



UCAOA Unveils New Accreditation Program

■ P. JOANNE RAY

In March 20, the UCAOA announced the creation of a national accreditation and certification program for the urgent care industry. UCAOA Accreditation is the first of its kind to recognize not only the more traditional accreditation process of quality and safety but also the scope of the services provided by urgent care centers.

The UCAOA Accreditation Program demonstrates the urgent care industry's commitment to offering a systematic and consistent scope of care, quality and safety across all centers. UCAOA established its own program based on its objective to instill a greater focus on the nuances and uniqueness of the industry.

"The urgent care industry is experiencing explosive growth and strong demand from consumers who want convenient, affordable and quality healthcare," said Dr. Nate Newman, president of the UCAOA Board of Directors. "There is tremendous merit in evaluating the industry and striving for higher quality and standards of care. This accreditation process solidifies and builds upon our commitment to delivering the highest quality care whenever a patient visits one of our certified and accredited centers."

A confluence of macroeconomic trends including chronic emergency room overcrowding and limited access to primary care physicians has driven continued industry growth and demand. By 2020, there will be a shortage of approximately 45,000 primary care physicians, further underscoring the vital role urgent care centers play in the healthcare delivery landscape.

"The UCAOA mission states, in part, 'We exist to advance and distinguish the role of urgent care medicine as a healthcare destination.' The UCAOA Accreditation Program serves our

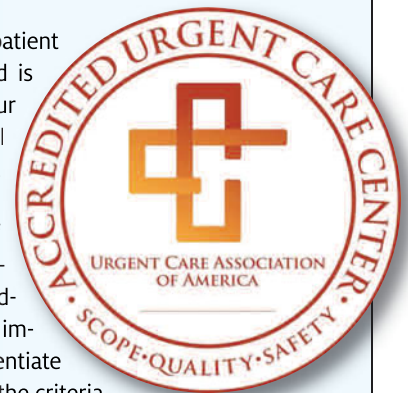
members as well as the patient population we serve and is perfectly aligned with our purpose," said Laurel Stoimenoff, vice president of the UCAOA Board of Directors and co-chair of the Accreditation and Certification Committee. "Additionally, accreditation is important to helping differentiate those centers who meet the criteria

from others in the marketplace, establishing a baseline definition for expected care and, in many cases, enabling them to qualify for in-network care for most providers. We encourage our members and all urgent care centers to pursue this unique recognition."

Under the new accreditation program, urgent care centers will be required to meet or ideally exceed UCAOA standards around key operational and clinical care matters including governance, human resources, patient care processes, quality improvement, physical environment, health record management, and patient privacy/rights/and responsibilities standards. These will be measured through comprehensive site tours administered by an independent third party with experience working in urgent care, interviews with patients and staff and other qualitative and quantitative assessments.

More details around the accreditation were announced at the UCAOA National Urgent Care Convention in Las Vegas, including recognizing the first UCAOA Accredited Centers, Advantage Care Physicians of Staten Island, NY, and DocNow Urgent Care of Rochester Hills, MI.

For more details about the program, to receive an informational packet, or to apply as an early adopter and get your center started toward this unique recognition, visit www.ucaoa.org or contact the UCAOA staff at 331-472-3739. ■



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