

Title: Patient Satisfaction Measurement

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WHEREAS, the Michigan Academy of Family Physicians (MAFP) and the American Academy of Family Physicians (AAFP) are organizations that advocate for Family Physicians' well-being, and equitable treatment, and

WHEREAS, the Michigan Academy of Family Physicians (MAFP) and the American Academy of Family Physicians (AAFP) are organizations that advocate for evidence-based, cost-effective, and highest quality patient care, and

WHEREAS, Family Physicians are held accountable in third-party reimbursement and employment incentives for measures of patient satisfaction, and

WHEREAS, many instruments used to measure patient satisfaction, by employers and payers alike are not validated for patients in clinical settings, or are only validated for a generalized retail or financial industry population, and

WHEREAS, Family Physicians are penalized financially or in employed settings due to performance on invalid instruments and measures, and

WHEREAS, patient engagement and experience are central to realizing the triple aim goal of better safety, better quality, and reduced costs, and

WHEREAS, well-validated and health-care specific tools for assessing patient engagement and experience can and have been developed; therefore, now be it

RESOLVED: that the MAFP work with the AAFP to advocate for legislation and/or changes to CMS rules that would require standardized, and clinically validated instruments of patient engagement, focused on patient experience and the triple aim; and be it further

RESOLVED: that the MAFP work with AAFP to advocate for legislation and/or changes to regulatory rules that require payers to adopt standardized, and clinically validated instruments of patient engagement, focused on patient experience and the triple aim.