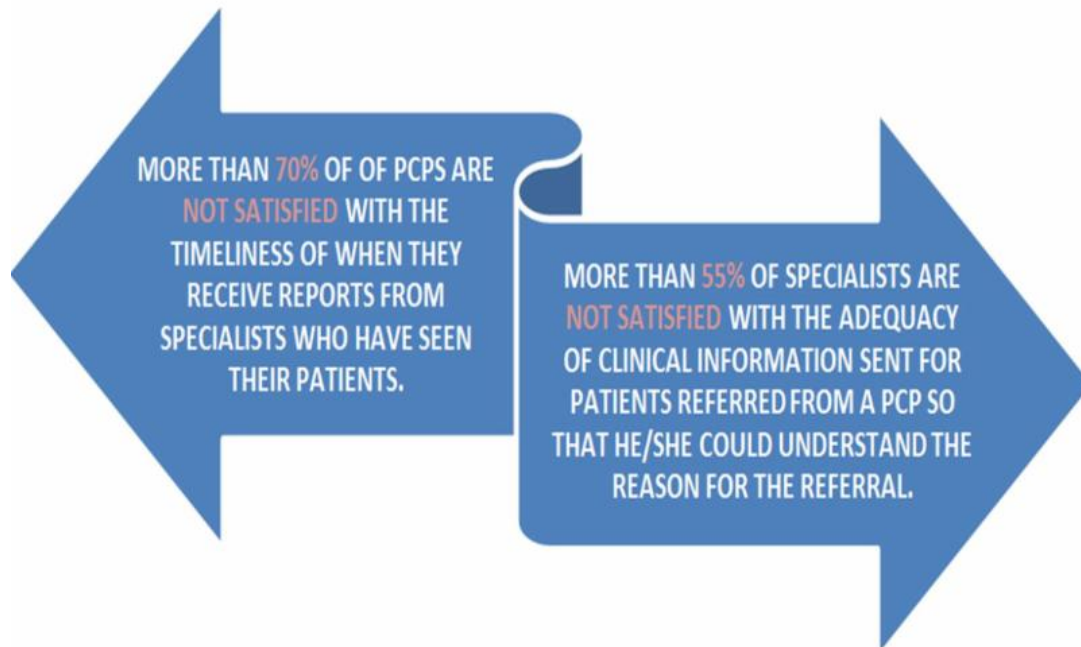


Results from a recent provider satisfaction survey conducted by Well Sense Health Plan were below national averages and demonstrated a need for improved communication among all providers, especially PCPs and specialists.



How can we fix this?

It is important to us that our provider network continues to work toward delivering the best quality care for our members, your patients. Consistent with the patient-centered medical home (PCMH) model, a large part of improving quality is timely communication. The most recent National Committee for Quality Assurance PCMH standards emphasize thorough and timely communication back to the primary care provider from specialists as well as hospitals, rehabilitation centers and emergency departments. Additionally, continued communication with the patient is essential to appropriate care coordination.

Free online CME course

We have identified a free online CME course through Medscape that outlines the importance of communication in value based care. Please see *Transforming Clinical Practice to Provide Patient-Centered Quality Care* at [medscape.org/viewarticle/866150](https://www.medscape.org/viewarticle/866150)

We appreciate your dedication to providing the best quality of care to your patients, our members.

Yours truly,
Well Sense Health Plan

