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Consumer Assessment of Health Care Provider and Systems

In April, 2014, SETMA will formally receive the *NCQA Distinction in Patient Experience Reporting*. The National Committee for Quality Assurance (NCQA) developed the optional Distinction in Patient Experience Reporting to help practices capture patient and family feedback through the newly developed *Consumer Assessment of Healthcare Providers and Systems (CAHPS) Patient-Centered Medical Home (PCMH)* Survey. Because consumer experience is a critical component of quality of care, giving more prominence to patient engagement is a crucial change to the PCMH program. The CAHPS PCMH Survey assesses several domains of care:

- Access
- Information
- Communication
- Coordination of care
- Comprehensiveness
- Self-management support and shared decision making.

Since 2010, SETMA has been an NCQA PCMH-Recognized practice and in September, 2013 began using the CAHPS PCMH survey tool to obtain the new NCQA Distinction in Patient Experience Reporting. The survey is completed by an NCQA recognized vendor who sends out letters to a statistically significant sample of SETMA patients. The letters are then followed up with telephone calls. The completion of this survey involves more than 100 questions. This represents a significant commitment of time by SETMA's patients and we are grateful to those who take the time to participate in this process. It gives SETMA providers critically important information on how they can improve the care patients receive.

At the next reporting period, April, 2014, SETMA will receive the NCQA's Distinction in Patient Experience Reporting. This will help the healthcare community as submitted data will be used to develop a benchmarking database that will allow comparison across practices. As SETMA and other healthcare providers work to improve the quality of care everyone receives, these benchmarks are critical.

The Completed CAHPS Survey for the 4th Quarter of 2013

This graph is the Expanded Executive Summary of SETMA's first quarter of our gathering of the Consumer Assessment Healthcare Providers and Services measurement of patient satisfaction. The first column is the CAHPS PCMH Benchmark from 2012 CAHPS Data. The other five columns are the results of the CAHPS survey for each of SETMA's five clinics: SETMA 1 on Calder; SETMA 2 on College; the Mark Wilson Clinic on Dowlen; and our Mid County and Orange Clinics.

The "Noteworthy Findings" of the Expanded Executive Summary of the CAHPS survey are that SETMA's "results are not significantly different in any of the categories" from the Benchmarks. This means that SETMA is doing well, however, not as well as we would like. In our January 21st Provider Training Session, we will review each of the below "composite ratings" and discussion ways in which we can improve. We expect that while we are doing "OK," that in coming quarters, we will see significant improvement. That is the goal.

CAHPS Quarter 4 2013
Patient-Centered Medical Home Adult Report
Executive Summary - Expanded

Composite Rating	CAHPS PCMH Benchmark	SETMA 1	SETMA 2	Mark A. Wilson	Mid County	Orange
Access	88.0%	87.5%	81.8%	73.8%	85.6%	90.7%
Got appointment for urgent care as soon as needed	91.5%	83.8%	73.3%	82.2%	90.0%	94.9%
Got appointment for check-up or routine care as soon as needed	95.0%	93.1%	90.8%	93.1%	88.3%	92.6%
Got answer to phone question during regular office hours on same day	88.4%	85.4%	80.6%	74.3%	91.3%	85.7%
Got answer to phone question after office hours as soon as needed	83.5%	100.0%	100.0%	66.7%	100.0%	100.0%
Saw provider within 15 minutes of appointment time	81.5%	75.3%	64.4%	52.9%	58.6%	80.3%
Communication	95.9%	96.2%	92.3%	91.7%	93.5%	97.1%
Provider explained things in a way that was easy to understand	96.7%	96.3%	92.0%	97.1%	93.0%	98.5%
Provider listened carefully to you	96.1%	93.7%	92.0%	92.9%	94.5%	98.4%
Provider gave easy to understand information about health questions or concerns	96.1%	97.1%	92.5%	89.1%	94.6%	100.0%
Provider seemed to know important information about medical history	93.5%	97.5%	93.0%	85.5%	93.1%	93.7%
Provider showed respect for what you had to say	96.8%	95.1%	90.8%	89.7%	92.6%	93.8%
Provider spent enough time with you	96.0%	97.5%	93.1%	95.7%	93.1%	98.5%
Shared Decision Making	66.1%	64.1%	68.0%	66.7%	64.8%	66.2%
Provider talked about reasons to take a medicine	67.8%	66.7%	65.0%	61.5%	80.6%	64.7%
Provider talked about reasons not to take a medicine	46.9%	48.8%	57.5%	57.7%	50.0%	54.5%
Provider asked what you thought was best for you regarding medicine	83.4%	76.7%	81.6%	80.8%	63.9%	79.4%
Self Management Support	47.9%	49.4%	54.3%	39.7%	47.6%	39.7%
Provider's office talked with you about specific goals for your health	58.5%	66.7%	64.0%	52.2%	59.4%	54.8%
Provider's office asked you if there are things that make it hard to take care of your health	37.3%	32.1%	44.7%	27.1%	35.7%	24.6%
Comprehensiveness - Adult Behavioral	47.2%	41.5%	37.4%	31.4%	38.4%	40.7%
Provider's office asked you about feeling sad, empty or depressed	54.3%	53.2%	41.9%	36.2%	47.1%	53.2%
Provider's office talked with you about things that cause worry or stress	51.5%	44.3%	42.4%	39.1%	43.7%	40.3%
Provider's office talked with you about personal or family problem, alcohol or drug use, or mental or	35.7%	26.9%	27.9%	18.8%	24.3%	28.6%
Office Staff	95.6%	92.5%	92.4%	91.2%	94.3%	90.6%
Clerks and receptionists were helpful	94.1%	90.0%	90.7%	89.6%	92.9%	90.5%
Clerks and receptionists treated you with courtesy and respect	97.2%	95.0%	94.2%	92.8%	95.8%	90.6%
Overall Rating of Provider						
Rating of provider	91.1%	93.6%	89.7%	89.9%	93.0%	92.3%
Information (Individual Attributes)						
Received information about what to do if you needed care on evenings, weekends, or holidays	72.2%	63.0%	67.8%	61.8%	67.2%	72.7%
Received reminders between visits	70.3%	80.2%	83.0%	59.4%	75.0%	72.7%
Coordination of Care (Individual Attributes)						
Provider's office followed up to give results of blood test, x-ray, or other test	89.5%	88.9%	80.8%	85.7%	85.7%	93.1%
Provider seemed informed and up-to-date about your specialist care	87.4%	89.1%	86.0%	87.5%	83.7%	85.4%
Provider's office talked with you about prescriptions you were taking	85.4%	82.7%	80.5%	80.0%	80.9%	85.3%
Access Attribute						
Received care when needed during evenings, weekends, or holidays	55.4%	61.5%	44.4%	33.3%	72.2%	63.6%
Composite Rating	CAHPS PCMH Benchmark	SETMA 1	SETMA 2	Mark A. Wilson	Mid County	Orange

As more of SETMA's patients participate in the CAHPS surveys and as SETMA's providers and staff study the results, we will improve the care we deliver. Patient satisfaction is a key part of the transformation of healthcare.

This is also true in the care patients receive in the hospital. The patient satisfaction survey tool in the hospital is the *Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS)*. Since July, 2013, SETMA has been working on and has seen dramatic improvement in our providers HCAHPS scores. That would can be reviewed at Jameshollymd.com | Letters | [SETMA's approach to fulfilling the HCAHPS: Steps of action and SETMA's Video of our Care Transitions Process.](#)

These are exciting new days in healthcare. SETMA believes that our transparency of publishing this information will motivate us to improve and will give our patients confidence that we genuinely care about them personally and about their health professionally.