



ACCREDITATION

EDUCATION

MEASUREMENT

URAC'S PATIENT CENTERED  
HEALTH CARE HOME<sup>SM</sup>  
(PCHCH) PROGRAMS

*Achieving Medical Home Quality*

# URAC Patient Centered Health Care Home (PCHCH) Education, Evaluation, and Recognition

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Sr. Director of Clinical Education and Conferences

**DATE:**

March 13, 2013



# Focus On | URAC Overview and PCHCH Overview

## Who is URAC?

- Nonprofit, independent organization founded in 1990 originally chartered to accredit utilization review services
- URAC offers more than 30 accreditation and certification programs across the entire continuum of care
- URAC currently accredits more than 600 programs operating in all 50 states
- Government references to URAC accreditation appear in statutes, regulations, agency publications, Requests for Proposals, and contract language
- URAC is now recognized by 48 states, District of Columbia, and five federal agencies (OPM, DOD, VA, CMS, and DOL)

# About URAC

## Mission

- To promote continuous improvement in the quality and efficiency of healthcare management through the processes of accreditation, education and measurement.

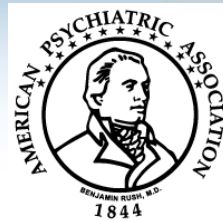
## Structure

- Non-profit, independent entity
- Broad-based governance
  - Providers
  - MCO's
  - Purchasers
  - Regulators
  - Labor
  - Consumers
  - Expert Advisory Panels (*Volunteer*)

## Strategic Focus

- Consumer Protection and Empowerment
- Improving and Innovating Healthcare Management

# URAC Board Member Organizations



The URAC Board maintains at-large representatives from consumer groups, public organizations and other industry experts.



# URAC Offers a Full Range of Accreditation and Certification Programs

## I. Core Organizational Quality

## II. Health Care Management

- Case Management
- Comprehensive Wellness
- Disease Management
- Health Call Center
- Health Utilization Management
- Independent Review Organization (*Comprehensive*)
- Independent Review Organization (*Internal*)
- Independent Review Organization (*External*)
- Workers' Compensation Utilization Management

## III. Pharmacy Quality Management

- Pharmacy Core
- Drug Therapy Management
- Mail Service Pharmacy
- Pharmacy Benefit Management
- Specialty Pharmacy
- Workers' Compensation Pharmacy Benefit Management

## IV. Patient-Centered Health Care Home

- PCHCH Practice Achievement
- PCHCH Practice Achievement with EHR
- PCHCH Auditor Certification

## V. Health Care Operations

- Claims Processing
- Consumer Education and Support
- Credentials Verification Organization
- Health Network
- Health Plan
- Medicare Advantage Health Plan
- Provider Credentialing

## VI. Health Information Technology

- Health Content Provider
- Health Web Site
- HIPAA Privacy
- HIPAA Security
- mHealth (*under development*)

## VII. Dental Accreditation

- Dental Network
- Dental Plan
- Dental Case Management
- Dental Claims Processing

# Why URAC?

- Industry was looking for an alternative
- Core philosophy of URAC is educational with non prescriptive approach
- URAC PCHCH Program is patient centric vs. emphasis on EHR and meaningful use
- Design supports a stepwise approach for transformation of a practice to a patient centered health care home
- Option to apply for achievement or achievement with EHR recognition (phase in option)
- Standards focus on access and coordination of care
- Resources available for practices to use tools such as self-assessment checklist and Primer for tracking progress
- Review by professional clinician-consultative interaction
- Tiered pricing based on # of clinicians in practice

# URAC Patient Centered Health Care Home Overview

Began development March 2010.

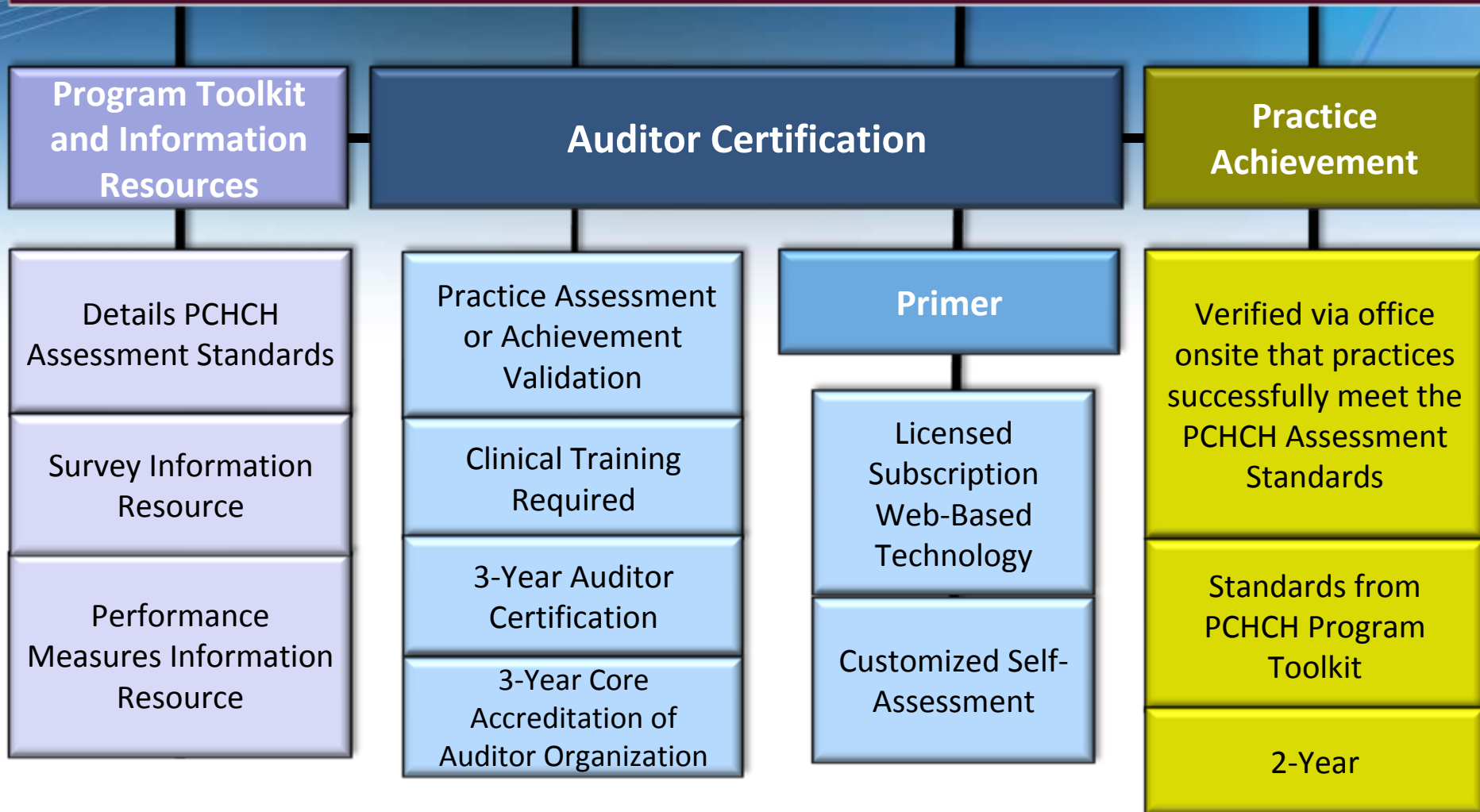


Large multi-stakeholder advisory group of over 60 thought leaders.



Initial rollout in 2011.

# URAC Patient-Centered Health Care Home (PCHCH)





# Central to the PCHCH Standards: Institute of Medicine

Quality Aims	How URAC PCHCH Standards Promote IOM Quality Aims
1. Safe	Registry, Medication Reconciliation, Transitions of Care, Privacy and Security
2. Effective	Evidence Based Guidelines, Wellness Promotion and Quality Management Programs
3. Patient-centered	Individualized Focus, Informed Decision-Making, Patient Satisfaction, Consumer Education, Health Literacy
4. Timely	Lab Values, Requests for Health Information and Enhanced Coordination of Care
5. Efficient	Organizational Structure, Policies and Procedures, Electronic Health Record and Total Quality Management
6. Equitable	Disparity, Cultural Sensitivity, Complaint Process and Coordination with the Payor

# Defining a URAC Patient Centered Health Care Home

## URAC Patient Centered Health Care Home (PCHCH)

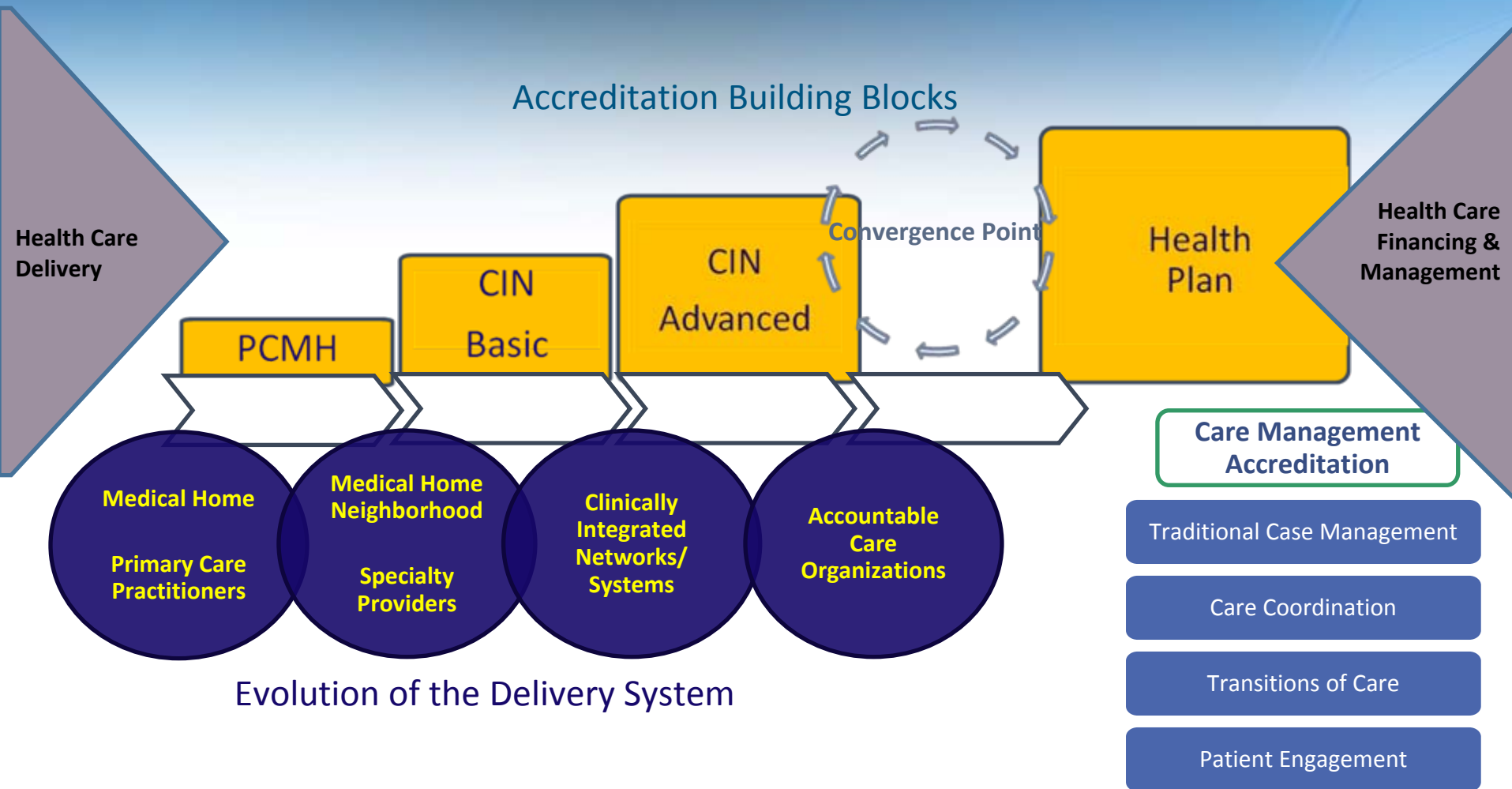
- A quality driven, interdisciplinary clinician-led team approach to delivering and coordinating care that puts patients, family members, and personal caregivers at the center of all decisions concerning the patient's health and wellness.
- A PCHCH provides comprehensive and individualized access to physical health, behavioral health, and supportive community and social services, ensuring patients receive the right care in the right setting at the right time."

# 10 Principles – Foundation of PCHCH Program

## URAC PCHCH Principles

- Principle 1: Patient Centered Care Team Culture
- Principle 2: Appropriate Access to Care
- Principle 3: Individualized Care Planning
- Principle 4: Effective and Timely Care Coordination and Follow-up
- Principle 5: Eliminating Health Care Disparities
- Principle 6: Promoting Care Quality and Continuous Quality Improvement
- Principle 7: Stewarding the Cost-effective Use of Health Care Resources
- Principle 8: Excellence In Customer Service
- Principle 9: Commitment To Transparency
- Principle 10: PCHCH Infrastructure and Operations

# Health Care Accreditation Continuum





# Focus On | Standards and Recognition Process



## URAC Patient Centered Health Care Home Practice Achievement Program



URAC'S PATIENT  
CENTERED  
HEALTH CARE  
HOME (PCHCH)<sup>SM</sup>  
PROGRAMS





# URAC PCHCH Practice Achievement

## PCHCH Practice Achievement Program



## 28 Comprehensive URAC PCHCH Standards

- Mandatory and essential standards
- Standards are aligned with the meaningful use requirements
- Interactive educational review
- Achievement awarded to the practice

## Achievement

65% overall score

Select from 21 essential standards  
7 mandatory standards  
(must include)

## Achievement with Electronic Health Record

Meets achievement criteria

Utilizes a certified electronic health record

# PCHCH Practice Achievement Modules/Standards



## Core Quality Care Management

- Organizational Core (COR)



## Patient-Centered Operations Management

- Patient Registry (PR)



## Access and Communications

- Access to Services (ATS)
- Community Services & Resources (CSR)

# PCHCH Practice Achievement Modules/Standards



## Testing and Referrals

- Managing Tests and Results (MTR)
- Referral Process (RP)



## Care Management and Coordination

- Wellness and Health Promotion (WHP)
- Individual Care Management (ICM)
- Coordination of Care (COC)
- Self-Management Support (SMS)

# PCHCH Practice Achievement Modules/Standards



## Advanced Electronic Capabilities

- Electronic Communications Portal (ECP)
- Electronic Prescribing and Distribution (EPD)
- Electronic Health Records (EHR)



## Performance Reporting and Improvement

- Performance Reporting (PRT)



# Focus On | Tools and Resources



# URAC PCHCH Practice Assessment Checklist

URAC PCHCH Practice Standards	In Place (Y/N)	
<b>Access to Services (ATS)</b> Goal is to ensure all patients have comprehensive and timely access to health care services that are patient centered, culturally sensitive, and delivered in the least intensive and most appropriate setting based on the patient's needs.		
<b><u>PCH-PA 6 (ATS): Patient Access to Services and Information</u></b> <i>The Practice has a process to ensure that patients:</i> <ul style="list-style-type: none"> <li>a) Have access to timely appointments with appropriate clinician(s);</li> <li>b) Have access to referrals with appropriate specialist(s), if applicable;</li> <li>c) Receive clearly specified hours of office operation and location(s);</li> <li>d) Receive instructions about what to do in an emergency; <b>and</b></li> <li>e) How to access after hour services non-emergency and urgent care needs.</li> </ul>	Yes	No
	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>
<b>Referral Process (RP)</b> Goal is to create a well coordinated process where PCHCH patients are referred to specialty care in an efficient manner, and both the practice clinicians and specialists receive timely access to the information they need to provide optimal care to the patient.		
<b><u>PCH-PA 10 (RP): Referrals Process</u></b> <i>The Practice has an established process to:</i> <ul style="list-style-type: none"> <li>a) Identify patients who need a referral;</li> <li>b) Coordinate referrals;</li> <li>c) Ensure referrals are made to specialists and/or appropriate programs; <b>and</b></li> <li>d) Involve patients in selecting the clinician(s).</li> </ul>	Yes	No
	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>


**urac** Patient Centered Health Care Home Program  
*Achieving Medical Home Quality*

[What is PCHCH?](#)
[Toolkit](#)
[Auditor Certification](#)
[Achievement](#)
[Directory](#)
[PCHCH Community](#)



## For Practices

URAC develops the highest standards to help practices become patient health care homes.

[Learn More](#)

[For Patients](#)
[For Health Plans](#)
[For Practices](#)

URAC has developed its Patient Centered Health Care Home (PCHCH) programs to educate and guide health care practices, and their sponsoring health plans, insurers and pilot programs through transformation into truly patient-centered health care homes.>> [Learn More](#)

### What's New

11/08/2012 - Medical Home Today – Vol. 2, No. 23

10/25/2012 - Medical Home Today – Vol. 2, No. 22

10/11/2012 - Medical Home Today – Vol. 2, No. 21

[More News](#)

### PCHCH Education

APR 2013  
17

URAC Patient Centered Health Care Home Auditor Certification Workshop  
8:00 AM–8:00 AM

APR 2013  
18

URAC Patient Centered Health Care Home Practice Achievement for Auditors Workshop  
8:00 AM–4:00 PM

APR 2013  
18

URAC Patient Centered Health Care Home Practice Achievement for Practices Workshop  
8:00 AM–3:00 PM

[View the Full Schedule](#)

### About the Standards



URAC, a leading healthcare accreditation and education organization, delivers on the promises of health care reform through its PCHCH program. Our programs help practices transform themselves into PCHCHs and ensure plans will support them—all this with patients' health at the forefront.

[Learn More](#)

### PCHCH FAQs



**Answers to Your PCHCH Questions**

What is a Patient Centered Health Care Home?

[Read all FAQs](#)



URAC'S PATIENT CENTERED HEALTH CARE HOME (PCHCH)™

PODCAST: FOLLOW THIS EASY STEP-BY-STEP PROCESS ON HOW TO PURCHASE URAC'S PRACTICE ACHIEVEMENT

[www.urac.org/pchch](http://www.urac.org/pchch)



# Medical Home Today

**Bi-weekly Newsletter - Register Now for Your Complimentary Copy**

Welcome to the Medical Home Today, the knowledge source for today's enlightened practitioners operating (or seeking to operate) in a patient-centered health care home.

This biweekly source for news and analysis on the emerging trend of the medical home is brought to you by URAC, a quality-driven accreditation body and Dorland Health.

**Sign up** - [www.urac.org/pchch/sign-up](http://www.urac.org/pchch/sign-up)

**View newsletters** - [www.urac.org/medicalhometoday](http://www.urac.org/medicalhometoday)



3/13/2013

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# Summary

## PCHCH Practice Achievement





# Thank You!



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24  
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