

## BRIDGES TO EXCELLENCE® IN PRACTICE

*Family Doctors, LLC, Swampscott, MA*



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*Peter Barker, MD  
Medical Director, Family Doctors*

### The Practice

Family Doctors, LLC, opened in 1948 and is now comprised of eight family medicine physicians, a gynecologist, three nurse practitioners, a registered dietician and a clinical psychologist. The staff manages upwards of 40,000 patient visits per year.

### The Program

Bridges to Excellence Medical Home Recognition. This designation recognizes that the practice provides patient-centered care that meets or exceeds a set of national measures and standards for patient assessment and reassessment, patient education and shared decision-making and chronic care outcomes.

### The Lessons

According to Dr. Barker, Family Doctors' Medical Director, the Medical Home Recognition involved the practice's clinicians in developing good systems of care for treating hypertension and diabetes. The data collected were presented to the physicians and nurses over a several month period before submission for scoring. Through the Medical Home Recognition process, Family Doctors was not only able to improve their systems of care, but also to further develop the practice as a "Learning Community." The practice found that if they focused on these BTE Recognition programs, they consistently found themselves in the top quartile however various organizations measure the practice's quality of care.

### Results and Next Steps

Family Doctors plans to work through the processes for the Cardiovascular BTE recognition in the short term. They are also working on the Depression BTE recognition as a longer-term project. According to Dr. Barker, "these recognitions are the way we focus our practice on systems for quality."

"The patient-centered medical home is a growing trend in healthcare and something that most primary care offices are now working toward achieving," says Peter Barker, M.D. "By receiving this designation, it shows that our practice has the necessary systems in place to provide high-quality, team-centered care to our patients."

The medical home model supports fundamental changes in primary care service delivery and payment reforms, with the goal of improving healthcare quality.

**For more information visit [www.HCI3.org](http://www.HCI3.org).**

