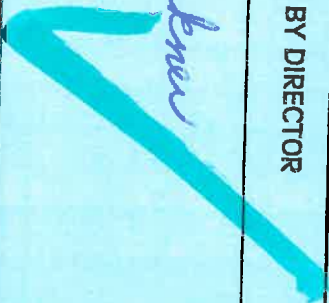


**DEPARTMENT OF HEALTH AND HUMAN SERVICES  
OFFICE OF DIRECTOR**

**ACTION REFERRAL**

TO	DATE
<i>Mr. [unclear]</i>	<i>12/30/10</i>

DIRECTOR'S USE ONLY		ACTION REQUESTED	
1. LOG NUMBER	<i>1011285</i>	<input type="checkbox"/> Prepare reply for the Director's signature	DATE DUE _____
2. DATE SIGNED BY DIRECTOR	<i>Mr. [unclear]</i> 	<input type="checkbox"/> Prepare reply for appropriate signature	DATE DUE _____
		<input type="checkbox"/> FOIA	DATE DUE _____
		<input checked="" type="checkbox"/> Necessary Action	

APPROVALS (Only when prepared for director's signature)	APPROVE	* DISAPPROVE (Note reason for disapproval and return to preparer.)	COMMENT
1.			
2.			
3.			
4.			





The Joint Commission

December 20, 2010

**RECEIVED**  
DEC 30 2010

Mr. Robert Kerr, Director  
Department of Health & Human Services  
P.O. Box 8206  
1801 Main Street  
Columbia, South Carolina 29202-8206

**MEDICARE ELIGIBILITY  
& BENEFICIARY SERVICES**

Dear Director Kerr:

I would like to take this opportunity to inform you of a new program that is currently in development at The Joint Commission, the Primary Care Home Initiative. The Joint Commission is developing standards to expand the process of accrediting ambulatory health care organizations to those who are also interested in electing the Primary Care Home option. This initiative will complement the Ambulatory Care Accreditation Program and is consistent with the new health care reform efforts to improve the coordination, quality and efficiency of health care services. This initiative is designed to combine the improvements in quality of care and patient safety achieved through accreditation with increased reimbursement from third party payers when the additional requirements of a Primary Care Home are met.

With input from an expert panel and The Joint Commission's Ambulatory Care Professional and Technical Advisory Committee (PTAC), proposed new requirements (standards and elements of performance) for the Primary Care Home were drafted and are expected to be posted for a field review in early 2011. Pilot testing of the standards will also be conducted before they are considered for final approval. If approved in accordance with the expected timetable, standards would be available in spring 2011, and on-site surveys of organizations interested in the Primary Care Home option would begin in July 2011.

The Joint Commission is aware that many state Medicaid agencies are at different stages of considering support for Medical Home models. While some agencies have gone through the process of developing their own standards for the designation of a Medical Home, other agencies have relied on external bodies for an independent evaluation. We invite your comments and feedback on the draft requirements after they are available for public comment early next year. In particular, we would encourage your indication as to whether these draft requirements are sufficient to qualify for either your existing or planned program.

**Headquarters**

One Renaissance Boulevard  
Oakbrook Terrace, IL 60181  
630 792 5000 Voice



Mr. Robert Kerr  
December 20, 2010  
Page 2

If you or your designee would like further information regarding The Joint Commission's Primary Care Home option we will make ourselves available to speak with you and your colleagues to provide a better understanding of the Joint Commission's program. In addition, if you would like to be notified when the Primary Care Home requirements are posted for comment from the field, please provide me with your e-mail address and I will have your name added to our distribution list. In the meantime, I have enclosed a brief overview of the Joint Commission's Primary Care Home Initiative for your review. Please do not hesitate to contact me with any questions you may have.

Very truly yours,



Jennifer M. Hoppe  
Associate Director, State and External Relations  
The Joint Commission  
One Renaissance Boulevard  
Oakbrook Terrace, Illinois 60181  
630-792-5261  
[jhoppe@jointcommission.org](mailto:jhoppe@jointcommission.org)

Enclosure

cc:    Lon Berkley, Project Director, CHC Accreditation, The Joint Commission  
         Michael Kulczycki, Executive Director, Ambulatory Care Program, The Joint  
         Commission



# The Joint Commission Primary Care Home Initiative

## Background and Planning

### Applicable to State Medicaid Programs

Lon Berkeley, Project Director  
Community Health Center Accreditation

December 14, 2010

## The Joint Commission's Vision & Mission Statements

### Vision:

*All people always experience the safest, highest quality, best-value health care across all settings.*

### Mission:

*To continuously improve health care for the public, in collaboration with other stakeholders, by evaluating health care organizations and inspiring them to excel in providing safe and effective care of the highest quality and value.*

### Emphasizes twin aims:

- 1) **Thorough evaluation against Joint Commission standards**
- 2) **Effective motivation of organizations to use the results of that evaluation to drive improvement.**



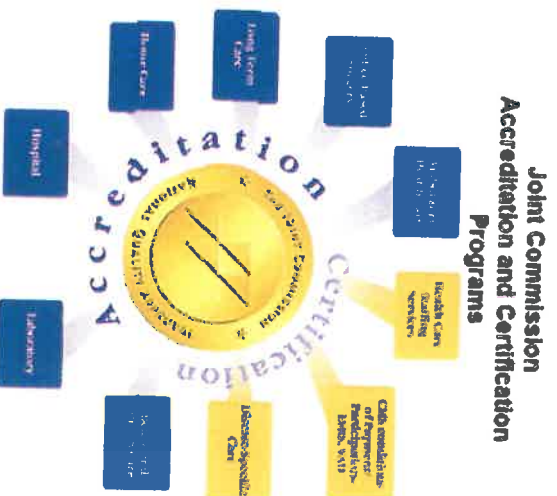
## Commitment to Improving Safety and Quality of Care

- ▶ With more than 50 years of accreditation experience, Joint Commission works with customers to address the most serious patient safety & quality issues in health care
- ▶ We work with national experts and seek field input:
  - Ensure state-of-the-art standards and accreditation process
  - Promote optimal safety and quality for patients
- ▶ Opportunities to directly provide input and feedback:
  - Advisory Councils: Business; Patient/Family; Nursing; Safety
  - Professional and Technical Advisory Committees
  - "Content-specific" Expert Panels

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## Certification Programs

### ■ Disease-Specific Care

#### 23 Certified Programs include:

Acute Coronary Syndrome; Acute Myocardial Infarction; Asthma  
Brain Injury Rehabilitation; COPD; Coronary Artery Disease; Depression  
Diabetes; Eating Disorders; Heart Failure; Hip Fracture  
Joint Replacement – Hip; Joint Replacement – Knee; Pneumonia  
Sleeping Disorder; Spinal Fusion; Stroke; Stroke Rehabilitation;  
Ventricular Assist Device; Wound Care

### ■ CMS Procedure-based Recognition ■ Health Care Staffing

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## Tools Provided to Improve Care

- State-of-the-art standards (print & electronic manuals)
- National Patient Safety Goals
- Performance measures
- On-site survey focused on patient care (patient tracer methodology)
- *Sentinel Event Alerts*, lessons learned from serious adverse events
- System Tracers devote specific reviews for in-depth discussion and education

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## Tools Provided to Improve Care (*cont'd*)

- ▀ **Speak Up** encourages involvement of patients
- ▀ Joint Commission Connect (extranet communication system)
- ▀ Periodic Performance Review (PPR)
- ▀ Standards Interpretation assistance
- ▀ Unannounced surveys

## Reinventing Primary Care

"Current care systems cannot do the job. Trying harder will not work. Changing systems of care will."



Institute of Medicine Crossing the Quality Chasm 2001



# TERMINOLOGY

## Generally Equivalent Labels:

- ▶ Patient-Centered Medical Home
- ▶ Health Care Home
- ▶ Advanced Primary Care Practice
- ▶ Primary Medical Care Home
- ▶ **Primary Care Home**

## Primary Care Home Initiative Background

- ▶ Joint Commission response to new model of primary care delivery being pilot tested nationally = **"patient-centered medical home"**
- ▶ Part of proposed health care reform quality & cost-reduction options
- ▶ Demonstrations include **added reimbursement** for providing better access to care, new care coordination, monitoring patient outcomes & more patient education
- ▶ Accredited ambulatory care orgs also want **TJC to qualify them** to participate in demos



## Primary Care Home Initiative Planning

- Approved by Joint Commission's **Board of Commissioners** in 2009 as part of 2010-2012 strategic plan
- Ambulatory **"strategic business unit"** **team implementing** development under a two-year work plan and budget
- To develop additional PCH standards & survey process:
  - Expert Panel
  - Professional & Technical Advisory Group
  - Stakeholder input
  - Standards & Survey Procedures Committee of Board of Commissioners
  - Field Review of draft standards/elements of performance
  - Pilot Testing

### ■ Target implementation for **July 2011**

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## Primary Care Home Initiative Planning

- Board's **"Standards & Survey Procedures"** Committee to discuss Joint Commission's PCH model and draft standards (**Fall 2010**)
- **"Field review", pilot testing, and further input** from stakeholders, private/public insurers (**early 2011**)
- Board of Commissioners review/approve final standards & survey process; release of new standards via website (**Spring 2011**)
- Implementation for ambulatory care accredited organizations (**target July 2011**)

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## Joint Commission Ambulatory Care Accreditation Plus Primary Care Home Option



Increasing  
Patient-Centeredness

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## Features of Joint Commission's Primary Care Home Option

- ▶ At this time, will only apply to an **accredited** ambulatory care organization
  - Next phase will explore hospital and behavioral health accredited organizations
- ▶ **Onsite survey** process to confirm compliance with additional requirements
- ▶ **Organization-wide designation**
- ▶ Designation publicly available on **Quality Check**

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## Multiple Sources for Core Concepts

- ▶ Patient-Centered Primary Care Collaborative
- ▶ Joint Principles of the PCMH (AAFP, AAP, ACP, AOA)
- ▶ Agency for Healthcare Research & Quality (AHRQ)
- ▶ Veterans Health Administration
- ▶ Commonwealth Fund/Qualis Health
- ▶ CMS Meaningful Use Definitions
- ▶ Blue Cross Blue Shield of Michigan
- ▶ Minnesota Depts of Health/Human Services
- ▶ Institute of Medicine
- ▶ Center for Medical Home Improvement
- ▶ National Partnership for Women & Families

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## Primary Care Home Model – Operating Characteristics Include:

- ▶ Interdisciplinary care team
- ▶ Personal primary care clinician
- ▶ Comprehensive and continuous care
- ▶ Patient-centered care
- ▶ Coordination of care
- ▶ Focus on safety and quality
- ▶ Enhanced access to care
- ▶ Access to specialty care and other resources needed to provide care

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# PCH Model Based on AHRQ Definition of Medical Home



## The Medical Home

- A medical home not simply a place but a model of primary care that delivers the care that is:
  - *Patient-Centered*
  - *Comprehensive*
  - *Coordinated*
  - *Accessible, and*
  - *Continuously improved through a systems-based approach to quality and safety*
- AHRQ believes that Health IT workforce development, and payment reform are critical to achieving the potential of the medical home.

# Accreditation Plus Primary Care Home

COMPARISON TABLE OF REQUIREMENTS  
PATIENT-CENTERED MEDICAL/HEALTH CARE HOME &  
JOINT COMMISSION ACCREDITATION + PRIMARY CARE HOME

Requirements (Joint Commission Chapter)	PATIENT-CENTERED MEDICAL/HEALTH CARE HOME	JOINT COMMISSION ACCREDITATION + PRIMARY CARE HOME	JOINT COMMISSION ACCREDITATION + ACCREDITATION + ACCREDITATION + ACCREDITATION +
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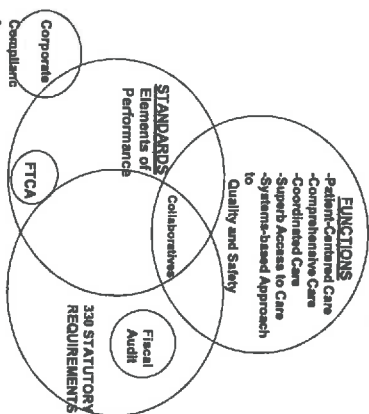






# Overlap of Accreditation and Primary Care/Medical Home and Health Resources and Services Administration (HRSAP) Bureau of Primary Health Care (BPHC)

## Primary Care Home/ Medical Home



THE JOINT COMMISSION  
Ambulatory Care  
Accreditation

HRSABPHC

FTCA = Federal Tort Claims Act

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ambulatory care care

Currently Accredited Seeking Accreditation

Bureau of Primary Health Care

Primary Care Home Initiative

Home > Accreditation > Ambulatory Health Care > Primary Care Home Initiative

## Primary Care Home Initiative



Articles and Videos

Defining and Measuring the Patient-Centered Medical Home

Features of Patient-Centered Medical Home from the Texas Association of Family Physicians

The Joint Commission Accreditation Ambulatory Care

## The Joint Commission Developing Primary Care Home Option



The Joint Commission is developing standards to expand the process of accrediting ambulatory health care organizations to those who are also interested in seeking the Primary Care Home option. [Learn More](#)

PAUSE

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## Action Center

Register for Updates

Download Fact Sheet

Learn More about Ambulatory Care Accreditation

## Testimonials

This new optional program will help us to better address the needs of our patients and the community. It is a major step in the right direction, and we are excited to be part of it. We are looking forward to the opportunity to improve. [Read More](#)

Twitter Facebook Buzz RSS  
Wednesday 3:28 PM, December 15, 2010

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## The Joint Commission Developing Primary Care Home Option

MedNet October 2, 2010

**QUINCY, ILLINOIS** — September 7, 2010—The Joint Commission is developing a new accreditation standard for primary care home organizations. The new standard, which will be part of the Primary Care Home Accreditation Program, is a result of a process that began in 2008 and was completed by a primary care planning committee. The committee was made up of representatives from various primary care settings, including academic medical centers, independent practices, and integrated delivery systems. The committee's goal was to develop a standard that would be applicable to all primary care settings, regardless of size or type. The new standard will be part of the Primary Care Home Accreditation Program, which is a new accreditation program for primary care organizations. The program will be launched in 2011.

The primary care planning committee was made up of representatives from various primary care settings, including academic medical centers, independent practices, and integrated delivery systems. The committee's goal was to develop a standard that would be applicable to all primary care settings, regardless of size or type. The new standard will be part of the Primary Care Home Accreditation Program, which is a new accreditation program for primary care organizations. The program will be launched in 2011.

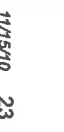
Proposed new standards for the Primary Care Home Accreditation Program will be published for a public review by early 2011. Following this, the standards will be adopted by the Joint Commission. The standards will be part of the Primary Care Home Accreditation Program, which is a new accreditation program for primary care organizations. The program will be launched in 2011.

This new optional program will help ensure that the new standard is met. The standard will be part of the Primary Care Home Accreditation Program, which is a new accreditation program for primary care organizations. The program will be launched in 2011.

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**MARK SULLIVAN, M.D., M.P.H.**  
President, American College of Physicians



**LINDA FANNING, M.D., M.P.H.**  
President, American College of Physicians

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