

AF4Q Patient Experience Affinity Group

July 12, 2012

Your Voice Matters:
Patient Experience with Primary Care
Providers in the Puget Sound Region

2012 Community Checkup Overview

Understanding Value in Health Care - Six Variables

Variable (not in order of importance)	Is the health care service. . .
Appropriateness	Needed?
Process Quality	Provided in the most effective and safe manner?
Intensity	Provided in the most efficient manner?
Outcomes	Producing the best possible results for the patient?
Cost	Produced at a fair price?
Experience	Provided in a patient-centered way?



Why Patient Experience?

- Experience of care matters to patients and their families.
 - Patient experience is a major driver of behavior and outcomes.
 - Poor relationship predicts lack of follow-up with preventive recommendations and chronic disease management
 - Poor communication and continuity predict hospitalization
 - Poor experience of access or wasted time in the office predict “no shows” and overuse of outside urgent care or emergency rooms
- AND
- Good relationship predicts better self-care, increased adherence to prescribed medications and follow-through on screenings or tests
 - Good communication predicts reduced duplication of services, less demand for diagnostics and interventions that don’t add value and fewer medical errors
 - Good experience with access predicts proactive use of primary care team for ongoing care
- Patient experience is good for business.

Isn't Patient Experience the same thing as Patient Satisfaction?

Patient experience surveys:

- Include, but go beyond, patient satisfaction.
- Ask *whether or not*, or *how often* certain events or behaviors occurred
- Focus on areas that research shows are important to patients AND that are linked to improved health outcomes
- Highlight actionable areas that providers can focus on for practice improvement

In contrast, patient satisfaction:

- Reflect the patient's expectations or feelings
 - Can be highly subjective and inconsistent
- More indicative of business loyalty
 - Not strongly correlated with improved outcomes



The Survey Instrument

- **CG-CAHPS®**
Consumer Assessment of Healthcare Providers and Systems
Clinician & Group Survey
- Developed and maintained by the Agency for Healthcare Research and Quality (US Dept of Health and Human Services)
- Endorsed by the National Quality Forum
- 12-month, 4-point scale (*Always, Usually, Sometimes, Never*)
- Our Questionnaire - 48 questions, including CG-CAHPS core questions and CAHPS supplemental questions
- Mailed out as a 4-page booklet

Overview of Survey Responses

- Survey mailed to ~90,000 people
 - 2+ wave mailing
- Returned surveys from ~32,000 people
- Overall 36% response rate
- Respondents: Overall, predominantly
 - Going to “this provider” for at least 3 years
 - In their middle years (ages 35-64)
 - Female
 - In very good or excellent health
 - College educated
 - Caucasian

Patient Experience Survey	<input type="checkbox"/>
John Q. Public Puget Sound Region	



Publicly Available Results

- Four measures:

www.wacommunitycheckup.org

1. Getting Timely Appointments, Care and Information
2. How Well Providers Communicate with Patients
3. Helpful, Courteous and Respectful Office Staff
4. Patient's Overall Rating of Provider

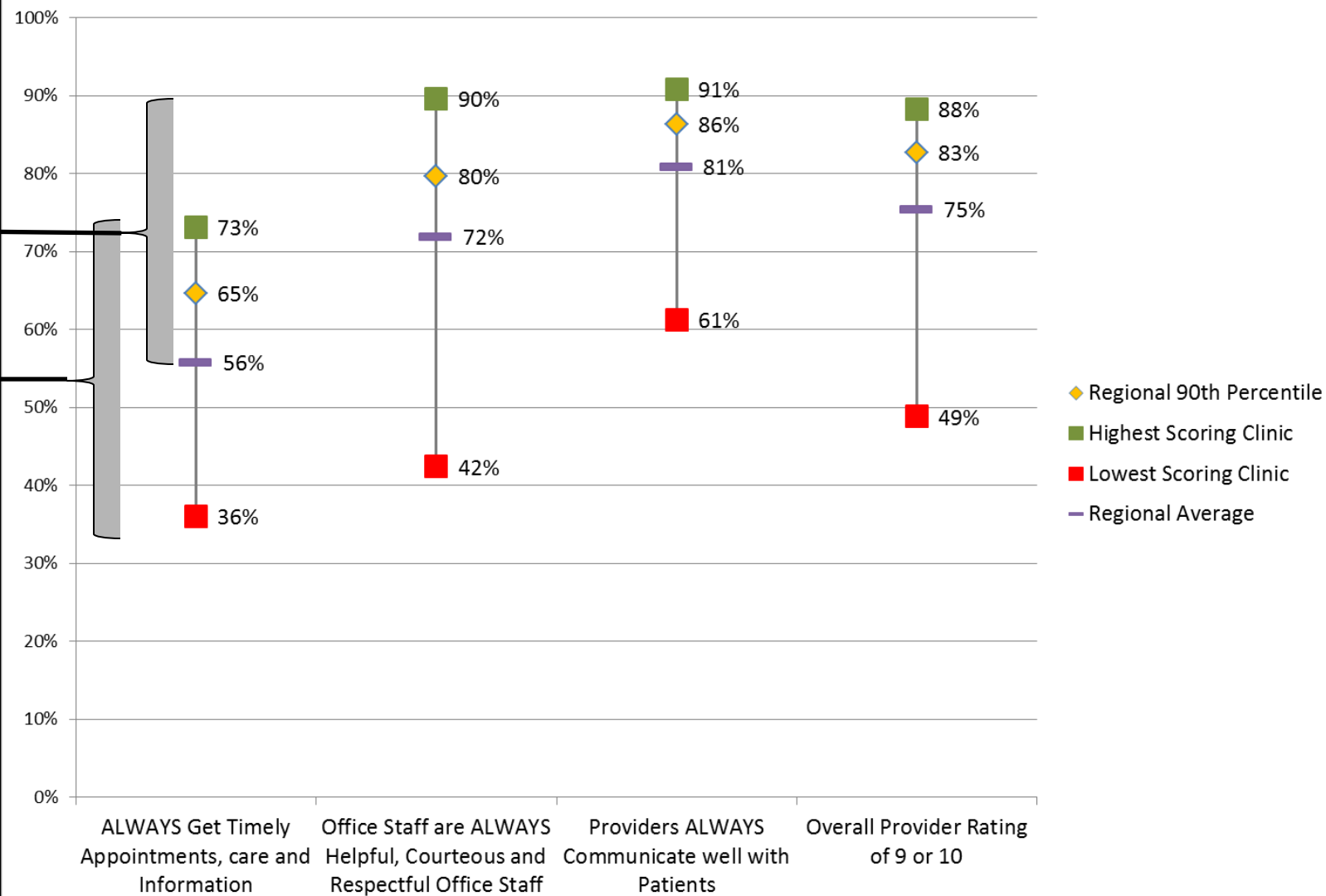
- Reporting “Top Box” Scores

- Results available for 40 medical groups and 156 clinic sites in King, Kitsap, Pierce, Snohomish and Thurston Counties
- Comparisons to regional average and regional 90th percentile
- Only measures that have a sufficient number of responses to be considered reliable (0.7 reliability)
- Scores case-mix adjusted for age, gender, education and self-reported health status

High Level Results for the Region

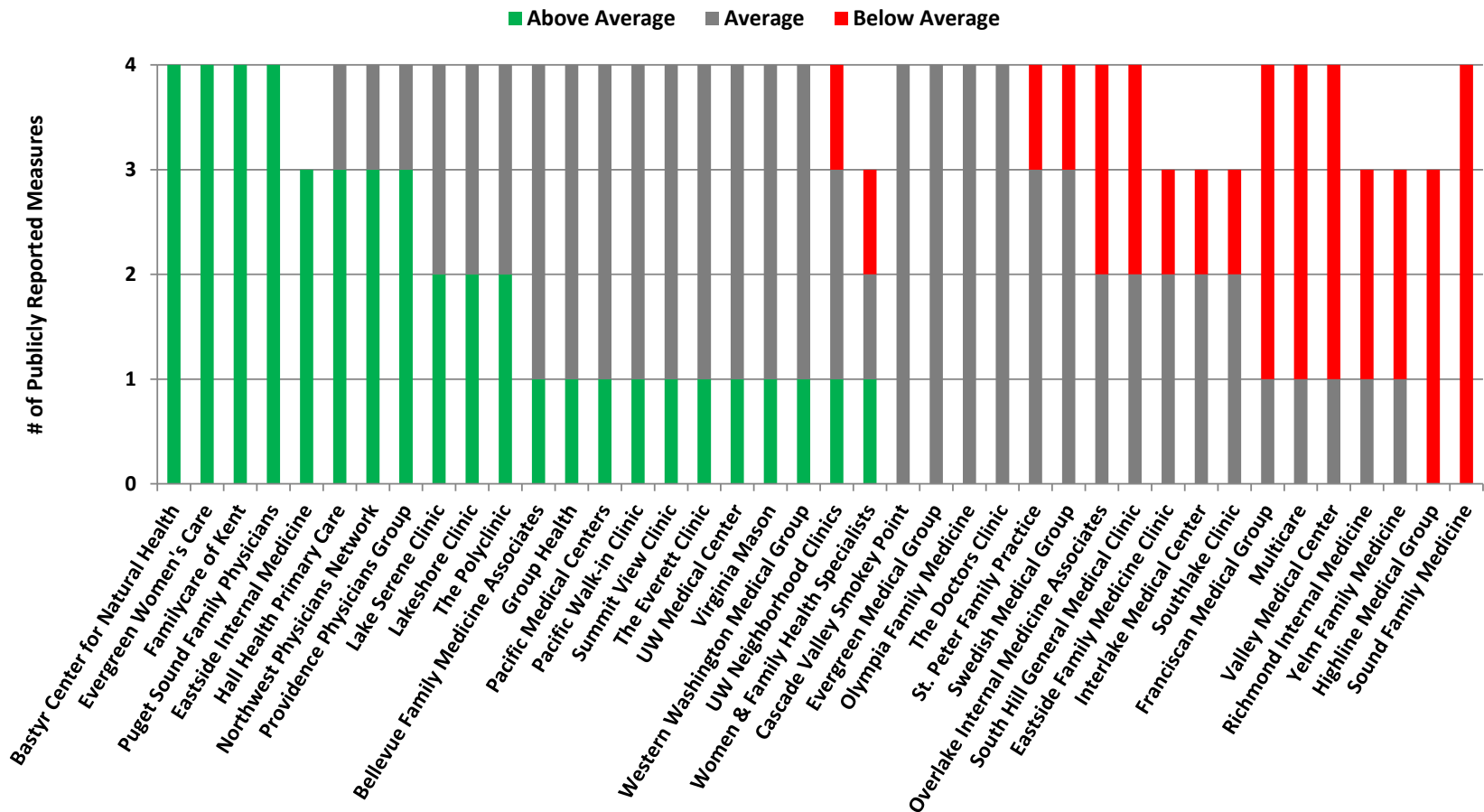
Opportunity for Improvement

Regional Summary of Patient Experience Results - "Top Box" Responses



2011-2012 Patient Experience - Overview of Medical Group Results

(Source: Puget Sound Health Alliance)



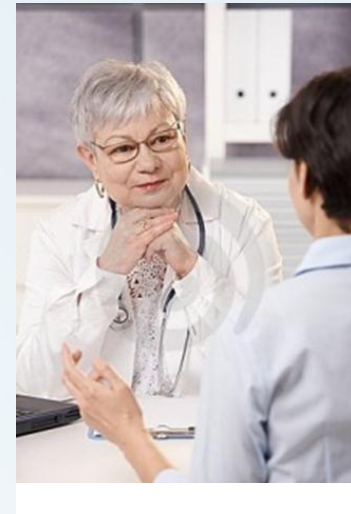
VIEW & COMPARE Medical Groups		VIEW & COMPARE Clinics		VIEW & COMPARE Hospitals		VIEW & COMPARE Patient Experience			
Sort by: <div>Name</div>		Viewing 2011-2012 Results							
<div>Compare Selected</div> <div>Clear Selected</div>		Measure:							
Regional Average:		Getting Timely Appointments, Care and Information		How Well Providers Communicate with Patients		Helpful, Courteous and Respectful Office Staff		Patient's Rating of the Provider	
		56%		81%		72%		75%	
<input type="checkbox"/>	Allenmore Internal Medicine - MultiCare	<div><div></div></div> BETTER than average	<div><div></div></div> AVERAGE	<div><div></div></div> BETTER than average	<div><div></div></div> AVERAGE	<div><div></div></div> BETTER than average	<div><div></div></div> AVERAGE		
<input type="checkbox"/>	Auburn MultiCare Clinic	<div><div></div></div> AVERAGE	<div><div></div></div> AVERAGE	<div><div></div></div> AVERAGE	<div><div></div></div> AVERAGE	<div><div></div></div> AVERAGE	<div><div></div></div> AVERAGE		
<input type="checkbox"/>	Auburn MultiCare Clinic Medical Office Building	<div><div></div></div> AVERAGE	<div><div></div></div> BELOW average	<div><div></div></div> AVERAGE	<div><div></div></div> BELOW average	<div><div></div></div> AVERAGE	<div><div></div></div> BELOW average		
<input type="checkbox"/>	Bastyr Center for Natural Health	<div><div></div></div> BETTER than average	<div><div></div></div> BETTER than average	<div><div></div></div> BETTER than average	<div><div></div></div> BETTER than average	<div><div></div></div> BETTER than average	<div><div></div></div> BETTER than average		
<input type="checkbox"/>	Bellevue Family Medicine Associates	<div><div></div></div> AVERAGE	<div><div></div></div> AVERAGE	<div><div></div></div> BETTER than average	<div><div></div></div> AVERAGE	<div><div></div></div> AVERAGE	<div><div></div></div> AVERAGE		
<input type="checkbox"/>	Bothell Clinic - Lakeshore Clinic	<div><div></div></div> AVERAGE	<div><div></div></div> BETTER than average	<div><div></div></div> AVERAGE	<div><div></div></div> AVERAGE	<div><div></div></div> AVERAGE	<div><div></div></div> AVERAGE		
<input type="checkbox"/>	Burien Family Medicine - Highline Medical Group	<div><div></div></div> AVERAGE	<div><div></div></div> AVERAGE	<div><div></div></div> AVERAGE	<div><div></div></div> BELOW average	<div><div></div></div> AVERAGE	<div><div></div></div> BELOW average		
<input type="checkbox"/>	Cascade Primary Care - Valley Medical Center	<div><div></div></div> BELOW average	<div><div></div></div> AVERAGE	<div><div></div></div> AVERAGE	<div><div></div></div> BELOW average	<div><div></div></div> AVERAGE	<div><div></div></div> BELOW average		
<input type="checkbox"/>	Cascade Valley Smokey Point Clinic	<div><div></div></div> AVERAGE	<div><div></div></div> AVERAGE	<div><div></div></div> AVERAGE	<div><div></div></div> AVERAGE	<div><div></div></div> AVERAGE	<div><div></div></div> AVERAGE		
<input type="checkbox"/>	Covington MultiCare Clinic	<div><div></div></div> AVERAGE	<div><div></div></div> AVERAGE	<div><div></div></div> AVERAGE	<div><div></div></div> BELOW average	<div><div></div></div> AVERAGE	<div><div></div></div> BELOW average		
<input type="checkbox"/>	Covington Primary Care - Valley Medical Center	<div><div></div></div> BELOW average	<div><div></div></div> AVERAGE	<div><div></div></div> AVERAGE	<div><div></div></div> AVERAGE	<div><div></div></div> AVERAGE	<div><div></div></div> AVERAGE		
<input type="checkbox"/>	Des Moines Medical Clinic - Highline Medical Group	<div><div></div></div> AVERAGE	<div><div></div></div> *	<div><div></div></div> AVERAGE	<div><div></div></div> *	<div><div></div></div> AVERAGE	<div><div></div></div> *		
<input type="checkbox"/>	Eastside Family Medicine Clinic	<div><div></div></div> BELOW average	<div><div></div></div> AVERAGE	<div><div></div></div> BELOW average	<div><div></div></div> AVERAGE	<div><div></div></div> BELOW average	<div><div></div></div> AVERAGE		
<input type="checkbox"/>	Eastside Internal Medicine PLLC	<div><div></div></div> BETTER than average	<div><div></div></div> BETTER than average	<div><div></div></div> BELOW average	<div><div></div></div> BETTER than average	<div><div></div></div> BELOW average	<div><div></div></div> BETTER than average		
<input type="checkbox"/>	Edmonds Family Medicine Clinic - Puget Sound Family Physicians	<div><div></div></div> AVERAGE	<div><div></div></div> AVERAGE	<div><div></div></div> BETTER than average	<div><div></div></div> AVERAGE	<div><div></div></div> AVERAGE	<div><div></div></div> AVERAGE		
<input type="checkbox"/>	Enumclaw Medical Center - Franciscan Medical Group	<div><div></div></div> BELOW	<div><div></div></div> AVERAGE	<div><div></div></div> AVERAGE	<div><div></div></div> AVERAGE	<div><div></div></div> AVERAGE	<div><div></div></div> AVERAGE		

Key Drivers of Overall Rating of Provider

Combined, these eight variables explain 84% of the variation in the overall provider ratings (in order of importance):

How often did . . .

1. you feel this provider **really cared** about you as a person?
2. this provider seem to **know the important information** about your medical history?
3. this provider **show respect** for what you had to say?
4. this provider **listen carefully** to you?
5. this provider **explain things** in a way that was easy to understand?
6. this provider **answer all you questions** to your satisfaction?
7. this provider **spend enough time** with you?
8. this provider give you **easy to understand instructions** about taking care of these health problems or concerns?

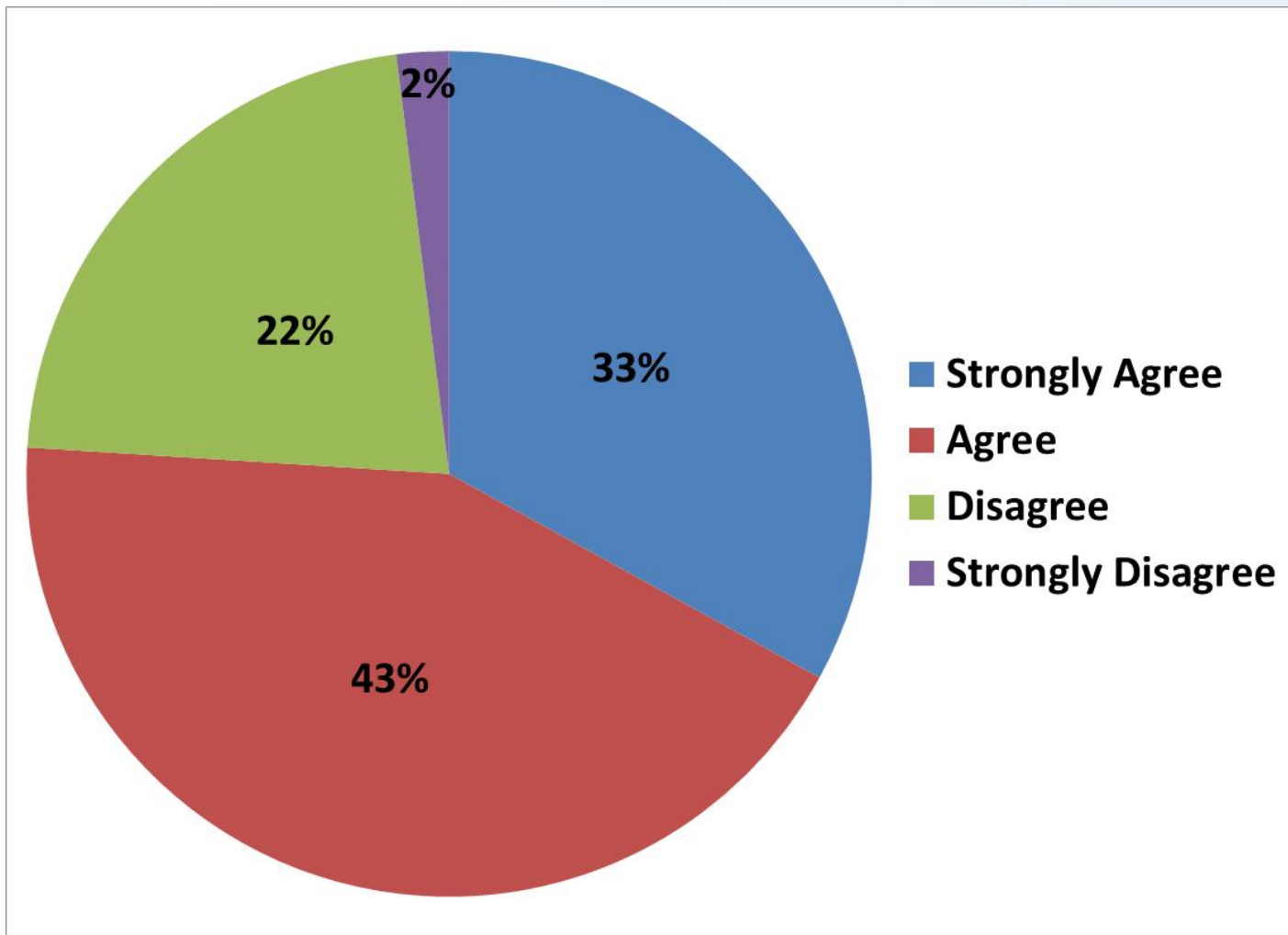




Snapshot: Region-wide Opportunities for Improvement

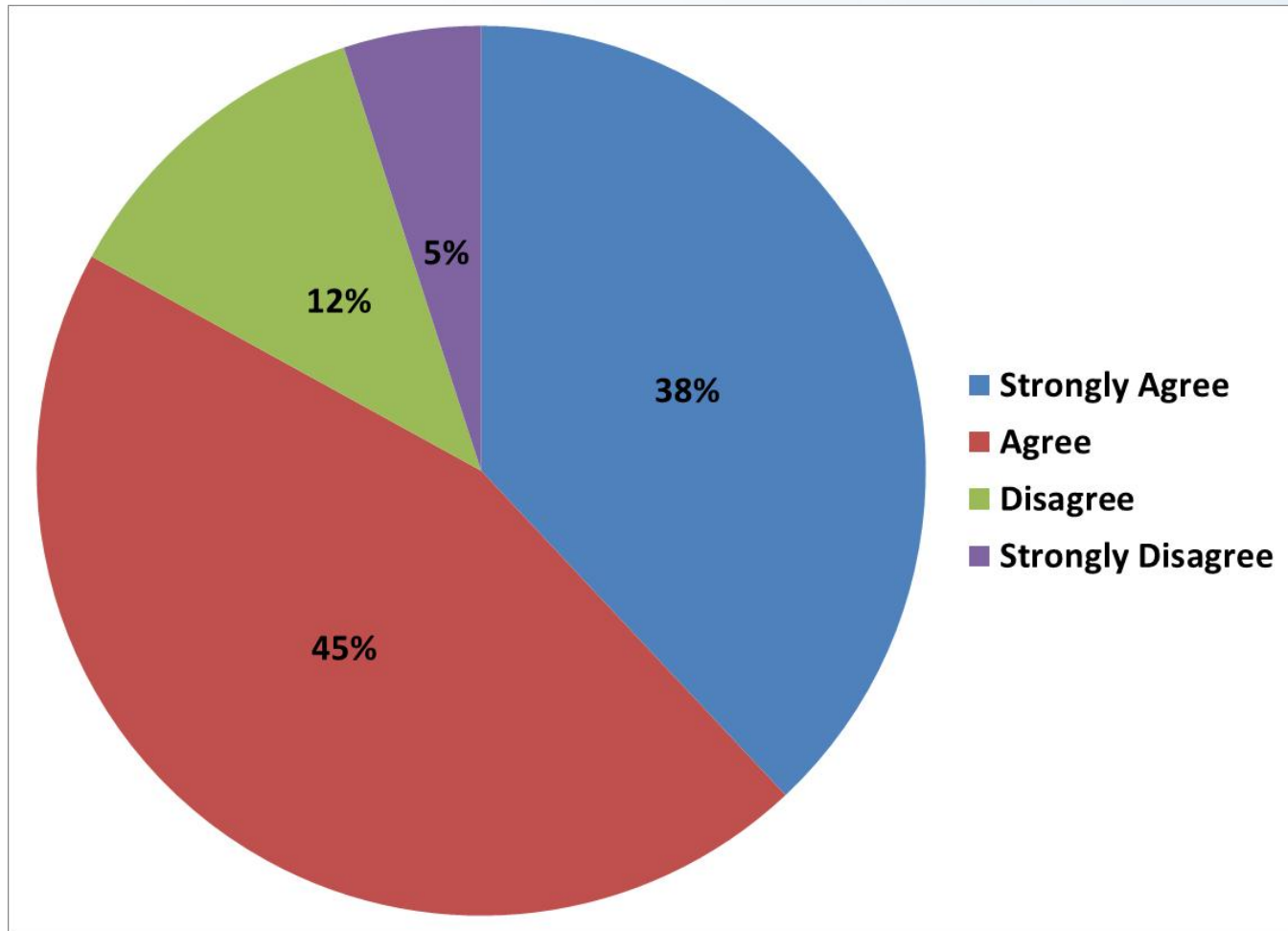
- 31% of patients had to wait longer than 2 days for an appointment for care they needed right away
- 27% visited an ER for care they needed right away
 - 24% of these individuals did so because they could not get the care they needed from their primary care provider
- 33% of patients said their provider did not talk with them about a healthy diet or healthy eating habits
- 21% of patients said their provider did not talk with them about exercise or physical activity
- 59% of patients said their provider did not ever ask them whether there was a period of time when they felt sad or depressed
- 11% of patients who said they smoke also said they were never advised to quit smoking by their provider

76% Agree or Strongly Agree
*“I know more now about patient experience
(versus patient satisfaction) then I did prior to the
survey recently implemented by the Alliance.”*

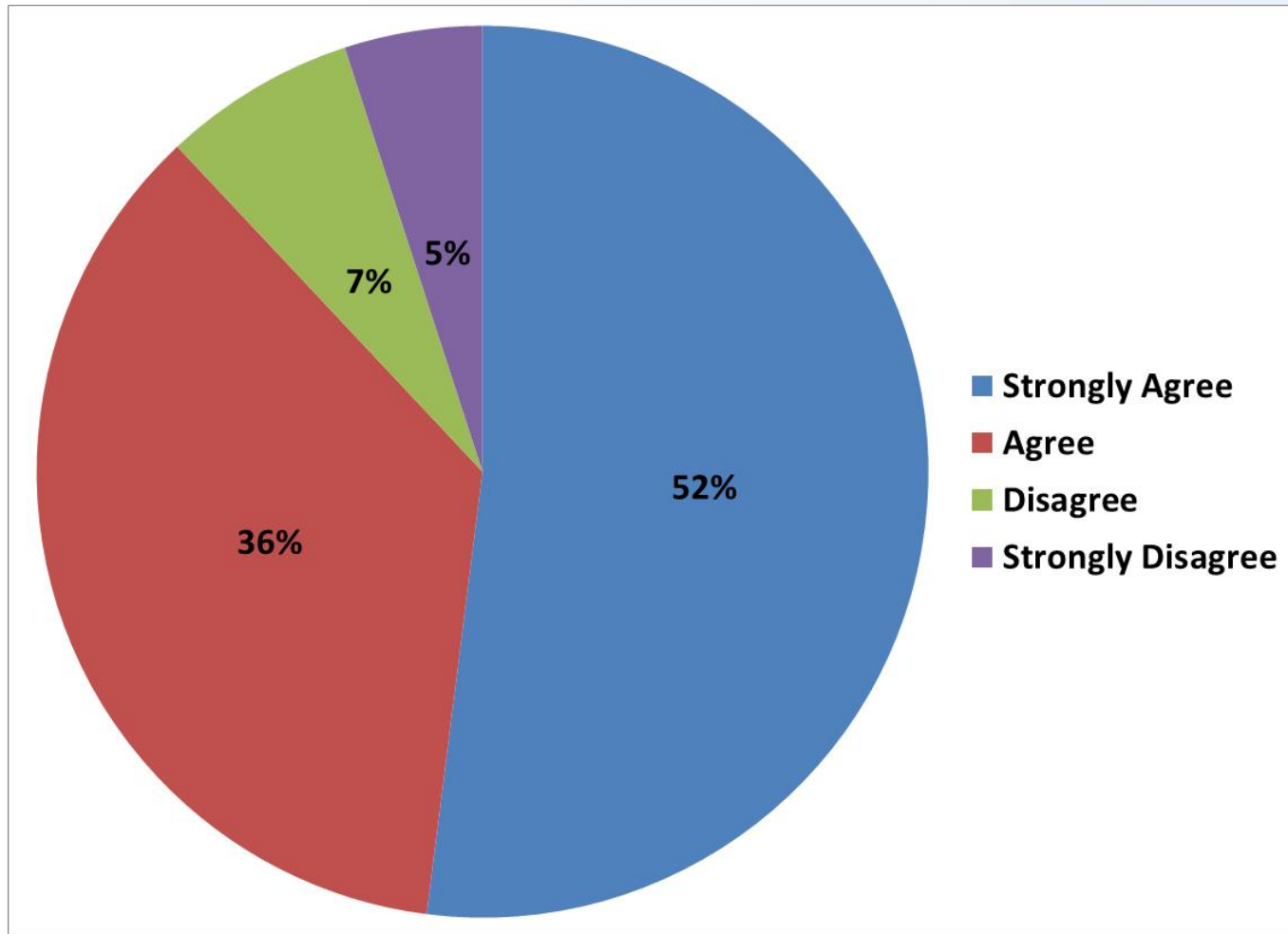


83% Agree or Strongly Agree

“I know more now about our patients’ experience with our medical group/clinic then I did prior to the survey recently implemented by the Alliance.”



88% Agree or Strongly Agree
“Our medical group/clinic will use the detailed results (shared via private report) to inform our efforts to improve patient experience.”



Examples of Responses: How have you used (or plan to use) the results?

- Taking a look at the entire patient experience from registration to discharge; with a new EMR, this comes at the perfect time.
- I met with the physician leaders in each of our clinics and reviewed the results with them one-on-one and discussed targeted improvement efforts.
- We did very well on the survey. The first thing we're going to do is celebrate our great staff because THEY make the clinic work smoothly.
- I have shared the results with our Board of Directors and we've started a dialogue about strategies for improvement.
- Hire staff and physicians that have outstanding customer service skills and compassion for our patients; build patient experience directly into ongoing professional development and performance review for our staff.
- We plan to expand our hours and change our scheduling to address access.
- Review the line-up of patients at morning huddle to make sure docs and staff know key medical history and other issues for patients visiting that day.
- Compare and contrast with our other survey results; find one thing to focus on and improve that before moving to the next.

91% Agree or Strongly Agree

“I think it is important that this type of comparable information about patient experience be available to consumers and I support the Alliance in sharing results publicly.”

