

THE FPM PRACTICE SELF-TEST

Important: When you answer, think about your own practice. That is, if you are in a group, think about your patients, the staff members you normally work with and the facilities you normally use; don't answer for the group as a whole.

1. When I ask for a consultation, I always provide a specific, written request, make sure the patient understands the reason for the request and have a reminder system to make sure we follow up when consultants' reports are not returned promptly.

A. How well does this statement describe your own practice?

Does not describe at all		Describes somewhat		Describes extremely well
0	1	2	3	4

B. How important is it for family practices to be able to do this?

Not important		Somewhat important		Extremely important
0	1	2	3	4

2. My practice has systems to document and follow up on abnormal tests, missed appointments and patients who need periodic rechecks. We have made a measurable reduction in errors in these areas during the past two years.

A. How well does this statement describe your own practice?

Does not describe at all		Describes somewhat		Describes extremely well
0	1	2	3	4

B. How important is it for family practices to be able to do this?

Not important		Somewhat important		Extremely important
0	1	2	3	4

3. I follow evidence-based guidelines to ensure that my patients receive age- and gender-appropriate preventive services, and my practice tracks performance in this regard.

A. How well does this statement describe your own practice?

Does not describe at all		Describes somewhat		Describes extremely well
0	1	2	3	4

B. How important is it for family practices to be able to do this?

Not important		Somewhat important		Extremely important
0	1	2	3	4

4. My staff and I systematically follow at least one evidence-based clinical guideline in my practice, and we track both our adherence to the guideline and the outcomes we achieve with it.

A. How well does this statement describe your own practice?

Does not describe at all		Describes somewhat		Describes extremely well
0	1	2	3	4

B. How important is it for family practices to be able to do this?

Not important		Somewhat important		Extremely important
0	1	2	3	4

5. Medical records for my current patients are complete, include centralized lists of problems, medications and allergies, and can be read and understood easily by colleagues.

A. How well does this statement describe your own practice?

Does not describe at all		Describes somewhat		Describes extremely well
0	1	2	3	4

B. How important is it for family practices to be able to do this?

Not important		Somewhat important		Extremely important
0	1	2	3	4

6. My practice maintains a patient registry for at least one chronic condition listing most or all active patients with the condition. We use the registry regularly to generate reminder notices and reports.

A. How well does this statement describe your own practice?

Does not describe at all		Describes somewhat		Describes extremely well
0	1	2	3	4

B. How important is it for family practices to be able to do this?

Not important		Somewhat important		Extremely important
0	1	2	3	4

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FPM Toolbox To find more practice resources, visit <https://www.aafp.org/fpm/toolbox>.

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7. We distribute and discuss customized patient handouts at all visits where they are appropriate. We offer patient education courses, and we direct patients to physician-reviewed print and online resources.

A. How well does this statement describe your own practice?

Does not describe at all		Describes somewhat		Describes extremely well
0	1	2	3	4

B. How important is it for family practices to be able to do this?

Not important		Somewhat important		Extremely important
0	1	2	3	4

8. We regularly solicit patient feedback using a patient satisfaction survey or standardized interviews, and we make changes based on the results.

A. How well does this statement describe your own practice?

Does not describe at all		Describes somewhat		Describes extremely well
0	1	2	3	4

B. How important is it for family practices to be able to do this?

Not important		Somewhat important		Extremely important
0	1	2	3	4

9. In dealing with my patients, I practice active listening and regularly ask them to show me that they understand what I have told them, for instance by restating my instructions.

A. How well does this statement describe your own practice?

Does not describe at all		Describes somewhat		Describes extremely well
0	1	2	3	4

B. How important is it for family practices to be able to do this?

Not important		Somewhat important		Extremely important
0	1	2	3	4

10. My practice has analyzed the demographics of our patient base and made a concerted effort to ensure that we offer the services and schedule that best suit our patients' needs.

A. How well does this statement describe your own practice?

Does not describe at all		Describes somewhat		Describes extremely well
0	1	2	3	4

B. How important is it for family practices to be able to do this?

Not important		Somewhat important		Extremely important
0	1	2	3	4

11. We have successfully implemented an open access plan that allows any patient to obtain a same-day appointment if desired, even for routine matters.

A. How well does this statement describe your own practice?

Does not describe at all		Describes somewhat		Describes extremely well
0	1	2	3	4

B. How important is it for family practices to be able to do this?

Not important		Somewhat important		Extremely important
0	1	2	3	4

12. I keep a list of patients who are interested in using e-mail to communicate with me, and I use e-mail to communicate with them at least occasionally.

A. How well does this statement describe your own practice?

Does not describe at all		Describes somewhat		Describes extremely well
0	1	2	3	4

B. How important is it for family practices to be able to do this?

Not important		Somewhat important		Extremely important
0	1	2	3	4

13. On the basis of patient surveys, telephone company reports and test calls to the office, we have determined that patients who call my practice almost always get through promptly, are treated courteously and are given correct information.

A. How well does this statement describe your own practice?

Does not describe at all		Describes somewhat		Describes extremely well
0	1	2	3	4

B. How important is it for family practices to be able to do this?

Not important		Somewhat important		Extremely important
0	1	2	3	4

14. My exam rooms are stocked and arranged in a way that maximizes my efficiency.

A. How well does this statement describe your own practice?

Does not describe at all		Describes somewhat		Describes extremely well
0	1	2	3	4

B. How important is it for family practices to be able to do this?

Not important		Somewhat important		Extremely important
0	1	2	3	4

continued ►

15. My staff is well-trained (and cross-trained), well-organized, experienced, efficient and productive.

A. How well does this statement describe your own practice?

Does not describe at all		Describes somewhat		Describes extremely well
0	1	2	3	4

B. How important is it for family practices to be able to do this?

Not important		Somewhat important		Extremely important
0	1	2	3	4

16. My practice's productivity incentive system takes into account a variety of productivity measures (e.g., relative value units [RVUs], number of visits, panel size, patient satisfaction, clinical outcomes, revenues), and it motivates both physicians and staff to work efficiently and provide excellent care.

A. How well does this statement describe your own practice?

Does not describe at all		Describes somewhat		Describes extremely well
0	1	2	3	4

B. How important is it for family practices to be able to do this?

Not important		Somewhat important		Extremely important
0	1	2	3	4

17. I almost always begin the day on schedule and end the day on schedule.

A. How well does this statement describe your own practice?

Does not describe at all		Describes somewhat		Describes extremely well
0	1	2	3	4

B. How important is it for family practices to be able to do this?

Not important		Somewhat important		Extremely important
0	1	2	3	4

18. My practice has an efficient, integrated, secure, computerized system for billing, accounting, appointment scheduling, medical records, patient education, e-mail and online research.

A. How well does this statement describe your own practice?

Does not describe at all		Describes somewhat		Describes extremely well
0	1	2	3	4

B. How important is it for family practices to be able to do this?

Not important		Somewhat important		Extremely important
0	1	2	3	4

19. I personally use a computer every day for work-related purposes.

A. How well does this statement describe your own practice?

Does not describe at all		Describes somewhat		Describes extremely well
0	1	2	3	4

B. How important is it for family practices to be able to do this?

Not important		Somewhat important		Extremely important
0	1	2	3	4

20. Our computer system regularly prompts me or members of my staff to remind patients of needed preventive care and follow-up visits.

A. How well does this statement describe your own practice?

Does not describe at all		Describes somewhat		Describes extremely well
0	1	2	3	4

B. How important is it for family practices to be able to do this?

Not important		Somewhat important		Extremely important
0	1	2	3	4

21. I can obtain up-to-date, authoritative answers (evidence-based answers, where evidence exists) to almost all clinical questions in 15 minutes or less through resources in my office or on the Internet.

A. How well does this statement describe your own practice?

Does not describe at all		Describes somewhat		Describes extremely well
0	1	2	3	4

B. How important is it for family practices to be able to do this?

Not important		Somewhat important		Extremely important
0	1	2	3	4

22. Almost all of my claims submitted to payers who are able to accept electronic claims are sent electronically and encrypted or otherwise kept secure.

A. How well does this statement describe your own practice?

Does not describe at all		Describes somewhat		Describes extremely well
0	1	2	3	4

B. How important is it for family practices to be able to do this?

Not important		Somewhat important		Extremely important
0	1	2	3	4

continued ►

23. My practice has a Web site that allows patients a secure means of electronic communication with me and/or members of my staff in addition to providing information about the practice.

A. How well does this statement describe your own practice?

Does not describe at all		Describes somewhat		Describes extremely well
0	1	2	3	4

B. How important is it for family practices to be able to do this?

Not important		Somewhat important		Extremely important
0	1	2	3	4

24. I regularly use a hand-held computer to store and retrieve information of professional importance, such as medical databases, drug references and patient information.

A. How well does this statement describe your own practice?

Does not describe at all		Describes somewhat		Describes extremely well
0	1	2	3	4

B. How important is it for family practices to be able to do this?

Not important		Somewhat important		Extremely important
0	1	2	3	4

25. Almost all of my claims are error-free, almost all billable services are billed, and regular self-audits help ensure appropriate documentation, coding, billing and compliance with the law.

A. How well does this statement describe your own practice?

Does not describe at all		Describes somewhat		Describes extremely well
0	1	2	3	4

B. How important is it for family practices to be able to do this?

Not important		Somewhat important		Extremely important
0	1	2	3	4

26. My practice monitors accounts receivable closely, actively pursues receivables and attends promptly to problems. Receivables amount to less than 1.75 months of gross fee-for-service charges.

A. How well does this statement describe your own practice?

Does not describe at all		Describes somewhat		Describes extremely well
0	1	2	3	4

B. How important is it for family practices to be able to do this?

Not important		Somewhat important		Extremely important
0	1	2	3	4

27. My practice evaluates managed care contracts before signing, monitors both the income from each contract and the costs we incur in fulfilling it and considers the results in deciding whether to renew.

A. How well does this statement describe your own practice?

Does not describe at all		Describes somewhat		Describes extremely well
0	1	2	3	4

B. How important is it for family practices to be able to do this?

Not important		Somewhat important		Extremely important
0	1	2	3	4

28. We monitor our overhead percentage closely, compare it with figures from an appropriate peer group of practices, and are working actively to reduce it.

A. How well does this statement describe your own practice?

Does not describe at all		Describes somewhat		Describes extremely well
0	1	2	3	4

B. How important is it for family practices to be able to do this?

Not important		Somewhat important		Extremely important
0	1	2	3	4

29. I know at least basic accounting principles; I understand how to read balance sheets and income statements, and I regularly review my practice's statements.

A. How well does this statement describe your own practice?

Does not describe at all		Describes somewhat		Describes extremely well
0	1	2	3	4

B. How important is it for family practices to be able to do this?

Not important		Somewhat important		Extremely important
0	1	2	3	4

30. My practice monitors its financial performance and is making an organized effort to improve performance – an effort that has the direct support of practice leadership.

A. How well does this statement describe your own practice?

Does not describe at all		Describes somewhat		Describes extremely well
0	1	2	3	4

B. How important is it for family practices to be able to do this?

Not important		Somewhat important		Extremely important
0	1	2	3	4

continued ►

31. Our practice facilities are up-to-date, well laid out, safe, and handicap accessible; they meet regulatory requirements, have adequate privacy, ample space and adequate room for growth.

A. How well does this statement describe your own practice?

Does not describe at all		Describes somewhat		Describes extremely well
0	1	2	3	4

B. How important is it for family practices to be able to do this?

Not important		Somewhat important		Extremely important
0	1	2	3	4

32. Staff meetings are planned and held regularly, well attended, positive and useful; most attendees contribute to the discussion.

A. How well does this statement describe your own practice?

Does not describe at all		Describes somewhat		Describes extremely well
0	1	2	3	4

B. How important is it for family practices to be able to do this?

Not important		Somewhat important		Extremely important
0	1	2	3	4

33. Staff members receive performance feedback continually as well as during regularly scheduled performance appraisals, and raises are tied to clearly defined performance measures.

A. How well does this statement describe your own practice?

Does not describe at all		Describes somewhat		Describes extremely well
0	1	2	3	4

B. How important is it for family practices to be able to do this?

Not important		Somewhat important		Extremely important
0	1	2	3	4

34. New staff members receive pre-planned orientation and training, including a comprehensive orientation manual, training sessions with other staff members and outside courses as necessary.

A. How well does this statement describe your own practice?

Does not describe at all		Describes somewhat		Describes extremely well
0	1	2	3	4

B. How important is it for family practices to be able to do this?

Not important		Somewhat important		Extremely important
0	1	2	3	4

35. Staff and physician satisfaction is a high priority in my practice. It is measured regularly, and problems are addressed promptly and effectively.

A. How well does this statement describe your own practice?

Does not describe at all		Describes somewhat		Describes extremely well
0	1	2	3	4

B. How important is it for family practices to be able to do this?

Not important		Somewhat important		Extremely important
0	1	2	3	4

36. My practice takes a proactive, positive approach in working with third-party payers to improve payment systems and our working relationships.

A. How well does this statement describe your own practice?

Does not describe at all		Describes somewhat		Describes extremely well
0	1	2	3	4

B. How important is it for family practices to be able to do this?

Not important		Somewhat important		Extremely important
0	1	2	3	4

37. My practice works directly with public health departments, pharmacies, hospitals, skilled nursing facilities and other community resources to improve the health of my patients and others in the community.

A. How well does this statement describe your own practice?

Does not describe at all		Describes somewhat		Describes extremely well
0	1	2	3	4

B. How important is it for family practices to be able to do this?

Not important		Somewhat important		Extremely important
0	1	2	3	4

38. My own patients are almost always seen by me rather than a colleague.

A. How well does this statement describe your own practice?

Does not describe at all		Describes somewhat		Describes extremely well
0	1	2	3	4

B. How important is it for family practices to be able to do this?

Not important		Somewhat important		Extremely important
0	1	2	3	4

continued ►

39. I have clearly defined personal goals and values, and they drive my everyday actions and decision making.

A. How well does this statement describe your own practice?

Does not describe at all		Describes somewhat		Describes extremely well
0	1	2	3	4

B. How important is it for family practices to be able to do this?

Not important		Somewhat important		Extremely important
0	1	2	3	4

40. I follow a healthy diet and exercise program; I maintain my weight within normal limits, and I neither smoke nor overuse alcohol.

A. How well does this statement describe your own practice?

Does not describe at all		Describes somewhat		Describes extremely well
0	1	2	3	4

B. How important is it for family practices to be able to do this?

Not important		Somewhat important		Extremely important
0	1	2	3	4

41. I am aware of the stress/anxiety in my life, and I am managing it effectively.

A. How well does this statement describe your own practice?

Does not describe at all		Describes somewhat		Describes extremely well
0	1	2	3	4

B. How important is it for family practices to be able to do this?

Not important		Somewhat important		Extremely important
0	1	2	3	4

42. I feel that I have achieved the balance of work life and home life that is right for me.

A. How well does this statement describe your own practice?

Does not describe at all		Describes somewhat		Describes extremely well
0	1	2	3	4

B. How important is it for family practices to be able to do this?

Not important		Somewhat important		Extremely important
0	1	2	3	4

43. I have a strong support network of family, friends and colleagues to turn to whenever I need it.

A. How well does this statement describe your own practice?

Does not describe at all		Describes somewhat		Describes extremely well
0	1	2	3	4

B. How important is it for family practices to be able to do this?

Not important		Somewhat important		Extremely important
0	1	2	3	4

44. I have adequate malpractice, disability, health and life insurance.

A. How well does this statement describe your own practice?

Does not describe at all		Describes somewhat		Describes extremely well
0	1	2	3	4

B. How important is it for family practices to be able to do this?

Not important		Somewhat important		Extremely important
0	1	2	3	4

continued ►

Calculating your scores

Scoring your self-test is a three-step process:

1. Transfer your numeric answers from the self-test pages to the following grid. Note that many of the scores should be entered more than once, because many of the test items pertain to multiple scales. For each item, write your answers to questions A and B in the appropriate columns.
2. Add up the scores in each column and divide by the number given at the bottom of the column. Note that the divisors are different for different scales.
3. Multiply the resulting answers by 25 to arrive at scaled scores; each scaled score will be a number between 0 and 100.

Scales:	Quality			Continuity			Systems efficiency			Experimen- tal focus			Technology			Service			Finances			Staff and others			Physician wellness					
	#	A	B	#	A	B	#	A	B	#	A	B	#	A	B	#	A	B	#	A	B	#	A	B	#	A	B			
	1			1			2			6			6			7			16			32			35					
	2			2			3			11			12			8			22			33			39					
	3			5			6			12			18			9			25			34			40					
	4			6			7			18			19			10			26			35			41					
	5			13			8			19			20			11			27			36			42					
	7			38			11			20			21			12			28						43					
	9						13			21			22			13			29						44					
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							33																							
							36																							
Sum:																														
Divide by		11	11		6	6		20	20		11	11		9	9		9	9		9	9		5	5		7	7			
Result:																														
Multiply by 25 (Scaled score)																														