



RESEARCH SUMMARY

Use of CAHPS® Patient-Centered Medical Home Items During PCMH Transformation

The Aim

As part of the process of seeking recognition as a patient-centered medical home (PCMH) from the National Committee for Quality Assurance (NCQA), primary care practices have the option of administering the CAHPS Clinician & Group (CG-CAHPS) Survey *with or without* the CAHPS PCMH supplemental items. NCQA offers a special Patient Experience Distinction to practices that opt to use the CAHPS PCMH items in their CG-CAHPS instrument.

NCQA currently grants PCMH recognition to over 11,000 practices, representing an estimated 15-18% of primary care physicians; 300 of these practices hold the special Patient Experience Distinction, which is designated for a one-year period. In addition, 242 practices had previously achieved this distinction but no longer have it. Little is known about why practices choose to administer the CAHPS PCMH items and the ways in which practices use CAHPS data to improve their patients' experiences during PCMH transformation.

The CAHPS team is conducting research to identify how practices across the U.S. assemble and select items to include in their patient experience surveys and how they use CAHPS data during the process of becoming medical homes. The team will also document the perspectives of primary care practice leaders on NCQA PCMH Recognition and Patient Experience Distinction, explore the effects of changes made during PCMH transformation on patient experience, and examine associations between PCMH transformation and patient experience scores.

Anticipated Benefits

Characterizing primary care practices' use of the CG-CAHPS Survey and CAHPS PCMH items provides important insight into the activities practices conduct during PCMH transformation to assess and improve patient experience. This information may be useful in supporting practices that lag behind their peers, learning from practices with outstanding records of patient experience, and providing recommendations for refining the content of the CAHPS survey items.

Our Approach

Members of the CAHPS team will partner with about 150 primary care clinics that have been certified by the NCQA as Level 1,2, or 3 Patient-Centered Medical Homes, including a sample of those that currently or in the past have had the Patient Experience Distinction. The team will be conducting approximately 175 interviews of the PMCH leaders and assessing their "PCMH-ness." As a first step in performing that assessment, the CAHPS team identified and reviewed five publicly available survey tools designed to evaluate and improve the extent of PCMH implementation. The team will also obtain CG-CAHPS Survey results for these clinics in order to



assess the level of performance and changes in patient experience scores over time associated with PCMH efforts.

Published Article

Quigley DD, Predmore ZS, Hays RH. Tools to Gauge Progress during Patient-Centered Medical Home Transformation. *The American Journal of Accountable Care*. 2017, In Press.

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