

CAHPS Patient Centered Medical Home (PCMH) Items Quality Improvement (QI) Demonstration Study INFORMATION SHEET

What is the purpose of this CAHPS PCMH QI Demonstration Study?

The goals of the CAHPS PCMH QI demonstration study are to:

- Understand the choice of specific items included in a patient experience survey tool;
- Understand how practices use their patient experience data during PCMH transformation;
- Identify the value in gaining NCQA Recognition and the CAHPS Patient Experience Distinction (if applicable);
- Examine the effects of changes made during PCMH transformation on patient experiences;
- Study the association of PMCH and patient experience scores.

Who is conducting this study?

RAND, a non-profit research organization that conducts health services research received funding from the Agency for HealthCare Research and Quality (AHRQ) to conduct this demonstration study.

Why was our practice site selected to participate?

RAND selected sites from various geographic areas with different patient volumes that have a current PCMH recognition and serve primarily adult patients. We plan to conduct interviews with ~175 practices across the United States.

What does my practice have to provide to participate in this demonstration study?

Specifically, participating sites would need to:

- Complete a telephone interview about the practice and the practice's PCMH transformation with RAND staff
- Complete an assessment form of the practice's "PCMH-ness"
- If the practice site is currently or has previously administered the CG-CAHPS® patient experience survey:
 - Sign a data use agreement to be executed directly with RAND, and
 - Provide RAND with copy of CG-CAHPS® de-identified patient-level data file(s) for the time period that covers NCQA PCMH Recognition until present
- If your practice site is not using the CG-CAHPS® survey, but another patient experience survey tool, we would need to secure a copy of the patient experience survey tool you are using.

You can participate in some or all components of the study.

What information will we be asked to provide?

- Assessment form: We will ask the main clinic leader who participated in the PCMH application process to complete a standardized and valid tool that measure's a practice's medical home-ness. The PCMH-A takes about 10-15 minutes to complete.
- The Interview: We'd like to complete a phone interview with one of the clinical leaders or performance improvement leaders who worked on the PCMH Recognition application submitted to NCQA. This phone interview, which takes about 40 minutes, would be set up at a day/time that is most convenient. The interview focuses on the practice's history of PCMH recognition and transformation, rationale and choice of specific patient experience survey items, and the specific use of the CG-CAHPS® survey items and PCMH items (patient experience distinction practices only) for PCMH transformation. The interview also includes some questions about the practice, such as annual visits, size and number of doctors at site, ownership, and specialties.
- If your practice is currently or has previously administered the CG-CAHPS® patient experience survey: We would work with your site to sign a data use agreement to be executed directly with RAND and work with your site (or your vendor) to provide RAND with copy of CG-CAHPS® de-identified patient-level data file(s) for the time period that covers NCQA PCMH Recognition until present
- If your practice is not using the CG-CAHPS® survey, but another patient experience survey tool, we would need to secure a copy of the patient experience tool you are currently using.

- If your practice is administering any open-ended questions on your patient experience survey (CG-CAHPS or not), we would need to secure a copy of the open-ended questions being asked.

What will a practice site receive for participating in this study?

The main clinic leader/provider who completes the provider interview and also completes and submits the PCMH assessment form, we will receive **\$75 honorarium**. This payment can be made to the provider directly or it can be made to the practice.

Each participating practice will also receive a report of the practice's mean case mix adjusted CG-CAHPS® patient experience scores and PCMH items (if relevant) compared to the mean scores of all the other sites participating in the study. The results of this PCMH items QI Demonstration study will NOT be publicly available. RAND anticipates this report will be available Feb or March 2018.

Who do I contact if I have further questions?

You may contact Ms. Rosa-Elena Garcia, Associate Survey Director, at 310-393-0411 ext. 6601 or at rosaeg@rand.org or Dr. Denise D. Quigley, Principal Investigator, at ext. 7549.