**PTI defines ‘exemplary’ practices as meeting the following criteria:**

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| **Criteria** | **Measurement** |
| 1. Meet or exceed California 75th percentile benchmark\* performance on at least 2 of the following diabetes measures:
* HbA1c Good Control <8%
* HbA1c Poor Control >9%
* HbA1c Testing (2 tests per 12 months)

\* IHA VBP4P benchmark rates (HbA1c Good Control: 64.6%; HbA1c Poor Control: 22.3%; HbA1c Testing: 66.9%) | Provider Organization reported results data |
| 1. Mastering the implementation & operation of the following care processes:
* Practice can demonstrate that it encourages patients and families to collaborate in goal setting, decision making and self-management. (Milestone 4)
* Practice provides care management for patients at highest-risk for hospitalizations. (Milestone 10)
* Practice uses an organized approach (PDSAs) to identify and act on improvement opportunities. (Milestone 19)
* Practice builds QI capabilities in the practice and empowers staff to innovate and improve. (Milestone 20)
* Practice regularly produces and shares reports performance at both the organization and provider/care team level. (Milestone 21)
 | Demonstrated by a score of 3 on at least 3 of the corresponding PAT milestones; no lower than score of 2 on any |
| 1. Team-based care effectively practiced as evidenced by use of standing orders and daily team huddles.
 | Observation by Practice Facilitator |
| 1. Evidence of innovative/learning mindset across the practice.

*Question: How is ‘innovative/learning mindset’ manifested? How might a Practice Facilitator observe this in a practice?* | Reported by Practice Facilitator  |
| 1. Utilization of centralized services made available to the practice within the healthcare system. (For example, services offered by health plans or independent physician associations (IPAs) such as: practice facilitation; care management; ED data; population health tools; data portals; performance reports; patient experience feedback; urgent care centers; nurse triage; central pharmacist).
 | Reported by Provider Organization |

**Check for obvious disqualifiers:**

* Bankruptcy
* Fraud indictment
* Lost accreditation

**Rationale for exemplary practice criteria:**

PTI identified these criteria through an analysis of clinical outcome and utilization measure results and practice assessment data rating the implementation of transformation care processes. The analysis identified statistically significant relationships between certain foundational processes (or milestones), their level of implementation, and patient outcomes. Additionally, these milestones reflect wider adoption of key elements of the change package. For example, milestone 10 which focuses of the management of patients at high-risk of hospitalization, cannot be fully implemented without the empanelment of the practice’s patient population. Finally, we recognize that our practices operate within a larger healthcare system and those being defined as ‘exemplary’ heavily utilize centralized resources made available through their payer and management relationships.