



# From the Beginning: Leadership in PCMH Recognition

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# What makes a successful PCMH?

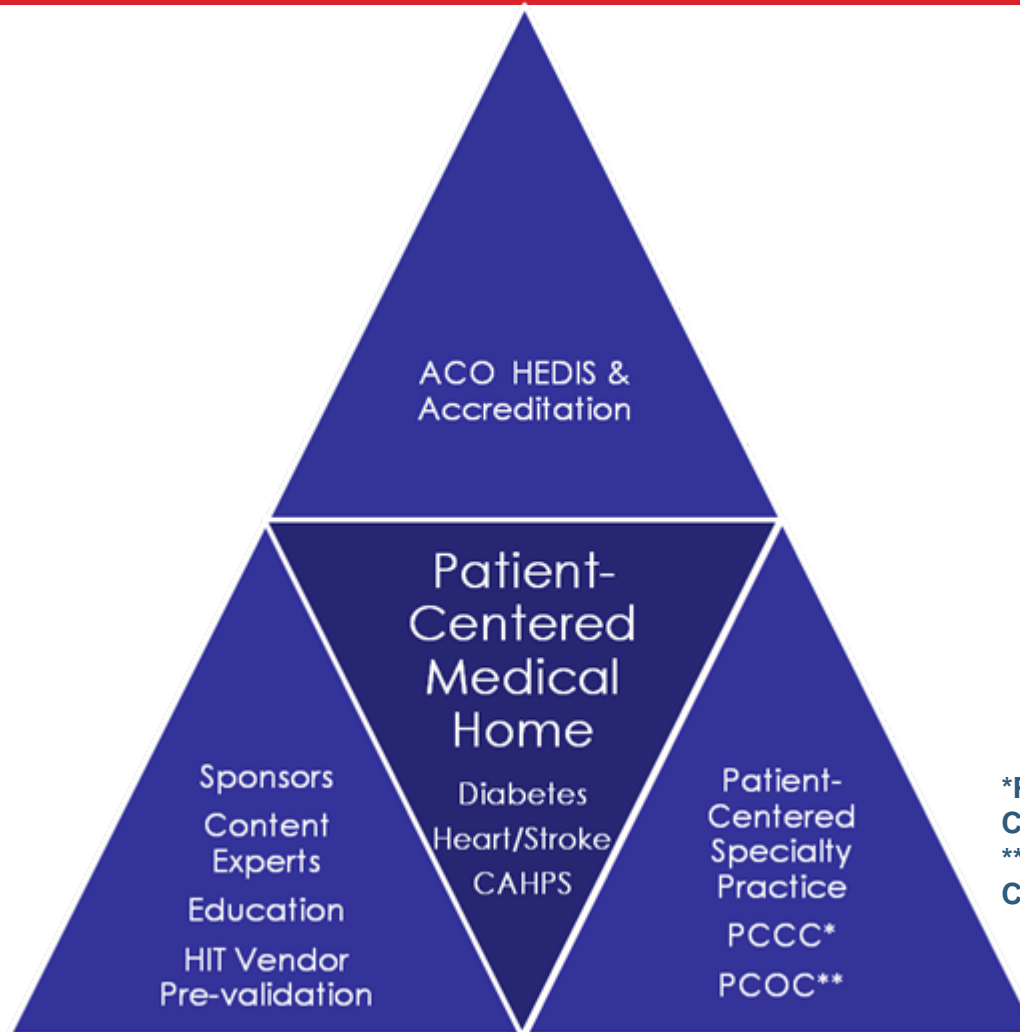
- Identifying and addressing population and patient needs
- Mastering technology support
- Skilled team-based care
- Formalizing quality improvement
- Energized practice culture & leadership

## References:

1. Scholle et al. Support and strategies for change among small patient-centered medical home practices. *Ann Fam Med*. 2013.
2. Tirodkar et al. There's more than one way to build a medical home. Tentatively accepted at AJMC.
3. O'Malley et al. Overcoming Challenges to Teamwork in Patient-Centered Medical Homes: A Qualitative Study. Tentatively accepted at JGIM.



# The Big Picture: NCQA's Delivery System Accountability Suite



\*Patient-Centered Connected Care

\*\*Patient-Centered Oncology Care (PCORI contract)

# NCQA Program Evolution

- **2003-2004:** Physician Practice Connections (PPC) - developed with Bridges to Excellence)
- **2006:** PPC standards updated
- **2008:** PPC-PCMH
- **2011:** PCMH 2011
- **2011:** ACO Accreditation
- **2013:** Patient-Centered Specialty Practice
- **2014:** PCMH 2014

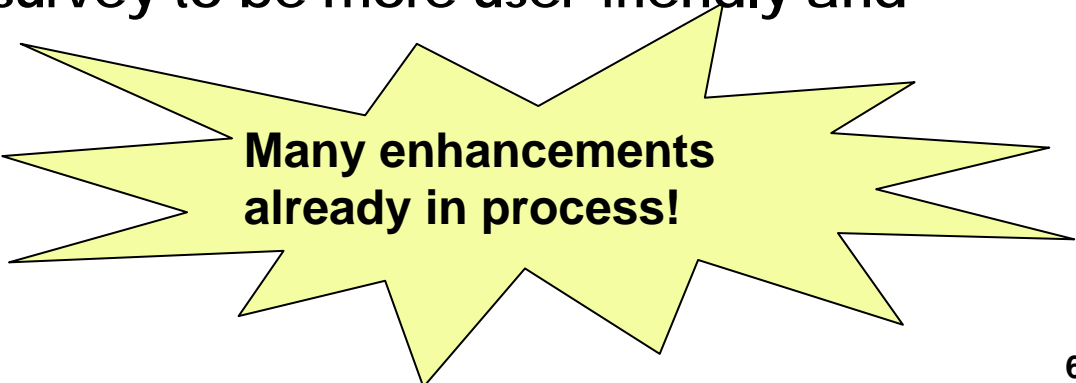
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# What is leadership in a PCMH Recognition Program?

- >39 states with public and commercial sponsors using NCQA PCMH programs
- >20 prevalidated HIT solutions
- >9,000 practice sites recognized
- >40,000 clinicians participating
- >800 Certified Content Experts
- > 2,200 FQHCs recognized
- > 300 Military Treatment Facilities recognized

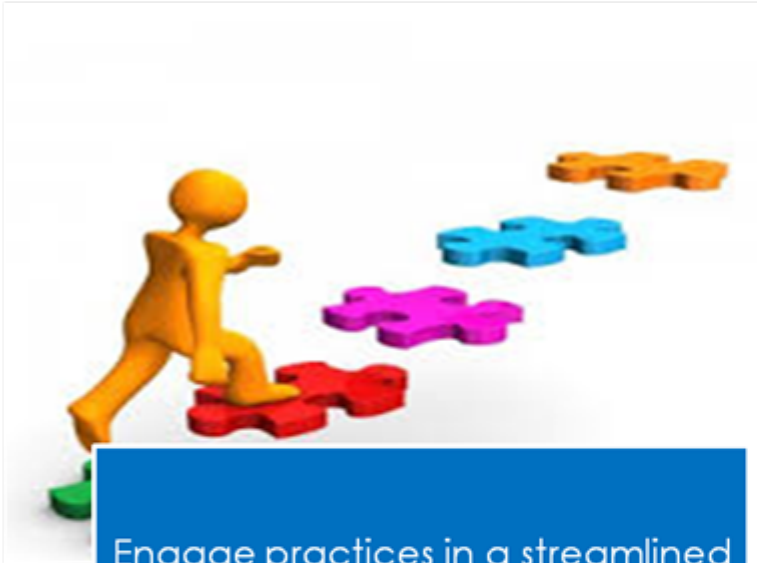
# Feedback From the Field on the NCQA PCMH Recognition Process

- Provide more guidance to practices through new channels, including live support, online resources and improved customer service.
- Offer a variety of educational activities to support practice transformation.
- Reduce documentation requirements.
- Introduce opportunities for virtual demonstration of processes.
- Allow information generated in the course of daily clinical care to support the recognition process.
- Expand prevalidation of health IT solutions providing practices automatic credit towards recognition.
- Redesign the online survey to be more user-friendly and efficient.



**Many enhancements  
already in process!**

# Sustaining Recognition Achievements



Engage practices in a streamlined annual check-in providing confirmation of continuing commitment and performance



Practices will be required to demonstrate that changes made during the initial recognition effort have been anchored in their day-to-day culture, continuing to enhance their patient-centered approach to care

# The NCQA Advantage





# Leading the Way to PCMH Recognition



- Free Standards and Guidelines
  - updated 3 times a year
- Free webinars
  - repeated each month
- NCQA Academy
  - New offerings online and in person

Visit NCQA Web Site at [www.ncqa.org](http://www.ncqa.org) and our booth at this event!



- Answers to your questions at your fingertips
  - Policy/Program Clarification Support (PCS)

<http://ncqa.force.com/pcs/login>

- Share your thoughts
  - [Ideas4PCMH@ncqa.org](mailto:Ideas4PCMH@ncqa.org)