Accreditation and the PCMH:

Validating transformative practices

Commission for Case Manager Certification

Patrice Sminkey, CEO

PCMH Summit, March 2014

About the Commission

- First nationally accredited case manager credential
- More than 35,000 board certified case managers in every state, U.S. territory and abroad
- Certification exam based on ongoing scientific research; practice-based questions developed by case management subject matter experts
- Quality of exam and renewal requirements rigorously upheld by the Commission and externally validated through NCCA accreditation

Stand up. Stand out.

35,000 CCM®
Certificant holders

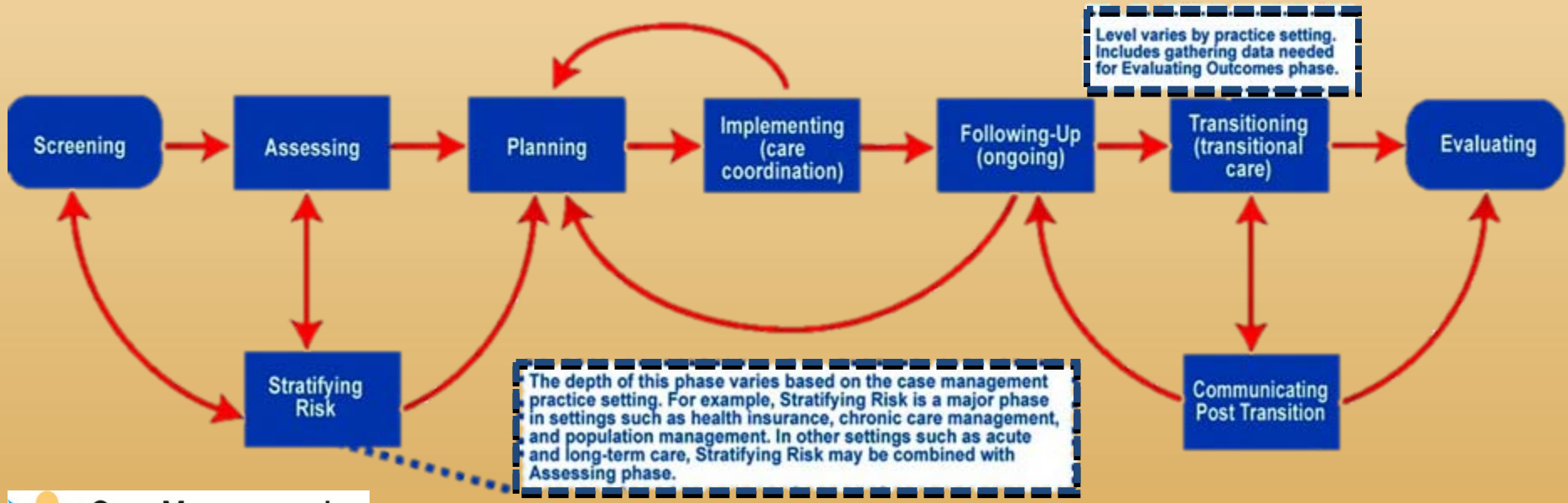
PCMH
Accreditation

Professional
Standards for
Individuals

Informs

Organizational
Standards for
Practices & Medical
Home Community

Case Management Process



Case Management Body of Knowledge™
Find it. Now. CCMC

AHRQ Definition of PCMH

- Comprehensive Care
- Patient-Centered
- Coordinated Care
- Accessible Services
- Quality & Safety

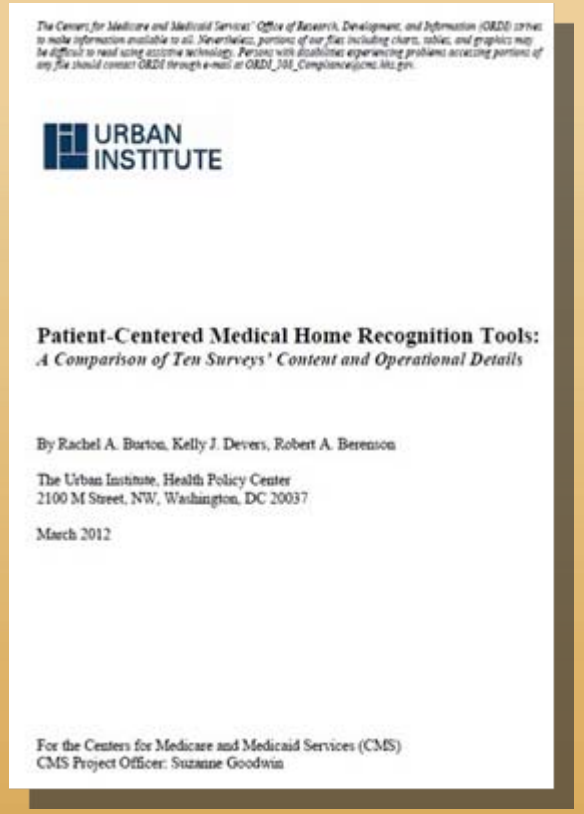
Reasons for accreditation

- To identify and validate practices that are structured to align with medical home principles (Joint Principles or AHRQ's PCMH definition)
- To trigger payment mechanisms and minimize administrative burdens for pay-for-performance programs
- To continue to raise the bar via new, progressive standards

Early studies:

Crosswalk of accreditation domains for PCMH

- 10 Provider Survey Tools designed to measure the extent to which a practice is a “patient-centered medical home”
- Report compares operational details (price, site visit requirement, content emphasis)



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URBAN INSTITUTE

Patient-Centered Medical Home Recognition Tools:
A Comparison of Ten Surveys' Content and Operational Details

By Rachel A. Burton, Kelly J. Devers, Robert A. Berenson

The Urban Institute, Health Policy Center
2100 M Street, NW, Washington, DC 20037

March 2012

For the Centers for Medicare and Medicaid Services (CMS)
CMS Project Officer: Suzanne Goodwin

Stand up. Stand out.

- Evidence-Based Care
- Quality Improvement
- Culturally Competent Communi-cation
- Compact Between Practice and Patient
- Standard Care (Non-PCMH)
- Population Management
- Medical Records
- Care Plan
- Community Resources
- Adheres to Current Law & Business Practices

Stand up. Stand out.

- Access to Care
- Continuity of Care
- Health Information Technology
- Patient Engagement & Self - Management
- Presence of Policies
- Comprehen-siveness of Care
- Quality Measures
- Team-Based Care
- Coordination of Care

Stand up. Stand out.