



PCR Clinics

Patient Experience of Care Survey

YOUR VOICE MATTERS!

¡SU VOZ ES IMPORTANTE!

ВАШЕ МНЕНИЕ ВАЖНО!

請讓我們聽到您的聲音！

TIẾNG NÓI CỦA QUÝ VỊ CÓ Ý NGHĨA!





“Measurement for Action” study design

(not “statistical comparison” across sites)

- 9 PCR clinic sites
- Convenience sample (not random !)
During clinic hours, teams put a survey into as many patients’ hands as possible during the same 2 ½ week time period (mid – late May 2009)
- **1009 surveys** collected; (range: 48 – 233 across sites)
- “Response rate” averaged about 1.5 surveys completed per 4-5 patients given surveys

PCR Patient Experience of Care Survey

23 items plus 2 open-ended questions

Assessment anchored to “**your health care team**”

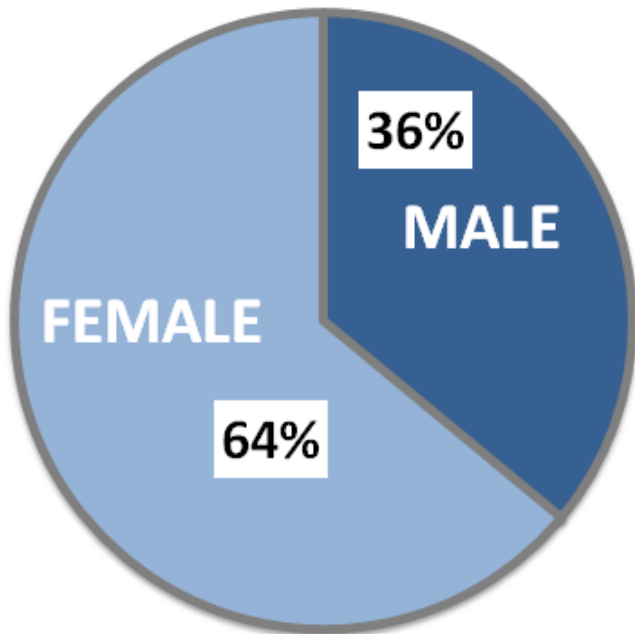
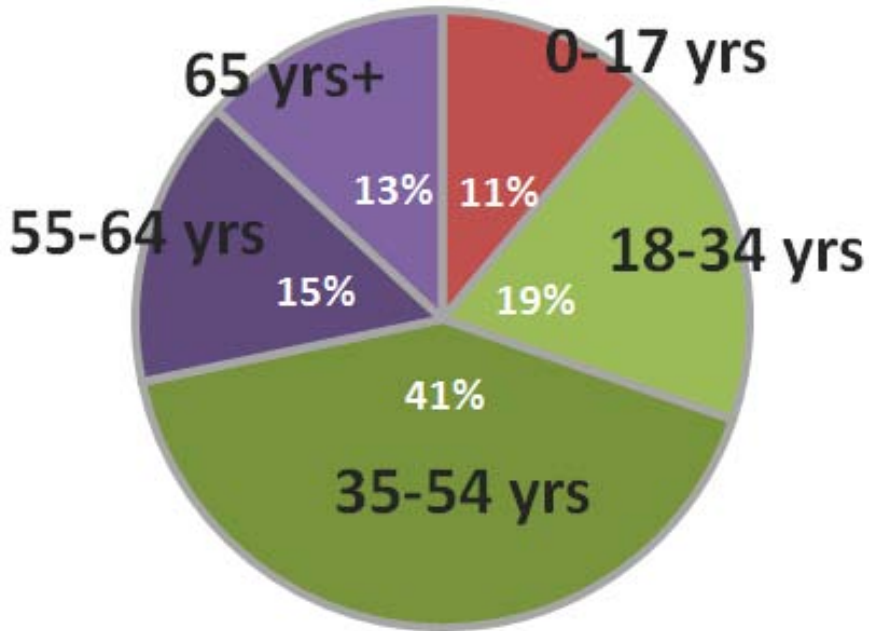


A **health care team** is the health care provider, nurse, counselor and their staff who work together to care for you and your health.

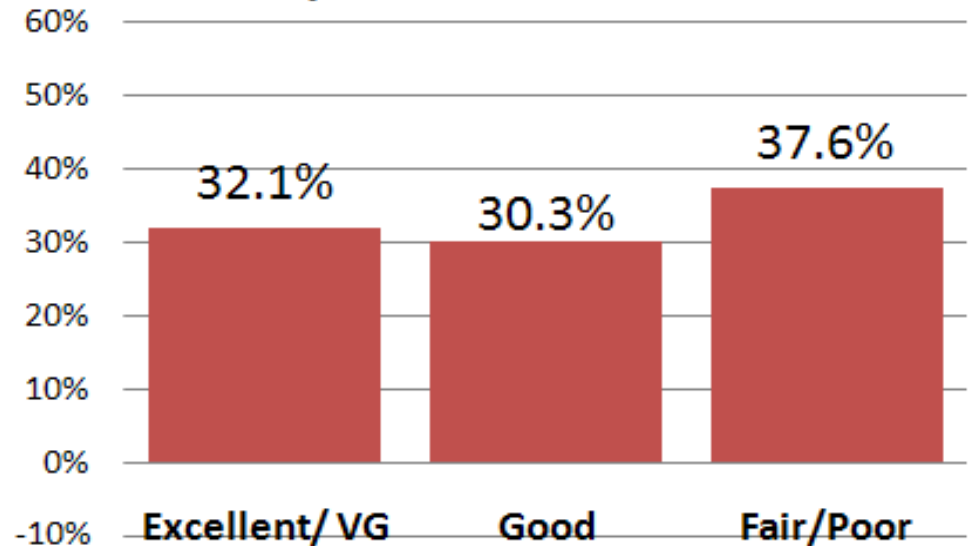
Patient Experience of Care Survey:

Respondents' Profile

n = 1009

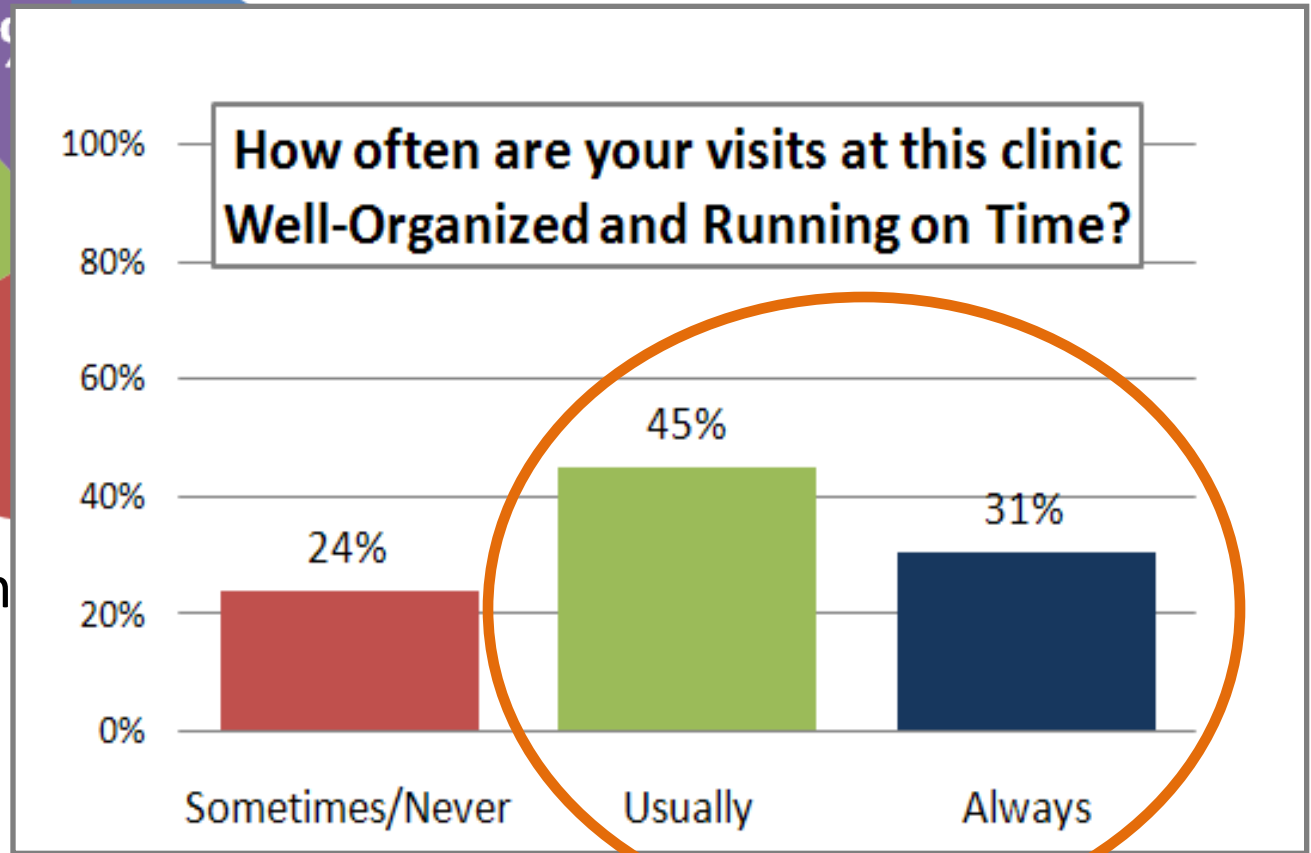
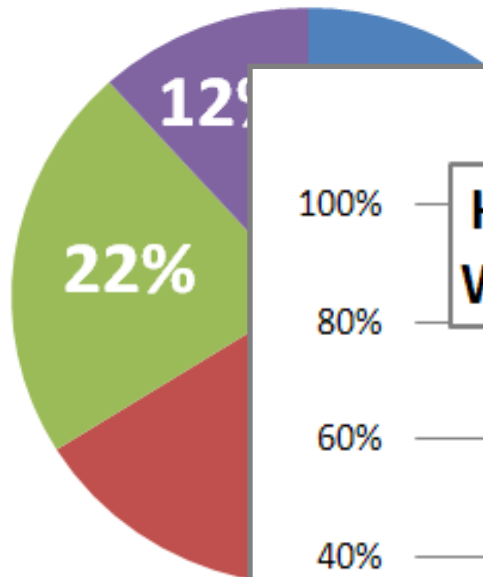


Self-Reported Health Status



PCR Patient Experience of Care Survey:

**NUMBER of visits for care at this clinic,
last 6 months**





Three Topics of Inquiry

- 1) Consistent Receipt of Patient Centered Care
- 2) Overall Rating of “Health Care Team”
- 3) Areas of Variation across clinics

PATIENT-CENTERED CARE measure – 6 key questions

“How often did your health care team”:

- Explain things in ways easy to understand?
- Listen carefully to you?
- Show respect for what you had to say?
- Spend enough time with you?
- Treat you as partner in caring for your health?
- Check to make sure you had the info you needed about your health?

Never

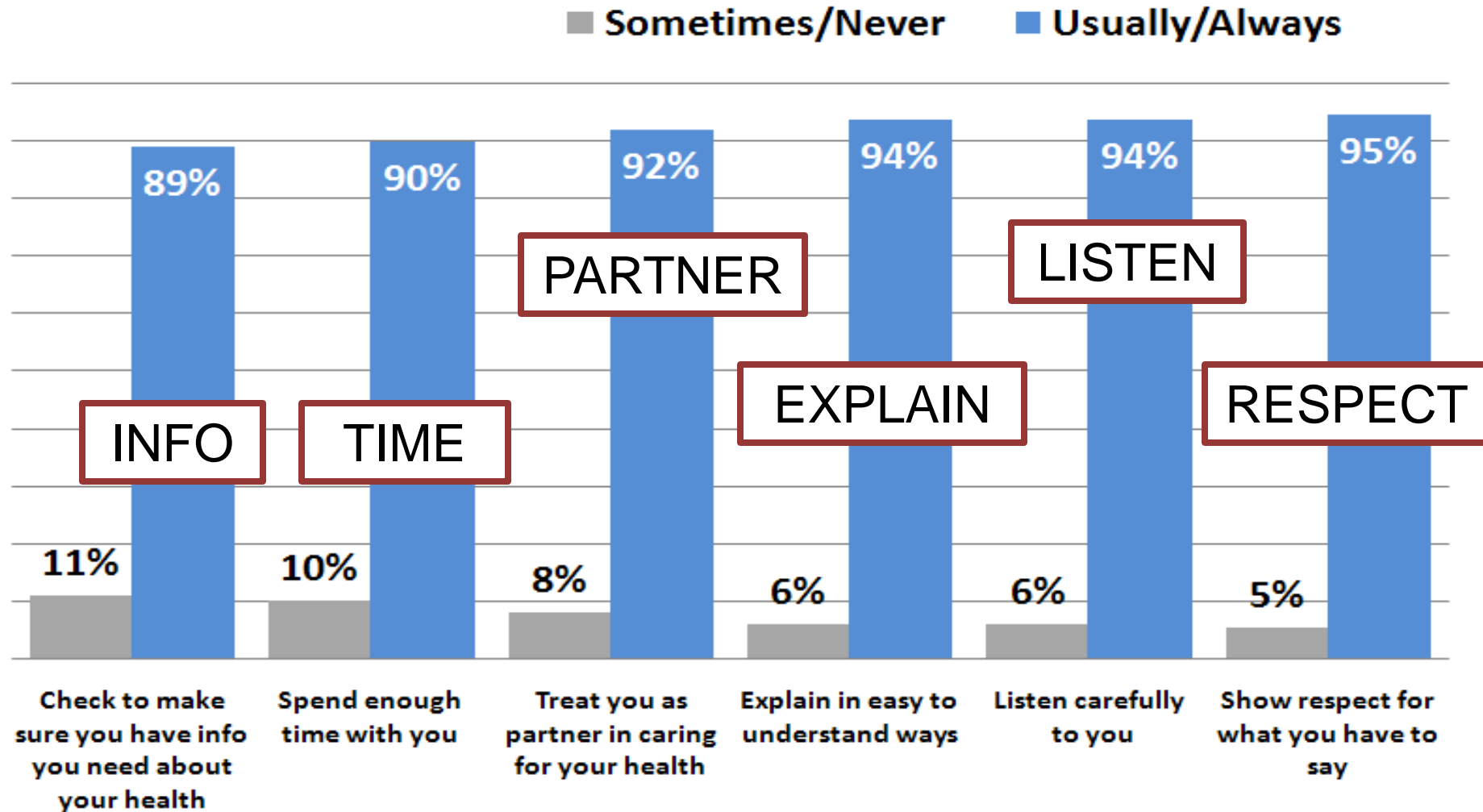
Sometimes

Usually

Always

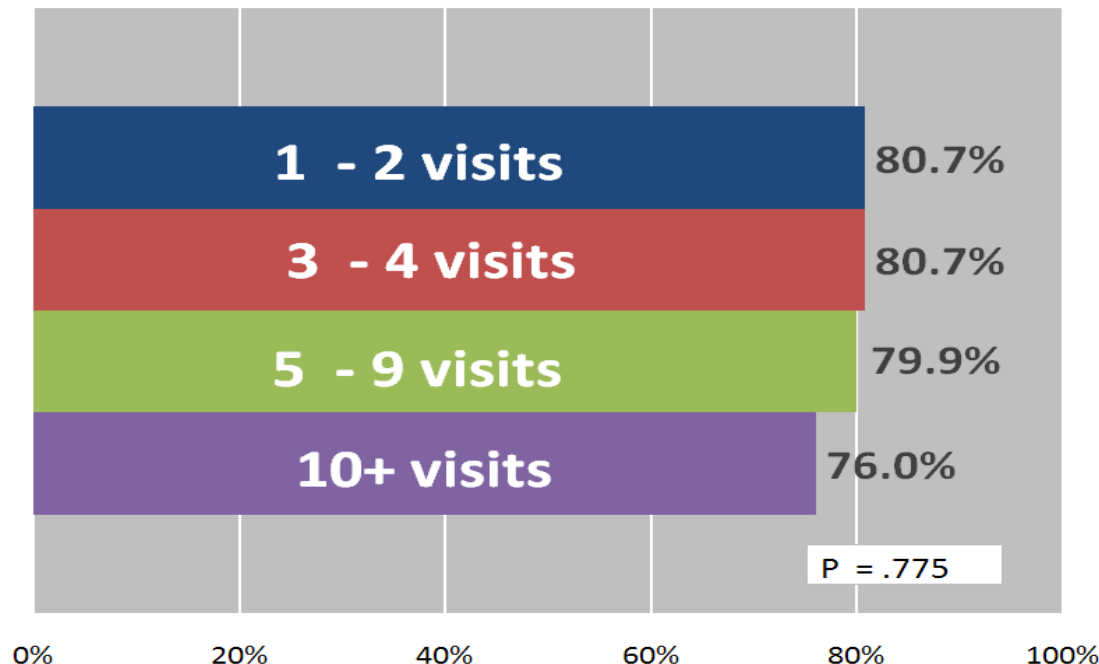
6 Components of Patient Centered Care

In the last 6 months, how often did your health care team:



How many patients report **CONSISTENTLY*** receiving ALL 6 components of Patient-Centered Care (PCC) during the last 6 months?

Receipt of PCC is not significantly associated with number of visits during last 6 mos.



* **Need “Usually or Always” responses to all 6 questions to = “Consistently get Patient-Centered Care”**

PCR Patient Experience of Care Survey

Global rating of care measure – 0-10 point rating scale

What number would you use to rate **your health care team** in the last 6 months?

0 Worst health care team possible

1

2

3

4

5

6

7

8

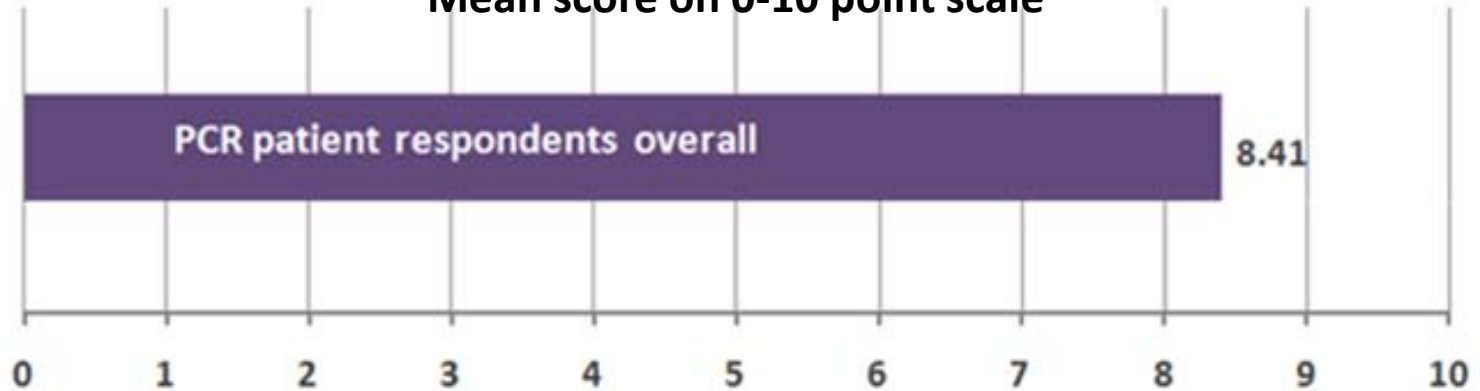
9

10 Best health care team possible

Global rating of health care team – PCR clinics

Across all clinics

Mean score on 0-10 point scale

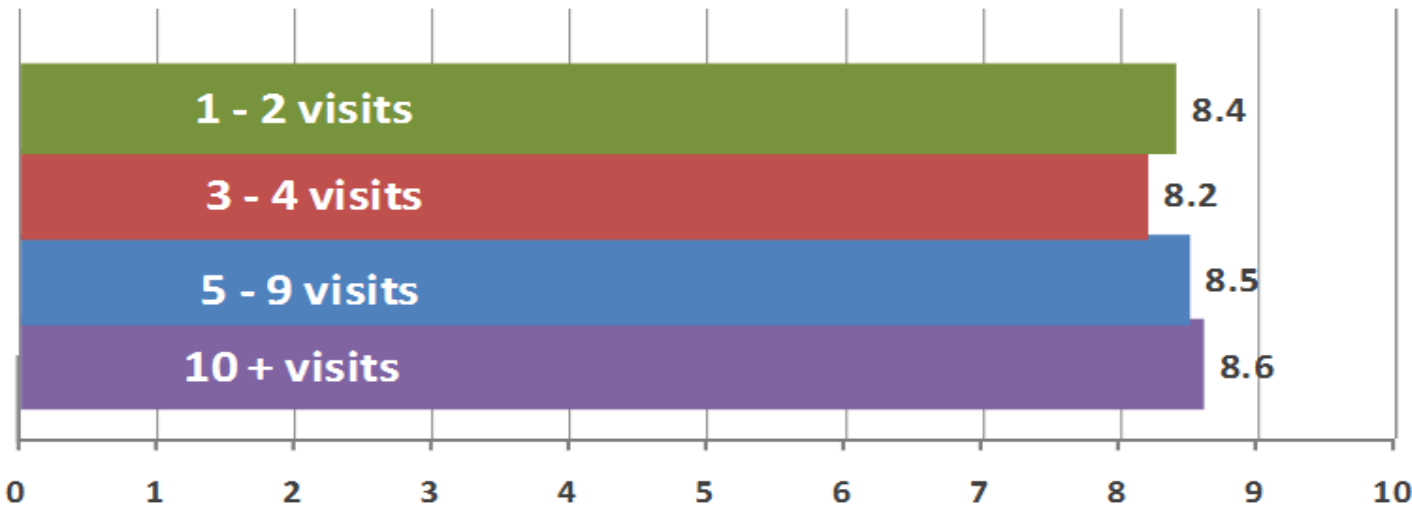


0 = Worst health care team possible

10 = Best health team care possible

Did not vary significantly by frequency of contact, past 6 mos.

Mean score on 0-10 point scale ($p = .184$)



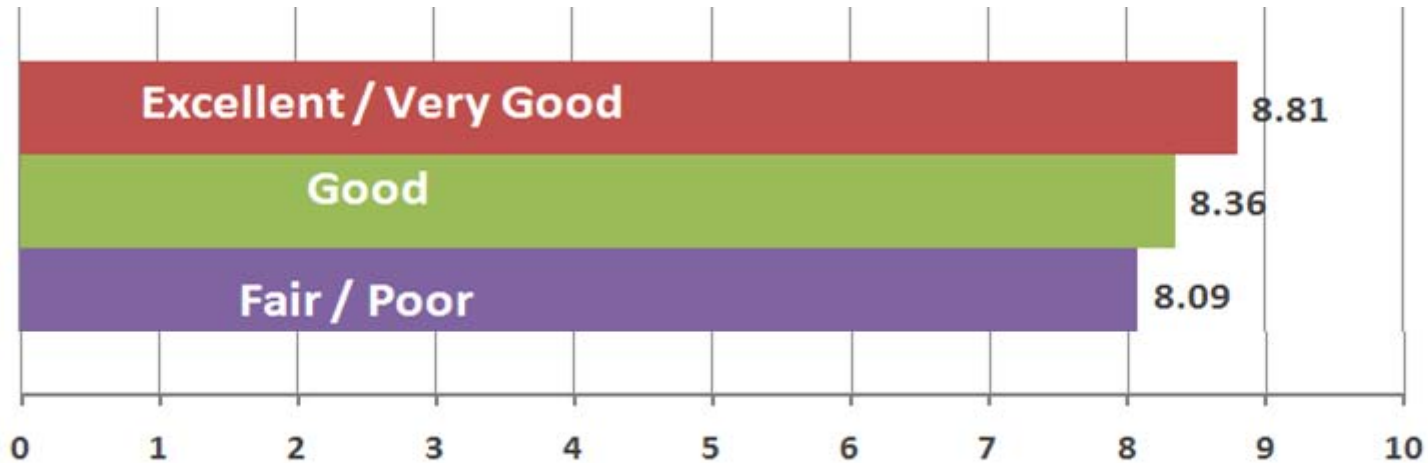
0 = Worst health care team possible

10 = Best health team care possible

Global rating of health care team – PCR clinics

Lower health status; somewhat lower care ratings

Mean score on 0-10 point scale (p = .000)

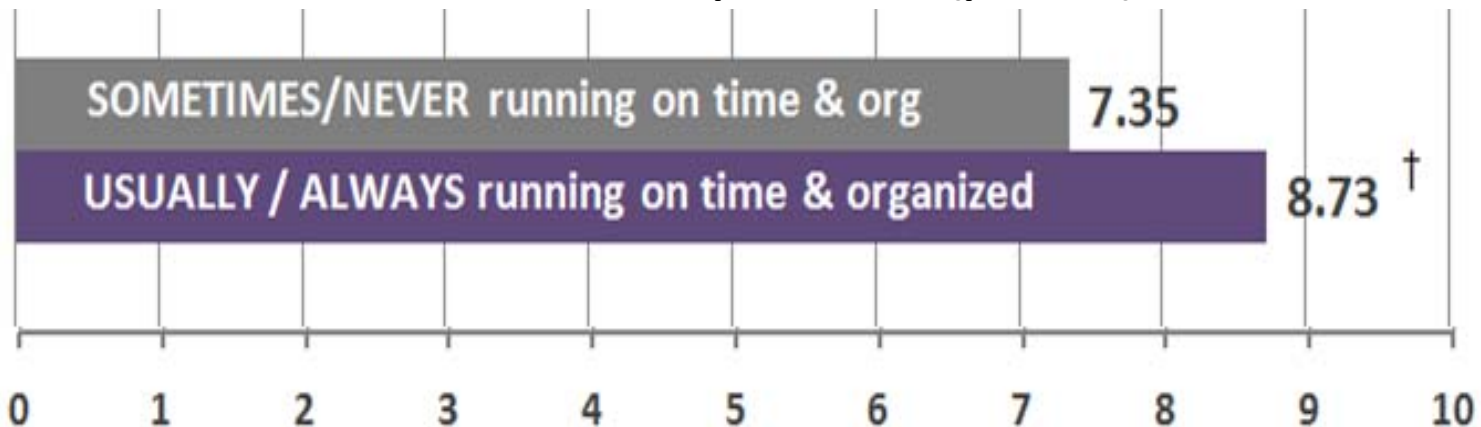


0 = Worst health care team possible

10 = Best health team care possible

Visits do not consistently run on time/organized; lower care ratings

Mean score on 0-10 point scale (p = .000)



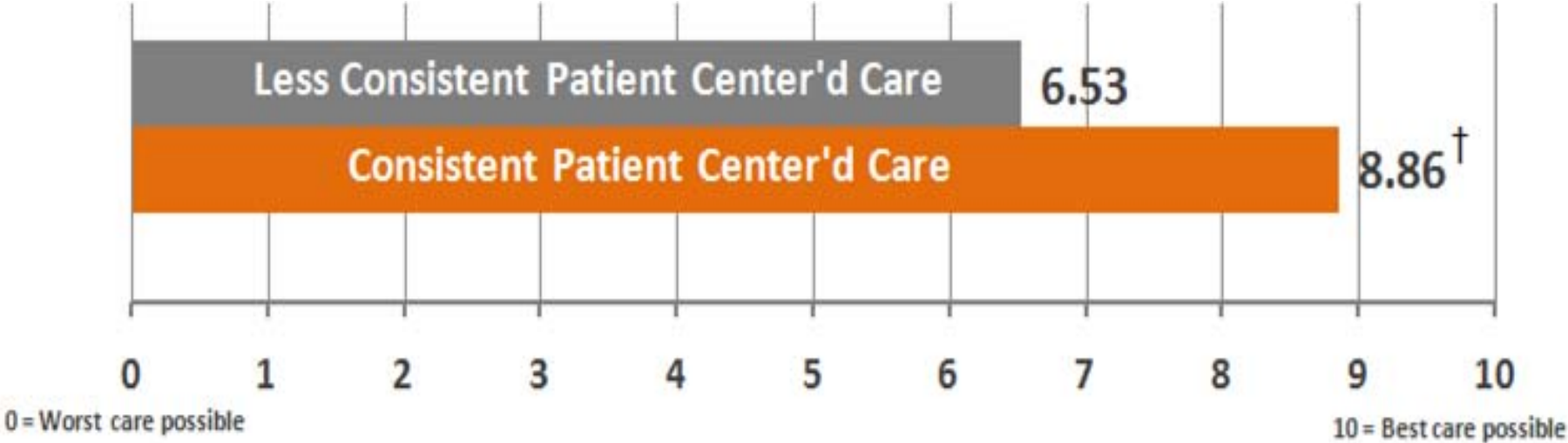
0 = Worst care possible

10 = Best care possible

Global rating of health care team – PCR clinics

Less consistent Patient-Centered Care; lowest care ratings

Mean score on 0-10 point scale (p = .000)





Variation across Clinics

14 topics assessed

- Meaningful variation across clinics on 7 of these

3 areas with most variation:

- Office staff as helpful as you think they should be?
Overall: **93% Usually/Always** Range: **81% - 100%**
- Visits well organized & running on time?
Overall: **76% Usually/Always** Range: **60% - 93%**
- Health care team cares about your emotional well-being?
Overall: **84% Usually/Always** Range: **64% - 91%**

PCR Patient Experience of Care Survey:

What did we learn?

Feasible Strategy for On-going QI Tracking

- “Doable” burden
- Reasonable cost
- Learning curve re: applying results

Patients will respond to longer survey

- Open-Ended comments VERY HELPFUL for QI
- Need to plan resources for open-ended analysis

Will repeat in Spring 2010

- Excited about doing it again!