

January  
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# Primary Care First Patient Experience of Care Survey Newsletter

## Message from the PCF PEC Survey Team

Welcome to the January 2021 issue of the Primary Care First Patient Experience of Care Survey (PCF PECS) (CAHPS® with PCF supplemental items) Newsletter! These newsletters are posted on the PCF PECS website under the General Information Tab. Please visit the PCF PECS website for more information on the items mentioned in this newsletter: <https://pcfpecs.org/>

## Frequently Asked Questions (FAQs)

The PEC Survey team created a list of FAQs for survey vendors here: <https://pcfpecs.org/General-Information/FAQs>. These FAQs include survey vendor requirements, survey and data collection details, PECS contact information, and other relevant material. For example:

### Which official CAHPS survey needs to be fielded for PCF?

The PCF PECS is based on a combination of questions from the CG-CAHPS v. 3.0 and CAHPS Patient-Centered Medical Home Item Set v. 3.0. A copy of the survey will be posted on the PCF PECS web portal for vendors and practice sites in Spring 2021. More details regarding sample size, data submission, and other vendor specific information will become available when the vendor solicitation period opens. The vendor solicitation period will begin in conjunction with the start of PCF in January 2021.

## Upcoming 2021 Deadlines & Reminders

- 1/4** — Invited survey vendors can apply to become a PCF PEC Survey vendor
- 2/1** — Survey vendor application is due
- 2/15** — Conditional approval notice will be sent to survey vendors, including a link to sign up for the required training session
- 3/24–3/25** — Survey vendor training
- 4/16** — Quality Assurance Plans (QAPs) are due
- 5/24** — Full approval notice will be sent to survey vendors who have completed vendor training & QAP
- 6/30** — Deadline for practice sites to authorize or change a survey vendor
- 9/28** — Survey data collection begins
- 12/21** — Survey data collection ends

## We want to hear from you!

What would you like to see in these newsletters and on the PCF PECS website? What types of resources would be beneficial to survey vendors and their client practice sites? Please reach out to the PCF PECS Team at [pcfpecs@rti.org](mailto:pcfpecs@rti.org) with ideas!