Figure 1.

A. Unintended Consequences on Patient Care
1. Inappropriate clinical care
2. Decreased focus on patient service/concerns
3. Compromised patient education and autonomy

B. Primary Care Staff Behaviors
1. Emphasis on interventions that quickly improve scores
2. Reduced critical evaluation of the appropriateness of intervention
3. Unnecessary repetition of PM related questions
4. Time spent on redundant documentation during encounter
5. PM agenda crowds out patient agenda and patient education
6. Patient refusal not accepted

C. Primary Care Staff Attitudes
1. Anxiety over performance scores
2. Feeling chronically rushed

D. Facility/Clinic Implementation
1. Providers monitored on meeting PMs on all patients (insufficient exclusion of inappropriate cases)
2. Many PM related clinical reminders assigned to intake nurses
3. Expectation that all PM related reminders are to be completed at each visit
4. Some improvement strategies focused more on improving score than improving care
5. CCRs remain active if patient refuses/ is inappropriate for care
6. PM documentation system redundant with notes

NATIONAL PERFORMANCE MEASUREMENT SYSTEM