

PCMH 6: Performance Measurement and Quality Improvement

The most effective patient-centered medical homes are those that commit to continuous quality improvement. A well-functioning PCMH practice uses performance data to identify opportunities for improvement and consistently works toward improvements in clinical quality, efficiency and patient experience.

In Standards 6A – 6E, NCQA requires practices to demonstrate how data is used to monitor practice performance and how practice uses the data to improve patient outcomes. Elements 6A – 6E are time consuming, but critical elements, so your practice may wish to focus on these measures early in the transformation process. Element 6D is Must Pass Element.

Element A: Measure Clinical Quality Performance

➤ At least two immunization measures
➤ At least two preventive care measures
<i>For example: mammograms, colonoscopies, vaccines, bone density exams, smoking, depression screenings, alcohol use, etc.</i>
➤ At least three chronic or acute care clinical measures
<i>For example: Hemoglobin A1C, LDL, blood pressure, diabetic foot and eye exams, etc.</i>
➤ At least two utilization measures affecting health care costs
<i>For example: ER visits, hospital admissions, use of brand-name drugs when generics are available, etc.</i>
➤ Performance data stratified for vulnerable populations (to assess disparities in care)
<i>For example: diabetic smokers, elderly, language barriers, low-income, disability, co-morbid conditions, frailty, etc.</i>

Element B- Measure Resource Use and Care Coordination

At least annually, the practice measures or receives quantitative data on:

➤ At least two measures related to care coordination
➤ At least two measures affecting health care costs

Element C: Measure Patient/Family Experience

Obtain feedback from patients/families on their experiences with practice and their care by conducting at least one of the following factors:

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<ul style="list-style-type: none"> ➤ The practice conducts a survey (using any instrument) to evaluate patient/family experiences on at least three of the following categories: <ul style="list-style-type: none"> ○ Access ○ Communication ○ Coordination ○ Whole person care/self-management support
➤ The practice uses the PCMH version of the CAHPS Clinician & Group Survey Tool
➤ CAHPS Patient-Centered Medical Home (PCMH) survey tool
➤ The practice obtains feedback on experiences of vulnerable patient groups
➤ The practice obtains feedback from patients/families through qualitative means

Documentation Required:

Factors 1-4: Reports showing results of patient feedback

Element D: Implement Continuous Quality Improvement— MUST PASS

Implement a quality improvement process on at least two of the following factors:

The practice uses an ongoing quality improvement process to:

➤ Set goals and analyze at least three clinical quality measures from Element A
➤ Act to improve at least three clinical quality measures from Element A
➤ Set goals and analyze at least one measure from Element B
➤ Act to improve at least one measure from Element B
➤ Set goals and analyze at least one patient experience measure from Element C
➤ Act to improve at least one patient experience measure from Element C
➤ Set goals and address at least one identified disparity in care/service for identified vulnerable populations

Documentation Requirements:

- *Factors 1-7:* Report or completed PCMH Quality Measurement and Improvement Worksheet

Recommended Links/Resources:

<http://forces4quality.org/tale-three-practices-how-medical-groups-are-improving-patient-experience>

Best Practices: Improving the patient experience of care

<http://www.pccpi.org/resources/browse/topic/53/type/60>

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Various resources/best practices for ongoing quality and performance improvement

<http://www.ihl.org/resources/Pages/HowtoImprove/default.aspx>

Quality improvement tools

<http://www.chcf.org/topics/care-delivery>

Various tools for practice transformation/improving outcomes

<http://www.safetynetmedicalhome.org/>

- Safety Net Medical Home Initiative
- <http://www.safetynetmedicalhome.org/sites/default/files/Implementation-Guide-QI-Strategy-2.pdf>
- <http://www.safetynetmedicalhome.org/sites/default/files/A3.pdf>