

## **Safety Net Medical Home Scale (SNMHS) with Exact Questions and Scoring Algorithm\***

Development of a Safety Net Medical Home Scale for Health Centers  
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7, 2011)

This scale was developed during the Safety Net Medical Home Initiative, funded  
by the Commonwealth Fund.

Questions		Points per Response
<b>Domain 1: Access and Communication</b>		
	In addition to regular office hours, please indicate when the following types of patient visits can be scheduled at your clinic (select all that apply): sick visits / urgent care (Q15a)	
	Before 8:30 am	0.333
	After 6 pm	0.333
	During the weekend	0.333
	None of these Hours	0
	In addition to regular office hours, please indicate when the following types of patient visits can be scheduled at your clinic (select all that apply): regular or well visits <sup>†</sup> (Q15b)	
	Before 8:30 am	0.666
	After 6 pm	0.666
	During the weekend	0.666
	None of these Hours	0
	How often do you think your patients experience the following at your clinic: patients' appointments are scheduled with their personal clinician versus another clinician <sup>†</sup> (Q16a)	
	Usually (75 – 100% of the time)	2
	Often (50 – 74% of the time)	1.5
	Sometimes (25 – 49% of the time)	1
	Rarely (1 – 24% of the time)	0.5
	Never	0
	How often do you think your patients experience the following at your clinic: patients are able to receive a same or next-day appointment when they request one <sup>†</sup> (Q16b)	
	Usually (75 – 100% of the time)	2
	Often (50 – 74% of the time)	1.5
	Sometimes (25 – 49% of the time)	1
	Rarely (1 – 24% of the time)	0.5
	Never	0
	How often do you think your patients experience the following at your clinic: patients can get telephone advice on clinical issues on weekends or after regular office hours <sup>†</sup> (Q16d)	
	Usually (75 – 100% of the time)	2
	Often (50 – 74% of the time)	1.5
	Sometimes (25 – 49% of the time)	1
	Rarely (1 – 24% of the time)	0.5
	Never	0
	How often do you think your patients experience the following at your clinic: patients can get telephone advice on clinical issues during office hours (Q16c)	
	Usually (75 – 100% of the time)	1
	Often (50 – 74% of the time)	0.75
	Sometimes (25 – 49% of the time)	0.5
	Rarely (1 – 24% of the time)	0.25
	Never	0

	How often do you think your patients experience the following at your clinic: patients can email providers about clinical issues (Q16e)	
	Usually (75 – 100% of the time)	1
	Often (50 – 74% of the time)	0.75
	Sometimes (25 – 49% of the time)	0.5
	Rarely (1 – 24% of the time)	0.25
	Never	0
	Language Questions <sup>‡</sup>	
	How often, if ever, are the following services available at your clinic «Clinic»for communicating with patients who do not speak English: bilingual clinical staff who provide translation (Q26a)	
	Usually (75 – 100% of the time)	1
	Often (50 – 74% of the time)	0.75
	Sometimes (25 – 49% of the time)	0.5
	Rarely (1 – 24% of the time)	0.25
	Never	0
	How often, if ever, are the following services available at your clinic «Clinic»for communicating with patients who do not speak English: bilingual non-clinical staff (e.g. front desk staff) who translate for patients (Q26b)	
	Usually (75 – 100% of the time)	0.5
	Often (50 – 74% of the time)	0.375
	Sometimes (25 – 49% of the time)	0.25
	Rarely (1 – 24% of the time)	0.125
	Never	0
	How often, if ever, are the following services available at your clinic «Clinic»for communicating with patients who do not speak English: trained interpreters available onsite within the clinic (Q26c)	
	Usually (75 – 100% of the time)	1
	Often (50 – 74% of the time)	0.75
	Sometimes (25 – 49% of the time)	0.5
	Rarely (1 – 24% of the time)	0.25
	Never	0
	How often, if ever, are the following services available at your clinic «Clinic»for communicating with patients who do not speak English: telephone lines to access off-site interpreters (Q26d) <sup>§</sup>	
	Usually (75 – 100% of the time)	0.5
	Often (50 – 74% of the time)	0.375
	Sometimes (25 – 49% of the time)	0.25
	Rarely (1 – 24% of the time)	0.125
	Never	0
	Sum of all items	0-12
<b>Score</b>	Multiply sum of all items by (100/12)	0-100

<b>Domain 2: Patient Tracking and Registry</b>		
	With the patient medical records system you currently have, how easy would it be for the staff in your clinic«Clinic» to generate the following information about the majority of your patients: list of patients by diagnosis (e.g., diabetes or hypertension) † (Q12a)	
	Easy (<24 hours)	2
	Somewhat difficult (< 1 week)	1.333
	Difficult (1 week)	0.666
	Cannot generate	0
	With the patient medical records system you currently have, how easy would it be for the staff in your clinic«Clinic» to generate the following information about the majority of your patients: list of patients who are due or overdue for tests or preventive care (e.g., flu vaccine due) † (12d)	
	Easy (<24 hours)	2
	Somewhat difficult (< 1 week)	1.333
	Difficult (1 week)	0.666
	Cannot generate	0
	With the patient medical records system you currently have, how easy would it be for the staff in your clinic«Clinic» to generate the following information about the majority of your patients: list of panel of patients by provider † (Q12f)	
	Easy (<24 hours)	2
	Somewhat difficult (< 1 week)	1.333
	Difficult (1 week)	0.666
	Cannot generate	0
	Do you currently use any of the following technologies at your clinic: electronic list of all medications taken by a patient (including those prescribed by other doctors) (11e)	
	Yes, routinely	1
	Yes, occasionally	0.5
	No	0
	Ability to generate a list of patients by health risk (e.g., smokers) (Q12b)	
	Easy (<24 hours)	1
	Somewhat difficult (< 1 week)	0.666
	Difficult (1 week)	0.333
	Cannot generate	0
	With the patient medical records system you currently have, how easy would it be for the staff in «Clinic» to generate the following information about the majority of your patients: list of patients by lab result (e.g., HbA1C>9.0) (Q12c)	
	Easy (<24 hours)	1
	Somewhat difficult (< 1 week)	0.666
	Difficult (1 week)	0.333
	Cannot generate	0

	With the patient medical records system you currently have, how easy would it be for the staff in «Clinic» to generate the following information about the majority of your patients: list of all patients taking a specific medication (e.g., all patients on ACE inhibitors, or on a specific nonsteroidal anti-inflammatory medication) (12e)	
	Easy (<24 hours)	1
	Somewhat difficult (< 1 week)	0.666
	Difficult (1 week)	0.333
	Cannot generate	0
	Sum of all items	_____ 0-10
<b>Score</b>	Multiply sum of all items by (100/10)	_____ 0-100

<b>Domain 3: Care Management</b>		
	Do you currently use any of the following technologies at your clinic: electronic prescribing of medication (Q11d)	
	Yes, used routinely	1
	Yes, used occasionally	0.5
	No	0
	Do you currently use any of the following technologies at your clinic: electronic alerts or prompts about a potential problem with drug dose or drug interaction (Q11f)	
	Yes, used routinely	1
	Yes, used occasionally	0.5
	No	0
	How often, if ever, are the following tasks performed at your clinic: patients are sent reminder notices when it is time for regular preventive or follow-up care (e.g., flu vaccine or HbA1C for diabetic patients). <sup>†</sup> (Q13a)	
	Usually (75 – 100% of the time)	2
	Often (50 – 74% of the time)	1.5
	Sometimes (25 – 49% of the time)	1
	Rarely (1 – 24% of the time)	0.5
	Never	0
	How often, if ever, are the following tasks performed at your clinic: provider receives an alert/prompt at point of care for appropriate care services needed by patients (e.g., pap smear or immunizations due) (Q13b) <sup>†</sup>	
	Usually (75 – 100% of the time)	2
	Often (50 – 74% of the time)	1.5
	Sometimes (25 – 49% of the time)	1
	Rarely (1 – 24% of the time)	0.5
	Never	0
	Please indicate which members of your staff routinely perform the following tasks as part of their regular jobs at your clinic ( <i>Select All That Apply</i> ): . Call patients to check on medications, symptoms, or help coordinate care in-between visits (Q17a)	
	Advanced practice providers	0.25
	Nurses	0.25
	Other clinical staff	0.25
	Non-clinical staff	0.25

	Please indicate which members of your staff routinely perform the following tasks as part of their regular jobs at your clinic ( <i>Select All That Apply</i> ): execute standing orders for medication refills or ordering tests (Q17b)	
	Advanced practice providers	0.25
	Nurses	0.25
	Other clinical staff	0.25
	Non-clinical staff	0.25
	Please indicate which members of your staff routinely perform the following tasks as part of their regular jobs at your clinic ( <i>Select All That Apply</i> ): Educate patients about managing their own care (Q17c)	
	Advanced practice providers	0.25
	Nurses	0.25
	Other clinical staff	0.25
	Non-clinical staff	0.25
	Please indicate which members of your staff routinely perform the following tasks as part of their regular jobs at your clinic ( <i>Select All That Apply</i> ): Coordinate care with providers outside of your clinic (e.g. scheduling subspecialty visits) (Q17d)	
	Advanced practice providers	0.25
	Nurses	0.25
	Other clinical staff	0.25
	Non-clinical staff	0.25
	Sum of all items	0-10
<b>Score</b>	Multiply sum of all items by (100/10)	0-100

<b>Domain 4: Test and Referral Tracking</b>		
	How often, if ever, are the following tasks performed at your clinic: all laboratory tests ordered are tracked until results reach clinicians (Q13d) †	
	Usually (75 – 100% of the time)	2
	Often (50 – 74% of the time)	1.5
	Sometimes (25 – 49% of the time)	1
	Rarely (1 – 24% of the time)	0.5
	Never	0
	When patients are referred to specialists or subspecialists outside your, how often does each of the following occur: your clinic tracks specialist/subspecialist referrals until the consultation report returns to the referring provider (Q21c) †	
	Usually (75 – 100% of the time)	2
	Often (50 – 74% of the time)	1.5
	Sometimes (25 – 49% of the time)	1
	Rarely (1 – 24% of the time)	0.5
	Never	0
	Do you currently use any of the following technologies at your clinic: electronic access to patients' laboratory test results (Q11c)	
	Yes, used routinely	1
	Yes, used occasionally	0.5
	No	0

	How often, if ever, are the following tasks performed at your clinic: provider receives an alert or prompt to provide patients with test results (Q13c)	
	Usually (75 – 100% of the time)	1
	Often (50 – 74% of the time)	0.75
	Sometimes (25 – 49% of the time)	0.5
	Rarely (1 – 24% of the time)	0.25
	Never	0
	Sum of all items	0- 6
<b>Score</b>	Multiply sum of all items by (100/6)	0-100

<b>Domain 5: Quality Improvement</b>		
	Which, if any, of the following performance data are collected and reported at your clinic: clinical outcomes (e.g., percent of diabetic patients with good glycemic control) (Q5a) †	
	At the provider level	1
	At the group level	1
	Not collected or reported	0
	Which, if any, of the following performance data are collected and reported at your clinic: surveys of patient satisfaction and experiences with care (Q5b) †	
	At the provider level	1
	At the group level	1
	Not collected or reported	0
	Do your quality improvement activities include the following: setting goals based on measurement results † (Q2a)	
	Yes	0.333
	No	0
	Don't know	0
	Not applicable	0
	Do your quality improvement activities include the following: taking action to improve performance of individual physicians ‡ (Q2b)	
	Yes	0.333
	No	0
	Don't know	0
	Not applicable	0
	Do your quality improvement activities include the following: taking action to improve performance of the clinic as a whole ‡ (Q2d)	
	Yes	0.333
	No	0
	Don't know	0
	Not applicable	0
	Does your clinic have enough of the following to support Quality Improvement (QI) activities: dedicated staff to lead QI activities (Q4a)	
	Do not have	0
	Yes, but need more	0.5
	Yes, and have enough	1

	Does your clinic have enough of the following to support Quality Improvement (QI) activities: information systems to provide timely data and feedback to staff on QI activities (Q4b)	
	Do not have	0
	Yes, but need more	0.5
	Yes, and have enough	1
	Does your clinic have enough of the following to support Quality Improvement (QI) activities: financial support for QI activities (Q4c)	
	Do not have	0
	Yes, but need more	0.5
	Yes, and have enough	1
	Does your clinic have enough of the following to support Quality Improvement (QI) activities: opportunities for staff training in QI (Q4d)	
	Do not have	0
	Yes, but need more	0.5
	Yes, and have enough	1
	Does your clinic have enough of the following to support Quality Improvement (QI) activities: opportunities for staff recognition for QI activities (Q4e)	
	Do not have	0
	Yes, but need more	0.5
	Yes, and have enough	1
	<b>Sum of all items</b>	<b>0-10</b>
<b>Score</b>	<b>Multiply sum of all items by (100/10)</b>	<b>0-100</b>

<b>Domain 6: External Coordination</b>		
	How difficult is it for your providers to do each of the following for patients with different types of coverage at your clinic: obtain timely appointments for <u>office visits</u> with specialists or subspecialists outside your clinic for uninsured patients? (20ai) <sup>†</sup>	
	Easy	2
	Somewhat difficulty	1
	Very difficult	0
	How difficult is it for your providers to do each of the following for patients with different types of coverage at your clinic: obtain timely appointments for <u>office visits</u> with specialists or subspecialists outside your clinic for Medicare patients? (Q20aii)	
	Easy	1
	Somewhat difficulty	0.5
	Very difficult	0
	How difficult is it for your providers to do each of the following for patients with different types of coverage at your clinic: obtain timely appointments for <u>office visits</u> with specialists or subspecialists outside your clinic for Medicaid fee-for-service patients? (Q20aiii) <sup>†</sup> <sup>¶</sup>	
	Easy	1
	Somewhat difficulty	0.5
	Very difficult	0



	How difficult is it for your providers to do each of the following for patients with different types of coverage at your clinic: obtain timely appointments for <u>office visits</u> with specialists or subspecialists outside your clinic for Medicaid managed care patients? (Q20aiv) <sup>†¶</sup>	
	Easy	1
	Somewhat difficulty	0.5
	Very difficult	0
	How difficult is it for your providers to do each of the following for patients with different types of coverage at your clinic: obtain timely appointments for <u>office visits</u> with specialists or subspecialists outside your clinic for other privately insured patients? (Q20av)	
	Easy	1
	Somewhat difficulty	0.5
	Very difficult	0
	When patients are referred to specialists or subspecialists outside your clinic, how often does each of the following occur: the report from the specialist/subspecialist is received by the clinic within 30 days (Q21b)	
	Usually (75 – 100% of the time)	1
	Often (50 – 74% of the time)	0.75
	Sometimes (25 – 49% of the time)	0.5
	Rarely (1 – 24% of the time)	0.25
	Never	0
	Thinking about the hospital to which your patients are most commonly admitted, if a patient is admitted to the hospital or emergency department how often does the following happen: hospital notifies your clinic that a patient has been admitted (Q22a)	
	Usually (75 – 100% of the time)	1
	Often (50 – 74% of the time)	0.75
	Sometimes (25 – 49% of the time)	0.5
	Rarely (1 – 24% of the time)	0.25
	Never	0
	Thinking about the hospital to which your patients are most commonly admitted, if a patient is admitted to the hospital or emergency department how often does the following happen: emergency department notifies your clinic that your patient has had an Emergency Room visit (Q22b)	
	Usually (75 – 100% of the time)	1
	Often (50 – 74% of the time)	0.75
	Sometimes (25 – 49% of the time)	0.5
	Rarely (1 – 24% of the time)	0.25
	Never	0
	Thinking about the hospital to which your patients are most commonly admitted, if a patient is admitted to the hospital or emergency department how often does the following happen: your clinic receives a discharge summary or report from the hospital to which your patients are usually admitted (Q22c)	
	Usually (75 – 100% of the time)	1
	Often (50 – 74% of the time)	0.75
	Sometimes (25 – 49% of the time)	0.5
	Rarely (1 – 24% of the time)	0.25
	Never	0

	If providers at your clinic receive a discharge summary or report from the hospital, how long does it usually take to arrive? (Q23)	
	Less than 48 hrs	1
	2 – 4 days	0.75
	5 – 15 days	0.5
	15 – 30 days	0.25
	More than 30 days	0
	Sum of all items	_____ 0-12
<b>Score</b>	Multiply sum of all items by (100/12)	_____ 0-100
<b>Total Score</b>	<b>Average of all domains scores (Add up domain scores, divide by 6)</b>	_____ <b>0-100</b>

\* A clinic's data were included in a domain score if the clinic responded to more than 50% of the items in the domain and more than 50% of the core items in that domain. In addition, to be included in the total PCMH score, clinics had to have more than 50% of items answered for all domains and more than 50% of core items present for all domains. For surveys that had missing items but had fewer than 50% missing items in a domain (n=9), we imputed the missing values based on the average score of the rest of the domain items. Sixty-one (94%) clinics had total scores calculated.

† Core items, which are differentially weighted by rescaling them to have potential range 0 to 2.

‡ Allotted points for whichever question (Q26a-d) has highest frequency.

§ If the number of patients with limited English proficiency is < 20%, points are allocated 1, 0.75, 0.5, 0.25, and 0 for responses 75 – 100% of the time, 50 – 74% of the time, 25 – 49% of the time, 1 – 24% of the time, and Never, respectively.

¶ If clinic does not serve Medicaid Fee-For-Service Patients, double value of Q20aiv

¶ If clinic does not serve Medicaid Managed Care Patients, double value of Q20aiii