

Grant County Health Department
 Breakdown of CAHPS data for PCPCH standards 1.A and 6.C
 CAHPS version 3.0 (6-month questionnaire)

Reporting period: January-April 2018

Analysis completed 5/7/18 by: Jill Boyd, MPH, CCRP

Greater Oregon Behavioral Health Inc. (GOBHI), Eastern Oregon Coordinated Care Organization (EOCCO)

PCPCH Standard	Clinic Score Child	Benchmark-Child	Clinic Score Adult	Benchmark Adult	Benchmark Met?
1.A Access to Care	100%*	76%	68.1%	70%	No
6.C Experience of Care (Communication)	90%*	91%	69.9%	88%	No
6.C Experience of Care (Office Staff)	89.8%	82%	89.8%	87%	Yes
6.C Experience of Care (Follow-up)	100%*	87%	68.75%	82%	No
6.C. Experience of Care (Patient's Rating of Provider)	50%	87%	45%	87%	No

**Not robust enough sampling for accurate scoring*

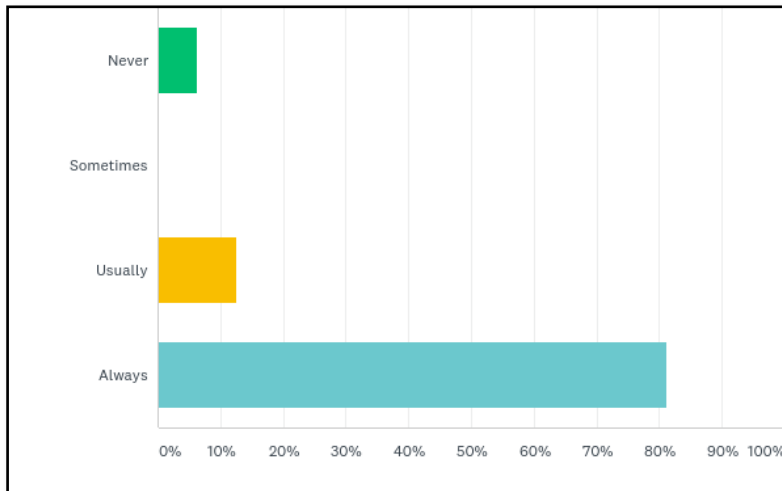
Surveys were handed out to each patient at the time of their appointment between 1/1/18-4/31/18

Table 1: Breakdown of Completed Surveys by Provider

Surveys Completed (N)	Name of Provider
21 Adult	Mendy Sharpe, FNP
6 Child	Mendy Sharpe, FNP
N=27	Total Surveys Completed

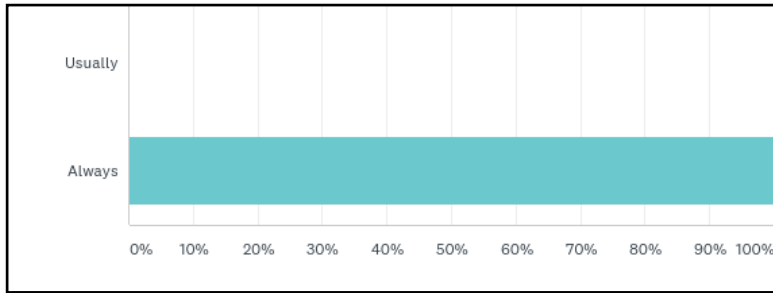
1. A Access to Care

Q6 (Adult): In the last 6 months, when you contacted your healthcare 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?



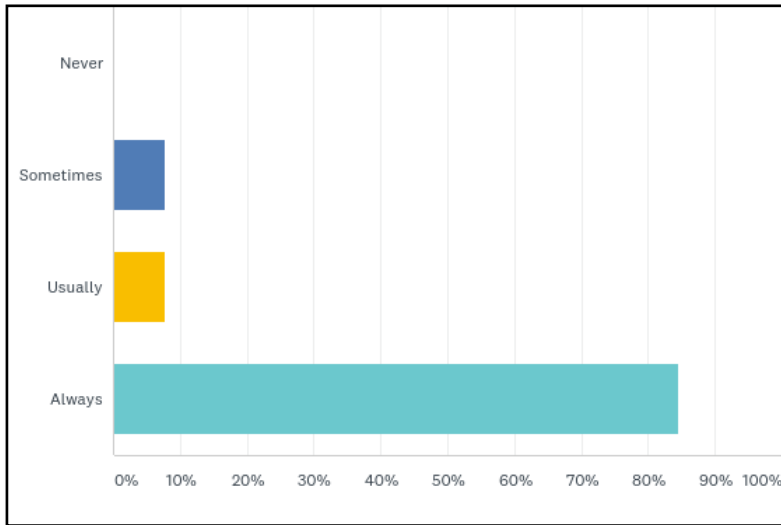
ANSWER CHOICES	RESPONSES	
Never	6.25%	1
Sometimes	0.00%	0
Usually	12.50%	2
Always	81.25%	13
TOTAL		16

Q13 (Child): In the last 6 months, when you contacted your healthcare provider’s office to get an appointment for care your child *needed right away*, how often did you get an appointment as soon as your child needed?



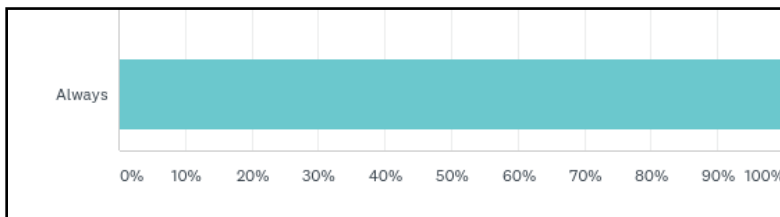
ANSWER CHOICES	RESPONSES	
Never	0.00%	0
Sometimes	0.00%	0
Usually	0.00%	0
Always	100.00%	2
TOTAL		2

Q8 (Adult): 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?



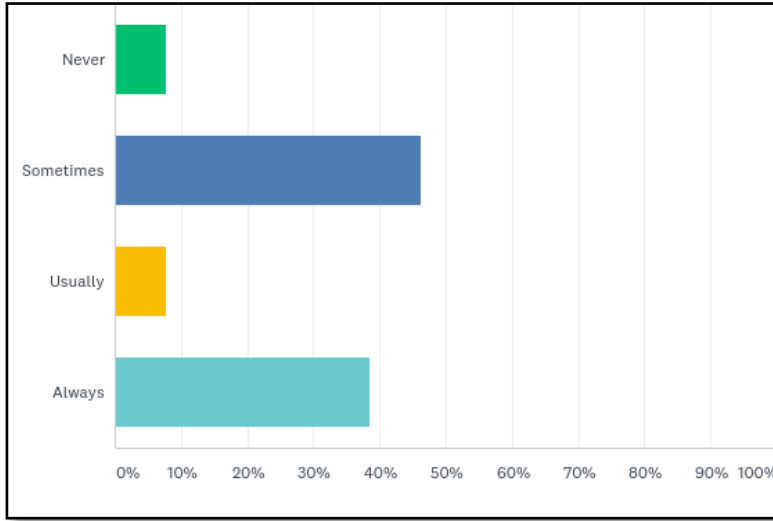
ANSWER CHOICES	RESPONSES	
Never	0.00%	0
Sometimes	7.69%	1
Usually	7.69%	1
Always	84.62%	11
TOTAL		13

Q15 (Child): In the last 6 months, when you made an appointment for a *check-up or routine care* for your child with this provider, how often did you get an appointment as soon as your child needed?



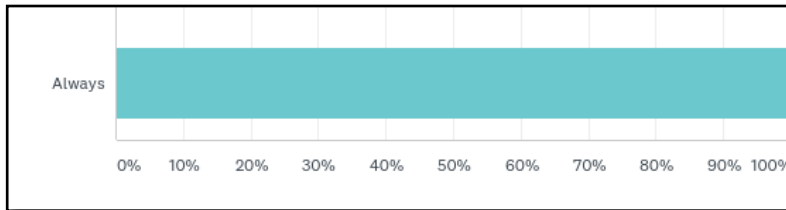
ANSWER CHOICES	RESPONSES	
Never	0.00%	0
Sometimes	0.00%	0
Usually	0.00%	0
Always	100.00%	3
TOTAL		3

Q10 (Adult): 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?



ANSWER CHOICES	RESPONSES	
Never	7.69%	1
Sometimes	46.15%	6
Usually	7.69%	1
Always	38.46%	5
TOTAL		13

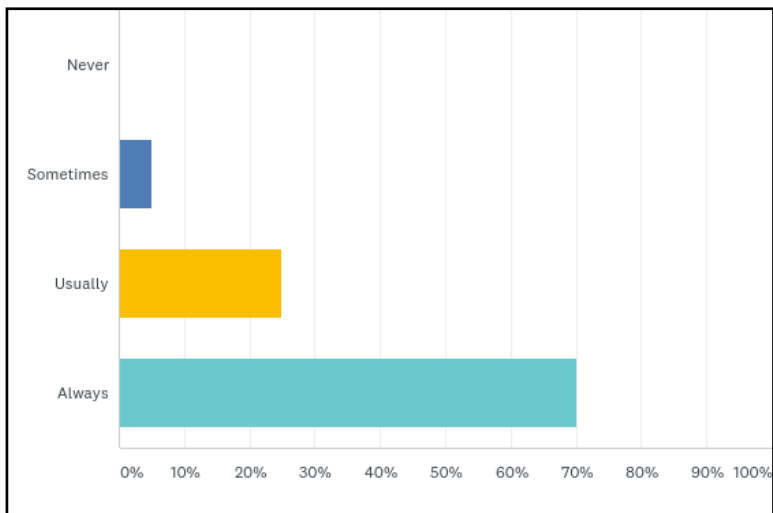
Q17 (Child): In the last 6 months, when you contacted this provider’s office during regular office hours, how often did you get an answer to your medical question that same day?



ANSWER CHOICES	RESPONSES	
Never	0.00%	0
Sometimes	0.00%	0
Usually	0.00%	0
Always	100.00%	1
TOTAL		1

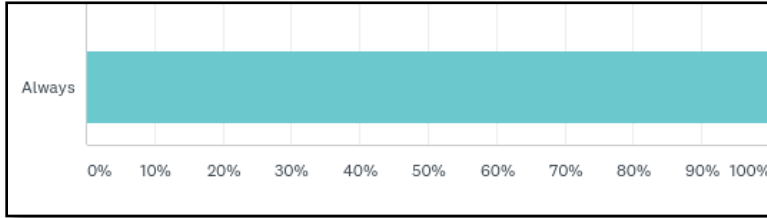
6. C Patient Satisfaction: Communication

Q11 (Adult): In the last 6 months, how often did this provider explain things in a way that was easy to understand?



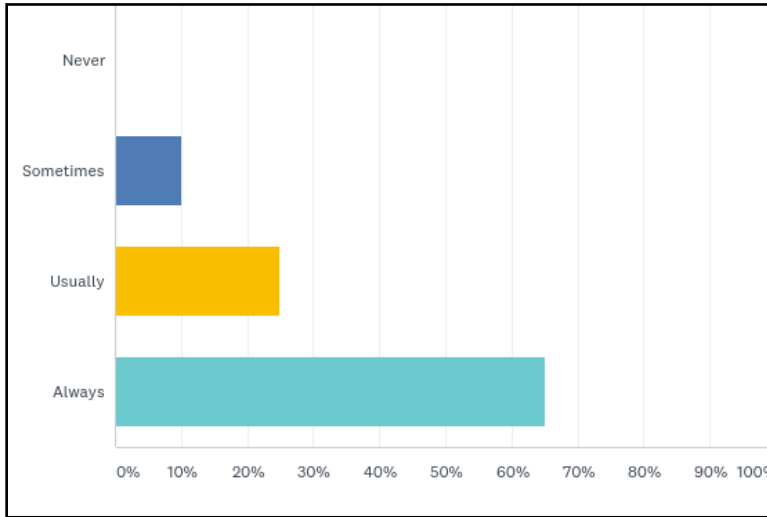
ANSWER CHOICES	RESPONSES	
Never	0.00%	0
Sometimes	5.00%	1
Usually	25.00%	5
Always	70.00%	14
TOTAL		20

Q8 (Child): In the last 6 months, how often did this provider explain things about your child’s health in a way that was easy to understand?



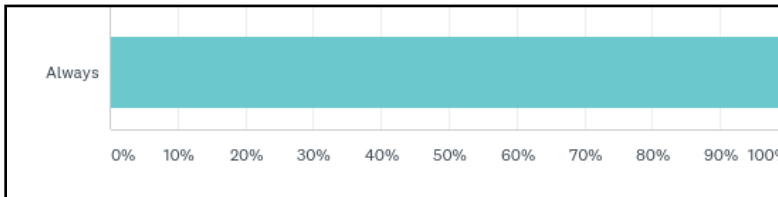
ANSWER CHOICES	RESPONSES
Never	0.00% 0
Sometimes	0.00% 0
Usually	0.00% 0
Always	100.00% 1
TOTAL	1

Q12 (Adult): In the last 6 months, how often did this provider listen carefully to you?



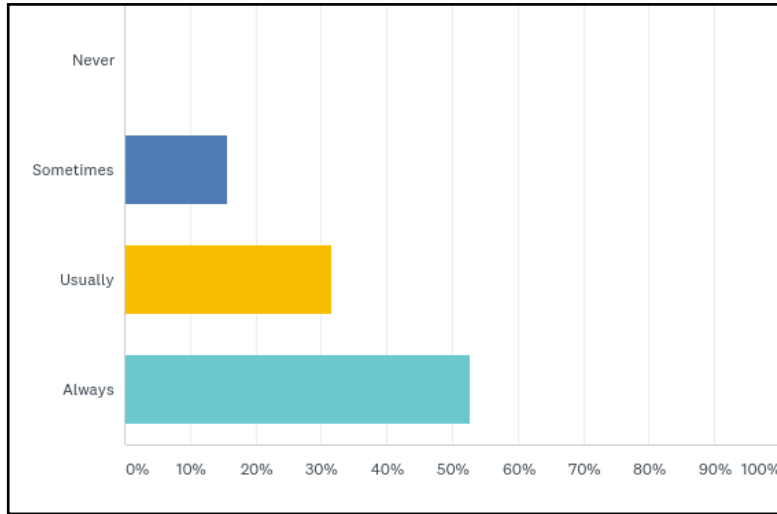
ANSWER CHOICES	RESPONSES
Never	0.00% 0
Sometimes	10.00% 2
Usually	25.00% 5
Always	65.00% 13
TOTAL	20

Q19 (Child): In the last 6 months, how often did this provider listen carefully to you?



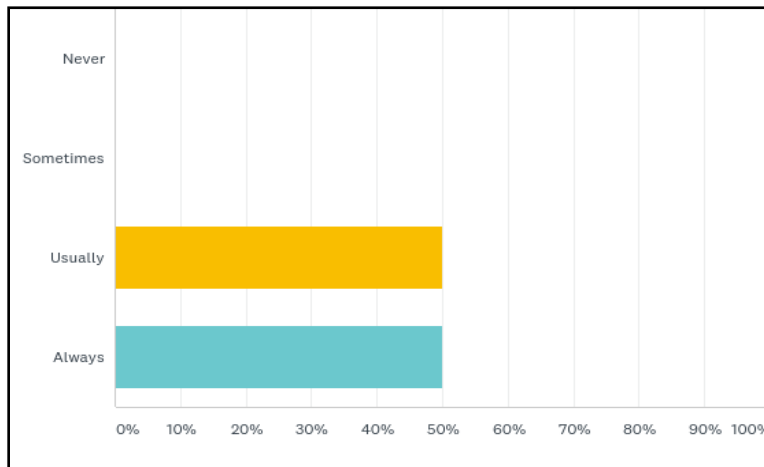
ANSWER CHOICES	RESPONSES
Never	0.00% 0
Sometimes	0.00% 0
Usually	0.00% 0
Always	100.00% 6
TOTAL	6

Q13 (Adult): In the last 6 months, how often did this provider seem to know the important information about your medical history?



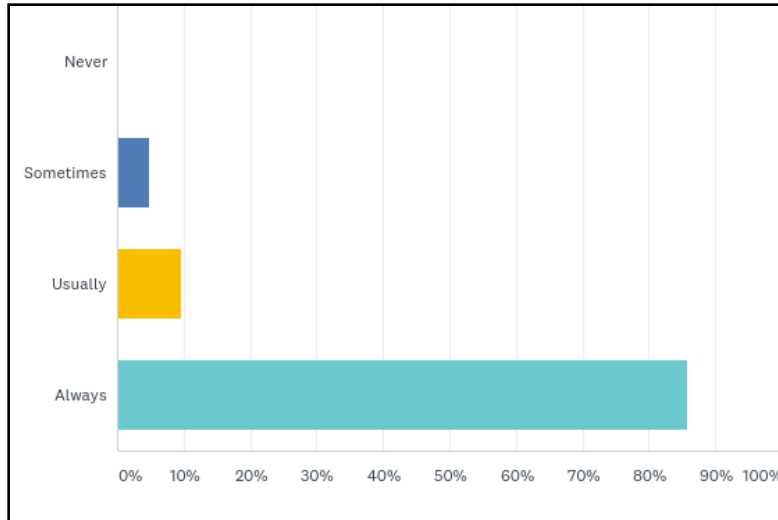
ANSWER CHOICES	RESPONSES
Never	0.00% 0
Sometimes	15.79% 3
Usually	31.58% 6
Always	52.63% 10
TOTAL	19

Q20 (Child): In the last 6 months, how often did this provider seem to know the important information about your child’s medical history?



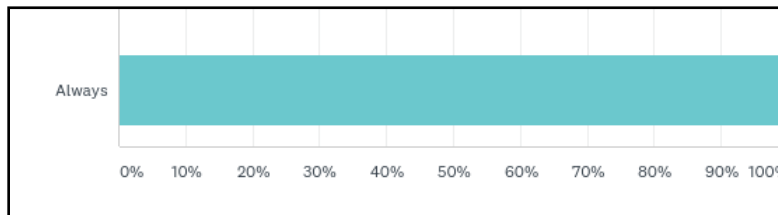
ANSWER CHOICES	RESPONSES
Never	0.00% 0
Sometimes	0.00% 0
Usually	50.00% 3
Always	50.00% 3
TOTAL	6

Q14 (Adult): In the last 6 months, how often did this provider show respect for what you had to say?



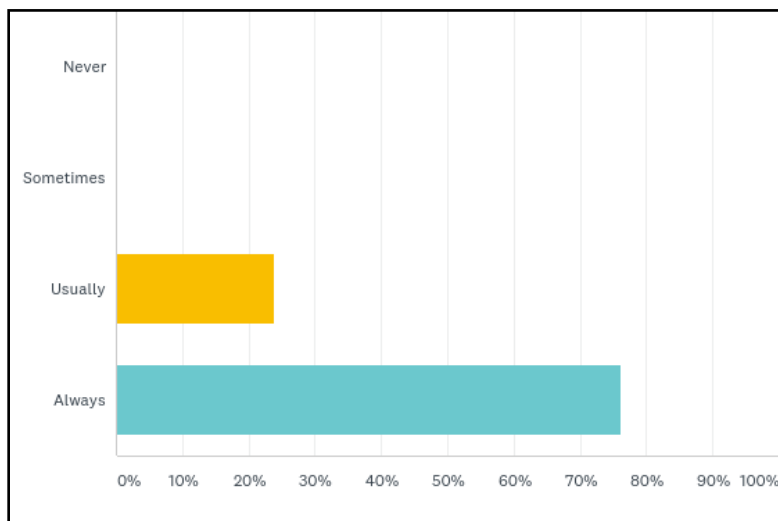
ANSWER CHOICES	RESPONSES	
Never	0.00%	0
Sometimes	4.76%	1
Usually	9.52%	2
Always	85.71%	18
TOTAL		21

Q21 (Child): In the last 6 months, how often did this provider show respect for what you had to say?



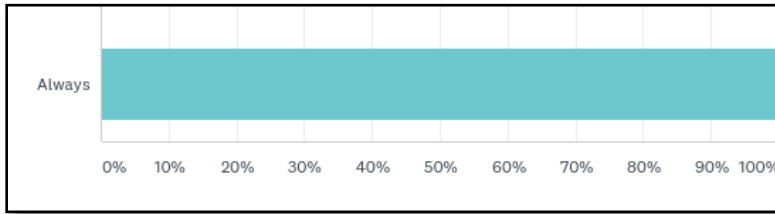
ANSWER CHOICES	RESPONSES	
Never	0.00%	0
Sometimes	0.00%	0
Usually	0.00%	0
Always	100.00%	6
TOTAL		6

Q15 (Adult): In the last 6 months, how often did this provider spend enough time with you?



ANSWER CHOICES	RESPONSES	
Never	0.00%	0
Sometimes	0.00%	0
Usually	23.81%	5
Always	76.19%	16
TOTAL		21

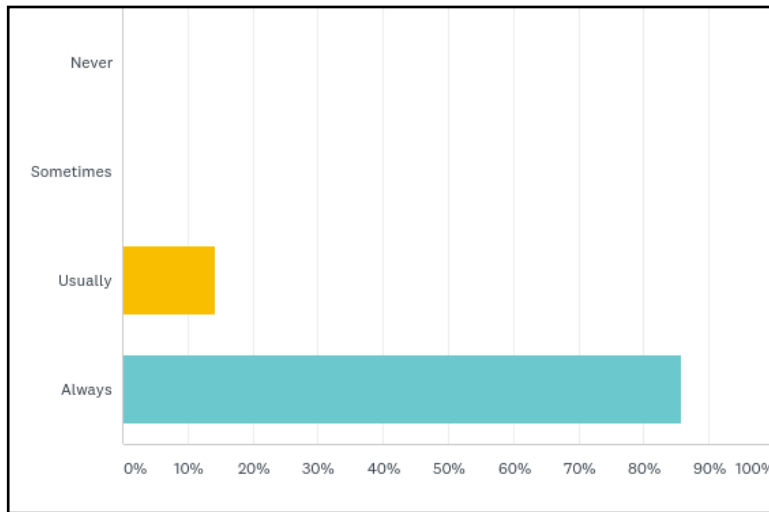
Q22 (Child): In the last 6 months, how often did this provider spend enough time with your child?



ANSWER CHOICES	RESPONSES	
Never	0.00%	0
Sometimes	0.00%	0
Usually	0.00%	0
Always	100.00%	6
TOTAL		6

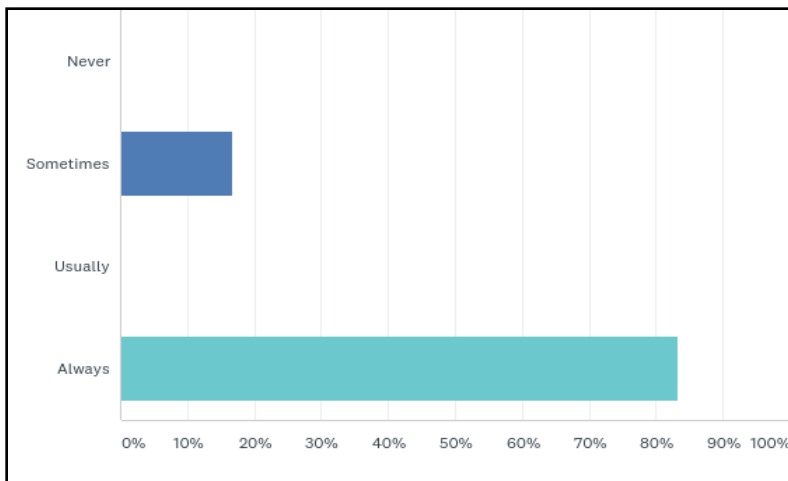
6. C Patient Satisfaction: Helpful, Courteous and Respectful Office Staff

Q21 (Adult): In the last 6 months, how often were clerks and receptionists at this provider's office as helpful as you thought they should be?



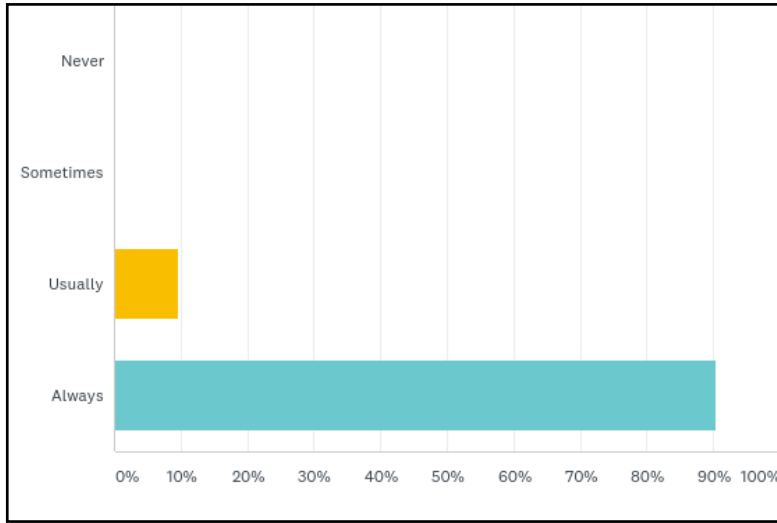
ANSWER CHOICES	RESPONSES	
Never	0.00%	0
Sometimes	0.00%	0
Usually	14.29%	3
Always	85.71%	18
TOTAL		21

Q 26 (Child): In the last 6 months, how often were clerks and receptionists at this provider's office as helpful as you thought they should be?



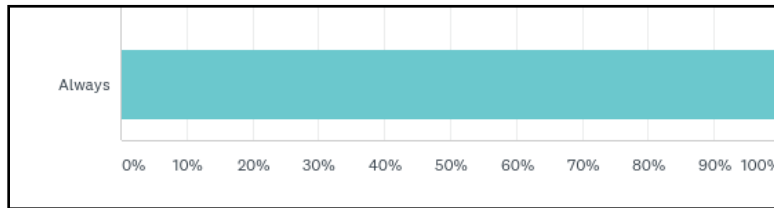
ANSWER CHOICES	RESPONSES	
Never	0.00%	0
Sometimes	16.67%	1
Usually	0.00%	0
Always	83.33%	5
TOTAL		6

Q22 (Adult): In the last 6 months, how often did clerks and receptionists at the provider's office treat you with courtesy and respect?



ANSWER CHOICES	RESPONSES	
Never	0.00%	0
Sometimes	0.00%	0
Usually	9.52%	2
Always	90.48%	19
TOTAL		21

Q27 (Child): In the last 6 months, how often did clerks and receptionists at the provider's office treat you with courtesy and respect?



ANSWER CHOICES	RESPONSES	
Never	0.00%	0
Sometimes	0.00%	0
Usually	0.00%	0
Always	100.00%	6
TOTAL		6

6. C Patient Satisfaction: Provider Rating

Q18 (Adult): 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 provider?

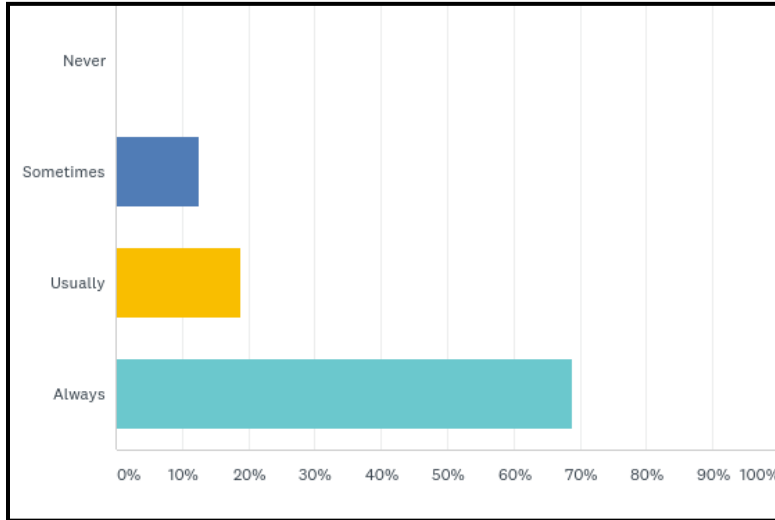
	10 BEST PROVIDER POSSIBLE	9	8	7	6	5	4	3	2	1	0 WORST PROVIDER POSSIBLE	TOTAL	WEIGHTED AVERAGE
.	45.00%	5.00%	20.00%	20.00%	10.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	20	9.55
	9	1	4	4	2	0	0	0	0	0	0		

Q25 (Child): 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 provider?

	10 BEST PROVIDER POSSIBLE	9	8	7	6	5	4	3	2	1	0 WORST PROVIDER POSSIBLE	TOTAL	WEIGHTED AVERAGE
.	50.00%	0.00%	50.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	6	10.00
	3	0	3	0	0	0	0	0	0	0	0		

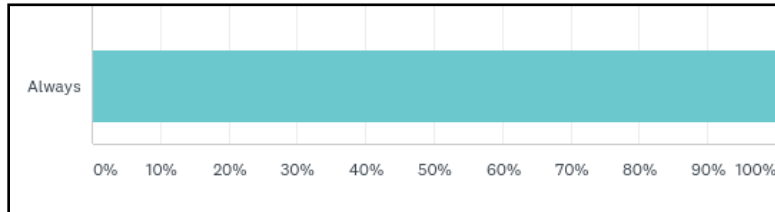
6. C Patient Satisfaction: Follow-up on Test Results

Q17 (Adult): 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?



ANSWER CHOICES	RESPONSES	
Never	0.00%	0
Sometimes	12.50%	2
Usually	18.75%	3
Always	68.75%	11
TOTAL		16

Q24 (Child): In the last 6 months, when this provider ordered a blood test, x-ray, or other test for your child, how often did someone from this provider’s office follow up to give you those results?



ANSWER CHOICES	RESPONSES	
Never	0.00%	0
Sometimes	0.00%	0
Usually	0.00%	0
Always	100.00%	2
TOTAL		2