**Geriatric Services Capacity Assessment**

**Domain 2 – Highly Responsive Primary Care**

***Assessing your Results***

# Domain 2: Highly Responsive Primary Care

## 2.1 Primary Care Network Capacity

| Question | Response (Always, Usually, Sometimes, Rarely, Never) | Notes |
| --- | --- | --- |
| 2.1.1 Does your organization assess the geriatric capacity of provider networks? |  |  |
| 2.1.2 Are strategies employed to help primary care practitioners enhance their geriatric awareness and competencies? |  |  |
| 2.1.3 Do all primary care practices have a network of accessible geriatric-competent providers for basic diagnostic tests, including x-ray and laboratory testing? |  |  |
| 2.1.4 When involving non-primary care entities, are there strategies that primary care providers can use to help them become more aware and competent to care for the geriatric population? |  |  |
| 2.1.5 Are there strategies in place to ensure integration of primary care and behavioral health, as well as close collaboration between primary care, behavioral health, and LTSS providers? |  |  |
| 2.1.6 Do all primary care practitioners have access to a network of medical sub-specialists who are experienced in providing care for geriatric consumers? |  |  |
| 2.1.7 Is there a mechanism to track the performance of non-primary care entities? |  |  |
| 2.1.8 Do primary care providers use care guidelines to observe for secondary complications of chronic conditions or common problems associated with aging? |  |  |

## 2.2 Availability of Care

| Question | Response (Always, Usually, Sometimes, Rarely, Never) | Notes |
| --- | --- | --- |
| 2.2.1 Are primary care practitioners available for diagnosis and treatment at all times? |  |  |
| 2.2.2 Are primary care practitioners available to provide care in the community (clinic or place of residence)? |  |  |
| 2.2.3 Are primary care practitioners’ schedules adequately flexible to provide same-day episodic care assessment and clinical management? |  |  |
| 2.2.4 Are mental and behavioral health crisis intervention services available at all times? |  |  |
| 2.2.5 If applicable, do non-primary care entities routinely communicate with the IDT or primary care manager to ensure adherence to treatment plans and follow up on referrals? |  |  |

## 2.3 Medication Management

| Question | Response (Always, Usually, Sometimes, Rarely, Never) | Notes |
| --- | --- | --- |
| 2.3.1 Are all medications reviewed at assessment, reassessment, transitions, and when there is a significant change in condition? |  |  |
| 2.3.2 Is a consulting clinical pharmacist available to the IDT to assess and address polypharmacy and inappropriate prescribing? |  |  |
| 2.3.3 Is the consumer’s primary care practitioner informed when another practitioner orders a medication change? |  |  |
| 2.3.4 Are consumers and their caregivers trained in medication administration, if needed? |  |  |

## 2.4 Communication, Equipment, and Physical Access

| Question | Response (Always, Usually, Sometimes, Rarely, Never) | Notes |
| --- | --- | --- |
| 2.4.1 Do consumers have access to the care and equipment they need to maximize health and independence, both in and outside the home? |  |  |
| 2.4.2 Do all care settings offer communication access that includes translation? |  |  |
| 2.4.3 Do organizations modify communications for consumers with cognitive impairments? |  |  |
| 2.4.4 Are offices, including home- and community-based service settings arranged for easy access, minimal hazards, and as a pleasant, reassuring, age-friendly environment? |  |  |
| 2.4.5 Do primary care practices and other care settings have adequate equipment (such as scales, exam tables, and lift equipment) to provide comprehensive care for members with physical and cognitive impairments? |  |  |

## 2.5 Preventive Care and Health Education

| Question | Response (Always, Usually, Sometimes, Rarely, Never) | Notes |
| --- | --- | --- |
| 2.5.1 Do primary care practitioners have guidance on how to tailor care protocols and registries for the management of chronic conditions for geriatric consumers? |  |  |
| 2.5.2 Are consumers and caregivers/personal care assistants provided with health promotion and self-care education specific to the consumer? |  |  |
| 2.5.3 Do primary care practitioners follow clinical protocols for the identification and treatment of key secondary conditions related to functional capacity in the older adult? |  |  |