

GUIDANCE TO ACHIEVE NCQA PATIENT CENTERED MEDICAL HOME RECOGNITION

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NCQA PCMH RECOGNITION

- ◉ A nationwide program that recognizes physician practices functioning as medical homes
- ◉ Comprehensive & extensive assessment of medical home standards within the practice to demonstrate performance
- ◉ Survey tool to assess readiness and document processes, procedures, reporting & tracking capabilities via policies, system screen shots and sample documentation and follow-up
- ◉ Level 1, 2, or 3 Recognition
- ◉ 3 year Recognition Status



STANDARDS & ELEMENTS

◎ 2011 PCMH

- 6 Standards
- 28 Elements
- 152 scored items/factors

PCMH 2011 STANDARDS AND SCORING

PCMH1: Enhance Access and Continuity	Pts
A. Access During Office Hours**	4
B. After-Hours Access	4
C. Electronic Access	2
D. Continuity	2
E. Medical Home Responsibilities	2
F. Culturally and Linguistically Appropriate Services	2
G. Practice Team	4
	20
PCMH2: Identify and Manage Patient Populations	Pts
A. Patient Information	3
B. Clinical Data	4
C. Comprehensive Health Assessment	4
D. Use Data for Population Management**	5
	16
PCMH3: Plan and Manage Care	Pts
A. Implement Evidence-Based Guidelines	4
B. Identify High-Risk Patients	3
C. Care Management**	4
D. Manage Medications	3
E. Use Electronic Prescribing	3
	17

PCMH4: Provide Self-Care Support and Community Resources	Pts
A. Support Self-Care Process**	6
B. Provide Referrals to Community Resources	3
	9
PCMH5: Track and Coordinate Care	Pts
A. Test Tracking and Follow-Up	6
B. Referral Tracking and Follow-Up**	6
C. Coordinate with Facilities/Care Transitions	6
	18
PCMH6: Measure and Improve Performance	Pts
A. Measure Performance	4
B. Measure Patient/Family Experience	4
C. Implement Continuously Quality Improvement**	4
D. Demonstrate Continuous Quality Improvement	3
E. Report Performance	3
F. Report Data Externally	2
	20

****Must Pass Elements**

SCORING

- ⦿ “Must Pass” Elements (receive a 50% score or higher)
- ⦿ 2011 Standards
 - Level 1: 35-59 pts
 - Level 2: 60-84 pts
 - Level 3: 85-100 pts
 - All require 6 of 6 “Must Pass” elements

WHERE TO START??

- ◉ Go to website: www.ncqa.org
- ◉ Take time to review & understand concept
- ◉ Download Standard & Guidelines (free)
- ◉ Download Application (free)
- ◉ Purchase Survey Tool (\$80)

NEXT STEPS....

- ⦿ Understand what you want to accomplish
- ⦿ Do you have capacity and resources?
- ⦿ Communicate with your senior leadership and staff - get buy in!
- ⦿ Identify Project Team
 - 5-9 key staff
 - 1-2 “champions” with 1 being project leader
 - Patient/Peer Advocates/CAB?
- ⦿ Develop Timeline, Set Goals for Completion

BE PREPARED FOR...

- ⦿ Rigorous and Lengthy Process
- ⦿ Transformation with need to develop, change and improve processes
- ⦿ Possible Resistance to Change
- ⦿ Challenges with Commitment, waning enthusiasm, competing priorities
- ⦿ Other administrative barriers - contractual issues, IT support

TIPS FOR SUCCESS

- ◉ Be realistic on timeline, don't be too ambitious so team is not overwhelmed
- ◉ Be thorough in your review of guidelines, participate in available trainings
- ◉ Meet regularly, make it a priority
- ◉ BE ORGANIZED!
- ◉ Communicate regularly with entire staff focusing on benefit of achievement
- ◉ Celebrate milestones and progress

UF CARES EXPERIENCE

- ◉ Purchased Survey Tool in December 2010
- ◉ Review of Materials and Standards began in January 2011
- ◉ Incorporated PCMH evaluation into monthly Clinical Effectiveness Group Meetings
- ◉ Feb-May: Started meeting twice a month, then hit roadblock with accessing EMR reports, and progress slowed
- ◉ June : Met with organizational leaders and gained support to utilize system resources to provide required reporting.

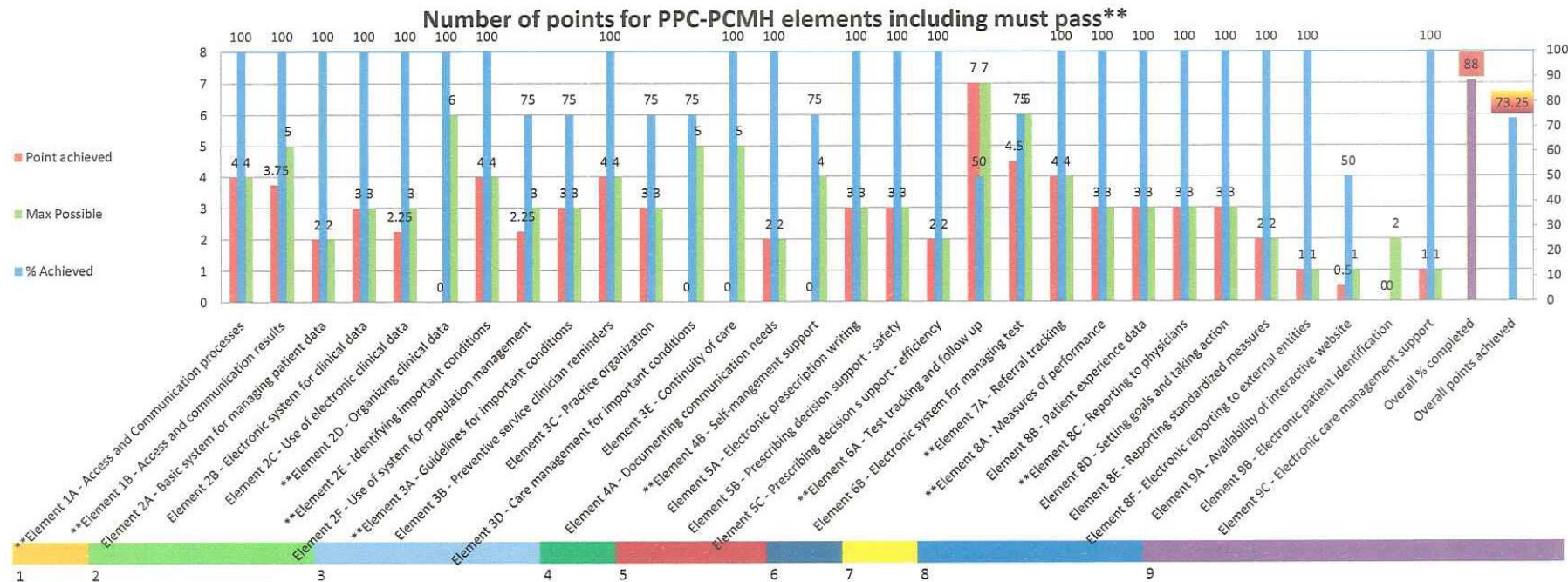
UF CARES EXPERIENCE (CONT.)

- ◉ June-Nov: detailed review of each element uploading hundreds of pages of documentation and screen shots to demonstrate performance
- ◉ Required hard look at current processes and need for system changes and improvements
- ◉ Submitted December 2011, Recognition in January 2012
- ◉ Concurrent challenges: undergoing EMR transition and provider changes
- ◉ Difficult to implement new policies and procedures during period of instability
- ◉ Strengths: buy-in and support from senior leadership, participation and interest in process from all staff disciplines

		Pts possible	Pts Earned	Target Completion Date	Completed	Comments/Linked Documents/Pending Information
Survey Tool Purchase				11/24/2010	11/24/2010	
NCQA Application				7/11/2011		
Business Associate Agreement				7/11/2011		6/13/11 - downloaded and submitted to Contract services
General Agreement/Contract				7/11/2011		
Standard 1: Access and Communication						
	Element A - Access and Communication processes**	4	4	5/1/11	100%	<ul style="list-style-type: none"> Policy - Completion of Appointment Requests (Pt Online) Patient Online web screen shot and copy of brochure Policy - Continuity of Care SOP - Patient Scheduling & POC Coord (PPC1A_2F_3E) Policy - Telephone Triage Policy - After Hours Answering Service Policy - Interpreter Services SOP - Health Insurance Resources for Patients
	Element B - Access and communication results**	5	3.75	5/16/11	100%	<ul style="list-style-type: none"> Screen shots of Allscripts appt schedules (5 pts) Pt satisfaction survey results On-call schedule Language services brochure and invoice
		9	7.75		n/a	
Standard 2: Patient Tracking and Registry Functions						
	Element A - Basic system for managing patient data	2	2	5/25/11	100%	<ul style="list-style-type: none"> Basic data/demographic report received from Allscripts/IDX IDX/Allscripts screen shots of demographic fields to show capacity (5)
	Element B - Electronic system for clinical data	3	3	8/2/11	100%	<ul style="list-style-type: none"> Allscripts screen shots of clinical data (immunizations, allergies, VS, HC and advance directives) Portal Screen shot of radiology imaging, pathology, & labs Portal screen shots of labs
	Element C - Use of electronic clinical data	3	3	8/2/11	100%	<ul style="list-style-type: none"> *Record Review Worksheet. Rec'd report from Allscripts 6/22 of all pts seen last 3 mo. Identified 1st 36 pts with clinical condition (HIV) EMR Chart review conducted of data elements

NCQA Patient Centered Medical Home (PCMH) Recognition UF-CARES 2011

Updated - Aug 3, 2011



Level	Points	Must pass elements @ 50% level
3	75-100	10 of 10
2	50-74	10 of 10
1	25-49	5 of 10

RESOURCES

- www.hscj.ufl.edu/ufcares/
- www.ncqa.org
- Melissa Scites, RN, BSN
 - Executive Director, UF CARES
 - Melissa.scites@jax.ufl.edu