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

2015 Goal = 55%

<table>
<thead>
<tr>
<th>Year</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>FY 2010</td>
<td>1%</td>
</tr>
<tr>
<td>FY 2011</td>
<td>4%</td>
</tr>
<tr>
<td>FY 2012</td>
<td>13%</td>
</tr>
<tr>
<td>FY 2013</td>
<td>33%</td>
</tr>
<tr>
<td>Current</td>
<td>44%</td>
</tr>
</tbody>
</table>
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 TJ C 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)
• 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
• PCMH certification available as add-on to TJ C 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
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
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](http://bphc.hrsa.gov/policiesregulations/policies/pal201101.html)

- HRSA/BPHC Accreditation Initiative
  - [http://bphc.hrsa.gov/policiesregulations/accreditation.html](http://bphc.hrsa.gov/policiesregulations/accreditation.html)

- Primary Care Associations

- Health Center Controlled Networks
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
For inquiries related to NCQA PCMH recognition: PCMHHInitiative@hrsa.gov

For inquiries related to TJC/AAAHC accreditation: AccredItInit@hrsa.gov
Thank you!

Questions?