



## **PATIENT CENTERED MEDICAL HOME V4.0**

### **PRACTICE CULTURE AND PATIENT CENTEREDNESS**

- PC 1: Staff Training Requirements
- PC 2: Effective Practice Workflow
- PC 3: Patient Empowerment and Engagement
- PC 4: Health Literacy
- PC 5: Patient Rights and Responsibilities

### **ELECTRONIC CAPABILITIES**

- EC 1: Patient Registry
- EC 2: Electronic Prescribing

### **ACCESS TO HEALTH CARE SERVICES**

- AHS 1: Access to Health Care Services
- AHS 2: Enhancing Patient Access to Services
- AHS 3: Comprehensive Services and Resources
- AHS 4: Community Resource Referrals
- AHS 5: Tracking and Follow-up on Community Resource Referrals
- AHS 6: Referral Process
- AHS 7: Tracking and Follow-up on Referrals
- AHS 8: Chronic Condition – Appointments

### **COORDINATED QUALITY CARE**

- CQC 1: Managing Test Results
- CQC 2: Promoting Wellness and Preventive Care
- CQC 3: Wellness Information and Materials
- CQC 4: Patient Reminders

- CQC 5: Ongoing Care Management Protocols
- CQC 6: Informed Decision Making with Patients
- CQC 7: Medication Safety Management
- CQC 8: Coordination of Care
- CQC 9: Coordinating Care Transitions and Written Plans
- CQC 10: Appropriate Use of Evidence-Based Clinical Guidelines
- CQC 11: Health Record Information Exchange and Alerts
- CQC 12: Chronic Condition – Care Management
- CQC 13: Self-Management of Chronic Conditions
- CQC 14: Chronic Condition Management
- CQC 15: Self-Management Support and Assessment Capabilities

### **PERFORMANCE MONITORING AND IMPROVEMENT**

- PMI 1: Performance Reporting – Tracking and Reporting
- PMI 2: Performance Reporting and Validation
- PMI 3: Analysis of Performance Reporting Data
- PMI 4: Levels of Performance Reporting
- PMI 5: Performance Improvement

### **REPORTING PERFORMANCE MEASURES TO URAC**

- RPT 1: Reporting Mandatory Performance Measures to URAC
- RPT 2: Reporting Exploratory Performance Measures to URAC