

FOR IMMEDIATE RELEASE



## **Care for the Homeless Awarded with NCQA's Highest Recognition for Quality**

*Non-Profit Partnered with MAeHC to Apply Patient-Centered Medical Home Standards Across 14 Health Centers to Enhance Care Quality for NYC's Homeless Population*

**NEW YORK CITY – January 9, 2018** – The [Massachusetts eHealth Collaborative](#) (MAeHC), a firm that works alongside providers to support the meaningful adoption of health IT, today announced that its client, [Care for the Homeless](#), has been formally recognized by the National Committee for Quality Assurance (NCQA) as a Level 3 Patient-Centered Medical Home (PCMH). The NYC non-profit partnered with MAeHC to apply PCMH standards across 14 sites with the goal of improving access to care, increasing care coordination, and enhancing the quality of care for the city's homeless population.

PCMH is a care delivery model where treatment is coordinated by a patient's primary care physician to ensure they receive the necessary care when and where they need it, in a manner they can understand. This team-based approach gives each person who seeks treatment at Care for the Homeless, a comprehensive care plan that is integrated across multiple providers at any of the organization's health centers. Care for the Homeless' unique service delivery model provides care at co-located host sites such as shelters and soup kitchens. Additionally, Care for the Homeless partners with other non-profits to directly treat patients at mobile health clinics across the city. Overall, the organization serves between 7,500 – 8,500 men, women and children, annually, in the Bronx, Brooklyn, Queens and Manhattan.

"We provide care to people during a very fragmented time in their life," said Dr. Regina Olatin, Chief Medical Officer at Care for the Homeless. "Our goal is to not just give them a medical home where they can turn to for care options, but to also provide a place that feels like a home – a warm and welcoming space where the providers know their names. When homelessness strikes, it affects more than a person's current situation – it can expose them to major health risks with long-term ramifications. We aim to step in and help empower people with a path towards a healthier future."

To pursue its PCMH recognition, Care for the Homeless turned to MAeHC to provide strategic guidance and project management support. MAeHC's experts worked hand-in-hand with the organization's staff to refine workflows, optimize and configure IT systems, identify patients for care management services, work with key staff in building care plans and workflows for high-risk patients, and enhance coordination of care with outside services such as hospitals and specialists. Overall, the program has helped Care for the Homeless increase patient

satisfaction, improve care coordination with internal and external providers and increase the quality of care provided to its patients.

“Trying to fit this concept of care within a medical home model was no easy task,” said Courtney Beach, Senior Consultant at Massachusetts eHealth Collaborative. “When serving a transient population with a unique set of needs, it is very difficult to track patients to ensure that they are utilizing the services or receiving information about their care. This project required a lot of creativity and hands-on support which is why we are so thrilled that the organization’s transformational efforts have been recognized by NCQA. Care for the Homeless is truly making a difference in the lives of the people that they serve.”

As a next step, Care for the Homeless will continue to work with MAeHC to advance its person-centered approach to healthcare. The two organizations will work together to monitor practice transformation under the 2014 Standards as well as provide a crosswalk to 2017 Competencies with a focus on making sure the medical home model of care is sustainable.

MAeHC can help organizations of all sizes adopt a patient-centered approach to medicine. Its team of experts can redesign workflow processes, enhance electronic health record adoption, align key stakeholders, benchmark progress and support PCMH documentation. To learn more about MAeHC’s PCMH services line, visit: <https://maehc.org/>.

#### **About Care for the Homeless**

Care for the Homeless is committed to ending homelessness by providing direct services for homeless single adults and families, by conducting public education, research, and analysis of model programs and practices that create permanent housing opportunities, and by shaping policies to prevent future homelessness. For more information, visit [www.careforthehomeless.org](http://www.careforthehomeless.org)

#### **About The Massachusetts eHealth Collaborative**

The Massachusetts eHealth Collaborative (MAeHC) is a non-profit services firm delivering strategic guidance, project management, data warehousing and analytics services, and hands-on implementation support to help clients across the country improve their clinical and business performance. For more information, visit [www.maehc.org](http://www.maehc.org)

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