

PRIMARY CARE ASSESSMENT TOOL – SHORT VERSION

(Facility survey)

Primary Care Policy Center
Johns Hopkins University
School of Hygiene and Public Health

Developed by

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Instructions

When answering provider-related questions, please respond with regard to most of the clinicians in your facility.

Please make every attempt to answer in a way that reflects reality; if you feel you cannot do this for particular questions, please answer “Not sure/don’t know.”

ADMINISTRATIVE INFORMATION

Date survey completed: | | | | | | | | | |
M M D D Y Y

Name and title of person completing the questionnaire:

Organization/office address:

Facility code: | | | | |

Phone number: | | | | | | | | | |

GENERAL

1. Type of facility (Check one.)

- 1 Solo facility
2 Single specialty group facility
3 Multi-specialty group facility
4 Public health clinic
5 Community health clinic or neighborhood health center
6 Hospital clinic
7 Rural health clinic
8 Other (Please specify.)

2. Practice focus of the facility (Check one.)

- 1 General practice/family practice
2 General pediatrics
3 General internal medicine
4 Combination of general practice/family practice and general internal medicine/pediatrics (primary care)
5 Combination of primary care and subspecialists (Specify types of specialists.)
6 Subspecialty only (Specify type or types.)
7 Nurse practitioner only
8 Other (Please specify.)

3. Of patients served by your facility, what is the approximate percent in the following types of plans? (If none, place a 0.)

	<u>Percent</u>
Private	
Fee-for-service unrestricted	_____
Fee-for-service PPO	_____
HMO – capitated physicians	_____
Medicaid	
Fee-for-service unrestricted	_____
PCCM – fee-for-service primary care case management	_____
PCCM – capitated primary care case management	_____
HMO – capitated physicians	_____
Direct payment from uninsured patients	_____
Un-reimbursed (charity care)	_____
Other (Please specify.) _____	_____
Don't know/not sure	_____
<u>Total</u>	<u>100%</u>

4. Of those served by your facility, what is the approximate percent for whom you receive:

	<u>Percent</u>
Usual fee-for-service	_____
Discounted fee-for-service	_____
Salary	_____
Capitation	_____
Capitation with performance incentives	_____
Capitation with withholds	_____
Direct payment from patients	_____
Other	_____
<u>Total</u>	<u>100%</u>

Please check the one best answer.							Not sure/ don=t know
	0- 20%	21- 40%	41- 60%	61- 80%	81- 100%		
5. About what percent of your facility's patients are in insurance plans <i>where physicians' income is affected by the number of referrals or costs they generate?</i>	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	9 <input type="checkbox"/>	_____
6. What percent of your facility's patients have health coverage that <i>limits referrals, limits to whom you can refer, or requires approval for referrals?</i>	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	9 <input type="checkbox"/>	_____
7. About what percent of your facility's patients have health coverage that <i>requires pre-approval for non-emergency hospitalizations?</i>	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	9 <input type="checkbox"/>	_____
8. About what percent of your facility's patients must pay a fee or copayment at each visit?	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	9 <input type="checkbox"/>	_____
9. What percent of your facility's patients have long-term medical or behavioral problems or disabilities?	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	9 <input type="checkbox"/>	_____
10. On average, about <i>how long</i> do patients stay with your facility? (Check one.)							_____
1 <input type="checkbox"/> Less than 6 months							
2 <input type="checkbox"/> 6 months to 1 year							
3 <input type="checkbox"/> 1 – 2 years							
4 <input type="checkbox"/> 3 – 4 years							
5 <input type="checkbox"/> 5 or more years							
6 <input type="checkbox"/> Too variable to specify							
9 <input type="checkbox"/> Don't know							
11. Does your facility have a geographically defined population that it is intended to serve? (Check one.)							_____
1 <input type="checkbox"/> Yes 2 <input type="checkbox"/> No 9 <input type="checkbox"/> Not sure/don't know							

Please check the one best answer.							Not sure/ don=t know
	0- 20%	21- 40%	41- 60%	61- 80%	81- 100%		
12. What percent of your facility's patients are "enrolled," or are assigned to receive all their non-referred care at your facility?	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	9 <input type="checkbox"/>	_____
13. About what percent of your facility's patients are on a list or computerized roster that identifies them as your patients?	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	9 <input type="checkbox"/>	_____
14. What percent of your facility's patients do you think use your facility for <i>all</i> their well and sick health care needs (with the exception of true emergencies and referred care)?	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	9 <input type="checkbox"/>	_____

C. FIRST CONTACT – ACCESS

Please check the **one** best answer.

	Definitely	Probably	Probably not	Definitely not	Not sure/don't know
C3. When your facility is open and patients get sick, would someone from your facility see them that day?	4 <input type="checkbox"/>	3 <input type="checkbox"/>	2 <input type="checkbox"/>	1 <input type="checkbox"/>	9 <input type="checkbox"/>
C4. When your facility is open, can patients get advice quickly over the phone when they need it?	4 <input type="checkbox"/>	3 <input type="checkbox"/>	2 <input type="checkbox"/>	1 <input type="checkbox"/>	9 <input type="checkbox"/>
C5. When your facility is closed, do you have a phone number patients can call when they get sick?	4 <input type="checkbox"/>	3 <input type="checkbox"/>	2 <input type="checkbox"/>	1 <input type="checkbox"/>	9 <input type="checkbox"/>
C7. When your facility is closed during the night and patients get sick, would someone from your facility be able to see them that night?	4 <input type="checkbox"/>	3 <input type="checkbox"/>	2 <input type="checkbox"/>	1 <input type="checkbox"/>	9 <input type="checkbox"/>

D. ONGOING CARE

Please check the **one** best answer.

	Definitely	Probably	Probably not	Definitely not	Not sure/don't know
D1. At your facility, do patients see the same clinician each time they make a visit?	4 <input type="checkbox"/>	3 <input type="checkbox"/>	2 <input type="checkbox"/>	1 <input type="checkbox"/>	9 <input type="checkbox"/>
D4. If patients have a question, can they call and talk to the doctor or nurse who knows them best?	4 <input type="checkbox"/>	3 <input type="checkbox"/>	2 <input type="checkbox"/>	1 <input type="checkbox"/>	9 <input type="checkbox"/>
D7. Do the clinicians know the patients who use your facility “very well”?	4 <input type="checkbox"/>	3 <input type="checkbox"/>	2 <input type="checkbox"/>	1 <input type="checkbox"/>	9 <input type="checkbox"/>
D9. Do the clinicians understand what problems are most important to the patients they see?	4 <input type="checkbox"/>	3 <input type="checkbox"/>	2 <input type="checkbox"/>	1 <input type="checkbox"/>	9 <input type="checkbox"/>

E. COORDINATION

Please check the **one** best answer.

	Definitely	Probably	Probably not	Definitely not	Not sure/don't know
E8. When patients need a referral, do the clinicians discuss different places they might go to get help with their problem?	4 <input type="checkbox"/>	3 <input type="checkbox"/>	2 <input type="checkbox"/>	1 <input type="checkbox"/>	9 <input type="checkbox"/>
E9. Does someone at your facility help the patient make the appointment for the referral visit?	4 <input type="checkbox"/>	3 <input type="checkbox"/>	2 <input type="checkbox"/>	1 <input type="checkbox"/>	9 <input type="checkbox"/>
E10. When patients are referred, do the clinicians give them any written information to take to the specialist?	4 <input type="checkbox"/>	3 <input type="checkbox"/>	2 <input type="checkbox"/>	1 <input type="checkbox"/>	9 <input type="checkbox"/>
E12. After the visit, do the clinicians talk with patients about the results of visit(s) with the specialist or special service?	4 <input type="checkbox"/>	3 <input type="checkbox"/>	2 <input type="checkbox"/>	1 <input type="checkbox"/>	9 <input type="checkbox"/>

F. COORDINATION (INFORMATION SYSTEMS)

Please check the **one** best answer.

	Definitely	Probably	Probably not	Definitely not	Not sure/don't know
F1. Are patients expected to bring their medical records, such as immunizations or medical care they received in the past?	4 <input type="checkbox"/>	3 <input type="checkbox"/>	2 <input type="checkbox"/>	1 <input type="checkbox"/>	9 <input type="checkbox"/>
F2. Would your facility allow patients to look at their medical records if they wanted to?	4 <input type="checkbox"/>	3 <input type="checkbox"/>	2 <input type="checkbox"/>	1 <input type="checkbox"/>	9 <input type="checkbox"/>
F3. Are patient records available when the clinicians see patients?	4 <input type="checkbox"/>	3 <input type="checkbox"/>	2 <input type="checkbox"/>	1 <input type="checkbox"/>	9 <input type="checkbox"/>
Does your facility use the following methods to assure that indicated services are provided?					
F4. Flow sheets in patients' charts for lab results	4 <input type="checkbox"/>	3 <input type="checkbox"/>	2 <input type="checkbox"/>	1 <input type="checkbox"/>	9 <input type="checkbox"/>
F7. Problem lists in patients' records	4 <input type="checkbox"/>	3 <input type="checkbox"/>	2 <input type="checkbox"/>	1 <input type="checkbox"/>	9 <input type="checkbox"/>
F8. Medication lists in patients' records	4 <input type="checkbox"/>	3 <input type="checkbox"/>	2 <input type="checkbox"/>	1 <input type="checkbox"/>	9 <input type="checkbox"/>

G. COMPREHENSIVENESS (SERVICES AVAILABLE)

Please check the **one** best answer.

	Definitely	Probably	Probably not	Definitely not	Not sure/don't know
If patients need any of the following services, would they be able to get them <i>on-site</i> at your facility?					
G2. Immunizations	4 <input type="checkbox"/>	3 <input type="checkbox"/>	2 <input type="checkbox"/>	1 <input type="checkbox"/>	9 <input type="checkbox"/>
G6. Family planning or birth control services	4 <input type="checkbox"/>	3 <input type="checkbox"/>	2 <input type="checkbox"/>	1 <input type="checkbox"/>	9 <input type="checkbox"/>
G8. Counseling for behavior or mental health problems	4 <input type="checkbox"/>	3 <input type="checkbox"/>	2 <input type="checkbox"/>	1 <input type="checkbox"/>	9 <input type="checkbox"/>
G10. Suturing for a minor laceration	4 <input type="checkbox"/>	3 <input type="checkbox"/>	2 <input type="checkbox"/>	1 <input type="checkbox"/>	9 <input type="checkbox"/>

H. COMPREHENSIVENESS (SERVICES PROVIDED)

If your facility serves all ages, please answer all questions in this section (H1 – H2, H4 – H5, H7, H14 – H18).

If your facility serves *only children*, do not answer questions H4, H5, H7.

If your facility serves *only adults*, do not answer questions H14 – H18.

Please check the **one** best answer.

	Definitely	Probably	Probably not	Definitely not	Not sure/don't know
Are the following subjects discussed with patients?					
H1. Nutritional/non-nutritional foods or getting enough sleep	4 <input type="checkbox"/>	3 <input type="checkbox"/>	2 <input type="checkbox"/>	1 <input type="checkbox"/>	9 <input type="checkbox"/>
H2. Home safety, like using smoke detectors and storing medicines safely	4 <input type="checkbox"/>	3 <input type="checkbox"/>	2 <input type="checkbox"/>	1 <input type="checkbox"/>	9 <input type="checkbox"/>

Questions H4, H5, H7 apply to *adults only (ages 18 and older)*.

Please check the **one** best answer.

	Definitely	Probably	Probably not	Definitely not	Not sure/don't know
Are the following subjects discussed with patients?					
H4. Handling family conflicts	4 <input type="checkbox"/>	3 <input type="checkbox"/>	2 <input type="checkbox"/>	1 <input type="checkbox"/>	9 <input type="checkbox"/>
H5. Advice about appropriate exercise	4 <input type="checkbox"/>	3 <input type="checkbox"/>	2 <input type="checkbox"/>	1 <input type="checkbox"/>	9 <input type="checkbox"/>
H7. Medications being taken	4 <input type="checkbox"/>	3 <input type="checkbox"/>	2 <input type="checkbox"/>	1 <input type="checkbox"/>	9 <input type="checkbox"/>

Questions H14 – H18 apply to *children only (under age 18)*.

Please check the **one** best answer.

	Definitely	Probably	Probably not	Definitely not	Not sure/don't know
Are the following subjects discussed with the child and parent/guardian?					
H14. Ways to handle problems with child's behavior	4 <input type="checkbox"/>	3 <input type="checkbox"/>	2 <input type="checkbox"/>	1 <input type="checkbox"/>	9 <input type="checkbox"/>
H15. Changes in growth and behavior that parents can expect at certain ages	4 <input type="checkbox"/>	3 <input type="checkbox"/>	2 <input type="checkbox"/>	1 <input type="checkbox"/>	9 <input type="checkbox"/>
H16. Safety issues for children under 6: teaching them to cross the street safely, and using child safety seats in cars	4 <input type="checkbox"/>	3 <input type="checkbox"/>	2 <input type="checkbox"/>	1 <input type="checkbox"/>	9 <input type="checkbox"/>
H17. Safety issues for children between 6 and 12: staying away from guns, and using seatbelts and bicycle helmets	4 <input type="checkbox"/>	3 <input type="checkbox"/>	2 <input type="checkbox"/>	1 <input type="checkbox"/>	9 <input type="checkbox"/>
H18. Safety issues for children over 12: safe sex, saying no to drugs, not drinking and driving	4 <input type="checkbox"/>	3 <input type="checkbox"/>	2 <input type="checkbox"/>	1 <input type="checkbox"/>	9 <input type="checkbox"/>

I. FAMILY-CENTEREDNESS

Please check the **one** best answer.

	Definitely	Probably	Probably not	Definitely not	Not sure/don't know
I1. Do the doctors and nurses at your facility ask patients about <i>their</i> ideas and opinions when planning treatment and care for the patient or family member?	4 <input type="checkbox"/>	3 <input type="checkbox"/>	2 <input type="checkbox"/>	1 <input type="checkbox"/>	9 <input type="checkbox"/>
I2. Do the doctors and nurses at your facility ask about illnesses or problems that might run in the patients' families?	4 <input type="checkbox"/>	3 <input type="checkbox"/>	2 <input type="checkbox"/>	1 <input type="checkbox"/>	9 <input type="checkbox"/>
I3. Are the clinicians at your facility willing and able to meet with family members to discuss a health or family problem?	4 <input type="checkbox"/>	3 <input type="checkbox"/>	2 <input type="checkbox"/>	1 <input type="checkbox"/>	9 <input type="checkbox"/>

J. COMMUNITY ORIENTATION

Please check the **one** best answer.

	Definitely	Probably	Probably not	Definitely not	Not sure/don't know
J1. Do clinicians at your facility make home visits?	4 <input type="checkbox"/>	3 <input type="checkbox"/>	2 <input type="checkbox"/>	1 <input type="checkbox"/>	9 <input type="checkbox"/>
J2. Do you think the clinicians at your facility have adequate knowledge about the health problems of the communities you serve?	4 <input type="checkbox"/>	3 <input type="checkbox"/>	2 <input type="checkbox"/>	1 <input type="checkbox"/>	9 <input type="checkbox"/>
J3. Do the clinicians at your facility get opinions and ideas from people that might help to provide better health care?	4 <input type="checkbox"/>	3 <input type="checkbox"/>	2 <input type="checkbox"/>	1 <input type="checkbox"/>	9 <input type="checkbox"/>

Does your facility use the following methods to monitor and/or evaluate the effectiveness of services/programs?

J13. Feedback from community organizations or community advisory boards	4 <input type="checkbox"/>	3 <input type="checkbox"/>	2 <input type="checkbox"/>	1 <input type="checkbox"/>	9 <input type="checkbox"/>
J16. Systematic evaluations of your facility's programs and services	4 <input type="checkbox"/>	3 <input type="checkbox"/>	2 <input type="checkbox"/>	1 <input type="checkbox"/>	9 <input type="checkbox"/>
J18. Have a consumer on the board of directors or advisory committee	4 <input type="checkbox"/>	3 <input type="checkbox"/>	2 <input type="checkbox"/>	1 <input type="checkbox"/>	9 <input type="checkbox"/>

Does your facility use any of the following activities to reach out to populations in the communities you serve?

J20. Networking with state and local agencies involved with culturally diverse groups	4 <input type="checkbox"/>	3 <input type="checkbox"/>	2 <input type="checkbox"/>	1 <input type="checkbox"/>	9 <input type="checkbox"/>
J22. Involvement with neighborhood groups/community leaders	4 <input type="checkbox"/>	3 <input type="checkbox"/>	2 <input type="checkbox"/>	1 <input type="checkbox"/>	9 <input type="checkbox"/>

K. CULTURALLY COMPETENT

Please check the **one** best answer.

	Definitely	Probably	Probably not	Definitely not	Not sure/don't know
K2. Can your facility communicate with people who do not speak English well?	4 <input type="checkbox"/>	3 <input type="checkbox"/>	2 <input type="checkbox"/>	1 <input type="checkbox"/>	9 <input type="checkbox"/>
K3. If needed, does your facility take into account a family's special beliefs about health care or use of folk medicine, such as herbs/homemade medicines?	4 <input type="checkbox"/>	3 <input type="checkbox"/>	2 <input type="checkbox"/>	1 <input type="checkbox"/>	9 <input type="checkbox"/>
K4. If needed, does your facility take into account a family's request to use alternative treatment, such as homeopathy or acupuncture?	4 <input type="checkbox"/>	3 <input type="checkbox"/>	2 <input type="checkbox"/>	1 <input type="checkbox"/>	9 <input type="checkbox"/>

OTHER

1. Does your facility offer "sliding scale" or long-term payment plans for patients with financial difficulties?

1 Yes 2 No 9 Don't know

2. What percent of the clinicians in your facility are paid through

Percent

Salary only _____

Capitation only _____

Fee-for-service only _____

Capitation and fee-for-service _____

Salary and fee-for-service _____

Salary, capitation, and fee-for-service _____

Share of facility earnings _____

Other (Please specify.) _____

100%

3. Are the clinicians eligible for bonuses or subject to withholds depending on their utilization experience?

1 Yes 2 No 9 Don't know

4. Are the clinicians eligible for bonuses if they achieve certain guidelines or outcomes?

1 Yes 2 No 9 Don't know

5. At your facility, what are the current number of *visits* per day? (Please estimate.) _____ visits

6. At your facility, what are the current number of *visits* per week? (Please estimate.) _____ visits

7. What is the approximate percentage of *visits* by age?

	<u>Percent</u>
Ages 0-4	_____
Ages 5-10	_____
Ages 11-14	_____
Ages 15-19	_____
Ages 20 and over	_____
<u>Total</u>	<u>100%</u>

8. Is your facility currently accepting new patients?

1 Yes

2 Yes, but only non-Medicaid

3 No new patients

4 Other (Please specify.) _____

9. Is your facility able to determine how many *patients* (not *visits*) you have seen in a year?

1 Yes 2 No 9 Don't know

10. We are aware that funding streams and staff shortages are the main resources that need to be addressed. Other than money and staff, are there other resources your facility needs to ensure appropriate primary care services to the communities you serve?

Please check to make sure you have not skipped any pages. Thank you.

Please indicate by checking the box below if you would like to receive a copy of the final report of this study.

Yes No

Thank you for taking the time to complete this survey. The information will be very valuable in planning to meet the health care needs in the communities you serve.