

Review and Discuss

- **Review Process and Policies**
- **Add-on Surveys**
- **Multi-site Surveys**
- **The Interactive Survey System**

Overview of Recognition Process

NCQA

- Reviews submitted Survey Tool after all application information received: NCQA Agreement and Business Associate Addendum (BAA), Application, Clinician information, Application fee
- Checks licensure of all clinicians
- Evaluates Survey Tool responses, documentation, and explanations
- Conducts 5% audit by email, teleconference, or on-site visit
- Executive reviewer conducts a secondary review
- Peer review by trained Recognition Oversight Committee (ROC) member
- Issues final decision and status to the practice within 30 – 60 days
- Reports results
 - ✓ Recognition posted on NCQA Web site
 - ✓ Not passed - not reported
- Mails PPC-PCMH certificate and Recognition packet

Recognition Process Policies

- NCQA will **unsubmit** a survey at your request if we have not started the review
- Once the review has started (Stage 3) the practice **may** be contacted if the reviewer cannot access a document or cannot understand an explanation
- Recognition decisions are **final**
- **Reconsideration** of a decision is a process where the practice states in writing how it believes NCQA misinterpreted submitted documentation for specific elements or factors, review is based on documentation in the original submission (\$500)
- The practice has an option to submit an **add-on survey** to increase its level of recognition by submitting new documentation and information

Add-On Surveys

- **When will a practice utilize an add-on survey?**
 - Practices with Level 1 or 2 Recognition who want to increase their Level with additional documentation and scoring
 - Practice may submit an add-on survey anytime within the current Recognition period, application fee is discounted
- **Process**
 - Email request for application materials at ppc-pcmh@ncqa.org or submit from your online application account
 - Complete and submit application materials
 - NCQA merges data from previous Survey Tool into new PPC-PCMH Survey Tool and makes available to practice
 - Practice may change response in any element with score of <100%; no need to reattach already submitted documents
 - Once completed, practice uploads new documents and submit
- **New status based on**
 - Score and number of passed Must Pass elements

NCQA Resources

NCQA Website: <http://www.ncqa.org/ppcpcmh.aspx>

- **Materials**
 - ✓ PPC-PCMH Standards and Guidelines are free at www.ncqa.org/ppcpcmh.aspx (need to register)
 - ✓ Purchase Web-based Survey Tool and separate PCMH Application System account
 - ✓ If potential multi-site, order Application System account first
- **NCQA PPC-PCMH Frequently Asked Questions**
- ***A Companion Guide to NCQA's PPC-PCMH Standards***
- **Free trainings: 1) Standards; 2) Use of Web-based Survey Tool**

NCQA: provides clarification of standards, guidelines and documentation requirements

Other Resources of Technical Assistance

Links to Other Resources on NCQA's Web site:

- American Academy of Pediatrics
- American Academy of Family Physicians
- American College of Physicians
- American Osteopathic Association
- The Commonwealth Fund
- Patient-Centered Primary Care Collaborative
- Primary Care Development Corporation

Technical assistance:

Practice seeks technical assistance from an external organization, if needed (**not** an NCQA function)

Review the Interactive Survey System Tool



Using the Survey Tool

Steps for the practice:

1. Organize supporting documentation
2. Purchase license to use Survey Tool
3. Get user ID and password from NCQA
4. View WebEx training
5. Enter responses
6. Attach documents
7. Review Results
8. Upload documents
9. Submit Survey Tool

Organize Supporting Documents

1. Create a folder on the hard-drive for documents the practice **MAY** want to attach
2. Develop a checklist of documentation already used in the practice and documents that need to be prepared
3. Refer to printed standards and use to identify what the practice has and what needs to be created
4. Save a copy of the *Record Review Workbook* and *Quality Measurement and Improvement Worksheet*
5. NCQA advises a maximum of three (3) documents or fewer per element (*averaged – some require more, others just one*)
5. Consider putting multiple examples in one document for a single element, e.g. screenshots

Manage the Documents

Use a unique naming convention

Use any organizing principle desired, for example:

PPC 1 A—Name of Document.doc

PPC 1 B—Name of Document.xls

Avoid odd characters and punctuation in document name (e.g. quotation marks, question marks, commas, apostrophes, ampersands)

Use the Element in the name, e.g. 1A Access and Communication Policy

Consider using document for all factors in an element, e.g. 1B Access and Communication Results

Use text boxes to identify important sections and briefly explain the importance

If N/A is marked, explain the reason in Support Text/Notes Section

Manage the Documents (cont.)

6. Don't use the same name for **two different documents**
7. Don't put the same document in two different places in the document library; instead, enter it once and link to multiple elements
8. **Two ways to enter documents**
 - Add documents to the library directly and then link them to elements
 - Add documents from the survey tool as you enter responses and supporting text for an element



Emails from NCQA

NCQA sends **emails** that give practice access to the PPC-PCMH Survey Tool

1. Acknowledge purchase of PPC-PCMH Survey Tool and **Temporary User ID and Password**
2. Provides **Permanent User ID and Password**

NCQA sends **emails** that give practice access to the PPC-PCMH Application System

1. Acknowledge (no charge) purchase of PPC-PCMH Application Materials
2. Provides **User ID and Password**

NCQA PPC-PCMH Application System

Replaces former application documents that had to be downloaded and sent to NCQA



- 1. Enter Site(s) and Clinicians**
- 2. Complete Application information on each survey tool**
- 3. Review and process a Multi-Site Group Application**
- 4. Electronically sign Attestation, Agreement, Business Associate Addendum**
- 5. Submit application(s) and receive confirmation of readiness to upload documents and submit survey(s)**

NCQA Website: ISS Login Access to Survey Tool

The screenshot shows the NCQA website homepage. At the top left is the NCQA logo with the tagline "Measuring quality. Improving health care." To the right of the logo is a navigation menu with links for "Home", "Contact Us", and "Site Map". Below this is a search bar with a "Search" button and links for "Email Alerts" and "Print Page". A green box highlights the "ISS LOGIN" link in the main navigation bar, with a green arrow pointing to it from the text "Click here (same as link in NCQA e-mail)". The main content area features a large banner with the text "PUTTING QUALITY FIRST" and a sub-headline: "Improving health care quality is vital to any reform agenda. NCQA has four reform proposals to help every American get the high-quality care they deserve." Below the banner is a link to "Read NCQA's reform proposals". On the left side, there is a vertical menu with links for "Programs", "HEDIS & Quality Measurement", "Report Cards", "Public Policy", "Publications & Products", "Education & Events", "Newsroom", "Sponsors", and "About NCQA". At the bottom left, there is a "20 YEARS" anniversary logo. On the right side, there are two featured articles: "Choose Health Care Wisely" and "NCQA Headlines".

Interactive Survey System (ISS) Log In: Enter User ID and Password



Interactive Survey System

ISS Maintenance Schedule

The ISS will not be available for the following time periods.

- From 11/28/2008 8:30pm to 12/1/2008 8:30am

ISS Maintenance Schedule:
Important if initiative
has deadlines

PLEASE LOG IN

User ID:

Password:

Log in

If you have forgotten your Password, enter your User ID above and [click here](#) to continue.

To purchase a license to access this system, [click here](#) for details.

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Use of this Web site/application constitutes acceptance of the [License Agreement](#) and [Privacy Policy](#)



Accept the Software License Agreement



[Download License Agreement in PDF format](#)

The list below indicates the products for which you have purchased a license.

ASP SOFTWARE LICENSE AGREEMENT

- no product specified

IMPORTANT PLEASE READ CAREFULLY

This ASP Software License Agreement along with all materials referred to herein ("Agreement") is a legal agreement between an entity ("User") and the National Committee for Quality Assurance ("NCQA") permitting User to access and use the Survey Tool subject to the terms of this Agreement, (i) NCQA's software identification page, <https://ISS.ncqa.org/RDSAT/ATLicenseAgreement>, and accompanying documentation provided electronically ("Software Documentation") and (ii) the Software, including but not limited to, the Survey Tool, and any associated services relating to User's access and use of the Software, including but not limited to, the Survey Tool, and any associated services, content therein and hardware and software relating to the Survey Tool.

I Accept

I Do Not Accept

- ✓ Click here to accept
- ✓ May download to review

License Agreement Important Highlights

- ✓ Grants defined user non-transferable license to use Survey Tool
- ✓ Limits Survey Tool access to user or those assisting the practice in preparing Survey Tool
- ✓ Reports and numeric results are for user
- ✓ Others may seek separate data use agreement from NCQA for special situations or for sharing data with third party

© 2002 – 2008 by National Committee for Quality Assurance, PCMH. Use of this Web site/application constitutes acceptance of the [License Agreement](#).



To Enter the Survey Tool

Interactive Survey System

Publications and Survey Tools

Your organization has licensed the following Web-based publications.

In this section, use the survey tool(s) to complete your organization's self-evaluation prior to submitting to NCQA. Once the survey tool has been submitted, you may view the information submitted to NCQA. The survey tool will not contain the results of NCQA's evaluation. To view the preliminary or final results of the NCQA survey, scroll down to [Survey & Results](#).

Please select one to use:

- PPC-PCMH
- [PPC-Patient-Centered Medical Home comp for Mina_H](#)
(License 1599)

Administration

Click on the link below to enter the administrative area.

- [Administrative Functions](#)
- [Change User Password](#)

Welcome to NCQA's Interactive Survey System which contains all the information necessary for understanding and undergoing an NCQA Accreditation, Certification or Recognition program. We've designed our electronic format to facilitate understanding of our standards and make our survey process more efficient.



Margaret E. O'Kane,
President, NCQA

For any NCQA evaluation program, you can purchase either of two components of the Interactive Survey System. The first component - Standards and Guidelines - presents the details of our programs in a searchable, layered format via the Web. Using the second component - the Survey Tool, which has the Standards and Guidelines embedded in it - you can evaluate your organization. If you are ready to purchase the NCQA survey tool, you will need necessary documentation and submit both to NCQA. Using the Survey Tool allows you to fully understand how you meet the standards and allows NCQA to conduct surveys economically and efficiently, with most of the survey occurring

Click here

ISS License Number
Keep this number handy

Change the Password



1. Click here
2. Enter your User ID and temporary Password
3. Change your Password
4. Write down your User ID and **NEW** Password

Interactive Survey System

Your organization has licensed the following Web-based publications.

Please select one to use:

PPC-PCMH

- [2008 PPC-Patient-Centered Medical Home comp for jchanin](#)
(License 11081)

Surveys & Results

We have conducted or are conducting the following surveys.

Please select one to view:

Administration

Click on the link below to enter the administrative area.

- [Administrative Functions](#)
- [Change User Password](#)

Inactive Projects

Click on the Inactive Projects link listed below to view inactive projects.

- [Inactive Projects](#)

ISS License Number
Keep this number handy



Review the Tool Bar Tabs

TOOL BAR INCLUDES:

- Setup Survey Tool
- Document Library
- Print
- Standards and Guidelines
- Upload Documents
- Submit Survey Tool



SETUP SURVEY TOOL | DOCUMENT LIBRARY | PRINT | UPLOAD DOCUMENTS | SUBMIT SURVEY TOOL | UTILITIES | HOME | WHAT'S NEW | SEARCH | HELP & INSTRUCTIONS | LOGOUT
POLICIES & PROCEDURES | STANDARDS & GUIDELINES | SURVEY TOOL | RESULTS | APPENDICES | GLOSSARY | INDEX

PHYSICIAN PRACTICE CONNECTIONS-PATIENT CENTERED MEDICAL HOME

← PREVIOUS STANDARD

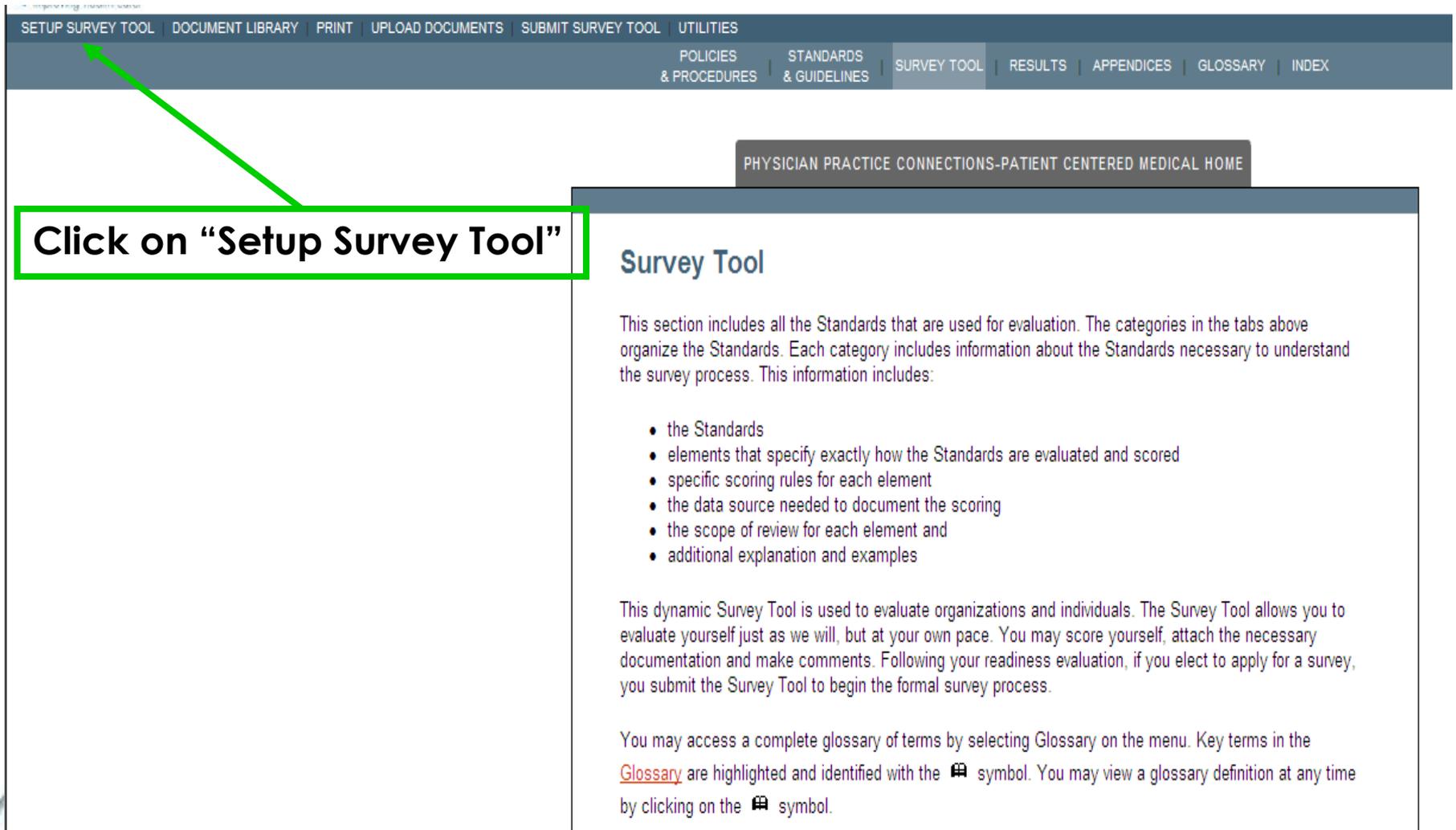
Save

NEXT STANDARD →

PPC1: Access and Communication [View Points](#)

The practice[®] has standards for access to care and communication with patients, and monitors its performance to meet the standards.

Enter Survey Tool Setup



Improving Performance

SETUP SURVEY TOOL | DOCUMENT LIBRARY | PRINT | UPLOAD DOCUMENTS | SUBMIT SURVEY TOOL | UTILITIES

POLICIES & PROCEDURES | STANDARDS & GUIDELINES | SURVEY TOOL | RESULTS | APPENDICES | GLOSSARY | INDEX

PHYSICIAN PRACTICE CONNECTIONS-PATIENT CENTERED MEDICAL HOME

Click on “Setup Survey Tool”

Survey Tool

This section includes all the Standards that are used for evaluation. The categories in the tabs above organize the Standards. Each category includes information about the Standards necessary to understand the survey process. This information includes:

- the Standards
- elements that specify exactly how the Standards are evaluated and scored
- specific scoring rules for each element
- the data source needed to document the scoring
- the scope of review for each element and
- additional explanation and examples

This dynamic Survey Tool is used to evaluate organizations and individuals. The Survey Tool allows you to evaluate yourself just as we will, but at your own pace. You may score yourself, attach the necessary documentation and make comments. Following your readiness evaluation, if you elect to apply for a survey, you submit the Survey Tool to begin the formal survey process.

You may access a complete glossary of terms by selecting Glossary on the menu. Key terms in the [Glossary](#) are highlighted and identified with the  symbol. You may view a glossary definition at any time by clicking on the  symbol.

Select Important Conditions

Setup Survey Tool

SETUP MENU | UNIT OF ASSESSMENT | UPLOAD DOCS | **SUBMIT SURVEY TOOL**

Select Important Conditions - In this section, you select conditions that are clinically important in your practice's patient population. You must select (or enter) at least one. The important conditions are chronic or recurring conditions that your practice sees. You may revise your choices any time prior to submitting the Survey Tool.

Upload Documents - You may begin uploading your documents to our server at any time. Prior to submitting your Survey Tool for review, you will have to have uploaded all your documents to the server. This function allows you to do that when convenient, such as once you know the document is final and will not be changing.

Submit Survey Tool - To formally begin the survey process, you must submit an application for survey that includes the license number for your Survey Tool. We will work with you to confirm your application and set a submission date for the Survey Tool and any documentation. Your survey commences when you submit the Survey Tool, at which point we consider any documentation attached to be final. The Policies and Procedures provide complete details of the application and survey processes.

Click on "Select Important Conditions"

Select Three Clinically Important Conditions

Select

SETUP MENU | UNIT OF ASSESSMENT | UPLOAD DOCS | SUBMIT SURVEY TOOL

[Instructions](#)

Certain Standards and elements ask questions and collect data specific to each Unit of Assessment. You must select (or enter) at least one Unit of Assessment to complete the Survey Tool. For additional information on selecting Units of Assessment, click on the instructions link above.

You may revise these selections at any time prior to submission.

Save

Click same 3 clinically important conditions in **BOTH** columns - required for submitting Survey Tool

1. Cardiovascular disease
2. CHF
3. Hyperlipedemia (entered at the bottom)

Unit of Assessment	Elements Complete	Select for Readiness Evaluation	Select to Submit for Survey
ADHD	Complete	<input type="checkbox"/>	<input type="checkbox"/>
Arthritis	Complete	<input type="checkbox"/>	<input type="checkbox"/>
Asthma	Complete	<input type="checkbox"/>	<input type="checkbox"/>
Cardiovascular Disease	Complete	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
CHF	Complete	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
COPD	Complete	<input type="checkbox"/>	<input type="checkbox"/>
Depression	Complete	<input type="checkbox"/>	<input type="checkbox"/>
Diabetes	Complete	<input type="checkbox"/>	<input type="checkbox"/>
Hypertension	Complete	<input type="checkbox"/>	<input type="checkbox"/>
Low Back Pain	Complete	<input type="checkbox"/>	<input type="checkbox"/>
Osteoporosis	Complete	<input type="checkbox"/>	<input type="checkbox"/>
Otitis Media	Complete	<input type="checkbox"/>	<input type="checkbox"/>
Renal Disease	Complete	<input type="checkbox"/>	<input type="checkbox"/>
User Provided Unit of Assessment	Elements Complete	Select for Readiness Evaluation	Select to Submit for Survey
<input type="text" value="hyperlipidemia"/>	Complete	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="text"/>	Not Complete	<input type="checkbox"/>	<input type="checkbox"/>
<input type="text"/>	Not Complete	<input type="checkbox"/>	<input type="checkbox"/>
<input type="text"/>	Not Complete	<input type="checkbox"/>	<input type="checkbox"/>

Enter the Survey Tool



SETUP SURVEY TOOL | DOCUMENT LIBRARY | PRINT | REVIEWER FRIENDLY ST | UTILITIES | HOME | WHAT'S NEW | SEARCH | HELP & INSTRUCTIONS | LOGOUT

POLICIES & PROCEDURES | STANDARDS & GUIDELINES | SURVEY TOOL | RESULTS | APPENDICES | GLOSSARY | INDEX

Click here

PHYSICIAN PRACTICE CONNECTIONS-PATIENT CENTERED MEDICAL HOME

Survey Tool

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To Open the Standards

PHYSICIAN PRACTICE CONNECTIONS-PATIENT CENTERED MEDICAL HOME

Physician Practice Connections-Patient Centered Medical Home

This category includes the following Standards:

[PPC1 - Access and Communication](#)

Elements: [A](#) - [B](#)

[View Points](#)

[PPC2 - Patient Tracking and Registry Functions](#)

Elements: [A](#) - [B](#) - [C](#) - [D](#) - [E](#) - [F](#)

[View Points](#)

[PPC3 - Care Management](#)

Elements: [A](#) - [B](#) - [C](#) - [D](#) - [E](#)

[View Points](#)

[PPC4 - Patient Self-Management Support](#)

Elements: [A](#) - [B](#)

[View Points](#)

[PPC5 - Electronic Prescribing](#)

[View Points](#)

Click here – either will work

PPC1A

PHYSICIAN PRACTICE CONNECTIONS-PATIENT CENTERED MEDICAL HOME

← PREVIOUS STANDARD

Save

NEXT STANDARD →

PPC1: Access and Communication [View Points](#)

The practice[☒] has standards for access to care and communication with patients, and monitors its performance to meet the standards.

Intent

The practice provides patient access during and after regular business hours, and communicates with patients effectively.

ELEMENT A - Access and Communication Processes

[View Points](#)

The practice[☒] establishes in writing standards for the following processes to support patient access:

	Yes	No	NA
1. scheduling each patient with a personal clinician for continuity of care	<input type="radio"/>	<input type="radio"/>	
2. coordinating visits with multiple clinicians and/or diagnostic tests during one trip	<input type="radio"/>	<input type="radio"/>	
3. determining through triage how soon a patient needs to be seen	<input type="radio"/>	<input type="radio"/>	
4. maintaining the capacity to schedule patients the same day they call	<input type="radio"/>	<input type="radio"/>	
5. scheduling same day appointments based on practice's [☒] triage of patients' conditions	<input type="radio"/>	<input type="radio"/>	

Review the Explanation and Examples

- 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.

Scoring:

100%	75%	50%	25%	0%
Practice has written process for 9-12 items	Practice has written process for 7-8 items	Practice has written process for 4-6 items	Practice has written process for 2-3 items	Practice has written process for 0-1 items

Data Source:

Documented process, Reports

Scope of Review:

ONCE--NCQA scores this element once for the organization.

Reference Information:

[Explanation](#) | [Examples](#)

ELEMENT SCORE

DOCUMENTS

SUPPORT
TEXT / NOTES

Link Documents and Enter Text of Explanation

- 9. e-mail address (or "none" for patients)
- 10. internal ID
- 11. external ID
- 12. emergency contact information
- 13. current and past diagnoses
- 14. dates of previous clinical visits
- 15. billing codes for services
- 16. legal guardian
- 17. health insurance coverage
- 18. patient/family preferred method of communication.

Click here to link documents

Scoring:

100%	75%	50%	25%	0%
12-18 items were entered for 75-100% of patients	8-11 items were entered for 75-100% of patients	6-7 items were entered for 75-100% of patients	4-5 items were entered for 75-100% of patients	0-3 items were entered for 75-100% of patients

Data Source:
Scope of Review:
Reference Information:

Reports
 ONCE--NCQA scores this element once for the organization.

[Explanation](#) | [Examples](#)

Click here to enter explanatory text

- ELEMENT SCORE
- DOCUMENTS
- TEXT / NOTES AVAILABLE



PPC2E: Example Text/Notes Entry

Support Text/Notes (PPC2 - Element E)

Evaluation (PPC2 - Element E)

Use this space to provide any additional explanation of the element evaluation.

5/14/2009 NCQA Reviewer Note:

The practice responded "yes" to all factors and the reviewer agrees.

-
1. See "Diagnosis Graph" for data on most commonly used diagnosis codes used in clinical encounters.
 2. See "CDC prevalence reports" for data on the prevalence of our three selected conditions within our State and local community.
 3. As part of a National PCMH Demonstration Project and in collaboration with NCQA, the Demonstration Project Stakeholders have chosen Diabetes, Hypertension and Hyperlipidemia as Clinically Important Conditions which represent the best likelihood of being amenable to care management and providing value on costs to the health care system based on regional experience. These conditions have associated required metrics which will be reported by the physician practices as part of the National PCMH Demonstration Project.

Edit

Document Library

- **What is the Document Library?**
 - Location of documents practice will attach to Survey Tool and submit to NCQA
 - Useful tool in organizing documents to submit
- **Using the Document Library Overview**
 - Select documents that substantiate responses in Survey Tool elements (combine in one document, if possible)
 - Label the document to identify it with the element
 - Link to other elements, if possible
 - Add documents to Document Library

Example: List in Document Library

Sorted by *Standard*

Sort by: [Document](#) | [Standard](#) | [Date Attached](#)

[[Add Document to the Library](#)]

Click to edit or unlink documents

Link New Document

PPC1A

Has the following documents linked to it:

PPC1 A,Access and Communication Document	Edit	Unlink
File Path: PPC 1 A 1, 2, 3, 4, 5, 6, 7, 8, 9.doc Reference Pages: page 30 Relevance: Primary DateAttached: 6/27/2008 StageAttached: 1		
PPC1, A,2	Edit	Unlink
File Path: PPC1,A,2b.jpg Reference Pages: page 01 Relevance: Primary DateAttached: 6/27/2008 StageAttached: 1		
PPC1,A, 2	Edit	Unlink
File Path: PPC1,A,2c.jpg Reference Pages: page 01 Relevance: Secondary DateAttached: 6/27/2008 StageAttached: 1		

Notification About Number of Documents in Document Library

Your document library has links to 121 document(s).

Your library currently has more than 100 documents*. Any completed documents should be uploaded in small batches at your earliest convenience. The same is true of any completed documents you may add subsequently. Uploading large or large numbers of documents may take several hours -- early submission of completed documents will help you avoid missing your submission deadline. The ISS does allow users to delete and replace documents even after they have been uploaded should this prove necessary. Uploaded documents remain *inaccessible* to surveyors until you have submitted your Survey Tool.

- 1. Reminder to begin uploading documents in small batches**
- 2. Uploading large or large numbers of documents may take several hours**
- 3. Even after uploading, can still delete or replace documents**
- 4. Reviewers cannot see documents until Survey Tool submitted**

Uploading Documents

- **When you attach a document to the Survey Tool, the document is not copied to NCQA's server**
 - **Uploading a copy is a two step process**
- **Document upload will change to a one-step process (attaching will = uploading) at the end of September**
- **Documents attached prior to the change will still require upload**

To Upload Documents

Click here to “Upload Documents”

“Upload Documents” to NCQA’s ISS server in preparation to submit your Survey Tool



SETUP SURVEY TOOL | DOCUMENT LIBRARY | PRINT | **UPLOAD DOCUMENTS** | SUBMIT SURVEY TOOL | UTILITIES | HOME | WHAT'S NEW | SEARCH | HELP & INSTRUCTIONS | LOGOUT

POLICIES & PROCEDURES | STANDARDS & GUIDELINES | **SURVEY TOOL** | RESULTS | APPENDICES | GLOSSARY | INDEX

PHYSICIAN PRACTICE CONNECTIONS-PATIENT CENTERED MEDICAL HOME

← PREVIOUS STANDARD

Save

NEXT STANDARD →

PPC1: Access and Communication View Points

The practice[®] has standards for access to care and communication with patients, and monitors its performance to meet the standards.



Successful Document Upload

Supporting Documents from the Survey Tool Document Library

Document Name	Document File Path	Referenced in Elements	Verify Document File Path [Copy to input box]	Upload Complete	Remove From Server
PPC 2 D Record Review Workbook-	G:\PPC Demo File\Record Review Workbook-8.05- Revised.xls	PPC2 Element D	<input type="text"/> <input type="button" value="Browse..."/>	Yes	<input type="checkbox"/>
PPC8 C Quality Measurement and Improvement Worksheet	G:\PPC Demo File\Quality Measurement and Improvement Worksheet 3.27.06.doc	PPC8 Element C	<input type="text"/> <input type="button" value="Browse..."/>	Yes	<input type="checkbox"/>

[Return to Survey Tool](#)

[Upload Documents](#)

[Remove Documents](#)

To See Results

PHYSICIAN PRACTICE CONNECTIONS-PATIENT CENTERED MEDICAL HOME

Survey Tool

To enter the Survey Tool, select a tab above.

This section includes all the Standards that are used for evaluation. The categories in the tabs above organize the Standards. Each category includes information about the Standards necessary to understand the survey process. This information includes:

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Overview of Results



2008 PPC-Patient-Centered Medical Home

Select an evaluation option for which to view results.

Click here to see detailed results

Name: NCQA

Evaluation Option: [PPC-Patient-Centered Medical Home](#)

Standards Year: 2008

Overall Score	Status	Valid Dates
4.00 out of 100.00	Not Available	Not Available

*Footer on some results pages.



Results by Element

PPC1: Access and Communication

Element A
Element B

POINTS RECEIVED	POSSIBLE POINTS
4.00	4.00
0.00	5.00

[View Survey Tool](#)

PPC2: Patient Tracking and Registry Functions

Element A
Element B
Element C
Element D
Element E
Element F

POINTS RECEIVED	POSSIBLE POINTS
0.00	2.00
0.00	3.00
0.00	3.00
0.00	6.00
0.00	4.00
0.00	3.00

[View Survey Tool](#)

PPC3: Care Management

Element A
Element B
Element C
Element D
Element E

POINTS RECEIVED	POSSIBLE POINTS
0.00	3.00
0.00	4.00
0.00	3.00
0.00	5.00
0.00	5.00

[View Survey Tool](#)

To See “Must Pass Results”

[Return to Results Index](#)

STATUS SUMMARIZED & DETAILED RESULTS **MUST PASS RESULTS**

2008 PPC-Patient-Centered Medical Home

This section provides summary and detailed results and recommendations. Overall scoring results are available and at the category, Standard and element levels.

Based on information compiled during the recent review, We award the status listed below. Status descriptions can be found by clicking the Policies and Procedures tab.

General Information

Name: NCQA
Status: Not Available
Valid Dates: Not Available
Standards Year: 2008 **Score:** 4.00
Overall Score: 4.00 out of 100.00
Unit Of Assessment:

Results: “Must Pass Elements”

Possible Status	Number of Points	Must Pass Elements at 50% Scoring Level
Recognized-Level III:	75-100	10 out of 10
Recognized-Level II:	50-75	10 out of 10
Recognized-Level I:	25-50	5 out of 10
Not Recognized:	0-25	0 out of 10

If there is a difference in Level achieved for the number of points and the Must Pass elements, the practice will be awarded the lesser level. For example, if a practice has 65 points but passes only 7 Must Pass Elements, the practice will achieve Level 1 Recognition.

Practices with a numeric score of 0 to 24 points or less than 5 Must Pass Elements receive a Not Recognized status.

Number of Must Pass Elements Passed: **10**
 Maximum Status: **Recognized-Level III**

Standard	Element	Your Score	Minimum Score Required	Unit Of Assessment Affected	Passed
PPC1	Element B	50.00%	50.00%	All	Yes
PPC1	Element A	75.00%	50.00%	All	Yes
PPC2	Element E	75.00%	50.00%	All	Yes
PPC2	Element D	100.00%	50.00%	All	Yes
PPC3	Element A	100.00%	50.00%	All	Yes
PPC4	Element B	50.00%	50.00%	All	Yes
PPC6	Element A	50.00%	50.00%	All	Yes
PPC7	Element A	100.00%	50.00%	All	Yes

Do “Completeness Check” Before Submitting

May Also View All Evaluations

Survey Tool Utilities

The following utilities are available to help you review data in your Survey Tool.

Completeness Check

Use the link below to check for any incomplete elements for the evaluation option(s) you selected.

- [Completeness Check](#)

Support Text/Notes

Use the link below to view a single page with data from all elements to which you have access rights.

- [View all Evaluations](#) - click here to view your evaluation comments from all elements
- [View all Comments](#) - click here to view all your organization's comments to the preliminary results from all elements. **Note:** If your organization has not completed this stage in the survey process, or this step is not applicable to your survey process, you will be unable to access this data. See your Policies and Procedures for more details on survey stages.
- [View overridden Scores](#) - click here to view the report of overridden scores

Results Available After Review Complete

PPC-PCMH Stages

Stage 1 – just submitted

Stage 3 – staff review

Stage 7 – peer review

Stage 10 – complete

- ✓ Practice can view Final Survey Tool after review is complete.
- ✓ Practice name in the Survey Tool will include “Stage 10”

Survey & Results

This section is where you will find survey results for projects that you have submitted to NCQA.

NCQA has conducted or is conducting the following surveys.

Please select one to view:

PPC-PCMH

Your Practice Name
(Stage 10, Org 123, Project 3333, Start 9/9/99, Submitted 1/1/00)

Administration

Click on the link below to enter the administrative area.

- [Administrative Functions](#)
- [Change User Password](#)



How to Print

Stage Selector

- [Organization Readiness Evaluation](#)
- [Off-Site Survey](#)
- Staff Review - currently displayed

Print Entire Survey Tool

[Entire Survey Tool \(all categories in one document\)](#)
[Physician Practice Connections-Patient Centered Medical Home](#)

Numeric Results

Print Numeric Results

Click on the link below to open a printer-friendly version of the numeric results.

[Print Numeric Results](#)
[Print Numeric Results for PDF Writer](#) - (Must have Adobe Professional. Available on Citrix)

Evaluations, Recommendations, Comments, and Internal Notes

Click on the links below to open a printer-friendly version of the evaluations, recommendations, comments, and internal notes.

[Print All](#)
[Print Evaluations](#)
[Print Recommendations](#)
[Print Comments](#)
[Print Internal Notes](#)

**Print All
Comments/
Notes**

Numeric Results

Select Evaluation Option

2008 PPC-Patient-Centered Medical Home

Select an evaluation option for which to view results.

Name:

Evaluation Option: PPC-Patient-Centered Medical Home

Standards Year: 2008

Overall Score	Status	Valid Dates
89.75 out of 100.00	Not Available	Not Available

All Comments/Notes

Organization: Engagement Health
Evaluation Option: PPC-Patient-Centered Medical Home
License: 1599
Standards Year: 2008
Product Line: Cardiovascular Disease , CHF , hyperlipidemia

See practice and reviewer comments in one document

View All Evaluation Comments

Physician Practice Connections-Patient Centered Medical Home

PPC1 - Access and Communication

Element A

- Evaluation: 7/7/09 NCQA Reviewer Comment: Practice responded yes to 10 factors and attached supporting documentation to support this. Reviewer agrees with their assessment.

At the time that a staff member becomes aware that a sign or foreign language interpreter is needed, an on-site management team member will be asked to approve the request. The Social Worker at each site will be the contact person to arrange the services needed.

Element B

- Evaluation: None

NCQA Contact Information

Contact NCQA Customer Support to:

- Order FREE Information/Application Packets
- Purchase ISS Tool
- 1-888-275-7585

Visit NCQA Web Site to:

- View Frequently Asked Questions
- View Recognition Programs Training Schedule
- <http://www.ncqa.org/GRI>

Send Comments about PPC-PCMH or Suggestions for Development to:

- evolvepcmh@ncqa.org

Send Questions to: PCMH-GRIP@ncqa.org

Final Questions ?

