
Care Coordination Quality Measure for Primary Care (CCQM-PC)



Your Care Coordination Experience

Survey Instructions

Answer each question by marking the box to the left of your answer. You are sometimes told to skip over some questions in this survey. When this happens, you will see an arrow with a note that tells you what question to answer next, like this:

- ¹ Yes
² No → **If No, go to #1**

Introduction

This survey asks questions about your experience with care coordination. Care coordination refers to health care that is provided in a planned way that meets the needs and preferences of the patient. When care is coordinated well, the patient and his or her doctors, nurses, other health care providers, family, and other caregivers all know who is responsible for different parts of the patient's care, and they communicate with each other so that everyone has the information they need.

Your answers to this survey will help us learn more about people's experiences with care coordination.

Definitions

Below are several definitions of terms that are used throughout the survey. Some of these definitions are relevant to specific sections of the survey and are also included at the beginning of that section.

Your primary care provider: The doctor or other provider who cares for most of your usual health care needs and who you normally see when you need care for a new illness or injury, to maintain or control a health issue, or to prevent health problems so you can stay healthy.

Other primary care professionals in this office: doctors, nurse practitioners, physician assistants, nurses, and others who work in the same office or group as your primary care provider and also help people get better, maintain their health, and prevent problems to stay healthy.

Primary care office: A group of primary care professionals and the staff who work with them in an office. The primary care professionals and other staff in the office all work for the same organization or business that shares a common goal of caring for the health needs of patients and keeping patients healthy. A primary care office is designed to be the first place patients go to get their health needs met.

Other health care professionals: Specific or specialized care from doctors, nurse practitioners, physician assistants, nurses, and others who work outside of your primary care practice.

Health care team: this includes your primary care provider, other primary care professionals, and other health care professionals who care for you. It also includes people who are not primary care professionals; for example, the people in your life such as yourself, family members, or friends that help you get the care you need to feel better or stay healthy.

Care plan: Sometimes, in order to coordinate care, the patient and/or family creates a care plan, together with one or more health care providers. It can be created for people with any health condition. The care plan covers the patient's needs and goals for health care and identifies any gaps in care coordination. The plan may set goals for the patient and the patient's providers. Ideally, it anticipates routine needs and tracks current progress toward a patient's goals. This plan is often called a care plan or a plan of action.

Seeking care in the last 12 months

1. In the last 12 months, how many times did you visit your primary care provider's office to get care for yourself from your primary care provider or other primary care professionals?

- ¹ None
² 1
³ 2
⁴ 3
⁵ 4
⁶ 5 to 9
⁷ 10 or more times

2. In the last 12 months, apart from scheduling appointments, how many times did you contact your primary care provider or other primary care professionals in this office about your health—for example, by email or phone call?

- ¹ None
² 1
³ 2
⁴ 3
⁵ 4
⁶ 5 to 9
⁷ 10 or more times

3. In the last 12 months, including your primary care provider, how many different primary care professionals at your primary care provider's office have you seen for a health reason?

- ¹ 1
² 2
³ 3 or more
⁴ I did not get care from this primary care provider's office in the last 12 months.

4. In the last 12 months, how many health care professionals outside of your primary care provider's office have you seen for a health reason?

- ¹ None
² 1
³ 2
⁴ 3 or more

Knowing Who Does What

Care coordination: this refers to health care that is provided in a planned way that meets the needs and preferences of the patient. When care is coordinated well, the patient and his or her doctors, nurses, other health care providers, family, and other caregivers all know who is responsible for different parts of the patient's care, and they communicate with each other so that everyone has the information they need.

Health care team: this includes your primary care provider, other primary care professionals, and other health care professionals who care for you. It also includes people who are not primary care professionals—for example, the people in your life such as yourself, family members, or friends that help you get the care you need to feel better or stay healthy.

5. In the last 12 months, how often did you know what aspects of your care you were responsible for?

- ¹ Never
² Sometimes
³ Usually
⁴ Always

6. In the last 12 months, if you had health problems, how often did your primary care provider or other primary care professionals in this office talk with you about what to do if your condition got worse or came back?

- ¹ Never
- ² Sometimes
- ³ Usually
- ⁴ Always
- ⁵ I did not have a health problem in the last 12 months.

7. In the last 12 months, if you saw more than one health care professional for your health care needs, how often did you know which one to get in touch with when you needed medical care?

- ¹ Never
- ² Sometimes
- ³ Usually
- ⁴ Always
- ⁵ I did not see more than one health care professional for my health care needs in the last 12 months.

Communicating with your health care providers

8. In the last 12 months, if you called your primary care provider's office with a medical question during regular office hours, how often did you get an answer that same day?

- ¹ Never
- ² Sometimes
- ³ Usually
- ⁴ Always
- ⁵ I did not call my primary care provider's office with a medical question during regular office hours in the last 12 months.

9. In the last 12 months, if you called your primary care provider's office **after regular office hours**, how often did you get the help or advice you needed?

- ¹ Never
- ² Sometimes
- ³ Usually
- ⁴ Always
- ⁵ I did not call my primary care provider's office after regular office hours in the last 12 months.

10. In the last 12 months, if you emailed your primary care provider's office with a question, how often did you get an answer as soon as you needed it?

- ¹ Never
- ² Sometimes
- ³ Usually
- ⁴ Always
- ⁵ I did not email my primary care provider's office with a question in the last 12 months.

11. In the last 12 months, how often did the primary care professionals in your primary care provider's office make it easy for you to discuss your care in your preferred language?

- ¹ Never
- ² Sometimes
- ³ Usually
- ⁴ Always

12. In the last 12 months, if you needed to talk to your primary care provider or another primary care professional in this office, how often did you get to talk to the primary care professional who knows you best?

- ¹ Never
- ² Sometimes
- ³ Usually
- ⁴ Always
- ⁵ I did not need to talk to my primary care provider or another primary care professional in this office in the last 12 months.

13. In the last 12 months, how often did your primary care provider or other primary care professionals in this office explain things in a way that was easy to understand?

- ¹ Never
- ² Sometimes
- ³ Usually
- ⁴ Always

14. In the last 12 months, how often did your primary care provider or other primary care professionals in this office listen carefully to you?

- ¹ Never
- ² Sometimes
- ³ Usually
- ⁴ Always

15. In the last 12 months, how often did your primary care provider or other primary care professionals in this office encourage you to ask all the questions you had?

- ¹ Never
- ² Sometimes
- ³ Usually
- ⁴ Always

16. In the last 12 months, how often did your primary care provider or other primary care professional in this office ask you if you understood all of the information he or she gave you?

- ¹ Never
- ² Sometimes
- ³ Usually
- ⁴ Always

17. In the last 12 months, how often have you felt comfortable asking questions of your primary care provider or other primary care professionals you saw in this office?

- ¹ Never
- ² Sometimes
- ³ Usually
- ⁴ Always

Sharing health information

Care plan: Sometimes, in order to coordinate care, the patient and/or family creates a care plan, together with one or more health care providers. It can be created for people with any health condition. The care plan covers the patient's needs and goals for health care and identifies any gaps in care coordination. The plan may set goals for the patient and the patient's providers. Ideally, it anticipates routine needs and tracks current progress toward a patient's goals. This plan is often called a **care plan** or a **plan of action**.

18. In the last 12 months, how often did your primary care provider or other primary care professionals in this office know about your past health problems or past treatments?

- ¹ Never
- ² Sometimes
- ³ Usually
- ⁴ Always

19. In the last 12 months, if you saw a health care professional outside of your primary care provider's office, how often did your primary care provider know about any tests or results from these visits?

- ¹ Never
- ² Sometimes
- ³ Usually
- ⁴ Always
- ⁵ I did not see a health care professional outside of my primary care provider's office in the last 12 months.

20. In the last 12 months, how often has it seemed like your primary care provider's office keeps health information about you complete and up-to-date?

- ¹ Never
- ² Sometimes
- ³ Usually
- ⁴ Always

21. In the last 12 months, if you asked someone at your primary care provider's office for your medical records, how often did you get them as soon as you needed?

- ¹ Never
- ² Sometimes
- ³ Usually
- ⁴ Always
- ⁵ I did not ask my primary care provider's office for my medical records in the last 12 months.

**Develop and execute a plan of
action for your care:
*Assessing your needs and goals***

22. In the last 12 months, if you had a health insurance plan, how often did your primary care provider or other primary care professionals in this office talk with you about what is and is not covered by your insurance plan?

- ¹ Never
- ² Sometimes
- ³ Usually
- ⁴ Always
- ⁵ I did not have health insurance in the last 12 months.

23. In the last 12 months, how often did your primary care provider or other primary care professionals in this office talk to you about any support you might need to take care of your health?

- ¹ Never
- ² Sometimes
- ³ Usually
- ⁴ Always

24. In the last 12 months, how often did your primary care provider or other primary care professionals at this office ask about your goals for taking care of your health?

- ¹ Never
- ² Sometimes
- ³ Usually
- ⁴ Always

25. In the last 12 months, how often has your primary care provider or other primary care professional at this office helped you in setting goals for taking care of your health?

- ¹ Never
² Sometimes
³ Usually
⁴ Always

**Develop and execute a plan of action for your care:
Collaboration on the design of care**

26. In the last 12 months, how often did your primary care provider or other primary care professionals at this office consider your preferences for where you wanted to receive your care?

- ¹ Never
² Sometimes
³ Usually
⁴ Always

27. Choices for your treatment or health care can include choices about tests and screenings, preventive health care (e.g., flu shot), medicine, surgery, or other treatment.

In the last 12 months, how often did your primary care provider or other primary care professionals in this office tell you there was more than one choice for your health care or treatment?

- ¹ Never
² Sometimes
³ Usually
⁴ Always

28. In the last 12 months, if you talked about different options for your health care or treatment with your primary care provider or other primary care professionals in this office, how often did they talk with you about the reasons for choosing an option?

- ¹ Never
² Sometimes
³ Usually
⁴ Always
⁵ I did not talk to my primary care provider or other primary care professionals in this office about different options for my health care or treatment.

29. In the last 12 months, if you talked about different options for your health care or treatment with your primary care provider or other primary care professionals in this office, how often did they talk about the reasons for **not** choosing an option?

- ¹ Never
² Sometimes
³ Usually
⁴ Always
⁵ I did not talk to my primary care provider or other primary care professional in this office about different options for my health care or treatment.

Develop and execute a plan of action for your care:
Creating a health care plan of action

Care plan: Sometimes, in order to coordinate care, the patient and/or family creates a care plan, together with one or more health care providers. It can be created for people with any health condition. The care plan covers the patient's needs and goals for health care and identifies any gaps in care coordination. The plan may set goals for the patient and the patient's providers. Ideally, it anticipates routine needs and tracks current progress toward a patient's goals. This plan is often called a **care plan** or a **plan of action**.

30. In the last 12 months, how often did your primary care provider or other primary care professionals in this office help you create a plan of action that you use every day to help you take care of your health?

- ¹ Never
² Sometimes
³ Usually
⁴ Always

31. In the last 12 months, if you and a primary care professional in this office had a plan of action to take care of your health, how often did the plan **include different ways to communicate with your primary care practice?**

- ¹ Never
² Sometimes
³ Usually
⁴ Always
⁵ I did not have a health care plan of action with primary care professionals in this office in the last 12 months.

32. In the last 12 months, if you and a primary care professional in this office had a plan of action to take care of your health, how often did the plan **include specific outcomes that would tell you when you met your goals?** Outcomes can include functional goals, such as being able to walk a flight of stairs without losing your breath, or target rates—for example, a blood pressure reading below 120/80 mmHg?

- ¹ Never
² Sometimes
³ Usually
⁴ Always
⁵ I did not have a health care plan of action with primary care professionals in this office in the last 12 months.

33. In the last 12 months, if you and a primary care professional in this office had a plan of action to take care of your health, how often did the **plan include what to do if there is a problem or a change in your health?**

- ¹ Never
² Sometimes
³ Usually
⁴ Always
⁵ I did not have a health care plan of action with primary care professionals in this office in the last 12 months.

34. During stressful times, some people find it harder to take care of their health. In the last 12 months, how often did your primary care provider or other primary care professionals in this office help you to plan ahead so that you could take care of your health even during difficult or stressful times?

- ¹ Never
² Sometimes
³ Usually
⁴ Always

Develop and execute a plan of action for your care:
Following up, identifying problems, and making adjustments

35. In the last 12 months, if you had a health problem, how often did your primary care provider or other primary care professional in this office follow up on a health problem you had, either at the next visit or by phone?

- ¹ Never
² Sometimes
³ Usually
⁴ Always
⁵ I did not have a health problem in the last 12 months.

36. In the last 12 months, how often did your primary care provider or other primary care professionals in this office ask you how your health or treatment affected your daily life?

- ¹ Never
² Sometimes
³ Usually
⁴ Always

37. In the last 12 months, if you had treatment, how often did your primary care provider or other primary care professionals in this office follow up with you to find out what was working well with your treatment?

- ¹ Never
² Sometimes
³ Usually
⁴ Always
⁵ I did not have treatment in the last 12 months.

38. In the last 12 months, how often did your primary care provider or other primary care professionals in this office discuss with you whether you were getting the health care you needed?

- ¹ Never
² Sometimes
³ Usually
⁴ Always

Connecting you to other sources of care

39. In the last 12 months, if you needed a referral from your primary care provider to see another health care professional, how often did you get one as soon as you needed it?

- ¹ Never
² Sometimes
³ Usually
⁴ Always
⁵ I did not need a referral to another health care professional in the last 12 months.

40. In the last 12 months, if you needed to visit another health care professional outside of your primary care provider's office, how often did someone in your primary care provider's office help you make the appointment?

¹ Never

² Sometimes

³ Usually

⁴ Always

⁵ I did not need to visit a health care professional outside of my primary care provider's office in the last 12 months.

⁶ When I needed to visit a health care professional outside of my primary care provider's office in the last 12 months, I did not seek help from anyone in my primary care provider's office.

41. In the last 12 months, how often did your primary care provider or other primary care professionals in this office give you information about available community-based services to support your health such as support groups, classes, counselors, community recreation programs, or faith-based activities?

¹ Never

² Sometimes

³ Usually

⁴ Always

42. In the last 12 months, if your primary care provider or another primary care professional in this office told you about resources available in the community that could help you take care of yourself or your family, how often did someone in your primary care provider's office follow up with you about your use of these resources?

¹ Never

² Sometimes

³ Usually

⁴ Always

⁵ Community-based services were not recommended to me in the last 12 months.

43. In the last 12 months, if you had health problems, how often did your primary care provider or other primary care professionals in this office help you connect with other people with similar health problems?

¹ Never

² Sometimes

³ Usually

⁴ Always

⁵ I did not have health problems in the last 12 months.

Helping you take care of yourself

44. In the last 12 months, if you had an illness or injury, how often did your primary care provider or other primary care professionals in this office ask whether you had enough services to help you take care of this illness or injury at home?
- ¹ Never
² Sometimes
³ Usually
⁴ Always
⁵ I did not have an illness or injury in the last 12 months.
45. In the last 12 months, if you needed help at home to manage your health, how often did someone in your primary care provider's office arrange services for you at home to help manage your health condition?
- ¹ Never
² Sometimes
³ Usually
⁴ Always
⁵ I did not need help at home to manage my health in the last 12 months.
46. In the last 12 months, how often did you feel like the activities that primary care professionals in this office recommended for your care took into account the responsibilities you have at work or home?
- ¹ Never
² Sometimes
³ Usually
⁴ Always

47. In the last 12 months, how often did a primary care professional in this office give you health information such as booklets or videos about what you can do for your health?
- ¹ Never
² Sometimes
³ Usually
⁴ Always

About You

48. In general, how would you rate your overall **physical** health?
- ¹ Excellent
² Very good
³ Good
⁴ Fair
⁵ Poor
49. In general, how would you rate your overall **mental or emotional** health?
- ¹ Excellent
² Very good
³ Good
⁴ Fair
⁵ Poor
50. In the last 12 months, did you get health care 3 or more times for the same condition or problem?
- ¹ Yes
² No → **If No, go to #52**
51. Is this a condition or problem that has lasted for at least 3 months? Do not include pregnancy or menopause.
- ¹ Yes
² No

52. Do you now need or take medicine prescribed by a doctor? Do **not** include birth control.

¹ Yes

² No → **If No, go to #54**

53. Is this medicine to treat a condition that has lasted for at least 3 months? Do **not** include pregnancy or menopause.

¹ Yes

² No

54. In the last 12 months, did you have to stay in the hospital for at least one night?

¹ Yes

² No

55. In the last 12 months, were you admitted to or discharged from a nursing home or rehabilitation facility?

¹ Yes

² No

56. In the last 12 months, did you have health insurance?

¹ Yes

² No

57. What is your age?

¹ 18 to 24 years

² 25 to 34

³ 35 to 44

⁴ 45 to 54

⁵ 55 to 64

⁶ 65 to 74

⁷ 75 or older

58. Are you male or female?

¹ Male

² Female

59. What is the highest grade or level of school that you have completed?

¹ 8th grade or less

² Some high school, but did not graduate

³ High school graduate or GED

⁴ Some college or 2-year degree

⁵ 4-year college graduate

⁶ More than 4-year college degree

60. Are you Hispanic, Latino/a, or Spanish origin?

¹ Yes, Hispanic, Latino/a, or Spanish origin

² No, not of Hispanic, Latino/a, or Spanish origin

61. What is your race? *Mark one or more.*

¹ White

² Black or African American

³ American Indian or Alaska Native

⁴ Asian Indian

⁵ Chinese

⁶ Filipino

⁷ Japanese

⁸ Korean

⁹ Vietnamese

¹⁰ Other Asian

¹¹ Native Hawaiian

¹² Guamanian or Chamorro

¹³ Samoan

¹⁴ Other Pacific Islander

62. What is your preferred language?

¹ English

² Other

Please specify:

63. How well do you speak English?

- ¹ Very well
- ² Well
- ³ Not well
- ⁴ Not at all

64. Did someone help you complete this survey?

- ¹ Yes → **If Yes, go to #65**
- ² No → **If No, go to #66**

65. How did that person help you? Mark one or more.

- ¹ Read the questions to me
- ² Wrote down the answers I gave
- ³ Answered the questions for me
- ⁴ Translated the questions into my language
- ⁵ Helped in some other way

66. Have you ever received professional treatment for any of the following conditions? Professional treatment refers to any treatment supervised by a health professional.

	YES, I have received professional treatment for this condition	NO, I have NOT received professional treatment for this condition
Arthritis?	<input type="checkbox"/>	<input type="checkbox"/>
Chronic back/neck pain?	<input type="checkbox"/>	<input type="checkbox"/>
Any other chronic pain?	<input type="checkbox"/>	<input type="checkbox"/>
High blood pressure or hypertension?	<input type="checkbox"/>	<input type="checkbox"/>
Congestive heart failure?	<input type="checkbox"/>	<input type="checkbox"/>
Coronary artery disease?	<input type="checkbox"/>	<input type="checkbox"/>
High blood cholesterol or hyperlipidemia?	<input type="checkbox"/>	<input type="checkbox"/>
Asthma?	<input type="checkbox"/>	<input type="checkbox"/>
Chronic Obstructive Pulmonary Disease (COPD)?	<input type="checkbox"/>	<input type="checkbox"/>
Diabetes?	<input type="checkbox"/>	<input type="checkbox"/>
Osteoporosis?	<input type="checkbox"/>	<input type="checkbox"/>
Skin cancer?	<input type="checkbox"/>	<input type="checkbox"/>
Any other kind of cancer?	<input type="checkbox"/>	<input type="checkbox"/>
Anxiety disorder?	<input type="checkbox"/>	<input type="checkbox"/>
Depression?	<input type="checkbox"/>	<input type="checkbox"/>
Any other emotional problem?	<input type="checkbox"/>	<input type="checkbox"/>
Substance problems (drugs or alcohol)?	<input type="checkbox"/>	<input type="checkbox"/>
Stroke	<input type="checkbox"/>	<input type="checkbox"/>
Chronic Kidney Disease	<input type="checkbox"/>	<input type="checkbox"/>
Hepatitis	<input type="checkbox"/>	<input type="checkbox"/>

Thank You
Please return the completed survey in the
postage-paid envelope.

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<http://www.ahrq.gov/carecoordination>

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