

Physician Practice Connections—Patient Centered Medical Home

ELEMENT 8A: Measures of performance

3 pts

LIMITED
Electronic Systems

**MUST
PASS**

The practice measures or receives performance data by physician or across the practice regarding:

- Clinical process
- Clinical outcomes
- Service data
- Patient safety

The practice must demonstrate that it measures two of the four types of performance by individual physician or by practice. It receives credit for NCQA Diabetes Physician Recognition (DPRP) or Heart Stroke Recognition (HSRP) for clinical process and clinical outcomes.

EXAMPLE * Documentation

TIP:
Reports should reflect care for all patients, not just patients covered by one payer.

CAHP's Patient Satisfaction Report

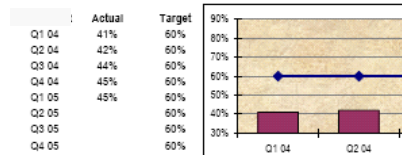
2004 NCQA/CAHPS Survey Results Composite Scores & Rating Measures

	Total Respondents	421	217
Composite/Attribute/Rating Item			
Rating of Health Care		86.7%	82.5%
Rating of Personal Doctor		77.6%	77.8%
Rating of Specialist		85.8%	77.3%
Getting Needed Care		86.0%	82.0%
Getting Care Quickly		82.7%	78.0%
How Well Doctors Communicate		94.7%	90.8%
Courteous and Helpful Office Staff		95.1%	93.5%
Rating of Health Plan		83.9%	79.3%
Customer Service		85.3%	83.6%
Claims Processing		93.2%	81.8%

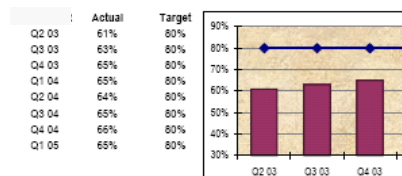
Clinical Performance Report

7. Control of lipids in diabetic patients

a. Percentage of patients with LDL <100 (desired range of control)



b. Percentage of patients with LDL <130 (minimum desired range of control)



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ADDITIONAL RESOURCES

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

American Academy of Family Physicians PCMH page:

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American Academy of Pediatrics Medical Home Resource page:

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

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ELEMENT 8B: Patient experience data

3 pts

LIMITED
Electronic Systems

The practice collects data on patient experience with:

- Access to care
- Quality of physician communication
- Patient/family confidence in self-care
- Patient/family satisfaction with care

Practices may collect patient experience information by phone or through a paper or electronic survey. Practices should be able to provide a summary of the survey information, not just a blank questionnaire or survey form.

EXAMPLE* Documentation

Results of Patient Phone Satisfaction Study			
66 patients Surveyed			
5 minutes Waiting	6 Minutes Waiting	3 Minutes Waiting	2 Minutes Waiting
7% surveyed	10% surveyed	62% surveyed	21% surveyed
Results of Patient Time from Check In to Exam Room			
42 Patients Tracked			
Patients taken to exam room <u>before</u> Scheduled time	5 minutes from sign in to exam	6 Minutes and more from sign in to exam room	
24% of tracked	34% of tracked	42% of tracked	

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ELEMENT 8C: Reporting to physicians

3 pts

LIMITED
Electronic Systems



The practice reports on its performance on the factors in Elements 8A and 8B (measures of performance and patient experience data).

This element requires the practice to give physicians and staff reports of the data collected in 8A and 8B, reported by the practice and by individual physician. Data may be from an affiliated group, such as a larger medical group, practice association or health plan, but it must reflect care provided for all patients.

EXAMPLE* Documentation

Practice-Level Quality Performance Indicators Current Quarter Site Comparison												
QUALITY MEASURE												
DM - Diabetic Eye Exam												
% of Patients Screened Sites Only) within the Past Year	54%	54%	39%	60%	54%	43%	57%	66%	47%	54%	56%	53%
		-	-	-	-	-	-	*	-			-
DM - HbA1c												
% of Patients Screened within the Past Year	84%	83%	85%	85%	85%	79%	83%	85%	87%	86%	83%	78%
						-			*			
DM - HbA1c - Level of Control - <7.0%												
% of Tested Patients with Lab Results <7.0%	45%	41%	45%	39%	50%	41%	38%	50%	53%	45%	47%	34%
		-	-	-	-	-	-	-	*	-	-	-
DM - HbA1c - Level of Control - >9.0%												
% of Tested Patients with Lab Results >9.0%	9%	10%	5%	11%	6%	12%	11%	6%	6%	11%	8%	10%
					+	+			+		+	+

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ELEMENT 8D: Setting goals and taking action

3 pts

LIMITED
Electronic Systems

The practice uses performance data to:

- Set goals based on measurement results referenced in Elements 8A and 8B
- Where necessary, act to improve performance of individual physicians or of the practice as a whole

This element requires the practice to use clinical evaluation (8A) and patient experience (8B) data to set goals for improvement and to show that it is working to implement the goals through periodic reassessment. Improvement goals and activities may be practice-wide or by individual physician.

EXAMPLE* Documentation

A	B	C	D	E	F
Areas for Analysis	Data Source or Measure	Opportunity Identified	Current Performance	Performance Goal	Action Taken and Date of Implementation
<i>To complete table –</i>	<i>List at least one data source or measure for each opportunity</i>	<i>List at least one opportunity</i>	<i>List current rate of performance</i>	<i>List at least one goal for each opportunity</i>	<i>List at least one activity for each opportunity and the start date of the activity</i>
Care Management	Follow up rate of Diabetics	We have found a direct correlation between the number of follow up visits and the control of the diabetic patient. The more frequent the visits the better the control.	Current recall rate for Diabetics is 49.3%	75% recall rate to start, with the further goal of increasing on a regular basis	Using our Pro Care Protocol, we are monitoring the recall rate at this practice and supplying the practice with the Physician Action Forms that identify the patients that are due/overdue for their follow up appointments. We also have asked the reception staff to make follow up appointments at

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ELEMENT 8E: Reporting standardized measures

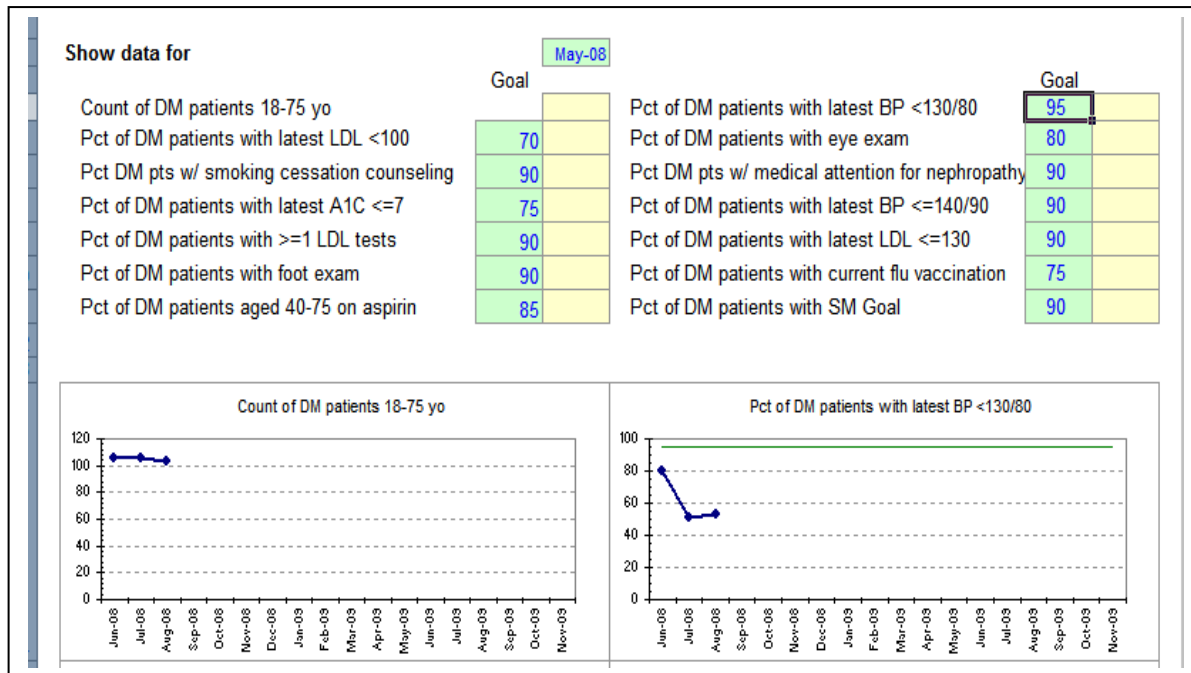
2 pts

SOME
Electronic Systems

The practice measures performance and produces reports using nationally approved clinical measures.

This element requires the practice to show the ability to report measures endorsed by the National Quality Forum (NQF) for use at the physician or practice level. Scoring is based on number of measures reported. Access NQF-endorsed measures at: <http://www.qualityforum.org/pdf/Btblendorsedmeasurescurrent.xls>.

EXAMPLE* Documentation



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ELEMENT 8F: Electronic reporting—external entities

1 pt

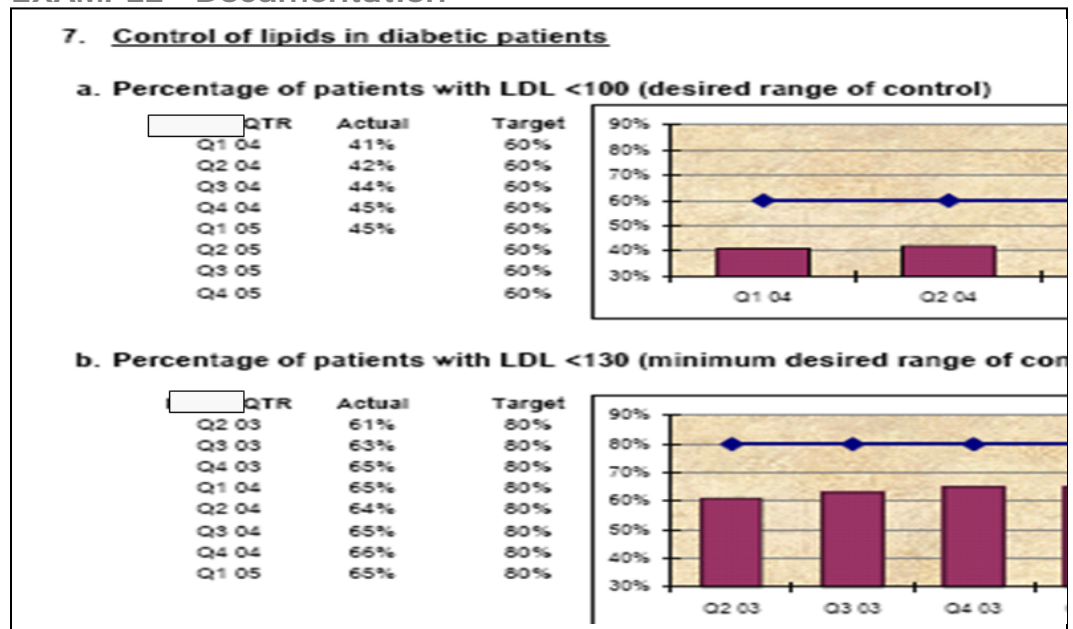
**FULLY
INTEGRATED**
Electronic Systems

The practice electronically transmits performance measures to external entities.

This element assesses the practice’s ability to transmit performance reports (Element 8E) electronically to health plans, to the public sector and to other entities external to the practice. The practice may receive partial credit for this element if its electronic system can transmit reports to external entities but the practice has not transmitted reports.

EXAMPLE* Documentation

TIP: To demonstrate compliance with this element, the practice describes the reports it transmits, the external entity that receives the report and a screen shot of the portal or other system showing transmission.



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