



AMERICAN ACADEMY OF FAMILY PHYSICIANS

F O U N D A T I O N

Abstract of Study Funded by the Joint Grant Awards Program in 2011

Development and Validation of a Measure to Assess Satisfaction with the Patient Centered Medical Home (G1106)

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Abstract

The purpose of this proposed project is to design a Patient-Centered Medical Home survey instrument that can produce valid and reliable scores reflecting patients' perceptions related to receiving care in practices which have been transformed through implementations of the PCMH model. Specifically we seek to better understand patient opinions on the following NCQA-PCMH elements: 1) Access; 2) Patient Safety; 3) Quality of Care; and 4) Patient Self-Management.

This two-year project will be conducted in two phases – Phase 1 (qualitative evaluation): Focus groups and cognitive interviews, and Phase 2 (quantitative evaluation): Survey development and refinement. Patients will be recruited from an NCQA-accredited PCMH office of the primary care network and practice-based research network. This office is currently NCQA Level 3 certified, is demographically representative of the clinical network, and is the largest practice of the network with regards to patient volume (over 130,000 distinct patients). In addition, it is the most advanced PCMH office of the network offering social work, pharmacy, and nutrition services, in addition to chronic disease management and enhanced access.

Focus groups and cognitive interviews will be conducted and analyzed using standard methodology. Following factor analyses, we will perform an Item Response Theory (IRT) analysis to better understand the measurement properties of the scale and to establish a base for future research. IRT models provide a refined statistical explanation for how individuals interact with items. Procedures will follow the recommendations as outlined in the National Institutes of Health PROMIS (Patient-Reported Outcome Measurement Information System) project.

The deliverable will be scaled survey tool that physicians may employ to assess their use of the PCMH Model. This will be made available in the public domain, free of charge to those who wish to use it.