



Category/Question	Response	HCH (11/17)	HCH (6/18)	Change	CAHPS Benchmark	National Comparison	
COMPOSITE 1: Getting Timely Appointments, Care and Information	Never/Sometimes	24%	21%	-3%	10%	11%	
	Usually	19%	20%	1%	22%	-2%	
	Always	57%	60%	3%	67%	-7%	
	Base	192	241				
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	27%	21%	-6%	10%	11%	
	Usually	19%	21%	2%	21%	0%	
	Always	54%	58%	4%	69%	-11%	
	Base	263	307				
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	19%	19%	0%	7%	12%	
	Usually	18%	19%	1%	21%	-2%	
	Always	63%	63%	0%	72%	-9%	
	Base	221	216				
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	26%	24%	-2%	14%	10%	
	Usually	19%	19%	0%	25%	-6%	
	Always	55%	58%	3%	61%	-3%	
	Base	155	125				
COMPOSITE 2: How Well Providers Communicate With Patients	Never/Sometimes	15%	12%	-3%	4%	8%	
	Usually	12%	11%	-1%	9%	2%	
	Always	74%	77%	3%	88%	-11%	
	Base	351	436				
In the last 6 months, how often did this provider explain things in a way that was easy to understand?	Never/Sometimes	17%	14%	-3%	4%	10%	
	Usually	11%	11%	0%	10%	1%	
	Always	72%	75%	3%	86%	-11%	
	Base	351	440				
In the last 6 months, how often did this provider listen carefully to you?	Never/Sometimes	14%	11%	-3%	3%	8%	
	Usually	11%	11%	0%	8%	3%	
	Always	75%	78%	3%	89%	-11%	
	Base	349	439				
In the last 6 months, how often did this provider show respect for what you had to say?	Never/Sometimes	11%	10%	-1%	3%	7%	
	Usually	10%	8%	-2%	6%	2%	
	Always	79%	83%	4%	91%	-8%	
	Base	351	437				
In the last 6 months, how often did this provider spend enough time with you?	Never/Sometimes	16%	14%	-2%	4%	10%	
	Usually	15%	13%	-2%	11%	2%	
	Always	70%	73%	3%	85%	-12%	
	Base	351	436				
COMPOSITE 3: Helpful, Courteous, and Respectful Office Staff	Never/Sometimes	18%	14%	-4%	5%	9%	
	Usually	13%	15%	2%	14%	1%	
	Always	70%	72%	2%	82%	-10%	
	Base	351	436				
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	21%	17%	-4%	6%	11%	
	Usually	14%	17%	3%	18%	-1%	
	Always	64%	65%	1%	76%	-11%	
	Base	354	434				
In the last 6 months, how often did clerks and receptionists at this provider's office treat you with courtesy and respect?	Never/Sometimes	13%	11%	-2%	3%	8%	
	Usually	12%	12%	0%	10%	2%	
	Always	76%	78%	2%	88%	-10%	
	Base	349	436				
COMPOSITE 4: Providers Use of Information to Coordinate Patient Care	Never/Sometimes	25%	16%	-9%	12%	4%	
	Usually	14%	15%	1%	15%	0%	
	Always	61%	69%	8%	74%	-5%	
	Base	349	436				
In the last 6 months, how often did this provider seem to know the important information about your medical history?	Never/Sometimes	20%	12%	-8%	6%	6%	
	Usually	13%	16%	3%	16%	0%	
	Always	68%	72%	4%	79%	-7%	
	Base	264	315				
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	26%	15%	-11%	12%	3%	
	Usually	12%	13%	1%	12%	1%	
	Always	62%	72%	10%	76%	-4%	
	Base	295	343				
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	30%	21%	-9%	17%	4%	
	Usually	16%	17%	1%	16%	1%	
	Always	54%	62%	8%	67%	-5%	
	Base	352	440				
What number would you use to rate this provider?	0-6	13%	12%	-1%	4%	8%	
	7-9	22%	23%	1%	13%	10%	
	9-10	65%	65%	0%	83%	-18%	
	Base	347	435				
PCMH COMPOSITE: Talking with You About Taking Care of Your Own Health	Yes	64%	66%	2%	52%	14%	
	No	36%	34%	-2%	48%	-14%	
	Base	347	435				
	In the last 6 months, did someone from this provider's office talk with you about specific goals for your health?	Yes	71%	75%	4%	62%	13%
No	29%	25%	-4%	38%	-13%		
Base	346	430					
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	57%	57%	0%	42%	15%	
	No	43%	43%	0%	58%	-15%	
	Base	343	429				
	Did this provider's office give you information about what to do if you needed care during evenings, weekends, or holidays?	Yes	77%	77%	0%	72%	5%
No	23%	23%	0%	28%	-5%		
Base	350	435					
In the last 6 months, did you see a specialist for a particular health problem?	Yes	47%	44%	-3%	53%	-9%	
	No	53%	56%	3%	47%	9%	
	Base	161	187				
	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	20%	16%	-4%	12%	4%
Usually		12%	20%	8%	21%	-1%	
Always		67%	64%	-3%	67%	-3%	
Base		348	436				
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	64%	64%	0%	51%	13%	
	No	36%	36%	0%	49%	-13%	
	HCH Survey Questions (1-5 scale)		11/16	6/17	11/17	6/18	Change
	I can get here without missing out on meals or a place to sleep		4.5	4.5	4.2	4.4	0.2
I can reach a provider when the clinic is closed		3.2	3.4	3.3	3.6	0.3	
My provider makes sure health care decisions and treatment goals fit with the other challenges I have in my life		4.5	4.6	4.4	4.5	0.1	
Health Care for the Homeless helps me gain the skills I need to manage my health care		4.5	4.6	4.3	4.5	0.2	