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| **Mnemonic** | **Description** | **Denominator** | **Numerator** |
| ctr20 | Normal Test Results Compliant with Directive | Includes all cases except:   * Test results that are abnormal * The patient was admitted to an inpatient setting within 7 days of the date the test was reported * The test was a mammogram performed outside VHA | **Cases included in the denominator will pass if:**   * The patient has a My HealtheVet premium account OR * The patient had a face to face encounter with a physician/APN/PA <=14 days of the normal test report\* date OR * There is documentation that the results were communicated to the patient <=14 days of the normal test report\* date via   + Letter or   + Secure messaging or   + Telehealth or   + Telephone   \*If the test is a Pap test and the patient had an HPV, timeframe days will be calculated from the HPV report date |
| ctr21 | Abnormal Test Results Compliant with Directive | Includes all cases except:   * Test results that are normal * The patient was admitted to an inpatient setting within 7 days of the date the test was reported * The test was a mammogram performed outside VHA | **Cases included in the denominator will pass if:**   * The provider documented the abnormal test result did not require action or NO documentation the abnormal test result required action and one of the following:   + The patient has a My HealtheVet premium account or   + The patient had a face to face encounter with a physician/APN/PA <=14 days of the test report\* date or   + There is documentation that the results were communicated to the patient <=14 days of the test report\* date via     - Letter or     - Secure messaging or     - Telehealth or     - Telephone   OR   * The provider documented action was required for the abnormal test result and one of following   + The patient had a face to face encounter with a physician/APN/PA <=7 days of the test report\* date (documentation of discussion of results required) or   + There is documentation that the results were communicated to the patient <=7 days of the test report\* date via     - Certified letter or     - Telehealth or     - Telephone or     - Secure messaging   OR   * The abnormal test results were communicated >7 and <= 14 days and the provider documented a reason the results were not communicated timely and   + The results were communicated to the patient in a face to face encounter   \*If the test is a Pap test and the patient had an HPV, timeframe days will be calculated from the HPV report date |

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| **Mnemonic** | **Description** | **Denominator** | **Numerator** |
| ctr22 | All Test Results Compliant with Directive (Composite of ctr20 and ctr21) | Denominator of ctr20 plus denominator of ctr21 | Numerator of ctr20 plus Numerator of ctr21 |
| ctr23 | All Test Results Communicated within 30 Days of Test Report | * The patient was admitted to an inpatient setting within 7 days of the date the test was reported * The test was a mammogram performed outside VHA | The test result is normal and one of the following   * The patient has a My HealtheVet premium account OR * The patient had a face to face encounter with a physician/APN/PA <=30 days of the normal test report\* date OR * There is documentation that the results were communicated to the patient <=30 days of the normal test report\* date via   + Letter or   + Secure messaging or   + Telehealth or   + Telephone   OR   * The provider documented the abnormal test result did not require action or NO documentation the abnormal test result required action and one of the following:   + The patient has a My HealtheVet premium account or   + The patient had a face to face encounter with a physician/APN/PA <=30 days of the test report\* date or   + There is documentation that the results were communicated to the patient <=30 days of the test report\* date via     - Letter or     - Secure messaging or     - Telehealth or     - Telephone   OR   * The provider documented action was required for the abnormal test result and one of following   + The patient had a face to face encounter with a physician/APN/PA <=30 days of the test report\* date (documentation of discussion of results required) or   + There is documentation that the results were communicated to the patient <=30 days of the test report\* date via     - Certified letter or     - Telehealth or     - Telephone or     - Secure messaging   \*If the test is a Pap test and the patient had an HPV, timeframe days will be calculated from the HPV report date |