



## PPC-PCMH Medical Record Review Workbook Commonly Asked Questions

### Locating the Medical Record Review Workbook

#### Where is the Medical Record Review Workbook located?

- The Medical Record review Workbook is located in the PPC-PCMH Survey Tool. You must purchase a Survey Tool license from NCQA's Customer Support department (888-275-7585) to gain access to the Workbook.
- Once you have access to the Survey Tool:
  - log into it and go to Element 2C
  - click on the **red** supplemental worksheet button
  - click on the **red** link
  - **save** the workbook in your own computer to enter data. Label it with a unique name but do not use a “%” sign in the name of the document.
  - enter data in your Workbook and then save and link the completed Workbook to the Survey Tool when you are ready to submit.
- The Workbook may be used to support responses for Elements 2C, 2D, 3D and 4B.

### Selecting the Patient Sample

#### Where can I find information on how to select the patient sample and how to enter information in the workbook?

- The Medical Record Review Workbook is an Excel workbook that has two worksheets. (You will see two tabs at the bottom of the workbook when you open it.)
- One worksheet is the instructions and the other is the worksheet where you will enter responses based on information documented in the patient records.

#### How do I select my sample for the Medical Record Review?

- Pick a date *one month* prior to today's date (the date you are prepared to begin chart reviews). This will be your start date, the date you will begin selecting patients. (For example, if today's date is Monday, March 16<sup>th</sup> and it is the date you are prepared to begin your chart reviews, then choose Monday, February 16<sup>th</sup>).
- You will select patients on consecutive dates moving back in time from your Start Date. Beginning with the Start Date, you will identify the first 36 patients who have any one of the 3 chosen clinically important conditions **and** had a visit related to the important condition indicated. (For example, if diabetes is one of your conditions and you identify a patient who has diabetes but whose visit was for a “cold” then move to the next patient because that patient's visit was not related to diabetes.)
- The patients in the sample should represent a mix of the 3 clinically important conditions but you should not select 12 of each one of the clinically important conditions. The selection should be based on the sequence of patient visits, not on trying to choose an exact number of patients with each condition.
- You must identify the 36 patients **within 3 months of the start date**, so it is important to select conditions where you will be able to identify 36 patients seen within that period.



## **PPC-PCMH Medical Record Review Workbook Commonly Asked Questions**

- You must review the same 36 patient records for all of the applicable Elements in the worksheet.
- Please refer to the instructions in the workbook for further guidance on the sample selection process.

**If I have identified a patient who has more than one of my practice's clinically important conditions, do I have to indicate more than one condition in the workbook?**

Yes.

**Related to the review for Elements 3D and 4B, if a patient has two clinically important conditions and has met treatment goals for one condition but not the other, do I need to review that patient's record for these Elements?**

Yes, you must review the record related to the condition(s) where the patient did not meet treatment goals.

**How far can I look back in the record to respond to the questions in the workbook?**

- For elements 2C and 2D, there is not a look back period. You will look in the patient record to see if the Elements' factors are documented in the record.
- For elements 3D and 4B, there is a specific look back period. See the workbook instructions for guidance.

**For Elements 2C, 2D, 3D and 4B, can I use file review for some elements, and reports for the others?**

Yes, for the elements that have the option of a file review, you may elect to do a file review for some elements and run reports for others.