### Measure #4d. CAHPS Patient-Centered Medical Home Supplementary Survey Adult Version 2.0

#### CARE COORDINATION MEASURE MAPPING TABLE

<table>
<thead>
<tr>
<th>CARE COORDINATION ACTIVITIES</th>
<th>MEASUREMENT PERSPECTIVE</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Patient/Family</td>
</tr>
<tr>
<td>Establish accountability or negotiate responsibility</td>
<td></td>
</tr>
<tr>
<td>Communicate</td>
<td>■</td>
</tr>
<tr>
<td>Interpersonal communication</td>
<td></td>
</tr>
<tr>
<td>Information transfer</td>
<td></td>
</tr>
<tr>
<td>Facilitate transitions</td>
<td></td>
</tr>
<tr>
<td>Across settings</td>
<td>□</td>
</tr>
<tr>
<td>As coordination needs change</td>
<td></td>
</tr>
<tr>
<td>Assess needs and goals</td>
<td>□</td>
</tr>
<tr>
<td>Create a proactive plan of care</td>
<td></td>
</tr>
<tr>
<td>Monitor, follow up, and respond to change</td>
<td>□</td>
</tr>
<tr>
<td>Support self-management goals</td>
<td></td>
</tr>
<tr>
<td>Link to community resources</td>
<td></td>
</tr>
<tr>
<td>Align resources with patient and population needs</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>BROAD APPROACHES POTENTIALLY RELATED TO CARE COORDINATION</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Teamwork focused on coordination</td>
<td></td>
</tr>
<tr>
<td>Health care home</td>
<td>■*</td>
</tr>
<tr>
<td>Care management</td>
<td></td>
</tr>
<tr>
<td>Medication management</td>
<td>■</td>
</tr>
<tr>
<td>Health IT-enabled coordination</td>
<td></td>
</tr>
</tbody>
</table>

**Legend:**
- ■ = ≥ 3 corresponding measure items
- □ = 1-2 corresponding measure items
- *Indicates that the measure as a whole focuses on the health care home model.
CAHPS Patient-Centered Medical Home Supplementary Survey Adult Version 2.0

Purpose: To assess processes of care and patients' experiences with care provided by patient-centered medical homes (PCMH). The PCMH supplementary survey consists of supplementary items designed for use with the CAHPS Clinician & Group survey adult version 2.0.

Format/Data Source: An 18-item supplemental survey that can be added to the CAHPS Clinician & Group (CG-CAHPS) Version 2.0 survey. Patients complete the survey, which addresses six domains: (1) access to care, (2) comprehensiveness, (3) self-management support, (4) shared decisionmaking, (5) coordination of care, and (6) information about care and appointments. Six composites may be calculated using data from the combined CG-CAHPS with PCMH supplement.

Date: Measure released in 2011.

Perspective: Patient/Family

Measure Item Mapping:
- Communicate: PCMH2, PCMH5, PCMH11
  - Between health care professional(s) and patient/family: PCMH2, PCMH5
  - Across health care teams or settings: PCMH11
- Facilitate transitions:
  - Across settings: PCMH11
- Assess needs and goals: PCMH12, PCMH13
- Monitor, follow up, and respond to change: PCMH5
- Health care home: PCMH2, PCMH5, PCMH6, PCMH7, PCMH8, PCMH9, PCMH11, PCMH12, PCMH13, PCMH15
- Medication Management: PCMH6, PCMH7, PCMH8, PCMH9, PCMH15

*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: The CAHPS PCMH supplement was tested in 1,790 patients from 10 adult practices in the Boston area. The Cronbach’s alpha for composite scores ranged between 0.61 and 0.91 for the combined adult survey (core CG-CAHPS plus PCMH supplement). Practice-level reliability of individual PCMH supplement items ranged from 0.09 to 0.92. Some individual items were retained despite low practice-level reliability due to high salience to the principles of the PCMH model and evidence that they performed well in other CAHPS surveys. Items with low reliability were modified after the field test in response to qualitative feedback.

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

Logic Model/Conceptual Framework: The CAHPS PCMH supplementary survey is based on the principles of the patient-centered medical home.
Country: United States

Past or Validated Applications*:

- **Patient Age:** Adults
- **Patient Condition:** General Population or Not Condition Specific
- **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.⁴
- Additional information about the survey is available online.¹
- This instrument consists of 18 items, of which 10 were mapped.
- A version of the PCMH Supplement Survey is also available for children. It contains 11 of the 18 items included in the adult version and is intended for inclusion in the CAHPS Clinician and Group Child Version 1.1 Survey.⁵ See measure 4e for more information.
- A Spanish language version is available online.⁶
- In addition to the CAHPS Clinical and Group Survey, ambulatory care surveys include: (1) CAHPS Health Plan Survey, (2) CAHPS Surgical Care Survey, (3) ECHO Survey, (4) CAHPS Dental Plan Survey, (5) CAHPS American Indian Survey, and (6) CAHPS Home Health Care Survey.¹
- Facility Surveys are also available, including: (1) CAHPS Hospital Survey, (2) CAHPS In-Center Hemodialysis Survey, and (3) CAHPS Nursing Home Surveys.¹

Sources: