**Appendix 1: Quality Measures based on Physician Quality Reporting System collected by the Centers for Medicare and Medicaid Services1**

1. Hemoglobin A1c Poor Control: Percentage of patients 18-75 years of age with diabetes who had hemoglobin A1c > 9.0% during the measurement period
2. Controlling High Blood Pressure: Percentage of patients 18-85 years of age who had a diagnosis of hypertension and whose blood pressure was adequately controlled (<140/90 mmHg) during the measurement period.
3. Breast Cancer Screening: Percentage of women 50 through 74 years of age who had a mammogram to screen for breast cancer within 27 months.
4. Colorectal Cancer Screening: Percentage of patients 50 through 75 years of age who had appropriate screening for colorectal cancer.
5. Influenza Immunization: Percentage of patients aged 6 months and older seen for a visit between October 1 and March 31 who received an influenza immunization OR who reported previous receipt of an influenza immunization.
6. Pneumonia Vaccination Status for Older Adults: Percentage of patients 65 years of age and older who have ever received a pneumococcal vaccine.
7. Body Mass Index (BMI) Screening and Follow-Up Plan: Percentage of patients aged 18 years and older with a BMI documented during the current encounter or during the previous six months AND with a BMI outside of normal parameters, a follow-up plan is documented during the encounter or during the previous six months of the current encounter. Normal Parameters: Age 65 years and older BMI ≥ 23 and < 30 kg/m2; Age 18 – 64 years BMI ≥ 18.5 and < 25 kg/m2.
8. Tobacco Use Screening and Cessation Intervention: Percentage of patients aged 18 years and older who were screened for tobacco use one or more times within 24 months AND who received cessation counseling intervention if identified as a tobacco user.

**Appendix 2: Patient Experience Questions Dependent on Individual Care Providers2**

1. Friendliness/courtesy of care provider
2. Explanations the care provider gave you about your problem or condition
3. Concern the care provider showed for your questions or worries
4. Care provider’s efforts to include you in decisions about your treatment
5. Information the care provider gave you about medications
6. Instructions the care provider gave you about follow-up care
7. Degree to which the care provider talked with you using words you could understand
8. Amount of time the care provider spent with you
9. Your confidence in this care provider
10. Likelihood of your recommending this care provider to others

**References**

1. Centers for Medicare and Medicaid Services. PQRS 2015 measures. 2015. https://www.cms.gov/apps/ama/license.asp?file=/PQRS/downloads/PQRS\_2015\_Measure\_List\_122314.xlsx. Accessed July 25, 2017.
2. Press Ganey. Medical practice survey psychometrics report. *Press Ganey Associates Inc*. 2010.