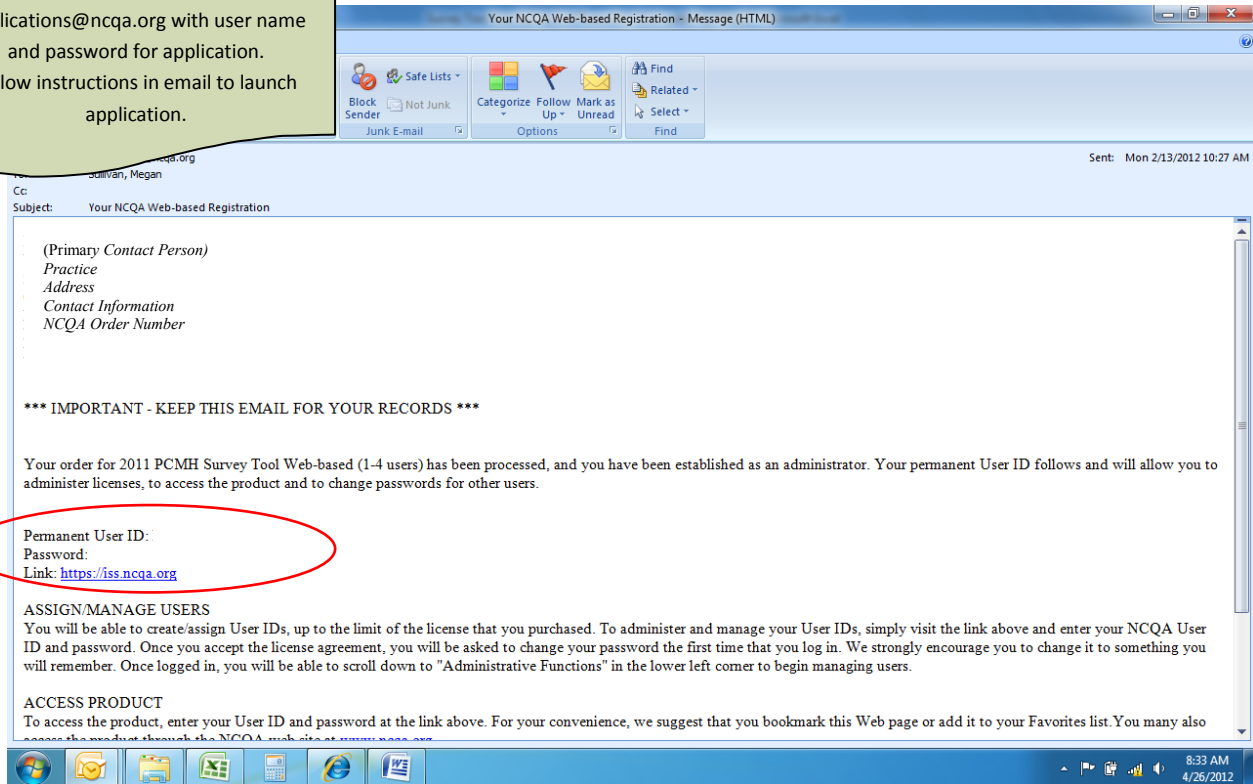
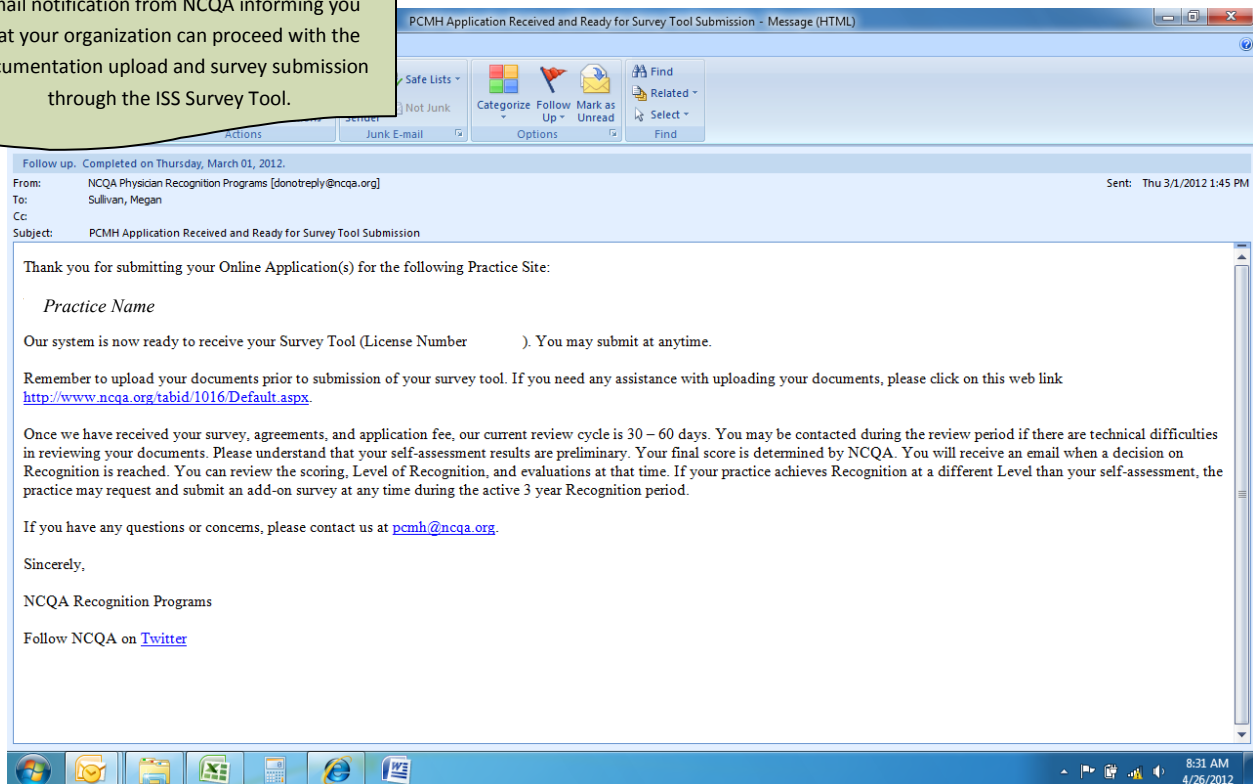


An email notification will be sent from publications@ncqa.org with user name and password for application. Follow instructions in email to launch application.



Email notification from NCQA informing you that your organization can proceed with the documentation upload and survey submission through the ISS Survey Tool.



Uploading Documents onto the NCQA Survey Tool

Welcome - Windows Internet Explorer

https://iss.ncqa.org/RDSat/ATWelcome.asp

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Interactive Survey System

Publications and Survey Tools

Your organization has licensed the following Web-based publications.

*In this section, use the survey tool(s) to complete your organization's self-evaluation prior to submitting to NCQA. Once the survey tool has been submitted, you may view the information submitted to NCQA. The survey tool will not contain the results of NCQA's evaluation. To view the preliminary or final results of the NCQA survey, scroll down to **Survey & Results**.*

Please select one to use:

- **2011 PCMH Survey Tool Web-based (1-4 users)**
(License 28384)

Administration

Click on the link below to enter the administrative area.

For any NCQA evaluation program, you can purchase either of two components of the Interactive Survey System. The first component - Standards and Guidelines - presents the details of our programs in a searchable, layered format via the Web. Using the second component - the Survey Tool, which has the Standards and Guidelines embedded in it - you can evaluate your performance against the standards as NCQA will evaluate it and you can prepare for an NCQA survey. When you are ready, the Survey Tool becomes the basis for the NCQA survey. You



Margaret E. O'Kane,
President, NCQA

https://iss.ncqa.org/RDSat/ATMain.asp?ProductType=License&ProductID=281&activityID=28384

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Interactive Survey System - Index Page - 2011PCMH Lic: 28384 UC Health Primary Care-Trenton - Windows Internet Explorer

https://iss.ncqa.org/RDSat/ATMain.asp?ProductType=License&ProductID=281&activityID=28384

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POLICIES & PROCEDURES | STANDARDS & GUIDELINES | **SURVEY TOOL** | ORGANIZATION BACKGROUND | RESULTS | APPENDICES | GLOSSARY | INDEX

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2011 Patient-Centered Medical Home

Welcome to the Interactive Survey System!

The information in the following sections includes:

- the complete Standards
- information about how your organization will be evaluated against the Standards
- policies and procedures

We designed the system to facilitate understanding of our Standards and the evaluation process. The "Help and Instructions" section above directs users to assistance.

Policies and Procedures - This section provides an overview of the survey option you have selected; it describes the goals and principles that guide our approach to evaluation, and provides a high-level summary of areas addressed by the Standards.

The Policies and Procedures describe:

- eligibility criteria; evaluation options; the interactive survey process

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PATIENT-CENTERED MEDICAL HOME (PCMH)

Survey Tool

To enter the Survey Tool, select a tab above.

This section includes all the Standards that are used for evaluation. The categories in the tabs above organize the Standards. Each category includes information about the Standards necessary to understand the survey process. This information includes:

- the Standards
- elements that specify exactly how the Standards are evaluated and scored
- specific scoring rules for each element
- the data source needed to document the scoring
- the scope of review for each element and
- additional explanation and examples

This dynamic Survey Tool is used to evaluate organizations and individuals. The Survey Tool allows you to evaluate yourself just as we will, but at your own pace. You may score yourself, attach the necessary documentation and

https://iss.ncqa.org/RDSat/ATShowStandard.asp?Category=PCMH

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PATIENT-CENTERED MEDICAL HOME (PCMH)

Patient-Centered Medical Home

This category includes the following Standards:

PCMH1 - Enhance Access and Continuity [View Points](#)

Elements: **A - B - C - D - E - F - G**

PCMH2 - Identify and Manage Patient Populations [View Points](#)

Elements: **A - B - C - D**

https://iss.ncqa.org/RDSat/ATShowElements.asp?StandardID=8178&CEID=26111&Category=PCMH&ProductLineID=-1&MultiLineID=-1

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https://iss.ncqa.org/RDSat/ATShowElements.asp?StandardID=8178&CEID=26111&Category=PCMH&ProductLineID=-1&MultiLineID=-1#A

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PCMH1: Enhance Access and Continuity **View Points**

The practice provides access to culturally and linguistically appropriate routine care and urgent team-based care that meets the needs of patients/families.

ELEMENT A - Access During Office Hours **View Points** Clear Data

The practice has a written process and defined standards, and demonstrates that it monitors performance against the standards for:

	Yes	No	NA
1. Providing same-day appointments *	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. Providing timely clinical advice by telephone during office hours	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. Providing timely clinical advice by secure electronic messages during office hours	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
4. Documenting clinical advice in the medical record.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>

* Required for critical factors. Score cannot exceed 0% if critical factors are not met.

Scoring:

100%	75%	50%	25%	0%
The practice meets all 4 factors	The practice meets 3 factors, including factor 1	The practice meets 2 factors, including factor 1	The practice meets factor 1	The practice meets no factors or does not meet factor 1

Data Source:
Scope of

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Required for critical factors. Score cannot exceed 0% if critical factors are not met.

Scoring:

100%	75%	50%	25%	0%
The practice meets all 4 factors	The practice meets 3 factors, including factor 1	The practice meets 2 factors, including factor 1	The practice meets factor 1	The practice meets no factors or does not meet factor 1

Data Source:
Scope of
Review:
Reference
Information: [Explanation](#) | [Examples](#)

ELEMENT SCORE DOCUMENTS SUPPORT TEXT / NOTES

ELEMENT B - After-Hours Access [This element is not assigned to this Survey Tool. All data fields are read-only.] **View Points** Clear Data

The practice has a written process and defined standards, and demonstrates that it monitors performance against the standards for:

	Yes	No	NA
1. Providing access to routine and urgent-care appointments outside regular business hours	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. Providing continuity of medical record information for care and advice when the office is not open	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>

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