

Health Care for the Homeless Executive Summary Report

October 2021
**(With CAHPS Benchmark
And Quartile Benchmark)**

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1. Methodology

The following are the results of a patient experience program commissioned by the Health Care for the Homeless.

This is the summary result of 283 completed telephone surveys and 148 completed web surveys. In addition to the telephone surveys conducted by Research America, Health Care for the Homeless also conducts web surveys on a tablet at the providers' offices. These web surveys were conducted by in-person intercept on tablets and by socially distant paper-and-pencil transcription.

CAHPS benchmark data and quartiles are sourced from 2018 CAHPS Clinician Group Chartbook Adult Survey 3.0 Combined. All information can be found on the Agency for Healthcare Research and Quality's website: https://cahpsdatabase.ahrq.gov/CAHPSIDB/Public/CG/CG_Topscores.aspx

However, comparison to CAHPS results may not be applicable because we don't know how the pandemic affects patients' ability to obtain medical care or their opinions of their care.

All surveys were completed between August 12th, 2021 and October 13th, 2021. A copy of the survey script is included in Appendix A of this report.

Sample size targets were carefully selected by Health Care for the Homeless based on a number of factors, including:

- Number of patients seen in the past 6 months by location
- Proportion of patient volume by location
- Percentage of patient population speaking Spanish
- Percentage of patient population that identified as LGBTQ

Due to the difficult nature of reaching this patient population by telephone and the limited sample size for some groups, not every sample target was met. Below is a breakdown of the sample size targets and completed surveys by telephone. Total sample size targets were nearly met for each location, while some subgroup targets were not met.

Clinic Site	Total Target	Of that total... Spanish-speaking Target	Of that total... LGBTQ-identified Target
Fallsway	244	90	7
West Baltimore	20	2	1
Baltimore County	16	6	1
Total	280	98	9

Clinic Site	Total Completed	Spanish-speaking Completed	LGBTQ-identified Completed
Fallsway	245	90	7
West Baltimore	19	3	0
Baltimore County	19	2	1
Total	283	95	8

The following margins of error for telephone results are calculated using the total location population sizes provided by Health Care for the Homeless:

Clinic Site	Total Population Size Provided by HCFH	Total Completed	Telephone Margin of Error
Fallsway	4535	245	6.1%
West Baltimore	348	19	21.9%
Baltimore County	290	19	21.8%
Total	8568	283	5.7%

In-person web survey results were added to the telephone results. Because in-person web results did not have a pre-loaded variable for language or LGBTQ, they were not considered for those subgroups. Below are the total number of in-person web survey completes:

Clinic Site	Total Completed
Fallsway	125
West Baltimore	13
Baltimore County	10
Total	148

With the inclusion of in-person web survey results, the margin of error drops considerably. Below is the final total number of surveys (telephone + web) and margin of error for each location:

Clinic Site	Total Completed	Total Margin of Error
Fallsway	370	4.9%
West Baltimore	32	16.5%
Baltimore County	29	17.3%
Total	431	4.6%

Significance testing throughout the tables in this report is denoted as follows:

Columns Tested (5%): A/B/C – Representing the three locations

- A – Fallsway
- B – West Baltimore
- C – Baltimore County

Questions throughout the survey were based on a fully anchored agreement scale, and “Don’t Know / Refused / Could not ascertain” are removed from table and chart base calculations.

Many questions are available for comparison to CAHPS Quartiles available. Health Care for the Homeless overall results and locations are listed with the quartile they fall in to.

Quartiles are defined by the following:

- Q1, results fall in the first quartile, the lowest 25% of practices
- Q2, results fall in the second quartile, lower than 50% but greater than 25% of practices
- Q3, results fall in the third quartile, lower than 75% but greater than 50% of practices
- Q4, results fall in the fourth quartile, the top 25% of practices

2. Executive Summary¹

Provider's Office Relationship

Questions: A2 – A10, A21, A22

Most patients (92%) indicated the provider at the office was the provider they usually see for a checkup, advice, or sickness.

There's no definitive time period that respondents have been going to their current provider. The two most common responses are: *5 years or more* (29%) and *1-3 years* (23%).

Half of patients (50%) visited their current provider *4 or more times* in the last 6 months.

Over half of patients visited their current provider's office in the last 6 months to get an appointment for an illness, injury, or condition that *needed care right away* (58%).

Of the patients who contacted their current provider's office for an appointment for care needed right away, well over half (60%) *always* got an appointment as soon as they needed. As a whole, Health Care for Homeless is the 2nd quartile of CAHPS practices, but the West Baltimore location stands out in the 4th quartile.

More than three-fourths (78%) of patients made an appointment for a *checkup or routine care* with their current provider in the last 6 months.

Slightly less than two-thirds (61%) of the patients who made an appointment for a checkup or routine care in the last 6 months *always* got an appointment as soon as needed. All locations are in the 1st or 2nd quartile of CAHPS practices.

About three-fourths (74%) of patients said their provider's office gave them information about what to do if they needed care during evening, weekends, or holidays.

More than half of patients (58%) contacted their provider's office with a medical question during regular office hours.

About half of patients (51%) who contacted their provider's office with a medical question during regular business hours *always received an answer* to their question that same day. Fallsview is in the 1st quartile of results, while the West Baltimore and Baltimore County locations are in the 3rd quartile of CAHPS practices.

Over half of patients (60%) indicated the clerks and receptionists at their provider's office were *always as helpful as they should be*.

About three-fourths of patients (77%) indicated the clerks and receptionists at their provider's office *always* treat them with *courtesy and respect*.

¹ CAHPS benchmark data and quartiles are sourced from 2018 CAHPS Clinician Group Chartbook Adult Survey 3.0 Combined. All information can be found on the Agency for Healthcare Research and Quality's website: https://cahpsdatabase.ahrq.gov/CAHPSIDB/Public/CG/CG_TopScores.aspx

Provider Interaction

A11 – A18

Over three-fourths of patients indicated their provider *always* explained things in a way that was easy for them to understand (77%). All locations are in the 1st or 2nd quartile of CAHPS practices.

Eight-out-of-ten patients indicated their provider *always* listened carefully to them (80%). The Fallsway and Baltimore County locations are lower rated (1st and 2nd quartile), while the West Baltimore location rates in the 3rd quartile of CAHPS practices.

Roughly three-fourths of patients said their provider *always* seemed to know important information about their medical history (71%).

Most patients (84%) thought their provider *always* showed respect for what they had to say. The Fallsway and Baltimore County locations are lower rated (1st and 2nd quartile), while the West Baltimore location rates in the 3rd quartile of CAHPS practices.

Roughly three-fourths (71%) of patients thought their provider *always* spent enough time with them. The Fallsway and Baltimore County locations rates in the 1st quartile, while the West Baltimore location rates in the 3rd quartile of CAHPS practices.

About three-fourths of patients (74%) said their provider ordered a blood test, x-ray, or other test for them.

Of the patients who said their provider ordered a blood test, x-ray, or other test for them, more than two-thirds (68%) said that someone from the provider's office *always followed up* to give them the results. As a whole Health Care for Homeless is in the 2nd quartile of CAHPS practices, although results vary by practice location.

When using a 0 to 10 scale to rate their provider, about three-fourths (72%) rated their provider a 9 or 10. The average rating was 8.9. About *one-in-twenty patients* (7%) gave a low rating of their provider. Health Care for Homeless is in the 2nd quartile of CAHPS practices, with slight differences by location.

Provider Communication

A18A – A20

In the last 6 months, more than half of patients (56%) *saw a specialist* for a particular health problem. All locations are in the 1st or 2nd quartile of CAHPS practices.

About two-thirds (65%) of patients said their provider *always* seemed informed and up-to-date about the care they received from specialists. The Fallsway location is in the 2nd quartile, while the West Baltimore and Baltimore County locations are in the 4th quartile of CAHPS practices.

Nearly three-fourths (73%) of patients indicated someone from their provider's office talked with them about *specific goals for their health*. All Health Care for Homeless locations are in the 4th quartile of CAHPS practices.

Over half of patients (59%) said someone from their provider's office asked them if there were things that made it *hard for them to take care of their health*. All Health Care for Homeless locations are in the 4th quartile of CAHPS practices.

Two-thirds of patients (67%) talked with someone from their provider's office about things in their life that *worry them or cause stress*. All Health Care for Homeless locations are in the 4th quartile of CAHPS practices.

Most patients (82%) said they *took prescription medicine* in the last 6 months.

Of the respondents who took prescription medicine in the last 6 months, over half (56%) indicated someone from their provider's office *Always* talked to them about all the prescription medicines they were taking. Results vary by location, with the Fallsview location in the 1st quartile, West Baltimore in the 2nd quartile, and Baltimore County in the 4th quartile of CAHPS practices.

Personal Health

A23 – A24

Patients most often evaluated their overall health as Good (36%) and Fair (28%). A smaller percentage rated themselves Very Good (16%), Excellent (13%), and Poor (8%).

Likewise, patients most frequently rated their overall mental or emotional health as Good (35%) or Fair (27%) with smaller percentages rating Excellent (16%), Very Good (16%), and Poor (6%).

Subgroup Analysis

A26, A26a, A26b, A28, A29

Partially due to Covid-19, the lower number of completes in recent campaigns makes detecting significant differences between subgroups especially difficult.

English or Spanish Language Preference

About a third of patients (30%) were identified as Spanish-speaking or indicated they preferred to take the survey in Spanish.

Compared to patients who did not speak Spanish, patients who spoke Spanish were...

- ...significantly more likely to have been going to their current provider for *less than 6 months* (36% vs 14%) and less likely to have been going to their current provider for *5 years or more* (10% vs 36%)
- ...significantly less likely to have visited their provider more often in the last 6 months, in particular: 5 to 9 times (12% vs 26%) and 10 or more times (6% vs 23%)
- ...significantly less likely to have contacted their provider's office with a medical question during regular office hours (42% vs 66%)
- ...significantly more likely to indicate their provider always listened carefully to them (87% vs 78%)
- ...significantly more likely to indicate their provider always showed respect for what they had to say (92% vs 81%)
- ...significantly higher rating of their provider, including: average rating (9.3 vs 8.8), percentage top 3 rating (93% vs 84%), and percentage top score (66% vs 52%)
- ...significantly less likely to have seen a specialist (34% vs 48%)
- ...significantly less likely to indicate that someone from the provider's office talked with them about specific goals for their health (60% vs 79%)
- ...significantly less likely to have taken prescription medicine (66% vs 88%)
 - (Among those who took prescription medicine) ...significantly more likely to indicate someone from their provider's office never talked with them about all the prescription medicines they were taking (16% vs 8%)
- ...significantly more likely to indicate the clerks and receptionists at their provider's office were always as helpful as they should be (75% vs 54%)
- ...significantly more likely to indicate the clerks and receptionists at their provider's office always treated them with courtesy and respect (85% vs 73%)
- ...significantly more likely to rate their overall health as fair (37% vs 24%)
- ...significantly more likely to rate their overall mental or emotional health as excellent (25% vs 12%)
- ...significantly more likely to be younger, in particular: 18 to 24 (7% vs 2%), 25 to 34 (37% vs 9%), and 35 to 44 (28% vs 15%)
- ...significantly more likely to identify as female (80% vs 37%) and less likely to be male (16% vs 59%)

- ...significantly more likely to have completed 8th grade or less education (45% vs 6%)

Telehealth

New for the past two campaigns due to the Covid-19 Pandemic, Healthcare for the Homeless included patients that had a telehealth visit within the past 6 months. Of the 283 completed telephone surveys, about a fourth (28%) had a telehealth visit with a Provider.

For the purposes of this analysis, respondents that had a value of “No Scheduled Appointment” in the “ApptType” field were ignored. “Telehealth” were only compared to “Non-Telehealth”.

Compared to patients who did not have a telehealth visit, patients who had a telehealth visit were...

- ...significantly less likely to have visited their provider a fewer number of times, and more likely to have visited their provider 10 or more times (30% vs 10%) in the last 6 months
- ...significantly less likely to have always gotten an appointment for checkup or routine care as soon as needed (77% vs 57%)
- ...significantly more likely to have contacted their provider’s office with a medical question during regular office hours (67% vs 49%)
- ...significantly more likely to indicate their provider usually listened carefully to them (14% vs 4%)
- ...significantly more likely to indicate someone from their provider’s office usually followed up with test results (20% vs 5%). (Among those that had a blood test, x-ray, or other test ordered for them)

Gender

Nearly all patients surveyed identified as male (46%) or female (50%). Four percent of patients identified as female-to-male/ transgender male/ trans man, additional gender category, male-to-female/ transgender female/ trans woman, or something else.

Compared to male patients, female patients were...

- ...significantly more likely to have been going to their current provider for less than 6 months (25% vs 15%) and less likely to have been going to their current provider for 5 years or more (22% vs 36%)
- ...significantly less likely to have visited their provider 10 times or more in the last 6 months (13% vs 23%)
- ...significantly more likely to indicate their provider always listened carefully to them (85% vs 76%) and less likely to indicate never (0% vs 3%)
- ...significantly more likely to indicate their provider always showed respect for what they had to say (90% vs 80%) and less likely to say sometimes (2% vs 6%)
- ...significantly more likely to indicate their provider always spent enough time with them (76% vs 66%) and less likely to say never (1% vs 5%)
- ...significantly higher rating of their provider, including: average rating (9.3 vs 8.6), percentage top 3 rating (94% vs 80%), and percentage top score (67% vs 46%)

- ...significantly less likely to have taken prescription medication (88% vs 77%)
 - (among those who took prescription medication)
 - ...significantly more likely to indicate someone from their provider's office always talked about all the prescription medicines they were taking (64% vs 50%) and less likely to say usually (14% vs 25%)
- ...significantly more likely to indicate the clerks and receptionists and the provider's office always treated them with courtesy and respect (81% vs 72%)
- ...significantly more likely to be younger, in particular: 18 to 24 (6% vs 1%), 25 to 34 (25% vs 9%), and 35 to 44 (22% vs 15%)
- ...significantly less likely to have completed 8th grade or less education (24% vs 9%) and less likely to have completed some college or 2-year degree (14% vs 23%)
- ...significantly more likely to indicate they were of Hispanic or Latino origin (55% vs 18%)

Sexual orientation

When asked about sexual orientation, the vast majority of patients were straight or heterosexual (90%), while a small percentage said lesbian, gay, or homosexual (4%), bisexual (3%), or something else (2%).

Solely for the purposes of creating large enough sample sizes for analysis, we compared patients who identified as straight/heterosexual to all else (90% vs 10%). Compared to patients who did not identify as straight/heterosexual, patients who identified as straight/heterosexual were...

- ...significantly less likely to indicate their provider always explained things in a way that easy to understand (59% vs 80%)
- ...significantly less likely to indicate their provider always listened carefully to them (68% vs 82%)
- ...significantly less likely to indicate their provider always knew the important information about their medical history (53% vs 75%)
- ...significantly less likely to indicate their provider always spend enough time with them (53% vs 73%)
- ...significantly more likely to be younger, in particular: 18 to 24 (15% vs 3%) and 25 to 34 (26% vs 14%)
- ...significantly more likely to have completed a 4-year college graduate level of education (12% vs 4%)

Race

Half of patients identified as Black or African American (50%), with considerably smaller percentages identifying as White (21%), American Indian or Alaska Native (5%) or Other (18%). Many patients also refused to answer.

Compared to patients who identified as White, patients who identified as Black or African American were...

- ...significantly more likely to have been going to their current provider for 5 years or more (37% vs 24%)
- ...significantly more likely to have been to their provider 10 or more times in the past 6 months (24% vs 11%)
- ...significantly more likely to identify as male (58% vs 36%) and less likely to identify as female (40% vs 60%)
- ...significantly less likely to have completed an 8th grade or less level of education (7% vs 27%) and more likely to have completed a high school graduate or GED level of education (43% vs 30%)
- ...significantly less likely to identify as having Hispanic or Latino origin or descent (6% vs 58%)

3. CAHPS Benchmark Composite Scores²

		CAHPS Benchmark	Location Combined	Fallway	West Baltimore	Baltimore County
COMPOSITE 1: Getting Timely Appointments, Care and Information	Never + Sometimes	11%	20%	22%	3%	18%
	Usually	23%	22%	22%	27%	21%
	Always	66%	57%	56%	70%	60%
In the last 6 months, when you contacted this 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?	Base	128,582	245	208	21	16
	Never + Sometimes	11%	20%	21%	5%	25%
	Usually	22%	20%	21%	19%	12%
	Always	67%	60%	58%	76%	62%
In the last 6 months, when you made an appointment for a CHECKUP OR ROUTINE CARE with this provider, how often did you get an appointment as soon as you needed?	Base	228,443	314	267	25	22
	Never + Sometimes	7%	17%	18%	-	18%
	Usually	22%	22%	21%	32%	23%
	Always	71%	61%	61%	68%	59%
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?	Base	124,222	237	199	21	17
	Never + Sometimes	14%	24%	28%	5%	12%
	Usually	26%	24%	24%	29%	29%
	Always	59%	51%	49%	67%	59%

		CAHPS Benchmark	Location Combined	Fallway	West Baltimore	Baltimore County
COMPOSITE 2: How Well Providers Communicate With Patients	Never + Sometimes	4%	9%	10%	1%	10%
	Usually	11%	12%	13%	14%	9%
	Always	85%	78%	78%	85%	81%
In the last 6 months, how often did this provider explain things in a way that was easy to understand?	Base	307,199	416	357	30	29
	Never + Sometimes	3%	10%	11%	3%	7%
	Usually	12%	12%	12%	17%	14%
	Always	85%	77%	77%	80%	79%
In the last 6 months, how often did this provider listen carefully to you?	Base	307,087	415	357	29	29
	Never + Sometimes	4%	8%	9%	-	10%
	Usually	10%	11%	11%	14%	7%
	Always	86%	80%	80%	86%	83%
In the last 6 months, how often did this provider show respect for what you had to say?	Base	306,646	415	359	28	28
	Never + Sometimes	3%	6%	6%	-	7%
	Usually	8%	10%	10%	11%	7%
	Always	89%	84%	84%	89%	86%
In the last 6 months, how often did this provider spend enough time with you?	Base	305,852	414	357	28	29
	Never + Sometimes	4%	13%	13%	-	17%
	Usually	13%	16%	17%	14%	7%
	Always	83%	71%	70%	86%	76%

		CAHPS Benchmark	Location Combined	Fallway	West Baltimore	Baltimore County
COMPOSITE 3: Helpful, Courteous, and Respectful Office Staff	Never + Sometimes	5%	14%	15%	4%	14%
	Usually	17%	18%	19%	8%	11%
	Always	79%	69%	67%	89%	76%
In the last 6 months, how often were clerks and receptionists at this provider's office as helpful as you thought they should be?	Base	303,953	409	353	28	28
	Never + Sometimes	6%	19%	20%	7%	21%
	Usually	21%	21%	22%	11%	11%
	Always	73%	60%	58%	82%	68%
In the last 6 months, how often did clerks and receptionists at this provider's office treat you with courtesy and respect?	Base	303,714	412	356	27	29
	Never + Sometimes	3%	9%	10%	-	7%
	Usually	12%	14%	15%	4%	10%
	Always	85%	77%	75%	96%	83%

² CAHPS benchmark data and quartiles are sourced from 2018 CAHPS Clinician Group Chartbook Adult Survey 3.0 Combined. All information can be found on the Agency for Healthcare Research and Quality's website: https://cahpsdatabase.ahrq.gov/CAHPSIDB/Public/CG/CG_TopScores.aspx

		CAHPS Benchmark	Location Combined	Fallsway	West Baltimore	Baltimore County
COMPOSITE 4: Providers Use of Information to Coordinate Patient Care	Never + Sometimes	11%	18%	19%	11%	16%
	Usually	16%	17%	17%	10%	8%
	Always	73%	65%	63%	80%	76%
	Base	305,706	408	353	26	29
In the last 6 months, how often did this provider seem to know the important information about your medical history?	Never + Sometimes	5%	13%	14%	8%	14%
	Usually	17%	16%	16%	12%	10%
	Always	78%	71%	70%	81%	76%
	Base	226,082	299	258	22	19
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?	Never + Sometimes	12%	18%	19%	5%	21%
	Usually	13%	14%	15%	5%	5%
	Always	75%	68%	66%	91%	74%
	Base	259,430	337	290	24	23
In the last 6 months, how often did you and someone from this provider's office talk about all the prescription medicines you were taking?	Never + Sometimes	16%	24%	25%	21%	13%
	Usually	17%	20%	21%	12%	9%
	Always	67%	56%	54%	67%	78%
	Base	259,430	337	290	24	23

		CAHPS Benchmark	Location Combined	Fallsway	West Baltimore	Baltimore County
What number would you use to rate this provider?	Base	302,808	415	357	29	29
	0-6	5%	7%	7%	3%	10%
	7-8	15%	21%	22%	21%	14%
	9-10	80%	72%	72%	76%	76%

		CAHPS Benchmark	Location Combined	Fallsway	West Baltimore	Baltimore County
PCMH COMPOSITE: Talking with You About Taking Care of Your Own Health	Yes	56%	66%	65%	72%	72%
	No	45%	34%	35%	29%	28%
In the last 6 months, did someone from this provider's office talk with you about specific goals for your health?	Base	186,051	410	354	28	28
	Yes	66%	73%	72%	82%	75%
	No	34%	27%	28%	18%	25%
In the last 6 months, did someone from this provider's office ask you if there were things that make it hard for you to take care of your health?	Base	185,274	411	354	28	29
	Yes	45%	59%	58%	61%	69%
	No	55%	41%	42%	39%	31%

		CAHPS Benchmark	Location Combined	Fallsway	West Baltimore	Baltimore County
Did this provider's office give you information about what to do if you needed care during evenings, weekends, or holidays?	Base	181,764	403	348	29	26
	Yes	72%	74%	72%	93%	81%
	No	28%	26%	28%	7%	19%
In the last 6 months, did you see a specialist for a particular health problem?	Base	185,501	409	353	28	28
	Yes	60%	44%	42%	54%	50%
	No	40%	56%	58%	46%	50%
In the last 6 months, how often did the provider discussed in Question 1 seem informed and up-to-date about the care you got from specialists?	Base	111,155	172	144	14	14
	Never + Sometimes	13%	15%	16%	-	14%
	Usually	25%	21%	22%	14%	14%
	Always	63%	65%	62%	86%	71%
In the last 6 months, did you and someone from this provider's office talk about things in your life that worry you or cause you stress?	Base	185,801	412	355	28	29
	Yes	56%	67%	66%	71%	72%
	No	44%	33%	34%	29%	28%

4. CAHPS Quartile Benchmarking³

The following questions have information for CAHPS Quartiles available.

Health Care for the Homeless overall results and locations are listed with the quartile they fall in to. Due to the low number of completes at the West Baltimore and Baltimore County practices, those results should be considered with caution.

The following notations denote quartiles:

- Q1, results fall in the first quartile, the lowest 25% of practices
- Q2, results fall in the second quartile, lower than 50% but greater than 25% of practices
- Q3, results fall in the third quartile, lower than 75% but greater than 50% of practices
- Q4, results fall in the fourth quartile, the top 25% of practices

		Location Combined	Fallsway	West Baltimore	Baltimore County
COMPOSITE 1: Getting Timely Appointments, Care and Information	% Always	57%	56%	70%	60%
	Quartile	Q1	Q1	Q3	Q2
In the last 6 months, when you contacted this 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?	% Always	60%	58%	76%	62%
	Quartile	Q2	Q1	Q4	Q2
In the last 6 months, when you made an appointment for a CHECKUP OR ROUTINE CARE with this provider, how often did you get an appointment as soon as you needed?	% Always	61%	61%	68%	59%
	Quartile	Q1	Q1	Q2	Q1
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?	% Always	51%	49%	67%	59%
	Quartile	Q2	Q1	Q3	Q3

		Location Combined	Fallsway	West Baltimore	Baltimore County
COMPOSITE 2: How Well Providers Communicate With Patients	% Always	78%	78%	85%	81%
	Quartile	Q1	Q1	Q2	Q2
In the last 6 months, how often did this provider explain things in a way that was easy to understand?	% Always	77%	77%	80%	79%
	Quartile	Q1	Q1	Q2	Q1
In the last 6 months, how often did this provider listen carefully to you?	% Always	80%	80%	86%	83%
	Quartile	Q1	Q1	Q3	Q2
In the last 6 months, how often did this provider show respect for what you had to say?	% Always	84%	84%	89%	86%
	Quartile	Q1	Q1	Q3	Q2
In the last 6 months, how often did this provider spend enough time with you?	% Always	71%	70%	86%	76%
	Quartile	Q1	Q1	Q3	Q1

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		Location Combined	Fallsway	West Baltimore	Baltimore County
COMPOSITE 3: Helpful, Courteous, and Respectful Office Staff	% Always	69%	67%	89%	76%
	Quartile	Q1	Q1	Q4	Q2
In the last 6 months, how often were clerks and receptionists at this provider's office as helpful as you thought they should be?	% Always	60%	58%	82%	68%
	Quartile	Q1	Q1	Q4	Q2
In the last 6 months, how often did clerks and receptionists at this provider's office treat you with courtesy and respect?	% Always	77%	75%	96%	83%
	Quartile	Q1	Q1	Q4	Q2
		Location Combined	Fallsway	West Baltimore	Baltimore County
COMPOSITE 4: Providers Use of Information to Coordinate Patient Care	% Always	65%	63%	80%	76%
	Quartile	Q1	Q1	Q4	Q3
In the last 6 months, how often did this provider seem to know the important information about your medical history?	% Always	71%	70%	81%	76%
	Quartile	Q1	Q1	Q3	Q2
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?	% Always	68%	66%	91%	74%
	Quartile	Q2	Q1	Q4	Q2
In the last 6 months, how often did you and someone from this provider's office talk about all the prescription medicines you were taking?	% Always	56%	54%	67%	78%
	Quartile	Q1	Q1	Q2	Q4
		Location Combined	Fallsway	West Baltimore	Baltimore County
What number would you use to rate this provider?	% 9-10	72%	72%	76%	76%
	Quartile	Q1	Q1	Q2	Q2
		Location Combined	Fallsway	West Baltimore	Baltimore County
PCMH COMPOSITE: Talking with You About Taking Care of Your Own Health	% Yes	66%	65%	72%	72%
	Quartile	Q4	Q4	Q4	Q4
In the last 6 months, did someone from this provider's office talk with you about specific goals for your health?	% Yes	73%	72%	82%	75%
	Quartile	Q4	Q4	Q4	Q4
In the last 6 months, did someone from this provider's office ask you if there were things that make it hard for you to take care of your health?	% Yes	59%	58%	61%	69%
	Quartile	Q4	Q4	Q4	Q4
		Location Combined	Fallsway	West Baltimore	Baltimore County
Did this provider's office give you information about what to do if you needed care during evenings, weekends, or holidays?	% Yes	74%	72%	93%	81%
	Quartile	Q3	Q3	Q4	Q4
In the last 6 months, did you see a specialist for a particular health problem?	% Yes	44%	42%	54%	50%
	Quartile	Q1	Q1	Q2	Q1
In the last 6 months, how often did the provider discussed in Question 1 seem informed and up-to-date about the care you got from specialists?	% Always	65%	62%	86%	71%
	Quartile	Q3	Q2	Q4	Q4
In the last 6 months, did you and someone from this provider's office talk about things in your life that worry you or cause you stress?	% Yes	67%	66%	71%	72%
	Quartile	Q4	Q4	Q4	Q4

5. Telehealth CAHPS Quartile Benchmarking⁴

The following questions have information for CAHPS Quartiles available.

Health Care for the Homeless overall results and telehealth visit subgroups are listed with the quartile they fall in to.

The following notations denote quartiles:

- Q1, results fall in the first quartile, the lowest 25% of practices
- Q2, results fall in the second quartile, lower than 50% but greater than 25% of practices
- Q3, results fall in the third quartile, lower than 75% but greater than 50% of practices
- Q4, results fall in the fourth quartile, the top 25% of practices

		Total HCFH	Telehealth Visit	No Telehealth Visit
COMPOSITE 1: Getting Timely Appointments, Care and Information	% Always	57%	59%	70%
	Quartile	Q1	Q2	Q3
In the last 6 months, when you contacted this 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?	% Always	60%	70%	70%
	Quartile	Q2	Q3	Q3
In the last 6 months, when you made an appointment for a CHECKUP OR ROUTINE CARE with this provider, how often did you get an appointment as soon as you needed?	% Always	61%	57%	77%
	Quartile	Q1	Q1	Q3
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?	% Always	51%	51%	64%
	Quartile	Q2	Q2	Q3

		Total HCFH	Telehealth Visit	No Telehealth Visit
COMPOSITE 2: How Well Providers Communicate With Patients	% Always	78%	79%	86%
	Quartile	Q1	Q1	Q2
In the last 6 months, how often did this provider explain things in a way that was easy to understand?	% Always	77%	81%	84%
	Quartile	Q1	Q2	Q2
In the last 6 months, how often did this provider listen carefully to you?	% Always	80%	78%	89%
	Quartile	Q1	Q1	Q3
In the last 6 months, how often did this provider show respect for what you had to say?	% Always	84%	85%	92%
	Quartile	Q1	Q2	Q3
In the last 6 months, how often did this provider spend enough time with you?	% Always	71%	71%	78%
	Quartile	Q1	Q1	Q2

⁴ CAHPS benchmark data and quartiles are sourced from 2018 CAHPS Clinician Group Chartbook Adult Survey 3.0 Combined. All information can be found on the Agency for Healthcare Research and Quality's website: https://cahpsdatabase.ahrq.gov/CAHPSIDB/Public/CG/CG_TopScores.aspx

		Total HCFH	Telehealth Visit	No Telehealth Visit
COMPOSITE 3: Helpful, Courteous, and Respectful Office Staff	% Always	69%	68%	75%
	Quartile	Q1	Q1	Q2
In the last 6 months, how often were clerks and receptionists at this provider's office as helpful as you thought they should be?	% Always	60%	57%	69%
	Quartile	Q1	Q1	Q2
In the last 6 months, how often did clerks and receptionists at this provider's office treat you with courtesy and respect?	% Always	77%	78%	81%
	Quartile	Q1	Q1	Q2

		Total HCFH	Telehealth Visit	No Telehealth Visit
COMPOSITE 4: Providers Use of Information to Coordinate Patient Care	% Always	65%	69%	73%
	Quartile	Q1	Q2	Q2
In the last 6 months, how often did this provider seem to know the important information about your medical history?	% Always	71%	73%	79%
	Quartile	Q1	Q2	Q3
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?	% Always	68%	66%	78%
	Quartile	Q2	Q1	Q3
In the last 6 months, how often did you and someone from this provider's office talk about all the prescription medicines you were taking?	% Always	56%	67%	63%
	Quartile	Q1	Q2	Q2

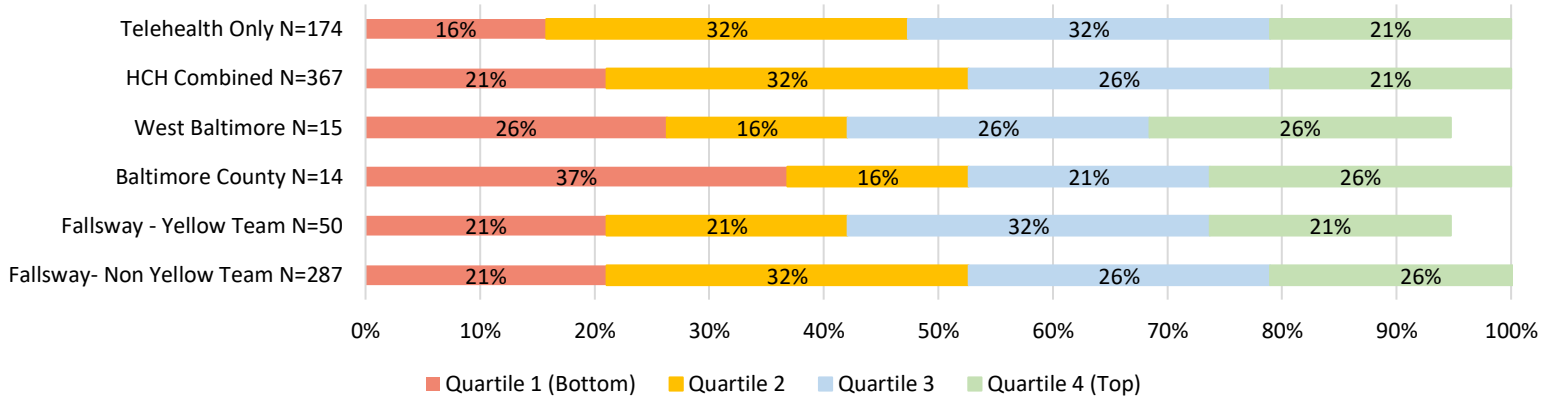
		Total HCFH	Telehealth Visit	No Telehealth Visit
What number would you use to rate this provider?	% 9-10	72%	71%	76%
	Quartile	Q1	Q1	Q2

		Total HCFH	Telehealth Visit	No Telehealth Visit
PCMH COMPOSITE: Talking with You About Taking Care of Your Own Health	% Yes	66%	72%	73%
	Quartile	Q4	Q4	Q4
In the last 6 months, did someone from this provider's office talk with you about specific goals for your health?	% Yes	73%	83%	76%
	Quartile	Q4	Q4	Q4
In the last 6 months, did someone from this provider's office ask you if there were things that make it hard for you to take care of your health?	% Yes	59%	60%	69%
	Quartile	Q4	Q4	Q4

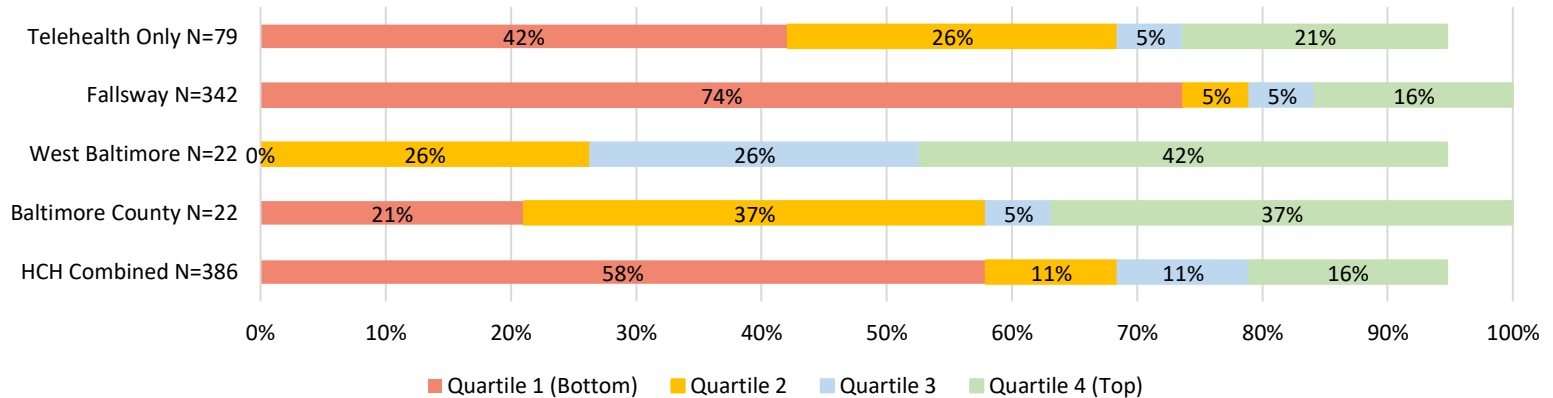
		Total HCFH	Telehealth Visit	No Telehealth Visit
Did this provider's office give you information about what to do if you needed care during evenings, weekends, or holidays?	% Yes	74%	75%	71%
	Quartile	Q3	Q3	Q2
In the last 6 months, did you see a specialist for a particular health problem?	% Yes	44%	41%	40%
	Quartile	Q1	Q1	Q1
In the last 6 months, how often did the provider discussed in Question 1 seem informed and up-to-date about the care you got from specialists?	% Always	65%	72%	83%
	Quartile	Q3	Q4	Q4
In the last 6 months, did you and someone from this provider's office talk about things in your life that worry you or cause you stress?	% Yes	67%	81%	76%
	Quartile	Q4	Q4	Q4

6. CAHPS Quartile Ranking Totals by Site 2020 vs. 2021

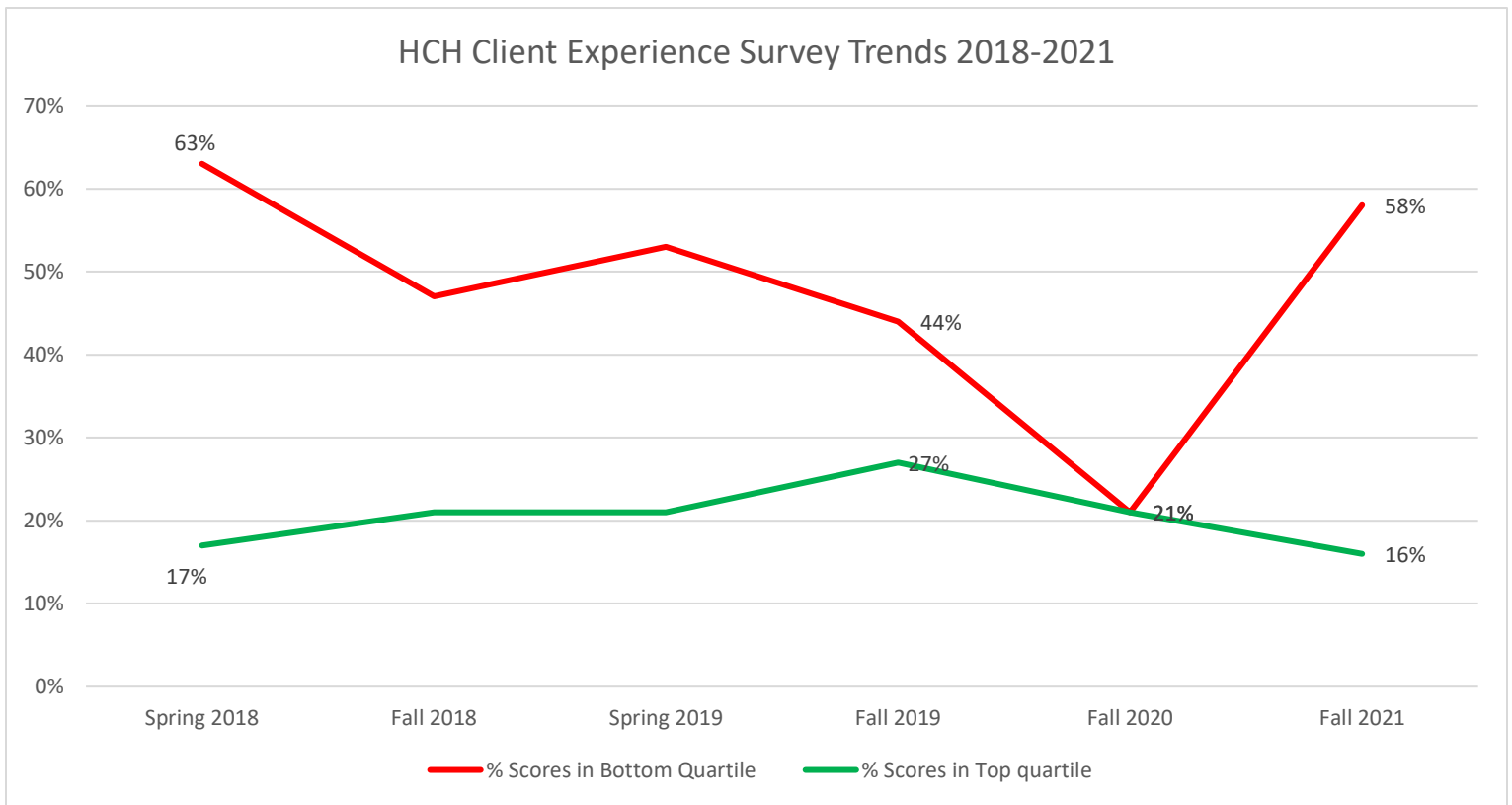
CAHPS Benchmark Quartiles by Site
November 2020 Customer Satisfaction Survey



CAHPS Benchmark Quartiles by Site
August 2021 Customer Satisfaction Survey

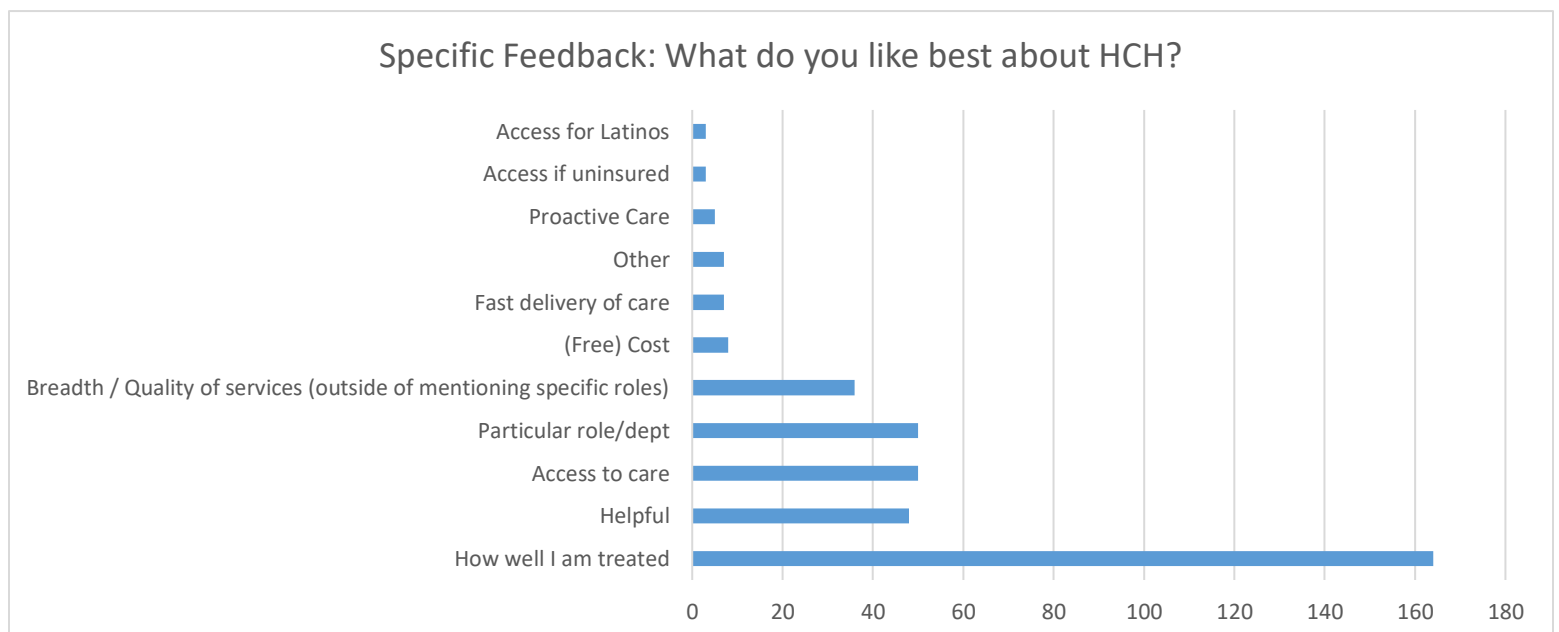
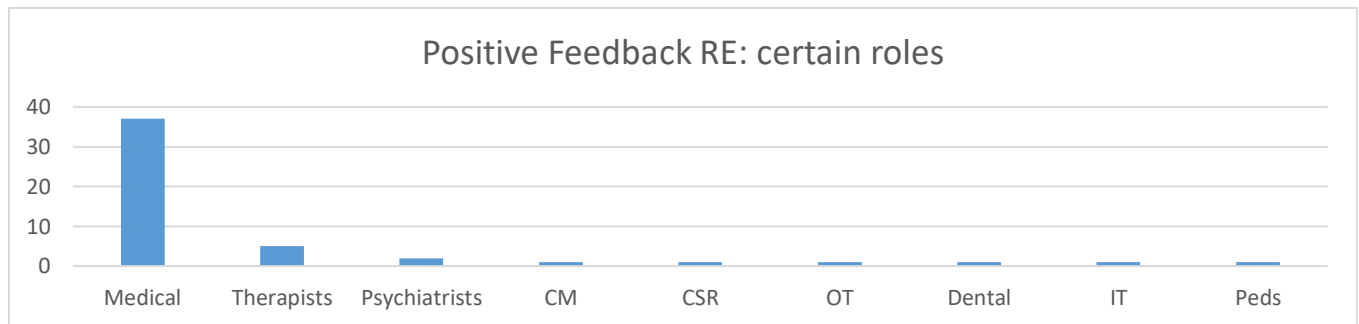
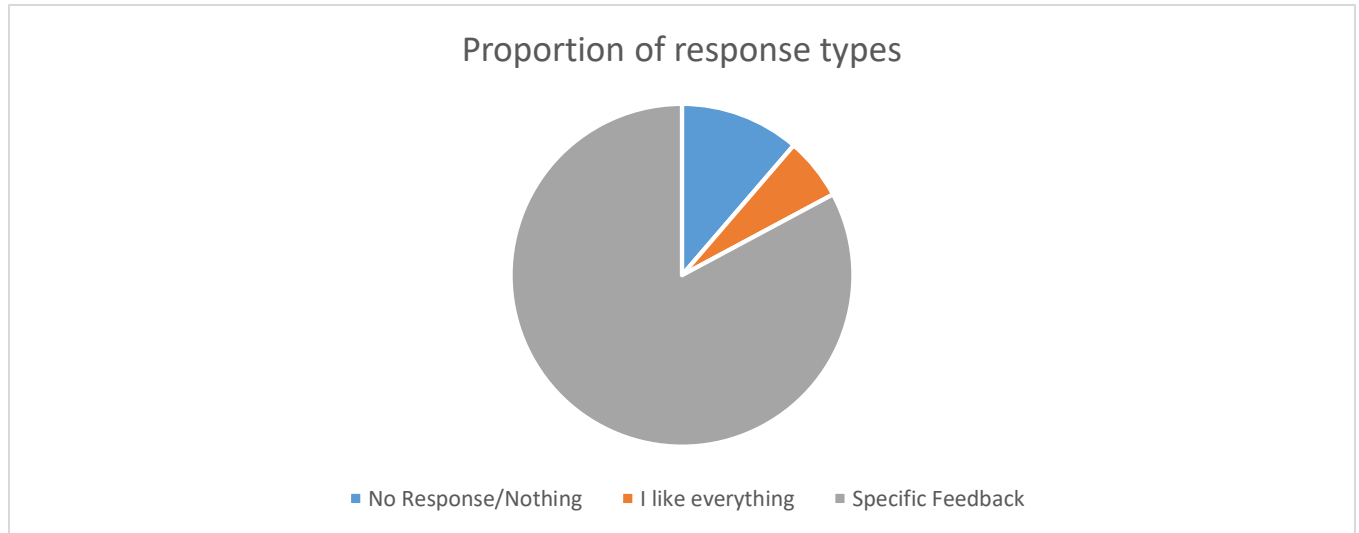


7. Survey Master Trends Year over Year



8. Open-ended Question Positive Response Analysis

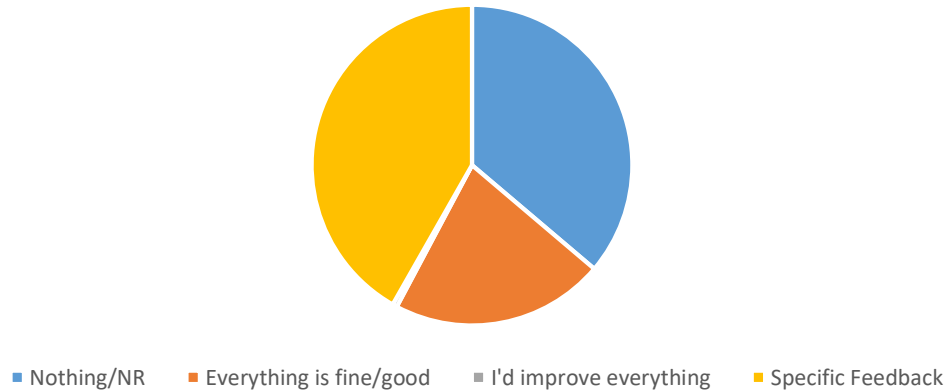
N = 431 responses:



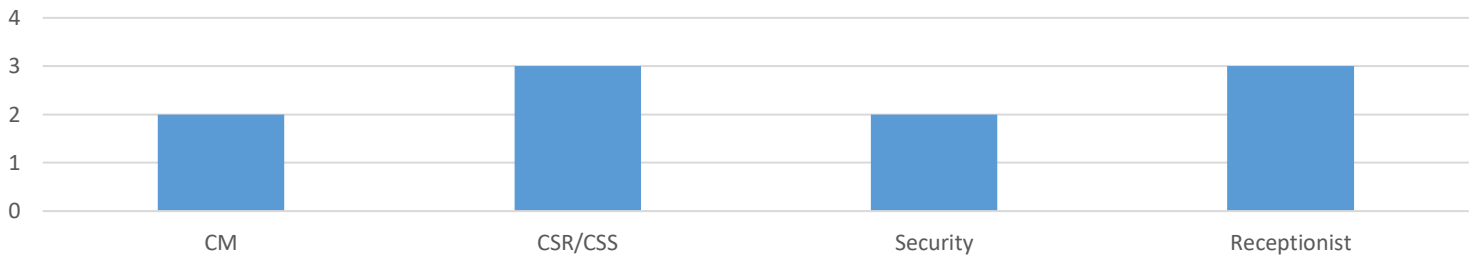
9. Open-ended Question Negative Response Analysis

N = 431 Responses

Proportion of response types



Complaints about Roles



Specific Feedback: What would you improve?

