



Patient-Centered Medical/Health Home Initiative Update

Office of Quality and Data
Bureau of Primary Health Care
Health Resources Services Administration
June 16, 2014



Agenda



1. PCMH Achievements
2. Health Center PCMH Experience
3. Upcoming Timelines
4. Helpful Resources
5. Next Steps



Overview



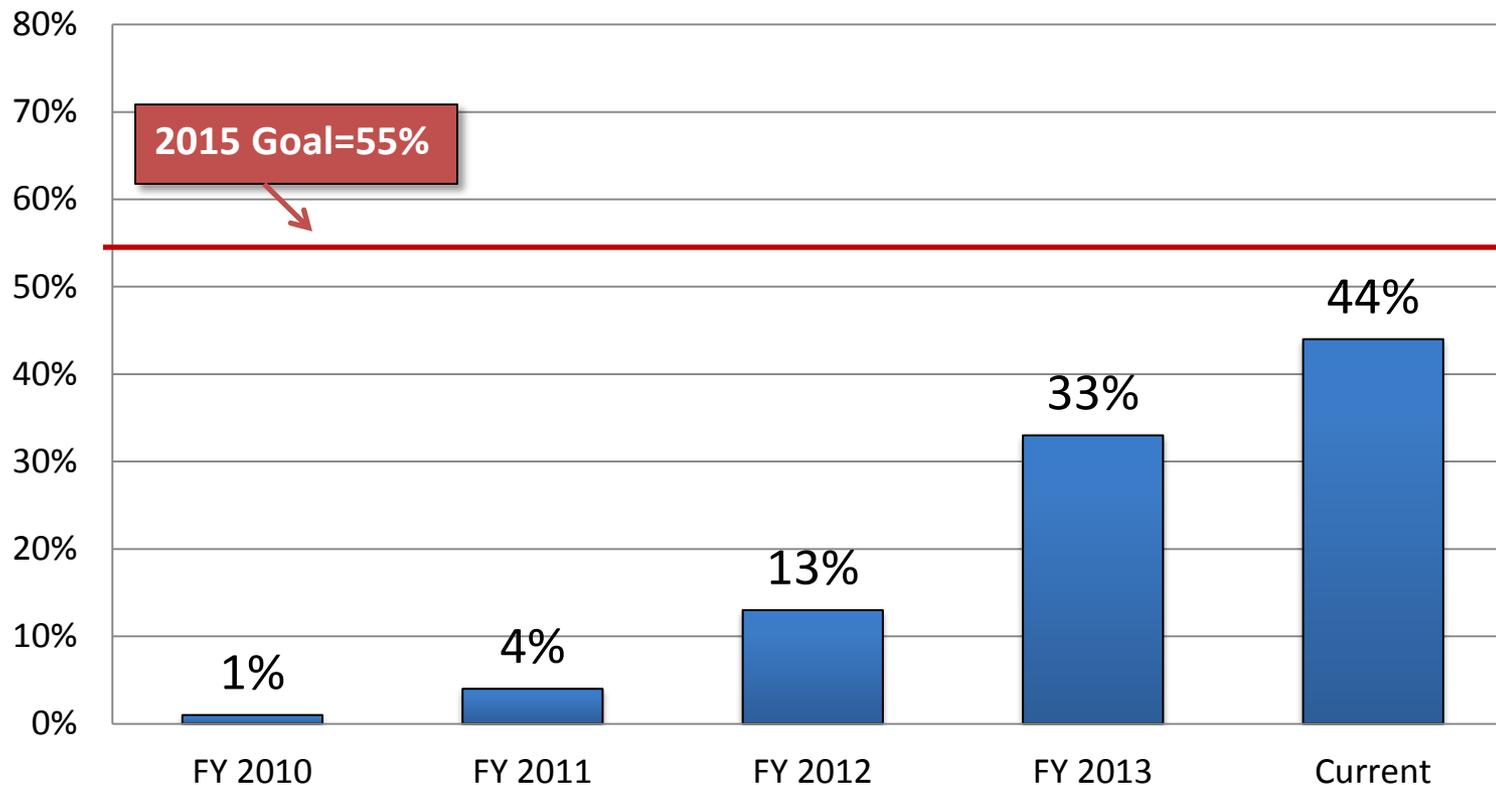
- DHHS Goal
 - FY 15 goal is 55% of health centers with PCMH recognition
- HRSA Activities
 - FY 2011 Supplemental Funding – 904 health centers
 - FY 2012 Supplemental Funding – 810 health centers
- Ongoing support for PCMH recognition/certification
 - AAAHC, NCQA, TJC
 - MN or OR state-based recognition programs
 - CMS FQHC APCP Demonstration
 - Health Center Quality Awards



Accomplishments



Health Center PCMH Recognition 2010-present





Health Center Experience



- Importance of engaged leadership
- Equipping and utilizing the team
- Competing Priorities
 - Increasing trend of surveys denied and unsubmitted
- PCMH as a framework to guide all work, not “just another project”



Health Center Strengths



- 1D - Continuity of Provider
- 1F - Culturally and Linguistically Appropriate Services
- 3A - Implement Evidence-Based Guidelines
- 3E - Use Electronic Prescribing
- 6C and 6D - Implement and Demonstrate Continuous Quality Improvement



Areas for Improvement



- 1A – Access During Office Hours
- *1C – Electronic Access*
- 1E – Medical Home Responsibilities
- 3B – Identify High-Risk Patients
- 3D – Medication Management
- *4B – Provide Referrals to Community Resources*
- 5A – Test Tracking and Follow-Up
- *6B – Patient Experience Data*
- 6E – Report Performance
- 6F – Report Data Externally



Tips for Success



- Plan ahead
- Transformation takes time
- Leverage all available support
 - Primary Care Associations
 - Over 100 PCMH coaches, many are NCQA content experts
 - Health Center Controlled Networks
 - Regional Extension Centers
 - EHR User groups
 - Local and state initiatives (QIOs, payers etc.)
 - National Association of Community Health Centers' PCMH-Institute



Upcoming Timelines



- 2015 Goal = 55% PCMH recognition
- NCQA and TJC 2014 PCMH standards updates
- CMS FQHC APCP Demonstration
- PCMH and Quality Improvement Awards



NCQA PCMH 2011 Renewals and Add-Ons



- Renewal Surveys
 - Streamlined process to allow organizations to maintain recognition for another 3-year period.
 - PCMH Recognition expiration dates of 2014/2015 are encouraged to renew under 2011 standards
- Add-On Surveys
 - Allow organizations to increase level of recognition
 - Sites denied recognition may also submit an add-on survey
 - Does not extend the recognition period.
 - Will be accepted until March 2018 to increase recognition level (level 2 to level 3)



NCQA PCMH Dates to Remember



- June 30, 2014 – Last day to purchase 2011 initial and renewal survey tools from NCQA.
- March 31, 2015 – Last day to submit 2011 initial and renewal survey tools to NCQA for review
- March 31, 2018 – Last day to submit 2011 add-on survey tool to NCQA for review



2014 NCQA PCMH Standards



- Released March 2014
 - More emphasis on team-based care
 - Care Management focus with high need populations
 - Alignment of quality improvement activities with the “triple aim” – cost, quality, patient experience
 - Further integrates behavioral health into the primary care setting
 - Sustained practice transformation



The Joint Commission



- PCMH certification available as add-on to TJC accreditation
- 2014 Revised PCMH Standards available July 1, 2014
 - Aligned with CMS Meaningful Use Stage 2 requirements
 - Process and infrastructure improvements necessary to improve health care quality, efficiency, and patient safety.
 - Team-based care including availability of physician when required



CMS FQHC APCP Demonstration



- 467 participating health center sites
 - Goal to achieve NCQA PCMH Level 3 recognition
- 3-year demonstration project ending 10/31/14
 - August 1, 2014 – Deadline to submit surveys to NCQA to meet goals of demo
 - October 31, 2014 – Deadline for NCQA Level 3 recognition; demonstration ends
- Technical assistance resources
 - State PCA Coaches
 - CMS Collaboration site
 - <https://collaboration.cms.gov>



Health Center Quality Awards



PCMH Recognition Award

- Health centers recognized as PCMHs by July 1st are eligible
- Annual award added to base adjustment for health centers that maintain PCMH recognition

Quality Improvement Award

- Based on 2013 UDS submissions
- Four categories:
 - Top Reporters – reports on whole universe using EHR
 - Top Improvers – compared to self
 - High Performers – compared to peers using quartile rankings
 - Clinical Excellence – highest performers compared to national standards in key clinical areas



Next Steps



- Improving systems and infrastructure to support growing PCMH program
- Enhancing TA to support ongoing practice transformation
- Upcoming webinars:
 - 2014 PCMH Standards Update
 - PCA/HCCN office hours
 - Clinician Leaders' Forum
 - PCMH and Quality Incentive Awards
- Health Center Quality Awards
 - July 2014 - Opportunity to review and update PCMH recognition data
 - Late summer 2014 – anticipated awards



Resources



- HRSA/BPHC PCMH Initiative
 - <http://bphc.hrsa.gov/policiesregulations/policies/pal201101.html>
- HRSA/BPHC Accreditation Initiative
 - <http://bphc.hrsa.gov/policiesregulations/accreditation.html>
- Primary Care Associations
 - <http://bphc.hrsa.gov/technicalassistance/partnerlinks/associations.html>
- Health Center Controlled Networks
 - <http://www.hrsa.gov/healthit/toolbox/HealthITAdoptiontoolbox/OpportunitiesCollaboration/controlnetworks.html>



More Resources



- National Committee for Quality Assurance (NCQA)
 - <http://www.ncqa.org>
- The Joint Commission (TJC)
 - <http://www.jointcommission.org>
- American Association for Ambulatory Health Care (AAAHC)
 - <http://www.aaahc.org>
- AHRQ PCMH Resource Center
 - <http://pcmh.ahrq.gov/>
- Safety Net Medical Home Initiative
 - <http://www.safetynetmedicalhome.org/>
- National Association of PCMH-I
 - PCMH-I@nachc.com
- Risk Management/Patient Safety Resources
 - http://www.ecri.org/clinical_RM_program



Contact Information



For inquiries related to NCQA PCMH recognition:
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For inquiries related to TJC/AAAHC accreditation:
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Thank you!



Questions?