



ACCREDITATION

EDUCATION

MEASUREMENT

# Patient Centered Medical Home Program

**The Medical Home Summit**  
March 17, 2014

**Presenter:**  
Kylanne Green  
*President and CEO*  
URAC



# Overview

---

URAC

---

Patient Centered Medical Home

---

Standards and Recognition Process

---

Tools and Resources

# About URAC

Founded in 1990, URAC is a nonprofit, independent organization originally chartered to accredit utilization review services

URAC offers more than 30 distinct accreditation programs across the entire continuum of healthcare services

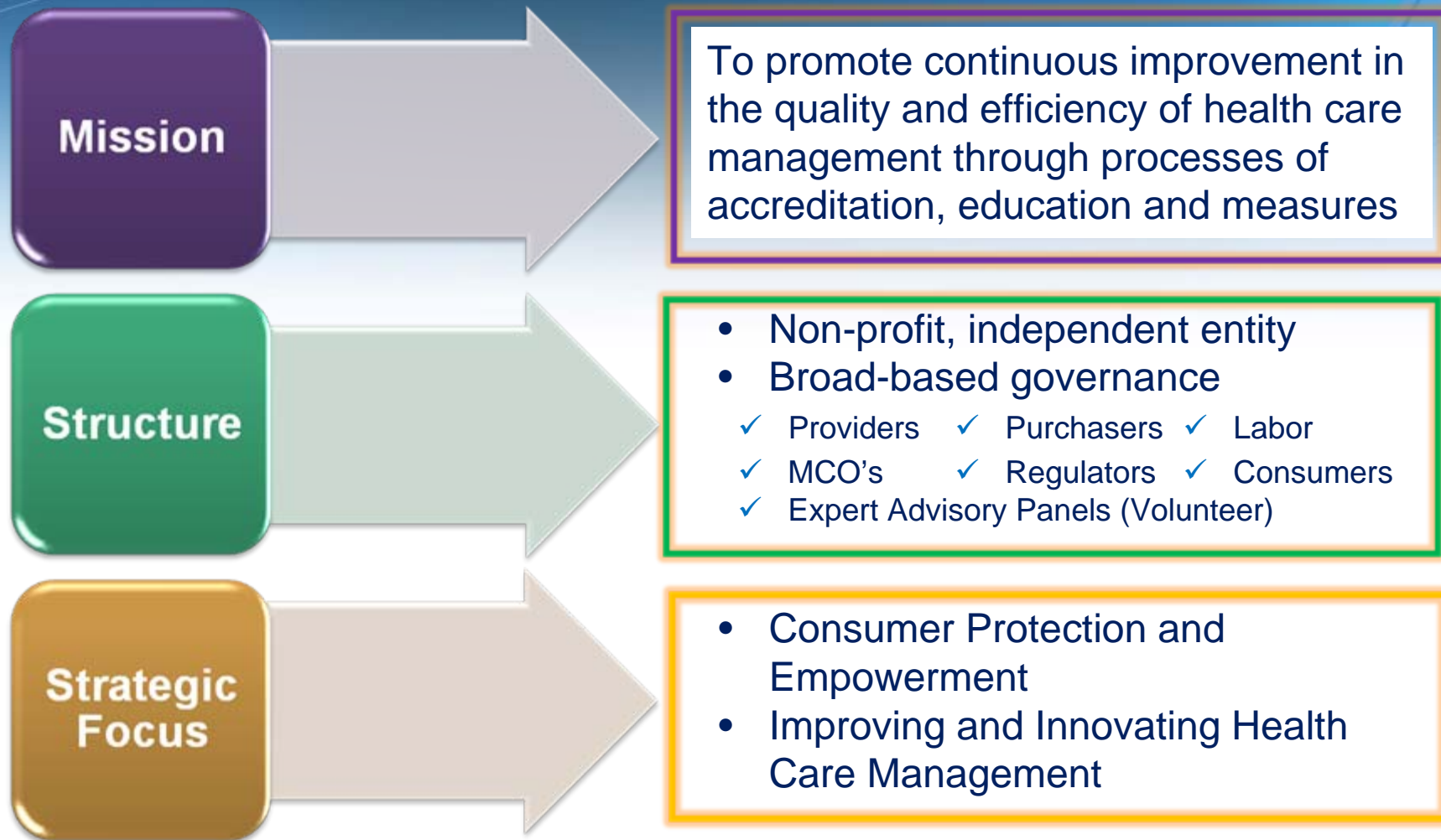
URAC's outcomes-oriented approach to accreditation supports the emerging trends in healthcare delivery and payment

URAC measures harmonize with other federal, state, and local quality measurement and reporting initiatives

References to URAC accreditation appear in government statutes, regulations, agency publications, Requests for Proposals, and contract language

Government frequently turns to accreditors to validate functions that might otherwise fall under oversight and regulation

# About URAC





# URAC Board Member Organizations



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

# Why URAC?

- Core philosophy of URAC is educational with a consultative approach
- URAC PCMH Program is patient centric
- Design supports a stepwise approach to transformation of a practice to a truly patient centered health care home
- Standards focus on access and coordination of care
- On-site review by professional clinician reviewer

# URAC Accreditation Standards

## *Quality and Accountability Across the Continuum*

### URAC Patient Centered Medical Home

Healthcare  
continuum

Well	At Risk	Acute Illness: Discretionary Care	Chronic Illness	Catastrophic	End-of- life care
HWS, CES		HCC		HCC, UM	
DM, DTM					
Comprehensive Wellness	Core Organizational Quality				
	Health Plan (HP), Health Plan with Health Insurance Marketplace				
	Health Network (HN)				
	Claims Processing				
	HIPAA Privacy and Security				
	Health Web Site (HWS)				
	Provider Suite				
	Pharmacy Quality Management (PBM, DTM, SPECIALTY, and MAIL)				
	WCUM, HUM, and Independent Review (IRO)				
URAC is the largest national accreditor of case management companies; full suite of medical management programs– UM, CM, DM					



# URAC PCMH Program

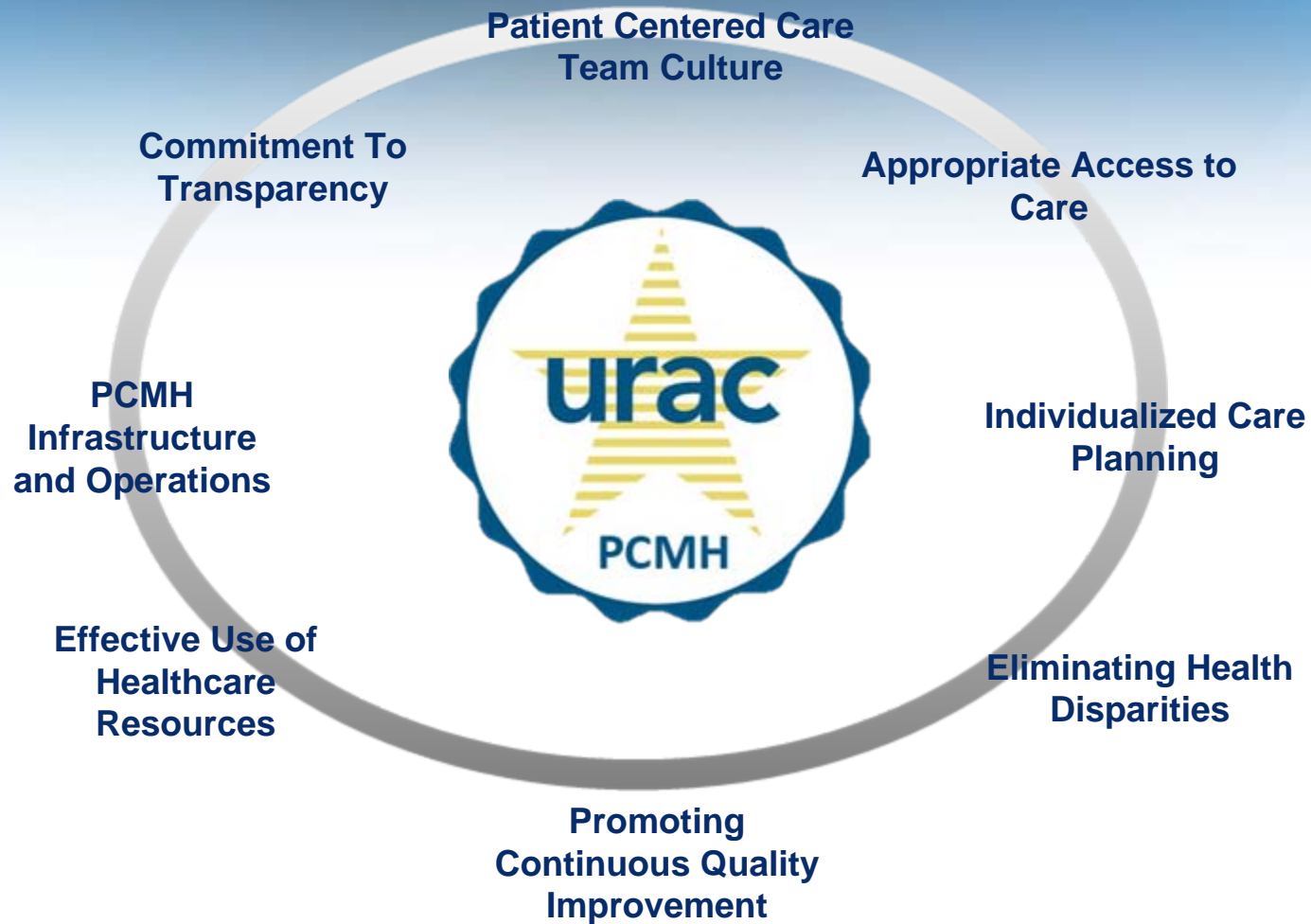
Began development March 2010

Large multi-stakeholder advisory group of over 60 thought leaders

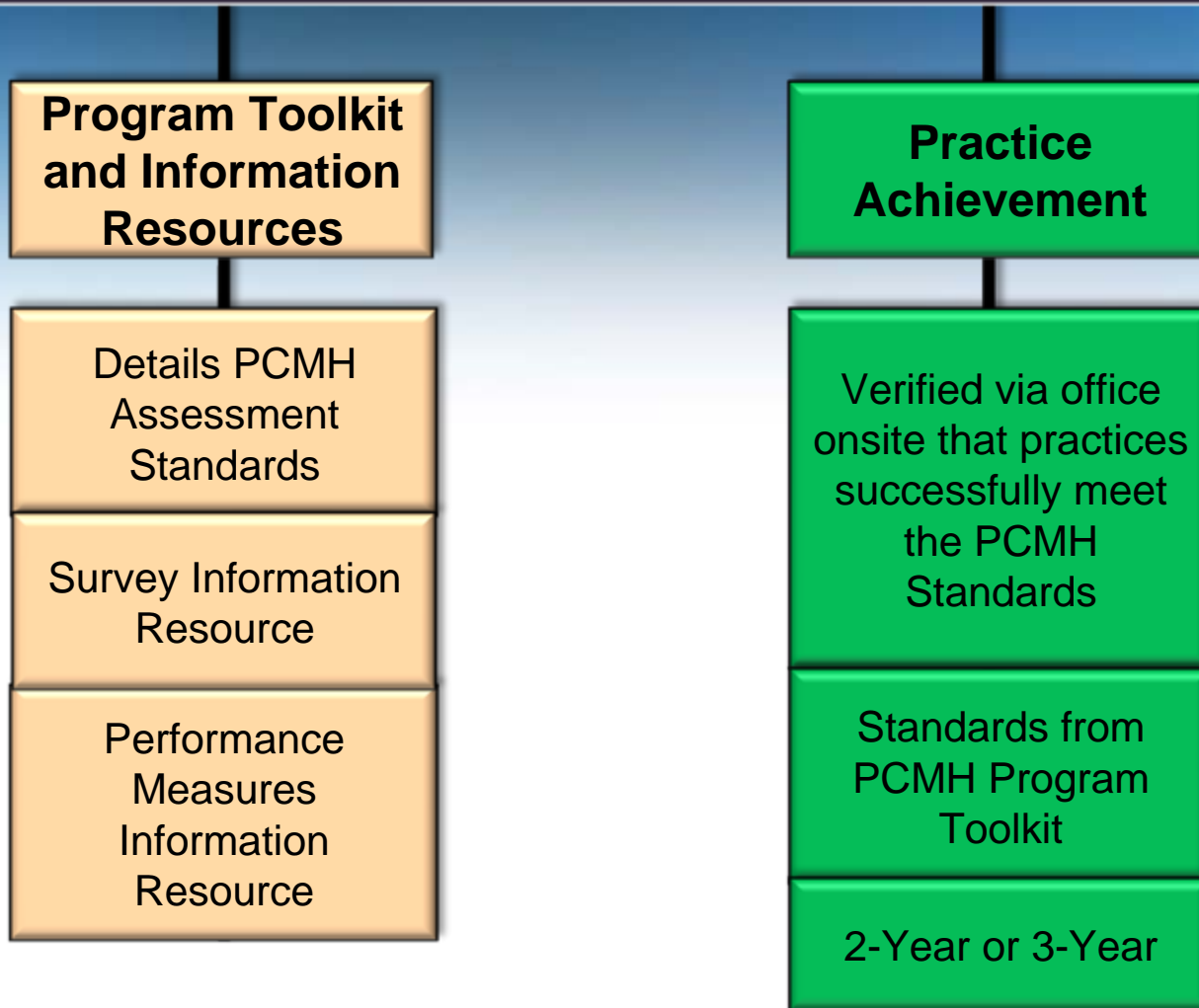
Initial rollout began in 2011



# PCMH Program Principles and Foundation



# URAC Patient Centered Medical Home (PCMH)



# Focus On Health Not Just Disease



# Central to the PCMH Standards: Institute of Medicine Quality Aims

IOM Aims	How URAC PCMH 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 Payer

# 10 Principles: Foundation of PCMH Program

## URAC PCMH 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



# 10 Principles: Foundation of PCMH Program

## URAC PCMH Principles

### Principle 6:

- ❖ Promoting Care Quality and Continuous Quality Improvement

### Principle 7:

- ❖ Stewarding the Cost-Effective Use of Healthcare Resources

### Principle 8:

- ❖ Excellence in Customer Service

### Principle 9:

- ❖ Commitment to Transparency

### Principle 10:

- ❖ PCMH Infrastructure and Operations

## PCMH Program

### 29 Comprehensive URAC PCMH Standards

- Mandatory and essential standards
- Standards are aligned with the meaningful use requirements
- All practice offices are audited
- Certificate awarded to the practice

# URAC PCMH Program Mandatory Standards

PCH-PA 4

- Patient Rights and Responsibilities (COR)

PCH-PA 6

- Patient Access to Services and Information (ATS)

PCH-PA 7

- Enhancing Patient Access to Services (ATS)

PCH-PA 11

- Track and Follow-Up on Referral (RP)

PCH-PA 15

- Ongoing Care Management Protocols –All Patients (ICM)

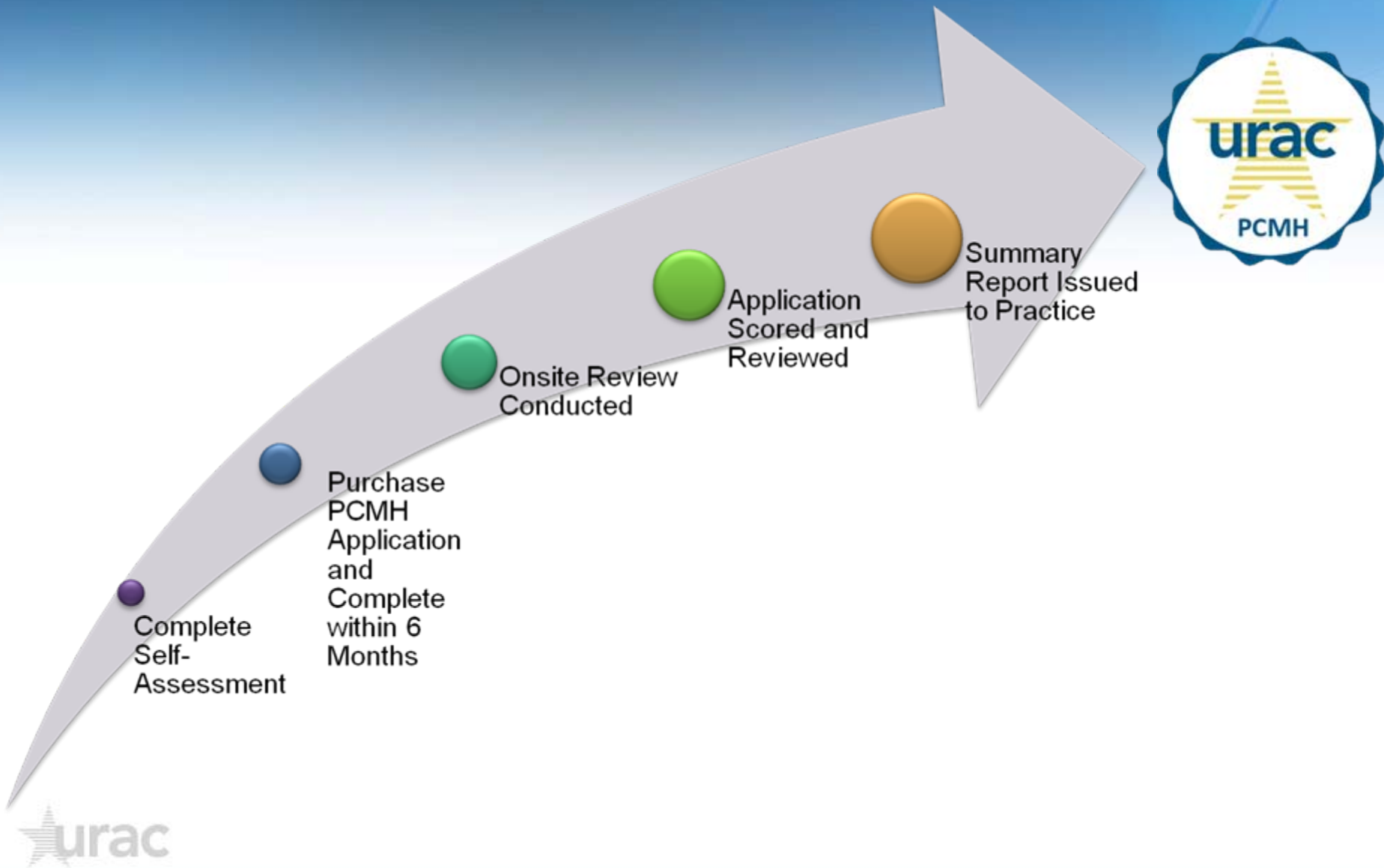
PCH-PA 18

- Coordination of Care (COC)

PCH-PA 27

- Performance Reporting – Tracking and Reporting (PRT)

# PCMH Practice Achievement Process



# Summary PCMH Program

Designed to recognize practice transformation

29 PCMH Standards (mandatory and essential)

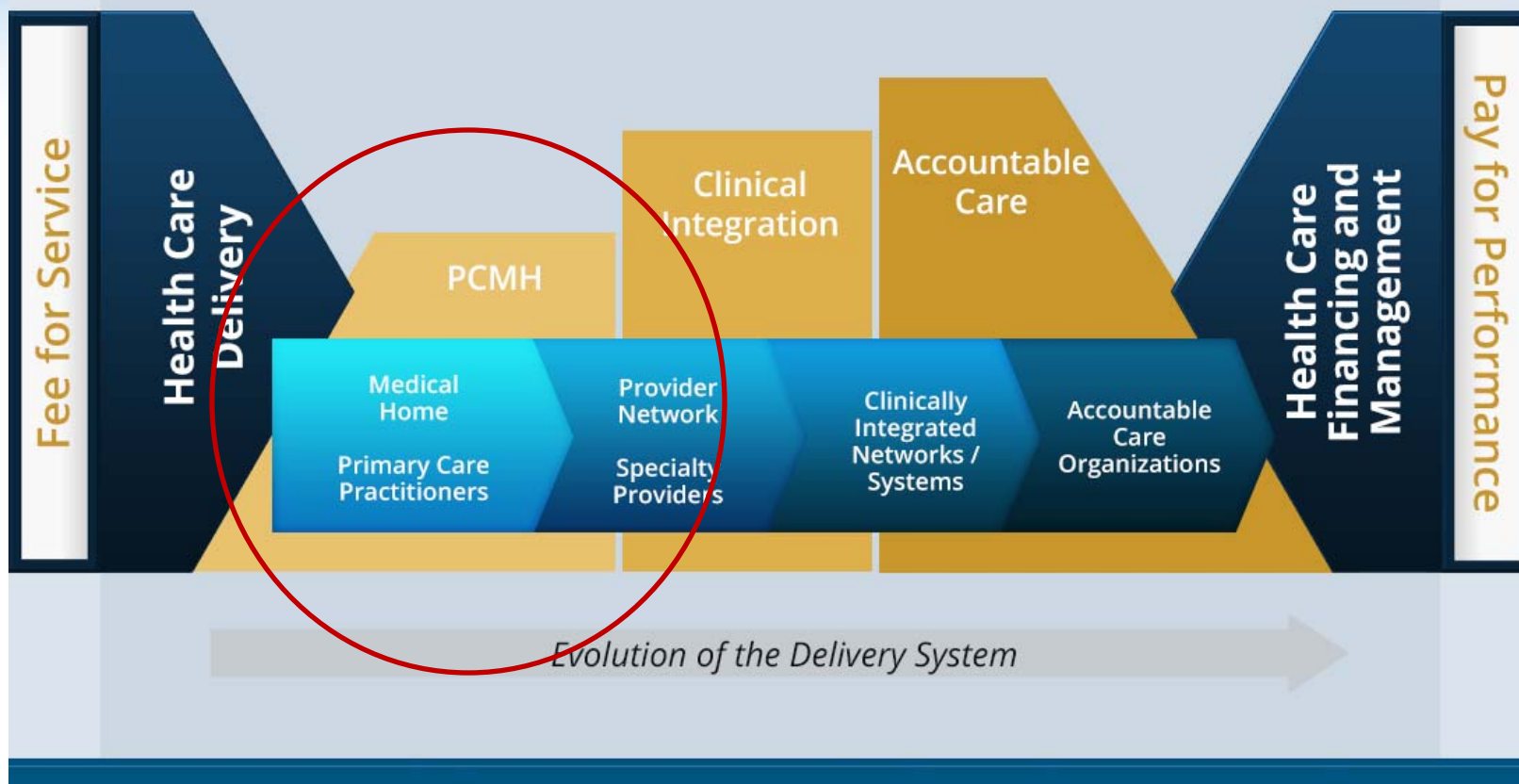
Must meet 7 Mandatory Standards

Any Combination of Essential Standards / Elements



# Advancing Levels of Provider Care Integration and Coordination

## Accreditation Building Blocks





*Thank You for Your Time*

**URAC**

**1220 L Street, NW, Suite 400**

**Washington, D.C. 20005**

**Phone: (202) 216-9010**

**Fax: (202) 216-9006**

**[www.uran.org](http://www.uran.org)**

**For more information**

**Email: [info@uran.org](mailto:info@uran.org)**

