



For Immediate Release
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Valley Care IPA Received the Highest Score for Patient Satisfaction by The California Office of the Patient Advocate

(Ventura County, CA) Valley Care IPA, an Independent Physician Association comprised of physicians in Santa Paula, Fillmore and Ventura communities recently received the highest score for patient satisfaction with a grade of "Excellent" reported by the California Office of the Patient Advocate. The annual report card was recently released providing information how HMO groups are meeting National Standards of Care. Six of the physicians groups in Ventura County were graded and Valley Care IPA received the excellent rating.

The National Standards of Care is a criterion where each medical group's patient records are compared to a set of national standards for quality of care. This criterion ranges from asthma, cancer screening, chlamydia screening, diabetes, heart care and others. Each medical group is graded on patient care and patient service including how well they communicate with their patients, the coordination of patient care, helpfulness of the office staff, timeliness of care and service, and health and wellness promotion.

"When Valley Care IPA was founded in 1993, our goal was to help our Primary Care Physicians provide our patients and the community with access to the highest quality of patient care. Our excellent report card score by the California Office of the Patient Advocate is true testament that we are accomplishing our goals, and further proves our ability to deliver excellent quality of care to our patients by the dedication and professionalism of our physicians," said Gary M. Deutsch, MD, founding member of Valley Care IPA and Board President.

Contributing to Valley Care IPA's success was the implementation of an Electronic Medical Records (EMR) by our physicians where they have been able to electronically process patient records for accurate documentation and access monitor disease management to capture discrete data at the point-of-care to meet clinical reporting guidelines for pay-for-performance programs.

Sonya Thomas, RN, MBA, Executive Director, has managed the overall operations of the Valley Care IPA since 2002. Under her direction along with Dr. Deutsch, Board president and Dr. Swartout, Medical Director and founding member of Valley Care IPA, have been instrumental in developing processes to improve patient care and satisfaction.

About Valley Care IPA

Valley Care IPA (VCIPA) is comprised of 22 primary care physicians and a wide selection of specialties who have been caring for area residents of the Ventura, Santa Paula and Fillmore communities since 1993. Valley Care IPA physicians are dedicated to providing healthcare of the highest quality, delivered with care and compassion. The IPA is proud to have been recognized by PacifiCare in its Quality Index and the California Office of the Patient Advocate. The IPA has also received numerous Best Practice Awards. At Valley Care IPA, quality care is a priority of all the providers. For more information about Valley Care IPA visit www.valleycareipa.com or contact Noel Frias, Public Relations & Marketing, at Noel_Frias@MED3000.com or (805) 988-5140.

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