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| Indicator | 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
* The test was a Pap test and the date of the report is not a valid date (99/99/9999)
 | 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 most recent of the Pap report date or the HPV report date\*If the record is pre-filled for an HCV-RNA but the test is not found on that date, the date an HCV-RNA was found OR if no HCV-RNA was found the date of an applicable screening test (e.g. HCV AB for Hepatitis C) will be used.\*If the record is pre-filled for an HIV confirmatory test but the test is not found on that date, the date an HIV confirmatory test was found OR if no HIV confirmatory test was found the date of an applicable screening test (e.g. ELISA) will be used. |

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| Indicator | Description | Denominator | Numerator |
| 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
* The test was a Pap test and the date of the report is not a valid date (99/99/9999)
 | 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 or action was taken 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 or action was taken 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 or Standard 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 most recent of the Pap report date or the HPV report date\*If the record is pre-filled for an HCV-RNA but the test is not found on that date, the date an HCV-RNA was found OR if no HCV-RNA was found the date of an applicable screening test (e.g. HCV AB for Hepatitis C) will be used.\*If the record is pre-filled for an HIV confirmatory test but the test is not found on that date, the date an HIV confirmatory test was found OR if no HIV confirmatory test was found the date of an applicable screening test (e.g. ELISA) will be used |

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| Indicator | 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 |

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| Indicator | Description | Denominator | Numerator |
| 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 was a Pap test and the date of the report is not a valid date (99/99/9999)
 | 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 or action was taken 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 or action was taken 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 or standard 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\*If the record is pre-filled for an HCV-RNA but the test is not found on that date, the date an HCV-RNA was found OR if no HCV-RNA was found the date of an applicable screening test (e.g. HCV AB for Hepatitis C) will be used.\*If the record is pre-filled for an HIV confirmatory test but the test is not found on that date, the date an HIV confirmatory test was found OR if no HIV confirmatory test was found the date of an applicable screening test (e.g. ELISA) will be used |