Topics Covered:

- Introduction
- NCQA History
- Virtual Care Program Overview
- Firefly Accreditation Process and Value
- Live Q&A Session
- Conclusion

![NCQA logo - Measuring quality. Improving health care.]

Introducing Your Presenters

Speakers

Claire Mendelson
NCQA
Product Manager

Avae Thomas Quartey
Firefly Health
Senior Clinical Programs
and Quality Manager

Virtual Care Program Overview

Virtual Care Program Structure

Fitting Market Needs with Modular Design

Primary Care

Urgent Care

Additional Modules

Domain-Specific Modules

Module-specific standards applicable to specific care domains. NCQA has launched standards for **primary and urgent care,** with **behavioral health** in development. With subsequent rollouts, we also will expand the scope of virtual care we are able to evaluate. *Organizations can come through multiple modules if they provide services in multiple domains.*
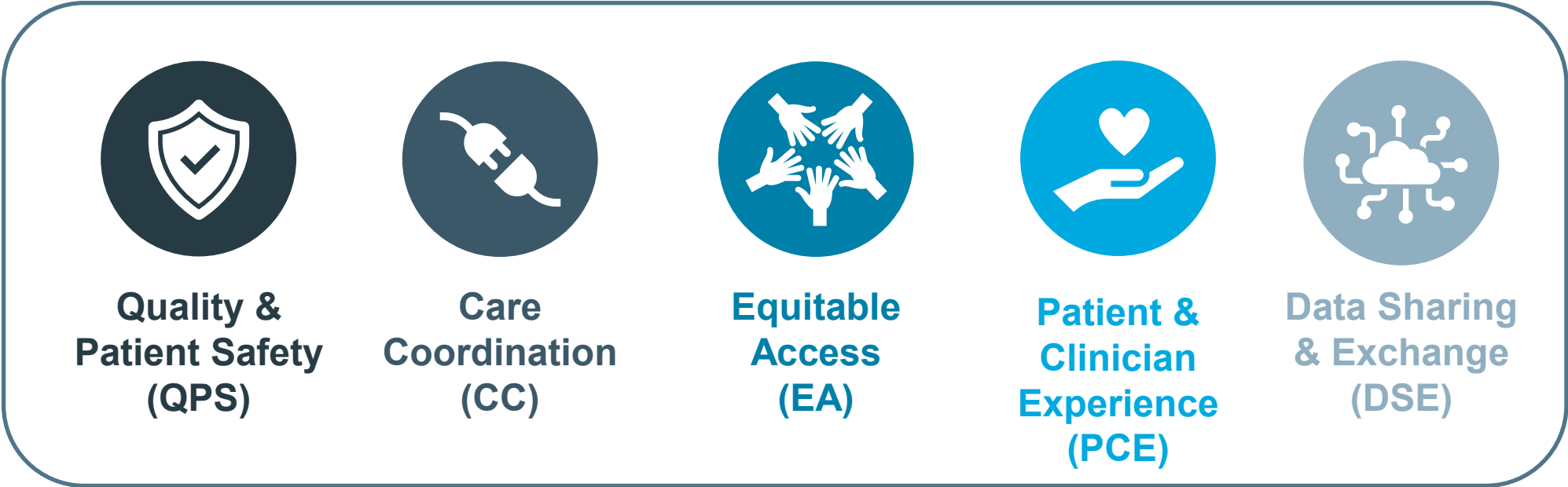
NCQA

Program Structure
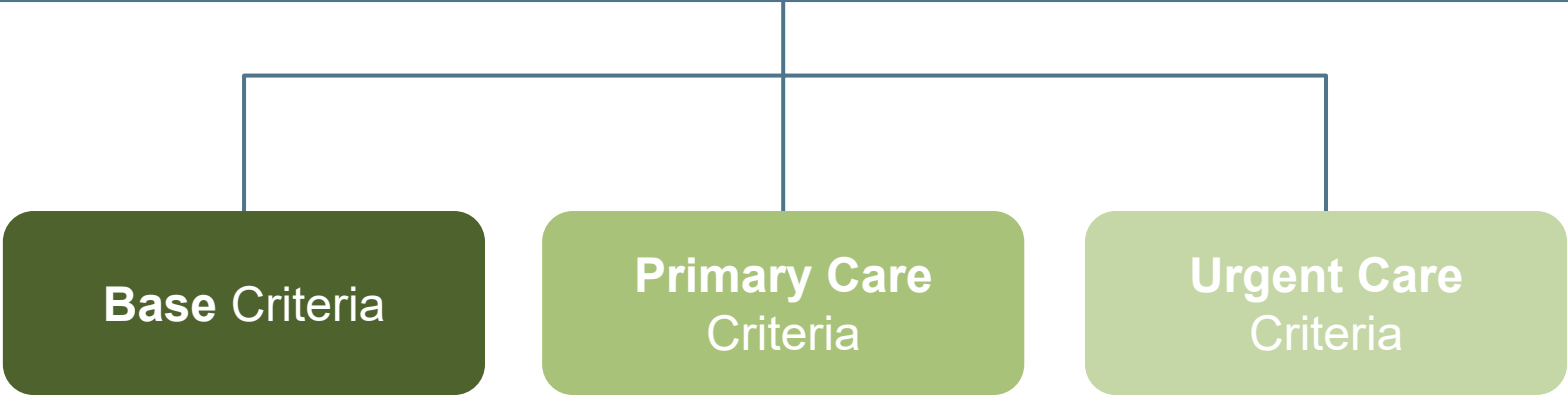
Five Standard Concepts

Quality & Patient Safety (QPS)

Care Coordination (CC)

Equitable Access (EA)

Patient & Clinician Experience (PCE)

Data Sharing & Exchange (DSE)

Within Each Category…

Base Criteria

Primary Care Criteria

Urgent Care Criteria

NCQA

Who are you?

Services-Focused Approach with Eligibility

Provider Groups & Health Systems

ACOs

Care Delivery Organizations
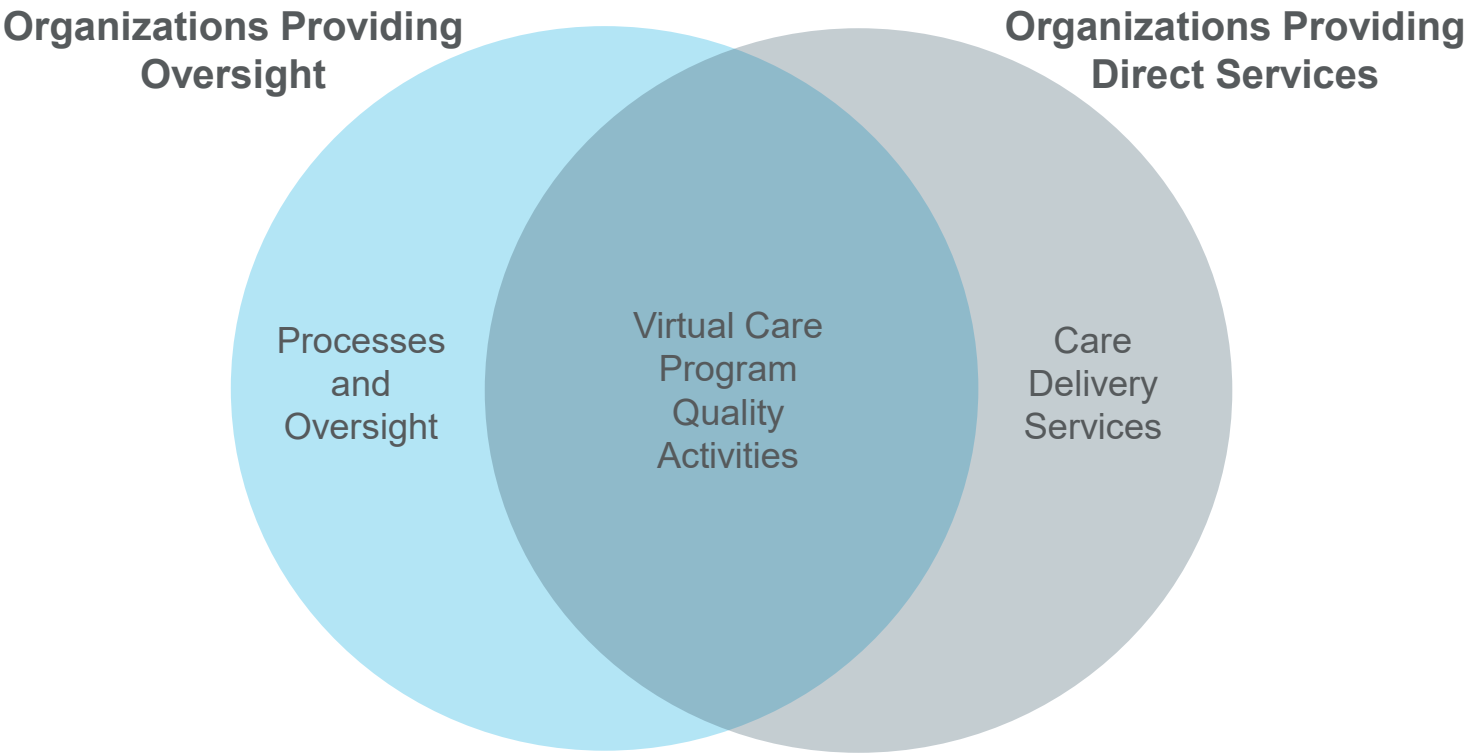
Health Plans

Retail Health

Outcome: Two Different Seals

Keeping a Services-Focused Approach in Mind

Organizations Providing Oversight

Organizations Providing Direct Services

Processes and Oversight

Virtual Care Program Quality Activities

Care Delivery Services

Steps to Achieving Accreditation

Commit

Org works with an NCQA representative to develop an evaluation schedule.

▼

Org works with NCQA representative to identify support and education for transformation.

▼

New NCQA Virtual Care online education resources support the transformation process.

Transform

Org submits initial documentation and checks in with its evaluator

▼

Org submits additional documentation and checks in with its Evaluator.

▼

Org submits final documentation to complete submission and begin NCQA evaluation process.

▼

Practice earns NCQA Status (Accredited/Denied).

Succeed

Practice demonstrates continued readiness and high-quality performance through annual check-ins with NCQA.

NCQA

Firefly Accreditation Process & Value

Advanced Primary Care
Founded by physicians in 2017
Team-based | Virtual-first

Gold Standard For Virtual Care

Firefly Health Drives
Virtual Care Quality as
1st National Primary Care
Practice to Achieve
NCQA Accreditation

Our Hypothesis?

To be more effective, primary care must reorient itself to be:

1

Team-based

with clearly defined roles and workflows, detailing who does what and when

2

Outcomes-driven

Measured in terms of efficacy, cost, and satisfaction

for physicians **and patients

3

Virtual-first

leveraging readily available technology for greater efficiency and less burden on our clinical team

A strong operational foundation is essential to support all of this:

1

Team-based
with clearly defined roles and workflows, detailing who does what and when

2

Outcomes-driven
Measured in terms of efficacy, cost, and satisfaction

for physicians **and patients

3

Virtual-first
leveraging readily available technology for greater efficiency and less burden on our clinical team

Data Reconciliation

Integrated Care

Standard Repeatable Processes

Asynchronous Communication

Unexpected insights from the process:

1. **Always room to grow**
   EX: Identifying gaps in digital literacy and assessing true clinical/operational alignment.

2. **Data is your friend, not your foe.**
   When all else fails, look to see what the numbers and let them illustrate the real story.

3. **NCQA is a collaborator**
   It's a guided application path with 3 structured check-in rounds to refine submissions and address issues.

Make this a company-wide effort

Achieving accreditation requires collaboration across every part of the business, which, while daunting, drives accountability

We found some opportunities:
- *Medication reconciliation process*
- *Referrals/lab follow-up*
- *Care plan utilization*
- *Annual team trainings*
- *Assessing health literacy*
- *Reducing health disparities*

Members

Business Partners

Internal staff

Now...what else do you *really* want to know?

Live Q&A Session

Today's Presenters

Moderator

Speakers

Shacarra DeFreitas
NCQA
Senior Marketing Manager

Claire Mendelson
NCQA
Manager

Avae Thomas Quartey
Firefly Health
Senior Clinical Programs
and Quality Manager

Stay Connected

Contact Us	VIP Access: Whitepaper	Health Innovation Summit
For information on Virtual Care Accreditation, visit ncqa.org/virtualcare.	Check your email for post-webinar details and complimentary access to two NCQA Virtual Care whitepapers.	**ATA Members:** Join us at the beautiful Gaylord Pacific Resort & Convention Center! https://www.ncqa.org/ata

Closing

NCQA
Measuring quality.
Improving health care.