Health System (3 items, 3 points)
- Performance measurement
- Data feedback
- Formal QI activities

Delivery system redesign (8 items, 8 points)
- Advanced access
- Primary care teams
- Scheduling system used for physician continuity
- Non-physician educator for hypertension
- Nurse manager for hypertension
- Pre-visit planning for hypertension
- After visit follow-up for hypertension
- Follow-up on missed appointments for hypertension

Clinical information systems (10 items, 9 points)
- Registry for hypertension
- Problem lists
- Medication lists
- Flow sheets for hypertension
- Checklists of tests or interventions for hypertension
- Patient assessment questionnaire for hypertension
- Test tracking system (2)
- Referral tracking system
- EMR (with or without paper)

Decision support (9 items, 8 points)
- Guidelines for hypertension
- Guidelines for age appropriate preventive services
- Clinician reminders for hypertension
- Clinician reminders for prevention, risk assessments, and counseling (3)
- Abnormal tests alerts for clinicians (2)
- Abnormal test report protocol for patients

Self-management support (23 items, 12 points)
- Patient reminders for hypertension (3)
- Patient reminders for preventive services
- Self-management program for risk factors (5)
- Individualized patient education for hypertension
- Self-management programs for hypertension
- Self-management plans/materials for hypertension (3)
- Electronic information/communication for patients (4)
- Systematic risk factor screening (5)