**Reminder on CTC-RI February and March 2018 Adult Service Delivery Requirements for January 2017 Practices**

CTC management team has outlined a summary document and resource information to assist you with meeting the CTC 2018 February and March Adult Service Delivery Requirements. Practices facilitators will be working with your practice to assist you with meeting the requirements.

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| **February Service Delivery Requirements** | **Due Date** | **Resource** | **Resource** | **Send to** |
| Nurse care manager starts standardized learning program | xG Learn core curriculum training program to start week of 2/26/18 | CTC Project Coordinator will assign the NCM to a cohort week of 2/12/18. A NCM faculty will be assigned to work with the NCM cohort (week of 2/19/18)and will host weekly conference calls to review weekly content material and lead a discussion with fellow NCM | xG Learn core curriculum training program  NCM Faculty | Participative Agreement signed by NCM and practice leader was due to CTC on 1/31/18.  For reference see:  [Participative Agreement](https://www.ctc-ri.org/sites/default/files/uploads/Nurse%20Care%20Manager%20Care%20Coordinator%20xGLearn%20Application%20for%20CTC%20practices%201%205%2018.rtf) |
| Reports to CTC quarterly provider Panel report indicating open/closed panel status, accepting new patients and 3rd next available appointment | 2/23/18 | [Provider File Timeline](https://www.ctc-ri.org/sites/default/files/uploads/Provider%20File%20Timeline%202%206%2018.pdf) | Practice Facilitator | [CTC-RI@healthcentricadvisors.org](mailto:CTC-RI@healthcentricadvisors.org) |
| **March 2018 Service Delivery Requirements** | **Due Date** | **Resource** | **Resource** | **Send to** |
| Submits a quality improvement activity for improving a performance measure (Quality/customer experience/utilization) | 3/31/18 | [PDSA Worksheet for Testing Changes](https://www.ctc-ri.org/sites/default/files/uploads/PDSA%20Worksheet%20for%20Testing%20Changes.doc) | Practice Facilitator | [CTC-RI@healthcentricadvisors.org](mailto:CTC-RI@healthcentricadvisors.org) |
| Submit to CTC screenshot demonstrating patient access to a secure web portal, enabling secure messaging, appointment requests, referrals, and prescription refills | 3/31/18 | Check with your electronic health record vender | Practice Facilitator | [CTC-RI@healthcentricadvisors.org](mailto:CTC-RI@healthcentricadvisors.org) |