



## Health Care Home (HCH) Certification Standards:

HCH Standards	Key Components
<b>Access and Communication</b>	<ul style="list-style-type: none"> <li>• Services are offered to all patients who have or are at risk of developing complex or chronic conditions, and are interested in participation.</li> <li>• Has continuous access (24/7) to designated clinic staff, an on-call provider or phone triage system with continuous access to key medical record information.</li> <li>• Appointments scheduled based on acuity of need, protocol for scheduling within one business day to avoid unnecessary ED and hospital admissions.</li> <li>• Information collected on patients' cultural background, race, and primary language; plan for this info to be used to improve care.</li> <li>• Documents using patients' preferred means of communication.</li> <li>• Participants may choose a specialty care resource.</li> <li>• Participants take an active role in managing their health care and barriers are identified.</li> </ul>
<b>Participant Registry and Tracking</b>	<ul style="list-style-type: none"> <li>• Uses a searchable, electronic registry to track patient care activity.</li> <li>• Conducts systematic reviews of HCH population, manages health services, provides appropriate follow-up, and identifies gaps in care.</li> <li>• Implements remedies to prevent gaps in care such as appointment reminders and pre-visit planning.</li> </ul>
<b>Care Coordination</b>	<ul style="list-style-type: none"> <li>• Participant is a member of HCH team; promotes patient and family-centered care, partners in setting patient centered goals and identifies resources.</li> <li>• Each patient has a designated personal clinician and care coordinator.</li> <li>• There is routine face-to-face communication between the PCP and care coordinator.</li> <li>• The care coordinator has dedicated time for care coordination functions.</li> <li>• Documents referrals/results, provides timely test results, does admission and, discharge planning, medication reconciliation and seeks information from external resources.</li> <li>• Participant is fully engaged in care planning and uses shared decision making.</li> <li>• Identifies and works with community based organizations in partnership.</li> <li>• Encourages professionals to practice at the top of their skills and license.</li> <li>• Engages participants in planning for transitions among providers or at life stages.</li> </ul>
<b>Care Planning</b>	<ul style="list-style-type: none"> <li>• Has policy to guide which patients will benefit from a care plan.</li> <li>• Care plan development actively engages patients and care team, includes an assessment of health risks and chronic conditions, and incorporates evidence-based guidelines.</li> <li>• In partnership with patients, does periodic updates based on patient's condition</li> <li>• Participants receive a copy of their care plan.</li> <li>• Care plan includes patient goals and action plan in patient language for preventive care, care of chronic illness, after hours plan, end-of-life and health care directives.</li> <li>• External team members and information are included in care planning process.</li> </ul>
<b>Performance Reporting and Quality Improvement</b>	<ul style="list-style-type: none"> <li>• Establishes a quality improvement team that includes clinicians, care coordinators, participants, and administrators that reflects the structure of the clinic.</li> <li>• Measures, analyzes, and tracks changes for at least one quality indicator at certification.</li> <li>• Implements a procedure to share and receive input on quality data from team members.</li> <li>• Participates in a learning collaborative and shares information learned with the team.</li> <li>• Submits data to the statewide quality reporting system on measures specified by the Commissioner of Health for recertification as a health care home.</li> <li>• Measures, analyzes and tracks quality indicators for improvement in patient health, patient experience and measures related to cost effectiveness at recertification.</li> </ul>