



March 21, 2016

Dear Primary Care Practice Leader:

RAND is inviting 150 selected primary care practices across the nation to participate in a study of the use of the CAHPS<sup>®</sup> PCMH items as part of their PCMH transformation. The Agency for Healthcare Research and Quality (AHRQ) has funded this initiative as part of our ongoing efforts to evaluate the effectiveness of CAHPS<sup>®</sup> instruments, including the use of the Primary Care Medical Home CAHPS<sup>®</sup> items in transforming primary care.

The PCMH Items Demonstration Study seeks to understand practices' choices of specific items on their patient experience survey tools (e.g., core, PCMH, other supplemental, and custom items); understand how practices use the PCMH item set during PCMH transformation; and examine the effects of changes made during PCMH transformation on patient experiences as reported on CAHPS<sup>®</sup> PCMH surveys. By participating in this study, your organization will have an opportunity to review your PCMH CAHPS results relative to the other practices participating in the study.

RAND will call you within 2-3 days to discuss participation in this important project and to answer your questions. If you accept this invitation to participate in the study, a staff member from RAND will contact you to discuss additional details of the project, including data transmission requirements and coordination with the CAHPS<sup>®</sup> Survey. If you would like to know more about the study before you are contacted, please call 1-800-447-2631, ext. 7549 and leave a message for Dr. Denise D. Quigley, the study's Principal Investigator.

At the end of the PCMH items Demonstration Study, RAND will provide you with a report summarizing your organization's survey results in comparison to the average results for all participating primary care practices. Participating practices will not be individually identified in the reports you receive, or the reports provided to other practices.

Thank you in advance for your consideration.

Sincerely,

Caren A. Ginsberg, Ph.D.  
Director, CAHPS Program  
Agency for Healthcare Research and Quality