

Sherman County Health District  
 Breakdown of CAHPS data for PCPCH standards 1.A and 6.C  
 CAHPS version 3.0 (6-month questionnaire)  
 Reporting period 5/1/18-5/31/16

Analysis completed 6/13/18 by: Jill Boyd, MPH, CCRP

*Greater Oregon Behavioral Health Inc. (GOBHI), Eastern Oregon Coordinated Care Organization (EOCCO)*

**N=51 Adults**

PCPCH Standard	Sherman Clinic Score Adult	Benchmark-Adult	Benchmark Met?
1.A Access to Care (Q6, Q8, Q10)	82%	70%	Y
6.C Experience of Care (Communication; Q11, Q12, Q13,Q14)	75%	88%	N
6.C Experience of Care (Office Staff; Q21, Q22)	96%	87%	Y
6.C Experience of Care (Follow-up; Q17)	74.2%	82%	N
6.C. Experience of Care (Patient's Rating of Provider; Q18)	39.2%	87%	N

*Surveys were mailed out to each patient after their appointment was scheduled between 5/1/18-5/31/18*

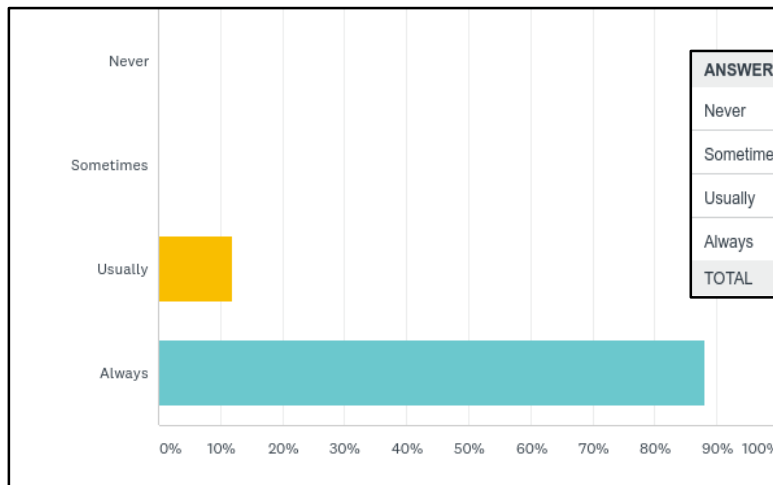
**Table 1: Breakdown of Completed Surveys by Provider**

Surveys Completed (N)	Name of Provider
51 Adult <i>*children are not primarily seen at this practice for routine care</i>	Mark Corey, FNP
<b>N=51</b>	<b>Total Surveys Completed</b>

**1.A Access to Care**

Q6 (Adult): In the last 6 months, when you contacted your healthcare 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?

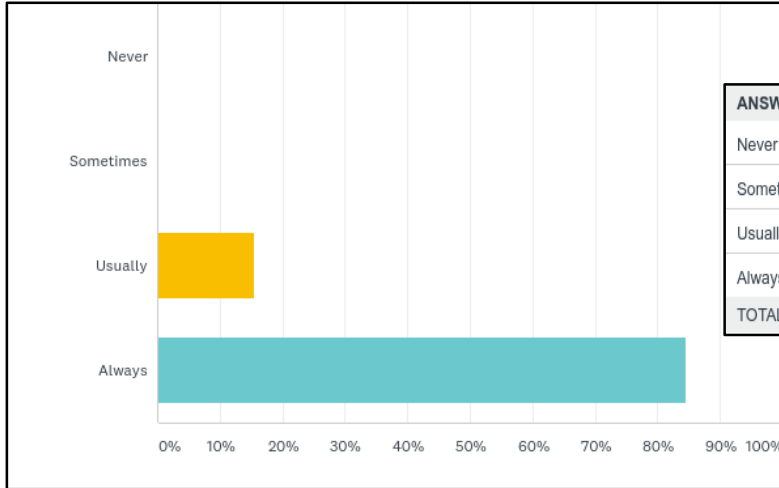
**N=42**  
**Skipped=9**



ANSWER CHOICES	RESPONSES	
Never	0.00%	0
Sometimes	0.00%	0
Usually	11.90%	5
Always	88.10%	37
<b>TOTAL</b>		<b>42</b>

Q8 (Adult): In the last 6 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?

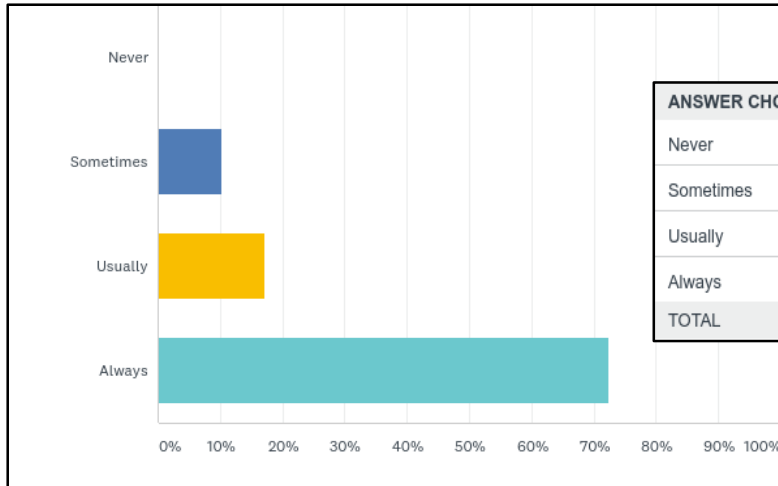
**N=26**  
**Skipped=25**



ANSWER CHOICES	RESPONSES	
Never	0.00%	0
Sometimes	0.00%	0
Usually	15.38%	4
Always	84.62%	22
TOTAL		26

Q10 (Adult): In the last 6 months, when you contacted this provider's office during regular office hours, how often did you get an answer to your medical question that same day?

**N=29**  
**Skipped=22**

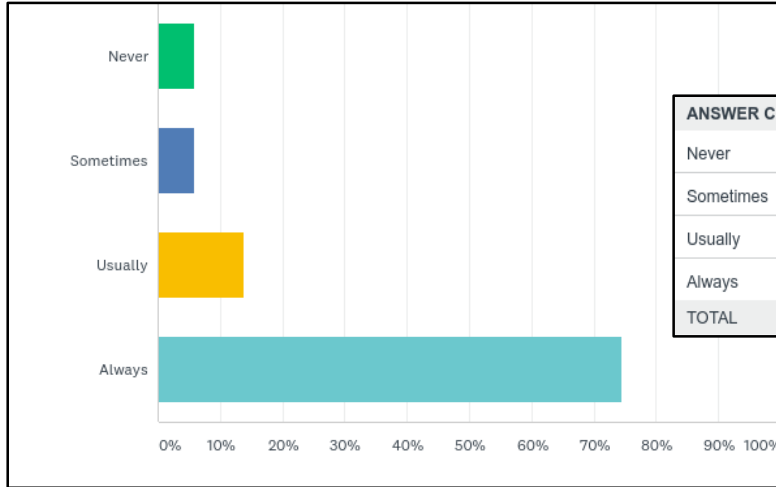


ANSWER CHOICES	RESPONSES	
Never	0.00%	0
Sometimes	10.34%	3
Usually	17.24%	5
Always	72.41%	21
TOTAL		29

### 6.C Patient Satisfaction: Communication

Q11 (Adult): In the last 6 months, how often did this provider explain things in a way that was easy to understand?

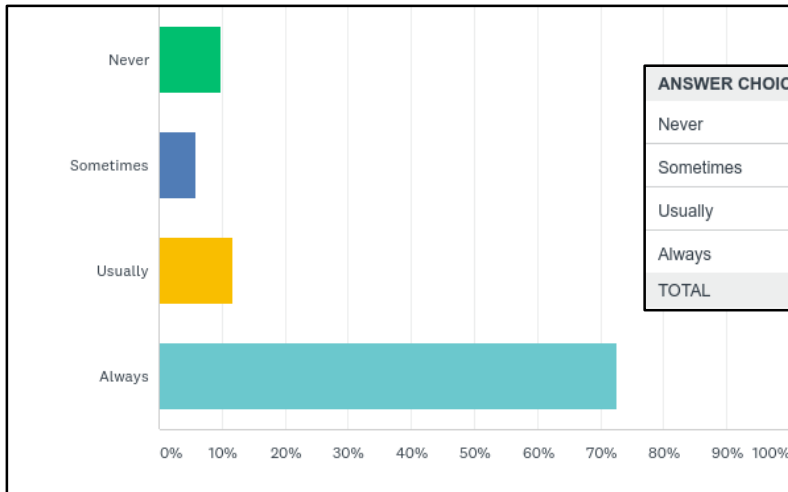
**N=51**  
**Skipped=0**



ANSWER CHOICES	RESPONSES	
Never	5.88%	3
Sometimes	5.88%	3
Usually	13.73%	7
Always	74.51%	38
TOTAL		51

Q12 (Adult): In the last 6 months, how often did this provider listen carefully to you?

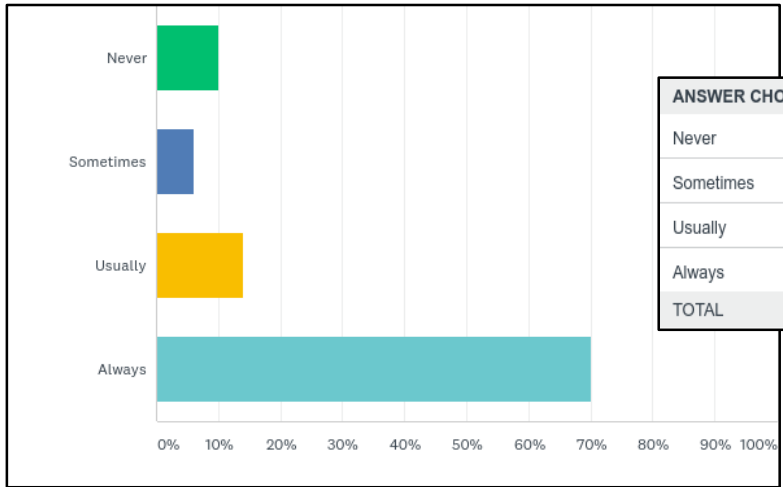
**N=51**  
**Skipped=0**



ANSWER CHOICES	RESPONSES	
Never	9.80%	5
Sometimes	5.88%	3
Usually	11.76%	6
Always	72.55%	37
TOTAL		51

Q13 (Adult) In the last 6 months, how often did this provider seem to know the important information about your medical history?

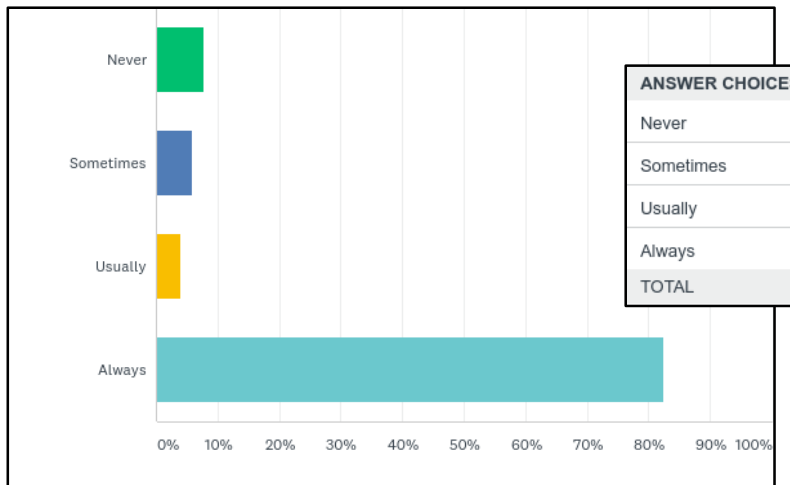
**N=50**  
**Skipped=1**



ANSWER CHOICES	RESPONSES
Never	10.00% 5
Sometimes	6.00% 3
Usually	14.00% 7
Always	70.00% 35
TOTAL	50

Q14 (Adult): In the last 6 months, how often did this provider show respect for what you had to say?

**N=51**  
**Skipped=0**

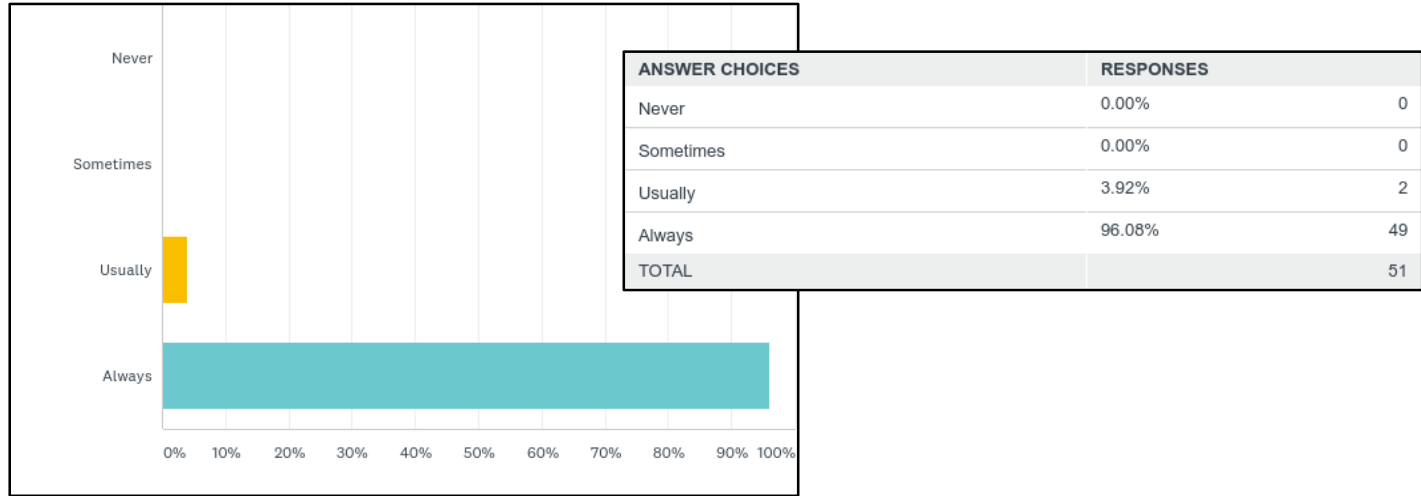


ANSWER CHOICES	RESPONSES
Never	7.84% 4
Sometimes	5.88% 3
Usually	3.92% 2
Always	82.35% 42
TOTAL	51

### 6.C Patient Satisfaction: Office Staff

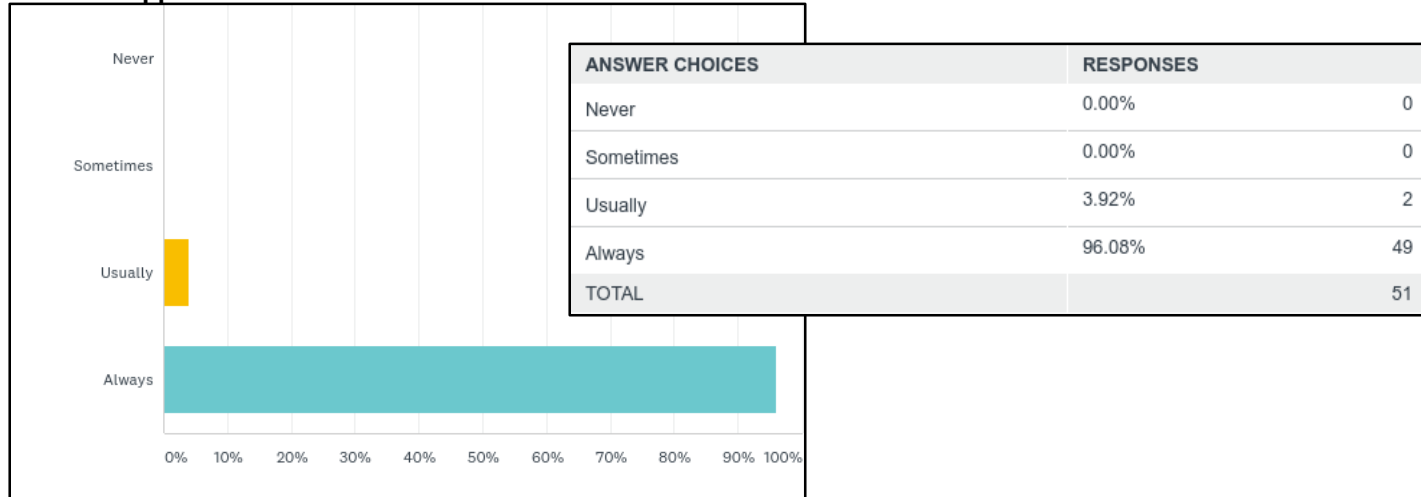
Q21 (Adult): In the last 6 months, how often were clerks and receptionists at this provider's office as helpful as you thought they should be?

**N=51**  
**Skipped=0**



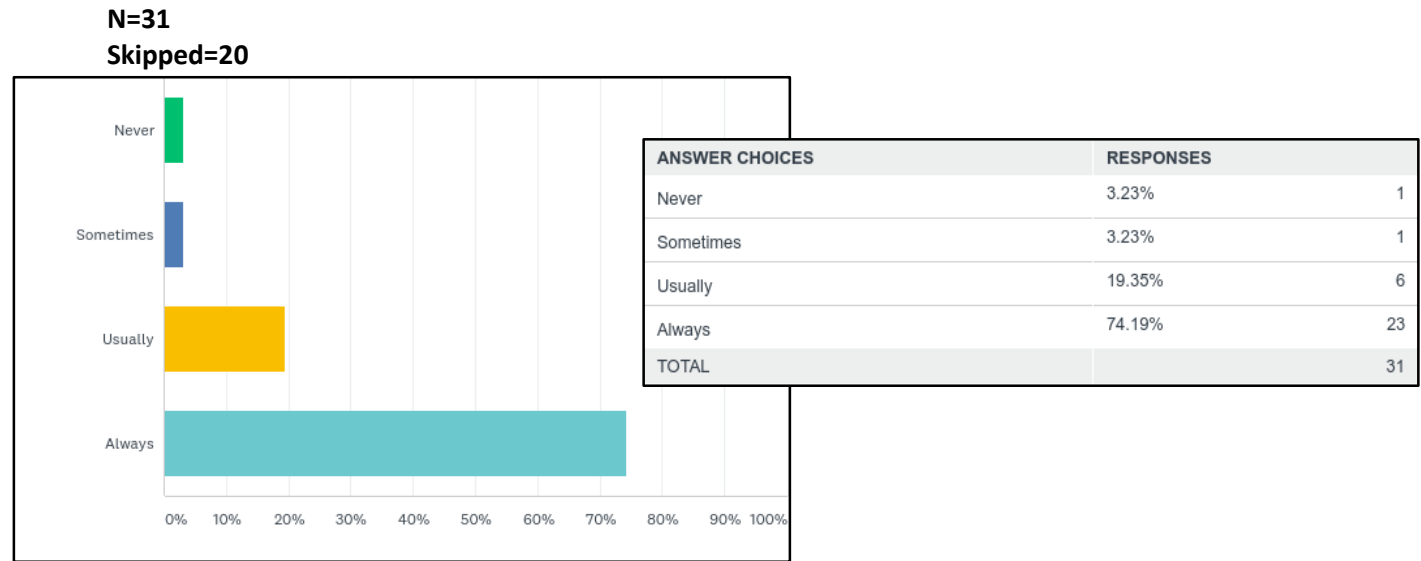
Q22 (Adult): In the last 6 months, how often did clerks and receptionists at the provider's office treat you with courtesy and respect?

**N=51**  
**Skipped=0**



### 6.C Patient Satisfaction: Follow-up on Test Results

Q17 (Adult): In the last 6 months, when this provider ordered a blood test, x-ray, or other test for you, how often did someone from this provider’s office follow up to give you those results?



### 6.C Patient Satisfaction: Provider Rating

Q18 (Adult): 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?

**N=51**  
**Skipped=0**

10 BEST PROVIDER POSSIBLE	9	8	7	6	5	4	3	2	1	0 WORST PROVIDER POSSIBLE	TOTAL	WEIGHTED AVERAGE
39.22%	23.53%	21.57%	1.96%	1.96%	0.00%	1.96%	1.96%	5.88%	1.96%	0.00%	51	9.29
20	12	11	1	1	0	1	1	3	1	0		

### Patient comments from CAHPS Survey results 2018

- Corey\_01: Q13 (Patient Satisfaction: Communication) “I see Mark for acute care only [and] when I’m really sick and cannot get into my regular provider. Mark doesn’t listen and talks about himself too much.”
- Corey\_01: Q22 (Patient Satisfaction: Office Staff) “The girls are wonderful, bubbly and kind.”
- Corey\_01 (General Comment) “Mark needs to retire.”
- Corey\_02: Q18 (Patient Satisfaction: Provider Rating) “I am in process of switching providers. Mark is too self-involved.”
- Corey\_02: Q21, Q22 (Patient Satisfaction: Office Staff) “[The] office staff is wonderful!”
- Corey\_49 (General Comment: “I think I should have worked with Mark more to help him with his job. Mark is a darn good man.”