

Goldman R, Parker DR, Brown J, Walker J, Eaton CB, Borkan JM. Recommendations for a Mixed Methods Approach for Evaluating the Patient-Centered Medical Home. *Ann Fam Med.* 2015;13(2):.

Supplemental Appendix 8. Brown Patient Pathway Observation Grid



Brown Primary Care Transformation Initiative Patient Path Observation Grid

Patient Study ID Number: _____
Patient Age: _____ **Patient support person:** _____
Patient Sex: _____

Site: _____
Date: _____
Observer's name: _____

	Time	Place	Observations of elements related to team based care, efficiency, redundancy, confidentiality, tone/nature of provider/staff interactions and interactions with patients, patient's behavior/demeanor/engagement in care, etc.)	Insights
Check-in	<i>start time:</i> <i>end time:</i>			
Waiting Room	<i>start time:</i> <i>end time:</i>			
MA or other clinical staff: _____ _____ _____	<i>start time:</i> <i>end time:</i>			



Brown Primary Care Transformation Initiative Patient Path Observation Grid

Patient Study ID Number: _____
Patient Age: _____ **Patient support person:** _____
Patient Sex: _____

Site: _____
Date: _____
Observer's name: _____

MD (or other provider) _____	<i>start time:</i> <i>end time:</i>			
Other Processes Observed				
Check-out	<i>start time:</i> <i>end time:</i>			

At end of each patient pathway observation ask:

1. Do you think you said or did anything differently *because I was with you* today? _____ [If yes] How so?
2. Do you think you said or did anything differently *because of anything we discussed* today? _____ [If yes] How so?