SELF-MANAGEMENT GOALS

- Patient **self-management goals are identified**, agreed upon with the patient, and incorporated into the patient's treatment plan. *(PC.01.03.01/EP 44)*
- The primary care clinician and the interdisciplinary team **educate the patient on self-management goals** and techniques based on the patient's individual needs. *(PC.02.03.01/EP 28)*
- The clinical **record includes the patient’s self-management goals and the patient’s progress** toward achieving those goals. *(RC.02.01.01/EP 29)*

HEALTH LITERACY

- The interdisciplinary team identifies the patient's **health literacy needs**. *(PC.02.02.01/EP 24)*

TRACKING REFERRALS

- When a patient is referred to an external organization, the interdisciplinary team **reviews and tracks the care** provided to the patient. *(PC.02.04.05/EP 6)*

PERFORMANCE IMPROVEMENT

- The organization **collects data** on *(PI.01.01.01/EP 42)*:
  - Patient experience and satisfaction related to **access to care and communication**, and
  - Patient perception of the **comprehensiveness, coordination and continuity** of care.
- The organization collects data on patient **access to care within time frames** established by the organization. *(PI.01.01.01/EP 41)*

ACCESS TO CARE

- Patients provided on-line access to their health information within 4 business days after information is available to the primary care clinician (“patient portal”). *(PC.02.04.01/EP 4)*

INFORMATION TO PATIENT/FAMILY ABOUT PMCH

- The organization provides information to patients regarding the **credentials and educational background of primary care clinicians**. *(RI.01.04.03/EP 7)*
- The organization provides patients **information about the mission, vision, and goals** of the primary care medical home. *(RI.01.04.03/EP 1)*

* new in 2014-2015 (not on previous list)