

Measure #16c. Medical Home Family Index and Survey (MHFIS)

CARE COORDINATION MEASURE MAPPING TABLE

| | MEASUREMENT PERSPECTIVE | | |
|--|-------------------------|------------------------------------|---------------------------------|
| | <i>Patient/Family</i> | <i>Health Care Professional(s)</i> | <i>System Representative(s)</i> |
| CARE COORDINATION ACTIVITIES | | | |
| Establish accountability or negotiate responsibility | ■ | | |
| Communicate | □ | | |
| <i>Interpersonal communication</i> | ■ | | |
| <i>Information transfer</i> | ■ | | |
| Facilitate transitions | | | |
| <i>Across settings</i> | □ | | |
| <i>As coordination needs change</i> | □ | | |
| Assess needs and goals | ■ | | |
| Create a proactive plan of care | ■ | | |
| Monitor, follow up, and respond to change | ■ | | |
| Support self-management goals | ■ | | |
| Link to community resources | ■ | | |
| Align resources with patient and population needs | □ | | |
| BROAD APPROACHES POTENTIALLY RELATED TO CARE COORDINATION | | | |
| Teamwork focused on coordination | □ | | |
| Health care home | ■ | | |
| Care management | | | |
| Medication management | | | |
| Health IT-enabled coordination | | | |

Legend:

- = ≥ 3 corresponding measure items
- = 1-2 corresponding measure items

Medical Home Family Index and Survey (MHFIS)

Purpose: To provide a consumer report on practice performance, on the family experience of care, and detailed clinical, functional, satisfaction, and cost outcomes of child and family.

Format/Data Source: A 25-item Medical Family Home Index and a supplementary 47-item Family/Caregiver Survey. The index tracks to 3 of the 6 original MHI domains: (1) organizational capacity, (2) chronic condition management, and (3) care coordination.

Date: Measure released in 2005.¹

Perspective: Patient/Family

Measure Item Mapping:

(Index items are coded as I 1-25, and survey items are coded S 1-47)

- **Establish accountability or negotiate responsibility:** S 28, S 29, S 31-34, S 36
- **Communicate:**
 - *Between health care professional(s) and patient/family:* S 33
 - *Across health care teams or settings:* S 37
 - Interpersonal communication:
 - *Between health care professional(s) and patient/family:* I 3-6
 - *Participants not specified:* I 11d
 - Information transfer:
 - *Between health care professional(s) and patient/family:* I 7a, I 9, I 13, I 14, S 34
 - *Across health care teams or settings:* I 12a, I 12b
- **Facilitate transitions:**
 - Across settings: I 11a
 - As coordination needs change: I 18
- **Assess needs and goals:** I 2c, I 2d, I 7b, I 7c, S 33
- **Create a proactive plan of care:** I 7a-d, I 8, I 19
- **Monitor, follow up, and respond to change:** I 7d, I 10a, I 10c, I 11a, S 37
- **Support self-management goals:** I 10b, S 28, S 29, S 31, S 32
- **Link to community resources:** I 10b, I 11b, I 16, S 37
- **Align resources with patient and population needs:** I 11b, I 11c
- **Teamwork focused on coordination:** I 19, S 21
- **Health care home:** I 1-25

Development and Testing: The development of the questions and language of the MHFIS involved the input of parents. The MHFIS is not a validated measure but was developed to serve as a companion to the validated MHI. It has been used in a study and was administered to a sample of 300 parents across 10 practices.²

Link to Outcomes or Health System Characteristics: None described in the sources identified.

Logic Model/Conceptual Framework: Medical Home Model.

Country: United States

Past or Validated Applications*:

- **Patient Age:** Children
- **Patient Condition:** Combined Chronic Conditions, Children With Special Health Care Needs
- **Setting:** Primary Care Facility

*Based on the sources listed below and input from the measure developers.

Notes:

- All instrument items are located online.¹
- This instrument contains 72 items; 32 (25 index items, 7 survey items) were mapped.

Sources:

1. Center for Medical Home Improvement (CMHI) Web site. Available at: <http://www.medicalhomeimprovement.org/knowledge/practices.html#measurement>
Accessed: 20 September 2010.
2. McAllister JW, Sherrieb K, Cooley CW. Improvement in the family-centered medical home enhances outcomes for children and youth with special healthcare needs. *J Ambul Care Manage* 2009;32(3):188-96.