

# STANDARD 5.0

## Communicate Essential Care Transition Information to Key Stakeholders Across the Continuum of Care

Processes are in place to ensure the timely transfer of essential TOC information to key stakeholders including the caregiver, the regular ambulatory care provider, the payer and the identified episodic care manager in the next care setting.

	Consistently Performing (4)	Frequently Performing (3)	Inconsistently Performing (2)	Not Performing (1)	SCORE
Identify appropriate TOC stakeholders including patient, caregivers, provider, specialists, payers, health systems.					
A standardized, securely maintained framework for TOC communication transfer is used.					
Deploy communications electronically whenever possible, using secure or encrypted technologies.					
Information transfer includes acknowledgement of receipt.					
Communicate essential transition information at time of TOC, including clinical and social determinants of health, and current barriers to goals.					
<b>Standard 5.0 Organization Score:</b>					
<b>Consensus Measures</b>					
<b>Process:</b> Receipt of discharge information after inpatient admission (HEDIS)					
<b>Outcome:</b> Evidence of bilateral exchange of necessary patient information (CMS IA_CC_13)					

### SCORING

**Consistently** is defined as performance of service/task **80% or greater**

**Frequently** is defined as performance of service/task **50%-79%**

**Inconsistently** is defined as performance of service/task **20%-49%**

**Not performing** is defined as performance of service/task **less than 20%**