



***ABIM Communication – Primary Care PIM™  
Practice Improvement Module  
Measures Catalogue***

**Communication – Primary Care PIM  
Measures Catalogue  
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## Introduction

This catalogue provides information related to the American Board of Internal Medicine's Communication – Primary Care Practice Improvement Module<sup>®</sup>. It is written in language that addresses the physician who might choose to complete this module, and it details the specifics of the module. Included is information regarding:

- Purpose and structuring of the module
- Patient inclusion criteria
- Detailed description of the measures

This PIM addresses key processes relating to your patients' experiences with the primary care you provide. The survey is derived from the CAHPS (Consumer Assessment of Healthcare Providers and Systems) Clinician and Group Survey, which was developed under the auspices of the Agency for Healthcare Research and Quality (AHRQ).

The PIM is divided into three parts, with multiple sections in each part.

### Part 1 -Performance Data

Provide baseline data about your practice's current performance by...

- Surveying your patients
- Assessing your practice systems

The 34 patient survey measures are summarized below. **ABIM requires a minimum of 25 patient surveys.** The practice systems assessment comprises questions covering various aspects of practice structure and protocols.

Patients can be **included** in this module if **all** of the following are true:

1. They are between the ages of 18 and 110 (inclusive);
2. They have been patients in the practice for at least one year; *AND*
3. They have been seen by the practice within the past 12 months.

Patients should be **excluded** from this module if they are unable to complete the survey, even with assistance.

**Part 2 - Quality Improvement (QI) Plan**

Develop a plan for improving one aspect of your practice after reviewing the analysis of your current performance data. The analysis will include many aspects of care you provide to your patients. Ultimately, you will target only one of these to use in this quality improvement (QI) cycle.

**Part 3 - Remeasurement**

Remeasure your performance data after you have implemented your QI plan to see if you achieved your goal. Then, you will reflect on the process of developing and implementing a QI plan.

You may claim CME credit for completing this activity. The University of Pennsylvania School of Medicine designates this educational activity for a maximum of 20 *AMA PRA Category 1 Credit(s)*<sup>TM</sup>.

**PROCESSES OF CARE**

<b>Overall Categories</b>			
<b>Measure Title</b>	<b>Description</b>	<b>Numerator</b>	<b>Denominator</b>
Scheduling Appointments and Contacting the Doctor	Average percentage of "Best Possible" ("Always") patient responses in "Scheduling Appointments and Contacting the Doctor" category	Sum of percentages of "Always" patient responses across the following Survey questions regarding Scheduling Appointments and Contacting Doctor: 1) In the last 12 mo, when you called this dr's office to get an appointment for care you needed right away, how often did you get an appt as soon as you thought you needed it? 2) In the last 12 mo, when you made an appointment for a check-up or routine care with this doctor, how often did you get an appt as soon as you thought you needed it? 3) In the last 12 mo, when you called this dr's office with a medical question during regular office hours, how often did you get an answer to your question that same day? 4) In the last 12 mo, when you called this dr's office after regular office hours, how often did you get the medical help or advice you needed? 5) In the last 12 mo, how often did your visit with the person you came to see start within 15 min of your appointment time? from all patients who completed the survey (excluding missing data)	Number of elements in the category (composite)
Physician-Patient Communication	Average percentage of "Best Possible" ("Always," "Yes") patient responses in "Physician-Patient Communication" category	Sum of percentages of "Best Possible" ("Always," "Yes") patient responses across the following Survey questions regarding Physician-Patient Communication: 1) In the last 12 months, how often did your personal doctor explain things in a way that was easy to understand? 2) In the last 12 months, how often did your personal doctor check to be sure you understood everything? 3) In the last 12 months, how often did your personal doctor encourage you to ask questions? 4) In the last 12 months, how often did your personal doctor listen carefully to you? 5) In the last 12 months, how often did your personal doctor let you talk without interruptions? 6) In the last 12 months, how often did your personal doctor give you clear instructions about what to do to take care of these health problems or concerns? 7) In the last 12 months, did you and your personal doctor talk about	Number of elements in the category (composite)

<b>Overall Categories</b>			
<b>Measure Title</b>	<b>Description</b>	<b>Numerator</b>	<b>Denominator</b>
		specific things you could do to prevent illness? from all patients who completed the survey (excluding missing data)	
Physician's Interpersonal Skills	Average percentage of "Best Possible" ("Always," "Excellent") patient responses in "Physician's Interpersonal Skills" category	Sum of percentages of "Best Possible" ("Always," "Excellent") patient responses across the following Survey questions regarding Physician's Interpersonal Skills: 1) How would you rate your personal doctor's knowledge of you as a person, including values and beliefs that are important to you? 2) In the last 12 months, how often did your personal doctor show respect for what you had to say? 3) In the last 12 months, how often did your personal doctor spend enough time with you? from all patients who completed the survey (excluding missing data)	Number of elements in the category (composite)
Medical Treatment	Average percentage of "Best Possible" ("Always," "Definitely yes") patient responses in "Medical Treatment" category	Sum of percentages of "Best Possible" ("Always," "Definitely yes") patient responses across the following Survey questions regarding Medical Treatment: 1) In the last 12 months, how often was your personal doctor as thorough as you thought you needed? 2) In the last 12 months, how often did your personal doctor keep you as comfortable as possible? 3) In the last 12 months, did your personal doctor talk with you about the pros and cons of each choice for your treatment or health care? 4) In the last 12 months, did your personal doctor talk with you about the pros and cons of each choice for your treatment or health care? from all patients who completed the survey (excluding missing data)	Number of elements in the category (composite)
Coordinating Care	Average percentages of "Best Possible" ("Always," "Yes," "Definitely yes") patient responses in "Coordinating Care" category	Sum of percentages of "Best Possible" ("Always," "Yes") patient responses across the following Survey questions regarding Coordinating Care: 1) In the last 12 months, how often did this doctor seem informed and up-to-date about the care you received from specialists? 2) In the last 12 months, how often did this doctor seem to know the important information about your medical history?	Number of elements in the category (composite)

<b>Overall Categories</b>			
<b>Measure Title</b>	<b>Description</b>	<b>Numerator</b>	<b>Denominator</b>
		3) In the last 12 months, did this doctor talk with you about all of the prescription medicines you are taking? 4) In the last 12 months, did you and this doctor talk about the cost of your prescription medicine? 5) In the last 12 months, when this doctor ordered a blood test, x-ray, or other test for you, how often did someone from this doctor's office follow up to give you those results? from all patients who completed the survey (excluding missing data)	
Overall Patient Rating of the Doctor (average rating)	Average patient rating of the doctor in response to the question, "Using any number from 0 to 10, where 0 is the worst personal doctor possible and 10 is the best personal doctor possible, what number would you use to rate your personal doctor?"	Sum of patient responses to the Survey questions "Using any number from 0 to 10, where 0 is the worst personal doctor possible and 10 is the best personal doctor possible, what number would you use to rate your personal doctor?" (excluding missing data)	Number of patients in the sample who responded to the Survey question "Using any number from 0 to 10, where 0 is the worst personal doctor possible and 10 is the best personal doctor possible, what number would you use to rate your personal doctor?"
Office Staff	Average percentage of "Best Possible" ("Always") patient responses in "Office Staff" category	Sum of percentages of "Best Possible" ("Always") patient responses across the following Survey questions regarding Office Staff: 1) In the last 12 months, how often was office staff at this doctor's office as helpful as you thought they should be? 2) In the last 12 months, how often did office staff at this doctor's office treat you with courtesy and respect? from all patients who completed the survey (excluding missing data)	Number of elements in the category (composite)

<b>Scheduling Appointments &amp; Contacting the Doctor</b>			
<b>Measure Title</b>	<b>Description</b>	<b>Numerator</b>	<b>Denominator</b>
Urgent appointment was always available as soon as needed	Patients in the sample who reported that they always get an urgent appointment as soon as needed	Number of patients in the sample who responded "Always" to the Survey question "In the last 12 months, when you called this doctor's office to get an appointment for care you needed right away, how often did you get an appointment as soon as you thought you needed it?"	Number of patients in the sample who reported that they called this doctor's office to get an appointment for an illness, injury, or condition that needed care right away
Routine appointment was always available as soon as needed	Patients in the sample who reported that they always get a routine appointment as soon as needed	Number of patients in the sample who responded "Always" to the Survey question "In the last 12 months, when you made an appointment for a check-up or routine care with this doctor, how often did you get an appointment as soon as you thought you needed it?"	Number of patients in the sample who reported that they made any appointments for a check-up or routine care with this doctor
Always got an answer to a medical question the same day the patient called during regular office hours	Patients in the sample who reported that they always got an answer to a question the same day the patient called during regular office hours	Number of patients in the sample who responded "Always" to the Survey question "In the last 12 months, when you called this doctor's office with a medical question during regular office hours, how often did you get an answer to your question that same day?"	Number of patients in the sample who reported that they phoned this doctor's office with a medical question during regular office hours
Always got an answer to a medical question as soon as it was needed	Patients in the sample who reported that they always got an answer to a medical question as soon as it was needed when they called after regular office hours	Number of patients in the sample who responded "Always" to the Survey question "In the last 12 months, when you phoned this doctor's office after regular office hours, how often did you get an answer to your medical question as soon as you needed?"	Number of patients in the sample who reported that they phoned this doctor's office with a medical question after regular office hours
Visit with the doctor or other person always started within 15 minutes of the appointment time	Patients in the sample who reported that the visit with the doctor or other person always started within 15 minutes of their appointment time	Number of patients in the sample who responded "Always" to the Survey question "In the last 12 months, how often did your visit with the person you came to see start within 15 minutes of your appointment?"	Number of patients in the sample

<b>Physician-Patient Communication</b>			
<b>Measure Title</b>	<b>Description</b>	<b>Numerator</b>	<b>Denominator</b>
Always explained things in a way that was easy to understand	Patients in the sample who reported that this doctor always explained things in a way that was easy to understand	Number of patients in the sample who responded "Always" to the Survey question "In the last 12 months, how often did this doctor explain things in a way that was easy to understand?"	Number of patients in the sample
Always checked to be sure the patient understood everything	Patients in the sample who reported that this doctor always checked to be sure the patient understood everything	Number of patients in the sample who responded "Always" to the Survey question "In the last 12 months, how often did this doctor check to be sure you understood everything?"	Number of patients in the sample
Always encouraged patients to ask questions	Patients in the sample who reported that this doctor always encouraged patients to ask questions	Number of patients in the sample who responded "Always" to the Survey question "In the last 12 months, how often did this doctor encourage you to ask questions?"	Number of patients in the sample
Always listened carefully	Patients in the sample who reported that this doctor always listened carefully	Number of patients in the sample who responded "Always" to the Survey question "In the last 12 months, how often did this doctor listen carefully to you?"	Number of patients in the sample
Always let the patient talk without interruption	Patients in the sample who reported that this doctor always let the patient talk without interruption	Number of patients in the sample who responded "Always" to the Survey question "In the last 12 months, how often did this doctor let you talk without interruptions?"	Number of patients in the sample
Always gave easy to understand instructions about taking care of health problems or concerns	Patients in the sample who reported that this doctor always gave easy to understand instructions about taking care of a health problem or concern	Number of patients in the sample who responded "Always" to the Survey question "In the last 12 months, how often did this doctor give you easy to understand instructions about taking care of these health problems or concerns?"	Number of patients in the sample who reported that they talked with this doctor about any health problems or concerns in the last 12 months
Talked about specific things the patient can do to prevent illness	Patients in the sample who reported that this doctor talked about specific things the patient can do to prevent illness	Number of patients in the sample who responded "Yes" to the Survey question "In the last 12 months, did you and this doctor talk about specific things you could do to prevent illness?"	Number of patients in the sample

<b>Physician's Interpersonal Skills</b>			
<b>Measure Title</b>	<b>Description</b>	<b>Numerator</b>	<b>Denominator</b>
Doctor has excellent knowledge of patient as a person, including important values and beliefs	Patients in the sample who reported that this doctor always has excellent knowledge of patient as a person, including important values and beliefs	Number of patients in the sample who responded "Always" to the Survey question "How would you rate this doctor's knowledge of you as a person, including values and beliefs that are important to you?"	Number of patients in the sample
Doctor has always showed respect for what the patient had to say	Patients in the sample who reported that this doctor always has showed respect for what the patient had to say	Number of patients in the sample who responded "Always" to the Survey question "In the last 12 months, how often did this doctor show respect for what you had to say?"	Number of patients in the sample
Doctor always spent enough time with the patient	Patients in the sample who reported that this doctor always spent enough time with them	Number of patients in the sample who responded "Always" to the Survey question "In the last 12 months, how often did this doctor spend enough time with you?"	Number of patients in the sample

<b>Medical Treatment</b>			
<b>Measure Title</b>	<b>Description</b>	<b>Numerator</b>	<b>Denominator</b>
Doctor was always as thorough as the patient thought was needed	Patients in the sample who reported that this doctor was always as thorough as the patient thought was needed	Number of patients in the sample who responded "Always" to the Survey question "In the last 12 months, how often was this doctor as thorough as you thought you needed?"	Number of patients in the sample
Doctor always kept the patient as comfortable as possible	Patients in the sample who reported that this doctor always kept them as comfortable as possible	Number of patients in the sample who responded "Always" to the Survey question "In the last 12 months, how often did this doctor keep you as comfortable as possible?"	Number of patients in the sample
Doctor talked about the pros and cons of each choice for treatment or health care	Patients in the sample who reported that this doctor definitely talked about the pros and cons of each choice for treatment or health care	Number of patients in the sample who responded "Definitely yes" to the Survey question "In the last 12 months, did this doctor talk with you about the pros and cons of each choice for your treatment or health care?"	Number of patients in the sample who reported that they were informed by this doctor that there was more than one choice for treatment or health care
When there was a choice in treatments, the doctor asked which choice the patient thought was best	Patients in the sample who reported that when there was a choice in treatments, this doctor definitely asked which choice the patient thought was best	Number of patients in the sample who responded "Definitely yes" to the Survey question "In the last 12 months, when there was more than one choice for your treatment or health care, did this doctor ask which choice you thought was best for you?"	Number of patients in the sample who reported that they were informed by this doctor that there was more than one choice for treatment or health care

<b>Coordinating Care</b>			
<b>Measure Title</b>	<b>Description</b>	<b>Numerator</b>	<b>Denominator</b>
Doctor always seemed informed about care you received from specialists	Patients in the sample who reported that this doctor always seemed informed about care they received from specialists	Number of patients in the sample who responded "Always" to the Survey question "In the last 12 months, how often did this doctor seem informed and up-to-date about the care you received from specialists?"	Number of patients in the sample who reported that this doctor suggested that they see a specialist for a particular health problem
Doctor always knew important information about the patient's history	Patients in the sample who reported that this doctor always knew important information about their history	Number of patients in the sample who responded "Always" to the Survey question "In the last 12 months, how often did this doctor seem to know the important information about your medical history?"	Number of patients in the sample
Doctor talked with patients about all the prescription medicines they were taking	Patients in the sample who reported that this doctor talked with them about all the prescription medicines they were taking	Number of patients in the sample who responded "Yes" to the Survey question "In the last 12 months, did this doctor talk with you about all of the prescription medicines you are taking?"	Number of patients in the sample who reported that they took any prescription medicines in the last 12 months
Doctor talked with patients about the cost of the prescription medicines they were taking	Patients in the sample who reported that the physician talked with them about the cost of medications	Number of patients in the sample who responded "Definitely yes" to the Survey question "In the last 12 months, did you talk with this doctor about the cost of your prescription medicines?"	Number of patients in the sample who reported that they were worried or concerned about the cost of prescription medicines
Someone from the doctor's office always followed-up to give patients the results of blood tests, x-rays, or other test results	Patients in the sample who reported that someone from the doctor's office always followed-up to give patients the results of blood tests, x-rays, or other test results	Number of patients in the sample who responded "Always" to the Survey question "In the last 12 months, when this doctor ordered a blood test, x-ray, or other test for you, how often did someone from your doctor's office follow-up to give you those test results?"	Number of patients in the sample who reported that this doctor sent them for a blood test, x-ray, or other test in the last 12 months

<b>Overall Patient Rating of "Best Doctor"</b>			
<b>Measure Title</b>	<b>Description</b>	<b>Numerator</b>	<b>Denominator</b>
Patients rating you "10" (best personal doctor possible)	Patients rating the doctor "10" in response to the question, "Using any number from 0 to 10, where 0 is the worst personal doctor possible and 10 is the best personal doctor possible, what number would you use to rate your personal doctor?"	Number of patients in the sample who responded "10" to the Survey question "Using any number from 0 to 10, where 0 is the worst personal doctor possible and 10 is the best personal doctor possible, what number would you use to rate your personal doctor?"	Number of patients in the sample who responded to the Survey question "Using any number from 0 to 10, where 0 is the worst personal doctor possible and 10 is the best personal doctor possible, what number would you use to rate your personal doctor?"

<b>Office Staff</b>			
<b>Measure Title</b>	<b>Description</b>	<b>Numerator</b>	<b>Denominator</b>
Clerks and receptionists were always as helpful as patients thought they should be	Patients in the sample who reported that clerks and receptionists were always as helpful as patients thought they should be	Number of patients in the sample who responded "Always" to the Survey question "In the last 12 months, how often was office staff at this doctor's office as helpful as you thought they should be?"	Number of patients in the sample
Clerks and receptionists always treated patients with respect	Patients in the sample who reported that clerks and receptionists always treated patients with respect	Number of patients in the sample who responded "Always" to the Survey question "In the last 12 months, how often did office staff at this doctor's office treat you with courtesy and respect?"	Number of patients in the sample

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