

## **Congratulations Kidz1st Pediatrics!**

NCQA PCMH Level 3 Recognition and so much more!



The National Committee for Quality Assurance's (NCQA) Patient-Centered Medical Home (PCMH) Recognition demonstrates that a practice and its clinicians value quality health care delivery and the latest clinical protocol to ensure that their patients receive the highest level of care with optimal timing. We are pleased to share that Kidz 1st has earned the highly esteemed NCQA Level 3 designation. This accomplishment validates the practice's commitment to providing care at the highest level of quality keeping in mind patient-centered access, team-based care, population health management, care management and support, care coordination and transition as well as performance measurement and quality improvement.

When asked to identify some of the challenges faced in achieving this honor, Dr. Silvia Operti-Considine, owner of Kidz 1st, stated the most difficult aspect of obtaining the NCQA status was articulating on paper the various protocols and procedures followed on a day-to-day basis that meet the NCQA requirements. In discussing the various efforts that were undertaken to achieve the designation, Dr. Operti-Considine also related that the staff's time, determination and collaboration put forth with the United Physicians care team is something for which they hold a tremendous amount of pride.

Follow-up is another aspect of operations that Dr. Operti-Considine holds in high regard. "When a patient is sent to a specialist, whether it involves laboratory or radiology testing for example, we have developed procedures that allow us to prioritize how important those orders are and follow-up accordingly. Our entire staff works in unison to help patients get the care they need and have results communicated in a timely manner. Additionally, we call patients seen at the urgent care, ER or hospital to determine their status, discuss symptoms and decide together if they need to come into the office for further evaluation/treatment," said Dr. Operti-Considine.

Kidz 1st has also implemented various treatment measures, care plans and follow-up protocols to help better manage the health outcomes of at-risk patients. Dr. Operti-Considine stated, "They have been so appreciative of our extra effort to help them and we are seeing improvements in their baseline health metrics already."



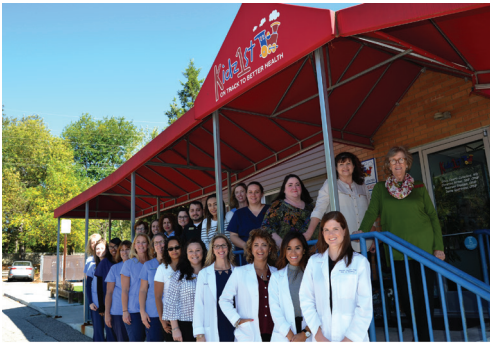
Dr. Silvia Operti-Considine proudly stands among artwork created by Kidz 1st patients.



Books and clothing are made available in the office for patients.



Dr. Operti-Considine communicates with other providers using direct messaging within the EHR.



The clinical and administrative staff of Kidz 1st Pediatrics.

### **About Kidz1st Pediatrics:**

Dr. Operti-Considine joined Kidz1st Pediatrics in 2001 and became a member of United Physicians (UP) in 2006. She is the sole owner of Kidz1st and Above and Beyond Childcare and Education Center. The organization employs 26 clinical and administrative staff members. Thirteen rooms are available for patients. Members of the Kidz 1st team include a UP social worker and behavioral staff focusing on ADHD patients. They are in direct contact with the parents, schools and teachers of patients to ensure care is efficiently communicated.

In addition, the practice participates with "Reach out and Read" a national program that promotes children's literacy, and collaborates with "Rock it –Rochester Outreach and Charity for Kids" a non-endowed fund of the Community Foundation of Greater Rochester. This participation allows Kidz1st to provide families with both new and/or gently used books during their visit, and give families access to gently used clothes.

In conjunction with the University of Michigan, Kidz1st is also able to provide families with access to free six-week cooking classes both in English and Spanish.

For further information, please visit the Kidz 1st website at <http://kidz1st.com>.

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