

Health Care for the Homeless Executive Summary Report

Fall 2018
**(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 378 completed surveys, with 243 (64%) completed by telephone and 135 (36%) completed via a web survey on a tablet at the providers' offices. All surveys were completed between November 5, 2018 and December 7, 2018. A copy of the survey script is included in Appendix A of this report.

A few questions are identical to those of the 2016/2017 survey, those questions are trended at the end of the report.

CAHPS benchmark data and quartiles are sourced from 2016 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

Assuming a representative distribution among sites the maximum margins of error, calculated at a 95% confidence would be:

Clinic Site	Surveys	Margin of Error
Baltimore County	81	10.8%
West Baltimore	111	9.3%
Fallsway	186	7.2%

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

- Column Proportions:

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

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.

2. Executive Summary¹

Provider's Office Relationship

Questions: A2 – A10, A21, A22

Most patients (94%) 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* (20%). However, continuing the trend from prior reports, patients who visited the Baltimore County office were significantly more likely than both other offices to say they've been going to this provider for less than 6 months (41% vs 14% and 16%).

Almost half of patients visited their current provider between *1 and 3 times in the past 6 months* (47%). However, more than two-fifths visited the provider *5 or more times* (41%). Patients that visited the Baltimore County office were significantly *less likely* to visit the office *10 or more times* (9% vs 19% and 28%) and significantly *more likely* to visit the office once (20% vs 11% and 14%).

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* (52%). Patients that visited the West Baltimore office were significantly more likely to have contacted the office for care they needed right away (65% vs 46% and 47%).

Of the patients who contacted their current provider's office for an appointment for care needed right away, over half (62%) *always* got an appointment as soon as they needed. West Baltimore stands out in the third quartile of CAHPS practices, while Fallsway and Baltimore County are in the first quartile.

Over three-fourths (80%) of patients made an appointment for a *checkup or routine care* with their current provider in the last 6 months.

Nearly 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. Continuing the trend from prior reports, patients at the Fallsway office *always* got an appointment as soon as needed significantly *less often* (51%) than both other office locations. All locations are in the first or second quartile of national results.

Over three-fourths (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 national CAHPS results.

¹ CAHPS benchmark data and quartiles are sourced from 2016 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

Over half of patients (56%) contacted their provider's office with a medical question during regular office hours.

Over half of patients (61%) who contacted their provider's office with a medical question during regular business hours *always received an answer* to their question that same day. All locations are in the second or third quartile of national results.

Two-thirds of patients (66%) indicated that the clerks and receptionists at their provider's office were *always as helpful as they should be*. The West Baltimore location has a significantly lower percentage of patients that said *Never and Sometimes* (9% vs 20% and 21%). All locations are in the first or second quartile of national results.

Over three-fourths of patients (78%) indicated that the clerks and receptionists at their provider's office *always* treat them with *courtesy and respect*. All locations are in the first or second quartile of national results.

Provider Interaction

A11 – A18

Over three-fourths of patients indicated that their provider *always* explained things in a way that was easy for them to understand (78%). Although this percent is high, all locations are in the first quartile of national CAHPS results.

Over three-fourths of patients indicated that their provider *always* listened carefully to them (79%). All locations are in the first quartile of national CAHPS results.

Almost three-fourths of patients said their provider *always* seemed to know important information about their medical history (74%). Results vary by practice, with the Fallsway location in the first quartile of national CAHPS results, Baltimore County in the second quartile, and West Baltimore in the third quartile.

Most patients (86%) 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 results.

Over three-fourths (76%) of patients thought their provider *always* spent enough time with them. All practice locations are in the first quartile of national CAHPS results.

Over three-fourths of patients (78%) said that 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, 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 location falling in the first quartile, the West Baltimore location in the second quartile, and Baltimore County in the third quartile of national CAHPS results.

When using a 0 to 10 scale to rate their provider, over two-thirds (70%) rated their provider a 9 or 10. The average rating was 8.9. *Very few patients* (8%) gave a neutral or low rating of their provider. All practice locations are in the first quartile of national CAHPS results.

Provider Communication

A18A – A20

In the last 6 months, over half of patients (54%) *saw a specialist* for a particular health problem. The Fallsway location is in the fourth quartile of CAHPS results; both other locations fall in the second quartile of national 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 national CAHPS practices.

Over three-fourths (78%) 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 results.

Nearly two-thirds of patients (65%) 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 results.

Almost three-fourths of patients (74%) talked with someone from their provider's office about things in their life that *worry them or cause stress*. Like both other personal attention measures, all practices are in the fourth quartile of national CAHPS results.

Most patients (91%) said they *took prescription medicine* in the last 6 months.

Of the respondents who took prescription medicine in the last 6 months, over half (59%) indicated someone from their provider's office talked to them about all the prescription medicines they were taking. Results vary by location, with the Fallsway location being in the first quartile of national CAHPS results, the West Baltimore location in the second quartile, and the Baltimore County in the third quartile of results.

Provider Ratings

A22A – A22D

Almost ninety percent (89%) of patients agree (top 2 box) that: *my provider makes sure health care decisions and treatment goals fit with the other challenges I have in my life*, yielding an average rating of 4.6 out of 5. This average rating is continuing to climb higher from the Fall 2017 and Spring 2018 scores.

Only half of patients (52%) agree with the statement: *I can reach a provider when the clinic is closed*. However, about a third (34%) of patients disagree, resulting in an average rating of (3.3). The average rating for this statement is consistently the lowest of all 4 statements. The rating for Fall 2018 fell back towards the historical average after a jump in Spring 2018.

A strong majority of patients (84%) agree that: *I can get care here without missing out on meals or a place to sleep*. The average rating is well in positive territory at 4.4 out of 5. After a drop in Fall 2017, the average score in Fall 2018 is in line with 2016, Spring 2017, and Spring 2018.

Most patients (88%) express agreement with the statement: *Health Care for the Homeless helps me gain the skills I need to manage my health care*. The average rating is a very strong 4.5 out of 5. After a drop in Fall 2017, the average score in Fall 2018 is in line with 2016, Spring 2017, and Spring 2018.

Patients most often evaluated their overall health as Good (33%) and Fair (32%). A smaller percentage rated themselves Excellent (7%) and Very Good (18%).

Likewise, patients most frequently rated their overall mental or emotional health as Good (31%) or Fair (27%) with smaller percentages of Excellent (14%) and Very good (17%).

Subgroup Analysis

A26, A26a, A26b, A28, A29

Gender

Nearly all patients surveyed identified as male (59%) or female (40%). One respondent identified as *gender queer, neither exclusively male nor female*, and one respondent did not feel comfortable providing a definition.

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 (4%), 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 lesbian, gay, homosexual, bisexual, or something else tended to be on the *younger size of the age ranges* compared to patients who identified as straight or heterosexual
- ...two-thirds of patients who identified as lesbian, gay, homosexual, bisexual, or something else said they were *female*, while almost two-thirds of straight-heterosexual patients were *male*

Language other than English

About a fourth of patients indicated that a language other than English was their primary language (25%). Patients whose primary language was not English were significantly *more likely* than patients who said English was their primary language to...

- ...have visited their provider 1 or 2 times in the last 6 months (47% vs 26%), the opposite is also true about visiting their provider 5 or more times
- ...have contacted their provider's office to get an appointment for an illness, injury, or condition that needed care right away (61% vs 49%)
- ...be younger, specifically, 25 to 34 (15% vs 5%) and 35 to 44 (22% vs 12%)
- ...be female (53% vs 37%)
- ...have completed 8th grade or less (20% vs 5%)
- ...be of Hispanic or Latino origin or descent (39% vs 4%)

Hispanic or Latino origin or descent

A small percentage of patients said they were of Hispanic or Latino origin or descent (13%). These patients were significantly *more likely* than patients who were not of Hispanic or Latino origin or descent to...

- ...have visited their provider 1 time in the last 6 months (33% vs 11%)
- ...have contacted their provider's office to get an appointment for an illness, injury, or condition that needed care right away (65% vs 50%)
- ...have *not* received a blood test, x-ray, or other test from their provider (42% vs 18%)
- ...have rated their provider a 10 out of 10 (67% vs 52%), the average rating is also higher (9.2 vs 8.8), but not significantly different
- ...have not seen a specialist in the last 6 months (66% vs 44%)
- ...have not taken any prescription medicine in the past 6 months (27% vs 7%)
- ...use the middle of the scale "Good", when considering their mental or emotional health (46% vs 29%)
- ...be younger, specifically, 25 to 34 (22% vs 5%) and 35 to 44 (28% vs 12%)
- ...be female (63% vs 38%)
- ...have completed 8th grade or less (39% vs 4%)

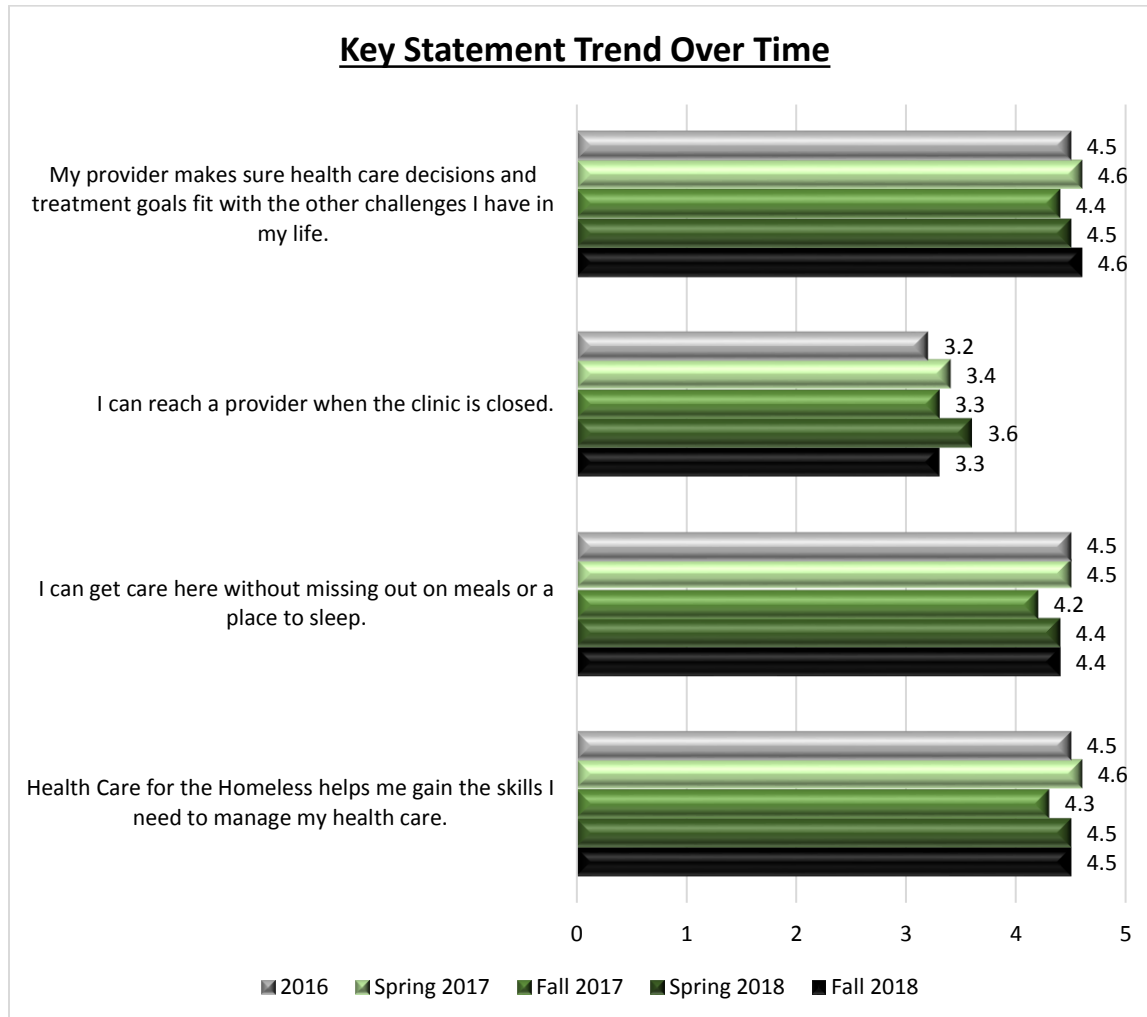
Race

The majority of patients identified as Black or African American (62%), with considerably smaller percentages identifying as White (24%), American Indian or Alaska Native (6%) or Other (12%). Patients who identified as Black or African American were significantly *more likely* than White to...

- ...have visited their provider 10 or more times in the last 6 months (26% vs 14%)
- ...say for care they needed right away, they *usually* got an appointment as soon as needed (23% vs 8%), this is also reflected in a lower *always* (57% vs 74%)
- ...use the middle of the scale "Good", when considering their mental or emotional health (34% vs 21%)

4. Time Period Comparison

The following are the average scores for 2016, Spring 2017, Fall 2017, Spring 2018, and Fall 2018 for all locations combined.



5. CAHPS Benchmark Composite Scores³

		CAHPS Benchmark	Location Combined	Fallsway	Baltimore County	West Baltimore
COMPOSITE 1: Getting Timely Appointments, Care and Information	Never + Sometimes	10%	18%	25%	13%	11%
	Usually	22%	21%	22%	24%	17%
	Always	67%	61%	53%	64%	72%
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	54,630	196	87	38	71
	Never + Sometimes	10%	18%	24%	18%	10%
	Usually	21%	20%	24%	21%	14%
	Always	69%	62%	52%	61%	76%
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	89,272	297	145	65	87
	Never + Sometimes	7%	17%	25%	8%	11%
	Usually	21%	22%	24%	22%	17%
	Always	72%	61%	51%	71%	71%
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	52,541	209	100	39	70
	Never + Sometimes	14%	18%	25%	13%	11%
	Usually	25%	21%	18%	28%	20%
	Always	61%	61%	57%	59%	69%

		CAHPS Benchmark	Location Combined	Fallsway	Baltimore County	West Baltimore
COMPOSITE 2: How Well Providers Communicate With Patients	Never + Sometimes	4%	8%	9%	10%	5%
	Usually	9%	13%	14%	10%	13%
	Always	88%	80%	78%	81%	82%
In the last 6 months, how often did this provider explain things in a way that was easy to understand?	Base	134,263	374	186	77	111
	Never + Sometimes	4%	9%	10%	13%	6%
	Usually	10%	13%	15%	6%	14%
	Always	86%	78%	76%	81%	80%
In the last 6 months, how often did this provider listen carefully to you?	Base	134,222	375	185	79	111
	Never + Sometimes	3%	7%	9%	8%	5%
	Usually	8%	13%	14%	9%	16%
	Always	89%	79%	77%	84%	79%
In the last 6 months, how often did this provider show respect for what you had to say?	Base	134,221	376	186	80	110
	Never + Sometimes	3%	7%	6%	11%	5%
	Usually	6%	7%	9%	5%	6%
	Always	91%	86%	85%	84%	89%
In the last 6 months, how often did this provider spend enough time with you?	Base	133,502	376	186	80	110
	Never + Sometimes	4%	7%	9%	8%	3%
	Usually	11%	18%	17%	19%	17%
	Always	85%	76%	74%	74%	80%

		CAHPS Benchmark	Location Combined	Fallsway	Baltimore County	West Baltimore
COMPOSITE 3: Helpful, Courteous, and Respectful Office Staff	Never + Sometimes	5%	15%	18%	16%	8%
	Usually	14%	14%	16%	9%	14%
	Always	82%	72%	67%	76%	79%
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	130,758	369	183	80	106
	Never + Sometimes	6%	17%	20%	21%	9%
	Usually	18%	17%	20%	9%	18%
	Always	76%	66%	60%	70%	73%
In the last 6 months, how often did clerks and receptionists at this provider's office treat you with courtesy and respect?	Base	130,761	371	184	80	107
	Never + Sometimes	3%	12%	15%	10%	7%
	Usually	10%	10%	12%	8%	9%
	Always	87%	78%	73%	82%	84%

³ CAHPS benchmark data and quartiles are sourced from 2016 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	Baltimore County	West Baltimore
COMPOSITE 4: Providers Use of Information to Coordinate Patient Care	Never + Sometimes	12%	17%	22%	12%	12%
	Usually	15%	15%	14%	14%	16%
	Always	74%	68%	64%	73%	72%
	Base	133,086	374	186	78	110
In the last 6 months, how often did this provider seem to know the important information about your medical history?	Never + Sometimes	6%	11%	16%	10%	5%
	Usually	16%	15%	15%	15%	15%
	Always	78%	74%	69%	74%	81%
	Base	87,402	288	145	58	85
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%	24%	10%	12%
	Usually	12%	11%	10%	12%	13%
	Always	76%	71%	66%	78%	75%
	Base	106,729	339	174	70	95
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	17%	23%	26%	17%	20%
	Usually	16%	18%	18%	16%	20%
	Always	67%	59%	56%	67%	60%

		CAHPS Benchmark	Location Combined	Fallsway	Baltimore County	West Baltimore
What number would you use to rate this provider?	Base	130,526	375	185	79	111
	0-6	4%	8%	10%	9%	5%
	7-8	13%	22%	24%	22%	18%
	9-10	83%	70%	66%	70%	77%

		CAHPS Benchmark	Location Combined	Fallsway	Baltimore County	West Baltimore
PCMH COMPOSITE: Talking with You About Taking Care of Your Own Health	Yes	52%	72%	69%	72%	75%
	No	48%	29%	31%	28%	26%
	Base	41,155	370	185	79	106
In the last 6 months, did someone from this provider's office talk with you about specific goals for your health?	Yes	62%	78%	77%	78%	79%
	No	38%	22%	23%	22%	21%
	Base	40,711	371	185	79	107
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	42%	65%	61%	66%	70%
	No	58%	35%	39%	34%	30%

		CAHPS Benchmark	Location Combined	Fallsway	Baltimore County	West Baltimore
Did this provider's office give you information about what to do if you needed care during evenings, weekends, or holidays?	Base	39,634	373	183	81	109
	Yes	72%	82%	80%	81%	84%
	No	28%	18%	20%	19%	16%
	Base	41,324	372	184	79	109
In the last 6 months, did you see a specialist for a particular health problem?	Yes	53%	54%	59%	47%	50%
	No	47%	46%	41%	53%	50%
	Base	41,166	192	103	34	55
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?	Never + Sometimes	12%	16%	21%	18%	5%
	Usually	21%	15%	13%	9%	22%
	Always	67%	69%	66%	74%	73%
	Base	20,987	372	186	78	108
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	51%	74%	78%	74%	68%
	No	49%	26%	22%	26%	32%

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	Fallsview	Baltimore County	West Baltimore
COMPOSITE 1: Getting Timely Appointments, Care and Information	% Always	61%	53%	64%	72%
	Quartile	Q2	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	62%	52%	61%	76%
	Quartile	Q1	Q1	Q1	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%	51%	71%	71%
	Quartile	Q1	Q1	Q2	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	61%	57%	59%	69%
	Quartile	Q2	Q2	Q2	Q3








		Location Combined	Fallsview	Baltimore County	West Baltimore
COMPOSITE 2: How Well Providers Communicate With Patients	% Always	80%	78%	81%	82%
	Quartile	Q1	Q1	Q1	Q1
In the last 6 months, how often did this provider explain things in a way that was easy to understand?	% Always	78%	76%	81%	80%
	Quartile	Q1	Q1	Q1	Q1
In the last 6 months, how often did this provider listen carefully to you?	% Always	79%	77%	84%	79%
	Quartile	Q1	Q1	Q1	Q1
In the last 6 months, how often did this provider show respect for what you had to say?	% Always	86%	85%	84%	89%
	Quartile	Q1	Q1	Q1	Q2
In the last 6 months, how often did this provider spend enough time with you?	% Always	76%	74%	74%	80%
	Quartile	Q1	Q1	Q1	Q1

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		Location Combined	Fallsway	Baltimore County	West Baltimore
COMPOSITE 3: Helpful, Courteous, and Respectful Office Staff	% Always	72%	67%	76%	79%
	Quartile	Q1	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	66%	60%	70%	73%
	Quartile	Q1	Q1	Q2	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%	73%	82%	84%
	Quartile	Q1	Q1	Q1	Q2
		Location Combined	Fallsway	Baltimore County	West Baltimore
COMPOSITE 4: Providers Use of Information to Coordinate Patient Care	% Always	68%	64%	73%	72%
	Quartile	Q1	Q1	Q2	Q2
In the last 6 months, how often did this provider seem to know the important information about your medical history?	% Always	74%	69%	74%	81%
	Quartile	Q2	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	71%	66%	78%	75%
	Quartile	Q2	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	59%	56%	67%	60%
	Quartile	Q2	Q1	Q3	Q2
		Location Combined	Fallsway	Baltimore County	West Baltimore
What number would you use to rate this provider?	% 9-10	70%	66%	70%	77%
	Quartile	Q1	Q1	Q1	Q1
		Location Combined	Fallsway	Baltimore County	West Baltimore
PCMH COMPOSITE: Talking with You About Taking Care of Your Own Health	% Yes	72%	69%	72%	75%
	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	78%	77%	78%	79%
	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	65%	61%	66%	70%
	Quartile	Q4	Q4	Q4	Q4
		Location Combined	Fallsway	Baltimore County	West Baltimore
Did this provider's office give you information about what to do if you needed care during evenings, weekends, or holidays?	% Yes	82%	80%	81%	84%
	Quartile	Q4	Q3	Q4	Q4
In the last 6 months, did you see a specialist for a particular health problem?	% Yes	54%	59%	47%	50%
	Quartile	Q3	Q4	Q2	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	69%	66%	74%	73%
	Quartile	Q3	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	74%	78%	74%	68%
	Quartile	Q4	Q4	Q4	Q4













CAHPS Quartile Benchmarking All HCH (Quartile 4= Highest, Quartile 1 = Lowest)				
Category	Measure	June 2018 Quartile	November 2018 Quartile	Quartile Rank Trend
Composite 1: Getting Timely Appointments, Care and Information	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?	1	1	↔
	In the last 6 months, 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	↔
	In the last 6 months, 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	In the last 6 months, how often did this provider explain things in a way that was easy to understand?	1	1	↔
	In the last 6 months, how often did this provider listen carefully to you?	1	1	↔
	In the last 6 months, how often did this provider show respect for what you had to say?	1	1	↔
	In the last 6 months, how often did this provider spend enough time with you?	1	1	↔
Composite 3: Helpful, Courteous, and Respectful Office Staff	In the last 6 months, how often were clerks and receptionists at this provider's office as helpful as you thought they should be?	1	1	↔
	In the last 6 months, 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	In the last 6 months, how often did this provider seem to know the important information about your medical history?	1	2	↑
	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?	2	2	↔
	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?	2	2	↔

CAHPS Quartile Benchmarking All HCH (CONT.)
(Quartile 4= Highest, Quartile 1 = Lowest)













PCHM Composite: Talking with your about taking Care of Your Own Health	In the last 6 months, did someone from this provider's office talk with you about specific goals for your health?	4	4	
	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?	4	4	
	Did this provider's office give you information about what to do if you needed care during evenings, weekends, or holidays?	3	4	
	In the last 6 months, did you see a specialist for a particular health problem?	1	3	
	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 specialist?	2	3	
	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?	4	4	
	What number would you rate this provider? 9-10	1	1	

CAHPS Quartile Benchmarking-Fallsway (Quartile 4 = Highest, Quartile 1 = Lowest)				
Category	Measure	June 2018 Quartile	November 2018 Quartile	Quartile Rank Trend
Composite 1: Getting Timely Appointments, Care and Information	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?	1	1	↔
	In the last 6 months, 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	↔
	In the last 6 months, 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	↑
Composite 2: How Well Providers Communicate With Patients	In the last 6 months, how often did this provider explain things in a way that was easy to understand?	1	1	↔
	In the last 6 months, how often did this provider listen carefully to you?	1	1	↔
	In the last 6 months, how often did this provider show respect for what you had to say?	1	1	↔
	In the last 6 months, how often did this provider spend enough time with you?	1	1	↔
Composite 3: Helpful, Courteous, and Respectful Office Staff	In the last 6 months, how often were clerks and receptionists at this provider's office as helpful as you thought they should be?	1	1	↔
	In the last 6 months, 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	In the last 6 months, how often did this provider seem to know the important information about your medical history?	1	1	↔
	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?	2	1	↓
	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?	1	1	↔

CAHPS Quartile Benchmarking-Fallsway (CONT.) (Quartile 4 = Highest, Quartile 1 = Lowest)				
PCHM Composite: Talking with your about taking Care of Your Own Health	In the last 6 months, did someone from this provider's office talk with you about specific goals for your health?	4	4	↔
	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?	4	4	↔
	Did this provider's office give you information about what to do if you needed care during evenings, weekends, or holidays?	3	3	↔
	In the last 6 months, did you see a specialist for a particular health problem?	1	4	↑
	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 specialist?	1	3	↑
	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?	4	4	↔
	What number would you rate this provider? 9-10	1	1	↔

CAHPS Quartile Benchmarking-Baltimore County (Quartile 4 = Highest, Quartile 1 = Lowest)				
Category	Question	June 2018 Quartile	November 2018 Quartile	Quartile Rank Trend
Composite 1: Getting Timely Appointments, Care and Information	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?	3	1	
	In the last 6 months, 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	2	
	In the last 6 months, 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	In the last 6 months, how often did this provider explain things in a way that was easy to understand?	1	1	
	In the last 6 months, how often did this provider listen carefully to you?	1	1	
	In the last 6 months, how often did this provider show respect for what you had to say?	1	1	
	In the last 6 months, how often did this provider spend enough time with you?	1	1	
Composite 3: Helpful, Courteous, and Respectful Office Staff	In the last 6 months, how often were clerks and receptionists at this provider's office as helpful as you thought they should be?	3	2	
	In the last 6 months, how often did clerks and receptionists at this provider's office treat you with courtesy and respect?	3	1	
Composite 4: Providers Use of Information to Coordinate Patient Care	In the last 6 months, how often did this provider seem to know the important information about your medical history?	2	2	
	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?	3	3	
	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?	3	3	

CAHPS Quartile Benchmarking-Baltimore County (Quartile 4 = Highest, Quartile 1 = Lowest)				
PCHM Composite: Talking with your about taking Care of Your Own Health	In the last 6 months, did someone from this provider's office talk with you about specific goals for your health?	4	4	↔
	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?	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	↔
	In the last 6 months, did you see a specialist for a particular health problem?	1	2	↑
	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 specialist?	4	4	↔
	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?	4	4	↔
	What number would you rate this provider? 9-10	1	1	↔

CAHPS Quartile Benchmarking-West Baltimore (Quartile 4= Highest, Quartile 1= Lowest)				
Category	Question	June 2018 Quartile	November 2018 Quartile	Quartile Rank Trend
Composite 1: Getting Timely Appointments, Care and Information	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?	2	3	
	In the last 6 months, 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	2	
	In the last 6 months, 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?	4	3	
Composite 2: How Well Providers Communicate With Patients	In the last 6 months, how often did this provider explain things in a way that was easy to understand?	1	1	
	In the last 6 months, how often did this provider listen carefully to you?	2	1	
	In the last 6 months, how often did this provider show respect for what you had to say?	2	2	
	In the last 6 months, how often did this provider spend enough time with you?	1	1	
Composite 3: Helpful, Courteous, and Respectful Office Staff	In the last 6 months, how often were clerks and receptionists at this provider's office as helpful as you thought they should be?	3	2	
	In the last 6 months, how often did clerks and receptionists at this provider's office treat you with courtesy and respect?	1	2	
Composite 4: Providers Use of Information to Coordinate Patient Care	In the last 6 months, how often did this provider seem to know the important information about your medical history?	2	3	
	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?	2	2	
	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?	2	2	

CAHPS Quartile Benchmarking-West Baltimore (Quartile 4= Highest, Quartile 1= Lowest)				
PCHM Composite: Talking with your about taking Care of Your Own Health	In the last 6 months, did someone from this provider's office talk with you about specific goals for your health?	4	4	↔
	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?	4	4	↔
	Did this provider's office give you information about what to do if you needed care during evenings, weekends, or holidays?	3	4	↑
	In the last 6 months, did you see a specialist for a particular health problem?	1	2	↑
	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 specialist?	4	4	↑
	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?	4	4	↔
	What number would you rate this provider? 9-10	1	1	↔