

## Patient Centered Medical Home (PCMH)

Quality improvement (QI) initiatives and activities are an important component of NCQA Patient Centered Medical Home (PCMH). One of the benefits of continuing to use the PPIA survey tool is that it can be used to assist in the application for and maintenance of certification for PCMH.

Below, questions from the PPIA are cross-linked to criteria for the PCMH application in a demonstration of the usefulness.

Core or Elective	Competency	Criteria	PPIA
C	TC Competency B	TC 07 – Staff involvement in QI	Use of survey for QI
E	TC Competency B	TC 08 – Behavioral Health Care manager	
C	KM Competency A	KM 02 – Comprehensive Health Assessment	PPIA promotes meeting E (behaviors affecting health), G (Social Determinants of Health) and H (developmental screening using a standardized tool)
E	KM Competency A	KM 04 – Behavioral Health Screenings (must implement 2 or more)	Promotes D (pediatric behavioral health screening), F (ADHD), and G (postpartum depression)
E	KM Competency A	KM 08 – Patient Materials	Aligns with patient materials matching demographics of patient population
C	KM Competency B	KM 10 – Language	Aligns with matching patient language preference
E	KM Competency B	KM 11 – Population needs	Aligns
C	KM Competency B	KM 12 – Proactive Reminders	
C	KM Competency F	KM 21 – Community Resource Needs	Promotes relationship with community resources
E	KM Competency F	KM 25 – School/Intervention Agency Engagement	Aligns
E	KM Competency F	KM 26 – Community Resource List	Promotes referral list
E	KM Competency F	KM 28 – Case conferences	Promotes involvement of others outside medical team
C	CM Competency A	CM 01 – Identifying patients for case management	Aligns with A (behavioral health conditions), D (social determinants of health), and E (referrals from outside organizations)
C	CM Competency A	CM 04 – Person centered care plans	Aligns
C	CC Competency B	CC 04 – Referral management	Promotes referrals and tracking
E	CC Competency B	CC 05 – Appropriate referrals	Protocols for appropriate referrals
E	CC Competency B	CC 09 – Behavioral health referral expectations	Coordinating information sharing and patient care expectations with behavioral health providers
E	CC Competency B	CC 10 – Behavioral health information	Integrate behavioral healthcare providers into practice
E	CC Competency B	CC 11 – Referral monitoring	aligns
E	CC Competency B	CC 20 – Care plan collaboration for practice transition	
C	QI Competency A	QI 01 – Clinical Quality Measures	Need at least one measure in behavioral health