

**Scoring Algorithm for Staff Experience Survey used in  
“Patient-Centered Medical Home Characteristics  
and Staff Morale in Safety Net Clinics”**

Sarah E. Lewis, MSPH; Robert S. Nocon, MHS; Hui Tang, MS; Seo Young Park, PhD; Anusha M. Vable, MPH; Lawrence P. Casalino, MD, PhD; Elbert S. Huang, MD, MPH; Michael T. Quinn, PhD; Deborah L. Burnet, MD, MA; Wm Thomas Summerfelt, PhD; Jonathan M. Birnberg, MD; Marshall H. Chin, MD, MPH.  
“Patient-Centered Medical Home Characteristics and Staff Morale in Safety Net Clinics.” *Archives of Internal Medicine*. 2012;172(1):23-31.

This survey and scoring algorithm was developed during the Safety Net Medical Home Initiative, funded by the Commonwealth Fund.

Questions		Points per Response
<b>Domain 1: Access and Communication with Patients</b>		
	Q1.a. My patients see the same primary care provider rather than some other provider when they come in for a routine visit:	
	Strongly Disagree	0
	Disagree	25
	Neither Agree nor Disagree	50
	Agree	75
	Strongly Agree	100
	b. My patients see the same primary care provider rather than some other provider when they come in for an urgent care visit:	
	Strongly Disagree	0
	Disagree	25
	Neither Agree nor Disagree	50
	Agree	75
	Strongly Agree	100
	c. My patients can easily get a same-day appointment with me or some other provider in our clinic if they have an urgent problem:	
	Strongly Disagree	0
	Disagree	25
	Neither Agree nor Disagree	50
	Agree	75
	Strongly Agree	100
	d. It is often difficult to spend enough time with patients to meet their medical needs:	
	Strongly Disagree	0
	Disagree	25
	Neither Agree nor Disagree	50
	Agree	75
	Strongly Agree	100
	e. I have adequate access to interpreters:	
	Strongly Disagree	0
	Disagree	25
	Neither Agree nor Disagree	50
	Agree	75
	Strongly Agree	100
<b>Score</b>	Mean of Q1a-e responses	____0-100

<b>Domain 2: Tracking Data</b>		
	Q2.a. My practice can easily identify patients with a particular disease	
	Strongly Disagree	0
	Disagree	25
	Neither Agree nor Disagree	50
	Agree	75
	Strongly Agree	100
	b. Our clinic has good systems in place to track test results and follow-up with patients about the results	
	Strongly Disagree	0
	Disagree	25
	Neither Agree nor Disagree	50
	Agree	75
	Strongly Agree	100
<b>Score</b>	Mean of Q2a-b responses	____ 0-100

<b>Domain 3: Care Management</b>		
	Q5.a. Our clinic has a good system for identifying patients at high-risk for poor outcomes	
	Strongly Disagree	0
	Disagree	25
	Neither Agree nor Disagree	50
	Agree	75
	Strongly Agree	100
	b. Our clinic intensifies services for patients at high-risk for poor outcomes	
	Strongly Disagree	0
	Disagree	25
	Neither Agree nor Disagree	50
	Agree	75
	Strongly Agree	100
	c. Our clinic individualizes services to different patients with different needs	
	Strongly Disagree	0
	Disagree	25
	Neither Agree nor Disagree	50
	Agree	75
	Strongly Agree	100
	d. Our clinic is effective in helping patients self-manage their chronic illness	
	Strongly Disagree	0
	Disagree	25
	Neither Agree nor Disagree	50
	Agree	75
	Strongly Agree	100
	e. Patient care is coordinated well among physicians, nurses, and clinic staff within our clinic	
	Strongly Disagree	0
	Disagree	25
	Neither Agree nor Disagree	50
	Agree	75

	Strongly Agree	100
	f. Our practice effectively utilizes community resources to help meet the health care needs of our patients	
	Strongly Disagree	0
	Disagree	25
	Neither Agree nor Disagree	50
	Agree	75
	Strongly Agree	100
<b>Score</b>	Mean of Q5a-f responses	____ 0-100

<b>Domain 4: Quality Improvement</b>		
	Q6.a. The structure of our clinic promotes giving high quality of care to patients	
	Strongly Disagree	0
	Disagree	25
	Neither Agree nor Disagree	50
	Agree	75
	Strongly Agree	100
	b. We are actively doing things to improve patient safety	
	Strongly Disagree	0
	Disagree	25
	Neither Agree nor Disagree	50
	Agree	75
	Strongly Agree	100
	c. Our clinic studies patients' complaints to identify patterns and prevent the same problems from recurring	
	Strongly Disagree	0
	Disagree	25
	Neither Agree nor Disagree	50
	Agree	75
	Strongly Agree	100
	d. When we experience a problem in the practice we make a serious effort to figure out what's really going on	
	Strongly Disagree	0
	Disagree	25
	Neither Agree nor Disagree	50
	Agree	75
	Strongly Agree	100
	e. My clinic sends me reports on the quality of care I provide my patients	
	Strongly Disagree	0
	Disagree	25
	Neither Agree nor Disagree	50
	Agree	75
	Strongly Agree	100
	f. Most people in this practice are willing to change how they do things in response to feedback from others	
	Strongly Disagree	0
	Disagree	25
	Neither Agree nor Disagree	50
	Agree	75
	Strongly Agree	100

	g. Providers and staff in the clinic are provided with adequate release time from their regular job duties for quality improvement activities	
	Strongly Disagree	0
	Disagree	25
	Neither Agree nor Disagree	50
	Agree	75
	Strongly Agree	100
	Q7a. I am rewarded for the work I do in quality improvement	
	Strongly Disagree	0
	Disagree	25
	Neither Agree nor Disagree	50
	Agree	75
	Strongly Agree	100
<b>Score</b>	Mean of Q6a-g and 7a responses	____ 0-100

<b>Total PCMH Score Average</b>	Mean of Domains 1-4	____ 0-100

Questions in the subscale Communication with Other Providers are only relevant to Providers and not to Staff, so these questions are not included in the Staff survey. Therefore, the Staff scale does not have the Communication with Other Providers domain.

To analyze only Provider perceptions of PCMH characteristics, include all 5 domains to calculate the Total PCMH Score.

To analyze Provider and Staff perceptions of PCMH characteristics together, exclude the Communication with Other Providers domain and calculate the Total PCMH Score based on the remaining 4 domains.

A respondent's data were included in a domain score if the individual responded to more than 50% of the items in the domain. In addition, to be included in the total PCMH score, respondents had to have more than 50% of items answered for all domains. For surveys that had missing items but had fewer than 50% missing items in a domain, we imputed the missing values based on the average score of the rest of the domain items. Five hundred seventy-four (95%) respondents had total scores calculated.