

Strategies for Measuring Primary Care Referrals

Research Question	State	Approach
1. Do FP waiver clients have established access to primary care?	SC	Examine the portion of clients who receive FP care in Community Health Centers, where they can also receive primary care
	VA	Survey FP clients and ask if they have a usual source of care for other medical conditions
	NC	One topic in client focus groups held in selected counties, focus group report details barriers in accessing care described by participants.
2. Do FP providers refer to source of primary care if necessary?	VA, SC, AL	Included as a set of questions on a FP enrollee telephone survey. Generally a small portion 10-20% report having a need for a referral, 70-80% report receiving a referral if needed.
	NC	One topic in client focus group held in selected counties. Since number needing referral is small, question if this is a good research strategy. However focus group reports do indicate desire of clients to receive information on primary care and confusion about the role of FP in primary care. Questions also asked in mail survey of male waiver participants
	WI	Review of referral logs for two large FP waiver providers, estimating 3-5% of clients needed referrals. Apply estimate to other providers to assess potential number of clients missed.
3. How do FP providers refer waiver clients to source of primary care if necessary?	VA	Included on provider survey, with options to report treating and billing pt, treating for free, referring to primary care, health dept or ED, or encouraging client but not offering a specific site of care
	WI	Web based survey of FP providers, report of referrals and barriers to patient completion of referrals, concerns about resources.