

NCQA PCMH 10 Must Pass Elements

For each element, indicate the number of subelements to which your practice adheres. Where applicable, estimate percentage of patients seen in last 3 months with information charted. Indicate the type of documentation you can submit to NCQA.

To pass an element, your practice must achieve at least 50% of the maximum score. To be at least a level 2 PCMH, your practice must pass all 10 elements

PPC 1: ACCESS & COMMUNICATION (9.00 Points)

Element 1A: Written Standards (4.00 Points)	Yes/No	Documentation
The practice establishes in writing standards for the following processes to support patient access:		
1. Scheduling each patient with a personal clinician for continuity of care		
2. Coordinating visits with multiple clinicians and/or diagnostic tests during one trip		
3. Determining through triage how soon a patient needs to be seen		
4. Maintaining the capacity to schedule patients the same day they call		
5. Scheduling same day appointments based on practice's triage of patients' conditions		
6. Scheduling same day appointments based on patient's/family's requests		
7. Providing telephone advice on clinical issues during office hours by physician, nurse or other clinician within a specified time		
8. Providing urgent phone response within a specific time, with clinician support available 24 hours a day, 7 days a week		
9. Providing secure e-mail consultations with physician or other clinician on clinical issues, answering within a specified time		
10. Providing an interactive practice Web site		
11. Making language services available for patients with limited English proficiency		
12. Identifying health insurance resources for patients/families without insurance.		

Practice has written policy for how many items?
0-1 (0%), 2-3 (25%), 4-6 (50%), 7-8 (75%), 9-12 (100%)

Projected Score:
(Pass = 2 points)

Element 1B: Data (5.00 Points)	Yes/No	Documentation
The practice's data shows that it meets access and communication standards in 1A:		
1. Visits with assigned personal clinician for each patient		
2. Appointments scheduled to meet the standards in Items 2-6 in 1A		
3. Response times to meet standards for timely response to telephone requests		
4. Response times to meet its standards for timely response to e-mail and interactive Web requests		
5. Language services for patients with limited English proficiency		

Practice's data meets how many items?
0-1 (0%), 2 (25%), 3 (50%), 4 (75%), 5 (100%)

Projected Score:
(Pass = 2.5 points)

PPC 2: PATIENT TRACKING AND REGISTRY FUNCTIONS (21 points)

Element 2D: Charting Tools (6.00 Points)	%	Documentation
For Element D, enter the percentage (%) of patients for whom the practice uses the following electronic or paper-based charting tools to document the following information:		
1. Problem lists		
2. Lists of over-the-counter medications, supplements and alternative therapies		
3. Lists of prescribed medications including both chronic and short-term		
4. Structured template for age-appropriate risk factors (at least 3)		
5. Structured templates for narrative progress notes		
6. Age appropriate standardized screening tool for developmental testing		
7. Growth charts plotting height, weight, head circumference and BMI, if less than 18 years		

What % of records of patients seen in last 3 months include at least 3 tools with info documented? <10% (0%), 10-24% (25%), 25-49% (50%), 50-74% (75%), 75-100% (100%)

Projected Score:
(Pass = 3 points)

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Element 2E: System to Identify Diagnoses or Conditions (4.00 Points)		Yes/No	Documentation
The practice uses an electronic or paper-based system to identify the following diagnoses and conditions:			
1. Practice's most frequently seen diagnoses			
2. Most important risk factors in the practice's patient population			
3. Three conditions that are clinically important in the practice's patient population.			

Projected Score:
(Pass = 2 points)

How many items does the practice identify: 0 (0%), 1 (50%), 3 (100%)

PPC 3: CARE MANAGEMENT (20.00 Points)

Element 3A: Evidence-Based Conditions (3.00 Points)		Yes/No	Documentation
The practice adopts and implements evidence-based diagnosis and treatment guidelines for:			
1. First clinically important condition			
2. Second clinically important condition			
3. Third clinically important condition			

Projected Score:
(Pass = 1.5 points)

Practice implements guidelines for how many conditions? 0 (0%), 2 (50%), 3 (100%)

PPC 4: Patient Self-Management Support (6.00 Points)

Element 4B: Self-Management Support-EBG Conditions (4.00 Points)		%	Documentation
For Element B, enter the percentage of patients for whom practice conducts the following activities to support patient/family self-management, for the three important conditions:			
1. Assesses patient/family preferences, readiness to change and self-management abilities			
2. Provides educational resources in the language or medium that the patient/family understands			
3. Provides self-monitoring tools or personal health record, or works with patients' self-monitoring tools or health record, for patients/families to record results in the home setting where applicable			
4. Provides or connects patients/families to self-management support programs			
5. Provides or connects patients/families to classes taught by qualified instructors			
6. Provides or connects patients/families to other self-management resources where needed			
7. Provides written care plan to the patient/family.			

Projected Score:
(Pass = 2 points)

What % of records of patients seen in last 3 months have at least 3 activities documented?
≤10% (0%), 10-24% (25%), 25-49% (50%), 50-74% (75%), 75-100% (100%)

PPC 6: Test Tracking (13.00 Points)

Element 6A: Test tracking and Follow Up (7.00 Points)		Yes/No	Documentation
1. Tracks all laboratory tests ordered or done within the practice, until results are available to the clinician, flagging overdue results			
2. Tracks all imaging tests ordered or done within the practice, until results are available to the clinician, flagging overdue results			
3. Flags abnormal test results, bringing them to a clinician's attention			
4. Follows up with patients/families for all abnormal test results			
5. Follows-up with inpatient facility on hearing screening and metabolic screening to get results			
6. Notifies patients/families of all normal test results			

Projected Score:
(Pass = 3.5 points)

The practice uses how many types of tracking and follow up? No capacity or <3 types (0%), system has capability to do 4 types but practice does not use it (25%), uses 3 types (50%), uses 4-6 types (100%)

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PPC 7: Referral Tracking (4.00 Points)

Element 7A: Referral Tracking (4.00 Points)		Yes/No	Documentation
The practice uses a system that includes the following information for its referrals:			
1. Origination			
2. Clinical details			
3. Tracking status			
4. Administrative details			

Practice uses system that includes how many items?
0 (0%), 1 (50%), 2-3 (75%), 4 (100%)

Projected Score:
(Pass = 2 points)

PPC 8: Performance Reporting and Improvement (15.00 Points)

Element 8A: Measures Performance (3.00 Points)		Yes/No	Documentation
The practice measures or receives data on the following types of performance by physician or across the practice:			
1. Clinical process (e.g., percentage of women 50+ with mammograms or childhood vaccination rates)			
2. Clinical outcomes (e.g., HbA1c levels for diabetics)			
3. Service data (e.g., backlogs or wait times)			
4. Patient safety issues (e.g., medication errors)			

Practice measures how many types of performance? None (0%), 1 (50%), ≥ 2 (100%)

Projected Score:
(Pass = 1.5 points)

Element 8C: Reports Performance (3.00 Points)		Yes/No	Documentation
The practice reports on performance on the measures in 8A and 8B:			
1. Across the practice			
2. By individual physician			

How does practice report performance? No reporting (0%), report to physicians or across practice (50%), reports to physicians results both across practice and by physician (100%)

Projected Score:
(Pass = 1.5 points)

RECOMMENDED RESOURCES

1. NCQA PPC-PCMH Standards and Guidelines available at www.ncqa.org
2. Obtaining Patient-Centered Medical Home Recognition: A How-to-Manual by Primary Care Development Corporation
Manual available at: http://www.pcdcny.org/data/org/128/media/doc/8045_master_manual.pdf
Appendices including NCQA based self-assessment tool with score calculation available at:
http://www.pcdcny.org/index.cfm?organization_id=128§ion_id=2047&page_id=8777