

Health Care for the Homeless Executive Summary Report

Spring 2019
(With CAHPS Benchmark
And Quartile Benchmark)

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 526 completed surveys, with 298 (57%) completed by telephone and 228 (43%) completed via a web survey on a tablet at the providers' offices. All surveys were completed between May 1st, 2019 and June 12th, 2019. A copy of the survey script is included in Appendix A of this report.

CAHPS benchmark data and quartiles are sourced from 2017 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

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

- Number of clients seen in the past 12 months by location
- Proportion of client volume by location
- Percentage of clients with a scheduled appointment (target for in-clinic survey)
- Percentage of client 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	370	179	191	27	10
Fallsway – Yellow Team	53	-	53	9	3
West Baltimore	65	31	34	2	3
Baltimore County	38	18	20	0	0
Total	526	228	298	38	16

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 Summary¹

Provider's Office Relationship

Questions: A2 – A10, A21, A22

Most patients (87%) 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: *At least 1 year but less than 3 years* (29%) and *Less than 6 months* (22%). However, compared to all other locations, clients on the Fallsway Yellow Team were significantly more likely to have been going to their current provider to 5 years or more (34%).

A similar percentage of patients visited their current provider between 1 and 3 times in the past 6 months (46%) and 5 or more times (45%).

Clients that visited the Fallsway office (Yellow Team and non-Yellow team) were significantly more likely than clients at the West Baltimore office to have visited their provider 10 or more times in the last 6 months (>20% vs 11%).

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* (53%).

Of the patients who contacted their current provider's office for an appointment for care needed right away, over half (61%) *always* got an appointment as soon as they needed. While all other locations are in the first quartile of CAHPS practices, the West Baltimore location stands out here in the third quartile (76%).

About three-fourths (73%) of patients made an appointment for a *checkup or routine care* with their current provider in the last 6 months.

Over half (59%) 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. Continuing the trend from prior reports, patients at the Fallsway office *always* got an appointment as soon as needed significantly *less often* (53%) than other office locations. Again, the West Baltimore location in the third quartile stands out compared to other locations.

Nearly three-fourths (73%) 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 fourth quartile of national CAHPS practices, except for the Fallsway location, which is in the first quartile.

¹ CAHPS benchmark data and quartiles are sourced from 2017 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

About half of patients (51%) 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.

Nearly two-thirds of patients (63%) indicated the clerks and receptionists at their provider's office were *always as helpful as they should be*. The West Baltimore and Baltimore County locations were significantly more likely to say *Always* compared to the Fallsway location (78% and 79% vs 59%).

Over three-fourths of patients (76%) indicated the clerks and receptionists at their provider's office *always* treat them with *courtesy and respect*.

For both helpfulness and courtesy/respect of clerks and receptionists, the West Baltimore and Baltimore County locations rated higher than the Fallsway and Fallsway Yellow team.

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%).

Over three-fourths of patients indicated their provider *always* listened carefully to them (79%).

Over two-thirds of patients said their provider *always* seemed to know important information about their medical history (69%). Results vary by practice, with the Fallsway and West Baltimore locations in the first quartile of national CAHPS practices, Fallsway Yellow Team in the second quartile, and West Baltimore in the third quartile.

Most patients (85%) thought their provider *always* showed respect for what they had to say. Although this percent is high, all practice locations are in the first or second quartile of national CAHPS practices.

Nearly three-fourths (71%) of patients thought their provider *always* spent enough time with them. All practice locations are in the first or second quartile of national CAHPS practices.

Over two-thirds of patients (70%) said their provider ordered a blood test, x-ray, or other test for them. The Fallsway location stands out as having the lowest percentage here (67%).

Of the patients who said their provider ordered a blood test, x-ray, or other test for them, over two-thirds (71%) said that someone from the provider's office *always followed up* to give them the results. Results vary by location, with the Fallsway and West Baltimore locations falling in the second quartile and the Fallsway Yellow Team and Baltimore County in the fourth quartile of national CAHPS practices.

When using a 0 to 10 scale to rate their provider, almost two-thirds (64%) rated their provider a 9 or 10. The average rating was 8.7. *Very few patients* (9%) gave a neutral or low rating of their provider. All practice locations are in the first quartile of national CAHPS practices.

Provider Communication

A18A – A20

In the last 6 months, close to half of patients (46%) *saw a specialist* for a particular health problem. The Fallsway Yellow Team stands out in the fourth quartile of national CAHPS practices.

Two-thirds (67%) of patients said their provider *always* seemed informed and up-to-date about the care they received from specialists. The West Baltimore and Baltimore County locations are in the fourth quartile of national CAHPS practices, while the Fallsway locations lag behind.

About three-fourths (71%) 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 (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 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 (82%) 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 and West Baltimore locations in the second quartile of national CAHPS practices, the Fallsway Yellow Team in the third quartile, and Baltimore County location in the fourth quartile of results.

Personal Health

A23 – A24

Patients most often evaluated their overall health as Good (36%) and Fair (25%). A smaller percentage rated themselves Very Good (18%), Excellent (12%), and Poor (8%).

Likewise, patients most frequently rated their overall mental or emotional health as Good (31%) or Fair (29%) with smaller percentages rating Excellent (16%), Very Good (14%), and Poor (9%).

Fallsway Yellow team vs Fallsway non-Yellow Team

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

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

- ... significantly more likely to have been going to their provider for *less than 6 months* (22% vs 9%) and less likely to have been going to their provider for *5 years or more* (20% vs 34%)
- ... significantly more likely to have visited their provider to get care *1 time* in the past 6 months (17% vs 6%)
- ... significantly less likely to have made any appointments for a checkup or routine care with their provider (70% vs 85%)
- ... significantly less likely to *Always* get an appointment for checkup or routine care as soon as needed (53% vs 71%)
- ... significantly less likely to have a blood test, x-ray, or other test ordered in the last 6 months (67% vs 81%)
- ... significantly less likely to have talked with someone from the provider's office about things in their life than worry or cause stress (69% vs 85%)
- ... younger, and in particular were significantly more likely to be aged 25-34 (16% vs 4%)
- ... significantly less likely to identify as female-to-male/Transgender male/Trans man (1% vs 4%)

Gender

Nearly all patients surveyed identified as male (58%) or female (41%). Five clients identified as *female-to-male/transgender male/trans man*, two identified as *gender queer neither exclusively male nor female*, and one client selected *male-to-female/transgender female/trans woman*.

Compared to male clients, female clients were...

- ...significantly less likely to have been going to their current provider for *5 years or more* (11% vs 24%)
- ...significantly less likely to have visited their provider *10 or more times* in the past 6 months (15% vs 28%)
- ...significantly less likely to say someone from the provider's office *Always* followed up to give test results (63% vs 77%)
- ...younger, and in particular, significantly more likely to be 18 to 24 (5% vs 1%), 25 to 34 (19% vs 10%), and 35-44 (22% vs 13%)
- ...significantly more likely to have completed *8th grade or less* (15% vs 6%)
- ...significantly more likely to be of Hispanic or Latino origin or descent (24% vs 9%)

Sexual orientation

When asked about sexual orientation, the majority of patients were straight or heterosexual (93%), 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 more likely to say this is the provider they see for a checkup, want advice about a health problem, or get sick or hurt (88% vs 64%)
- ... patients who identified as straight or heterosexual were significantly more likely to say their provider *Always* explained things in a way that was easy to understand (78% vs 59%)
- ... patients who identified as straight or heterosexual were significantly more likely to say their provider *Always* showed respect for what they had to say (87% vs 71%)
- ... patients who identified as straight or heterosexual were significantly more likely to provide a top-3-box rating of their provider on an 11-point scale (85% vs 68%)
- ... patients who identified as lesbian, gay, homosexual, bisexual, or something else were significantly more likely to rate their overall mental or emotional health as *Poor* (78% vs 59%)
- ... patients who identified as lesbian, gay, homosexual, bisexual, or something else were significantly more likely to be younger, and in particular to be 25-34 (38% vs 12%) and 35-44 (29% vs 16%)

Language other than English

About a fourth of patients indicated that a language other than English was their primary language (28%).

Patients whose primary language was not English were significantly *more likely* than patients who said English was their primary language to...

- ...say this is the provider they usually see if they need a checkup, want advice about a health problem, or get sick or hurt (92% vs 85%)
- ...have contacted this provider's office to get an appointment for an illness, injury, or condition that needed care right away (63% vs 48%)
- ...to have made an appointment for a checkup or routine care with this provider (82% vs 69%)
- ...have ordered a blood test, x-ray, or other test (78% vs 67%)
- ...provide a top-3-box rating of their provider (90% vs 82%), top score (10-out-of-10, 56% vs 46%), and higher average rating (9.0 vs 8.6)
- ...have seen a specialist for a particular health problem (54% vs 43%)
- ...rate their overall health as Excellent (20% vs 9%), and mental or emotional health as Excellent (24% vs 13%)
- ...be female (48% vs 38%)
- ...have completed 8th grade or less (20% vs 6%)
- ...be of Hispanic or Latino origin or descent (45% vs 5%)

Hispanic or Latino origin or descent

A small percentage of patients said they were of Hispanic or Latino origin or descent (15%).

These patients were significantly *more likely* than patients who were not of Hispanic or Latino origin or descent to...

- ...say this is the provider they usually see if they need a checkup, want advice about a health problem, or get sick or hurt (97% vs 85%)
- ...have visited their provider to get care 1 time in the last 6 months (27% vs 14%)
- ...have contacted their provider's office to get an appointment for an illness, injury, or condition that needed care right away (64% vs 50%)
- ...have given their provider a top-3-box rating (92% vs 83%) and provided a significantly higher average rating (9.1 vs 8.7)
- ...have not talked with someone provider's office about specific goals for their health (22% vs 26%)
- ...rated their overall mental or emotional health as *Excellent* (31% vs 12%)
- ...be younger, specifically 18-24 (8% vs 2%) and 35-44 (29% vs 15%)
- ...be female (65% vs 37%)
- ...have completed 8th grade or less (38% vs 5%)

Race

The majority of patients identified as Black or African American (65%), with considerably smaller percentages identifying as White (21%), American Indian or Alaska Native (5%) or Other (13%).

Patients who identified as Black or African American were significantly *more likely* than those who identified as White to...

- ...say their provider *Always* listened carefully to them (83% vs 69%)
- ...say their provider *Always* seemed to know the important information about their medical history (74% vs 63%)
- ...say their provider *Always* showed respect for what they had to say (88% vs 80%)
- ...say their provider *Always* seemed informed and up-to-date about the care they got from specialists (73% vs 47%)
- ...say the clerks and receptionists at the office *Always* treated them with courtesy and respect (83% vs 65%)
- ...rate their overall health as *Very Good* (22% vs 11%)
- ...not be of Hispanic or Latino origin or descent (97% vs 89%)

5. CAHPS Benchmark Composite Scores³

		CAHPS Benchmark	Location Combined	Fallsway	Fallsway - Yellow Team	West Baltimore	Baltimore County
COMPOSITE 1: Getting Timely Appointments, Care and Information	Never + Sometimes	10%	23%	26%	22%	12%	13%
	Usually	23%	19%	20%	12%	16%	29%
	Always	67%	58%	54%	69%	72%	58%
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	153,032	275	195	24	41	15
	Never + Sometimes	10%	23%	25%	29%	10%	20%
	Usually	22%	16%	16%	8%	15%	27%
	Always	68%	61%	59%	62%	76%	53%
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	273,670	376	254	45	50	27
	Never + Sometimes	6%	19%	25%	13%	6%	4%
	Usually	21%	22%	22%	16%	22%	26%
	Always	73%	59%	53%	71%	72%	70%
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	144,574	270	185	24	41	20
	Never + Sometimes	14%	26%	29%	25%	20%	15%
	Usually	26%	19%	21%	-	12%	35%
	Always	60%	55%	50%	75%	68%	50%

		CAHPS Benchmark	Location Combined	Fallsway	Fallsway - Yellow Team	West Baltimore	Baltimore County
COMPOSITE 2: How Well Providers Communicate With Patients	Never + Sometimes	4%	10%	12%	8%	6%	5%
	Usually	11%	12%	13%	9%	9%	9%
	Always	85%	78%	75%	84%	85%	86%
In the last 6 months, how often did this provider explain things in a way that was easy to understand?	Base	362,318	524	369	53	64	38
	Never + Sometimes	3%	12%	13%	13%	6%	5%
	Usually	12%	12%	13%	8%	11%	8%
	Always	85%	77%	74%	79%	83%	87%
In the last 6 months, how often did this provider listen carefully to you?	Base	362,475	525	369	53	65	38
	Never + Sometimes	4%	10%	11%	8%	8%	5%
	Usually	11%	11%	13%	6%	5%	8%
	Always	86%	79%	75%	87%	88%	87%
In the last 6 months, how often did this provider show respect for what you had to say?	Base	362,457	521	368	51	64	38
	Never + Sometimes	3%	6%	7%	2%	3%	5%
	Usually	8%	9%	10%	8%	8%	5%
	Always	89%	85%	83%	90%	89%	89%
In the last 6 months, how often did this provider spend enough time with you?	Base	361,374	521	367	53	65	36
	Never + Sometimes	4%	13%	16%	8%	8%	6%
	Usually	13%	16%	17%	13%	12%	14%
	Always	83%	71%	67%	79%	80%	81%

		CAHPS Benchmark	Location Combined	Fallsway	Fallsway - Yellow Team	West Baltimore	Baltimore County
COMPOSITE 3: Helpful, Courteous, and Respectful Office Staff	Never + Sometimes	5%	15%	17%	17%	12%	6%
	Usually	16%	16%	18%	12%	8%	12%
	Always	79%	70%	66%	71%	81%	83%
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	357,725	521	368	52	63	38
	Never + Sometimes	6%	19%	20%	25%	13%	8%
	Usually	21%	18%	21%	13%	10%	13%
	Always	73%	63%	59%	62%	78%	79%
In the last 6 months, how often did clerks and receptionists at this provider's office treat you with courtesy and respect?	Base	357,834	523	369	53	63	38
	Never + Sometimes	3%	11%	13%	9%	10%	3%
	Usually	11%	13%	15%	11%	6%	11%
	Always	85%	76%	73%	79%	84%	87%

³ CAHPS benchmark data and quartiles are sourced from 2017 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	Fallsway - Yellow Team	West Baltimore	Baltimore County
COMPOSITE 4: Providers Use of Information to Coordinate Patient Care	Never + Sometimes	11%	17%	18%	16%	17%	10%
	Usually	16%	16%	17%	8%	17%	10%
	Always	73%	68%	65%	76%	66%	81%
	Base	361,033	518	365	53	64	36
In the last 6 months, how often did this provider seem to know the important information about your medical history?	Never + Sometimes	5%	14%	15%	19%	9%	6%
	Usually	17%	17%	19%	4%	17%	11%
	Always	78%	69%	66%	77%	73%	83%
	Base	275,421	358	240	43	49	26
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	11%	16%	17%	19%	16%	8%
	Usually	13%	13%	15%	2%	14%	8%
	Always	75%	71%	68%	79%	69%	85%
	Base	315,724	433	301	47	54	31
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%	20%	21%	11%	26%	16%
	Usually	17%	17%	17%	17%	19%	10%
	Always	66%	63%	61%	72%	56%	74%
	Base	315,724	433	301	47	54	31

		CAHPS Benchmark	Location Combined	Fallsway	Fallsway - Yellow Team	West Baltimore	Baltimore County
What number would you use to rate this provider?	Base	358,351	519	365	53	64	37
	0-6	5%	9%	11%	4%	6%	8%
	7-8	15%	26%	27%	25%	30%	19%
	9-10	80%	64%	62%	72%	64%	73%

		CAHPS Benchmark	Location Combined	Fallsway	Fallsway - Yellow Team	West Baltimore	Baltimore County
PCMH COMPOSITE: Talking with You About Taking Care of Your Own Health	Yes	55%	65%	63%	67%	76%	74%
	No	45%	35%	38%	33%	24%	26%
In the last 6 months, did someone from this provider's office talk with you about specific goals for your health?	Base	232,369	521	365	53	65	38
	Yes	67%	71%	67%	79%	83%	82%
	No	33%	29%	33%	21%	17%	18%
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	230,458	518	366	53	64	35
	Yes	43%	59%	58%	55%	69%	66%
	No	58%	41%	42%	45%	31%	34%

		CAHPS Benchmark	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?	Base	228,855	515	362	53	63	37
	Yes	74%	73%	69%	83%	86%	81%
	No	26%	27%	31%	17%	14%	19%
In the last 6 months, did you see a specialist for a particular health problem?	Base	234,038	522	366	53	65	38
	Yes	63%	46%	46%	58%	46%	37%
	No	37%	54%	54%	42%	54%	63%
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	144,445	238	164	31	30	13
	Never + Sometimes	13%	16%	19%	16%	3%	8%
	Usually	25%	17%	19%	19%	7%	15%
	Always	62%	67%	62%	65%	90%	77%
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	5,856	523	367	53	65	38
	Yes	51%	73%	69%	85%	85%	71%
	No	49%	27%	31%	15%	15%	29%

6. CAHPS Quartile Benchmarking⁴

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
COMPOSITE 1: Getting Timely Appointments, Care and Information		58%	54%	69%	72%	58%
	Quartile	Q1	Q1	Q3	Q3	Q1
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	61%	59%	62%	76%	53%
	Quartile	Q1	Q1	Q1	Q3	Q1
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	59%	53%	71%	72%	70%
	Quartile	Q1	Q1	Q2	Q3	Q2
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%	50%	75%	68%	50%
	Quartile	Q2	Q1	Q4	Q3	Q1

		Location Combined	Fallsway	Fallsway - Yellow Team	West Baltimore	Baltimore County
COMPOSITE 2: How Well Providers Communicate With Patients		78%	75%	84%	85%	86%
	Quartile	Q1	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%	74%	79%	83%	87%
	Quartile	Q1	Q1	Q1	Q2	Q2
In the last 6 months, how often did this provider listen carefully to you?	% Always	79%	75%	87%	88%	87%
	Quartile	Q1	Q1	Q2	Q3	Q2
In the last 6 months, how often did this provider show respect for what you had to say?	% Always	85%	83%	90%	89%	89%
	Quartile	Q1	Q1	Q2	Q2	Q2
In the last 6 months, how often did this provider spend enough time with you?	% Always	71%	67%	79%	80%	81%
	Quartile	Q1	Q1	Q1	Q2	Q2

⁴ CAHPS benchmark data and quartiles are sourced from 2017 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

		Location Combined	Fallsway	Fallsway - Yellow Team	West Baltimore	Baltimore County
COMPOSITE 3: Helpful, Courteous, and Respectful Office Staff	% Always	70%	66%	71%	81%	83%
	Quartile	Q1	Q1	Q1	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	63%	59%	62%	78%	79%
	Quartile	Q1	Q1	Q1	Q3	Q3
In the last 6 months, how often did clerks and receptionists at this provider's office treat you with courtesy and respect?	% Always	76%	73%	79%	84%	87%
	Quartile	Q1	Q1	Q1	Q2	Q3

		Location Combined	Fallsway	Fallsway - Yellow Team	West Baltimore	Baltimore County
COMPOSITE 4: Providers Use of Information to Coordinate Patient Care	% Always	68%	65%	76%	66%	81%
	Quartile	Q2	Q1	Q3	Q2	Q4
In the last 6 months, how often did this provider seem to know the important information about your medical history?	% Always	69%	66%	77%	73%	83%
	Quartile	Q1	Q1	Q2	Q1	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	71%	68%	79%	69%	85%
	Quartile	Q2	Q2	Q4	Q2	Q4
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%	61%	72%	56%	74%
	Quartile	Q2	Q2	Q3	Q2	Q4

		Location Combined	Fallsway	Fallsway - Yellow Team	West Baltimore	Baltimore County
What number would you use to rate this provider?	% 9-10	64%	62%	72%	64%	73%
	Quartile	Q1	Q1	Q1	Q1	Q1

		Location Combined	Fallsway	Fallsway - Yellow Team	West Baltimore	Baltimore County
PCMH COMPOSITE: Talking with You About Taking Care of Your Own Health	% Yes	65%	63%	67%	76%	74%
	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	71%	67%	79%	83%	82%
	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	59%	58%	55%	69%	66%
	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	73%	69%	83%	86%	81%
	Quartile	Q2	Q1	Q4	Q4	Q4
In the last 6 months, did you see a specialist for a particular health problem?	% Yes	46%	46%	58%	46%	37%
	Quartile	Q3	Q3	Q4	Q3	Q2
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	67%	62%	65%	90%	77%
	Quartile	Q2	Q2	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	73%	69%	85%	85%	71%
	Quartile	Q4	Q4	Q4	Q4	Q4

CAHPS Quartile Benchmarking-All Locations				
Quartile 1 = Bottom 25% (lowest) Quartile 4 = Top 25% (highest)				
Category	Question ("In the last 6 months...")	Nov 2018 Quartile	May 2019 Quartile	Quartile Trend
Composite 1: Getting Timely Appointments, Care and Information	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?	1	1	↔
	When you contacted this provider's office to get an appointment for CHECKUP OR ROUTINE CARE, how often did you get an appointment as soon as you needed?	1	1	↔
	When you contacted this provider's office to get an appointment for CHECKUP OR ROUTINE CARE, how often did you get an appointment as soon as you needed?	2	2	↔
Composite 2: How Well Providers Communicate With Patients	How often did this provider explain things in a way that was easy to understand?	1	1	↔
	How often did this provider listen carefully to you?	1	1	↔
	How often did this provider show respect for what you had to say?	1	1	↔
	How often did this provider spend enough time with you?	1	1	↔
Composite 3: Helpful, Courteous, & Respectful Office Staff	How often were clerks and receptionists at this provider's office as helpful as you thought they should be?	1	1	↔
	How often did clerks and receptionists at this provider's office treat you with courtesy and respect?	1	1	↔
Composite 4: Providers Use of Information to Coordinate Patient Care	How often did this provider seem to know the important information about your medical history?	2	1	↓
	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?	2	2	↔
	How often did you and someone from this provider's office talk about all the prescription medicines you were taking?	2	2	↔
PCHM Composite: Talking with your about taking Care of Your Own Health	Did someone from this provider's office talk with you about specific goals for your health?	4	4	↔
	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?	4	4	↔
	Did this provider's office give you information about what to do if you needed care during evenings, weekends, or holidays?	4	2	↓
	Did you see a specialist for a particular health problem?	3	3	↔
	How often did the provider discussed in Question 1 seem informed and up-to-date about the care you got from specialist?	3	2	↓
	Did you and someone from this provider's office talk about things in your life that worry you or cause you stress?	4	4	↔
	What number would you rate this provider? 9-10	1	1	↔

CAHPS Quartile Benchmarking-Fallsway				
Quartile 1 = Bottom 25% (lowest) Quartile 4 = Top 25% (highest)				
Category	Question ("In the last 6 months...")	Nov 2018 Quartile	May 2019 Quartile	Quartile Trend
Composite 1: Getting Timely Appointments, Care & Information	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?	1	1	↔
	When you contacted this provider's office to get an appointment for CHECKUP OR ROUTINE CARE, how often did you get an appointment as soon as you needed?	1	1	↔
	When you contacted this provider's office to get an appointment for CHECKUP OR ROUTINE CARE, how often did you get an appointment as soon as you needed?	2	1	↓
Composite 2: How Well Providers Communicate With Patients	How often did this provider explain things in a way that was easy to understand?	1	1	↔
	How often did this provider listen carefully to you?	1	1	↔
	How often did this provider show respect for what you had to say?	1	1	↔
	How often did this provider spend enough time with you?	1	1	↔
Composite 3: Helpful, Courteous, & Respectful Office Staff	How often were clerks and receptionists at this provider's office as helpful as you thought they should be?	1	1	↔
	How often did clerks and receptionists at this provider's office treat you with courtesy and respect?	1	1	↔
Composite 4: Providers Use of Information to Coordinate Patient Care	How often did this provider seem to know the important information about your medical history?	1	1	↔
	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?	1	2	↑
	How often did you and someone from this provider's office talk about all the prescription medicines you were taking?	1	2	↑
PCHM Composite: Talking with your about taking Care of Your Own Health	Did someone from this provider's office talk with you about specific goals for your health?	4	4	↔
	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?	4	4	↔
	Did this provider's office give you information about what to do if you needed care during evenings, weekends, or holidays?	3	1	↓
	Did you see a specialist for a particular health problem?	4	3	↓
	How often did the provider discussed in Question 1 seem informed and up-to-date about the care you got from specialist?	3	2	↓
	Did you and someone from this provider's office talk about things in your life that worry you or cause you stress?	4	4	↔
	What number would you rate this provider? 9-10	1	1	↔

CAHPS Quartile Benchmarking-Baltimore County				
Quartile 1 = Bottom 25% (lowest) Quartile 4 = Top 25% (highest)				
Category	Question ("In the last 6 months...")	Nov 2018 Quartile	May 2019 Quartile	Quartile Trend
Composite 1: Getting Timely Appointments, Care and Information	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?	1	1	↔
	When you contacted this provider's office to get an appointment for CHECKUP OR ROUTINE CARE, how often did you get an appointment as soon as you needed?	2	2	↔
	When you contacted this provider's office to get an appointment for CHECKUP OR ROUTINE CARE, how often did you get an appointment as soon as you needed?	2	1	↓
Composite 2: How Well Providers Communicate With Patients	How often did this provider explain things in a way that was easy to understand?	1	2	↑
	How often did this provider listen carefully to you?	1	2	↑
	How often did this provider show respect for what you had to say?	1	2	↑
	How often did this provider spend enough time with you?	1	2	↑
Composite 3: Helpful, Courteous, and Respectful Office Staff	How often were clerks and receptionists at this provider's office as helpful as you thought they should be?	2	3	↑
	How often did clerks and receptionists at this provider's office treat you with courtesy and respect?	1	3	↑
Composite 4: Providers Use of Information to Coordinate Patient Care	How often did this provider seem to know the important information about your medical history?	2	3	↑
	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?	3	4	↑
	How often did you and someone from this provider's office talk about all the prescription medicines you were taking?	3	4	↑
PCHM Composite: Talking with your about taking Care of Your Own Health	Did someone from this provider's office talk with you about specific goals for your health?	4	4	↔
	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?	4	4	↔
	Did this provider's office give you information about what to do if you needed care during evenings, weekends, or holidays?	4	4	↔
	Did you see a specialist for a particular health problem?	2	2	↔
	How often did the provider discussed in Question 1 seem informed and up-to-date about the care you got from specialist?	4	4	↔
	Did you and someone from this provider's office talk about things in your life that worry you or cause you stress?	4	4	↔
	What number would you rate this provider? 9-10	1	1	↔

CAHPS Quartile Benchmarking-West Baltimore				
Quartile 1 = Bottom 25% (lowest) Quartile 4 = Top 25% (highest)				
Category	Question ("In the last 6 months...")	November 2018 Quartile Ranking	May 2019 Quartile Ranking	Quartile Trend
Composite 1: Getting Timely Appointments, Care and Information	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?	3	3	↔
	When you contacted this provider's office to get an appointment for CHECKUP OR ROUTINE CARE, how often did you get an appointment as soon as you needed?	2	3	↑
	When you contacted this provider's office to get an appointment for CHECKUP OR ROUTINE CARE, how often did you get an appointment as soon as you needed?	3	3	↔
Composite 2: How Well Providers Communicate With Patients	How often did this provider explain things in a way that was easy to understand?	1	2	↑
	How often did this provider listen carefully to you?	1	3	↑
	How often did this provider show respect for what you had to say?	2	2	↔
	How often did this provider spend enough time with you?	1	2	↑
Composite 3: Helpful, Courteous, and Respectful Office Staff	How often were clerks and receptionists at this provider's office as helpful as you thought they should be?	2	3	↑
	How often did clerks and receptionists at this provider's office treat you with courtesy and respect?	2	2	↔
Composite 4: Providers Use of Information to Coordinate Patient Care	How often did this provider seem to know the important information about your medical history?	3	1	↓
	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?	2	2	↔
	How often did you and someone from this provider's office talk about all the prescription medicines you were taking?	2	2	↔
PCHM Composite: Talking with your about taking Care of Your Own Health	Did someone from this provider's office talk with you about specific goals for your health?	4	4	↔
	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?	4	4	↔
	Did this provider's office give you information about what to do if you needed care during evenings, weekends, or holidays?	4	4	↔
	Did you see a specialist for a particular health problem?	2	3	↑
	How often did the provider discussed in Question 1 seem informed and up-to-date about the care you got from specialist?	4	4	↑
	Did you and someone from this provider's office talk about things in your life that worry you or cause you stress?	4	4	↔
	What number would you rate this provider? 9-10	1	1	↔

CAHPS Quartile Benchmarking-May 2019 Client Survey				
Quartile 1 = Bottom 25% (lowest) Quartile 4 = Top 25% (highest)				
Category	Question ("In the last 6 months...")	Fallsway (non-Yellow)	Yellow Team	Yellow Team Comparison
Composite 1: Getting Timely Appointments, Care and Information	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?	1	1	↔
	When you contacted this provider's office to get an appointment for CHECKUP OR ROUTINE CARE, how often did you get an appointment as soon as you needed?	1	2	↑
	When you contacted this provider's office to get an appointment for CHECKUP OR ROUTINE CARE, how often did you get an appointment as soon as you needed?	1	4	↑
Composite 2: How Well Providers Communicate With Patients	How often did this provider explain things in a way that was easy to understand?	1	1	↔
	How often did this provider listen carefully to you?	1	2	↑
	How often did this provider show respect for what you had to say?	1	2	↑
	How often did this provider spend enough time with you?	1	1	↔
Composite 3: Helpful, Courteous, and Respectful Office Staff	How often were clerks and receptionists at this provider's office as helpful as you thought they should be?	1	1	↔
	How often did clerks and receptionists at this provider's office treat you with courtesy and respect?	1	1	↔
Composite 4: Providers Use of Information to Coordinate Patient Care	How often did this provider seem to know the important information about your medical history?	1	2	↑
	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?	2	4	↑
	How often did you and someone from this provider's office talk about all the prescription medicines you were taking?	2	3	↑
PCHM Composite: Talking with your about taking Care of Your Own Health	Did someone from this provider's office talk with you about specific goals for your health?	4	4	↔
	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?	4	4	↔
	Did this provider's office give you information about what to do if you needed care during evenings, weekends, or holidays?	1	4	↑
	Did you see a specialist for a particular health problem?	3	4	↑
	How often did the provider discussed in Question 1 seem informed and up-to-date about the care you got from specialist?	2	2	↔
	Did you and someone from this provider's office talk about things in your life that worry you or cause you stress?	4	4	↔
	What number would you rate this provider? 9-10	1	1	↔