



Living Well Newsletter

A monthly e-publication provided by Esse Health

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As 2014 comes to a close, we would like to say thank you. Thank you for choosing Esse Health for all of your health needs. We greatly enjoy serving you and look forward to helping you achieve your health goals of 2015.

On behalf of all of us at Esse Health, we want to wish you Happy Holidays and a Happy New Year!

Letter from the CEO: Esse Health Is Recognized As A Level 3 Patient Centered Medical Home!

Esse Health is proud to announce that all of our adult and pediatric primary care offices have been awarded Patient- Centered Medical Home (PCMH) 2011 Level 3 recognition by the National Committee on Quality Assurance. Level 3 is the highest level of

recognition attainable from the NCQA PCMH 2011 program. A Patient Centered Medical Home is a model of delivering health care that focuses on clinical performance, customer experience, proper utilization, and cost management. The NCQA Patient-Centered Medical Home 2011 standards emphasize the use of systematic, patient-centered, coordinated care that supports access, communication and patient involvement. A few years ago as part of our strategic plan and to further align with our Mission Statement, we set of goal of having all of our adult and pediatric primary care offices recognized by the NCQA as a Patient-Centered Medical Home. It took hard work and cooperation from everyone in every office, but we did it - we achieved our goal. And now that we have achieved our goal, we look forward to helping you achieve your goals!



What Is A Patient Centered Medical Home?

So your doctor's office is a Level 3 Patient Centered Medical Home (PCMH). It's a great achievement, but what exactly does it mean to be a Patient Centered Medical Home?

A PCMH is a way of delivering health care that focuses on clinical performance, utilization, cost management and customer experience. A PCMH places you and your family in the center of all the medical decisions. Patients work together with their medical home team to create a plan of care that meets their specific needs. Below are just a few of the many important features of a Patient- Centered Medical Home.

A Patient-Centered Medical Home is Patient centered. Every patient is different. We recognize that you are unique. Patients and our medical home team work together to treat the "whole" patient, not just one symptom at a time. This requires that each member of our medical home team have an understanding of your needs. Each member of our medical home team plays a role in helping to manage your care. We also work to involve your family in the patient's care plan.

With a PCMH, the care is Comprehensive. Our medical home team provides comprehensive care which addresses all your needs. Patients get recommended preventive care, like a colonoscopy, and chronic care management, like help managing diabetes or asthma, as well as care for acute problems. Technology, like our electronic medical record, helps our team to stay up to date on your medical status. Comprehensive care requires every member of the team working with your doctor to keep you well.

The care is also Coordinated. Coordinated care means providing the right care at the

right place at the right time. Coordinated care is especially important during transitions of care, such as when you are being discharged from a hospital. Our care managers work closely with the doctors to make sure you are released at the right time, are sent to the right place, and receive the right treatment. Coordinated care also means having open lines of communication with you, your family, and the other team members.

A PCMH provides a patient with Enhanced Access to Care. This includes expanded office hours, easier after- hours access and shorter wait times for urgent needs. It also means alternative means of communication, such as the Patient Portal, which allows patients and offices to communicate during non-traditional office hours.

Last, but not least, the PCMH is committed to Improving quality and safety for our patients. This means we are committed to using evidence based- medicine and clinical support tools to improve the outcomes for you. This means we are committed to controlling medical costs. It means we are committed to providing the best customer experience.

Esse Health's Family Focus Healthcare Welcomes New Physician

Esse Health's Family Focus Healthcare welcomes board certified Family Medicine physician Aaron Bjorn, M.D. to its practice. Dr. Bjorn will begin seeing patients at the office located at 12812 Tesson Ferry Rd, in St. Louis on December 5th 2014.

Dr. Bjorn graduated from Kirksville College of Osteopathic Medicine and completed his residency at Forest Park Hospital. He has a particular interest in preventive health. Most recently, Dr. Bjorn practiced with St. Anthony's Family Medicine in St. Louis. Dr. Bjorn has been recognized by the National Committee on Quality Assurance (NCQA) and the American Diabetes Association for patient care in diabetes. He also has been recognized by the NCQA and the American Heart Association/American Stroke Association for his delivery of high quality care to patients with cardiovascular disease and/or stroke.



Dr. Bjorn joins board certified Family Medicine physician P. Geoff Rutledge, M.D. Appointments with Dr. Bjorn can be made by calling 314.722.2862.

Join us in welcoming [Dr. Aaron Bjorn!](#)

Flu Shots Now Available

Flu shots are now available at many of our offices. The official recommendation of the Center for Disease Control and the American Academy of Pediatrics is that **everyone over age 6 months should get the flu vaccine.**

Click [here](#) to find our flu clinic schedule. Please call your doctor's office if it isn't listed to find when the vaccine is being offered.



Esse Health Patient Portal

Don't forget to utilize the Esse Health [Patient Portal](#). You no longer have to wait until your doctor's office opens to request an appointment or seek medical advice. Thanks to the portal, you can send secure messages to your doctor's office, at a time convenient for you, to do the following

- Request appointments
- request refills
- Ask questions regarding any prescriptions
- Seek medical advice
- Ask questions regarding your bill
- Request a referral
- Receive tests results



If you're not already signed up, ask the front desk the next time you visit one of our offices.

Upcoming Events

Mark Your Calendars!

Save the date for these upcoming events and visit our [Calendar of Events](#) for details!

Ongoing: Taking Care of Diabetes classes, Wellness Workshops, and Weight Loss Support meetings.



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