HealthTeamWorks®

Advanced Primary Care: Evaluation Matrix (Domains, Pillars and Key Drivers of IDN Peformance)

	APC Domains	APC Domain Pillars	Key Drivers of APC Performance		
1	Practice Leadership & Advanced Teamwork	Advanced Primary Care Leadership	APC Champion	APC Sponsor	APC Vision and Charter
		APC Policies	APC Domains & Drivers	APC Job Descriptions	Meeting Formality
			Practice and Team Accountability	Continuing Education support and expectations	
		Formalized APC Committees/Meetings	Health Information Technology	Performance Improvement	APC All Staff Meetings
		ATW Structure and Processes	Advanced Clinical Team	Data Tools to Power Teamwork	Standardized Team-Based Roles
			Standardized Care Protocols		
2	HIT Optimization & Population Health Analytics	Structure, Functionality and Support	Clinical Encounter Documentation Workflow Optimized for Team-Based Patient Care	Clinical and Demographic Documentation Optimized for Discrete Data Capture	PHI Security Policies & Procedures
			HIT Systems Security and Monitoring	Asynchronous Patient Communication (Portal)	Regional Data Integration (HIE)
		Primary Source Clinical Data	Evidence-Based Practice Tools and Reports	Three Factor Risk Stratification Reports	Performance Improvement Data Tools
			Network Referral and Order Monitoring		
		Data Quality	Process for Data Engagement & Validation	Measure Library	Clinical Data Currency
3	Learning Organization	Performance Measurement	Clinical Process and Outcomes	Utilization Data	Experience of Care
			Experience of Care Delivery		
		Learning Organization Structure/ Processes	Performance Improvement Committee	Performance Improvement Methodologies	Performance Transparency and Engagement of Staff and Patients
			Practice Transformation Coaching	Bi-Directional Communication	
		Provider & Team Vitality	Provider & Team Vitality Charter	Vitality Improvement	
4	Patient & Family Engagement	Patient and Family Activation	Patient Engagement & Patient Centered Communication	Patient and Family Voice	Patient-Community Resource Integration
5	Practice Population Management	Access and Continuity	Practice Commitment to Patient-Centered Continuity and Access	APC Systems of Patient-Centered Access & Continuity	
		Empanelment	Empanelment as Practice Priority	Panel Design, Tools and Reports	
		Risk Stratification	Risk Stratification and Management Commitment	Community-Integrated Management of High Need/ High Cost Patients	
		Behavioral Health Integration	Commitment to Behavioral Health Integration	Behavioral Health and Substance Abuse Screening	Community-Based Behavioral Health and Substance Abuse Services Integration
		Social Determinants of Health	Integration of Social Determinants of Health Competencies	Psychosocial Barriers Assessment and Remediation	
		Care Transitions and Referral Coordination	Formalized Referral and Care Coordination Standards and Processes	Referral Management Expectations and Performance	Post-Acute Care and Consultation Follow-Up
		Panel Management and Outreach	Proactive Use of Registries	Imaging and Lab Tracking, Management and Closure	Medication Therapy Management
6	Community and Network Integration	Community Clinical Linkages	Formal Practice Engagement in Community-Clinical Linkages	Practice-Based Network Health Navigation	Network Health Navigation: Community-Based
		Integrated Delivery Network	Practice Participation in an Integrate Delivery Network of Providers	Practice Receives Key Network Support Services	Participation in Care Compacts
			Practice Business Optimization Support		
		SCP Provider Performance	Network Referral Partner Evaluation	Referral Network Roster	
7	Value-Based Business Model	Value-Based and Alternative Payment Contracting	Value-Based Contracts	Transition from FFS to Value-Based Revenue	Non-Traditional Payment Models
		Value-Based Contract Funds Flows	Practice-Directed Funds Flow	Network Support Services Funds Flow	