

News

From Southern Regional Area Health Education Center



In affiliation with Duke University Medical Center
Part of the NC AHEC Program

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The Family Medicine Center at Southern Regional AHEC Achieves MGMA Better Performer Status

Fayetteville -- The Family Medicine Center at Southern Regional AHEC has been identified by the *The Medical Group Management Association (MGMA)* as a "better performer" because of superior operational performance compared with similar medical group practices nationwide. The Family Medicine Center was recognized in the MGMA's *Performance and Practices of Successful Medical Groups: 2011 Report Based on 2010 Data*.



The MGMA report, a benchmarking standard among medical groups for more than a decade, was produced using data from respondents to the *MGMA Cost Survey: 2011 Reports Based on 2010 Data* as well as data from a questionnaire that assessed management behaviors, practices and procedures of better performers. The report profiles medical practices that have demonstrated success in one or more areas: profitability and cost management; productivity, capacity and staffing; accounts receivable and collections; patient satisfaction; and managed care operations.

"The Family Medicine Center's business office has been evolving as a best practice for a number of years," according to Vice President for Administration/Finance, Lynn Greene. "But the key," she says, "has been that we are maintaining that high level of performance and quality as to how we manage our patient scheduling, registration and billing process." One of the areas noted as a success by the MGMA is that both established and new patients can often be seen the same day and that the business office works with patients to help them understand what their insurance plans cover. "That helps to make the billing process easier for them to follow thereafter," Greene said.

The Family Medicine Center at Southern Regional AHEC has been providing health care to the Cumberland County community and surrounding area for over 35 years. As a training platform for the Duke/Southern Regional AHEC Family Medicine Residency Program, the practice consists of faculty and resident physicians who work as a team with the goal of providing prompt and complete care to patients.

"The MGMA is the gold standard for medical group practice management in the nation, so it is truly an outstanding achievement to receive such recognition", said Deborah Teasley, Southern Regional AHEC CEO/President. "We are extremely proud of our staff and how they function as a team with a patient-centered focus. We strive for patient satisfaction at every level."

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