

HCH Certification Assessment Required Documents

Certification Eligibility (4764.0030 subpart 1)

Submits documentation to meet the requirements of health care home procedures

- A. Organizational structure, ***Subp 0030 1, A, B***
- B. Primary care mission or aim statement of services, ***Subp 0030 1B***

Standard #1: Effective Communication & 24/7 Access System (4764.0040 Subpart 1)

Submit documentation that describes the applicant's procedures / workflows to meet the Access and Communication standard.

- A. Systematic screening / communication process ***Subp 0040 1, A***
- B. Triage and scheduling **protocol** for during the day and after hours, ***Subp 0040 1, B3***

Standard #2: Patient Registry & Tracking (4764.0040 subpart 3)

Submit documentation that describes the applicant's procedures / workflows to meet the participant registry and tracking participant care activity standard.

- A. Submits the workflow that demonstrates the systematic use of the HCH registry. ***Subp 3A***

Standard #3: Care Coordination (4764.0040 subpart 5)

Submit documentation that describes the applicant's procedures / workflows to meet the care coordination standard.

- A. Document with a list of care coordinator functions such as a job description and scheduled hours for care coordinator. ***Subp. 5D***
- B. Systematic process for identifying the patient's personal clinician and documentation in the medical record of the personal clinician and care coordinator's name. ***Subp. 5 B***

Standard #4: Care Plan (4764.0040 subpart 7)

Submit documentation that describes the applicant's procedures / workflows to meet the care planning standard.

- Submit the written care planning **policy** that references each of the criteria in and includes a sample a care plan. ***Subp 7B.***

Standard #5: Performance Measurement & Quality Improvement (4764.0040 subpart 9)

Submit documentation that describes the applicant's procedures / workflows to meet the quality improvement standard.

- A. Submits the written membership of HCH quality team and learning collaborative team. ***Subp 9A & 9D***
- B. Submits **procedures** for sharing information and giving input to and from the quality team and the learning collaborative team. ***Subp. 9B & 9E***

Variations (4764.0050 Subp.1)

Submit a petition demonstrating criteria detailed in ***Subp.1A, B for a minor variance, hardship or innovation variance.*** *Directions are on the HCH web site.*