

## 241.000 Activities Tracked for Practice Support

### Activities for the 2020 Performance Period

- All PCMHs must meet all activities by the following deadlines in order to be eligible for practice support:
- 3-month activities by 3/31/2020
- 6-month activities by 6/30/2020
- 12-month activities by 12/31/2020
- For information on remediation, please refer to the [2019-2020 PCMH Provider Manual](#).

Activity	3-Month	6-Month	12-Month
A. Identify top 10% of high-priority patients	✓		
B. Make available 24/7 access to care.		✓	
C. Track same-day appointment requests.		✓	
D. Capacity to receive direct e-messaging from patients.		✓	
E. Childhood / Adult Vaccination Practice Strategy.		✓	
F. Join SHARE or participate in a network that delivers hospital discharge information to practice within 48 hours.		✓	
G. Medication Management		✓	

H. Care Plans for High Priority Patients			✓
I. Patient Literacy Assessment Tool			✓
J. Ability to receive patient feedback			✓
K. Care instructions for High Priority Patients			✓
L. 10-day Follow up after an Acute Inpatient Stay			✓
M. Developmental / Behavior Health Assessment for Children and Adolescents			✓

## Details on Activities Tracked for Practice Support

### Activity A: Identify top 10% of high-priority patients

Activity A Deadline: 3/31/2020
<ol style="list-style-type: none"> <li>1. Perform this by using:             <ol style="list-style-type: none"> <li>a. DMS patient panel data that ranks patients by risk at beginning of performance period; and/or,</li> <li>b. The practice’s patient-centered assessment to determine which patients are high-priority.</li> </ol> </li> <li>2. Submit this list to DMS via the provider portal.</li> </ol>

## Activity B: Make available 24/7 access to care

Activity B Deadline: 6/30/2020

1. Provide telephone access to a live voice (e.g., an employee of the primary care physician or an answering service) or to an answering machine that immediately pages an on-call medical professional 24 hours per day, 7 days per week.
  - a. When employing an answering machine with recorded instructions for after-hours callers, PCPs should regularly check to ensure that the machine functions correctly and that the instructions are up to date.
  - b. The on-call professional must:
    - i. Provide information and instructions for treating emergency and non-emergency conditions,
    - ii. Make appropriate referrals for non-emergency services, and
    - iii. Provide information regarding accessing other services and handling medical problems during hours the PCP's office is closed.
2. Response to non-emergency after-hours calls must occur within 30 minutes. A call must be treated as an emergency if made under circumstances where a prudent layperson with an average knowledge of health care would reasonably believe that treatment is immediately necessary to prevent death or serious health impairment.
  - a. PCPs must make the after-hours telephone number known by all patients; posting the after-hours number on all public entries to each site; and including the after-hours number on answering machine greetings.
3. Practices are to document completion of this activity via the provider portal, and attest that the described activity has been completed and that proper evidence of such can be provided upon request.

## Activity C: Track same-day appointment requests

Activity C Deadline: 6/30/2020

1. Perform this by:
  - a. Using a tool to measure and monitor same-day appointment requests on a daily basis
  - b. Recording fulfillment of same-day appointment requests
2. Provide a description of the tool used to track same-day appointment requests.
3. Practices are to document completion of this activity via the provider portal and attest that the described activity has been completed and that proper evidence of such can be provided upon request.

## Activity D: Capacity to receive direct e-messaging from patients

Activity D Deadline: 6/30/2020

1. Indicate if the practice has the capacity to use electronic messaging to communicate with patients.
  - a. Indicate if the practice currently uses e-messaging and describe the method used.
  - b. Indicate if the messaging system is secure.
  - c. Indicate if the messaging system meets HIPAA guidelines.
2. If the practice does not use e-messaging, indicate if a plan has been developed to implement the use of e-messaging.
3. Practices are to document completion of this activity via the provider portal and attest that the described activity has been completed and that proper evidence of such can be provided upon request.

## Activity E: Childhood/Adult Vaccination Practice Strategy

Activity E Deadline: 6/30/2020

1. Indicate and describe the practice's implemented process to deliver immunization to both the pediatric and adult population leading into administration of immunization for the upcoming year.
  - a. Indicate if there is an implemented process to identify vaccination gaps in care for both the pediatric and adult population.
  - b. Indicate the ability to document historic immunization data into an EHR and review on each visit.
  - c. Indicate the capability to submit data electronically to immunization registries or immunization information systems.
2. Practices are to document completion of this activity via the provider portal and attest that the described activity has been completed and that proper evidence of such can be provided upon request.

## Activity F: Join SHARE or participate in a network that delivers hospital discharge information to practice within 48 hours

Activity F Deadline: 6/30/2020

1. Indicate if the practice has joined SHARE.
  - a. Indicate the ability to access inpatient discharge information via SHARE.
  - b. Indicate the ability to access patient transfer information via SHARE.
2. If the practice has not joined SHARE, indicate if the practice participates in a network that delivers hospital discharge information to the practices within 48 hours of discharge.

Activity F Deadline: 6/30/2020

3. Practices are to document completion of this activity via the provider portal and attest that the described activity has been completed and that proper evidence of such can be provided upon request.

## Activity G: Medication Management

Activity G Deadline: 6/30/2020

1. Define the practice's medication reconciliation process. For High Priority Beneficiaries, document updates to the active medication list in the EHR at least twice a year.
  - a. Indicate if the medication list is updated on a timely basis from the last visit.
  - b. Submit a short synopsis of the medication reconciliation process via the provider portal.
2. Practices are to document completion of this activity via the provider portal and attest that the described activity has been completed and that proper evidence of such can be provided upon request.

## Activity H: Care Plans for High Priority Patients

Activity H Deadline: 12/31/2020

- At least 80% of high-priority patients have care plans and/or notes contained in the medical record that include the following elements:
- Documentation of the patient's appropriate problem list
- The problem list should include any active, significant clinical condition (chronic and/or acute)