

Measure #29. Follow-Up Care Delivery

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

Follow-Up Care Delivery

Purpose: To assess follow up care delivery for cancer patients in association with physician specialty.

Format/Data Source: A 16-item, cross-sectional survey covering 4 domains: (1) physician communication, (2) care coordination, (3) nursing care, and (4) interactions with office staff.

Date: Measure published in 2009.¹

Perspective: Patient/Family

Measure Item Mapping:

- **Communicate:**
 - *Between health care professional(s) and patient/family:* 1, 2, 4-6, 10
 - Information transfer:
 - *Between health care professional(s) and patient/family:* 9
 - *Across health care teams or settings:* 11
- **Monitor, follow up, and respond to change:** 1-16
- **Support self-management goals:** 4, 9
- **Teamwork focused on coordination:** 12

Development and Testing: The survey was predominantly a compilation of items from previously validated instruments regarding patient experiences with care. All items underwent cognitive and pilot testing prior to implementation. Bivariate associations, chi-squared tests, and multivariable logistic regression models were performed to test associations of specialty with care coordination, nursing care, quality of care, and more.¹

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

Logic Model/Conceptual Framework: None described in the source identified.

Country: United States

Past or Validated Applications*:

- **Patient Age:** Adults, Older Adults
- **Patient Condition:** Combined Chronic Conditions, Cancer/Oncology
- **Setting:** Primary Care Facility, Other Outpatient Specialty Care Facility

*Based on the source listed below.

Notes:

- For simplification purposes, in order to properly reference specific items within this profile, all instrument items found in Appendix 1 of the source article were consecutively numbered.¹
- This instrument contains 16 items; all 16 were mapped.

Source:

1. Haggstrom DA, Arora NK, Helft P, et al. Follow-up care delivery among colorectal cancer survivors most often seen by primary and subspecialty care physicians. *J Gen Int Med* 2009;24(2):472-79.