



For Public Comment
November 9, 2021–January 10, 2022
Comments due 11:59pm ET
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Appendix 1: Proposed Criteria Updates to PCMH and PCSP Recognitions

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Patient-Centered Medical Home (PCMH)

Knowing and Managing Your Patients (KM)

Competency B: Patient Diversity. The practice uses information about the characteristics of its patient population to provide culturally and linguistically appropriate services.

KM 09 (Core) Diversity: ~~Assesses the diversity (race, ethnicity, and one other aspect of diversity) of its population:~~

A. Race.

B. Ethnicity.

C. Gender identity.

D. Sexual orientation.

E. One other aspect of diversity.

GUIDANCE	EVIDENCE
<p><u>Assessing the diversity of its population can help a practice identify subpopulations with specialized needs or that are subject to systemic barriers, leading to disparities in health outcomes.</u></p> <p><u>Although it is voluntary for individuals to report these aspects of diversity, the practice must attempt to collect it. The practice may collect data directly at points of interaction with individuals and through multiple mechanisms, using as many channels as available.</u></p> <p>The practice <u>directly</u> collects information on how patients identify in at least three <u>five</u> areas that include:</p> <p><u>A, B: Race and Ethnicity.</u></p> <p><u>The practice must be able to report race/ethnicity data using Office of Management and Budget (OMB) categories, including the response option of “Other.” The OMB recommends a two-question format, asking individuals for ethnicity before race, which includes the following minimum categories:</u></p>	<ul style="list-style-type: none"> • Report



= Site-specific evidence required.

GUIDANCE	EVIDENCE
<ul style="list-style-type: none"> • <u>Ethnicity:</u> <ul style="list-style-type: none"> – <u>Hispanic or Latino.</u> – <u>Not Hispanic or Latino.</u> – <u>(Declined).</u> • <u>Race (select one or more):</u> <ul style="list-style-type: none"> – <u>Black or African American.</u> – <u>Native Hawaiian or Other Pacific Islander.</u> – <u>White.</u> – <u>Asian.</u> – <u>American Indian or Alaska Native.</u> – <u>Some other race.</u> – <u>(Declined).</u> <p><u>The practice may also use a combined format to collect race and ethnicity, asking individuals to select all categories that apply, that includes the following minimum categories:</u></p> <ul style="list-style-type: none"> • <u>American Indian or Alaska Native.</u> • <u>Asian.</u> • <u>Black or African American.</u> • <u>Hispanic or Latino.</u> • <u>Native Hawaiian or Other Pacific Islander.</u> • <u>White.</u> • <u>Other, please specify: _____.</u> • <u>(Declined).</u> <p><u>If the practice uses more granular subcategories of race/ethnicity, it must have a consistent process to aggregate responses into the OMB categories.</u></p> <p><u>C. Gender identity.</u></p> <p><u>The practice must be able to report the following response options, at a minimum:</u></p> <ul style="list-style-type: none"> • <u>Male.</u> • <u>Female.</u> • <u>Transgender male/trans man/female-to-male (FTM).</u> • <u>Transgender female/trans woman/male-to-female (MTF).</u> • <u>Genderqueer, neither exclusively male nor female.</u> 	



= Site-specific evidence required.

GUIDANCE	EVIDENCE
<ul style="list-style-type: none"> • <u>Additional gender category or other, please specify.</u> • <u>Choose not to disclose.</u> • <u>Additional options, as the practice deems appropriate.</u> <p><u>D. Sexual orientation.</u></p> <p><u>The practice must be able to report the following response options, at a minimum:</u></p> <ul style="list-style-type: none"> • <u>Lesbian or gay or homosexual.</u> • <u>Straight or heterosexual.</u> • <u>Bisexual.</u> • <u>Something else, please describe.</u> • <u>Don't know.</u> • <u>Choose not to disclose.</u> • <u>Additional options, as the practice deems appropriate.</u> <p><u>E. One additional other aspect of diversity,</u> which may include, but is not limited to, <u>gender identity, sexual orientation,</u> religion, occupation, geographic residence, <u>pronouns, disability status, veteran status.</u> Neither age nor gender are acceptable as a <u>third-fifth</u> aspect of diversity.</p> <p>The practice <u>must may</u> collect data directly from patients <u>or may use data about the community (e.g., zip code analysis, community level census data)</u> it serves.</p>	

KM 10 (Core) Language: Assesses the language needs of its population.

GUIDANCE	EVIDENCE
<p>The practice identifies the prevalent language needs of its population. It <u>must may</u> collect data directly from all-patients <u>or from community-level statistics for the community it serves and document all languages spoken.</u></p>	<ul style="list-style-type: none"> • Report 

 = Site-specific evidence required.

GUIDANCE	EVIDENCE
<p>If the practice collects data directly, aAll responses (e.g., patient declined to provide language information, primary language is English, patient does not need language services) must be recorded; a blank field does not mean the patient’s preferred language is English.</p> <p>Documenting patients’ preferred spoken and written language helps the practice identify the language resources required to serve the population effectively (e.g., materials in prevalent languages, translation services, bilingual staff).</p>	

 = Site-specific evidence required.