

Primary Care Medical Home Comparisons

- ▶ HRSA/BPHC's "National Quality Recognition Initiatives Resources: Comparison Chart"
- ▶ Urban Institute's "Comparison of Ten Patient-Centered Medical Home Recognition Tools"
- ▶ Medical Group Management Report's "Patient Centered Medical Home Guidelines - A Tool to Compare National Programs"
- ▶ The American College of Physicians' updated "Medical Home Builder"

Federal Initiatives – \$ Support

QUALITY INITIATIVE	JOINT COMMISSION	NCQA
1) HRSA Accreditation <i>[since 1997]</i>	X (includes PCMH certification option)	
2) HRSA Medical/Health Home <i>[since 2010]</i>		X
3) FY '11 HRSA Quality Improvement & PCMH Supplemental Grant (\$35k) <i>[in 2011]</i>	X	X
4) FY '12 HRSA Quality Improvement & PCMH Supplemental Grant (~\$55k) <i>[in 2012]</i>	X	X
5) CMS FQHC Advanced Primary Care Practice Demonstration <i>[in 2011]</i>		X (selected sites)

Comparison to NCQA PCMH Recognition

www.jointcommission.org/the_joint_commission_and_ncqa_a_comparison_of_requirements/

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

This tool, prepared by The Joint Commission, compares the National Committee for Quality Assurance (NCQA) general standard areas for its 2011 version of the Patient-Centered Medical Home to the specific Joint Commission requirements for its Primary Care Medical Home. While there are differences between The Joint Commission's evaluation and scoring process (see table below), this analysis demonstrates that The Joint Commission's Primary Care Medical Home option requirements are comparable to NCQA's Patient-Centered Medical Home Level 3 requirements.

FEATURE	THE JOINT COMMISSION	NCQA
Name	Primary Care Medical Home	Patient-Centered Medical Home
Award Label	Designation	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

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 (“*Periodic Performance Review*”) during non-surveyed years.
4. Concerns about safety/quality from patients, staff, and community can be **submitted** to The Joint Commission.

PCMH Requirements Comparison: Joint Commission vs NCQA

Comparable Requirements (examples):

- Providing patients timely access to clinical advice
- Patients select their personal clinician
- Educating the patient about PCMH
- Partner with patient for treatment goals/plan
- Care coordination/tracking across multiple settings
- Providing self-management support to patient
- Offering culturally/linguistically appropriate services
- Care team involved in performance improvement
- Use of evidence-based clinical practice guidelines
- Electronic prescribing

THE JOINT COMMISSION	COMPARES TO	NATIONAL COMMITTEE ON QUALITY ASSURANCE
Ambulatory Care Accreditation		Level One - Patient-Centered Medical Home recognition
Primary Care Medical Home Certification option plus Ambulatory Care Accreditation		Level Three - Patient-Centered Medical Home recognition

PCMH Requirements Comparison cont.

NCQA Requirements beyond Joint Commission:

- More specific expectations on care team roles/training
- Patient has electronic access to health information, appointments, test results, refills
- Use of electronic health record
- Additional & minimum performance measures (examples)
 - 80% pts with current problem list
 - 50% care transitions have medication reconciliation
 - Set goals & act on minimum of 3 preventive/chronic measures
- Identification of hi-risk/complex patients & patients with important conditions

PCMH Requirements Comparison cont.

Joint Commission Requirements beyond NCQA:

- ✓ Patient Rights, including
 - Making decisions regarding managing his/her care
 - Educating patients about their right to obtain care from other PCCs, seek second opinion, seek specialty care
- ✓ Identify & Incorporate Health Care Literacy Needs
- ✓ Interdisciplinary team acts on recommendations from referrals
- ✓ Competency of Primary Care Clinician & Team
- ✓ Responsibility of PCC for team functioning

Relationship of Joint Commission's PCMH to HIT/Meaningful Use Reporting Requirements

Direct Overlap (8 of 15):

- E-prescribing
- Records patient demographics
- Maintains an up-to-date problem list of current and active diagnoses
- Maintains active medication list
- Maintains active medication allergy list
- At least one clinical decision support rule
- Exchanges key clinical information among providers
- Protects electronic health information

Potential Overlap:

- Implements drug to drug and drug allergy interaction checks
- Records and charts changes in vital signs
- Records smoking status for patients >13
- Reports ambulatory clinical quality measures
- Provides patients with an electronic copy of their health information
- Provides clinical summaries to patients for each office visit
- Uses CPOE for medication orders

Primary Care Medical Home Resources

Joint Commission Primary Care Medical Home Website <http://www.jointcommission.org/PCMH>

- PCMH requirements & Self-assessment Tool
- Register for trial version of E-dition (Free 60-day access to electronic version of Ambulatory Care Standards)
- Request application
- News, articles and links to other resources!
- Comparisons to other evaluative models.

