Augusta University Health’s Family Medicine Center nationally recognized for quality of care

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AUGUSTA, Ga. (Feb. 12, 2020) – Augusta University Health’s Family Medicine Center has been recognized consistently since 2009 by the National Committee for Quality Assurance (NCQA). This year is no exception, as the clinic has been recognized for the fourth time in a row as a patient-centered medical clinic.

“There are five specific domains you have to fulfill to become a Patient-Centered Medical Home,” said Dr. Janis Coffin, Chief Transformation Officer in Family Medicine and Primary Care at AU Health. “These five domains include patient-centered care that is coordinated, provides high-quality care through evidence-based medicine, care which is comprehensive through a team-based approach, and enhanced access to care, such as the patient portal and after-hours calls.”

Once again, the Family Medicine Center satisfied all requirements.

“The patient is the center of everything, but from that, we’re able – because we’re standardizing our behavior – to create a data repository which gives us feedback on how we are handling problems across the entire population,” said Dr. Joseph Hobbs, Chair of the Medical College of Georgia’s Department of Family Medicine.

“It requires everyone to be involved, from the front desk to the physicians,” added Dr. Carla Duffie, Nurse Manager at the Department of Family Medicine.

Through this depository, data on the patient will transfer from one department to another, so they can receive the best possible care in a timely manner.

“There is a whole team approach to taking care of that patient,” said Coffin. “We’ve now partnered with NavCare (Chronic Care Management) to help us take care of our most vulnerable patients, who are Medicare patients at this time.”

AU Health is always at the forefront, aiming for the best patient care with the technology and tools available now.

“If something is done at Augusta University, they will be able to get results or call for questions,” said Coffin. “They can ensure that we are trying to manage their chronic medical problems to the best of our ability with a team approach.”

DOWNLOADS: A photo of Dr. Joseph Hobbs
AU Health is Georgia’s only public academic health center, where world-class clinicians are bringing the medicine of tomorrow to patient care today. As the primary teaching affiliate of the Medical College of Georgia, AU Health provides the most comprehensive routine-to-complex care at AU Medical Center, which houses the region’s only Level 1 trauma center, as well as Children’s Hospital of Georgia, historic Roosevelt warm Springs Rehabilitation and Specialty Hospitals, Georgia War Veterans Nursing Home, and more than 100 primary and specialty care clinics across the state.