

NCQA PCMH 6 ELEMENT C

2015 PATIENT SURVEY DETAILS AND RESULTS

St. Thomas Medical Group conducted the annual survey August 17, 2015 through August 28, 2015. During this time, patients were asked to complete a survey regarding care received in the last year from their Primary Care Physician. Only patients of Internal Medicine/Primary Care were surveyed during this time period.

During this two week period, 949 surveys were completed. This included information taken from patients of 18 Primary Care Physicians and one Nurse Practitioner. There were a total of 21 (2.2%) patients who refused to complete the survey.

The following are the results of data collected to access vulnerable populations:

- The age of patients surveyed showed patients from the age of 1-97 completed the survey. There were a total of 68 patients who did not complete this question. The average age of a patient completing the survey was 60 years old.
- On the survey, patients were asked to give their race. There were a total of 10 different races written into the blank on the survey including: Asian, Black, African American, Bi-racial, Caucasian, Euro-American, Hispanic, Mexican, Indian and White. There were a total of 115 patients who did not answer this question. The largest percentage of responses were from the race, White, with 707 out of 949 (74%). The other 9 races made up 26% of the completion.
- Patients were asked on the survey to circle their gender. 77 patients did not circle male or female. 483 of 949 (50.8%) patients completing the survey were female. 368 of 949 (38.7%) patients completing the survey were male. 77 of 949 (8%) patients did not answer the question regarding gender.
- The survey asked patients to select yes or no for insurance. 895 of 949 (94.3%) patients answered the question. Of this 94.3%, 888 (93.5%) answered yes and 7 (.7%) answered no. 33 of 949 (3.4%) did not answer this question.
- Patients were asked if St. Thomas Medical Group had an email on file, yes or no. 730 of 949 (76.9%) patients answered the question. Of this 76.9%, 535 (56.3%) answered yes and 195 (21%) answered no. 198 of 949 (21%) patients did not answer this question.
- On the survey, patients were asked if they had any disabilities. 752 of 949 (79.2%) patients answered the question. Of this 79.2%, 154 (16.2%) answered yes and 598 (63%) answered no. 176 of 949 (18.5%) patients did not answer the question.

QUESTION #1

In the past 12 months, did you discuss your specific health goals with your provider or staff?

Yes / No

The results for Question #1:

915 of 949 (96.4%) patients answered question

21 of 949 (2.2%) patients refused question (survey)

14 of 949 (1.4%) patients did not answer question

694 of 949 (73.1%) patients answered yes

221 of 949 (23.2%) patients answered No

Whole Person care: Results were as expected. Yes was preferred answer.

QUESTION #2

In the past 12 months, did you have any assistance with referrals or other coordination of care?

Yes / No

The results for Question #2:

893 of 949 (94%) patients answered question

21 of 949 (2.2%) patients refused question (survey)

35 of 949 (3.6%) patients did not answer question

439 of 949 (46.2%) patients answered yes

454 of 949 (47.8%) patients answered No

Coordination of Care: Results were not as expected. Yes was preferred answer.

QUESTION # 3

In the past 12 months, did you discuss your medications with your provider or staff?

Reviewed Current Medications / Starting New Medications / Stopping Medications

The results for Question #3:

REVIEWED CURRENT MEDICATIONS: 681 of 949 (71.7%) CHOSE THIS ANSWER

STARTING NEW MEDICATIONS 231 of 949 (24.3%) CHOSE THIS ANSWER

STOPPING MEDICATIONS 106 of 949 (11.1%) CHOSE THIS ANSWER

Self -Management Support: Medications results were as expected.
All questions were answered by patients.

QUESTION #4

In the past 12 months, how often were you able to get the care you needed from your provider during the evenings, weekends or holidays?

Never / Seldom / Often / Always / N/A

The results for Question #4:

843 of 949 (89%) patients answered this question in some way

21 of 949 (2.2%) patients refused question (survey)

85 of 949 (8.9%) patients did not answer question

150 of 949 (15.8%) patients answered NEVER

67 of 949 (7%) patients answered SELDOM

106 of 949 (11.1%) patients answered OFTEN

333 OF 949 (35%) patients answered ALWAYS

187 of 949 (19.7%) patients answered N/A

Access: Results were as expected.
Highest percentage of patients answered ALWAYS AND N/A.

QUESTION #5:

In the past 12 months, did you discuss any issues related to:

- | | |
|--------------------------------|----------|
| A. Your personal well-being? | Yes / No |
| B. Mental or Emotional Issues | Yes / No |
| C. Substance or Alcohol Issues | Yes / No |

Results for Question 5A:

889 of 949 (93.6%) answered question

21 of 949 (2.2%) refused the question (survey)

39 of 949 (4.1%) did not answer the question

620 of 949 (65.2%) answered Yes

269 of 949 (28.3%) answered No

Results for Question 5B:

786 of 949 (82.8%) answered question

21 of 949 (2.2%) refused the question (survey)

142 of 949 (14.9%) did not answer the question

244 of 949 (25.7%) answered Yes

542 of 949 (57.1%) answered No

Results for Question 5C:

793 of 949 (83.5%) answered question

21 of 949 (2.2%) refused the question (survey)

135 of 949 (14.2%) did not answer the question

48 of 949 (5%) answered Yes

745 of 949 (78.5%) answered No

Emphasizing the spectrum of care needs:

Results for 5A as expected, yes is preferred answer.
Results for 5B and 5C were not as expected, yes is preferred answer.