NYC REACH

Patient-Centered Medical Home, 2010 - 2025

About Us

NYC REACH is the primary care technical assistance arm of the New York City Department of Health and Mental Hygiene (DOHMH)**.** Our mission is to support safety net providers to deliver high quality, person-centered, tech-enabled, anti-racist care. We have provided PCMH technical assistance since 2010.

By the Numbers

We have supported **over 750+** primary care sites to achieve and sustain PCMH recognition. From 2018 to 2020, we supported **287** sites to transform to the NYS PCMH model through a NYS State Innovation Model (SIM) grant. Currently, we support **259** primary care practice sites in NYC to sustain PCMH best practices and PCMH recognition each year through our *PCMH Sustainability Program.* **100%** of the practices that participate in this program have sustained PCMH recognition.

Current Programming

Our **free *PCMH Sustainability Program*** provides workshops and roundtable events; each of these helps attendees learn about PCMH requirements, workflow best practices, and quality improvement approaches. Our ***PCMH Paid Services Program*** includes 1:1 technical assistance for annual reporting, documentation review, and audit support, as well as a variety of tools and templates in NYC REACH's *PCMH Playbook*. New for 2025, we are offering a *Preconception Care in the PCMH* training.

Our Team

Our Care Transformation Specialists are recognized by NCQA as Certified Content Experts (PCMH CCEs). All are experienced in practice facilitation and have a collective 49 years' experience providing PCMH technical assistance. NYC REACH is an NCQA Partner in Quality.

Presentations and publications

Our team members have served as faculty at *NCQA PCMH Congress* (2016-2019), the *NCQA Health Innovation Summit* (2022-2023), and *NCQA Health Equity Learning Series* (2023). See reverse of this document for more information on these presentations.

Program Partnerships

We have provided PCMH services through a variety of partnerships, including New York State (SIM-funded NYS PCMH program; 2018-2020) and NYC DSRIP Performing Provider Systems (Bronx Partners for Healthy Communities, Staten Island PPS, OneCity Health, Nassau Queens PPS; 2015-2018)

Contact us

Website: https://nycreach.org/portfolio-item/patient-centered-medical-home-pcmh/
Email: pcmh@health.nyc.gov

NYC REACH

NYC REACH PCMH Presentations

- "Streamlining for Sustainability: Leveraging Existing Workflows for Post-Recognition Success," PCMH Congress. National Committee for Quality Assurance, Chicago, IL, August 2016.

- "Doing Data When Your Electronic Health Record Isn't Built For It: How Small Practices Optimize Limited Health Information Technology for PCMH Transformation," PCMH Congress. National Committee for Quality Assurance, Orlando FL, November 2017.

- "Leveraging Patient-Centered Medical Home to Achieve Value-Based Payment Success as a Small Practice Provider," PCMH Congress. National Committee for Quality Assurance, Orlando, FL, November 2017.

- "Effective Onboarding for Productive Transformation," PCMH Congress. National Committee for Quality Assurance, Orlando, FL, November 2017.

- "Innovative Tools for Practice Facilitation," PCMH Congress. National Committee for Quality Assurance, Orlando, FL, November 2017.

- "Lessons Learned from Implementing the School-Based Medical Home Model," PCMH Congress. National Committee for Quality Assurance, San Diego, CA, September 2018.

- "Incorporating Value-Based Payment Elements into the PCMH Assessment," PCMH Congress. National Committee for Quality Assurance, San Diego, CA, September 2018.

- "Demystifying and Applying Medicare's Quality and Resource Use Report," PCMH Congress. National Committee for Quality Assurance, San Diego, CA, September 2018.

- "Using the PCMH Model as a Framework for Success in Pay-For-Performance (P4P)," PCMH Congress. National Committee for Quality Assurance, Boston, MA, September 2019.

- "Transforming NYC Primary Care: Building a Versatile PCMH Technical Assistance Team," PCMH Congress. National Committee for Quality Assurance, Boston, MA, September 2019.

- "Transforming Behavioral Health Agencies: Closing Referral Loops with Primary Care," PCMH Congress. National Committee for Quality Assurance, Boston, MA, September 2019.

- "Impact of Practice Transformation on PCMH Sustainability," PCMH Congress. National Committee for Quality Assurance, Boston, MA, September 2019.

- "Impact of Practice Facilitation on Preventable Emergency Department Visits and Avoidable Readmissions," International Conference on Practice Facilitation. North American Primary Care Research Group, Savannah, GA, September 2022.

- "Assessing the Impact of Patient-Centered Medical Home Transformation Support on Primary Care Practices in New York City," Health Innovation Summit. National Committee for Quality Assurance, Washington, DC, November 2022.

- "Implementing a Community Referral Network: Case Study in New York City," Health Equity Webinar Learning Series. National Committee for Quality Assurance, Virtual, April 2023.

- "Engaging Community Based Organizations in Health Information Exchange," Health Innovation Summit. National Committee for Quality Assurance, Orlando, FL, October 2023.

- "Integrating Preconception Care into the Patient-Centered Medical Home" *(Accepted Abstract)*, Health Innovation Summit. National Committee for Quality Assurance, San Diego, CA, October 2025.