

## Measure #77. Communication with Referring Physicians Practice Improvement Module (CRP-PIM)

**CARE COORDINATION MEASURE MAPPING TABLE**

	MEASUREMENT PERSPECTIVE		
	<i>Patient/Family</i>	<i>Health Care Professional(s)</i>	<i>System Representative(s)</i>
<b>CARE COORDINATION ACTIVITIES</b>			
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		□	
<b>BROAD APPROACHES POTENTIALLY RELATED TO CARE COORDINATION</b>			
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

# Communication with Referring Physicians Practice Improvement Module (CRP-PIM)

**Purpose:** To assess communication between referring physicians and physician consultants to whom they regularly refer patients.

**Format/Data Source:** A 35-item telephone or internet survey completed by referring physicians to assess communication and care coordination performed by physician consultants to whom they have referred patients over the previous 12 months. Items are grouped into nine sections assessing: (1) the consulting physician, (2) contacting the consulting physician, (3) communications from the consulting physician, (4) coordination of care, (5) surgery or invasive procedures performed by the consulting physician, (6) overall rating of the consulting physician, (7) the consulting physician's office staff, (8) about referring practices, and (9) about the respondent. Response scales include 6-point Likert-type responses and yes/no responses.

**Date:** Measure released in 2009.<sup>1</sup>

**Perspective:** Health Care Professional(s)

## Measure Item Mapping:

- **Establish accountability or negotiate responsibility:** 3, 7, 8, 9, 15, 16, 17, 18, 22
- **Communicate:**
  - *Across health care teams or settings:* 8, 9, 10, 11, 16, 18, 22, 23, 24
  - Interpersonal communication:
    - *Between health care professional(s) and patient/family:* 13
  - Information transfer:
    - *Across health care teams or settings:* 20, 29
- **Facilitate transitions:**
  - Across settings: 4, 6, 8, 9, 18, 23, 24
- **Monitor, follow up, and respond to change:** 23, 24
- **Align resources with patient and population needs:** 10

**Development and Testing:** To evaluate the survey, 803 consulting physicians requested feedback from over 12,000 physicians who regularly refer patients to them (average 15.21 referring physicians per consultant). Factor loading showed that item ratings were associated with two distinct dimensions of communication: contacting/communication with the consultant, and helpfulness of the consultant's office staff. Correlation between the two category ratings was 0.41 ( $p < .001$ ). Further analyses suggested good reliability.<sup>1</sup>

**Link to Outcomes or Health System Characteristics:** Consulting physicians whose practice provided 24/7 nonphysician staff and telephone coverage for referring physicians, as well as those whose practice used a system outside the medical record to track referrals to and from other physicians, received significantly higher ratings on the helpfulness of office staff, as rated by referring physicians ( $p < 0.01$ ).<sup>1</sup>

**Logic Model/Conceptual Framework:** None described in the source identified.

**Country:** United States

**Past or Validated Applications\*:**

- **Patient Age:** Not Applicable
- **Patient Condition:** Not Applicable
- **Setting:** Primary Care Facility, Other Outpatient Specialty Care Facility

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

**Notes:**

- Instrument items may be requested from the American Board of Internal Medicine.
- This instrument contains 35 items, of which 18 were mapped.
- This instrument is one of 15 Web-based practice improvement modules for practicing physicians available from the American Board of Internal Medicine.

**Sources:**

1. Hess BJ, Lynn LA, Holmboe ES, et al. Toward Better Care Coordination Through Improved Communication With Referring Physicians. *Academic Medicine* 2009;84(10):S109-S12.