

Which Office Systems Survey should you complete? Bridges to Excellence vs. NCQA

Bridges to Excellence Physician Office Link (POL)	NCQA Physician Practice Connection - Patient Centered Medical Home (PPC-PCMH)
Goal: To earn a PTE blue ribbon To earn national recognition	Goal: To earn a PTE blue ribbon To earn national recognition To become a Patient Centered Medical Home
Prep Time: 6 hours to complete application and prep 1.5 hours onsite evaluation	Prep Time: 3 months – This is the estimated time for a small practice team who had one person dedicated to the project along with a team who met every two weeks: Approximately 72 hours of total dedicated time which includes 14 hrs for each member of the team over a 3 month time period.
Resources: <ul style="list-style-type: none"> ▪ Need EMR or Registry to complete ▪ Completed by 1 Practice Staff ▪ On-site auditor helpful 	Resources: <ul style="list-style-type: none"> ▪ Need EMR or Registry to complete – not able to complete all areas if paper based ▪ Team involved: Dependent upon the individual office. (i.e. Office Mgr, quality staff member, 2 providers)
Cost: <ul style="list-style-type: none"> ▪ Practices with 1 - 2 physicians \$400 ▪ Practices with 3 or more physicians \$500 	Cost: \$440 for each individual physician applicant
Challenge: <ul style="list-style-type: none"> ▪ More of a demonstration on how the practice uses the tools available to improve their systems 	Challenge: <ul style="list-style-type: none"> ▪ Understanding the evaluation tool (some areas are subjective) ▪ Need strong clinical person involved ▪ Time management – need to set time line & assign tasks to be completed ▪ Data Intensive
Barriers: <ul style="list-style-type: none"> ▪ Cost 	Barriers: <ul style="list-style-type: none"> ▪ Cost ▪ Resources (Information Technology) ▪ Time ▪ Possibility of on-site audit, though not routinely done
Advantages: <ul style="list-style-type: none"> ▪ BTE POL recognized by: <ul style="list-style-type: none"> ○ Cigna ▪ Recognition for 3 years (after 12.31.09 recognition will be for 2 years) 	Advantages: <ul style="list-style-type: none"> ▪ NCQA is recognized by BTE program ▪ NCQA recognition incorporated into: <ul style="list-style-type: none"> ○ AQI ○ Cigna (NCQA level 2 or 3) ○ Bath Iron Works – anticipate rewards for NCQA level 3 achievement ▪ Recognition for 3 years
Must Pass Elements: <ul style="list-style-type: none"> ▪ Care Management 	Must Pass Elements: <ul style="list-style-type: none"> ▪ Access & Communication processes ▪ Access & Communications results ▪ Organizing Clinical Data ▪ Identifying Important Conditions ▪ Guidelines for Important Conditions ▪ Self Management Support ▪ Test Tracking and Follow up ▪ Referral Tracking ▪ Measures of Performance ▪ Reporting to Physicians

Note: The following payers have acknowledged they will continue to recognize blue ribbons on the Maine Health Management Coalition's Pathways to Excellence website: Anthem, Cigna, Harvard, Aetna, and State of Maine. For 2009, both green and blue ribbons are recognized. No word yet on Hannaford Bros.