

# PPC-PCMH Standard PPC 8, Performance Reporting and Improvement Commonly Asked Questions

## PPC 8, Element A: Measures of Performance

My practice is part of a medical group, with many practice sites. We aggregate performance data across all of practice sites and our system cannot generate performance reports by individual practice site will that meet the requirements of the Element?

No, the intent of Element 8A is to generate performance data at the practice site or physician level at that site. Reports may be *generated* by the medical group or by individual practice association, but the performance data itself must be at the practice site or physician level for that site.

## How many examples need to be shown for each of the factors to check yes?

A practice must show at least one example for each factor checked "yes". Performance measures must be across the practice's entire patient population, representing the majority of physicians.

Some but not all of the physicians in my practice have DPRP and/or HSRP Recognition. Can I submit the DPRP and/or HSRP Recognition information to support Elements 8A and 8C even though not all of the physicians in the practice are recognized?

Yes, however, the number of physicians Recognized should represent a majority of the patients seen at the practice.

## **PPC 8, Element B: Patient Experience Data**

How recent must the patient satisfaction survey data be to meet the intent of the element? NCQA requires that the patient satisfaction survey be performed and results aggregated within one year of the survey tool submission date.

#### **PPC 8, Element C: Reporting to Physicians**

#### How many reports must be shared to meet the intent of the Element?

This element refers to all of the factors in 8A and 8B. For the factors where the practice responded "yes" in 8A and 8B, the practice shows it shares results of those measures in 8C.

# PPC 8, Element D: Setting Goals and Taking Action

## Where can I find the Quality Measurement and Improvement Worksheet?

- The Quality Measurement and Improvement Worksheet is located in the PPC-PCMH Survey Tool. You must purchase a Survey Tool license from NCQA's Customer Support department (888-275-7585) to gain access to the Worksheet.
- Once you have access to the Survey Tool:
  - o log into it and go to Element 8D

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- o click on the red supplemental worksheet button
- o click on the red link
- o **save** the workbook in your own computer to enter data. Label it with a unique name but do not use a "%" sign in the name of the document.
- o enter data in your Worksheet and then save and link the completed Worksheet to the Survey Tool when you are ready to submit.

My practice has existing quality improvement reports that show baseline data, goals and actions, may I submit those in lieu of a completed Quality Measurement and Improvement Worksheet?

Yes.

#### PPC 8, Element 8E: Reporting Standardized Measures

Where can I find a list and specifications for the National Quality Forum (NQF) measures? The measures are listed on the following Web site <a href="http://www.qualityforum.org/pdf/Btblendorsedmeasurescurrent.xls">http://www.qualityforum.org/pdf/Btblendorsedmeasurescurrent.xls</a>.

# Can my practice use HEDIS measures instead of the NQF measures?

Most HEDIS measures are submitted to NQF for endorsement. Not all NQF measures come from NCQA. A practice can use HEDIS reports if it shows physician level measures that are on the NQF list. The practice will need to indicate how many measures it reports and show an example. NQF standards are also used for CMS PQRI reporting.

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