MEMORANDUM FOR ASSISTANT SECRETARY OF THE ARMY (MANPOWER AND RESERVE AFFAIRS)
ASSISTANT SECRETARY OF THE NAVY (MANPOWER AND RESERVE AFFAIRS)
ASSISTANT SECRETARY OF THE AIR FORCE (MANPOWER AND RESERVE AFFAIRS)
DIRECTOR OF THE JOINT STAFF
DEPUTY ASSISTANT SECRETARY OF DEFENSE (HEALTH READINESS POLICY AND OVERSIGHT)
DEPUTY ASSISTANT SECRETARY OF DEFENSE (HEALTH SERVICES POLICY AND OVERSIGHT)

SUBJECT: Interim Procedures Memorandum 17-004, Transition to a New, Single Healthcare Industry Organization to Certify Patient-Centered Medical Homes (PCMHs) in the Direct Care System

References: See Attachment 1.

Purpose. This Defense Health Agency-Interim Procedures Memorandum (DHA-IPM), based on the authority of References (f) and (g), and in accordance with the guidance of References (a) and (b) through (e):

- Describes the Services’ and Defense Health Agency’s (DHA) responsibilities for the direct care system’s transition from the current certifying body for PCMHs to a new, single certifying body to be used uniformly across the direct care system. A common set of leading healthcare industry standards based on universal PCMH principles against which military PCMHs will be evaluated supports consistency in PCMH implementation, identifies necessary actions to reduce variance in clinical procedures across the direct care system, and measures the effectiveness of PCMH partnership with specialty care to better coordinate and integrate care. The use of PCMH standards will allow objective comparison of military PCMHs against leading civilian PCMHs.

- Will expire effective 12 months from date of issue and will be incorporated into a future DHA-Procedure Instruction (PI) for MTF PCMHs. The Services will incorporate this DHA-IPM, and future DHA-PI, into Military Service Department PCMH policies.
Applicability. This DHA-IPM applies to OSD, the Military Departments (excluding the Coast Guard), the Office of the Chairman of the Joint Chiefs of Staff and the Joint Staff, the Combatant Commands, the Office of the Inspector General of the DoD, the Defense Agencies, the DoD Field Activities, and all other organizational entities within DoD.

Policy Implementation. In accordance with Reference (b), and in support of high reliability organization principles to reduce variance through standard processes across the direct care system and to optimize integrated, coordinated care across the direct care system, a leading healthcare organization’s PCMH standards will be used to certify military PCMHs (primary care clinics).

Responsibilities. See Attachment 2.

Procedures. See Attachment 3.

Releasability. Cleared for public release. This DHA-IPM is available on the Internet from the DHA SharePoint site at: http://www.health.mil/dhapublications.
ATTACHMENT 1

REFERENCES

(a) DHA-Procedural Instruction 5025.01, “Publication System,” August 21, 2015
(b) Health Affairs Policy 11-005, “TRICARE Policy for Access to Care,” February 23, 2011
(c) Health Affairs Policy 09-015, “Policy Memorandum Implementation of the ‘Patient-Centered Medical Home’ Model of Primary Care in MTFs,” September 18, 2009
(d) TRICARE Operations Manual, April 1, 2015
(e) TRICARE Policy Manual, April 1, 2015
(f) DoD Directive 5136.01, “Assistant Secretary of Defense for Health Affairs (ASD(HA)),” September 30, 2013
ATTACHMENT 2

RESPONSIBILITIES

1. DIRECTOR, DHA. The Director, DHA, will:

   a. Assign responsibilities to monitor the transition to a new, single leading healthcare industry organization’s certification of military PCMHs; and

   b. Support the Military Medical Departments by identifying any standard clinical, business, and administrative process changes or requirements to support MTF PCMH certification, and assign resolution to the appropriate directorate within DHA.

2. DIRECTOR, OPERATIONS DIRECTORATE/J-3. The Director, Operations Directorate/J-3, will:

   a. Monitor the transition to a new, single leading healthcare industry organization’s certification of military PCMHs, and report progress annually to governance; and

   b. Monitor military PCMH certification status through the Tri-Service PCMH Advisory Board and the Tri-Service Patient-Centered Care Integration Board (TSPCCIB) through an annual data call to the Services.

3. SURGEONS GENERAL OF THE MILITARY MEDICAL DEPARTMENTS. The Surgeons General of the Military Medical Departments will:

   a. Secure contracts with the new, single healthcare organization to certify PCMHs and coordinate with the other Services to ensure the same vendor is used across the direct care system;

   b. Manage the transition for their Departments from the previous healthcare industry organization certifying PCMHs to the new leading healthcare industry organization’s recognition to certify MTF PCMHs;

   c. Track military PCMHs’ certification status, and report to the Tri-Service PCMH Advisory Board;

   d. Identify any recommended standard process changes or requirements to support recognition or certification of military PCMHs to DHA/J-3 through the TSPCCIB.
ATTACHMENT 3

PROCEDURES

1. OVERVIEW. The direct care system will use a leading healthcare organization to certify military MTF PCMHs. PCMH is the direct care system’s model of comprehensive primary care. A single organization to certify PCMHs will be used throughout the direct care system to certify military PCMHs. The Tri-Service PCMH Advisory Board of the TSPCCIB, which are organized under the Military Health System (MHS) Governance Council’s Medical Operations Group, will monitor the direct care system’s progress to certify all PCMHs.

2. TIMELINE

   a. The MHS Review and Analysis directed the use of a single leading healthcare industry organization to certify MTF PCMHs in December 2009.

   b. Certification of MTF PCMHs has been underway since Fiscal Year 2011.

   c. All Services will transition to using a new, single leading healthcare organization to certify PCMHs after March 1, 2017.

3. GOVERNANCE

   a. Certification of all MTF PCMHs will be monitored by the Tri-Service PCMH Advisory Board.

   b. The Tri-Service PCMH Advisory Board will report the status of PCMH certification for MTFs annually to the Medical Deputies Action Group.
# Glossary

**Abbreviations and Acronyms**

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<thead>
<tr>
<th>Abbreviation</th>
<th>Description</th>
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<tbody>
<tr>
<td>DHA</td>
<td>Defense Health Agency</td>
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<td>DHA-IPM</td>
<td>Defense Health Agency-Interim Procedures Memorandum</td>
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<tr>
<td>MTF</td>
<td>Medical Treatment Facility</td>
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<td>PCMH</td>
<td>Patient-Centered Medical Home</td>
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<tr>
<td>TSPCCIB</td>
<td>Tri-Service Patient-Centered Care Integration Board</td>
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