

Measure #70. Patient Perception of Integrated Care Survey (PPIC)

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 Perception of Integrated Care Survey (PPIC)

Purpose: To measure the integration of patient care as experienced by patients.

Format/Data Source: A 62-item paper-based survey using yes/no and 4-point Likert-type scale responses. The measure assesses six factors of integrated care as experienced by patients: (1) Information flow to your doctor, (2) Information flow to your specialist, (3) Information flow to other providers in your doctor's office, (4) Coordination with home and community resources, (5) Post-visit information flow to the patient, and (6) Patient-centeredness.¹

Date: Measure released in 2010.¹

Perspective: Patient/Family

Measure Item Mapping:

- **Communicate:**
 - *Within teams of health care professionals:* 10, 26, 28
 - *Across health care teams or settings:* 41, 42
 - Interpersonal communication:
 - *Between health care professional(s) and patient/family:* 27
 - *Within teams of health care professionals:* 27
 - Information transfer:
 - *Between health care professional(s) and patient/family:* 18, 20
 - *Across health care teams or settings:* 46, 47, 52
- **Facilitate transitions:**
 - Across settings: 49, 50
- **Assess needs and goals:** 22, 23, 24, 38
- **Monitor, follow up, and respond to change:** 9, 18, 20, 35, 49
- **Support self-management goals:** 29, 30, 39, 50
- **Link to community resources:** 39
- **Teamwork focused on coordination:** 26, 27, 28
- **Medication Management:** 44

Development and Testing: Pilot testing in 1,289 patients with multiple chronic conditions from 13 primary care clinics in one Massachusetts-based delivery system demonstrated moderate to good internal reliability for the six factors identified through exploratory factor analysis (range of Cronbach's alphas 0.62 to 0.80), as well as good model fit.¹ A refined instrument was tested with 3,000 elderly patients with multiple chronic conditions from six physician practices within a different multispecialty physician group in Massachusetts. Additional measure testing and refinement of both the survey and the psychometric models is on-going, including two large, national samples of patients (S. Singer, personal communication, September 23, 2013).

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

Logic Model/Conceptual Framework: Based on a framework for measuring integrated patient care.²

Country: United States

Past or Validated Applications*:

- **Patient Age:** Not Age Specific
- **Patient Condition:** Combined Chronic Conditions, General Chronic Conditions, Multiple Chronic Conditions.
- **Setting:** Not Setting Specific

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

Notes:

- The version of the instrument mapped in this profile was provided by the measure developer (S. Singer, personal communication, April 11, 2013).
- The version of the instrument mapped in this profile contains 62 items, of which 23 were mapped.
- Spanish and Portuguese versions of this instrument are also available.¹
- Further information about this measure and related research is available online.³

Sources:

1. Singer SJ, Friedberg MW, Kiang MV, et al. Development and preliminary validation of the Patient Perceptions of Integrated Care survey. *Med Care Res Rev* 2013;70(2):143-64.
2. Singer SJ, Burgers J, Friedberg M, et al. Defining and measuring integrated patient care: promoting the next frontier in health care delivery. *Medical Care Research & Review* 2011;68(1):112-27.
3. Patient Perceptions of Integrated Care. Available at: <http://www.IntegratedPatientCare.org>. Accessed: September 24, 2013.