



Get Organized for NCQA Certification

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The Institute for Family Health

- Not-for-Profit/ 330 grant funded /article 28/
group of family practice health centers
- Joint Commission accredited 2004
- Over 600 employees
- Intergraded electronic medical record “Epic”



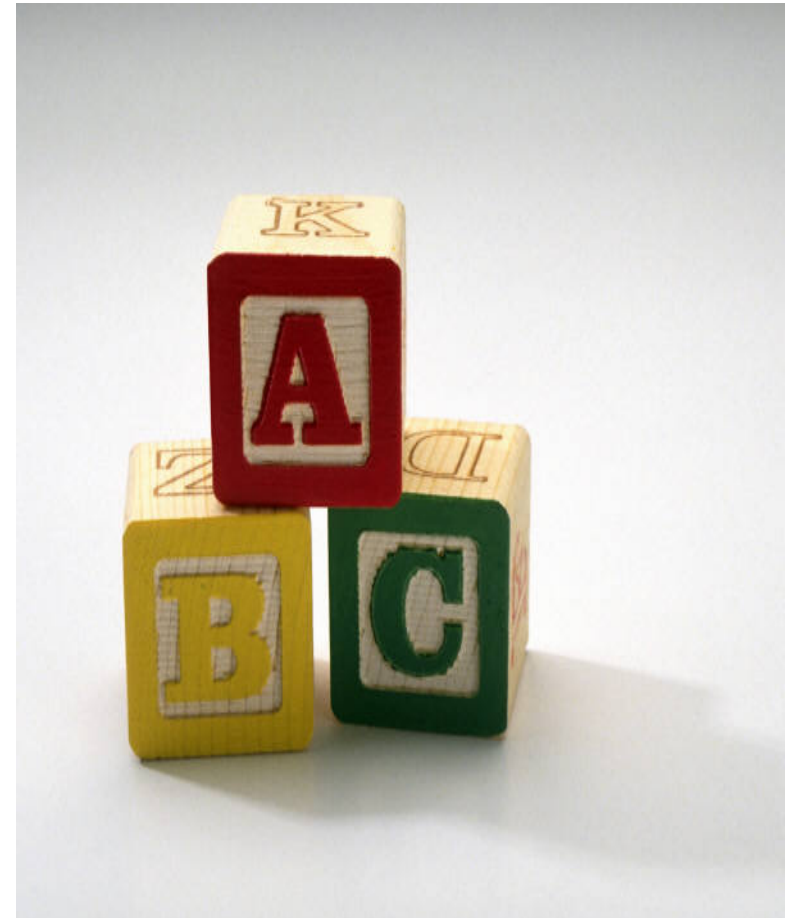
The Institute for Family Health

- Centers in New York City and Mid-Hudson Regions
 - 13 Family practice health centers
 - 6 homeless centers
 - 3 dental centers
 - 2 residency training programs
 - 2 part time health centers
 - 2 free clinics
 - 2 article 31 mental health centers
 - 1 school based health center
 - Specialty Care OB / GYN practice



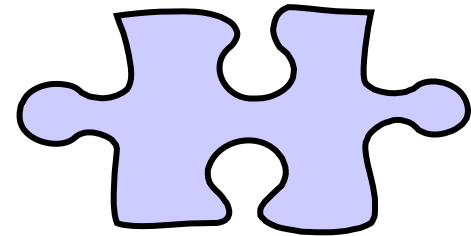
The basics

- Electronic medical record
- CQI process
- Provider communication
- Organizational buy in....

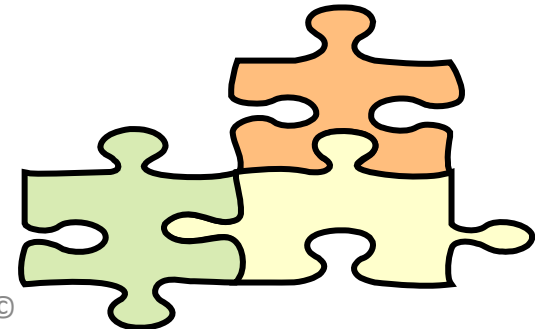


Getting Started

- Know which standards / elements are group responses verses individual site responses.
- Group vs. site responses are determined by NCQA.



- Tackle group standards and elements first.



PPC-PCMH Multi-Site Approval Form 9.24.08.do... Table Tools

Home Insert Page Layout References Mailings Review View Acrobat Design Layout

Times New Roman 11

Font Paragraph Styles

Emphasis Heading 1 Normal

Standard and Element	Standard and Element Titles	Element Points	Standard Points	Approved Elements to Review once in Group Survey Tool
PPC 1	Access and Communication			
PPC 1A**	Access and communication processes	4		Yes
PPC 1B**	Access and communication results	4		No, site specific results
	Total Points		8	
PPC 2	Patient Tracking and Registry Functions			
PPC 2A	Basic system for managing patient data	2		No, percent of use
PPC 2B	Electronic system for clinical data	3		Yes
PPC 2C	Use of electronic clinical data	3		No, percent of use
PPC 2D**	Organizing clinical data	6		No, record review
PPC 2E**	Identifying important conditions	4		No, site specific results
PPC 2F	Use of system for population management	3		Yes
	Total Points		21	
PPC 3	Care Management			
PPC 3A**	Guidelines for important conditions	3		No, site specific
PPC 3B	Preventive service clinician reminders	4		Yes
PPC 3C	Practice organization	3		No, site specific
PPC 3D	Care management for important conditions	5		No, record review
PPC 3E	Continuity of care	5		Yes
	Total Points		20	
PPC 4	Patient Self Management Support			
PPC 4A	Documenting communication needs	2		Yes
PPC 4B**	Self-management support	4		No, record review
	Total Points		6	
PPC 5	Electronic Prescribing			
PPC 5A	Electronic prescription writing	3		No, percent of use

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Create your team

- Know the standards
- Assign the standards
- Review the standards
- Set expectation and time line for work
- Establish method of communication and required response time



Organize your work

- Request / remind NCQA to name all of your sites with a core name.
- Make all of your passwords the same
- Keep one document with names / logins and passwords



Log in by practice.xls [Compatibility Mode] - Microsoft Excel

Home Insert Page Layout Formulas Data Review View

Get External Data Refresh All Connections Properties Edit Links Sort Filter Clear Reapply Advanced Text to Columns Remove Duplicates Data Validation Consolidate What-If Analysis Group Ungroup Subtotal

	A	B	C	D	E
2	Practice	Order #	Login	Application Material	
3	Westchester Family Practice	Order # P0845887	User ID: P084588726	User Name: nnurse@institute2000.org	
4	1990 Westchester Ave			Password: Zd6?m4%K8	
5	Bronx, NY 10462		https://iss.ncqa.org	Link: https://downloads.ncqa.org/customer/Login.aspx	
6	Phone: 212-633-0800 1242				
8	Walton Family Practice	Order # P0845879	Permanent User ID: P084587948	User Name: nnurse@institute2000.org	
9	1894 Walton Ave			Password: Zd6?m4%K8	
10	Bronx, NY 10453		Link: https://iss.ncqa.org	Link: https://downloads.ncqa.org/customer/Login.aspx	
11	Phone: 212-633-0800 1242				
13	Parkchester Family Practice	Order # P0845880	Permanent User ID: P084588056	User Name: nnurse@institute2000.org	
14	1597 Unionport Road		Password: A539956	Password: Zd6?m4%K8	
15	Bronx, NY 10462		Link: https://iss.ncqa.org	Link: https://downloads.ncqa.org/customer/Login.aspx	
16	Phone: 212-633-0800 1242				
18	Mount Hope Family Practice	Order # P0845878	Permanent User ID: P08458783	User Name: nnurse@institute2000.org	
19	130 West Tremont		Password: A46993	Password: Zd6?m4%K8	
20	Bronx, NY 10453		Link: https://iss.ncqa.org	Link: https://downloads.ncqa.org/customer/Login.aspx	
22	Phillips Family Practice	Order # P0845877	Permanent User ID: P084587722	User Name: nnurse@institute2000.org	
23	16 East 16th Street, 1st Floor		Password: A439922	Password: Zd6?m4%K8	
24	New York, NY 10003		Link: https://iss.ncqa.org	Link: https://downloads.ncqa.org/customer/Login.aspx	
25	Phone: 212-633-0800 1242				
27	Amsterdam Family Health Center	Order # P0845876	Permanent User ID: P084587644	User Name: nnurse@institute2000.org	
28	690 Amsterdam Ave		Password: A379944	Password: Zd6?m4%K8	
29	New York NY 10025		Link: https://iss.ncqa.org	Link: https://downloads.ncqa.org/customer/Login.aspx	

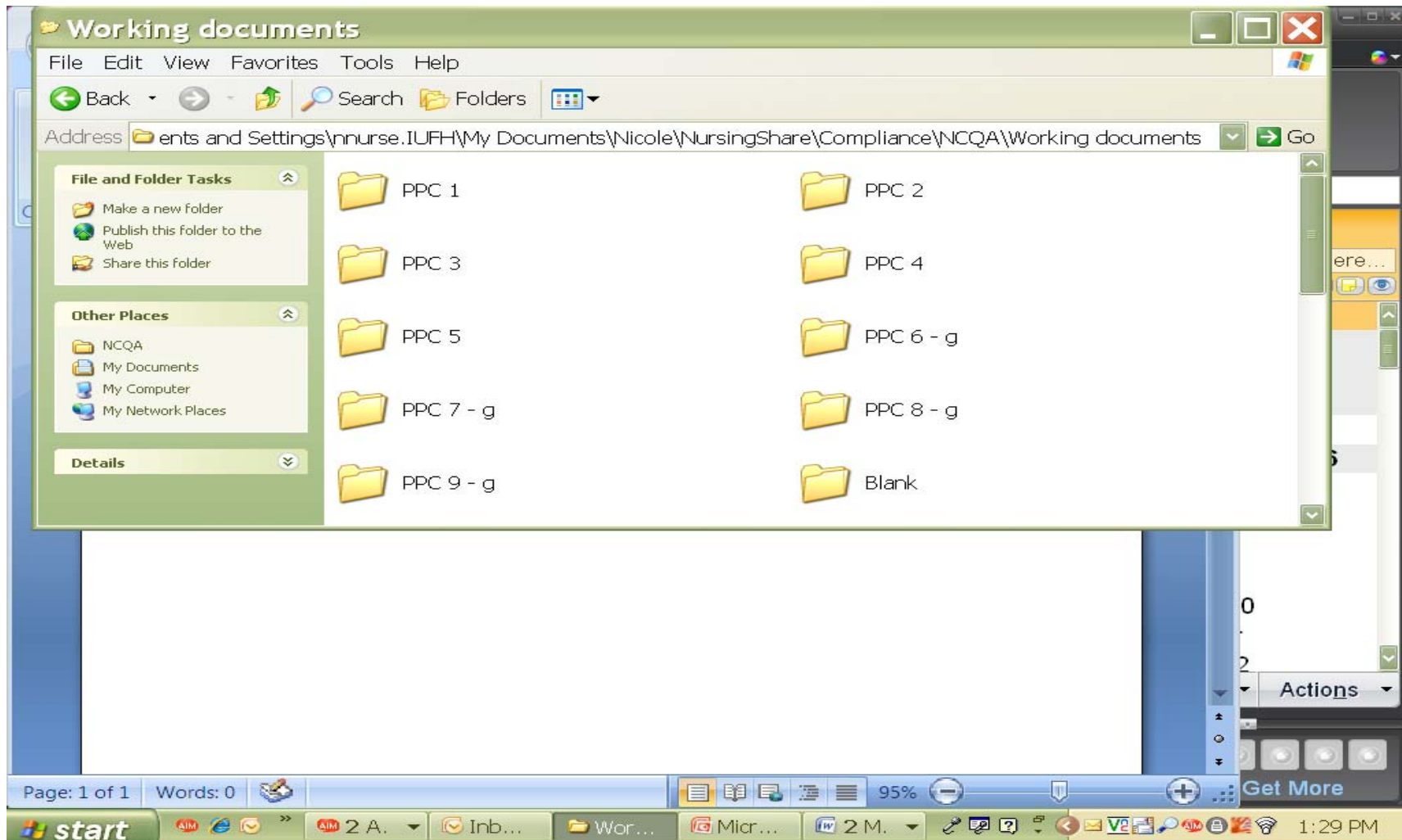
Sheet1 Sheet2 Sheet3

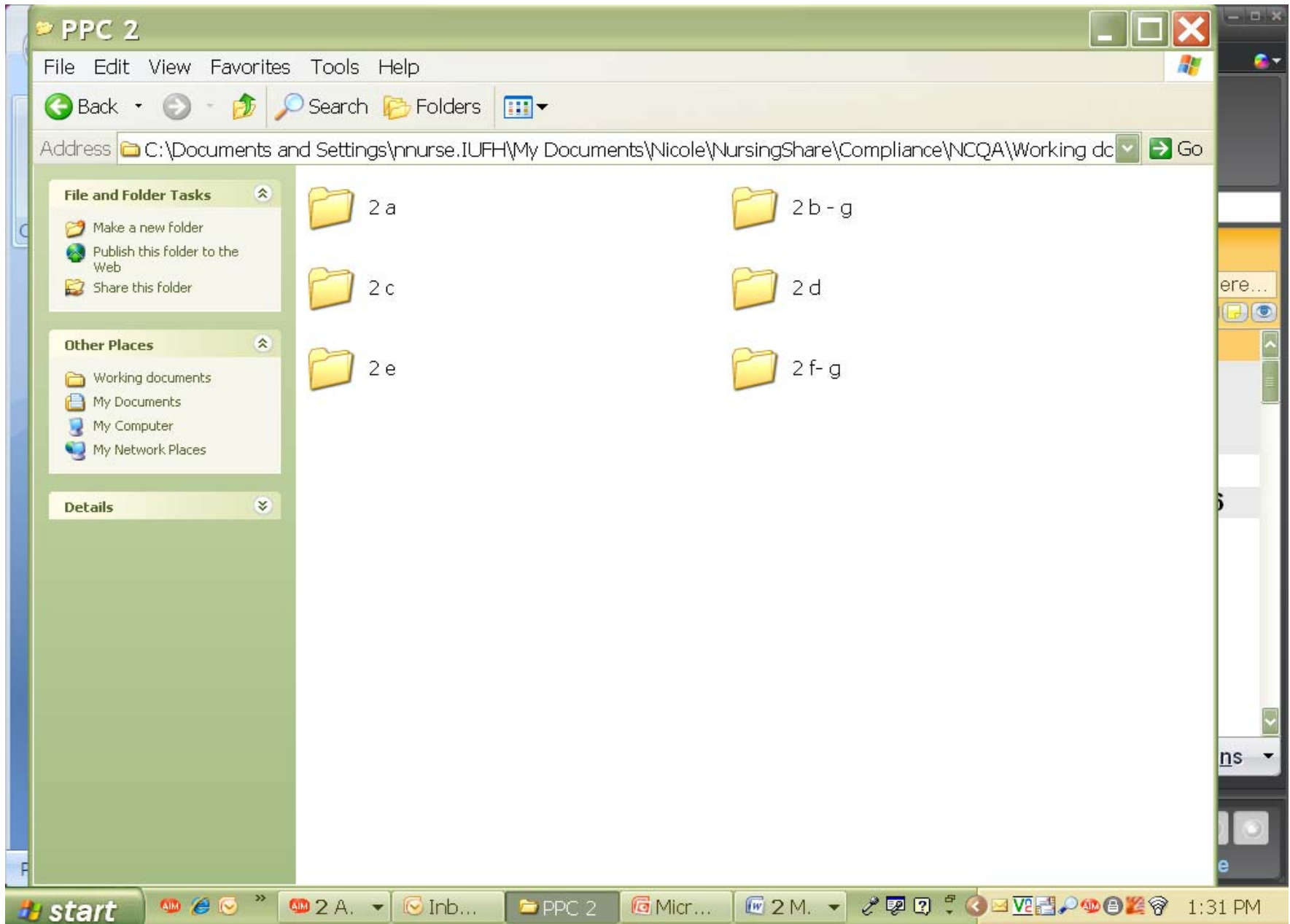
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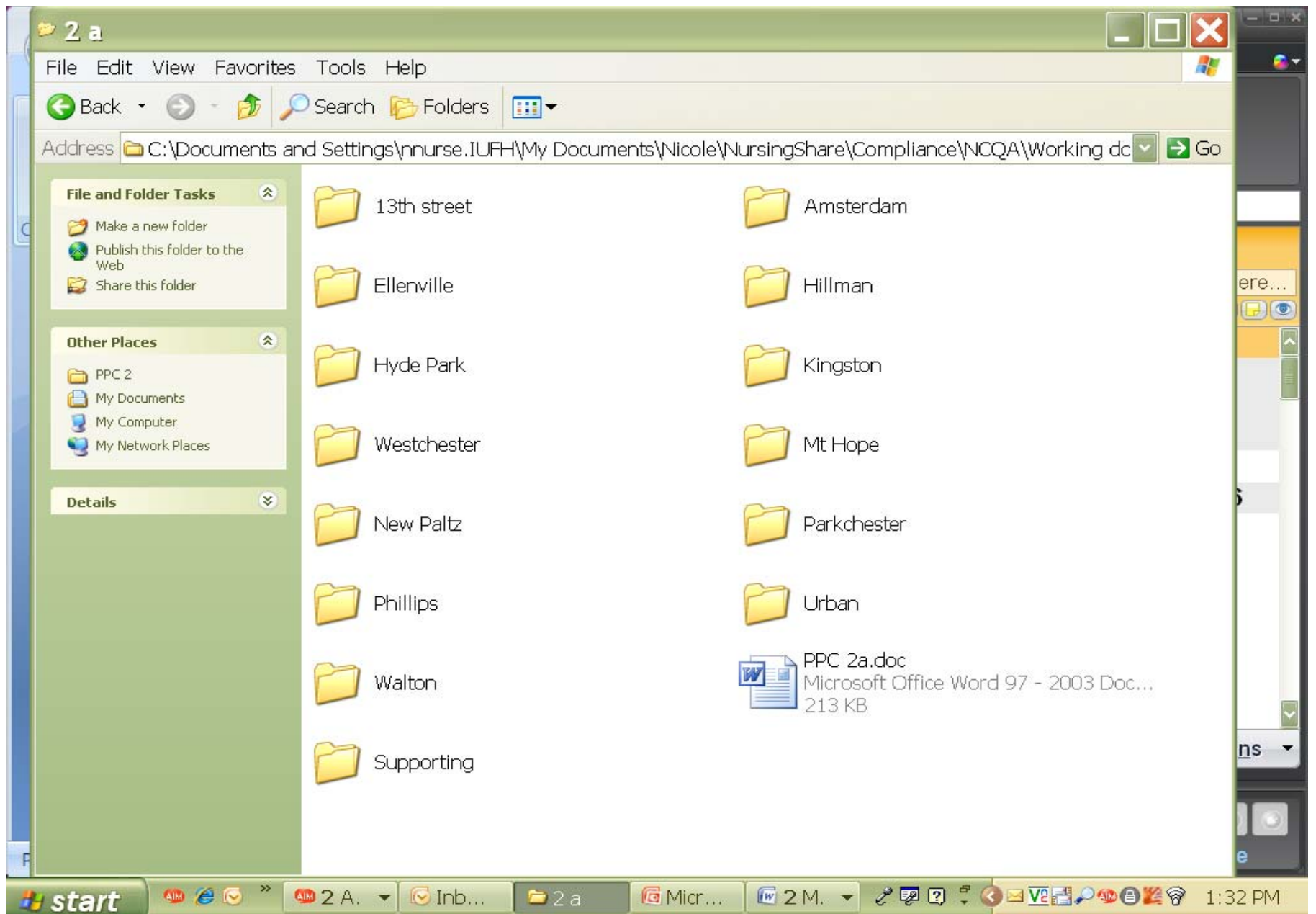
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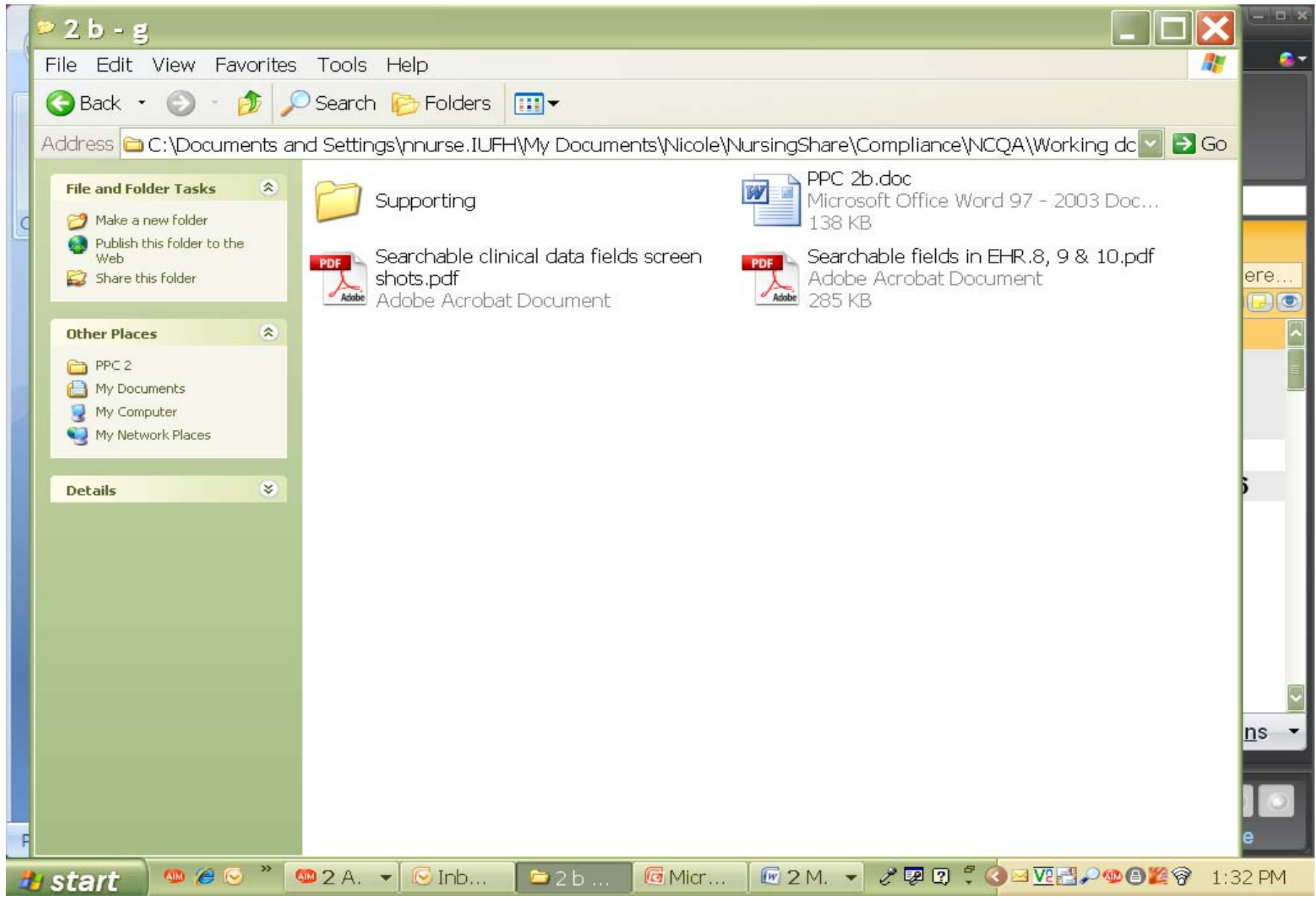


Organize folders









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Naming documents



- Take the name of the standard.
- Also take the name of the practice if site specific.
- This will be very useful as you link documents.

Reports

- Review group and site elements for required reports.
- Give report writers the actual element you are trying to meet.
- Give yourself and report writers time to
 - Write reports
 - QA reports for accuracy of data
 - Time to implement changes based on data



NCQA Language Report 20090505 (3).pdf - Adobe Acrobat Pro

File Edit View Document Comments Forms Tools Advanced Window Help

Create Combine Collaborate Secure Sign Forms Multimedia Comment

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Language Report by Location

```

select p.pat_id
into #t
FROM x_visit xv
LEFT JOIN PATIENT p on p.PAT_ID = xv.PAT_ID
where xv.visit_date between '2/1/2009' and '4/30/2009'
and xv.serv_area_id = 6
and PAT_NAME not like 'ZZ%'
and xv.enc_type_title is not null
GROUP BY p.pat_id

select loc.loc_name, l.name, count(p.pat_id)
from #t t
left join patient p on t.pat_id = p.pat_id
left join zc_language l on p.language_c = l.language_c
left join clarity_loc loc on p.cur_prim_loc_id = loc.loc_id
group by loc.loc_name, l.name

select loc.loc_name, count(p.pat_id)
from #t t
left join patient p on t.pat_id = p.pat_id
left join clarity_loc loc on p.cur_prim_loc_id = loc.loc_id
group by loc.loc_name

```

Patient Prim Loc	Language	Count	Patient Prim Loc	Total Patients
AMSTERDAM AVENUE	Unknown	1	AMSTERDAM AVENUE	641
AMSTERDAM AVENUE	NULL	34		
AMSTERDAM AVENUE	French	2		
AMSTERDAM AVENUE	Spanish	21		
AMSTERDAM AVENUE	English	583		
EAST 13TH ST. FAMILY HLTH CTR	NULL	3	EAST 13TH ST. FAMILY HLTH CTR	1031
EAST 13TH ST. FAMILY HLTH CTR	English	1013		
EAST 13TH ST. FAMILY HLTH CTR	Deaf/Mute	1		
EAST 13TH ST. FAMILY HLTH CTR	Unknown	2		
EAST 13TH ST. FAMILY HLTH CTR	Spanish	12		

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My Chart report messaging.pdf - Adobe Acrobat Pro

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Average Turnaround Time for MyChart Patient Messages

Includes patient-initiated MyChart messages sent from:
4/1/2009 through 4/30/2009

Messages grouped by message type
Message types listed in alphabetical order

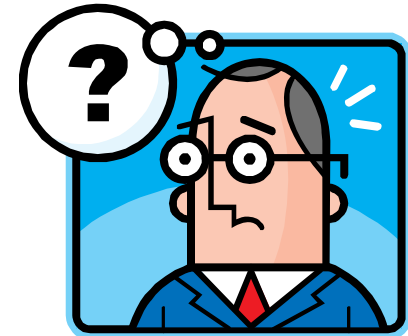
Message Type	Average Turnaround Time on Handled Messages	Message Counts:		
		Handled	Not Handled	Total
AMSTERDAM AVENUE				
Patient Customer Service Request	0 days, 5 hours, 8 minutes	2	1	3
Patient Medical Advice Request	0 days, 10 hours, 11 minutes	31	8	39
Patient Medication Renewal Request	1 day, 1 hour, 24 minutes	2	3	5
EAST 13TH ST. FAMILY HLTH				
Patient Customer Service Request	0 days, 10 hours, 50 minutes	2	1	3
Patient Medical Advice Request	0 days, 21 hours, 49 minutes	94	17	111
Patient Medication Renewal Request	0 days, 21 hours, 50 minutes	5	7	12
ELLENVILLE FPC				
Patient Customer Service Request	*No Handled Messages	0	1	1
Patient Medical Advice Request	3 days, 3 hours, 37 minutes	4	3	7
Patient Medication Renewal Request	*No Handled Messages	0	6	6
HYDE PARK FPC				
Patient Medical Advice Request	1 day, 14 hours, 58 minutes	29	14	43
Patient Medication Renewal Request	0 days, 3 hours, 58 minutes	7	14	21
KINGSTON FPC				

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Make and check assumptions

- Requirements for chart review
 - Who will conduct chart review (36 charts per site)
 - What time line has been established
- All reviewers MUST be on the same page
- How will you select patients



Linking documents / Document library

- Naming conventions is very important
- You can only view document path from document library.... Not the documents
- You only need to place a document in the library once, but can link as many elements as needed to that document



Screen Shots

- Make them
 - Clear
 - Neat
 - No patient identifiers
 - Relevant



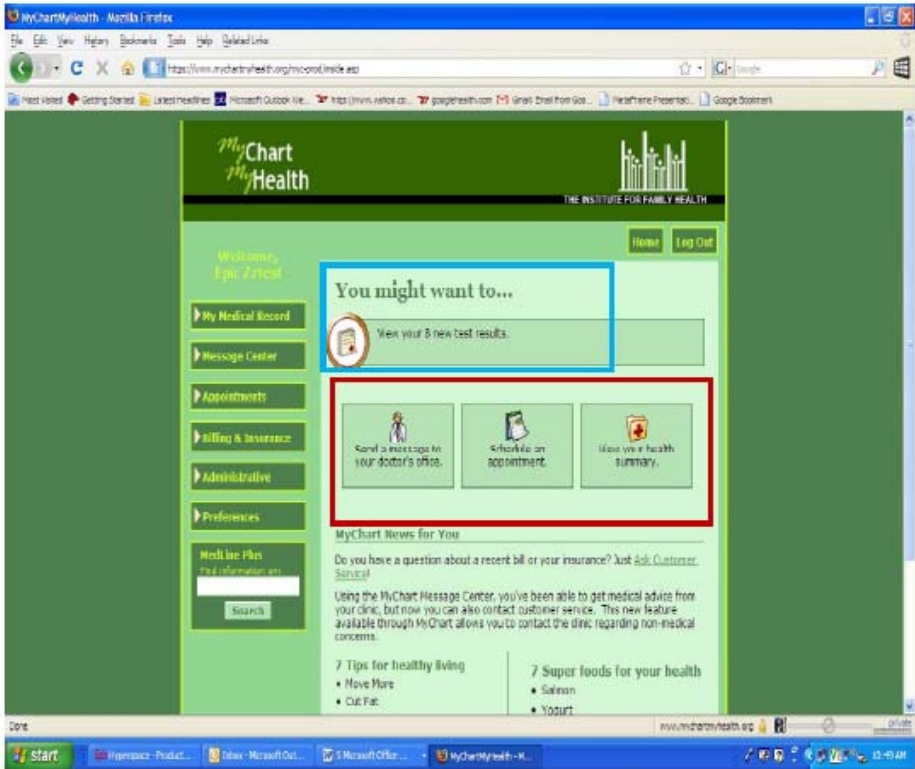
Interactive web site screen shots.pdf - Adobe Acrobat Pro

File Edit View Document Comments Forms Tools Advanced Window Help

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MyHealth (www.mychartmyhealth.org). Using this portal, patients can do a variety of functions including: view portions of their medical record, request prescription refills, send messages directly to their provider, schedule appointments make referral request and see test results.



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Thank you



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