

Introduction to the Primary Care Practice Recognition Program (PCPR)

April 23, 2025

Zoom webinar logistics

- ▶ The webinar is being recorded, and all attendees are on mute.
- ▶ The slide deck and recording will be uploaded to the [PCPR program page](#).
- ▶ Submit questions through **Q&A**.
- ▶ Turn on live captioning with **Show captions**.

Today's speakers

- ▶ **Dr. Judy Zerzan-Thul**, Chief Medical Officer, HCA
- ▶ **Stella Chang**, Management Analyst, HCA

Webinar objectives

- ▶ Overview of Washington's primary care transformation efforts
- ▶ Introduction of Primary Care Practice Recognition program
 - ▶ Describe the structure and key logistics of the PCPR program
 - ▶ List the 10 provider accountabilities required for PCPR participation
 - ▶ Distinguish between the three levels of recognition
 - ▶ Articulate the benefits of participation for individual practices and broader healthcare system in Washington State
- ▶ Q&A

Primary Care Transformation

A Collective Approach

Primary Care Transformation Initiative (PCTI)



WHAT: To strengthen and support primary care through aligned payment methodologies, increased investment, and care delivery transformation.

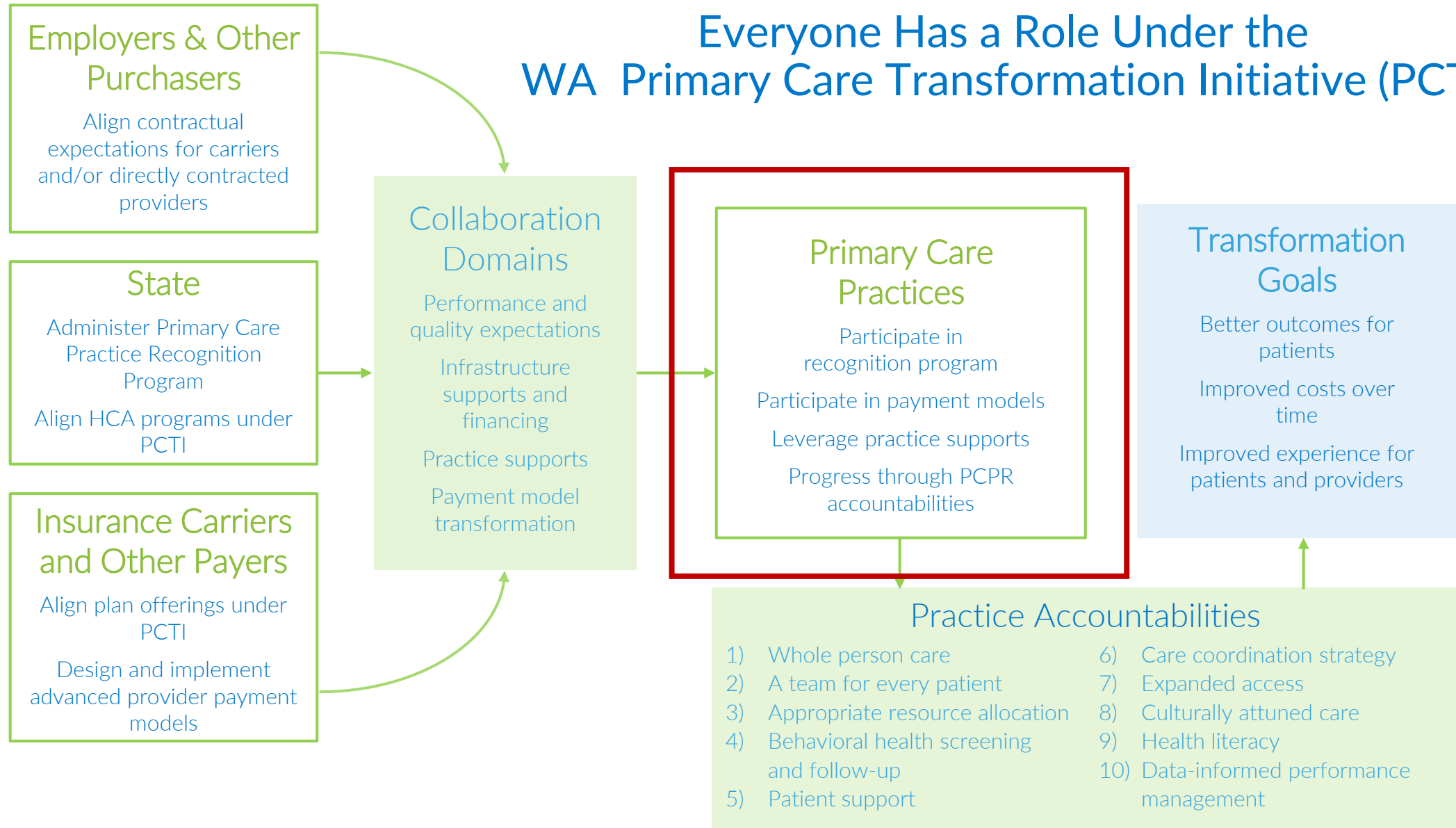


HOW: In collaboration with Washington health care providers, insurance plans, employers, health insurance purchasers, subject-matter experts, and other partners.



GOAL: To achieve the quadruple aim of enhancing patient experience, improving population health, reducing costs, and improving the work life of health care providers.

Everyone Has a Role Under the WA Primary Care Transformation Initiative (PCTI)



About PCPR

- ▶ The Primary Care Practice Recognition (PCPR) program recognizes practices for their commitment to providing whole-person, integrated care.
- ▶ Central to advancing primary care transformation in Washington.
 - ▶ Establishes a shared definition of advanced primary care
 - ▶ Provides a structured framework to guide practice transformation
- ▶ Enables practices to perform self-evaluation on their capabilities across ten core accountabilities.

PCPR accountabilities

- ▶ Created by workgroup convened by HCA:
 - ▶ Primary care providers
 - ▶ Payers
 - ▶ Other stakeholders and partners
- ▶ Workgroup also set parameters for how the accountabilities will be evaluated and level criteria.
- ▶ Established a supportive framework that guides practices toward integrated, whole-person care by meeting them where they are in their transformation journey.

Ten Primary Care Practice Accountabilities

Whole-person Care	Care Coordination Strategy
A Team for Every Patient	Expanded Access
Resource Allocation Strategy	Culturally Attuned Care
Behavioral Health Integration	Health Literacy
Patient Support	Data Informed Performance Management

Benefits for practices

- ▶ Better outcomes for patients.
- ▶ Improved experience for patients and providers.
- ▶ Standardized framework for approaching practice transformation.
- ▶ Shared learning and access to practice supports.
- ▶ Enhanced reimbursement opportunities.

Benefits to the state

- ▶ Bring attention to primary care.
- ▶ Improve population health and health outcomes.
- ▶ Understand the capabilities of Washington's primary care system.
- ▶ Identify pain points and barriers to care.
- ▶ Inform strategic investments in primary care by directing resources towards areas with the greatest potential for impact.

Program details

PCPR program logistics



Attestation-based application



Recognition at practice site level



Voluntary



Recognition at no cost to practices

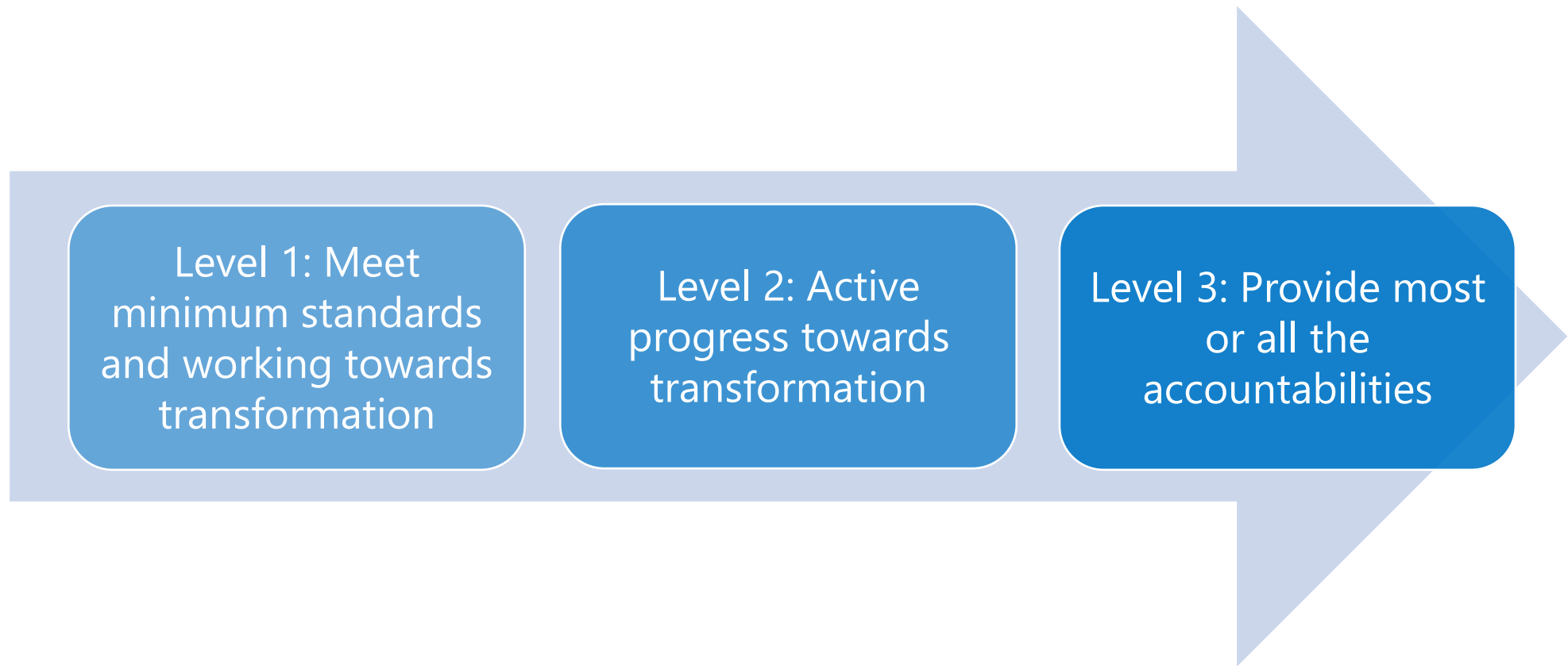
Recognition levels

Level	Minimum Points Required	Mandatory Capacities*
Level 1	127	2
Level 2	153	5
Level 3	190	2

**For level 2 and 3, practice must meet all mandatory capacities of previous level(s)*

- ▶ To be recognized at a given level, a practice must meet both a point threshold and all mandatory capacities.
- ▶ There are three levels.
- ▶ Scoring framework includes both mandatory and optional capacities to allow flexibility.

Recognition Levels



Accountability: Expanded Access

Capacities:

Level 1: Practice ensures appropriate appointment availability no later than one week for patients seeking care following ER visit or hospital admission.



Level 2: Practice offers same day appointments for urgent needs.



Level 3: Practice offers evening/weekend hours.

★ Indicates mandatory capacity

Accountability: Expanded Access

Accountability	Level	ID #	Capacity description (Also found in program guide)	Required for Level?	Point Value	Does your practice meet this criteria? (Yes or No only)
7. Expanded access	Level 1	7.1.A.	Practice ensures appropriate appointment availability and no later than one week for patients seeking care following an emergency room visit or hospital admission. Visit may be provided via telemedicine if clinically appropriate.	No	9	
7. Expanded access	Level 2	7.2.A.	Practice offers same day appointments for urgent needs.	Yes	9	
7. Expanded access	Level 3	7.3.A.	Practice offers evening and weekend hours.	Yes	10	
7. Expanded access	Level 3	7.3.B.	Practice has expanded access capabilities fully in place for both physical and behavioral health	No	10	
7. Expanded access	Level 3	7.3.C.	Practice has processes in place to collect feedback from patients and families regarding access needs and uses these processes to improve/inform expanded access strategies	No	10	

Recognition level

Practice Recognition Level: Level 3						
Level	Points Required	Points Earned	Point Threshold Achieved?	Mandatory Criteria Count	Were All Required Elements Met?	Level Eligibility
Level 1	127	160	Point Threshold Achieved	2	Met All Required Elements	Level 1 Recognition Requirements Met
Level 2	153	195	Point Threshold Achieved	5	Met All Required Elements	Pass
Level 3	190	225	Point Threshold Achieved	2	Met All Required Elements	Pass

Recognition renewal

- ▶ Valid from date of application approval
- ▶ Reapply with a new application to maintain recognition
- ▶ Practices may reapply to achieve a higher recognition level prior to their expiration date

Level	Expiration date
Level 1	1 year
Level 2	3 years
Level 3	3 years

Other ways to demonstrate eligibility for PCPR recognition

- ▶ Accepted recognition and accreditation programs are:
 - ▶ Accreditation Association for Ambulatory Health Care Medical Home Accreditation
 - ▶ National Committee for Quality Assurance Patient-Centered Medical Home Recognition
 - ▶ The Joint Commission Primary Care Medical Home Certification Program
 - ▶ URAC Patient-Centered Medical Home Certification
 - ▶ CMS Making Care Primary
- ▶ Practices that participate in one of these programs can demonstrate eligibility for recognition through an abbreviated process

How to apply

1

Review the
Practice
Accountabilities
and Evaluation
Guide

2

Complete the
accountabilities
workbook

3

Email PCPR
program to
receive a PCPR
identifier

4

Set up your
SecureAccess
Washington
(SAW) account

5

Apply for PCPR
recognition

Plans for providing practice support

- ▶ Resource library organized by accountability
- ▶ Webinars
- ▶ Ongoing communications
 - ▶ Program changes
 - ▶ Additional resources
 - ▶ Training and learning opportunities
 - ▶ Technical assistance

“As is all of our goals, to improve the health and lives of our community by giving everyone the best quality care possible and... documenting to show how we are doing this so it can be replicated and shared as appropriate.
Glad to be part of the process!!”

Resources and additional information

- ▶ Join virtual [office hours](#):
 - ▶ Second and fourth Tuesdays each month | noon – 1 p.m.
 - ▶ Next ones are May 13 and May 27
- ▶ Visit the [PCPR program](#) and [Primary Care Transformation](#) pages
- ▶ Look for an upcoming FAQ
- ▶ Sign up to receive email [notifications and updates](#) about PCPR
- ▶ Email the PCPR program at hcapcpr@hca.wa.gov

Q&A

What questions do you have for us?

Thank you for attending!

We look forward to seeing your application soon.