



ADVANCING INTEGRATED HEALTHCARE

2019-2020 CAHPS PCMH Patient Experience Survey Results

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PRACTICE REPORTING & TRANSFORMATION

2020 CTC CAHPS AGENDA

CAHPS Adult/Child Survey Version 3.0

Survey Process and Profile

Results

Appendices

- **Adult and Pediatric: list of questions in each domain composite**
- **list of practices by cohort**

CAHPS Version 3.0

Version 3.0 of the CAHPS PCMH Survey released in June 2015

Comparative data: NCQA used Version 3.0 in 2019

Version 3.0 includes the following domains:

- **Access***
- **Communication***
- **Office Staff***
- **Care Coordination**
- **Self-Management (adult)**
- **Child Development (pediatric)**
- **Child Prevention (pediatric)**

***contract measures adult and pediatric**

Survey Process

2020 PROCESS	2019 PROCESS
<ul style="list-style-type: none"> • Conducted in Sept. 17-Dec. 5, 2019 • Oversampling for sites with low response rates in previous years • Mixed Mode • 2 mailings: 9/17/19; 10/15/19 • Phone field: 11/5/19 with added phone calls for response rate less than 20% • English, Spanish; Portuguese (Adult only for survey and phone) • Look back is 6 months 	<ul style="list-style-type: none"> • Conducted in Nov, 2018-Jan 2019 • Oversampling for sites with low response rates in previous years • Mixed mode • 2 mailings 11/21/18 ;12/12/2018 • Phone field 1/9/18 with added phone calls for response rate less than 20% • English, Portuguese, Spanish • Adults age 18 and older • Look back is 6 months

2018-19 Adult CAHPS Survey

2019-20	2018-19
<p>Fifteen (15) sites</p> <ul style="list-style-type: none"> - 4,480 patients randomly selected <ul style="list-style-type: none"> • 128-535 sample size per site - 1,242 completed surveys <ul style="list-style-type: none"> • 1st mailing 755 2nd mailing 320 • Phone 323 • Refused 229 <p>Response rate: 28.04% Range: 18.93%-43.31% Medicaid 50% range: 18.93-26.94%</p> <p>Impact of Portuguese Survey: 37 surveys from 3 sites Charter Care Lincoln; response rate = 25.7% Massasoit Internal Medicine response rate =32.35</p>	<p>Thirty seven (37) sites</p> <ul style="list-style-type: none"> - 11,142 patients randomly selected <ul style="list-style-type: none"> • 128-515 sample size per site - 4,941 completed surveys <ul style="list-style-type: none"> • 1st mailing: 2013 2nd mailing: 817 • Phone 763 • Refused 612 <p>Response rate: 32.62% overall Range: 17.45-51.97% Medicaid 50%-range: 17.47-32.42%</p> <p>Practices used Data Stat portal to provide patient profile Impact of Portuguese survey: 258 adults from 11 sites; Charter Care Lincoln + 12% response PCHC Chafee +4% response</p>

Adult Patient Demographics

2019-2020 patient respondent demographics compared with 2018-19

	2019-20 Survey	2018-19 Survey
Age>55	72.2%	64.1%
Gender-Female	50.8%	59%
Education: High School and greater	83.4%	85.4%
Race-White	80.2%	75.3%
Assistance Needed	6.0%	5.2%
Read question to me	32.4% (n=24)	51.4% (n =94)
Translated my language	14.9% (n=11)	8.2% (n =15)
# of times had a visit in the last 6 months: 1 time	43%	41.4%
Length of time seeing this provider : 5 years or more	51%	46.4%

2019-20 Adult Contractual Performance Standards

Practices must pass Access “gate” measure

Two methods for achievement

- Method 1 – Meets or exceeds Access target and meets or exceeds *Communication OR Office Staff*
- *Method 2* - Does not meet Access target but improves score by 2.5 % from prior years score and meets or exceeds for **both** *Communication AND Office Staff*

Measure	2019-20 Non-50%+ Medicaid Threshold	2019-20 50% + Medicaid Threshold
Access	73%	69%
Communication	90%	78%
Office Staff	77%	71%

Higher Scores from Last Year

Question	2020 Score	2019 Score	% Change	Area of Focus
Q 17. Always received results when provider ordered a blood test, x-ray or other test	72.3%	69%	+3.2*	Care Coordination
Q 24. Overall Mental or emotional health is excellent	25.4%	23.9%	+1.5	Single item
Q 15. Provider always spent enough Time with you	83.0%	81.9%	+1.1	Communication
Q 20. Someone from the provider's office always talked with you about all the prescription medications you were taking	64.8%	64.2%	+0.7	Care Coordination
Rating of Provider : Best provider possible	62.9%	62.2%	+0.7	

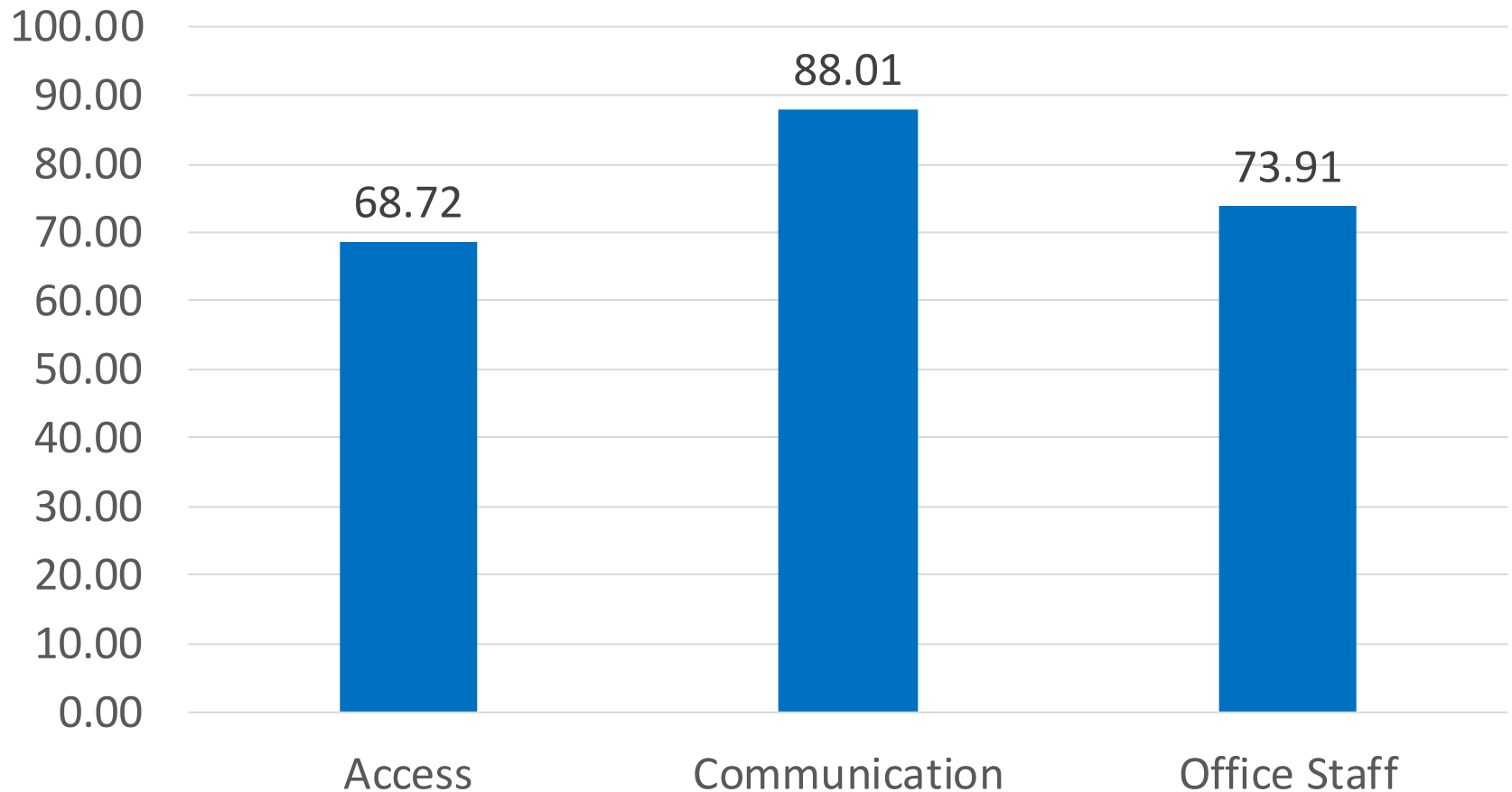
*Statistically significant

Lower Scores from Last Year

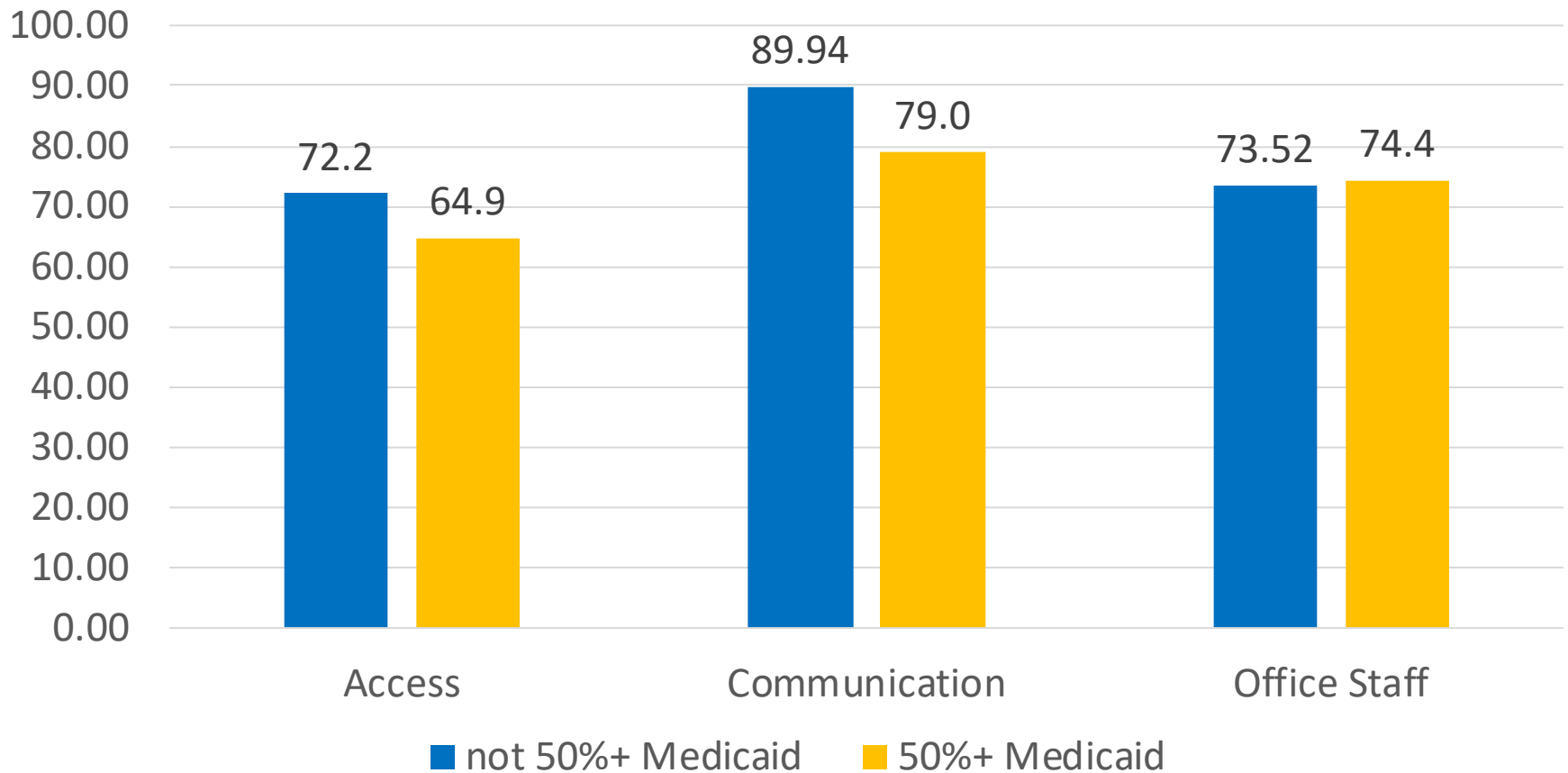
Question	2020 Score	2019 Score	% Change	Area of Focus
Q 18e. Someone from provider's office asked about things in life that worry you or cause you stress	53.2	57.9%	-4.8*	Single item
Q 6. Always obtained apt for urgent care as soon as needed	67.3%	71.1%	-3.8*	Access
Q13. Provider always seemed to know the important information about your medical history	77.9%	80.1%	-2.2	Care Coordination
Q 8a. Given information if needed care during evenings, weekends or holidays	73.0%	75.1%	-2.1	Single item
Q18d. Someone from the provider office asked if there are things that make it hard for you to take care of your health	44.4%	46.3%	-1.9	Self Management Support
Q.11. Provider always explained things in a way that was easy to understand	83.3%	84.8%	-1.6	Communication

*Statistically significant

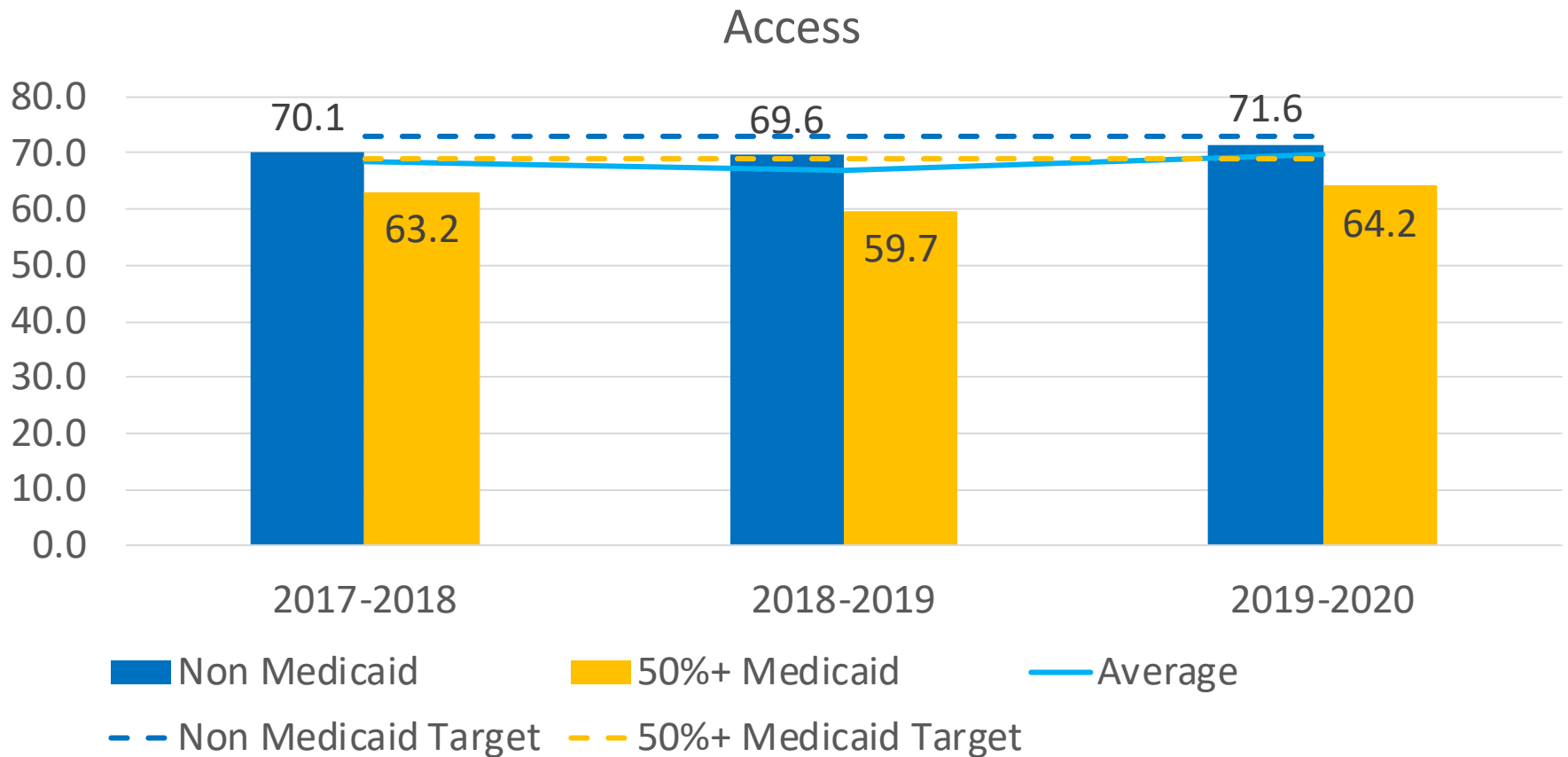
2020 Adult Cohort 5 CAHPS Scores: Median



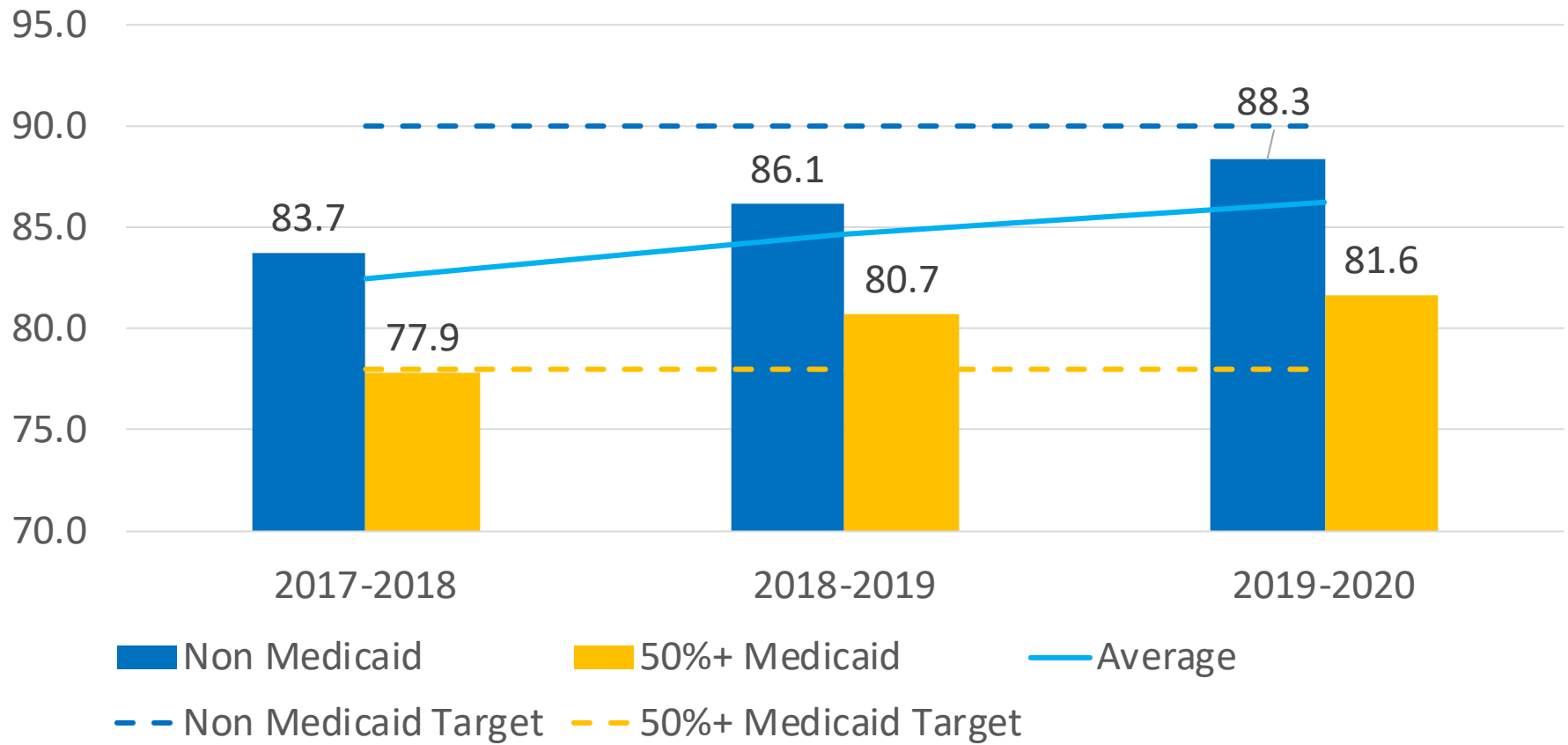
2020 Adult Cohort 5 CAHPS: Median by Percent Medicaid



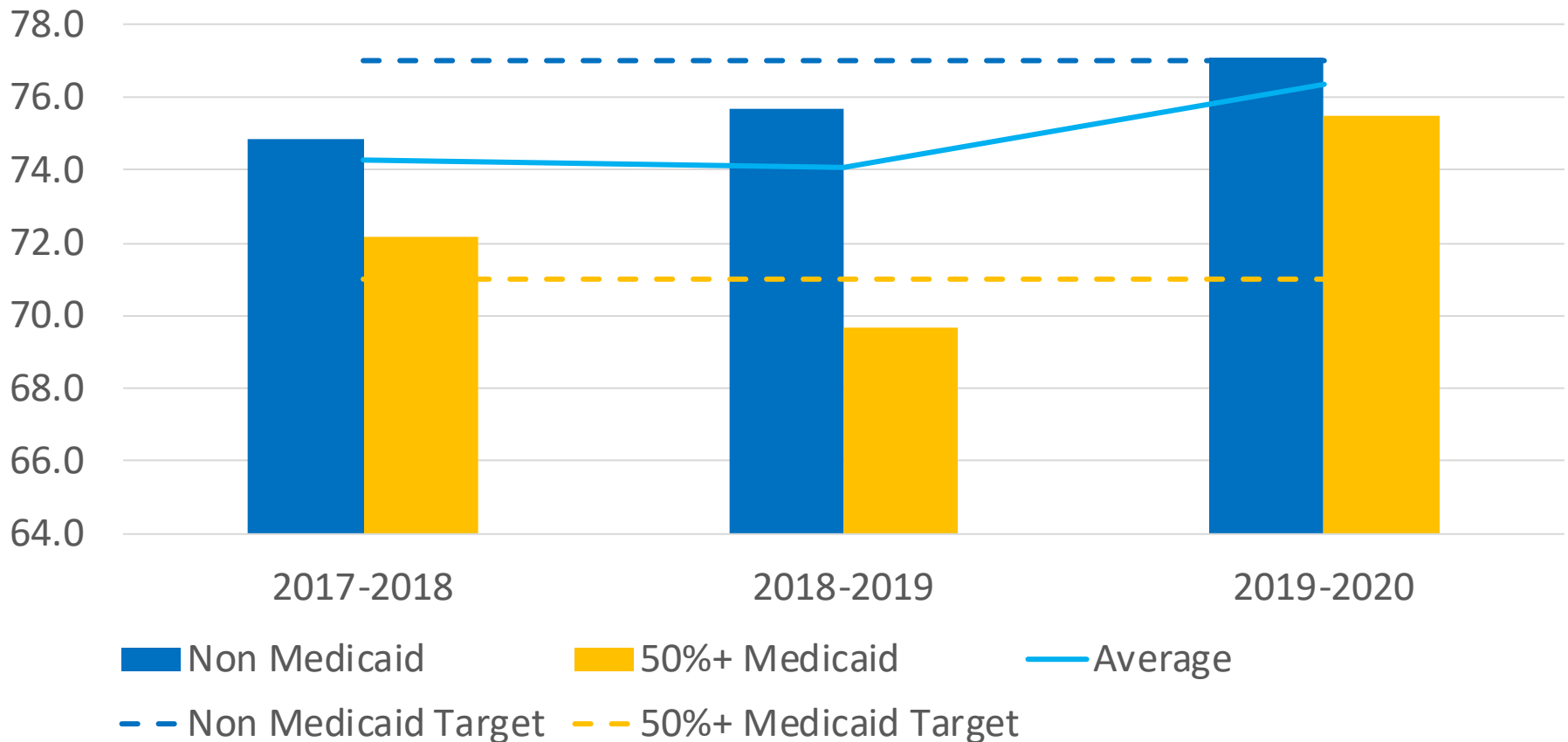
Adult Cohort 5 Access: 50%+Medicaid vs Non Medicaid



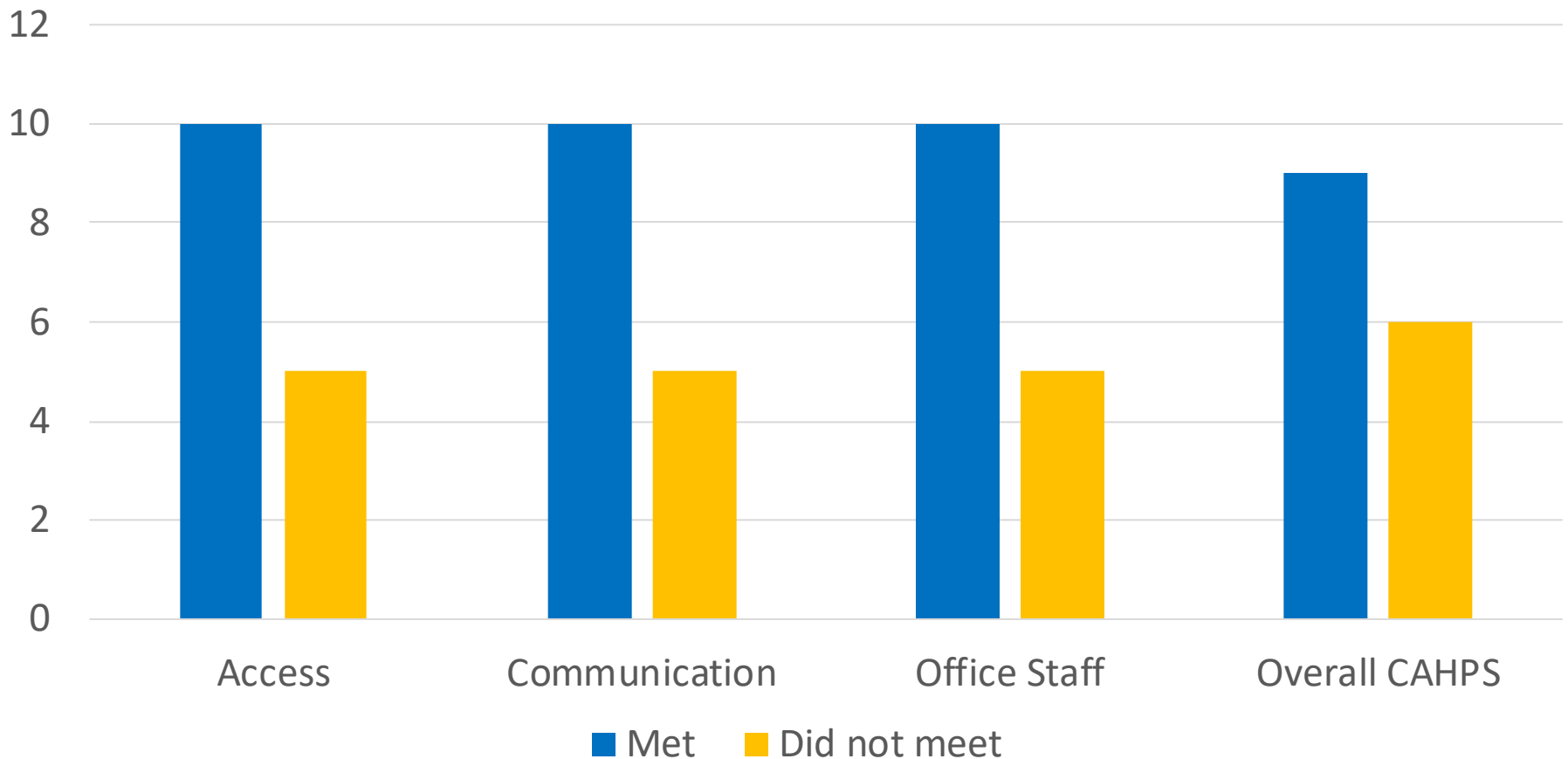
Adult Cohort 5 Communication: 50%+Medicaid vs Non Medicaid



Adult Cohort 5 Office Staff: 50%+Medicaid vs Non Medicaid



Adult Cohort 5 Practices Meeting Target by Method 1 or Method 2



2018-19 PCMH Kids CAHPS Survey

2019-20	2018-19
<p>Sites: Twenty-six (26)</p> <p>Selected Patients: 9,534</p> <p>Range per site: 40-600</p> <p>Completed surveys=1,823</p> <p>1st mailing = 856; 2nd mailing =386</p> <p>Phone = 626</p> <p>Refused= 308</p> <p>Response rate =19.81</p> <p>50% more Medicaid = 8.75*-27.57</p> <p>Range = 18.92-32.5</p> <p>*210: bad address;</p>	<p>Sites: Twenty (20)</p> <p>Selected Patients: 7,076</p> <p>Range per site: 20-600</p> <p>Completed surveys =1492</p> <p>1st mailing = 751; 2nd mailing = 285</p> <p>Phone =456</p> <p>Refused =337</p> <p>Response rate = 21%</p> <p>50% more Medicaid = 8.75*%-21.92%</p> <p>Range =8.19%-31.7%</p> <p>*10.3 bad address; 54% bad phone</p>

Patient Demographics

2019-2020 Parent respondent demographics compared with 2018-19

	2019-2020	2018-19
Education High School +	85.9%	96.1%
Gender –Female	88.6%	89.5%
Child Race –White	64.9%	78.5%
Under 18-24	8.7%	6.8%
25-34	25.8%	23.4%
35-44	41.6%	41.7%
45-64	24%	27.6
# of times child saw provider in last 6 months: 1 x	42.7%	47.5%
Length of time seeing this provider : 5 years and more	38.3%	48%

PCMH Kids 2019-20 Contractual Performance Standards

1. Practices need to meet 2 out of 3 measures in order to be considered as meeting the customer experience measure
2. Access measure can be met by meeting threshold or demonstrating 2% improvement
3. For measures other than Access, i.e. Communication and Office Staff, if the difference between 2019 baseline to 2019-2020 threshold is 5% points or greater, practice can succeed if the improvement achieved is at least $\frac{1}{2}$ the distance between the baseline result and the 2019-20 threshold (at least 2.5% point improvement).

Measure	2019-20 Non 50% Medicaid Threshold	2019-20 50% + Medicaid Threshold
Access	86%	78%
Communication	90%	86%
Office Staff	79%	70%

PCMH Kids Performance Standards for Incentive Payment

PCMH Kids Cohort 1 and Cohort 2: Incentive Payment \$0.50

Meet 3 out of 4 performance measure thresholds

Clinical Quality: 2 can be clinical quality measures

Customer Experience: 1 can be CAHPS measure (Defined as meeting 2 out of 3 of CAHPS measures)

Utilization: 1 can be ED utilization (5% favorable difference via method of using rolling years to compare the change in trends of CTC practices to the comparison of mon PCMH group)

Higher Scores from Last Year

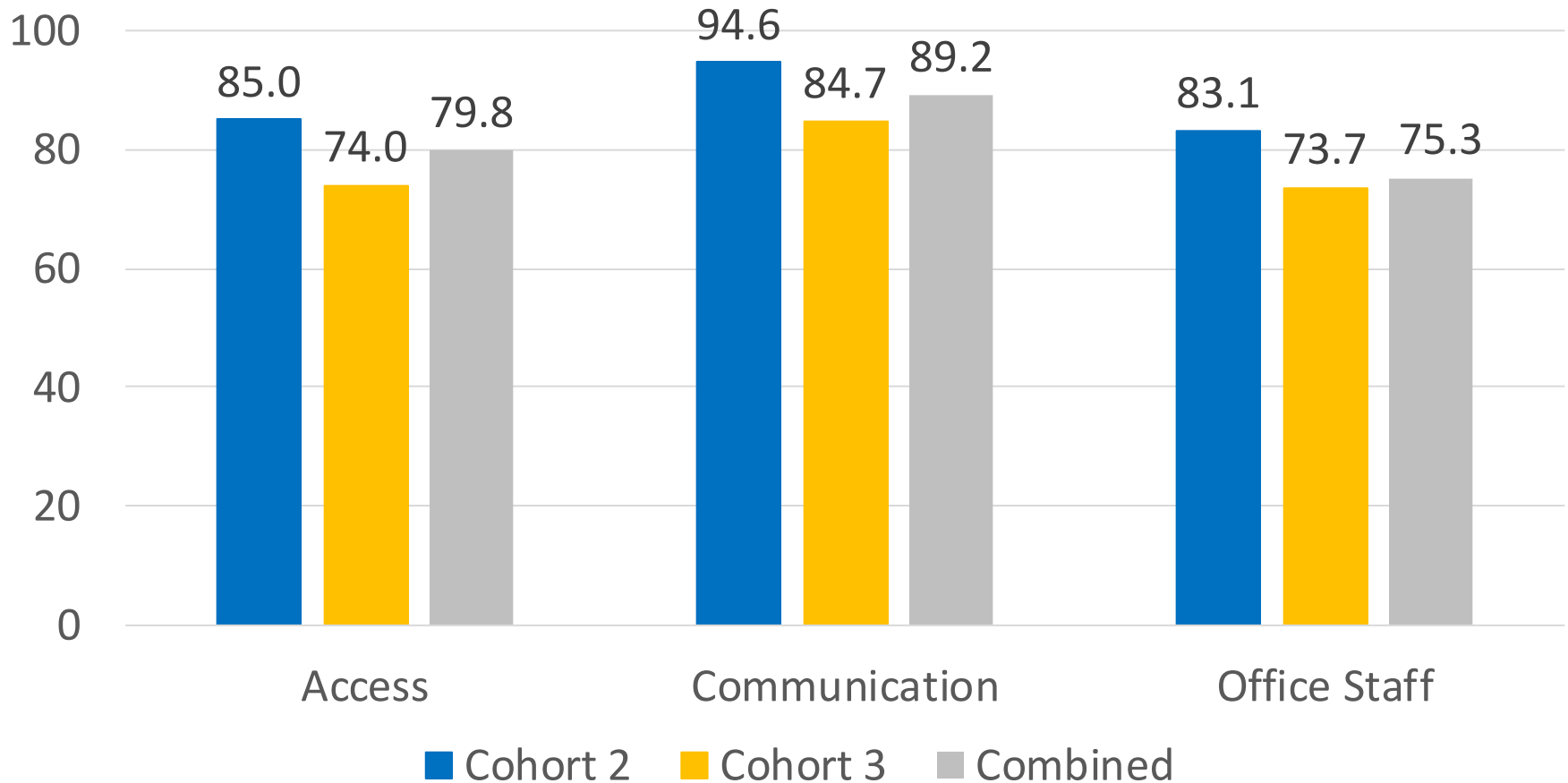
Question	2020 Score	2019 Score	Point change	Area of Focus
Q6. Given enough information about discussions when you were not in the room	87.3%	80.9%	+6/4	Single item
Q25b. Provider always seemed informed and up-to-date about care from specialist	67.7%	65.2%	+2.5	Single item

Lower Scores from Last Year

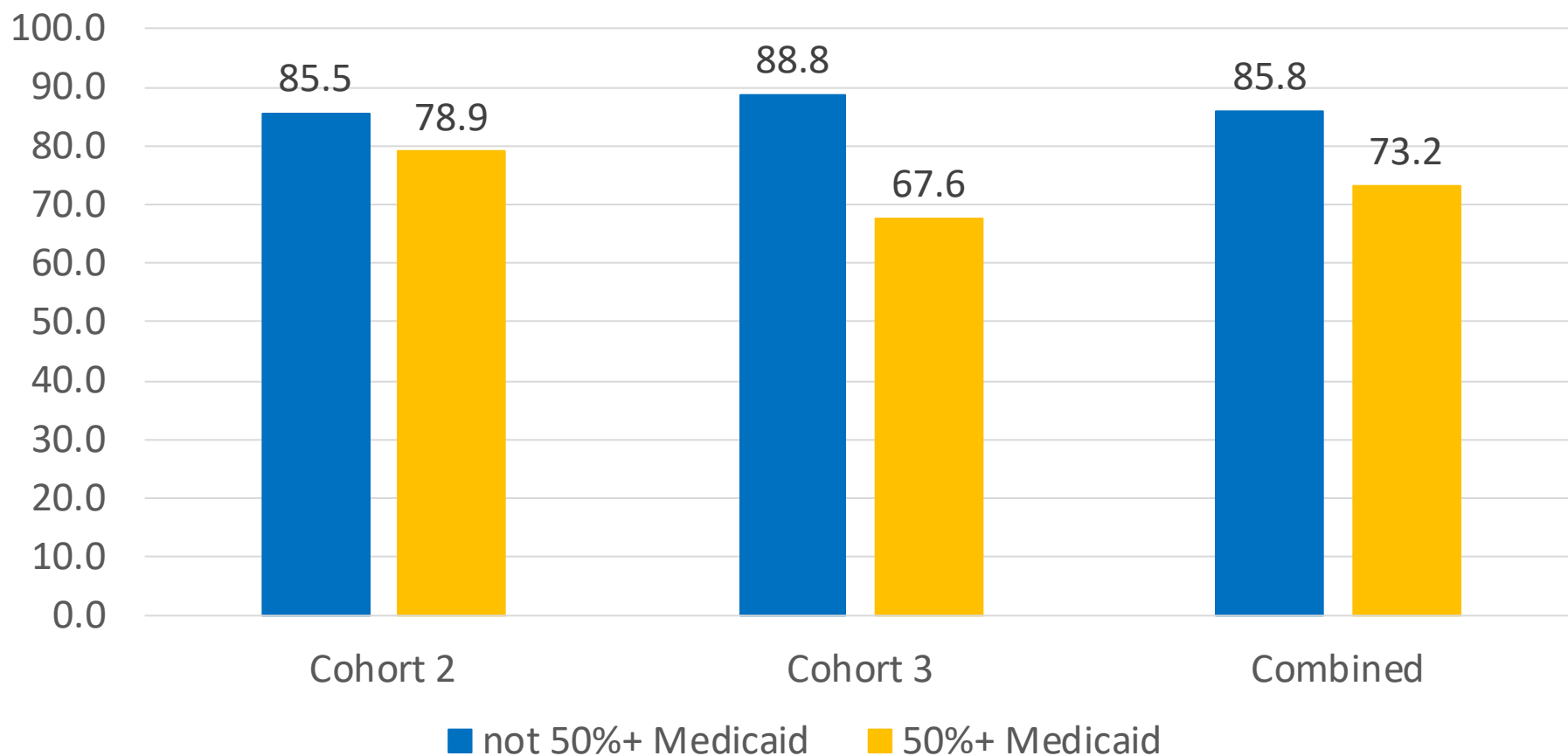
Question	2020 Score	2019 Score	Point change	Area of Focus
Q24. Always received results when provider ordered a blood test, x-ray or other test	62.4%	71.9%	-9.5*	Care Coordination
Q25g. Someone from provider's office talked to you about how much or what kind of food your child eats	78.2%	87.4%	-9.1*	Care coordination
Q 13. Always obtained appt. for urgent care as soon as needed	78.3%	87.2%	-8.9*	Access
Q25h. Someone from provider's office talked to you about how much or what kind of exercise your child gets*	69.9%	78.6%	-8.7*	Child prevention
Q25c. Someone from the provider's office talked to you about how your child gets along with others	64.1	71.7%	-7.6*	Child development
Q22. Provider always spent enough time with your child	85.2%	90.4%	-5.3*	Communication
Q25f. Someone from provider's office talked to you about things you can do to keep your child from getting injured	60.0%	65.0	-5.0*	Child prevention

*Statistically significant

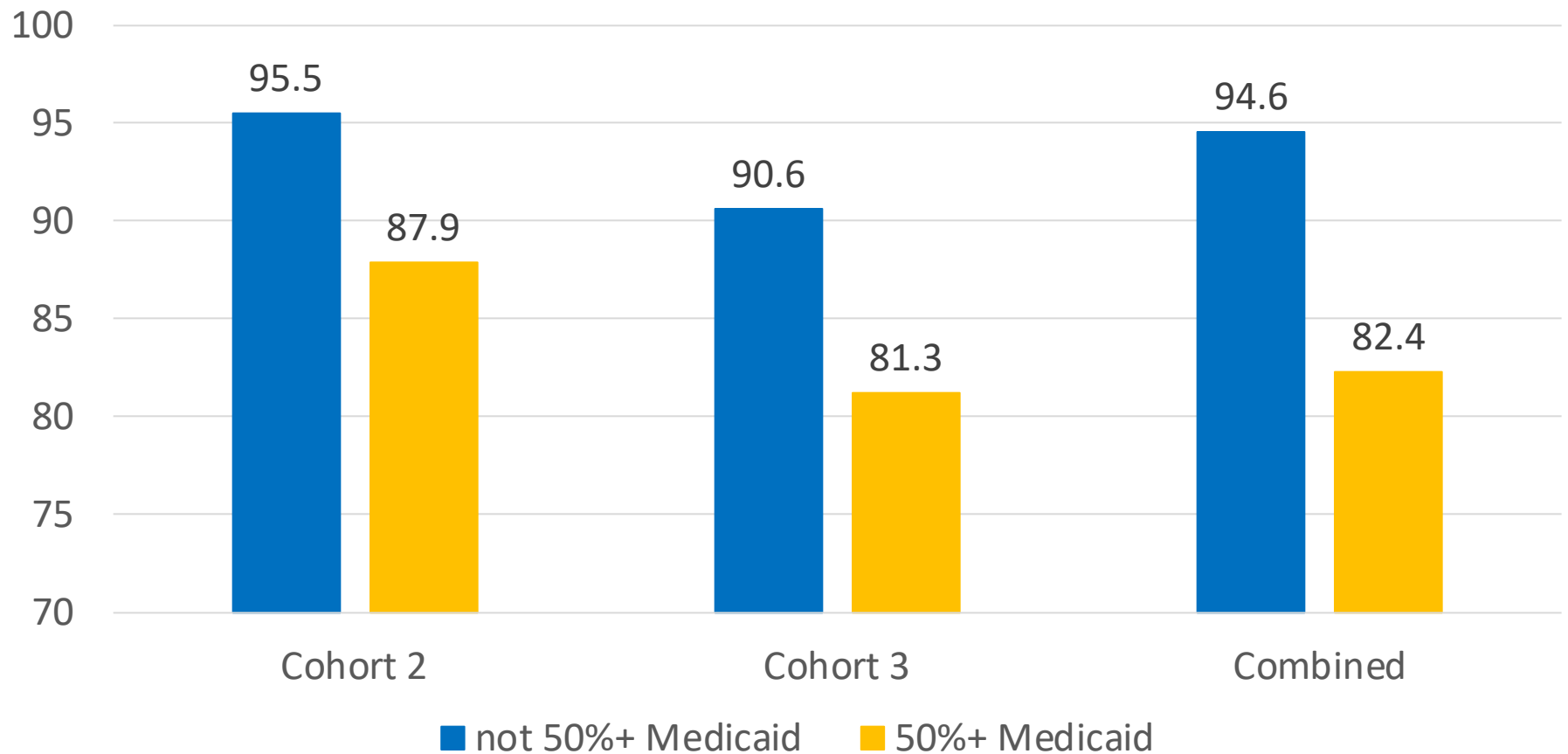
PCMH Kids: Median Scores by Performance Level



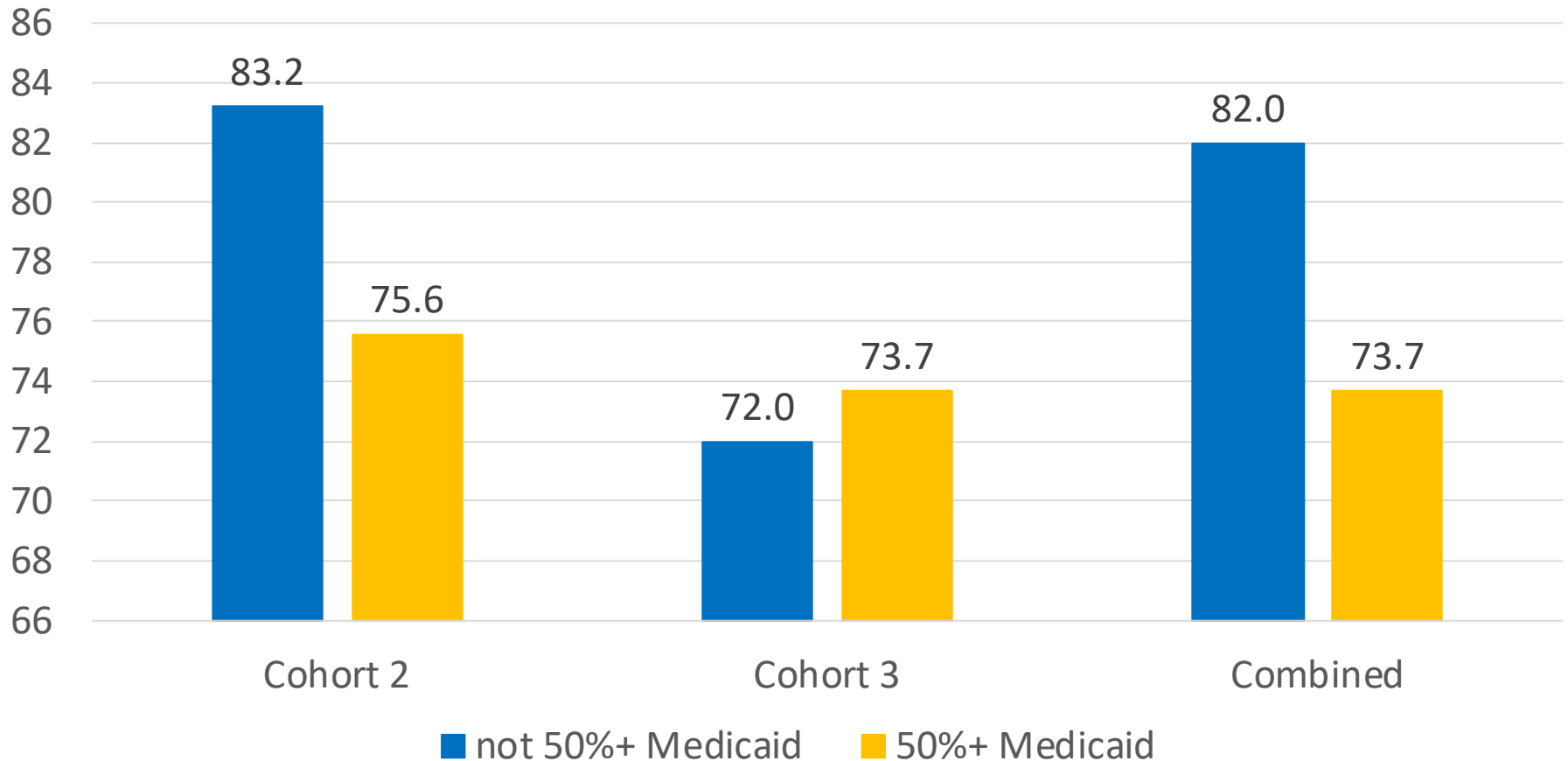
PCMH Kids: Access Median by Percent Medicaid



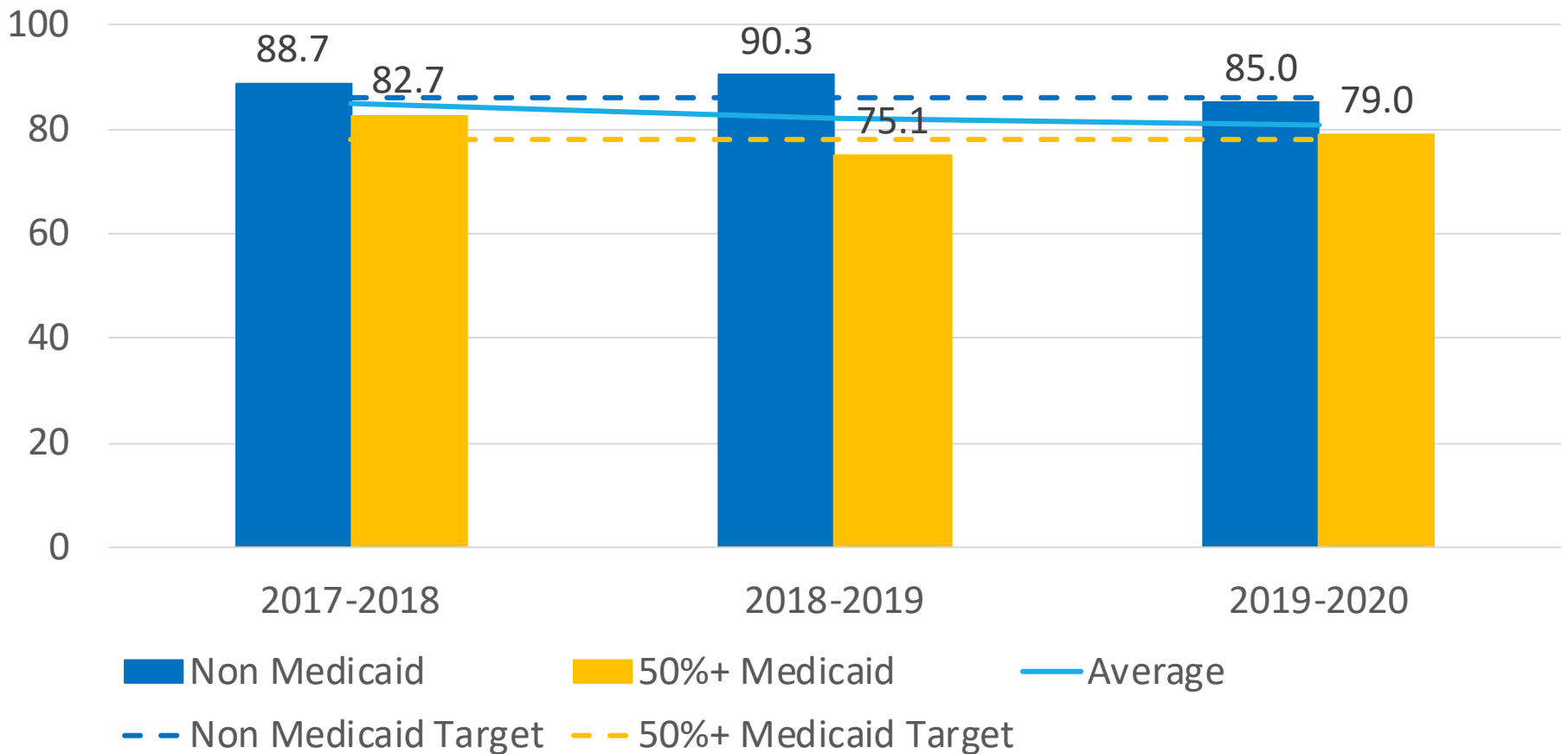
PCMH Kids: Communication Median by Percent Medicaid



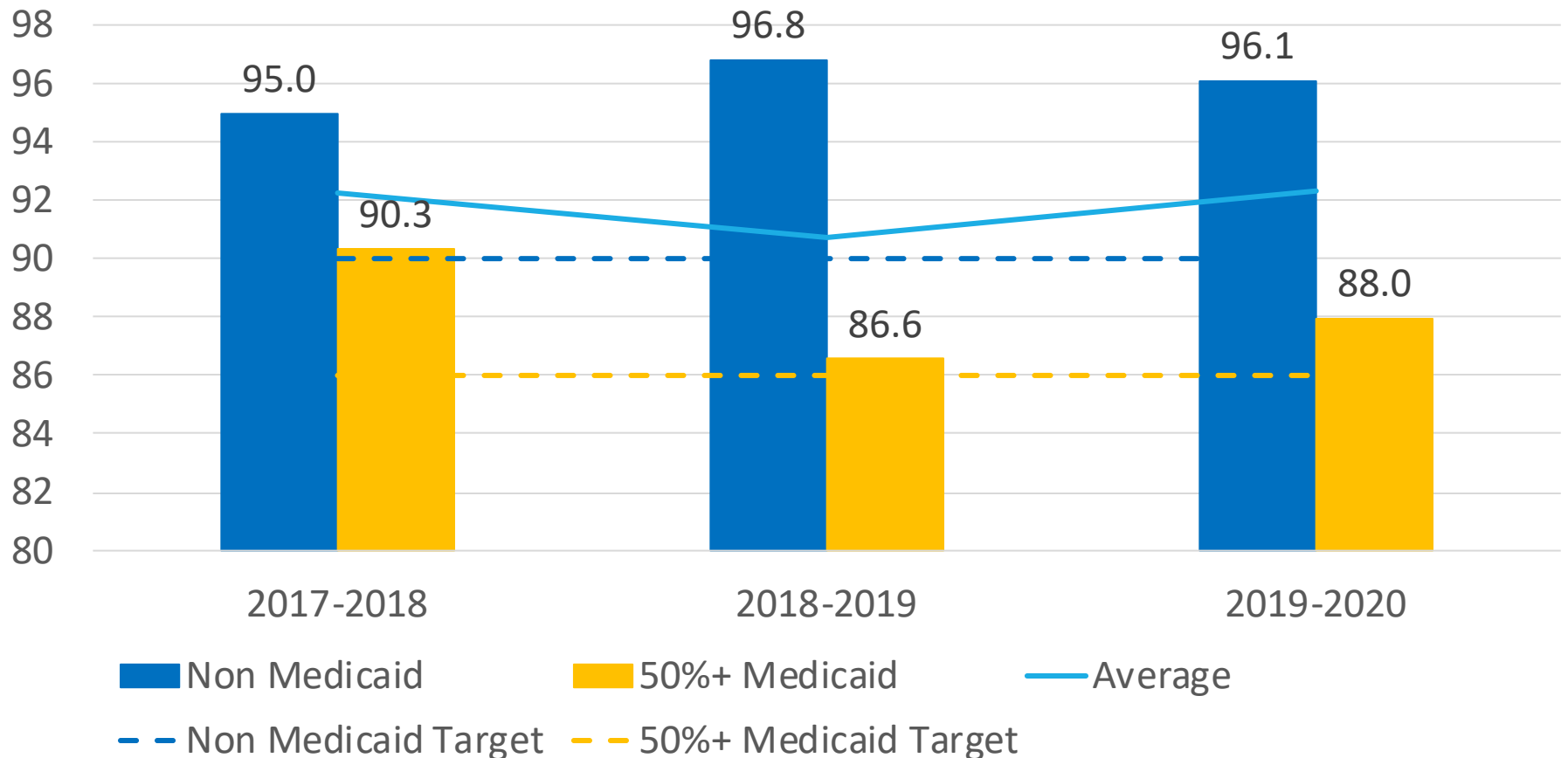
PCMH Kids: Office Staff Median by Percent Medicaid



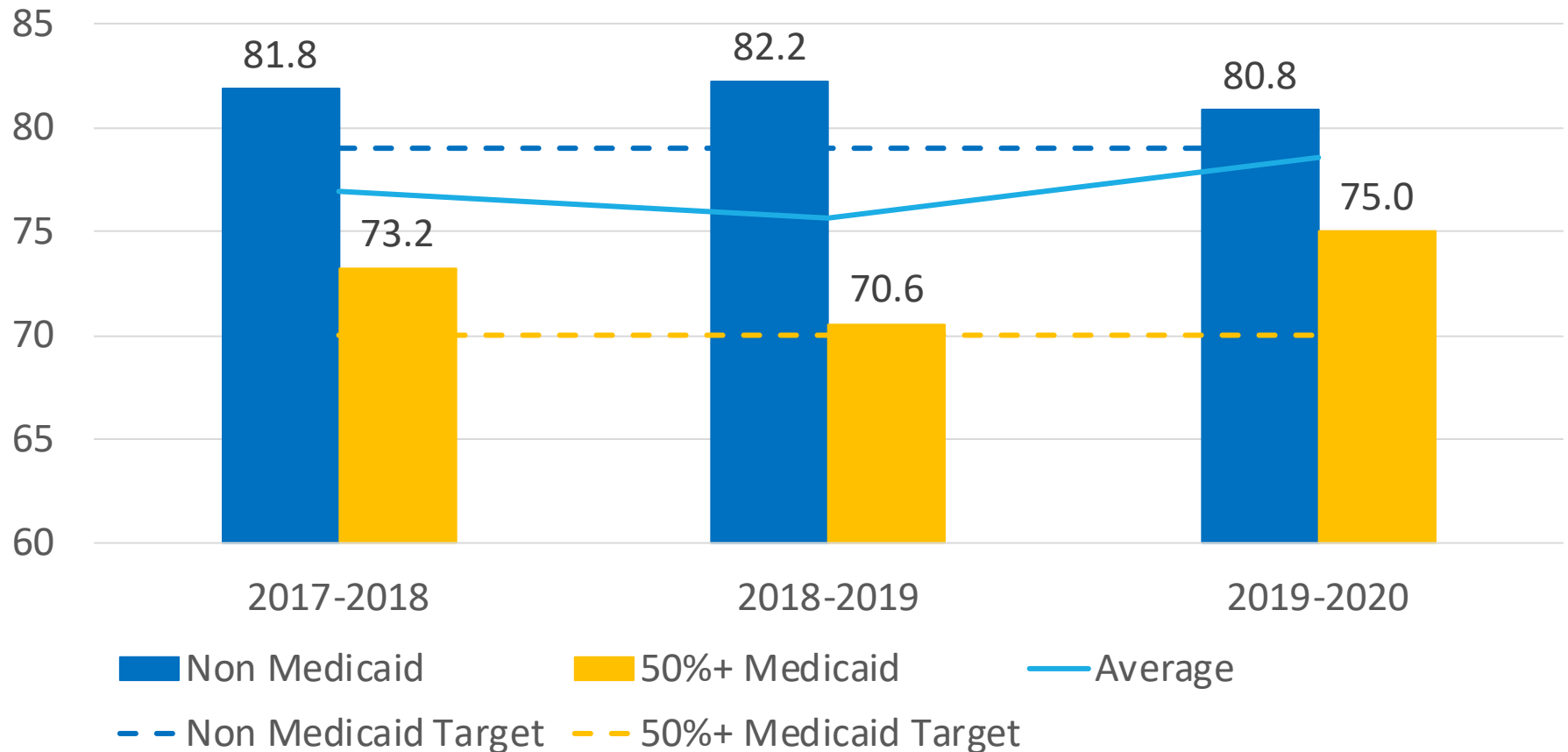
PCMH Kids Cohort 2 Access: 50%+Medicaid vs Non Medicaid



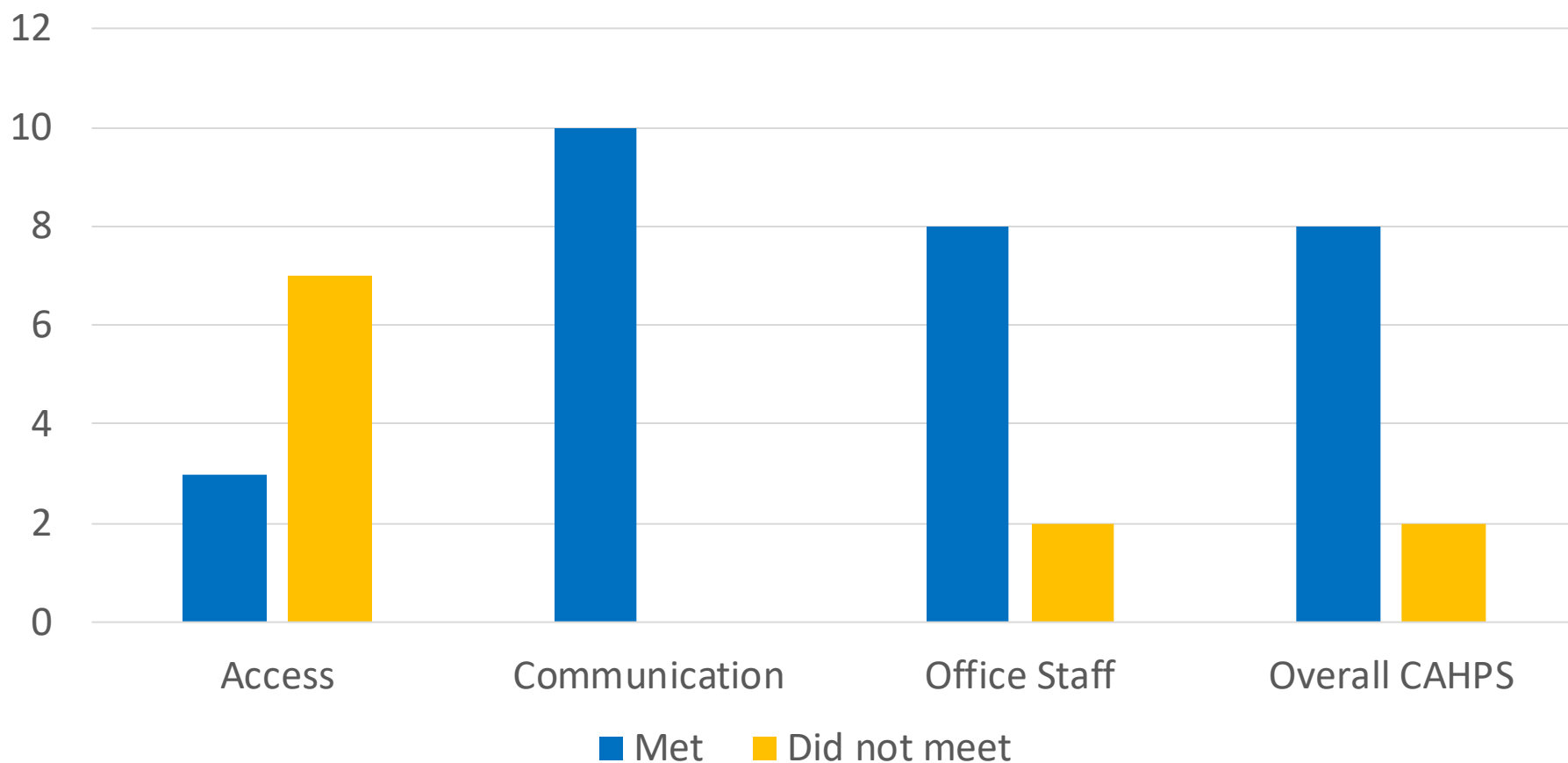
PCMH Kids Cohort 2 Communication: 50%+Medicaid vs Non Medicaid



PCMH Kids Cohort 2 Office Staff: 50%+Medicaid vs Non Medicaid

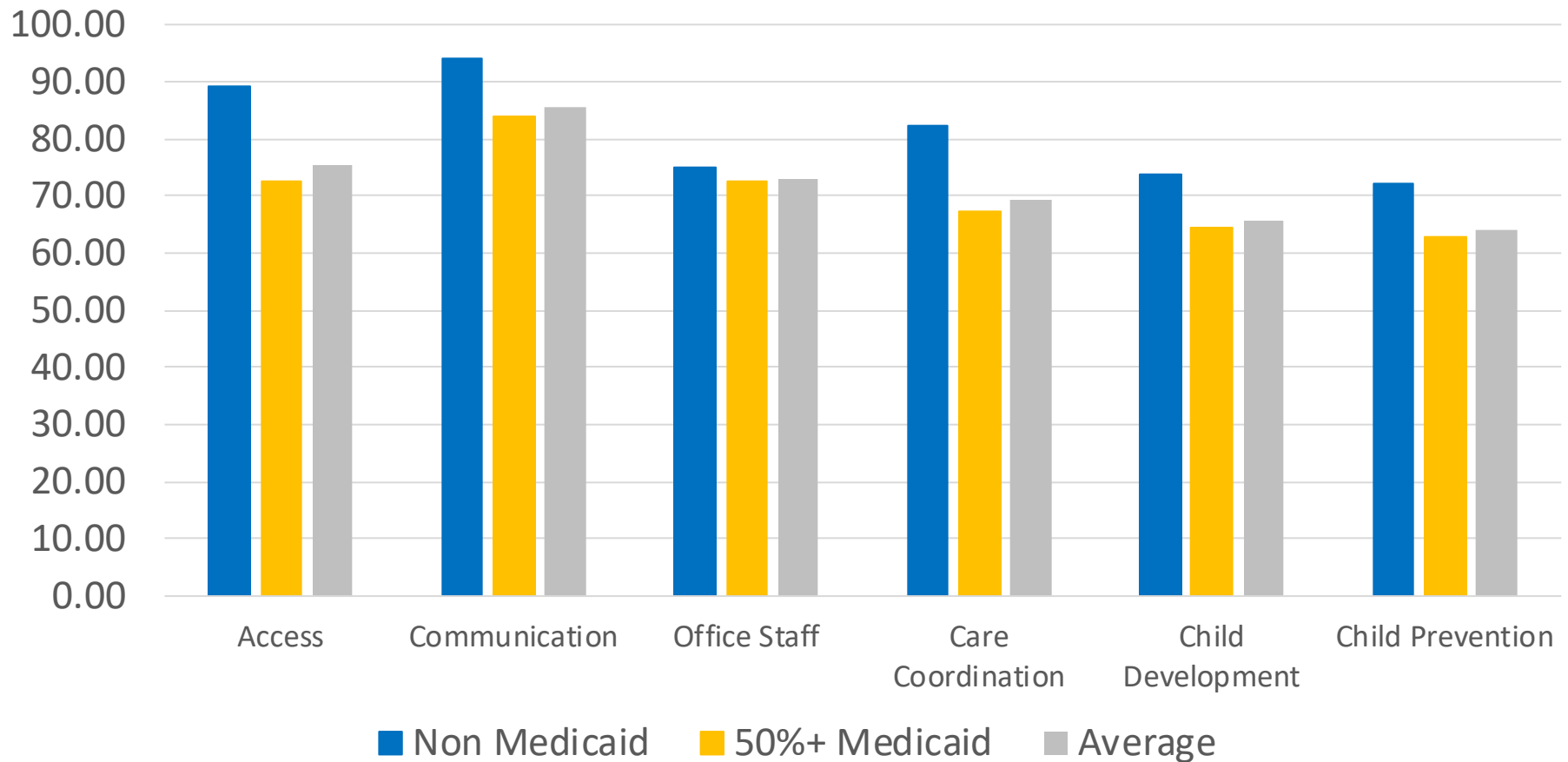


PCMH Kids Cohort 2: Practices Meeting Target by Method 1 or Method 2



PCMH Cohort 3

50%+Medicaid vs Non Medicaid



Appendix

- CAHPS Domain composite questions – Adult
- CAHPS Domain Composite questions – Child
- Practices by Cohort

Appendix

Adult Composite Questions

Access

- Q6. Always obtained appt. for urgent care as soon as needed
- Q8. Always obtained appt. for check-up or routine care as soon as needed
- Q11. Always received same day response when contacting provider's office during regular office hours

Communication

- Q12. Provider always explained things in a way that was easy to understand
- Q13. Provider always listened carefully to you
- Q15. Provider always showed respect for what you had to say
- Q16. Provider always spent enough time with you

Office Staff

- Q27. Clerks and receptionists at provider's office were always helpful
- Q28. Clerks and receptionists at provider's office always treated you with courtesy and respect

Care Coordination

- Q14. Provider always seemed to know the important information about your medical history
- Q18. Always received results when provider ordered a blood test, x-ray, or other test
- Q26. Someone from provider's office always talked with you about all the prescription medicines you were taking

Self Management Support

- Q22. Someone from provider's office talked with you about specific goals for your health
- Q23. Someone from provider's office asked if there are things that make it hard for you to take care of your health

Appendix

Child Composite Questions

Access

Q13. Always obtained appt. for urgent care as soon as needed

Q15. Always obtained appt. for check-up or routine care as soon as needed

Q18. Always received same day response when contacting provider's office during regular office hours

Communication

Q19. Provider always explained things in a way that was easy to understand

Q20. Provider always listened carefully to you

Q22. Provider always showed respect for what you had to say

Q23. Provider always spent enough time with your child

Office Staff

Q36. Clerks and receptionists at provider's office were always helpful

Q37. Clerks and receptionists at provider's office always treated you with courtesy and respect

Care Coordination

Q21. Provider always seemed to know the important information about your child's medical history

Q25. Always received results when provider ordered a blood test, x-ray, or other test

Comprehensiveness - Child Developmental

Q29. Someone from provider's office talked to you about the kinds of behaviors that are normal for your child at this age

Q30. Someone from provider's office talked to you about how your child's body is growing

Q31. Someone from provider's office talked to you about your child's moods and emotions

Q35. Someone from provider's office talked to you about how your child gets along with others

Comprehensiveness - Child Prevention

Q32. Someone from provider's office talked to you about things you can do to keep your child from getting injured

Q33. Someone from provider's office talked to you about how much or what kind of food your child eats

Q34. Someone from provider's office talked to you about how much or what kind of exercise your child gets

Appendix

Adult Practice Sites by Cohort

<i>Current CTC Adult Practices</i>	<i>Cohort</i>	<i>Term Date</i>
A to Z Primary Care PC	Cohort 5	6/30/2020
Brookside Medical Associates	Cohort 5	12/31/2019
CCAP - Primary Care Partners Health Center	Cohort 5	6/30/2020
CharterCARE Medical Associates - Blackstone	Cohort 5	6/30/2020
East Bay Community Action Program - Barrington	Cohort 5	6/30/2020
Massasoit Internal Medicine	Cohort 5	6/30/2020
Michelle C. VanNieuwenhuize, MD	Cohort 5	6/30/2020
Nardone Medical Associates - Providence	Cohort 5	6/30/2020
Ocean State Primary Care of Coventry	Cohort 5	6/30/2020
Ocean State Primary Care of Westerly	Cohort 5	12/31/2019
OSPC - Lincoln Primary Care	Cohort 5	6/30/2020
Providence Community Health Centers - Randall Square	Cohort 5	6/30/2020
Richard VanNieuwenhuize, MD LLC	Cohort 5	6/30/2020
Robert A. Carrellas, MD	Cohort 5	12/31/2019
Wayland Medical Associates	Cohort 5	6/30/2020

Appendix

PCMH Kids Practice Sites by Cohort

Current CTC Cohort 3 PCMH Kids Practices	Term Date
*Providence Community Health Centers - Capitol Hill	6/30/2022
*Providence Community Health Centers - Central	6/30/2022
*Providence Community Health Centers - Chafee	6/30/2022
*Providence Community Health Centers - Olneyville	6/30/2022
*Providence Community Health Centers - Prairie Ave	6/30/2022
*Providence Community Health Centers - Randall Square	6/30/2022
*Santiago Medical Group, Inc.	6/30/2022
*Tri-County Health Center - Johnston	6/30/2022
*Tri-County Health Center - North Providence	6/30/2022
Adolescent Healthcare Center	6/30/2022
Children First Pediatrics	6/30/2022
Drs. Concannon and Vitale	6/30/2022
North Providence Pediatrics, office of Dr. Doreen Ciancaglini	6/30/2022
Ocean State Pediatrics, Inc.	6/30/2022
Partners in Pediatrics	6/30/2022

Current CTC Cohort 2 PCMH Kids Practices	Term Date
Aquidneck Pediatrics	6/30/2020
Barrington Family Medicine	6/30/2020
Barrington Pediatrics	6/30/2020
Children's Medical Group	6/30/2020
Coastal Medical - Bald Hill Pediatrics	6/30/2020
Coastal Medical - Toll Gate Pediatrics	6/30/2020
East Side Pediatrics	6/30/2020
Kingstown Pediatrics	6/30/2020
NRI Pediatrics	6/30/2020
Park Pediatrics	6/30/2020