



Bridges To Excellence Assessment Survey Total Points = 70

Office Practice Workflow	Pts	total points
Clinicians or others in your practice:		
3.1 - Pull paper charts for scheduled patient visits		
3.2 - Dictate visit notes into a tape recorder or phone.		
3.3 - Dictate visit notes directly into the EHR		
3.4 - Use a computerized (as opposed to paper) system to manage the following office workflows:		
a. Telephone calls		
b. Prescription refills		
c. Referrals		
d. Results follow-up (lab, diagnostic test, x-ray)		
Patient Access		0
The practices demonstrates the following processes to support patient access		
4.1 Coordinates visits with multiple clinicians and/or diagnostic tests	0.5	
4.2 Triage upon phone call/visit	0.5	
4.3 Maintains capacity to schedule same day visits	0.5	
4.4 Provides telephone advice during office hours by appropriate clinician.	0.5	
4.5 Provides urgent phone answering within specified times.	0.5	
4.6 Provides secure email communications and answers within specified times	1	
4.7 Provides an interactive web –site	1	
4.9 Provides patient education brochures in other languages	0.5	
Patient Education		5
The practices works to improve the patients ability to self-manage health by providing educational resources and on-going assistance and encouragement.		
5.1 Your practice assesses language preference	1	
5.2 Your practice assesses other communication barriers	1	
5.3 Your practice assess patient preferences, readiness to change and self-management abilities	1	
5.4 Your practice provides educational resources in the language or medium the patient understands.	1	
5.5 Your practice provides self-monitoring tools or personal health record	3	
Office Electronic data/system		7
The practices seek to improve timeliness, effectiveness, efficiency and coordination of care by using complete and accurate electronic data from all provider sources.		
6.1 Your practice uses accurate procedures for integrating into a repository all patient level data showing rendering provider and clinical histories	3	
6.2 Your practice has procedures to consolidate information from multiple data sources	3	
6.3 Do you have a CCHIT certified vendor	5	
6.4 – Your practice utilizes unique physician and patient identifiers	4	

Office EHR		15
7.1 Does your practice have an Electronic Health Record (EHR)? yes = 3 No = 0		
Clinicians in your practice use the EHR to:		
7.2 - Generate laboratory requisitions/orders electronically	0.5	
7.3 - Enter/retrieve laboratory test results electronically	1	
7.4 - Generate radiology requisitions/orders electronically	0.5	
7.5 - Enter/retrieve radiology results electronically	1	
7.6 - Enter data into documentation templates	1	
7.7 Review and act on reminders for care activities (e.g. overdue health maintenance)	2	
7.8 - Maintain medication lists for individual patients	0.5	
7.9 - Maintain allergy list	0.5	
7.10 - Maintain problem and/or diagnosis list	1	
7.11- Trend lab and/or other test results over time	3	
7.12 – System employs either paper based or electronic or electronic tools to flag abnormal test results.	3	
7.13 Does your EHR include ALL or essentially all patients in your practice? 25% = .5 50% = 2 100% = 4	4	
Office E-Registry		18
8.1 - Does your practice have or use a freestanding e-registry to track patients who have a specific chronic illness, or receive preventive care for at least one condition? Note - if your practice uses an EHR for this purpose, please be certain that question 5.1 was completed and begin with question 6.2.		
Registry Tasks		
8.3 - Prompt your practice to notify patients who are overdue for office visits	0.5	
8.4 - Prompt clinicians to order tests, studies, and other services (e.g., immunizations)	0.5	
8.5 - Produce reminders for patients about needed tests, studies, and other services immunizations)	1	
8.6 - Generate a list of eligible patients for each disease/condition	0.5	
8.7 - Generate a list of patients requiring intervention	2	
8.8 - Generate a specific patient care plan.	2	
8.9 - Generate written or electronic information to help patients understand their condition	2	
8.10 Create written action plans (personalized to patient's condition) to help guide patients in self-management at home/school/work.	2	
8.11- Prompt clinician and/or patient to review self-management plan together during a visit.	1	
8.12- Modify self management plan as needed following a patient visit	1	
8.13 Generate laboratory requisitions/orders electronically	0.5	
8.14 Enter/retrieve laboratory test results electronically	1	
Office E-Registry		15
Does your practice use electronic software to generate the following types of prescriptions (as part of an EHR or a freestanding e-prescribing):		
E-prescribing activities:		
9.2- Identify generic or less expensive brand alternatives at the time of prescription entry	0.5	
9.3 - Reference the drug formularies of the patient's health plans/pharmacy benefit manager to recommend preferred drugs at time of prescribing	0.5	

Office E-Registry		
9.4- Offer guidelines and evidence-based recommendations when prescribing medication for a patient	0.5	
9.5- Calculate appropriate dose and frequency based on patient parameters such as age and weight	1	
9.6 - Maintain a list of each patient's current medications	1	
9.7 - Screen prescriptions for drug allergies against the patient's allergy information	1	
9.8 - Screen new prescriptions for drug -drug interactions against the patient's list of current medications	1	
9.9 - Select individual medication for prescription	0.5	
9.10 - Print prescriptions on a computer printer	0.5	
9.11 - Transmit prescriptions directly to pharmacy via electronic fax (no paper printed)	2	
9.13 - Provide patient appropriate information about the medication to the patient	0.5	
9.14 – Connects to a pharmacy benefit manager.	1	
		10
OSS-BTE Assessment Total		70