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

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| Question                                                                 | Mean | SD   | Percent Positive | Missing | Does Not Apply/ Don't Know |
|------------------------------------------------------------------------|------|------|-------------------|---------|---------------------------|
| Question 1                                                             | 1    | 0.5  | 80                | 10      | 10                        |
| Question 2                                                             | 2    | 0.7  | 60                | 20      | 20                        |
| Question 3                                                             | 3    | 0.6  | 85                | 15      | 10                        |
| Question 4                                                             | 4    | 0.5  | 70                | 30      | 10                        |
| Question 5                                                             | 5    | 0.8  | 90                | 10      | 10                        |

Note: The table above shows the summary of responses with mean, standard deviation, percent positive, missing, and does not apply/don't know results for the questions in the survey.
| 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    | 3.93 | 0.91    | 73%        | 1%         |
|                                                                             | Hospital      | 4.04 | 0.68    | 83%        | 1%         |
| Q12 For recently discharged patients, how often is the information you receive: Complete? (N/R/S/U/A/DK) | Downstream    | 3.96 | 0.73    | 80%        | 4%         |
|                                                                             | Ambulatory    | 3.87 | 0.84    | 73%        | 1%         |
|                                                                             | Hospital      | 3.87 | 0.68    | 74%        | 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    | 3.90 | 0.77    | 72%        | 4%         |
|                                                                             | Ambulatory    | 3.87 | 0.85    | 74%        | 3%         |
|                                                                             | Hospital      | 3.80 | 0.69    | 70%        | 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    | 3.80 | 1.00    | 67%        | 4%         |
|                                                                             | Ambulatory    | 3.50 | 1.09    | 53%        | 2%         |
|                                                                             | Hospital      | 3.83 | 0.83    | 68%        | 2%         |
| Q15 How many patients have a family or friend caregiver with whom you interact? (N/LH/AH/MH/A/DK) | Downstream    | 3.91 | 1.08    | 72%        | 3%         |
|                                                                             | Ambulatory    | 3.39 | 1.11    | 48%        | 3%         |
|                                                                             | Hospital      | 3.52 | 1.05    | 57%        | 7%         |
| Q16 Do you have access to the hospital's health information technology system to get information about patients? (Y/N) | Downstream    | --   | --      | --         | <1%        |
|                                                                             | Ambulatory    | --   | --      | --         | <1%        |
|                                                                             | Hospital      | --   | --      | --         | --         |
| Q17 My organization is implementing activities to improve transitional care for patients. (SD/D/N/A/SA/DK) | Downstream    | 4.56 | 0.84    | 92%        | 2%         |
|                                                                             | Ambulatory    | 4.24 | 1.06    | 83%        | 5%         |
|                                                                             | Hospital      | 4.36 | 0.77    | 88%        | 2%         |
| Q18 Senior leaders in my organization dedicate adequate resources to support effective transitional care for patients. (SD/D/N/A/SA/DK) | Downstream    | 4.28 | 1.00    | 84%        | 4%         |
|                                                                             | Ambulatory    | 3.87 | 1.17    | 71%        | 5%         |
|                                                                             | Hospital      | 3.72 | 1.14    | 66%        | 2%         |
| Q19 Reducing hospital readmissions for patients is a priority in my organization. (SD/D/N/A/SA/DK) | Downstream    | 4.71 | 0.77    | 95%        | 2%         |
|                                                                             | Ambulatory    | 4.53 | 0.86    | 93%        | 3%         |
|                                                                             | Hospital      | 4.53 | 0.78    | 91%        | 1%         |
| Q20 My organization tries to increase physician awareness and understanding of the services we | Downstream    | 4.38 | 0.91    | 88%        | 3%         |
|                                                                             | Ambulatory    | --   | --      | --         | --         |
|                                                                             | Hospital      | --   | --      | --         | --         |
| Survey Items | Provider Type | Mean | Std Dev | % Positive | % MI/NA/DK |
|--------------|---------------|------|---------|------------|------------|
| provide that can assist recently discharged patients. (SD/D/N/A/SA/DK) | Downstream | 4.16 | 0.90 | 86% | 2% |
| Q21 In the local area your organization serves, patients have adequate access to: Primary care providers. (SD/D/N/A/SA/DK) | 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   | Downstream    | 3.84 | 1.04    | 67%        | 1%         |
| providers in working together to provide transitional care to patients?     | Ambulatory    | 3.18 | 1.10    | 40%        | 2%         |
| Home health agencies. (P/F/G/VG/E/D)                                        | Hospital      | 3.34 | 1.14    | 46%        | 2%         |
| Q30 How would you describe the relationship between you and the following   | Downstream    | 3.53 | 1.08    | 55%        | 2%         |
| providers in working together to provide transitional care to patients?     | Ambulatory    | 2.82 | 1.09    | 27%        | 2%         |
| Community-based organizations. (P/F/G/VG/E/D)                               | Hospital      | 2.86 | 1.12    | 29%        | 2%         |
| Q31 Please rate how well the hospital coordinates with you when working    | Downstream    | 3.48 | 0.99    | 49%        | 2%         |
| with recently discharged patients. (P/F/G/VG/E)                             | Ambulatory    | 3.16 | 1.07    | 43%        | 1%         |
| Hospital                                                                   | --            | --   | --      | --         | --         |
| Q32 Please rate how well your organization helps transition patients from  | Downstream    | 3.89 | 0.87    | 69%        | 2%         |
| the hospital to another healthcare setting or back home. (P/F/G/VG/E)       | Ambulatory    | 3.44 | 1.02    | 51%        | 1%         |
| Hospital                                                                   | --            | --   | --      | 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

Y/N – Yes/No