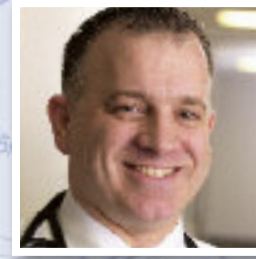


CUSTOM-BUILT CARE

A “medical home” is a team-based approach to providing coordinated healthcare from a relational view, beginning with your primary care provider and extending to affiliated hospitals and specialists. It puts you at the center of all of your points of care, starting at birth and continuing throughout your entire life.

- A medical home is a partnership made up of your doctor, nurses, other members of your care team and you. It isn't about a place, but rather a team approach to your health and well-being.
- A medical home is more than just treating illness. It is also about preventing health problems.
- A medical home helps lower medical costs and improves health conditions. This patient-centered model of care offers hope as a solution to the nation's costly and fragmented healthcare system by making our nation healthier and reducing costs in a time when healthcare costs are skyrocketing. Each of the 13 MercyCare family practice clinics (in



Timothy Quinn, MD
Chief of Clinical Operations
President of MercyCare
Management

addition to Internist Associates of Iowa and Mercy's Employee Health Center) has been recognized by the National Committee for Quality Assurance as a certified Patient-Centered Medical Home.

Mercy's commitment to the medical home philosophy began in January 2010 when MercyCare Clinics started an innovative quality program tracking more than 100 different measures of care. MercyCare clinics consistently outperform national averages for proactive screenings, preventive care and management of chronic conditions. It reflects their commitment to providing the highest possible quality care.

“MercyCare Clinics are committed to providing convenient, high-quality, patient-centered healthcare to Cedar Rapids and surrounding communities,” says Timothy Quinn, MD, Chief of Clinical Operations, President of MercyCare Management. “When visiting our clinics, patients can expect personalized care from a team of medical professionals when they need it, as well as convenient access to medical records and test results.”

Mercy and MercyCare patients now have a single, electronic health record through Epic to

ensure coordination of care throughout the entire Mercy system, whether you are in a Mercy clinic, the Emergency Department, the hospital, etc. MyChart, part of Epic, allows patients to request or change an appointment, ask for a prescription renewal, contact their healthcare team and find helpful information about their health.

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The national health system's equivalent of a medical home is the Accountable Care Organization (ACO), which coordinates care for patients between doctors and hospitals and helps lower costs. One example is the ACO formed by Mercy and UI Health

Care in partnership with Wellmark. In addition to facilitating coordination and cooperation among providers, ACOs are rewarded for meeting performance standards on quality of care, better health outcomes and positive patient experience while

decreasing healthcare costs.

Changing the way we deliver healthcare reduces costs and makes it simpler for patients to get the care they need. The Medical Home model, the ACO and Epic are major milestones in Mercy's continued commitment to provide excellence in quality, value and patient-centered care.

