Northwell Health Physician Partners Achieve PCMH Recognition with 97% Score

Northwell Health Physician Partners' practice 865 Northern Blvd., Great Neck, practice has achieved Patient-Centered Medical Home (PCMH) recognition with a score of 97.12 percent.

PCMH is a care delivery model whereby a patient's treatment is coordinated through their primary care physician to ensure the patient receives the necessary care when and where they need it, in a manner they can understand.

The practice earned an "unbelievably high" score, according to Jeff Musmacher, Administrative Director for the medicine service line.

"For other practices entering the PCMH process, the takeaway from 865's success is to use a multifocal approach," Musmacher says. "At this practice, we brought together providers, coordinators, leadership, quality and the other clinical components and created a systematic approach using some in-house project management tools."

The NCQA's PCMH corporate application for Northwell Health took about a year, and the 865 Northern Blvd. practice fell in about two months after that application.

"Now that we have the corporate backbone taken care of, we're hoping to submit two or three sites a month. Many of our processes have been standardized across providers, so it's just a matter of going through site-specific applications and tailoring what we're doing to each practice."

Musmacher offers the following strategies for practices working toward PCMH compliance:

1. Break the process down by subject area. "Not every person needed to be involved in every component. We scheduled biweekly meetings by subject areas, and groups met on their own and reported back to the entire team," Musmacher says.

2. Immediately engage the quality team. "Assess and review the current quality metrics and have a conversation around the methods used to collect and analyze the data," he advises. "Practices need to choose the appropriate measures to develop achievable goals."

3. Employ meaningful tools in the Electronic Health Record. "Instead of searching all over the place, we provided information right up front, using the Clinical Snapshot, about which services patients were missing," Musmacher says. "Deploying tools like this makes it easier for providers to provide meaningful, patient-centered care."

4. Bring in additional resources. "We brought behavioral health managers onsite to work with clinical staff, and care managers were brought on site to provide comprehensive assessment and develop goals for high-risk populations," Musmacher says.

5. Learn from the first site's approval process. "If you're submitting under a corporate tool, wait until your first site has been reviewed," Musmacher says. "Queue them up and wait for the

first application to return because you'll learn things that you can implement in the following applications."