

Physician Practice Connections—Patient Centered Medical Home

ELEMENT 1A: Access and communication processes

4 pts

LIMITED
Electronic Systems

**MUST
PASS**

The practice has written processes for scheduling appointments and communicating with patients.

The practice should have a written process that clearly communicates its scheduling policies. Policies should reflect how the practice accommodates patient needs and medical conditions, patient access to after-hours care and type of communication patients can expect with the practice's physician and staff. The element's intent is that written policies offer patients timely access to care, same-day response to phone inquiries, expanded visit hours and coordination of care between the physician's practice and other clinicians.

EXAMPLE* Documentation

Standards

Operations Steering Committee Goals for Advanced Access

1. Maintain percentage (%) of patients seen with 0-3 days at greater than (>) or equal to (=) 60%.
2. Maintain See Your Own (SYO) Ratio at 60% -80% to ensure patients have access to their Primary Care Provider (PCP). If SYO Ratio drops below 60%, consider closing PCP's practice to new patients.
3. Maintain same day capacity sufficient to avoid triage of patient requests, with goal that patients phoning in a given day will be offered an appointment for that same day, regardless of acuity of patient problem

*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 1B: Access and communication results

5 pts

LIMITED
Electronic Systems

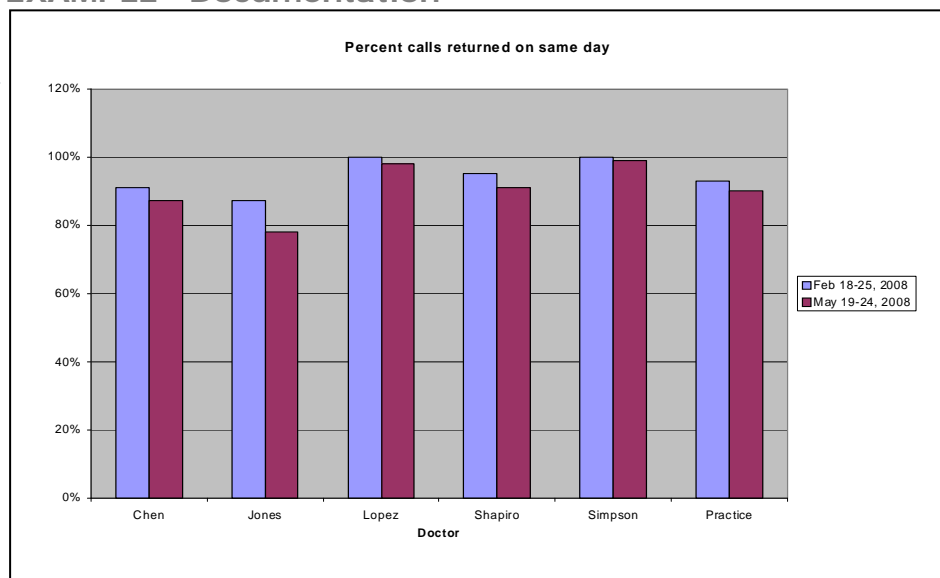


The practice has data showing that it meets the standards in PPC1A for scheduling and communicating with patients.

The goal of this element is to ensure that the practice effectively implements the processes it defined in PPC 1A for patient scheduling and communication. A practice should demonstrate that it evaluates the processes and meets process goals in its written patient access and communication policies.

TIP: The practice must measure results of communication and access policy implementation—tracking reports showing same-day appointments, telephone response times for a specific time period, average time for returning after-hours phone calls, use of language services.

EXAMPLE* Documentation



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