



Alabama Chapter-AAP Member Action Tool: **A Step by-Step Blueprint for Attaining NCQA Medical Home Recognition**

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Alabama Chapter

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A Step-by-Step Blueprint for Attaining NCQA Medical Home Recognition

1	Determine Medical Home Readiness	<ul style="list-style-type: none"> • Are the physicians/providers in your practice ready to make changes in office protocols? • Are the physicians/providers in your practice open to making changes in their documentation and/or practice style? • Is your staff ready to make changes in workflow? • Is the timing right to endure minor patient delays, to have extra meetings, and to support some increased costs?
2	Establish Leadership Team	<ul style="list-style-type: none"> • Identify a physician leader who can direct your practice transformation. Qualities include: <ul style="list-style-type: none"> ○ Interested in quality improvement ○ Able to motivate other providers ○ Able to supervise and direct staff • Identify Staff leaders who will assist physician in obtaining data and designing process changes. These may include: <ul style="list-style-type: none"> ○ Project coordinator ○ Nursing supervisor ○ Insurance personnel ○ Information Technology support
3	Establish Timeline	<ul style="list-style-type: none"> • Many practices that already have quality improvement measures in place (e.g., ALAAP Asthma Project) will be able to make the transformation in 3-6 months. Those starting from scratch may take 6-12 months. <ul style="list-style-type: none"> ○ Having a goal helps to stay motivated – it is easy to get lost in the details during this project.
4	Secure resources	<ul style="list-style-type: none"> • You do not need to pay for the recognition program at this time. • Go to http://www.medicalhomeinfo.org/ – this site is put together by the AAP to assist with transforming your practice. It has information regarding the origins and organization of the medical home. It also breaks down the medical home process with checklists. You will find that your practice does many of these things already, especially if you are using a medical record that is CCHIT certified and you are working toward CMS Meaningful Use. • Go to http://www.ncqa.org/Home/PatientCenteredMedicalHome.aspx. This is the home page for NCQA Medical Home Recognition. There are many resources on this page, including the new 2011 standards. Order the free PDF with the standards and guidelines here : http://store.ncqa.org/index.php/recognition/2014-pcmh-standards-and-guidelines-epub-single-user.html. The Adobe PDF version of the PCMH Standards and Guidelines includes the requirements to meet the standards, as well as explanations and examples • NCQA has free monthly training programs via the web. THESE ARE VERY IMPORTANT!! They help answer many questions you may have. The whole team should attend at least one of these. This is one of the few places where practices can ask questions about the standards and the documentation process. Their schedule can be found here: http://www.ncqa.org/tabid/109/Default.aspx

5	Work through the resources	<ul style="list-style-type: none"> Review the list of standards and evaluate where your practice currently stands <ul style="list-style-type: none"> Many items are already in place. Some items are in place, but there is no documentation (e.g., actual written protocols for non-English speaking patients) Some items are in place, but do not exactly meet the standard and will need some degree of process change (e.g., referral tracking) Some items are not in place, and will require development of new office procedures
6	Begin securing documentation	<ul style="list-style-type: none"> Working through in the above order allows you to have early successes and become more comfortable with the program as you work through. <ul style="list-style-type: none"> Make sure documentation is very thorough and obvious (e.g., when submitting a screen shot to show you document patient allergies, put a big red circle around the allergies) EVERY sub-item that you are submitting needs to have supporting documentation.
7	Make practice changes	<ul style="list-style-type: none"> Written protocols should be documented on letterhead with the date of the protocol. Word the protocol so that a new person coming to work for your practice would be able to understand it. <ul style="list-style-type: none"> If possible, new procedures should be tested on a small scale with a few providers before implementing across the practice. This helps to work out problems and optimize it, reducing provider frustration with the process.
8	Apply to NCQA	<ul style="list-style-type: none"> Apply online to NCQA here: http://store.ncqa.org/index.php/recognition/2014-pcmh-survey-tool-web-based.html <ul style="list-style-type: none"> You must complete their Survey Tool before officially applying. When Survey Tool is complete, you may apply. Costs vary according to number of providers and number of locations. Upload EVERY piece of relevant documentation for each sub-item you are submitting. Even if it is the same screenshot, upload that documentation again if it for a different sub-item.
9	Enjoy your medical home!!	