Washington Association for Community Health

National Committee for Quality Assurance (NCQA)

❖ **Project Management Assistance**

Facilitate:

- Identifying and providing resources
- Goal setting
- Defining roles and responsibilities
- Building a team
- Provision of project management tools, and guidance on how to use:
  - Self-Assessment tools
  - Qualis Assessment & Action Planning tool
  - PCMH 2014-2017 Crosswalk
  - Annual Reporting Requirements QI worksheet
  - Criteria Report examples

❖ **Document Review & Feedback**

For all documents required for recognition, the Association will:

- ✓ Provide documentation best practices
- ✓ Review your health center's current documentation and evaluate how it compares to the intent of the NCQA standards
- ✓ Provide revision tips or suggestions within a week of receiving the documents

❖ **NCQA Resources & Timelines**

The Association will:

- ✓ Provide the newest version of NCQA Standards & Guidelines each quarter
- ✓ Provide the newest version of the self-assessment action plan and renewal tools that reflects standard and guideline adjustments each quarter
- ✓ Keep CHC staff updated on relevant PCMH NCQA announcements or resources

❖ **Peer-link with other CHCs who have, or will be going through the recognition or renewal process**

- ✓ Peer-linking offers open communication between CHC leadership to share strategies, barriers and solutions

If you're ready to begin or renew NCQA PCMH recognition and would like more information about how the Association can support you, please contact us to get started!

Washington Association for Community Health

Washington Association for Community Health PCMH Recognition Assistance

The Association is here to support your health center with NCQA PCMH Recognition. We will work with you to align our support with your current status, needs and goals. You determine the level of assistance that you need and we will tailor our support for you. Below are some ways that we can work together.

We will:

- Provide answers to NCQA recognition questions and research solutions for you as needed
- Provide broad oversight of overall project including action plan, monitoring of the timeline and provide general guidance as needed
- Set up meetings with you to kick off the work and future meetings will be organized at least 1 week in advance of requested date & time, unless otherwise discussed
- Be in regular communication with the team
- Create and manage a Dropbox account for ease of file sharing and storage and use as a platform to provide documentation reviews prior to your submission to NCQA
- Share feedback in the designated Dropbox folder within 1 week of receiving documentation, or within a timeframe suited for you, and notify you via email when the review is complete

You will:

- Determine and communicate desired level of assistance from the Association
- Work with us to determine your goals
- Work toward NCQA PCMH recognition and contact the Association with questions or when guidance is needed
- Communicate with us as needed, either on regularly scheduled intervals or via email as questions arise
- Become familiar with NCQA Standards & Guidelines and recognition process
- Define a team to support the work and delegate tasks to key staff members
- Monitor progress toward recognition
- Submit the HRSA Notice of Intent (NOI) and enroll in Q-PASS with guidance from our team as needed
- As documents for review are prepared, share those that you would like us to review to the designated Dropbox folder and save a copy in your center's local computer storage

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