

**PCMH (2014) & PCSP (2013)
Recognition Programs
How to View & Print ISS
Survey Tool Results**



Step 1: Open the Survey Tool under “Survey & Results.”


Publications & Licenses

Your organization has licensed the following:

PCMH

- [2014 PCMH Survey Tool \(web-based\) \(1-4 users\)](#)
(License 59, Submitted 10/30/2015)

Welcome to NCQA's Interactive Survey System, which contains all the information necessary for understanding and undergoing an NCQA Accreditation, Certification or Recognition Survey. You can use the Survey



Margaret E. O'Kane,
President, NCQA

meet the standards, mically and efficiently (site).

[a.org](#) if you would like more information about how NCQA evaluates quality in health care.

To view the final results, DO NOT open the survey from this link.

Survey & Results

We have conducted or are conducting the following surveys:

PCMH

- [2014:PCMH Summit Pediatrics- Williams - eClinicalWorks - PCMH 2014](#)
(Stage 5, Org 541, Project 241, Start 10/30/2015, Submitted 10/30/2015)

evaluate it; you can also prepare for an NCQA survey-- the Survey Tool becomes the basis for the survey. The Survey

Open the survey from this link to view the results.

Administration

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

Step 2: If you can't see the Survey & Results section then you need to add a User.

Publications & Licenses


Your organization has licensed the following:

PCMH

- [2014 PCMH Survey Tool \(web-based\) \(1-4 users\)](#)
(License: , Submitted 10/30/2015)

Welcome to NCQA's Interactive Survey System, which contains all the information necessary for understanding and undergoing an NCQA Accreditation, Certification or Recognition Survey. You can use the Survey Tool for any NCQA evaluation program. The Standards and Guidelines are embedded in it to help you evaluate your performance as NCQA will evaluate it; you can also prepare for an NCQA survey--the Survey Tool becomes the basis for the survey. The Survey Tool lets you understand how well you meet the standards, and lets NCQA conduct surveys economically and efficiently (because most of the survey occurs off-site).

Please contact customersupport@ncqa.org if you would like more information about how NCQA evaluates quality in health care.



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President, NCQA

Administration

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

Click "Administrative Functions."

Step 3: Manage Users

Administration Menu

Manage Users

- [Create New User in User Pool](#)
- [View/Edit User in User Pool](#)
- [Assign User to Publication](#)
- [View/Edit User Assigned to Publication](#)
- [View/Edit User Rights to Publication](#)

Other Administrative Functions

- [View/Edit Organization Name](#)
- [View History of Changes](#)
- [Transfer Data from one Survey Tool to another Survey Tool](#)

Manage Users

- ✓ Assign User
- ✓ View/Edit User Rights

Step 4: User Rights

Return to: [Administration Menu](#)

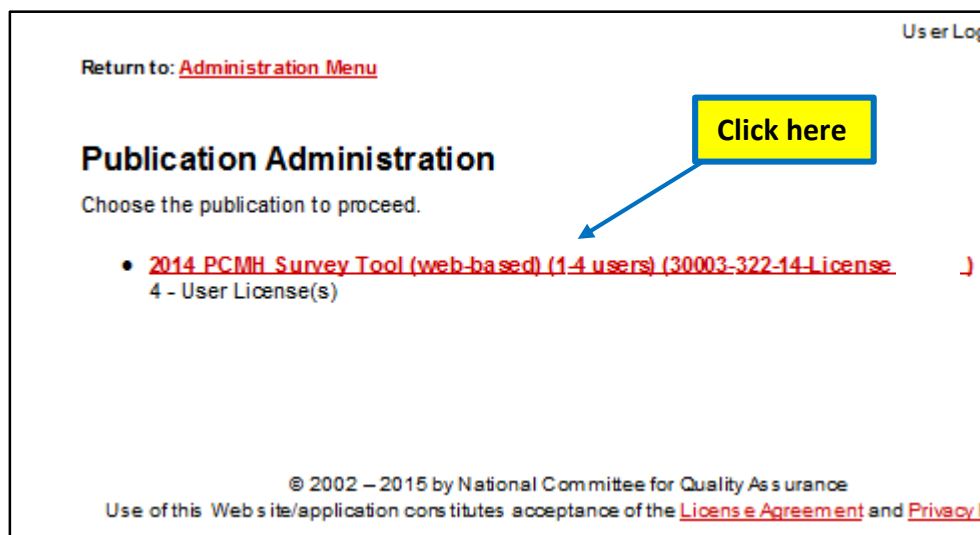
User Log

Publication Administration

Choose the publication to proceed.

- [2014 PCMH Survey Tool \(web-based\) \(1-4 users\) \(30003-322-14-License 4 - User License\(s\)\)](#)

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Step 5: To Grant User Rights

Return to: [Administration Menu](#)

View/Revise User Rights for: 2014 PCMH Survey Tool (web-based) (1-4 users)

The fields below allow you to assign this user rights to specific areas and functions of this Survey Tool.

This section is Not Applicable for Standards and Guidelines - you do not need to complete any fields. All users will have Read Only rights to all Categories. The Standards and Guidelines do not have Results or Submission features.

For the *Organization Background* and for each *Category of Standards* (identified by a letter code) in the Survey Tool, assign one of three levels of rights:

- **Read and Change (R&C).** The user can read all content and data in the category/area and enter, edit and save all data, including answers to questions, evaluation text, comments and private notes. *This is the default level of rights.*
- **Read Only (RO).** The user can read all content and data, including answers to questions, evaluation text, comments and private notes but cannot save any edits to data.
- **No Access (NA).** The user can read all content ISS-developed content (e.g., Standards and Guidelines) but cannot read or edit any data entered by the organization.

For the *Results* section, assign one of two levels of rights:

- **Read Only (RO).** The user can read results. *This is the default level of rights.*
- **No Access (NA).** The user cannot obtain Survey Tool results.

For *Survey Tool Submission*, assign one of three levels of rights:

- **Documents and Survey Tool.** The user can upload documents and execute the final data submission. *This is the default level of rights.*
- **Documents.** The user can upload documents but cannot execute the final data submission.
- **No Access (NA).** The user cannot submit the Survey Tool.

For *Survey Access*:

User Rights Options:

- ✓ Read & Change (R&C)
- ✓ Read Only (RO)
- ✓ No Access (NA)

Relates To:

- ✓ Standards
- ✓ Results
- ✓ Submission
- ✓ Survey Access

Step 6: Adding Users

For Survey Access:

After the submission of the Survey Tool for survey, ISS makes a copy available in "Read Only" mode. This version is separate from your readiness Evaluation and is used to conduct the survey

- To provide the user access to this version: Leave the box checked. This is the default level of rights for a new user.
- To prohibit the user from accessing this version: Uncheck the box.

| Organization Background | Category PCMH | Category MA | Results | Submission | Survey Access |
|-------------------------|---------------|-------------|---------|---------------------------|-------------------------------------|
| R&C ▾ | R&C ▾ | R&C ▾ | RO ▾ | Documents & Survey Tool ▾ | <input checked="" type="checkbox"/> |

Save User

.Select the applicable permission options under each category to give the user access to the Survey Tool, including results after the practice is Recognized. Confirm the "Survey Access" box is checked and then click "Save User."

Step 6: Editing User Rights

For Survey Access:

After the submission of the Survey Tool for survey, ISS makes a copy available in "Read Only" mode. This version is separate from your readiness Evaluation and is used to conduct the survey

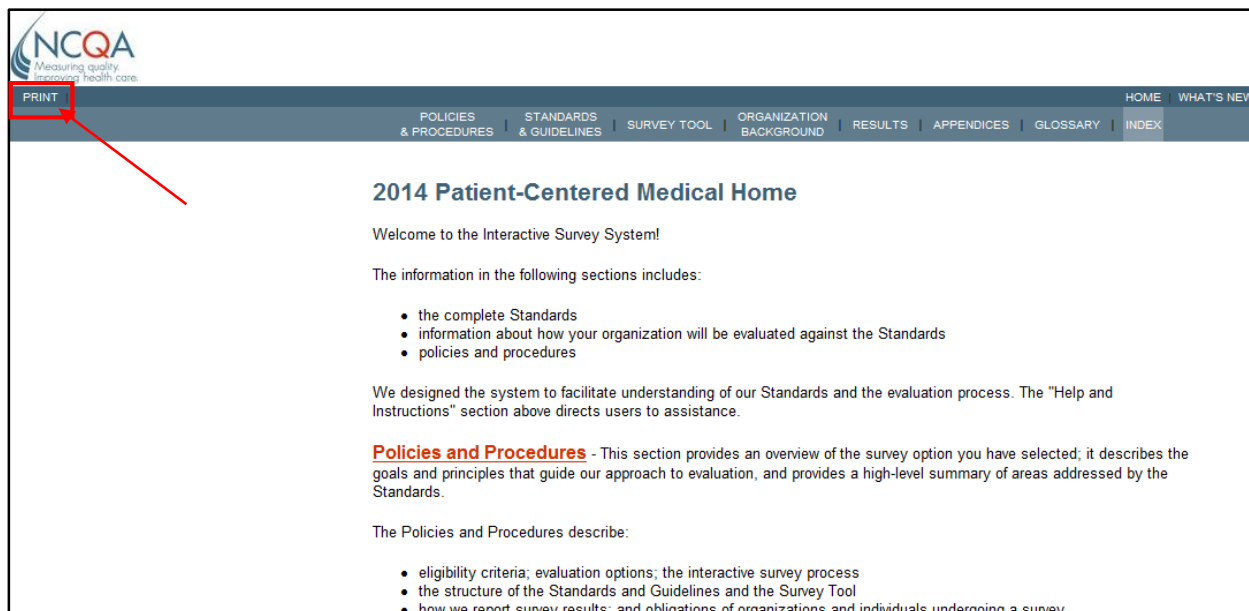
- To provide the user access to this version: Leave the box checked. This is the default level of rights for a new user.
- To prohibit the user from accessing this version: Uncheck the box.

| User ID | Organization Background | Category PCMH | Category MA | Results | Submission | Survey Access |
|---------|-------------------------|---------------|-------------|---------|---------------------------|-------------------------------------|
| P100032 | R&C ▾ | R&C ▾ | R&C ▾ | RO ▾ | Documents & Survey Tool ▾ | <input checked="" type="checkbox"/> |

Save Rights

Update the permission options under each category to change the user's access to the Survey Tool, including results after the practice is Recognized. Then select "Save Rights."

Step 7: To view and print your results, click “Print.”



NCQA
Measuring quality
improving health care

PRINT

POLICIES & PROCEDURES | STANDARDS & GUIDELINES | SURVEY TOOL | ORGANIZATION BACKGROUND | RESULTS | APPENDICES | GLOSSARY | INDEX | HOME | WHAT'S NEW

2014 Patient-Centered Medical Home

Welcome to the Interactive Survey System!

The information in the following sections includes:

- the complete Standards
- information about how your organization will be evaluated against the Standards
- policies and procedures

We designed the system to facilitate understanding of our Standards and the evaluation process. The "Help and Instructions" section above directs users to assistance.

Policies and Procedures - This section provides an overview of the survey option you have selected; it describes the goals and principles that guide our approach to evaluation, and provides a high-level summary of areas addressed by the Standards.

The Policies and Procedures describe:

- eligibility criteria; evaluation options; the interactive survey process
- the structure of the Standards and Guidelines and the Survey Tool
- how we report survey results; and obligations of organizations and individuals undergoing a survey.

Step 7: How to Print.

Printer Friendly Completed Survey Tool

This function produces Web pages formatted to print complete data from one page. Due to variations in browsers and user-defined browser settings, there may be variations in print format between Netscape and Internet Explorer. You may print data from the Survey Tool for any stage of survey to which you have access. Please see the Policies and Procedures for details on survey stages.

To print data from the Survey Tool stage other than the current one, select the Survey Tool stage from the choices below. After you have successfully changed stages, use the print links below.

Stage Selector

- [Organization Readiness Evaluation](#)
- **Final Report** - currently displayed

[Entire Survey Tool \(all categories in one document\)](#)
[Patient-Centered Medical Home](#)
[MA HPC/PCMH PRIME](#)

Print Entire Survey Tool

←

Numeric Results

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

[Print Numeric Results](#)

Print Numeric Results

←

Evaluations, Recommendations, Comments, and Private Notes

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

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

Print All Comments/Notes

←

Printable Versions of Publications

This function allows you to open or download printable versions of publications.

Sample PCMH Post-Review Evaluation Comments

Available in Survey Tool after review is completed by NCQA

View All Evaluation Comments

Organization: Sum Pediatrics eClinicalWorks - PCMH
2014
Evaluation Option: Patient-Centered Medical Home (PCMH)
Project: 241
Standards Year: 2014

View All Evaluation Comments

Patient-Centered Medical Home

PCMH1 - Patient-Centered Access

Element A

- Evaluation: 11/13/15 NCQA Reviewer Notes: The practice scored yes to factors 1-2, 4-6 and no to factor 3. Reviewer changed factors 2 and 4 to no. Factor 2 - the practice did not provide materials given to patients regarding after hours or a 5-day report showing after hours availability. Factor 4 - the practice did not provide documentation showing appointment wait times and a comparison between the practice site's standards.

Element B

- Evaluation: 09/14/15 NCQA Reviewer Notes: The practice scored yes to factors 1-4. Reviewer agrees with this score based on the practice providing an attestation statement for this element.

Factor 1- auto credit. Please see pre-validation documents.

Factors 2-4- Our practice achieved level 3 recognition as a patient centered medical home and attests that the responses to the factors of this element reflect the current operation of the organization/practice sites. Documentation to support these responses can be provided upon request.

Element C

- Evaluation: 09/14/15 NCQA Reviewer Notes: The practice scored yes to factors 1-6. Reviewer agrees with this score based on the practice providing an attestation statement for this element.

Factors 1-4- Our practice achieved level 3 recognition as a patient centered medical home and attests that the responses to the factors of this element reflect the current operation of the organization/practice sites. Documentation to support these responses can be provided upon request.

Factors 5,6- Auto credit please see pre-validation documents

Sample of NCQA printer-friendly version of the numeric results

| Printer Friendly Results | | Click Here to Print | |
|---|--|---------------------|--------------------------------------|
| Summary and Detailed Results | | | |
| Organization: | Sum Pediatrics- eClinicalWorks- PCMH 2014 | Stage: | Final Report |
| Project: | 241 | Evaluation option: | Patient-Centered Medical Home (PCMH) |
| Unit of Assessment: | | Date: | 12/15/2015 |
| [Note: * indicates a Must Pass element] | | | |
| Total Received: 93.37 out of a Possible: 100.00 | | | |
| Patient-Centered Medical Home | Points Received | Possible Points | Percentage Score (%) |
| PCMH1 A * | 3.37 | 4.50 | 75.00 |
| PCMH1 B | 3.50 | 3.50 | 100.00 |
| PCMH1 C | 2.00 | 2.00 | 100.00 |
| PCMH1 | 8.87 | 10.00 | |
| PCMH2 A | 3.00 | 3.00 | 100.00 |
| PCMH2 B | 2.50 | 2.50 | 100.00 |
| PCMH2 C | 2.50 | 2.50 | 100.00 |
| PCMH2 D* | 3.00 | 4.00 | 75.00 |
| PCMH2 | 11.00 | 12.00 | |
| PCMH3 A | 3.00 | 3.00 | 100.00 |
| PCMH3 B | 4.00 | 4.00 | 100.00 |
| PCMH3 C | 3.00 | 4.00 | 75.00 |
| PCMH3 D* | 5.00 | 5.00 | 100.00 |
| PCMH3 E | 4.00 | 4.00 | 100.00 |
| PCMH3 | 19.00 | 20.00 | |
| PCMH4 A | 4.00 | 4.00 | 100.00 |
| PCMH4 B* | 4.00 | 4.00 | 100.00 |
| PCMH4 C | 4.00 | 4.00 | 100.00 |
| PCMH4 D | 3.00 | 3.00 | 100.00 |
| PCMH4 E | 5.00 | 5.00 | 100.00 |
| PCMH4 | 20.00 | 20.00 | |
| PCMH5 A | 6.00 | 6.00 | 100.00 |
| PCMH5 B* | 6.00 | 6.00 | 100.00 |
| PCMH5 C | 6.00 | 6.00 | 100.00 |
| PCMH5 | 18.00 | 18.00 | |
| PCMH6 A | 3.00 | 3.00 | 100.00 |



Submit questions via PCS (Policy/Product Clarification System) from your MyNCQA account, my.ncqa.org.