



NCQA Accreditation: Preparation, Collaboration, and Lessons Learned from Across the State

INTEGRAL CARE; TEXANA CENTER; MY HEALTH MY RESOURCES TARRANT
COUNTY; LAKES REGIONAL CENTER

AGENDA

Introductions

“What is NCQA? Why Pursue Accreditation?”

PANEL DISCUSSION: Preparation, Collaboration,
and Lessons Learned from Across the State

- How did each LIDDA start the NCQA Accreditation Process?
- What were the Unexpected Barriers and Challenges?
 - What were the solutions?
- Lessons Learned and Tips for LIDDAs Just Starting the Process?
- Impact of Accreditation on the LIDDA

Q&A

Introductions

Sarah Kuykendall – Integral Care



Maribel Burgos – Texana Center



Grace White – My Health My Resources
Tarrant County



Clara Daniel – Lakes Regional Community
Center

What is NCQA? Why Pursue Accreditation?

NCQA: National Committee for Quality Assurance

- ▶ NCQA Case Management Accreditation provides a framework for implementing evidence-based best practices to ensure:
 - ❖ Efficient and cost-effective case management processes and service delivery:
 - Manage patients as they move between care settings.
 - Use patient-centered assessment to determine care needs.
 - Develop personalized, patient-centered care plans.
 - Provide access to qualified case management staff.
 - Protect patients' personal health information.
 - Patient monitoring to track care-goal progress.

Panel Discussion



How did each LIDDA start the NCQA Accreditation Process?



What were the Unexpected Barriers and Challenges?

What were the solutions?



Lessons Learned and Tips for LIDDAs Just Starting the Process?



Impact of Accreditation on the LIDDA

Q & A



Thank
You!!!