Arm of the Quadruple Aim	Infoms Reimbursement	Directly related to GPP	Directly related to PRIME	Measure	Ascertainment	Time frame	Definition	Why measure this?
CORE METRICS								
Financial	X		X	# specialty touches/population referred to specialty care	eCR platform & health system metrics	June 1 2016-Aug 31 2016	in-person specialty visits or eConsults (all back-and-forth included in one eConsult)/# of patients for whom a specialty referral was ordered	indirect measure for business case; access to specialty care; look at trends and whether supply induces demand for consults
Population Health	X			Time to third next available new in-person appt for eConsult specialties pre- and post- implementation	health system metrics	June 1 2015-Aug 31 2015 vs. June 1 2016-Aug 31 2016	third next available new patient appointment if patient calls to make appointment	access to specialty care; direct measure of impact
Population Health			X	Demographics of the population served	health system metrics	FY 15-16	insurance status of total referrals ordered	generalizability
Population Health			X	Demographics of patients who received an eConsult	eCR platform & health metrics	June 1 2016-Aug 31 2016	insurance status of patients who received at least one eConsult	Program reach; impact on equity
Population Health	X	X	X	% of patients who received specialty expertise via eConsult	eCR platform & health metrics	June 1 2016-Aug 31 2016	number of patients who had an eConsult (regardless of management strategy)/total referred patients	Program reach
Population Health			X	PCP ability to manage eConsult specialty conditions	PCP survey	administered summer 2016	% of PCPs who self-report satisfaction with the program on a survey	effectiveness of eConsult; indirect measure of program impact
Population Health	X	X	X	eConsult management	eCR platform	June 1 2016-Aug 31 2016	% of eConsults that result in in-person visit/total eConsults (per specialty); % of eConsult that are never scheduled/total eConsults (per specialty)	effectiveness of eConsult; direct measure of impact

Arm of the Quadruple Aim	Infoms Reimbursement	Directly related to GPP	Directly related to PRIME	Measure	Ascertainment	Time frame	Definition	Why measure this?
CORE METRICS								
Population Health			X	# of specialties offering eConsult and what they are	eCR platform	June 1 2016-Aug 31 2016	raw number of specialties offering eConsult	Access to specialty care; direct measure of impact
Population Health	X		X	Unclosed loop by PCP	eCR platform	June 1 2016-Aug 31 2016	# of specialist responses that are not read by PCP/total number of specialist responses via eConsult	patient safety; unanticipated impact
Population Health			X	Unclosed loop by specialist	eCR platform	June 1 2016-Aug 31 2016	# of eConsults that did not receive a specialist response/total number of eConsults	patient safety; unanticipated impact
Population Health	X		X	Average time to eConsult response	eCR platform	June 1 2016-Aug 31 2016	average lapsed number of days between time eConsult was generated and time specialist responded	Access to specialty care
Care team experience			X	PCP satisfaction/dissatisfaction	survey	administered summer 2016	% of PCPs who report satisfaction with the program on a survey distributed 6 months after eConsult initiation (survey topics include questions about work flow, eConsult process, educational materials, eConsult templates)	program sustainability

Arm of the Quadruple Aim	Infoms Reimbursement	Directly related to GPP	Directly related to PRIME	Measure	Ascertainment	Time frame	Definition	Why measure this?
CORE METRICS								
Care team experience			X	Specialist satisfaction/dissatisfaction	survey	administered summer 2016	% of specialists who report satisfaction with the program on a survey distributed 6 months after eConsult initiation (survey topics include questions about work flow, eConsult process, educational materials, eConsult templates)	program sustainability
Care team experience			X	MEA/RN/referral coordinator satisfaction/dissatisfaction	survey	administered summer 2016	% of non-MD team primary care team memebrs who report satisfaction with the program on a survey distributed 6 months after eConsult initiation (survey topics include: eConsult work flow, process, eConsult templates)	program sustainability
SUPPLEMENTARY METRICS								
Patient experience	X		X	Satisfaction (vs. unsatisfaction) with access to specialty care in general	focus groups	summer 2016	patient self-report	Generalizability
Patient experience				Concern re: limitations in care				
Patient experience				Patient acceptability of having an eConsult				
Patient experience	X			Travel/time saved by patients for avoided clinic visits				

** All systems should strive to report on the following health system characteristics:

  Salaried vs. FFS specialist providers

Arm of the Quadruple Aim	Infoms Reimbursement	Directly related to GPP	Directly related to PRIME	Measure	Ascertainment	Time frame	Definition	Why measure this?
CORE METRICS								

Existance of referral coordinating center or referral managers for PCCs

Demographics (MD vs. NP) of primary care providers in the system

Characteristics of PCP affiliation with specialists; can PCPs refer to outside specialists?

Baseline PCP referral rates/standardized panel size