



Frequently Asked Questions:

What is ACP Practice Advisor®?

Practice Advisor is an online tool that provides a high value / low cost means of providing a self-assessment to practices of all sizes. It includes multiple components that can assist your pursuit of practice improvement, including PCMH or PCMH-N recognition. The tool's self-assessment questionnaire is called the Practice Biopsy®. Each member of your team can complete all or some of the biopsies. Designated staff (the "Practice Administrator") will be able to see the results of the work and identify areas for possible improvement. In addition, *Practice Advisor* provides a "virtual bookshelf" of useful resources that can be filtered to help you quickly find what you need.

What is the purpose of Practice Advisor?

Practice Advisor was created to help practices of all sizes:

- Engage in practice improvement
- Pursue PCMH or PCMH-N recognition/certification.
- Prepare for purchasing/implementing an EHR (good workflow is an essential prerequisite for EHR implementation and *Practice Advisor* can help with this)
- Build a new practice from the ground up.

How do I use Practice Advisor?

We recommend that every member of the practice team complete all of the Practice Biopsy questions. The designated coordinator or practice administrator will then be able to view the results. Reports can be printed, circulated and used for team discussions about how to improve the areas in which the practice did not score well. Once the practice has addressed some issues identified, it may be helpful for the team to re-take the Biopsies to compare the new scores to prior ones.

How will this help me?

The *Practice Advisor* Practice Biopsy assessments will act as the start for your improvement journey. You and your practice team will learn about new ways of organizing your work and *Practice Advisor* will provide tools and resources to help you implement the selected changes. In addition, completing the modules in *Practice Advisor* will give you a good idea of how your practice would fare if you are interested in pursuing PCMH recognition

Where do the Practice Biopsy questions come from?

The questions in the "Building the Foundation" category were derived from the 2014 NCQA PCMH recognition, URAC, and The Joint Commission Primary Care Medical Home standards. All three organizations' standards were cross-matched and questions were created that reflect the three organizations' standards. *Practice Advisor* highlights NCQA's "Must-Pass" elements specifically to help those practices interested in going through the NCQA PCMH recognition process. The questions in the other two categories of modules were created by experts in their respective fields.

How do I choose which part of Practice Advisor to do first?

We encourage you to briefly explore each area of *Practice Advisor* and then start a deeper evaluation in areas of particular interest through the Modules. There is no correct order – though the modules are organized in a way that tends to go from basic to more advanced features/characteristics of the medical home model. Ultimately, it is best to complete all of the modules because this will provide a more thorough snapshot of where to start the practice improvement process. Finding additional help in the Practice-to-Practice section, Webinars, and the Resource Library will be easier once a specific area of improvement has been identified.

Which module should I complete first?

The modules do not *have* to be done in any specific order. One can theoretically complete only the modules of particular interest. However you will get a better idea of your overall practice “snapshot” if you complete all of the modules. We suggest starting from the first module listed (Organize a Practice) because the concepts of each module build somewhat off of the one preceding it.

Do I have to do every module?

You do not need to complete every module if you already know the specific strengths and weaknesses in your practice; however we suggest that you at least read all of the background information of the modules to get a quick sense of topic area.

I’ve done all of the Practice Biopsies, now what?

After completing the Practice Biopsy questions it is time to talk about them with your practice team. Our philosophy is that these self-assessment exercises are just the beginning of a process that should lead to robust discussions with your practice team about the issues discovered. If office staff scored low on one section but clinicians scored the same section higher, this may be a sign of that area requiring attention.

I’m interested in doing a practice assessment. Can Practice Advisor help me achieve this?

Absolutely! Beginning January 2014, in order to be listed as “Meeting MOC Requirements,” internal medicine physicians must earn a minimum of 20 MOC points for assessment of their clinical practice every 5 years. Some *Practice Advisor* modules will help physicians achieve this requirement.

What are the benefits of gaining PCMH recognition?

In some areas, third party payors offer financial incentives to practices that become recognized or accredited as a patient-centered medical home (PCMH). Practices that participate in a PCMH demonstration project are often expected to go through a recognition/accreditation process in order to receive incentive payments. For some, being positioned to take advantage of potential payment incentives in the future provides sufficient reason to obtain recognition now. Even without any specific financial incentives, some practices have found that the effort to organize the practice around the PCMH concepts has led to improved office operations, efficiencies, and lower practice costs/high productivity.

Explain how Practice Advisor helps the practice get recognized/certified as a patient-centered medical home.

Think of *Practice Advisor* as a “pre-test.” By going through the Practice Biopsy questions, you will have a reasonable idea of how you might fare going through the one of the three programs (NCQA, Joint Commission, URAC).

What tells us whether the practice is ready to go forward with recognition/accreditation?

The goal of the biopsies is to get everyone in the practice on the same page and working towards the same improvement goals. A good way to gauge when the practice is ready to seek recognition is when the biopsy scores are in the above average range, no critical deficiencies have been identified, and members of the practice have similar views about the practice’s performance for each of the Modules related to patient-centered care.