

# Region VII Health Resources and Services Administration-Supported NCQA PCMH Virtual Trainings 2020



The virtual training is a combination of ***on-demand (video recorded) content and live webinar sessions***. As noted in the schedule below, there are 8 on-demand modules as part of the Introduction to PCMH course with 4 live webinar sessions for Q&A and a couple activities that will be conducted during the webinar session. The Advanced PCMH course also has 8 on-demand modules with 3 webinar sessions. All content will be hosted in NCQA's learning management system. NCQA's goal is to provide learners access to all the on-demand content about 1 month before the date of the live webinar sessions. The webinar sessions will be recorded, and they will be added to each course after the live date.

**Monday, August 3, 2020 – Friday, August 7, 2020**

Each Health Center will be allocated up to 7 registrations. A wait list will be maintained if the health center registers 8 or more registrations and registrants will be notified 2 weeks prior to the event if an opening is available. Please notify Janice Pirner ([jpinner@mo-pca.org](mailto:jpinner@mo-pca.org)) of all cancellations.

## **NCQA's Introduction to PCMH Program: Foundational Concepts of the Medical Home**

This program is an in-depth guide to NCQA Patient-Centered Medical Home (PCMH) requirements and the process for achieving PCMH Recognition. The Medical Home model emphasizes a practice-wide commitment to transformation by demonstrating key features such as population health management, care coordination and continuous quality improvement. NCQA requirements are positioned to help clinicians qualify for the Merit-Based Incentive Performance System (MIPS) Improvement Activities and supports meeting the other MIPS categories under MACRA.

### **What You Will Learn**

At the conclusion of the program, participants will have the knowledge they need to:

- Explain the core attributes of patient-centered medical homes.
- Understand required evidence and best methods for presenting it to NCQA.
- Know the distinct roles of the NCQA Representative, Evaluator and PCMH CCE.
- Identify criteria relevant to different practice types to establish a pathway towards Recognition.
- Outline the important features and functions of the Q-PASS system.

### **Introduction to PCMH**

- 7.75 continuing education credits for the healthcare team.
- 8 maintenance of certification credits for NCQA PCMH CCEs.

### Introduction to PCMH Prework:

Pre-Recorded on Demand Modules	<ul style="list-style-type: none"><li>• Eight (8 ) On-Demand pre-recorded modules should be completed by registered attendees on their own prior to August 3-5, 2020 Live Webinar Q and A sessions. NCQA will share the pre-recorded training modules link with registered attendees approximately one month prior to live webinar Q and A sessions.</li></ul>
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### Introduction to PCMH Live Webinar Q and A Sessions

Scheduled Date/Time	Topics	Activities Reviewed	Live Activities
Monday, (8/3) 10am – 10:45 am	<ul style="list-style-type: none"><li>• Background and Key PCMH Program Components</li><li>• Commit, Transform and Succeed Processes</li></ul>		
Tuesday, (8/4) 10am – 11:30 am	<ul style="list-style-type: none"><li>• Team-Based Care and Practice Organization (TC) Knowing and Managing Your Patients (KM)</li></ul>	TC Activity KM Activity	
Tuesday, (8/4) 2pm-3:30pm	<ul style="list-style-type: none"><li>• Patient-Centered Access and Continuity (AC) Care Management and Support (CM)</li></ul>	AC Activity CM Activity	
Wednesday, (8/5) 10am-11:30am	<ul style="list-style-type: none"><li>• Care Coordination and Care Transitions (CC)</li><li>• Performance Measurement and Quality Improvement (QI)</li></ul>	CC Activity QI Activity	Q-PASS Demonstration

Registration Link: \_\_\_\_\_

### **NCQA's Advanced PCMH Program: Mastering the Medical Home Transformation**

This advanced course is intended for individuals who have applied NCQA PCMH Recognition requirements in the practice setting. It examines the PCMH standards and the assessment process. Participants will take a deeper dive to each PCMH Concept and explore the key characteristics of a successful medical home in this hands-on program.

Faculty and participants will discuss evidence to support the core and elective criteria. The program also focuses on advanced topics such as the Distinction Modules, transfer credit and program benefits. Attendees will participate in facilitated activities that demonstrate how earning elective credits builds upon the Core criteria of a Competency. Our faculty will incorporate topics on behavioral health integration, the importance of assessing the social determinants of patient health, engaging with patients and the community, and continuous quality improvement.

### **What You Will Learn**

At the conclusion of the program, participants will have the knowledge they need to:

- Discuss transfer credit and distinctions.
- Explain how elective criteria build upon core criteria within a competency.
- Examine opportunities and approaches to succeed in the PCMH model of care.
- Determine a strategy for preparing a practice for the three (3) virtual check-ins and begin to create a transformation plan.
- Describe the types of evidence a practice can provide to meet the intent of a criterion, competency, and concept.

## Advanced PCMH

- 4.75 continuing education credits for the healthcare team.
- 6 maintenance of certification credits for NCQA PCMH CCEs.

### Advanced PCMH Prework:

Pre-Recorded on Demand Modules	<ul style="list-style-type: none"> <li>• Eight (8 ) On-Demand pre-recorded modules focused on should be completed by registered attendees on their own prior to August 6-7, 2020 Live Webinar Q and A sessions. NCQA will share the pre-recorded training modules link with registered attendees approximately one month prior to live webinar Q and A sessions.</li> </ul>
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Scheduled date/Time	Topics	Activities Reviewed	Live Activities
Thursday, (8/6) 10am – 11:30am	<ul style="list-style-type: none"> <li>• Advanced and Special Topics</li> <li>• Elective Credit Introduction</li> </ul>		
Thursday (8/6) 2pm-3pm	<ul style="list-style-type: none"> <li>• Elective Credit Wrap-Up</li> <li>• Team-Based Care and Practice Organization (TC) and Care Management and Support (CM) Activity Intro</li> </ul>	TC Activity CM Activity	Polling TC Activity Responses
Friday (8/7) 10am-11:30am	<ul style="list-style-type: none"> <li>• Building a QI Program</li> <li>• What is Evidence (and how to provide it)</li> <li>• The Role of the PCMH CCE</li> <li>• How to Become A PCMH CCE</li> </ul>	QI Activity Evidence Drill Down	Top 10 Takeaways

Registration Link: \_\_\_\_\_

## Benefits of PCMH

NCQA PCMH Recognition Benefits Everybody: The Practice, Clinicians and Patients. You are welcome to use the information below as you engage potential participants for this training.

### Practice Benefits

- **Align with where health care is headed.** Payers continue to move from the fee-for-service model towards rewarding integration and quality care. They are increasingly contracting with organizations that can show they have strong infrastructure and quality improvement initiatives. NCQA PCMH Recognition prepares you to succeed.
- **Integrate services across your entire organization.** If you are a health system or clinically integrated network with specialty practices, urgent care centers and other types of practice sites, NCQA's Patient-Centered Specialty Practice (PCSP) and Patient-Centered Connected Care programs mean your whole organization can evolve into a high-functioning medical home neighborhood. These programs are built off of the PCMH model and complement NCQA PCMH Recognition.
- **Support revenue growth.** Many Federal, state and commercial payers offer incentive programs to practices that achieve NCQA PCMH or PCSP recognition.

- **Improve your practice.** Use NCQA PCMH Recognition to do gap analyses and implement processes and procedures that improve care for your patients and make your practice more efficient.
- **Keep your staff happy.** The PCMH model helps standardize procedures and streamline processes and practice staff to allow staff to work at the top of their knowledge, skills and ability. It has been shown to result in higher staff satisfaction.<sup>4</sup>
- **Market your practice.** NCQA publishes all recognized practices and clinicians in its recognition directory at [www.ncqa.org/pcmhdirectory](http://www.ncqa.org/pcmhdirectory). You can also use the NCQA seal to market your accomplishment to patients and partners.

## Clinician Benefits

- **Earn higher reimbursement.** More than 100 payers and other organizations offer either enhanced reimbursements for recognized clinicians or support for your practice to become recognized.
- **Succeed in MACRA.** The Centers for Medicare & Medicaid Services (CMS) acknowledges both NCQA's PCMH and PCSP Recognition programs as ways to receive credit in Medicare Access and CHIP Reauthorization Act (MACRA). Clinicians in NCQA-Recognized PCMHs or PCSPs automatically get full credit in the MIPS Improvement Activities category. Clinicians in NCQA-Recognized PCMH and PCSP practices will likely do well in other MIPS categories. The PCSP Recognition Program is the only specialty-focused evaluation program in the country recognized by CMS in MACRA.
- **Earn Maintenance of Certification (MOC) credits.** The American Board of Internal Medicine (ABIM), American Board of Family Medicine (ABFM) and American Board of Pediatrics (ABP) allow clinicians in NCQA-recognized practices to receive maintenance of certification (MOC) credits, reducing the burden on clinicians to take on additional activities.
- **Focus on patient care.** One aspect of the PCMH model is to ensure each team member operates at the highest level of their knowledge, skills, abilities and license within their assigned roles and responsibilities.

## Patient Benefits

- **Stay healthy.** Patients who are treated in PCMHs tend to receive preventative services and screenings at a higher rate than patients not in PCMHs, helping keep them healthy.
- **Better communication.** A core concept of the PCMH model is to communicate with patients and their families/caregivers. The model emphasizes enhanced access so patients can get clinical advice or medical records when needed.
- **Better manage chronic conditions.** PCMHs are especially helpful for patients with complex chronic conditions. Research shows that these conditions are managed better in a medical home.
- **Have a better experience.** When attributes of team-based care are described to people, they say it is the type of care they want to receive.

## Business Considerations for PCMH

NCQA PCMH Recognition has been shown to improve quality and reduce health care costs. Practices that implement the PCMH model also need to effectively plan for how the implementation impacts them financially. NCQA engaged Milliman, one of the world's largest providers of actuarial services to develop a white paper that addresses the question: What are the operational and financial considerations for becoming a PCMH-Recognized entity from the perspective of a primary care practice? [Get the White Paper](#).

## NCQA PCMH Content Expert Certification

The [NCQA PCMH Content Expert Certification](#) (CEC) program certifies individuals who demonstrate comprehensive knowledge of the patient-centered medical home model of care and the NCQA PCMH Recognition Program, including a mastery of the NCQA concepts, criteria and the PCMH Recognition process.

Learners who attend both the *Introduction to PCMH* and *Advanced PCMH* seminars become eligible to sit for the CCE exam to become certified. Current CCEs may earn maintenance of certification credit by attending either seminar.

### Prospective CCEs

Learners interested in pursuing certification must complete both the *Introduction to PCMH* and *Advanced PCMH* seminars to become eligible to sit for the CEC Exam. To facilitate the exam eligibility process, Learners should register for each seminar using the same email address. To facilitate eligibility for the CCE exam, prospective CCEs should register for each seminar using the same email address.

### Current CCEs

Current CCEs may earn “Other Continuing Education Credit” towards their PCMH CCE maintenance of certification. NCQA offers 8.0 credits for *Introduction to PCMH* and 6.0 credits for *Advanced PCMH*. To ensure credits are applied appropriately, CCEs should register for these seminars using the email address associated with their certification and enter their CCE ID. CCEs can find their CEC Candidate ID number by logging into My.NCQA.org, selecting My Services and My CEC. The ID number is listed in the top left of the screen next to their name. In order to claim MOC credit, current CCEs should register for each seminar using the same email address associated with their CCE account and also enter their CCE ID.

### Accreditation and Continuing Education Credit

In support of improving patient care, the National Committee for Quality Assurance (NCQA) is accredited by the American Nurses Credentialing Center (ANCC), the Accreditation Council for Pharmacy Education (ACPE), the Accreditation Council for Continuing Medical Education (ACCME), the American Academy of Physician Assistants (AAPA), the American Psychological Association (APA), and the Association of Social Work Boards (ASWB) to provide continuing education for the healthcare team.