
NCQA PCMH 2014 Documentation Checklist

PCMH 1A MUST PASS

PCMH 1A Factor 1 Must Pass Critical Factor Corporate Survey

The practice has a written process and defined standards for providing access to appointments, and regularly assesses its performance on:

Providing same-day appointments for routine and urgent care

PCMH 1A Factor 2 Must Pass Critical Factor Corporate Survey

The practice has a written process and defined standards for providing access to appointments, and regularly assesses its performance on:

Providing routine and urgent-care appointments outside regular business hours

PCMH 1A Factor 3 Must Pass Critical Factor Corporate Survey

The practice has a written process and defined standards for providing access to appointments, and regularly assesses its performance on:

Providing alternative types of clinical encounters

PCMH 1A Factor 4 Must Pass Critical Factor Corporate Survey

The practice has a written process and defined standards for providing access to appointments, and regularly assesses its performance on:

Availability of appointments

PCMH 1A Factor 5 Must Pass Critical Factor Corporate Survey

The practice has a written process and defined standards for providing access to appointments, and regularly assesses its performance on:

Monitoring no-show rates

PCMH 1A Factor 6 Must Pass Critical Factor

The practice has a written process and defined standards for providing access to appointments, and regularly assesses its performance on:

Acting on identified opportunities to improve access

Documentation Required

Documented Process

Report

Screen Shots, i.e., electronic “copy” may be used as 1) examples (system capabilities of an electronic health record—EHR) 2) materials (Web site resources) 3) reports (logs, patient lists) or 4) records (e.g. documentation of clinical advice in the medical record)

Documented Process

Written procedures, protocols, processes, workflow forms (not explanations)

Does the Documented Process include the following?

Practice Name

Date of implementation (Must be at least 90 days before submission)

Date of revisions (If applicable)

Depicts all aspects of the factor

Text boxes, arrows, or other methods identify important sections

Text boxes, arrows, or other methods briefly explain the importance to the elements

Report

Aggregated data showing evidence

Stage 2 Core Meaningful Use Requirement

Does the Report include the following?

Practice Name

De-identified PHI

Reporting period current, within the past 12 months

Correct time frame (at least 5 days)

Report is not future dated

Text boxes, arrows, or other methods identify important headers/sections

Text boxes, arrows, or other methods briefly explain the importance to the elements

Matches documented process

Does this documentation meet the intent of the factor?

Yes No

If no, suggestions to meet the intent