

PRESS RELEASE



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FOR IMMEDIATE RELEASE

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Well Care Community Health Receives Certification Following Perfect Review

RICHMOND, Indiana — Well Care Community Health has received certification and a perfect score from the United States Department of Health and Human Services, Health Resources and Services Administration. This noteworthy accomplishment is the result of a rigorous inspection by a team of federal reviewers and designates Well Care Community Health as a Federally Qualified Health Center (FQHC) for another three years.

“This achievement is quite impressive,” said BethAnn Perkins, principal with Health Consulting Strategies, an organization that audits and prepares health facilities for FQHC evaluation. “The virtual site visit was more intense and structured than traditional pre-Covid surveys,” Perkins explained. “Since it wasn’t an in-person review, all supporting documents had to be available the week before the site visit and all 19 program areas under review received more scrutiny.”

The survey assesses compliance with the federal government’s Health Center Program requirements, ensuring that Well Care is managing patient medical needs appropriately and using the most evidence-based practices supported by research. There is heavy emphasis on reviewing how providers manage specific health conditions, such as diabetes, hypertension, asthma, and prenatal care. For example, the records of expectant mothers are checked to see that they are receiving appropriate prenatal care within the first trimester and following healthy habits to minimize low birth weight babies. Surveyors review documentation, referrals to other providers, and facilities. They look for evidence that Well Care is providing timely, comprehensive follow-up care.

As a result of this successful certification, patients can be assured Well Care providers and staff are appropriately credentialed, licensed, and qualified to practice within their fields. Certification verifies that the health center’s clinical, operational, and financial practices meet the country’s highest standards.

“We welcome these regular objective and stringent reviews of our program,” said Eric Coulter, CEO of Well Care Community Health. “This is validation of the hard work of our staff. We are all honored to continue our 30-year history of caring for residents of East Central Indiana and Ohio. Many of our patients are second and third generation Well Care families.”

Federally Qualified Health Centers serve one of every 11 people in the United States. Each FQHC is responsible for meeting the needs of the community it serves and fifty-one percent of Board members must be patients, parents, or guardians of patients of the health center.

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The Board solicits input from the community through focus groups, surveys, and research, and develops plans and priorities based on these findings.

“Our organization is reflective of and accountable to those we serve,” Coulter said. “Our programs are designed specifically to meet their unique needs.” Well Care Community Health provides comprehensive medical, dental, and behavioral health care. Virtual visits are available.

Well Care Community Health was founded 30 years ago as Wayne County Community Health Center and first received FQHC designation in 2015. Last year, the health center became Well Care Community Health and expanded its services at 203 East Main Street in Richmond when the health department relocated.

Well Care Community Health welcomes all individuals as patients, regardless of insurance or ability to pay. To become a patient or schedule an appointment, call 765-973-9294 or visit mywellcare.org for more information. Care is provided Monday through Friday from 8 am to 5 pm, and Tuesdays and Thursdays from 5 pm to 7 pm by appointment.

Well Care Community Health, Inc. a non-profit Federally Qualified Health Center, provides medical, behavioral health and dental care to approximately 12,000 patients in East Central Indiana and Ohio, regardless of insurance or ability to pay.