

# Joint Commission's Primary Care Medical Home Certification Option

## 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

**Lon Berkeley**  
**Project Co-lead, PCMH Initiative**  
**The Joint Commission**  
**Project Director, CHC Accreditation**

**National Health for the Homeless Conference**  
**May 7, 2015**  
**Washington, DC**

**ACHIEVING PCMH CERTIFICATION PANEL**



# Joint Commission's Vision & Mission



## ▶ Vision:

All people always experience the safest, highest quality, best-value health care across all settings.

## ▶ Mission:

To continuously improve health care for the **public**, in collaboration with other stakeholders, by **evaluating** health care organizations and inspiring them to excel in providing safe and effective care of the highest quality and value.

# Background on Joint Commission

- Private, non-profit created & governed by health care professionals and consumers
- Accredits/certifies over 20,000 total organizations (hospitals, labs, behavioral health, home care, long term care, ambulatory care)
- Accrediting **over 2,100** Ambulatory Care organizations since 1975 covering 7,600 sites of care, including:
  - Single and Multi-Specialty Group Practices
  - Community Health Centers/FQHCs
- Primary Care Medical Home (PCMH) Certification since 2011**



# 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 May 1, 2015):
  - **140 organizations & 1,287 sites of care have PCMH**
  - **29 Centers w/ HCH (330h) funding have PCMH (62 Accredited Health Centers with HCH \$)**
- ▶ 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

# HEALTH CENTERS WITH PCMH CERTIFICATION

[www.jointcommission.org/accreditation/pchi.aspx](http://www.jointcommission.org/accreditation/pchi.aspx)

The screenshot shows the Joint Commission website page for Primary Care Medical Home certification. The page has a blue header with navigation tabs: Accreditation, Certification, Standards, Measurement, and Topics. Below the header is a breadcrumb trail: Home > Accreditation > Ambulatory Health Care > Primary Care Medical Home. A Twitter icon is visible in the top right corner.

The main content area is titled "Primary Care Medical Home". On the left, there is a sidebar with a blue header "Ambulatory Health Care Program". Under this header, there are four links: "Currently Accredited", "Seeking Accreditation", "Bureau of Primary Health Care", and "Primary Care Medical Home" (which is highlighted with a yellow arrow).

The main content area features a large blue banner with the text "40 Years Ambulatory health care accreditation The Joint Commission" and "Collaborating. Inspiring. Accrediting. Four Decades of Improving Patient Safety in Ambulatory Care". Below this banner is a section titled "Primary Care Medical Home Certified Organizations". This section contains a gold seal icon and the text "Achieve the Gold Seal". A red circle highlights the text "Organizations that have achieved Joint Commission accreditation and Primary Care Medical Home (PCMH) certification." and a "Learn More" link. Below this text is a "Download PDF" link with a PDF icon.

At the bottom of the page, there are two tabs: "Facts about PCMH" and "Tools".



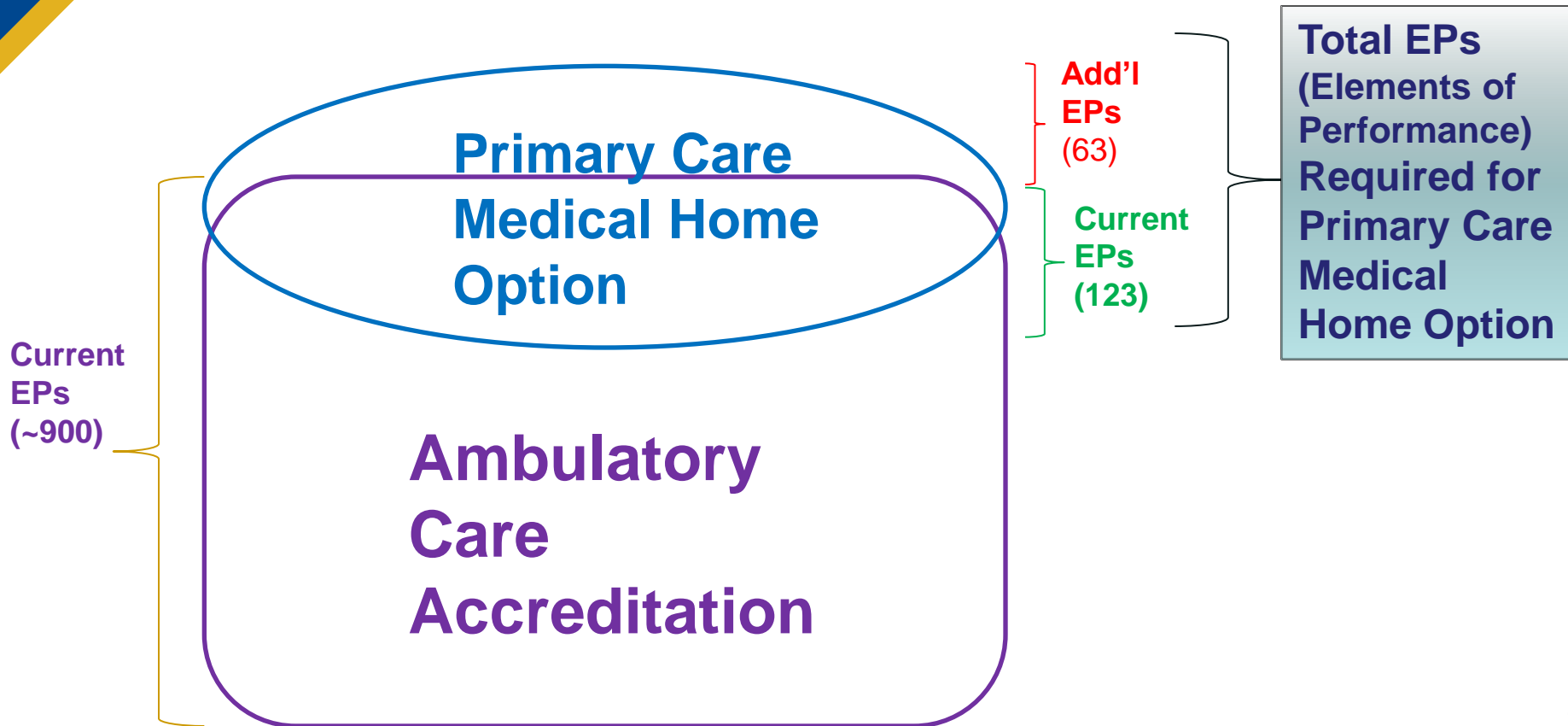
# Joint Commission

## Accreditation + Primary Care Medical Home (PCMH) or Behavioral Health Home (BHH) Certification



*Single integrated, on-site survey evaluating both accreditation and PCMH/BHH requirements*

# Primary Care Medical Home Certification Overlap with Ambulatory Care Accreditation





# 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](#)

# HEALTH CENTERS WITH PCMH CERTIFICATION

[www.qualitycheck.org/Consumer/SearchQCR.aspx](http://www.qualitycheck.org/Consumer/SearchQCR.aspx)



- ABOUT QUALITY CHECK
- CERTIFIED ORGANIZATIONS
- TAKE OUR SURVEY
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Quality Check®

Find a Health Care Organization

How would you like to search?

By Organization Name or Number:

Organization Name or Number:

State (Optional):  
INDIANA

[Tips for Searching](#)

By Zip Code:

Zip Code:

Distance from Zip Code:  
Within Zip Code

By State:

State:

City (optional):



Wh do

Organization	Accreditation/ Certification
<b>HealthNet, Inc</b> 3403 E. Raymond Street Indianapolis, IN 46203 317-957-2000 <a href="#">Directions</a> <a href="#">WebSite</a>	<b>The Joint Commission</b>  The Gold Seal of Approval™ <b>Accredited Programs</b> <ul style="list-style-type: none"><li>• Ambulatory Care</li><li>• Laboratory Accreditation Program</li></ul> <a href="#">View Accreditation Quality Report</a> <b>Certification</b> <ul style="list-style-type: none"><li>• Primary Care Medical Home - Ambulatory Care</li></ul>
Also provides care at: <b>Avondale Meadows Academy</b> DBA: School Based	

# 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 1<sup>st</sup> 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 1<sup>st</sup> 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

## Ambulatory Health Care Program

Currently Accredited

Seeking Accreditation

Bureau of Primary Health Care

▶ Primary Care Medical Home

## Primary Care Medical Home Contact Directory

Lon Berkeley  
Co-Project Lead, Primary Care Medical Home Initiative and Project Director for Community Health Center Accreditation  
630-792-5787

Rex Zordan  
Senior Account Executive  
630-792-5509

## Joint Commission Resources

- ▶ 2015 Ambulatory Breakfast Briefings
- ▶ Ambulatory Accreditation Essentials: April 16-17, 2015
- ▶ 2015 Comprehensive Accreditation Manuals
- ▶ 2015 Accreditation Standards Books
- ▶ 2014 Ambulatory Breakfast Briefings - On Demand

## Articles and Videos

- ▶ Medical Home News, December 2014 - Interview with Lon



Collaborating. Inspiring. Accrediting.

Four Decades of Improving Patient Safety in Ambulatory Care

## Primary Care Medical Home Certified Organizations



Achieve the Gold Seal

Organizations that have achieved Joint Commission accreditation and Primary Care Medical Home (PCMH) certification. [Learn More](#)

[Download PDF](#)

## 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](#)

[The Joint Commission and NCQA: A comparison of requirements](#)

## Tools

[PCMH Self Assessment Tool](#)

[PCMH - Ambulatory Question & Answer Guide](#)

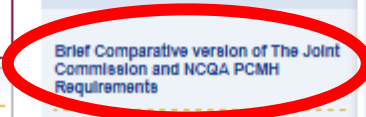
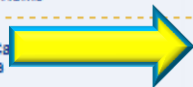
[Most Challenging Requirements In 2013](#)

## Resource Links

[AHRQ](#)

[Patient-Centered Primary Care Collaborative](#)

[National Academy for State Health Policy](#)



# 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  
<https://vimeo.com/62339743>.

# **MOST CHALLENGING PRIMARY CARE MEDICAL HOME REQUIREMENTS**

**Joint Commission PCMH Requirements Generating FINDINGS in 10%+ Organizations Surveyed  
(2011 - 2014)**

*(Note: Requirements updated to reflect July 2014 wording)*

## **SELF-MANAGEMENT GOALS**

- Patient **self-management goals** are identified, agreed upon with the patient, and incorporated into the patient's treatment plan. *(PC.01.03.01/EP 44)*
- The primary care clinician and the interdisciplinary team educate the patient on **self-management goals** and techniques based on the patient's individual needs. *(PC.02.03.01/EP 28)*

## **HEALTH LITERACY**

- The interdisciplinary team identifies the patient's **health literacy needs**. *(PC.02.02.01/EP 24)*

## **TRACKING REFERRALS**

- When a patient is referred to an external organization, the interdisciplinary team **reviews and tracks the care** provided to the patient. *(PC.02.04.05/EP 6)*
- Members of the interdisciplinary team provide comprehensive and coordinated care, and **maintain continuity of care**. *(PC.02.04.05/EP 2)*

## **PERFORMANCE IMPROVEMENT**

- The organization **collects data** on *(PI.01.01.01/EP 42)*:
  - Patient experience and satisfaction related to **access to care and communication**, and
  - Patient perception of the **comprehensiveness, coordination and continuity** of care.
- The organization collects data on patient **access to care within time frames** established by the organization. *(PI.01.01.01/EP 41)*

## **PATIENT COMMUNICATION**

- The clinical record contains the **patient's communication needs**, including preferred language for discussing health care. *(RC.02.01.01/EP 29)*

## **ACCESS TO CARE**

- The organization **provides patients with the ability to do** the following 24/7:  
*(PC.02.04.01/EP 1)*
  - Contact the PCMH to obtain a same or next day appointment
  - Request prescription renewal
  - Obtain clinical advice for urgent health needs.

## **INFORMATION TO PATIENT/FAMILY ABOUT PMCH**

- The organization provides information to the patient about **how the PMCH functions**, including the following: *(RI.01.04.03/EP 3)*
  - Selection of a primary care clinician
  - Involvement in his or her own treatment plan
  - Management of referrals
  - Coordination of care
  - Collaboration with patient-selected clinicians who provide specialty care or second opinions
  - Communication with the primary care medical home about health care concerns/other information.
- The organization provides patients **information about the mission, vision, and goals** of the primary care medical home. *(RI.01.04.03/EP 1)*




# 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



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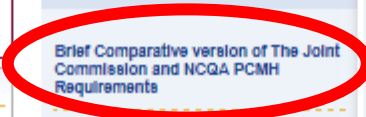
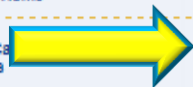
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# Primary Care Medical Home Comparisons

- ▶ 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 Association Report's "Patient Centered Medical Home Guidelines - A Tool to Compare National Programs"
- ▶ The American College of Physicians' updated "Medical Home Builder"

# Comparison to NCQA PCMH Recognition





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

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

[www.jointcommission.org/accreditation/pchi.aspx](http://www.jointcommission.org/accreditation/pchi.aspx)

# Comparability of Joint Commission to NCQA “Levels” (based on 2011 requirements)

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

# 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.

# PCMH Resources for Free-standing Ambulatory Care Practices/Organizations

## Joint Commission PCMH website

<http://www.jointcommission.org/PCMH>

- PCMH requirements & Self-assessment Tool
- News, articles and links to other resources!
- Comparisons to other evaluative models



# Primary Care Medical Home

## Health Literacy Goals Made Simple

Linda M Jordan BSRN,  
Field Representative  
Ambulatory Care

The Joint Commission  
Accreditation

### What is Health Literacy ?

The Joint Commission uses the federal Agency for Healthcare Research and Quality's definition:

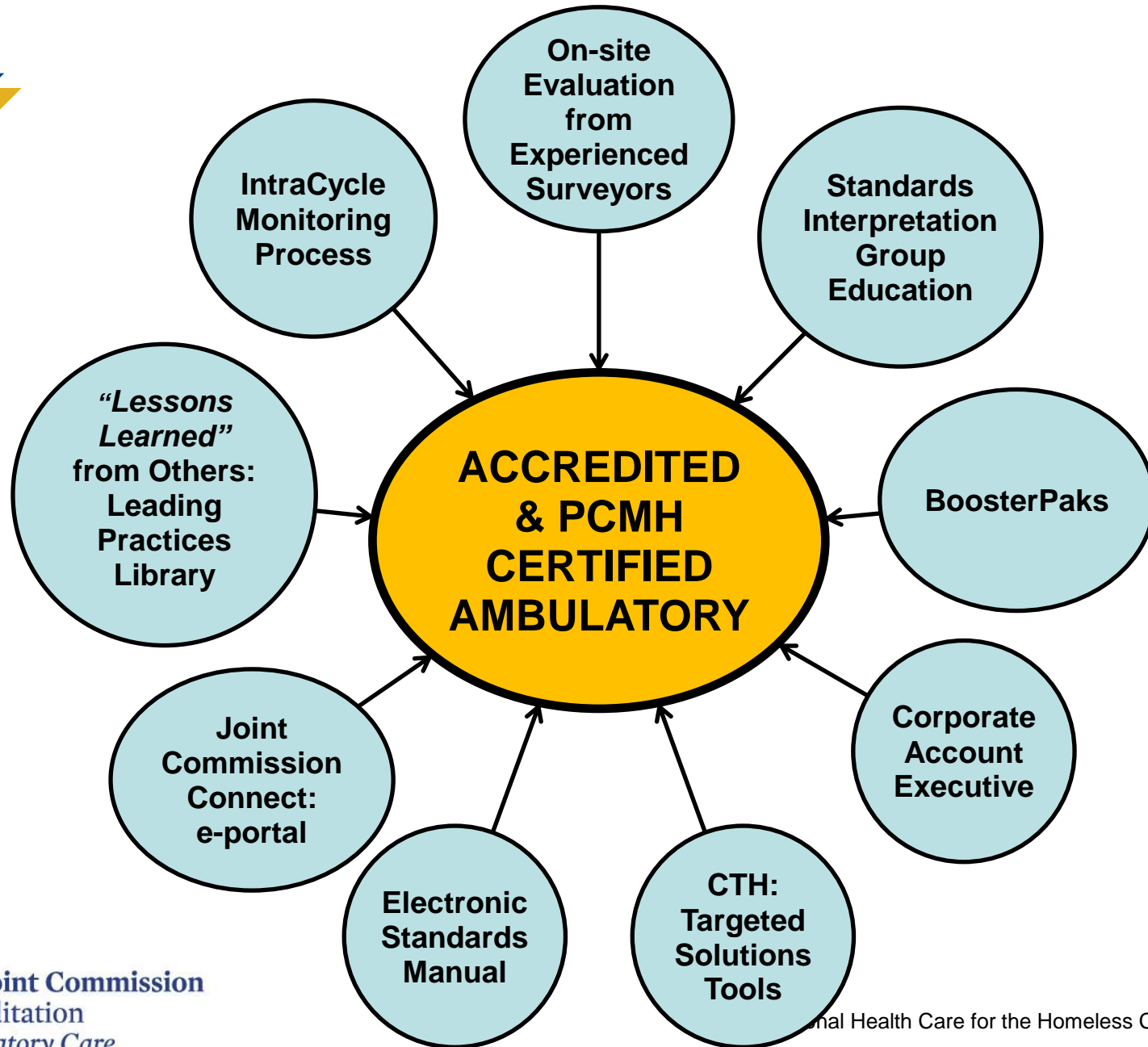
The degree to which an individual has the capacity to obtain, process, and understand basic health information and services needed to make appropriate health decisions.

- ✓ Not simply the ability to read.
- ✓ Requires a complex group of reading, listening, analytical and decision-making skills and the ability to apply these skills to health situations.
- ✓ Affected by illness, age, stress, tiredness, mood and diagnosis so can fluctuate over time.

## Self-Management Goals Made Simple (*excerpts from 2014 PCMH Pre-conference*)



# Diverse Services to Support Customers



# *You are not alone! Be in touch!*

For standards questions: 630-792-5900

## “Standards Interpretation Group”

– Ginny McCollum, or Kathleen Richmond



Use our web site: [www.jointcommission.org](http://www.jointcommission.org)

For BPHC-specific accreditation info:



– Rex Zordan, Account Executive 630-792-5509  
([rzordan@jointcommission.org](mailto:rzordan@jointcommission.org))



– Delia Constanzo, BPHC specialist 630-792-5011  
([dconstanzo@jointcommission.org](mailto:dconstanzo@jointcommission.org))



– Kristen Kaszynski, Business Dev Specialist 630-792-5292  
([KKaszynski@jointcommission.org](mailto:KKaszynski@jointcommission.org))



– Lon Berkeley, Proj Dir, & Co-PCMH Project Lead 630-792-5787  
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# Questions?



 The Joint Commission  
Accreditation  
*Ambulatory Care*

**Primary Care  
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- ✔ Single on-site survey for both
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[www.jointcommission.org/PCMH](http://www.jointcommission.org/PCMH)



# ADDITIONAL MATERIAL

- ▶ PCMH Standards (including new in 2014)
- ▶ List of Health Centers with HCH 330h funding that are Joint Commission accredited and PCMH certified



# 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
  - Urgent and emergent care
  - Age/gender-specific preventive care
  - Oral Health Behavioral health
  - *Rehabilitative services/equip*
  - Substance abuse treatment
  - *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*

# Health Centers with Homeless Funding (HCH – 330h) that are Joint Commission Accredited & PCMC certified

Birmingham Health Care
Franklin Primary Health Center
El Rio Community Health Center
Clinica Sierra Vista
Community Health Centers of the Central Coast
Family Health Centers of San Diego
Northeast Valley Health Corp
Community Medical Centers
Optimus Health Care, Inc
Southwest Community Health Center
Community Health Center, Inc
Cornell Scott Hill Health Corporation
Agape Community Health Center/Duval County Hlth Dept
VNA Health Care
Aunt Martha's Youth Service Center
Crusader Clinic
HealthNet Community Health Centers
Family Health Centers
Health Care for the Homeless
Hamilton Community Health Network
West Side Community Health Services
Lincoln Community Health Center
Charles Drew Health Center
La Familia Medical Center
Mt Vernon Neighborhood Health Center
Ironton-Lawrence/ dba CAO Family Medical Centers
Morton Comprehensive Health Services
Multnomah County Health Department
El Centro del Barrio (dba CentroMed)