

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

<b>Bridges to Excellence Physician Office Link (POL)</b>	<b>NCQA Physician Practice Connection - Patient Centered Medical Home (PPC-PCMH)</b>
<b>Goal:</b> To earn a PTE blue ribbon To earn national recognition	<b>Goal:</b> To earn a PTE blue ribbon To earn national recognition To become a Patient Centered Medical Home
<b>Prep Time:</b> 6 hours to complete application and prep 1.5 hours onsite evaluation	<b>Prep Time:</b> 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.
<b>Resources:</b> <ul style="list-style-type: none"> <li>▪ Need EMR or Registry to complete</li> <li>▪ Completed by 1 Practice Staff</li> <li>▪ On-site auditor helpful</li> </ul>	<b>Resources:</b> <ul style="list-style-type: none"> <li>▪ Need EMR or Registry to complete – not able to complete all areas if paper based</li> <li>▪ Team involved: Dependent upon the individual office. (i.e. Office Mgr, quality staff member, 2 providers)</li> </ul>
<b>Cost:</b> \$255 for first physician, and \$95 for each additional physician	<b>Cost:</b> \$440 for each individual physician applicant
<b>Challenge:</b> <ul style="list-style-type: none"> <li>▪ More of a demonstration on how the practice uses the tools available to improve their systems</li> </ul>	<b>Challenge:</b> <ul style="list-style-type: none"> <li>▪ Understanding the evaluation tool (some areas are subjective)</li> <li>▪ Need strong clinical person involved</li> <li>▪ Time management – need to set time line &amp; assign tasks to be completed</li> <li>▪ Data Intensive</li> </ul>
<b>Barriers:</b> <ul style="list-style-type: none"> <li>▪ Cost</li> </ul>	<b>Barriers:</b> <ul style="list-style-type: none"> <li>▪ Cost</li> <li>▪ Resources (Information Technology)</li> <li>▪ Time</li> <li>▪ Possibility of on-site audit, though not routinely done</li> </ul>
<b>Advantages:</b> <ul style="list-style-type: none"> <li>▪ BTE POL recognized by:               <ul style="list-style-type: none"> <li>○ Cigna</li> </ul> </li> <li>▪ Recognition for 3 years (after 12.31.09 recognition will be for 2 years)</li> </ul>	<b>Advantages:</b> <ul style="list-style-type: none"> <li>▪ NCQA is recognized by BTE program</li> <li>▪ NCQA recognition incorporated into:               <ul style="list-style-type: none"> <li>○ AQI</li> <li>○ Cigna (NCQA level 2 or 3)</li> <li>○ Bath Iron Works – anticipate rewards for NCQA level 3 achievement</li> </ul> </li> <li>▪ Recognition for 3 years</li> </ul>
<b>Must Pass Elements:</b> <ul style="list-style-type: none"> <li>▪ Care Management</li> </ul>	<b>Must Pass Elements:</b> <ul style="list-style-type: none"> <li>▪ Access &amp; Communication processes</li> <li>▪ Access &amp; Communications results</li> <li>▪ Organizing Clinical Data</li> <li>▪ Identifying Important Conditions</li> <li>▪ Guidelines for Important Conditions</li> <li>▪ Self Management Support</li> <li>▪ Test Tracking and Follow up</li> <li>▪ Referral Tracking</li> <li>▪ Measures of Performance</li> <li>▪ Reporting to Physicians</li> </ul>

**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.