

# Health Care Homes (HCH) Initial Certification

## CHECKLIST TO BECOMING A CERTIFIED HCH



The following is a list of activities and links to resources which support HCH certification. Primary care providers, clinic teams, and organizations can use one or all steps listed – in any order- as a checklist to prepare for and pursue Foundational Level, Level 2, or Level 3 HCH certification.

## Certification Steps for Providers, Clinics, and Organizations

### ▪ Review HCH program information

- [Home Page](#): use this page to explore and access HCH content and resources.
- [Certification Eligibility](#): this page explains who is eligible for HCH certification.
- [Certification](#): here you will find the steps for certification and additional links.
- [Level Progression](#): click here to learn more about advanced certification levels.

### ▪ Explore the HCH Learning Collaborative

- [Learning Collaborative](#): Access information about HCH learning opportunities.
- [MDH Learning Center](#): Gateway to online courses, webinars, and other resources.
  - "*Foundations of Health Care Homes Certification*" is a free, on- demand, course that takes organizations through the HCH certification process.
  - After creating a free account, log in to the Learning Center and search for the course by name.

- **Sign up for HCH program notifications**
  - [News and Announcements](#): provides information, updates and opportunities.
    - [Connections Newsletter Subscription](#): Use this link to sign up for the HCH newsletter.
    - [LEARN Bulletin Subscription](#): Use this link to sign up for the Learning Collaborative updates.
  
- **Consider [Creating an Action Plan for HCH Implementation \(PDF\)](#)**
  - The Certification/recertification Operational Manual Providing Application Submission Support ([COMPASS \(PDF\)](#)) outlines the requirements and standards for being a certified HCH.
  - Use [COMPASS Appendix A \(PDF\)](#) to review each standard's requirements, identifying those already being met and those which still need to be addressed.
  - To see related definitions, explanations and examples for a specific requirement:
    - Go to the table of contents.
    - Click on that requirement.
    - You will be directed to content within COMPASS accordingly.
  
- **Email the HCH program ([Health.HealthCareHomes@state.mn.us](mailto:Health.HealthCareHomes@state.mn.us))**
  - Express your interest in HCH certification and request to be connected with a RN.
  - Your Practice Improvement Specialist (PIS) or Integration Specialist (IS) will contact you.
  - They will be there to support you during the entire process.
  
- **Meet with your PIS/IS**
  - Review the HCH standards, requirements, and certification levels.
  - Discuss available resources to assist with certification.
  - Ask questions.
  - Establish access to the HCH Portal.
  
- **Log into the HCH [Public Portal \(mn.gov\)](#)**
  - This is where you will complete the Certification application.
  - The [Portal User Guide \(PDF\)](#): step-by-step instructions for online documentation.
  - The HCH [Application \(PDF\)](#): may be downloaded for planning purposes.

- **Begin the application process using available resources**
  - See above resources and links.
- **Submit the application**
  - Once submitted, your PIS/IS will work with you to schedule a Site Visit/Team Meeting.
- **Host a Site Visit Team Meeting**
  - [COMPASS Appendix D \(PDF\)](#) contains detailed information regarding the Site Visit/Team Meeting.

## Next Steps Completed by MDH

- **Final Report**
  - Your PIS/IS will compose a written, final report summarizing the highlights of your application, site visit, and any recommendations or variances.
- **Certification Committee**
  - After providing the written report to the HCH Certification Committee, your PIS/IS will present your organization (de-identified) to the committee.
  - The committee will review all information presented and determine if the standards and requirements for the level of certification applied for have been met.
- **MDH Notification**
  - Certification Notification: this page explains how MDH determines certification.
  - All certification documents will be made available both electronically and via mail.
  - Window clings, reflecting level of certification obtained, will be sent for posting at clinic entrances.

## Maintenance Steps for the certified HCH and Other Reminders

- **Stay Connected to the MDH HCH program**
  - Be sure to keep your HCH program contacts up to date and let your PIS/IS know of any staff changes.
  - Use the links at the bottom of the [News and Announcements](#) webpage to sign up for the HCH Connection Newsletter and HCH LEARN Bulletin. Ensure all new staff and any current staff who haven't yet done so receive these important notifications.
  
- **Update certified clinician list in the portal as needed.**
  - [Portal User Guide \(PDF\)](#): step by step instructions for updating the Clinician List.
  
- **Orient New Staff to HCH**
  - It is the organization's responsibility to orient new clinicians and staff to the HCH's care delivery approach. The HCH [Learning Collaborative](#) is a great resource for this as well as your PIS/IS.
  
- **MDH HCH Check-ins**
  - Your PIS/IS will offer a voluntary Check-In every 12 to 18 months, as an opportunity to discuss your HCH program, organizational priorities, and ways the HCH program can be of support.
  
- **Participate in the HCH Learning Collaborative**
  - Take advantage of full access to the HCH Learning Collaborative, including all Peer-to-Peer networking and other select events reserved for our certified partners.

## References

**Application** <https://www.health.state.mn.us/facilities/hchomes/documents/hchcertapp.pdf>

**Certification** <https://www.health.state.mn.us/facilities/hchomes/certification/cert/index.html>

**Certification Eligibility** <https://www.health.state.mn.us/facilities/hchomes/certification/cert/eligibility.html>

**COMPASS** <https://www.health.state.mn.us/facilities/hchomes/documents/compass.pdf>

**COMPASS Appendix A**

<https://www.health.state.mn.us/facilities/hchomes/documents/compass.pdf#page=39>

**COMPASS Appendix D**

<https://www.health.state.mn.us/facilities/hchomes/documents/compass.pdf#page=49>

## HCH CERTIFICATION CHECKLIST

### **Connections Newsletter Subscription**

[https://public.govdelivery.com/accounts/MNMDH/subscriber/new?topic\\_id=MNMDH\\_423](https://public.govdelivery.com/accounts/MNMDH/subscriber/new?topic_id=MNMDH_423)

### **Creating an Action Plan for HCH Implementation**

<https://www.health.state.mn.us/facilities/hchomes/certification/resources/docs/actionplan.pdf>

**Home Page** <https://www.health.state.mn.us/facilities/hchomes/index.html>

### **LEARN Bulletin Subscription**

[https://public.govdelivery.com/accounts/MNMDH/subscriber/new?topic\\_id=MNMDH\\_440](https://public.govdelivery.com/accounts/MNMDH/subscriber/new?topic_id=MNMDH_440)

**Learning Collaborative** <https://www.health.state.mn.us/facilities/hchomes/collaborative/index.html>

**Level Progression** <https://www.health.state.mn.us/facilities/hchomes/certification/progression.html>

**MDH Learning Center** <https://www.health.state.mn.us/facilities/hchomes/collaborative/lms.html>

**News and Announcements** <https://www.health.state.mn.us/facilities/hchomes/newsannouncements.html>

**Portal User Guide** <https://www.health.state.mn.us/facilities/hchomes/documents/portaluserguide.pdf>

**Public Portal** <https://hchcert.mn.gov/lms/public/portal#/login>

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St. Paul, MN 55164-0975  
[Health.HealthCareHomes@state.mn.us](mailto:Health.HealthCareHomes@state.mn.us)  
[www.health.state.mn.us](http://www.health.state.mn.us)

### **Practice Improvement Specialists**

North: Jen Strickland ([jennifer.strickland@state.mn.us](mailto:jennifer.strickland@state.mn.us))

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### **Integration Specialist**

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To obtain this information in a different format, call: 651-201-5421