

Measure #72. Parents' Perceptions of Primary Care – (P3C)

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

Parents' Perceptions of Primary Care – (P3C)

Purpose: To measure parents' of experiences with their child's primary care for use as an indicator of pediatric primary care quality.

Format/Data Source: A 23-item survey completed by parents. Most questions are answered via a 5-point Likert scale indicating frequency of experience (never, sometimes, often, almost always, always). The survey focuses on 6 factors of high-quality pediatric care: (1) longitudinal continuity, (2) access, (3) communication, (4) contextual knowledge, (5) comprehensiveness, and (6) coordination of care. Higher scores on these factors indicate better care.¹

Date: Measure released in 2001.¹

Perspective: Patient/Family

Measure Item Mapping:

- **Communicate:**
 - *Between health care professional(s) and patient/family:* 6, 7, 8, 9, 14, 15, 16, 17
 - *Across health care teams or settings:* 5, 20, 21
 - Interpersonal communication:
 - *Between health care professional(s) and patient/family:* 10, 11, 12, 13
- **Facilitate transitions:**
 - Across settings: 18
- **Monitor, follow up, and respond to change:** 19
- **Support self-management goals:** 9, 14, 15, 16, 17

Development and Testing: The measure was piloted with 36 parents, who also provided feedback and suggestions, then administered to 3371 parents of students from 18 elementary schools (Kindergarten through 6th grade) from in a large, urban school district. Psychometric analyses demonstrated acceptable internal consistency for the measure total score (Cronbach's alpha 0.95) and for each of the 6 subscales (Cronbach's alphas ranged from 0.77 to 0.92). Factor analysis supported validity of the six subscales, each aligning with one of the factors hypothesized to be important for high-quality pediatric primary care. As expected, bivariate analyses showed that the mean total score on the measure varied significantly between three groups of parents expected to experience different quality of pediatric primary care: children with and without health insurance (those with insurance scored higher), parents completing the survey in English vs. other languages (those completing the measure in English scored higher), and children with a personal doctor (those with a personal doctor scored higher) ($p < 0.05$ for all comparisons). Mean scores differed significantly for each of the 6 subscale scores as well using the same set of comparisons ($p < 0.05$ for all comparisons).¹

Link to Outcomes or Health System Characteristics: In bivariate analyses, children experiencing higher quality primary care, as measured by the P3C instrument, also had higher reported quality of life as measured through the validated PedsQL instrument ($p < 0.01$).¹

Logic Model/Conceptual Framework: The measure is based on the Institute of Medicine's definition of primary care.²

Country: United States

Past or Validated Applications*:

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

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

Notes:

- All instrument items are located in the appendix of the source article.¹
- This instrument contains 23 items, of which 17 were mapped.
- Translations are available in Spanish, Vietnamese, and Tagalog.¹

Sources:

1. Seid M, Varni JW, Bermudez LO, et al. Parents' Perceptions of Primary Care: measuring parents' experiences of pediatric primary care quality. *Pediatrics* 2001;108(2):264-70.
2. Donaldson M, Yordy K, Lohr K, et al. *Primary Care: America's Health in a New Era*. Washington, DC: National Academy Press; 1996.