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Community Health Systems' Community Access and Viral Hepatitis Care Team Receives WPHCA's Annual Performance Excellence Award

Madison, WI – [Community Health Systems](#) (CHS) was awarded the 2026 [Performance Excellence Award](#) by the Wisconsin Primary Health Care Association (WPHCA) in recognition of their Community Access and Viral Hepatitis Care Team. The project achieves the award's quintuple aim: improving population health, enhancing patient experience, promoting access to care, improving care team well-being, and reducing health care costs.

CHS' "[Bridging Opioid Treatment and FQHC Care: A Community-Integrated HCV, HIV, and Primary Care Access Initiative](#)" established a low-barrier connection between opioid treatment programs at CHS for patients at increased risk for Hepatitis C (HCV), HIV, Hepatitis B (HBV), sexually transmitted infections (STI), behavioral health needs, and unmet primary care needs. By addressing barriers such as transportation, stigma, fragmented systems, and competing recovery-related priorities, the initiative helps patients move more quickly from screening to evaluation, treatment, and ongoing care.

The team improves access through direct referrals, patient navigation, telehealth visits, protected clinical access, and standardized workflows. What began as an HCV care pathway has grown into a whole-person model that connects patients to infectious disease care, primary care, behavioral health, and other CHS services. The model extends beyond HCV treatment by strengthening primary care engagement and whole-person care. CHS will continue tracking treatment completion, sustained virologic response after 12 weeks (SVR12/cure), referral-to-visit time, time from positive HCV RNA result-to-treatment start and added primary care and behavioral health connections. The initiative offers a scalable regional approach for connecting high-risk, medically underserved patients receiving opioid treatment services with FQHC-based care.

WPHCA annually recognizes one of its members for their improvements in quality of care with the [Performance Excellence Award](#). This year WPHCA received five nominations, including submissions from [Family Health Center](#), [Lake Superior Community Health Center](#), [NorthLakes Community Clinic](#), and [Scenic Bluffs Community Health Centers](#). The nominated projects focused on enhancements in care such as colorectal cancer screening outreach, cervical cancer screening improvements, and integrated population health and chronic care management initiatives. All nominated project summaries are available [here](#). WPHCA commends all Health Center teams for their outstanding initiatives, moving the needle to improve high-quality care for Wisconsinites and extends congratulations to CHS for their accomplishment.

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WPHCA is the member association for Wisconsin's 18 Federally Qualified Health Centers (FQHCs, or Community Health Centers). Community Health Centers are non-profit, community-directed medical, dental, and behavioral health clinics. Find your local Community Health Center [here](#) and learn more about WPHCA at www.wphca.org.