

Objective	Activity / Timeframe	Responsible Party	Benchmarks and measures
Develop Project Steering Committee	<ol style="list-style-type: none"> 1. Present this project to MQF-AC for approval and identification of potential partners to collaborate on this project. 2. Present project plan to potential partners and request commitment to the project. 3. Create Project Steering Committee 4. Project Steering Committee holds its first planning meeting <p>Timeframe: September – November 2010</p>	<ul style="list-style-type: none"> • Project Team 	By end of November Project Steering Committee has formed and met.
Develop Survey Questions	<p>Determine questions for primary care, specialty care, and surgical care surveys.</p> <p>Timeframe: January – April 2011</p>	<ul style="list-style-type: none"> • Project Team • Steering Committee 	Establish survey questions by April 2011.
Recruit Survey Contractor	<ol style="list-style-type: none"> 1. Develop and publish a RFP for a contractor to administer the survey 2. Select a contractor for 	<ul style="list-style-type: none"> • Project Team 	By June 2011 a contractor will have been selected to administer the survey

	<p>administering the patient experience of care survey.</p> <p>Timeframe: May– June 2011</p>		
<p>Distribution and Administration of Survey</p>	<ol style="list-style-type: none"> 1. Work with providers to include the survey instrument in the vendor patient customer satisfaction module. 2. Obtain statewide lists of primary care physicians from MaineCare, Maine Health Management Coalition and Maine Medical Association. 3. Obtain statewide list of medical specialists from the medical specialties professional organizations with attention to high use specialty areas (cardiology, pulmonology, gastroenterology, orthopedic surgery). 4. Solicit the participation of primary care physicians and specialists to be surveyed and the sample to be selected from each physician patient base. 	<ul style="list-style-type: none"> • Project Team • Contractor 	<p>Reach agreement with providers to include survey instrument by April 2011.</p> <p>Completed lists of primary care and specialists by end of July 2011.</p> <p>Confirm participating providers and sample sizes by August 2011.</p> <p>Distribute and administer surveys by December 2011.</p>

	<p>5. Distribute and administer the survey.</p> <p>Timeframe: June – December 2011</p>		
Raise Consumer Awareness	<p>Develop collateral for distribution through providers regarding survey.</p> <p>Hold educational sessions with consumer and MaineCare advocacy groups, DHHS, and other interested parties to provide information on the survey.</p> <p>Timeframe: August – September 2011</p>	<ul style="list-style-type: none"> • Project Team 	<p>Have developed collateral for distribution by August 2011.</p> <p>Complete series of educational sessions by September 2011.</p>
Convene Learning Collaborative	<p>Hold a statewide learning collaborative for providers on ambulatory CAHPS</p> <p>Timeframe: April 2011</p>	<ul style="list-style-type: none"> • Project Team 	<p>Ambulatory CAHPS Collaborative convened by end of April, 2011</p>
Analyze the Data	<ol style="list-style-type: none"> 1. Analyze the data collected and charts developed to communicate the results. 2. Interpret the survey results and develop system recommendations 	<ul style="list-style-type: none"> • Contractor 	<p>Report to the Steering Committee on the results of the survey and the recommendations arising from this study by March 2012.</p>

	and next steps. January – March 2012		
Interpret and Communicate the Results	<ol style="list-style-type: none"> 1. Establish reporting methodology. 2. Communicate survey results and recommendations to MQF advisory council, DHA Board, and public. <p>Timeframe: April – June 2012</p>	<ul style="list-style-type: none"> • Steering Committee • Project Team • PM 	Final report to MQF Advisory Council, the DHA Board of Trustees and the public on the survey results and recommendations by June 2012.