

2019 ACHC Patient's Experience of Care Survey

Info assembled by Joan Field, CHW

Why do we do this survey?

We want to know what our Pts think about their care at ACHC, and we want to identify areas where improvement is needed. In addition, ACHC is a recognized "Patient-Centered Primary Care Home" (PCPCH) and being part of this program requires that certain benchmarks are met—this survey helps to fulfill the tier requirements (ACHC is a tier 4 with PCPCH).

What is this survey, and how do we choose the process?

The survey is a CAHPS® Clinician & Group Survey (CG-CAHPS) Version 3.0. CAHPS stands for Consumer Assessment of Healthcare Providers and Systems, and is part of the federal-level agency for Healthcare Research and Quality (AHRQ). The CAHPS survey version we use is the one recommended by PCPCH, and has guidelines for analyzing the data received by the survey responses.

The survey contains 31 total questions, and was slightly customized to fit the particulars of ACHC.

When/ How did we conduct this survey? Who were the patients surveyed in 2019?

The "2019 ACHC Patient's Experience of Care Survey" began to be distributed in October 2019, with a deadline of Nov. 30, 2019. Due to mailing delivery speed and dates, the final survey was received in the mail on Dec. 9, 2019, and was included in the final tally. The survey was accessible by:

- Distributed 150 paper-copies for direct patient access at each clinic location, and surveys were also sent by postal mail to individuals as requested
- Online SurveyMonkey through Asher CHC websiteⁱ – 12 surveys received by Survey Monkey– (Note: a TEST survey [#4] deleted; this caused re-numbering of surveys #4 through #10)

What were the results?

We received 68 total surveys back (both paper & online). Our "return/response rate" was 45.3%; the CAHPS goal for this is "greater than 40%"ⁱⁱ. Of the 68 received, 63 surveys were valid to analyze.

The 68 surveys break down as follows:

- Respondents who consider PA Roy their provider = 35;
- Respondents who consider PA Brill their provider = 14;
- Respondents who consider BOTH to be their provider = 14; and
- Respondents who turned in a survey but had not received care by our providers within the last 6 months = 5. ~ These 5 surveys were not included in CAHPS domain tallies, as the required look-back period is "a provider visit within the previous 6-months".
- 68 responses, minus 5 that are invalid to this process, left 63 surveys to analyze and tally.

DOMAINS: The CAHPS Ver. 3.0 analytics call for assembling selected questions into “domains”, or categories of patient careⁱⁱⁱ. The questions that are not included within the domains primarily provide demographic information. The CAHPS domains are:

1. How well providers communicate with patients (4 questions)
2. Helpful, courteous, and respectful office staff (2 questions)
3. Patients’ rating of provider (1 question, with a rating scale of 1-10)
4. Providers use of information to coordinate patient care (3 questions)
5. Getting timely appointments, care, and information (3 questions)

Asher CHC is currently a tier 4 primary care home with PCPCH. Their TA Guide^{iv} contains Domain Benchmarks to work toward. As we strive to meet their highest standards, we compare our survey results against their “top box 6.C.3. 75th percentile”.

A spreadsheet showing our results in each domain alongside the PCPCH benchmarks is included with this report as “Exhibit A”. (Note: Exhibit A is compiled from the results of all three providers’ evaluations added together— “PA Roy”, “PA Brill”, and “Both”.)

What did we learn from the Domains?

By evaluating Exhibit A benchmarks, we can see that we

- “Exceed” in 3 of 5 benchmarks
- “Below” in 2 of 5 benchmarks
 - *however*, in both of these there was a very measurable *improvement* from 2017 to 2019
 - we can use these results to implement focused training, and stimulate discussion about strategies for improvement
 - 2 of the 3 questions in the “Timely Appointments” domain are subjective and call into consideration the patients’ expectations, and are not necessarily quantitative or numerically measurable
 - In the domain titled “Provider’s Use of Info to Coordinate Pt Care”, what brought our score down enough to be below the benchmark was the question asking ‘*how often someone asked about the meds the patient is taking*’. Rather than assuming this isn’t being performed, we may also want to explore ways to have this discussion be a more prominent feature of the overall clinic visit

In these 3 domains where we exceeded the 2019 benchmarks:

1. How well providers communicate with patients – (*we also improved our performance over 2017*)
2. Helpful, courteous, and respectful office staff – (*we also improved our performance over 2017*)
3. Patients’ 1-10 rating of provider – *we exceed the 2019 benchmark by 0.3%*

Note: if we were to pull PA-C Roy’s rating out as a stand-alone (shown in Exhibit B), we would jump the score up to 91.4% and would then have exceeded the benchmark by 4.4%.

Demographics of the 63 survey respondents: Attached as Exhibit C.



Additional survey parameters explained:

Used a customized CAHPS Version 3.0 survey (has a lookback period of 6 months; this means they must have been seen by a provider within the previous 6-month period).

From the CAHPS guide to calculating results^v :

Case-mix or survey-mode: No adjustments were made for case-mix (ie how they answered by demographics) or survey-mode (ie adjusting for survey method used, such as paper-copy versus online by Survey Monkey).

Frequencies: We ARE excluding ‘missing values’ from the percentages calculated. This means that we are not including “Appropriately not answered” or “Missing” numbers from the total when percentages are calculated.

Item Suppression: None. If fewer than 5 valid responses are submitted for any single item, the item’s results are suppressed – we had none that fit this criterion.

One survey per person; did not discriminate against employees (or anyone affiliated with the clinic, such as board members) or family members of employees, etc.

- Our customized survey is based on template, “CAHPS Clinician and Group Survey Adult Ver 3.0”
- No incentive was offered to the patients for returning the survey
- As received, each survey was checked for completeness, and separating by provider
- Goal of at least 25 completed surveys for each provider (goal was reached), but ALL results were tallied up through the last one received (Dec 5, 2019)
- All valid data received was included in ACHC analysis and accounted for in PCPCH analysis
- Data was assembled using CAHPS guidelines, Excel charts, and also with SurveyMonkey analytics
- Results were hand-entered into database tally sheets; red checkmark when completely entered
- When entering the answers: if the client *should* have skipped one or more Qs (due to the survey instructions, ie “...if #11 is ‘no’, go to #13” ...) – if they DID answer #12 for example, I did count it – even though they should have skipped
- Patient’s handwritten notes on the survey: I copied those pages and kept them in a separate stack—these pages are included here as Exhibit D.

ⁱ AsherHealth.org

ⁱⁱ Fielding the CAHPS Clinician & Group Survey, Document No. 2033, Pg 2, 18

ⁱⁱⁱ Patient Experience Measures from the CAHPS Clinician & Group Survey, Document No. 2309, Pg 2, 5-6

^{iv} Oregon Health Authority Patient-Centered Primary Care Home Program 2017 Recognition Criteria Technical Specifications and Reporting Guide September 2018 Version 3

^v CAHPS Clinician & Group Survey Database, “How Results Are Calculated”, Pg 1-5

Incl: Roy, Brill, Both

**** EXHIBIT A ****

2019

Domain #1		PROVIDER COMMUNICATION				
11. Provider explained in easy to understand way 12. did provider listen carefully 14. did provider show respect for what you had to say 15. did provider spend enough time with you						
Benchmark						
Response scale (%)	Q-11	Q-12	Q-14	Q-15	Composite Proportional Score	
(top box) ALWAYS	95.1	95.1	95.1	88.7	374 / 4= 93.5%	exceed 91%
USUALLY	1.6	3.2	3.2	9.7	17.7 / 4= 4.4%	
SOMETIMES or NEVER	3.2	1.6	1.6	1.6	8 / 4= 2%	
						90.8

below= what the %
was 2017:

Domain #2		Helpful/respectful Staff				
21. Clerks & receptionists as helpful as you thought they should be 22. Clerks & receptionists treat w/courtesy & respect						
Benchmark						
Response scale (%)	Q-21	Q-22			Composite Proportional Score	
(top box) ALWAYS	83.9	91.9			175.8 / 2= 87.9%	exceed 87%
USUALLY	12.9	8			20.9 / 2= 10.5%	
SOMETIMES or NEVER	3.2	0			3.2 / 2= 1.6%	
						68.5

Domain #3		Provider 1-10 rating				
18. Pt's rating of provider, scale of 1-10						
Benchmark						
Response scale (%)	Q-18				Composite Proportional Score	
(top box) 9-10	87.3				87.3 / 1= 87.3%	exceed 87%
7-8	7.9				7.9 / 1= 7.9%	
0-6	4.8				4.8 / 1= 4.8%	
						94

Domain #4		Provider's Use of Info to Coordin Care				
13. did provider know important medical info 17. did someone from provider's office follow up of test results 20. how often did you & someone from the provider's office talk about all the meds you are taking?						
Benchmark						
Response scale (%)	Q-13	Q-17	Q-20		Composite Proportional Score	
(top box) ALWAYS	82	81.8	56.1		219.9 / 3= 73.3%	below 78%
USUALLY	16.4	13.6	21		51 / 3= 17%	
SOMETIMES or NEVER	1.6	4.5	22.8		28.9 / 3= 9.6%	
						68.9

Domain #5		Timely appts, care & info				
6. how often did you get an ('right away' care) appt as soon as you needed 8. how often did you get an ('check up or routine' care) appt as soon as you needed 10. how often did you get an answer to medical Q the same day						
Benchmark						
Response scale (%)	Q-6	Q-8	Q-10		Composite Proportional Score	
(top box) ALWAYS	61.4	67.9	47.2		176.5 / 3= 58.8%	below 74%
USUALLY	18.2	26.4	44.4		89 / 3= 29.6%	
SOMETIMES or NEVER	20.5	5.6	8.3		34.4 / 3= 11.5%	
						49.4

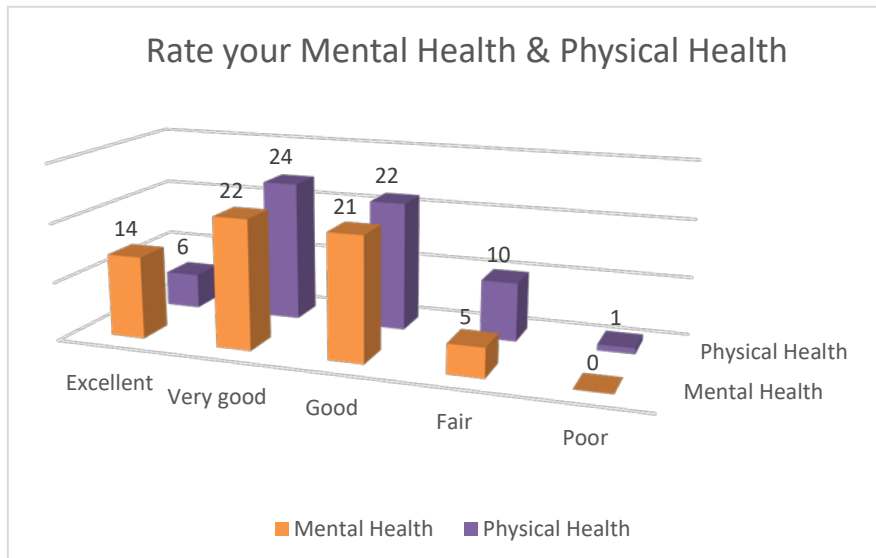
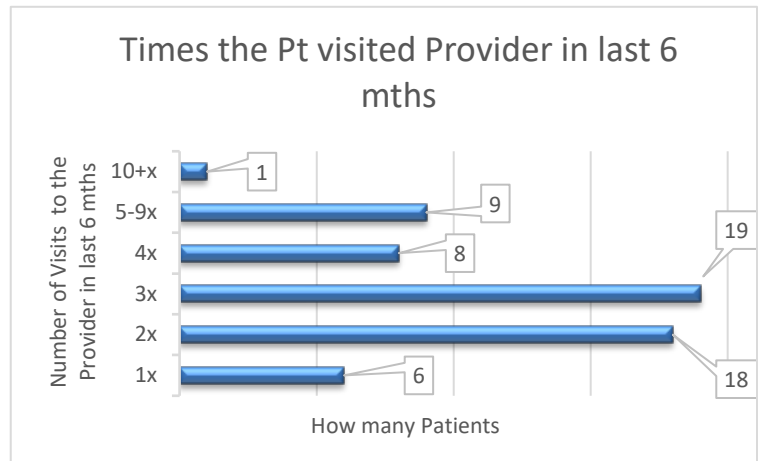
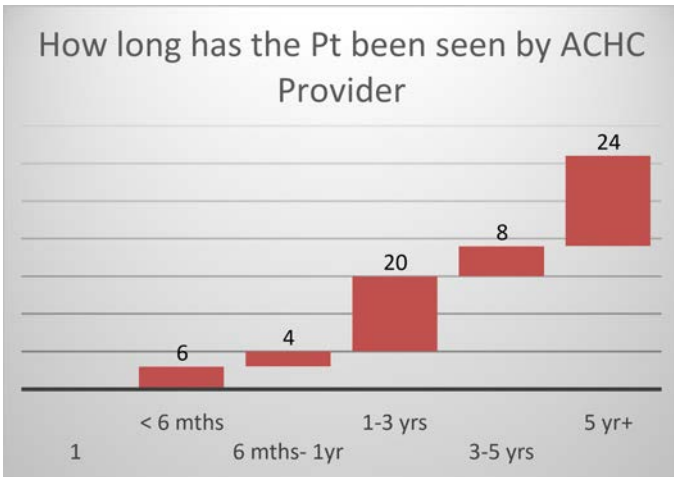
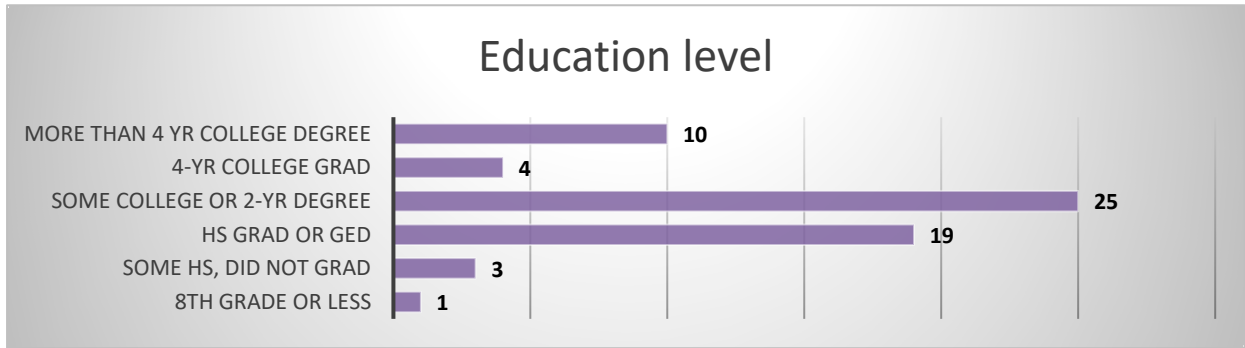
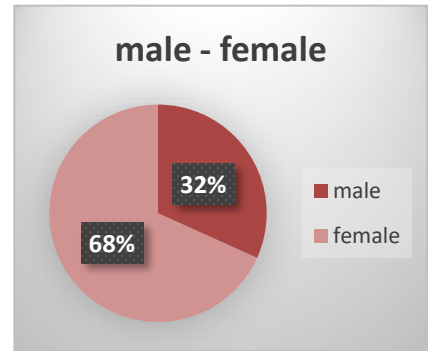
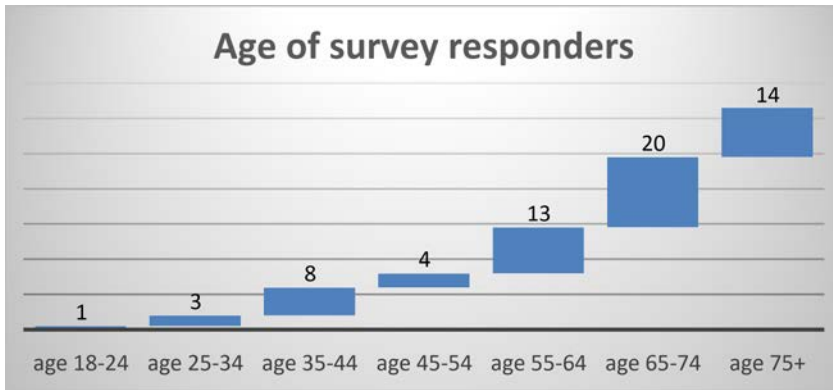
Exhibit B

AMANDA Only Domain #3

Domain #3				Provider 1-10 rating					
18. Pt's rating of provider, scale of 1-10									
Response s	Q-18	Composite Proportional Score				Benchmark	2017 was		
(top box) 9	91.4					91.4 / 1= 91.4 %	exceed	87%	94
7-8	8.6					8.6 / 1= 8.6%			
0-6	0					0 / 1= 0%			

A. Roy only=	
35 answers	
rating 1	
2	
3	
4	
5	
6	
7	1
8	2
9	6
10	26

Exhibit C – Survey Respondent Demographics



14. In the last 6 months, how often did this provider show respect for what you had to say?

- 1 Never
- 2 Sometimes
- 3 Usually
- 4 Always

15. In the last 6 months, how often did this provider spend enough time with you?

- 1 Never
- 2 Sometimes
- 3 Usually
- 4 Always

16. In the last 6 months, did this provider order a blood test, x-ray, or other test for you?

- 1 Yes
- 2 No → If No, go to #18

17. In the last 6 months, when this provider ordered a blood test, x-ray, or other test for you, how often did someone from this provider's office follow up to give you those results?

- 1 Never
- 2 Sometimes
- 3 Usually
- 4 Always

18. Using any number from 0 to 10, where 0 is the worst provider possible and 10 is the best provider possible, what number would you use to rate this healthcare provider?

- 0 Worst provider possible
- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8
- 9
- 10 Best provider possible

Love Amanda

19. In the last 6 months, did you take any prescription medicine?

- 1 Yes
- 2 No → If No, go to #21

20. In the last 6 months, how often did you and someone from this provider's office talk about all the prescription medicines you were taking?

- 1 Never
- 2 Sometimes
- 3 Usually
- 4 Always

- 1 White
- 2 Black or African American
- 3 Asian
- 4 Native Hawaiian or Other Pacific Islander
- 5 American Indian or Alaska Native
- 6 Other

“Thank you!”

Please return the completed survey by mail, or drop off at one of the ACHC Clinics during open hours.



(NOTE! Your name is NOT REQUIRED. However, if you do wish to include your name, please print in the area below.)



Amanda is a rare gem! She always makes me feel better, and is very patient with my many questions

Clerks and Receptionists at this Provider's Office

21. In the last 6 months, how often were clerks and receptionists at this provider's office as helpful as you thought they should be?

- 1 Never
- 2 Sometimes
- 3 Usually *only twice in last 2 weeks. Receptionist*
- 4 Always *Went*

22. In the last 6 months, how often did clerks and receptionists at this provider's office treat you with courtesy and respect?

- 1 Never
- 2 Sometimes
- 3 Usually *only twice in last 2 weeks. Receptionist*
- 4 Always *Went as courteously as I have been treated in the past.*

? Mitchell location?

About You

23. In general, how would you rate your overall health?

- 1 Excellent
- 2 Very good
- 3 Good
- 4 Fair
- 5 Poor

24. In general, how would you rate your overall **mental or emotional** health?

- 1 Excellent
- 2 Very good
- 3 Good
- 4 Fair
- 5 Poor

25. What is your age?

- 1 18 to 24
- 2 25 to 34
- 3 35 to 44
- 4 45 to 54
- 5 55 to 64
- 6 65 to 74
- 7 75+

CHC open hours.

(NOTE! Your name is NOT REQUIRED. However, if you do wish to include your name, please print in the area below.)



Was in Doc's waiting room

✓ Amanda

EXPERIENCE OF CARE SURVEY 2019 ~ ASHER COMMUNITY HEALTH CENTER

Thank you for your help!

Your answers are confidential and your name is not required. However, if you wish to share your name, you may do so on the last page of survey.

Questions about Your Provider

1. Our records show that you received care from provider PA Amanda Roy or PA Joseph Brill in the last 6 months.

Is that correct?

- 1 [x] Yes, my primary provider is PA Amanda Roy
1 [] Yes, my primary provider is PA Joseph Brill
1 [] Yes, and I consider BOTH of them to be my healthcare providers

2 [] No -> If No, go to #23 on page 4

The questions in this survey will refer to the provider you named above. Please think of that person as you answer the rest of the survey.

2. Is this the provider you usually see if you need a check-up, want advice about a health problem, or get sick or hurt?

- 1 [x] Yes
2 [] No

3. How long have you been going to this provider?

- 1 [] Less than 6 months
2 [] At least 6 months but less than 1 year
3 [] At least 1 year but less than 3 years
4 [] At least 3 years but less than 5 years
5 [x] 5 years or more

Your Care from this Provider in the Last 6 Months

These questions ask about your own health care. Do not include care you got when you stayed overnight in a hospital. Do not include the times you went for dental care visits.

4. In the last 6 months, how many times did you visit this provider to get care for yourself?

- [] None -> If None, go to #23 on page 4
[] 1 time
[] 2
[] 3
[x] 4
[] 5 to 9
[] 10 or more times

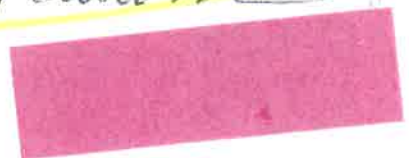
5. In the last 6 months, did you contact this provider's office to get an appointment for an illness, injury, or condition that needed care right away?

- 1 [x] Yes
2 [] No -> If No, go to #7

6. In the last 6 months, when you contacted this provider's office to get an appointment for care you needed right away, how often did you get an appointment as soon as you needed?

- 1 [] Never
2 [] Sometimes
3 [] Usually
4 [] Always

Very Seldom



Clerks and Receptionists at this Provider's Office

21. In the last 6 months, how often were clerks and receptionists at this provider's office as helpful as you thought they should be?

- ¹ Never
- ² Sometimes
- ³ Usually
- ⁴ Always

22. In the last 6 months, how often did clerks and receptionists at this provider's office treat you with courtesy and respect?

- ¹ Never
- ² Sometimes
- ³ Usually
- ⁴ Always

About You

23. In general, how would you rate your overall health?

- ¹ Excellent
- ² Very good
- ³ Good
- ⁴ Fair
- ⁵ Poor

24. In general, how would you rate your overall **mental or emotional** health?

- ¹ Excellent
- ² Very good
- ³ Good
- ⁴ Fair
- ⁵ Poor

25. What is your age?

- ¹ 18 to 24
- ² 25 to 34
- ³ 35 to 44
- ⁴ 45 to 54
- ⁵ 55 to 64
- ⁶ 65 to 74
- ⁷ 75 or older

26. Are you male or female?

- ¹ Male
- ² Female

Sorry that Joe Brill's contract wasn't renewed. Both providers are very good & have always given me the best attention.