

# Integrating the new 2011 NCQA Patient Centered Medical Home (PCMH) Standards and Meaningful Use Criteria to Enhance your HCH Practice

## Table Exercise #4

### **Standard 6: Measure and Improve Performance**

Using the same process articulated in the first table top exercise, rate your health center's current level of performance for the key elements in Standard 6: Measure and Improve Performance

#### **Standard 6: Measure and Improve Performance**

- The practice uses performance and patient experience data to continuously improve
- The practice tracks utilization measures such as rates of hospitalizations and ER visits
- The practice identifies vulnerable patient populations
- The practice demonstrates improved performance
- The practice involves patients/families in quality improvement
- The practice obtains performance data for key vulnerable populations

#### **Questions to Review**

1. Describe the performance improvement process currently in place in your health center.
  - Has your center developed a formal structure for conducting and reviewing performance improvement data? Describe
  - Who is involved?
  - What types of information/data are reviewed?
  - Do reviews happen on a regular basis?
  - Are patients involved in your performance improvement process?
  - How does your center determine which opportunities for improvement you will pursue?
2. Does your center conduct any kind of formal patient experience survey? How is the data collected?
  - Focus groups?
  - Interviews?
  - Surveys?
  - Suggestion boxes?

3. How often do you collect this information? How many patients are involved? How are they chosen?
  
4. Does your center develop data specific to providers and across the practice? What are some lessons learned from this process?