Joint Commission’s Primary Care Medical Home Certification Option

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PRECONFERENCE I: UPDATE ON PATIENT-CENTERED PRIMARY CARE RECOGNITION/ACCREDITATION
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

PCMH/BHH Certification Requirements

Accreditation Requirements for:
Ambulatory Care - Hospital – Critical Access Hospital – Behavioral Health

Single integrated, on-site survey evaluating both accreditation and PCMH/BHH requirements
Primary Care Medical Home Certification Overlap with Ambulatory Care Accreditation

- Current EPs (~900)
- Add’l EPs (63)
- Current EPs (123)
- Total EPs (Elements of Performance) Required for Primary Care Medical Home Option

Ambulatory Care Accreditation

Primary Care Medical Home Option
HEALTH CENTERS WITH PCMH CERTIFICATION

www.qualitycheck.org/Consumer/SearchQCR.aspx
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 1st 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 1st 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

Facts about PCMH
- Frequently Asked Questions about Standards
- What you need to know about Primary Care Medical Home
- Ambulatory Care Requirements
- Primary Care Medical Home Certified Organizations

Comparisons
- Brief Comparative version of The Joint Commission and NCQA PCMH Requirements

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

The Joint Commission and NCQA: A comparison of requirements

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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
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 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; Red = new as of July, 2014
Comprehensive Care Requirements:

- Roles/responsibilities of the primary care clinician and interdisciplinary team

- Provide or facilitate patient access to:
  - Acute care /chronic Care needs
  - Oral Health Behavioral health
  - Rehabilitative services/equip
  - Urgent and emergent care
  - Substance abuse treatment
  - Age/gender-specific preventive care
  - Optical/Eye health

- 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

  Red = new as of July, 2014
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; Red = new as of July, 2014
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; Red = new as of July, 2014
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; Red = new as of July, 2014
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
### Comparison to NCQA PCMH Recognition

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

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

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

www.jointcommission.org/PCMH

THANK YOU