

PATH Excellence

Doctor receives award for improving service

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Dr. Stephen Hsieh of High Rock Internal Medicine has been recognized by UnitedHealthcare for improving service to Medicare Advantage members.

He recently earned the 2014 UnitedHealthcare PATH Excellence in Patient Service Award.

UnitedHealthcare developed the PATH program to help improve outcomes for its Medicare Advantage members by encouraging greater use of preventive health care services.

The PATH Excellence in Service Award is based on clinical results that measure how successfully practices have closed gaps in patient care.



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“According to the Centers for Disease Control and Prevention, fewer than half of adults 65 and older are up to date with their core preventive services, despite the fact that nearly all of these services are covered by Medicare and Medicaid,” said Dr. Sam Ho, chief medical officer of UnitedHealthcare. “We’re grateful for Dr. Stephen Hsieh and High Rock Internal Medicine’s efforts to close gaps in care for our Medicare Advantage members by encouraging them to come in for their annual visits and to get their recommended screenings. We appreciate Dr. Hsieh and High Rock Internal Medicine’s collaboration in helping our members become engaged with their preventive health care.”

Through the PATH program physicians track and identify gaps in patients’ care with the goal of improving health outcomes. Physicians who meet the PATH program’s clinical and quality goals for patient health outcomes are recognized annually for their efforts. In 2014, High Rock Internal Medicine was among approximately 1,000 practices nationwide that successfully met the program’s goals.

“At the end of the day, the only thing that really matters is patient outcomes,” Hsieh said. “PATH does require extra steps, but the results make it worth it. We get to know our Medicare Advantage patients better, and our relationships with them are stronger. And that makes for a better experience for these patients.”

This is the second PATH Excellence in Patient Service Award for High Rock Internal Medicine.