

Core Components List

Project Option	Required Core Components	A	Core Component (A)	B	Core Component (B)	C	Core Component (C)	D	Core Component (D)	E	Core Component (E)
1.1.2	A,B,C	A	Expand primary care clinic space	B	Expand primary care clinic hours	C	Expand primary care clinic staffing				
1.3.1	A,B,C,D	A	Enter patient data into unique chronic disease registry	B	Use registry data to proactively contact, educate, and track patients by disease status, risk	C	Use registry reports to develop and implement targeted QI plan	D	Conduct quality improvement for project using methods such as rapid cycle improvement.		
1.3.2	A	A	Conduct quality improvement for project using methods such as								
1.4.1	A,B,C,D,E	A	Identify and address language access needs and/or gaps in language	B	Implement language access policies and procedures (in coordination with statewide and	C	Increase training to patients and providers at all levels of the organization (and	D	Increase interpretation staff	E	Conduct quality improvement for project using methods such as rapid cycle
1.4.2	A,B,C	A	Hire, promote, and retain minorities at all levels of the organization to increase	B	Develop a program that actively involves community representatives in the health care	C	Conduct quality improvement for project using methods such as rapid cycle improvement.				
1.4.3	A,B,C,D,E,F,G	A	Develop policies and procedures to measure systemic culture	B	Adopt and implement all 14 CLAS standards, including those that are not federal	C	Identify federal and state reimbursement strategies for interpreter services and identify	D	Provide staff training around Title VI requirements mandating the provision of interpreter	E	Identify and use tools to detect medical errors that result from lack of systemic
1.4.4	A	A	Conduct quality improvement for project using methods such as								
1.4.5	A	A	Conduct quality improvement for project using methods such as								
1.4.6	A	A	Conduct quality improvement for project using methods such as								
1.4.7	A	A	Conduct quality improvement for project using methods such as								
1.5.1	A	A	Conduct quality improvement for project using methods such as								
1.5.2	A	A	Conduct quality improvement for project using methods such as								
1.5.3	A,B,C,D	A	Redesign care pathways to collect valid and reliable data on race, ethnicity, and	B	Implement system to stratify patient outcomes and quality measures by patient REAL	C	Develop improvement plans, which include a continuous quality improvement plan, to	D	Use data to undertake interventions aimed at reducing health and health care		
1.5.4	A	A	Conduct quality improvement for project using methods such as								
1.6.1	A	A	Conduct quality improvement for project using methods such as								
1.6.2	A,B,C	A	Develop a process (including a call center) that in a timely manner triages	B	Enhance linkages between primary care, urgent care, and Emergency Departments in order	C	Conduct quality improvement for project using methods such as rapid cycle improvement.				
1.6.3	A	A	Conduct quality improvement for project using methods such as								
1.7.1	A,B	A	Provide patient consultations by medical and surgical specialists as	B	Conduct quality improvement for project using methods such as rapid cycle improvement.						
1.7.2	A	A	Conduct quality improvement for project using methods such as								

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Project Option	Required Core Components	A	Core Component (A)	B	Core Component (B)	C	Core Component (C)	D	Core Component (D)	E	Core Component (E)
1.7.3	A	A	Conduct quality improvement for project using methods such as								
1.7.4	A	A	Conduct quality improvement for project using methods such as								
1.7.5	A	A	Conduct quality improvement for project using methods such as								
1.7.6	A	A	Conduct quality improvement for project using methods such as								
1.7.7	A	A	Conduct quality improvement for project using methods such as								
1.8.1	A	A	Conduct quality improvement for project using methods such as								
1.8.2	A	A	Conduct quality improvement for project using methods such as								
1.8.3	A	A	Conduct quality improvement for project using methods such as								
1.8.4	A	A	Conduct quality improvement for project using methods such as								
1.8.5	A	A	Conduct quality improvement for project using methods such as								
1.8.6	A	A	Conduct quality improvement for project using methods such as								
1.8.7	A	A	Conduct quality improvement for project using methods such as								
1.8.8	A	A	Conduct quality improvement for project using methods such as								
1.8.9	A	A	Conduct quality improvement for project using methods such as								
1.8.10	A	A	Conduct quality improvement for project using methods such as								
1.8.11	A	A	Conduct quality improvement for project using methods such as								
1.8.12	A	A	Conduct quality improvement for project using methods such as								
1.9.1	A,B,C,D	A	Identify high impact/most impacted specialty services and gaps in care and	B	Increase the number of residents/trainees choosing targeted shortage specialties	C	Design workforce enhancement initiatives to support access to specialty providers in	D	Conduct quality improvement for project using methods such as rapid cycle improvement.		
1.9.2	A,B,C,D	A	Increase service availability with extended hours	B	Increase number of specialty clinic locations	C	Implement transparent, standardized referrals across the system.	D	Conduct quality improvement for project using methods such as rapid cycle improvement.		

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1.10.1	A,B,C	A	Provide training and education to clinical and administrative staff on	B	Develop an employee suggestion system that allows for the identification of issues that	C	Conduct quality improvement for project using methods such as rapid cycle improvement.				
1.10.2	A,B,C,D	A	Provide training and education to clinical and administrative staff on	B	Develop an employee suggestion system that allows for the identification of issues that	C	Design data collection systems to collect real-time data that is used to drive continuous quality	D	Conduct quality improvement for project using methods such as rapid cycle improvement.		
1.10.3	A,B,C	A	Provide training and education to clinical and administrative staff on	B	Develop an employee suggestion system that allows for the identification of issues that	C	Conduct quality improvement for project using methods such as rapid cycle improvement.				
1.10.4	A	A	Conduct quality improvement for project using methods such as								
1.11.1	A,B,C,D	A	Identify existing infrastructure for high speed broadband communications	B	Assess the local availability of and need for video communications equipment in	C	Assess applicable models for deployment of telemedicine, telehealth, and telemonitoring	D	Conduct quality improvement for project using methods such as rapid cycle improvement.		
1.11.2	A,B,C,D,E,F,G,H	A	Develop or adapt administrative and clinical protocols that will serve as a	B	Determine if a pilot of the telehealth, telemonitoring, telementoring, or telemedicine	C	Identify and train qualified behavioral health providers and peers that will connect to	D	Identify modifiers needed to track encounters performed via telehealth technology	E	Develop and implement data collection and reporting standards for electronically
1.11.3	A	A	Conduct quality improvement for project using methods such as								
1.12.1	A,B	A	Evaluate existing transportation programs and ensure that transportation to	B	Review the intervention(s) impact on access to behavioral health services and identify						
1.13.1	A,B,C,D,E	A	Convene community stakeholders who can support the development of	B	Analyze the current system of crisis stabilization services available in the community	C	Assess the behavioral health needs of patients currently receiving crisis services in the	D	Explore potential crisis alternative service models and determine acceptable and	E	Review the intervention(s) impact on access to and quality of behavioral health
1.13.2	A	A	Conduct quality improvement for project using methods such as								
1.14.1	A,B,C	A	Conduct a qualitative and quantitative gap analysis to identify needed behavioral	B	Develop plan to remediate gaps identified and data reporting mechanism to assess progress	C	Assess and refine strategies implemented using quantitative and qualitative data. Review the				
2.1.1	A,B,C,D	A	Utilize a gap analysis to assess and/or measure hospital-affiliated and/or	B	Conduct feasibility studies to determine necessary steps to achieve NCQA PCMH status	C	Conduct educational sessions for primary care physician practice offices, hospital boards	D	Conduct quality improvement for project using methods such as rapid cycle improvement.		
2.1.2	A,B,C,D,E,F	A	Improve data exchange between hospitals and affiliated medical home	B	Develop best practices plan to eliminate gaps in the readiness assessment.	C	Hire and train team members to create multidisciplinary teams including social workers, health	D	Implement a comprehensive, multidisciplinary intervention to address the needs of the	E	Evaluate the success of the intervention at decreasing ED and inpatient hospitalization
2.1.3	A,B,C,D,E,F	A	Empanelment: Assign all patients to a primary care provider within the medical	B	Restructure staffing into multidisciplinary care teams that manage a panel of patients	C	Link patients to a provider and care team so both patients and provider/care team recognizes	D	Assure that patients are able to see their provider or care team whenever possible.	E	Promote and expand access to the medical home by ensuring that established
2.1.4	A	A	Conduct quality improvement for project using methods such as								
2.2.1	A,B,C,D,E	A	Design and implement care teams that are tailored to the patient's health care	B	Ensure that patients can access their care teams in person or by phone or email	C	Increase patient engagement, such as through patient education, group visits,	D	Implement projects to empower patients to make lifestyle changes to stay healthy and	E	Conduct quality improvement for project using methods such as rapid cycle
2.2.2	A	A	Conduct quality improvement for project using methods such as								
2.2.3	A	A	Conduct quality improvement for project using methods such as								
2.2.4	A	A	Conduct quality improvement for project using methods such as								

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2.2.5	A	A	Conduct quality improvement for project using methods such as								
2.2.6	A	A	Conduct quality improvement for project using methods such as								
2.3.1	A,B,C	A	Implement the patient-centered scheduling model in primary care	B	Implement patient visit redesign	C	Conduct quality improvement for project using methods such as rapid cycle improvement.				
2.3.2	A	A	Conduct quality improvement for project using methods such as								
2.4.1	A,B,C,D	A	Organizational integration and prioritization of patient experience	B	Data and performance measurement will be collected by utilizing patient experience of	C	Implementing processes to improve patient's experience in getting through to the clinical	D	Develop a process to certify independent survey vendors that will be capable of administering		
2.4.2	A	A	Conduct quality improvement for project using methods such as								
2.4.3	A	A	Conduct quality improvement for project using methods such as								
2.4.4	A	A	Conduct quality improvement for project using methods such as								
2.5.1	A,B,C,D,E	A	Implement cost-accounting systems to measure intervention impacts	B	Establish a method to measure cost containment	C	Establish a baseline for cost	D	Measure cost containment	E	Conduct quality improvement for project using methods such as rapid cycle
2.5.2	A	A	Conduct quality improvement for project using methods such as								
2.5.3	A	A	Conduct quality improvement for project using methods such as								
2.5.4	A	A	Conduct quality improvement for project using methods such as								
2.6.1	A	A	Conduct quality improvement for project using methods such as								
2.6.2	A	A	Conduct quality improvement for project using methods such as								
2.6.3	A	A	Conduct quality improvement for project using methods such as								
2.6.4	A	A	Conduct quality improvement for project using methods such as								
2.7.1	A	A	Conduct quality improvement for project using methods such as								
2.7.2	A	A	Conduct quality improvement for project using methods such as								
2.7.3	A	A	Conduct quality improvement for project using methods such as								

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Project Option	Required Core Components	A	Core Component (A)	B	Core Component (B)	C	Core Component (C)	D	Core Component (D)	E	Core Component (E)
2.7.4	A	A	Conduct quality improvement for project using methods such as								
2.7.5	A	A	Conduct quality improvement for project using methods such as								
2.7.6	A	A	Conduct quality improvement for project using methods such as								
2.8.1	A,B,C,D,E,F	A	Provide training and education to clinical and administrative staff on	B	Develop an employee suggestion system that allows for the identification of issues that	C	Define key safety, quality, and efficiency performance measures and develop a	D	Develop standard workflow process maps, staffing and care coordination models, protocols,	E	Implement software to integrate workflows and provide real-time
2.8.2	A	A	Conduct quality improvement for project using methods such as								
2.8.3	A	A	Conduct quality improvement for project using methods such as								
2.8.4	A	A	Conduct quality improvement for project using methods such as								
2.8.5	A	A	Conduct quality improvement for project using methods such as								
2.8.6	A	A	Conduct quality improvement for project using methods such as								
2.8.7	A	A	Conduct quality improvement for project using methods such as								
2.8.8	A	A	Conduct quality improvement for project using methods such as								
2.8.9	A	A	Conduct quality improvement for project using methods such as								
2.8.10	A	A	Conduct quality improvement for project using methods such as								
2.8.11	A	A	Conduct quality improvement for project using methods such as								
2.8.12	A	A	Conduct quality improvement for project using methods such as								
2.9.1	A,B,C,D,E	A	Identify frequent ED users and use navigators as part of a preventable ED	B	Deploy innovative health care personnel, such as case managers/workers, community	C	Connect patients to primary and preventive care.	D	Increase access to care management and/or chronic care management, including	E	Conduct quality improvement for project using methods such as rapid cycle
2.9.2	A	A	Conduct quality improvement for project using methods such as								
2.10.1	A,B,C,D	A	Develop a business case for palliative care and conduct planning activities	B	Transition palliative care patients from acute hospital care into home care, hospice or a skilled	C	Implement a patient/family experience survey regarding the quality of care, pain and	D	Conduct quality improvement for project using methods such as rapid cycle improvement.		
2.10.2	A	A	Conduct quality improvement for project using methods such as								

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2.11.1	A,B,C,D	A	Develop criteria and identify targeted patient populations; e.g. chronic disease patient	B	Develop tools to provide education and support to those patients at highest risk of an	C	Conduct root cause analysis of potential medication errors or adverse drug events and	D	Conduct quality improvement for project using methods such as rapid cycle improvement.		
2.11.2	A,B,C,D (one or more components from A-C to be included)	A	Implement a medication management program that serves the patient across	B	Implement Computerized Physician Order Entry (CPOE)	C	Implement pharmacist-led chronic disease medication management services in	D	Conduct quality improvement for project using methods such as rapid cycle improvement.		
2.11.3	A	A	Conduct quality improvement for project using methods such as								
2.12.1	A,B,C,D,E,F,G	A	Review best practices from a range of models (e.g. RED, BOOST, STAAR, INTERACT, C...	B	Conduct an analysis of the key drivers of 30-day hospital readmissions using a chart	C	Integrate information systems so that continuity of care for patients is enabled	D	Develop a system to identify patients being discharged potentially at risk of needing	E	Implement discharge planning program and post discharge support program
2.12.2	A	A	Conduct quality improvement for project using methods such as								
2.12.3	A	A	Conduct quality improvement for project using methods such as								
2.13.1	A,B,C,D,E	A	Assess size, characteristics and needs of target population(s) (e.g., people	B	Review literature / experience with populations similar to target population to determine	C	Develop project evaluation plan using qualitative and quantitative metrics to	D	Design models which include an appropriate range of community-based services and	E	Assess the impact of interventions based on standardized quantitative
2.13.2	A	A	Conduct quality improvement for project using methods such as								
2.14.1	A,B,C,D,E,F,G	A	Develop screening process for project inclusion	B	Identify population for intervention using claims and encounter data, clinical records,	C	Recruit eligible individuals based on administrative and diagnostic data	D	Establish interventions and train staff / contractors	E	Hire staff (including the following minimum qualifications): <input type="checkbox"/>
2.14.2	A,B,C,D,E	A	Establish wellness account funding mechanisms.	B	Establish policies and procedures for program operations.	C	Establish accountability systems to track outcomes and expenditures.	D	Implement interventions.	E	Assess project outcomes.
2.14.3	A	A	Conduct quality improvement for project using methods such as								
2.15.1	A,B,C,D,E,F,G,H,I,J	A	Identify sites for integrated care projects, which would have the potential to benefit	B	Develop provider agreements whereby co-scheduling and information sharing between	C	Establish protocols and processes for communication, data-sharing, and referral	D	Recruit a number of specialty providers (physical health, mental health, substance abuse,	E	Train physical and behavioral health providers in protocols, effective communication and
2.15.2	A	A	Conduct quality improvement for project using methods such as								
2.16.1	A,B,C,D,E,F,G,H,I,J,K,L	A	Establish the infrastructure and clinical expertise to provide remote psychiatric	B	Determine the location of primary care settings with a high number of individuals with behavioral	C	Assess applicable models for deployment of virtual psychiatric consultative and clinical	D	Build the infrastructure needed to connect providers to virtual behavioral health consultation.	E	Ensuring staff administering virtual psychiatric consultative services are available to field
2.16.2	A	A	Conduct quality improvement for project using methods such as								
2.17.1	A,B,C,D,E,F,G	A	Develop a cross-continuum team comprised of clinical and administrative	B	Conduct an analysis of the key drivers of 30-day hospital readmissions for behavioral	C	Identify baseline mental health and substance abuse conditions at high risk for readmissions,	D	Review best practices for improving care transitions from a range of evidence-based or	E	Identify and prioritize evidence-based strategies and clinical protocols that
2.17.2	A	A	Conduct quality improvement for project using methods such as								
2.18.1	A,B,C,D,E,F,G,H,I	A	Train administrators and key clinical staff in the use of peer specialists as an	B	Conduct readiness assessments of organization that will integrate peer specialists into their	C	Identify peer specialists interested in this type of work.	D	Train identified peer specialists in whole health interventions, including conducting health risk	E	Implement health risk assessments to identify existing and potential health
2.18.2	A	A	Conduct quality improvement for project using methods such as								

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2.19.1	A,B,C,D,E,F,G,H	A	Conduct data matching to identify individuals with co-occurring disorders who	B	Review chronic care management best practices such as Wagner's Chronic Care Model	C	Identification of BH case managers and disease care managers to receive	D	Develop protocols for coordinating care; identify community resources and	E	Identify and implement specific disease management guidelines for high prevalence
2.19.2	A	A	Conduct quality improvement for project using methods such as								

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Project Option	F	Core Component (F)	G	Core Component (G)	H	Core Component (H)	I	Core Component (I)	J	Core Component (J)	K	Optional Core Component (K)	L	Optional Core Component (L)
1.1.2														
1.3.1														
1.3.2														
1.4.1														
1.4.2														
1.4.3	F	Implement projects to address medical errors resulting from systemic cultural components	G	Conduct quality improvement for project using methods such as										
1.4.4														
1.4.5														
1.4.6														
1.4.7														
1.5.1														
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1.5.4														
1.6.1														
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1.6.3														
1.7.1														
1.7.2														

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Project Option	F	Core Component (F)	G	Core Component (G)	H	Core Component (H)	I	Core Component (I)	J	Core Component (J)	K	Optional Core Component (K)	L	Optional Core Component (L)
1.7.3														
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1.8.12														
1.9.1														
1.9.2														

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Project Option	F	Core Component (F)	G	Core Component (G)	H	Core Component (H)	I	Core Component (I)	J	Core Component (J)	K	Optional Core Component (K)	L	Optional Core Component (L)
1.10.1														
1.10.2														
1.10.3														
1.10.4														
1.11.1														
1.11.2	F	Review the intervention(s) impact on access to specialty care and identify "lessons learned" opportunities to	G	Scale up the program, if needed, to serve a larger patient population,	H	Assess impact on patient experience outcomes (e.g. preventable inpatient admissions)								
1.11.3														
1.12.1														
1.13.1														
1.13.2														
1.14.1														
2.1.1														
2.1.2	F	Conduct quality improvement for project using methods such as rapid cycle												
2.1.3	F	Conduct quality improvement for project using methods such as rapid cycle												
2.1.4														
2.2.1														
2.2.2														
2.2.3														
2.2.4														

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Project Option	F	Core Component (F)	G	Core Component (G)	H	Core Component (H)	I	Core Component (I)	J	Core Component (J)	K	Optional Core Component (K)	L	Optional Core Component (L)
2.2.5														
2.2.6														
2.3.1														
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2.7.3														

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Project Option	F	Core Component (F)	G	Core Component (G)	H	Core Component (H)	I	Core Component (I)	J	Core Component (J)	K	Optional Core Component (K)	L	Optional Core Component (L)
2.7.4														
2.7.5														
2.7.6														
2.8.1	F	Evaluate the impact of the process improvement program and assess												
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Project Option	F	Core Component (F)	G	Core Component (G)	H	Core Component (H)	I	Core Component (I)	J	Core Component (J)	K	Optional Core Component (K)	L	Optional Core Component (L)
2.11.1														
2.11.2														
2.11.3														
2.12.1	F	Develop a cross-continuum team comprised of clinical and administrative	G	Conduct quality improvement for project using methods such as										
2.12.2														
2.12.3														
2.13.1														
2.13.2														
2.14.1	F	Train staff in motivational interviewing and person-centered planning	G	Assess project outcomes. Conduct quality improvement for										
2.14.2														
2.14.3														
2.15.1	F	Acquire data reporting, communication and collection tools (equipment) to be used	G	Explore the need for and develop any necessary legal agreements that	H	Arrange for utilities and building services for these settings	I	Develop and implement data collection and reporting mechanisms	J	Conduct quality improvement for project using methods such as				
2.15.2														
2.16.1	F	Identify which medical disciplines within primary care settings (nursing,	G	Provide outreach to medical disciplines in primary care settings that	H	Identify clinical code modifiers and/or modify electronic health record	I	Develop and implement data collection and reporting standards for	J	Review the intervention(s) impact on access to telephonic	K	(Optional) Develop a database or information resource center for	L	(Optional) Develop or adapt best practice resources and research
2.16.2														
2.17.1	F	Implement two or more pilot intervention(s) in care transitions targeting one or	G	Conduct quality improvement for project using methods such as										
2.17.2														
2.18.1	F	Identify patients with serious mental illness who have health risk factors that can be	G	Implement whole health peer support.	H	Connect patients to primary care and preventive services.	I	Track patient outcomes. Review the intervention(s) impact on participants and						
2.18.2														

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Project Option	F	Core Component (F)	G	Core Component (G)	H	Core Component (H)	I	Core Component (I)	J	Core Component (J)	K	Optional Core Component (K)	L	Optional Core Component (L)
2.19.1	F	Train staff in protocols and guidelines.	G	Develop registries to track client outcomes.	H	Review the intervention(s) impact on quality of care and integration of care and identify "best practices."								
2.19.2														