

Measure #4e. CAHPS Patient-Centered Medical Home Supplementary Survey Child Version 1.1

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

*Indicates that the measure as a whole focuses on the health care home model.

CAHPS Patient-Centered Medical Home Supplementary Survey Child Version 1.1

Purpose: To assess processes of care and patients' experiences with care provided by patient-centered medical homes (PCMH). The PCMH supplementary survey consists of supplementary items designed for use with the CAHPS Clinician & Group survey child version 1.1.

Format/Data Source: An 11-item supplemental survey that can be added to the CAHPS Clinician & Group (CG-CAHPS) survey child version 1.1. Patients complete the survey, which addresses six domains: (1) access to care, (2) comprehensiveness, (3) self-management support, (4) shared decisionmaking, (5) coordination of care and (6) information about care and appointments.¹ Six composites may be calculated using data from the combined CG-CAHPS with PCMH supplement.²

Date: Measure released in 2011.¹

Perspective: Patient/Family

Measure Item Mapping:

- **Communicate:** PCMH2, PCMH5, PCMH7
 - *Between health care professional(s) and patient/family:* PCMH2, PCMH5
 - *Across health care teams or settings:* PCMH7
- **Facilitate transitions:**
 - Across settings: PCMH7
- **Assess needs and goals:** PCMH8, PCMH9
- **Monitor, follow up, and respond to change:** PCMH5
- **Health care home:** PCMH2, PCMH5, PCMH7, PCMH8, PCMH9, PCMH11*
- **Medication Management:** PCMH11

*The instrument as a whole focuses on the Health care home model. Only those items that map to at least one other care coordination domain are listed here.

Development and Testing: The CAHPS PCMH supplement was tested in 3,129 parents of pediatric patients from 33 child practices in the Boston area. The Cronbach's alpha for composite scores ranged between 0.57 and 0.88 for the combined child survey (core CG-CAHPS plus PCMH supplement). Practice-level reliability of individual PCMH supplement items ranged from 0.11 to 0.95. Some individual items were retained despite low practice-level reliability due to high salience to the principles of the PCMH model and evidence that they performed well in other CAHPS surveys. Items with low reliability were modified after the field test in response to qualitative feedback.²

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

Logic Model/Conceptual Framework: The CAHPS PCMH supplementary survey is based on the principles of the patient-centered medical home.³

Country: United States

Past or Validated Applications*:

- **Patient Age:** Children
- **Patient Condition:** General Population or Not Condition Specific
- **Setting:** Primary Care Facility, Other Outpatient Specialty Care Facility

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

Notes:

- All instrument items are located online.⁴
- Additional information about the survey is available online.¹
- This instrument consists of 11 items, of which 6 were mapped.
- A version of the PCMH Supplement Survey is also available for adults. It contains the 11 items included in the child survey, plus several additional items. The adult version is intended for inclusion in the CAHPS Clinician and Group Adult Version 2.0 Survey.⁴ See measure 4d for more information.
- A Spanish language version is available online.⁵
- In addition to the CAHPS Clinical and Group Survey, ambulatory care surveys include: (1) CAHPS Health Plan Survey, (2) CAHPS Surgical Care Survey, (3) ECHO Survey, (4) CAHPS Dental Plan Survey, (5) CAHPS American Indian Survey, and (6) CAHPS Home Health Care Survey.¹
- Facility Surveys are also available, including: (1) CAHPS Hospital Survey, (2) CAHPS In-Center Hemodialysis Survey, and (3) CAHPS Nursing Home Surveys.¹

Sources:

1. Agency for Healthcare Research and Quality. About the CAHPS Patient-Centered Medical Home (PCMH) Item Set. Washington, DC: 2011. Document No. 1314.
2. Scholle SH, Vuong O, Ding L, et al. Development of and field test results for the CAHPS PCMH Survey. *Med Care* 2012;50 Suppl:S2-10.
3. American Academy of Family Physicians, American Academy of Pediatrics, American College of Physicians, et al. Joint Principles of the Patient-Centered Medical Home. Washington, DC: Patient-Centered Primary Care Collaborative; 2007.
4. Supplemental Items for the Child Surveys 1.1. Agency for Healthcare Research and Quality. Available at: https://www.cahps.ahrq.gov/clinician_group/cgsurvey/childsupplementalitemseng1-1.pdf. Accessed: May 20 2012.
5. CAHPS Clinician and Group Surveys. Agency for Healthcare Research and Quality. Available at: https://www.cahps.ahrq.gov/clinician_group/. Accessed: May 20 2013.