



***ABIM Communication with Referring Physicians
PIM™ Practice Improvement Module
Measures Catalogue***

**Communication with Referring Physicians PIM
Measures Catalogue
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Introduction

This catalogue provides information related to the American Board of Internal Medicine’s Communication with Referring Physicians Practice Improvement Module®. 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**
- **Detailed description of the measures**

This PIM addresses key processes relating to your interactions with physicians who refer patients to you.

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 referring physicians about their experience with your consultation or specialty services.
- Assessing your practice systems

The 23 measures are summarized in the chart below. **ABIM recommends a minimum of 25 physician surveys.** If you have extreme difficulty in meeting this recommendation in a reasonable time frame, you may satisfy this requirement with only ten surveys.

The practice systems assessment comprises questions covering various aspects of practice structure and protocols.

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)*[™].

PROCESSES OF CARE

Overall Categories			
Measure Title	Description	Numerator	Denominator
Consultation was always helpful	Average percentages of "Best Possible" ("Always") responses in "Consultation was always helpful" category	Sum of percentages of "Always" responses across the following Survey questions in "Consultation was always helpful" category: 1) In the last 12 months, when you contacted this physician for a routine consultation, how often did you get the help you needed? 2) In the last 12 months, when you contacted this physician with a consultation question that needed immediate attention, how often did you get help as soon as you needed it? 3) In the last 12 months, how often did this physician accomplish what you needed for your patients? from all physicians who completed the survey (excluding missing data)	Number of elements in the category (composite)
Communication was always effective	Average percentages of "Best Possible" ("Always," "Definitely yes") responses in "Communication was always effective" category	Sum of percentages of "Best Possible" ("Always," "Definitely yes") responses across the following Survey questions in "Communication was always effective" category: 1) In the last 12 months, how often did this physician give you clear instructions about what to do for your patients following the consultation? 2) In the last 12 months, how often did communication with this physician improve your diagnostic and/or therapeutic approach to the problem for which you requested consultation? 3) In the last 12 months, when there was more than one choice for diagnosis or treatment, did this physician inform you of the pros and cons of each choice? 4) In the last 12 months, how often did this physician show respect for you as a colleague? 5) In the last 12 months, how often have your patients said favorable things about this consultant's communication and interpersonal skills? from all physicians who completed the survey (excluding missing data)	Number of elements in the category (composite)
Care was always coordinated	Average percentages of "Best Possible" ("Never") responses in "Care was always coordinated" category	Sum of percentages of "Best Possible" ("Never") responses across the following Survey questions for "Care was always coordinated" category: 1) In the last 12 months, how often did this physician initiate additional diagnostic or therapeutic actions without	Number of elements in the category (composite)

Overall Categories			
Measure Title	Description	Numerator	Denominator
		informing you first? 2) In the last 12 months, how often did this physician refer a patient of yours to another doctor without informing you of the referral? 3) How often did you feel it took too long for the physician's office to inform you of the test results? from all physicians who completed the survey (excluding missing data)	
Always informed about surgery or invasive procedures	Average percentages of "Best Possible" ("Definitely yes") responses in "Always informed about surgery or invasive procedures" category	Sum of percentages of "Best Possible" ("Definitely yes") responses across the following Survey questions for "Always informed about surgery or invasive procedures" category: 1) In the last 12 months, did this physician or someone from the physician's office give you enough information about the surgery or invasive procedure before it was performed on your patients so you could help to advise your patients? 2) When you contacted this physician after surgery or an invasive procedure, did you get the information you needed to be able to advise your patients? from all physicians who completed the survey (excluding missing data)	Number of elements in the category (composite)
Overall rating by referring physicians (average rating)	Average rating by referring physicians	Sum of physician responses to the Survey question "Using any number from 0 to 10, where 0 is the worst consultant physician possible and 10 is the best consultant physician possible, what number would you use to rate this physician?" (excluding missing data)	Number of physicians, who responded to the Survey question "Using any number from 0 to 10, where 0 is the worst consultant physician possible and 10 is the best consultant physician possible, what number would you use to rate this physician?"
Office staff always as helpful as you thought they should be	Average percentages of "Best Possible" ("Always") responses across "Office staff was always helpful and courteous" category	Sum of percentages of "Always" responses across the following Survey questions for "Office staff was always helpful and courteous" category: 1) In the last 12 months, how often was the staff at this physician's office as helpful as you thought they should be? 2) In the last 12 months, how often did the staff at this physician's office treat you with courtesy and respect? 3) In the last 12 months, how often have your patients said favorable things about the communication and interpersonal skills of this physician's office staff? from all physicians, who completed the survey (excluding missing data)	Number of elements in the category (composite)

Consultation was Always Helpful			
Measure Title	Description	Numerator	Denominator
Physicians always got help needed for routine consultation	Physicians who always got the help they needed for a routine consultation	Number of physicians who responded "Always" to the Survey question "In the last 12 months, when you contacted this physician for a routine consultation, how often did you get the help you needed?"	Number of physicians who completed a survey
Physicians always got help as soon as needed when they contacted you with an urgent consultation question	Physicians who always got help as soon as needed when they contacted you with an urgent consultation question	Number of physicians who responded "Always" to the Survey question "In the last 12 months, when you contacted this physician with a consultation question that needed immediate attention, how often did you get help as soon as you needed it?"	Number of physicians who contacted this physician with a consultation question that needed immediate attention
Physicians felt you always accomplished what they needed for their patients	Physicians who reported that you always accomplished what they needed for their patients	Number of physicians who responded "Always" to the Survey question "In the last 12 months, how often did this physician accomplish what you needed for your patients?"	Number of physicians who completed a survey

Communication was Always Effective			
Measure Title	Description	Numerator	Denominator
Physicians always received clear instructions about what to do for patients following the consultation	Physicians who always received clear instructions about what to do for patients following the consultation	Number of physicians who responded "Always" to the Survey question "In the last 12 months, how often did this physician give you clear instructions about what to do for your patients following the consultation?"	Number of physicians who received advice or recommendations about further diagnostic or therapeutic actions they might take following the consultation
Your communications with referring physicians always improved their diagnostic and/or therapeutic approach	Physicians who reported that your communications always improved their diagnostic and/or therapeutic approach to the problem for which you were consulted	Number of physicians who responded "Always" to the Survey question "In the last 12 months, how often did communication with this physician improve your diagnostic and/or therapeutic approach to the problem for which you requested consultation?"	Number of physicians who received advice or recommendations about further diagnostic or therapeutic actions
Physicians always informed about the pros and cons of each choice	Physicians who reported they were always informed about the pros and cons of each choice, when there was more than one choice for diagnosis or treatment	Number of physicians who responded "Definitely yes" to the Survey question "In the last 12 months, when there was more than one choice for diagnosis or treatment, did this physician inform you of the pros and cons of each choice?"	Number of physicians who received advice or recommendations about further diagnostic or therapeutic actions, excluding those with N/A response to the question about the pros and cons of each choice when there was more than one choice for diagnosis or treatment
Physicians always shown respect as a colleague	Physicians who reported that they always were shown respect as a colleague	Number of physicians who responded "Always" to the Survey question "In the last 12 months, how often did this physician show respect for you as a colleague?"	Number of physicians who completed a survey
Physicians reported that their patients always said favorable things about your communication and interpersonal skills	Physicians who reported that their patients always said favorable things about your communication and interpersonal skills	Number of physicians who responded "Always" to the Survey question "In the last 12 months, how often have your patients said favorable things about this consultant's communication and interpersonal skills?"	Number of physicians who reported that the consultant had direct interaction with the patients they referred

Care was Always Coordinated			
Measure Title	Description	Numerator	Denominator
When an unexpected diagnostic or therapeutic action was indicated, you always informed physicians before you initiated additional action	Physicians who reported that when an unexpected diagnostic or therapeutic action was indicated, you always informed them before initiating additional action	Number of physicians who responded "Never" to the Survey question "In the last 12 months, how often did this physician initiate additional diagnostic or therapeutic actions without informing you first?"	Number of physicians who reported that the consultant initiated diagnostic or therapeutic actions that they did not expect or desire to be part of the consultation or referral request
When you recommended further consultation or referral to another doctor, you always informed the referring physicians	Physicians who reported that you always informed them when you recommended further consultation or referral to another doctor	Number of physicians who responded "Never" to the Survey question "In the last 12 months, how often did this physician refer a patient of yours to another doctor without informing you of the referral?"	Number of physicians who reported that you recommended further consultation or referral to another doctor
Physicians always received timely test results	Physicians who reported that they always received timely test results from you	Number of physicians who responded "Never" to the Survey question "How often did you feel it took too long for the physician's office to inform you of the test results?"	Number of physicians who reported that the consultant obtained or performed blood tests, diagnostic imaging, or other diagnostic tests for their patients

Always Informed About Surgery or Invasive Procedure			
Measure Title	Description	Numerator	Denominator
Physicians received enough information to advise patients about surgery or invasive procedure prior to it being performed	Physicians who reported that they always received enough information to advise patients about the surgery or invasive procedure prior to it being performed	Number of physicians who responded "Definitely yes" to the Survey question "In the last 12 months, did this physician or someone from the physician's office give you enough information about the surgery or invasive procedure before it was performed on your patients so you could help to advise your patients?"	Number of physicians who reported that the consultant physician performed surgery or an invasive procedure on any of their patients
Physicians received information needed to advise patients after surgery or invasive procedure	Physicians who reported that they received information needed to advise patients after the surgery or invasive procedure	Number of physicians who responded "Definitely yes" to the Survey question "When you contacted this physician after surgery or an invasive procedure, did you get the information you needed to be able to advise your patients?"	Number of physicians who reported that they contacted this physician after surgery or an invasive procedure to obtain information about follow-up care for their patients

Referring Physicians Rating You “Best Consultant Possible”			
Measure Title	Description	Numerator	Denominator
Referring physicians rating you "10" (best consultant physician possible)	Physicians rating you "10" in response to the Survey question "Using any number from 0 to 10, where 0 is the worst consultant physician possible and 10 is the best consultant physician possible, what number would you use to rate this physician?"	Number of physicians who responded "10" to the Survey question "Using any number from 0 to 10, where 0 is the worst consultant physician possible and 10 is the best consultant physician possible, what number would you use to rate this physician?"	Number of physicians who completed a survey

Office Staff was Always Helpful and Courteous			
Measure Title	Description	Numerator	Denominator
Your office staff was always as helpful as the referring physician thought they should be	Physicians who reported that your office staff was always as helpful as the referring physician thought they should be	Number of physicians who responded "Always" to the Survey question "In the last 12 months, how often was the staff at this physician's office as helpful as you thought they should be?"	Number of physicians who completed a survey
Your office staff always treated referring physicians with courtesy and respect	Physicians who reported that your office staff always treated them with courtesy and respect	Number of physicians who responded "Always" to the Survey question "In the last 12 months, how often did the staff at this physician's office treat you with courtesy and respect?"	Number of physicians who completed a survey
Referring physician's patients always had favorable things to say about communication and interpersonal skills of your office staff	Physicians who reported that their patients always had favorable things to say about the communication and interpersonal skills of the your office staff	Number of physicians who responded "Always" to the Survey question "In the last 12 months, how often have your patients said favorable things about the communication and interpersonal skills of this physician's office staff?"	Number of physicians who completed a survey

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