

Measure #74. Safety Net Medical Home Provider Experience Survey

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 focused on the Health care home model.

Safety Net Medical Home Provider Experience Survey

Purpose: To measure health care professionals' perceptions of patient-centered medical home (PCMH) characteristics and associated quality improvement in safety net clinics.

Format/Data Source: A 57-item survey asking a variety of health care professionals and staff practicing in safety net clinics to report their experiences with implementation of PCMH characteristics. The survey contains questions addressing 5 subscales, which include: (1) access to care and communication with patients, (2) communication with other providers, (3) tracking data, (4) care management, and (5) quality improvement. Response choices used a 5-point Likert-type scale and are then rescaled to a range of 1 – 100 points, with 0 indicating worst and 100 indicating best. Four of the five subscale scores are averaged to create a total PCMH score (excludes communication with other providers).¹

Date: Measure released in 2010.¹

Perspective: Health Care Professional

Measure Item Mapping:

- **Establish accountability or negotiate responsibility:** 1a, 1b
- **Communicate:**
 - *Across health care teams or settings:* 2a, 2b, 2c, 14d
 - Interpersonal communication:
 - *Between health care professional(s) and patient/family:* 14b, 14c
 - *Within teams of health care professionals:* 12d
- **Facilitate transitions:**
 - Across settings: 2a, 2b, 2c
- **Assess needs and goals:** 6c
- **Monitor, follow up, and respond to change:** 3b, 14f
- **Support self-management goals:** 6d, 14a
- **Link to community resources:** 6f
- **Align resources with patient and population needs:** 6b, 6c
- **Teamwork focused on coordination:** 6e
- **Health care home:** 1a, 1b, 2a, 2b, 2c, 3b, 6b, 6c, 6d, 6e, 6f, 12d, 14a, 14b, 14c, 14d, 14f*

*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: Questions were selected for each subscale based on content validity. Cronbach's alphas for the 5 subscales ranged from 0.48 (5-item access to care and communication with patients subscale) to 0.82 (7-item care management subscale), with an overall alpha of 0.87 for the total PCMH score.¹

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

Logic Model/Conceptual Framework: The 2008 National Committee for Quality Assurance PCMH standards.³

Country: United States

Past or Validated Applications*:

- **Patient Age:** Not applicable
- **Patient Condition:** Not applicable
- **Setting:** Primary Care Facility

*Based on the sources listed below.

Notes:

- All instrument items are located online.²
- This instrument contains 57 items, of which 17 were mapped.
- A version to assess staff experience is also available.

Sources:

1. Lewis SE, Nocon RS, Tang H, et al. Patient-Centered Medical Home Characteristics and Staff Morale in Safety Net Clinics. *Archives of Internal Medicine* 2012;172(1):23-31.
2. Commonwealth Fund. Safety Net Medical Home Provider Experience Survey. Available at: <http://www.commonwealthfund.org/Innovations/Tools/2012/Jan/~//media/Files/Innovations/Jan/3a%20%20Provider%20Experience%20Survey.pdf>. Accessed: August 5, 2013.
3. National Committee for Quality Assurance. PCMH Standards & Guidelines. Available at: <http://www.ncqa.org/tabid/1016/Default.aspx>. Accessed: August 1, 2011.