

PAS Measures in the IHA Pay for Performance Measures Set (Measurement Year 2009, payout year 2010)
 PAS measures account for 20 percent of weighting in the IHA program and each composite has a weight of 2.86%.

IHA P4P Measures	Individual Questions Items from 2010 PAS
Doctor-Patient Interactions MDINTERACT Composite measure (6 items)	<ul style="list-style-type: none"> • How often did this doctor <u>listen carefully</u> to you? (Q #10 / #9) • How often did this doctor <u>explain things</u> in way that was easy to understand? (Q #9 / #8) • How often did this doctor <u>spend enough time</u> with you? (Q #13 / #12) • How often did this doctor show <u>respect for what you had to say</u>? (Q #14 / #13) • How often did this doctor give you easy to understand instructions about taking care of these health problems or concerns? (Q #11 / #10) • How often did this doctor seem to know the important information about your health history? (Q #12 / #11)
Overall Ratings of Care (2 separate items)	<ul style="list-style-type: none"> • Rate <u>this doctor</u> (0-10 scale) (Q #32 on PCP version only) • Rate all your health care from the <u>other doctors or providers</u> you visited at this doctor's office (0-10 scale) (Q #38 / #36)
Specialty Care (2 separate items)	<ul style="list-style-type: none"> • When you tried to make an appointment to see a specialist, how often did you get an appointment as soon as you needed it? (Q #37 on PCP version only) • Rate <u>this doctor</u> (i.e., specialist) (0-10 scale) (Q #32 on Specialist version only)
Coordination of Care COORD composite measure (2 items)	<ul style="list-style-type: none"> • How often did someone from this doctor's office follow up to give you the results of your blood test, x-ray or other test? (Q #20 / #19) • How often did this doctor seem informed and up-to-date about the care you got from specialists? (Q #19 / #18)
Timely Care and Service ACCESS Composite measure (5 items)	<ul style="list-style-type: none"> • When you called your personal doctor's office to get an appointment for <u>care you needed right away</u>, how often did you get an appointment as soon as you thought you needed it?" (Q #4 on PCP version only) OR When you made an appointment with this doctor, how often did you get an appointment as soon as you thought you needed it?" (Q #4 on Specialist version) • When you called <u>your doctor's office with a medical question during regular office hours</u>, how often did you get an answer to your medical question that same day? (Q #7 / #6) • When you made an <u>appointment for a check-up or routine care with your doctor</u>, how often did you get an appointment as soon as you thought you needed it?" (Q #5 on PCP version only) • When you phoned this doctor's office <u>after regular office hours</u>, how often did you get an answer to your medical question as soon as you needed? (Q #8 / #7) • How often did your visits to your doctor's office start within <u>15 minutes</u> of your appointment? (Q#6 / #5)
Office Staff Composite (2 items)	<ul style="list-style-type: none"> • In the last 12 months, how often were clerks and receptionists at this doctor's office as <u>helpful as you thought they should be</u>? (Q#34) • In the last 12 months, how often did clerks and receptionists at this doctor's office treat you with <u>courtesy and respect</u>? (Q#35)
Health Promotion Composite (2-year) (2 items)	<ul style="list-style-type: none"> • In the last 12 months, did you and this doctor talk about a <u>healthy diet and healthy eating habits</u>? (Q#17/Q#16) • In the last 12 months, did you and this doctor talk about the <u>exercise or physical activity you get</u>? (Q#18/ Q# 17)

When two question numbers are listed; the first denotes the number on the 2010 PCP Survey Version and the second denotes the number on the 2010 Specialist Survey version.

