

THE NATIONAL QUALITY FORUM

National Voluntary Consensus Standards for Endorsing Preferred Practices and Performance Measures for Measuring and Reporting Care Coordination

SAMPLE BALLOT

MEASURE-BY-MEASURE

Measure CC-019-09. **Cardiac rehabilitation patient referral from an inpatient setting**

I approve the measure as currently specified.
I disapprove the measure as currently specified or for other reasons.
(Note: At your option, you may wish to consider additional explanation in an accompanying letter.)
I abstain from voting on this measure.

Measure CC-020-09. **Cardiac rehabilitation patient referral from an outpatient setting**

I approve the measure as currently specified.
I disapprove the measure as currently specified or for other reasons.
(Note: At your option, you may wish to consider additional explanation in an accompanying letter.)
I abstain from voting on this measure.

Measure CC-050-09. **Patients with a transient ischemic event ER visit who had a follow-up office visit**

I approve the measure as currently specified.
I disapprove the measure as currently specified or for other reasons.
(Note: At your option, you may wish to consider additional explanation in an accompanying letter.)
I abstain from voting on this measure.

Measure CC-071-09. **Biopsy follow-up**

I approve the measure as currently specified.
I disapprove the measure as currently specified or for other reasons.
(Note: At your option, you may wish to consider additional explanation in an accompanying letter.)
I abstain from voting on this measure.

Measure CC-073-09. **Reconciled medication list received by discharged patients (inpatient discharges to home/self care or any other site of care)**

I approve the measure as currently specified.
I disapprove the measure as currently specified or for other reasons.
(Note: At your option, you may wish to consider additional explanation in an accompanying letter.)
I abstain from voting on this measure.

Measure CC-074-09. **Transition record with specified elements received by discharged patients (inpatient discharges to home/self care or any other site of care)**

I approve the measure as currently specified.
I disapprove the measure as currently specified or for other reasons.

(Note: At your option, you may wish to consider additional explanation in an accompanying letter.)

I abstain from voting on this measure.

Measure CC-075-09. Timely transmission of transition record (inpatient discharges to home/self care or any other site of care)

I approve the measure as currently specified.

I disapprove the measure as currently specified or for other reasons.

(Note: At your option, you may wish to consider additional explanation in an accompanying letter.)

I abstain from voting on this measure.

Measure CC-076-09. Transition record with specified elements received by discharged patients (emergency department discharges to ambulatory care [home/self care])

I approve the measure as currently specified.

I disapprove the measure as currently specified or for other reasons.

(Note: At your option, you may wish to consider additional explanation in an accompanying letter.)

I abstain from voting on this measure.

Measure CC-078-09. Melanoma continuity of care – recall system

I approve the measure as currently specified.

I disapprove the measure as currently specified or for other reasons.

(Note: At your option, you may wish to consider additional explanation in an accompanying letter.)

I abstain from voting on this measure.

Measure 228. 3-Item Care Transitions Measure (CTM-3)

I approve the measure as currently specified.

I disapprove the measure as currently specified or for other reasons.

(Note: At your option, you may wish to consider additional explanation in an accompanying letter.)

I abstain from voting on this measure.

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PRACTICE-BY-PRACTICE

Practice 1. **The patient shall be provided the opportunity to select the healthcare home that provides the best and most appropriate opportunities to the patient to develop and maintain a relationship with healthcare providers.**

_____ I approve the practice as currently specified.

_____ I disapprove the practice as currently specified or for other reasons.

(Note: At your option, you may wish to consider additional explanation in an accompanying letter.)

_____ I abstain from voting on this measure.

Practice 2. **Healthcare home or sponsoring organizations shall be the central point for incorporating strategies continuity of care.**

_____ I approve the practice as currently specified.

_____ I disapprove the practice as currently specified or for other reasons.

(Note: At your option, you may wish to consider additional explanation in an accompanying letter.)

_____ I abstain from voting on this measure.

Practice 3. **The healthcare home shall develop infrastructure for managing plans of care that incorporate systems for registering, tracking, measuring, reporting, and improving essential coordinated services.**

_____ I approve the practice as currently specified.

_____ I disapprove the practice as currently specified or for other reasons.

(Note: At your option, you may wish to consider additional explanation in an accompanying letter.)

_____ I abstain from voting on this measure.

Practice 4. **The healthcare home should have policies, procedures, and accountabilities to support effective collaborations between primary care and specialist providers, including evidence-based referrals and consultations that clearly define the roles and responsibilities.**

_____ I approve the practice as currently specified.

_____ I disapprove the practice as currently specified or for other reasons.

(Note: At your option, you may wish to consider additional explanation in an accompanying letter.)

_____ I abstain from voting on this measure.

Practice 5. **The healthcare home will provide or arrange to provide care coordination services for patients at high risk for adverse health outcomes, high service use, and high costs.**

_____ I approve the practice as currently specified.

_____ I disapprove the practice as currently specified or for other reasons.

(Note: At your option, you may wish to consider additional explanation in an accompanying letter.)

_____ I abstain from voting on this measure.

Practice 6. **Healthcare providers and entities should have structured and effective systems, policies, procedures, and practices to create, document, execute, and update a plan of care with every patient.**

_____ I approve the practice as currently specified.

_____ I disapprove the practice as currently specified or for other reasons.

(Note: At your option, you may wish to consider additional explanation in an accompanying letter.)

_____ I abstain from voting on this measure.

Practice 7. **A systematic process of follow-up tests, treatments, or services should be established and be informed by the plan of care.**

_____ I approve the practice as currently specified.

_____ I disapprove the practice as currently specified or for other reasons.
(Note: At your option, you may wish to consider additional explanation in an accompanying letter.)
_____ I abstain from voting on this measure.

Practice 8. The joint plan of care should be developed and include patient education and support for self-management and resources.
_____ I approve the measure as currently specified.
_____ I disapprove the measure as currently specified or for other reasons.
(Note: At your option, you may wish to consider additional explanation in an accompanying letter.)
_____ I abstain from voting on this measure.

Practice 9. The plan of care should include community and nonclinical services as well as healthcare services that respond to a patient's needs and preferences and contributes to achieving the patient's goals.
_____ I approve the measure as currently specified.
_____ I disapprove the measure as currently specified or for other reasons.
(Note: At your option, you may wish to consider additional explanation in an accompanying letter.)
_____ I abstain from voting on this measure.

Practice 10. Healthcare organizations should use cardiac rehabilitation services to coordinate care for patients with a recent cardiovascular event, where available, appropriate, and accessible.
_____ I approve the measure as currently specified.
_____ I disapprove the measure as currently specified or for other reasons.
(Note: At your option, you may wish to consider additional explanation in an accompanying letter.)
_____ I abstain from voting on this measure.

Practice 11. The patient's plan of care should always be made available to the healthcare home team, the patient, and their designees.
_____ I approve the measure as currently specified.
_____ I disapprove the measure as currently specified or for other reasons.
(Note: At your option, you may wish to consider additional explanation in an accompanying letter.)
_____ I abstain from voting on this measure.

Practice 12. All healthcare home team members, including patients and their designees, should work within the same plan of care and share responsibility for their contributions to the plan of care and achieving the patient's goals.
_____ I approve the measure as currently specified.
_____ I disapprove the measure as currently specified or for other reasons.
(Note: At your option, you may wish to consider additional explanation in an accompanying letter.)
_____ I abstain from voting on this measure.

Practice 13. A program should be used that incorporates a care partner to support family and friends when caring for a hospitalized patient.
_____ I approve the measure as currently specified.
_____ I disapprove the measure as currently specified or for other reasons.
(Note: At your option, you may wish to consider additional explanation in an accompanying letter.)
_____ I abstain from voting on this measure.

Practice 14. Assess and document the provider's perspective of care coordination activities.
_____ I approve the measure as currently specified.
_____ I disapprove the measure as currently specified or for other reasons.
(Note: At your option, you may wish to consider additional explanation in an accompanying letter.)
_____ I abstain from voting on this measure.

Practice 15. **Standardized, integrated, interoperable electronic information systems functionalities essential to care coordination, decision support, and quality measurement and practice improvement should be used.**

- _____ I approve the measure as currently specified.
- _____ I disapprove the measure as currently specified or for other reasons.
- _____ (Note: At your option, you may wish to consider additional explanation in an accompanying letter.)
- _____ I abstain from voting on this measure.

Practice 16. **An electronic record system should allow the patient's health information to be accessible to caregivers at all points of care.**

- _____ I approve the measure as currently specified.
- _____ I disapprove the measure as currently specified or for other reasons.
- _____ (Note: At your option, you may wish to consider additional explanation in an accompanying letter.)
- _____ I abstain from voting on this measure.

Practice 17. **Regional health information systems governed by public/private partnerships should enable healthcare home teams and to access all patient information.**

- _____ I approve the measure as currently specified.
- _____ I disapprove the measure as currently specified or for other reasons.
- _____ (Note: At your option, you may wish to consider additional explanation in an accompanying letter.)
- _____ I abstain from voting on this measure.

Practice 18. **Decisionmaking and planning for transitions of care should involve the patient, and, according to patient preferences, family and caregivers (including the healthcare home team). Appropriate follow-up protocols should be used to assure timely understanding and endorsement of the plan for patient and their designees.**

- _____ I approve the measure as currently specified.
- _____ I disapprove the measure as currently specified or for other reasons.
- _____ (Note: At your option, you may wish to consider additional explanation in an accompanying letter.)
- _____ I abstain from voting on this measure.

Practice 19. **Patient and their designees should participate directly in determining and preparing for ongoing care during and after transitions.**

- _____ I approve the measure as currently specified.
- _____ I disapprove the measure as currently specified or for other reasons.
- _____ (Note: At your option, you may wish to consider additional explanation in an accompanying letter.)
- _____ I abstain from voting on this measure.

Practice 20. **Systematic care transitions programs that engage patients and families in self-management after being transferred home should be used whenever available.**

- _____ I approve the measure as currently specified.
- _____ I disapprove the measure as currently specified or for other reasons.
- _____ (Note: At your option, you may wish to consider additional explanation in an accompanying letter.)
- _____ I abstain from voting on this measure.

Practice 21. **The Transitional Care Model should be deployed for chronically high-risk older adults.**

- _____ I approve the measure as currently specified.
- _____ I disapprove the measure as currently specified or for other reasons.
- _____ (Note: At your option, you may wish to consider additional explanation in an accompanying letter.)
- _____ I abstain from voting on this measure.

Practice 22. **Healthcare organizations should develop and implement a standardized communication template for the transitions of care process, including a minimal set of core data elements that are accessible to the patient and their designee during care.**
____ I approve the measure as currently specified.
____ I disapprove the measure as currently specified or for other reasons.
(Note: At your option, you may wish to consider additional explanation in an accompanying letter.)
____ I abstain from voting on this measure.

Practice 23. **Healthcare providers and healthcare organizations should implement protocols/policies for a standardized approach to all transitions of care. Policies and procedures related to transitions and the critical aspects should be included in the standardized approach.**
____ I approve the measure as currently specified.
____ I disapprove the measure as currently specified or for other reasons.
(Note: At your option, you may wish to consider additional explanation in an accompanying letter.)
____ I abstain from voting on this measure.

Practice 24. **Healthcare providers and healthcare organizations should have systems in place to clarify, identify, and enhance mutual accountability (complete/confirmed communication loop) of each party involved in a transition of care.**
____ I approve the measure as currently specified.
____ I disapprove the measure as currently specified or for other reasons.
(Note: At your option, you may wish to consider additional explanation in an accompanying letter.)
____ I abstain from voting on this measure.

Practice 25. **Healthcare organizations should evaluate the effectiveness of transition protocols and policies, as well as evaluate transition outcomes.**
____ I approve the measure as currently specified.
____ I disapprove the measure as currently specified or for other reasons.
(Note: At your option, you may wish to consider additional explanation in an accompanying letter.)
____ I abstain from voting on this measure.

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