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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 |