



NY State Department of Health

Adult Medicaid

CAHPS® PCMH / NON PCMH Survey

Summary Report

February 2014



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## Background

The National Committee for Quality Assurance (NCQA) Patient-Centered Medical Home (PCMH) is a method of delivering primary medical care which specifically emphasizes care coordination and access to care. Medical homes can lead to higher quality and lower costs, and can improve overall experiences for both patients and providers. The NCQA PCMH designation distinguishes practices and providers that utilize this model to provide primary care.

The Consumer Assessment of Healthcare Providers and Systems (CAHPS®) PCMH survey is a comprehensive tool designed to assess consumers' experience with receiving health care. CAHPS® PCMH is the survey instrument that asks patients about their satisfaction with the care they received from PCMH-designated practices or clinics. The New York State Department of Health (NYSDOH) sponsored this CAHPS® PCMH survey to explore the variation in patient satisfaction among PCMH-recognized and NON PCMH-recognized clinics and practices. DataStat, Inc. conducted the survey on behalf of the NYSDOH in the fall of 2013. The instrument used for the administration of the survey was a customized version of the CAHPS® PCMH Adult survey, developed and tested nationally for assessing the performance of primary care sites.

The majority of CAHPS® PCMH items address domains of patient experience, such as access to care, communication with providers, and overall satisfaction with the patient's primary provider. The survey was expanded to include 3 supplemental questions addressing areas of particular interest to the NYSDOH. Rounding out the instrument was a set of questions collecting demographic data. In total, the survey instrument consisted of 55 questions. A copy of the modified CAHPS® PCMH questionnaire can be found in Appendix A.

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## Executive Summary

This is the first time the CAHPS® PCMH survey was administered to the Medicaid managed care plan population in New York State, and the focus of this report is adult members of these plans. The survey included a sample of 3,000 adults - 1,500 enrollees who visited a PCMH-recognized practice site and 1,500 who visited a NON PCMH-recognized site. Using a standardized survey procedure and questionnaire, surveys were sent to enrollees following a combined mail and phone methodology (four mailings, followed by phone follow up of non-responders) during the period September 10, 2013 through November 18, 2013. A total of 1,010 responses were received resulting in a 35.4% response rate. The summary sample disposition report of surveys is contained at the end of this section.

Conclusions based on the information presented in this report should be tempered by a few caveats. First, some survey items may have a relatively small number of responses due to skip patterns in the instrument. To provide the highest level of detailed reporting, results with fewer than 30 observations are included in the report, but should be viewed with caution. Second, in some of the data presentations included in this report, correlation coefficients are displayed to explore the relationship between different measures. While correlations offer insight about the relationship between two variables, high correlations do not necessarily indicate causation. Finally, in many of the charts and tables presented in this report, differences between the regional averages and practice type (PCMH-recognized or NON PCMH-recognized) are readily apparent; however, where these differences are not statistically significant they should be evaluated accordingly.

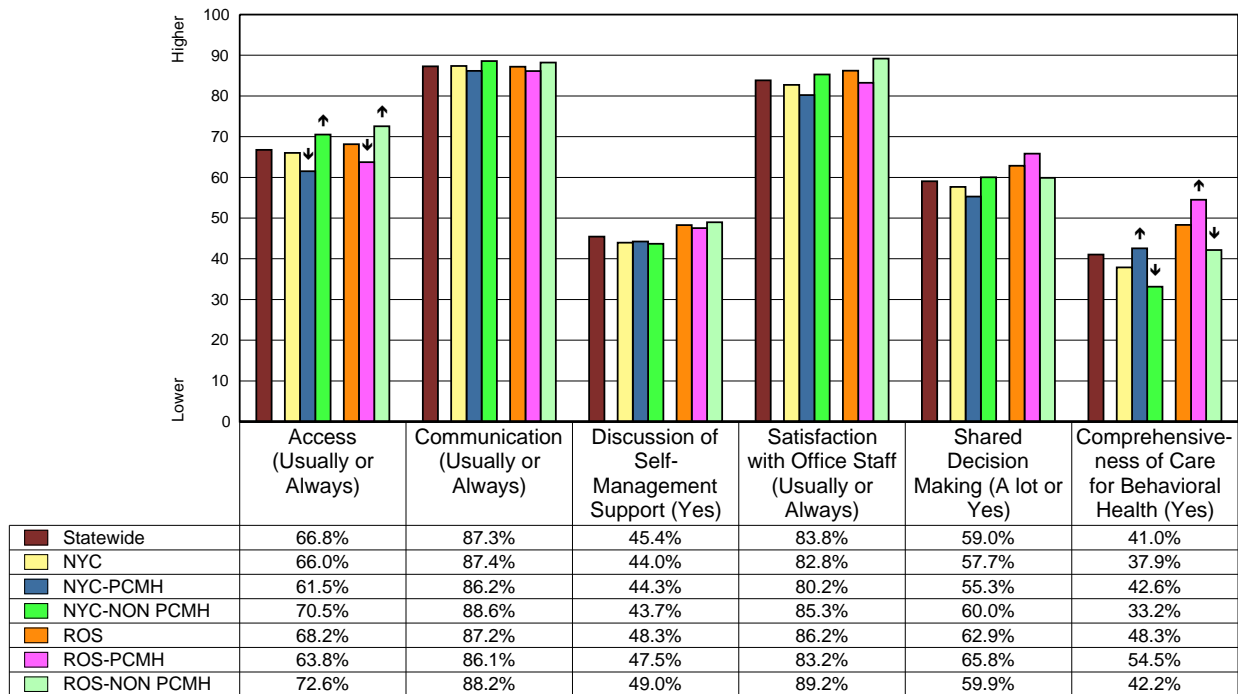
## Respondent Profile

	Total	PCMH	NON PCMH
Statewide	100% 1010	50.2% 507	49.8% 503
NYC	100% 689	57.0% 393	43.0% 296
ROS	100% 321	35.5% 114	64.5% 207

### Summary of Composites

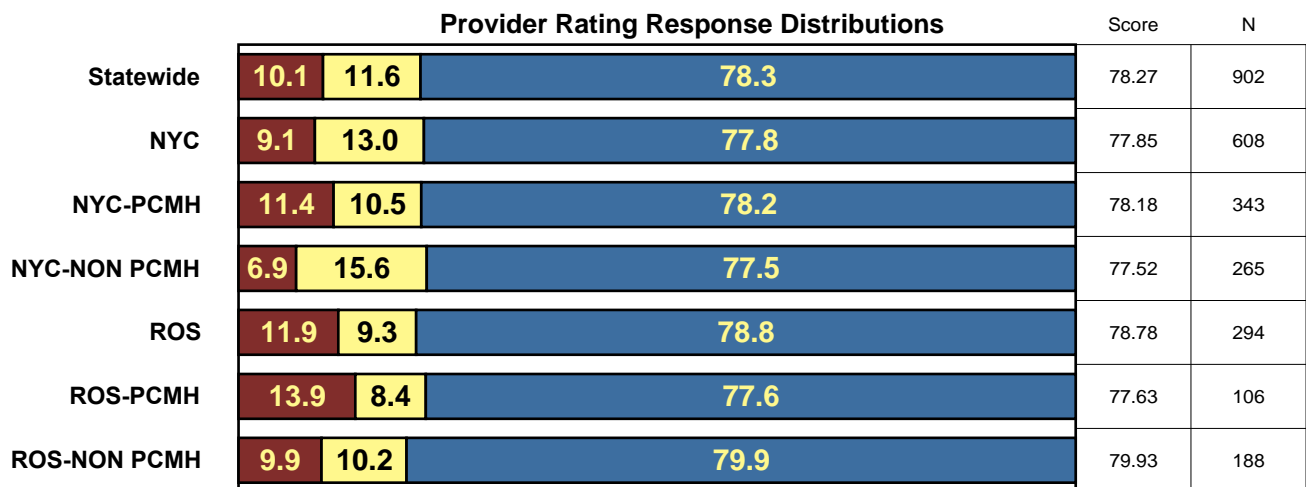
A composite score is calculated for each of six domains of patient experience: Access, Communication, Discussion of Self-Management Support, Satisfaction with Office Staff, Shared Decision Making and Comprehensiveness of Care for Behavioral Health. Composite scores are intended to give a summary assessment of performance across each domain. Results for PCMH, NON PCMH within NYC and Rest of State (ROS) are presented below. The PCMH and NON PCMH cohorts are compared to the NYC and ROS averages for statistical significance.

Composites



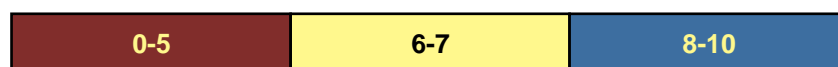
↑↓ Statistically significantly higher/lower than corresponding regional score.

Provider Rating Response Distributions



↑↓ Statistically significantly higher/lower than corresponding regional score.

### Percentage Who Rated Their Provider:



# Key Measure Summary

## Adult Medicaid 2013

	Access (Usually or Always)	Communication (Usually or Always)	Discussion of Self-Management Support (Yes)	Satisfaction with Office Staff (Usually or Always)	Shared Decision Making (A lot or Yes)	Comprehensiveness of Care for Behavioral Health (Yes)	Rating of Provider (8, 9, or 10)
<b>Statewide</b>	67	87	45	84	59	41	78
NYC	66	87	44	83	58	38	78
NYC-PCMH	62 ▼	86	44	80	55	43 ▲	78
NYC-NON PCMH	71 ▲	89	44	85	60	33 ▼	78
ROS	68	87	48	86	63	48	79
ROS-PCMH	64 ▼	86	48	83	66	54 ▲	78
ROS-NON PCMH	73 ▲	88	49	89	60	42 ▼	80

▲▼ Statistically significantly better/worse than corresponding regional score.

## Respondent Profile

<b>Age (years)</b>	Statewide	NYC	NYC-PCMH	NYC-NON PCMH	ROS	ROS-PCMH	ROS-NON PCMH
18 to 24	12.2%	12.0%	12.7%	11.0%	12.5%	11.7%	13.0%
25 to 34	18.2%	16.0%	14.1%	18.5%	22.8%	23.4%	22.5%
35 to 44	18.8%	18.8%	16.7%	21.7%	18.6%	19.8%	18.0%
45 to 54	22.8%	23.3%	25.5%	20.3%	21.9%	23.4%	21.0%
55 to 64	23.2%	24.2%	24.1%	24.2%	21.2%	20.7%	21.5%
65 to 74	3.8%	4.3%	4.5%	3.9%	2.9%	0.9%	4.0%
75 or older	1.0%	1.5%	2.4%	0.4%	0.0%	0.0%	0.0%

<b>Gender</b>	Statewide	NYC	NYC-PCMH	NYC-NON PCMH	ROS	ROS-PCMH	ROS-NON PCMH
Male	34.6%	35.0%	32.8%	38.0%	33.8%	33.6%	33.8%
Female	65.4%	65.0%	67.2%	62.0%	66.2%	66.4%	66.2%

<b>Hispanic or Latino</b>	Statewide	NYC	NYC-PCMH	NYC-NON PCMH	ROS	ROS-PCMH	ROS-NON PCMH
Yes, Hispanic or Latino	35.5%	42.9%	48.9%	35.0%	20.1%	20.5%	19.9%
No, Not Hispanic or Latino	64.5%	57.1%	51.1%	65.0%	79.9%	79.5%	80.1%

<b>Race</b>	Statewide	NYC	NYC-PCMH	NYC-NON PCMH	ROS	ROS-PCMH	ROS-NON PCMH
White	37.1%	23.5%	18.4%	29.9%	64.7%	60.9%	66.8%
Black or African American	26.7%	30.5%	37.4%	21.8%	19.1%	24.5%	16.1%
Asian	16.0%	19.7%	14.3%	26.6%	8.6%	8.2%	8.8%
Native Hawaiian or Other Pacific Islander	2.2%	2.4%	2.6%	2.2%	1.7%	0.9%	2.1%
American Indian or Alaskan Native	2.9%	2.4%	2.9%	1.8%	4.0%	2.7%	4.7%
Other	23.6%	29.5%	35.1%	22.5%	11.6%	8.2%	13.5%

<b>Rating of Overall Health</b>	Statewide	NYC	NYC-PCMH	NYC-NON PCMH	ROS	ROS-PCMH	ROS-NON PCMH
Excellent	12.8%	13.3%	15.6%	10.2%	11.7%	10.7%	12.2%
Very good	24.2%	23.0%	22.2%	24.0%	26.9%	25.9%	27.4%
Good	31.9%	33.1%	31.7%	35.0%	29.4%	33.9%	26.9%
Fair	24.7%	25.4%	26.1%	24.4%	23.3%	24.1%	22.8%
Poor	6.4%	5.3%	4.5%	6.4%	8.7%	5.4%	10.7%

<b>Highest grade or level of school completed</b>	Statewide	NYC	NYC-PCMH	NYC-NON PCMH	ROS	ROS-PCMH	ROS-NON PCMH
8th grade or less	12.3%	15.0%	15.9%	13.9%	6.5%	6.3%	6.6%
Some high school, but did not graduate	19.1%	20.8%	23.4%	17.4%	15.6%	13.5%	16.8%
High school graduate or GED	32.1%	29.0%	29.4%	28.5%	38.6%	43.2%	36.0%
Some college or 2-year degree	22.6%	19.5%	17.6%	22.1%	28.9%	27.9%	29.4%
4-year college graduate	9.0%	10.2%	9.6%	11.0%	6.5%	5.4%	7.1%
More than 4-year college degree	4.9%	5.4%	4.1%	7.1%	3.9%	3.6%	4.1%

## Sample Disposition

	Statewide	NYC	NYC- PCMH	NYC- NON PCMH	ROS	ROS- PCMH	ROS- NON PCMH
First mailing - sent	3,000	2,096	1,172	924	904	313	591
First mailing - usable survey returned*	502	351	204	147	151	56	95
Second mailing - sent	2,422	1,697	933	764	725	249	476
Second mailing - usable survey returned*	268	176	96	80	92	38	54
Phone - usable surveys*	240	162	93	69	78	20	58
<b>Total - usable surveys</b>	<b>1,010</b>	<b>689</b>	<b>393</b>	<b>296</b>	<b>321</b>	<b>114</b>	<b>207</b>
Ineligible: According to population criteria‡‡	22	16	8	8	6	2	4
Ineligible: Language barrier†	127	119	40	79	8	5	3
Ineligible: Deceased†	0	0	0	0	0	0	0
Ineligible: Mentally or physically unable to complete survey†	1	1	1	0	0	0	0
Bad address and bad phone number -OR- bad address AND no evidence of bad phone number	169	121	82	39	48	21	27
Refusal/Returned survey blank	65	37	17	20	28	10	18
Nonresponse - Unavailable by mail or phone	1,606	1,113	631	482	493	161	332
<b>Response Rate</b>	<b>35.4%</b>	<b>35.2%</b>	<b>35.0%</b>	<b>35.4%</b>	<b>36.1%</b>	<b>37.3%</b>	<b>35.4%</b>

\*Included in response rate numerator

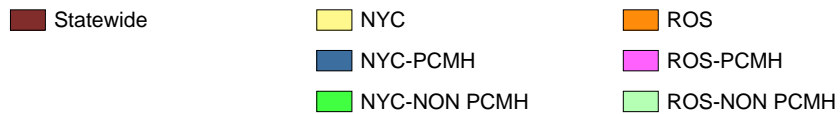
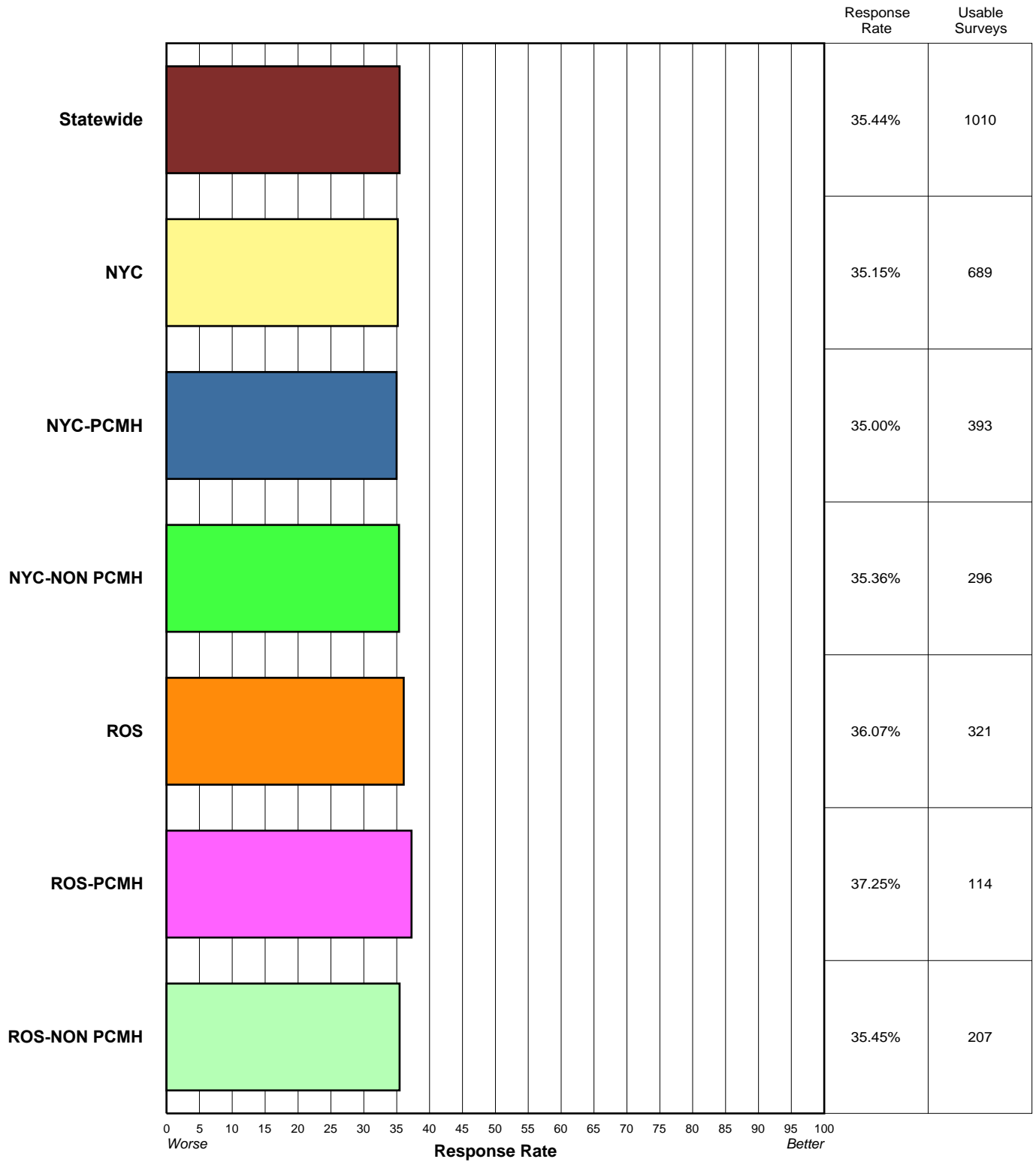
†Excluded from response rate denominator

‡Population criteria: The designated respondent must have received care at a valid clinic or practice site.

Note:  $Response\ Rate = Total\ Usable\ Surveys / Total\ Eligible\ Cases$



# Response Rates



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## Methodology

The survey drew as potential respondents adults, ages 18 and older, who were current enrollees in NYS Medicaid managed care as of July 2013 and who had been enrolled for at least five out of the last six months. Respondents were surveyed in English or Spanish. The survey was administered over a thirteen-week period using a mixed-mode (mail and telephone) five-wave protocol. The five-wave protocol consisted of a first questionnaire packet and reminder postcard to all selected enrollees, a second questionnaire packet and reminder postcard to non-respondents, and finally, a phone follow-up to those who had not responded to the mailings.

### Survey Milestones

1. 1st questionnaire packets mailed: September 10, 2013
2. 1st reminder postcards mailed: September 17, 2013
3. 2nd questionnaire packets mailed: October 15, 2013
4. 2nd reminder postcards mailed: October 22, 2013
5. Phone field opened: October 29, 2013
6. Mail and phone field closed: November 18, 2013

### Sampling Frame

A random sample of 3,000 adults ages 18 and older was drawn consisting of two groups: 1) enrollees who visited a PCMH-recognized provider's office and 2) enrollees who visited a NON PCMH-recognized provider's office. To be eligible, individuals had to be currently enrolled in Medicaid managed care and continuously enrolled for at least five out of the last six months as of July 2013.

### Questionnaire

The instrument selected for the survey, the CAHPS® PCMH Adult core survey, was developed and tested nationally for use in assessing patients' primary care experience. The majority of questions addressed domains of patient experience such as access to care, provider communication and overall satisfaction with the provider. The survey was expanded to include 3 supplemental questions addressing areas of particular interest to the NYSDOH. Rounding out the survey was a set of questions concerning respondents' demographic information, such as age and gender. In total, the survey instrument consisted of 55 questions. A copy of the modified CAHPS® PCMH Adult questionnaire can be found in Appendix A.

The Spanish paper questionnaire included two questions, #31 and #32, with incorrect response options. Never, Sometimes, Usually and Always were presented instead of Not at all, A little, Some and A lot. Both of these questions belong to the Shared Decision Making composite. Members responding to this questionnaire version were asked to complete the four Shared Decision Making survey items by phone. In instances when respondents were unavailable by phone their responses to the Shared Decision Making questions from the paper questionnaire were excluded from any analysis.

### Selection of Cases for Analysis

Surveys were considered complete if respondents did not say 'No' to Question 1 (*Our records show that you got care at the clinic or practice named below in the last 12 months. Is that right?*), and if they provided a valid response to at least one question. Respondents also had the option of writing in their clinic/practice name in cases when the answer to Question 1 was 'No'. Surveys were considered complete in instances where the written-in practice name was valid, and the respondent provided a valid response to at least one question. Complete interviews were obtained from 1,010 Medicaid managed care enrollees, and the overall project response rate was 35.4%

## Definition of Achievement Scores

Enrollee responses to survey questions are summarized as achievement scores. Responses that indicate a positive experience are labeled as achievements, and an achievement score is computed as the proportion of responses qualifying as achievements. Since achievement scores represent the proportion of enrollees who indicate a positive experience, the lower the achievement score, the greater the need for improvement. See the *Responses by Question* section for assignment of achievement responses for each question.

In general, somewhat positive responses are included with positive responses as achievements. For example, a response of "Usually" or "Always" to the question "How often did this provider explain things in a way that was easy to understand?" is considered an achievement, as are responses of "8", "9", or "10" to the provider rating question.

## Composites

Six composite scores summarize responses in key areas: Access, Communication, Discussion of Self-Management Support, Satisfaction with Office Staff, Shared Decision Making and Comprehensiveness of Care for Behavioral Health. The achievement score for the composite is the average of the achievement scores for the individual items comprising a composite. Following is a list of the questions that comprise each composite:

### Access

- Q6. Usually or always obtained needed care right away
- Q9. Usually or always obtained a check-up or routine care when needed
- Q12. Usually or always able to get care needed from provider's office during evenings, weekends, or holidays
- Q14. Usually or always received same day response to phone calls made during regular office hours
- Q16. Usually or always received a response as soon as you needed to phone calls made after regular office hours
- Q18. Usually or always saw provider within 15 minutes of appointment time

### Communication

- Q19. Provider usually or always explained things in way you could understand
- Q20. Provider usually or always listened carefully to you
- Q22. Provider usually or always gave you easy to understand information about health questions or concerns
- Q25. Provider usually or always seemed to know the important information about your medical history
- Q26. Provider usually or always showed respect for what you had to say
- Q27. Provider usually or always spent enough time with you

### Discussion of Self-Management Support

- Q38. Someone at provider's office talked to you about specific goals for your health
- Q39. Someone at provider's office asked you if there are things that make it hard for you to take care of your health

### Satisfaction with Office Staff

- Q45. Clerks and receptionists at provider's office usually or always were helpful
- Q46. Clerks and receptionists at provider's office usually or always treated you with courtesy and respect

### Shared Decision Making

- Q31. Provider talked with you a lot about the reasons to take a medicine
- Q32. Provider talked with you a lot about the reasons not to take a medicine
- Q33. Provider asked what you thought was best when starting or stopping a prescription medicine

### Comprehensiveness of Care for Behavioral Health

- Q42. Someone at provider's office asked you if you ever felt sad, empty or depressed
- Q43. Someone at provider's office asked you about things in life that worry you or cause you stress
- Q44. Someone at provider's office talked to you about a personal problem, family problem, alcohol use, drug use or a mental or emotional illness

## Correlation to Satisfaction

To understand the relationship between enrollee satisfaction with their provider and select composites, correlations are computed between responses to the questions comprising the Communication and Shared

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Decision Making composites and the provider rating question. The specific correlation used in this analysis is Pearson's Correlation Coefficient, which takes on values between -1 to 1. Correlation scores are presented in the *Correlation Analysis* section.

### **Case-Mix Analysis**

The achievement scores presented in this report are case-mix adjusted to control for differences in the enrollee population across PCMH and NON PCMH populations. The results for 2013 are case-mix adjusted for age (Q49), health status (Q47) and education (Q51). Case-mix adjustment is applied to mitigate the effect of differences in populations. The variables chosen for case-mix adjustment have been shown to affect how respondents answer questions. For example, individuals with higher levels of education generally rate lower for satisfaction. Details about the distribution of populations in categories for the three adjusters can be seen in the *Respondent Profile* contained in the *Executive Summary* section.

### **Statistical Testing**

Statistically significant differences between scores were determined using standard CAHPS methodology. A significance level of .05 or less was considered statistically significant and "↑" or "↓" is placed at the top of the appropriate bar or next to the appropriate achievement score.

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## Using this Report

### Understanding Achievement Scores

This report is designed to assist the NYSDOH in evaluating the impact a PCMH designation has on enrollee satisfaction and identifying key opportunities to improve members' experiences. Member responses to survey questions are summarized as achievement scores. Responses that indicate a positive experience are labeled as achievements, and an achievement score is computed as the proportion of responses qualifying as positive. For example, a response of "Usually" or "Always" to the question "How often did you get an appointment as soon as you needed?" is considered a positive response, and the achievement score for this question is equal to the proportion of respondents who answered the question with "Usually" or "Always". Because achievement scores for survey questions are computed as the proportion of members who indicate a positive experience, the lower the achievement score, the greater the need to improve.

Achievement scores are computed and reported for all pertinent survey questions. In addition, composite scores are built from groups of survey questions that make up broad domains of members' experience: Access, Communication, Discussion of Self-Management Support, Satisfaction with Office Staff, Shared Decision Making and Comprehensiveness of Care for Behavioral Health.

### Understanding the Sections of the Report

The remainder of the report is broken into three major sections that are briefly described here to help the NYSDOH understand the differences in member satisfaction between PCMH and NON PCMH clinics/ practice sites and to identify opportunities for improvement.

*Composites, Provider Rating Question, Single Items, and Supplemental Questions* (See Table of Contents - Section 5)

This section contains a graphic presentation of Statewide, NYC, ROS and practice-type (PCMH/NON PCMH)-specific results within NYC and ROS for each question using the achievement scores. Statistical significance, the achievement score, and the number of respondents for each cohort are displayed. This depicts practice-type (PCMH/NON PCMH) specific performance compared to regional averages (NYC and ROS). The composites are directly followed by the individual questions in the composite for more detailed information.

*Correlation Analysis* (See Table of Contents - Section 6)

The Correlation Analysis section is helpful in understanding how satisfaction with the composite questions relates to the provider rating question. The table shows which questions are most strongly linked to the rating and the current achievement score. The information helps define what areas are related to satisfaction and how the practice-type (PCMH/NON PCMH) performed in that area. The section enables a quick view of how relevant composite questions correlate with provider rating.

This section presents correlations of nine composite questions to the provider rating question, ranked by the highest correlation between the question and the rating. This allows a visual picture of clustering of questions across reporting groups.

*Responses by Question* (See Table of Contents - Section 7)

This section provides a breakdown for each question with the number of members responding to the question and the distribution for each available response option. For each question that has responses determined to be positive or negative, there is a colored circle indicating achievement or room for improvement. The circles are based on the response category and do not necessarily indicate areas for improvement. For example, "Always" and "Usually" are considered achievements and "Sometimes" and "Never" indicate room for improvement. Similarly on the provider rating question, 8, 9, or 10 are achievement and 0 through 7 are room for improvement. Questions without a colored circle indicate the question is not associated with this type of response determination. For example, asking whether a

member needed a service in the past six months does not have an associated achievement related to it. This section provides additional information about members' access to various types of care to help the NYSDOH prioritize areas to be addressed.

When applicable, each question is represented with the composite name and the achievement score. The achievement scores are case-mix adjusted while data for each response option are not case-mix adjusted.

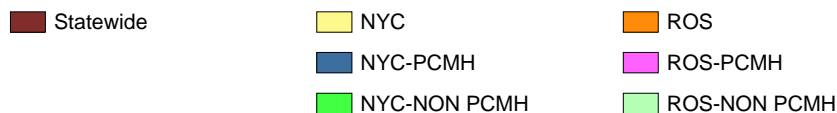
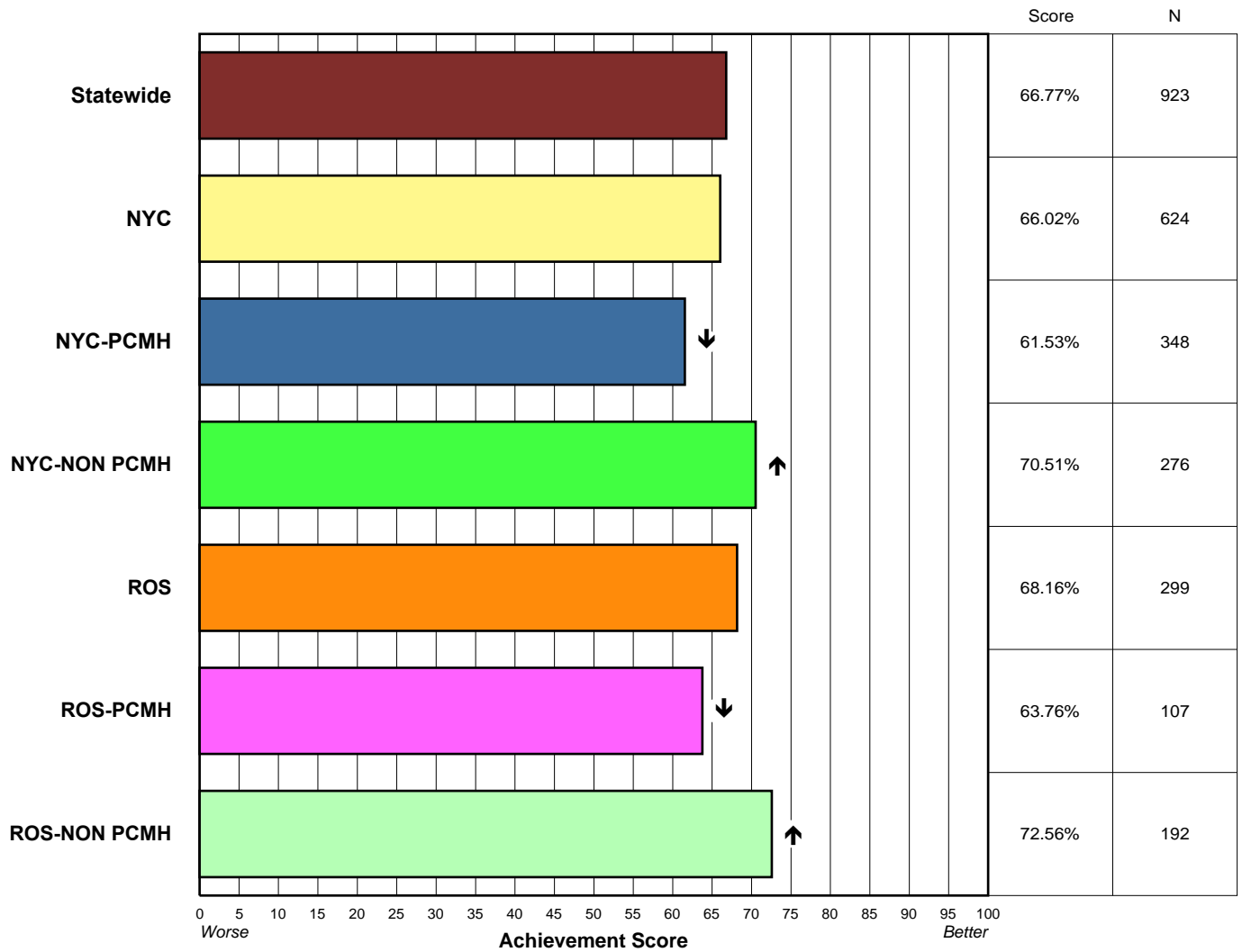
# Composites

Questions that relate to the same broad domain of performance are grouped together for the purpose of reporting. For example, the domain "Access" includes questions about getting care when needed. Composite achievement scores reflect responses of "Usually" or "Always" for three of the composites. The Shared Decision Making composite achievement scores reflect responses of "Yes" or "A lot", and the Comprehensiveness of Care for Behavioral Health and Discussion of Self-Management Support scores reflect the responses of "Yes".

Statewide and regional results for PCMH and NON PCMH practices are presented for each graph. Regional strata are compared to the appropriate regional average to determine statistical significance.

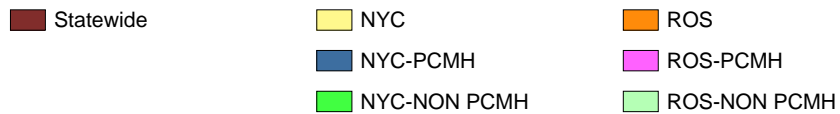
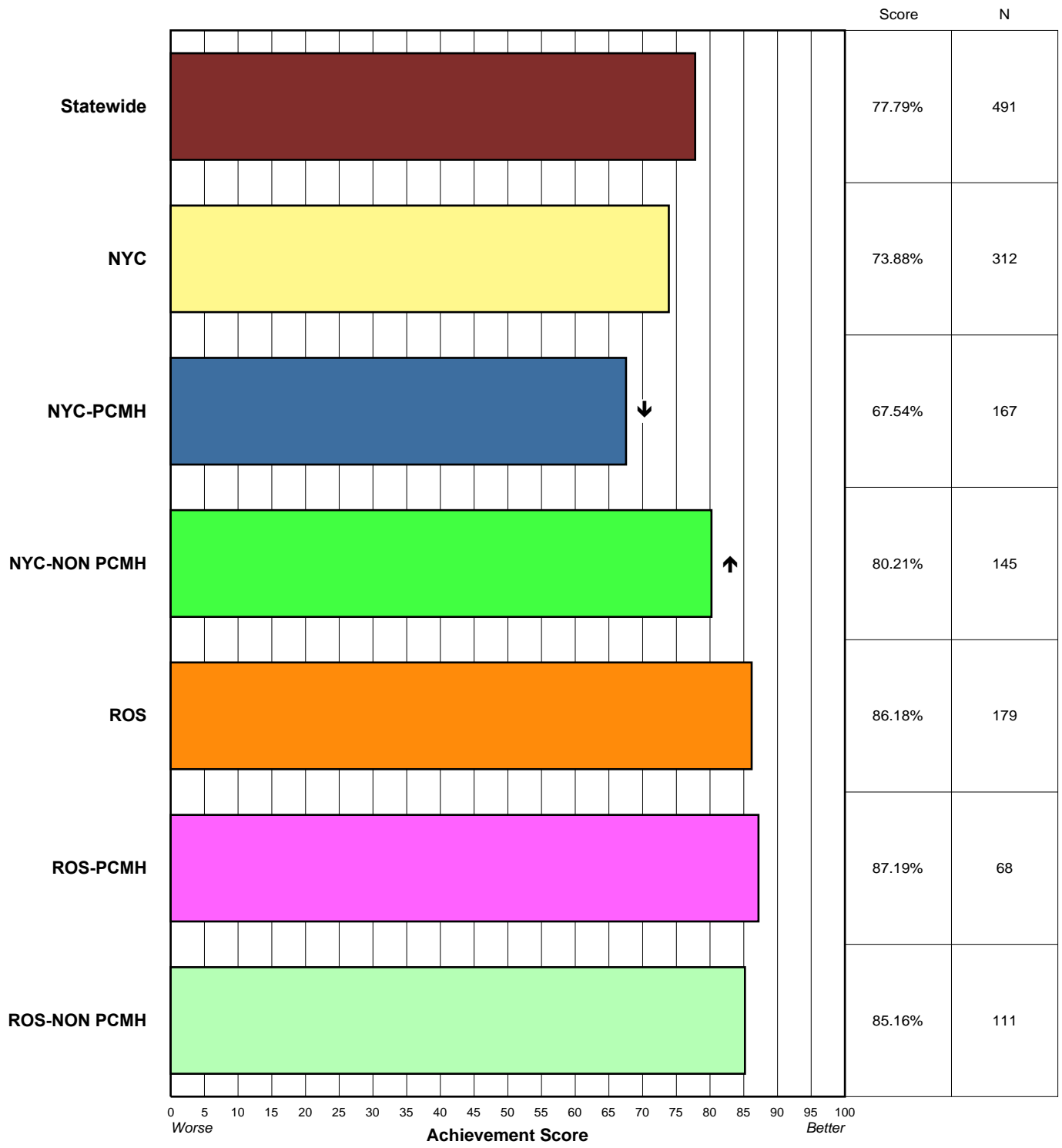
For full detail of response options for each question and which responses qualify as achievements, please refer to the *Responses by Question* section.

## Access (Usually or Always)



### Access (Usually or Always)

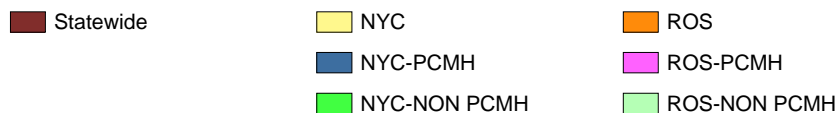
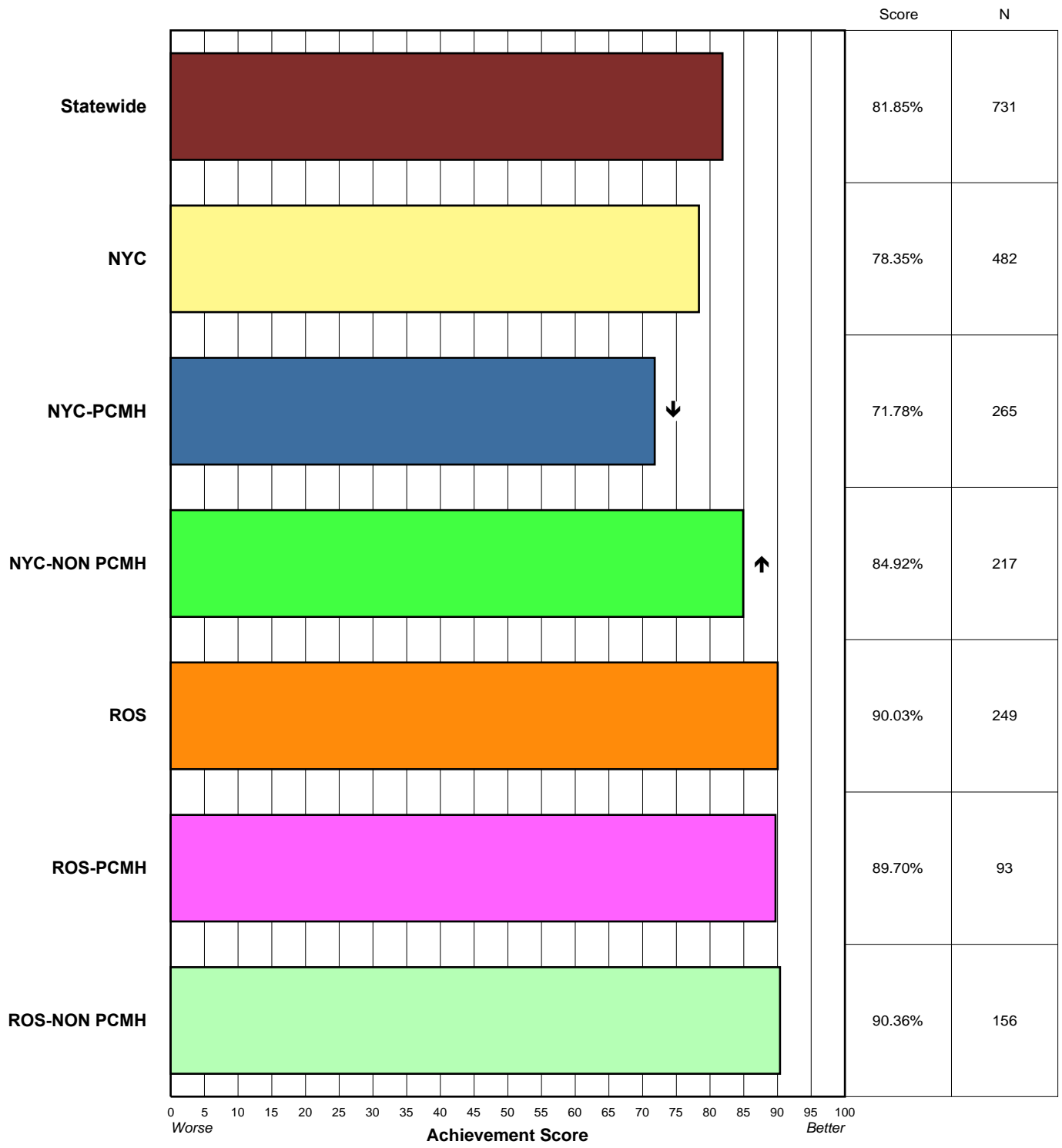
#### Q6. Usually or always obtained needed care right away





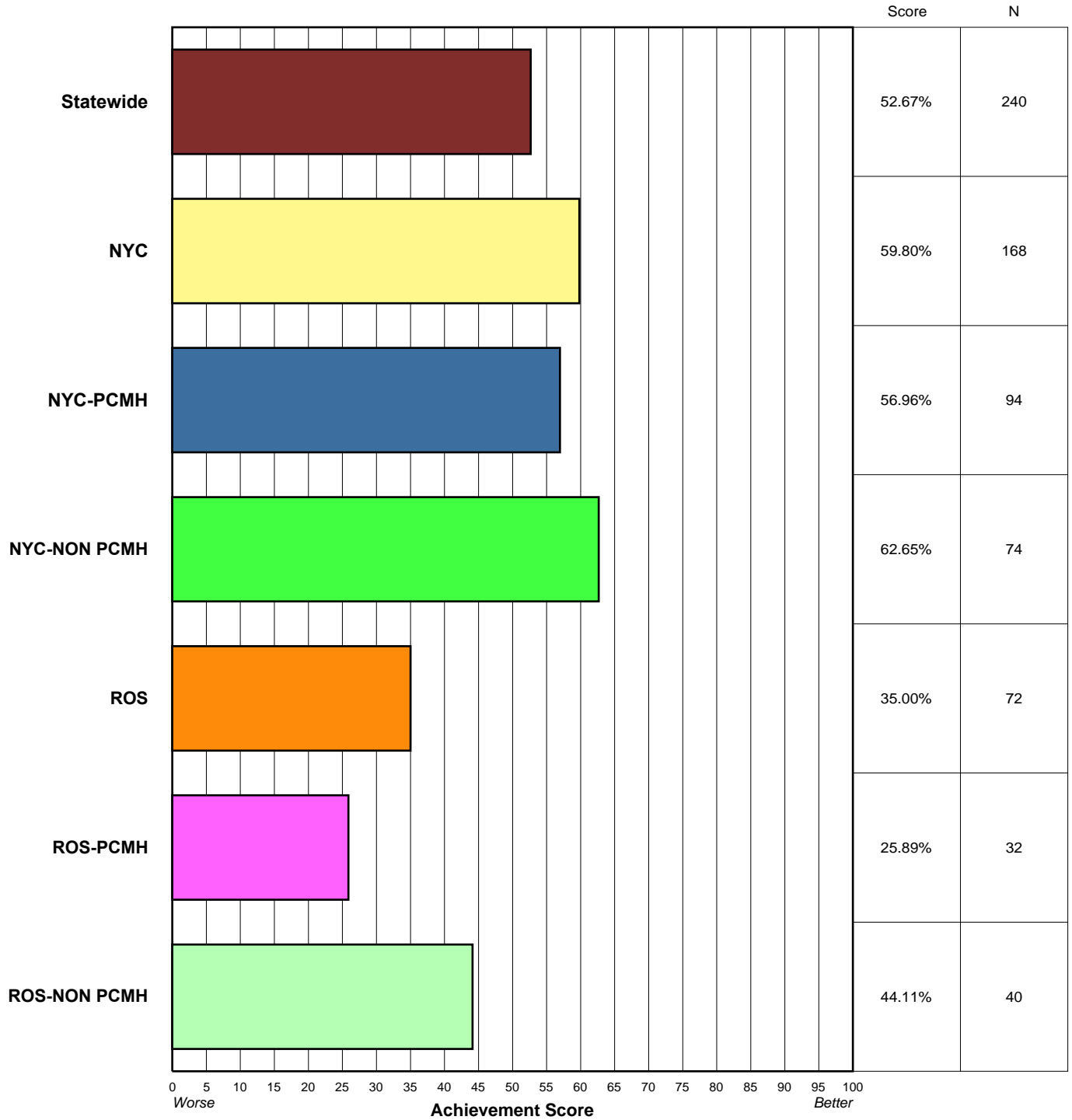
### Access (Usually or Always)

#### Q9. Usually or always obtained a check-up or routine care when needed

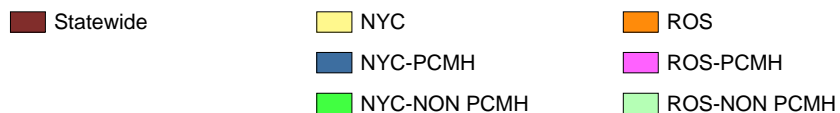


### Access (Usually or Always)

**Q12. Usually or always able to get care needed from provider's office during evenings, weekends, or holidays**

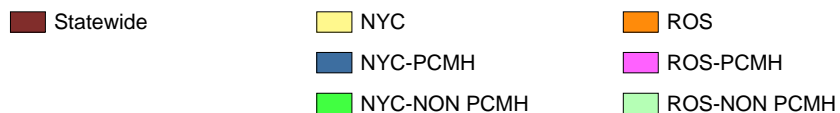
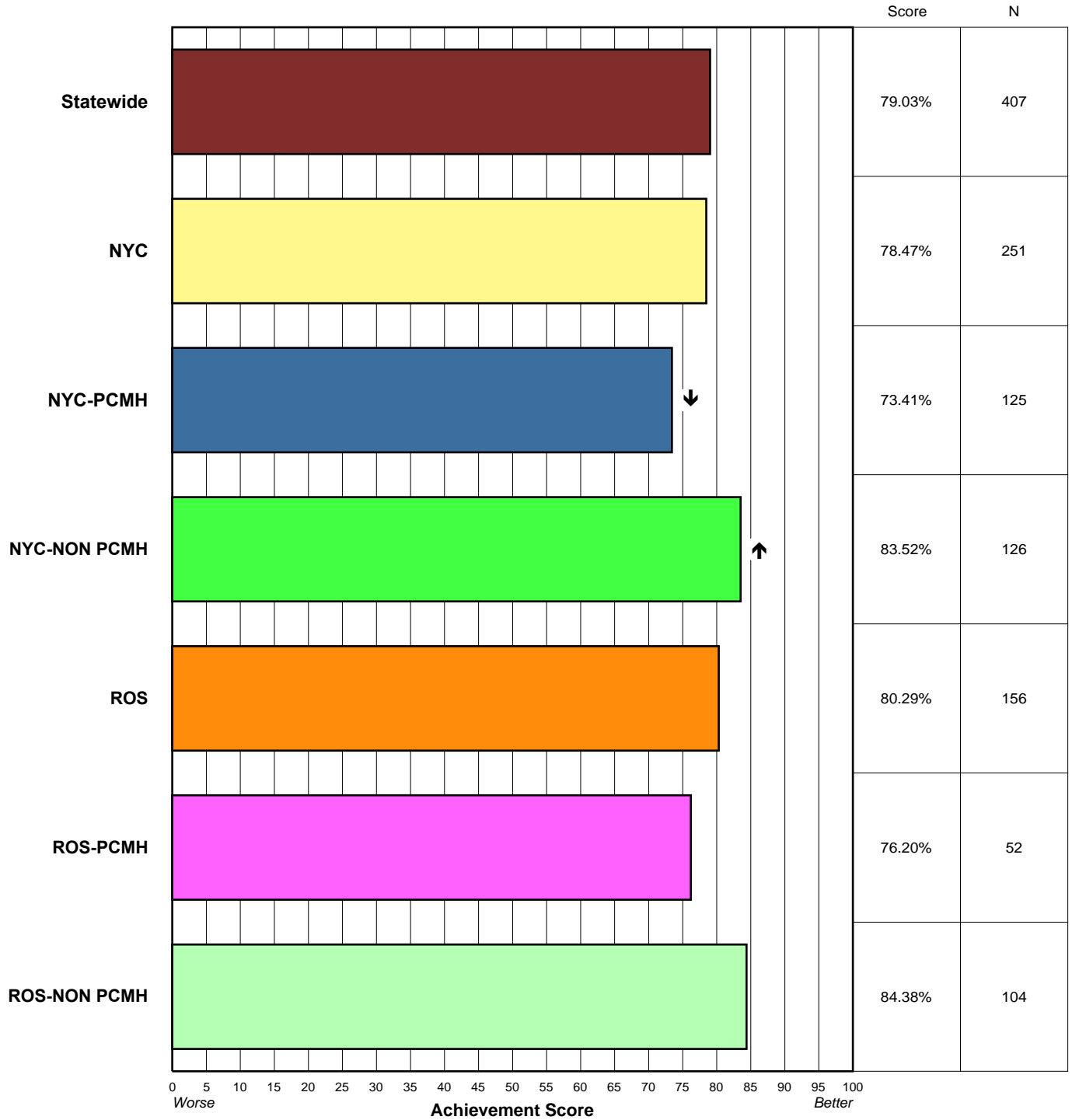


↕ Statistically significantly better/worse than corresponding regional score.



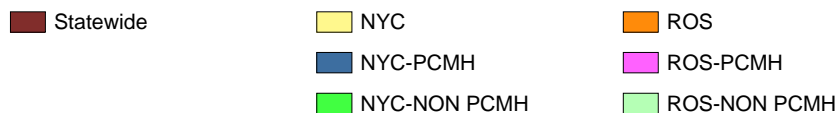
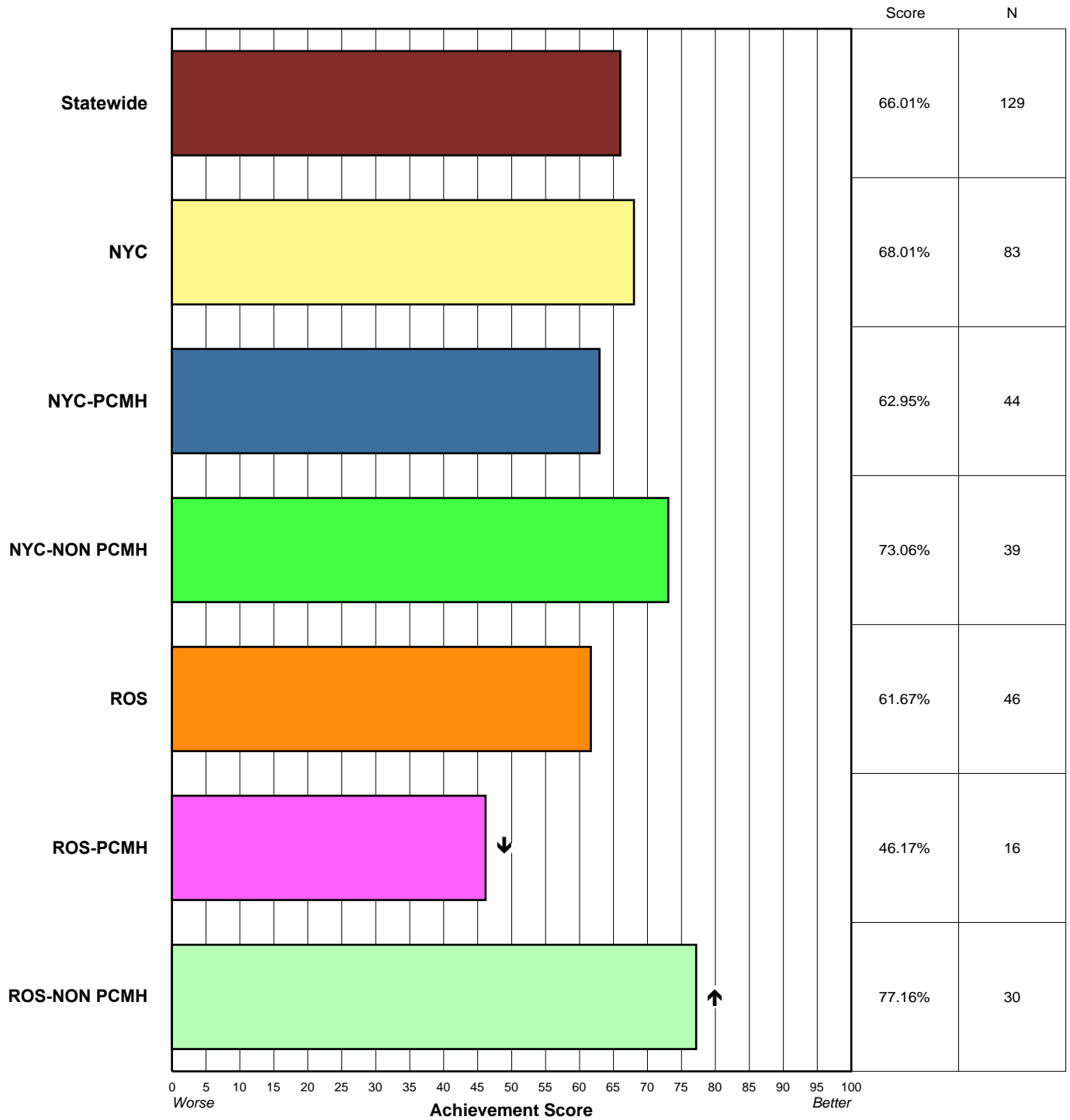
### Access (Usually or Always)

**Q14. Usually or always received same day response to phone calls made during regular office hours**



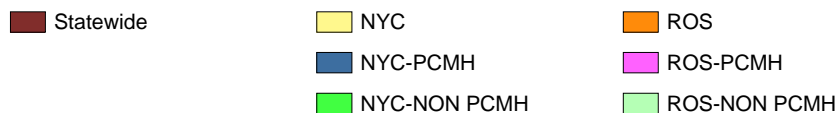
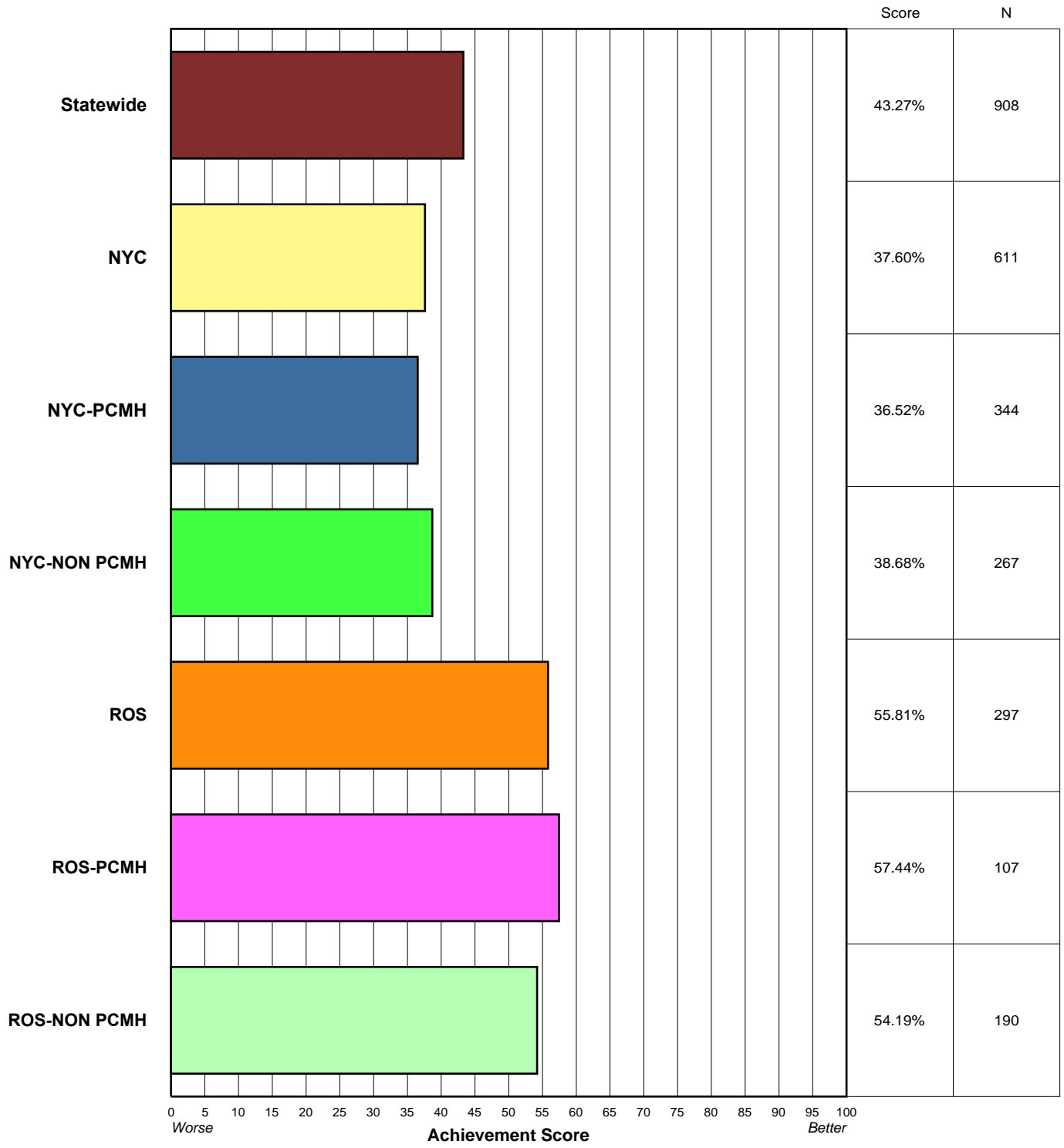
### Access (Usually or Always)

**Q16. Usually or always received a response as soon as you needed to phone calls made after regular office hours**

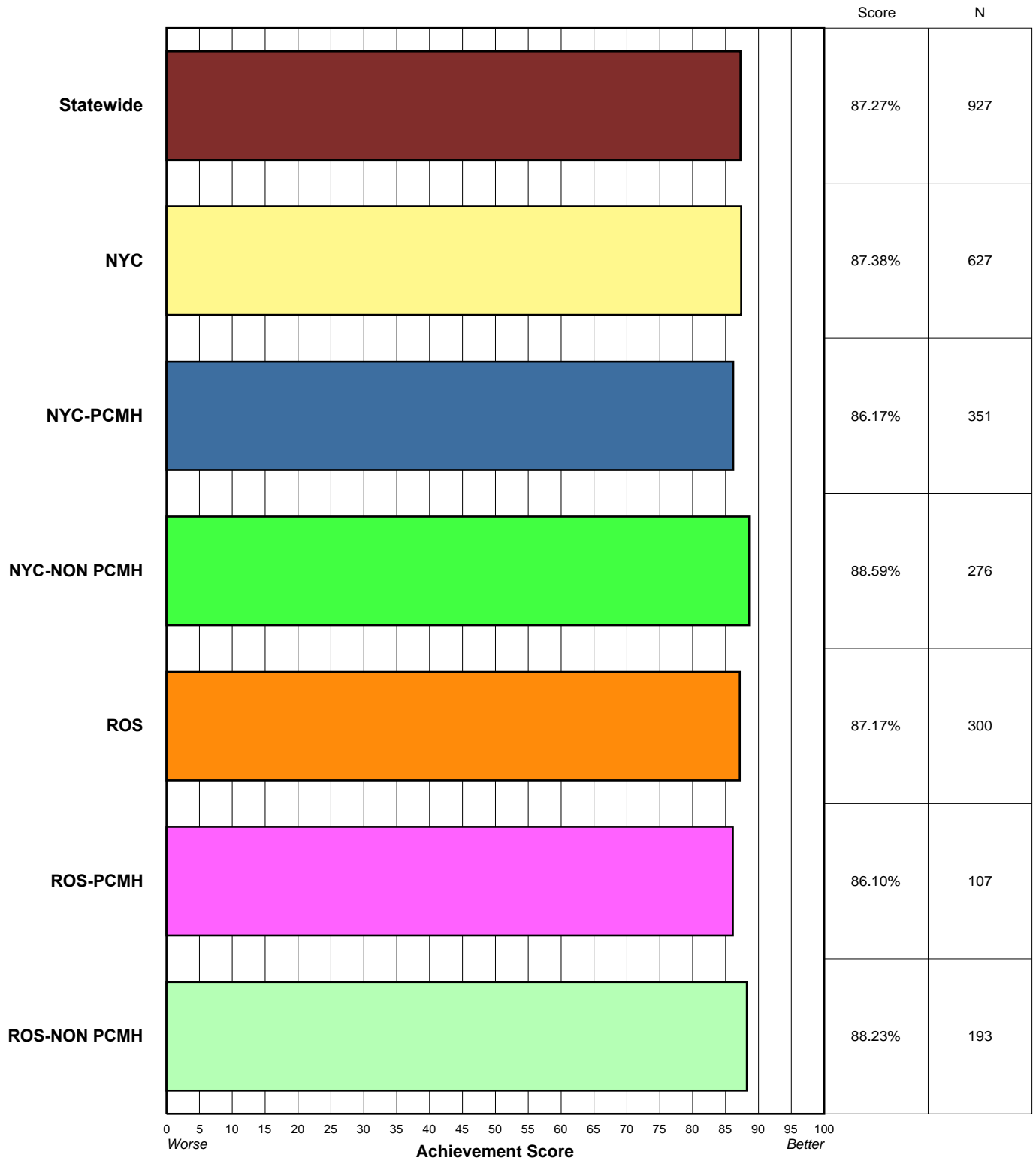


### Access (Usually or Always)

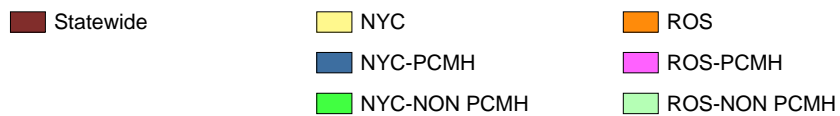
#### Q18. Usually or always saw provider within 15 minutes of appointment time



### Communication (Usually or Always)

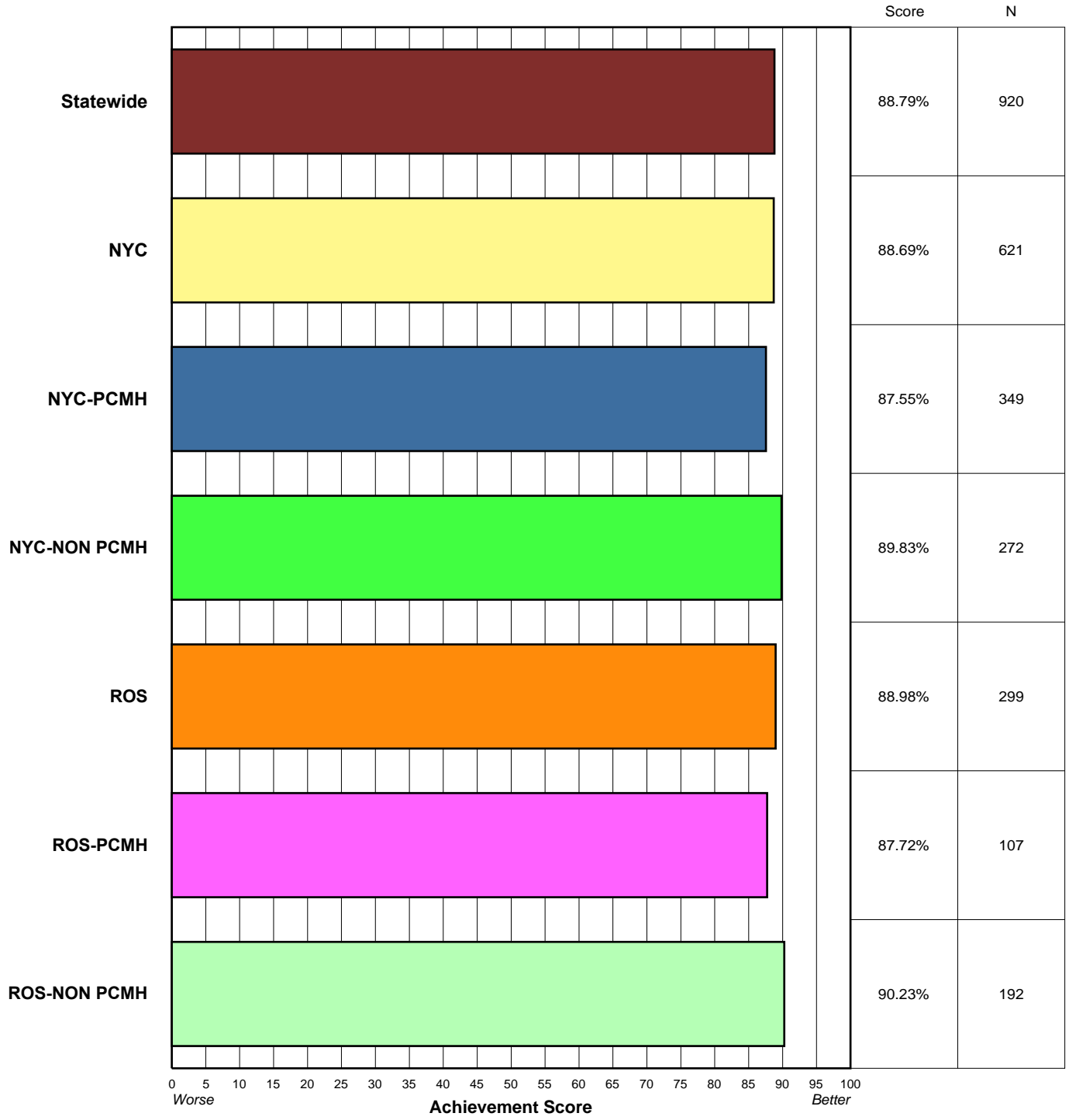


↕ Statistically significantly better/worse than corresponding regional score.

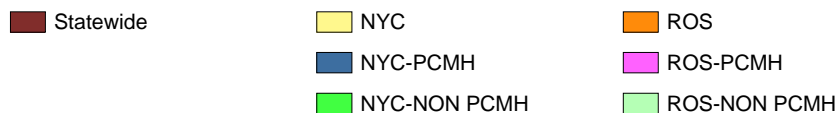


### Communication (Usually or Always)

**Q19. Provider usually or always explained things in way you could understand**

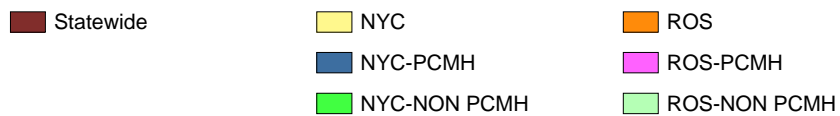
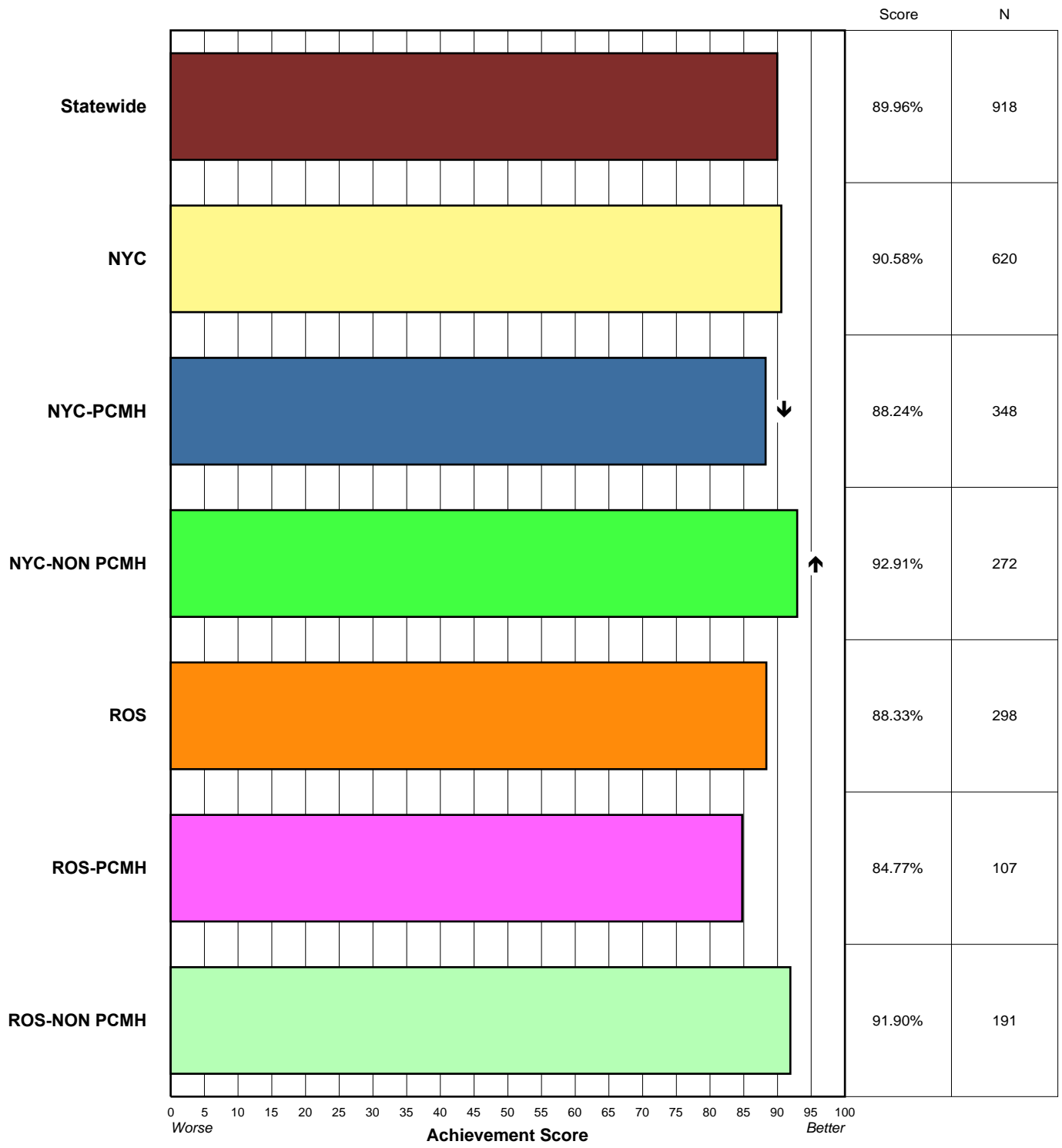


↕ Statistically significantly better/worse than corresponding regional score.



## Communication (Usually or Always)

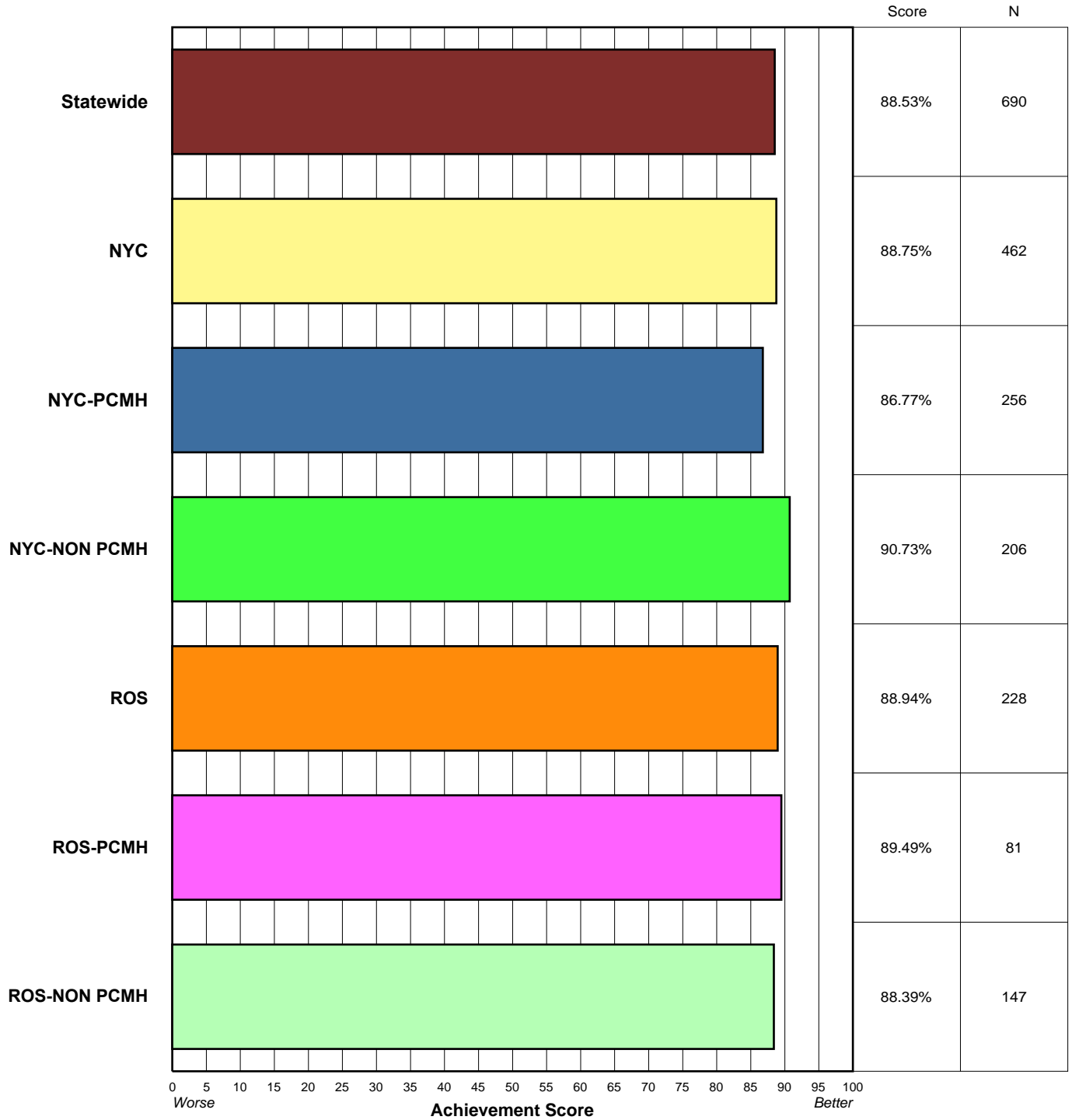
### Q20. Provider usually or always listened carefully to you



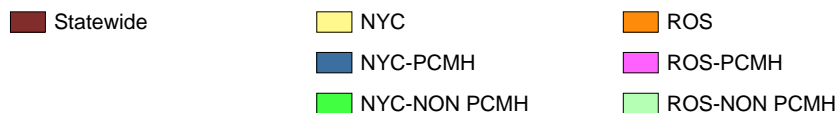


### Communication (Usually or Always)

**Q22. Provider usually or always gave you easy to understand information about health questions or concerns**

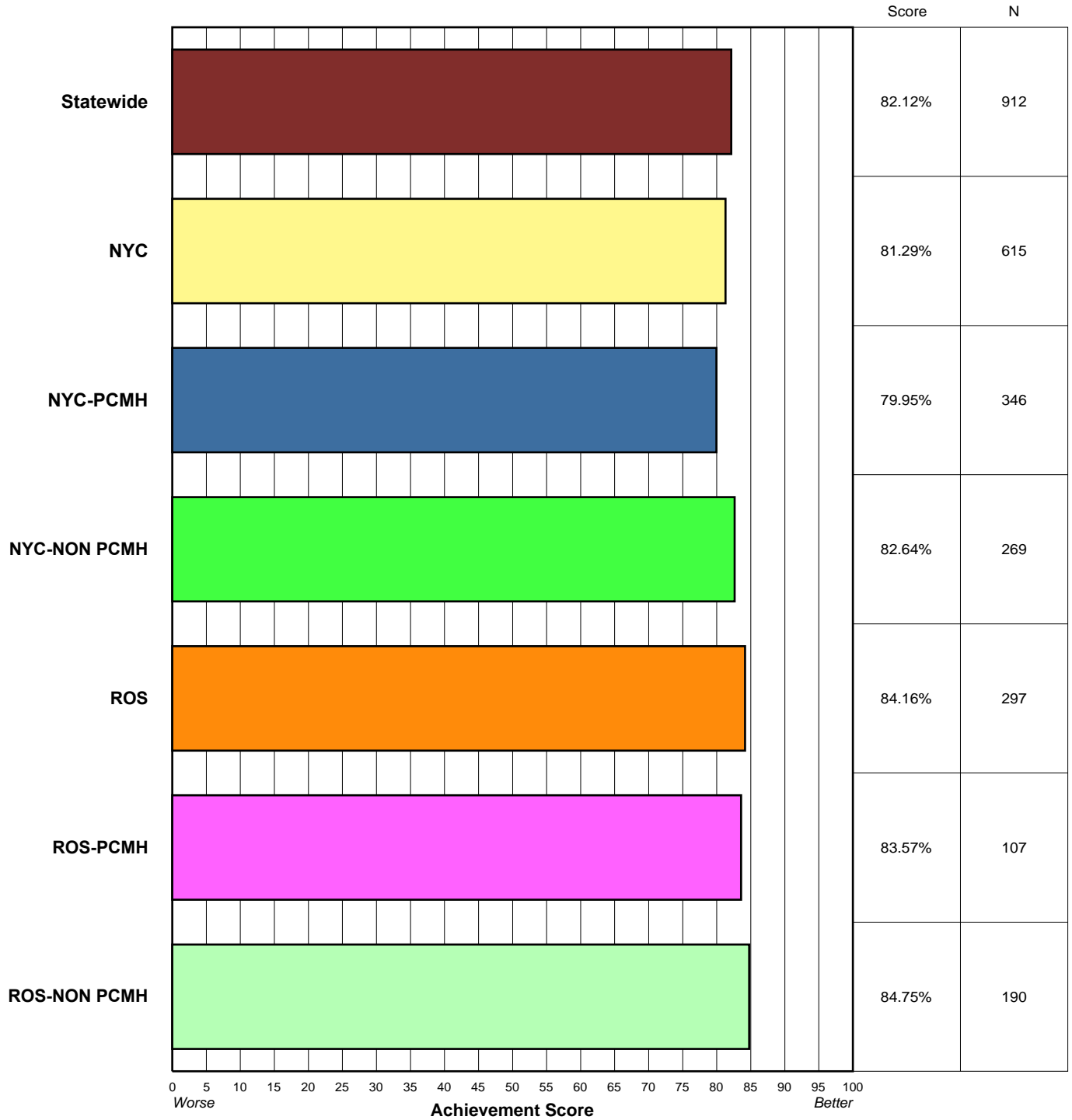


↕ Statistically significantly better/worse than corresponding regional score.

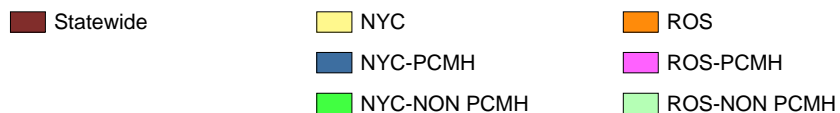


### Communication (Usually or Always)

**Q25. Provider usually or always seemed to know the important information about your medical history**

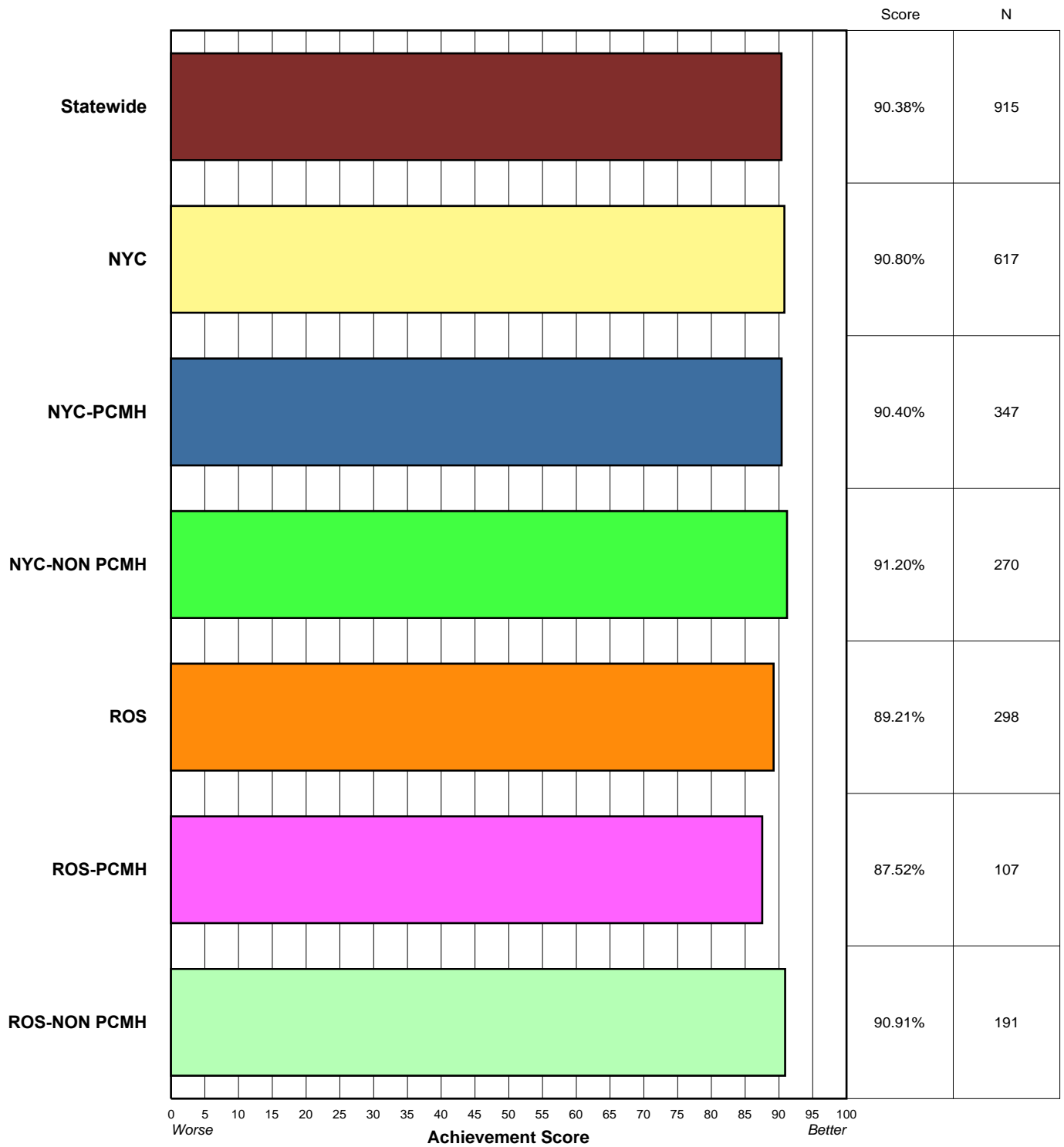


↕ Statistically significantly better/worse than corresponding regional score.

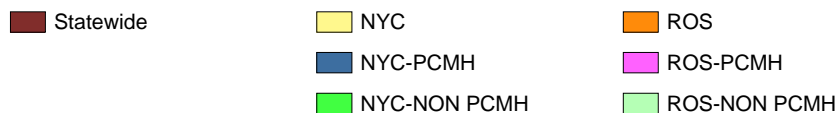


### Communication (Usually or Always)

Q26. Provider usually or always showed respect for what you had to say

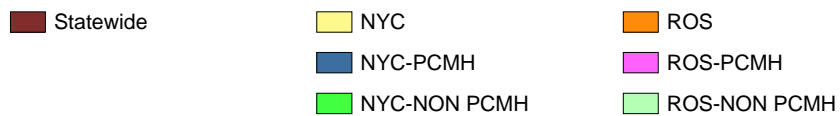
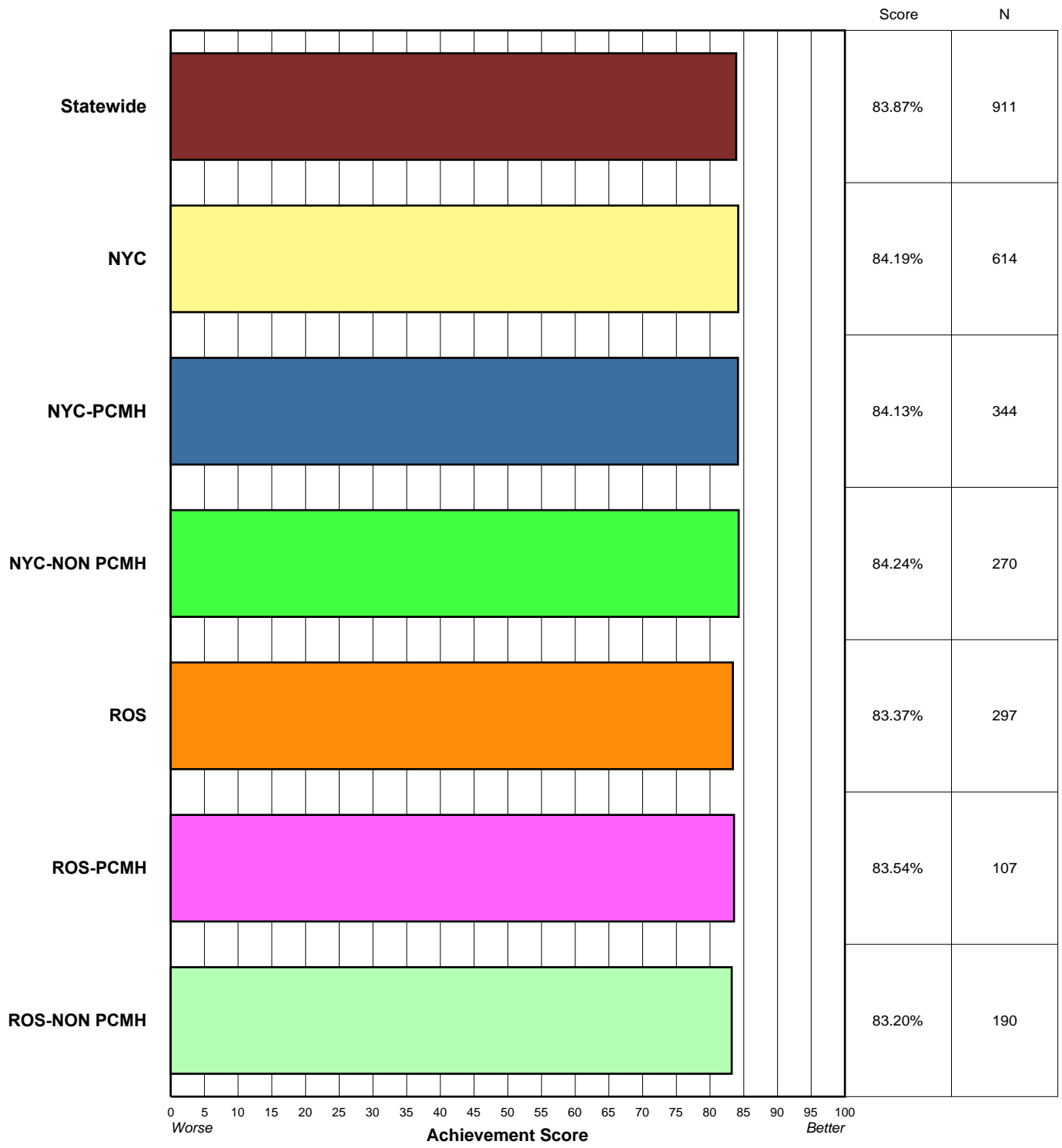


↕ Statistically significantly better/worse than corresponding regional score.

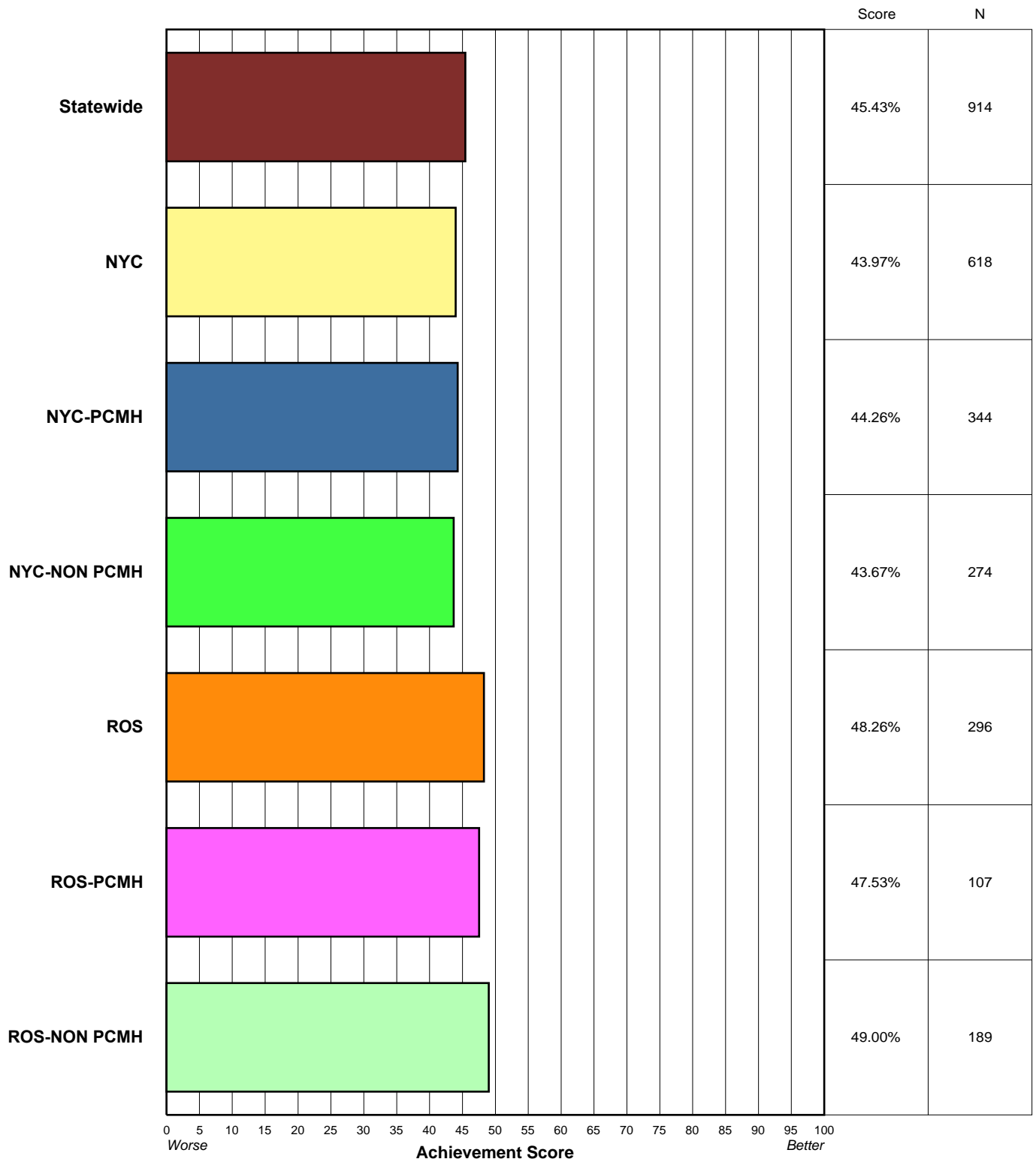


## Communication (Usually or Always)

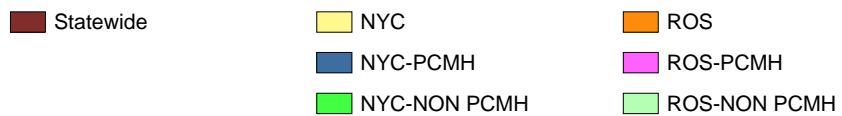
### Q27. Provider usually or always spent enough time with you



### Discussion of Self-Management Support (Yes)

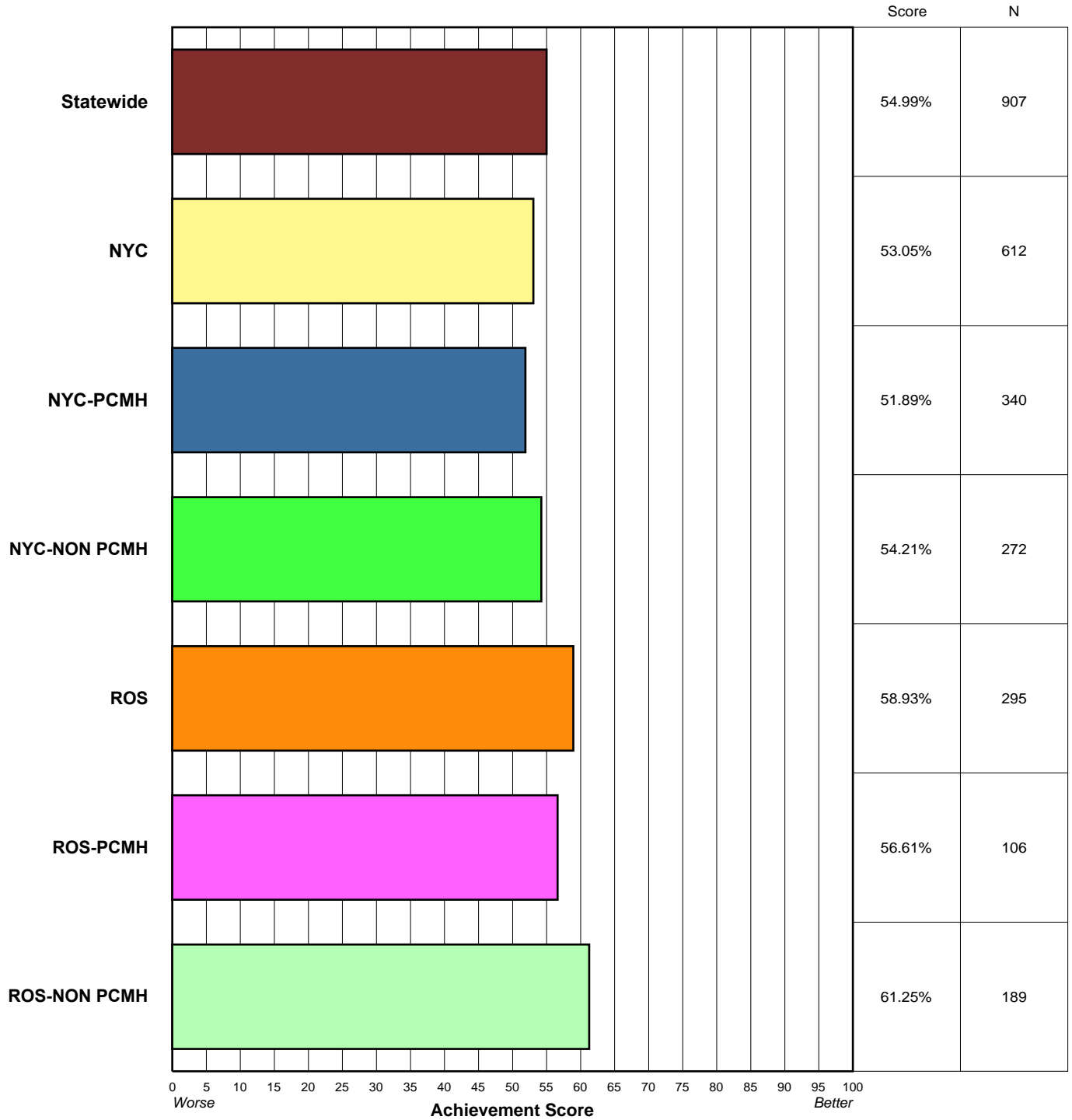


↕ Statistically significantly better/worse than corresponding regional score.

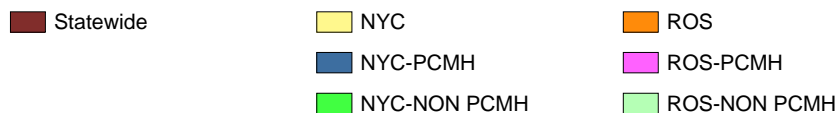


## Discussion of Self-Management Support (Yes)

**Q38. Someone at provider's office talked to you about specific goals for your health**

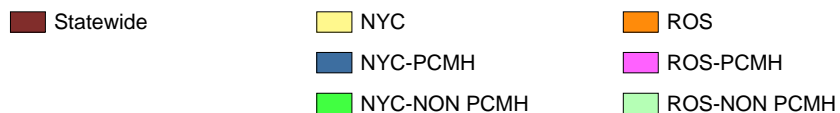
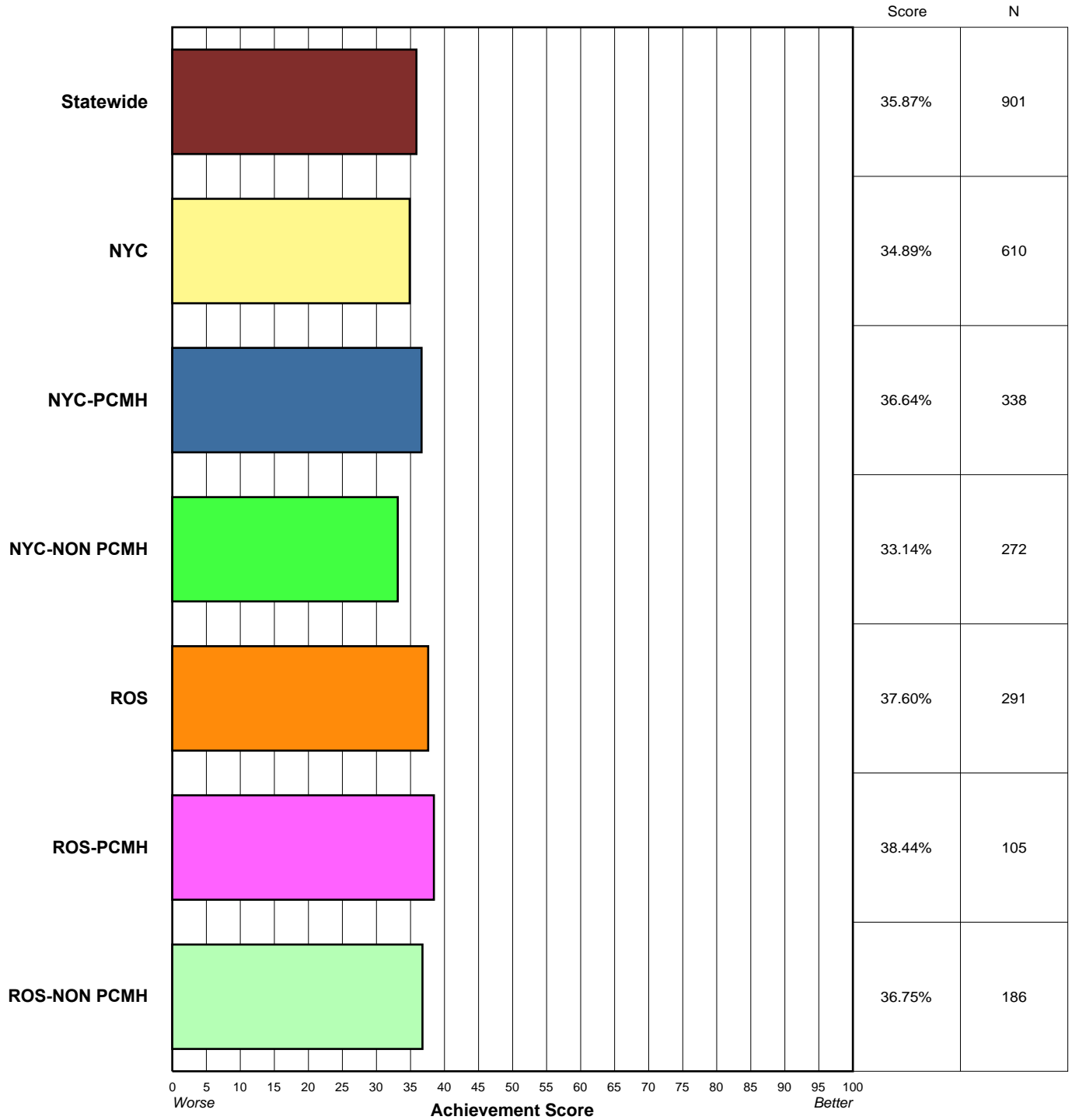


↕ Statistically significantly better/worse than corresponding regional score.

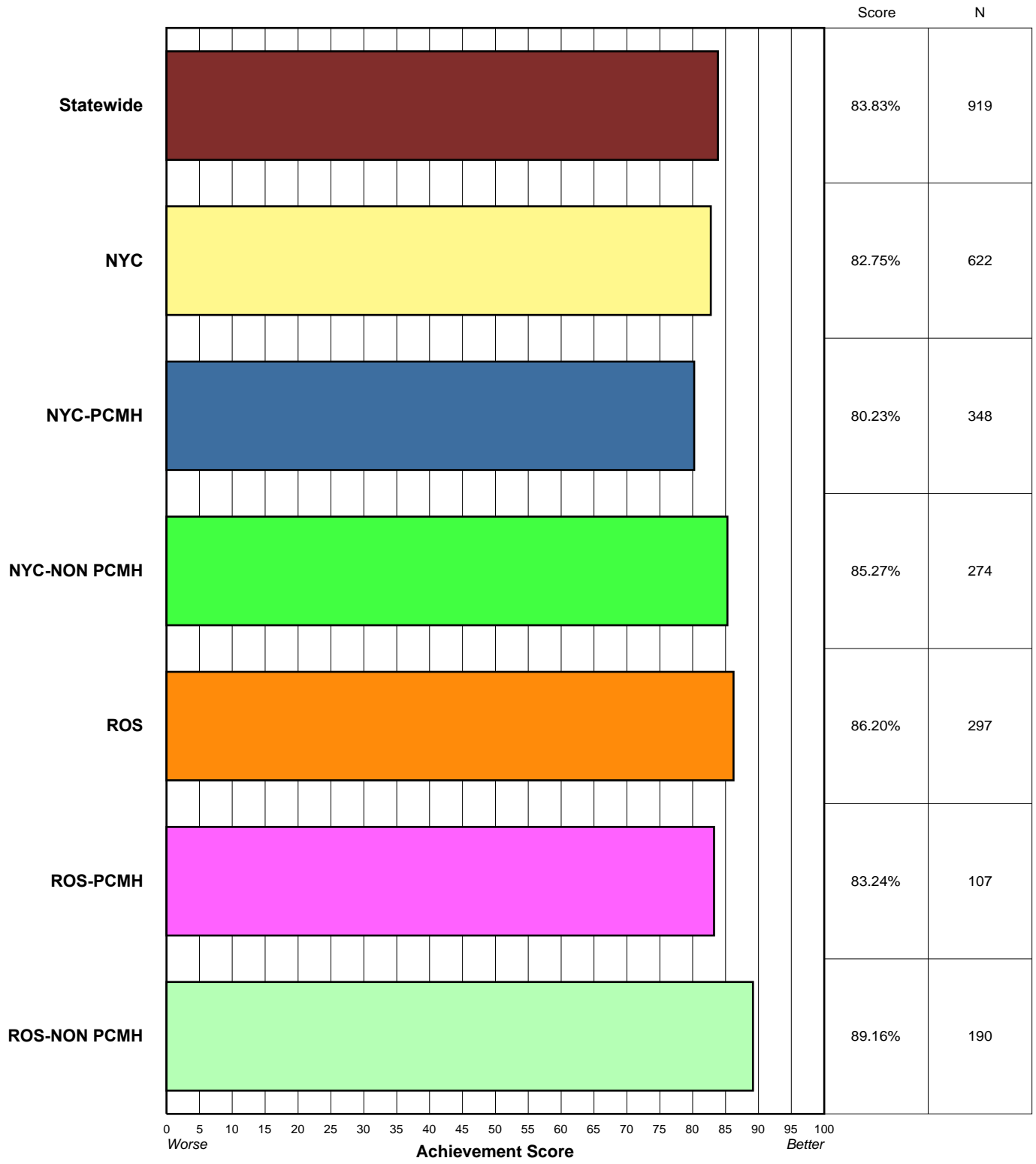


## Discussion of Self-Management Support (Yes)

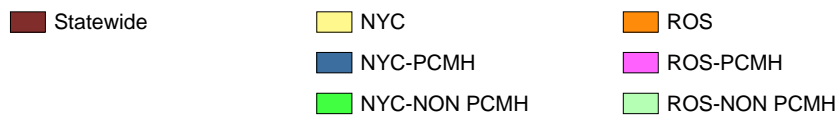
**Q39. Someone at provider's office asked you if there are things that make it hard for you to take care of your health**



### Satisfaction with Office Staff (Usually or Always)



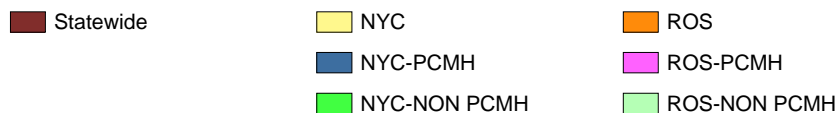
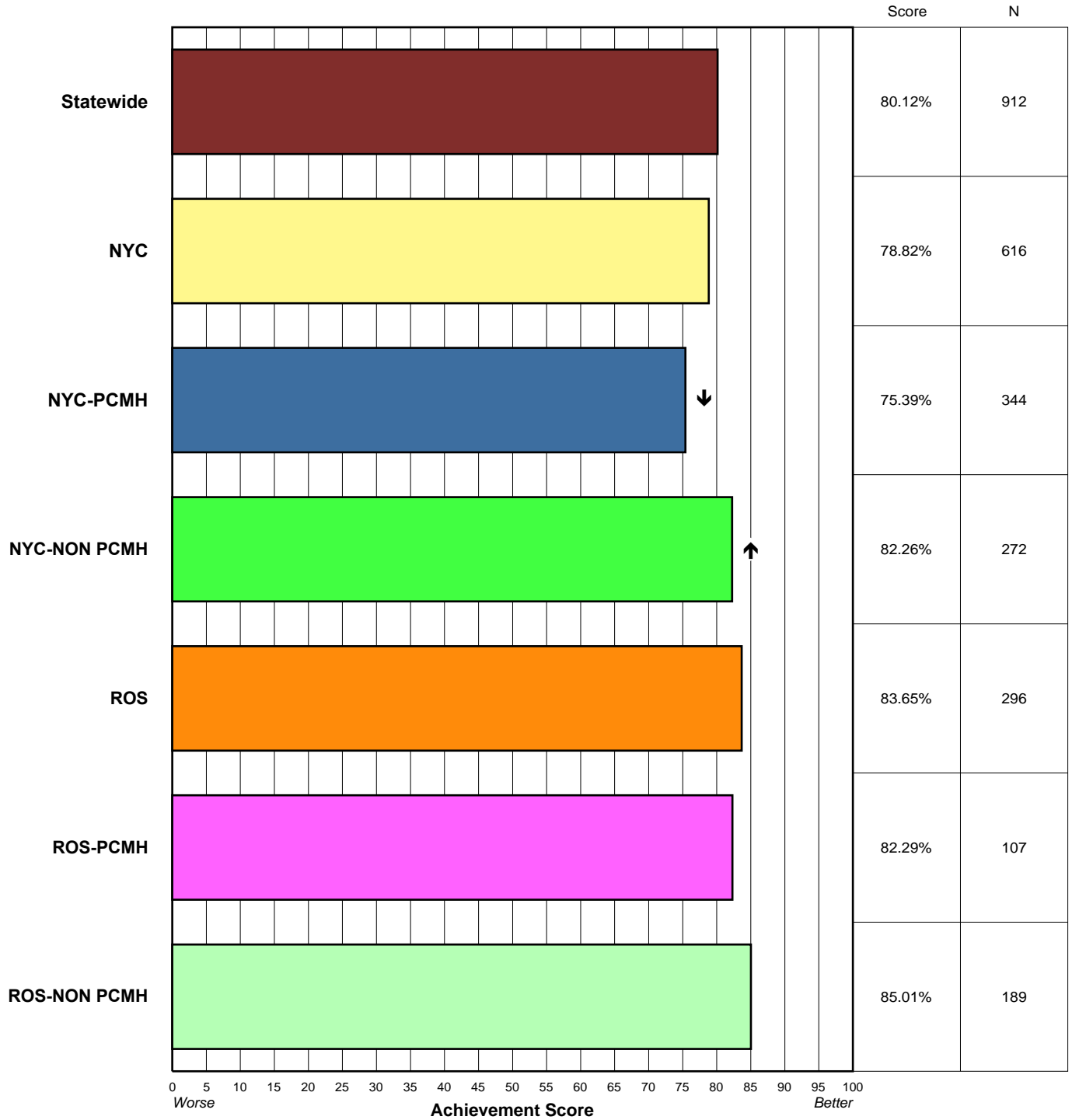
↕ Statistically significantly better/worse than corresponding regional score.





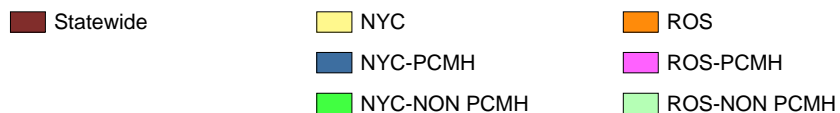
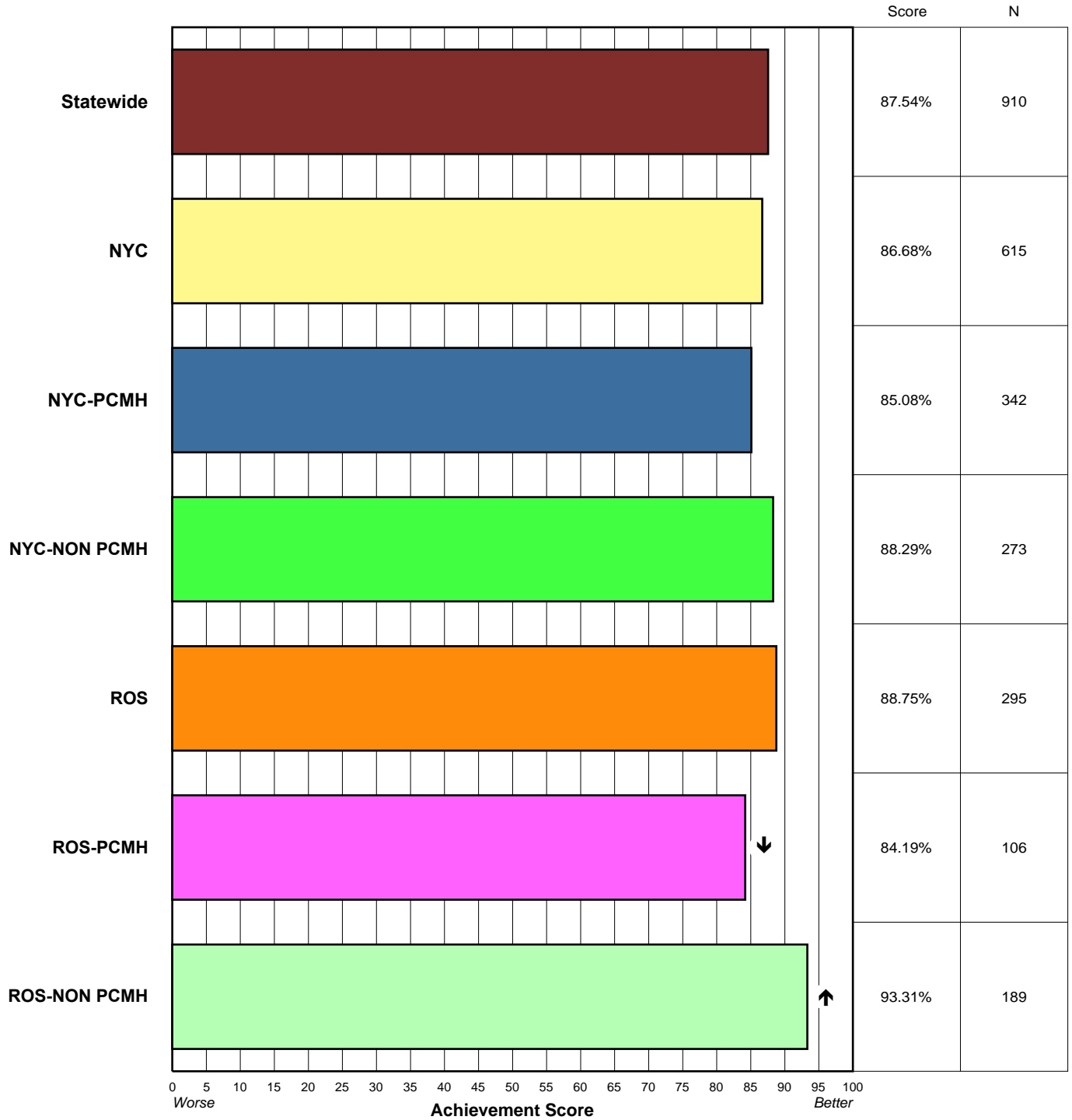
### Satisfaction with Office Staff (Usually or Always)

**Q45. Clerks and receptionists at provider's office usually or always were helpful**

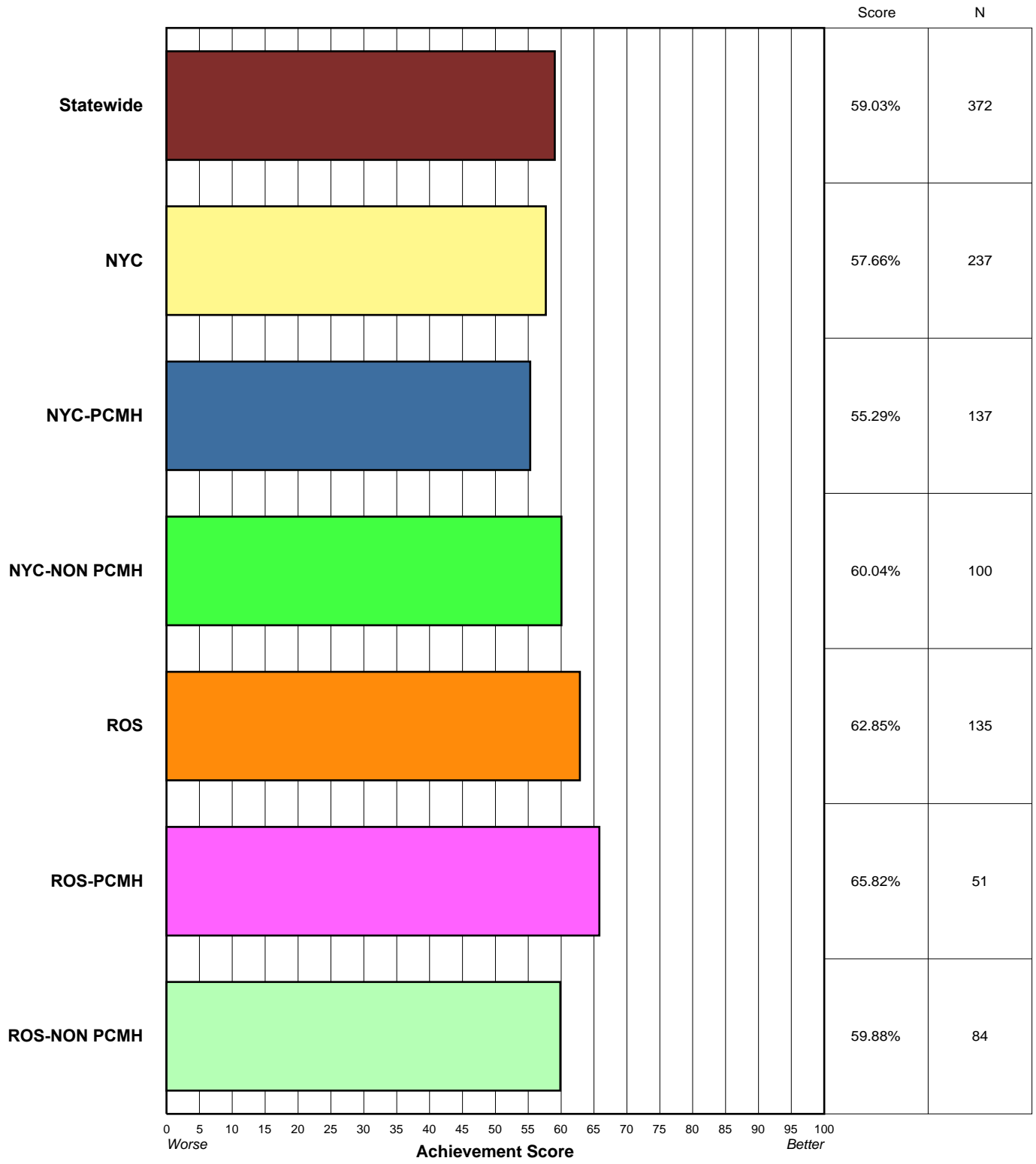


### Satisfaction with Office Staff (Usually or Always)

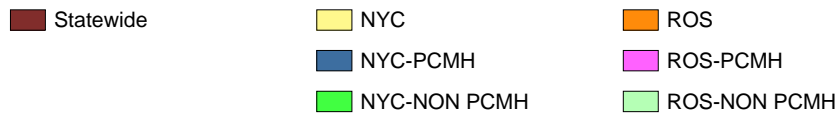
**Q46. Clerks and receptionists at provider's office usually or always treated you with courtesy and respect**



### Shared Decision Making (A lot or Yes)

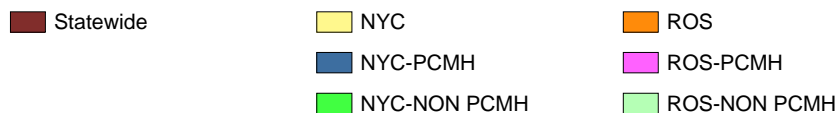
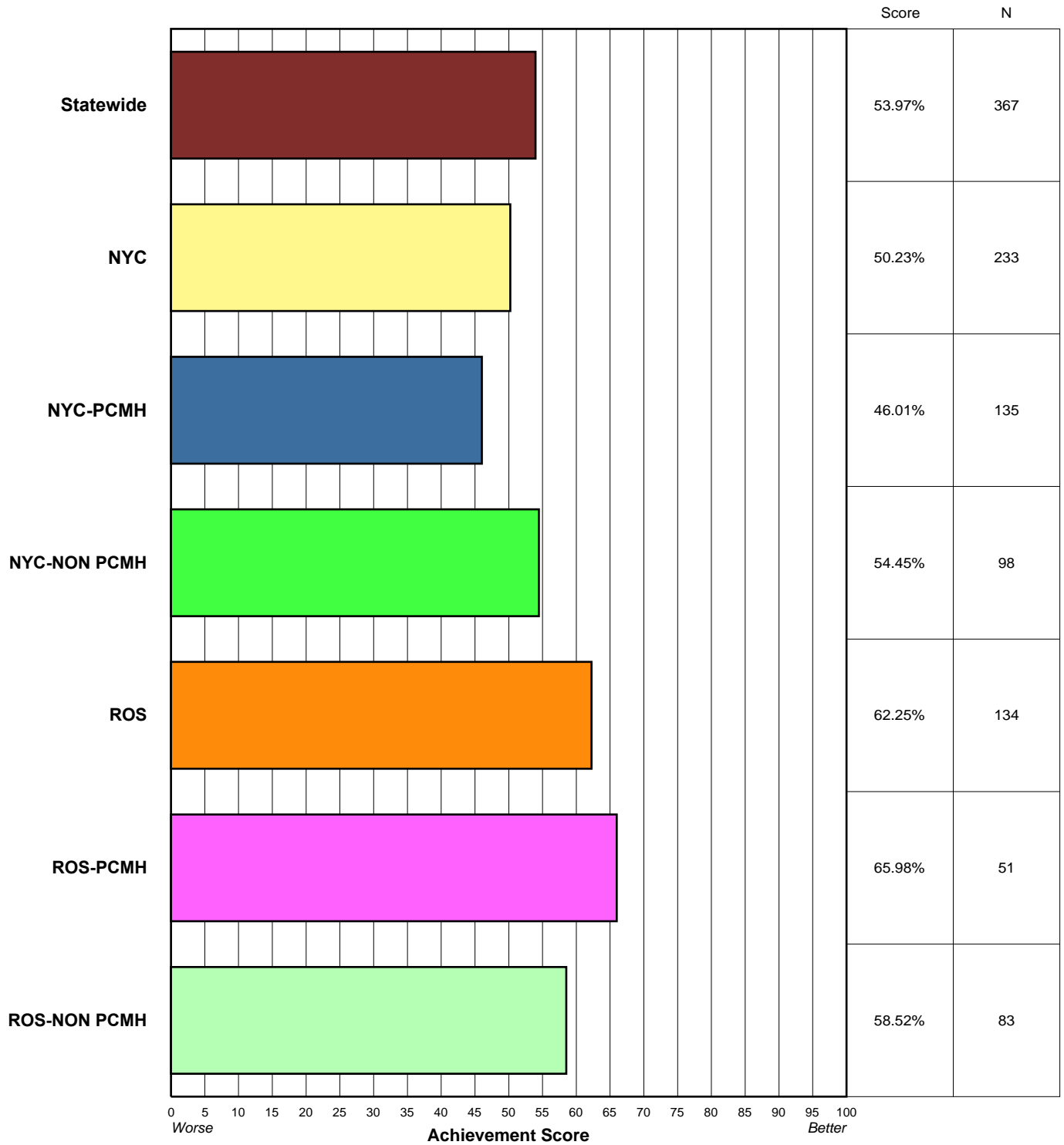


↕ Statistically significantly better/worse than corresponding regional score.



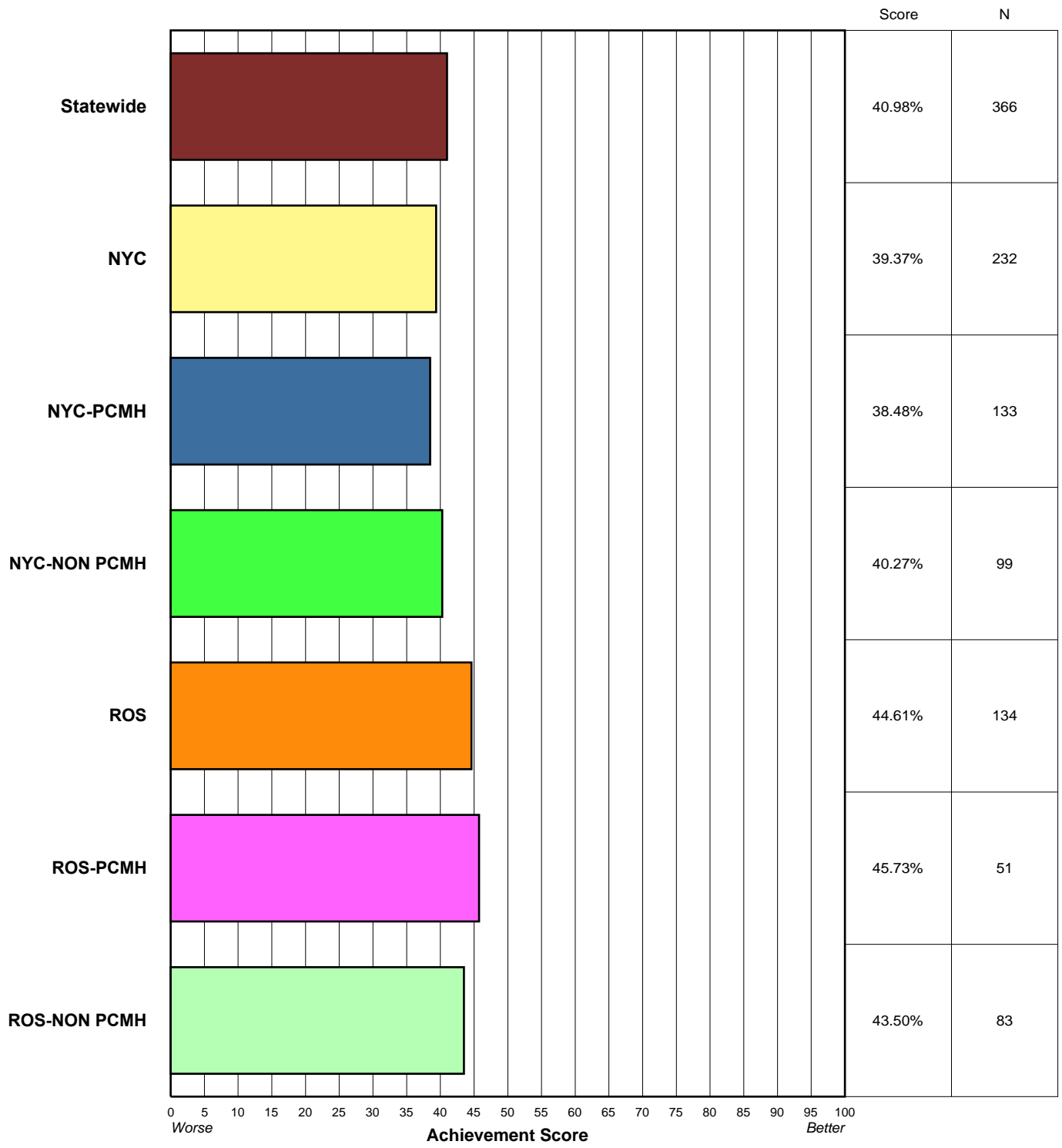
## Shared Decision Making (A lot or Yes)

### Q31. Provider talked with you a lot about the reasons to take a medicine

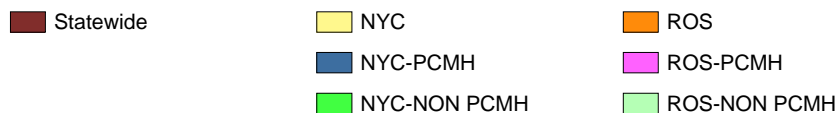


### Shared Decision Making (A lot or Yes)

#### Q32. Provider talked with you a lot about the reasons not to take a medicine

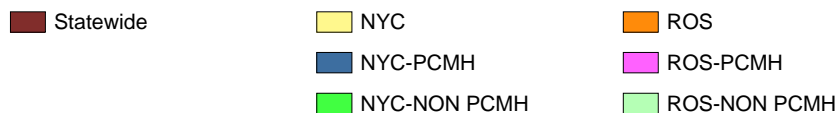
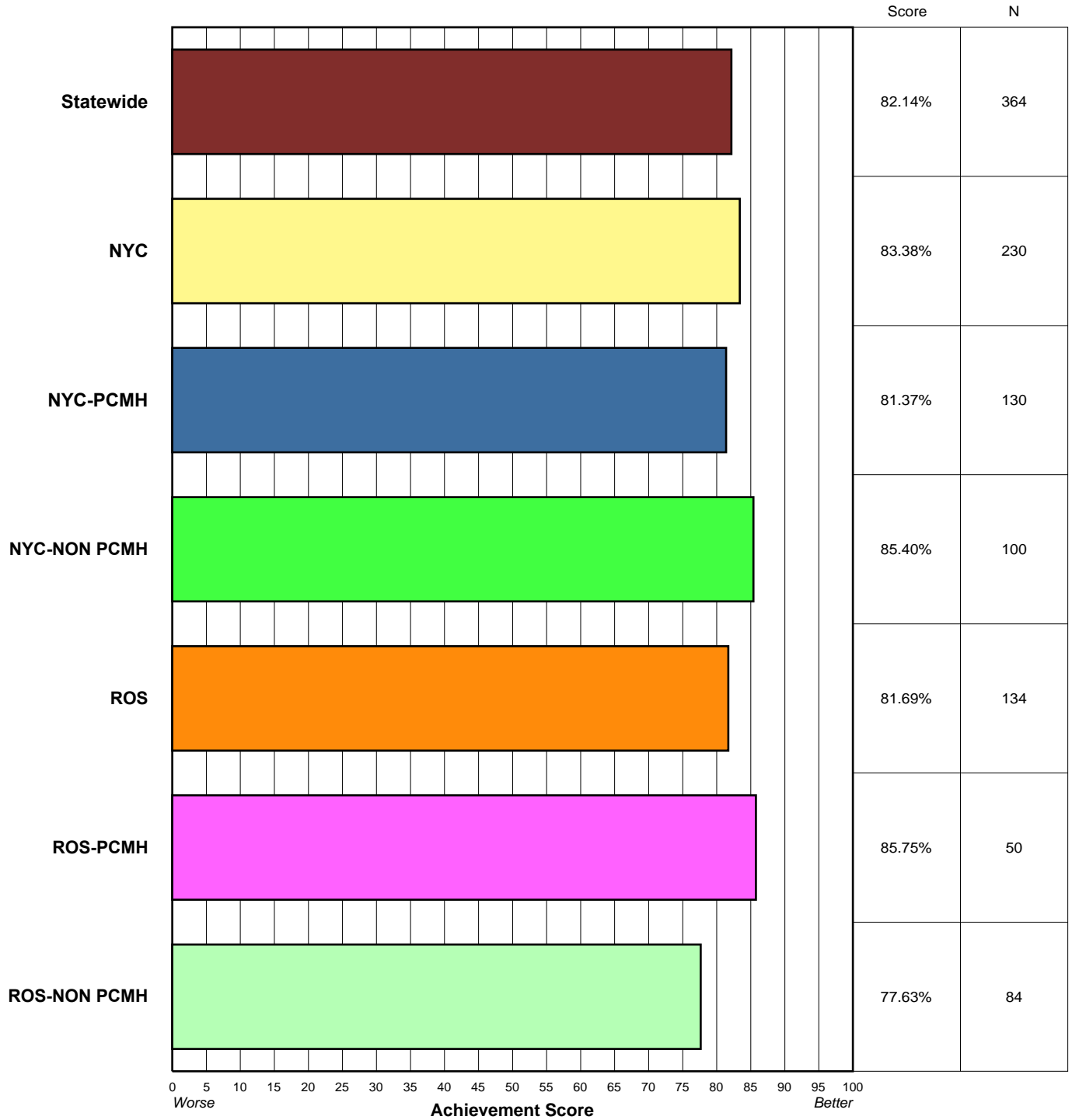


↕ Statistically significantly better/worse than corresponding regional score.

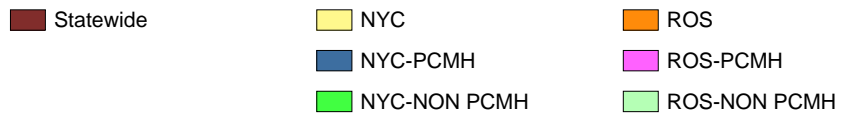
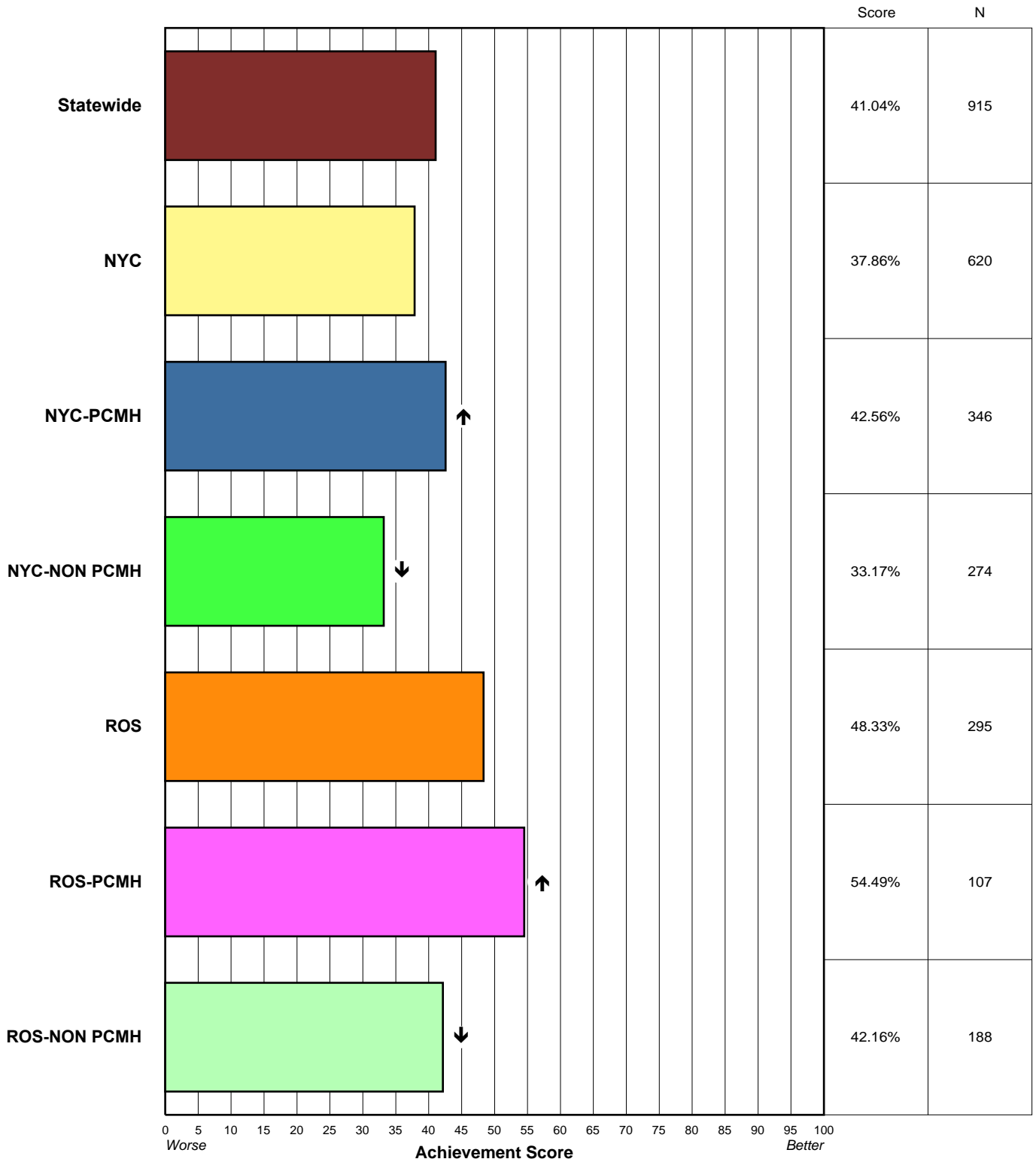


### Shared Decision Making (A lot or Yes)

**Q33. Provider asked what you thought was best when starting or stopping a prescription medicine**

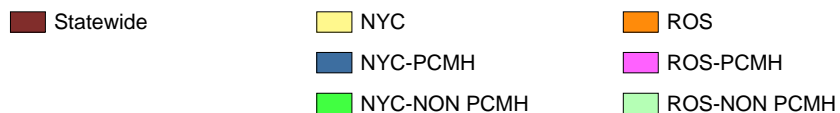
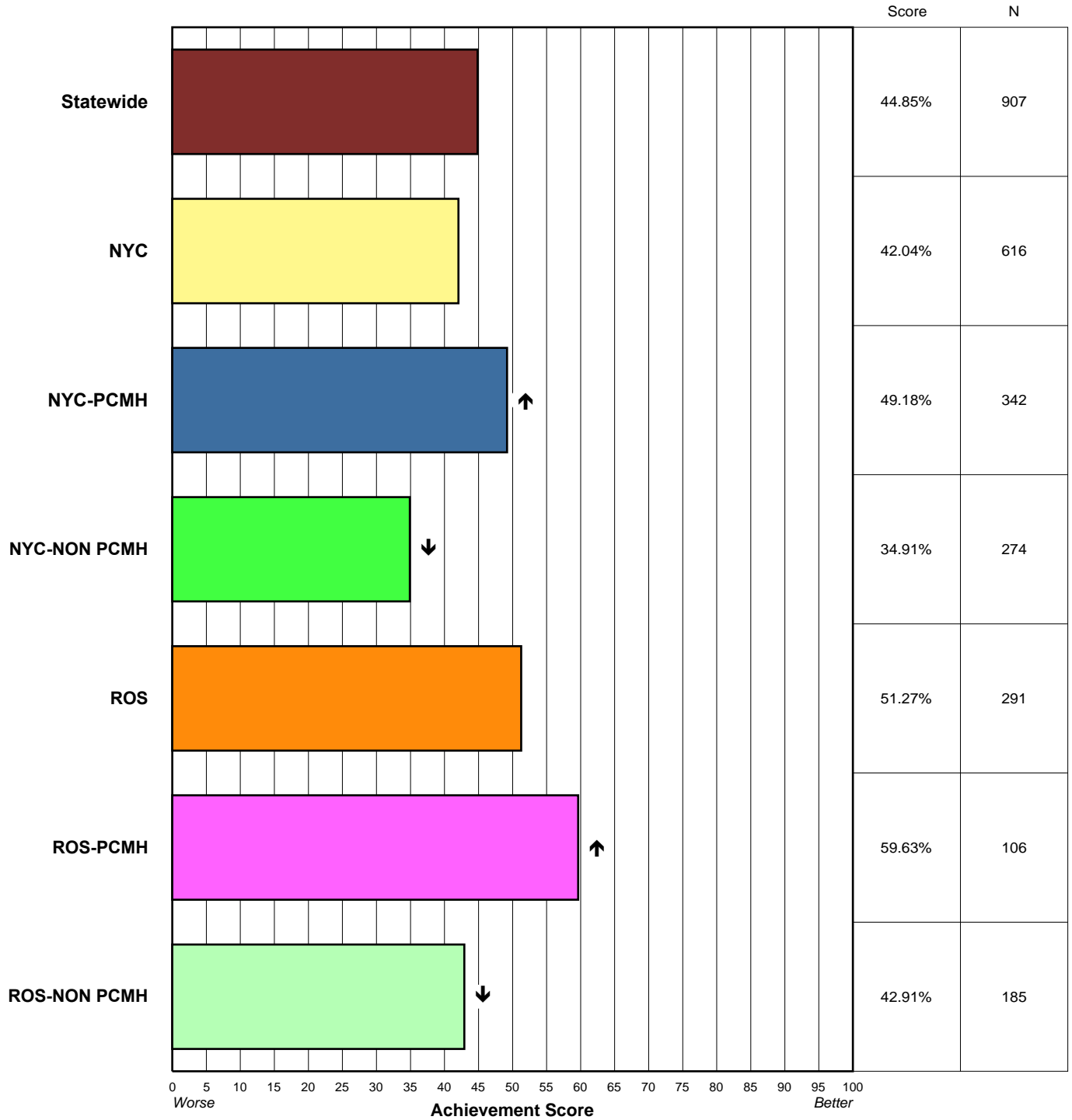


### Comprehensiveness of Care for Behavioral Health (Yes)



## Comprehensiveness of Care for Behavioral Health (Yes)

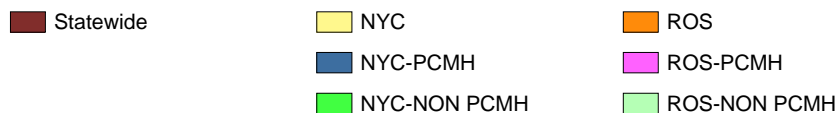
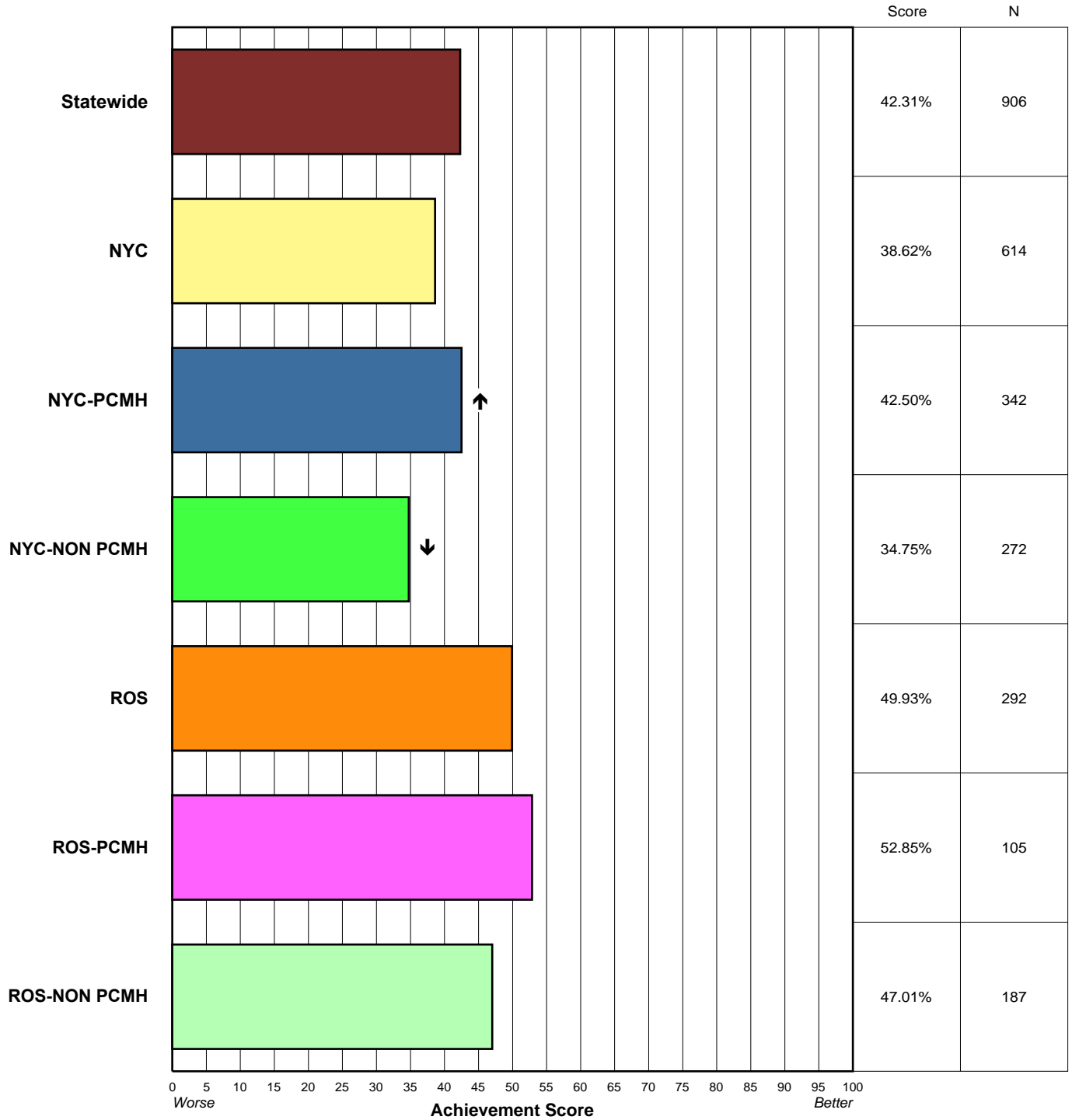
Q42. Someone at provider's office asked you if you ever felt sad, empty or depressed





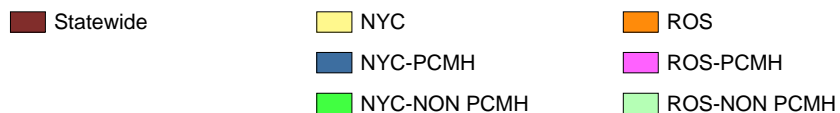
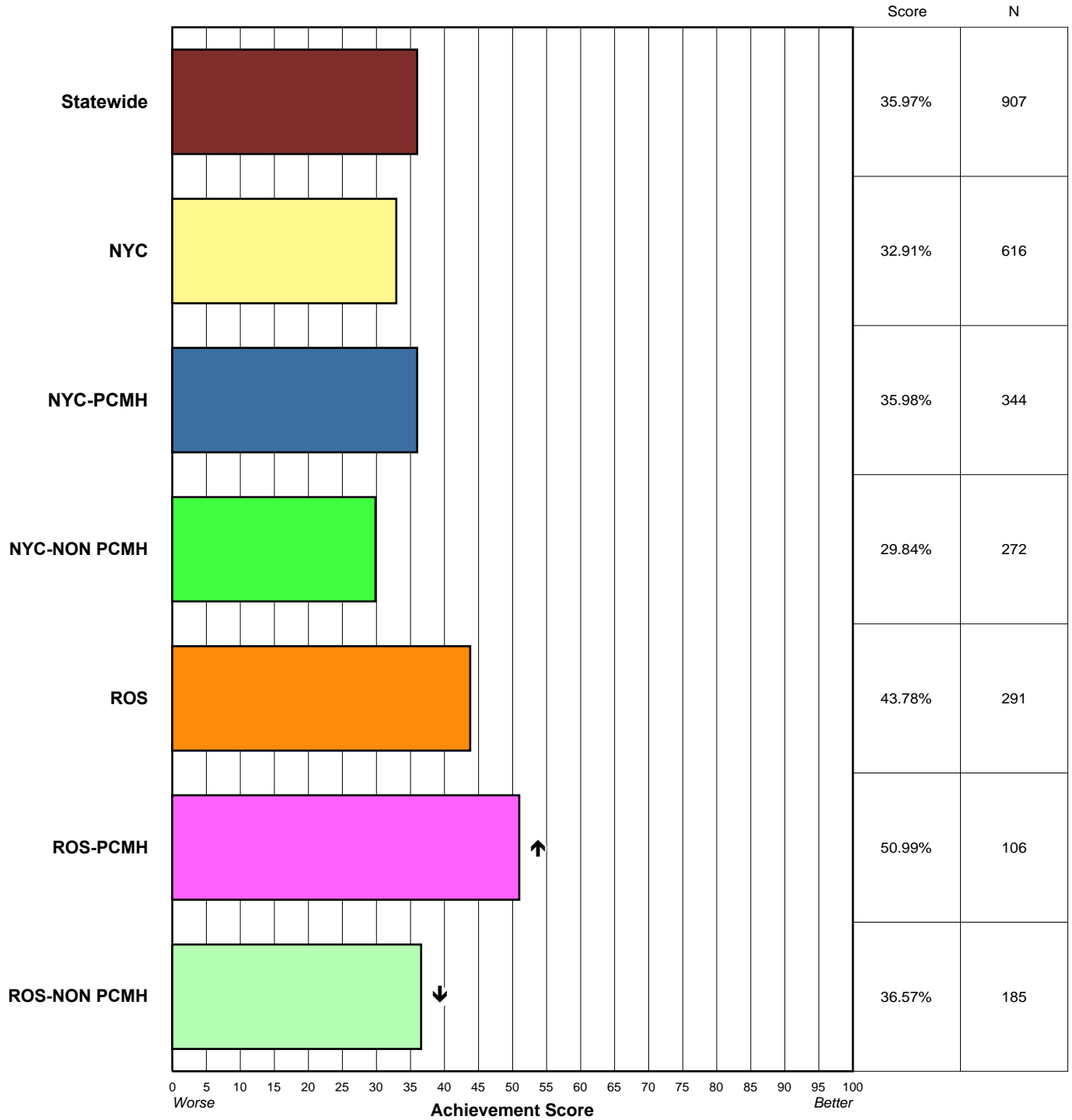
## Comprehensiveness of Care for Behavioral Health (Yes)

**Q43. Someone at provider's office asked you about things in life that worry you or cause you stress**



## Comprehensiveness of Care for Behavioral Health (Yes)

**Q44. Someone at provider's office talked to you about a personal problem, family problem, alcohol use, drug use or a mental or emotional illness**

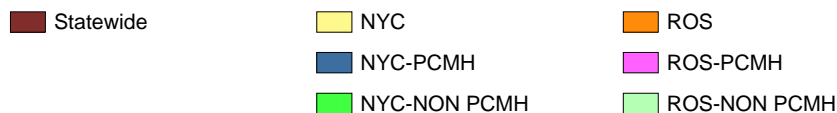
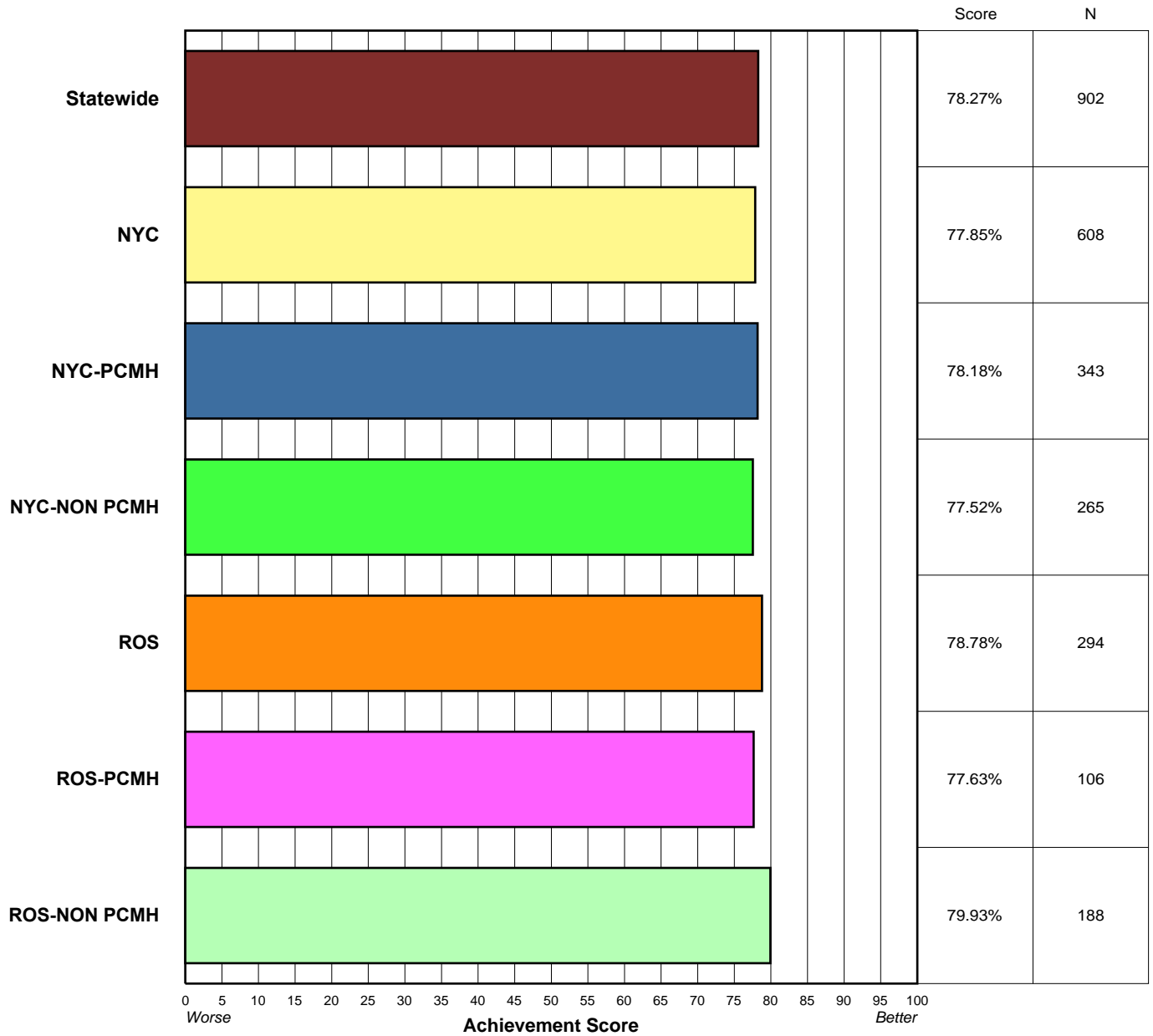


## Provider Rating

The CAHPS® PCMH survey uses a 0-10 rating for assessing overall experience with the provider. In the following table, proportions of respondents assigning a rating of 8, 9, or 10 are reported as an achievement score.

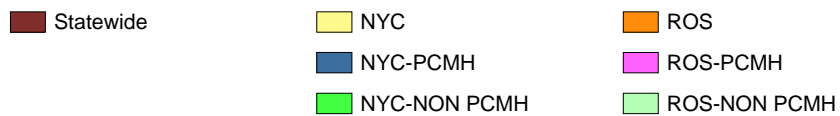
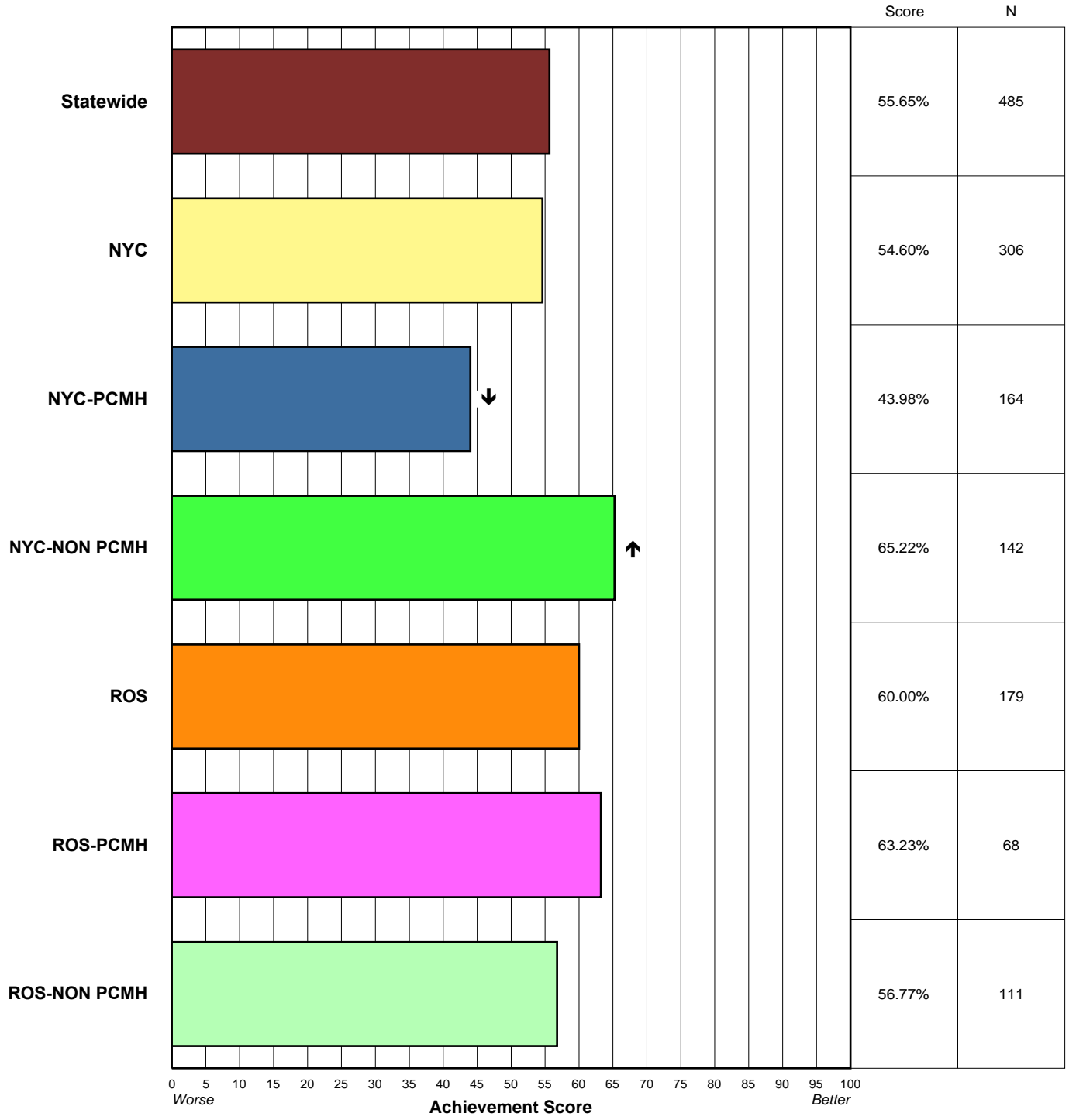
Statewide and regional results for PCMH and NON PCMH practices are presented for each graph. Regional strata are compared to the appropriate regional average to determine statistical significance.

### Q34. Rating of Provider (8, 9, or 10)



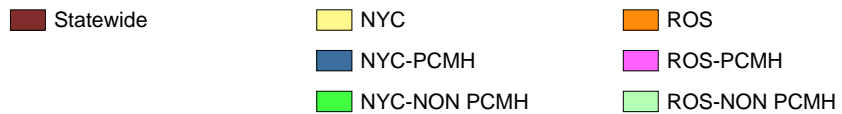
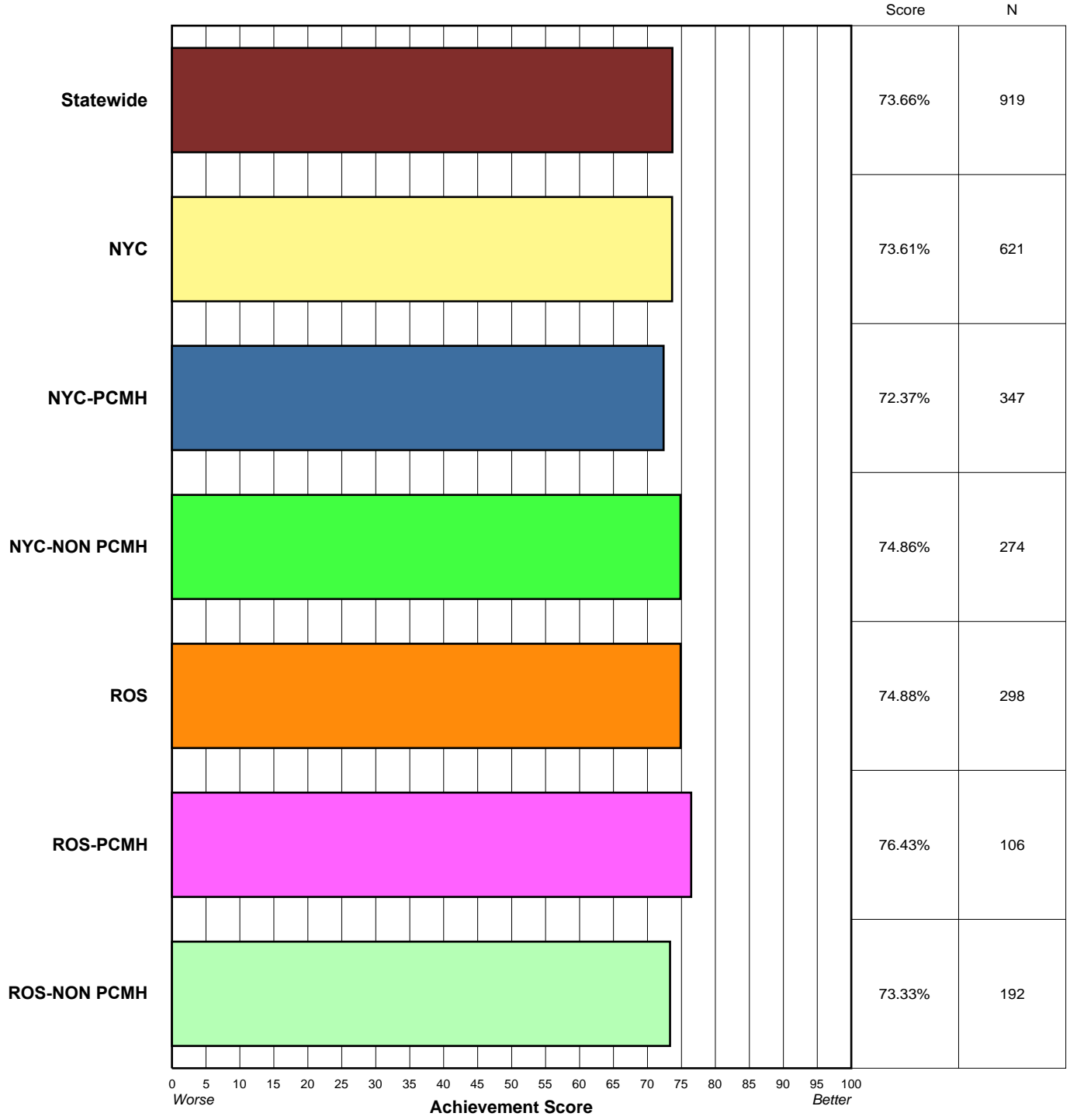
### Single Items

**Q7. When needed care right way, able to get an appointment the same day or in 1 day**



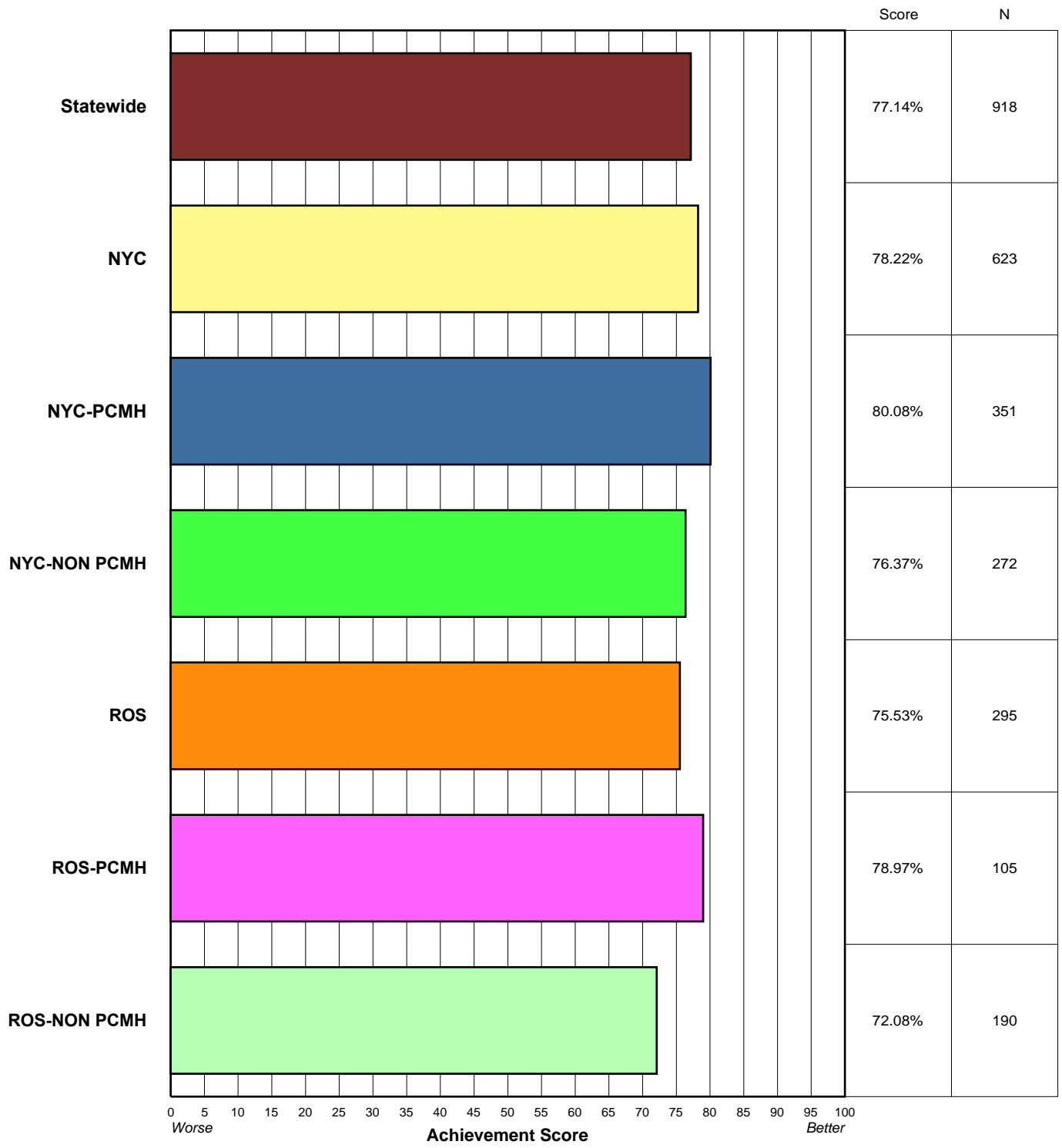
### Single Items

**Q10. Given information about what to do if needed care during evenings, weekends, or holidays**

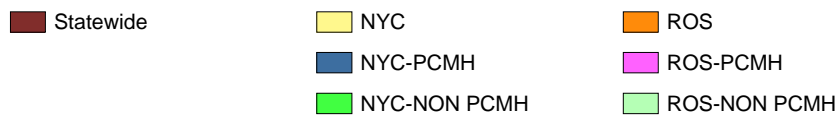


### Single Items

#### Q17. Got a reminder from provider's office between visits

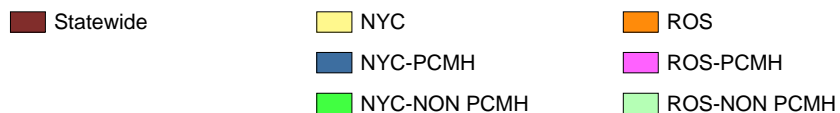
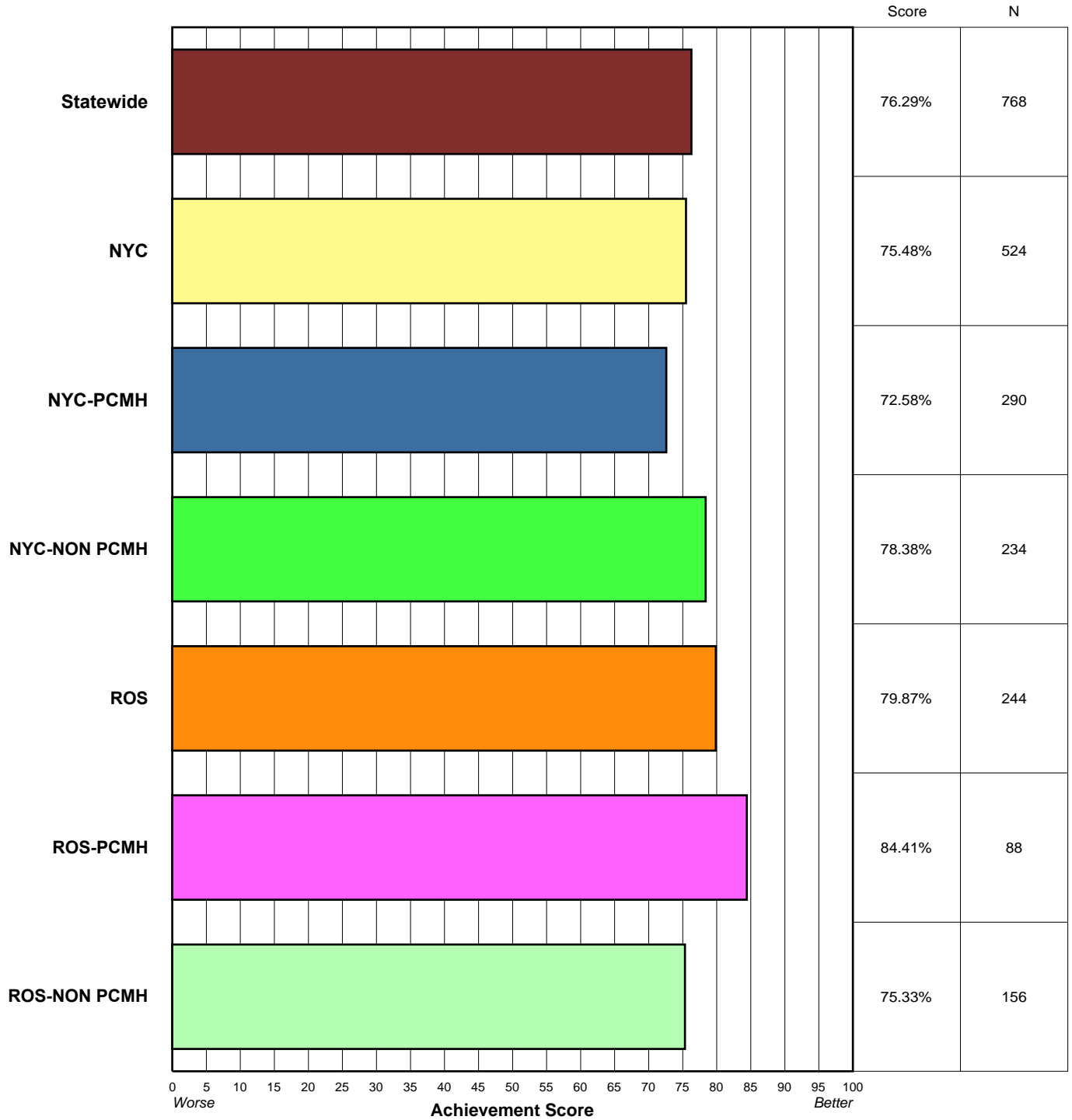


↕ Statistically significantly better/worse than corresponding regional score.



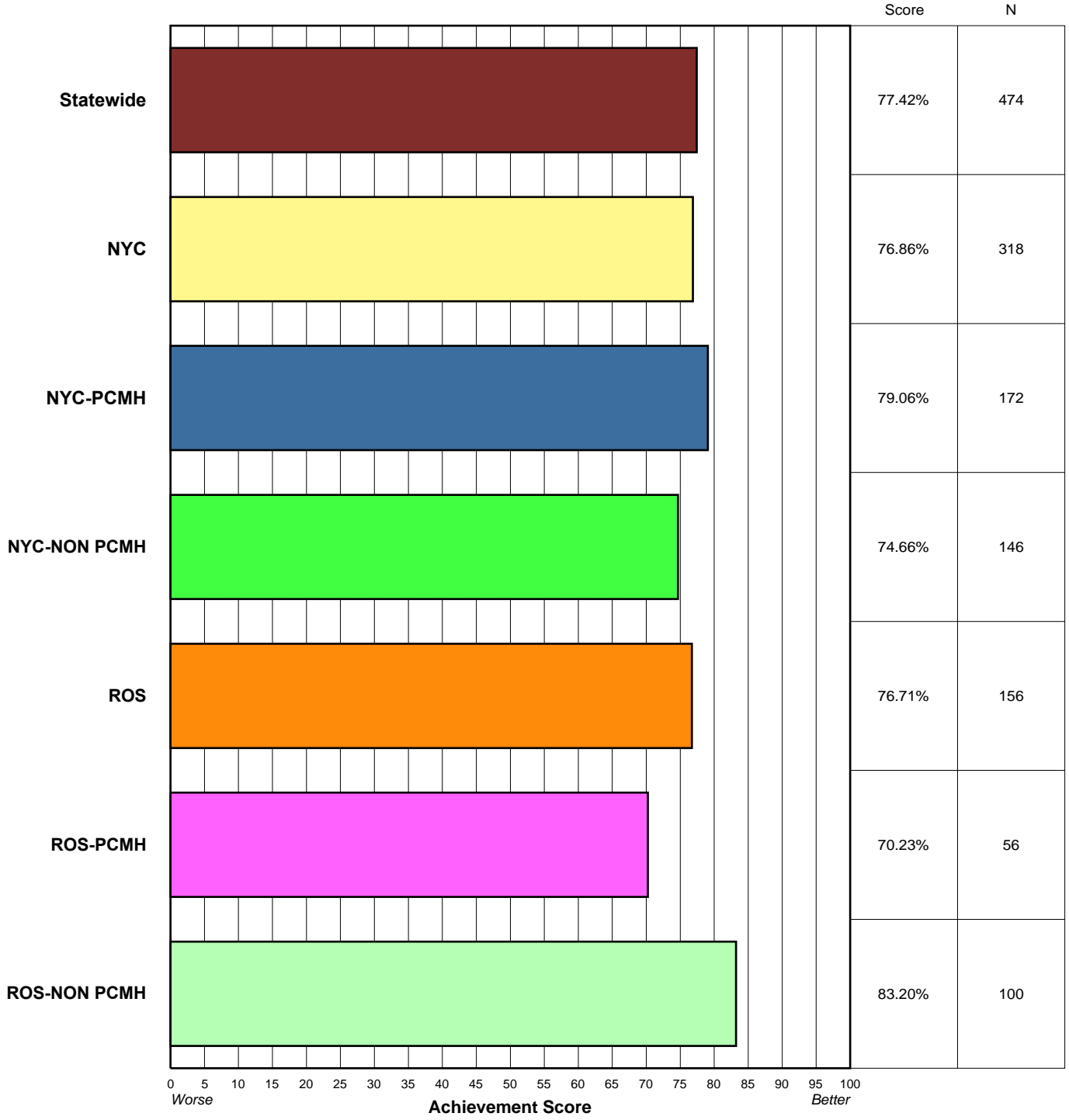
### Single Items

**Q29. Usually or always received a follow up for results when provider's office ordered a blood test, x-ray, or other test**

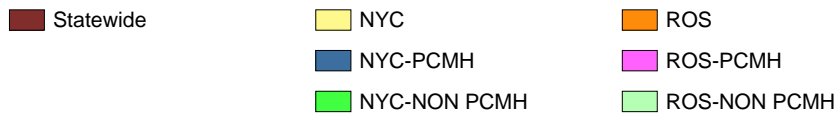


### Single Items

## Q37. Provider usually or always seemed informed and up-to-date about care from specialists



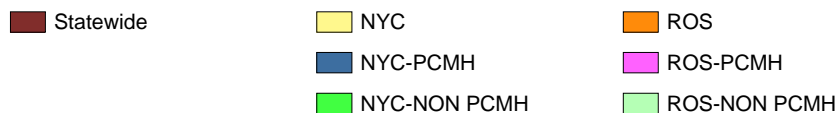
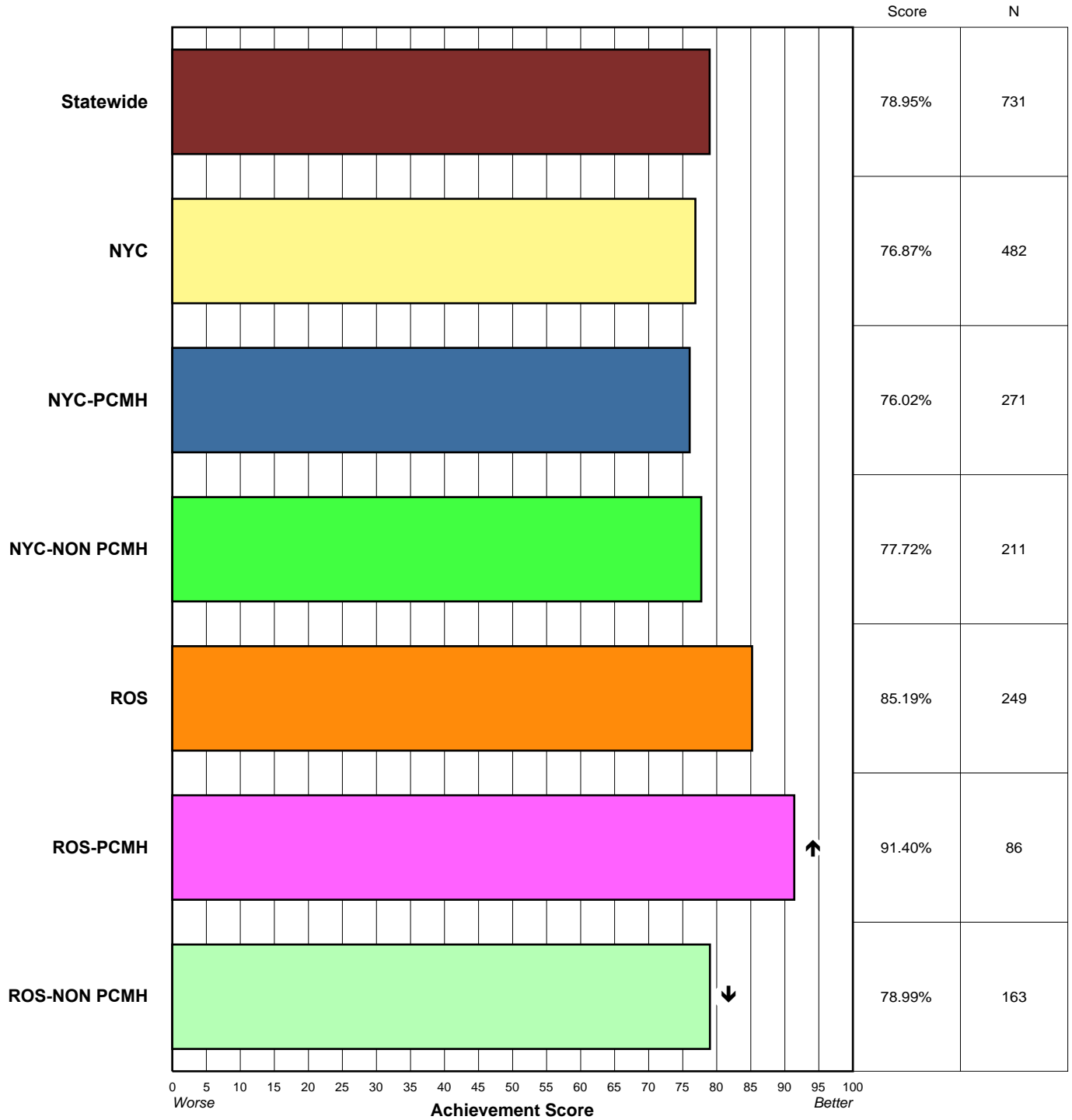
↕ Statistically significantly better/worse than corresponding regional score.





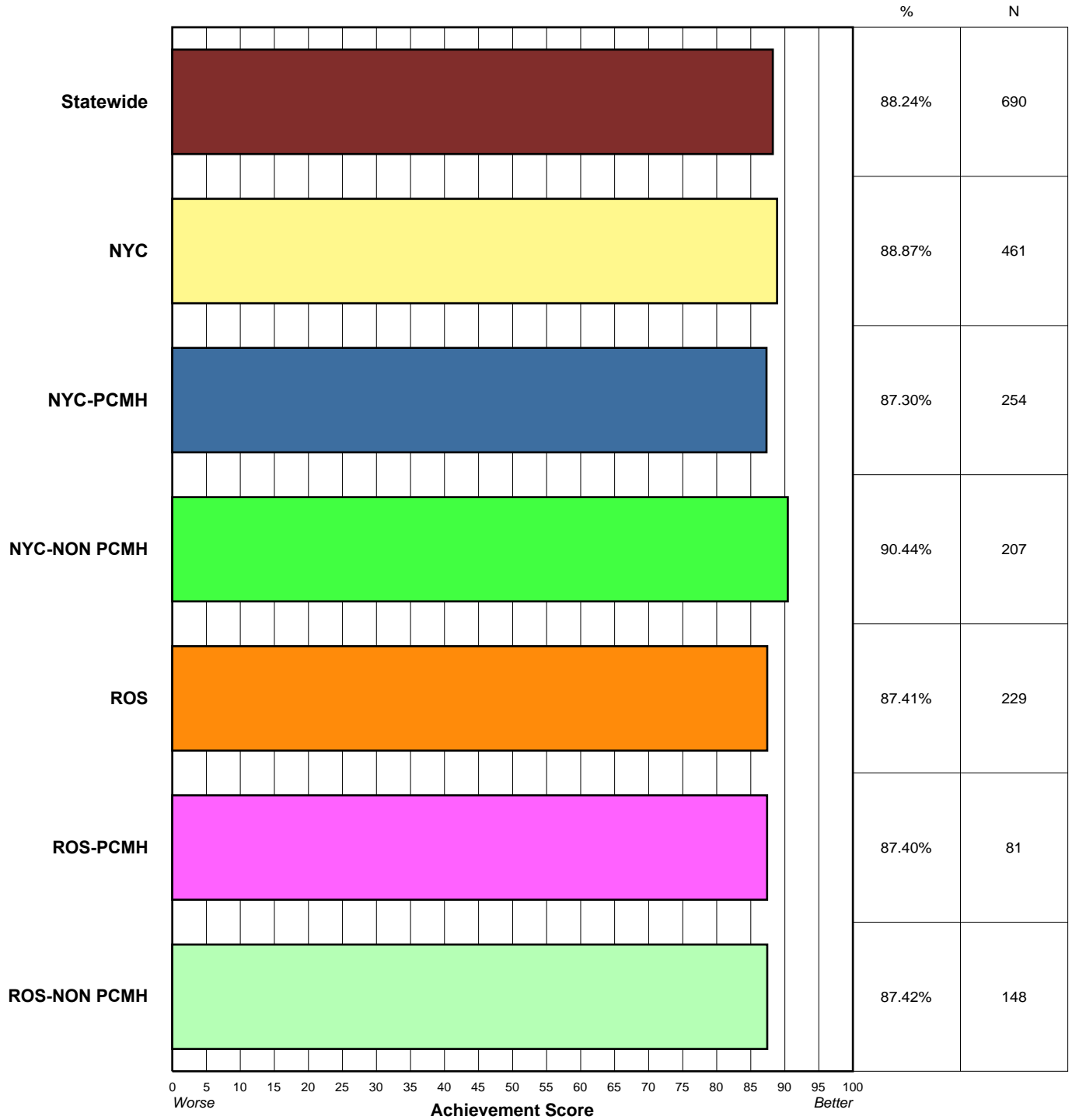
### Single Items

**Q41. Someone at provider's office talked about all the prescription medicines you were taking at each visit**

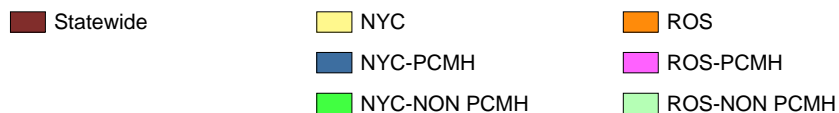


### Supplemental Questions

**Q23. Provider usually or always gave an easy to understand explanation about next steps for health questions or concerns**

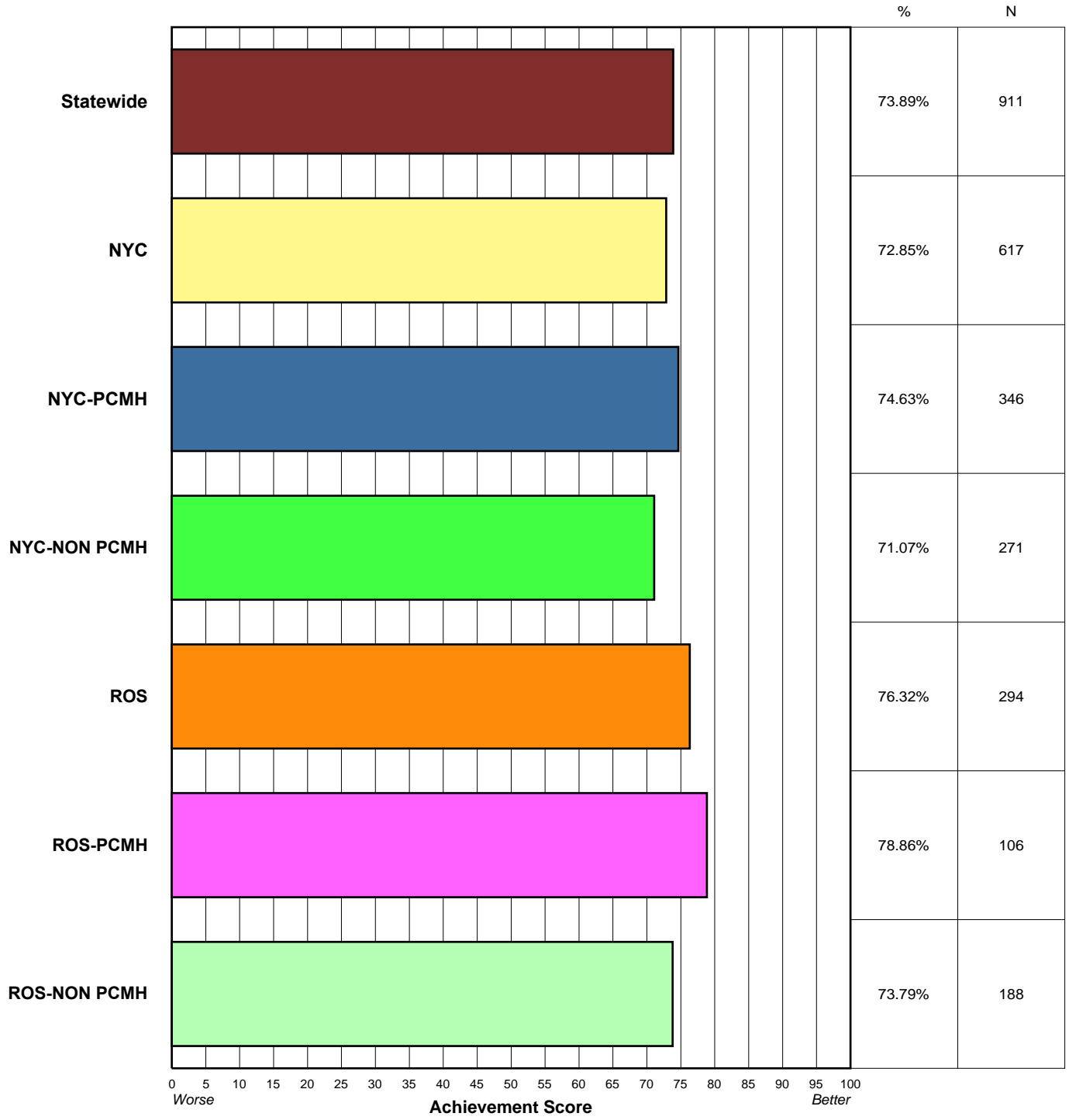


↕ Statistically significantly better/worse than corresponding regional score.

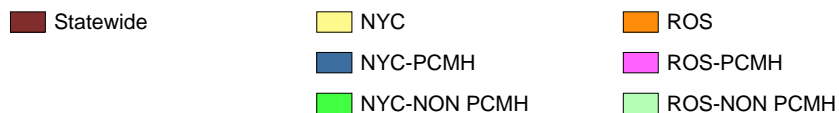


### Supplemental Questions

#### Q24. You and provider talked about specific things you could do to prevent illness



↕ Statistically significantly better/worse than corresponding regional score.



## Correlation Analysis

The Correlation Analysis section is helpful in understanding how questions from the Communication and Shared Decision Making composites relate to the provider rating question. This allows for evaluation of which questions are most strongly associated to the rating and what the current achievement score is.

The table summarizes correlations of the Communication and Shared Decision Making composite items to the provider rating question ranked by the highest correlation between the question and the rating. Each question is displayed with the individual question number, question text, the composite name, the achievement score, and correlation value.

The visual also highlights areas where clinics/practices are performing well or poorly. If clinics/practices are performing poorly in Communication, and it is important to the patients' satisfaction with the provider, this could be a compelling reason to focus on improving this area. It also highlights how different questions within a composite correlate individually to the provider rating question.

Corr. Rank	Rating of Provider (8, 9, or 10)											
	NYC-PCMH			NYC-NON PCMH			ROS-PCMH			ROS-NON PCMH		
	Question	Score	Correlation	Question	Score	Correlation	Question	Score	Correlation	Question	Score	Correlation
1	Q22 Communication Provider usually or always gave you easy to understand information about health questions or concerns	87%	0.60	Q20 Communication Provider usually or always listened carefully to you	93%▲	0.53	Q26 Communication Provider usually or always showed respect for what you had to say	88%	0.80	Q20 Communication Provider usually or always listened carefully to you	92%	0.74
2	Q27 Communication Provider usually or always spent enough time with you	84%	0.56	Q22 Communication Provider usually or always gave you easy to understand information about health questions or concerns	91%	0.53	Q27 Communication Provider usually or always spent enough time with you	84%	0.76	Q26 Communication Provider usually or always showed respect for what you had to say	91%	0.73
3	Q20 Communication Provider usually or always listened carefully to you	88%▼	0.55	Q26 Communication Provider usually or always showed respect for what you had to say	91%	0.52	Q20 Communication Provider usually or always listened carefully to you	85%	0.75	Q27 Communication Provider usually or always spent enough time with you	83%	0.67
4	Q26 Communication Provider usually or always showed respect for what you had to say	90%	0.54	Q27 Communication Provider usually or always spent enough time with you	84%	0.45	Q25 Communication Provider usually or always seemed to know the important information about your medical history	84%	0.69	Q22 Communication Provider usually or always gave you easy to understand information about health questions or concerns	88%	0.66
5	Q19 Communication Provider usually or always explained things in way you could understand	88%	0.50	Q19 Communication Provider usually or always explained things in way you could understand	90%	0.43	Q22 Communication Provider usually or always gave you easy to understand information about health questions or concerns	89%	0.67	Q25 Communication Provider usually or always seemed to know the important information about your medical history	85%	0.61
6	Q25 Communication Provider usually or always seemed to know the important information about your medical history	80%	0.49	Q25 Communication Provider usually or always seemed to know the important information about your medical history	83%	0.40	Q19 Communication Provider usually or always explained things in way you could understand	88%	0.65	Q19 Communication Provider usually or always explained things in way you could understand	90%	0.60
7	Q31 Shared Decision Making Provider talked with you a lot about the reasons to take a medicine	46%	0.39	Q31 Shared Decision Making Provider talked with you a lot about the reasons to take a medicine	54%	0.37	Q31 Shared Decision Making Provider talked with you a lot about the reasons to take a medicine	66%	0.45	Q31 Shared Decision Making Provider talked with you a lot about the reasons to take a medicine	59%	0.54
8	Q33 Shared Decision Making Provider asked what you thought was best when starting or stopping a prescription medicine	81%	0.36	Q32 Shared Decision Making Provider talked with you a lot about the reasons not to take a medicine	40%	0.33	Q33 Shared Decision Making Provider asked what you thought was best when starting or stopping a prescription medicine	86%	0.36	Q32 Shared Decision Making Provider talked with you a lot about the reasons not to take a medicine	43%	0.51
9	Q32 Shared Decision Making Provider talked with you a lot about the reasons not to take a medicine	38%	0.30	Q33 Shared Decision Making Provider asked what you thought was best when starting or stopping a prescription medicine	85%	0.29	Q32 Shared Decision Making Provider talked with you a lot about the reasons not to take a medicine	46%	0.17	Q33 Shared Decision Making Provider asked what you thought was best when starting or stopping a prescription medicine	78%	0.44

▲▼ Statistically significantly higher/lower than corresponding regional score.

## Responses by Question

**Q1. Our records show that you got care at the clinic or practice named below in the last 12 months. Is that right?**

	Statewide		NYC		NYC-PCMH		NYC-NON PCMH		ROS		ROS-PCMH		ROS-NON PCMH	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	969	100.0%	656	100.0%	371	100.0%	285	100.0%	313	100.0%	111	100.0%	202	100.0%
No	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
<b>Total</b>	969	100.0%	656	100.0%	371	100.0%	285	100.0%	313	100.0%	111	100.0%	202	100.0%
Not Answered	41		33		22		11		8		3		5	

**Q2. Is this the provider you usually see if you need a check-up, want advice about a health problem or get sick or hurt?**

	Statewide		NYC		NYC-PCMH		NYC-NON PCMH		ROS		ROS-PCMH		ROS-NON PCMH	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	889	90.3%	601	90.4%	346	91.1%	255	89.5%	288	90.3%	110	96.5%	178	86.8%
No	95	9.7%	64	9.6%	34	8.9%	30	10.5%	31	9.7%	4	3.5%	27	13.2%
<b>Total</b>	984	100.0%	665	100.0%	380	100.0%	285	100.0%	319	100.0%	114	100.0%	205	100.0%
Not Answered	26		24		13		11		2		0		2	

**Q3. How long have you been going to this provider?**

	Statewide		NYC		NYC-PCMH		NYC-NON PCMH		ROS		ROS-PCMH		ROS-NON PCMH	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Less than 6 months	78	8.0%	62	9.5%	38	10.2%	24	8.7%	16	5.0%	8	7.1%	8	3.9%
At least 6 months but less than 1 year	131	13.5%	96	14.7%	43	11.5%	53	19.1%	35	11.0%	5	4.4%	30	14.6%
At least 1 year but less than 3 years	259	26.7%	172	26.4%	91	24.3%	81	29.2%	87	27.4%	33	29.2%	54	26.3%
At least 3 years but less than 5 years	184	19.0%	119	18.3%	68	18.2%	51	18.4%	65	20.4%	22	19.5%	43	21.0%
5 years or more	317	32.7%	202	31.0%	134	35.8%	68	24.5%	115	36.2%	45	39.8%	70	34.1%
<b>Total</b>	969	100.0%	651	100.0%	374	100.0%	277	100.0%	318	100.0%	113	100.0%	205	100.0%
Not Answered	41		38		19		19		3		1		2	

### Your Care From This Provider in the Last 12 Months

**Q4. In the last 12 months, how many times did you visit this provider to get care for yourself?**

	Statewide		NYC		NYC-PCMH		NYC-NON PCMH		ROS		ROS-PCMH		ROS-NON PCMH	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%
None	27	2.8%	17	2.6%	12	3.3%	5	1.8%	10	3.2%	3	2.7%	7	3.5%
1 time	122	12.7%	82	12.6%	44	12.1%	38	13.3%	40	12.8%	8	7.3%	32	15.8%
2 times	172	17.9%	112	17.2%	57	15.6%	55	19.3%	60	19.2%	27	24.5%	33	16.3%
3 times	166	17.3%	109	16.8%	66	18.1%	43	15.1%	57	18.3%	21	19.1%	36	17.8%
4 times	166	17.3%	116	17.8%	69	18.9%	47	16.5%	50	16.0%	21	19.1%	29	14.4%
5 to 9 times	213	22.1%	149	22.9%	88	24.1%	61	21.4%	64	20.5%	16	14.5%	48	23.8%
10 or more times	96	10.0%	65	10.0%	29	7.9%	36	12.6%	31	9.9%	14	12.7%	17	8.4%
<b>Total</b>	962	100.0%	650	100.0%	365	100.0%	285	100.0%	312	100.0%	110	100.0%	202	100.0%
Not Answered	48		39		28		11		9		4		5	

**Q5. In the last 12 months, did you phone this provider's office to get an appointment for an illness, injury or condition that needed care right away?**

	Statewide		NYC		NYC-PCMH		NYC-NON PCMH		ROS		ROS-PCMH		ROS-NON PCMH	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	508	55.6%	317	51.5%	172	49.7%	145	53.9%	191	64.1%	72	69.2%	119	61.3%
No	405	44.4%	298	48.5%	174	50.3%	124	46.1%	107	35.9%	32	30.8%	75	38.7%
<b>Total</b>	913	100.0%	615	100.0%	346	100.0%	269	100.0%	298	100.0%	104	100.0%	194	100.0%
Not Answered	22		18		7		11		4		3		1	

**Q6. In the last 12 months, when you phoned 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?**

	Statewide		NYC		NYC-PCMH		NYC-NON PCMH		ROS		ROS-PCMH		ROS-NON PCMH	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%
● Never	15	3.1%	10	3.2%	8	4.8%	2	1.4%	5	2.8%	2	2.9%	3	2.7%
● Sometimes	93	18.9%	73	23.4%	47	28.1%	26	17.9%	20	11.2%	7	10.3%	13	11.7%
● Usually	120	24.4%	68	21.8%	41	24.6%	27	18.6%	52	29.1%	20	29.4%	32	28.8%
● Always	263	53.6%	161	51.6%	71	42.5%	90	62.1%	102	57.0%	39	57.4%	63	56.8%
<b>Total</b>	491	100.0%	312	100.0%	167	100.0%	145	100.0%	179	100.0%	68	100.0%	111	100.0%
Not Answered	17		5		5		0		12		4		8	
<b>Reporting Category</b>	<b>Access</b>													
Achievement Score	77.79%	73.88%	67.54%	80.21%	86.18%	87.19%	85.16%							

○ Response scored as: ● Achievement ● Room for improvement

### Your Care From This Provider in the Last 12 Months (continued)

**Q7. In the last 12 months, how many days did you usually have to wait for an appointment when you needed care right away?**

	Statewide		NYC		NYC-PCMH		NYC-NON PCMH		ROS		ROS-PCMH		ROS-NON PCMH	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Same day	165	34.0%	104	34.0%	47	28.7%	57	40.1%	61	34.1%	25	36.8%	36	32.4%
1 day	106	21.9%	61	19.9%	27	16.5%	34	23.9%	45	25.1%	18	26.5%	27	24.3%
2 to 3 days	92	19.0%	58	19.0%	34	20.7%	24	16.9%	34	19.0%	13	19.1%	21	18.9%
4 to 7 days	55	11.3%	31	10.1%	18	11.0%	13	9.2%	24	13.4%	7	10.3%	17	15.3%
More than 7 days	67	13.8%	52	17.0%	38	23.2%	14	9.9%	15	8.4%	5	7.4%	10	9.0%
<b>Total</b>	485	100.0%	306	100.0%	164	100.0%	142	100.0%	179	100.0%	68	100.0%	111	100.0%
Not Answered	23		11		8		3		12		4		8	
<b>Reporting Category</b>	<b>Single Items</b>													
Achievement Score	55.65%	54.60%	43.98%	65.22%	60.00%	63.23%	56.77%							

**Q8. In the last 12 months, did you make any appointments for a check-up or routine care with this provider?**

	Statewide		NYC		NYC-PCMH		NYC-NON PCMH		ROS		ROS-PCMH		ROS-NON PCMH	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	751	82.6%	496	81.0%	274	80.1%	222	82.2%	255	85.9%	95	89.6%	160	83.8%
No	158	17.4%	116	19.0%	68	19.9%	48	17.8%	42	14.1%	11	10.4%	31	16.2%
<b>Total</b>	909	100.0%	612	100.0%	342	100.0%	270	100.0%	297	100.0%	106	100.0%	191	100.0%
Not Answered	26		21		11		10		5		1		4	

**Q9. In the last 12 months, when you made an appointment for a check-up or routine care with this provider, how often did you get an appointment as soon as you needed?**

	Statewide		NYC		NYC-PCMH		NYC-NON PCMH		ROS		ROS-PCMH		ROS-NON PCMH	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Never	26	3.6%	21	4.4%	13	4.9%	8	3.7%	5	2.0%	2	2.2%	3	1.9%
Sometimes	106	14.5%	86	17.8%	59	22.3%	27	12.4%	20	8.0%	7	7.5%	13	8.3%
Usually	189	25.9%	122	25.3%	75	28.3%	47	21.7%	67	26.9%	26	28.0%	41	26.3%
Always	410	56.1%	253	52.5%	118	44.5%	135	62.2%	157	63.1%	58	62.4%	99	63.5%
<b>Total</b>	731	100.0%	482	100.0%	265	100.0%	217	100.0%	249	100.0%	93	100.0%	156	100.0%
Not Answered	20		14		9		5		6		2		4	
<b>Reporting Category</b>	<b>Access</b>													
Achievement Score	81.85%	78.35%	71.78%	84.92%	90.03%	89.70%	90.36%							

○ Response scored as: ● Achievement ● Room for improvement



### Your Care From This Provider in the Last 12 Months (continued)

**Q10. Did this provider's office give you information about what to do if you needed care during evenings, weekends, or holidays?**

	Statewide		NYC		NYC-PCMH		NYC-NON PCMH		ROS		ROS-PCMH		ROS-NON PCMH	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%
<input checked="" type="radio"/> Yes	677	73.7%	456	73.4%	250	72.0%	206	75.2%	221	74.2%	82	77.4%	139	72.4%
<input checked="" type="radio"/> No	242	26.3%	165	26.6%	97	28.0%	68	24.8%	77	25.8%	24	22.6%	53	27.6%
<b>Total</b>	919	100.0%	621	100.0%	347	100.0%	274	100.0%	298	100.0%	106	100.0%	192	100.0%
Not Answered	16		12		6		6		4		1		3	
<b>Reporting Category</b> Single Items														
Achievement Score	73.66%		73.61%		72.37%		74.86%		74.88%		76.43%		73.33%	

**Q11. In the last 12 months, did you need care for yourself during evenings, weekends, or holidays?**

	Statewide		NYC		NYC-PCMH		NYC-NON PCMH		ROS		ROS-PCMH		ROS-NON PCMH	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	252	27.9%	175	28.8%	96	28.2%	79	29.5%	77	26.1%	33	31.4%	44	23.2%
No	651	72.1%	433	71.2%	244	71.8%	189	70.5%	218	73.9%	72	68.6%	146	76.8%
<b>Total</b>	903	100.0%	608	100.0%	340	100.0%	268	100.0%	295	100.0%	105	100.0%	190	100.0%
Not Answered	32		25		13		12		7		2		5	

**Q12. In the last 12 months, how often were you able to get the care you needed from this provider's office during evenings, weekends, or holidays?**

	Statewide		NYC		NYC-PCMH		NYC-NON PCMH		ROS		ROS-PCMH		ROS-NON PCMH	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%
<input checked="" type="radio"/> Never	53	22.1%	28	16.7%	19	20.2%	9	12.2%	25	34.7%	12	37.5%	13	32.5%
<input checked="" type="radio"/> Sometimes	61	25.4%	40	23.8%	21	22.3%	19	25.7%	21	29.2%	12	37.5%	9	22.5%
<input checked="" type="radio"/> Usually	41	17.1%	31	18.5%	20	21.3%	11	14.9%	10	13.9%	3	9.4%	7	17.5%
<input checked="" type="radio"/> Always	85	35.4%	69	41.1%	34	36.2%	35	47.3%	16	22.2%	5	15.6%	11	27.5%
<b>Total</b>	240	100.0%	168	100.0%	94	100.0%	74	100.0%	72	100.0%	32	100.0%	40	100.0%
Not Answered	12		7		2		5		5		1		4	
<b>Reporting Category</b> Access														
Achievement Score	52.67%		59.80%		56.96%		62.65%		35.00%		25.89%		44.11%	

**Q13. In the last 12 months, did you phone this provider's office with a medical question during regular office hours?**

	Statewide		NYC		NYC-PCMH		NYC-NON PCMH		ROS		ROS-PCMH		ROS-NON PCMH	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	422	46.2%	258	41.6%	129	37.1%	129	47.4%	164	56.0%	53	51.5%	111	58.4%
No	491	53.8%	362	58.4%	219	62.9%	143	52.6%	129	44.0%	50	48.5%	79	41.6%
<b>Total</b>	913	100.0%	620	100.0%	348	100.0%	272	100.0%	293	100.0%	103	100.0%	190	100.0%
Not Answered	22		13		5		8		9		4		5	

Response scored as:  Achievement  Room for improvement

### Your Care From This Provider in the Last 12 Months (continued)

**Q14. In the last 12 months, when you phoned this provider's office during regular office hours, how often did you get an answer to your medical question that same day?**

	Statewide		NYC		NYC-PCMH		NYC-NON PCMH		ROS		ROS-PCMH		ROS-NON PCMH	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%
● Never	25	6.1%	17	6.8%	11	8.8%	6	4.8%	8	5.1%	2	3.8%	6	5.8%
● Sometimes	58	14.3%	37	14.7%	22	17.6%	15	11.9%	21	13.5%	10	19.2%	11	10.6%
● Usually	93	22.9%	56	22.3%	31	24.8%	25	19.8%	37	23.7%	14	26.9%	23	22.1%
● Always	231	56.8%	141	56.2%	61	48.8%	80	63.5%	90	57.7%	26	50.0%	64	61.5%
<b>Total</b>	407	100.0%	251	100.0%	125	100.0%	126	100.0%	156	100.0%	52	100.0%	104	100.0%
Not Answered	15		7		4		3		8		1		7	
<b>Reporting Category</b>														
Access														
Achievement Score	79.03%		78.47%		73.41%		83.52%		80.29%		76.20%		84.38%	

**Q15. In the last 12 months, did you phone this provider's office with a medical question after regular office hours?**

	Statewide		NYC		NYC-PCMH		NYC-NON PCMH		ROS		ROS-PCMH		ROS-NON PCMH	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	132	14.7%	84	13.8%	45	13.4%	39	14.3%	48	16.5%	18	17.8%	30	15.8%
No	768	85.3%	525	86.2%	292	86.6%	233	85.7%	243	83.5%	83	82.2%	160	84.2%
<b>Total</b>	900	100.0%	609	100.0%	337	100.0%	272	100.0%	291	100.0%	101	100.0%	190	100.0%
Not Answered	35		24		16		8		11		6		5	

**Q16. In the last 12 months, when you phoned this provider's office after regular office hours, how often did you get an answer to your medical question as soon as you needed?**

	Statewide		NYC		NYC-PCMH		NYC-NON PCMH		ROS		ROS-PCMH		ROS-NON PCMH	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%
● Never	12	9.3%	8	9.6%	5	11.4%	3	7.7%	4	8.7%	3	18.8%	1	3.3%
● Sometimes	31	24.0%	19	22.9%	13	29.5%	6	15.4%	12	26.1%	5	31.3%	7	23.3%
● Usually	30	23.3%	22	26.5%	10	22.7%	12	30.8%	8	17.4%	2	12.5%	6	20.0%
● Always	56	43.4%	34	41.0%	16	36.4%	18	46.2%	22	47.8%	6	37.5%	16	53.3%
<b>Total</b>	129	100.0%	83	100.0%	44	100.0%	39	100.0%	46	100.0%	16	100.0%	30	100.0%
Not Answered	3		1		1		0		2		2		0	
<b>Reporting Category</b>														
Access														
Achievement Score	66.01%		68.01%		62.95%		73.06%		61.67%		46.17%		77.16%	

○ Response scored as: ● Achievement ● Room for improvement

### Your Care From This Provider in the Last 12 Months (continued)

**Q17. Some offices remind patients between visits about tests, treatment or appointments. In the last 12 months, did you get any reminders from this provider's office between visits?**

	Statewide		NYC		NYC-PCMH		NYC-NON PCMH		ROS		ROS-PCMH		ROS-NON PCMH	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%
<input checked="" type="radio"/> Yes	708	77.1%	489	78.5%	282	80.3%	207	76.1%	219	74.2%	84	80.0%	135	71.1%
<input checked="" type="radio"/> No	210	22.9%	134	21.5%	69	19.7%	65	23.9%	76	25.8%	21	20.0%	55	28.9%
<b>Total</b>	918	100.0%	623	100.0%	351	100.0%	272	100.0%	295	100.0%	105	100.0%	190	100.0%
Not Answered	17		10		2		8		7		2		5	
<b>Reporting Category</b> Single Items														
Achievement Score	77.14%		78.22%		80.08%		76.37%		75.53%		78.97%		72.08%	

**Q18. Wait time includes time spent in the waiting room and exam room. In the last 12 months, how often did you see this provider within 15 minutes of your appointment time?**

	Statewide		NYC		NYC-PCMH		NYC-NON PCMH		ROS		ROS-PCMH		ROS-NON PCMH	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%
<input checked="" type="radio"/> Never	206	22.7%	160	26.2%	96	27.9%	64	24.0%	46	15.5%	13	12.1%	33	17.4%
<input checked="" type="radio"/> Sometimes	309	34.0%	222	36.3%	122	35.5%	100	37.5%	87	29.3%	32	29.9%	55	28.9%
<input checked="" type="radio"/> Usually	220	24.2%	129	21.1%	72	20.9%	57	21.3%	91	30.6%	36	33.6%	55	28.9%
<input checked="" type="radio"/> Always	173	19.1%	100	16.4%	54	15.7%	46	17.2%	73	24.6%	26	24.3%	47	24.7%
<b>Total</b>	908	100.0%	611	100.0%	344	100.0%	267	100.0%	297	100.0%	107	100.0%	190	100.0%
Not Answered	27		22		9		13		5		0		5	
<b>Reporting Category</b> Access														
Achievement Score	43.27%		37.60%		36.52%		38.68%		55.81%		57.44%		54.19%	

**Q19. In the last 12 months, how often did this provider explain things in a way that was easy to understand?**

	Statewide		NYC		NYC-PCMH		NYC-NON PCMH		ROS		ROS-PCMH		ROS-NON PCMH	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%
<input checked="" type="radio"/> Never	20	2.2%	14	2.3%	11	3.2%	3	1.1%	6	2.0%	3	2.8%	3	1.6%
<input checked="" type="radio"/> Sometimes	83	9.0%	57	9.2%	32	9.2%	25	9.2%	26	8.7%	10	9.3%	16	8.3%
<input checked="" type="radio"/> Usually	186	20.2%	130	20.9%	70	20.1%	60	22.1%	56	18.7%	23	21.5%	33	17.2%
<input checked="" type="radio"/> Always	631	68.6%	420	67.6%	236	67.6%	184	67.6%	211	70.6%	71	66.4%	140	72.9%
<b>Total</b>	920	100.0%	621	100.0%	349	100.0%	272	100.0%	299	100.0%	107	100.0%	192	100.0%
Not Answered	15		12		4		8		3		0		3	
<b>Reporting Category</b> Communication														
Achievement Score	88.79%		88.69%		87.55%		89.83%		88.98%		87.72%		90.23%	

Response scored as:  Achievement  Room for improvement

### Your Care From This Provider in the Last 12 Months (continued)

**Q20. In the last 12 months, how often did this provider listen carefully to you?**

	Statewide		NYC		NYC-PCMH		NYC-NON PCMH		ROS		ROS-PCMH		ROS-NON PCMH	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%
● Never	21	2.3%	13	2.1%	7	2.0%	6	2.2%	8	2.7%	3	2.8%	5	2.6%
● Sometimes	71	7.7%	47	7.6%	33	9.5%	14	5.1%	24	8.1%	13	12.1%	11	5.8%
● Usually	150	16.3%	102	16.5%	58	16.7%	44	16.2%	48	16.1%	17	15.9%	31	16.2%
● Always	676	73.6%	458	73.9%	250	71.8%	208	76.5%	218	73.2%	74	69.2%	144	75.4%
<b>Total</b>	918	100.0%	620	100.0%	348	100.0%	272	100.0%	298	100.0%	107	100.0%	191	100.0%
Not Answered	17		13		5		8		4		0		4	
<b>Reporting Category</b> Communication														
Achievement Score	89.96%		90.58%		88.24%		92.91%		88.33%		84.77%		91.90%	

**Q21. In the last 12 months, did you talk with this provider about any health questions or concerns?**

	Statewide		NYC		NYC-PCMH		NYC-NON PCMH		ROS		ROS-PCMH		ROS-NON PCMH	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	709	78.0%	473	76.9%	262	76.4%	211	77.6%	236	80.3%	83	78.3%	153	81.4%
No	200	22.0%	142	23.1%	81	23.6%	61	22.4%	58	19.7%	23	21.7%	35	18.6%
<b>Total</b>	909	100.0%	615	100.0%	343	100.0%	272	100.0%	294	100.0%	106	100.0%	188	100.0%
Not Answered	26		18		10		8		8		1		7	

**Q22. In the last 12 months, how often did this provider give you easy to understand information about these health questions or concerns?**

	Statewide		NYC		NYC-PCMH		NYC-NON PCMH		ROS		ROS-PCMH		ROS-NON PCMH	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%
● Never	17	2.5%	7	1.5%	5	2.0%	2	1.0%	10	4.4%	4	4.9%	6	4.1%
● Sometimes	62	9.0%	46	10.0%	29	11.3%	17	8.3%	16	7.0%	4	4.9%	12	8.2%
● Usually	145	21.0%	92	19.9%	52	20.3%	40	19.4%	53	23.2%	22	27.2%	31	21.1%
● Always	466	67.5%	317	68.6%	170	66.4%	147	71.4%	149	65.4%	51	63.0%	98	66.7%
<b>Total</b>	690	100.0%	462	100.0%	256	100.0%	206	100.0%	228	100.0%	81	100.0%	147	100.0%
Not Answered	19		11		6		5		8		2		6	
<b>Reporting Category</b> Communication														
Achievement Score	88.53%		88.75%		86.77%		90.73%		88.94%		89.49%		88.39%	

○ Response scored as: ● Achievement ● Room for improvement

### Your Care From This Provider in the Last 12 Months (continued)

**Q23. In the last 12 months, how often did this provider give you an easy to understand explanation about the next steps for these health questions or concerns?**

	Statewide		NYC		NYC-PCMH		NYC-NON PCMH		ROS		ROS-PCMH		ROS-NON PCMH	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%
● Never	23	3.3%	10	2.2%	6	2.4%	4	1.9%	13	5.7%	5	6.2%	8	5.4%
● Sometimes	58	8.4%	42	9.1%	26	10.2%	16	7.7%	16	7.0%	5	6.2%	11	7.4%
● Usually	139	20.1%	98	21.3%	50	19.7%	48	23.2%	41	17.9%	20	24.7%	21	14.2%
● Always	470	68.1%	311	67.5%	172	67.7%	139	67.1%	159	69.4%	51	63.0%	108	73.0%
<b>Total</b>	690	100.0%	461	100.0%	254	100.0%	207	100.0%	229	100.0%	81	100.0%	148	100.0%
Not Answered	19		12		8		4		7		2		5	
<b>Reporting Category</b>	<b>Supplemental Questions</b>													
Achievement Score	88.24%	88.87%	87.30%	90.44%	87.41%	87.40%	87.42%							

**Q24. In the last 12 months, did you and this provider talk about specific things you could do to prevent illness?**

	Statewide		NYC		NYC-PCMH		NYC-NON PCMH		ROS		ROS-PCMH		ROS-NON PCMH	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%
● Yes	673	73.9%	451	73.1%	259	74.9%	192	70.8%	222	75.5%	84	79.2%	138	73.4%
● No	238	26.1%	166	26.9%	87	25.1%	79	29.2%	72	24.5%	22	20.8%	50	26.6%
<b>Total</b>	911	100.0%	617	100.0%	346	100.0%	271	100.0%	294	100.0%	106	100.0%	188	100.0%
Not Answered	24		16		7		9		8		1		7	
<b>Reporting Category</b>	<b>Supplemental Questions</b>													
Achievement Score	73.89%	72.85%	74.63%	71.07%	76.32%	78.86%	73.79%							

**Q25. In the last 12 months, how often did this provider seem to know the important information about your medical history?**

	Statewide		NYC		NYC-PCMH		NYC-NON PCMH		ROS		ROS-PCMH		ROS-NON PCMH	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%
● Never	48	5.3%	33	5.4%	17	4.9%	16	5.9%	15	5.1%	5	4.7%	10	5.3%
● Sometimes	115	12.6%	83	13.5%	52	15.0%	31	11.5%	32	10.8%	12	11.2%	20	10.5%
● Usually	228	25.0%	161	26.2%	85	24.6%	76	28.3%	67	22.6%	23	21.5%	44	23.2%
● Always	521	57.1%	338	55.0%	192	55.5%	146	54.3%	183	61.6%	67	62.6%	116	61.1%
<b>Total</b>	912	100.0%	615	100.0%	346	100.0%	269	100.0%	297	100.0%	107	100.0%	190	100.0%
Not Answered	23		18		7		11		5		0		5	
<b>Reporting Category</b>	<b>Communication</b>													
Achievement Score	82.12%	81.29%	79.95%	82.64%	84.16%	83.57%	84.75%							

○ **Response scored as:** ● Achievement ● Room for improvement

### Your Care From This Provider in the Last 12 Months (continued)

**Q26. In the last 12 months, how often did this provider show respect for what you had to say?**

	Statewide		NYC		NYC-PCMH		NYC-NON PCMH		ROS		ROS-PCMH		ROS-NON PCMH	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%
<input checked="" type="radio"/> Never	26	2.8%	14	2.3%	8	2.3%	6	2.2%	12	4.0%	7	6.5%	5	2.6%
<input checked="" type="radio"/> Sometimes	62	6.8%	43	7.0%	25	7.2%	18	6.7%	19	6.4%	6	5.6%	13	6.8%
<input checked="" type="radio"/> Usually	140	15.3%	103	16.7%	55	15.9%	48	17.8%	37	12.4%	14	13.1%	23	12.0%
<input checked="" type="radio"/> Always	687	75.1%	457	74.1%	259	74.6%	198	73.3%	230	77.2%	80	74.8%	150	78.5%
<b>Total</b>	915	100.0%	617	100.0%	347	100.0%	270	100.0%	298	100.0%	107	100.0%	191	100.0%
Not Answered	20		16		6		10		4		0		4	
<b>Reporting Category</b> Communication														
Achievement Score	90.38%		90.80%		90.40%		91.20%		89.21%		87.52%		90.91%	

**Q27. In the last 12 months, how often did this provider spend enough time with you?**

	Statewide		NYC		NYC-PCMH		NYC-NON PCMH		ROS		ROS-PCMH		ROS-NON PCMH	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%
<input checked="" type="radio"/> Never	41	4.5%	24	3.9%	17	4.9%	7	2.6%	17	5.7%	8	7.5%	9	4.7%
<input checked="" type="radio"/> Sometimes	106	11.6%	73	11.9%	37	10.8%	36	13.3%	33	11.1%	9	8.4%	24	12.6%
<input checked="" type="radio"/> Usually	217	23.8%	155	25.2%	86	25.0%	69	25.6%	62	20.9%	23	21.5%	39	20.5%
<input checked="" type="radio"/> Always	547	60.0%	362	59.0%	204	59.3%	158	58.5%	185	62.3%	67	62.6%	118	62.1%
<b>Total</b>	911	100.0%	614	100.0%	344	100.0%	270	100.0%	297	100.0%	107	100.0%	190	100.0%
Not Answered	24		19		9		10		5		0		5	
<b>Reporting Category</b> Communication														
Achievement Score	83.87%		84.19%		84.13%		84.24%		83.37%		83.54%		83.20%	

**Q28. In the last 12 months, did this provider order a blood test, x-ray or other test for you?**

	Statewide		NYC		NYC-PCMH		NYC-NON PCMH		ROS		ROS-PCMH		ROS-NON PCMH	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	789	87.0%	539	87.9%	298	87.1%	241	88.9%	250	85.0%	90	84.1%	160	85.6%
No	118	13.0%	74	12.1%	44	12.9%	30	11.1%	44	15.0%	17	15.9%	27	14.4%
<b>Total</b>	907	100.0%	613	100.0%	342	100.0%	271	100.0%	294	100.0%	107	100.0%	187	100.0%
Not Answered	28		20		11		9		8		0		8	

Response scored as:  Achievement  Room for improvement

### Your Care From This Provider in the Last 12 Months (continued)

**Q29. In the last 12 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?**

	Statewide		NYC		NYC-PCMH		NYC-NON PCMH		ROS		ROS-PCMH		ROS-NON PCMH	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%
● Never	92	12.0%	63	12.0%	40	13.8%	23	9.8%	29	11.9%	6	6.8%	23	14.7%
● Sometimes	90	11.7%	67	12.8%	39	13.4%	28	12.0%	23	9.4%	8	9.1%	15	9.6%
● Usually	139	18.1%	94	17.9%	52	17.9%	42	17.9%	45	18.4%	19	21.6%	26	16.7%
● Always	447	58.2%	300	57.3%	159	54.8%	141	60.3%	147	60.2%	55	62.5%	92	59.0%
<b>Total</b>	768	100.0%	524	100.0%	290	100.0%	234	100.0%	244	100.0%	88	100.0%	156	100.0%
Not Answered	21		15		8		7		6		2		4	
<b>Reporting Category</b>	<b>Single Items</b>													
Achievement Score	76.29%	75.48%	72.58%	78.38%	79.87%	84.41%	75.33%							

**Q30. In the last 12 months, did you and this provider talk about starting or stopping a prescription medicine?**

	Statewide		NYC		NYC-PCMH		NYC-NON PCMH		ROS		ROS-PCMH		ROS-NON PCMH	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	380	44.3%	241	42.1%	139	43.6%	102	40.2%	139	48.8%	52	51.5%	87	47.3%
No	478	55.7%	332	57.9%	180	56.4%	152	59.8%	146	51.2%	49	48.5%	97	52.7%
<b>Total</b>	858	100.0%	573	100.0%	319	100.0%	254	100.0%	285	100.0%	101	100.0%	184	100.0%
Not Answered	77		60		34		26		17		6		11	

**Q31. When you talked about starting or stopping a prescription medicine, how much did this provider talk about the reasons you might want to take a medicine?**

	Statewide		NYC		NYC-PCMH		NYC-NON PCMH		ROS		ROS-PCMH		ROS-NON PCMH	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%
● Not at all	15	4.1%	12	5.2%	9	6.7%	3	3.1%	3	2.2%	1	2.0%	2	2.4%
● A little	54	14.7%	40	17.2%	28	20.7%	12	12.2%	14	10.4%	2	3.9%	12	14.5%
● Some	100	27.2%	65	27.9%	34	25.2%	31	31.6%	35	26.1%	14	27.5%	21	25.3%
● A lot	198	54.0%	116	49.8%	64	47.4%	52	53.1%	82	61.2%	34	66.7%	48	57.8%
<b>Total</b>	367	100.0%	233	100.0%	135	100.0%	98	100.0%	134	100.0%	51	100.0%	83	100.0%
Not Answered	13		8		4		4		5		1		4	
<b>Reporting Category</b>	<b>Shared Decision Making</b>													
Achievement Score	53.97%	50.23%	46.01%	54.45%	62.25%	65.98%	58.52%							

○ **Response scored as:** ● Achievement ● Room for improvement

### Your Care From This Provider in the Last 12 Months (continued)

**Q32. When you talked about starting or stopping a prescription medicine, how much did this provider talk about the reasons you might not want to take a medicine?**

	Statewide		NYC		NYC-PCMH		NYC-NON PCMH		ROS		ROS-PCMH		ROS-NON PCMH	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%
● Not at all	54	14.8%	37	15.9%	22	16.5%	15	15.2%	17	12.7%	5	9.8%	12	14.5%
● A little	57	15.6%	43	18.5%	29	21.8%	14	14.1%	14	10.4%	1	2.0%	13	15.7%
● Some	105	28.7%	61	26.3%	31	23.3%	30	30.3%	44	32.8%	21	41.2%	23	27.7%
● A lot	150	41.0%	91	39.2%	51	38.3%	40	40.4%	59	44.0%	24	47.1%	35	42.2%
<b>Total</b>	366	100.0%	232	100.0%	133	100.0%	99	100.0%	134	100.0%	51	100.0%	83	100.0%
Not Answered	14		9		6		3		5		1		4	
<b>Reporting Category</b> Shared Decision Making														
Achievement Score	40.98%	39.37%	38.48%	40.27%	44.61%	45.73%	43.50%							

**Q33. When you talked about starting or stopping a prescription medicine, did this provider ask you what you thought was best for you?**

	Statewide		NYC		NYC-PCMH		NYC-NON PCMH		ROS		ROS-PCMH		ROS-NON PCMH	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%
● Yes	299	82.1%	191	83.0%	105	80.8%	86	86.0%	108	80.6%	43	86.0%	65	77.4%
● No	65	17.9%	39	17.0%	25	19.2%	14	14.0%	26	19.4%	7	14.0%	19	22.6%
<b>Total</b>	364	100.0%	230	100.0%	130	100.0%	100	100.0%	134	100.0%	50	100.0%	84	100.0%
Not Answered	16		11		9		2		5		2		3	
<b>Reporting Category</b> Shared Decision Making														
Achievement Score	82.14%	83.38%	81.37%	85.40%	81.69%	85.75%	77.63%							

○ Response scored as: ● Achievement ● Room for improvement



### Your Care From This Provider in the Last 12 Months (continued)

**Q34. Using any number from 0 to 10, where 0 is the worst provider possible and 10 is the best provider possible, what number would you use to rate this provider?**

	Statewide		NYC		NYC-PCMH		NYC-NON PCMH		ROS		ROS-PCMH		ROS-NON PCMH	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%
● Worst provider possible	8	0.9%	3	0.5%	3	0.9%	0	0.0%	5	1.7%	3	2.8%	2	1.1%
● 1	7	0.8%	4	0.7%	4	1.2%	0	0.0%	3	1.0%	1	0.9%	2	1.1%
● 2	2	0.2%	0	0.0%	0	0.0%	0	0.0%	2	0.7%	1	0.9%	1	0.5%
● 3	13	1.4%	9	1.5%	5	1.5%	4	1.5%	4	1.4%	1	0.9%	3	1.6%
● 4	12	1.3%	5	0.8%	3	0.9%	2	0.8%	7	2.4%	4	3.8%	3	1.6%
● 5	49	5.4%	36	5.9%	23	6.7%	13	4.9%	13	4.4%	4	3.8%	9	4.8%
● 6	31	3.4%	24	3.9%	9	2.6%	15	5.7%	7	2.4%	2	1.9%	5	2.7%
● 7	74	8.2%	53	8.7%	26	7.6%	27	10.2%	21	7.1%	7	6.6%	14	7.4%
● 8	197	21.8%	132	21.7%	68	19.8%	64	24.2%	65	22.1%	26	24.5%	39	20.7%
● 9	169	18.7%	121	19.9%	70	20.4%	51	19.2%	48	16.3%	19	17.9%	29	15.4%
● Best provider possible	340	37.7%	221	36.3%	132	38.5%	89	33.6%	119	40.5%	38	35.8%	81	43.1%
<b>Total</b>	902	100.0%	608	100.0%	343	100.0%	265	100.0%	294	100.0%	106	100.0%	188	100.0%
Not Answered	33		25		10		15		8		1		7	
<b>Reporting Category</b>	<b>Rating of Provider</b>													
Achievement Score	78.27%		77.85%		78.18%		77.52%		78.78%		77.63%		79.93%	

**Q35. Providers may use computers or handheld devices during an office visit to do things like look up your information or order prescriptions medicines. In the last 12 months, did this provider use a computer or handheld device during any of your visits?**

	Statewide		NYC		NYC-PCMH		NYC-NON PCMH		ROS		ROS-PCMH		ROS-NON PCMH	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	754	83.8%	514	84.7%	310	90.6%	204	77.0%	240	81.9%	99	92.5%	141	75.8%
No	146	16.2%	93	15.3%	32	9.4%	61	23.0%	53	18.1%	8	7.5%	45	24.2%
<b>Total</b>	900	100.0%	607	100.0%	342	100.0%	265	100.0%	293	100.0%	107	100.0%	186	100.0%
Not Answered	35		26		11		15		9		0		9	

**Q36. Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care. In the last 12 months, did you see a specialist for a particular health problem?**

	Statewide		NYC		NYC-PCMH		NYC-NON PCMH		ROS		ROS-PCMH		ROS-NON PCMH	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	499	55.4%	334	55.1%	183	54.8%	151	55.5%	165	56.1%	60	56.1%	105	56.1%
No	401	44.6%	272	44.9%	151	45.2%	121	44.5%	129	43.9%	47	43.9%	82	43.9%
<b>Total</b>	900	100.0%	606	100.0%	334	100.0%	272	100.0%	294	100.0%	107	100.0%	187	100.0%
Not Answered	35		27		19		8		8		0		8	

○ Response scored as: ● Achievement ● Room for improvement

### Your Care From This Provider in the Last 12 Months (continued)

**Q37. In the last 12 months, how often did the provider named in Question 1 (or 1a) seem informed and up-to-date about the care you got from specialists?**

	Statewide		NYC		NYC-PCMH		NYC-NON PCMH		ROS		ROS-PCMH		ROS-NON PCMH	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%
● Never	34	7.2%	22	6.9%	12	7.0%	10	6.8%	12	7.7%	5	8.9%	7	7.0%
● Sometimes	73	15.4%	51	16.0%	24	14.0%	27	18.5%	22	14.1%	11	19.6%	11	11.0%
● Usually	123	25.9%	84	26.4%	49	28.5%	35	24.0%	39	25.0%	16	28.6%	23	23.0%
● Always	244	51.5%	161	50.6%	87	50.6%	74	50.7%	83	53.2%	24	42.9%	59	59.0%
<b>Total</b>	474	100.0%	318	100.0%	172	100.0%	146	100.0%	156	100.0%	56	100.0%	100	100.0%
Not Answered	25		16		11		5		9		4		5	
<b>Reporting Category</b>	Single Items													
Achievement Score	77.42%	76.86%	79.06%	74.66%	76.71%	70.23%	83.20%							

**Q38. In the last 12 months, did anyone in this provider's office talk with you about specific goals for your health?**

	Statewide		NYC		NYC-PCMH		NYC-NON PCMH		ROS		ROS-PCMH		ROS-NON PCMH	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%
● Yes	499	55.0%	324	52.9%	177	52.1%	147	54.0%	175	59.3%	61	57.5%	114	60.3%
● No	408	45.0%	288	47.1%	163	47.9%	125	46.0%	120	40.7%	45	42.5%	75	39.7%
<b>Total</b>	907	100.0%	612	100.0%	340	100.0%	272	100.0%	295	100.0%	106	100.0%	189	100.0%
Not Answered	28		21		13		8		7		1		6	
<b>Reporting Category</b>	Discussion of Self-Management Support													
Achievement Score	54.99%	53.05%	51.89%	54.21%	58.93%	56.61%	61.25%							

**Q39. In the last 12 months, did anyone in this provider's office ask you if there are things that make it hard for you to take care of your health?**

	Statewide		NYC		NYC-PCMH		NYC-NON PCMH		ROS		ROS-PCMH		ROS-NON PCMH	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%
● Yes	323	35.8%	214	35.1%	124	36.7%	90	33.1%	109	37.5%	40	38.1%	69	37.1%
● No	578	64.2%	396	64.9%	214	63.3%	182	66.9%	182	62.5%	65	61.9%	117	62.9%
<b>Total</b>	901	100.0%	610	100.0%	338	100.0%	272	100.0%	291	100.0%	105	100.0%	186	100.0%
Not Answered	34		23		15		8		11		2		9	
<b>Reporting Category</b>	Discussion of Self-Management Support													
Achievement Score	35.87%	34.89%	36.64%	33.14%	37.60%	38.44%	36.75%							

○ Response scored as: ● Achievement ● Room for improvement

### Your Care From This Provider in the Last 12 Months (continued)

**Q40. In the last 12 months, did you take any prescription medicine?**

	Statewide		NYC		NYC-PCMH		NYC-NON PCMH		ROS		ROS-PCMH		ROS-NON PCMH	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	759	84.1%	502	81.9%	281	82.2%	221	81.5%	257	88.6%	91	87.5%	166	89.2%
No	144	15.9%	111	18.1%	61	17.8%	50	18.5%	33	11.4%	13	12.5%	20	10.8%
<b>Total</b>	<b>903</b>	<b>100.0%</b>	<b>613</b>	<b>100.0%</b>	<b>342</b>	<b>100.0%</b>	<b>271</b>	<b>100.0%</b>	<b>290</b>	<b>100.0%</b>	<b>104</b>	<b>100.0%</b>	<b>186</b>	<b>100.0%</b>
Not Answered	32		20		11		9		12		3		9	

**Q41. In the last 12 months, did you and anyone in this provider's office talk at each visit about all the prescription medicines you were taking?**

	Statewide		NYC		NYC-PCMH		NYC-NON PCMH		ROS		ROS-PCMH		ROS-NON PCMH	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%
● Yes	577	78.9%	370	76.8%	206	76.0%	164	77.7%	207	83.1%	79	91.9%	128	78.5%
● No	154	21.1%	112	23.2%	65	24.0%	47	22.3%	42	16.9%	7	8.1%	35	21.5%
<b>Total</b>	<b>731</b>	<b>100.0%</b>	<b>482</b>	<b>100.0%</b>	<b>271</b>	<b>100.0%</b>	<b>211</b>	<b>100.0%</b>	<b>249</b>	<b>100.0%</b>	<b>86</b>	<b>100.0%</b>	<b>163</b>	<b>100.0%</b>
Not Answered	28		20		10		10		8		5		3	
<b>Reporting Category</b> Single Items														
Achievement Score	78.95%		76.87%		76.02%		77.72%		85.19%		91.40%		78.99%	

**Q42. In the last 12 months, did anyone in this provider's office ask you if there was a period of time when you felt sad, empty or depressed?**

	Statewide		NYC		NYC-PCMH		NYC-NON PCMH		ROS		ROS-PCMH		ROS-NON PCMH	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%
● Yes	406	44.8%	264	42.9%	169	49.4%	95	34.7%	142	48.8%	64	60.4%	78	42.2%
● No	501	55.2%	352	57.1%	173	50.6%	179	65.3%	149	51.2%	42	39.6%	107	57.8%
<b>Total</b>	<b>907</b>	<b>100.0%</b>	<b>616</b>	<b>100.0%</b>	<b>342</b>	<b>100.0%</b>	<b>274</b>	<b>100.0%</b>	<b>291</b>	<b>100.0%</b>	<b>106</b>	<b>100.0%</b>	<b>185</b>	<b>100.0%</b>
Not Answered	28		17		11		6		11		1		10	
<b>Reporting Category</b> Comprehensiveness of Care for Behavioral Health														
Achievement Score	44.85%		42.04%		49.18%		34.91%		51.27%		59.63%		42.91%	

○ Response scored as: ● Achievement ● Room for improvement

### Your Care From This Provider in the Last 12 Months (continued)

**Q43. In the last 12 months, did you and anyone in this provider's office talk about things in your life that worry you or cause you stress?**

	Statewide		NYC		NYC-PCMH		NYC-NON PCMH		ROS		ROS-PCMH		ROS-NON PCMH	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%
<input checked="" type="radio"/> Yes	383	42.3%	240	39.1%	146	42.7%	94	34.6%	143	49.0%	56	53.3%	87	46.5%
<input type="radio"/> No	523	57.7%	374	60.9%	196	57.3%	178	65.4%	149	51.0%	49	46.7%	100	53.5%
<b>Total</b>	906	100.0%	614	100.0%	342	100.0%	272	100.0%	292	100.0%	105	100.0%	187	100.0%
Not Answered	29		19		11		8		10		2		8	
<b>Reporting Category</b> Comprehensiveness of Care for Behavioral Health														
Achievement Score	42.31%		38.62%		42.50%		34.75%		49.93%		52.85%		47.01%	

**Q44. In the last 12 months, did you and anyone in this provider's office talk about a personal problem, family problem, alcohol use, drug use, or a mental or emotional illness?**

	Statewide		NYC		NYC-PCMH		NYC-NON PCMH		ROS		ROS-PCMH		ROS-NON PCMH	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%
<input checked="" type="radio"/> Yes	326	35.9%	205	33.3%	124	36.0%	81	29.8%	121	41.6%	55	51.9%	66	35.7%
<input type="radio"/> No	581	64.1%	411	66.7%	220	64.0%	191	70.2%	170	58.4%	51	48.1%	119	64.3%
<b>Total</b>	907	100.0%	616	100.0%	344	100.0%	272	100.0%	291	100.0%	106	100.0%	185	100.0%
Not Answered	28		17		9		8		11		1		10	
<b>Reporting Category</b> Comprehensiveness of Care for Behavioral Health														
Achievement Score	35.97%		32.91%		35.98%		29.84%		43.78%		50.99%		36.57%	

### Clerks and Receptionists at This Provider's Office

**Q45. In the last 12 months, how often were clerks and receptionists at this provider's office as helpful as you thought they should be?**

	Statewide		NYC		NYC-PCMH		NYC-NON PCMH		ROS		ROS-PCMH		ROS-NON PCMH	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%
<input type="radio"/> Never	39	4.3%	30	4.9%	19	5.5%	11	4.0%	9	3.0%	3	2.8%	6	3.2%
<input type="radio"/> Sometimes	142	15.6%	103	16.7%	66	19.2%	37	13.6%	39	13.2%	15	14.0%	24	12.7%
<input checked="" type="radio"/> Usually	278	30.5%	192	31.2%	102	29.7%	90	33.1%	86	29.1%	33	30.8%	53	28.0%
<input checked="" type="radio"/> Always	453	49.7%	291	47.2%	157	45.6%	134	49.3%	162	54.7%	56	52.3%	106	56.1%
<b>Total</b>	912	100.0%	616	100.0%	344	100.0%	272	100.0%	296	100.0%	107	100.0%	189	100.0%
Not Answered	23		17		9		8		6		0		6	
<b>Reporting Category</b> Satisfaction with Office Staff														
Achievement Score	80.12%		78.82%		75.39%		82.26%		83.65%		82.29%		85.01%	

Response scored as:  Achievement  Room for improvement

### Clerks and Receptionists at This Provider's Office (continued)

**Q46. In the last 12 months, how often did clerks and receptionists at this provider's office treat you with courtesy and respect?**

	Statewide		NYC		NYC-PCMH		NYC-NON PCMH		ROS		ROS-PCMH		ROS-NON PCMH	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%
● Never	17	1.9%	13	2.1%	6	1.8%	7	2.6%	4	1.4%	0	0.0%	4	2.1%
● Sometimes	96	10.5%	70	11.4%	45	13.2%	25	9.2%	26	8.8%	16	15.1%	10	5.3%
● Usually	195	21.4%	140	22.8%	83	24.3%	57	20.9%	55	18.6%	22	20.8%	33	17.5%
● Always	602	66.2%	392	63.7%	208	60.8%	184	67.4%	210	71.2%	68	64.2%	142	75.1%
<b>Total</b>	910	100.0%	615	100.0%	342	100.0%	273	100.0%	295	100.0%	106	100.0%	189	100.0%
Not Answered	25		18		11		7		7		1		6	
<b>Reporting Category</b>	<b>Satisfaction with Office Staff</b>													
Achievement Score	87.54%	86.68%	85.08%	88.29%	88.75%	84.19%	93.31%							

### About You

**Q47. In general, how would you rate your overall health?**

	Statewide		NYC		NYC-PCMH		NYC-NON PCMH		ROS		ROS-PCMH		ROS-NON PCMH	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Excellent	124	12.8%	88	13.3%	59	15.6%	29	10.2%	36	11.7%	12	10.7%	24	12.2%
Very good	235	24.2%	152	23.0%	84	22.2%	68	24.0%	83	26.9%	29	25.9%	54	27.4%
Good	310	31.9%	219	33.1%	120	31.7%	99	35.0%	91	29.4%	38	33.9%	53	26.9%
Fair	240	24.7%	168	25.4%	99	26.1%	69	24.4%	72	23.3%	27	24.1%	45	22.8%
Poor	62	6.4%	35	5.3%	17	4.5%	18	6.4%	27	8.7%	6	5.4%	21	10.7%
<b>Total</b>	971	100.0%	662	100.0%	379	100.0%	283	100.0%	309	100.0%	112	100.0%	197	100.0%
Not Answered	39		27		14		13		12		2		10	

**Q48. In general, how would you rate your overall mental or emotional health?**

	Statewide		NYC		NYC-PCMH		NYC-NON PCMH		ROS		ROS-PCMH		ROS-NON PCMH	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Excellent	222	22.8%	159	24.0%	93	24.5%	66	23.3%	63	20.3%	19	16.8%	44	22.2%
Very good	242	24.9%	167	25.2%	92	24.3%	75	26.5%	75	24.1%	27	23.9%	48	24.2%
Good	276	28.4%	193	29.2%	117	30.9%	76	26.9%	83	26.7%	31	27.4%	52	26.3%
Fair	182	18.7%	114	17.2%	62	16.4%	52	18.4%	68	21.9%	29	25.7%	39	19.7%
Poor	51	5.2%	29	4.4%	15	4.0%	14	4.9%	22	7.1%	7	6.2%	15	7.6%
<b>Total</b>	973	100.0%	662	100.0%	379	100.0%	283	100.0%	311	100.0%	113	100.0%	198	100.0%
Not Answered	37		27		14		13		10		1		9	

○ Response scored as: ● Achievement ● Room for improvement

**About You (continued)****Q49. What is your age?**

	Statewide		NYC		NYC-PCMH		NYC-NON PCMH		ROS		ROS-PCMH		ROS-NON PCMH	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%
18 to 24	118	12.2%	79	12.0%	48	12.7%	31	11.0%	39	12.5%	13	11.7%	26	13.0%
25 to 34	176	18.2%	105	16.0%	53	14.1%	52	18.5%	71	22.8%	26	23.4%	45	22.5%
35 to 44	182	18.8%	124	18.8%	63	16.7%	61	21.7%	58	18.6%	22	19.8%	36	18.0%
45 to 54	221	22.8%	153	23.3%	96	25.5%	57	20.3%	68	21.9%	26	23.4%	42	21.0%
55 to 64	225	23.2%	159	24.2%	91	24.1%	68	24.2%	66	21.2%	23	20.7%	43	21.5%
65 to 74	37	3.8%	28	4.3%	17	4.5%	11	3.9%	9	2.9%	1	0.9%	8	4.0%
75 or older	10	1.0%	10	1.5%	9	2.4%	1	0.4%	0	0.0%	0	0.0%	0	0.0%
<b>Total</b>	969	100.0%	658	100.0%	377	100.0%	281	100.0%	311	100.0%	111	100.0%	200	100.0%
Not Answered	41		31		16		15		10		3		7	

**Q50. Are you male or female?**

	Statewide		NYC		NYC-PCMH		NYC-NON PCMH		ROS		ROS-PCMH		ROS-NON PCMH	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Male	338	34.6%	232	35.0%	124	32.8%	108	38.0%	106	33.8%	38	33.6%	68	33.8%
Female	638	65.4%	430	65.0%	254	67.2%	176	62.0%	208	66.2%	75	66.4%	133	66.2%
<b>Total</b>	976	100.0%	662	100.0%	378	100.0%	284	100.0%	314	100.0%	113	100.0%	201	100.0%
Not Answered	34		27		15		12		7		1		6	

**Q51. What is the highest grade or level of school that you have completed?**

	Statewide		NYC		NYC-PCMH		NYC-NON PCMH		ROS		ROS-PCMH		ROS-NON PCMH	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%
8th grade or less	117	12.3%	97	15.0%	58	15.9%	39	13.9%	20	6.5%	7	6.3%	13	6.6%
Some high school but did not graduate	182	19.1%	134	20.8%	85	23.4%	49	17.4%	48	15.6%	15	13.5%	33	16.8%
High school graduate or GED	306	32.1%	187	29.0%	107	29.4%	80	28.5%	119	38.6%	48	43.2%	71	36.0%
Some college or 2-year degree	215	22.6%	126	19.5%	64	17.6%	62	22.1%	89	28.9%	31	27.9%	58	29.4%
4-year college graduate	86	9.0%	66	10.2%	35	9.6%	31	11.0%	20	6.5%	6	5.4%	14	7.1%
More than 4-year college degree	47	4.9%	35	5.4%	15	4.1%	20	7.1%	12	3.9%	4	3.6%	8	4.1%
<b>Total</b>	953	100.0%	645	100.0%	364	100.0%	281	100.0%	308	100.0%	111	100.0%	197	100.0%
Not Answered	57		44		29		15		13		3		10	

**About You (continued)****Q52. Are you of Hispanic or Latino origin or descent?**

	Statewide		NYC		NYC-PCMH		NYC-NON PCMH		ROS		ROS-PCMH		ROS-NON PCMH	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes, Hispanic or Latino	338	35.5%	276	42.9%	179	48.9%	97	35.0%	62	20.1%	23	20.5%	39	19.9%
No, not Hispanic or Latino	613	64.5%	367	57.1%	187	51.1%	180	65.0%	246	79.9%	89	79.5%	157	80.1%
<b>Total</b>	951	100.0%	643	100.0%	366	100.0%	277	100.0%	308	100.0%	112	100.0%	196	100.0%
Not Answered	59		46		27		19		13		2		11	

**Q53. What is your race? Please mark one or more.**

	Statewide		NYC		NYC-PCMH		NYC-NON PCMH		ROS		ROS-PCMH		ROS-NON PCMH	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%
White	340	37.1%	144	23.5%	63	18.4%	81	29.9%	196	64.7%	67	60.9%	129	66.8%
Black or African American	245	26.7%	187	30.5%	128	37.4%	59	21.8%	58	19.1%	27	24.5%	31	16.1%
Asian	147	16.0%	121	19.7%	49	14.3%	72	26.6%	26	8.6%	9	8.2%	17	8.8%
Native Hawaiian or other Pacific Islander	20	2.2%	15	2.4%	9	2.6%	6	2.2%	5	1.7%	1	0.9%	4	2.1%
American Indian or Alaska Native	27	2.9%	15	2.4%	10	2.9%	5	1.8%	12	4.0%	3	2.7%	9	4.7%
Other	216	23.6%	181	29.5%	120	35.1%	61	22.5%	35	11.6%	9	8.2%	26	13.5%
<b>Total</b>	916	100.0%	613	100.0%	342	100.0%	271	100.0%	303	100.0%	110	100.0%	193	100.0%
Not Answered	94		76		51		25		18		4		14	

**Q54. Did someone help you complete this survey?**

	Statewide		NYC		NYC-PCMH		NYC-NON PCMH		ROS		ROS-PCMH		ROS-NON PCMH	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	161	16.3%	120	17.9%	58	15.3%	62	21.5%	41	13.0%	16	14.3%	25	12.3%
No	824	83.7%	549	82.1%	322	84.7%	227	78.5%	275	87.0%	96	85.7%	179	87.7%
<b>Total</b>	985	100.0%	669	100.0%	380	100.0%	289	100.0%	316	100.0%	112	100.0%	204	100.0%
Not Answered	25		20		13		7		5		2		3	

**Q55. How did that person help you? Please mark one or more.**

	Statewide		NYC		NYC-PCMH		NYC-NON PCMH		ROS		ROS-PCMH		ROS-NON PCMH	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Read the questions to me	66	41.3%	48	40.0%	24	41.4%	24	38.7%	18	45.0%	6	40.0%	12	48.0%
Wrote down the answers I gave	38	23.8%	25	20.8%	13	22.4%	12	19.4%	13	32.5%	8	53.3%	5	20.0%
Answered the questions for me	20	12.5%	13	10.8%	7	12.1%	6	9.7%	7	17.5%	2	13.3%	5	20.0%
Translated the questions into my language	61	38.1%	49	40.8%	23	39.7%	26	41.9%	12	30.0%	4	26.7%	8	32.0%
Helped in some other way	15	9.4%	11	9.2%	5	8.6%	6	9.7%	4	10.0%	2	13.3%	2	8.0%
<b>Total</b>	160	100.0%	120	100.0%	58	100.0%	62	100.0%	40	100.0%	15	100.0%	25	100.0%
Not Answered	1		0		0		0		1		1		0	



All information that would let someone identify you or your family will be kept private. The New York State Department of Health and DataStat will not share your personal information with anyone without your OK. You may choose to answer this survey or not. If you choose not to, this will not affect the health care you get.

Your responses to this survey are completely confidential. Once you complete the survey, place it in the envelope that was provided, seal the envelope, and return the envelope to DataStat.

You may notice a barcode number on the front of this survey. This number is ONLY used to let us know if you returned your survey so we don't have to send you reminders.

If you want to know more about this study, please call 1-800-838-2994.

**SURVEY INSTRUCTIONS**

- ▶ Please be sure to fill the response circle completely. Use only black or blue ink or dark pencil to complete the survey.



- ▶ You are sometimes told to skip over some questions in the survey. When this happens you will see an arrow with a note that tells you what question to answer next, like this:

- Yes → *Go to Question 1*
- No

↓ **START HERE** ↓

1. Our records show that you got care at the clinic or practice named below in the last 12 months.

[ Clinic/Practice name]

Is that right?

- Yes → *Go to Q2*
- No → *Go to Question 1a*

1a. If this is not the clinic or practice where you got care, what is the name of the clinic or practice where you got care in the last 12 months? (please print)

\_\_\_\_\_





Throughout this survey, the words "this provider" will refer to the provider you saw on your most recent visit to the clinic or practice from Question 1 (or 1a). Please think of that person as you answer the following survey questions.

2. Is this the provider you usually see if you need a check-up, want advice about a health problem, or get sick or hurt?

- Yes
- No

3. How long have you been going to this provider?

- Less than 6 months
- At least 6 months but less than 1 year
- At least 1 year but less than 3 years
- At least 3 years but less than 5 years
- 5 years or more

**Your Care From This Provider  
in the Last 12 Months**

These questions ask about your own health care. Do not include care you got when you stayed overnight in a hospital. Do not include the times you went for dental care visits.

4. In the last 12 months, how many times did you visit this provider to get care for yourself?

- None → *Go to Question 47*
- 1 time
- 2
- 3
- 4
- 5 to 9
- 10 or more times

5. In the last 12 months, did you phone this provider's office to get an appointment for an illness, injury or condition that needed care right away?

- Yes
- No → *Go to Question 8*

6. In the last 12 months, when you phoned 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
- Usually
- Always

7. In the last 12 months, how many days did you usually have to wait for an appointment when you needed care right away?

- Same day
- 1 day
- 2 to 3 days
- 4 to 7 days
- More than 7 days

8. In the last 12 months, did you make any appointments for a check-up or routine care with this provider?

- Yes
- No → *Go to Question 10*

9. In the last 12 months, when you made an appointment for a check-up or routine care with this provider, how often did you get an appointment as soon as you needed?

- Never
- Sometimes
- Usually
- Always

10. Did this provider's office give you information about what to do if you needed care during evenings, weekends, or holidays?

- Yes
- No

11. In the last 12 months, did you need care for yourself during evenings, weekends, or holidays?

- Yes
- No → *Go to Question 13*

12. In the last 12 months, how often were you able to get the care you needed from this provider's office during evenings, weekends, or holidays?

- Never
- Sometimes
- Usually
- Always

13. In the last 12 months, did you phone this provider's office with a medical question during regular office hours?

- Yes
- No → **Go to Question 15**

14. In the last 12 months, when you phoned this provider's office during regular office hours, how often did you get an answer to your medical question that same day?

- Never
- Sometimes
- Usually
- Always

15. In the last 12 months, did you phone this provider's office with a medical question after regular office hours?

- Yes
- No → **Go to Question 17**

16. In the last 12 months, when you phoned this provider's office after regular office hours, how often did you get an answer to your medical question as soon as you needed?

- Never
- Sometimes
- Usually
- Always

17. Some offices remind patients between visits about tests, treatment or appointments. In the last 12 months, did you get any reminders from this provider's office between visits?

- Yes
- No

18. Wait time includes time spent in the waiting room and exam room. In the last 12 months how often did you see this provider within 15 minutes of your appointment time?

- Never
- Sometimes
- Usually
- Always

19. In the last 12 months, how often did this provider explain things in a way that was easy to understand?

- Never
- Sometimes
- Usually
- Always

20. In the last 12 months, how often did this provider listen carefully to you?

- Never
- Sometimes
- Usually
- Always

21. In the last 12 months, did you talk with this provider about any health questions or concerns?

- Yes
- No → **Go to Question 24**

22. In the last 12 months, how often did this provider give you easy to understand information about these health questions or concerns?

- Never
- Sometimes
- Usually
- Always

23. In the last 12 months, how often did this provider give you an easy to understand explanation about the next steps for these health questions or concerns?

- Never
- Sometimes
- Usually
- Always



24. In the last 12 months, did you and this provider talk about specific things you could do to prevent illness?
- Yes
  - No
25. In the last 12 months, how often did this provider seem to know the important information about your medical history?
- Never
  - Sometimes
  - Usually
  - Always
26. In the last 12 months, how often did this provider show respect for what you had to say?
- Never
  - Sometimes
  - Usually
  - Always
27. In the last 12 months, how often did this provider spend enough time with you?
- Never
  - Sometimes
  - Usually
  - Always
28. In the last 12 months, did this provider order a blood test, x-ray or other test for you?
- Yes
  - No → *Go to Question 30*
29. In the last 12 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
  - Usually
  - Always

30. In the last 12 months, did you and this provider talk about starting or stopping a prescription medicine?
- Yes
  - No → *Go to Question 34*
31. When you talked about starting or stopping a prescription medicine, how much did this provider talk about the reasons you might want to take a medicine?
- Not at all
  - A little
  - Some
  - A lot
32. When you talked about starting or stopping a prescription medicine, how much did this provider talk about the reasons you might not want to take a medicine?
- Not at all
  - A little
  - Some
  - A lot
33. When you talked about starting or stopping a prescription medicine, did this provider ask you what you thought was best for you?
- Yes
  - No
34. Using any number from 0 to 10, where 0 is the worst provider possible and 10 is the best provider possible, what number would you use to rate this provider?
- 
- 0 1 2 3 4 5 6 7 8 9 10
- Worst Provider Possible Best Provider Possible

35. Providers may use computers or handheld devices during an office visit to do things like look up your information or order prescription medicines. In the last 12 months, did this provider use a computer or handheld device during any of your visits?

- Yes
- No

36. Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care. In the last 12 months, did you see a specialist for a particular health problem?

- Yes
- No → *Go to Question 38*

37. In the last 12 months, how often did the provider named in Question 1 (or 1a) seem informed and up-to-date about the care you got from specialists?

- Never
- Sometimes
- Usually
- Always

Please answer these questions about the provider named in Question 1 (or 1a) of this survey.

38. In the last 12 months, did anyone in this provider's office talk with you about specific goals for your health?

- Yes
- No

39. In the last 12 months, did anyone in this provider's office ask you if there are things that make it hard for you to take care of your health?

- Yes
- No

40. In the last 12 months, did you take any prescription medicine?

- Yes
- No → *Go to Question 42*

41. In the last 12 months, did you and anyone in this provider's office talk at each visit about all the prescription medicines you were taking?

- Yes
- No

42. In the last 12 months, did anyone in this provider's office ask you if there was a period of time when you felt sad, empty or depressed?

- Yes
- No

43. In the last 12 months, did you and anyone in this provider's office talk about things in your life that worry you or cause you stress?

- Yes
- No

44. In the last 12 months, did you and anyone in this provider's office talk about a personal problem, family problem, alcohol use, drug use, or a mental or emotional illness?

- Yes
- No

**Clerks and Receptionists  
at This Provider's Office**

45. In the last 12 months, how often were clerks and receptionists at this provider's office as helpful as you thought they should be?

- Never
- Sometimes
- Usually
- Always

46. In the last 12 months, how often did clerks and receptionists at this provider's office treat you with courtesy and respect?

- Never
- Sometimes
- Usually
- Always

### About You

47. In general, how would you rate your overall health?

- Excellent
- Very good
- Good
- Fair
- Poor

48. In general, how would you rate your overall mental or emotional health?

- Excellent
- Very good
- Good
- Fair
- Poor

49. What is your age?

- 18 to 24
- 25 to 34
- 35 to 44
- 45 to 54
- 55 to 64
- 65 to 74
- 75 or older

50. Are you male or female?

- Male
- Female

51. What is the highest grade or level of school that you have completed?

- 8th grade or less
- Some high school, but did not graduate
- High school graduate or GED
- Some college or 2-year degree
- 4-year college graduate
- More than 4-year college degree

52. Are you of Hispanic or Latino origin or descent?

- Yes, Hispanic or Latino
- No, not Hispanic or Latino

53. What is your race? Please mark one or more.

- White
- Black or African American
- Asian
- Native Hawaiian or Other Pacific Islander
- American Indian or Alaskan Native
- Other

54. Did someone help you complete this survey?

- Yes → **Go to Question 55**
- No → **Thank you. Please return the completed survey in the postage-paid envelope.**

55. How did that person help you? Please mark one or more.

- Read the questions to me
- Wrote down the answers I gave
- Answered the questions for me
- Translated the questions into my language
- Helped in some other way



◆ 

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**Thank you for taking the time to complete this survey. Your answers are greatly appreciated.**

**When you are done, please use the enclosed prepaid envelope to mail the survey to:**

**DataStat, 3975 Research Park Drive, Ann Arbor,  
MI 48108**



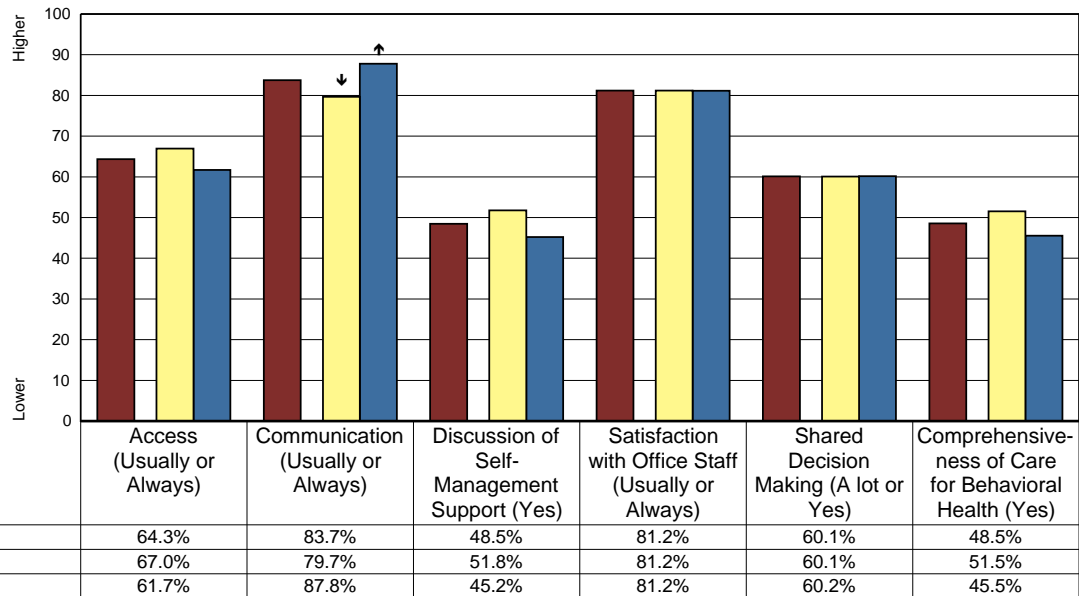


### PCMH COMPARISON: 2011 VS. 2008

This presentation was developed to compare PCMH clinics certified according to 2008 criteria versus 2011 criteria. Patients who were seen at 2011 certified clinics were over sampled to gather an adequate number of responses for this comparison. Results from the over sample are presented in this section of the report only.

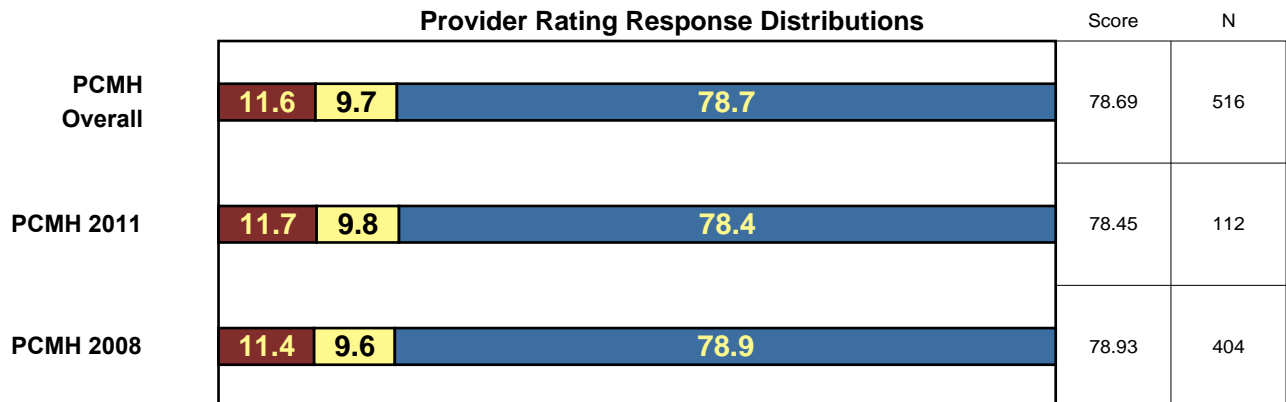
A composite score is calculated for each of six domains of patient experience: Access, Communication, Discussion of Self-Management Support, Satisfaction with Office Staff, Shared Decision Making and Comprehensiveness of Care for Behavioral Health. Composite scores are intended to give a summary assessment of performance across the domain. Results for 2008 and 2011 PCMH clinics are presented below and are compared to the PCMH overall for statistical significance.

#### Composites



↑↓ Statistically significantly higher/lower than PCMH Overall

#### Provider Rating Response Distributions



↑↓ Statistically significantly higher/lower than PCMH Overall

#### Percentage Who Rated Their Provider:

