



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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- 
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## Patient Involvement 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. management tools and techniques educate the patient on self-

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





Care Coordination

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

all

some

all

some

referrals acts on recommendations from internal and external

—

all

some

clinical record contains information that promotes continuity of care





Yes No

all

some

has an electronic prescribing

all

some

clinical decision support tools





Qualifications of Primary Care Clinician & Interdisciplinary Team



Completed by: \_\_\_\_\_

Job title: \_\_\_\_\_

Date: