



The Joint Commission  
Accreditation  
*Ambulatory Care*

## Primary Care Medical Home

Accreditation and  
Certification in One

- ▶ Single on-site survey for both
- ▶ Accreditation from a name that patients recognize and trust
- ▶ Exceptional customer service

# Joint Commission's Primary Care Medical Home Certification Option

**Lon Berkeley**  
Project Co-lead, PCMH Initiative  
The Joint Commission  
Project Director, CHC Accreditation

**Medical Home Summit March 23, 2015**  
PRECONFERENCE I: UPDATE ON PATIENT-CENTERED  
PRIMARY CARE RECOGNITION/ACCREDITATION



The Joint Commission  
Accreditation  
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# TERMINOLOGY

## Generally Equivalent Labels:

- ▶ Patient-Centered Medical Home (NCQA)
- ▶ Patient Aligned Care Teams (VHA)
- ▶ Health Care Home (several states)
- ▶ Advanced Primary Care Practice (CMS)
- ▶ Community Health Care Home (Sweden)
- ▶ Community Based Medical Home (Army)
- ▶ Medical Home Port (Navy)
- ▶ **Primary Care Medical Home** (Joint Commission – Ambulatory & Hospital)
- ▶ Behavioral Health Home (Joint Commission – Behavioral Health Care)

# Primary Care Medical Home Initiative Timeline

- ▶ July, 2011: Launch certification for Ambulatory Care accredited organizations; data (as of March 1, 2015):
  - **139 organizations & 1,286 sites of care**
  - 4.1 million patients; 12.4 million patient visits**
  - **2,950 primary care clinicians**
- ▶ 2011 - 2015: Work with public/private payers in demonstration pilots around reimbursement issues
- ▶ Feb 2013: Launch PCMH certification for accredited **Hospital-based** ambulatory care practices
- ▶ Jan 2014: Launch **Behavioral** Health Home certification option
  - ▶ July 2014: Revise standards for Ambulatory PCMH certification option

# PCMH Certification - Distinguishing Features for Free-standing Ambulatory Care Organizations

- ▶ Voluntary/optional certification requiring Joint Commission ambulatory care accreditation
- ▶ On-site survey to evaluate compliance with both accreditation and additional PCMH requirements
- ▶ Timing of survey, conducted either:
  - with regular on-site triennial accreditation survey
  - separately as “PCMH extension” survey

## ...PCMH – Distinguishing Features cont.

- ▶ No special application or document submission requirement
- ▶ Modest add-on fee = \$900 spread over three years of certification period (as of 1/1/14)
- ▶ Organization-wide certification for 3 yrs (includes any applicable PCMH sites)
- ▶ Primary Care Medical Home certification publicly available on [Quality Check](#)



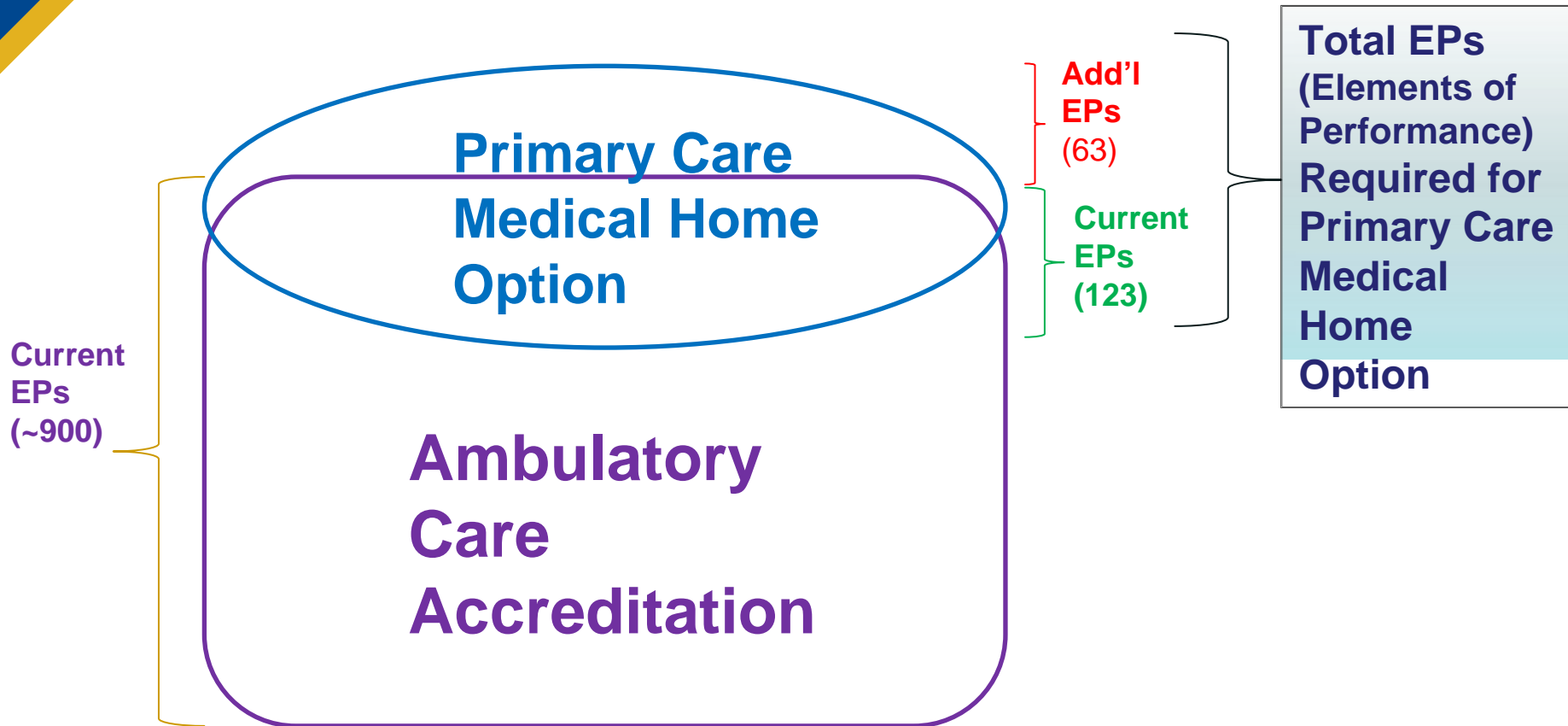
# Joint Commission

## Accreditation + Primary Care Medical Home (PCMH) or Behavioral Health Home (BHH) Certification



**Single integrated, on-site survey evaluating both accreditation and PCMH/BHH requirements**

# Primary Care Medical Home Certification Overlap with Ambulatory Care Accreditation



# HEALTH CENTERS WITH PCMH CERTIFICATION

[www.jointcommission.org/accreditation/pchi.aspx](http://www.jointcommission.org/accreditation/pchi.aspx)

The screenshot shows the Joint Commission website page for Primary Care Medical Home certification. The navigation bar includes 'Accreditation', 'Certification', 'Standards', 'Measurement', and 'Topics'. The breadcrumb trail is 'Home > Accreditation > Ambulatory Health Care > Primary Care Medical Home'. The main heading is 'Primary Care Medical Home'. On the left, there is a sidebar for the 'Ambulatory Health Care Program' with links for 'Currently Accredited', 'Seeking Accreditation', 'Bureau of Primary Health Care', and 'Primary Care Medical Home'. Below this is a 'Primary Care Medical Home Contact Directory' listing Lon Berkeley and Rex Zordan. The main content area features a '40 Years Ambulatory health care accreditation The Joint Commission' banner with the tagline 'Collaborating. Inspiring. Accrediting. Four Decades of Improving Patient Safety in Ambulatory Care'. Below the banner is a section titled 'Primary Care Medical Home Certified Organizations' which includes a gold seal icon and a 'Download PDF' link. A red circle highlights the text 'Organizations that have achieved Joint Commission accreditation and Primary Care Medical Home (PCMH) certification. Learn More' and the 'Download PDF' link. At the bottom, there are tabs for 'Facts about PCMH' and 'Tools'.



# HEALTH CENTERS WITH PCMH CERTIFICATION

[www.qualitycheck.org/Consumer/SearchQCR.aspx](http://www.qualitycheck.org/Consumer/SearchQCR.aspx)



HELPING HEALTH CARE ORGANIZATIONS HELP PATIENTS

- ABOUT QUALITY CHECK
- CERTIFIED ORGANIZATIONS
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Quality Check®

Find a Health Care Organization

How would you like to search?

By Organization Name or Number:

Organization Name or Number:

State (Optional):  
INDIANA

[Tips for Searching](#)

By Zip Code:

Zip Code:

Distance from Zip Code:  
Within Zip Code

By State:

State:

City (optional):



Wh do

Organization	Accreditation/ Certification
<b>HealthNet, Inc</b> 3403 E. Raymond Street Indianapolis, IN 46203 317-957-2000 <a href="#">Directions</a> <a href="#">WebSite</a>	<b>The Joint Commission</b>  The Gold Seal of Approval™ <b>Accredited Programs</b> <ul style="list-style-type: none"><li>• Ambulatory Care</li><li>• Laboratory Accreditation Program</li></ul> <a href="#">View Accreditation Quality Report</a> <b>Certification</b> <ul style="list-style-type: none"><li>• Primary Care Medical Home - Ambulatory Care</li></ul>
Also provides care at: <b>Avondale Meadows Academy</b> DBA: School Based	

# Growing List of Payors' Accepting Joint Commission PCMH

## Public

- Medicaid programs in Iowa, Louisiana, South Carolina, Nebraska, Montana, Ohio
- Federal Off. of Personnel Management
- HRSA/BPHC (5 year contract through '17)

## Private

- FL, SC, NC Blue Cross Blue Shields
- Humana Health Plan, LA Health Care Plan, Amerigroup of Florida, Meritus/AZ
- No preferences: Aetna; UnitedHealthcare

# BPHC/ HRSA Health Center Quality Awards

## ▶ PCMH Recognition Award – Late FY 14

- ▶ Health centers recognized as PCMHs by July 1<sup>st</sup> 2014 were eligible
- ▶ Annual award added to base adjustment for health centers that maintain PCMH recognition (*\$25,000 if at least one site PCMH certified/recognized, plus another \$5,000 per PCMH site*)

## ▶ PCMH Recognition Award - Late FY 15

- ▶ Pending Federal appropriations
  - Health centers recognized as PCMH by July 1<sup>st</sup> 2015 may be eligible

# PCMH “Eligible Care Delivery Site”

## Definition

- A location where on-going established relationships exist between a primary care clinician and a panel of patients.
- Site needs to provide on-going and continuous primary care to a majority of its patients, irrespective of the location of the site or the population of patients being served.

## Examples of sites not PCMH eligible include:

- administrative offices, dental-only practices
- lab/phlebotomy-only, physical therapy services-only
- opioid treatment programs, podiatric services-only,
- mental health services-only, and,
- sites that primarily provide episodic or urgent medical care rather than on-going and continuous primary care.

# Primary Care Medical Home

## Ambulatory Health Care Program

Currently Accredited

Seeking Accreditation

Bureau of Primary Health Care

Primary Care Medical Home

## Primary Care Medical Home Contact Directory

Lon Berkeley  
Co-Project Lead, Primary Care Medical Home Initiative and Project Director for Community Health Center Accreditation  
630-792-5787

Rex Zordan  
Senior Account Executive  
630-792-5509

## Joint Commission Resources

- > 2015 Ambulatory Breakfast Briefings
- > Ambulatory Accreditation Essentials: April 16-17, 2015
- > 2015 Comprehensive Accreditation Manuals
- > 2015 Accreditation Standards Books
- > 2014 Ambulatory Breakfast Briefings - On Demand

## Articles and Videos

- > Medical Home News, December 2014 - Interview with Lon



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Achieve the Gold Seal

Organizations that have achieved Joint Commission accreditation and Primary Care Medical Home (PCMH) certification. [Learn More](#)

[Download PDF](#)

## Facts about PCMH

[Frequently Asked Questions about Standards](#)

[What you need to know about Primary Care Medical Home](#)

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## Comparisons

[Brief Comparative version of The Joint Commission and NCQA PCMH Requirements](#)

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## Tools

[PCMH Self Assessment Tool](#)

[PCMH - Ambulatory Question & Answer Guide](#)

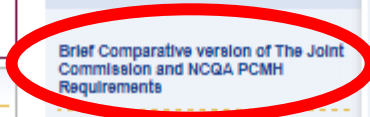
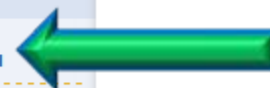
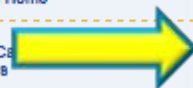
[Most Challenging Requirements In 2013](#)

## Resource Links

[AHRQ](#)

[Patient-Centered Primary Care Collaborative](#)

[National Academy for State Health Policy](#)



# Primary Care Medical Home Requirements

- ▶ There are 5 Operational Characteristics (AHRQ)
  1. Patient-Centeredness
  2. Comprehensive Care
  3. Coordinated Care
  4. Superb Access to Care
  5. System-Based Approach to Quality and Safety
  
- ▶ PCMH video by Community Health Center, Inc, in Middletown, CT  
<https://vimeo.com/62339743>.

# Ambulatory Care Accreditation Standards already address:

- Ethics, Rights, & Responsibilities (RI)
- Provision of Care, Treatment, & Services (PC)
- Waived Testing (WT)
- Medication Management (MM)
- Surveillance, Prevention, & Infection Control (IC)

← Patient-Centered

# Patient-Centered Requirements:

- ▶ Patient-selected primary care clinician (can be an MD/DO, NP, or PA)
- ▶ Provide information to patient about PCMH\*
- ▶ Identify, educate, and use patient self-management goals\*
- ▶ Meet patient communication needs\*
- ▶ Assessment of health literacy\*
- ▶ Clinical record contains patient's: Gender, race, and ethnicity; Family history; **Work history; Blood pressure (for ages 3+); Smoking status (for ages 13+)**
- ▶ Involvement in performance improvement

**\* Most Challenging Standard**



# Comprehensive Care Requirements:

- ▶ Roles/responsibilities of the primary care clinician and interdisciplinary team
- ▶ Provide or facilitate patient access to:
  - Acute care /chronic Care
  - Behavioral health needs
  - Urgent and emergent care
  - Age/gender-specific preventive care
  - Oral / *Optical / Eye health*
  - *Rehabilitative services/equip*
  - Substance abuse treatment
- ▶ Provide disease/chronic care management, including end-of-life care
- ▶ Use interdisciplinary teams (**include MD/DO**)
- ▶ Provide population-based care
- ▶ Care provided for a panel of patient

# Coordinated Care Requirements

- ▶ Provide coordinated care & promote continuity of care among providers
- ▶ Referral tracking and follow-up\*
- ▶ *Certified electronic health record* to:
  - Document and track care *and create reports*
  - *Appointment reminders*
  - Disease management, preventive care
  - Support performance improvement
- ▶ Track patient progress towards treatment goals\*

\* ***Most Challenging Standard***

# Access to Care Requirements:

- ▶ Ability for 24/7 access to\*:
  - *Same day or next day* appointment
  - Request prescription renewal
  - Obtain clinical advice for urgent health needs
- ▶ Flexible scheduling (*e.g. open scheduling, same day appointments, arrangements with other organizations*)
- ▶ 24/7 process for *responding* to patient's urgent care needs
- ▶ Online access to test/lab results, summary lists, medication lists (within 4 business days after available to the PCC/team)

\* ***Most Challenging Standard***

# Quality & Safety Requirements:

- ▶ Electronic prescribing - *for 50% of allowable scripts*
- ▶ *Computerized order entry - labs, meds, imaging*
- ▶ Use clinical decision support tools
- ▶ Collect data on\*:
  - Disease management outcomes
  - Patient perceptions of access to care within PCMH established time frames
  - Patient experience and satisfaction
- ▶ Use of data to improve performance

**\* *Most Challenging Standard***

# What Does a Survey Look Like?

## The On-site Event:

- ▶ Patient and Customer-Centric Focused
  - Patient observations and discussions *with patient permission*
  - Minimal interruption
- ▶ Educational and Informative
  - Shared observations
  - Leaders/managers/staff encouraged to participate
- ▶ Surveyors
  - Clinical & administrative professionals experienced in ambulatory arena
  - Collaborative and courteous



# PCMH On-Site Survey Process...

- ▶ On-site survey
  - No change to current survey sessions
- ▶ Trace patient experience (patient tracers)
- ▶ Conduct patient interviews about:
  - Selection of primary care clinician
  - Information received by patient about how to access clinic to meet their care needs
  - Consideration of language, cultural needs & preferences

# ...On-Site Survey Process (cont'd)



## ▶ Clinical record review

- Patient self-management goals
- Follow-up on care recommendations, test results

## ▶ Discussions with leaders & staff

- Scope of services available: acute, chronic, behavioral?
- Determining composition of interdisciplinary teams

# ...On-Site Survey Process (cont'd)

- ▶ Infrastructure: clinical decision support tools, use of HIT, e-prescribing, referral tracking
- ▶ HR file review
  - Primary care clinician working within scope of practice
- ▶ Review of performance improvement data
  - Patient perception of access, comprehensiveness, and care coordination



# Post-Survey Process for PCMH

- ▶ Follow-up to “Requirements for Improvement”
  - **Evidence of Standards Compliance** for both PCMH and other ambulatory care standards
  
- ▶ Acceptance of Evidence of Standards Compliance
  - Special **Certification Letter & Award**
  - Posting on **Quality Check**
  
- ▶ 3-year Accreditation and Certification period
  
- ▶ “Focused Standards Assessment”
  - Annual self-assessment of PCMH and ambulatory care standards

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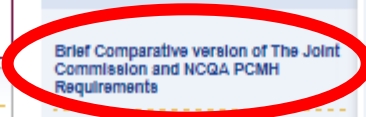
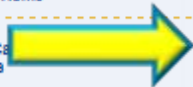
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# Comparison to NCQA PCMH Recognition



## NCQA Level 3 PCMH Recognition Requirements Compared to 2011 Joint Commission Standards and EPs

FEATURE	THE JOINT COMMISSION	NCQA
Name	Primary Care Medical Home	Patient-Centered Medical Home
Award Label	Certification	Recognition
Accreditation of organization also required?	YES	NO
Levels of Achievement?	NO	YES: Levels 1, 2, 3
Need to submit documentation?	NO	YES
On-site survey process for all organizations to evaluate compliance?	YES	NO (Conducted through on-line submission of documentation)
On-site consultation regarding approaches to standards compliance?	YES	NO
Copy of preliminary report available on site?	YES	NO
Scope of Evaluation	Entire organization	Delivery site specific
Length of award	3 years	3 years

[www.jointcommission.org/accreditation/pchi.aspx](http://www.jointcommission.org/accreditation/pchi.aspx)

# Joint Commission PCMH vs. NCQA

## Easier in 5 Ways

1. **Single organization** for both PCMH and accreditation (*including lab & behavioral health, if applicable*).
2. **Single site visit** integrates evaluation of both (*"2 for 1"*).
3. PCMH Certification **applies to the entire organization** (*not just a single site*).
4. Surveyors provide **on-site tools, tips, and suggestions** for compliance.
5. Continuing **assistance throughout the post-survey follow-up period**.

## Harder in 4 Ways

1. **More requirements** must be in compliance.
2. On-site surveys are **unannounced** (*unless seeking first time accreditation*).
3. **Annual self-assessment** is required (*"Intra-cycle Monitoring"*) during non-surveyed years.
4. Concerns about safety/quality from patients, staff, and community can be **submitted** to The Joint Commission.

# PCMH case example—Southeastern Regional Physician Services, SC

- ▶ “We sought separate (from the hospital’s) accreditation to reflect our changed model of care”
- ▶ “Joint Commission PCMH certification helped advance what we were currently doing and reinforced our commitment to this (patient-centered) care model”
- ▶ “PCMH certification confirmed we are going in the right direction ... and identified where we need to go”

# Questions?



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