

Measure #79. National Survey of Physicians Organizations and the Management of Chronic Illness II (NSPO-2)

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

National Survey of Physicians Organizations and the Management of Chronic Illness II (NSPO-2)

Purpose: To measure the degree of adoption of primary care medical home (PCMH) infrastructure components (physician-directed care, care coordination/integration, quality and safety, and enhanced access) in large primary care practices and multispecialty medical groups.

Format/Data Source: A 221-item survey completed by medical directors, presidents, or chief operating officers of medical groups and independent practice associations with more than 20 physicians and who treat patients with specific chronic diseases (asthma, diabetes, congestive heart failure, or depression). The survey takes approximately 35 minutes to complete by telephone. Survey responses can be combined to create a PCMH index ranging from 0 to 20, where a greater score indicates greater implementation of PCMH infrastructure components.¹

Date: Measure released in 2008.²

Perspective: System Representative(s)

Measure Item Mapping:

- **Establish accountability or negotiate responsibility:** C41, C42, C43, C44, C45, C46, C47, C48, C49, D5
- **Communicate:**
 - Interpersonal communication:
 - *Between health care professional(s) and patient/family:* B30
 - *Within teams of health care professionals:* C49
 - Information transfer:
 - *Between health care professional(s) and patient/family:* B16
 - *Within teams of health care professionals:* B13, B14
 - *Across health care teams or settings:* B17, B19, B21, B23, B25, B27, B29, D9
 - *Participants not specified:* G2
- **Assess needs and goals:** C46, G1, H5
- **Monitor, follow up, and respond to change:** C17, C18, C19, C20, C21, C22, C23, C24, D2, G3
- **Support self-management goals:** C25, C26, C27, C28, C29, C30, C31, C32, D3
- **Align resources with patient and population needs:** C25, C26, C27, C28, C29, C30, C31, C32, C41, C42, C43, C44, C45, C46, C47, C48, C51, D3, D5, G16
- **Teamwork focused on coordination:** C49, D10
- **Care management:** C41, C42, C43, C44, C45, C46, C47, C48, D5, D9, D10
- **Health IT-enabled coordination:** B13, B14, B16, B18, B20, B22, B24, B26, B28, B30

Development and Testing: None described in the source identified.

Link to Outcomes or Health System Characteristics: Among 291 medical groups, larger groups (measured by number of physicians) scored higher on the PCMH Index calculated from the NSPO-2 survey, indicating greater implementation of PCMH infrastructure components.¹ In

a sample of 1,164 small or medium sized physician practices (<20 physicians), practices that participated in an independent practice association or a practice-hospital organization were significantly more likely to offer greater care management processes to their patients, including using a registry to track patients with chronic disease, providing reminders to patients about needed follow-up care, and using nurse care managers to coordinate with patients between office visits ($p<0.05$).³

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

Country: United States

Past or Validated Applications*:

- **Patient Age:** Adults
- **Patient Condition:** Combined Chronic Conditions, General Chronic Conditions
- **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.²
- This instrument contains 221 items, of which 53 were mapped.
- Version 3 of this measure has been developed, but has not yet been publicly released.

Sources:

1. Rittenhouse DR, Casalino LP, Gillies RR, et al. Measuring the medical home infrastructure in large medical groups. *Health Affairs* 2008;27(5):1246-58.
2. University of California at Berkeley. National Study of Physician Organizations. Available at: <http://nspo.berkeley.edu/Instruments.htm>. Accessed: August 29, 2013.
3. Casalino LP, Wu FM, Ryan AM, et al. Independent practice associations and physician-hospital organizations can improve care management for smaller practices. *Health Aff (Millwood)* 2013;32(8):1376-82.