

Measure #37. Patient Perceptions of Care (PPOC)

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

Patient Perceptions of Care (PPOC)

Purpose: To measure and determine Veterans Administration (VA) patients' perceptions of care in community-based outpatient clinics (CBOCs).

Format/Data Source: Mailed, self-administered, 40-item, cross-sectional survey addressing 8 multi-item scales: (1) access and timeliness of care, (2) patient education/information, (3) patient preferences, (4) emotional support, (5) coordination of care (overall), (6) coordination of care (visit), (7) courtesy, and (8) specialty provider access. The Picker-Commonwealth approach was used to measure of patient perceptions of care.

Date: Measure published in 2002.¹

Perspective: Patient/Family

Measure Item Mapping:

- **Establish accountability or negotiate responsibility:** 13, 14, 28-31, 34
- **Communicate:**
 - *Between health care professional(s) and patient/family:* 8, 9, 15, 16, 20, 30, 31
 - Interpersonal communication:
 - *Between health care professional(s) and patient/family:* 18, 19, 27
 - Information transfer:
 - *Between health care professional(s) and patient/family:* 10-12, 14, 30, 31, 39, 40
 - *Across health care teams or settings:* 26
 - *Participants not specified:* 24, 25
- **Facilitate transitions:**
 - Across settings: 33
- **Assess needs and goals:** 14, 15, 17,
- **Create a proactive plan of care:** 28
- **Monitor, follow up, and respond to change:** 26, 32, 33
- **Support self-management goals:** 17, 28
- **Medication management:** 11, 12

Development and Testing: This measure is based on components of the 1998 VA National Outpatient Customer Satisfaction Survey, conducted by the VA National Performance Data Resource Center.¹ Similar items have been used in the Veterans Satisfaction Survey.²

Link to Outcomes or Health System Characteristics: Delivery of care through VA Community-based Outpatient Clinics (CBOCs) was associated with small, but significant improvements in the number of reported problems with care, as measured through the PPOC, over delivery at VA medical centers, even when controlling for patient health status.¹ Two domains of patient-centered care measured in the PPOC—communication between patients and providers and continuity of care—were also associated with better compliance rates for 12 recommended preventive care services at VA facilities.²

Logic Model/Conceptual Framework: The measures of patient perceptions of care included in the PPOC are based on the Picker-Commonwealth approach.¹

Country: United States

Past or Validated Applications*:

- **Patient Age:** Adults
- **Patient Condition:** General Population/Not Condition Specific
- **Setting:** Primary Care Facility, Other Outpatient Specialty Care Facility, Behavioral Health Care Facility

*Based on the sources listed below.

Notes:

- For simplification purposes, in order to properly reference specific items within this profile, all instrument items found in Appendix A of the source article were consecutively numbered.¹
- This instrument contains 40 items; 26 were mapped.
- Both the 1998 VA National Outpatient Customer Satisfaction Survey, conducted by the VA National Performance Data Resource Center, and the 1999 Veterans Satisfaction Survey (VSS) contained nearly identical items addressing patient-centered care. Only the portions of the VA surveys that address patient-centered care, and which were reported in the sources listed in this profile, are described here as the Patient Perceptions of Care Survey.^{1,2}

Sources:

1. Borowsky SJ, Nelson DB, Fortney JC, et al. VA Community-Based Outpatient Clinics: Performance measures based on patient perceptions of care. *Med Care* 2002;40(7):578-86.
2. Flach SD, McCoy KD, Vaughn TE, et al. Does patient-centered care improve provision of preventive services? *J Gen Int Med* 2004;19:1019-26.