

**Aim: improved care**

Patient and caregiver experience	<ul style="list-style-type: none"> <li>• Getting timely care, appointments, and information</li> <li>• How well your doctors communicate</li> <li>• Helpful, courteous, respectful office staff</li> <li>• Patients' ratings of doctor</li> <li>• Health promotion and education</li> <li>• Shared decision making</li> <li>• Health status or functional status</li> </ul>
Care coordination — transitions	<ul style="list-style-type: none"> <li>• Risk-standardized, all-condition readmission</li> <li>• 30-Day post-discharge physician visit</li> <li>• Medication reconciliation</li> <li>• Care transitions measure</li> <li>• Management of ambulatory-sensitive conditions: diabetes; chronic obstructive pulmonary disease (COPD); congestive heart failure (CHF); dehydration; bacterial pneumonia; urinary tract infections (UTIs)</li> <li>• % of all physicians meeting HITECH meaningful use requirements</li> </ul>
Care coordination — information systems	<ul style="list-style-type: none"> <li>• % of PCPs meeting HITECH meaningful use requirements</li> <li>• % of PCPs using clinical decision support</li> <li>• % of PCPs meeting eRx incentive program requirements</li> <li>• Patient registry use</li> </ul>
Patient safety	<ul style="list-style-type: none"> <li>• Health care–acquired conditions composite (includes foreign object retained after surgery, central-line–associated bloodstream infections [CLABSI], falls and trauma, catheter associated UTI, and others)</li> <li>• CLABSI bundle use</li> </ul>

**Aim: improved health**

Preventive health	<ul style="list-style-type: none"> <li>• Influenza immunization</li> <li>• Pneumococcal vaccination</li> <li>• Mammography screening</li> <li>• Colorectal cancer screening</li> <li>• Cholesterol management for patients with cardiovascular conditions</li> <li>• Adult weight screening and follow-up</li> <li>• Blood-pressure measurement</li> <li>• Tobacco-use assessment and intervention</li> <li>• Depression screening</li> </ul>
At-risk population — diabetes	<ul style="list-style-type: none"> <li>• Composite and individual measures (glycated hemoglobin, LDL cholesterol &lt;100 mg/dl, blood pressure &lt;140/90 mm Hg, tobacco nonuse, aspirin use)</li> <li>• Poor glycemic control (glycated hemoglobin &gt;9%)</li> <li>• Blood pressure control in diabetes</li> <li>• Screening rates for microalbuminuria</li> <li>• Dilated eye exam; foot exam</li> </ul>
At-risk population — heart failure	<ul style="list-style-type: none"> <li>• Left ventricular function assessment</li> <li>• Left ventricular function testing</li> <li>• Weight measurement</li> <li>• Patient education</li> <li>• Heart failure prescription rates for left ventricular systolic dysfunction (LVSD)</li> <li>• Angiotensin-converting-enzyme inhibitor or angiotensin-receptor blocker (ACE/ARB) rates for LVSD</li> <li>• Warfarin therapy for patients with atrial fibrillation</li> </ul>
At-risk population — coronary artery disease	<ul style="list-style-type: none"> <li>• Coronary artery disease (CAD) composite and individual measures (oral antiplatelet therapy for patients with CAD; drug therapy for lowering LDL cholesterol; beta-blocker for patients with CAD with prior myocardial infarction; LDL cholesterol &lt;100 mg/dl; ACE/ARB therapy for patients with CAD and diabetes, LVSD, or all of the above)</li> </ul>
At-risk population — hypertension	<ul style="list-style-type: none"> <li>• Blood-pressure control rates (&lt;140/90 mm Hg)</li> <li>• Hypertension plan of care</li> </ul>
At-risk population — COPD	<ul style="list-style-type: none"> <li>• Spirometry evaluation</li> <li>• Smoking-cessation counseling</li> <li>• Bronchodilator therapy based on FEV<sub>1</sub></li> </ul>
At-risk population — frail elderly	<ul style="list-style-type: none"> <li>• Screening for fall risk</li> <li>• Osteoporosis management in women who had a prior fracture</li> <li>• Monthly INR for beneficiaries on warfarin</li> </ul>

\* Most measures and standards would be based on rates within the total eligible population. HITECH denotes the Health Information Technology for Economic and Clinical Health Act, LDL low-density lipoprotein, FEV<sub>1</sub> forced expiratory volume in 1 second, INR international normalized ratio, and PCPs primary care physicians.