Care Coordination Measures Atlas: Examples in Practice

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Care Coordination Measures Atlas

- Measures of process
- Applicable to ambulatory care
- Publicly available
- Validity and/or reliability testing

Available at:
http://www.ahrq.gov/professionals/prevention-chronic-care/improve/coordinatio
n/atlas2014/index.html
Care Coordination Measures Atlas

- Updated June 2014
- 80 measures
- New chapter on EHR-based measures and other new trends
Care Coordination Domains

- Hypothesized to support coordinated care
- Could be used systematically or *ad hoc*
- Broad approaches extend beyond coordination

Together, these domains are key for characterizing measures

<table>
<thead>
<tr>
<th>COORDINATION ACTIVITIES</th>
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<tr>
<td>Establish Accountability or Negotiate Responsibility</td>
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<td>Facilitate Transitions</td>
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<tr>
<td>Health Care Home</td>
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<tr>
<td>Care Management</td>
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<tr>
<td>Medication Management</td>
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<td>Health IT-Enabled Coordination</td>
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Experience of coordination differs by perspective

CCM Atlas calls out 3 key measurement perspectives:

- **Patient/family**
  - Surveys of patients or caregivers

- **Health care professional**
  - Surveys of clinicians (completed as individuals or teams)
  - Reflect their own actions/caregiving practices

- **System Representative**
  - Surveys of system administrators/leaders
  - Clinician leaders: when respond on behalf of organization, not own actions or practices
  - Medical record (paper or electronic)
  - Administrative claims data
<table>
<thead>
<tr>
<th>CARE COORDINATION ACTIVITIES</th>
<th>Patient/Family</th>
<th>Healthcare Professional(s)</th>
<th>System Representative(s)</th>
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Example Research Question

- Understand how coordination and teamwork among providers within our primary care clinic impacts medication reconciliation.
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Whose perspective is most of interest?

Which domain(s) most of interest?
Example Research Question

- Understand how **coordination and teamwork among providers** within our primary care clinic impacts **medication reconciliation**.

  Whose perspective is most of interest?
  - Health Care Professional

  Which domain(s) most of interest?
  - Medication Management
  - Teamwork Focused on Coordination
### Example Measure Selection

#### Health Care Professional Perspective Measures

<table>
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<tr>
<th>CARE COORDINATION ACTIVITIES</th>
<th>MEASUREMENT PERSPECTIVE: Health Care Professional(s)</th>
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<tr>
<td>Establish accountability or negotiate responsibility</td>
<td>5, 7a, 7b, 11b, 18, 20, 22b, 38c, 38d, 38e, 43, 46, 62, 74, 77</td>
</tr>
<tr>
<td>Communicate</td>
<td>5, 7a, 7b, 11b, 12a, 12b, 17d, 22b, 23, 38e, 38f, 43, 46, 62, 74, 77</td>
</tr>
<tr>
<td><strong>Interpersonal communication</strong></td>
<td>7a, 7b, 8, 11b, 12a, 12b, 17d, 18, 22b, 28, 43, 74, 75, 77</td>
</tr>
<tr>
<td><strong>Information transfer</strong></td>
<td>5, 8, 11b, 12a, 12b, 17d, 18, 20, 22b, 23, 27, 38c, 38d, 38e, 38f, 62, 74, 75, 77</td>
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<tr>
<td>Facilitate transitions†</td>
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<tr>
<td>Across settings</td>
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<td>As coordination needs change</td>
<td>11b, 22b</td>
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| BROAD APPROACHES POTENTIALLY RELATED TO CARE COORDINATION        |                                                      |
| Teamwork focused on coordination                                 | 7a, 7b, 11b, 12a, 12b, 18, 23, 27, 28, 43, 46, 62, 74 |
| Health care home                                                 | 17d, 74                                               |
| Care management                                                  | 5, 11b, 22b, 27                                       |
| Medication management                                           | 17d, 18, 20, 38c, 38e, 38f                            |
| Health IT-enabled coordination                                   | 12a, 17d, 75                                          |

† A key to measure numbers can be found in Table 16: Index of Measures.
‡ All measure items addressing transitions were mapped to one of the specific transition types (across settings or as coordination needs change).

- **Medication management**: n = 6
- **Teamwork**: n = 13
- Use measure profiles to get more info about each
17d. Primary Care Assessment Tool – Provider Edition

**Purpose:** To measure primary care quality and the extent to which it meets consumer needs, as identified from the provider perspective.

**Format/data source:** 153-item survey with coverage of...

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38c, 38e, 38f. PREPARED Survey

38c. PREPARED – Residential Care Provider Version

**Purpose:** To gather information on the quality of process and outcomes of discharge planning activities undertaken in the acute hospital setting from the residential care staff perspective.

38e. PREPARED – Medical Practitioner Version

**Purpose:** To gather information on the quality of process and outcomes of discharge planning activities undertaken in the acute hospital setting from the medical practitioner perspective.

38f. PREPARED – Modified Medical Practitioner Version

**Purpose:** To measure qualities of hospital discharge from the outpatient physician perspective.

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Don’t reflect medication management as performed by primary care clinicians
Closer Look at Resulting Measures

18. Physician-Pharmacist Collaboration Instrument

Purpose: To assess physician-pharmacist collaborative relationships across three domains: trustworthiness; role specification; relationship initiation.

Surveys can be directed at physicians and pharmacists respectively: questions are identical with provider title (physician/pharmacist) interchanged depending on the study population.

Format/Data Source: 14-item survey that consists of…

Measure Item Mapping:
- Establish accountability or negotiate responsibility: 1, 5-8
- Communicate:
  - Interpersonal communication:
    - Across health care teams or settings: 3, 11
  - Information transfer:
    - Across health care teams or settings: 13
- Teamwork focused on coordination: 9, 12
- Medication management: 7, 8

20. Family Medicine Medication Use Processes Matrix

Purpose: To measure the perception of primary care physicians (family practice) in regard to pharmacists’ contributions within the practice.

Format/Data Source: 22-item Family Medicine Medication…

Measure Item Mapping:
- Establish accountability or negotiate responsibility: 13
  - Information transfer:
    - Within teams of health care professionals: 20
    - Participants not specified: 17
- Assess needs and goals: 4, 9
- Monitor, follow up, and respond to change: 9, 11, 12
- Support self-management goals: 9, 19
- Align resources with patient and population needs: 19
- Medication management: 3, 5, 7, 10, 15-18, 20

+ Strong focus on medication management
- Only one-sided view (PCP view of pharmacist)

Just 2 items specifically on medication mgt
Other items focus on areas of interest to RQ (teamwork, shared responsibility, collaboration)
Measure #18: Physician-Pharmacist Collaboration Instrument (PPCI)

Contact Information:
- For questions regarding this measure and permission to use it, contact:

Copyright Details:
- The copy of the measure instrument that follows is reprinted with permission from: Alan J. Zillich. The Physician-Pharmacist Collaboration Instrument (PPCI) is the intellectual property of Alan J. Zillich. The Agency for Healthcare Research and Quality (AHRQ) has a nonexclusive, royalty-free, worldwide license to print a copy of the work in the Care Coordination Measures Atlas…
Selecting Instruments vs. Items

Cherry-picking key items is tempting, but:

- Reliability and validity testing no longer applies when modifying instrument
- If select items or adapt, revisit reliability and validity testing
- Talk to measure developer! They might have good ideas…
Coming Soon...

Care Coordination Measures Database

Interactive Database

Filter by:
- Perspective
- Domain
- Patient groups
- Settings

Link to additional info about each measure:
- Profile
- Instrument
- Related publications
Q & A

Thank You!

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