



## Board Report

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**File #:** A 19-023, **Version:** 1

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- a. Approve and authorize the Director of Health or Assistant Director of Health to sign a non-standard Software License Agreement with the National Committee for Quality Assurance (NCQA) in connection with enrolling clinics into NCQA's Patient Centered Medical Home (PCMH) Recognition Program through NCQA's Q-Pass software; and
- b. Approve the non-standard indemnification and limitations of liability, as recommended by the Director of Health; and
- c. Authorize the Director of Health, or the Assistant Director of Health, to act as an agent for the County in processing all documentation in connection with Clinic Services' PCMH recognition process.

### RECOMMENDATION:

It is recommended that the Board of Supervisors:

- a. Approve and authorize the Director of Health or Assistant Director of Health to sign a non-standard Software License Agreement with the National Committee for Quality Assurance (NCQA) in connection with enrolling clinics into NCQA's Patient Centered Medical Home (PCMH) Recognition Program through NCQA's Q-Pass software; and
- b. Approve the non-standard indemnification and limitations of liability, as recommended by the Director of Health; and
- c. Authorize the Director of Health, or the Assistant Director of Health, to act as an agent for the County in processing all documentation in connection with Clinic Services' PCMH recognition process.

### SUMMARY/DISCUSSION:

The Health Department Clinic Services Bureau (Clinic Services) operates nine community clinic sites designated as Federally Qualified Health Center Look-Alikes. Under the direction of the County and governance of the Community Health Center Board, the clinics provide preventative, primary, and specialty medical care services.

In 2011, the Laurel Internal Medicine Clinic was recognized by NCQA as a Patient-Centered Medical Home (PCMH). PCMH is a model of care that emphasizes care coordination and communication to transform primary care into a team-based care delivery "home" for patients. NCQA PCMH Recognition is the most widely adopted model for transforming primary care practices into medical homes. Research confirms medical homes can lead to higher quality and lower costs and can improve patients' and providers' experience of care.

Clinic Services intends to seek PCMH recognition for additional clinics and must utilize NCQA's new Q-Pass software for enrollment. Approval of the recommended action will allow Clinic Services to access NCQA's Q-Pass software and enroll the additional clinics to be evaluated and accredited as part of the 2019 PCMH recognition process.

This work supports the Monterey County Health Department 2018 - 2022 Strategic Plan initiative to 3. Ensure access to culturally and linguistically appropriate, customer-friendly, quality health services. It also supports one or more of the ten essential public health services, specifically: 7. Link people to needed personal health services and assure the provision of health care when otherwise unavailable; and 9. Evaluate effectiveness, accessibility, and quality of personal and population-based health services.

OTHER AGENCY INVOLVEMENT:

County Counsel-Risk Management and the Auditor- Controller have reviewed the Software License Agreement and concur with the recommendation.

FINANCING:

There are no fiscal provisions included in the Agreement.

BOARD OF SUPERVISORS STRATEGIC INITIATIVES:

Check the related Board of Supervisors Strategic Initiatives:

☐Economic Development:

- Through collaboration, strengthen economic development to ensure a diversified and healthy economy.

☐Administration:

- Promote an organization that practices efficient and effective resource management and is recognized for responsiveness, strong customer orientation, accountability and transparency.

☒Health & Human Services:

- Improve health and quality of life through County supported policies, programs, and services; promoting access to equitable opportunities for healthy choices and healthy environments in collaboration with communities.

☐Infrastructure:

- Plan and develop a sustainable, physical infrastructure that improves the quality of life for County residents and supports economic development results.

☐Public Safety:

- Create a safe environment for people to achieve their potential, leading businesses and communities to thrive and grow by reducing violent crimes as well as crimes in general.

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Approved by: Elsa Jimenez, Director of Health, x4526

Attachment:

NCQA Software License Agreement is on file with the Clerk of the Board