eAppendix A. CG-CAHPS Questions

Access Composite:
How often did you get an appointment for urgent care as soon as needed?
How often did you get an appointment for a check-up or routine care as soon as needed?
How often did you get an answer to a medical question when you called during office hours?
How often did you get an answer to a medical question when you called after office hours?
How often did you see this doctor within 15 minutes of the appointment time?

Coordinated Care Composite:
How often did this doctor seem informed about the care you received from other doctors?
When this doctor ordered a test for you, how often did someone follow up?

Doctor Composite:
How often did this doctor explain things in a way that was easy to understand?
How often did this doctor listen carefully to you?
How often did this doctor give easy to understand instructions for taking care of health issues?
How often did this doctor know about your medical history?
How often did this doctor show respect for what you had to say?
How often did this doctor spend enough time with you?

Staff Composite:
How often were the clerks and receptionists as helpful as you thought they should be?
How often did the clerks and receptionists treat you with courtesy and respect?

Overall Doctor Rating:
Using any number from 0 to 10, what number would you use to rate this doctor?

Likelihood of Recommending Doctor:
Would you recommend this doctor to your family and friends?

Methods of scaling responses and reporting scores:
The health system contracts with an external company (Quality Data Management) to collect patient responses to the Consumer Assessment of Healthcare Providers and Systems (CAHPS®) 12-Month Survey. The company calls patients starting 7-10 days after their visit to elicit survey responses; they can also make appointments for patients if requested, and can add sample if necessary to meet quotas. The survey categorizes a patient’s experience of care into 5 categories of which 4 categories use multiple questions to form composite measures (quality of patient-doctor interaction, access to care, care coordination, and courteous and helpful office staff). The fifth category asks the respondent 2 global rating questions: (1) to rate the doctor and (2) whether the respondent would be willing to recommend the doctor to his or her family and friends. The overall assessment of the doctor is rated from 0 to 10, and the question regarding willingness to recommend the doctor is on a 4-point scale. All other questions were ranked on a 6-point scale until July 2012, whereupon the scales were changed to a 4-point scale, without any effect on precision or reliability (personal communication, with QDM manager, August 2014). Composite scores combine the responses attributed to the composite with equal weight.
**eAppendix B.**

The relational coordination survey consists of 7 question stems based on the seven dimensions of relational coordination. The survey asks respondents about each of the 7 dimensions, with respect to each of the job roles in their working environment. For positions with multiple people in that job role (eg, physicians), they also respond to how they work with people within their own job role; for positions with only one person in that job role within their working environment (eg, care coordinator), that job role is eliminated from the questions.

Relational coordination is a composite measure computed as the mean of the individual relational coordination survey questions. In this study, questions regarding the care coordinators and responses by care coordinators were excluded from the composite measure as half of the practices did not have care coordinators at the time of the survey. A sensitivity analysis was performed by including responses from and about care coordinators for the practices in the CC cohort; these did not result in relational coordination measures that were statistically significantly different than those without care coordinator responses.

Below are the 7 stem questions, for the first question we also include a sample table for responses (the job roles which remain the same throughout the survey).

**Question 1:** For each job category, do care providers in these groups communicate with you in a timely way about patients?

<table>
<thead>
<tr>
<th>Health Care Provider/Staff</th>
<th>Never</th>
<th>Rarely</th>
<th>Sometimes</th>
<th>Often</th>
<th>Always</th>
</tr>
</thead>
<tbody>
<tr>
<td>Physicians</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Patient Care team (eg, NP, RN, MA, LVN, x-ray tech)</td>
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<td></td>
</tr>
<tr>
<td>Front office staff (eg, AA, medical records, receptionist, call center, referral coordinator)</td>
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<td></td>
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<tr>
<td>Clinic manager</td>
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</tr>
<tr>
<td>PCIM Comprehensive Care Coordinator</td>
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</tbody>
</table>

**Question 2:** For each job category, how frequently do you communicate with care providers in these groups about patients?

**Question 3:** For each job category, do care providers in these groups communicate with you accurately about patients?

**Question 4:** For each job category, when problems arise regarding patient care, do care providers in these groups blame others or work with you to solve the problem?

**Question 5:** For each job category, to what extent do care providers in these groups share your goals for the care of patients?

**Question 6:** For each job category, how much do care providers in these groups know about your role in caring for patients?

**Question 7:** For each job category, how much do care providers in these groups respect the role you play in caring for patients?