
CBE ID

3665

Title

Ambulatory Palliative Care Patients' Experience of Feeling Heard and Understood

Endorsement Status

Endorsed

Is Under Review

No

Next Maintenance Cycle

Fall 2027

Previous Endorsement Cycle

Fall 2021

Initial Endorsement

Tue, 08/02/2022 - 00:00

Steward

American Academy of Hospice and Palliative Medicine

1.0 New or Maintenance

Maintenance

1.1 Measure Structure

Single Measure

1.3 Electronic Clinical Quality Measure (eCQM)

No

1.6 Measure Description

This is a multi-item measure consisting of 4 items: Q1: "I felt heard and understood by this provider and team", Q2: "I felt this provider and team put my best interests first when making recommendations about my care", Q3: "I felt this provider and team saw me as a person, not just someone with a medical problem", Q4: "I felt this provider and team understood what is important to me in my life."

1.7 Measure Type

Patient-reported Outcome Performance Measure (PRO-PM)

1.8 Level of Analysis

Clinician: Group/Practice

1.13 Data Dictionary

Not attached. I attest that all information will be provided where codes and/or value sets are needed (1.14a - 1.15c).

1.14 Numerator

The Feeling Heard and Understood measure is calculated using top-box scoring. The top-box score refers to the percentage of patient respondents that give the most positive response. For all four questions in this measure, the top box numerator is the number of respondents who answer "Completely true." An individual's score can be considered an average of the four top-box responses and these scores are adjusted for mode of survey administration and proxy assistance. Individual scores are combined to calculate an average score for an overall palliative care program.

1.15 Denominator

All patients aged 18 years and older who had an ambulatory palliative care visit.

1.20 Types of Data Sources

Electronic Health Records

6.1.2 Current or Planned Use(s)

Payment Program

6.1.3 Current Use(s)

Not in use

Exclusions

Denominator exclusions include:

- Patients who do not complete at least one of the four items in the multi-item measure;
- Patients who do not complete the patient experience survey within six months of the eligible ambulatory palliative care visit;
- Patients who respond on the patient experience survey that they did not receive care by the listed ambulatory palliative care provider in the last six months (disavowal);
- Patients who were deceased when the survey reached them;
- Patients for whom a proxy completed the entire survey on their behalf for any reason (no patient involvement).

Measure Disclaimer

N/A

Planned Use

Payment Program

Risk Adjustment

Statistical risk model

Target Population

Adults (Age $\geq$ 18)

The measure developer is different from the measure steward

No

Steward Organization

American Academy of Hospice and Palliative Medicine

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