

Accreditation Association for Ambulatory Health Care

What's in Our Medical Home?

Dennis Schultz, MD MSPH

The Medical Home Summit

AAHC's Foundation

- Created in 1979 by ambulatory organizations for ambulatory organizations
- Voluntary, collaborative, quality focus
- Meaningful, peer-based standards
- Practicing, experienced, surveyors
- Onsite consultative surveys
- Private, independent, not for profit

AAHC Now

- 5800+ accredited organizations
- Largest accreditor in ambulatory settings
- 444 medical homes
- Varied programs, varied settings, varied organizations

Types of Accredited Primary Care Organizations

- Student health
- Indian health
- Community health
- Employer sponsored Clinics
- Retail Clinics
- Dental Facilities
- Air force
- Coast Guard
- Multispecialty Clinics
- Primary Care Clinics
- Emergency Care Facilities
- Urgent Care Clinics



What is distinctive about AAAHC?

- Peer-based accreditation program
- Nationally-recognized standards
- 350+ surveyors – physicians, dentists, nurses, NPs, PAs, pharmacists, administrators; practicing health professionals, part-time surveyors
- Governing Board comprised of representatives from 18 professional organizations in ambulatory health
- Consultative & educational process

The AAAHC approach to accreditation/certification

Consultative, educational survey process:

Discovery vs. inspection

Consultative vs. prescriptive

Collaborative vs. dictatorial



AAHC Standards

- Consensus based
- Updated annually, with public comment
- Identifies characteristics of accreditable organizations, Avoids being prescriptive
- Requires comprehensive quality program, but does not define specific required metrics
- Eight core, seventeen adjunct standards including chapter 25, Medical Home
- Rated substantially, partially or non-compliant
- Outline format

Core standards

Apply to all organizations

- Patient Rights & Responsibilities
- Governance
- Administration
- Quality of Care
- Quality Management & Improvement
- Clinical Records & Health Information
- Infection Prevention Control & Safety
- Facilities & Environment

Adjunct Standards

- Anesthesia
- Surgery
- Pharmacy
- Pathology & Lab
- Diagnostic & Imaging
- **Dental & Dental Home**
- Other Professional & Technical Services
- Health Education & Health Promotion
- Behavioral Health
- Teaching & Publication
- Research
- Overnight Care
- Occupational Health
- Immediate & Urgent Care
- Emergency Care
- Radiation Oncology
- **Medical Home**

AAAHC Medical Home Programs*

- Single-site Accreditation for individual facility or solo practice
- Multi-site Accreditation for large clinics with satellites
- Network Accreditation for multiple facilities under single administrative entity
- Medical Home single or multi-site Certification
 - * All are facility based programs
 - * All accreditation programs can be done with or without medical homes or for multisite, with both

AAHC Accreditation Process

- Application including sites, size, services
- Scoping, determining size and length of survey
- Establish date, choose survey team
- Pre-survey call and planning
- Onsite survey
- Summation conference, report
- Accreditation committee review
- Accreditation decision, possible 3 year term
- Certification uses similar process



Medical Home Accreditation

Comprehensive review of organization's entire operation including the ability to deliver care as a Medical Home

- Eight Core Chapters
- Applicable Adjunct Chapters
- Medical Home Chapter
- Awarded two certificates

Medical Home On Site Certification

Focused review limited to Medical Home delivery of care

- Specialized Handbook with all medical home standards and selected core standards
- Medical home surveyors
- Focused survey
- For single facilities or organizations with multiple sites
- Less involved and costly



Principles for a Successful Medical Home

- Focus on provider/patient relationship
- Make the patient the center of care---
Informed, engaged, empowered.
- Provide accessible, comprehensive and continuous, quality (patient defined) care
- Collect and report data that are meaningful to the patient and the patient panel or population
- Improve and innovate



The Medical Home Standard

A. Relationship

- Patient perceptions, care team, patient education, patient understanding, address health issues, prevention, adequate time and resources

B. Accessibility

- Medical service, health information, written standards

C. Comprehensiveness

- Scope of services, self help resources, community resources

The Medical Home Standard

D. Continuity of Care

- Care team visits, referrals & consultations, follow up visits, missed and cancelled appointments, transitions of care, after hour care, phone and messages,

E. Quality

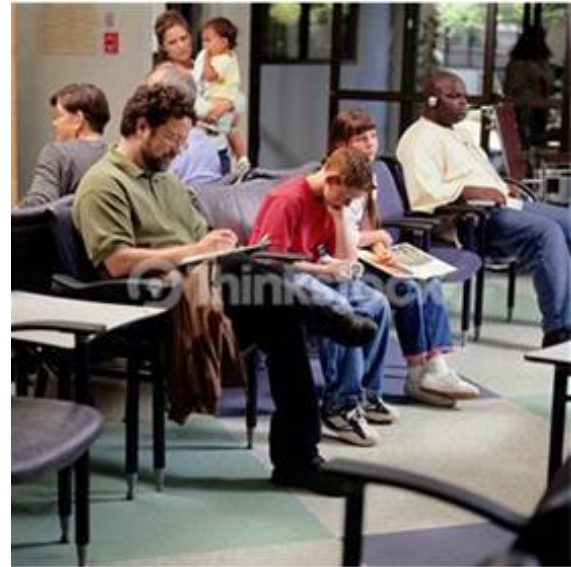
- Guidelines, metrics, quality monitoring and management, quality improvement

Why choose AAAHC?

- Consultative and educational approach
 - ✓ Ask questions, and receive solutions
 - ✓ Explain your unique organization's implementation of a particular standard – what “works” for your setting
 - ✓ Full participation in summation conference
- The on-site survey takes place on a mutually agreed upon date
- Written report of survey findings provides the blueprint for continued improvement and transformation to becoming a Medical Home.

AAAHC Medical Home Accreditation/ Certification

- AAAHC survey always includes a site visit
- Peer reviewer observes the culture, the dynamics, the quality and the patient centeredness in action



AAAHC Updates

- 2015 Accreditation Standards for Ambulatory Care effective March 1, 2015
- New Health Plan Handbook
- Primary Care Accreditation Task Force

Questions?




**KEEP
CALM**
AND
BECOME A
MEDICAL HOME

AAAHC Accreditation Services



Mona Sweeney, RN BSN
Assistant Director,
Accreditation Services

847-324-7487

msweeney@aaahc.org