Title	Source	Puerto Rico HIE Outcome	Proposed Measures	Proposed Metrics	Target Setting	Performance Standard	Penalty Fee	Associated SLA ID	Vendor's Disposition	Attachment	Section	Page #
Care Coordination - Longitudinal Health Record		Improve clinical decision making across care teams by providing access to real-time integrated health records through the PRHIE.	Healthcare providers use/have access to, an integrated HIE health record service supported by the HIE operator and the EHR vendor. Providers use/have access to an external HIE health record service.	The number of EHR vendors live with an integrated service. The number of facilities with available service in production. The number of facilities without service in production. The ratio/percentage of facilities with service in production. The number of unique patient access sessions per facility with the available service. The number of unique active user accounts (active to be defined once live) by facility location, by user role (measures access potential) The number of unique patient access sessions of the provider portal (unique patient accesses are measured in this way) (measures usage) The number of facilities accessing the provider portal over the number of potential facilities (measures percent utilization for tracking over time)	For 100% of participants with this service available, the connection aligns with SLA 002 uptime standards. Utilization metrics increase over time until a baseline is established, and then, an annual growth rate will be determined. Minimally, by the end of year one, 100% of hospitals should be transmitting ADTs to the HIE.	Monthly reporting of HIE operational statistics	Refer to SLA 003	SLA 003	Will Meet	Attachment G	Approach to Business Operations Deliverables; Operational Reporting and SLAs Approach to Technical Services, Care Coordination	62 67, 71
Record Locator Services		Improve Puerto Rico Medicaid beneficiaries' quality and experience of care when they receive care outside of Puerto Rico.	The number of regional and national HIE networks that the HIE product is connected with, and the volume of data shared between the HIE and the network.	Report on the number of regional and national HIE networks, that the HIE product is connected with, and include the volume of data shared between the PR HIE and each network (per network)	Connection with a minimum of the eHealth Exchange in alignment with SLA 002 uptime standards.	Include metrics in monthly HIE operational reporting, including current period data and cumulative data for the Fiscal Year. (D01. Monthly Status Report)	Refer to SLA 003	SLA 003	Will Meet	Attachment G	Approach to Business Operations Deliverables; Operational Reporting and SLAs Approach to Technical Services, Record Locator Services	62 66
Record Locator Services		Improve Medicaid providers' ability to effectively treat and coordinate care through one, centralized health record.	Matching rate for all incoming health record data.	The number of unique individuals/records in the MPI. The number/rate of unlinked incoming records in the MPI monthly by incoming source, with rolling cumulative total. The number of merge operations per reporting period of MPI records with addresses in Puerto Rico; MPI records by: State Address, Source Facility, rate of overlap of patient care per facility (where one patient is seen across more than one facility) The number of death indicators reversed by time period.	Matching rate for all incoming health record data is above 95%	Include metrics in monthly HIE operational reporting. D01. Monthly Status Report, including current period and cumulative for the Fiscal Year.	Refer to SLA 006	SLA 006	Will Meet	Attachment G	Approach to Business Operations Deliverables; Operational Reporting and SLAs Approach to Technical Services, Record Locator Services	62 66
Consent Management		Increase Medicaid beneficiaries ability to control their own health data by using consent preferences to guide access to health records on the PRHIE.	Percent of the MPI dataset that is flagged as an opt-out record, by opt-out choices made by the patient.	The number of unique patients that choose to opt-out, the unique total number of patients, and the percentage of those that have opted-out.	100% of patients who have opted out do not have records available to users in the database.	Include metrics in monthly HIE operational reporting, including current period and cumulative for the Fiscal Year.	Refer to SLA 006	SLA 006	Will Meet	Attachment G	Approach to Business Operations Deliverables; Operational Reporting and SLAs, Technical Assistance Approach to Technical Services; Interface Specifications and Configuration	62 66
Sensitive Data Management		Improve patient safety and privacy by safeguarding "sensitive" data in HIE health records.	Sensitive data is flagged at the appropriate level - by patient, or facility, or facility location, or provider NPI number, or by code (diagnosis, LOINC, etc.)	Number of facilities and/or providers that provide sensitive data (demonstrates that users use this feature) The aggregate number of data sets/types by facility provider categorized as sensitive (demonstrates that required flagging is occurring)	N/A	Sensitive Data Audit report showing the number of unique users accessing sensitive data by unique patient, by facility, with confirmation of consent noted, monthly.	Refer to SLA 004	SLA 004	Will Meet	Attachment G	Approach to Business Operations Deliverables; Operational Reporting and SLAs, Technical Assistance Approach to Technical Services, Interface Specifications and Configuration	62 66
Electronic Notification Services		Increase care coordination services at transitions of care to reduce adverse outcomes such as hospital readmissions.	End users receive real-time Admission, Discharge, Transfer Notifications (ADT). Volumes of event notifications are reported on a regular basis.	Number of end users/facilities subscribed to receive notifications. Number of ADT messages received by the HIE per facility and in aggregate. Number of ADT notifications delivered to recipients subscribed. Number of rejected messages per facility and in aggregate.	100% of the notifications that are delivered are received; source is notified of 100% of rejected messages.	Include metric in monthly HIE operational reporting, current month and cumulative metrics.	Refer to SLA 003	SLA 003	Will Meet	Attachment G	Approach to Business Operations Deliverables; Operational Reporting and SLAs Approach to Technical Services; Care Coordination, Public Health Reporting, Medicaid Services, Electronic Notification Services	62 67 69 70 71
Public Health		Reduce provider burden by automating capture and exchange of public health data through the PRHIE.	Public health entities receive immunization information as designed and intended.	Number of Immunization messages (VXU) provided by the HIE to the Immunization Registry.	100% of VXU messages from providers capable of sending are provided to the Commonwealth.	Include metric in monthly HIE operational reporting, current month and cumulative metrics.	Refer to SLA 003	SLA 003	Will Meet	Attachment G	Executive Summary Mandatory Requirements Approach to Business Operations Deliverables; Operational Reporting and SLAs Approach to Technical Services; Public Health Reporting	9 52 62 69
Public Health		Improve public health by automating capture and exchange of public health data through the PRHIE.	Public health entities receive lab reports and surveillance information as designed and intended.	Number of electronic lab reporting (ELR standard) messages captured in the HIE and transmitted to Public Health. Number of syndromic surveillance (Syndromic Surveillance Standard) messages captured in the HIE and transmitted to Public Health.	100% of ELR/syndromic surveillance messages from providers capable of sending are provided to the Commonwealth.	Include metric in monthly HIE operational reporting, current month and cumulative metrics.	Refer to SLA 003	SLA 003	Will Meet	Attachment G	Executive Summary Mandatory Requirements Approach to Business Operations Deliverables; Operational Reporting and SLAs Approach to Technical Services, Public Health Reporting	8 52 62 69
Direct Secure Messaging		Improve coordination of care between Medicaid providers and their patients by facilitating communications through a Direct Secure Messaging (DSM) service.	Availability of the DSM Service to any DSM participant.	Total number of DSM accounts by provider and facility. Number of DSM messages sent, received, and opened.	100% of DSM messages are successfully sent to and received by assigned users.	Include DSM metrics in monthly HIE operational reporting.	Refer to SLA 003	SLA 003	Will Meet	Attachment G	Approach to Business Operations Deliverables; Operational Reporting and SLAs Approach to Technical Services, Direct Secure Messaging	62 71