

Sherman County Health District
 Breakdown of CAHPS data for PCPCH standards 1.A and 6.C
 CAHPS version 3.0 (6 month questionnaire)
 Reporting period 4/27/16-5/31/16
 Analysis completed by: Jill Boyd, MPH GOBHI/EOCCO

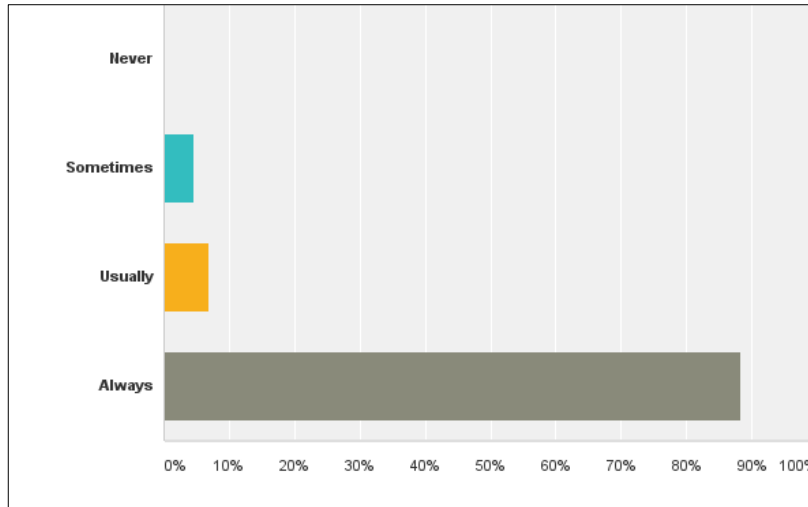
N=62Adults

PCPCH Standard	Sherman Clinic Score Adult	Benchmark-Adult	Benchmark Met?
1.A Access to Care (Q6, Q8, Q10)	83.5%	69%	Yes
6.C Experience of Care (Communication; Q11, Q12, Q13,Q14)	80.5%	93%	No
6.C Experience of Care(Office Staff; Q21, Q22)	93%	95%	No
6.C Experience of Care (Follow-up; Q17)	76.6%	93%	No
6.C. Experience of Care (Patient’s Rating of Provider; Q18)	50.9%	85%	No

1.A Access to Care

Q6: 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?

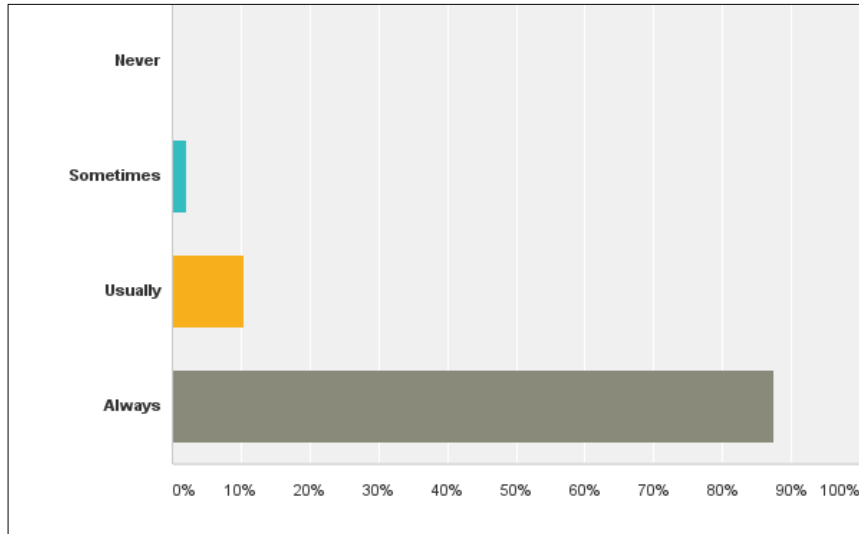
N=43
Skipped=19



Answer Choices	Responses
Never	0.00% 0
Sometimes	4.65% 2
Usually	6.98% 3
Always	88.37% 38
Total	43

Q8: 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?

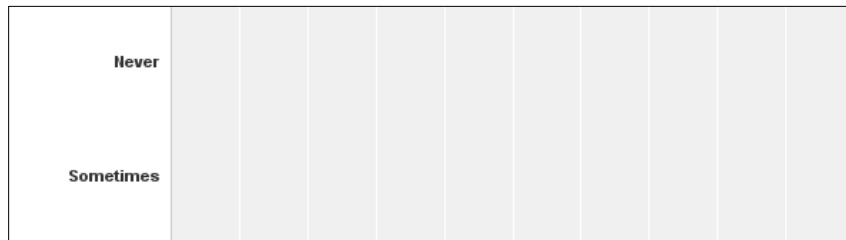
N=48
Skipped=14



Answer Choices	Responses	
Never	0.00%	0
Sometimes	2.08%	1
Usually	10.42%	5
Always	87.50%	42
Total		48

Q10: 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?

N=47
Skipped=15

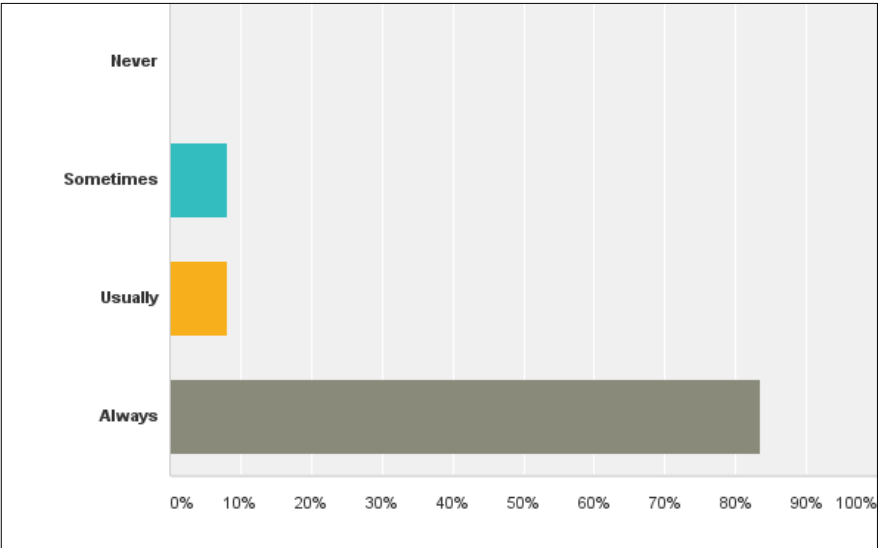


Answer Choices	Responses	
Never	0.00%	0
Sometimes	0.00%	0
Usually	25.53%	12
Always	74.47%	35
Total		47

6.C Patient Satisfaction: Communication

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

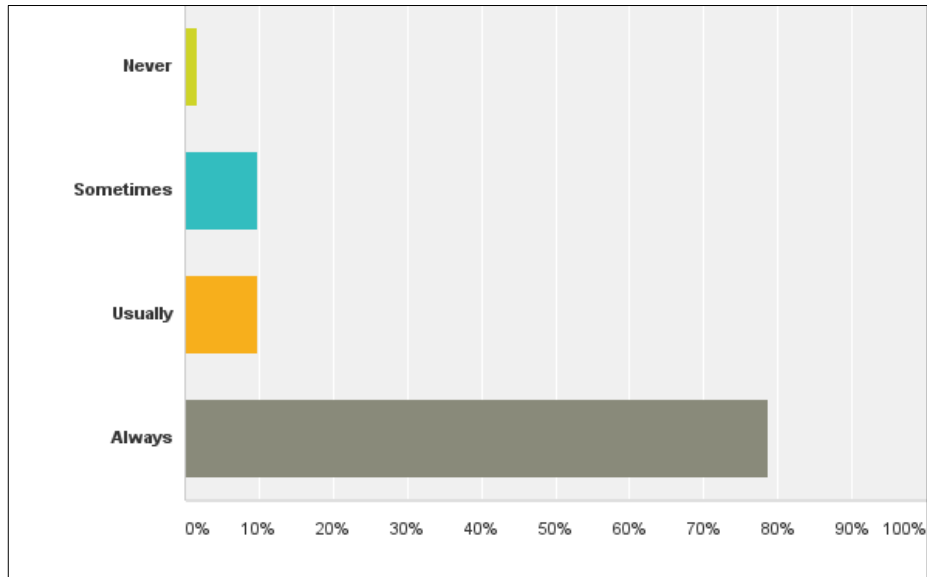
N=61
Skipped=1



Answer Choices	Responses	
Never	0.00%	0
Sometimes	8.20%	5
Usually	8.20%	5
Always	83.61%	51
Total		61

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

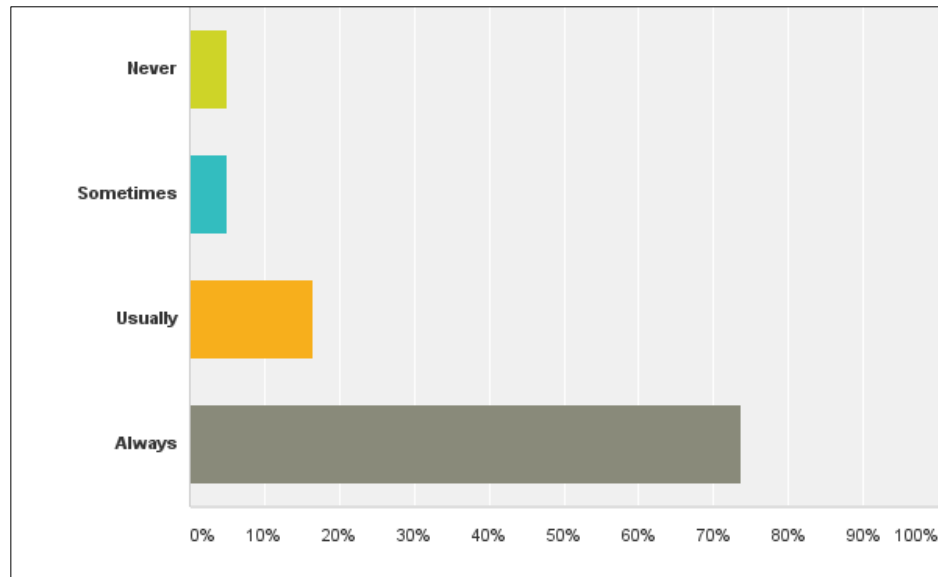
N=61
Skipped=1



Answer Choices	Responses
Never	1.64% 1
Sometimes	9.84% 6
Usually	9.84% 6
Always	78.69% 48
Total	61

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

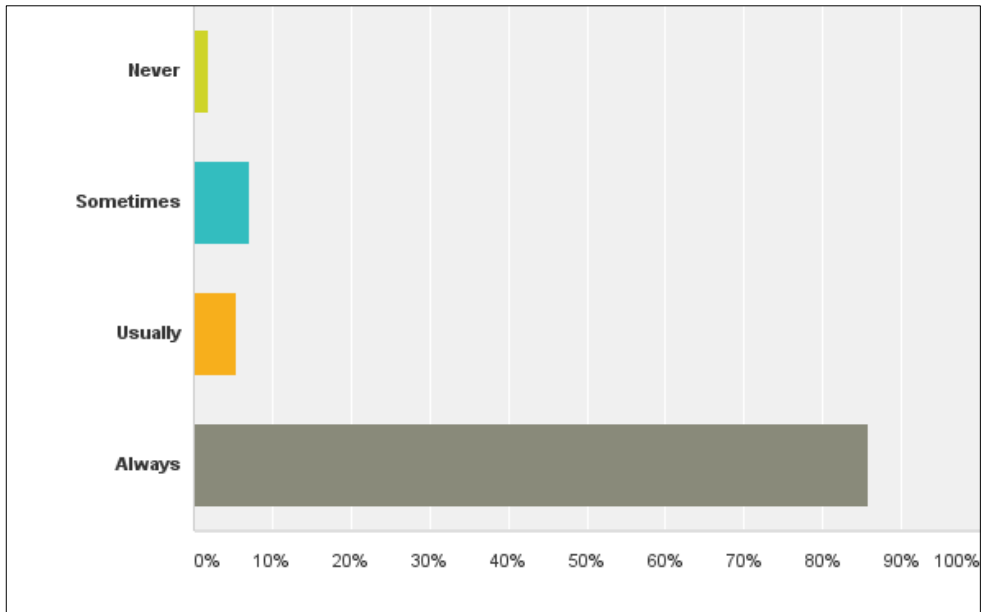
N=61
Skipped=1



Answer Choices	Responses	
Never	4.92%	3
Sometimes	4.92%	3
Usually	16.39%	10
Always	73.77%	45
Total		61

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

N=56
Skipped=6

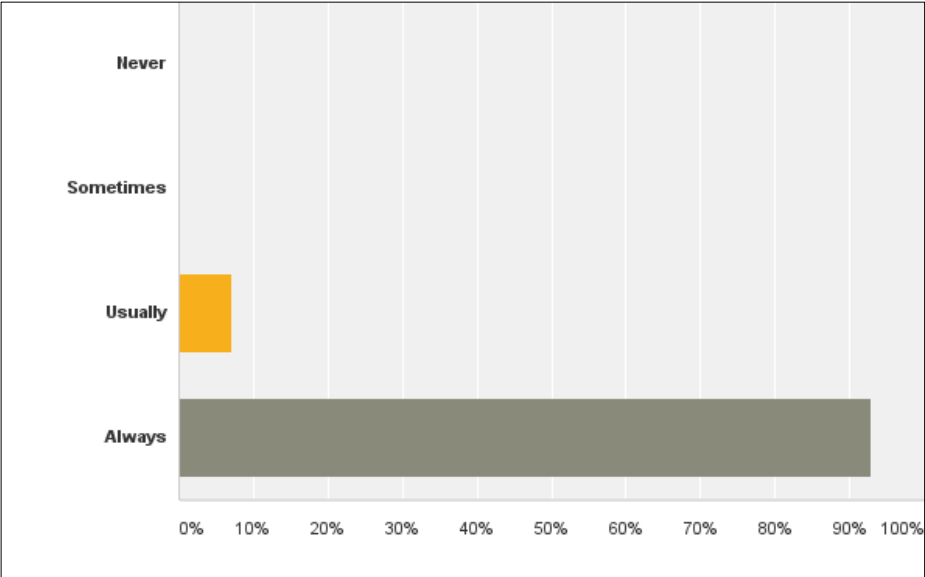


Answer Choices	Responses	
Never	1.79%	1
Sometimes	7.14%	4
Usually	5.36%	3
Always	85.71%	48
Total		56

6.C Patient Satisfaction: Office Staff

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

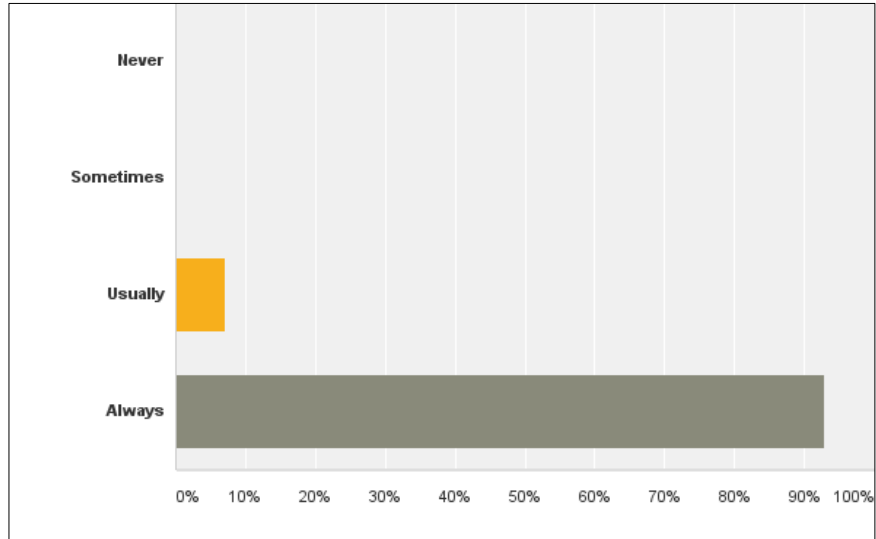
N=57
Skipped=5



Answer Choices	Responses	Count
Never	0.00%	0
Sometimes	0.00%	0
Usually	7.02%	4
Always	92.98%	53
Total		57

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

N=57
Skipped=5



Answer Choices	Responses
Never	0.00% 0
Sometimes	0.00% 0
Usually	7.02% 4
Always	92.98% 53
Total	57

6.C Patient Satisfaction: Provider Rating

Q18: 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?

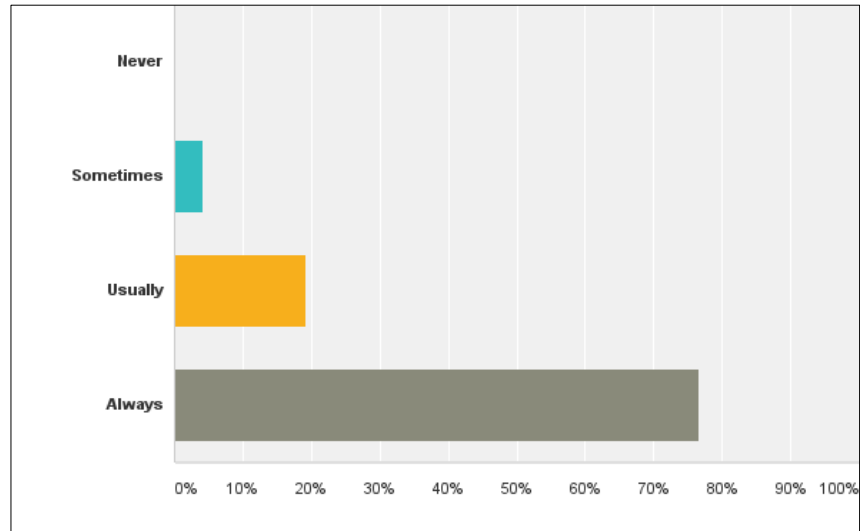
N=55
Skipped=7

	10 Best provider possible	9	8	7	6	5	4	3	2	1	0 Worst provider possible	Total	Weighted Average
.	50.91% 28	12.73% 7	20.00% 11	3.64% 2	1.82% 1	7.27% 4	3.64% 2	0.00% 0	0.00% 0	0.00% 0	0.00% 0	55	9.71

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

Q17: 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?

N=47
Skipped=15



Answer Choices	Responses	
Never	0.00%	0
Sometimes	4.26%	2
Usually	19.15%	9
Always	76.60%	36
Total		47

Patient comments from CAHPS Survey results 2016

- Corey_09: Q 17 (Follow-up on Test Results) "Had blood test awhile back and everything was ok. Mark is a great doctor. Always wants to know how I am doing. I feel very comfortable with my doctor. Wouldn't change to anyone else."
- Corey_44: General Comment "We choose the Moro Clinic because of the people. They treat you like family, not just a number. We have a clinic in Arlington but we drive the 50 miles because of the way we are treated. Thank you Moro Clinic!"
- Corey_44: General Comment "We have a clinic 3 blocks from our house but we choose to drive 54 miles (1 way) to Moro Clinic because of the great care we get. Dr. Mark and the girls make you feel like your family."