A Process Map & Gap Analysis Exemplar to Guide PCMH Redesign Support & QI

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Purpose
Provide consultation and increased NCQA-PCMH redesign support for small practice settings seeking to undertake the NCQA-PCMH recognized transformation through the development of a training process for clinicians seeking PCMH recognition and doctoral nursing students.

Background
- The National Association for Quality Assurance lends its name to the most comprehensive and standardized patient-centered medical home recognition process (NCQA-PCMH)
- NCQA-PCMH designation:
  - Optimizes healthcare delivery
  - Decreases utilization of emergency departments
  - Decreases specialty consultations, radiologic imaging, & laboratory diagnostics
  - Reduces healthcare expenditure per member receiving care under the medical home model
- The majority of primary care practices in the U.S. are:
  - Small in size
  - Lack the capacity & support to navigate the NCQA-PCMH process

Framework

NCQA-PCMH Process Map

Phase I: Orientation
1. Register with NCQA Download & Head Start
   - 1152A MC3: Standards & Guidelines
2. Introduction, Interview, & Identify (CE 1-12)
   - Practice Finance:
     - # of providers
     - # of support staff (clinical, non-physician)
     - # of assigned support staff
     - Patient Population
     - Presence of & Vendor of EHR
     - Presence of & Vendor of Practice Management Software
     - Process Map
     - General awareness
     - Health Plan
     - Support Community
     - Resources:
       - NCQA/PCMH Representative
       - Data Analysis
       - NCQA Cendor:
       - Check-in with NCQA
     - Complete PCMH Self-Check

Organization
Table format:
1. Table designated for core criteria
2. Table designated for elective criteria

Body
- 40 core criteria identified
- 35 elective criteria identified
- Each criterion (75 total) indexed with page # action item

Detail
- Each criterion summarized
- Instruction Provider details relating to each criterion
- Action items for each criterion enumerated for Phase II

Action Item Summary
- Organizational Board:
  - 6 criteria
  - Leadership
    - Process
    - Health Plan
    - Provider
  - Process Support
    - Practice
    - Patient
  - System/

Phase II: Mastery
5. Agreements:
   - Collaboration Agreement between student facilitator & practice (provider)
   - Provider Practice Exam NCQA/PCMH Registration/License & Signatures Agreement
   - Primary practice is contacted by designated NCQA/PCMH Representative

4. Practice Transformation (CE 6-12)
   - Resource/Delivery Evidence:
     - Update to GPAs
     - Documentation
     - Evidence:
     - Clarity criteria
     - Schedule next check-in

5. Practice Transformation (CE 6-12)
   - Document/Develop Evidence:
     - Update to GPAs
     - Check-in with NCQA
     - Receive feedback
     - Quality criteria
     - Schedule next check-in

6. Transform/Sustain (CE 6-12)
   - Document/Develop Evidence:
     - Update to GPAs
     - First Check-in with NCQA
     - For ROC Review Evidence
     - PCMH Recognized/Denied
     - Annual Check-in/Sustained QI

Phase II: Implementation (CE 6-12)

Gap Analysis

Criteria Index
- Table format:
  - 1 table designated for core criteria
  - 1 table designated for elective criteria

Body
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Action Item Summary
- Organizational Board:
  - 6 criteria
  - Leadership
    - Process
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Limitations
- Design and delivery of the self-study training program for the doctorate students is the glaring limitation to the overall success of the project
- It was originally intended that self-study materials would be reinforced with live information sessions for clarification of content and practice specifics
- Rapid cycle review of assessment scores would have potentially identified barriers to knowledge acquisition

Discussions
- The application of the framework of Collaborative Evaluation at the practice site resulted in the NCQA-PCMH process map and gap analysis which are 2 superlative products of Quality Improvement
- Collaborative evaluation enhanced the provider’s willingness to move forward with the undertaking of the NCQA-PCMH recognition process
- Immersion and reinforcement of the NCQA-PCMH 2017 Standards and Guidelines are necessary in order to brace for practice evaluation and the implementation that follows during the recognition process