



Practice Culture and Patient Centeredness (PC), v3.0

PC 1: Staff Training Requirements

- PC 1-1: Staff Training Requirements [Level 1]
- PC 1-2: Staff Training Requirements [Level 2]
- PC 1-3: Staff Training Requirements [Level 3]

PC 2: Effective Practice Workflow

- PC 2-1: Effective Practice Workflow [Level 1]
- PC 2-2: Effective Practice Workflow [Level 2]
- PC 2-3: Effective Practice Workflow [Level 3]

PC 3: Patient Empowerment and Engagement

- PC 3-1: Patient Empowerment and Engagement [Level 1]
- PC 3-2: Patient Empowerment and Engagement [Level 2]
- PC 3-3: Patient Empowerment and Engagement [Level 3]

PC 4: Health Literacy

- PC 4-1: Health Literacy [Level 1]
- PC 4-2: Health Literacy [Level 2]
- PC 4-3: Health Literacy [Level 3]

PC 5: Patient Rights and Responsibilities

- PC 5-1: Patient Rights and Responsibilities [Level 1]
- PC 5-2: Patient Rights and Responsibilities [Level 2]
- PC 5-3: Patient Rights and Responsibilities [Level 3]

Electronic Capabilities (EC), v3.0

EC 1: Patient Registry

- EC 1-1: Patient Registry – Information and Implementation [Level 1]
- EC 1-2: Patient Registry – Information and Implementation [Level 2]
- EC 1-3: Patient Registry – Information and Implementation [Level 3]

EC 2: Electronic Prescribing

- EC 2-1: Electronic Prescribing [Level 1]
- EC 2-2: Electronic Prescribing [Level 2]
- EC 2-3: Electronic Prescribing [Level 3]

Access to Healthcare Services (AHS), v3.0

AHS 1: Access to Healthcare Services

- AHS 1-1: Patient Access to Services and Information [Level 1]
- AHS 1-2: Patient Access to Services and Information [Level 2]
- AHS 1-3: Patient Access to Services and Information [Level 3]

AHS 2: Enhancing Patient Access to Services

- AHS 2-1: Enhancing Patient Access to Services [Level 1]
- AHS 2-2: Enhancing Patient Access to Services [Level 2]
- AHS 2-3: Enhancing Patient Access to Services [Level 3]

AHS 3: Comprehensive Services and Resources

- AHS 3-1: Comprehensive Services and Resources [Level 1]
- AHS 3-2: Comprehensive Services and Resources [Level 2]
- AHS 3-3: Comprehensive Services and Resources [Level 3]

AHS 4: Community Resource Referrals

- AHS 4-1: Community Resource Referrals [Level 1]
- AHS 4-2: Community Resource Referrals [Level 2]
- AHS 4-3: Community Resource Referrals [Level 3]

AHS 5: Tracking and Follow-up on Community Resource Referrals

- AHS 5-1: Tracking and Follow-up on Community Resource Referrals [Level 1]
- AHS 5-2: Tracking and Follow-up on Community Resource Referrals [Level 2]
- AHS 5-3: Tracking and Follow-up on Community Resource Referrals [Level 3]

AHS 6: Referral Process

- AHS 6-1: Referral Process [Level 1]
- AHS 6-2: Referral Process [Level 2]
- AHS 6-3: Referral Process [Level 3]

AHS 7: Tracking and Follow-up on Referrals

- AHS 7-1: Tracking and Follow-up on Referrals [Level 1]
- AHS 7-2: Tracking and Follow-up on Referrals [Level 2]
- AHS 7-3: Tracking and Follow-up on Referrals [Level 3]



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AHS 8: Chronic Condition – Appointments

- AHS 8-1: Chronic Condition – Appointments [Level 1]
- AHS 8-2: Chronic Condition – Appointments [Level 2]
- AHS 8-3: Chronic Condition – Appointments [Level 3]

Coordinated Quality Care (CQC), v3.0

CQC 1: Managing Test Results

- CQC 1-1: Documented Process for Managing Test Results [Level 1]
- CQC 1-2: Documented Process for Managing Test Results [Level 2]
- CQC 1-3: Documented Process for Managing Test Results [Level 3]

CQC 2: Promoting Wellness and Preventive Care

- CQC 2-1: Promoting Wellness and Comprehensive Health Risk Assessment [Level 1]
- CQC 2-2: Promoting Wellness and Comprehensive Health Risk Assessment [Level 2]
- CQC 2-3: Promoting Wellness and Comprehensive Health Risk Assessment [Level 3]

CQC 3: Wellness Information and Materials

- CQC 3-1: Wellness Information and Materials [Level 1]
- CQC 3-2: Wellness Information and Materials [Level 2]
- CQC 3-3: Wellness Information and Materials [Level 3]

CQC 4: Patient Reminders

- CQC 4-1: Patient Reminders [Level 1]
- CQC 4-2: Patient Reminders [Level 2]
- CQC 4-3: Patient Reminders [Level 3]

CQC 5: Ongoing Care Management Protocols

- CQC 5-1: Ongoing Care Management Protocols - All Patients [Level 1]
- CQC 5-2: Ongoing Care Management Protocols - All Patients [Level 2]
- CQC 5-3: Ongoing Care Management Protocols - All Patients [Level 3]

CQC 6: Informed Decision Making with Patients

- CQC 6-1: Informed Decision Making with Patients [Level 1]
- CQC 6-2: Informed Decision Making with Patients [Level 2]
- CQC 6-3: Informed Decision Making with Patients [Level 3]

CQC 7: Medication Safety Management

- CQC 7-1: Medication Safety Management [Level 1]
- CQC 7-2: Medication Safety Management [Level 2]
- CQC 7-3: Medication Safety Management [Level 3]

CQC 8: Coordination of Care

- CQC 8-1: Coordination of Care [Level 1]
- CQC 8-2: Coordination of Care [Level 2]
- CQC 8-3: Coordination of Care [Level 3]

CQC 9: Coordinating Care Transitions and Written Plans

- CQC 9-1: Coordinating Care Transitions and Written Plans [Level 1]
- CQC 9-2: Coordinating Care Transitions and Written Plans [Level 2]
- CQC 9-3: Coordinating Care Transitions and Written Plans [Level 3]

CQC 10: Appropriate Use of Clinical Guidelines

- CQC 10-1: Appropriate Use of Clinical Guidelines [Level 1]
- CQC 10-2: Appropriate Use of Clinical Guidelines [Level 2]
- CQC 10-3: Appropriate Use of Clinical Guidelines [Level 3]

CQC 11: Health Record Information Exchange and Alerts

- CQC 11-1: Health Record Information Exchange and Alerts [Level 1]
- CQC 11-2: Health Record Information Exchange and Alerts [Level 2]
- CQC 11-3: Health Record Information Exchange and Alerts [Level 3]

CQC 12: Chronic Condition - Care Management

- CQC 12-1: Chronic Condition - Care Management [Level 1]
- CQC 12-2: Chronic Condition - Care Management [Level 2]
- CQC 12-3: Chronic Condition - Care Management [Level 3]

CQC 13: Self-Management of Chronic Conditions

- CQC 13-1: Self-Management of Chronic Conditions [Level 1]
- CQC 13-2: Self-Management of Chronic Conditions [Level 2]
- CQC 13-3: Self-Management of Chronic Conditions [Level 3]

CQC 14: Chronic Condition Management

- CQC 14-1: Chronic Condition - Follow-up [Level 1]
- CQC 14-2: Chronic Condition - Follow-up [Level 2]
- CQC 14-3: Chronic Condition - Follow-up [Level 3]



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CQC 15: Self-Management Support and Assessment Capabilities

- CQC 15-1: Self-Management Support and Assessment Capabilities [Level 1]
- CQC 15-2: Self-Management Support and Assessment Capabilities [Level 2]
- CQC 15-3: Self-Management Support and Assessment Capabilities [Level 3]

Performance Monitoring and Improvement (PMI), v3.0

PMI 1: Performance Reporting - Tracking and Reporting

- PMI 1-1: Performance Reporting - Tracking and Reporting [Level 1]
- PMI 1-2: Performance Reporting - Tracking and Reporting [Level 2]
- PMI 1-3: Performance Reporting - Tracking and Reporting [Level 3]

PMI 2: Performance Reporting and Validation

- PMI 2-1: Performance Reporting and Validation [Level 1]
- PMI 2-2: Performance Reporting and Validation [Level 2]
- PMI 2-3: Performance Reporting and Validation [Level 3]

PMI 3: Analysis of Performance Reporting Data

- PMI 3-1: Analysis of Performance Reporting Data [Level 1]
- PMI 3-2: Analysis of Performance Reporting Data [Level 2]
- PMI 3-3: Analysis of Performance Reporting Data [Level 3]

PMI 4: Levels of Performance Reporting

- PMI 4-1: Levels of Performance Reporting [Level 1]
- PMI 4-2: Levels of Performance Reporting [Level 2]
- PMI 4-3: Levels of Performance Reporting [Level 3]

PMI 5: Performance Improvement

- PMI 5-1: Performance Improvement [Level 1]
- PMI 5-2: Performance Improvement [Level 2]
- PMI 5-3: Performance Improvement [Level 3]

Reporting Performance Measures to URAC (RPT), v3.0

RPT 1: Reporting Performance Measures to URAC

- RPT 1-1: Reporting Performance Measures to URAC [Level 1]
- RPT 1-2: Reporting Performance Measures to URAC [Level 2]
- RPT 1-3: Reporting Performance Measures to URAC [Level 3]

Health Information Technology (HIT) Designation, v3.0

HIT 1: Electronic Health Record Functions [HIT Designation]

- HIT 1-1: Basic Electronic Health Record [HIT Designation]
- HIT 1-2: Advanced Electronic Health Record [HIT Designation]

HIT 2: Electronic Communications Portal [HIT Designation]

- HIT 2-1: Electronic Communications Portal [HIT Designation]
- HIT 2-2: Electronic Communications Portal Review and Evaluation [HIT Designation]

HIT 3: Enhancing Patient Access to Services [HIT Designation]

- HIT 3-1: Enhancing Patient Access to Services [HIT Designation]

HIT 4: Ongoing Care Management Protocols – All Patients [HIT Designation]

- HIT 4-1: Ongoing Care Management Protocols – All Patients [HIT Designation]

HIT 5: Coordinating Care Transition and Written Plans [HIT Designation]

- HIT 5-1: Coordinating Care Transition and Written Plans [HIT Designation]

HIT 6: Performance Reporting and Validation [HIT Designation]

- HIT 6-1: Performance Reporting and Validation [HIT Designation]

HIT 7: Reporting Performance Measures to URAC [HIT Designation]

- HIT 7-1: Reporting Performance Measures to URAC [HIT Designation]