

Navigating the Recognition Process: Physician Practice Connections®— Patient-Centered Medical Home (PPC-PCMH™)

Mina Harkins, AVP Recognition Programs

June 30, 2009

West Virginia Primary Care Association



Overview

- NCQA

Mission

To improve the quality of health care

Vision

To transform health care through quality measurement,
transparency, and accountability

- Standards and Scoring
- Recognition Eligibility
- PPC-PCMH Survey Process
- Achieving Recognition



NCQA PPC-PCMH Recognition
June 30, 2009

PPC-PCMH Development

NCQA's 2006 Physician Practice Connections survey modified with input from ACP, AAFP, AAP and AOA

- Incorporates critical attributes of the Patient-Centered Medical Home
- Intended to identify practices that systematically provide preventive and chronic care management across patient populations
- Standards align with Joint Principles and Chronic Care Model

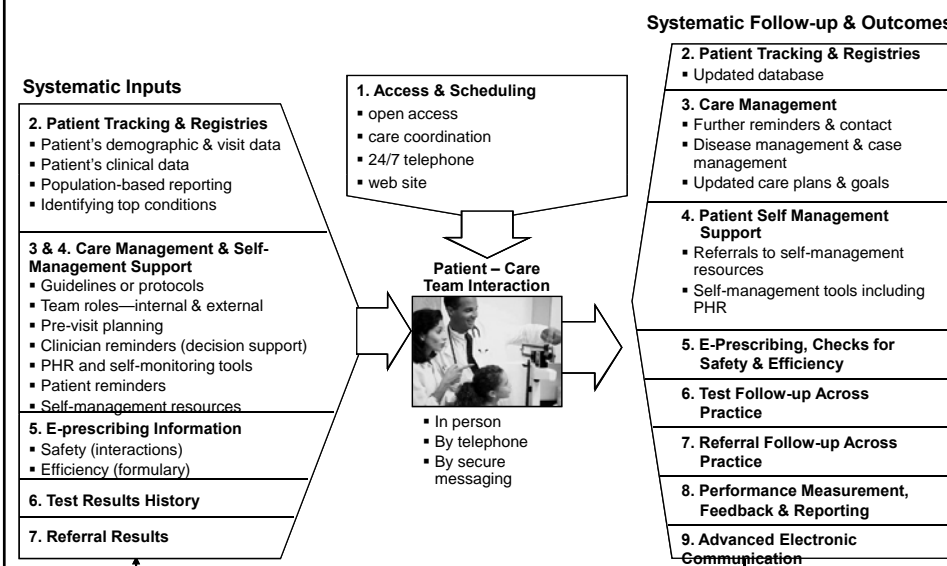
Physician Practice Connections–Patient-Centered Medical Home (PPC-PCMH)

- Encourage practices to adopt proven systems for improving care
- Provides mechanism for incentivizing investment in quality infrastructure and processes
- Complements measurement of clinical effectiveness, patient experiences, and efficiency

Additions to PPC-PCMH

- **Added patient-centered and care coordination components**
 - Language preference,
 - Patient experience data
 - Patients as partners in management of care
 - Written plan for patients transitioning to other care
- **Based on input from primary care specialty societies**
- **Incorporated family in care where appropriate**
- **Applicable to spectrum of patients – infants to adult practices**
- **Emphasis on comprehensive coordination of care with responsibility resting on medical home physician**
- **Electronic communication with patients/families**

NCQA PPC-PCMH Standards



PPC-PCMH Content and Scoring

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PPC-PCMH Scoring

Level of Qualifying	Points	Must Pass Elements at 50% Performance Level
Level 3	75 - 100	10 of 10
Level 2	50 - 74	10 of 10
Level 1	25 - 49	5 of 10
Not Recognized	0 - 24	< 5

Levels: If there is a difference in Level achieved between the number of points and “Must Pass”, the practice will be awarded the lesser level; for example, if a practice has 65 points but passes only 7 “Must Pass” Elements, the practice will achieve at Level 1.

Practices with a numeric score of 0 to 24 points or less than 5 Must Pass Elements are not Recognized.



Who is Recognized?

- NCQA Recognizes a practice and the physicians who meet the criteria described by the endorsed principles of the Patient-Centered Medical Home
- NCQA defines a practice as a physician or physicians practicing together at a single geographic location
- NCQA does not Recognize an organization reporting across multiple sites

Then What is a Multi-Site Survey?

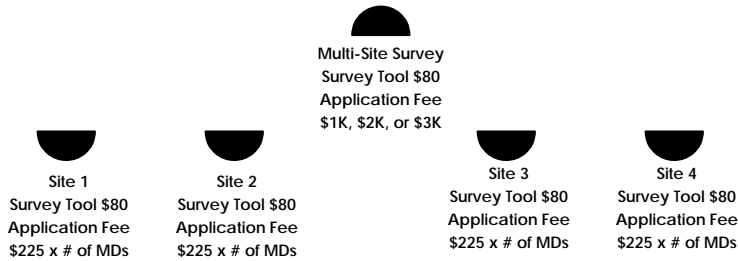
The multi-site survey is a *process* for organizations with multiple sites to complete the PPC-PCMH assessments for multiple locations

After completing a questionnaire about the shared processes in the organization, NCQA reviews and approves those elements that can be answered once in an additional survey tool and shared with the individual site survey tools

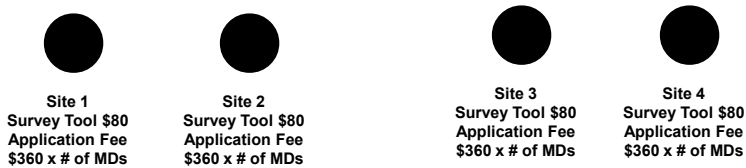
This process should be started prior to obtaining any survey tools so that when they are ordered they will be identified correctly

Contact NCQA at ppc-pcmh@ncqa.org for a special set of instructions and forms

Multi-Site Option vs. Standard Submission



SAVINGS IN COST AND EFFORT ARE GREATER AS THE NUMBER OF SITES AND PHYSICIANS INCREASES



(20% Discounted Fee Shown for Individual Sites)

What is the PPC-PCMH application and survey process?



Getting Started

- The PPC®-PCMH™ Standards and Guidelines may be obtained prior to ordering the survey tool for no charge and they can be downloaded from the survey tool.
- Practices may use the hard copy of the Survey Tool to self-assess prior to submitting to NCQA. However, the survey tool must be submitted online (instructions are below).
- You will receive emails from NCQA on the purchase of the PPC®-PCMH™ tools. Please keep these available as they contain important access information for the PPC®-PCMH™ application, survey and submission process.

As you begin this process:

- **Information Technology (IT) Requirements to Complete the PPC®-PCMH™:**
 - A computer with:
 - Access to the Internet
 - Microsoft Word
 - Microsoft Excel
 - Adobe Acrobat Reader (available for free online)
 - Access to the practice's systems
 - Complete the survey using Internet Explorer

PCMH Elements by Type of Information Technology

Basic	Intermediate	Advanced
PPC 1 A - B	PPC 2 B, C, F	PPC 6 B
PPC 2 A, D, E	PPC 5 A - C	PPC 8 F
PPC 3 A - E	PPC 8 E	
PPC 4 A - B	PPC 9 A - C	
PPC 6 A		
PPC 7 A		
PPC 8 A - D		
TOTAL = 18	TOTAL = 10	TOTAL = 2

Practice can achieve a passing score on Must Pass Elements with Basic Information Technology



PPC®-PCMH™ WebEx training

NCQA has both live and recorded training sessions on the standards to be recognized as a Patient-Centered Medical Home and a demonstration of the PPC®-PCMH™ survey system (ISS)

Training schedules and powerpoint are at:

- Ncqa.org/rptraining.aspx

Recorded training is accessed at:

- <https://ncqaevents.webex.com/ncqaevents/k2/e.php?AT=RINF&recordingID=1012492>

Password: ppcpcmhg1

(you will be asked to register on entry)



Recognition Process

- Practices may use the Survey Tool to self-assess before submitting to NCQA
- Recognition is based on:
 - Responses in Web-based Survey Tool
 - Supporting documentation attached to Survey Tool
- Element specifies type of documentation
 - Reports
 - Reports from EHR, registry, practice management & billing systems
 - Documentation of processes
 - Policies and procedures, protocols
 - Records or files
 - NCQA's Medical Record Review Workbook
 - Screen shots from EHR

NCQA's Interactive Survey System (ISS)

- ISS is a Web-based application program
- The practice uses ISS (Survey Tool) for:
 - Entering responses to each factor for each element
 - Attaching documents and providing text to support the responses



PPC-PCMH Survey Tool

PPC1A

DOCUMENT LIBRARY | PRINT | UPLOAD DOCUMENTS | SUBMIT SURVEY TOOL | UTILITIES | HOME | WHAT'S NEW | SEARCH | HELP &
 POLICIES & PROCEDURES | STANDARDS & GUIDELINES | SURVEY TOOL | RESULTS | APPENDICES | GLOSSARY | INDEX

PHYSICIAN PRACTICE CONNECTIONS-PATIENT CENTERED MEDICAL HOME (PLEASE CLICK HERE TO BEGIN THE SURVEY)

← PREVIOUS STANDARD

Save

NEXT STANDARD →

PPC1: Access and Communication [View Points](#)

The practiceSM has standards for access to care and communication with patients, and monitors its performance to meet the standards.

Intent

The practice provides patient access during and after regular business hours, and communicates with patients effectively.

ELEMENT A - Access and Communication Processes

[View Points](#)

[Clear Data](#)

The practiceSM establishes in writing standards for the following processes to support patient access:

	Yes	No	NA
1. scheduling each patient with a personal clinician for continuity of care	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. coordinating visits with multiple clinicians and/or diagnostic tests during one trip	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. determining through triage how soon a patient needs to be seen	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. maintaining the capacity to schedule patients the same day they call	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>



PPC-PCMH Survey Tool

PPC1A

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4. maintaining the capacity to schedule patients the same day they call	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. scheduling same day appointments based on practice's SM triage of patients' conditions	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. scheduling same day appointments based on patient's/family's requests	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. providing telephone advice on clinical issues during office hours by physician, nurse or other clinician within a specified time	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. providing urgent phone response within a specific time, with clinician support available 24 hours a day, 7 days a week	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
9. providing secure e-mail consultations with physician or other clinician on clinical issues, answering within a specified time	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
10. providing an interactive practice SM Web site	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
11. making language services available for patients with limited English	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>



Example PPC3D - NCOA Medical Record Review Worksheet

Patient Number	Clinically Important Condition	Review Medication?	Review Self-Monitored Results	Assess Treatment Goal Barriers?	Assess Medication Barriers?	Follow-Up Missed Appointments?	Review Clinical Measurement?	Complete After-Visit Follow-Up?	Total Number of Component Used
3 D - Care Management Support Components									
1	diabetes	yes	yes	yes	no	yes	yes	yes	5
2	hypertension	yes	no	no	no	yes	yes	yes	4
3	diabetes	yes	no	no	no	yes	yes	no	3
4	diabetes	yes	yes	yes	yes	yes	yes	yes	7
5	hyperlipidemia	yes	no	no	no	yes	yes	no	3
6	hypertension	yes	yes	no	no	yes	yes	no	4
7	hypertension	yes	yes	no	no	yes	yes	yes	5
23	hyperlipidemia	yes	no	no	no	no	yes	no	2
24	hyperlipidemia	yes	no	yes	yes	yes	yes	yes	6
32	diabetes	yes	no	yes	no	yes	yes	no	4
33	hyperlipidemia	yes	no	yes	no	yes	yes	yes	5
34	hypertension	yes	yes	no	no	yes	yes	no	4
35	diabetes	yes	yes	no	yes	yes	yes	yes	6
36	hyperlipidemia	yes	yes	no	no	yes	yes	no	4
Patient Files (Yes)									11
Patient Files (No)									25
Patient Sample Size (Yes-No)									36
Percentage of Patients (Yes/Sample)									30.6%

Type of Data Required

Document:	Across Patient Population	For Three Important Conditions
Percent of Use	PPC 2A, 2C, 5A	PPC 2D, 3D, 4B
Data Collected	3 month period	36 patient record review
Capability or Identification	PPC 1A, 2B, 2E, 5B/C, 9A	PPC 3A
Implementation or Use	PPC 1B, 2F, 3B/C/E, 4A, 6A/B, 7A, 8A-F, 9B	PPC 3A, 9C

Steps for the Physician/Practice

1. Review program information
2. Participate in a standards workshop (See our Web site)
3. Obtain a Survey Tool
4. Participate in a WebEx ISS demonstration of the Survey Tool
5. Use Survey Tool to self-assess current performance
6. Submit completed application, Agreements, fee, and results to NCQA when ready
7. Receive final Recognition decision and Level in 30 – 60 days

PPC-PCMH Survey Process

1. NCQA receives Survey Tool
2. NCQA evaluates Survey Tool
 - Responses, documentation, and explanations
 - Practice may be contacted for additional clarifications
3. On-site audit - 5% of practices
4. Final decision and status
5. Report results
 - Recognition posted on NCQA Web site
 - Not passed - not reported
6. PPC-PCMH certificate and recognition packet

Results: Impact of Program

- Better chronic-care management programs
- Greater attention to patient compliance
- Improved patient outreach
 - Patient reminders, increased screenings
 - Educational materials
- Increased data collection and reporting
- Significant adoption of patient registries and performance metrics

Measurement + Recognition = Improvement!

NCQA Contact Information

Contact NCQA Customer Support to:

- Acquire standards documents, application materials, and survey tools
- Questions about your user ID, password, access
- 1-888-275-7585

Visit NCQA Web Site to:

- View Frequently Asked Questions
- View Recognition Programs Training Schedule

Submit to questions to ppc-pcmh@ncqa.org

Please use this e-mail box to:

- Ask about interpretation of standards or elements
- Submit application materials (physician workbook and application)
- Request registration for ISS Survey Tool demonstration (Web-ex)