The authors have no disclosures to report.

METHODS

Survey Administration

- The University of Arizona Medication Management Center (UAMMC) administered an internal, telephone-based patient experience survey in April 2015.
- Patients who completed a CMR in the previous 6 months were eligible to participate.

Table 1 describes the Health-Systems Alliance for Integrated Medication Management (HAIMM) Survey Tool used for this project. Response rate and distributions of responses were reported.

Item Response Theory Analysis

- An item response theory (IRT) partial credit model (PCM) was used to evaluate the survey tool.

Convergent Factor Analysis Results

- Figure 2 and Figure 3 show the conceptual convergent factor analysis (CFA) models for each domain.
- Several IRT indices were used to evaluate model fit for each CFA.
- The chi-square test is statistically significant if the model sufficiently reproduces sample variances and covariances. An insignificantly small chi-square indicates good fit.
- The comparative fit index (CFI), evaluates the sample variances and covariances to a model that assumes no correlation between the model (i.e., independence), A CFI value 0.95 is considered a good model fit.
- The root mean square error of approximation (RMSEA) estimates whether the model adequately reproduces sample variances and covariances while adjusting for model complexity. A RMSEA value ≤ 0.05 is considered a good model fit.

Survey Response Distribution

Table 1 shows the distribution of responses for the HAIMM Survey Tool.

Demographics

- Table 2 provides the demographic information.
- The average number of days since CMR completion was 96.8 days.
- The range of days since CMR completion was 218 days.
- The average respondent is most likely to indicate “Agree” with all items.

Results

- The project objectives are to:
  - Improve patient experience of care
  - Ensure qualified providers, including pharmacists, offer annual comprehensive medication reviews
  - Medication Therapy Management (MTM) is a distinct patient component of the Institute for Healthcare Improvement’s Triple Aim Initiative. Surveys are commonly used to measure patient experience of care.
- Psychometric analysis technique used to evaluate survey tools to ensure that scores are reliable and valid.

Item Response Theory Results

- Figure 1 illustrates the IRT findings for the Patient Experience Survey Tool.
- The response scale contains unequal distances between response categories. The “Agree” category distance gain a disproportionate amount of the continuum.
- Items are ranked from most difficult (item 6) to easiest with which to agree (item 9).
- The item response distribution is highly skewed favoring agreement; the average respondent is most likely to endorse “Agree” for all items.

Discussion

- This study provided a comprehensive examination of the factor structure of the HAIMM Survey Tool used to evaluate the UAMMC’s ability to provide meaningful insights into the construct validity of the tool.
- The HAIMM tool contained exploratory responses completing CMRs, providing several items shown to adequately assess patient satisfaction with MTM services.
- Other questionnaires such as the Hospital Service Questionnaire 2.0 (PSQ2.0), are available to assess patient experiences.
- Evaluation of these questionnaires for items relevant to patient CMR experience is recommended.
- The average respondent is most likely to indicate “Agree” with all items.
- Other responses warrant some consideration to differentiate patient-provider experiences.

Conclusion

- Respondents highly value the quality of services received. Response options most commonly selected were strongly agree, favoring agreement; the average respondent is most likely to indicate “Agree” with all items.
- Patients are most likely to endorse “Agree” with all items.
- Other responses warrant some consideration to differentiate patient-provider experiences.

References

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For further information, please contact: Patrick Campbell • pcampbell@pharmacy.u.arizona.edu

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