

**Online Supplementary Material**

Jaén CR, Crabtree BF, Palmer R, et al. Methods for evaluating practice change toward a patient-centered medical home. *Ann Fam Med*. 2010;8(Suppl 1):s9-s20.

**Supplemental Appendix 6. Practice Environment Checklist**

The appendix begins on the next page.



## Practice Environment Checklist

Date:

Q1

Q2

Review timepoint

First review (July 3, 2006) .....

Second review (April 1, 2007) .....

Third review (January 1, 2008) .....

Site ID:

Q3

Facilitator ID:

Q4

**Completely fill in the boxes that describes how much you agree or disagree with the following statements about this practice. Please do not fold the survey.**

### MINDFULNESS

Please indicate how strongly you agree or disagree with each statement

		Strongly Disagree (1)	Disagree (2)	Neutral (3)	Agree (4)	Strongly Agree (5)
Q5	People in this practice actively seek new ways to improve how they do things.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q6	This practice is able to easily adjust routines to deal with unusual situations.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q7	People in this practice are thoughtful about how they do their jobs.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q8	People at all levels of this office openly talk about what is and isn't working.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Notes:

Q9

## HEEDFUL INTERACTIONS

Please indicate how strongly you agree or disagree with each statement.

		<i>Strongly Disagree (1)</i>	<i>Disagree (2)</i>	<i>Neutral (3)</i>	<i>Agree (4)</i>	<i>Strongly Agree (5)</i>
Q10	People in this practice understand how their jobs fit into the rest of the practice.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q11	People are aware of how their actions affect others in this practice.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Notes:

Q12

## RESPECTFUL INTERACTION

Please indicate how strongly you agree or disagree with each statement.

		<i>Strongly Disagree (1)</i>	<i>Disagree (2)</i>	<i>Neutral (3)</i>	<i>Agree (4)</i>	<i>Strongly Agree (5)</i>
Q13	Most people in this practice are willing to change how they do things in response to feedback from others.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q14	Opinions are valued by others in this practice.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q15	People in this practice are comfortable telling others what they really think.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Notes:

Q16

## DIVERSITY

Please indicate how strongly you agree or disagree with each statement.

		<i>Strongly Disagree (1)</i>	<i>Disagree (2)</i>	<i>Neutral (3)</i>	<i>Agree (4)</i>	<i>Strongly Agree (5)</i>
Q17	Everybody in this practice tends to think the same about important issues.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q18	People in this practice actively seek out the opinions of others.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please indicate how strongly you agree or disagree with each statement.

		<i>Strongly Disagree (1)</i>	<i>Disagree (2)</i>	<i>Neutral (3)</i>	<i>Agree (4)</i>	<i>Strongly Agree (5)</i>
Q19	This practice encourages everyone (front office staff, clinical staff, nurses, and clinicians) to share ideas.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q20	People in this practice are able to disagree but still get along with each other.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Notes:

Q21

## TRUST

Please indicate how strongly you agree or disagree with each statement.

		<i>Strongly Disagree (1)</i>	<i>Disagree (2)</i>	<i>Neutral (3)</i>	<i>Agree (4)</i>	<i>Strongly Agree (5)</i>
Q22	People in this practice feel they need to check all information they receive before acting on it.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q23	People in this practice can rely on the others to do their jobs well.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Notes:

Q24

## SOCIAL AND TASK INTERACTION

Please indicate how strongly you agree or disagree with each statement.

		<i>Strongly Disagree (1)</i>	<i>Disagree (2)</i>	<i>Neutral (3)</i>	<i>Agree (4)</i>	<i>Strongly Agree (5)</i>
Q25	Staff rarely get together to talk about their work.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q26	People in this practice regularly talk about their personal lives.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Notes:

Q27

## RICH AND LEAN COMMUNICATION

Please indicate how strongly you agree or disagree with each statement.

		<i>Strongly Disagree (1)</i>	<i>Disagree (2)</i>	<i>Neutral (3)</i>	<i>Agree (4)</i>	<i>Strongly Agree (5)</i>
Q28	Difficult problems are solved through face-to-face discussions in this practice.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q29	Everyday information is communicated in this practice through memos, post-it notes, or emails.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Notes:

Q30

## REFLECTION

Please indicate how strongly you agree or disagree with each statement.

		<i>Strongly Disagree (1)</i>	<i>Disagree (2)</i>	<i>Neutral (3)</i>	<i>Agree (4)</i>	<i>Strongly Agree (5)</i>
Q31	People in this practice regularly take time to reflect on how they do things.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q32	After trying something new, people in this practice take time to think about how it worked.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Notes:

Q33

## LEADERSHIP

Please indicate how strongly you agree or disagree with each statement.

		<i>Strongly Disagree (1)</i>	<i>Disagree (2)</i>	<i>Neutral (3)</i>	<i>Agree (4)</i>	<i>Strongly Agree (5)</i>
Q34	The leadership in this practice is available for consultation on problems.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q35	The practice leadership makes sure that people in this practice have the time and space necessary to discuss changes to improve care.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Please indicate how strongly you agree or disagree with each statement.**

		<i>Strongly Disagree (1)</i>	<i>Disagree (2)</i>	<i>Neutral (3)</i>	<i>Agree (4)</i>	<i>Strongly Agree (5)</i>
Q36	Practice leadership promotes an environment that is an enjoyable place to work.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q37	Leadership in this practice creates an environment where things can be accomplished.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Notes:**

Q38

## LEARNING CULTURE

**Please indicate how strongly you agree or disagree with each statement.**

		<i>Strongly Disagree (1)</i>	<i>Disagree (2)</i>	<i>Neutral (3)</i>	<i>Agree (4)</i>	<i>Strongly Agree (5)</i>
Q39	This practice learns from its mistakes.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q40	It is hard to get things to change in this practice.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q41	This practice tends to be very flexible.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q42	This practice likes to be on the cutting edge of new ideas.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Notes:**

Q43

## SENSEMAKING

**Please indicate how strongly you agree or disagree with each statement.**

		<i>Strongly Disagree (1)</i>	<i>Disagree (2)</i>	<i>Neutral (3)</i>	<i>Agree (4)</i>	<i>Strongly Agree (5)</i>
Q44	People in this practice have the information that they need to do their jobs well.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q45	When people in this practice experience a problem they make a serious effort to figure out what's really going on.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Notes:

Q46

## WORK ENVIRONMENT - GENERAL

Please indicate how strongly you agree or disagree with each statement.

		<i>Strongly Disagree (1)</i>	<i>Disagree (2)</i>	<i>Neutral (3)</i>	<i>Agree (4)</i>	<i>Strongly Agree (5)</i>
Q47	Most of the people who work in this practice seem to enjoy their work.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q48	Working in this practice is stressful.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q49	Work expectations are clear.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q50	People have what they need to do their work well.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q51	People receive frequent and helpful feedback about their work.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q52	People in this practice believe they have many opportunities to grow in their work.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Notes:

Q53

## TEAMWORK

Please indicate how strongly you agree or disagree with each statement.

		<i>Strongly Disagree (1)</i>	<i>Disagree (2)</i>	<i>Neutral (3)</i>	<i>Agree (4)</i>	<i>Strongly Agree (5)</i>
Q54	People in this practice operate as a real team.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q55	Most people in the practice can take initiative to improve a patient's care.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Notes:

Q56

## ATTENTION TO FITNESS LANDSCAPE - CONNECTION TO COMMUNITY

Please indicate how strongly you agree or disagree with each statement.

		<i>Strongly Disagree (1)</i>	<i>Disagree (2)</i>	<i>Neutral (3)</i>	<i>Agree (4)</i>	<i>Strongly Agree (5)</i>
Q57	This practice is aware of community resources that are accessible to patients.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q58	This practice works effectively together as a team with community organizations.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q59	People in this practice are connected with community organizations that serve patients.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Notes:

Q60

## ATTENTION TO FITNESS LANDSCAPE - CONNECTION TO HEALTH SYSTEM

Please indicate how strongly you agree or disagree with each statement.

		<i>Strongly Disagree (1)</i>	<i>Disagree (2)</i>	<i>Neutral (3)</i>	<i>Agree (4)</i>	<i>Strongly Agree (5)</i>
Q61	This practice works well together with the health care system.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q62	People in this practice are connected to people in other practices.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Notes:

Q63

## CULTURAL SENSITIVITY



**Please indicate how strongly you agree or disagree with each statement.**

		<i>Strongly Disagree (1)</i>	<i>Disagree (2)</i>	<i>Neutral (3)</i>	<i>Agree (4)</i>	<i>Strongly Agree (5)</i>
Q64	People in this practice believe cultural issues are important in their interactions with patients.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q65	People in this practice believe cultural issues are important in their interactions with health professional colleagues.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Please indicate how strongly you agree or disagree with each statement.**

		<i>Strongly Disagree (1)</i>	<i>Disagree (2)</i>	<i>Neutral (3)</i>	<i>Agree (4)</i>	<i>Strongly Agree (5)</i>
Q66	People in this practice are comfortable caring for patients from culturally diverse backgrounds.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q67	People in this practice are comfortable working with health care professionals from culturally diverse backgrounds.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q68	People in this practice are aware of the factors underlying healthcare disparities.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q69	People in this practice believe this practice provides culturally sensitive care.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Notes:**

Q70

## PATIENT SAFETY

**Please indicate how strongly you agree or disagree with each statement.**

		<i>Strongly Disagree (1)</i>	<i>Disagree (2)</i>	<i>Neutral (3)</i>	<i>Agree (4)</i>	<i>Strongly Agree (5)</i>
Q71	People in this practice are actively doing things to improve patient safety.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q72	Staff feel like their mistakes are held against them.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q73	Mistakes have led to positive changes here.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q74	It is just by chance that more serious mistakes don't happen in this practice.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q75	Patient safety is never sacrificed to get more work done.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q76	Staff worry that mistakes they make are kept in their personnel file.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q77	People in this practice openly discuss errors that happen in the practice.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q78	Staff are afraid to ask questions when something does not seem right.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q79	When things get really busy, people in this practice are expected to work faster, even if it means taking shortcuts.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Notes:**

Q80

## ONLINE PLATFORM

Please indicate how strongly you agree or disagree with each statement.

		<i>Strongly Disagree (1)</i>	<i>Disagree (2)</i>	<i>Neutral (3)</i>	<i>Agree (4)</i>	<i>Strongly Agree (5)</i>
Q81	The use of electronic medical records during patient visits interferes with the doctor-patient relationship.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q82	The practice can easily identify patients with a particular disease or medication.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q83	Everyone in this practice has access to the information they need for patient care and their work when they need it.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Notes:**

Q84

## OVERALL & OTHER

Please indicate how strongly you agree or disagree with each statement.

		<i>Strongly Disagree (1)</i>	<i>Disagree (2)</i>	<i>Neutral (3)</i>	<i>Agree (4)</i>	<i>Strongly Agree (5)</i>
Q85	This practice is a place of joy and hope.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q86	This practice is enthusiastic about its participation in the National Demonstration Project.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q87	This practice encourages patients to share information about complementary and alternative care and/or supplements that they might be using.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q88	This practice and its clinicians give the attention that patients feel they need to spiritual health and well-being.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q89	This practice and its clinicians encourage patients to spend more time outside in nature.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Notes:**

Q90

## KOTTER'S PRACTICE CHANGE FACTORS

Please indicate how strongly you agree or disagree with each statement.

		<i>Strongly Disagree (1)</i>	<i>Disagree (2)</i>	<i>Neutral (3)</i>	<i>Agree (4)</i>	<i>Strongly Agree (5)</i>
Q91	There is a strong sense of urgency about needing to change how the practice does its work.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q92	Leadership strongly supports practice change efforts.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q93	This practice has a clear, expressible vision.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q94	There is frequent and good communication throughout the practice about how the different change initiatives are going.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q95	Everyone in the practice feels able to act on the practice vision.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q96	The practice has experienced many past changes successes.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q97	The practice appears to let setbacks and problems stop its change efforts.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q98	Once this practice implements a change, the change tends to stick.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Notes:**

Q99

## TransformMED MODEL CONTENT

At this time, to what degree has this practice implemented the core components of each of the following categories of the TransformMED Model:

		<i>Not Implemented (1)</i>	<i>Partially implemented; Rarely used (2)</i>	<i>Partially implemented; Occasionally used (3)</i>	<i>Mostly implemented; Often used (4)</i>	<i>Fully integrated into practice (5)</i>
Q100	Information Systems (EMR, CINA, Interoperability, Chronic disease management)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Notes:**

Q101

		<i>Not implemented (1)</i>	<i>Partially implemented; Rarely used (2)</i>	<i>Partially implemented; Occasionally used (3)</i>	<i>Mostly implemented; Often used (4)</i>	<i>Fully integrated into practice (5)</i>
Q102	Redesigned offices (Workflow & productivity, Group visits)	☐	☐	☐	☐	☐

**Notes:**

Q103

		<i>Not implemented (1)</i>	<i>Partially implemented; Rarely used (2)</i>	<i>Partially implemented; Occasionally used (3)</i>	<i>Mostly implemented; Often used (4)</i>	<i>Fully integrated into practice (5)</i>
Q104	Quality & Safety (Patient feedback, Outcomes tracking)	☐	☐	☐	☐	☐

**Notes:**

Q105

		<i>Not implemented (1)</i>	<i>Partially implemented; Rarely used (2)</i>	<i>Partially implemented; Occasionally used (3)</i>	<i>Mostly implemented; Often used (4)</i>	<i>Fully integrated into practice (5)</i>
Q106	Practice Management (Disciplined financial management, Optimal coding).	☐	☐	☐	☐	☐

**Notes:**

Q107

		<i>Not implemented (1)</i>	<i>Partially implemented; Rarely used (2)</i>	<i>Partially implemented; Occasionally used (3)</i>	<i>Mostly implemented; Often used (4)</i>	<i>Fully integrated into practice (5)</i>
Q108	Comprehensive Practice (Procedures, Basket of services)	C	C	C	C	C

**Notes:**

Q109

		<i>Not implemented (1)</i>	<i>Partially implemented; Rarely used (2)</i>	<i>Partially implemented; Occasionally used (3)</i>	<i>Mostly implemented; Often used (4)</i>	<i>Fully integrated into practice (5)</i>
Q110	Team Approach (Hospital, Nursing Home, NP/PA, Office teams)	C	C	C	C	C

**Notes:**

Q111

		<i>Not implemented (1)</i>	<i>Partially implemented; Rarely used (2)</i>	<i>Partially implemented; Occasionally used (3)</i>	<i>Mostly implemented; Often used (4)</i>	<i>Fully integrated into practice (5)</i>
Q112	Access to information (Website, On-Line lab results, E-communication).	C	C	C	C	C

**Notes:**

Q113

		<i>Not implemented (1)</i>	<i>Partially implemented; Rarely used (2)</i>	<i>Partially implemented; Occasionally used (3)</i>	<i>Mostly implemented; Often used (4)</i>	<i>Fully integrated into practice (5)</i>
Q114	Access to Care (Advanced scheduling, E-visits, Access to all).	C	C	C	C	C

**Notes:**

Q115

		<i>Not implemented (1)</i>	<i>Partially implemented; Rarely used (2)</i>	<i>Partially implemented; Occasionally used (3)</i>	<i>Mostly implemented; Often used (4)</i>	<i>Fully integrated into practice (5)</i>
Q116	Continuous relationship	☐	☐	☐	☐	☐

**Notes:**

Q117

		<i>Not implemented (1)</i>	<i>Partially implemented; Rarely used (2)</i>	<i>Partially implemented; Occasionally used (3)</i>	<i>Mostly implemented; Often used (4)</i>	<i>Fully integrated into practice (5)</i>
Q118	Patient-Centered Care	☐	☐	☐	☐	☐

**Notes:**

Q119

		<i>Not implemented (1)</i>	<i>Partially implemented; Rarely used (2)</i>	<i>Partially implemented; Occasionally used (3)</i>	<i>Mostly implemented; Often used (4)</i>	<i>Fully integrated into practice (5)</i>
Q120	Whole person orientation	☐	☐	☐	☐	☐

**Notes:**

Q121

		<i>Not implemented (1)</i>	<i>Partially implemented; Rarely used (2)</i>	<i>Partially implemented; Occasionally used (3)</i>	<i>Mostly implemented; Often used (4)</i>	<i>Fully integrated into practice (5)</i>
Q122	Personal medical home	☐	☐	☐	☐	☐

**Notes:**

Q123