

Measure #17c. Primary Care Assessment Tool – Facility Expanded Edition (PCAT – FE)

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

Primary Care Assessment Tool – Facility Expanded Edition (PCAT – FE)

Purpose: To measure primary care quality and the extent to which it meets consumer needs, as identified from the facility perspective.

Format/Data Source: 153-item survey with coverage across 4 domains of primary care: (1) longitudinality, (2) accessibility, (3) comprehensiveness, and (4) coordination. Relevant subtopics include: (C) first contact – access, (D) ongoing care, (E) coordination, (F) coordination – information systems, (G) comprehensiveness – services available, (H) comprehensiveness – services provided, (I) family-centeredness, (J) community orientation, (K) culturally competent, and Other. Some questions are designated as specifically related to care coordination. However, other items in other domains may be relevant to care coordination, although they are not explicitly categorized as measuring care coordination. Responses provided on a Likert scale.

Date: Measure published in 1998.¹

Perspective: System Representative(s)

Measure Item Mapping:

- **Communicate:**
 - *Between health care professional(s) and patient/family:* E7
 - Interpersonal communication:
 - *Between health care professional(s) and patient/family:* C4, D2-D4, D6, E8, E12, I1, I4-I10
 - Information transfer:
 - *Between health care professional(s) and patient/family:* D10, E1, F1-F4, I2
 - *Across health care teams or settings:* E10, E11
- **Facilitate transitions:**
 - Across settings: E9
- **Assess needs and goals:** D7, D9, E8, I1, I11-I14
- **Monitor, follow up, and respond to change:** C8, E7, E11, E12, F7
- **Support self-management goals:** G1-G25, H1-H18
- **Link to community resources:** J13-J17, J21-J23
- **Align resources with patient and population needs:** C1-C9, I3, J1, J4-J9, K2-10
- **Health care home:** 14, D1
- **Medication management:** D13, F8, H7
- **Health IT-enabled coordination:** 13

Development and Testing: No testing was described in the sources identified. However, testing information is available for other versions.^{1,2}

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

Logic Model/Conceptual Framework: Based on a framework of primary care.³

Country: United States

Past or Validated Applications*:

- **Patient Age:** Not Applicable
- **Patient Condition:** Not Applicable
- **Setting:** Primary Care Facility

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

Notes:

- All instrument items are located online.¹
- This instrument contains 153 items; 114 were mapped.
- There are 4 expanded versions of this instrument addressing 4 perspectives: (1) child, (2) adult, (3) facility, and (4) physician. There are 4 short versions for each of the 4 perspectives as well.
- The PCAT-FE uses a majority of the same items across the same domains as the PCAT-PE.
- Versions of the PCAT tools are also available in Spanish, Catalan, Portuguese, Mandarin Chinese (both People's Republic of China and Taiwan), and Korean.¹
- The PCAT is in the process of being computerized, in administration as well as scoring, for widespread use around the world, including especially Southeast Asia, the Gulf States, several countries in Europe, South Africa, several countries in Latin America (especially Brazil and Uruguay), China and Hong Kong, and others. (B. Starfield, personal communication, September 8, 2010).
- The PCAT includes measures for consumers (i.e. health survey), patients, providers, facility managers and a system tool. All address primary care domains in a comparable way. For further information, please see Appendix IV for contact information or visit the Web site, which provides detailed instructions and implementation use.¹

Sources:

1. Johns Hopkins University Bloomberg School of Public Health. Available at: http://www.jhsph.edu/pcpc/pca_tools.html. Accessed: 20 September 2010.
2. Shi LY, Starfield BH, Xu J. Validating the Adult Primary Care Assessment Tool. *J Fam Pract* 2000; 50:161.
3. Starfield B. *Primary care: Concept, evaluation, and policy*. New York: Oxford University Press; 1992.
4. Starfield B, Cassady C, Nanda J, et al. Consumer experiences and provider perceptions of the quality of primary care: implications for managed care. *J Fam Pract* 1998;46:216-26.