Attachment E2 2019 NAMCS-201 CHC Service Delivery Site Induction Interview Sample Card

Variable name	Question text and answer categories
START	One button is selected to start the interview:
	1. Continue
	2. Noninterview (Unable to locate, refusal, etc.)
	3. Issue preventing CHC facility interview
	4. Quit
СНСТҮРЕ	How would you classify this center?
	Enter all that apply - separate with commas
	1 Federally for ded Community Health Control (220)
	1. Federally-funded Community Health Center (330)
	Community Health Center (CHC) Migrant Health Center (MHC)
	Migrant Health Center (MHC)Health Care for the Homeless (HCH)
	Public Housing Primary Care (PHPC) grant program
	2. Federally Qualified Health Center, but not federally funded (330 look-alike)
	3. Urban Indian (437) Health Center
	4. None of the above
ADDCHECK	We have your address and telephone number as
	(Name and Address) (Phone number)
	Is this correct?
	1. Yes
	2. No, update address and phone
CHC_NAME	What is the correct address?
	 Enter 1 to update the CHC name, address, and phone
AVG_WEEKS	On average, in a normal year, how many weeks does the CHC at this location see
	patients?"
	Number of weeks
WEEK_FOLLUP	You indicated that this CHC LOCATION does not usually see patients in a typical
	year, is this correct?
	1. Yes
INTDO SAMD	2. No I would like to discuss a plan for conducting the National Ambulatory Medical Care
INTRO_SAMP	Survey (NAMCS) to a sample of your providers. This center has been assigned to a
	1-week reporting period that begins on Monday, (Reporting period start date) and
	ends on Sunday, (Reporting period end date).
	ends on Sanday, (resporting period end date).
	I will need to sample 3 providers from your Center. In order to do this, I will need
	the name, specialty, and estimated visit volume, corresponding to the sample week,
	for all physicians and mid-level providers only at the currently sampled in-scope
	<u>location.</u>
	Please include all providers even if they do <u>not</u> plan on seeing patients during the
	sample week. In-scope locations include all fixed locations that provide health care,
	including mobile clinics, and specialty clinics. Please do not include providers that
	work solely at school-based clinics.
	Please exclude anesthesiologists, dentists, hygienists, optometrists, pathologists,
	psychologists, podiatrists, and radiologists. Please also exclude any interns, residents,
	or fellows. Include physicians (both MDs and DOs), nurse practitioners (NPs),
	physician assistants (PAs), and certified nurse midwives (CNMs).
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Variable name	Question text and answer categories
	List all providers only from the currently sampled in-scope location, even if they do not
	expect to see patients during the sampled week. Enter a zero for the expected visit volume
	for those providers with no expected visits.
	If the CHC that has been sampled is a health department, please verify that they will not be
	distributing the 330 grant money to other administratively unconnected community health
	centers. If the health department does distribute the money to other CHCs, these need to
	be sampled, so please contact your supervisor for further instructions.
PROV_FNAME	What is the provider's first name?
DDOV MNAME	(Include providers from only the sampled CHC location.)
PROV_MNAME PROV_LNAME	What is the provider's middle name? What is the provider's last name?
PROV_ENAME PROV_TYPE	Is (Provider's name) a Medical Doctor (MD) or Doctor of Osteopathy (DO), Nurse
TROV_TITE	Practitioner (NP), Physician Assistant (PA), or Certified Nurse Midwife (CNM)?
	1. Medical Doctor (MD)
	2. Doctor of Osteopathy (DO)
	3. Nurse Practitioner (NP)
	4. Physician Assistant (PA)
	5. Nurse Midwife (NMW)
Skip Instructions:	1,2: Goto PROV_SPEC
DD OV. CDUC	Else goto PROVIDED
PROV_SPEC	What is (Provider's name)'s specialty?
DDOM CDEC2	• Enter 'XXX' if the specialty is not listed
PROV_SPEC2	Is the provider an anesthesiologist, dentist, hygienist, optometrist, pathologist, payabologist, padiatrist, or radiologist?
	psychologist, podiatrist, or radiologist? 1. Yes
	2. No
PROV_SPEC_SP	Enter verbatim response for specialty
PROVIDED	? [F1]
	What is the expected visit volume during the sample week for (Provider's name)?
	 Enter 0 if provider does not expect to see patients during the reference period.
PREVSAMP	 Compare this provider ((Providers name)) to the listed providers that have been
	sampled from this community health center in the past.
	Previously sampled providers
	(Previously sampled providers)
	 Yes, previously sampled No, not previously sampled
VER_PREVSAMP	Were the previously sampled providers selected correctly?
VER_I REVSAMI	Current name Previous name
	(Current provider names) (Previously sampled provider names)
	1. Yes
	2. No
NOPATIENTS	You have told me that NONE of these providers expect to see patients during the
	sample week that begins on Monday, (Reporting period start date) and ends on
	Sunday, (Reporting period end date). Is this correct?
	1. Yes, there are no providers seeing patients during reference week
Claire In atom at i	2. No, incorrect - there are providers seeing patients
Skip Instructions:	1: Exit block and goto BlkBACK.THANK_OOS 2: Go back to TblProv1.PROV_FNAME for the last row.
PROV_STRT	2: Go back to 1 biProv1.PROV_FNAME for the last row. What is (Provider's name)'s address?
LVO 1 21KI	what is frinking a manie's and less:

Variable name	Question text and answer categories
	 Enter number and street.
PROV_STRT2	What is (Provider's name)'s address?
	Enter line two of address.
PROV_CITY	What is (Provider's name)'s address?
	◆ Enter city.
PROV_STATE	What is (Provider's name)'s address?
	• Enter state.
PROV_ZIPCODE	What is (Provider's name)'s address?
	• Enter zipcode.
PROV_LOCTYPE	 Enter location/address type
	1. Main Office address
	2. Alternative/2nd office address
	3. Home office
	4. Home
	5. Unknown
PROV_PHONE	What is (Provider's name)'s telephone number?
PROV_PHTYP	What type of telephone number is this?
	0. Main
	1. Home
	2. Work
	3. Mobile
	4. Pager, Beeper, Answering Service
	5. Public pay phone
	6. Toll Free
	7. Other
	8. Fax
	9. Unknown
GREET_NAME	Enter Greet Name
OKELI_IVIIVIL	(Greet name will be used on the letter that is sent to the provider.)
	Provider Name: (Provider's name)
MOSTVIS_INTRO	The next section refers to characteristics of the sampled CHC at this location.
NUMPH	The next questions are about the CHC that is associated with [Pre-fill location].
(one location listed)	The next questions are about the CITC that is associated with [FTe-Ini location].
(one location fisted)	How many physicians are associated with this CHC? Please include physicians at
	(address) and physicians at any other locations of this CHC. Do not include interns,
	residents, or fellows.
	residents, or renows.
	1. 1 Physician
	2. 2-3 physicians
	3. 4-10 physicians
	4. 11-50 physicians
	4. 11-30 physicians 5. 51-100 physicians
	6. More than 100 physicians
NUMPH	o. More than 100 physicians
	N/A
(two or more locations	N/A
listed)	

Variable name	Question text and answer categories		
РСМН	Is the CHC at this location <u>certified</u> as a patient-centered medical home?		
	1) Yes a) By whom is the CHC at this location certified as a patients-centered medical home? CERT_WHO i) Accreditation Association for Ambulatory Health (AAAH) ii) Joint Commission iii) National Committee for Quality Assurance (NCQA) (1) [If yes:] What level of certification for the National Committee for Quality Assurance (NCQA)? NCQAlevel (a) Level 1 (b) Level 2 (c) Level 3 iv) Utilization Review Accreditation Commission (URAC) v) Other – Specify PCMH_OTH vi) Unknown 2) No 3) Unknown		
QUAL	Does the CHC at this location report any quality measures or quality indicators to		
	either payers or to organizations that monitor health care quality? 1. Yes 2. No 3. Unknown		
ACCESS	Is it possible within the CHC at this location to access patient medical records using an electronic health record (EHR) system 24 hours a day?		
	 Yes ACCESS_PH [If yes:] Is this access available to physicians only, or is it also available to other non-physician clinicians?		
PMETHOD	What is the primary method by which the CHC at this location receives information about patients in this CHC when they have been seen in the emergency department or hospitalized? (Mark only one box)		
	 Electronic transmission (i.e., EHR or EMR) Fax Email [If yes:] Was this email sent over a secure network? SECNET (a) Yes (b) No (c) Unknown Telephone or in-person communication with provider Paper copy Other PMETHOD_SP 		

Variable name	Question text and answer categories					
TRANS	Is someone in the CHC at this location restransition back to the community within 7 or nursing home? 1. Yes 2. No 3. Unknown					
PROTO	Does the CHC at this location have writte services that are used by all members of the services. Yes 2. No 3. Unknown		iding chronic care			
DIFTIN	Do all other locations or offices associated Federal Tax ID, also known as an Employ locations or offices associated with the CE ID or EIN? 1. All use the same Federal Tax ID or EIN 2. Some use a different Federal Tax ID or I 3. Unknown	ver Identification Nu IC at this location us	mber (EIN), or do any			
Staffing Types (34 variables)	The next set of questions refer to the types of providers who work at [Pre-fill location]. How many of the following full-time and part-time providers are on staff at [Pre-fill location]? Full-time is 30 or more hours per week. Part-time is less than 30 hours per week. Please provide the total number of full-time and part-time providers. Please include the sampled provider in the total count of staff below.					
	2	Number Full-time (≥30 hours)	Number Part-time (<30 hours)			
	Physicians (MD and DO)	MD_DO_FT	MD_DO_PT			
	Non-Physician Clinicians					
	Physician Assistants (PA)	PA_FT	PA_PT			
	Nurse Practitioners (NP)	NP_FT	NP_PT			
	Certified Nurse Midwives (CNM)	CNM_FT	CNM_PT			
	Clinical Nurse Specialist (CNS)	CNS_FT	CNS_PT			
	Nurse Anesthetists (NA)	NA_FT	NA_PT			
	Other Nursing Care					
	Registered nurses (RN) (not an NP or CNM	RN_FT	RN_PT			
	Licensed Practical Nurses (LPN)	LPN_FT	LPN_PT			
	Certified Nursing Assistants/Aides (CNA)	CNA_FT	CNA_PT			

Variable name	Question text	and	answer ca	tegori	es		
	Allied Health						
	Medical Assistants (MA)	M	A_FT		MA_F	T	
	Radiology Technicians (RT)	RT	Γ_FT		RT_P	Γ	
	Laboratory Technicians (LT)	LT			LT_P	Γ	
	Physical Therapists (PT)	PT	FT		PT_P	Γ	
	Pharmacists (Ph)	PH	I_LT		PH_P	Т	
	Dieticians/Nutritionists (DN)	DN	N_FT		DN_P	Т	
	Other						
	Mental Health Providers (MH)	MI	H_FT		MH_F	PT	
	Health Educators/Counselors (HEC)	HI	EC_FT		HEC_	PT	
	Case Managers (not an RN)/Certified Social Workers (CSW)	ıl CS	SW_FT		CSW_	PT	
	Community Health Workers (CHW)	CF	HW_FT		CHW.	_PT	
Autonomy of PAs, NPs, CNMs, CNSs, & NAs (15 variables)	The following questions concern the PAs, NPs, CNMs, CNSs, & NAs practicing at [Pre-fill location].						
A. Physician Assistant			Yes, always	Yes,	etimes	No	Unknown/Nor Applicable
	nts logged separately from other providers at t	this	aiways	501110	cuines		Аррисавіс
	bill for services using their own NPI number?	?					
PA_BILL B. Nurse Practitioner			Yes, always	Yes,	etimes	No	Unknown/Nor Applicable
Are the NP's patients logged separately from other providers at to CHC? NP_LOG		this					
	bill for services using their own NPI number	?					
C. Certified Nurse Midwife			Yes, always	Yes,	etimes	No	Unknown/No Applicable
Are the CNM's patients logged separately from other providers a this CHC?CNM_LOG		at					
2) Do/does the CNM(CNM_BILL	(s) bill for services using their own NPI numb	er?					

Variable name	Question text and answer categories				
D. Clinical Nurse	Turse Specialist Yes, always Sometimes Ves, Applicable				
Are the CNS's patients logged separately from other providers at this CHC?CNS_LOG					
Do/Does the CNS(s) b	oill for services using their own NPI number?				
E. Certified Nur	rse Anesthetists	Yes, always	Yes, sometimes	No	Unknown/No Applicable
Are the CRNA's patie CHC? NA_LOG	nts logged separately from other providers at this				
Do/Does the NA(s) bil NA_BILL	ll for services using their own NPI number?				
EMR_INTRO	Answer ALL remaining questions for the curr	rent CHC	location, whic	h is [F	Pre-fill].
EBILLREC	Does the CHC reporting location submit any 1) Yes				
	2) No 3) Unknown				
EMEDREC	Does the CHC reporting location use an electric include billing record systems. 1) Yes, all electronic 2) Yes, part paper and part electronic 3) No 4) Unknown	onic healt	h record (EH	R) sys	tem? Do not
EHRINSYR	In which year did the CHC install your curren	nt EHR/EN	MR system?		
HHSMU	Does the CHC's current system meet meaning Department of Health and Human Services? 1) Yes 2) No 3) Unknown		teria as defin	ed by	the
EHRNAM	What is the name of the CHC's current EHR systems 1)—Allscripts 2)—Amazing charts 3)—athenahealth 4)—Cerner 5)—eClinicalWorks 6)—e-MDs 7)—Epic 8)—GE/Centricity 9)—Modernizing Medicine 10)—NextGen 11)—Practice Fusion 12)—Sage/Vitera/Greenway 13)—Other-Specify EHRNAMOTH 14)—Unknown	stem?			

Variable name	Question text and answer categories
EMRINS	At the CHC reporting location are there plans for installing a new EHR system within the
	next 18 months?
	1) Yes
	2) No
	3) Maybe
	4) Unknown
EDEMOG-	Please indicate whether the CHC reporting location has each of the following
EPROLST	<u>computerized capabilities</u> and how often these capabilities are used.
EPNOTES	
EMEDALG	These 5 answer choices are for each of the following items a-q.
EMEDID	1. Yes
EREMIND	2. No
ECPOE	3. Unknown
ESCRIP	December of the section of the secti
EWARN	a) Recording patient history and demographic information?
ECONTRSUBS	b) Recording patient problem list?
ECTOF	c) Recording clinical notes?
ECTOE ERESULT	d) Recording patient's medications and allergies?
ERADI	e) Reconciling lists of patient medications to identify the most accurate list? f) Providing reminders for guideline-based interventions or screening tests?
EIMGRES	g) Ordering prescriptions?
EIDPT	1. If Yes, ask – Are prescriptions sent electronically to the pharmacy?
EGENLIST	2. If Yes, ask – Are warnings of drug interactions or contraindications provided?
EDATAREP	h) Do you prescribe controlled substances?
ESUM	, , ,
EMSG	1. If Yes, ask — Are prescriptions for controlled substances sent electronically to the pharmacy?
EPTREC	i) Ordering lab tests?
	1. If Yes, ask – Are orders sent electronically?
	j) Viewing lab results?
	1. If yes, ask – Can the EHR/EMR automatically graph a specific patient's lab results
	over time?
	k) Ordering radiology tests?
	l) Viewing imaging results?
	m) Identifying patients due for preventive or follow-up care?
	n) Providing data to generate lists of patients with particular health conditions?
	o) Providing data to create reports on clinical care measures for patients with specific
	chronic conditions (for example, HbA1c for diabetics)?
	p) Providing patients with clinical summaries for each visit?
	q) Exchanging secure messages with patients?
DEFOU	
REFOUT	Please remind the CHC administrator that when responding to any of the remaining
	questions with the word "you"/"your" in the text, they should refer to the currently
	sampled CHC location.
	Do you refer any nations to providers outside of the CUC?
	Do you refer any patients to providers outside of the CHC? 1. Yes
	1. Tes 2. No
REFOUTHOW	How do you send patient health information to them? Electronically does not include
KETOUTHOW	scanned or PDF documents, fax, or eFax.
	1. Electronically (EHR, webportal, or online registries)
	2. Via paper-based methods (Fax, eFax, or mail)
	3. Do not send patient health information to providers outside of this CHC
	2. 25 not bend putent neutil information to provide to diside of this office

Variable name	Question text and answer categories
REFIN	Do you see patients from providers outside of the CHC?
	1. Yes
	2. No
REFINHOW	How do you receive patient health information from them? Electronically does not
	include scanned or PDF documents, fax, or eFax. Check all that apply.
	1. Electronically (EHR, webportal, or online registries)
	2. Via paper-based methods (Fax, eFax, or mail)
	3. Do not send patient health information to the provider
ESHARE	The next questions are about sharing (either sending or receiving) patient health
	information.
	Do you share any patient health information electronically?
	Electronically does not include scanned or PDFdocuments from fax, eFax, or mail.
	1. Yes
	2. No
ESHARES	Do you electronically send patient health information to another provider whose EHR
	system is <u>different</u> from your own?
	1. Yes
	2. No
	3. Don't know
ESHARER	Do you electronically receive patient health information from another provider whose
Lomati	EHR system is different from your own?
	1. Yes
	2. No
	3. Don't know
EDICOLOR	
EDISCHSR	Do you electronically send or receive hospital discharge summaries to or from
	providers outside of the CHC? Check all that apply.
	1. Send electronically
	2. Receive electronically
	3. Do not send or receive
EEDSR	Do you electronically send or receive emergency department notification to or from
	providers outside the CHC? Check all that apply.
	1. Send electronically
	2. Receive electronically
	3. Do not send or receive
ESUMCSR	Do you electronically send or receive summary of care records for transitions of care or
	referrals to or from providers outside of the CHC? Check all that apply.
	1. Send electronically
	2. Receive electronically
	3. Do not send or receive

Variable name	Question text and answer categories
PTONLINE	Can patients seen at the CHC do the following online activities? Check all that apply.
	our partents seem at the office at the following office activities.
	1. View their medical record online
	2. Download and transmit health information in the electronic medical record to their
	personal files
	3. Request corrections to their electronic medical record
	4. Enter their health information online (e.g. weight, symptoms)?
	5. Upload their data from self-monitoring devices (e.g. blood glucose readings)?
	6. None of the above
Revenue & Contracts, 0	Compensation, New Patients
PR330	What percent of your CHC's revenue comes from the following sources?
PRTITLEV	1. 330 Grant
PROTHFED	2. Title 5 grant or contract
PRSTLOC	3. Other Federal Grant
PRPRIVAT	4. State/Local Grant
PRCARE	5. Individual, corporation or foundation grants or donations
PRCAID	6. Medicare
PRFEES	7. Medicaid/CHIP
PROTHER	8. Patient payments
TOTALGRANT	9. Other (including private insurance, Tricare, VA, etc.)?
PRMCARE PRMAID	Please remind the CHC administrator that the remaining questions refer to the current CHC
PRPRVT	location, which is [Pre-fill-in location].
PRPATPAY	
PROTH	I would like to ask a few questions about the current CHC's revenue and contracts with
	managed care plans.
	What percent of your patient care revenue comes from the following sources
	4 Maliana
	 Medicare? Medicaid?
	4. Patient payments5. Other (including charity, research, Tricare, VA, etc.)?
	5. Other (including charity, research, Tricare, VA, etc.):
PCTRVMAN	Roughly, what percent of the patient care revenue received by this CHC comes from
	managed care contracts?
REVFFS	Roughly, what percent of your patient care revenue comes from each of the following
REVCAP	methods of payment?
REVCASE	F.J
REVOTHER	1. Fee-for-service?
	2. Capitation?
	3. Case rates (for example, package pricing/episode of care)?
	4. Other?
	Are you currently accepting "new" patients into the CHC at [Fill-in location]?
ACEPTNEW	1. Yes
	2. No
	3. Don't know

Variable name	Question text and answer categories
CAPITATE	From those new patients, which of the following types of payment do you accept at
NOCAP	[Fill-in location]?
NMEDICARE	
NMEDICAID	1. Capitated private insurance?
NWORKCMP	2. Non-capitated private insurance?
NSELFPAY	3. Medicare?
NNOCHARGE	4. Medicaid?
	5. Workers' compensation?
	6. Self-pay?
	7. No charge?
	The following answer choices are used for each of the above seven payment types:
	1. Yes
	2. No
	3. Don't know
PHYSCOMP	Which of the following methods best describes your basic compensation for providers at this CHC?
	Bold answer choices & add FR instruction to prompt them to read answers aloud.
	 Fixed salary Share of practice billings or workload
	3. Mix of salary and share of billings or other measures of performance (e.g.,
	provider's own billings, practice's financial performance, quality measures, practice
	profiling)
	4. Shift, hourly or other time-based payment
	5. Other
COMP	CHCs may take various factors into account in determining the compensation (salary, bonus, pay rate, etc.) paid to the physicians/providers in the CHC. Please indicate whether the CHC explicitly considers each of the following factors in determining your compensation. • Enter all that apply, separate with commas
	Factors that reflect the providers own productivity
	2. Results of satisfaction surveys from the provider's patients
	3. Specific measures of quality, such as rates of preventive services for the provider's
	patients
	4. Results of practice profiling, that is, comparing the provider's pattern of using
	medical resources with that of other providers
	5. The overall financial performance of the CHC
SASDAPPT	Does the CHC set time aside for same day appointments?
	1. Yes
	2. No
	3. Don't know
Skip Instructions:	1. Goto SDAPPT
	SKIP to APPTTIME
APPTTIME	On average, about how long does it take to get an appointment for a routine medical exam?
	1. Within 1 week
	2. 1 - 2 weeks
	3. 3 - 4 weeks
	4. 1 - 2 months
	5. 3 or more months

Variable name	Question text and answer categories
	6. Do not provide routine medical exams
	7. Don't know
CALLBACKNOTES	I'd like to schedule a DATE to (conduct/complete) the interview.
	What DATE AND TIME would be best to visit again?
	◆ Today is: ^IntDate
Skip Instructions:	RF: Goto CBREF
	All others, goto THANKCB
CBREF	• Exit this case now.
	Call the case up again and make it a non-interview before transmitting.
THANKCB	Thank you.
	I will call/come back at the time suggested
	Revisit (Appointment information)
THANKYOU	This concludes the interview. Thank you for your patience, and for taking the time to
	answer our questions.
THANK_OOS	Thank you (Respondent name), your center is not within the scope of this study.
	We appreciate your time and interest.