

The NCQA PCMH Recognition process involves submitting extensive documentation on the following nine

standards:

- Access and communication
- Patient tracking and registry functions
- Care management
- Patient self-management support
- Electronic prescribing
- Test tracking
- Referral tracking
- Performance reporting and improvement
- Advanced electronic communications

This documentation was scored to determine if specific criteria are met, and Dunham received the highest of three recognition levels.

Dunham received notification in January 2012 and it is valid for 3 years. Many private and public health insurance plans and employers require NCQA recognition to compensate practices as meeting the quality requirements of a PCMH.

"Dunham is on the cutting edge and is setting the standard," said Col. George E. Patterson, Dunham Deputy Commander for Clinical Services.

Dunham and Fillmore clinics began the PCMH process in 2010

PCMH is a patient-focused approach to primary care practice that is supported by major health care organizations such as: the American Medical Association (AMA), American Academy of Family Physicians (AAFP), American Academy of Pediatrics (AAP) and the American College of Physicians (ACP). It provides a "Team-Based" delivery of healthcare to our Soldiers, retirees and family members.

According to Dunham Staff, "Additional Licensed Practical Nurses (LPN) and Registered Nurses (RN) are being hired to ensure providers have the right amount of clinical support for their patients. A Clinical Pharmacist is being hired to optimize the use of medication and promote health, wellness, and disease prevention to include assist in the management of patients taking multiple medications."

PCMH is mandated by the Office of the Secretary of Defense as the standard practice model for Primary Care delivery across the Military Health System. It is also the standard of care for Civilian Ambulatory Care Centers.