

## Measure #78. Safe Transitions Community Physician Office Best Practice Measures

**CARE COORDINATION MEASURE MAPPING TABLE**

	MEASUREMENT PERSPECTIVE		
	<i>Patient/Family</i>	<i>Health Care Professional(s)</i>	<i>System Representative(s)</i>
<b>CARE COORDINATION ACTIVITIES</b>			
Establish accountability or negotiate responsibility			□
Communicate			
<i>Interpersonal communication</i>			□
<i>Information transfer</i>			■
Facilitate transitions			
<i>Across settings</i>			■
<i>As coordination needs change</i>			
Assess needs and goals			
Create a proactive plan of care			
Monitor, follow up, and respond to change			□
Support self-management goals			
Link to community resources			
Align resources with patient and population needs			
<b>BROAD APPROACHES POTENTIALLY RELATED TO CARE COORDINATION</b>			
Teamwork focused on coordination			
Health care home			
Care management			
Medication management			□
Health IT-enabled coordination			

**Legend:**

- = ≥ 3 corresponding measure items
- = 1-2 corresponding measure items

# Safe Transitions Community Physician Office Best Practice Measures

**Purpose:** To measure successful communication and timely transfer of clinical information at the time of patient transitions to and from the hospital (including emergency department) and community physician offices.

**Format/Data Source:** A 7-item set of measures designed to reflect best practices for community-based ambulatory care physicians when facilitating high-quality patient transitions to and from their offices. The measure set includes measures of information transfer (i.e., discharge summaries, medication lists, referral information), medication reconciliation, accountability (i.e., naming primary care provider), follow-up, and other coordination activities. Data for all seven measures is derived from documentation included in patients' medical records (chart review) or electronic clinical information (audit trails). Measure specifications include numerator and denominator definitions and exclusions.<sup>1</sup>

**Date:** Measure released in 2011.<sup>1</sup>

**Perspective:** System Representative

## Measure Item Mapping:

- **Establish accountability or negotiate responsibility:** 4
- **Communicate:**
  - Interpersonal communication:
    - *Across health care teams or settings:* 2
  - Information transfer:
    - *Across health care teams or settings:* 1, 3, 4
- **Facilitate transitions:**
  - *Across settings:* 1, 2, 3, 4, 5, 6, 7
- **Monitor, follow up, and respond to change:** 5, 6
- **Medication Management:** 7

**Development and Testing:** The measures set is based on evidence-based guidelines. A consensus-based stakeholder review process was utilized to refine the best practices and ensure feasibility with existing care setting workflows. The stakeholders vetted the finalized measure set, including ensuring face validity.<sup>1</sup>

**Link to Outcomes or Health System Characteristics:** None described in the sources identified.

**Logic Model/Conceptual Framework:** None described in the sources identified.

**Country:** United States

## Past or Validated Applications\*:

- **Patient Age:** Adult

- **Patient Condition:** Not Condition Specific
  - **Setting:** Primary Care Facility, Inpatient Care Facility, Emergency Department
- \*Based on the sources listed below and input from the measure developers.

**Notes:**

- All instrument items are located online.<sup>2</sup>
- This instrument contains 7 items, of which 7 were mapped.
- Several other related versions of this measure set exist, each tailored to transitions to and from a different setting: emergency departments, home health agencies, nursing homes, urgent care centers, and hospitals.

**Sources:**

1. Baier R, Gardner R, Gravenstein S, et al. Partnering to improve hospital-physician office communication through implementing care transitions best practices. *Medicine & Health / Rhode Island* 2011:178-82.
2. Healthcentric Advisors Partnering to Improve Hospital-Physician Office Communication. Available at: <http://www.healthcentricadvisors.org/resources/managing-healthcare/tag/resources/Safe%20Transitions.html>. Accessed: August 14, 2013.