



Phase IV Milestones

Primary Care

Phase IV requires a score of 3 on all of the following milestones:

Developing
Milestone Score of 1

Implementing
Milestone Score of 2

Performing
Milestone Score of 3

- 1** Meet 75 percent of targets
- 2** Demonstrate improvement in reducing unnecessary tests
- 3** Demonstrate reduction in unnecessary hospitalizations
- 4** Practice has patients and families collaborating in goal setting, decision making and self management plans
- 5** Practice is obtaining patient feedback
- 9** Identify patient risk level with follow-up
- 10** Provide care management for those at highest risk
- 11** Complete the resource inventory, consistently link patients and follow up with referrals

- 12** Reaching out in the medical neighborhood with a standardized agreement
- 14** Implemented practice vision
- 15** Consistently provide access to behavioral health providers
- 16** Analyze Care Gap reports
- 19** Incorporate regular QI methodology
- 22** Practice offers multiple forms of alternative visit types
- 24** Practice supports joy in work and can demonstrate results
- 27** Practice uses an organized approach to review its processes, eliminate waste and understand value of processes





Phase IV Milestones

Specialty Care

Phase IV requires a score of 3 on all of the following milestones:

Developing
Milestone Score of 1

Implementing
Milestone Score of 2

Performing
Milestone Score of 3

- 1** Meet 75 percent of targets
- 2** Demonstrate improvement in reducing unnecessary tests
- 3** Demonstrate reduction in unnecessary hospitalizations
- 4** Practice has patients and families collaborating in goal setting, decision making and self management plans
- 5** Practice is obtaining patient feedback
- 7** Identify patient risk level with follow-up, including care management services or having a care plan in place for those highest at risk
- 8** Complete the resource inventory, consistently link patients, follow up with referrals

- 9** Collaborate with PCP in the medical neighborhood and has jointly implement criteria for episodic care, co-management, care transitions and communication with patients and family
- 11** Use evidence-based protocols or care maps where appropriate
- 14** Incorporate regular QI methodology
- 17** Practice offers multiple forms of alternative visit types
- 19** Practice supports joy in work and can demonstrate results
- 22** Practice uses an organized approach to review its processes, eliminate waste and understand value of processes

