

**Table 1. Summary of Existing Focus Group Protocol Questions that Address Public Comments Received Regarding CMS’s Planned Information Collection for the Evaluation of the Multi-payer Advanced Primary Care Practice Demonstration**  
(Document Identifier: CMS-10479)

Commenter’s Feedback	Protocol	Question #	Question Text
<p><i>Ready Access:</i> Focus group questions should seek to learn from patients and their caregivers:</p> <ul style="list-style-type: none"> <li>• Whether they are able to schedule appointments promptly—on the same day if needed—and experience brief waiting times.</li> <li>• Whether a care team member is available by phone, email, or in person nights, weekends, and on holidays, and has ready access to the patient’s information.</li> <li>• Whether the patient has had difficulties accessing providers, either providers they previously used or new providers they would like to see.</li> <li>• Whether the patient has had difficulties access services, either service they previously received or new services they believe they need.</li> </ul>	Beneficiaries	9, 9abc, 11	<p>9. How easy or hard is it for you to get an appointment with a provider at this practice when you need one? [PROBES: Can you schedule a same day appointment for urgent needs? Can you schedule an appointment for nights, or weekends, or holidays? Did the practice change its hours of operation? If so, how? Are the practice’s hours more convenient for you?]</p> <p>What ways can you can now schedule an appointment? [PROBES: online through a patient portal, leaving a message at the clinic and someone calls you back, scheduling an appointment before you leave the hospital.] What do you think about these different ways of scheduling an appointment? [PROBES: What do you like about it? What are some things you don’t like about it?]</p> <p>Has scheduling an appointment gotten better, worse, or about the same over the past year or so? How has it gotten better or worse?</p> <p>How are wait times for your appointments? Have they gotten better or worse?</p> <p>In that past year, have you noticed any other changes in the way your primary care practice is working now that makes it easier or harder for you to get the care you need, when you need it?</p>

(continued)

**Table 1. continued**

Commenter's Feedback	Protocol	Question #	Question Text
<p><i>Ready Access:</i> Focus group questions should seek to learn from patients and their caregivers:</p> <ul style="list-style-type: none"> <li>• Whether they are able to schedule appointments promptly—on the same day if needed—and experience brief waiting times.</li> <li>• Whether a care team member is available by phone, email, or in person nights, weekends, and on holidays, and has ready access to the patient's information.</li> <li>• Whether the patient has had difficulties accessing providers, either providers they previously used or new providers they would like to see.</li> <li>• Whether the patient has had difficulties access services, either service they previously received or new services they believe they need.</li> </ul>	Caregivers	10, 10abc, 12	<p>How easy or hard is it for you or the person you care for to get an appointment when he/she needs one? [PROBES: Can they get a same day appointment for urgent needs? Can they get an appointment for nights, or weekends, or holidays? Did the practice change its hours of operation? If so, how? Are the practice's hours more convenient for the person you care for?]</p> <p>In what ways can appointments be scheduled with a provider? [PROBES: online through a patient portal, leaving a message at the clinic and someone calls back, scheduling an appointment before leaving the hospital.]</p> <p>Has scheduling an appointment gotten better, worse, or about the same over the past year or so?</p> <p>How are wait times for appointments? Have they gotten better or worse?</p> <p>In the past year, have you noticed any other changes in the way the primary care practice is working now that makes it easier or harder for you to help the person you care for to get the care he/she needs, when he/she needs it?</p>
<p><i>Ready Access:</i> Focus group questions should seek to learn from patients and their caregivers whether access goes beyond office visits or phone calls to include other forms of access, such as e-visits or secure messaging between patient, care team member, and family caregiver as appropriate.</p>	Beneficiaries	10	<p>Some practices have added a patient portal to their website where patients can access lab or test results, contact their providers electronically, or schedule appointments electronically. Does your practice have a website that allows you to do any of these things? [PROBES: Have you used this website, online tool or patient portal?]</p>

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**Table 1. continued**

Commenter's Feedback	Protocol	Question #	Question Text
<p><i>Ready Access:</i> Focus group questions should seek to learn from patients and their caregivers whether the practice is accommodating the needs of patients with limited physical mobility, limited English proficiency, low health literacy skills, cultural differences, disabilities, or other issues that could impede access to needed examination and treatment and patient self-management.</p>	Beneficiaries	6, 6a	<p>How well do providers at your primary care practice understand your own unique views? Do they consider your cultural beliefs and values when they talk to you about your health condition or treatment options? [PROBE: Do they understand challenges that you may have to making a weekly appointment or to getting care at a facility across town, language barriers, or other things that are important to you that may get in the way of your health care?]</p> <p>How could the staff at your primary care practice better understand your values, your preferences for treatment, or just understand your unique needs?</p>
<p><i>Ready Access:</i> Focus group questions should seek to learn from patients and their caregivers whether the practice is accommodating the needs of patients with limited physical mobility, limited English proficiency, low health literacy skills, cultural differences, disabilities, or other issues that could impede access to needed examination and treatment and patient self-management.</p>	Caregivers	7, 7a	<p>How well do providers understand the unique needs of the person you care for? Do they consider his/her cultural beliefs and values when they talk to you or the person you care for about his/her health condition or treatment options? [PROBES: Do they understand challenges that you or the person you care for may have in making a weekly appointment or in getting care at a facility across town, language barriers, or other things that are important that may get in the way of the health of the person you care for?]</p> <p>How could the providers at the primary care practice better understand his/her values, his/her preferences for treatment, or just understand his/her unique needs?</p>

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**Table 1. continued**

Commenter's Feedback	Protocol	Question #	Question Text
<p><i>Communication:</i> Focus groups should assess whether the doctor/care team talks with the patient and family caregiver—in a way that is easy to understand—about the patient's health condition, test results, treatment options, and care instructions. Did the provider use medical words the patient/family caregiver did not understand?</p> <p>Focus Groups should assess whether the doctor and care team listen carefully to the patient and family caregiver.</p>	Beneficiaries	8	<p>In what ways does your primary care practice support patients and their caregivers getting involved in their own care? [PROBE: Does your provider talk to you about your condition or treatment options in a way that is easy for you to understand? Does your provider use medical words that are easy for you to understand? Does your provider explain the pros and cons of different treatment options? Does your provider listen carefully to your concerns? Is your provider willing to answer your questions?]</p>
<p><i>Communication:</i> Focus groups should assess whether written instructions were provided to follow up on the meetings.</p>	Caregivers	3a	<p>When the person you care for last saw his/her provider, did the provider give you or the person you care for any instructions or things to work on between visits? [If yes: Were written instructions provided?] Have they always done this or is this something that has changed in the past year or so?</p>
<p><i>Care coordination:</i> Focus groups should assess whether the patient/family caregiver has a “go to” person on the care team to help them navigate the system.</p>	Beneficiaries	<p>17 (NOTE: Language will be tailored to specific state context)</p>	<p>Do you have a care coordinator, care manager, social worker, or someone else who calls you every so often, or that you can call when you have questions?</p>
<p><i>Care coordination:</i> Focus groups should assess whether the patient/family caregiver has a “go to” person on the care team to help them navigate the system.</p>	Caregivers	<p>18 (NOTE: Language will be tailored to specific state context)</p>	<p>Does the person you care for have a care coordinator, care manager, social worker, or someone else who calls you or him/her every so often, or that you can call when you have questions?</p>

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**Table 1. continued**

Commenter's Feedback	Protocol	Question #	Question Text
<i>Care coordination:</i> Focus groups should assess whether the patient, and family caregiver as appropriate, worked collaboratively with the care team to develop and update an individualized care plan, as needed but at least annually.	Beneficiaries	5c	Has your primary care practice worked with you to develop a care plan? What kind of information or instructions are in this care plan? [PROBES: Does it include personal, patient-centered health goals (e.g., “to live long enough to attend my son’s wedding” or “to be able to walk to the mailbox without getting out of breathe”)?]
<i>Care coordination:</i> Focus groups should assess whether the patient, and family caregiver as appropriate, worked collaboratively with the care team to develop and update an individualized care plan, as needed but at least annually.	Caregivers	6c	Has your primary care practice worked with you to develop a care plan for the person you care for? What kind of information or instructions are in this care plan? [PROBES: Does it include personal, patient-centered health goals (e.g., “to live long enough to attend my son’s wedding” or “to be able to walk to the mailbox without getting out of breathe”)?]
<i>Care coordination:</i> Focus groups should assess whether the patient receives help choosing specialists and obtaining appointments.	Beneficiaries	14	How does your primary care practice play a role in getting you to see a specialist? [PROBES: Do they make referrals? Do they make the appointment for you?]
<i>Care coordination:</i> Focus groups should assess whether the patient receives help choosing specialists and obtaining appointments.	Caregivers	15	What role does their primary care practice play when he/she needs to see a specialist? [PROBES: Do they make referrals? Do they make the appointment for the person you care for or ask you to do it?]
<i>Care coordination:</i> Focus groups should assess whether multidisciplinary teams are coordinating the care patients are getting from all their health care providers—such as physicians, hospitals, home care agencies, nursing homes, and community resources.	Beneficiaries	14–18	Questions ask about a variety of possible care team members and their care coordination activities.

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**Table 1. continued**

Commenter's Feedback	Protocol	Question #	Question Text
<p><i>Care coordination:</i> Focus groups should assess whether multidisciplinary teams are coordinating the care patients are getting from all their health care providers—such as physicians, hospitals, home care agencies, nursing homes, and community resources.</p>	<p>Caregivers</p>	<p>15–19</p>	<p>Questions ask about a variety of possible care team members and their care coordination activities.</p>
<p><i>Care coordination:</i> Focus groups should assess whether there is support for transitions across care settings (including discharge from hospital to home) with appropriate involvement of the patient's primary care provider.</p>	<p>Beneficiaries</p>	<p>16, 16a</p>	<p>When you go to your primary care practice for a medical visit, does your provider know if you've visited the emergency room, been hospitalized or had a nursing home or rehabilitation stay since your last office visit?</p> <p>Do you think your primary care practice knows about new prescriptions or procedures that were done?</p>
<p><i>Care coordination:</i> Focus groups should assess whether there is support for transitions across care settings (including discharge from hospital to home) with appropriate involvement of the patient's primary care provider.</p>	<p>Caregivers</p>	<p>17, 17a</p>	<p>When the person you care for goes to his/her primary care practice for a medical visit, does his/her provider know if he/she has visited the emergency room, been hospitalized or had a nursing home or rehabilitation stay since their last office visit? Has this always been the case or have you noticed any changes in the past year or so?</p> <p>Do you think the primary care practice knows about new prescriptions or procedures that were done? Has this always been the case or have you noticed any changes in the past year or so? How do you think they know? Has this always been the case or have you noticed any changes in the past year or so?</p>

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**Table 1. continued**

Commenter's Feedback	Protocol	Question #	Question Text
<p><i>Care coordination:</i> Does the patient know whether her/his information is being shared among practices, specialists, and other facilities (hospitals, EDs, labs, SNFs, home health agencies, community support services). For example, do the patient and his/her providers have access to the patient's individualized care plan? Does the patient know whether the primary care practice is tracking the patient's referrals and test results? Is the patient receiving appropriate follow-up care and help from the medical home in understanding results and treatment recommendations?</p>	Beneficiaries	15	<p>You may need to get lab work done, get an x-ray, or other tests during your office visit with a specialist. How do you usually learn about the results of these tests? [PROBES: Who tells you about the results? How do they contact you? How soon do you usually find out?]</p>
<p><i>Care coordination:</i> Does the patient know whether her/his information is being shared among practices, specialists, and other facilities (hospitals, EDs, labs, SNFs, home health agencies, community support services). For example, do the patient and his/her providers have access to the patient's individualized care plan? Does the patient know whether the primary care practice is tracking the patient's referrals and test results? Is the patient receiving appropriate follow-up care and help from the medical home in understanding results and treatment recommendations?</p>	Caregivers	16	<p>The person you care for may need to get lab work done, get an x-ray, or other tests during an office visit. How do you or the person you care for usually learn about the results of these tests? [PROBES: Who tells you or him/her about the results? How do they contact you or him/her? How soon do you or he/she usually find out?]</p>

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**Table 1. continued**

Commenter's Feedback	Protocol	Question #	Question Text
<i>Inclusion of family caregivers:</i> Focus group questions can help to elicit whether the medical home offered appropriate support for family caregivers as needed (e.g. assistance, training, education, or connections to community resources or services).	Caregivers	5	What do the providers at the primary care practice of the person you care for do that helps you to take better care of the person you care for? [PROBES: Reviews the medications that he/she takes with you; gives you advice on nutrition/meal plans; teaches you ways to provide care; writes instructions for you; asks you about household hazards, such as scatter rugs that someone could trip or slip on]
<i>Connection to Community Resources:</i> Focus group questions should elicit from patients and their family caregivers whether patients are receiving the community-based resources they want and need when they need them.	Beneficiaries	18	Care coordinators or social workers also may help you find resources in the community to better manage your care. These people could help you if you are experiencing some sadness or challenges in your life, need help getting to the grocery store or the pharmacy or need help with other basic needs. Has anyone at your primary care practice told you about non-medical services in your community that they thought you could benefit from? [PROBES: Meals on Wheels, housing support, social activities at the local seniors' center, support groups?]
<i>Connection to Community Resources:</i> Focus group questions should elicit from patients and their family caregivers whether patients are receiving the community-based resources they want and need when they need them.	Caregivers	19	Care coordinators or social workers also may help you find resources in the community to help you in your role as caregiver. Has anyone at your primary care practice told you about any services or support groups for caregivers? [PROBES: Support groups that meet through the local hospital, local senior center, or through a place of worship? On-line support groups? Respite services that could relieve you of your daily responsibilities on occasion? Adult daycare options?]

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**Table 1. continued**

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<p><i>Health information technology:</i> Focus groups should seek to elicit</p> <ul style="list-style-type: none"> <li>• Whether patients, and family caregivers as appropriate, have online access and written permission, via HIPAA authorization forms recorded by the beneficiary, to access updated patient medical records and act on behalf of that beneficiary, should they not be able to advocate on their own care</li> <li>• Whether patients and family caregivers believe HIT is enhancing communication and coordination. For example, if the patient emails a question, does he/she get a response as soon as needed? Was the provider's use of a computer helpful to the patient? Did the use of a computer in the exam room interfere with the patient's ability to get the provider's full attention?</li> </ul>	Beneficiaries	10	<p>Some practices have added a patient portal to their website where patients can access lab or test results, contact their providers electronically, or schedule appointments electronically. Does your practice have a website that allows you to do any of these things? [PROBES: Have you used this website, online tool or patient portal?]</p> <p>If uses: How easy is it to use? What do you like or dislike about it? What features do you use the most? What improvements, if any, would you suggest?</p> <p>If doesn't use: Why not?</p> <p>If the practice doesn't have one or don't know: Does this sound like something that you would find useful? Why or why not?</p>
<p><i>Health information technology:</i> Was the family caregiver consulted about whether expectations in the care plan to be carried out by the family caregiver were acceptable and did she/he get the training to do what was expected of her/him?</p>	Caregivers	5, 6c	<p>What do the providers at the primary care practice of the person you care for do that helps you to take better care of the person you care for? [PROBES: Reviews the medications that he/she takes with you; gives you advice on nutrition/meal plans; teaches you ways to provide care; writes instructions for you; asks you about household hazards, such as scatter rugs that someone could trip or slip on.]</p> <p>Has your primary care practice worked with you to develop a care plan for the person you care for? What kind of information or instructions are in this care plan? [PROBES: Does it include personal, patient-centered health goals (e.g., "to live long enough to attend my son's wedding" or "to be able to walk to the mailbox without getting out of breathe")?]</p>

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**Table 1. continued**

Commenter's Feedback	Protocol	Question #	Question Text
<p><i>Disparities:</i> Focus groups should assess</p> <ul style="list-style-type: none"> <li>• Whether patients and their family caregivers believe the care provided by the practice is tailored to their specific needs, beliefs, and cultural values.</li> <li>• Whether patients and family caregivers believe they can communicate effectively with their provider and receive information that they understand. Are patients with limited English proficiency, cultural differences, and disabilities receiving appropriate translation/interpreter services?</li> <li>• Whether notices and documents are provided in alternative formats and effectively communicated to patients with communication, print, and mobility disabilities.</li> <li>• Whether patients believed they were treated unfairly because of their race, ethnicity or language.</li> <li>• Whether patients believed they were treated unfairly because of the type of insurance they have, or because they don't have insurance.</li> </ul>	Beneficiaries	6, 6a	<p>How well do providers at your primary care practice understand your own unique views? Do they consider your cultural beliefs and values when they talk to you about your health condition or treatment options? [PROBE: Do they understand challenges that you may have to making a weekly appointment or to getting care at a facility across town, language barriers, or other things that are important to you that may get in the way of your health care?]</p> <p>How could the staff at your primary care practice better understand your values, your preferences for treatment, or just understand your unique needs?</p>
<p><i>Patient and Family Caregiver Engagement:</i> Focus groups should seek to elicit whether the patient, and family caregiver as appropriate, is an active member of the care team, and participates in developing and executing the care plan.</p>	Beneficiaries	5c	<p>Has your primary care practice worked with you to develop a care plan? What kind of information or instructions are in this care plan? [PROBES: Does it include personal, patient-centered health goals (e.g., “to live long enough to attend my son’s wedding” or “to be able to walk to the mailbox without getting out of breathe”)?]</p>

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**Table 1. continued**

Commenter's Feedback	Protocol	Question #	Question Text
<p><i>Patient and Family Caregiver Engagement:</i> Focus groups should seek to elicit whether the patient, and family caregiver as appropriate, is an active member of the care team, and participates in developing and executing the care plan.</p>	<p>Caregivers</p>	<p>3b</p>	<p>In what ways did the provider involve you in the plan for the person you care for? [PROBES: Did they ask you how you could help with the plan? Did they ask you if you understood the plan?] Have they always done this or is this something that has changed in the past year or so?</p>
<p><i>Patient and Family Caregiver Engagement:</i> Focus groups should seek to elicit whether patients, and family caregivers as appropriate, are receiving the full range of information about their treatment options and outcomes (including benefits, costs, side effects, and/or alternative options) that is needed to make informed decisions about their care.</p>	<p>Beneficiaries</p>	<p>6,8</p>	<p>How well do providers at your primary care practice understand your own unique views? Do they consider your cultural beliefs and values when they talk to you about your health condition or treatment options? [PROBE: Do they understand challenges that you may have to making a weekly appointment or to getting care at a facility across town, language barriers, or other things that are important to you that may get in the way of your health care?]</p> <p>In what ways does your primary care practice support patients and their caregivers getting involved in their own care? [PROBE: Does your provider talk to you about your condition or treatment options in a way that is easy for you to understand? Does your provider use medical words that are easy for you to understand? Does your provider explain the pros and cons of different treatment options? Does your provider listen carefully to your concerns? Is your provider willing to answer your questions?]</p>

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**Table 1. continued**

Commenter's Feedback	Protocol	Question #	Question Text
<p><i>Patient and Family Caregiver Engagement:</i> Focus groups should seek to elicit whether patients, and family caregivers as appropriate, are receiving the full range of information about their treatment options and outcomes (including benefits, costs, side effects, and/or alternative options) that is needed to make informed decisions about their care.</p>	<p>Caregivers</p>	<p>7,8</p>	<p>How well do providers understand the unique needs of the person you care for? Do they consider his/her cultural beliefs and values when they talk to you or the person you care for about his/her health condition or treatment options? [PROBES: Do they understand challenges that you or the person you care for may have in making a weekly appointment or in getting care at a facility across town, language barriers, or other things that are important that may get in the way of the health of the person you care for?] How much of a role do you take in deciding how to best manage the health or condition of the person you care for? [PROBES: Do you ask the provider questions, share your views about what you think is best for them? Does the provider talk to you about the condition of the person you care for or his/her treatment options in a way that is easy for you to understand? Does the provider use medical words that are easy for you to understand?]</p>
<p><i>Patient and Family Caregiver Engagement:</i> Focus groups should seek to elicit</p> <ul style="list-style-type: none"> <li>• Whether patients are getting the support they need to build the skills, knowledge, and confidence to manage their health and health care, maintain maximum function, overcome barriers, and achieve personal quality of life goals.</li> <li>• Whether this support is tied to the care plan they have developed collaboratively with the care team and reflective of the patient's needs, wants, life situation, and goals.</li> </ul>	<p>Beneficiaries</p>	<p>4–8</p>	<p>Questions 4–8 address the care plan, care team support for self-management, quality of life goals, etc.</p>

**Table 2. Summary of Revisions Made to Focus Group Protocols' Existing Content in Response to Public Comments Received Regarding CMS's Planned Information Collection for the Evaluation of the Multi-payer Advanced Primary Care Practice Demonstration**  
(Document Identifier: CMS-10479)

<b>Protocol</b>	<b>Question #</b>	<b>Original Wording</b>	<b>Revised Wording</b>	<b>Reason for Revision</b>
Beneficiaries	2a	When the person you care for last saw his/her provider, did the provider give you or the person you care for any instructions or things to work on between visits? Have they always done this or is this something that has changed in the past year or so?	When the person you care for last saw his/her provider, did the provider give you or the person you care for any instructions or things to work on between visits? [IF YES: Were written instructions provided?] Have they always done this or is this something that has changed in the past year or so?	Comment: Whether written instructions were provided to follow up on the meetings. This is crucial in a situation where the family caregiver may not have been at the appointment, but needs to know how to follow up, especially for beneficiaries with dementia or cognitive impairment.
Caregivers	3a	When the person you care for last saw his/her provider, did the provider give you or the person you care for any instructions or things to work on between visits? Have they always done this or is this something that has changed in the past year or so?	When the person you care for last saw his/her provider, did the provider give you or the person you care for any instructions or things to work on between visits? [IF YES: Were written instructions provided?] Have they always done this or is this something that has changed in the past year or so?	Comment: Whether written instructions were provided to follow up on the meetings. This is crucial in a situation where the family caregiver may not have been at the appointment, but needs to know how to follow up, especially for beneficiaries with dementia or cognitive impairment.

(continued)

**Table 2. continued**

<b>Protocol</b>	<b>Question #</b>	<b>Original Wording</b>	<b>Revised Wording</b>	<b>Reason for Revision</b>
Caregivers	5	What do the providers at the primary care practice of the person you care for do that helps you to take better care of the person you care for? [PROBES: Reviews the medications that he/she takes with you; gives you advice on nutrition/meal plans; asks you about household hazards, such as scatter rugs that someone could trip or slip on]	What do the providers at the primary care practice of the person you care for do that helps you to take better care of the person you care for? [PROBES: Reviews the medications that he/she takes with you; gives you advice on nutrition/meal plans; teaches you ways to provide care; writes instructions for you; asks you about household hazards, such as scatter rugs that someone could trip or slip on]	<i>Comment:</i> Focus group questions can help to elicit whether the medical home team provided appropriate written, visual, or other instructional information on medication management, wound care, post-operative procedures, or other care the family caregiver will be providing.  (Edited probes to more specifically ask about types of assistance to the caregiver)
Beneficiaries	8	In what ways does your primary care practice support patients and their caregivers getting involved in their own care? [PROBE: Does your provider talk to you about your condition or treatment options in a way that is easy for you to understand? Does your provider explain the pros and cons of different treatment options? Is your provider willing to answer your questions?]	In what ways does your primary care practice support patients and their caregivers getting involved in their own care? [PROBE: Does your provider talk to you about your condition or treatment options in a way that is easy for you to understand? Does your provider use medical words that are easy for you to understand? Does your provider explain the pros and cons of different treatment options? Does your provider listen carefully to your concerns? Is your provider willing to answer your questions?]	<i>Comment:</i> Did the provider use medical words the patient/family caregiver did not understand? Whether the doctor and care team listen carefully to the patient and family caregiver.  (Added probes about medical language and whether care team listens to concerns to more specifically ask about patient experience with their provider's communication.)

(continued)

**Table 2. continued**

Protocol	Question #	Original Wording	Revised Wording	Reason for Revision
Caregivers	8	<p>There are many ways that caregivers and providers can work together to manage the patient’s health or medical condition. For example, some caregivers rely completely on the provider to know what is best for the person they care for, while others take a more active role in the decisions that affect the person they care for. How much of a role do you take in deciding how to best manage the health or condition of the person you care for? [PROBES: Do you ask the provider questions, share your views about what you think is best for them?]</p>	<p>There are many ways that caregivers and providers can work together to manage the patient’s health or medical condition. For example, some caregivers rely completely on the provider to know what is best for the person they care for, while others take a more active role in the decisions that affect the person they care for. How much of a role do you take in deciding how to best manage the health or condition of the person you care for? [PROBES: Do you ask the provider questions, share your views about what you think is best for them? Does the provider talk to you about the condition of the person you care for or his/her treatment options in a way that is easy for you to understand? Does the provider use medical words that are easy for you to understand?]</p>	<p><i>Comment:</i> Focus groups should assess whether the doctor/care team talks with the patient and family caregiver—in a way that is easy to understand—about the patient’s health condition, test results, treatment options, and care instructions. Did the provider use medical words the patient/family caregiver did not understand?</p> <p>(Added more specific probes about caregiver experiences with provider communication.)</p>
Beneficiaries	9	<p>How easy or hard is it for you to get an appointment with a provider at this practice when you need one? [PROBES: Can you schedule a same day appointment for urgent needs? Can you schedule an appointment for nights or weekends? Did the practice change its hours of operation? If so, how? Are the practice’s hours more convenient for you?]</p>	<p>How easy or hard is it for you to get an appointment with a provider at this practice when you need one? [PROBES: Can you schedule a same day appointment for urgent needs? Can you schedule an appointment for nights, or weekends, or holidays? Did the practice change its hours of operation? If so, how? Are the practice’s hours more convenient for you?]</p>	<p>Edited language to ask about after-hours access to care on holidays.</p>

(continued)

**Table 2. continued**

<b>Protocol</b>	<b>Question #</b>	<b>Original Wording</b>	<b>Revised Wording</b>	<b>Reason for Revision</b>
Caregivers	10	How easy or hard is it for you or the person you care for to get an appointment when he/she needs one? [PROBES: Can they get a same day appointment for urgent needs? Can they get an appointment for nights or weekends? Did the practice change its hours of operation? If so, how? Are the practice's hours more convenient for the person you care for?]	How easy or hard is it for you or the person you care for to get an appointment when he/she needs one? [PROBES: Can they get a same day appointment for urgent needs? Can they get an appointment for nights, or weekends, or holidays? Did the practice change its hours of operation? If so, how? Are the practice's hours more convenient for the person you care for?]	Edited language to ask about after-hours access to care on holidays.



**Table 3. Summary of New Questions Added to Existing Focus Group Protocols in Response to Public Comments Received Regarding CMS’s Planned Information Collection for the Evaluation of the Multi-payer Advanced Primary Care Practice Demonstration**  
(Document Identifier: CMS-10479)

Protocol	Question #	New Question Added	Reason for Addition
Caregivers	1b	Did the primary care practice of the person you care for ask about your role in helping that person? Did they ask about any circumstances that could affect the way you care for him/her, such as how close you live to the person you care for?	<p><i>Comment:</i> Focus group questions can help to elicit</p> <ul style="list-style-type: none"> <li>• Whether the medical home asked about the role of the family caregiver in helping the patient, and what kind of support the caregiver provides (e.g., help with activities like household chores, medical tasks, bills, bathing, dressing, or preparing food).</li> <li>• Whether the medical home knows of a family caregiver’s circumstances, such as whether the caregiver is local or providing care from a distance, whether the caregiver has health conditions of his/her own, and other factors that may impact the caregiver’s ability to provide care.</li> </ul>
Beneficiaries	9c	How are wait times for your appointments? Have they gotten better or worse?	<p><i>Comment:</i> Focus groups should assess whether patients and their caregivers are able to schedule appointments promptly—on the same day if needed—and experience brief waiting times.</p> <p>(Added to ask specifically about patient experiences with wait times)</p>
Caregivers	10c	How are wait times for appointments? Have they gotten better or worse?	<p><i>Comment:</i> Focus groups should assess whether patients and their caregivers are able to schedule appointments promptly—on the same day if needed—and experience brief waiting times.</p> <p>(Added to ask specifically about caregiver experiences with wait times)</p>

(continued)

**Table 3. continued**

Protocol	Question #	New Question Added	Reason for Addition
Caregivers	11a,b,c	<p>Some practices have added a patient portal to their website where patients and caregivers can access lab or test results, contact providers electronically, or schedule appointments electronically. Does the practice of the person you care for have a website that allows you to do any of these things? [PROBES: Have you used this website, online tool or patient portal?]</p> <p>If uses: How easy is it to use? What do you like or dislike about it? What features do you use the most? What improvements, if any, would you suggest?</p> <p>If doesn't use: Why not?</p> <p>If the practice doesn't have one or don't know: Does this sound like something that you would find useful? Why or why not?</p>	<p>Added to ask about caregiver experiences with new forms of health IT that aim to increase care access and enhance coordination and communication.</p>