

CBE ID

1901

Title

Performance evaluation measure derived from performance evaluation domain of the C-CAT

Project

Patient Experience and Function

Endorsement Status

Endorsement Removed

Is Under Review

No

Previous Endorsement Cycle

Fall 2019

Removal Date

Wed, 10/02/2019 - 20:00

Initial Endorsement

Thu, 08/09/2012 - 19:34

Steward

University of Colorado Center for Bioethics and Humanities

1.0 New or Maintenance

Maintenance

1.1 Measure Structure

Single Measure

1.3 Electronic Clinical Quality Measure (eCQM)

No

1.6 Measure Description

0-100 measure of performance evaluation related to patient-centered communication, derived from items on the staff and patient surveys of the Communication Climate Assessment Toolkit

1.7 Measure Type

Outcome

1.8 Level of Analysis

Facility

1.9 Care Setting

Inpatient/Hospital, Outpatient Services

1.14 Numerator

Performance evaluation component of patient-centered communication: an organization should regularly monitor its performance with regard to each of the content areas (C-CAT domains of patient-centered communication) using structure, process and outcome measures, and make appropriate adjustments on the basis of these evaluations.

1.15 Denominator

There are two components to the target population: staff (clinical and nonclinical) and patients. Sites using this measure must obtain at least 50 staff responses and at least 100 patient responses.

1.20 Types of Data Sources

Instrument-Based Data

6.1.2 Current or Planned Use(s)

Public Reporting, Quality Improvement (Internal to the specific organization), Quality Improvement with Benchmarking (external benchmarking to multiple organizations)

6.1.3 Current Use(s)

Public Reporting, Quality Improvement (Internal to the specific organization), Quality Improvement with Benchmarking (external benchmarking to multiple organizations)

Exclusions

Staff respondents who do not have direct contact with patients are excluded from questions that specifically address patient contact.

Planned Use

Public Reporting, Quality Improvement (Internal to the specific organization), Quality Improvement with Benchmarking (external benchmarking to multiple organizations)

Risk Adjustment

No risk adjustment or risk stratification

Target Population

Elderly

Steward Organization

University of Colorado Center for Bioethics and Humanities

Steward POC email

matthew.wynia@ama-assn.org