

PERSON-CENTERED PRIMARY CARE MEASURE

Patient Reported Outcome Measure

The Person-Centered Primary Care Measure (PCPCM) is a patient-reported outcome performance measure (PRO-PM) of exemplary primary care developed by the Larry A. Green Center based on the extensive input of patients, clinicians, and employers.

The PCPCM PRO-PM focuses attention and support on the integrating, personalizing, and prioritizing functions that patients and clinicians say are important. The PRO-PM captures facets of coordination, family, social and community awareness, as well as elements of advocacy and allegiance.

The PCPCM engages patients to report the 11 functions of primary care that make a difference and are associated with better personal and population health, equity, quality, and sustainable health care expenditure:

- > accessibility
- > a comprehensive, whole person focus
- > integrating care across acute and chronic illness prevention, mental health, and life events,
- > coordinating care in a fragmented system
- > knowing the patient as a person
- > developing a relationship through key life events
- > advocacy
- > providing care in a family context
- > providing care in a community context
- > goal-oriented care
- > disease, illness, and prevention management

> *Continued*

New Measure Definitions

- 1 The practice makes it easy for me to get care.
- 2 This practice is able to provide most of my care.
- 3 In caring for me, my doctor considers all of the factors that affect my health.
- 4 My practice coordinates the care I get from multiple places.
- 5 My doctor or practice knows me as a person.
- 6 My doctor and I have been through a lot together.
- 7 My doctor or practice stands up for me.
- 8 The care I get takes into account knowledge of my family.
- 9 The care I get in this practice is informed by knowledge of my community.
- 10 Over time, this practice helps me to meet my goals.
- 11 Over time, my practice helps me to stay healthy.



Different than CAHPS

The PCPCM PRO-PM differs from the Consumer Assessment of Healthcare Providers and Systems (CAHPS) in that it assesses aspects of person-centered care versus aspects of healthcare experience.

Award-winning Measure Translated into 30 Languages

The PCPCM is the winner of the National Quality Forum's 2019 Patient-Reported Outcomes Next-Generation Innovator Abstract Award. The instrument has been translated into 30 languages* and has been administered in 35 of the 36 Organization for Economic Cooperation and Development (OECD) countries.

Approved for MIPS Reporting

The PCPCM has been approved for broad use in the CMS Merit-based Incentive Payment System (MIPS) Quality Payment Program (QPP). Additionally, it has been approved:

- › As part of the Family Medicine measure set
- › As part of the Internal Medicine measure set
- › As part of the Optimizing Chronic Disease Management MVP

*Translations are available on the Green Center website:

www.green-center.org (for the Chinese and Japanese versions, contact the Green Center directly www.green-center.org/contact).

The PCPCM can be useful across multiple levels of the health care system:

Primary Care Practices

- › Meet patient needs by focusing attention on what matters
- › Reduce burnout and burden by organizing practice around the reason they went into patient care

Employers

- › Assess if the care they are purchasing is doing what patients, clinicians and payers have identified as what matters
- › Require that systems support aspects of primary care that matter

Patients

- › Participate in health care improvement
- › Provide information important for caring for them as a whole person
- › Insurers and Healthcare Systems
- › Identify where to invest to support those delivering high quality primary care
- › Develop systems that support integrating, personalizing and prioritizing care

The PCPCM is part of Measures That Matter to Primary Care: A More Meaningful Standard for Primary Care

Whole-person clinical quality measures are the underpinning of what matters in primary care. They are relevant to all communities, in all public health situations, and across all diseases, providing a way to quantify patient-centered quality care. Measures That Matter focus on more personalized care, taking into account what matters to both patients and clinicians. While current clinical quality measures focused on disease specific care have value, they are not aligned with the foundations of primary care or the needs of patients, communities, and health systems.



Learn More About the Measures
professionalismandvalue.org/measures-that-matter/



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