

**BOARD OF DIRECTORS
CONSUMER RELATIONS COMMITTEE
ZOOM MEETING
July 9, 2021**



PARTICIPANTS: M. Council, R. Mayo, L. Mason, A. Haniotis, Staff: Malcolm Williams, Eddie Martin, Jr., Gabbi Thacker, Tracy Russell, Ziad Amer

I. CLIENT SURVEY: Ziad Amer and Tracy Russell presented.

There were 372 completed telephone surveys. Normally, HCH also conducts web surveys on a tablet at the providers' offices. The COVID-19 pandemic made in-person web surveys impossible. The survey was a comparison to the CAHPS Clinical Group Chartbook Adult Survey. Comparison to CAHPS results may not be applicable because of how the pandemic affected patients' ability to obtain medical care or their opinions of their care. All surveys were completed November 4 – December 10, 2020.

Clinic Site	Surveys	Spanish Surveys	Telehealth Surveys
Fallsway	291	111	134
Fallsway-Yellow Team	51	16	26
West Baltimore	16	4	10
Baltimore County	372	132	176

Provider's Office Relationship:

- 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: *1-3 years* (28%) and *5 years or more* (25%).
- Half of patients (50%) visited their current provider *4 or more times* in the last 6 months.
- About 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* (49%).
- Nearly three-fourths (74%) of patients made an appointment for a *checkup or routine care* with their current provider in the last 6 months.
- Three-fourths (75%) of patients said their provider's office gave them information about what to do if they needed care during evening, weekends, or holidays.
- About half of patients (55%) contacted their provider's office with a medical question during regular office hours.
- Over two-thirds of patients (70%) indicated the clerks and receptionists at their provider's office were *always as helpful as they should be*.
- Most patients (86%) indicated the clerks and receptionists at their provider's office *always* treat them with *courtesy and respect*.

Provider Interaction:

- Over three-fourths of patients indicated their provider *always* explained things in a way that was easy for them to understand (79%). Fallsway and the Fallsway Yellow Team are in the 1st and 2nd quartile of CAHPS practices, while West Baltimore and Baltimore County are more highly rated in the 3rd quartile.
- Nearly nine-in-ten patients indicated their provider *always* listened carefully to them (89%). All practice locations aside from West Baltimore (1st quartile) are in the 3rd or 4th quartile of CAHPS practices.
- Over three-fourths of patients said their provider *always* seemed to know important information about

their medical history (78%).

- Most patients (91%) thought their provider *always* showed respect for what they had to say. All practice locations aside from Baltimore County (2nd quartile) are in the 3rd or 4th quartile of CAHPS practices.
- Over three-fourths (77%) of patients thought their provider *always* spent enough time with them. All practice locations are in the 1st or 2nd quartile of CAHPS practices.
- Over two-thirds of patients (70%) said their provider ordered a blood test, x-ray, or other test for them.
- When using a 0 to 10 scale to rate their provider, over three-fourths (77%) rated their provider a 9 or 10. The average rating was 9.2. About *one-in-twenty patients* (5%) gave a low rating of their provider.
- Although Health Care for Homeless is in the 2nd quartile of CAHPS practices, the West Baltimore location stands out in the 3rd quartile.

Provider Communication:

- In the last 6 months, less than half of patients (42%) *saw a specialist* for a particular health problem. Overall, the percentage of patients that saw a specialist is in the 1st quartile of CAHPS practices.
- Over three-fourths (77%) of patients said their provider *always* seemed informed and up-to-date about the care they received from specialists. Health Care for Homeless stands out with three-out-of-four practices in the 4th quartile.
- Over two-thirds (69%) of patients indicated someone from their provider's office talked with them about *specific goals for their health*. As a whole Health Care for Homeless lies in the 3rd quartile of CAHPS practices, but the Baltimore county practice lags behind in the 2nd quartile.
- Over half of patients (53%) 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 practices are in the 4th quartile of CAHPS practices.
- Over two-thirds of patients (69%) talked with someone from their provider's office about things in their life that *worry them or cause stress*. All Health Care for Homeless practices are in the 4th quartile of CAHPS practices, except for West Baltimore which lags behind in the 2nd quartile.
- Most patients (84%) said they *took prescription medicine* in the last 6 months.

Patient Personal Health:

- Patients most often evaluated their overall health as Good (34%) and Fair (29%). A smaller percentage rated themselves Very Good (21%), Excellent (12%), and Poor (4%).
- Likewise, patients most frequently rated their overall mental or emotional health as Good (31%) or Fair (28%) with smaller percentages rating Excellent (18%), Very Good (17%), and Poor (5%).