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CHEROKEE COUNTY PEDIATRIC CENTER & PEDIATRICIAN RECEIVES NATIONAL RECOGNITION FOR PATIENT-CENTERED CARE

**PEDIATRICIAN MICHAEL GEORGE ANDERSON, MD, FAAP
OF THE CHILDREN'S PEDIATRICS CENTER, LTD (ON EAST MAIN)
391 EAST MAIN STREET / HISTORIC HAWKINS BUILDING
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***NCQA Patient-Centered Medical Home™ standards emphasize enhanced care
through patient-clinician partnership***

Washington, DC—The National Committee for Quality Assurance (NCQA) today announces that **Dr. Michael George (“Mike”) Anderson, MD, FAAP**, (“Dr. Mike”) and the **CHILDREN’S PEDIATRICS CENTER** in Canton, Georgia were designated as a **NCQA Patient-Centered Medical Home (PCMH)**. The announcement recognizes Dr. Mike’s use of evidence-based, patient-centered, highly coordinated care with long-term, participative doctor-patient relationships. The NCQA research reports that the Patient-Centered Medical Home is a model of primary care that combines teamwork and information technology to improve care and patient experiences while reducing costs. This also encourages developing ongoing partnerships between patients and their personal physicians. For children’s health the NCQA’s worked with American Academy of Pediatrics to establish these standards.

NCQA President Margaret E. O’Kane: Regarding the PCMH recognition, the NCQA’s President said ... ***“The NCQA Patient-Centered Medical Home Recognition raises the bar in defining high-quality care by emphasizing access, health information technology and coordinated care focused on patients,”*** ... [and] ... ***“Recognition shows that Dr. Anderson has the tools, systems and resources to provide his patients with the right care, at the right time.”***

The Andersons as Pediatric Caregivers: Dr. Mike may grin when he explains that he and Stephanie are available only between the hours of 00:00:00:01 and 23:59:59:99 daily. He claims his schedule works only because of his life-time teammate Stephanie, a pediatric nurse practitioner. Together they claim nearly 50 years combined pediatric experience and the practical knowledge of their 30 years' together married with two daughters of their own. Stephanie explained that since 1985, *"...we have done it all as a team, my undergraduate and doctorate in nursing, also Mike's bachelors, medical school, and a pediatric residency Univ. Michigan. The commitment required for the so-called "Medical Home" was a natural expression of the way we already lived."*

A Main Street Medical Home: In 2004 the Andersons began renovating a 100 year old building on Main Street, in historic downtown Canton Georgia. The building was once used as both the Hawkins family home and Dr. Hawkins community practice. Dr. Mike smiled and said *"Our patients will often prefer their pediatrician over the local community ER."* Dr. Mike claimed, *"we must keep one exam room at the ready with oxygen gas, continuous EKG and respiratory monitoring on an emergency cart with stand-by suction equipment and emergency medications, and minor surgical supplies. When children are sufficiently ill, we may arrange for the hospital admissions nearly 50 miles south in Atlanta or 90 miles north to Chattanooga, often depending on which is closer to the patient's home. We have worked to cover all possibilities. In a home-town, a doctor engages the community families outside the office: at the school PTA where all our children attend, or the supermarket, Walmart, and in the South... at church."* The Andersons claim that engaging the community builds trust with their patients, as literally, our family provides care to other families as neighbor to neighbor.

[pull quote] "We were surprised the NCQA had an award for what we considered "Old-School" and what we thought everybody was supposed to be doing anyway."

Just Old-School: When asked about the NCQA's recognition program, Stephanie replied, *"At first we were surprised that there was an award for doing your job."* She then explained, *"Dr. Mike and I care for patients the same way we first learned from our teachers. We studied together at a special place, the University of Illinois Rockford's community medical school, where they teach to prepare doctors for an out-of-the-way, even rural, community practice."* She said, *"some say this is "Old-School." All the rest just naturally follows."* The Andersons claim that using "Old-School" or the PCMH program, the result creates the essential ingredient for quality.

The Essential Ingredient: Dr. Mike explains that trust between patient and caregiver is the essential ingredient. *“Always perform your physician duties with individual loyalty to your patients, and then trust develops, followed by improved patient motivation, then compliance, and ultimately better outcomes and patient health.”*

About NCQA: 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 Healthcare Effectiveness Data and Information Set (HEDIS®) is the most widely used performance measurement tool in health care. NCQA's Web site (ncqa.org) contains information to help consumers, employers and others make more informed health care choices.