



NCQA Recognition: Your Transformation Team

This checklist helps your organization or practice identify key members of the team that will manage the transformation process.

Include these people as key members of the transformation team to help ensure transformation success:

- Clinician lead of the transforming practice.
- Lead staff member to manage transformation.
- Administrative support staff, including health IT, records management, practice management systems and reporting.
- Practice clinicians.
- Nurses, medical assistants, other clinical staff (e.g., LCSW, CDE).
- Nonclinical staff (e.g., appointment clerks, outreach, billing, records).
- Key stakeholders (patients, families, caregivers) that serve on committees, advisory councils.
- PCMH Certified Content Expert™ (CCE) or transformation consultant, as necessary.

Define roles and responsibilities

Decide what the transformation activities will be and who will manage them.

Define the organization's and practice's structure that will support key practice functions.

Identify transformation-related duties for staff and determine what training is needed.

Identify resources to support the practice

Federal and state initiatives, health information exchanges and community resources available in your area.

[Learn more about incentives and support.](#)

Questions?

Submit them through [My.NCQA.org](https://www.ncqa.org) and an NCQA representative will be in touch.