

A photograph of a female doctor in a white lab coat and a blue stethoscope. She is looking down at a tablet computer she is holding. To her right, a male patient is looking at the tablet. The background is a bright, out-of-focus indoor setting.

# NCQA PCMH Recognition: 2017 Standards Preview

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# *Agenda*

**CURRENT LANDSCAPE**

**NCQA OVERVIEW**

**RECOGNITION REDESIGN**

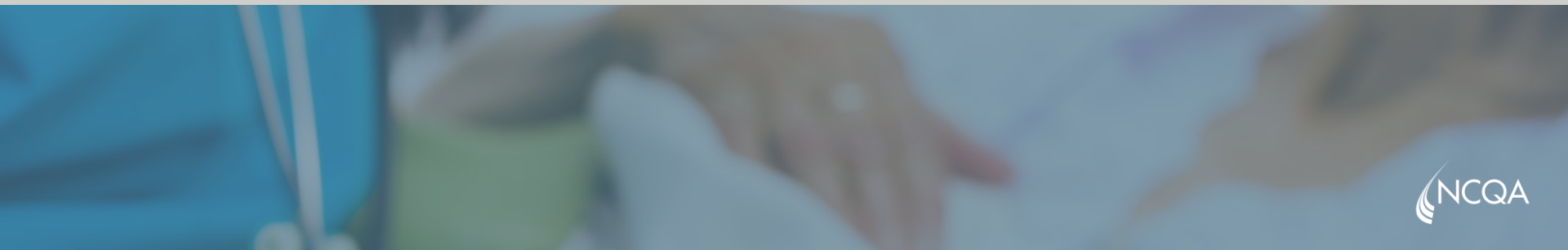
**2017 CONCEPTS**

**PANEL DISCUSSION**

**Q&A**



# Current Landscape



# Current Landscape



*Rewarding  
Value*



*Improving  
Quality*



*Move towards  
PCMH and Better  
Integration*

# Patient-Centered Care

## Overview



### NCQA Recognition Program

- Patient-Centered Medical Home
- Patient-Centered Specialty Practice
- Patient-Centered Connected Care

# Patient-Centered Care

## *Benefits*



**62%**

of total lower spending per NCQA PCMH Medicare beneficiary was attributable to reductions in payments to acute care hospitals



**\$265**

Lower average annual total Medicare spend per beneficiary for patients in NCQA recognized practices

# Patient-Centered Care

## *Benefits*

Lower risk-adjusted ED use and hospitalizations for adult patients treated within NCQA recognized PCMH.



**11%**

Lower risk-adjusted use of ED services



**12%**

Fewer hospitalizations



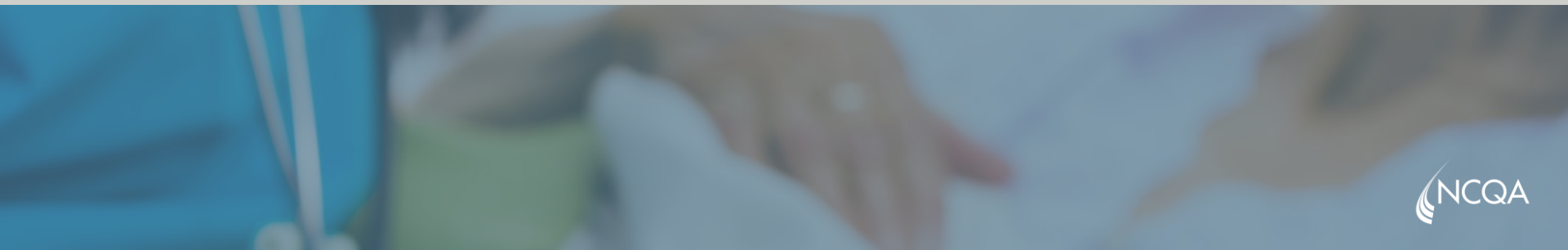
**15%**

Lower PMPM costs for patients in a PCMH

DeVries, A, Chia-Hsuan W, Sridhar G, Hummel J, Breidbart S., Barron J. (2012) Impact of Medical Homes on Quality Healthcare Utilization and Costs. The American Journal of Managed Care.  
<http://www.ajmc.com/publications/issue/2012/2012-9-vol18-n9/Impact-of-Medical-Homes-on-Quality-HealthcareUtilization-and-Costs#sthash.vuXFYJRA.dpuf>



# About NCQA





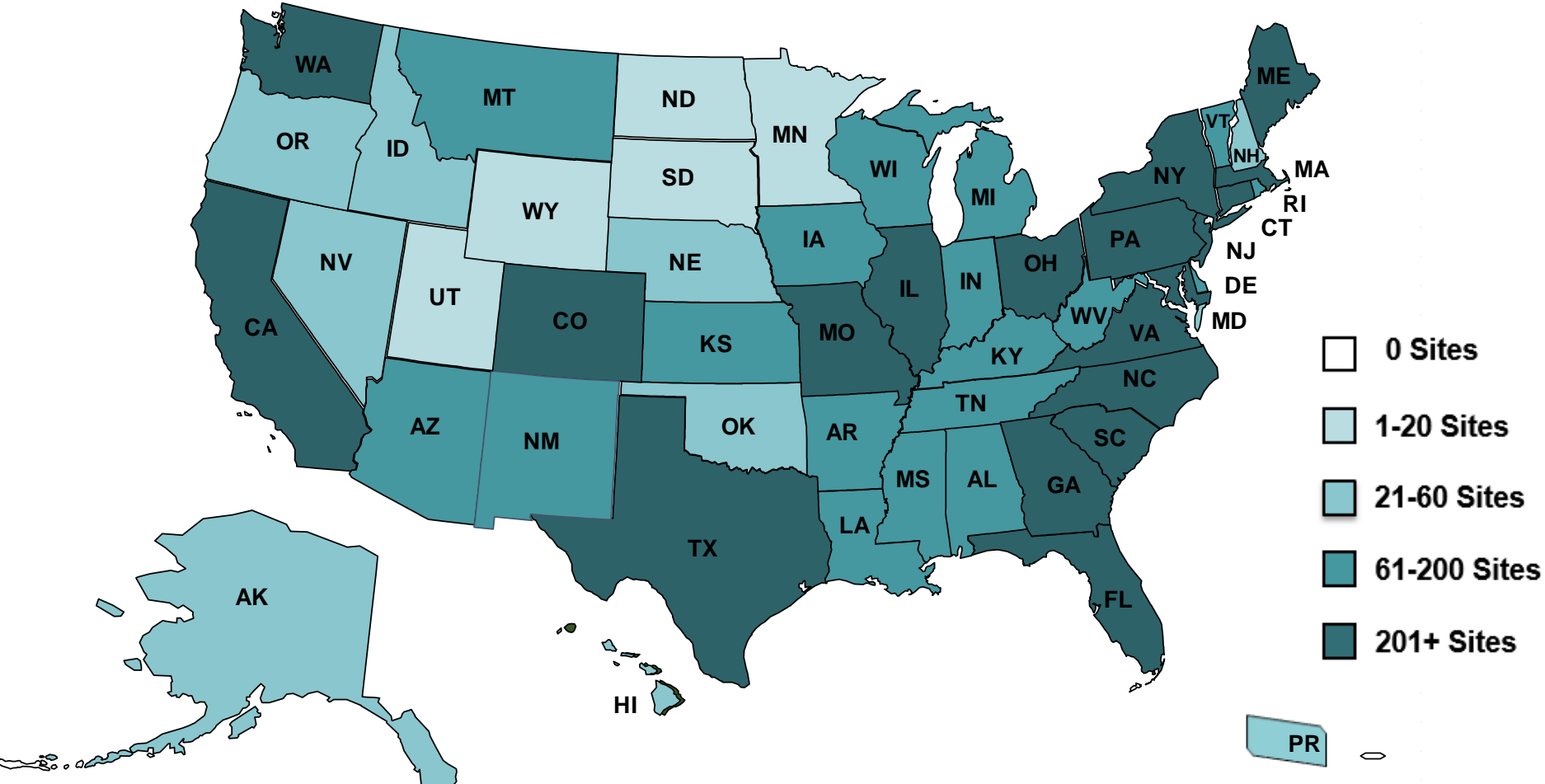
# About NCQA

## *Recognition Programs*



# About NCQA

## Recognition Programs



**11,974 Recognized Practices**  
(As of January 1, 2017)

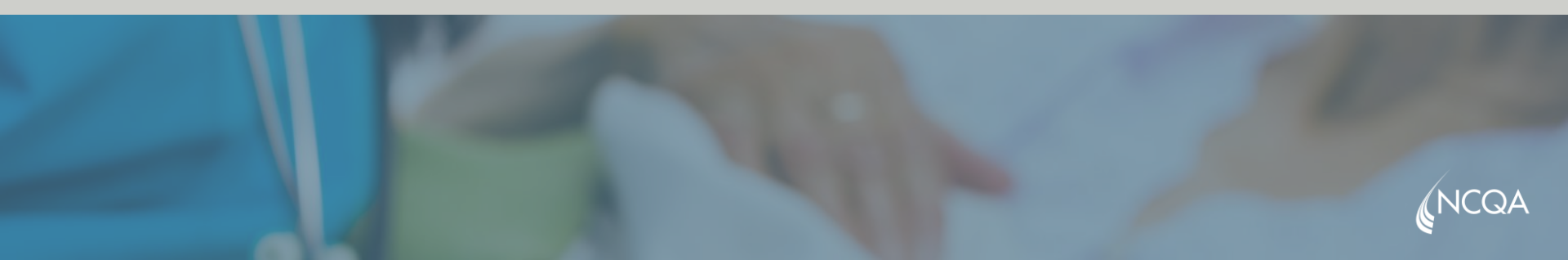


**1 in 6**

**Doctors practice  
in an NCQA-  
Recognized  
PCMH**



# PCMH Redesign



# PCMH Redesign

## *Why Change?*

Too much  
documentation

Practices want more  
interaction with  
NCQA

Too challenging for  
smaller practices

Needs less  
emphasis on  
process. More on  
performance

Two separate,  
complicated tools

Practices should be  
demonstrating  
ongoing  
improvement

# PCMH Redesign

*Now vs. Future*

*Now*

Self-guide to recognition



*Soon*

NCQA representative to guide you

*Now*

Submit documents all at once



*Soon*

Gradual submissions, steady feedback

*Now*

Cumbersome survey tool

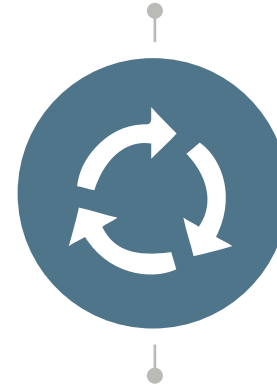


*Soon*

More intuitive tool, with user tips

*Now*

Recognition is a 3-year cycle, has 3 levels



*Soon*

Yearly check-ins, more frequent help, no levels

# PCMH Redesign

## 3 Parts



### *Commit*

Practice completes an online guided assessment.



Practice works with an NCQA representative to develop an evaluation schedule.



Practice works with NCQA representative to identify support and education for transformation.



New NCQA PCMH online education resources support the transformation process.



### *Transform*

Practice submits initial documentation and checks in with its evaluator



Practice submits additional documentation and checks in with its Evaluator.



Practice submits final documentation to complete submission and begin NCQA evaluation process.



Practice earns NCQA Recognition.



### *Succeed*

Practice is prepared for new payment environment (value-based payment, MACRA MIPS/APMs).



Practice demonstrates continued readiness and high quality performance through annual check-ins with NCQA.

# PCMH Redesign

## *Impact*



*Flexibility*



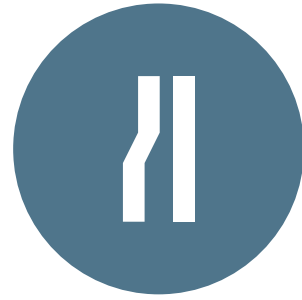
*Personalized  
service*



*User-friendly  
approach*



*Continuous  
improvement*



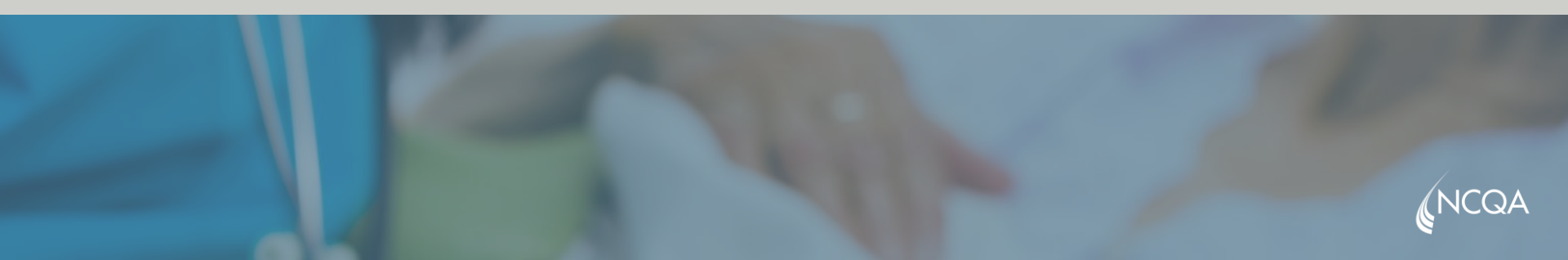
*Aligns with  
changes*

[ncqa.org/redesign](https://ncqa.org/redesign)





# PCMH 2017 Standards



# 2017 Standards

## *Structure*

### **Concepts, Competencies and Criteria**

Replaces the model of Standards, Elements and Factors

- Concepts: Over-arching components of PCMH
- Competencies: Ways to think about/bucket criteria
- Criteria: The individual things/tasks you do to make up a PCMH

# 2017 Standards

## *Concepts*



*Team-Based Care and  
Practice Organization*



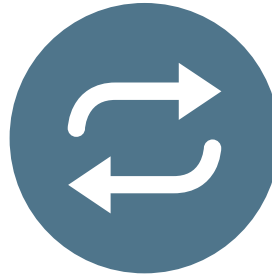
*Knowing and  
Managing Your  
Patients*



*Patient-Centered  
Access and Continuity*



*Care Management and  
Support*



*Care Coordination  
and Care Transitions*



*Performance  
Measurement &  
Quality Improvement*

# 2017 Standards

## *Concepts*



### *Team-Based Care and Practice Organization*

Practice leadership

Care team responsibilities

Orientation of patient/families/caregivers



### *Knowing and Managing Your Patients*

Data collection

Medication reconciliation

Evidence-based clinical decision support

Connection with community resources



### *Patient-Centered Access and Continuity*

Access to practice and clinical advice

Care continuity

Empanelment

# 2017 Standards

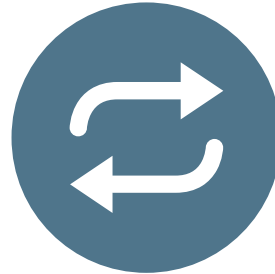
## *Concepts*



### *Care Management and Support*

Identifying patients for care management

Person-centered care plan development



### *Care Coordination and Care Transitions*

Management of lab/imaging results

Tracking and managing patient referrals

Care transitions



### *Performance Measurement & Quality Improvement*

Collecting and analyzing performance data

Setting goals

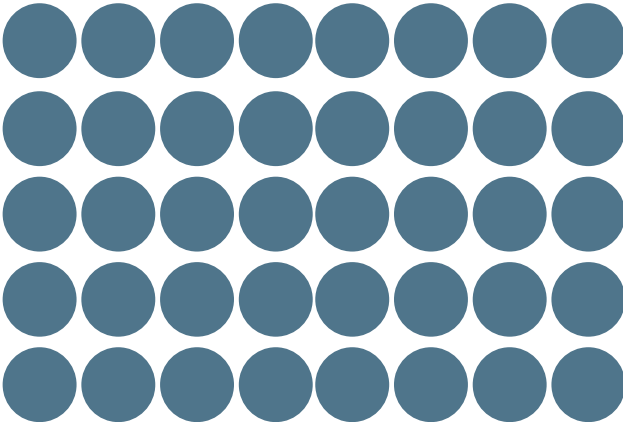
Improving practice performance

Sharing practice performance data

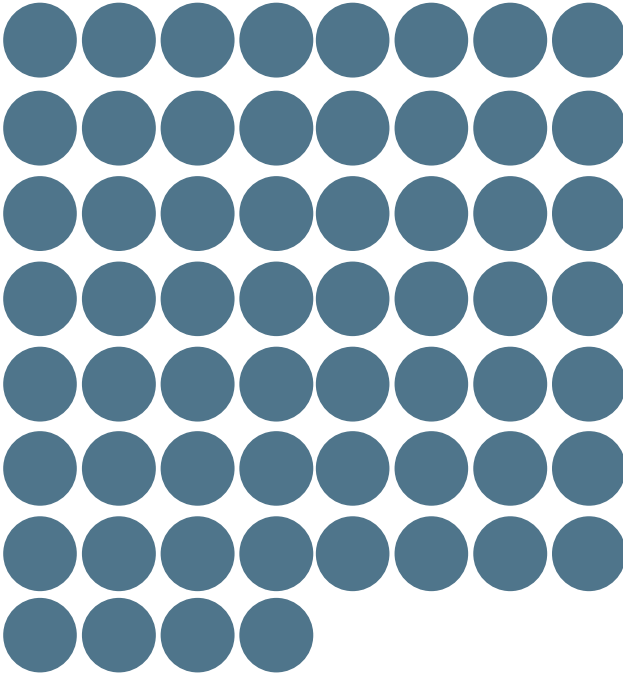
# 2017 Standards

## Scoring

### Core Criteria



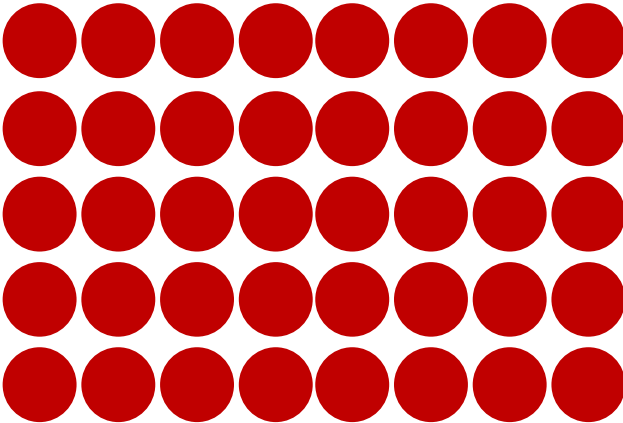
### Elective Criteria



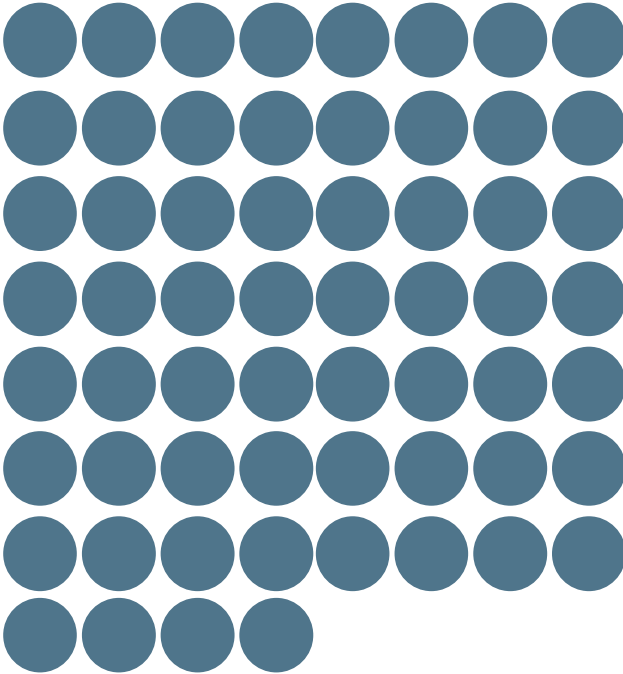
# 2017 Standards

## Scoring

### Core Criteria



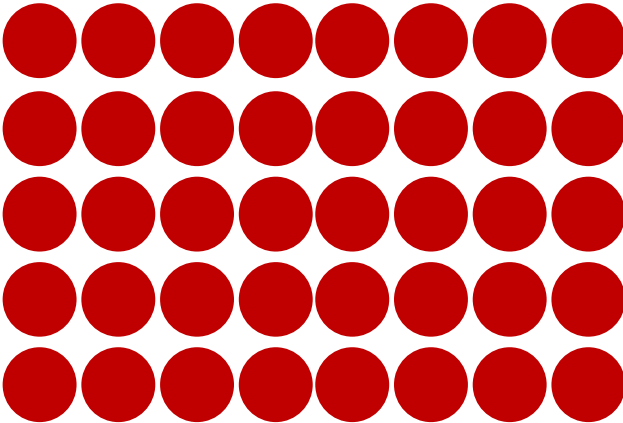
### Elective Criteria



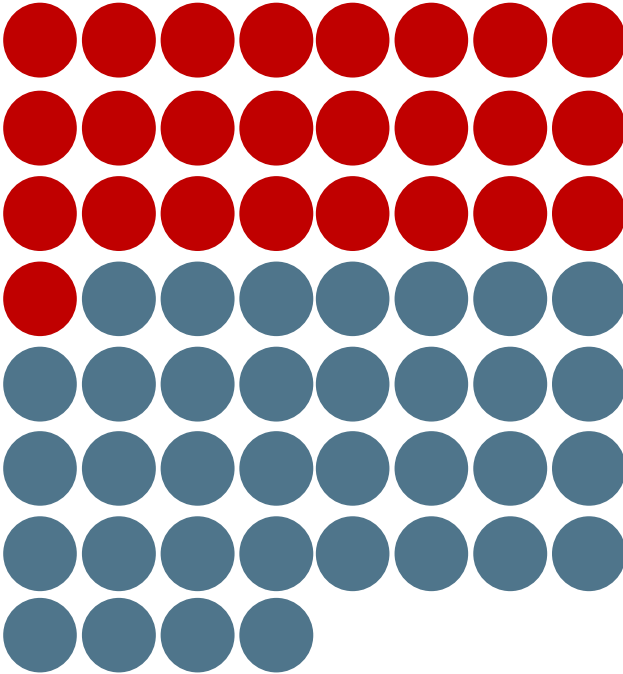
# 2017 Standards

## Scoring

### Core Criteria



### Elective Criteria





# 2017 Standards

## *Structure - Example*

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### Concept: Patient-Centered Access and Continuity

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Competency	Core Criteria	Elective Criteria
The PCMH model seeks to enhance access by providing appointments and clinical advice based on the patient's needs. In addition to being key to patient-centeredness, evidence explicitly supports that providing enhanced access including same- day, extended hours and telephone advice from clinicians with access to the patient record reduces ED visits and hospitalizations.	<p>Assesses the access needs and preferences of the patient population.</p> <p>Provides same-day appointments for routine and urgent care to meet identified patients' needs.</p> <p>Provides routine and urgent appointments outside regular business hours to meet identified patients' needs.</p> <p>Provides timely clinical advice by telephone.</p> <p>Documents clinical advice in patient records.</p>	<p>Provides scheduled routine or urgent appointments by telephone or other technology supported mechanisms.</p> <p>Has a secure electronic system for patient to request appointments, prescription refills, referrals and test results.</p> <p>Has a secure electronic system for two- way communication to provide timely clinical advice.</p> <p>Evaluates identified health disparities to assess access across the patient population.</p>

# 2017 Standards

## *Changes*



**Level 1**



**Level 2**



**Level 3**



# 2017 Standards

*In Review*

Improves focus and flexibility

Supports continuous practice transformation

Updates documentation methods

Emphasizes comprehensive, integrated care

# 2017 Standards

*Where to get information*

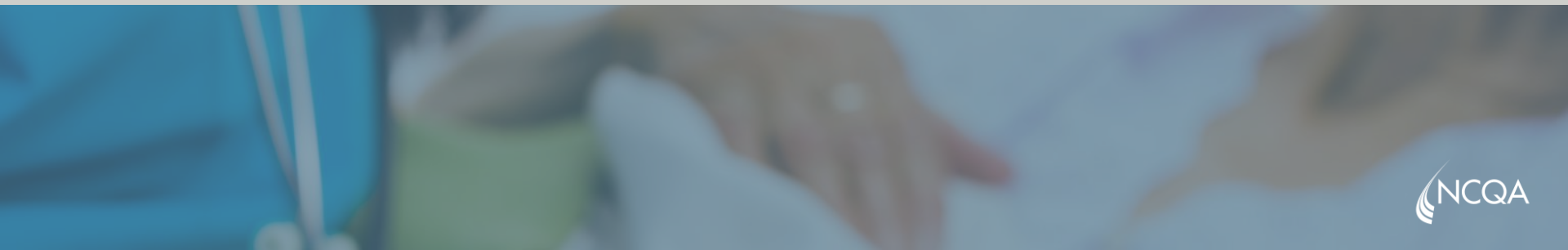
## **Who to contact**

Practices currently recognized with questions can contact NCQA through My NCQA at [my.ncqa.org](http://my.ncqa.org).

- Standards and redesigned process will be released April 3
- First PCMH 2017 seminar: May 16-17 (Baltimore, Md.)
- Questions: [my.ncqa.org](http://my.ncqa.org)
- Redesign: [www.ncqa.org/redesign](http://www.ncqa.org/redesign)
- Practices considering recognition: [www.ncqa.org/pcmhinfo](http://www.ncqa.org/pcmhinfo)



# Panel Discussion



# Panel Discussion

**Yul Ejnes, MD, MACP**  
Internist, Coastal Medical

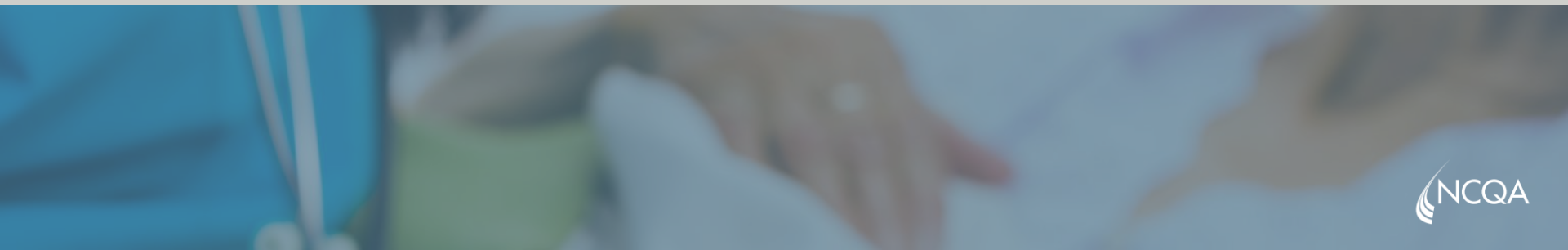
**Deborah Johnson Ingram,**  
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Development Corporation

**Suzanne Berman, MD, FAAP,**  
Pediatrician, Plateau Pediatrics

**Cari Miller, MSM, NCQA PCMH**  
CCE, Horizon Blue Cross Blue  
Shield of New Jersey



# Q&A





Thank you