

Patient-Centered Medical Home Recognition FACT SHEET



Ensuring that employees receive quality health care—especially quality primary care—is a priority for employers. Research shows that effective primary care translates to fewer hospitalizations, fewer duplicated treatments and more appropriate use of resources. But how can employers determine which primary care practices offer the best care?

NCQA's **Patient-Centered Medical Home (PCMH) Recognition program** was developed to identify medical practices that have invested in a model of care that puts patients at the forefront of care and where continuous quality improvement is a priority. For employers, understanding PCMH Recognition and how it can help identify quality is important for ensuring that employees receive quality care.

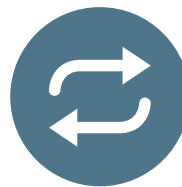
➔ What Is PCMH Recognition?

The NCQA PCMH Recognition program is the most widely adopted PCMH evaluation program in the country. More than 13,000 practices (with more than 67,000 clinicians) are recognized by NCQA. For practices to receive this Recognition, they must meet standards in six areas.



TEAM-BASED CARE AND PRACTICE ORGANIZATION

Practices are evaluated on leadership structure, care team responsibilities, how they engage with patients, families and caregivers.



CARE COORDINATION AND CARE TRANSITIONS

Practices ensure that primary and specialty care clinicians share information and manage patient referrals.



CARE MANAGEMENT AND SUPPORT

Practice clinicians use care management protocols to help them identify patients who need closely managed care.



PATIENT-CENTERED ACCESS AND CONTINUITY

Practices provide patients with convenient access to clinical advice and continuity of care.



KNOW AND MANAGE PATIENTS

Practices must meet standards for data collection, medication reconciliation and evidence-based clinical decision support.



PERFORMANCE MEASUREMENT AND QUALITY IMPROVEMENT

Practices have processes for measuring their performance and for quality improvement activities.

➔ What Does PCMH Recognition Mean for Employers?

Employers looking for ways to ensure that their employees receive quality care should start with a strong foundation of primary care. NCQA's PCMH Recognition identifies those primary care practices that meet key standards for quality care.

Research across multiple types of payers has shown that patients in NCQA-Recognized patient-centered medical homes have better management of chronic conditions, reduced fragmentation of care and lower health care costs overall.

➔ What Should Employers Do?

Employers should work with their health plan to ensure that NCQA-Recognized PCMHs are part of their network and are designated for employees. Employers may want to develop a benefit design that steers employees to Recognized practices.



NCQA also recognizes specialists who deliver high-quality, patient-centered care through its **Patient-Centered Specialty Practice Recognition program**. The program focuses on coordination and sharing of information. The practice works as a team to coordinate care with primary care and other referring clinicians, community resources and secondary services. Care is focused on the patient, rather than on the care setting.

For more information and resources for employers, visit www.ncqa.org/employers



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