Press Ganey Patient Satisfaction Dashboard - YTD December 2010

Select Provider:

Surveys Returned: **60**

Current Month Mean Score
Click on "Percentiles" tab for percentile breakdown by category

	YTD Distribution of Responses	YTD % VP	YTD % P	YTD % F	YTD % G	YTD % VG	YTD Mean	YTD Rank	12 Month %VG Trend 2° Axis is Surveys Returned	12 Month %VP & %VP+%P Trend	Your Mean	Your Dept Mean	PAMF FAMP Mean
Overall		1.8%	0.6%	2.8%	23.4%	71.5%	90.1	53	Dots indicate surveys per month		95.3	92.6	90.9
Access to Care		1.9%	0.5%	2.4%	27.3%	67.9%	90.3	57			95.8	92.8	90.3
Visit		1.7%	1.1%	5.3%	34.2%	57.7%	86.3	11			91.7	90.9	88.1
Nurse/Assistant		1.7%	0.0%	2.5%	28.8%	66.9%	89.8	41			95.8	93.3	91.0
Care Provider		1.9%	0.5%	1.9%	13.3%	82.3%	93.4	99			91.5	93.9	93.7
Personal Issues		1.7%	0.0%	4.0%	31.4%	62.9%	88.3	23			97.2	90.4	89.5
Overall Assessment		1.7%	0.8%	0.4%	19.5%	77.5%	92.5	95			100.0	94.2	92.8

Press Ganey Patient Satisfaction Dashboard - YTD December 2010

Select Department:

Surveys Returned: 838

Legend:
- Target 85%
- Camino
- Your Trend
- %VP + %P
- %VP

	YTD Distribution of Responses	YTD % VP	YTD % P	YTD % F	YTD % G	YTD % VG	YTD Mean	YTD Rank	12 Month %VG Trend 2° Axis is Surveys Returned	12 Month %VP & %VP+%P Trend	Your Mean Score	Camino Div Mean Score	PAMF FAMP Mean Score
Overall		0.3%	0.5%	3.7%	26.1%	69.3%	90.6	61	Dots indicate surveys per month		93.3	91.4	90.9
Access to Care		0.2%	0.7%	4.5%	28.8%	65.8%	89.8	56			91.6	90.7	90.3
Visit		0.4%	0.9%	6.0%	33.4%	59.3%	87.6	59			90.5	88.6	88.1
Nurse/Assistant		0.2%	0.4%	3.1%	26.0%	70.3%	91.4	59			94.0	92.5	91.0
Care Provider		0.4%	0.5%	2.5%	19.5%	77.1%	93.1	61			95.8	93.5	93.7
Personal Issues		0.2%	0.2%	4.7%	32.2%	62.7%	89.2	52			92.0	90.1	89.5
Overall Assessment		0.2%	0.2%	2.0%	24.3%	73.3%	92.5	66			95.0	93.3	92.8

2010 Doctor Survey–PAS
(Patient Assessment Survey)

Physician Report

ALAN GLASEROFF

Humboldt IPA

June 2010

PBGH
Pacific Business
Group on Health

INTRODUCTION

How Summary Topic Survey Scores Are Calculated
The aspects of a patient's experience of physician care, as measured by the survey, are organized into six topics. Five of the six topics combine information from multiple survey questions and the sixth topic is based on a single question. Scores for each topic range from 0 to 100 points with higher scores indicating a better patient-reported experience. For multi-question scales, the score is computed by combining responses across all questions that comprise the scale with equal weight given to each question. A scale score is computed for each survey respondent unless the respondent completed fewer than half of the questions in that scale. The survey is a version of the Clinician-CAHPS© survey that was adopted as a national standard in 2007 by the National Quality Forum.

The results of all of your surveyed patients were combined and an average score was calculated. To create a fair comparison between your physician-level score and your medical group's average score, your score was adjusted to your medical group's patient profile including the age, sex, race, years of education, and chronic conditions in your patient sample. Your adjusted score is a "leveling of the playing field" for comparison purposes such that your patient population mix is adjusted so its characteristics match the characteristics of the general survey population.

How Individual Physician and Medical Group/IPA Scores Are Compared
Your scores are compared with your medical group/IPA's overall patient survey results. The medical group/IPA scores are based on survey results for all of the participating adult primary care physicians who are members of your medical group/IPA. Your scores also are compared to a statewide 90th percentile benchmark – the score of a physician who ranked higher than 90% of all adult primary care physicians who participated in the Doctor Survey-PAS project throughout California.

Which Patients are Included in the Survey Results?
For most physicians, a survey sample of 100 patients was drawn from among those persons who had a visit January - October 2009 per the medical group/IPA records. These are patients who are covered under the medical group/IPA health plan contracts. In almost all instances, adult PCP and pediatric surveys were used only if the patient/parent affirmed that the doctor was their regular doctor. The pediatric sample was limited to children age 13 or younger. The adult sample was age 18 or older. Most medical groups included only patients who were commercially insured, managed care enrollees.

Reliability of Doctor Scores
Each summary topic has been evaluated to assess its reliability – to affirm that the results from the survey sample of patients are representative of the true results if all of a physician's patients were surveyed. Reliability also is a measure of the extent of performance differences among physicians. We use a minimum reliability of 0.70 (0-1.0 scale) as a threshold to determine that a physician's patients are reporting consistent results. The table below shows the minimum number of responses needed to produce a summary topic reliability score of 0.70 on average across all of the participating physicians.

Summary Topic	Minimum Patient Respondents for 0.70 Reliability
Patient Recommends Doctor	29
Patient-Doctor Interactions	25
Patient Access	12
Coordinated Patient Care	24
Health Promotion	33
Helpful Office Staff	23

SURVEY QUESTIONS

There are six summary topics shown in the results. Abbreviated versions of the questions that map to each summary topic are listed here:

Patient Recommends Doctor

1. recommend doctor to your family and friends

Patient-Doctor Interactions

1. doctor explains things to you in a way that is easy-to-understand
2. doctor listens carefully to you
3. doctor gave you easy-to-understand instructions about what to do to take care of the health problems or concerns that were bothering you
4. doctor seems to know the important information about your medical history
5. doctor spends enough time with you
6. doctor shows respect for what you had to say

Patient Access

1. got appointment for care you needed right away as soon as you needed it
2. got appointment for check-up/routine care as soon as you needed it
3. visit started within 15 minutes of your appointment
4. got an answer that same day when you called with a medical question
5. got the help or advice you needed when you called after regular office hours

Coordinated Patient Care

1. doctor informed and up-to-date about your care from specialist doctors
2. someone from doctor's office followed-up to give you test results

Health Promotion

1. doctor and you talked about healthy diet and eating habits
2. doctor and you talked about exercise or physical activity

Helpful Office Staff

1. clerks and receptionists were helpful
2. clerks and receptionists were respectful

Survey Administration

Between February and April 2010, the survey was mailed to a patient sample that totaled more than 158,000 patients. An English language version of the survey was enclosed in the mailing; those wishing to complete the survey in Spanish were asked to call a toll-free number to request a Spanish version. The cover letter invited patients to logon to the web if they preferred to complete the survey online. A second mailing was sent to patients who had not responded to the initial mailing. Generally, 35 or more patients of each physician completed the survey though this number varied by physician. This sample size ensures that differences between a doctor's score and the average medical group score reflect real differences in patient-reported experiences. Statewide, 35% of patients, over 56,000 patients completed the survey. These completed survey rates vary considerably across physicians and medical groups/IPAs.

YOUR PERCENTILE RANKINGS
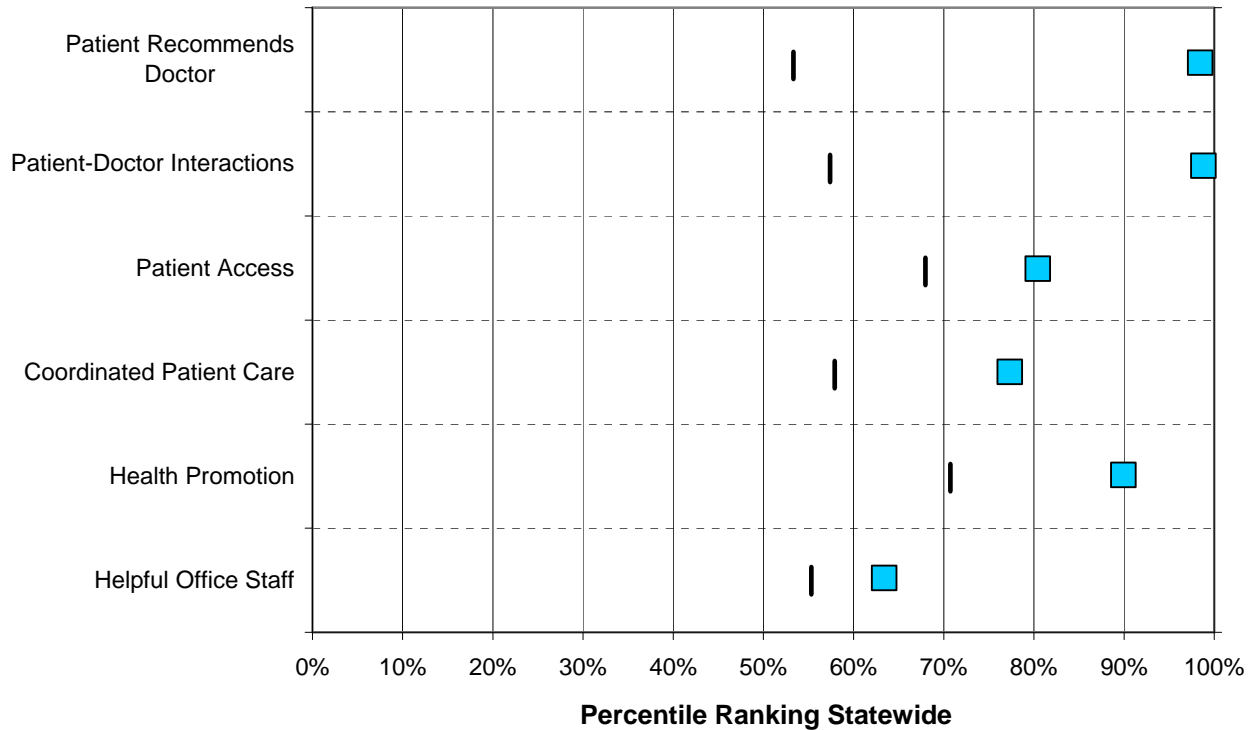
How to Read this Report
This report ranks your scores relative to 1,127 PCP doctors statewide. The highest scoring doctor is placed at the 100th percentile while the lowest scoring doctor is placed at the zero percentile.

The graph displays the percentile rank for you and your medical group overall for each of the six summary topics using the following symbols:

■ The blue square represents your percentile ranking compared to all PCPs statewide
| The vertical bar indicates where your medical group/IPA's average score falls in this ranking

Your Scores: Percentile Rankings
Your Sample N=29

Percentile Ranking Statewide

YOUR RESULTS

How to Read This Report
The table below provides your results for all scored items on the survey. The results are grouped by topic and include summary measure scores where applicable. Next to each score is one of three symbols indicating that the score is:

▲ Statistically significantly above (better than) the medical group/IPA average
▼ Statistically significantly below (worse than) the medical group/IPA average
◯ Statistically equivalent to the medical group/IPA average

The table also provides the average score of your medical group/IPA, the percentile ranking of your scores compared to all other PCPs in your group, the 90th percentile score of all PCP doctors statewide and the change in each score from the 2009 Doctor Survey (if applicable).

Your Patients' Experiences (N = 29)		Comparison			Trending	
Summary Measure and Questions	Your Mean Score	Your Medical Group Mean Score	Your Percentile* (Within Group)	Statewide 90th Percentile	Your 2009 Score	Change
Overall Ratings of Care						
Patient Recommends Doctor	99 ▲	89	98%	96	98	1
Patient Rates Doctor (0-10 Scale)	97 ▲	88	100%	94	96	2
Patient Rates All Health Care (0-10 Scale)	92 ▲	85	96%	91	92	0
Patient-Doctor Interactions						
Summary Measure	**98 ▲**	**91**	**96%**	**95**	**97**	**1**
Doctor Explanations Understandable	98 ◯	93	88%	96	97	0
Doctor Listens Carefully	97 ◯	91	81%	96	98	-1
Doctor Instructions Understandable	98 ▲	91	90%	96	98	0
Doctor Knows Medical History	99 ▲	88	100%	93	93	6
Doctor Spends Enough Time	100 ▲	90	98%	94	99	1
Doctor Shows Respect	99 ◯	93	90%	97	98	1
Patient Access To Care						
Summary Measure	**84 ◯**	**80**	**73%**	**87**	**87**	**-3**
Got Urgent Care Appointment When Needed	87 ◯	84	71%	92	89	-2
Got Routine Appointment When Needed	91 ◯	89	73%	94	93	-1
Wait Time: Visit Within 15 Minutes Of Appointment Time	75 ◯	72	65%	81	76	-1
Call During Office Hours, Answer To Medical Question Same Day	79 ◯	79	65%	88	90	-11
Got Advice Or Help After Office Hours	87 ◯	73	75%	87	92	-5
Coordination Of Care						
Summary Measure	**86 ◯**	**82**	**67%**	**90**	**90**	**-4**
Doctor Informed And Up-To-Date	94 ◯	83	83%	90	94	0
Follow-Up On Test Results	83 ◯	80	69%	91	86	-4
Health Promotion						
Summary Measure	**79 ◯**	**72**	**79%**	**79**	**85**	**-6**
Doctor Discusses Eating Habits	77 ◯	68	79%	78	82	-5
Doctor Discusses Exercise And Physical Activity	81 ◯	76	71%	82	88	-6
Office Staff						
Summary Measure	**89 ◯**	**86**	**63%**	**94**	**86**	**2**
Clerks and Receptionists Were Helpful	86 ◯	84	65%	92	85	1
Clerks and Receptionists Were Respectful	92 ◯	89	65%	96	87	4
Miscellaneous						
Got Specialist Appointment When Needed	76 ◯	74	52%	85	73	3
Doctor Encourages Questions	95 ▲	85	92%	90	91	5
Doctor Lets Talk Without Interruptions	96 ◯	90	77%	95	96	0

*For each item, the percentile is the percentage of PCPs within your group whose scores were less than or equal to your score.
†The number of patients in this sample is less than optimal. The performance relative to the medical group mean likely is correct but your score could vary somewhat in a larger patient sample.

CHRONIC CONDITION SELF-CARE SUPPORT

This section concerns survey questions that examine patient experiences about care for chronic or ongoing conditions. These results are reported separately as they are not part of the main survey and are not included in the Pay for Performance program.

A subset of your patients, with ongoing health conditions, reported on their self-care support experiences per five questions that are grouped into a summary measure. Next to each score is one of three symbols indicating that the score is:

△ Statistically significantly above (better than) the medical group/IPA average
▼ Statistically significantly below (worse than) the medical group/IPA average
◯ Statistically equivalent to the medical group/IPA average

The table also provides the average score of your medical group/IPA, the percentile ranking of your scores compared to all other PCPs in your group, and the 90th percentile score of all PCP doctors statewide.

Your Chronic Care Patients' Experience (N = 19)		Comparison		
Summary Measure and Questions	Your Mean Score	Your Medical Group Mean Score	Your Percentile* (Within Group)	Statewide 90th Percentile
Chronic Condition Self-care Support				
Summary Measure	**82 ◯**	**73**	**81%**	**80**
Doctor Informed About Care From Other Providers	95 △	82	87%	91
Doctor Instructions Are Clear	95 ◯	89	88%	95
Doctor Helped Set Personal Goals	68 ◯	61	63%	74
Doctor Helped Troubleshoot Barriers to Self-care	81 ◯	62	90%	77
Doctor Asked About Difficulties at Home/Work	65 ◯	68	40%	79

*For each item, the percentile is the percentage of PCPs within your group whose scores were less than or equal to your score.
†The number of patients in this sample is less than optimal. The performance relative to the medical group mean likely is correct but your score could vary somewhat in a larger patient sample.

The subset of your patients with ongoing health conditions reported getting care for the following conditions.

	Your Patients		Medical Group Average	
For which health condition did you take medicine or get care for 3 months or longer in the last 12 months?	Patients	% Yes*	Patients	% Yes*
Arthritis or joint disease	6	38%	180	24%
Asthma	1	6%	60	8%
Back pain	5	31%	154	21%
Cancer	2	13%	29	4%
Congestive heart failure (CHF)	0	0%	15	2%
Coronary artery disease (CAD)	4	25%	27	4%
Other heart disease	1	6%	36	5%
Depression	2	13%	153	21%
Diabetes	5	31%	104	14%
Hypertension or high blood pressure	7	44%	347	47%
Pregnancy or prenatal care	0	0%	6	1%
Other (please describe)	5	31%	324	44%

*Percentage of patient selections for this question -- patients can select more than one condition

YOUR PATIENTS' DEMOGRAPHICS

How to Read This Report
This report shows your surveyed patients' demographic characteristics. The adjacent column displays the same information for all the medical group/IPA physicians in your specialty category. The sum of these percentages represents all of your patients who answered that question with the exception of the race question and the final question which allow for multiple responses.

Patient-Reported Demographics and Health Status	Your Surveyed Patients*	Humboldt IPA Surveyed Patients
In general, how would you rate your overall health?		
Excellent	22%	14%
Very good	37%	40%
Good	19%	33%
Fair	19%	11%
Poor	4%	2%
In general, how would you rate your overall mental or emotional health?		
Excellent	28%	28%
Very good	28%	36%
Good	31%	26%
Fair	14%	9%
Poor	0%	1%
In what year were you born?		
Average Age	57.8	56.2
Are you male or female?		
Female	50%	60%
What is the highest grade or level of school that you have completed?		
Some high school or less	3%	3%
High school graduate or GED	7%	14%
Education beyond high school	90%	84%
Are you of Hispanic or Latino origin or descent?		
Hispanic or Latino	0%	4%
Which of the following best describes your race? **		
White or Caucasian	97%	92%
Black or African-American	3%	1%
Asian	0%	2%
Native Hawaiian or other Pacific Islander	0%	1%
American Indian or Alaska Native	0%	4%
Other	0%	3%
What language do you mainly speak at home?		
English	100%	99%
Spanish	0%	1%
Some other language	0%	1%
Has a doctor ever told you that you had: **		
Hypertension or high blood pressure	28%	40%
Angina or coronary artery disease	17%	5%
Congestive heart failure	0%	2%
Diabetes	21%	10%
Asthma, emphysema, or COPD	10%	14%
Rheumatoid Arthritis, Osteoarthritis, or DJD	14%	17%
Any cancer (other than skin)	10%	7%
Depression	28%	26%
Acid reflux or stomach ulcers	17%	28%
Migraine headaches	17%	17%

 * "Your Surveyed Patients" is the actual patient mix; this patient mix is adjusted for in the preceding mean scores.
 **These percentages may not equal 100% as individual patients can report multiple options.

Humboldt Community Health Alliance
ww.communityhealthalliance.org/?p=find_quality_care

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