

## When Providers Speak, We Listen

We heard you and designed our PCMH Performance System to provide a team of skilled professionals who can more rapidly move you through the process of creating a Best-in-Market practice with minimum resources.

You no longer need to rely on separate teams for:

- PCMH Readiness Assessment
- PCMH Transformation Process
- Patient Experience Improvement Process
- Employee Satisfaction and Performance Process
- Process Improvement Strategies
- Multi-Cultural Marketing
- Cultural Competency Staff Training

Our goal is to do the heavy lifting, so you can spend more time supporting your teams and allow them to continue doing what they do best... deliver the Best-in-Market value-driven care for the culturally diverse patients you serve.



**James P. Young, Jr., Ph.D., CEO**

Certified Professional in Healthcare Quality (CPHQ)

Certified Patient Centered Medical Home Content Expert (PCMH-CCE)

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### Mission Statement

To Maximize Stakeholder Value in an Increasingly Competitive Healthcare Profession.

### Values

We will not compromise our integrity for economic gain nor compromise the values or ethical standards of our clients or our profession.

We value all communities and will devote time and resources to improve the quality of life for at-risk children, the poor, and the underserved.

### Vision

A global healthcare system that is devoid of disparity and ranks high in patient trust while operating in a value-driven manner.

**Value Based Healthcare,  
Translation:  
*Play to Win Rather Than Play Not to Lose***

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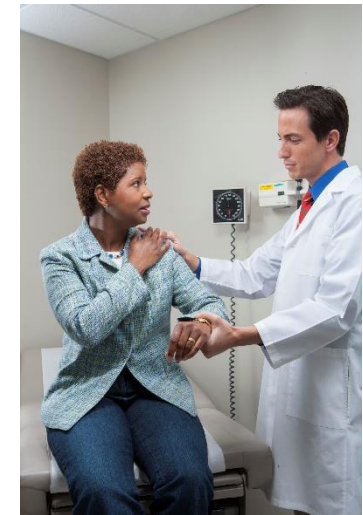
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**Concordant Healthcare Solutions, Inc.**

**Medical Home Recognition  
Is Simply No Longer  
Good Enough**



**You Must Become:**

**THE BEST-in-MARKET**

**Culturally Competent Medical  
Home**

**Your Needs...Our Skills...Your Success**

## The Value of Being the Best-in-Market Culturally Competent Medical Home

### Reason 1

The goal of Culturally Competent, Value-Based Healthcare is to improve health equity and to financially reward practices that perform above national benchmark levels for quality, cost and patient satisfaction

**Let us help you leverage those Cultural Competency Domains in the Patient-Centered Medical Home Model that produce market-leading performance outcomes for racially diverse patients and increase your Value-Based Revenue.**

### Reason 2

More performance data are now available for consumers and employers to help them make informed decisions about providers who are skilled in Cultural Competency and demonstrate health equity and competing for high Patient Experience scores.

**We are uniquely skilled in collecting and analyzing Patient Experience Data to produce best-in-market health equity, and patient satisfaction scores to better position your practice for sustained growth.**

### Reason 3

Consumers and employees will be required to pay more of their hard-earned income for healthcare, and employers are taking a more active role in demanding high value, equitable, healthcare from providers and delivery systems.

**Let us show you how to demonstrate to consumers, employees, and employers that you offer the best value for their healthcare dollars compared to your competition.**

#### We provide:

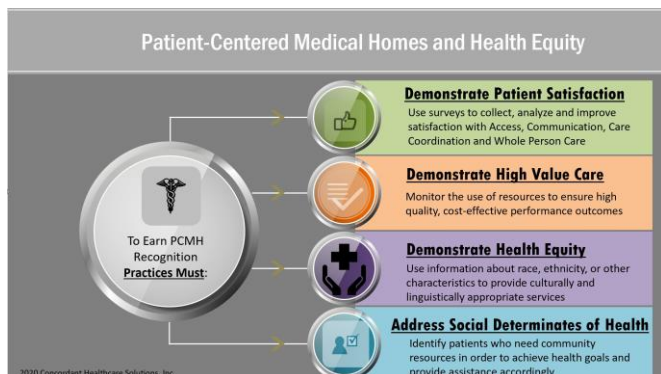
- Practice-Specific Patient Experience and Cultural Competency Improvement Tools
- Practice-Specific Process Improvement Tools
- Practice-Specific Staff Training to Improve Patient-Centered Health Equity
- Strategic Planning and Execution
- Change Management for a Winning Culture

## Use Patient Experience Data to Drive Medical Home Transformation and Health Equity

Providing Patient Experience Reports is increasingly required for Patient Centered Medical Home Recognition and Value-Based Payment Programs where revenue is adjusted based on the scores you earn from Patient Experience (PX) Surveys.

We are uniquely skilled in helping practices:

- Align PCMH and CG CAHPS Data Sets
- Design value-added PX data collection protocols
- Use PX and PCMH domains to improve Cultural Competency and health equity
- Design strategies to improve CG-CAHPS and Net Promoter Scores among diverse patients



### The Voice of Our Customer

#### CEO, Multi-Specialty Practice, Kalamazoo, MI

*Dr. Young and his staff have been fabulous in collecting, analyzing and helping us operationalize our CG CAHPS Patient Experience Data to improve our scores and achieve PCMH Recognition for two of our sites. The reports they provide are complete and easy to follow. They really impressed my staff, which does not happen often. We consider Concordant a part of our professional family*

**YOUR NEEDS...OUR SKILLS...YOUR SUCCESS**



### For Specialty Practices

While Medical Home strategies were initially designed for Primary Care Practices, new Value-Based Payment Programs provide financial incentives for Specialists to compete and earn recognition as a culturally competent Patient Centered Practices.

**There is an additional benefit:**

**Satisfied Patients=Satisfied PCPs = More Referrals**



**Patient-Centered Specialists will demonstrate to their Primary Care Communities and Health Plans that they are committed to:**

- High-Quality/Safe Care
- Health Equity
- Accessible Care
- Whole Person Care
- Culturally Competent Care
- Respectful Care

**Let Us Show You How!!**