



ACKNOWLEDGING OUTSTANDING PERFORMANCE

Physician Practice Connections

NCQA

Measuring the Quality of America's Health Care

Recognizing Physician Practices for Excellent Care Management

Providing excellent care to patients is your first priority, but practicing medicine in today's environment is more challenging than ever. You're managing a full office schedule and responding to the increasing demands of insurers, and you are often left with less time to spend with patients delivering the care they truly need and deserve. How can you assure yourself and your patients that the care you're providing is second to none?

Meeting Physician Practice Connections standards means that a practice has established connections to:

- information
- patients
- other practitioners
- clinical evidence

Physician Practice Connections recognizes practices that:

- know and use their patients' medical histories
- work to improve patients' health over time — not just during office visits
- follow up with patients and other providers to get the best results
- manage populations, as well as individuals, using evidence-based care
- employ electronic tools to prevent medical errors
- encourage better health habits and self-management of medical concerns.

Eligibility

All physician practices are eligible for Recognition. In some areas of the country, Physician Practice Connections-recognized practices are also eligible for financial rewards; check www.ncqa.org/ppc for more information.

Earning Recognition Benefits Physicians and Patients

Both doctors and patients benefit from strong doctor/patient relationships. Patients in Physician Practice Connections-recognized practices are likely to get better follow up and support for managing their health; physicians in Recognized practices have the information available to partner with patients for better care.



Evidence-based care makes for better health outcomes.

In the long run, Physician Practice Connections recognizes doctors who seek out and use information to help them deliver the right care at the right time. Evidence-based care makes for better outcomes and more satisfied, healthier patients.

Recognition makes employers and health plans take notice.

Recognition shows that a physician practice is committed to quality care and better health outcomes. In turn, many pay-for-performance efforts sponsored by employers and health plans use NCQA Recognition to determine eligibility for rewards. Notable among them is the Bridges to Excellence coalition, which administers Physician Office Link (POL), a program that provides significant financial rewards for Recognized physicians in some areas of the country.





ment and Follow-up



Getting Started

1. Order Free Application and Informational Material:

Call NCQA Customer Support at (888) 275-7585 or visit www.ncqa.org/ppc.

2. Purchase the Survey Tool: The Survey Tool is a Web-based program that enables you to conduct a readiness evaluation and prepare for your NCQA evaluation. Purchase your Survey Tool online, or by calling Customer Support. The cost for one Survey Tool is \$450*.

3. Mail in Signed Agreements: Review and mail in two signed copies each of the NCQA Agreement and the Business Associate Addendum.

4. Review the Practice Connections Standards, Identify Top Three Chronic Conditions and Evaluate Your Performance:

Insert responses to questions about your practice into the Survey Tool and include explanations of the system your practice uses with corresponding support materials.

5. Submit Survey Tool and Workbook Electronically

6. NCQA Review and Notification: When NCQA's review shows that your practice passes, your practice site name is then posted to the NCQA Web site as a Recognized site. The physicians are listed as well. NCQA distributes this list broadly for inclusion in provider directories.

For more information, including a summary of program standards, visit NCQA's Web site at www.ncqa.org/ppc.

* You may qualify for a 20% discount for purchases of 1 or more applications or if you are participating in a program promoting Recognition, such as Bridges to Excellence (BTE). Contact NCQA's Customer Support at (888) 375-7585 for more information. For specific information about the Bridges to Excellence coalition, visit www.bridgestoexcellence.org.



NCQA

NCQA is a private, non-profit organization dedicated to improving health care quality. NCQA accredits and certifies a wide range of health care organizations, recognizes physicians and physician groups in key clinical areas and manages the evolution of HEDIS®, the tool the nation's health plans use to measure and report on their performance. NCQA is committed to providing health care quality information through the Web, media and data licensing agreements in order to help consumers, employers and others make more informed health care choices.