



Articles

- 1. Is Patient Satisfaction as Important as Good Medicine? p. 8
- 2. Maryland PCMH Pilot is Underway p. 10
- 3. An IT Prescription to Improve Patient Satisfaction p. 12
- 4. Ways to Measure and Improve Patient Satisfaction Online p. 15
- 5. Fatigue and Sleep Deprivation! – A Resident’s Tale p. 20

The Maryland Family Doctor has been reviewed and is acceptable for up to 6.5 Prescribed credits by the American Academy of Family Physicians. AAFP accreditation begins October 1, 2009. Term of approval is for two years from this date. The Summer 2010 edition is approved for 2 Prescribed credits. Credit may be claimed for two years from the date of this edition.

AAFP Prescribed credit is accepted by the American Medical Association (AMA) as equivalent to AMA PRA Category 1 credit toward the AMA Physicians Recognition Award. When applying for the AMA PRA, Prescribed credit earned must be reported as Prescribed credit, not as Category I.

CREDIT REPORTING PROCEDURE: To obtain credit through the Maryland Family Doctor publication, complete and return this post-test (CME quiz) directly to the Maryland Academy of Family Physicians. MAFP staff will then report credits to AAFP. Each participant will receive a confirmation e-mail (or postcard if no e-mail) upon receipt of the quiz forms and be able to track credits posted on the AAFP Web site at www.aafp.org. Please keep a copy of the completed quiz for your records. Questions? Contact the MAFP office.

Answers p. 30

Instructions: Read the articles and answer all questions by indicating the correct answers. Mail, fax or e-mail the entire quiz form within two years (by July 30, 2012) to:

Maryland Academy of Family Physicians
 5710 Executive Drive, #104
 Baltimore, MD 21228
 410-747-1980, 410-744-6059 (fax), info@mdafp.org (e-mail)

Name: _____

AAFP Membership #: _____

Address: _____

City: _____

State: _____ Zip Code: _____

Phone #: _____

Fax #: _____

E-Mail Address: _____

Questions Article #1:

1. The 2010 HealthLeaders Media Industry Survey has reported that
 - A. more than 80% of physicians surveyed reported that pressure from patients has influenced their medical decisions.
 - B. more than 80% of physicians surveyed reported the fear of lawsuits have influenced their medical decisions.
 - C. approximately 18 % of physicians surveyed denied being pressured by patients.
 - D. All of the above
2. “Direct to consumer marketing,” in combination with pressure to achieve high patient satisfaction ratings, may influence doctors to acquiesce to patient demands.
 - A. True
 - B. False
3. Healthcare “access” is essential for achieving patient satisfaction.
 - a. True
 - b. False

Questions Article #2:

4. The Maryland General Assembly passed Patient-Centered Medical Home Legislation during the 2010 Legislative Session
 - A. True
 - B. False
5. Most family physicians are Patient-Centered Medical Homes
 - A. True
 - B. False

Questions Article #3:

6. Which of the following has recently emerged as a primary reason patients select one hospital over another?
 - A. Respected brand name
 - B. Physician recommendation
 - C. To be better informed
 - D. New/modern facilities
7. Thinking of baby boomer patients, which of the following types of interactions with physicians is a typical expectation?
 - A. Receive reliable clinical information in order to make an independent decision about medical care
 - B. Obtain referrals to support groups of patients with similar health problems
 - C. Access a practice Web site with information about health care topics
 - D. Discuss and jointly evaluate treatment options
8. Which of the following choices is not one of the highest-rated services patients say they’d like their PCP to provide?

continued on page 26

- A. Online appointment scheduling
 B. Automated appointment reminders
 C. Secure e-mail to send questions and receive answers
 D. Secure online access to laboratory and other test results
9. Indicate true or false for each of the following statements. Information Prescriptions (place T or F at end of each selection)
 ... are one of the proposed "meaningful use" requirements for EHR incentives under the American Recovery and Reinvestment Act
 ... help caregivers make informed health care decisions
 ... are personalized, physician-recommended sources of health information
- Questions Article #4:**
10. The single most important criterion used by news periodicals to rank "Top Doctors" is:
 A. Bedside manner
 B. Knowledge of current research
 C. ABFM examination scores
 D. Reputation
 E. Diagnostic ability
11. What kinds of healthy lifestyle counseling can be reinforced using "micro-blogging"?
 A. Smoking cessation
 B. Alcohol misuse and abuse
 C. Physical fitness
 D. A, B, and C
 E. None of the above
12. Family physicians who have neither the time nor resources to develop an interactive web page will be unable to engage patients using social media.
 A. True
 B. False
13. In general, doctor-rating Web sites provide additional substantive information on physician qualifications and performance not available at Web sites of state medical boards.
 A. True
 B. False
14. Establishing an interactive, informative online presence is far more likely to recruit and retain satisfied patients than leaving one's reputation to the mercy of doctor-rating Web sites.
 A. True
 B. False
- Questions Article #4:**
15. Which of the following is/are included in defining clinical fatigue?
 A. perception of generalized weakness, in the absence of objective finding
 B. increased need for sleep
 C. difficulty with concentration, memory and emotional stability
 D. reduced capacity to maintain activity
 E. a, c, d
 F. all of the above
16. Which of the following is true about clinical fatigue?
 A. it is a disease entity
 B. it accounts for 50 percent of primary care visits in the U.S.
 C. when fatigue persists for longer than six months, it is classified as chronic fatigue
 D. in population-based studies in Britain and the U.S., the prevalence of clinical fatigue is less than 5% ■

A Message for Health Care Providers Who Diagnose and Treat Patients with High Blood Pressure From

The Maryland State Advisory Council on Heart Disease and Stroke

TIPS ON PROPER TECHNIQUE FOR MEASURING BLOOD PRESSURE:

- Patients seated in a chair for at least five minutes
- Feet on the floor (DO NOT CROSS LEGS)
- Arms at heart level
- Use proper cuff size
- Average two or more readings
- Measure systolic at first sound
- Measure diastolic just before disappearance of sounds

Provide patients with written and verbal feedback regarding their blood pressure readings.

Watch for More "Simple Strategies" in the Next Issue – *Volume 1, Number 5, June 2010*