

Patient Perceptions of Integrated Care Items by Psychometrically-derived Constructs

Item #

Provider knowledge about the patient	
9	In the last 6 months, how often did you have to repeat information that you had already provided during the same visit?
10	In the last 6 months, how often did this provider seem to know the important information about your medical history?
17	How would you rate this provider's knowledge of your values and beliefs that are important to your health care?
46	In general, how often does the provider named in Question 1 seem informed and up-to-date about the care you got from specialists?
47	In general, how often did you have to remind the provider named in Question 1 about care you received from specialists?
Staff awareness of information about the patient	
21	In the last 6 months, how often did these other staff seem up-to-date about the care you were receiving from this provider?
22	In the last 6 months, how often did these other staff talk with you about care you were receiving from this provider?
23	In the last 6 months, how often did these other staff seem to know the important information about your medical history?
Provider communication with the patient	
4 & 5	Some offices remind patients about their appointments. Before your most recent visit with this provider, did you get a reminder from this provider's office about the appointment? Before your most recent visit with this provider, did you get instructions telling you what to expect or how to prepare for the visit?
8	In the last 6 months, when you missed an appointment with your provider, how often did someone from his or her office contact you to make a new appointment?
11	In the last 6 months, how often did this provider ask about things in your work or life at home that affect your health?
18 & 19	In the last 6 months, did this provider talk with you about setting goals for your health? In the last 6 months, did the care you received from this provider help you meet your goals?
29 & 30	In the last 6 months, did this provider or someone in his or her office ask you about these things that make it hard for you to take care of your health? In the last 6 months, did you and this provider or someone in his or her office come up with a plan to help you deal with the things that make it hard for you to take care of your health?
31	In the last 6 months, how often did this provider or someone in his or her office help you identify the most important things for you to do for your health?
33	In the last 6 months, how often did this provider or someone in his or her office help you get these services at home to take care of your health?
34 & 36	In the last 6 months, did this provider or someone in his or her office give you instructions about how to take care of your health? In the last 6 months, how often did the instructions you received help you take care of your health?
39	In the last 6 months, how often did this provider or someone in his or her office talk with you about how you were supposed to take your medicine?
41	In the last 6 months, how often did this provider or someone in his or her office talk with you about what to do if you have a bad reaction to your medicine?
42	In the last 6 months, how often did this provider or someone in his or her office contact you between visits to see how you were doing?
49	In general, how often does the provider named in Question 1 talk with you about the medicines prescribed by these specialists?
Integration post visit	
25	In the last 6 months, when this provider or someone in his or her office ordered a blood test, x-ray, or other test for you, how often did this provider or someone in his or her office follow up to give you those results?
26	In the last 6 months, how often did you have to request your test results before you got them?
27	In the last 6 months, how often were these test results presented in a way that was easy to understand?
Integration with specialists	
50	These questions ask about care you received from the specialist you saw most often in the last 6 months outside of the office of the provider named in Question 1. When you see this specialist, does he or she seem to know enough information about your medical history?
52	When you see this specialist, how often does this specialist seem to know your important tests results from other providers?
Additional Items	
Orphan Items	
6	In the last 6 months, how often did this provider cancel or change the date of an appointment?
37	In the last 6 months, if you had any trouble taking care of your health at home, would you know who to ask for help?
40	There are many reasons why people may not always be able to take their medicines as prescribed. In the last 6 months, how often were you able to take your medicine as prescribed?
Items dropped due to low covariance convergence	
16	In the last 6 months, how often did this provider ask whether you had ideas about how to improve your health?
44	In the last 6 months, when you tried to contact this provider's office after regular office hours, how often did you get an answer to your medical question in a timely manner?
51	When you see this specialist, how often do you have to repeat information that you have already given to the provider named in Question 1?
CAHPS Communication Construct	
12	In the last 6 months, how often did this provider explain things in a way that was easy to understand?
13	In the last 6 months, how often did this provider listen carefully to you?
14	In the last 6 months, how often did this provider show respect for what you had to say?
15	In the last 6 months, how often did this provider spend enough time with you?
Other Items	
7	People have busy lives and miss appointments for many reasons. How often have you missed an appointment with this provider?
20	People often get instructions about their health from more than one person in the same office, such as other doctors, nurses, nutritionists, and social workers. In the last 6 months, did you get instructions about your health from any other staff in the office of the provider named in Question 1?
24	These questions ask about the care you received from the provider named in Question 1 or someone in his or her office. In the last 6 months, did this provider order a blood test, x-ray, or other test for you?
28	In the last 6 months, were there things that made it hard for you to take care of your health?
32	In the last 6 months, did you need services at home to help you take care of your health?

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35	In the last 6 months, how often were you able to follow these instructions about taking care of your health?
38	In the last 6 months, did you take any prescription medicine?
43	In the last 6 months, did you try to contact this provider's office with a medical question after regular office hours?
45	Specialists are doctors like surgeons, heart doctors, psychiatrists, allergy doctors, skin doctors, and other doctors who specialize in one area of health care. In the last 6 months, did you receive care from any specialists outside the office of the provider named in Question 1?
48	In the last 6 months, did any specialists outside the office of the provider named in Question 1 prescribe medicine for you?
53	In the last 6 months, were you admitted to a hospital overnight or longer?
54	After your most recent hospital stay, did the provider named in Question 1 or someone in his or her office contact you to see how you were doing?
55	After your most recent hospital stay, were you prescribed any medicines?
56	After your most recent hospital stay, did the provider named in Question 1 or someone in his or her office contact you to check if you were able to follow instructions about any medicines you were prescribed?
57 & 58	After your most recent hospital stay, were you given instructions about caring for yourself at home? After your most recent hospital stay, were the instructions you were given easy to understand?
59	After your most recent hospital stay, did the provider named in Question 1 seem to know the important information about this hospital stay?
Demographic and Control Variables	
60	use to rate all your health care in the last 6 months?
61	to manage your medical care in the last 6 months?
62	In the last 6 months, was there one provider who knew about all your medical care needs?
63	In the last 6 months, was there one provider who knew about all the medicines you were taking?
64	In the last 6 months, was there one provider who knew you well as a person?
65	In general, how would you rate your overall health?
66	In the next 6 months, what do you think will happen to your overall health?
67a	In the last 6 months, how much of a problem were each of these for you? Lack of information about my medical conditions
67b	In the last 6 months, how much of a problem were each of these for you? Lack of information about my treatment options
67c	In the last 6 months, how much of a problem were each of these for you? Bringing up concerns about my health or health care with my providers
68a	In the last 6 months, did you ever need assistance with any of the following? Making medical-related appointments
68b	In the last 6 months, did you ever need assistance with any of the following? Getting to or from a medical appointment
68c	In the last 6 months, did you ever need assistance with any of the following? Taking medicines
68d	In the last 6 months, did you ever need assistance with any of the following? Understanding information from a health care provider
69	In the last 6 months, did one or more friends or relatives help you with any of the tasks in Q68?
70a	Please indicate how much you agree or disagree with each of the following statements. In uncertain times, I usually expect the best
70b	Please indicate how much you agree or disagree with each of the following statements. It is easy for me to relax
70c	Please indicate how much you agree or disagree with each of the following statements. If something can go wrong for me, it will.
70d	Please indicate how much you agree or disagree with each of the following statements. I am always optimistic about my future
70e	Please indicate how much you agree or disagree with each of the following statements. I hardly ever expect things to go my way.
70f	Please indicate how much you agree or disagree with each of the following statements. I rarely count on good things happening to me.
70g	Please indicate how much you agree or disagree with each of the following statements. Overall, I expect more good things to happen to me than bad.
71	What is your age?
72	Are you male or female?
73	What is the highest grade or level of school that you have completed?
74	Are you of Hispanic or Latino origin or descent?
75	What is your race?
76	Are you married or living with a significant other?
77	We are interested in how Medicare beneficiaries are getting along financially these days. Income can come from a number of sources: a job, pension, Social Security, SSI, welfare, dividends, interest, and any other source. What was your total household income in 2013 before taxes?
78	How many people age 15 or older lived in your household in 2013, including you?
79	Did someone help you complete this survey?
80	How did that person help you?