

2021 ACHC Patient’s Experience of Care Survey

Info assembled by Joan Field, CHW

Exhibit A – All Survey Questions Grouped into Domains

Exhibit B – 2021 Survey Results - Domains

Exhibit C – 2017, 2019, 2021 Top 2 Boxes Comparison

Exhibit D – Demographics of Respondents

Exhibit E – Handwritten Survey Notes

Why do we do this survey?

“If you live in Wheeler County and don’t use Asher for your primary healthcare, why not? We want to know the reasons; we want a chance to gain your trust.”

It’s imperative that we know what our patients think about their care at Asher Community Health Center (ACHC) in order to identify areas where we can improve. To truly serve our constituents, we must know and understand their perspective.

We are gaining valuable insight from a patient advisory council (PAC) that meets twice yearly and brings comments, ideas, and concerns regarding any aspect of the patient-clinic interaction and experience.

We also encourage the public’s feedback with our website’s online comment forms, which allow for rapid comment submission, and a swift ACHC response.

In addition, ACHC is a recognized member of “Patient-Centered Primary Care Home” (PCPCH) and being part of this program requires that certain benchmarks are met—this survey helps to fulfill some of the tier requirements. ACHC is currently a PCPCH Tier 4 primary care home member.

The overall goal is to gather feedback, make the best choices for improvement, and to offer high quality and responsive care to our patients and our region.

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

The survey template version we use is the one recommended by PCPCH: CAHPS® Clinician & Group Survey (CG-CAHPS) Version 3.0.ⁱ

CAHPS also has guidelines for analyzing the data we receive,ⁱⁱ the CAHPS Ver. 3.0 Analytics. With their template, the survey questions are assembled into “domains” or categories of patient careⁱⁱⁱ.

Using CAHPS allows for meaningful comparisons to our previous years’ surveys, and also for comparison with the industry standards. As we strive to meet the highest PCPCH benchmarks and standards, we compare our survey results against their “top box 6.C.3. 75th percentile” numbers^{iv}. And typically, PCPCH raises the bar each year as it relates to meeting their benchmarks.

Our 2021 ACHC Patient Experience of Care survey contains 33 total questions, and was slightly customized to fit the particulars of our clinic.

Exhibit A shows how the survey questions are grouped within the domains.

Who were the patients surveyed in 2021? When/ How did we conduct this survey?

Patients who were eligible to be surveyed were those with a clinic visit within the last six months^v and over 18 years old. One survey per household/ per address was recommended – we only had this overlap on two households, but did send the surveys and did not disqualify any survey recipients.

PCPCH requires we have a minimum of 3% completed surveys returned for each provider’s “patient panel” population total.^{vi} To determine this, we ran a focused OCHIN report and took note of their percentages, calculating how many surveys to send out for each provider.

Next, lists of “eligible patients” were assembled for each provider. Patients were then randomly selected to receive a mailed survey by using a repeating numerical marker (i.e., every 3rd or 5th patient on the list).

Along with the postal mailing, we provided extra copies (in both English and Spanish translation) at each clinic’s front desk, for patients who requested one at the time of their visit. And for any of the selected patients that indicated Spanish as a preferred language in their demographics, we mailed both an English and Spanish survey; they could return whichever they preferred. We received no Spanish surveys back.

Survey distribution began August 6, 2021, with a return deadline of August 27th. The final survey to come in was received at ACHC in the mail on September 1, 2021, and was included in the final data tally.

As you can see below, we met the PCPCH 3% requirement for each provider.

Providers surveyed:	PP# (patient panel number):	# of surveys needed to meet the 3% minimum:	We mailed out	Surveys returned usable	% Received, in comparison to 3% minimum	Surveys returned but NOT usable
Roy	933	28	125	51	5.5 %	1
Cameron	65	2	30	14	21.5 %	0
O’Connor	162	5	30	6	3.7 %	5

Prize Drawing Process Prize tickets had been affixed to each survey, and there were seven incentive prizes for turning in a completed survey. The prize drawing was held in the afternoon on September 1st – winning numbers were posted at our website and CHW also contacted them by phone (for privacy, the names are not published). Prizes were all kitchen/food preparation items.

- A spreadsheet was created of the patients receiving a survey, with corresponding ticket number
- Tickets were immediately separated from the surveys on arrival to maintain confidentiality
- Currently, unless the patient signed their survey, we can’t link a specific survey to a name

Patient Survey response

In total, we distributed 188 surveys to patients who fit the required parameters – 185 were mailed, and 3 were picked up at the front desk. Of the 188 surveys, we received 77 total surveys back. Of the 77 received, 71 surveys were valid to analyze (meaning that enough questions were completed).^{vii}

Our “return/response rate” was 40.96%; the CAHPS goal for this is “greater than 40%”^{viii}.

What did we learn from our results in the Domains?

Exhibit B is a spreadsheet showing our results in each domain alongside the PCPCH benchmarks. (Note: Exhibit B is compiled from all three providers' results.)

The Domain Benchmarks that are used by PCPCH only look at the 'top box' (or 'always') rating given by the patients.^{ix}

In 2017, we exceeded the 'top box' benchmarks in 2 of 5 domains (we fell below in 3 of 5).

In 2019, we exceeded the 'top box' benchmarks in 3 of 5 domains (we fell below in 2 of 5).

Unfortunately, in 2021, we fell below on all 5 'top box' domain benchmarks (see Exhibit B). Since our domain results were *very* different this time, I made a custom comparison.

- Using 2017, 2019, and 2021 surveys, we compared the top box ("always") along with the next choice ("usually") – and this gave very interesting results (see **Exhibit C**)
- **It seems we had less people willing to give us the highest rating, nonetheless we had excellent marks when considering the two favorable categories of 'always' and 'usually'.**
- **Across the domains, about the same percentage gave us the 2 top boxes rating consistently from 2017, 2019 and this 2021 year.**

The result bears discussion and consideration. Most likely this is due to a combination of reasons.

It would be reasonable to take into consideration the possibility of patients' fatigue as it relates to all things medical due to the pandemic. And providers that are stressed, fearful of what's coming next, and are under constant pressure due to the various uncertainties surrounding the pandemic.

The healthcare industry is documenting and reporting on "coronavirus burnout" and "pandemic fatigue" – recognizing they are having a real and demonstrative impact on our society.^x

The demographics of the survey respondents are illustrated in **Exhibit D**.

Required information regarding Survey Parameters:

(From the CAHPS guide to calculating results^{xi})

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

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.

- However, when entering the answers: if the patient should have skipped one or more questions (due to the survey instructions, i.e. "...if #11 is 'no', go to #13"...) – if they DID answer #12 for example, we did count it – even though the instructions said they should have skipped.

Item Suppression: Not used. If fewer than 5 valid responses are submitted for any single item, the item's results are able to be suppressed – we did not use this adjustment.

Additionally:

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

- This year a prize drawing incentive was offered to the patients for returning a completed survey
- As received, each survey was checked for completeness, then separated from drawing ticket and sorted according to provider
- Data was assembled using CAHPS guidelines, Excel charts, and also with SurveyMonkey analytics
- Results were hand-entered into SurveyMonkey database; each survey was check-marked when completely entered into database
- All valid data received was included in ACHC Report and accounted for in PCPCH analysis
- Patient’s handwritten notes on the survey: we copied those pages and kept them in a separate stack—these pages are included for the Board as **Exhibit E**. For patient privacy, those notations are not available to the public

ⁱ CAHPS stands for Consumer Assessment of Healthcare Providers and Systems, and is part of the federal-level agency for Healthcare Research and Quality (AHRQ).

ⁱⁱ <https://www.ahrq.gov/sites/default/files/wysiwyg/cahps/surveys-guidance/helpful-resources/analysis/preparing-data-for-analysis.pdf>

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

^{iv} AHRQ CAHPS Aggregated Data Clinician & Group, 2019 Adult 6-month survey 3.0 with/without PCMH items Percentiles

^v We are permitted to expand the 6-month period to allow for conducting the survey, so the actual timeframe for a patient’s visit was between January 1, 2021 through September 1, 2021.

^{vi} The number of patients that the Provider is actively managing or currently working with in their health care. Since NP O’Connor was seeing patients whose named Primary Care Provider was either PA Roy or PA Cameron, we created her list from patients who (1) had a visit with her during the designated survey timeframe, (2) she was named as a care team member, and (3) if the patient had multiple visits with our providers, she was the most recent provider seen.

^{vii} Fielding the CAHPS Clinician & Group Survey, Document No. 2033, Appendix B (Pg 23)

^{viii} Fielding the CAHPS Clinician & Group Survey, Document No. 2033, Pg 2, 18

^{ix} 2020-PCPCH-TA-Guide, page 136 – Specifications for 6.C.3, and also CAHPS Clinician & Group Survey Database, “How Results Are Calculated”, Pg 1-5. -- (percentage calculated with: Numerator= number of top box answers. Denominator= number of survey responses to that question)

^x <https://hbr.org/2021/05/frustrated-patients-are-making-health-care-workers-jobs-even-harder> ;
<https://www.medpagetoday.com/special-reports/exclusives/94532> ;
<https://www.cbs8.com/article/news/local/being-cooped-up-is-leading-to-coronavirus-rudeness/509-4970f547-1074-464d-a45d-f95ebecca5026>

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

EXHIBIT A Questions grouped by DOMAIN

(These are the questions for 2021 survey)

Domain 1	Provider Communication
11	In the last 6 months, how often did this provider explain things in a way that was easy to understand?
12	In the last 6 months, how often did this provider listen carefully to you?
14	In the last 6 months, how often did this provider show respect for what you had to say?
15	In the last 6 months, how often did this provider spend enough time with you?

Domain 2	Helpful, Courteous and Respectful Staff
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?
22	In the last 6 months, how often did clerks and receptionists at this provider's office treat you with courtesy and respect?

Domain 3	0 to 10 - Provider Rating
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?

Domain 4	Provider's use of information to coordinate the Pt care
13	In the last 6 months, how often did this provider seem to know the important information about your medical history?
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?
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?

Domain 5	Timely appts, timely care, timely information
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?
8	In the last 6 months, when you made an appointment for a check-up or routine care with this provider, how often did you get an appointment as soon as you needed?
10	In the last 6 months, when you contacted this provider's office during regular office hours, how often did you get an answer to your medical question that same day?

Not in a Domain	Other Questions
23 - 31	Nine (9) questions were about demographics, such as age, gender, ethnicity, etc.
32	For patients who qualify for the Sliding Fee Program, Asher Community Health Center charges a \$25 nominal fee for a Medical visit – Do you feel this is affordable?
33	Would you like to receive your appointment reminders by Text to your cell phone?

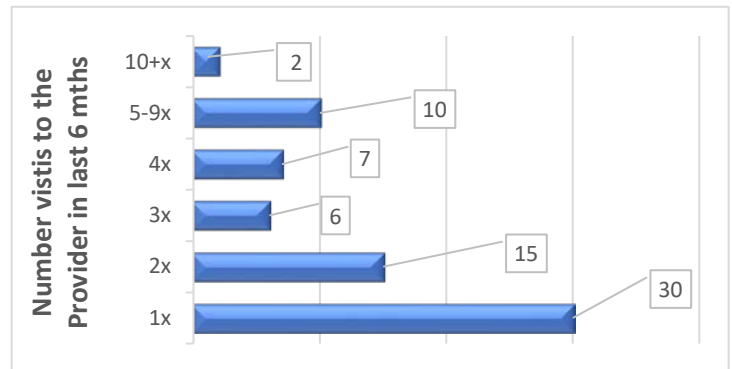
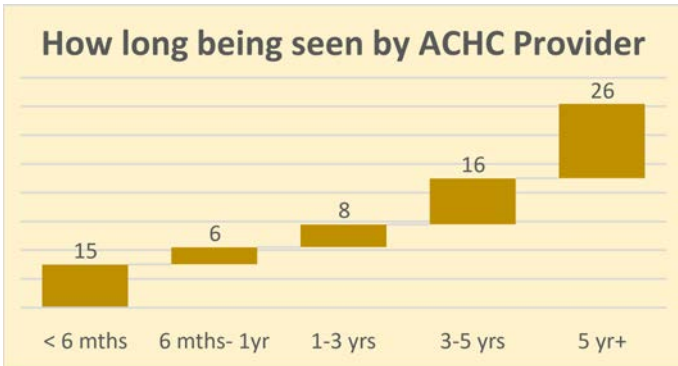
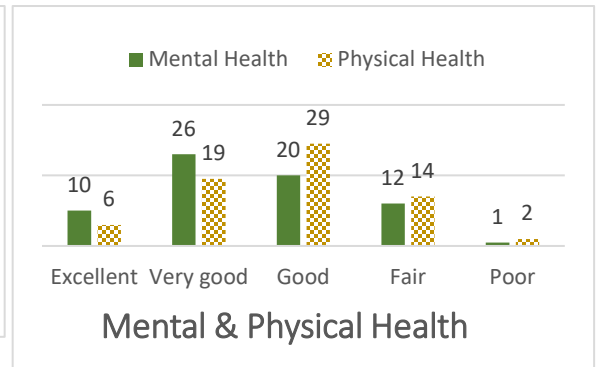
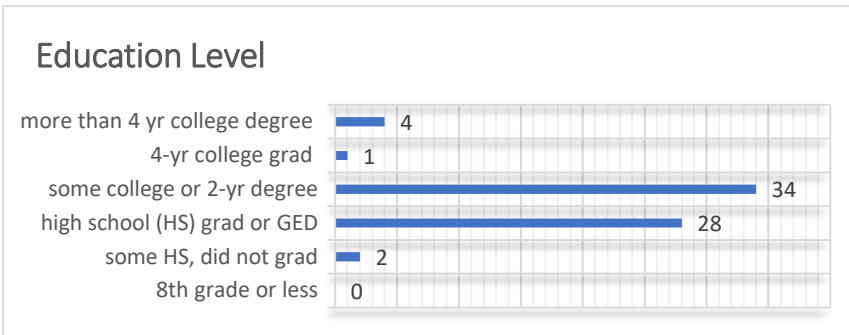
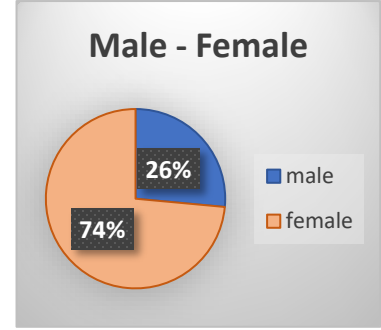
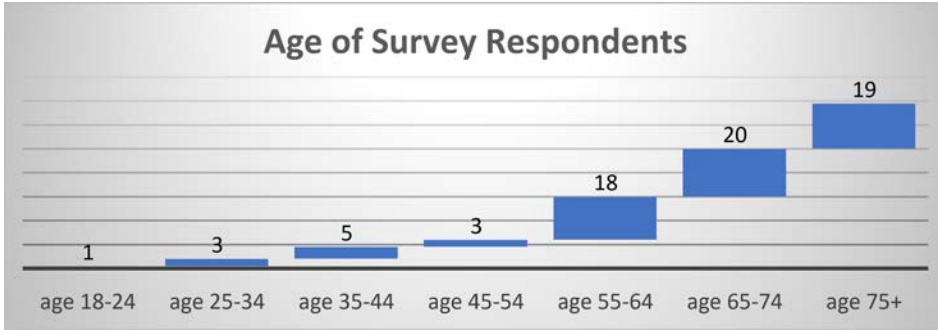
Exhibit B 2021 Survey Domain Benchmarks

Incl: Roy, Cameron, and O'Connor					2021					** The benchmarks change EVERY survey, FYI. exceed= good, means we exceeded the benchmark meet= just met the benchmark below= means we fell short & have work to do!			
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											see below= what the % was 2019:	see below= what the % was 2017:	
15. did provider spend enough time with you									2021				
Response scale (%)	Q-11	Q-12	Q-14	Q-15	Composite Proportional Score			Benchmark					
(top box) ALWAYS	85.3	89.7	86.8	84	345.8 / 4= 86.5 %			below	89%	93.5	90.8		
USUALLY	11.8	8.8	11.8	13	45.4 / 4= 11.4 %					exceed	exceed		
SOMETIMES or NEVER	2.9	1.5	1.4	3	8.8 / 4= 2.1 %								
Domain #2					Helpful/respectful Staff								
21. Clerks & receptionists as helpful as you thought they should be													
22. Clerks & receptionists treat w/courtesy & respect									2021				
Response scale (%)	Q-21	Q-22			Composite Proportional Score			Benchmark					
(top box) ALWAYS	67.2	87.2			154.4 / 2= 77.2 %			below	84%	87.9	68.05		
USUALLY	27.1	11.4			38.5 / 2= 19.3 %					exceed	below		
SOMETIMES or NEVER	5.7	1.4			7.1 / 2= 3.5 %								
Domain #3					Provider 1-10 rating								
18. Pt's rating of provider, scale of 1-10									2021				
Response scale (%)	Q-18					Composite Proportional Score			Benchmark				
(top box) 9-10	78.3					78.3 / 1= 78.3 %			below	85%	87.3	94	
7-8	14.5					14.5 / 1= 14.5 %					exceed	exceed	
0-6	7.2					7.2 / 1= 7.2 %							
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?									2021				
Response scale (%)	Q-13	Q-17	Q-20			Composite Proportional Score			Benchmark				
(top box) ALWAYS	83.6	73.5	60.6			217.7 / 3= 72.6 %			below	79%	73.3	68.9	
USUALLY	9	18.4	12.1			39.5 / 3= 13.2 %					below	below	
SOMETIMES or NEVER	7.4	8.1	27.3			42.8 / 3= 14.2 %							
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									2021				
Response scale (%)	Q-6	Q-8	Q-10			Composite Proportional Score			Benchmark				
(top box) ALWAYS	56.5	52.7	45.2			154.4 / 3= 51.5 %			below	72%	58.8	49.4	
USUALLY	34.8	43.6	41.9			120.3 / 3= 40.1 %					below	below	
SOMETIMES or NEVER	8.7	3.7	12.9			25.3 / 3= 8.4 %							
is Sliding Fee Scale of \$25 affordable?									yes	97%			
									no	3%			
do you want appt reminders by text?									yes	60%			
									no	40%			

Exhibit C Compare Top 2 boxes, all 3 years

	2021								2019								2017							
#1	Q-11	Q-12	Q-14	Q-15					Q-11	Q-12	Q-14	Q-15					Q-11	Q-12	Q-14	Q-15				
	85.3	89.7	86.8	84					95.1	95.1	95.1	88.7					88	94	97	97				
	11.8	8.8	11.8	13					1.6	3.2	3.2	9.7					12	4.5	3	3				
	97.1	98.5	98.6	97	391.2	/ 4	97.8		96.7	98.3	98.3	98.4	391.7	/ 4	97.9		100	98.5	100	100	398.5	/ 4	99.6	
#2	Q-21	Q-22							Q-21	Q-22							Q-21	Q-22						
	67.2	87.2							83.9	91.9							55.2	80.9						
	27.1	11.4							12.9	8							28.4	14.7						
	94.3	98.6	192.9	/ 2	96.45				96.8	99.9	196.7	/ 2	98.3				83.6	95.6	179.2	/ 2	89.6			
#3	Q-18	(JUST top-box 9-10)							Q-18	(JUST top-box 9-10)							Q-18	(JUST top-box 9-10)						
	Roy	Cameron	O'Connor						Roy	Brill							Roy	Allen						
	78.3	88.2	57.1	25					87.3	91.4	82.1						94	93.8	89.2					
#4	Q-13	Q-17	Q-20						Q-13	Q-17	Q-20						Q-13	Q-17	Q-20					
	83.6	73.5	60.6						82	81.8	56.1						78	64.3	73.4					
	9	18.4	12.1						16.4	13.6	21						19	26.8	15.6					
	92.6	91.9	72.7	257.2	/ 3	85.7			98.4	95.4	77.1	270.9	/ 3	90.3			97	91.1	89	277.1	/ 3	92.4		
#5	Q-6	Q-8	Q-10						Q-6	Q-8	Q-10						Q-6	Q-8	Q-10					
	56.5	52.7	45.2						61.4	67.9	47.2						45.6	63	39.5					
	34.8	43.6	41.9						18.2	26.4	44.4						40.3	27.8	39.5					
	91.3	96.3	87.1	274.7	/ 3	91.6			79.6	94.3	91.6	265.5	/ 3	88.5			85.9	90.8	79	255.7	/ 3	85.2		

Exhibit D - 2021 Demographics, Sliding Fee Scale and Text Appointment Reminders



Above: 2019-2021: increase in < 6 months.

2019 was higher 2x & 3x visits; shift in 2021 to more 1x.

- Race: of those who answered, 92% indicated "white", and 98% as "not Hispanic or Latino".
- Two had assistance with completing the survey; help was given by reading and answering questions.

Below are two new questions for 2021.

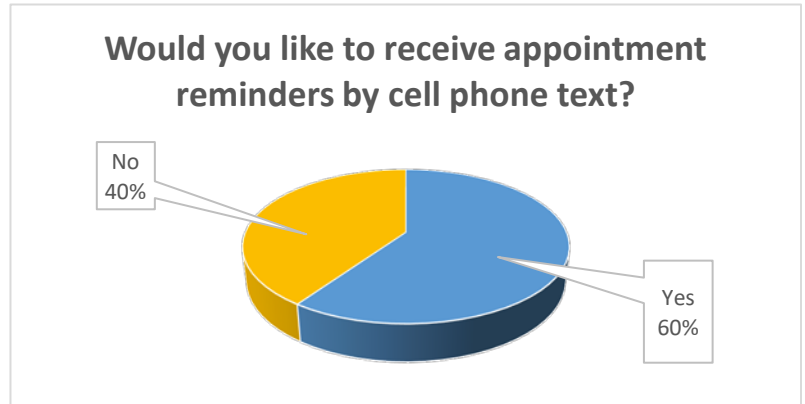
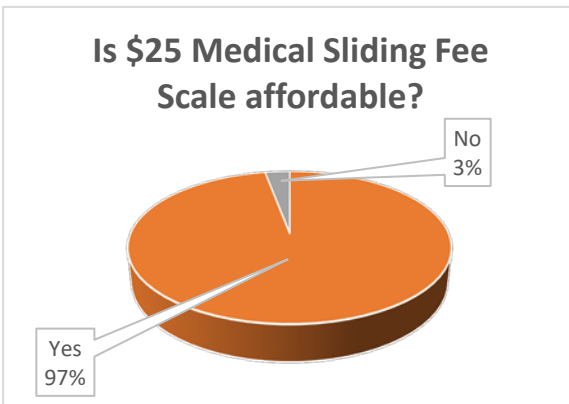


EXHIBIT E WITHOUT NAMES (General Distribution)

Handwritten comments on the 2021 Surveys

These are in no particular order.

Assembled by Joan Field, CHW

The Comments handwritten on survey pages:		
	Number of pts who ONLY signed name (with NO other comment): 10	
	Total number of pts who signed name (with / without comments, all): 23	
	<i>Signed the survey (Roy= 18; Cameron= 5; O'Connor= 0)</i>	
		Pos or Neg?
1	" Asher CHC is very fortunate to have ____ as a provider, as well as ____ as an MA. I hope they will continue to attract and retain them, and that caliber of providers!"	P
2	" ____ is always a topnotch provider. I have had quite a few providers that have let me down in the past, and am so very thankful for _____. _____ goes above & beyond to know the patients and treatments and medications to help. More than I ever experienced from ANY provider. 5 Stars! Very quick and efficient referrals, medication refills, etc. They are caring and kind."	P
3	"I think you're all wonderful! I have always been treated with concern and respect. With _____, I feel like the center of the universe!"	P
4	"First time seeing _____. <i>(They were)</i> very thorough, took lots of time, really helped brainstorm to solve my problem."	P
5	Q 17: " _____ said no news meant it was ok."	-
6	"We will miss you guys & gals!" <i>(Referring to a move out of the area)</i>	P
7	Q 6: "After much turmoil was able to see a dr."	N
8	"In the past, <i>(my normal provider)</i> has been amazing. This is one reason I go to Asher instead of SGHC as I live in Condon. <i>(My normal provider)</i> never came in to speak with me during my last appt. My primary is a Naturopath in The Dalles. I needed to see someone right away because I was having blood shot eye, pain shooting down my neck and arm, and I just didn't 'feel right'. When I came in, <i>(the MA)</i> took my BP and said, 'I'll be right back,' not giving me any clue as to what was going on. They brought in <i>(a different provider)</i> I can't remember their name. My BP was 160/100-ish. This is completely abnormal for me. <i>(The different provider)</i> was nice but dismissive that I had come in for neck pain and anxiety in the past. This was completely different as I explained it to them. They told me <i>(my normal provider)</i> would be in to speak with me but the <i>(different provider)</i> came back in alone, and basically said since we are not your primary care we don't have your blood and blah blah blah, what would you like us to do? I was okay with just being checked to make sure I wasn't having a stroke or heart attack. But I was not okay with the fact that <i>(my normal provider)</i> didn't come in and help me feel better with their analysis. The <i>(different provider)</i> was nice but dismissive and probably could find more 'tactful' ways of confronting a situation comparable to mine in the future."	N
9	"I called Asher CHC Fossil phone # three weeks in a row for a health question (covid-vax versus Porphyria) and NEVER received an answer. I had to take it upon myself to assume covid would be	N

	worse than hereditary blood disease triggers and took the first vax on 8-3-21 anyway - Never did I speak to <i>(a provider)</i> ! Not even an 'I don't know'. <i>(Note: Actually a question for Public Health)</i>	
10	"Been fighting cancer for the last 6 mths." <i>(signed and gave ph # also)</i>	-
11	Q #15: "every time I came in" <i>(Provider spending enough time with Pt)</i>	P
12	Q #18 "Better than any other" <i>(Provider rating)</i>	P
13	"I really appreciate all you folks, all your care and taking a personal interest in my health and well-being. Thank you..." <i>(signed survey)</i>	P
14	"_____ is the best provider. She helped me find a cheaper insulin." <i>(signed survey)</i>	P
15	"_____ is fantastic. Please do a better job in keeping/paying the MA's so they'll stay."	P
16	"Asher Community Health Center is the best thing that has happened to our communities." <i>(signed survey)</i>	P
17	Q #33: "No cell service"	-
18	"Don't like waiting in the waiting room for long time."	N
19	Q # 33 = "no cell service" <i>(signed survey)</i>	-
20	"All are awesome; we love you all." <i>(signed name)</i>	P
21	"When _____ becomes (a doctor), what will happen to me. <i>(This provider)</i> is the best medical provider I've ever had. Thank you _____." – <i>(signed name)</i>	P
22	"_____ has gone far above her need to give us/me the most possible health care. We/I so do appreciate the care and concern <i>(this provider)</i> has given us/myself. Fossil is so fortunate to have _____ here."	P
23	"_____ saw my husband, who was not their patient, was immediately treated and advised on procedures to prevent spread of the covid virus. He, we, are grateful." <i>(signed name)</i>	P
24	"Why is there no coverage on weekends if there are 3 PA's? Will these results be available on your website? Past surveys have not been out to the public." <i>(ACHC note: they are all posted on our website)</i>	N
25	"Most comfortable with _____'s care."	P
26	Q #15: (answered question 'Always') and added "and then some" <i>(Provider spending enough time with Pt)</i>	P
27	"[Had visit with] _____ <i>(a different provider)</i> only one time. _____ <i>(their usual provider)</i> is my Doctor. I'm sorry I did not fill this out right, because _____ is not my primary care provider. _____ is my primary care provider and I do not want to change to anyone else. I just got _____ one day because _____ wasn't here in Mitchell that day. _____ <i>(different provider)</i> was good, and did everything very professional but _____ <i>(usual provider)</i> has all my history since they came here, and has all my medications set up. I feel very secure with _____. ... I am very thankful that we have a clinic here in Mitchell."	P
	<i>Surveys not used= four (4) surveys were incomplete/not enough answers to use (must be 50% >)</i>	
	<i>Surveys not used= two (2) surveys were labeled O'Connor but clearly entered answers for PA Roy</i>	
	<i>GENERALLY and OVERALL – 18 comments were positive; 5 were negative; 4 were neutral (-)</i>	