



**EDDIE BAZA CALVO**  
GOVERNOR

**RAY TENORIO**  
LIEUTENANT GOVERNOR

GOVERNMENT OF GUAM

**DEPARTMENT OF PUBLIC HEALTH AND SOCIAL SERVICES**  
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**FEB 20 2018**

**LEO G. CASIL**  
ACTING DIRECTOR

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**DEPARTMENT OF PUBLIC HEALTH & SOCIAL SERVICES**

The Acting Director of the Department of Public Health and Social Services (DPHSS) and the Guam Community Health Center (CHC) Board announce that the Northern Region Community Health Center (NRCHC) has achieved Patient Centered Medical Home (PCMH) as a Recognized Practice at Level 3 by the National Committee for Quality Assurance (NCQA). NCQA is a private, non-profit organization dedicated to improving health care by evaluating and reporting on the quality of health care throughout the United States. The NCQA seal is a widely recognized symbol of quality signifying that an organization is well-managed and delivers high quality care and service.

There are three levels of NCQA recognition, ranging from Level 1 to Level 3, Level 3 being the highest. Achieving PCMH Recognition involves meeting requisite elements in six standard categories: *Patient Centered Access, Team-Based Care, Population Health Management, Care Management and Support, Care Coordination and Care Transitions, and Performance Measurement and Quality Improvement.*

The NRCHC has undergone a successful transformation into a PCMH, which is an approach to providing continuous, comprehensive, and coordinated-care in partnership with patients, their physicians, and their health care team. PCMH focuses on what patients want such as their health care needs, and they, along with the NRCHC health care team, make treatment decisions based on their preferences. Thus, patients become engaged in their own healthy behaviors and health care. Everyone in the NRCHC, from clinicians to front desk staff, works as a team to coordinate care from other providers and community resources to avoid costly medical complications, hospital Emergency Room (ER) visits, and/or admissions by focusing on prevention and managing chronic conditions.

Should you have any questions, contact the CHC Chief Executive Officer, Linda Unpingco-DeNorcey, M.P.H. at 635-4422 or 635-7447

**LEO CASIL**  
DPHSS Acting Director

**MAYOR MELISSA SAVARES**  
CHC Board President

## 2014 Patient-Centered Medical Home

This section provides summary and detailed results and recommendations. Overall scoring results are available and at the category, Standard and element levels.

Based on information compiled during the recent review, We award the status listed below. Status descriptions can be found by clicking the Policies and Procedures tab.

### General Information

**Name:** Guam Northern Region Community Health Center

**Status:** Recognized-Level 3

**Valid Dates:** 2/8/2018 - 2/8/2021

**Standards Year:** 2014      **Score:** 85.12

**Overall Score:** 85.12 out of 100.00

**Unit Of  
Assessment:**



\*For display purposes only, all points are truncated to 2 decimal places. When actually scoring, NCCQA does not round or truncate.