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Duffy Health Center Recognized as Patient-Centered Medical Home
By National Committee for Quality Assurance

After an extensive review by the National Committee for Quality Assurance (NCQA), Duffy Health Center has been approved to sustain its Recognition as a Patient-Centered Medical Home (PCMH). Duffy received its first NCQA PCMH designation in 2012. The PCMH is a model of care that puts patients at the forefront as an integral part of their care. Duffy Health Center staff build strong relationships between patients and their clinical care teams, which include primary care providers, behavioral health therapists, and experts in treatment for substance use disorders.

Research shows that the PCMH model improves clinical quality and patient experience, increases staff satisfaction, and reduces health care costs through improved coordination of care and better management of chronic conditions. By maintaining this designation, Duffy Health Center has demonstrated a commitment to continuous quality improvement and a patient-centered approach to care.

“The PCMH model of care underpins every aspect of the work that we do at Duffy Health Center. We are committed to high quality care that empowers our patients to be active participants in their own wellness," said Heidi Nelson, Chief Executive Officer of Duffy Health Center.

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 website (www.ncqa.org) contains information to help consumers, employers and others make more informed health care choices.

The mission of Duffy Health Center is to provide comprehensive, integrated health care and support services to persons who are experiencing homelessness or are at risk of homelessness on Cape Cod, and to improve the quality of life for vulnerable populations through community collaborations, leadership, and advocacy.

If you would like to learn more about Duffy Health Center, please visit our website at DuffyHealthCenter.org.

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