

Assessing Patient-Centered Medical Homes from the Patient Perspective:

Developing the CAHPS[®] Clinician & Group PCMH Survey

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- **Emphasis on patients**
 - What patients value with respect to the setting of care
 - Aspects of care for which patients are the best or only source of information
 - Extensive testing with patients and families
- **Reports and ratings about experiences**
- **Standardization**
 - Questionnaires, data collection protocols, analysis, reporting
- **Multiple versions for diverse populations**
 - Adult; Child; English & Spanish versions
- **All CAHPS surveys and products are in the public domain**

CAHPS Clinician & Group Survey: Patient-Centered Medical Home Version



* NQF endorsed

Overview of CAHPS C&G PCMH Surveys

- **Expanded CAHPS C&G PCMH Surveys are appropriate for all primary care practices (PCMH and non-PCMH)**
- **Versions for Adult and Pediatric Populations**
- **Appropriate for general population**
- **12-month “look-back” period**
- **Referent is “provider” or “provider’s office”**

- **Increasing attention to patient engagement was a key driver in NCQA's update of its PCMH recognition program.**
- **NCQA conducted public comment to identify priorities for a PCMH survey**
- **Then worked with the CAHPS team to develop and test items**

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- Public comment on priority topics for PCMH survey (NCQA)
 - Technical Expert Panels (CAHPS and NCQA)
 - Literature review
 - Focus group feedback (Adult patients & Parents)
 - Cognitive testing (English and Spanish)
 - Draft survey instruments for Field Test
 - NCQA Field Test (Adult & Child; English)
 - Psychometric analysis & Instrument refinement
 - NCQA Public Comment Period
 - Instrument Refinement
 - Public Release of C&G Survey with PCMH questions

- **Clinician & Group**

- Access to Care
- Communication
- Office Staff

- **PCMH**

- Comprehensiveness
- Self Management Support
- Shared Decision Making
- Coordination of Care
- Information about Care and Appointments

- **PCMH Shared Decision Making Items**
 - Screen for eligible respondents
 - Provider talked about reasons to take a medicine
 - Provider talked about reasons not to take a medicine
 - Provider asked what you thought was best for you regarding medicine
- **Notes**
 - Only in Adult questionnaire. Taking prescription meds more rare in Pediatric population; SDM items included as pediatric supplemental set
 - Tested Shared Decision Making related to surgery but incidence was too low

- **PCMH Self Management Support Items**
 - Work with you to set specific goals for your health
 - Ask you if there are things that make it hard for you to take care of your health
- **Notes**
 - PCMH Items are designed for a general population
 - Supplemental Items in development for surveying a population with chronic conditions

CAHPS C&G Core:

Composite Measures

- Getting Timely Appointments, Care & Information (5 items)
- How Well Providers Communicate With Patients (6 items)
- Helpful, Courteous Office Staff (2 items)

Child Survey Adds

- Provider's attention to your child's growth & development (6)
- Provider's advice on keeping your child safe & healthy (5)

Provider Rating

{PLUS ...}

- **PCMH Composite Measures**

- Providers pay attention to your mental or emotional health
(Adult only; 3 items)
- Providers support you in taking care of your own health
(2 items)
- Providers discuss medication decisions
(Adult only; 3 items)

- The expanded Clinician & Group 12-Month Survey with PCMH Items is available for free download on the CAHPS Web site:

www.CAHPS.AHRQ.gov

- **Users of CAHPS survey products and results have access to free resources:**
 - CAHPS Clinician & Group Surveys and Instructions
 - CAHPS Database
 - Current information about CAHPS products
 - Educational conferences and webcasts
 - One-on-one technical assistance

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- Visit the CAHPS Website:
www.cahps.ahrq.gov
 - Call the Help Line:
1-800-492-9261
 - Write the Help Line:
cahps1@ahrq.gov



Thank you!