

URGENT: Continuity and Coordination of Care Practitioner Survey

November 21, 2024

Dear Provider,

We need your valuable input!

We're conducting a short survey, specifically designed for physicians in your organization, to gather insights on care transition challenges and improve collaboration between physical and behavioral health clinicians.

Why participate?

Your feedback plays a crucial role in improving how we work together to provide seamless, coordinated care for our patients.

Survey details:

- **Time required:** Less than 5 minutes
- **Audience:** Practitioners
- **Response options:**
 - **Online:** Click this link to complete the survey online: [Practitioner Survey](#)
 - **Email:** Send the completed survey to HCAQualityManagement@azblue.com

We value your honest and thoughtful responses. Thank you for helping us improve continuity and coordination of care across our network.

Your input makes a difference!

Sincerely,

Mark Carroll, MD

Chief Medical Officer

BCBS Arizona Health Choice

To view this notice for embedded links and content specific to education-related material, please visit us online at <https://www.azblue.com/health-choice-az> under our "For Providers" tab.

Thank you for participating in this survey about the continuity and coordination of care. Your feedback is essential for identifying opportunities to improve communication and collaboration. Please read each question carefully and select the answer that best reflects your experience. All responses are confidential, and your input will be used solely for the purpose of improving care coordination. The survey should take less than 5 minutes to complete. We appreciate your honest and thoughtful feedback.

<i>Consider all types of communication related to a patient's care, including coordinating between specialists and PCP and/or behavioral health providers.</i>		Never	Rarely	Occasionally	Frequently	Always
1	How frequently do you communicate with other healthcare practitioners (primary care, specialists, behavioral health providers) <u>regarding shared patients</u>?	O	O	O	O	O
2	How frequently do you communicate with other healthcare practitioners <u>during care transitions</u> (e.g., inpatient to outpatient care, emergency department to primary care)?	O	O	O	O	O
3	How often do communication and coordination issues impact patient care outcomes (e.g., delays in treatment, medication errors, patient dissatisfaction)?	O	O	O	O	O
		Very Poor	Poor	Neutral	Good	Excellent
4	How would you rate <u>timeliness</u> of the information you receive during <u>patient handoffs and care transitions</u>? Consider whether the information arrives when you need it to make clinical decisions.	O	O	O	O	O
5	How would you rate the <u>quality</u> of the information you receive during <u>patient handoffs and care transitions</u>? Consider whether the information is clear, complete, and accurate enough to guide your care for the patient.	O	O	O	O	O

<i>Behavioral health provider, consider how you receive information from medical providers. Medical provider, consider how you receive information from behavioral health providers. Please skip if you don't receive information from your counterparts.</i>		Never	Rarely	Occasionally	Frequently	Always
6	How often do you receive timely and complete information about a patient's medication changes from other providers?	O	O	O	O	O
7	How frequently do you receive regular updates from other providers about shared patients (e.g., progress notes, treatment adjustments, follow-up reports)?	O	O	O	O	O
		Very Poor	Poor	Neutral	Good	Excellent
8	How would you rate the timeliness of information sent to and received from other providers regarding patient care (e.g., updates on treatment plans, test results, or medication changes)?	O	O	O	O	O
9	How would you rate the response time from behavioral health providers to medical providers (and vice versa) <u>when you request additional information</u>?	O	O	O	O	O
10	In emergency situations that require immediate action, how would you rate the timeliness and clarity of communication between you and other providers?	O	O	O	O	O
11	Thinking about the state of Arizona's Health Information Exchange (Contexture), please rate the usefulness of the information available.	O	O	O	O	O

Please select all that apply.			
12	What methods of communication do you most frequently use to coordinate care with other practitioners?	Electronic Health Records (EHR) messaging	<input type="radio"/>
		Phone calls	<input type="radio"/>
		Secure messaging (e.g., encrypted email, HIPAA-compliant text)	<input type="radio"/>
		In-person meetings	<input type="radio"/>
		Fax	<input type="radio"/>
		Other (please specify):	<input type="radio"/>
Please select up to three.			
13	What are the most significant barriers you experience in coordinating care with other practitioners? (Select up to three)	Delays in receiving information	<input type="radio"/>
		Incomplete or inaccurate information	<input type="radio"/>
		Lack of standardized processes for communication	<input type="radio"/>
		Limited time to collaborate with other practitioners	<input type="radio"/>
		Poor interoperability between systems (e.g., EHRs)	<input type="radio"/>
		No significant barriers experienced	<input type="radio"/>
		Other (please specify):	<input type="radio"/>
Please enter your response below.			
14	Please provide any suggestions you may have about improving the existing tools and processes for care coordination.		