

TITLE PAGE

Title: Development and psychometric properties of surveys to assess provider perspectives on the barriers and facilitators of effective care transitions

Supplement 3: Summary of Responses Table-Mean, Standard Deviation, Percent Positive, Missing, Does Not Apply/ Don't Know Results

Authors

Maurice C. Johnson, Jr., MPH¹

Helen Liu, BS¹

Joann Sorra, PhD¹

Jane Brock, MD, MSPH²

Brianna Gass, MPH²

Jing Li, MD, DrPH, MS³

Jessica Miller Clouser, MPH³

Karen Hirschman, PhD, MSW⁴

Deborah Carpenter, RN, MSN¹

Huong Q. Nguyen, PhD, RN⁵

Mark V. Williams, MD, MHM³

¹ Westat, Rockville, MD

² Telligen Quality Improvement Organization, Denver, CO

³ Center for Health Services Research, University of Kentucky, Lexington, KY

⁴ University of Pennsylvania, Philadelphia, PA

⁵ Kaiser Permanente Southern California, Pasadena, CA

Corresponding Author

Maurice C. Johnson, MPH

Westat

1600 Research Boulevard, RB 1189

mauricejohnson@westat.com

240-453-2640

Summary of Responses Table-Mean, Standard Deviation, Percent Positive, Missing, Does Not Apply/ Don't Know Results

Survey Items		Provider Type	Mean	Std Dev	% Positive	% MI/NA/DK
Q1	How do you typically know that a patient was admitted to hospital? (descriptive)	Downstream	--	--	--	0%
		Ambulatory	--	--	--	0%
		Hospital	--	--	--	--
Q2	When are you typically made aware that a patient was admitted to hospital? (admission scale)	Downstream	4.19	1.09	80%	0%
		Ambulatory	4.32	1.13	81%	<1%
		Hospital	--	--	--	--
Q3	How do you typically know that a patient was discharged from hospital? (descriptive)	Downstream	--	--	--	1%
		Ambulatory	--	--	--	0%
		Hospital	--	--	--	--
Q4	When are you typically made aware that a patient was discharged from hospital? (discharge scale)	Downstream	3.01	0.79	76%	0%
		Ambulatory	2.71	0.70	66%	<1%
		Hospital	--	--	--	--
Q5	For how many recently discharged patients do you typically receive a discharge summary? (N/LH/AH/MH/A/DK)	Downstream	4.08	1.48	75%	5%
		Ambulatory	3.61	1.68	64%	5%
		Hospital	--	--	--	--
Q6	It is easy to get information about a recently discharged patient. (SD/D/N/A/SA/DK)	Downstream	4.12	1.03	82%	3%
		Ambulatory	4.18	1.01	84%	<1%
		Hospital	4.09	1.01	81%	2%
Q7	It is easy to connect with providers and staff in the hospital to discuss a patient's care. (SD/D/N/A/SA/DK)	Downstream	3.69	1.16	67%	4%
		Ambulatory	3.40	1.20	53%	5%
		Hospital	4.06	0.95	81%	1%
Q8	It is clear what in-patient procedures and tests have been performed and the results. (SD/D/N/A/SA/DK)	Downstream	3.98	1.00	76%	4%
		Ambulatory	3.91	1.03	77%	1%
		Hospital	4.11	0.97	84%	3%
Q9	Too many of the patients referred to our services have more acute conditions than we are able to handle. (SD/D/N/A/SA/DK)	Downstream	3.68	0.97	62%	4%
		Ambulatory	--	--	--	--
		Hospital	--	--	--	--
Q10	Everyone involved in the patient's care understands what needs to be done for the patient. (SD/D/N/A/SA/DK)	Downstream	--	--	--	--
		Ambulatory	--	--	--	--
		Hospital	3.54	1.02	57%	1%
Q11		Downstream	4.10	0.79	80%	3%

	Survey Items	Provider Type	Mean	Std Dev	% Positive	% MI/NA/DK
	For recently discharged patients, how often is the information you receive: In a format where it is easy to find important information? (N/R/S/U/A/DK)	Ambulatory Hospital	3.93 4.04	0.91 0.68	73% 83%	1% 1%
Q12	For recently discharged patients, how often is the information you receive: Complete? (N/R/S/U/A/DK)	Downstream Ambulatory Hospital	3.96 3.87 3.87	0.73 0.84 0.68	80% 73% 74%	4% 1% 1%
Q13	For recently discharged patients, how often is the information you receive: Available as soon as it is needed? (N/R/S/U/A/DK)	Downstream Ambulatory Hospital	3.90 3.87 3.80	0.77 0.85 0.69	72% 74% 70%	4% 3% 2%
Q14	For recently discharged patients, how often is the information you receive: Clear about who to follow up with at the hospital if you have questions or concerns about the patient? (N/R/S/U/A/DK)	Downstream Ambulatory Hospital	3.80 3.50 3.83	1.00 1.09 0.83	67% 53% 68%	4% 2% 2%
Q15	How many patients have a family or friend caregiver with whom you interact? (N/LH/AH/MH/A/DK)	Downstream Ambulatory Hospital	3.91 3.39 3.52	1.08 1.11 1.05	72% 48% 57%	3% 3% 7%
Q16	Do you have access to the hospital's health information technology system to get information about patients? (Y/N)	Downstream Ambulatory Hospital	-- -- --	-- -- --	-- -- --	<1% <1% --
Q17	My organization is implementing activities to improve transitional care for patients. (SD/D/N/A/SA/DK)	Downstream Ambulatory Hospital	4.56 4.24 4.36	0.84 1.06 0.77	92% 83% 88%	2% 5% 2%
Q18	Senior leaders in my organization dedicate adequate resources to support effective transitional care for patients. (SD/D/N/A/SA/DK)	Downstream Ambulatory Hospital	4.28 3.87 3.72	1.00 1.17 1.14	84% 71% 66%	4% 5% 2%
Q19	Reducing hospital readmissions for patients is a priority in my organization. (SD/D/N/A/SA/DK)	Downstream Ambulatory Hospital	4.71 4.53 4.53	0.77 0.86 0.78	95% 93% 91%	2% 3% 1%
Q20	My organization tries to increase physician awareness and understanding of the services we	Downstream Ambulatory Hospital	4.38 -- --	0.91 -- --	88% -- --	3% -- --

Survey Items		Provider Type	Mean	Std Dev	% Positive	% MI/NA/DK
	provide that can assist recently discharged patients. (SD/D/N/A/SA/DK)					
Q21	In the local area your organization serves, patients have adequate access to: Primary care providers. (SD/D/N/A/SA/DK)	Downstream	4.16	0.90	86%	2%
		Ambulatory	3.90	1.13	77%	2%
		Hospital	3.79	1.05	73%	1%
Q22	In the local area your organization serves, patients have adequate access to: Specialty providers. (SD/D/N/A/SA/DK)	Downstream	4.02	0.99	80%	3%
		Ambulatory	3.89	1.05	78%	4%
		Hospital	3.65	1.10	66%	2%
Q23	In the local area your organization serves, patients have adequate access to: Skilled nursing and rehabilitation facilities. (SD/D/N/A/SA/DK)	Downstream	4.25	0.90	86%	5%
		Ambulatory	3.85	1.00	73%	6%
		Hospital	3.80	0.99	74%	3%
Q24	In the local area your organization serves, patients have adequate access to: Mental health/behavioral health services. (SD/D/N/A/SA/DK)	Downstream	3.15	1.29	49%	3%
		Ambulatory	2.70	1.32	32%	5%
		Hospital	2.72	1.27	34%	2%
Q25	In the local area your organization serves, patients have adequate access to: In-home support services (e.g., home health aides/ technicians or other services that help patients remain in their homes). (SD/D/N/A/SA/DK)	Downstream	3.92	1.05	76%	5%
		Ambulatory	3.54	1.09	60%	6%
		Hospital	3.64	0.99	68%	4%
Q26	In the local area your organization serves, patients have adequate access to: Transportation for medical related services. (SD/D/N/A/SA/DK)	Downstream	3.44	1.16	59%	5%
		Ambulatory	3.35	1.05	51%	6%
		Hospital	3.13	1.16	46%	5%
Q27	How would you describe the relationship between you and the following providers in working together to provide transitional care to patients? Primary care providers and specialists. (P/F/G/VG/E/D)	Downstream	3.84	0.99	64%	1%
		Ambulatory	3.78	1.01	61%	2%
		Hospital	3.51	1.10	55%	1%
Q28	How would you describe the relationship between you and the following providers in working together to provide transitional care to patients? Skilled nursing and rehabilitation facilities. (P/F/G/VG/E/D)	Downstream	3.88	1.00	67%	1%
		Ambulatory	2.98	1.17	35%	2%
		Hospital	3.33	1.10	44%	1%

Survey Items		Provider Type	Mean	Std Dev	% Positive	% MI/NA/DK
Q29	How would you describe the relationship between you and the following providers in working together to provide transitional care to patients? Home health agencies. (P/F/G/VG/E/D)	Downstream	3.84	1.04	67%	1%
		Ambulatory	3.18	1.10	40%	2%
		Hospital	3.34	1.14	46%	2%
Q30	How would you describe the relationship between you and the following providers in working together to provide transitional care to patients? Community-based organizations. (P/F/G/VG/E/D)	Downstream	3.53	1.08	55%	2%
		Ambulatory	2.82	1.09	27%	2%
		Hospital	2.86	1.12	29%	2%
Q31	Please rate how well the hospital coordinates with you when working with recently discharged patients. (P/F/G/VG/E)	Downstream	3.48	0.99	49%	2%
		Ambulatory	3.16	1.07	43%	1%
		Hospital	--	--	--	--
Q32	Please rate how well your organization helps transition patients from the hospital to another healthcare setting or back home. (P/F/G/VG/E)	Downstream	3.89	0.87	69%	2%
		Ambulatory	3.44	1.02	51%	1%
		Hospital	3.44	0.95	51%	1%

Note: Mean scores are calculated such that higher scores represent more positive responses.

Admission scale – Within 24 hours after a patient is admitted/More than 24 hours after a patient is admitted but is still in the hospital/The same day a patient is being discharged/Between 1 and 3 days after a patient is discharged/More than 3 days after a patient is discharged

Discharge scale – The day before a patient is discharged/The same day a patient is being discharged/Between 1 and 3 days after a patient is discharged/More than 3 days after a patient is discharged

N/R/S/U/A/DK – Never/Rarely/Sometimes/Usually/Always/Does not apply or don't know

N/LH/AH/MH/A/DK – None or very few/Less than half/About half/More than half/All or almost all/Don't know

SD/D/N/A/SA/DK – Strongly disagree/Disagree/Neither agree or disagree/Agree/Strongly agree/Does not apply or don't know

P/F/G/VG/E/D – Poor/Fair/Good/Very good/Excellent/Don't work with this type of provider

P/F/G/VG/E – Poor/Fair/Good/Very good/Excellent

Y/N – Yes/No