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I. OPERATIONAL CHARACTERISTIC: PATIENT-CENTEREDNESS

Providing Information to Patients: PCMH and Primary Care Clinician

provides information to the patient

- -

Yes No

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	Patient Inv	olvement in His or Her Care Decisions				
1.	. respects the patient's right to make decisions					
	all	some				
2.		involves the patient in the development of his or her				
	treatment plan					
	all	some				
3.		works in partnership with the patient				
	all	some				

4. respects the patient's right and provides the patient opportunity



Yes No

all some

Patient's Language & Communication Needs

and written communication needs

identify the patient's oral

all

some

communicate with the patient in a manner that meets the patient's oral and written communication needs

all

some

record contains the patient's communication needs

all

some



provides language interpreting and translation services

all

some

clinical record contains the following:

Yes No

Health Literacy & Self-Management goals

1.

identifies the patient's health literacy needs

all

some



2. education is consistent with the patient's health literacy needs.

all some

3. self-management goals developed in partnership with patients based on criteria established by the organization

all some

4. educate the patient on selfmanagement tools and techniques

all some

5. record includes the patient's self-management goals and the patient's progress

all some



II. OPERATIONAL CHARACTERISTIC: COMPREHENSIVENESS

Expanded Scope of Responsibility

access to:

provides or facilitates patient



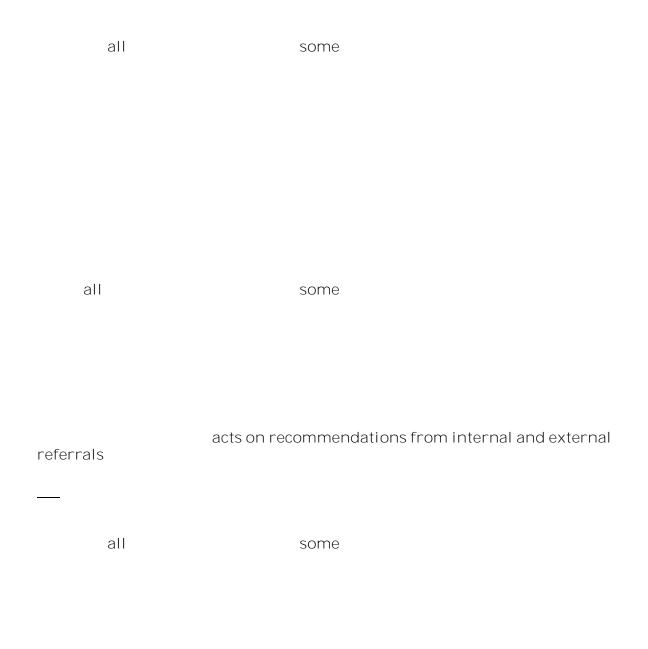
provides population-based care





the interdisciplinary

team provides comprehensive and coordinated care and maintains the continuity of care



clinical record contains information that promotes continuity of care



all

some

has an electronic prescribing

all

some

clinical decision support tools



J



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Completed by: _	
Job title:	
Date:	

