

# RECOGNITION NOTES

*The Newsletter of Physician Recognition Programs*



October 2010

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## **NCQA Helps New York State Improve Diabetes Care**

NCQA recently teamed with the New York State Diabetes Campaign ("the Campaign") to raise awareness about diabetes, an illness that affects 1.8 million people across the Empire State.

The Campaign's focus is on reversing the epidemic by improving clinical care and patient outcomes, mobilizing communities and promoting private and public payment policies.

A chief goal of the Campaign is helping 3,000 primary care physicians- 25 percent of the 11,000 in New York-achieve excellence in diabetes care and attain recognition in NCQA's Diabetes Recognition Program (DRP). The NYS Health Foundation expects to set a new standard of care that will lead to a tangible increase in the number of people with controlled diabetes; a decrease in hospitalization rates for people with diabetes; and a decrease in the number of emergency room visits related to diabetes. So far, more than 600 physicians have been recognized by the Campaign as meeting NCQA DRP requirements.

"What's exciting about this strategy is that it's focused on measurable changes in patient outcomes, not simply on process improvements," said James R. Knickman, President and CEO of NYS Health. "Initiatives like the NCQA Diabetes Recognition Program give health care providers clear goals and measures for achieving excellent care for their patients."

The Campaign is following several strategies to identify undiagnosed patients and help them manage the disease and is promoting policy strategies for better care delivery, as well as working with faith-based groups to support prevention through diabetes screenings and fostering healthy habits.

The program was launched in 2008 in response to the number of new diabetes cases, the large number of people affected with disease and diabetes' enormous health and financial tolls. In 2008, nearly one in five hospitalizations was diabetes related. Diabetes is the third leading cause of death among African Americans and the fifth among Hispanics.

To learn more about the NYS Diabetes Campaign & for a list of recognized providers, click [www.nysdiabetescampaign.org](http://www.nysdiabetescampaign.org).

### **An NCQA Customer Takes the Helm: Peggy Reineking, Director of Recognition Programs**

In response to the explosive growth in NCQA's Recognition Programs in recent months, NCQA hired new staff members, including a director who has worked



at large health plans accredited by NCQA and at sponsoring other NCQA programs-one of them, the program she will direct.

In August, Peggy Reineking became NCQA's Director of Recognition Programs. She was previously with the Blue Cross Plan, serving the Mid-Atlantic region, CareFirst Blue Cross Blue Shield. At CareFirst, she managed physician pay-for-quality programs that rewarded network physicians for earning NCQA Recognition. At the national Blue Cross Blue Shield Association, Reineking coordinated projects involving Blue Cross Plans and their NCQA programs.

Peggy brings her experience as an NCQA customer to NCQA's Recognition Program training and Webinars. "I'm here to increase NCQA's effectiveness in responding to clinician practices as they meet the challenges of becoming recognized," she says.

Reineking has had a varied and remarkable career. She holds three graduate degrees-in business administration; biostatistics and epidemiology; and health care administration. A physical therapist, former clinical research manager and officer in the Air Force, she has managed health care enterprises from Southeast Asia to Washington, DC.

Peggy understands the challenge for clinicians attempting to achieve NCQA Recognition. You can contact her at [Reineking@ncqa.org](mailto:Reineking@ncqa.org); consider her a resource!

## **Connecting Health Information Technology and the Patient-Centered Medical Home**

*HIMSS and NCQA offer guidance to ambulatory care settings*

A new fact sheet from the Healthcare Information Management Systems Society (HIMSS) and NCQA summarizes how health information technology (HIT) can help patient-centered medical homes work better.

HIMSS and NCQA created this fact sheet as a resource and stimulus for practices interested in the patient-centered medical home model. The guide includes five case examples of NCQA Recognized PCMH practices.

NCQA's PCMH program has nine groups of standards and three levels of recognition. Plans' scores on the standards determine their level of recognition. By meeting the standards' requirements, a medical practice can improve patient care and profit from any local incentive payments that reward patient-centered medical homes.

"With the implementation of HIT in medical homes, physicians can provide quality and efficient medical care in an active, ongoing relationship," said Rick Moore, NCQA's Chief Information Officer.

Four of the five health care settings featured in the fact sheet won the HIMSS Davies Award of Excellence, which honors excellence and value in implementing HIT; specifically, electronic health records. The case examples in the fact sheet are:

### **Community Health Centers**

- Urban Health Plan, Inc.-Bronx, NY  
-2009 HIMSS Davies Community Health Organization winner
- Community Health Access Network-New Market, NH  
-2009 HIMSS Davies Community Health Organization winner
- Institute for Family Health-New York, NY  
-2007 HIMSS Davies Public Health Award winner

### **Primary Care Practices**

- Salvatore Volpe, MD, PC-Staten Island, NY
- Southeast Texas Medical Association (SETMA)-Beaumont, TX

-2009 HIMSS Davies Ambulatory Award winner

### **New 2008 PPC-PCMH Online Application**

In August, NCQA introduced a new, easy-to-use process for the current 2008 PPC-PCMH Online Application. The new process provides a user-friendly approach for practices submitting application data about their practice and about the clinicians associated with the practice. It replaces the Web-based Download Center and is separate from the Interactive Survey System (ISS), which is the NCQA Survey Tool that customers use to submit recognition data.

The new online application:

- Offers one account for single-site or multiple-site practices
- Allows legal agreements to be signed and submitted electronically
- Enables practices to save, complete and submit required practice site and clinician information
- Sends a confirmation e-mail after the online application is submitted
- Notifies practices when to upload documents and submit their Survey Tool.

*The 2008 PPC-PCMH Online Application* is for practices interested in submitting applications based on the 2008 PCMH standards. Practices that submitted application materials from the Web-based Download Center do not need to resubmit them.

The new 2008 PPC-PCMH Online Application is free. To order, click [here](#). Once an order is placed, practices receive an e-mail from [publications@ncqa.org](mailto:publications@ncqa.org) with their user name and password and a link to the new online application system.

Practices receive an e-mail notification within five days after they submit their application using the *2008 PPC-PCMH Online Application*. Practices may then submit the application fee and completed survey. NCQA makes a recognition decision within 30-60 days of receipt of the survey.

If you have questions about the online application system, e-mail [ppc-pcmh@ncqa.org](mailto:ppc-pcmh@ncqa.org) or contact NCQA Customer Support at 888-275-7585.



Developed in partnership with



Development of the Heart/Stroke, Diabetes and Medical Home Recognition Programs was made possible from our Patron Sponsor Bristol-Myers Squibb/Sanofi Pharmaceuticals partnership and through grants from these Founding and Charit



Celebrating its 20th anniversary in 2010, NCQA is a private, non-profit organization dedicated to improving health care quality. NCQA accredits & certifies a wide range of health care organizations. It also recognizes clinicians and practices in key areas of performance. NCQA's Healthcare Effectiveness Data and Information Set (HEDIS<sup>®</sup>) is the most widely used performance measurement tool in health care. NCQA is committed to providing health care quality information for consumers, purchasers, health care providers, researchers, health plans and government entities. Visit us at <http://www.ncqa.org>.

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