



MEMORANDUM

TO: Colorado Medical Society Foundation
 FR: Mr. Benjamin Kupersmit
 RE: 2009 PCMH Survey Summary
 DT: November 12, 2009

Kupersmit Research is pleased to present this summary of the Systems of Care/Patient-Centered Medical Home survey. The research aims to assess current attitudes and adoption by PCPs and Non-PCPs regarding systems of care, as well as awareness and interest in taking steps toward either becoming a Medical Home (PCPs), or supporting the Medical Neighborhoods model (Non-PCPs).

Landscape

- Colorado physicians carry mixed views regarding their job satisfaction and the viability of their medical practice in the near- and mid-term.
 - 42% of PCPs, and 49% of Non-PCPs, are at least “very” satisfied with the day-to-day practice of medicine, while a significant portion (44% of PCPs and 36% of Non-PCPs) are only “somewhat” satisfied.
 - 42% of PCPs, and 50% of Non-PCPs, rate their current practice viability/financial security as “excellent” or “very good;” 36% of PCPs and 39% of Non-PCPs say as such regarding their viability for the ‘next few years.’
- PCPs are more likely to be focusing on coordination of care and working with clinical data than Non-PCPs.
 - 84% of PCPs, and 71% of Non-PCPs, say they are placing a “major” or “minor” focus on coordination of care at key transition points.
 - 79% of PCPs, and 62% of Non-PCPs, say as such regarding ‘working with clinical data.’
- Both PCPs and Non-PCPs are very likely to be focusing on connecting with/engaging their patients ‘as partners in care,’ and are less likely to be focusing on ‘tracking treatment outcomes’ and ‘working with administrative/operational data.’
- Physicians across the board express low levels of satisfaction with communication with “other facilities.”
 - Overall, 15% of PCPs and 21% of Non-PCPs are “totally” or “very” satisfied and 32% of PCPs and 24% of Non-PCPs are “not very” or “not at all” satisfied (with 51% and 47%, respectively, saying they are only “somewhat” satisfied).
 - Generally, just 21% of PCPs, and 25% of Non-PCPs, are “totally” or “very” satisfied with “coordination of care” generally, with 46% of PCPs and 43% of Non-PCPs “somewhat” satisfied.

Primary Care Physicians

- Currently, 94% of PCPs report being aware of the PCMH concept, with 39% “very familiar” and 41% “somewhat” familiar with it.
- A solid 72% believe it is “extremely important” (38%) or “very important” (34%) that primary care specialties embrace the PCMH model.
 - Currently, 59% specifically report that they will “definitely” or “probably” be redesigning their practices to become a PCMH, while 16% “might” and 10% “will not” (and 15% say “does not apply” to their situation).
- PCPs are either already implementing, or would be “very” interested in, a wide range of specific ideas or initiatives that are specific aspects of becoming a PCMH.
 - Areas with higher scores for “very” interested include ‘automated reminders as part of an EHR,’ ‘outreach for chronic care visits,’ ‘monitoring aggregated physician/practice performance,’ and ‘patient education/engagement’ tools.
- The most compelling reasons for supporting the PCMH model in the eyes of PCPs focus on improved outcomes (77%), patient satisfaction (68%), better coordination (62%) and physician work-life (60%).
 - Specific themes which tested as being “compelling” include rewarding physicians for the savings and improved outcomes that would result from increased coordination, as well as putting the patient-PCP relationship at the center of delivery and health system reform.
 - The focus groups in particular stress the importance of financial support for the staffing and resources needed to be a PCMH (that would fall on already overburdened primary care practices).

Non-Primary Care Physicians

- Currently, 65% of Non-PCPs say they have heard of the Medical Neighborhood/Home concept, but with only 11% “very familiar” (and 28% “somewhat” familiar) with it.
- After reading an initial description of the Medical Neighborhood concept, and the role a specialist would play in supporting the Medical Home, 76% say they have a “favorable” view, 9% say they have an “unfavorable” view and 15% say they “need more information.”
 - Similarly, 78% would be “very” or “somewhat” willing to meet with the PCPs in their community to discuss ways of supporting the Medical Home model.
- Many Non-PCPs are already implementing or are interested in specific items that support the model.
 - In particular, nearly half are “very” interested in connecting electronically to PCP offices, and a similar percentage would be at least “somewhat” interested in ‘serving as an educational resource’ to PCPs and ‘participating in tandem’ in the management of a patient with a PCP.
- Non-PCPs say the most compelling reasons to support this system of care are better outcomes (77%), better care coordination (71%), and better patient satisfaction (60%).

*This survey was administered online by the Colorado Medical Society from September 5-November 10, 2009, and has a completed interview sample size of 616 (which carries a margin of error of $\pm 3.95\%$ at the 95% confidence level). The PCP sample has an $n=352$ (with a *m.o.e.* of $\pm 5.2\%$), while the non-PCP sample has an $n=264$ (*m.o.e.* of $\pm 6.0\%$). A focus group was conducted among each audience to support the research as well. Additional materials regarding this survey (including detailed statistics from the surveys and verbatims from the focus groups) can be requested by contacting Chet Seward at chet_seward@cms.org.*