



## Patient-Centered Care Delivery

### HUDSON RIVER HEALTHCARE

#### Purpose

To provide an enhanced model of care that features open scheduling, expanded hours, and improved communication to improve the health status of the underserved communities

#### Target Population

The rural and urban poor and uninsured, pregnant women, migrants and immigrants, agricultural workers, the homeless, children and adolescents, the elderly, and those with HIV or substance abuse problems

#### Goals

- To provide 100 percent of patients with electronic health records (EHRs)
- To measure EHR reports of encounters by provider
- To offer same-day appointments with the patient's provider, and to have an average office visit cycle time of 45 minutes or less
- To improve health outcomes through a preventive and planned care model
- To eliminate differences in care and health status among racial, ethnic and economic groups
- To ensure that 100 percent of patients recommend the health center to friends and family
- To evaluate the health service penetration rate for the target populations
- Vital Aim: To achieve high productivity and staff satisfaction<sup>35</sup>

#### Years in Operation

Began operations in 1975; today's patient-centered improvements began in 1996

#### Structure and Operations

Hudson River HealthCare provides care to nearly 50,000 patients at 14 sites across New York State. Its first site, in Peekskill, was opened by local residents and religious leaders in 1975 to meet the needs of the community's underserved population. A consumer-majority board, whose composition mirrors the health center's diverse patient population, governs the organization. The health center offers a range of medical specialties, as well as key support services like health education and transportation.

Hudson River HealthCare is accredited by the Joint Commission and is recognized by the National Committee for Quality Assurance (NCQA) Physician Practice Connections program.<sup>36</sup>

#### Funding

Hudson River HealthCare operates as a "Federally Qualified Health Center."

#### For More Information

Additional information is available online:

[http://www.commonwealthfund.org/innovations/innovations\\_show.htm?doc\\_id=670400](http://www.commonwealthfund.org/innovations/innovations_show.htm?doc_id=670400)