

Physician Practice Connections—Patient Centered Medical Home

ELEMENT 4A: Documenting communication needs

2 pts

LIMITED
Electronic Systems

The practice establishes a system to identify patients with unique communication needs.

This element assesses communication barriers at the point of care between clinician and patient; it requires the practice to establish a system that prompts clinicians to assess language, hearing and vision needs of each patient.

EXAMPLE* Documentation

Language Best Served In	Distinct Patient Count	Percentage
CHINESE	6.00	0.41 %
ENGLISH	936.00	63.46 %
FRENCH	2.00	0.14 %
JAPANESE	2.00	0.14 %
OTHER	21.00	1.42 %
SIGN LANGUAGE	2.00	0.14 %
SPANISH	506.00	34.31 %
Percent:		100.00 %
Sum:	1,475.00	

*This is an example and is not an endorsement of a specific software or format.

ADDITIONAL RESOURCES

American College of Physicians PCMH page: http://www.acponline.org/running_practice/pcmh/

American Academy of Family Physicians PCMH page:

<http://www.aafp.org/online/en/home/membership/initiatives/pcmh.html>

American Academy of Pediatrics Medical Home Resource page:

<http://www.medicalhomeinfo.org/tools/providerindex.html>

American Osteopathic Association Home page: <http://www.osteopathic.org/index.cfm>

NCQA's PPC-PCMH Home Page: www.ncqa.org/ppcpcmh.aspx

ORDER PPC-PCMH Standards and Survey Tool: www.ncqa.org/ppcpubs.aspx

NCQA Customer Support: customersupport@ncqa.org

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ELEMENT 4B: Self management support

4 pts

LIMITED
Electronic Systems



The practice works to facilitate self-management of care for patients with one of the three clinically important conditions.

This element assesses how a practice supports patient self-management and specifically aims to promote positive results for patients conducting self-management, through clear documentation of physician/practice communication and use of appropriate self-management options. It is not necessary for the practice to provide a self-management tool; it may simply connect the appropriate patients with the appropriate resources. Scoring is based on the percentage of patients with one of the three important conditions who documented at least three self-management elements in their record.

EXAMPLE * Documentation

Patient Number	Clinically Important Condition	Assess Preferences, Readiness to Change?	Provide Educational Resources?	Provide Self-Monitoring Tool or PHR?	Refers Patients to Support Programs?	Refers Patients to Support Classes?	Refers patients to Other Resources?	Total Number of Components Used
4 B - Patient Self-Management Support								
2	hypertension		Yes	no	Yes	no	No	2
3	diabetes		Yes	no	no	no	No	1
4	diabetes		Yes	no	no	no	yes	2
5	hyperlipidemia		Yes	no	no	Yes	yes	3
6	hypertension		Yes	Yes	no	Yes	No	3
7	hypertension		Yes	no	no	Yes	No	2
23	hyperlipidemia		Yes	no	no	no	No	1
24	hyperlipidemia		Yes	no	Yes	Yes	yes	4
32	diabetes		no	no	no	Yes	No	1
33	hyperlipidemia		Yes	Yes	Yes	no	no	3
34	hypertension		Yes	Yes	no	no	No	2
35	diabetes		Yes	no	Yes	no	No	2
36	hyperlipidemia		Yes	Yes	no	Yes	No	3
Patient Files (Yes)								11
Patient Files (No)								25
Patient Sample Size (Yes+No)								36
Percentage of Patients (Yes/Sample)								30.6%

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