

# **Health Care for the Homeless Executive Summary Report**

**Fall 2019**  
**(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 566 completed surveys, with 389 (69%) completed by telephone and 177 (31%) completed via a web survey on a tablet at the providers' offices. All surveys were completed between November 1<sup>st</sup>, 2019 and December 11<sup>th</sup>, 2019. A copy of the survey script is included in Appendix A of this report.

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](https://cahpsdatabase.ahrq.gov/CAHPSIDB/Public/CG/CG_TopScores.aspx)

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 12 months by location
- Proportion of patient volume by location
- Percentage of patients with a scheduled appointment (target for in-clinic survey)
- Percentage of patient population speaking Spanish
- Percentage of population identified as LGBTQ

Clinic Site	Surveys	In-clinic web surveys	Phone surveys	Phone Spanish surveys	Phone LGBTQ surveys
Fallsway	322	137	185	18	12
Fallsway – Yellow Team	135	-	135	1	5
West Baltimore	46	16	30	3	1
Baltimore County	63	24	39	-	1
Total	566	177	389	22	19

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

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

- A – Fallsway
- B – Fallsway – Yellow Team
- C – West Baltimore
- D – Baltimore County

Questions throughout the survey were based on a fully anchored agreement scale.

“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 Summary<sup>1</sup>

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### ***Provider's Office Relationship***

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Questions: A2 – A10, A21, A22

Most patients (93%) 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: *Five years or more* (30%) and *At least 1 year but less than 3 years* (22%). Compared to all other locations, patients at the West Baltimore Office were significantly less likely to have been going to their current provider to *5 years or more* (4%).

About half of patients (48%) visited their current provider *5 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* (54%). Patients at the West Baltimore Location were significantly more likely than patients at both Fallsway Locations (Yellow and non-Yellow Team) to have visited for this reason (70% vs 54% and 48%).

Of the patients who contacted their current provider's office for an appointment for care needed right away, over half (60%) *always* got an appointment as soon as they needed. The West Baltimore location and Fallsway Yellow Team stand out here in the third quartile of CAHPS results.

Nearly four-fifths (79%) of patients made an appointment for a *checkup or routine care* with their current provider in the last 6 months.

Over half (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. Again, the West Baltimore location is in the third quartile and stands out compared to other locations.

Over four-fifths (82%) of patients said their provider's office gave them information about what to do if they needed care during evening, weekends, or holidays. All locations are in the third or fourth quartile of CAHPS results.

About half of patients (53%) contacted their provider's office with a medical question during regular office hours.

Over half of patients (55%) who contacted their provider's office with a medical question during regular business hours *always received an answer* to their question that same day. Patients at the West Baltimore location were significantly less likely than all other locations to say they *never or sometimes received an answer* to the question that same day (6%). While all other locations were in the second quartile of CAHPS results, the West Baltimore location stands out here in the fourth quartile.

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Nearly two-thirds of patients (64%) indicated the clerks and receptionists at their provider's office were *always as helpful as they should be*. The West Baltimore location was significantly more likely to say *Always* compared to the Fallsway Yellow and non-Yellow Team (82% and 66% vs 59%).

Over three-fourths of patients (78%) indicated the clerks and receptionists at their provider's office *always* treat them with *courtesy and respect*.

## ***Provider Interaction***

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A11 – A18

About three-fourths of patients indicated their provider *always* explained things in a way that was easy for them to understand (74%). All practices are in the first quartile of CAHPS results.

Over four-fifths of patients indicated their provider *always* listened carefully to them (81%). All practices are in the first or second quartile of CAHPS results.

Nearly three-fourths of patients said their provider *always* seemed to know important information about their medical history (73%). Results vary by practice, with the Fallsway location in the first quartile of CAHPS results, Baltimore County location in the second quartile, Fallsway Yellow Team in the third quartile, and the West Baltimore location in the fourth quartile.

Most patients (87%) thought their provider *always* showed respect for what they had to say. All locations are in the third quartile of CAHPS results, except for the Fallsway location, which lags behind in the first quartile.

Three-fourths (75%) of patients thought their provider *always* spent enough time with them. All practice locations are in the first or second quartile of CAHPS results.

Over three-fourths of patients (77%) 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, two-thirds (66%) said that someone from the provider's office *always followed up* to give them the results. Results vary by location, with both Fallsway Teams in the first quartile, the Baltimore County location in the second quartile, and the West Baltimore location in the fourth quartile of CAHPS results.

When using a 0 to 10 scale to rate their provider, over two-thirds (69%) rated their provider a 9 or 10. The average rating was 8.9. *Less than out-of-ten patients* (8%) gave a neutral or low rating of their provider. All practice locations are in the first quartile of CAHPS results.

## ***Provider Communication***

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A18A – A20

In the last 6 months, half of patients (51%) *saw a specialist* for a particular health problem. The West Baltimore location stands out in the third quartile of CAHPS results.

Over two-thirds (69%) of patients said their provider *always* seemed informed and up-to-date about the care they received from specialists. All locations are in the third or fourth quartile of CAHPS results.

Nearly four-fifths (79%) of patients indicated someone from their provider's office talked with them about *specific goals for their health*. All practices are in the fourth quartile of national CAHPS practices.

Over half of patients (60%) 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 practices are in the fourth quartile of national CAHPS practices.

Almost three-fourths of patients (73%) talked with someone from their provider's office about things in their life that *worry them or cause stress*. Like many other personal attention measures, all practices are in the fourth quartile of national CAHPS practices.

Most patients (89%) said they *took prescription medicine* in the last 6 months.

Of the respondents who took prescription medicine in the last 6 months, almost two-thirds (63%) 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 Fallsway Yellow Team in the first quartile, Fallsway and Baltimore County locations in the second quartile, and the West Baltimore location in the third quartile of results.

## ***Personal Health***

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A23 – A24

Patients most often evaluated their overall health as Good (35%) and Fair (27%). A smaller percentage rated themselves Very Good (19%), Excellent (12%), and Poor (7%).

Likewise, patients most frequently rated their overall mental or emotional health as Good (34%) or Fair (28%) with smaller percentages rating Excellent (16%), Very Good (15%), and Poor (8%).

## Subgroup Analysis

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A26, A26a, A26b, A28, A29

### Fallsway Yellow team vs Fallsway non-Yellow Team

New in the Spring 2019 campaign, the Fallsway Yellow Team is a separate group of patients at the Fallsway location with special care arrangements. Patients in the Fallsway Yellow Team receive enhanced care coordination and benefit from various different types of medical services in the same location.

Compared to patients on the Fallsway Yellow Team, patients not on the Yellow Team were...

- ... significantly more likely to have been going to their provider for *less than 6 months* (17% vs 9%)
- ... significantly more likely to have visited their provider to get care *1 time* in the past 6 months (13% vs 7%) and significantly less likely to have visited 5-9 times (19% vs 30%)
- ...significantly less likely to *Always* get an appointment for care needed right away as soon as needed (53% vs 69%)
- ...significantly less likely to say their provider *Always* seemed to know the important information about their medical history (69% vs 79%)
- ... younger, and in particular were significantly more likely to be ages 25-34 (12% vs 5%) and significantly less likely to be ages 65-74 (9% vs 22%)
- ...significantly less likely to be identify as male (53% vs 67%) and significantly more likely to identify as female-to-male/Transgender male/Trans man (5% vs 1%)

### Gender

Nearly all patients surveyed identified as male (57%) or female (39%). Seventeen patients identified as *female-to-male/transgender male/trans man*, one identified as *gender queer neither exclusively male nor female*, and one patient selected *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* (21% vs 12%), and significantly less likely to have been going to their current provider for *5 years or more* (23% vs 34%)
- ...significantly less likely to *Always* get an appointment for checkup or routine care as soon as needed (55% vs 65%)
- ...significantly more likely to *Never* get an answer to their medical question on the same day when they contacted the provider's office during regular office hours (12% vs 4%)
- ...significantly less likely to say their provider *Never* showed respect for what they had to say (0% vs 3%)
- ...significantly less likely to say their provider *Always* seemed informed and up-to-date about the care they got from specialists (62% vs 74%), and significantly more likely to say *Never* (4% vs 1%)
- ...significantly more likely to say the clerks and receptionists at their provider's office were *Never* as helpful as they should be (5% vs 2%)

- ...significantly less likely to rate their overall mental/emotional health as *Excellent* (11% vs 19%)
- ...younger, and in particular, significantly more likely to be 25-34 (14% vs 6%) and 35-44 (19% vs 9%), and significantly less likely to be 55-64 (33% vs 42%) and 65-74 (8% vs 14%)
- ...significantly more likely to be of Hispanic or Latino origin or descent (14% vs 9%)

### Hispanic or Latino origin or descent

A small percentage of patients said they were of Hispanic or Latino origin or descent (11%).

Compared to patients who were not of Hispanic or Latino origin or descent, patients of Hispanic or Latino origin or descent were...

- ...significantly more likely to have been going to this provider for *Less than 6 months* (25% vs 14%) and significantly less likely to have been going to this provider for *5 years or more* (12% vs 32%)
- ...significantly more likely to have visited their provider *once* (28% vs 9%) and significantly less likely to have visited their provider *10 or more times* (7% vs 26%)
- ...significantly more likely to have contacted their provider's office to get an appointment for an illness, injury, or condition that needed care right away (67% vs 52%)
- ...significantly less likely to say their provider *Always* explained things in a way that was easy to understand (62% vs 77%)
- ...significantly less likely to say their provider *Always* listened carefully to them (68% vs 83%)
- ...significantly less likely to say their provider ordered a blood test, x-ray, or other test (64% vs 82%)
- ...significantly less likely to say someone from the provider's office *Always* followed up to give test results (47% vs 68%)
- ...significantly less likely to say someone from the provider's office talked with them about specific goals for their health (69% vs 81%)
- ...significantly less likely to say they talked with someone at the provider's office about things in their life that worry or cause them stress (62% vs 76%)
- ...significantly less likely to have taken prescription medicine (72% vs 90%)
- ...significantly less likely to say they *Always* talked with someone from the provider's office about all the prescription medicines they were taking (45% vs 65%)
- ...significantly more likely to say the clerks and receptionists were *Never* as helpful as they should be (10% vs 2%)
- ...significantly more likely to rate their overall health as *Excellent* (20% vs 10%)
- ...significantly more likely to rate their overall mental or emotional health as *Excellent* (25% vs 14%) and as *Very good* (25% vs 14%)
- ...significantly more likely to be younger, in particular 18-24 (15% vs 2%), 25-34 (17% vs 8%), and 35-44 (25% vs 12%), and significantly less likely to be 55-64 (20% vs 40%) and 65-74 (2% vs 13%)
- ...significantly more likely to be *Female* (53% vs 38%)
- ...significantly more likely to have completed *8<sup>th</sup> grade or less* (18% vs 3%)



### Language other than English

About a third of patients indicated that a language other than English was their primary language (31%).

Compared to patients whose primary language was English, patients whose primary language was *not English* were...

- ...significantly less likely to have made any appointments for a checkup or routine care with their provider (72% vs 81%)
- ...significantly less likely to say their provider *Always* listened carefully to them (76% vs 83%)
- ...significantly more likely to rate their overall health as *Poor* (10% vs 6%)

### Sexual orientation

When asked about sexual orientation, the majority of patients were straight or heterosexual (92%), while a small percentage said lesbian, gay, or homosexual (3%), bisexual (3%), or something else (1%).

*Solely for the purposes of creating large enough sample sizes for analysis*, we compared patients who identified as straight/heterosexual to all else (92% vs 8%).

Finding differences is nearly impossible due to the small sample size, however...

- ... patients who identified as straight or heterosexual were significantly less likely to say someone from their provider's office *Usually* followed up to give test results (15% vs 29%)
- ...patients who identified as lesbian, gay, homosexual, bisexual, or something else were significantly more likely to say someone from their provider's office asked if there were things that *make it hard for them to take care of their health* (85% vs 58%)
- ...patients who identified as lesbian, gay, homosexual, bisexual, or something else were significantly more likely to say the clerks and receptionists at the provider's office *Never* treat them with courtesy and respect (5% vs 1%)

### Race

The majority of patients identified as Black or African American (63%), with considerably smaller percentages identifying as White (20%), American Indian or Alaska Native (5%) or Other (14%).

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

- ...significantly less likely to rate their overall health as *Poor* (6% vs 13%)
- ...significantly less likely to rate their overall mental or emotional health as *Poor* (7% vs 13%)
- ...significantly less likely to have completed *8<sup>th</sup> grade or less* (2% vs 6%)
- ...significantly less likely to be of Hispanic or Latino origin or descent (3% vs 10%)

### 3. CAHPS Benchmark Composite Scores<sup>2</sup>

		CAHPS Benchmark	Location Combined	Fallsway	Fallsway - Yellow Team	West Baltimore	Baltimore County
<b>COMPOSITE 1: Getting Timely Appointments, Care and Information</b>							
	Never + Sometimes	11%	21%	23%	20%	9%	21%
	Usually	23%	21%	23%	16%	21%	21%
	Always	66%	59%	53%	64%	70%	58%
<b>Base</b>		<b>128,582</b>	<b>300</b>	<b>169</b>	<b>65</b>	<b>32</b>	<b>34</b>
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?	Never + Sometimes	11%	22%	25%	17%	12%	21%
	Usually	22%	19%	21%	14%	19%	15%
	Always	67%	60%	53%	69%	69%	65%
<b>Base</b>		<b>228,443</b>	<b>438</b>	<b>248</b>	<b>104</b>	<b>40</b>	<b>46</b>
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?	Never + Sometimes	7%	17%	21%	13%	10%	13%
	Usually	22%	22%	23%	19%	18%	30%
	Always	71%	61%	56%	67%	72%	57%
<b>Base</b>		<b>124,222</b>	<b>291</b>	<b>160</b>	<b>70</b>	<b>31</b>	<b>30</b>
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?	Never + Sometimes	14%	23%	22%	29%	6%	30%
	Usually	26%	22%	26%	14%	26%	17%
	Always	59%	55%	51%	57%	68%	53%

		CAHPS Benchmark	Location Combined	Fallsway	Fallsway - Yellow Team	West Baltimore	Baltimore County
<b>COMPOSITE 2: How Well Providers Communicate With Patients</b>							
	Never + Sometimes	4%	10%	12%	6%	9%	11%
	Usually	11%	11%	11%	12%	11%	10%
	Always	85%	79%	77%	83%	81%	80%
<b>Base</b>		<b>307,199</b>	<b>556</b>	<b>315</b>	<b>135</b>	<b>46</b>	<b>60</b>
In the last 6 months, how often did this provider explain things in a way that was easy to understand?	Never + Sometimes	3%	12%	15%	9%	9%	12%
	Usually	12%	13%	12%	13%	20%	15%
	Always	85%	74%	73%	79%	72%	73%
<b>Base</b>		<b>307,087</b>	<b>560</b>	<b>317</b>	<b>135</b>	<b>45</b>	<b>63</b>
In the last 6 months, how often did this provider listen carefully to you?	Never + Sometimes	4%	8%	10%	5%	7%	8%
	Usually	10%	11%	12%	10%	9%	10%
	Always	86%	81%	78%	84%	84%	83%
<b>Base</b>		<b>306,646</b>	<b>558</b>	<b>314</b>	<b>135</b>	<b>46</b>	<b>63</b>
In the last 6 months, how often did this provider show respect for what you had to say?	Never + Sometimes	3%	7%	7%	4%	9%	8%
	Usually	8%	7%	8%	7%	2%	3%
	Always	89%	87%	84%	90%	89%	89%
<b>Base</b>		<b>305,852</b>	<b>557</b>	<b>315</b>	<b>134</b>	<b>46</b>	<b>62</b>
In the last 6 months, how often did this provider spend enough time with you?	Never + Sometimes	4%	11%	14%	4%	9%	15%
	Usually	13%	14%	13%	18%	11%	13%
	Always	83%	75%	73%	78%	80%	73%

		CAHPS Benchmark	Location Combined	Fallsway	Fallsway - Yellow Team	West Baltimore	Baltimore County
<b>COMPOSITE 3: Helpful, Courteous, and Respectful Office Staff</b>							
	Never + Sometimes	5%	14%	16%	15%	7%	11%
	Usually	17%	16%	19%	12%	11%	11%
	Always	79%	71%	67%	74%	82%	79%
<b>Base</b>		<b>303,953</b>	<b>551</b>	<b>311</b>	<b>134</b>	<b>45</b>	<b>61</b>
In the last 6 months, how often were clerks and receptionists at this provider's office as helpful as you thought they should be?	Never + Sometimes	6%	17%	20%	18%	7%	13%
	Usually	21%	19%	22%	16%	11%	16%
	Always	73%	64%	59%	66%	82%	70%
<b>Base</b>		<b>303,714</b>	<b>554</b>	<b>312</b>	<b>135</b>	<b>45</b>	<b>62</b>
In the last 6 months, how often did clerks and receptionists at this provider's office treat you with courtesy and respect?	Never + Sometimes	3%	11%	12%	11%	7%	8%
	Usually	12%	12%	15%	8%	11%	5%
	Always	85%	78%	74%	81%	82%	87%

<sup>2</sup> 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](https://cahpsdatabase.ahrq.gov/CAHPSIDB/Public/CG/CG_TopScores.aspx)

		CAHPS Benchmark	Location Combined	Fallsway	Fallsway - Yellow Team	West Baltimore	Baltimore County
<b>COMPOSITE 4: Providers Use of Information to Coordinate Patient Care</b>	Never + Sometimes	11%	17%	18%	20%	8%	15%
	Usually	16%	15%	17%	14%	13%	14%
	Always	73%	67%	66%	66%	79%	71%
	<b>Base</b>	<b>305,706</b>	<b>559</b>	<b>318</b>	<b>135</b>	<b>45</b>	<b>61</b>
<b>In the last 6 months, how often did this provider seem to know the important information about your medical history?</b>	Never + Sometimes	5%	13%	15%	13%	4%	11%
	Usually	17%	13%	16%	8%	9%	13%
	Always	78%	73%	69%	79%	87%	75%
	<b>Base</b>	<b>226,082</b>	<b>438</b>	<b>239</b>	<b>110</b>	<b>35</b>	<b>54</b>
<b>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?</b>	Never + Sometimes	12%	18%	18%	24%	9%	15%
	Usually	13%	16%	17%	17%	11%	13%
	Always	75%	66%	65%	59%	80%	72%
	<b>Base</b>	<b>259,430</b>	<b>485</b>	<b>270</b>	<b>120</b>	<b>40</b>	<b>55</b>
<b>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?</b>	Never + Sometimes	16%	20%	20%	22%	12%	20%
	Usually	17%	17%	17%	18%	18%	15%
	Always	67%	63%	63%	60%	70%	65%
	<b>Base</b>	<b>259,430</b>	<b>485</b>	<b>270</b>	<b>120</b>	<b>40</b>	<b>55</b>

		CAHPS Benchmark	Location Combined	Fallsway	Fallsway - Yellow Team	West Baltimore	Baltimore County
<b>What number would you use to rate this provider?</b>	<b>Base</b>	<b>302,808</b>	<b>556</b>	<b>313</b>	<b>135</b>	<b>46</b>	<b>62</b>
	0-6	5%	8%	9%	5%	9%	6%
	7-8	15%	24%	23%	25%	22%	24%
	9-10	80%	69%	68%	70%	70%	69%

		CAHPS Benchmark	Location Combined	Fallsway	Fallsway - Yellow Team	West Baltimore	Baltimore County
<b>PCMH COMPOSITE: Talking with You About Taking Care of Your Own Health</b>	Yes	56%	70%	70%	68%	81%	66%
	No	45%	31%	31%	32%	19%	35%
<b>In the last 6 months, did someone from this provider's office talk with you about specific goals for your health?</b>	<b>Base</b>	<b>186,051</b>	<b>547</b>	<b>308</b>	<b>134</b>	<b>45</b>	<b>60</b>
	Yes	66%	79%	78%	82%	87%	73%
	No	34%	21%	22%	18%	13%	27%
<b>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?</b>	<b>Base</b>	<b>185,274</b>	<b>544</b>	<b>308</b>	<b>133</b>	<b>44</b>	<b>59</b>
	Yes	45%	60%	61%	54%	75%	58%
	No	55%	40%	39%	46%	25%	42%

		CAHPS Benchmark	Location Combined	Fallsway	Fallsway - Yellow Team	West Baltimore	Baltimore County
<b>Did this provider's office give you information about what to do if you needed care during evenings, weekends, or holidays?</b>	<b>Base</b>	<b>181,764</b>	<b>553</b>	<b>312</b>	<b>135</b>	<b>46</b>	<b>60</b>
	Yes	72%	82%	76%	89%	87%	92%
	No	28%	18%	24%	11%	13%	8%
<b>In the last 6 months, did you see a specialist for a particular health problem?</b>	<b>Base</b>	<b>185,501</b>	<b>552</b>	<b>310</b>	<b>135</b>	<b>45</b>	<b>62</b>
	Yes	60%	51%	50%	50%	64%	48%
	No	40%	49%	50%	50%	36%	52%
<b>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?</b>	<b>Base</b>	<b>111,155</b>	<b>281</b>	<b>155</b>	<b>67</b>	<b>29</b>	<b>30</b>
	Never + Sometimes	13%	13%	12%	12%	17%	17%
	Usually	25%	18%	19%	16%	14%	20%
	Always	63%	69%	69%	72%	69%	63%
<b>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?</b>	<b>Base</b>	<b>185,801</b>	<b>550</b>	<b>311</b>	<b>133</b>	<b>45</b>	<b>61</b>
	Yes	56%	73%	71%	79%	80%	67%
	No	44%	27%	29%	21%	20%	33%

## 4. CAHPS Quartile Benchmarking<sup>3</sup>

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.

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	Fallsway - Yellow Team	West Baltimore	Baltimore County
<b>COMPOSITE 1: Getting Timely Appointments, Care and Information</b>		59%	53%	64%	70%	58%
	Quartile	<b>Q1</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q1</b>
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%	53%	69%	69%	65%
	Quartile	<b>Q2</b>	<b>Q1</b>	<b>Q3</b>	<b>Q3</b>	<b>Q2</b>
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%	56%	67%	72%	57%
	Quartile	<b>Q1</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q1</b>
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	55%	51%	57%	68%	53%
	Quartile	<b>Q2</b>	<b>Q2</b>	<b>Q2</b>	<b>Q4</b>	<b>Q2</b>

		Location Combined	Fallsway	Fallsway - Yellow Team	West Baltimore	Baltimore County
<b>COMPOSITE 2: How Well Providers Communicate With Patients</b>		79%	77%	83%	81%	80%
	Quartile	<b>Q1</b>	<b>Q1</b>	<b>Q2</b>	<b>Q2</b>	<b>Q1</b>
In the last 6 months, how often did this provider explain things in a way that was easy to understand?	% Always	74%	73%	79%	72%	73%
	Quartile	<b>Q1</b>	<b>Q1</b>	<b>Q1</b>	<b>Q1</b>	<b>Q1</b>
In the last 6 months, how often did this provider listen carefully to you?	% Always	81%	78%	84%	84%	83%
	Quartile	<b>Q2</b>	<b>Q1</b>	<b>Q2</b>	<b>Q2</b>	<b>Q2</b>
In the last 6 months, how often did this provider show respect for what you had to say?	% Always	87%	84%	90%	89%	89%
	Quartile	<b>Q2</b>	<b>Q1</b>	<b>Q3</b>	<b>Q3</b>	<b>Q3</b>
In the last 6 months, how often did this provider spend enough time with you?	% Always	75%	73%	78%	80%	73%
	Quartile	<b>Q1</b>	<b>Q1</b>	<b>Q2</b>	<b>Q2</b>	<b>Q1</b>

<sup>3</sup> 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](https://cahpsdatabase.ahrq.gov/CAHPSIDB/Public/CG/CG_TopScores.aspx)

		Location Combined	Fallsway	Fallsway - Yellow Team	West Baltimore	Baltimore County
<b>COMPOSITE 3: Helpful, Courteous, and Respectful Office Staff</b>	% Always	71%	67%	74%	82%	79%
	Quartile	Q1	Q1	Q2	Q3	Q3
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	64%	59%	66%	82%	70%
	Quartile	Q1	Q1	Q2	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	78%	74%	81%	82%	87%
	Quartile	Q1	Q1	Q2	Q2	Q3
		Location Combined	Fallsway	Fallsway - Yellow Team	West Baltimore	Baltimore County
<b>COMPOSITE 4: Providers Use of Information to Coordinate Patient Care</b>	% Always	67%	66%	66%	79%	71%
	Quartile	Q1	Q1	Q1	Q4	Q2
In the last 6 months, how often did this provider seem to know the important information about your medical history?	% Always	73%	69%	79%	87%	75%
	Quartile	Q2	Q1	Q3	Q4	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	66%	65%	59%	80%	72%
	Quartile	Q1	Q1	Q1	Q3	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	63%	63%	60%	70%	65%
	Quartile	Q2	Q2	Q1	Q3	Q2
		Location Combined	Fallsway	Fallsway - Yellow Team	West Baltimore	Baltimore County
<b>What number would you use to rate this provider?</b>	% 9-10	69%	68%	70%	70%	69%
	Quartile	Q1	Q1	Q1	Q1	Q1
		Location Combined	Fallsway	Fallsway - Yellow Team	West Baltimore	Baltimore County
<b>PCMH COMPOSITE: Talking with You About Taking Care of Your Own Health</b>	% Yes	70%	70%	68%	81%	66%
	Quartile	Q4	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	79%	78%	82%	87%	73%
	Quartile	Q4	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	60%	61%	54%	75%	58%
	Quartile	Q4	Q4	Q4	Q4	Q4
		Location Combined	Fallsway	Fallsway - Yellow Team	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	82%	76%	89%	87%	92%
	Quartile	Q4	Q3	Q4	Q4	Q4
In the last 6 months, did you see a specialist for a particular health problem?	% Yes	51%	50%	50%	64%	48%
	Quartile	Q1	Q1	Q1	Q3	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	69%	69%	72%	69%	63%
	Quartile	Q4	Q4	Q4	Q4	Q3
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	73%	71%	79%	80%	67%
	Quartile	Q4	Q4	Q4	Q4	Q4