

MODULE 10

HRS COORDINATED CARE

Preload needed: None

Other section variables needed:

Current month - A500

Current year minus 2 – A062

Fills: FL_PAST2YRS: IF V452 NE NO THEN FL_PAST2YRS = “, not just during the past 2 years”
ELSE FL_PAST2YRS = “”

Variables in this module: V451 – V466

Sample:

[SELF-INTERVIEWS ONLY]

V451 BRANCHPOINT: IF THIS IS A PROXY INTERVIEW (A009={2 or 3}), GO TO END OF MODULE

V451_INTRO
INTRODUCTION

Staying healthy can be difficult as you get older. We'd like to ask you about the type of help you get with managing your health from your health care team. By "health care team" we mean your regular doctor, nurse practitioner, or physician's assistant, as well as nurses, care coordinators, pharmacists, or other health professionals that you talk to about your health.

Def: "other health professionals" includes nutritionists, therapists, podiatrists, and osteopaths.

1. Continue

V452_GONE4CARE
IF R SOUGHT CARE IN LAST 2 YEARS

Have you gone for care in a doctor's office, health clinic, urgent care center, pharmacy "minute clinic", or emergency room in the past 2 years, that is since [current month, current year-2]?

Def: A pharmacy "minute clinic" is a walk-in medical office located in a drugstore or grocery pharmacy where you can get basic healthcare needs such as vaccinations and minor treatments addressed.

1. Yes
5. No → GO TO V458
8. DK → GO TO V458
9. RF → GO TO V458

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V453_ASKD-OTHERS

IF ASKED RE MEDICATIONS FROM OTHER DRS

The next questions are about your experience with your health care providers over the past 2 years. First, how often were you asked about medicines prescribed by other health care providers? Would you say that happened never, rarely, sometimes, most of the time, or almost always?

1. Never
2. Rarely
3. Sometimes
4. Most of the time
5. Almost always
6. [vol] Respondent was not prescribed medication by other doctors
8. DK
9. RF

V454_ASKD-HOWGOES

IF ASKED HOW OTHER DRS VISITS ARE GOING

When you received care over the past 2 years, how often were you asked how your visits with other doctors or health care providers were going? Did that happen never, rarely, sometimes, most of the time, or almost always?

1. Never
2. Rarely
3. Sometimes
4. Most of the time
5. Almost always
6. [vol] Respondent did not have visits with other doctors/health care providers
8. DK
9. RF

V455_OFT-CONFUSED

HOW OFTEN CONFUSED RE MANAGING HEALTH

(When you received care over the past 2 years,) how often did you leave your health care provider's office confused about what to do next to manage your health -- (Did that happen) never, rarely, sometimes, most of the time, or almost always?

1. Never
2. Rarely
3. Sometimes
4. Most of the time
5. Almost always
8. DK
9. RF

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V456_CONFLICT-ADV

HOW OFTEN R RECEIVED CONFLICTING ADVICE

(When you received care over the past 2 years), how often did you seem to get conflicting advice from different healthcare providers -- (never, rarely, sometimes, most of the time, or almost always)?

1. Never
2. Rarely
3. Sometimes
4. Most of the time
5. Almost always
6. [vol] R only sees one provider
8. DK
9. RF

V457_HOWSATISFIED

HOW SATISFIED W HEALTH CARE PAST 2 YEARS

Overall, how satisfied are you with the health care you have received in the past 2 years? Would you say very satisfied, somewhat satisfied, neither satisfied nor dissatisfied, somewhat dissatisfied or very dissatisfied?

1. Very satisfied
2. Somewhat satisfied
3. Neither satisfied nor dissatisfied
4. Somewhat dissatisfied
5. Very dissatisfied
8. DK
9. RF

V458_RINVOLVED

HOW IMPORTANT THAT R IS INVOLVED IN DECISIONS

These next questions are about your health care experiences in general FL_PAST2YRS_ How important is it to you to be involved in decisions with your health care providers about your treatment plans? Would you say not at all important, somewhat important or very important?

1. Not at all important
2. Somewhat important
3. Very important
8. DK
9. RF

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V459_OFT-DRSTALK

HOW OFTEN PROVIDERS COMMUNICATE W EACH OTHER

In general, how often do you feel the health care providers you visit are communicating with each other about your care?

Would you say never, rarely, sometimes, most of the time or almost always?

1. Never
2. Rarely
3. Sometimes
4. Most of the time
5. Almost always
6. [vol] R only sees one provider
8. DK
9. RF

V460_ACCOMPANIED

IF EVER ACCOMPANIED BY OTHERS

Has a spouse, daughter, son, other family member or friend ever gone with you to one of your health care appointments to help manage your care?

1. Yes
5. No → GO TO V462
8. DK → GO TO V462
9. RF → GO TO V462

V461_OFT-ACCOMPAN

HOW OFTEN IS R ACCOMPANIED TO APPOINTMENTS

How often do you bring someone with to your appointments? Would you say rarely, occasionally, or usually?

1. Rarely
2. Occasionally
3. Usually
8. DK
9. RF

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V462_OFT-HELPCOORD
HOW OFTEN R GETS HELP COORDINATING CARE

How often are your spouse, children, other family members or friends involved in helping coordinate your care, either by making appointments, providing transportation, talking with doctors, or talking with insurance companies about your care?

Would you say never, rarely, sometimes, most of the time or almost always?

1. Never
2. Rarely
3. Sometimes
4. Most of the time
5. Almost always
8. DK
9. RF

V463_IFCOORDINATR
EVER TALKED WITH HEALTH CARE COORDINATOR

Have you ever talked with a nurse care manager or care coordinator about your health care needs?

Def: A nurse care manager or coordinator is a person who helps coordinate patient care by acting as a liaison to other healthcare providers to provide comprehensive care, especially for patients with complex medical needs.

1. Yes
5. No → GO TO V465
8. DK → GO TO V465
9. RF → GO TO V465

V464_COORDEFFECTV
EXTENT COORDINATOR HELPED COORDINATE CARE

To what degree did they help coordinate your medical care across all the health care providers that you see? Would you say not at all, a little bit, somewhat, or a great deal?

1. Not at all
2. A little bit
3. Somewhat
4. A great deal
5. [vol] R only sees one provider
8. DK
9. RF

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V465_IFPORTAL

IF PROVIDER HAS A PATIENT PORTAL

Does your health care provider offer a "patient portal" or other internet website that allows you to see the results of your medical tests and communicate with your health care providers?

1. Yes
5. No → GO TO END OF MODULE
8. DK → GO TO END OF MODULE
9. RF → GO TO END OF MODULE

V466_OFTUSEPORTAL

HOW OFTEN R USES PATIENT PORTAL

How often do you use this "patient portal"? Would you say rarely, sometimes, or often?

1. Rarely
2. Sometimes
3. Often
5. (vol) Never
6. (vol) My health care provider doesn't offer this
7. (vol) I'm not enrolled/signed up for the portal
8. DK
9. RF

----- END OF MODULE -----