

GE-NMF PRIMARY CARE LEADERSHIP PROGRAM



Patient Centered Medical Home – Satisfaction Surveys

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Background

Evidence has shown that health system that place emphasis on primary care maintain better patient outcomes at lower cost.¹ It is for these reason that the improvement of primary care delivery has been one of the focuses of health care reform.¹ When compared with other developed countries, the United States spends a significantly larger amount on health care.^{1,2} In addition, the United States has larger numbers of uninsured as well as disparities in patient experiences.¹ The patient centered medical home (PCMH) is seen as a potential solution.¹ The idea of PCMH was first detailed in 2007 by the primary care professional organizations.³ It has since be piloted in a number of organizations including the Center for Medicare and Medicaid which conducted a 400 practice, 8 region pilot in 2009.³

The National Committee for Quality Assurance (NCQA) defines a patient centered medical home as a “health care setting that facilitates partnerships between individual patients, and their physicians, and when appropriate, the patient’s family.⁴” NCQA outlines that these partnerships should be facilitated through registries, information technology, and health information exchange with the priority of the patient receiving the necessary care when and where they want and need it.⁴ Furthermore, NCQA highlights the need for the individuals providing care to be culturally and linguistically competent.⁴ The PCMH model is particularly appealing because of its emphasis on access, longitudinal relationships, comprehensiveness, and coordination.¹ It focuses on a chronic care model that many hope will improve patient outcomes and access.¹

In the PCMH model the medical home becomes more than the health care facility, it is the organization of all primary care health needs.⁵ In the PCMH model there are five core functions; (1) Comprehensive Care, (2) Patient Centered, (3) Coordinated Care, (4) Accessible Services, (5) Quality and Safety.⁵ I will begin by discussing each of the core functions.

Comprehensive Care

This function focuses on the ability of the primary care medical home to meet the majority of each patient's physical and mental health needs. This includes services for prevention, wellness, acute and chronic care.⁵ Furthermore, the PCMH model emphasizes the need for a team-based approach to care.⁶ The care team usually includes primary care physicians, nurse practitioners, physician assistants, nurses, pharmacists, physical and occupational therapists, and care managers.⁶ Successful models have also integrated behavioral health specialist into the core team.⁶ The care manager has been found to be one of the most important individuals on the core team.⁶ The responsibilities of the care manager include tracking patients, monitoring symptoms, providing patient education, supporting treatment adherence, taking action when non-adherence occurs or symptoms worsen, and delivering psychosocial interventions.⁶ Research has shown that the role of care manager can be successfully filled by nurses, social workers, and medical assistants.⁶ As primary care facilities see an increase in elderly and adults with disabilities, the complexity of the health needs also increases.⁶ The care manager becomes an essential component of the care team.⁶

Patient-Centered

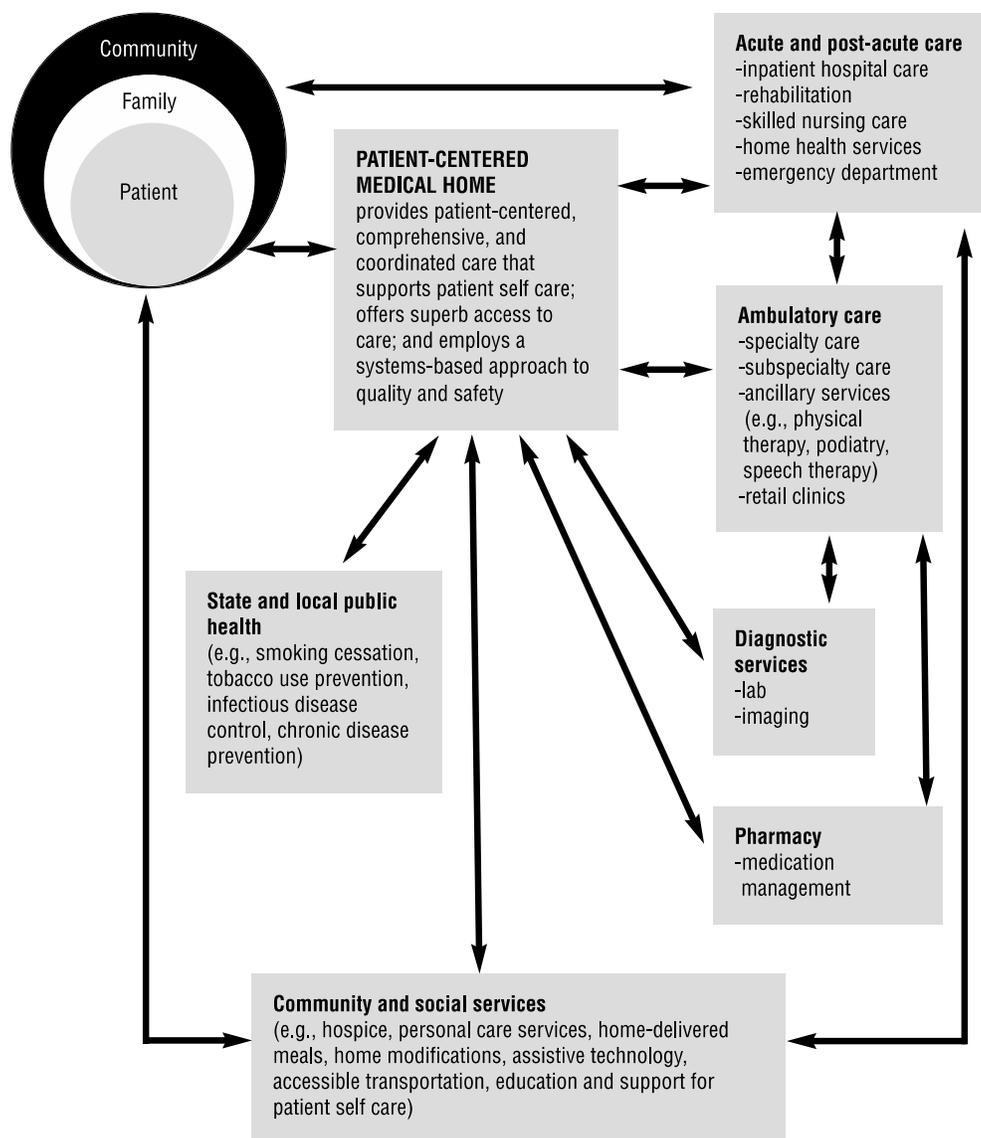
This core value focuses on relationships with the patient and treating the whole patient.⁵ It requires the medical home to take a patient's needs, culture, values and preferences into account when partnering with the patient and their families to provide care.⁵ A main component in patient-centered care is to facilitate patients learning to manage and organize their own care.⁵ This is done through engagement of patients and families in establishing care plans.⁵ The Agency for Healthcare Research and Quality (AHRQ) have outline four ways to increase patient engagement; communication with patients, support patients in self-care, partner with patients in formal and informal decision making, and improve patient safety through access to electronic medical records.⁷ AHRQ states there is a need to

communicate with patients how PCMH's work.⁷ Furthermore, that there should be an open dialogue between patients and providers regarding what should be expected within the PCMH model.⁷ Self-care should be supported through efforts to help patient reduce risk factors for disease.⁷ Providers should also help patient create and continually update goals and care plans for chronic diseases.⁷ In addition, AHRQ states that patients should be provided with evidence based materials to help understand the outcomes of different treatment options and a the provider should proceed based on a collaborative decision between the patient and provider.⁷ Lastly, the AHQR states that improved patient safety can be attained through patient access to electronic medical records.⁷ It is believed that through EMR there can be greater detection and prevention of errors, safer medication use, infection control initiatives, and reporting of complications/errors.⁷

Coordinated Care

An important aspect of PCMH is the coordination of care across all elements of the health care system, including specialty care, hospitals, home health care, and community service and supports.⁵ Research has shown that coordination is particularly important during transitions between sites of care.⁵ Furthermore, coordination of care is much easily facilitated when the PCMH excels at clear and open communication between patients, families, the medical home, and all members of the health care team.⁵ AHQR has highlighted ways to effectively coordinate care within the PCMH. AHQR states that a clear agreement between the medical home and referral service should be in place that delineates the roles of the each party such as specialists and hospitals.⁸ The medical home and referral services should share clinical information in order to reduce duplication and waste.⁸ Care teams should be developed to create individualized care plans for individuals with multiple chronic conditions.⁸ There should also be continuity of care as patients transition between settings. Lastly, strong community linkage is needed in both the clinical and nonclinical services.⁸ Below is a chart of effective flow between the medical home, community, and referral services.⁸

Figure 1. Key actors and the flow of information in the medical neighborhood



Taylor EF, Lake T, Nysenbaum J, Peterson G, Meyers D. Coordinating care in the medical neighborhood: critical components and available mechanisms. White Paper (Prepared by Mathematica Policy Research under Contract No. HHS2902009000191 TO2). AHRQ Publication No. 11-0064. Rockville, MD: Agency for Healthcare Research and Quality. June 2011.

Accessible Services

Medical homes should provide accessible services that allow for decreased wait times for urgent care needs, increased in-person clinic hours, 24 hour/7 days of the week access to a member of the care team by telephone or electronically, and

alternative methods of communication.⁵ In addition, the medical home should provide access based on the needs of the community it is serving.⁵

Quality and Safety

PCMH must demonstrate a commitment to quality and quality improvement.⁵ This is achieved through the practice of evidence-based medicine, use of clinical decision support tools and practicing population health management.⁵ Furthermore, medical homes should engage in ongoing performance and improvement measures as well as measuring and adjusting practices based on patient experiences and satisfaction.⁵ Through ongoing quality improvements, medical homes can engage patients.⁷ This can be done through patient satisfaction surveys, patient/family advisory councils, and inviting individual patients as well as patient organization to participate in quality improvement activities.⁷

Study Design

I was asked by St. John's Well Child and Family Center to create a patient satisfaction survey that incorporated criteria for certification as a PCMH. The NCQA has detailed a process by which community health centers can be certified as PCMH's and may be eligible for increased federal funds in the future. St. John's Well Child and Family Center has decided to go through the certification process and hoped that the patient satisfaction might highlight areas of strength and areas that St. John's Well Child and Family Center can focus on for improvement. The NCQA outlines 6 Standards that align with the core values of primary care;

- PCMH 1: Enhance Access and Continuity
- PCMH 2: Identify and Manage Patient Populations
- PCMH 3: Plan and Manage Care
- PCMH 4: Provide Self-Care and Community Support
- PCMH 5: Track and Coordinate Care
- PCMH 6: Measure and Improve Performance.⁴

The NCQA has also outlined 6 must pass elements within the 6 standards there are;

PCMH 1, Element A: Access During Office Hours

PCMH 2, Element D: Use Data for Population Management

PCMH 3, Element C: Care Management

PCMH 4, Element A: Support Self-Care Process

PCMH 5, Element B: Track Referrals and Follow-Up

PCMH 6, Element C: Implement Continuous Quality Improvement.⁴

It was from the 6 must pass elements that I chose questions to include in the patient satisfaction survey. I specifically chose PCMH 1, PCMH 3, PCMH 4, and PCMH 5 as areas to create questions for. Both English and Spanish surveys are included at end of paper for reference.

Patient Satisfaction Survey Questions:

To assess **PCMH 1** I included the following questions;

- Easy to get an appointment
- Can get same day appointment
- Calls are returned within 24 hours
- Wait less than 15 minutes in waiting room
- Wait less than 15 minutes in exam room
- Can choose the provider you see

To assess **PCMH 3** I included the following question;

- Provider gives you good advice and treatment
- Provider explains why you are being prescribed a medication before it is given to you
- Provider discusses you medication at every appointment
- Provider listens to any concerns you have about taking a medication

To assess **PCMH 4** I included the following questions;

- Provider tells you ways to stay healthy and improve your own health
- Provider provides referrals for support services

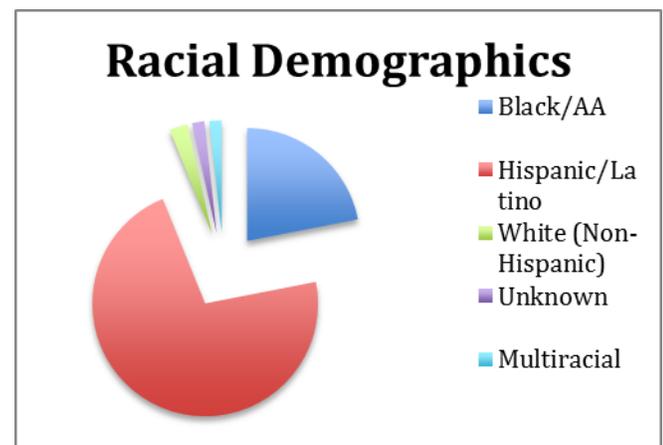
To assess **PCMH 5** I included the following questions;

- Does someone follow-up with test results?
- Provider provides referrals for specialist (surgeons, heart doctors, skin doctors, etc.)

- Provider asks if you got services at next appointment

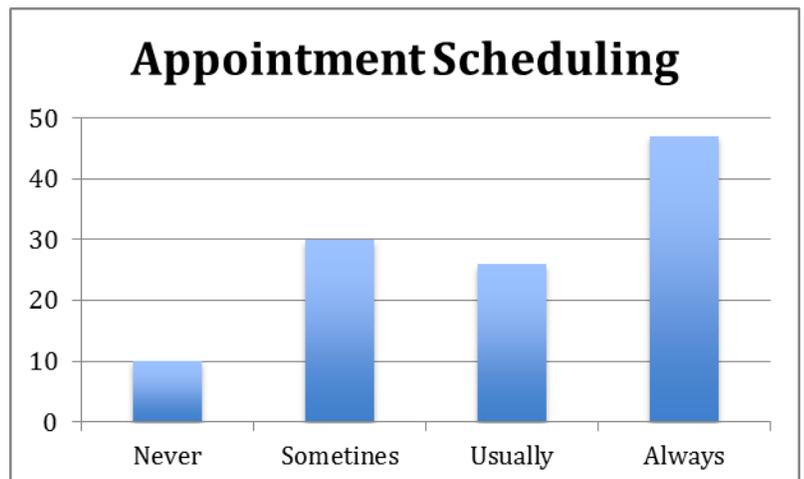
Results

A total of 116 surveys were administered over a two day period in the pediatric and adult clinics of the Dr. Louis C. Frayser Health Center. We were able to get approximately fifty percent on each day with 59 surveys being collected on July 23rd, 2012 and 57 surveys being collected on July 24th, 2012. Our goal was to have a total of 100 surveys administered in the two day period, so we were pleased to exceed this expectation. Of the individuals surveyed 81.74% of them were female with an n=115. The population all had a median age of 45 and an average age of 42. 82 individuals self-identified as Hispanic/Latino, 25 individuals self-identified as Black/African American. There were also 3 White (Non-Hispanic), 2 Multiracial, and 2 Unknown with a total n=114.



PCMH 1

When asked if it was easy to get an appointment, 10 patients answered “Never,” 30 patients answered “Sometimes,” 26 patients answered “Usually,” and 47 patients answered “Always.” With an n=113, forty-two percent of patients felt it was “Always” easy to get an appointment.



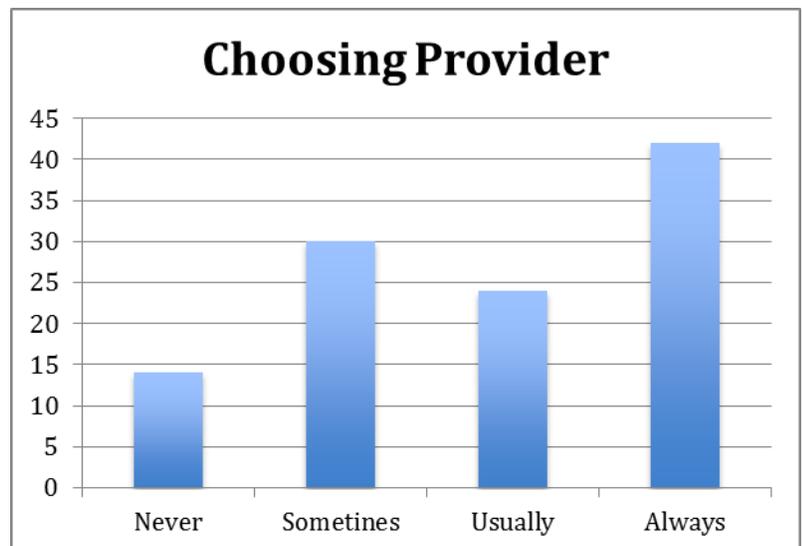
When asked if they can get a same day appointment, 43 patients answered “Never,” 30 patients answered “Sometimes,” 17 patients answered “Usually,” and 23 patients answered “Always.” With an n=113, twenty percent of patients felt they “Always” could get a same day appointment.

When asked if calls are returned within 24 hours, 26 patients answered “Never,” 27 patients answered “Sometimes,” 21 patients answered “Usually,” and 34 patients answered “Always.” With an n=108, thirty-one percent of patients felt it their calls were “Always” returned within 24 hours.

When assessing if wait less than 15 minutes in waiting room, 51 patients answered “Never,” 21 patients answered “Sometimes,” 17 patients answered “Usually,” and 25 patients answered “Always.” With an n=114, twenty-two percent of patients felt they “Always” waited less than 15 minutes in the waiting room.

When asked if they waited less than 15 minutes in exam room, 22 patients answered “Never,” 30 patients answered “Sometimes,” 27 patients answered “Usually,” and 32 patients answered “Always.” With an n=111, twenty-nine percent of patients felt they “Always” waited less than 15 minutes in the exam room.

When patients were asked if they could choose the provider they see, 14 patients answered “Never,” 30 patients answered “Sometimes,” 24 patients answered “Usually,” and 42 patients answered “Always.” With an n=110, thirty-eight percent of patients felt they “Always” had the ability to choose their provider.



PCMH 3

3 patients answered “Never,” 6 patients answered “Sometimes,” 21 patients answered “Usually,” and 83 patients answered “Always.” With an n=113, seventy-three percent of patients felt they were “Always” with good advice and treatment by

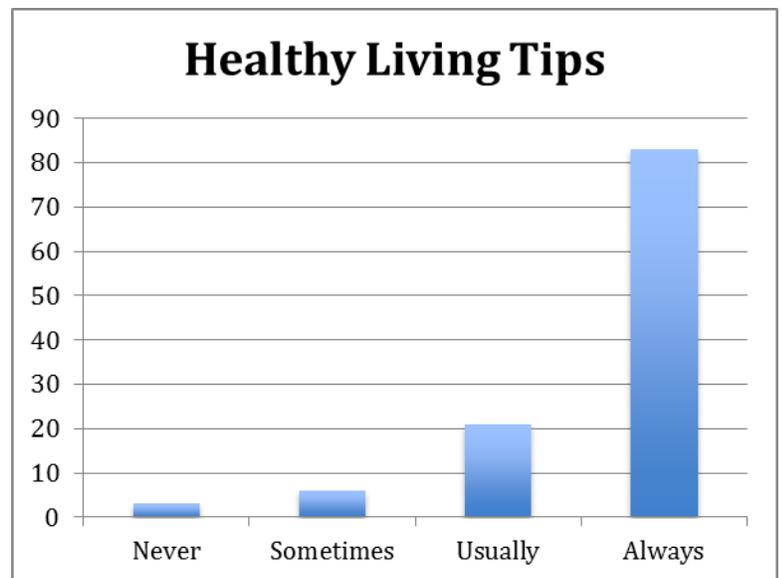
there provider. 4 patients answered “Never,” 6 patients answered “Sometimes,” 22 patients answered “Usually,” and 80 patients answered “Always.” With an n=112, seventy-one percent of patients felt the provider “Always” explained why a medication was being prescribed prior to it being given to them.

When patients were asked if the provider discusses their medication at every appointment, 4 patients answered “Never,” 14 patients answered “Sometimes,” 24 patients answered “Usually,” and 68 patients answered “Always.” With an n=110, sixty-two percent of patients felt the provider “Always” discussed medication at every appointment. 2 patients answered “Never,” 10 patients answered “Sometimes,” 21 patients answered “Usually,” and 77 patients answered “Always.” With an n=110, seventy percent of patients felt the provider “Always” listened to any concerns they had regarding taking a prescribed medication.

PCMH 4

When assessing whether the patients felt the providers were providing them with

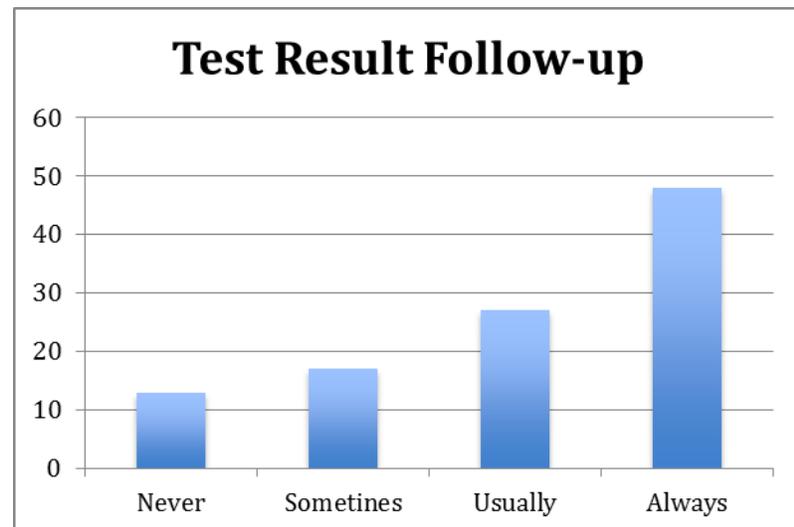
ways to manage their own health, 3 patients answered “Never,” 6 patients answered “Sometimes,” 21 patients answered “Usually,” and 83 patients answered “Always.” With an n=113, seventy-three percent of patients felt the provider “Always” provided them with was to stay healthy and improve their own health. In addition, when patients were asked whether they felt the provider gave them referrals for



support services, 6 patients answered “Never,” 14 patients answered “Sometimes,” 24 patients answered “Usually,” and 68 patients answered “Always.” With an n=110, sixty-two percent of patients felt the provider “Always” provided them with referrals for supports services.

PCHM 5

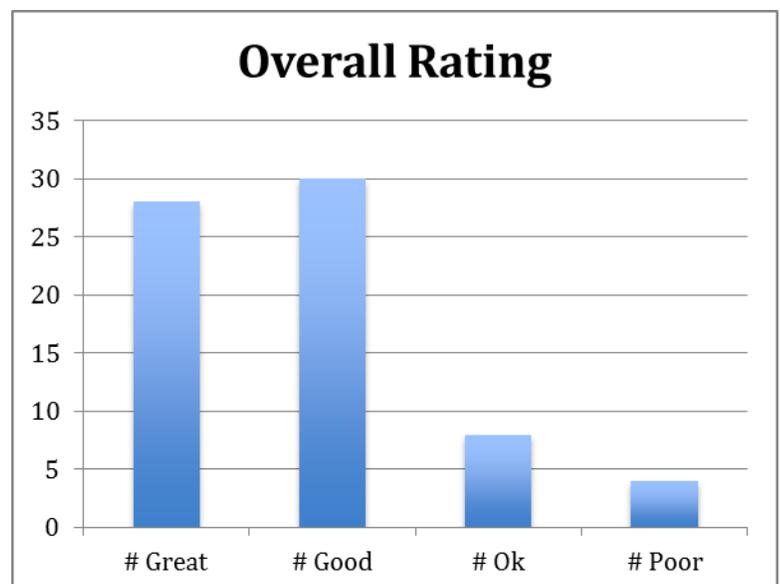
When assessing whether the staff from St. John's Well Child and Family Center followed up on test results, 13 patients answered "Never," 17 patients answered "Sometimes," 27 patients answered "Usually," and 48 patients answered "Always." With an n=105, forty-six of patients felt St. John's Well Child and Family Center staff "Always" followed up on test results.



When asked about whether referrals for specialists were provided, 12 patients answered "Never," 15 patients answered "Sometimes," 27 patients answered "Usually," and 54 patients answered "Always." With an n=108, fifty percent of patients felt the provider "Always" provided them with referral for specialist care.

Source of Care and Overall Rating

Ninety-four percent of patients surveyed indicated that St. John's Well Child and Family Center was their regular source of care. In addition, eighty-three percent of patients gave St. John's Well Child and Family Center a rating of "Good" or "Great." However, there was only a response rate of 60% (n=70) to the question of overall rating.



Conclusion

The patient satisfaction survey allowed me to highlight areas St. John's Well Child and Family Center can target as potential areas of improvement. When interpreting the data, I focused on areas in which patients selected "*Always*" less than 50%. Using this criteria the following areas stood out as potential areas for improvement; ease of getting appointment, test result follow-up, ability to choose provider, and explanation of payments. Aside from the ability to get appointment which may require the hiring of additional providers or changes to the telephone appointment system, many of the areas may be improved possibly with better handouts and explanations of what is available. Furthermore, looking at demographics of the 116 patients surveyed, I found there was a good representation of the patient population on the Board of Directors. However, with 22% of survey being Black/African American, the organization may benefit from including a Black/African American consumer patient representative on the Board of Directors.

St. John's Well Child and Family Center did particularly well in areas such as health education, support referrals, and medication follow-up. This may speak to the dedication of St. John's Well Child and Family Center to chronic illness self-management programs and community outreach. From these results I believe that St. John's Well Child and Family Center is excelling in preventive care, self-management, and community engagement. I believe the focus of improvements should be placed on logistical improvements that would improve access and understanding of services available at St. John's Well Child and Family Center.

References:

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We would like to know how you feel about the services we provide so we can make sure we are meeting your needs. Your responses are directly responsible for improving these services. All responses will be kept confidential and anonymous.

Thank you for your time.

Please circle how well you think we are doing in the following areas:	Never 1	Some Times 2	Usually 3	Always 4
Ease of getting care:				
Easy to get an appointment	1	2	3	4
Can get same day appointments	1	2	3	4
Calls are returned within 24 hours	1	2	3	4
Clinic locations are easy to get to	1	2	3	4
Waiting/Test Results:				
Wait less than 15 minutes in waiting room	1	2	3	4
Wait less than 15 minutes in exam room	1	2	3	4
Does someone follow-up with test results	1	2	3	4
Staff:				
Provider: (Physician, Dentist, Physician Assistant, Nurse Practitioner)				
Can choose the provider you see	1	2	3	4
Provider listens to your concerns	1	2	3	4
Provider takes enough time with you	1	2	3	4
Provider gives you good advice and treatment	1	2	3	4
Provider tells you ways to stay healthy and improve your own health	1	2	3	4
Provider provides referrals for specialists (surgeons, heart doctors, skin doctors, etc.)	1	2	3	4
Provider provides referrals for support services	1	2	3	4
Provider asks if you got services at next appointment	1	2	3	4

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Please circle how well you think we are doing in the following areas:	Never 1	Some Times 2	Usually 3	Always 4
Nurses and Medical Assistants:				
Friendly and helpful to you	1	2	3	4
Answers your questions	1	2	3	4
Medications: (If you have a prescription with SJWCFC)				
Provider explains why you are being prescribed a medication before it is given to you	1	2	3	4
Provider discusses your medications at every appointment	1	2	3	4
Provider listens to any concerns you have about taking a prescribed medication	1	2	3	4
Payment:				
Explains what you pay	1	2	3	4
Facility:				
Neat and clean building	1	2	3	4
Feel comfortable and safe while waiting	1	2	3	4
Confidentiality:				
Keeps my personal information private	1	2	3	4
Overall rating of St. John's Well Child and Family Center	Poor	Ok	Good	Great
How many times have you been to the clinic?	1st time	2 to 5 times	6 times or more	
Did you have an appointment today?	YES	NO		
Do you consider this center your regular source of care?	YES	NO		

Your Age: _____

Your Race/Ethnicity:

- ___ Asian
- ___ Pacific Islander
- ___ Black/African American
- ___ American Indian/Alaska Native
- ___ White (Not Hispanic or Latino)
- ___ Hispanic or Latino (All Races)
- ___ Multiracial
- ___ Other
- ___ Unknown

Your Sex:

Male _____

Female _____

-- Thank you for completing our Survey --



Nos gustaría saber cómo se siente sobre los servicios que ofrecemos para que podemos estar seguros que estamos satisfaciendo sus necesidades. Sus respuestas son directamente responsables de mejorar estos servicios. Todas las respuestas se mantendrán confidenciales y anónimas.

Gracias por su tiempo y ayuda.

Por favor circule lo bien que usted piensa que estamos haciendo en las siguientes áreas:	Nunca 1	A veces 2	Usualmente 3	Siempre 4
La facilidad de obtener atención médica:				
Fáciles de conseguir una cita	1	2	3	4
Puede obtener citas para el mismo día	1	2	3	4
Llamadas son devueltas dentro de 24 horas	1	2	3	4
Es fácil para llegar a las clínicas	1	2	3	4
La espera/resultados:				
Esperar menos de 15 minutos en la sala de espera	1	2	3	4
Esperar menos de 15 minutos en el cuarto de examen	1	2	3	4
¿alguien le da los resultados de pruebas?	1	2	3	4
Personal:				
Proveedor: (médico, dentista, médico asistente, médico de la enfermera)				
Puede elegir el proveedor que ve	1	2	3	4
Escucha sus preocupaciones	1	2	3	4
Lleva suficiente tiempo con usted	1	2	3	4
Le da buenos consejos y tratamiento	1	2	3	4
Le indica formas de mantenerse saludable y mejorar su salud	1	2	3	4
Proveer referidos para especialistas (cirujanos, médicos de corazón, los médicos de la piel, etc.)	1	2	3	4
Proveer referencias para servicios de apoyo	1	2	3	4
Pregunta si tienes servicios en próxima cita	1	2	3	4

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Por favor circule lo bien que usted piensa que estamos haciendo en las siguientes áreas:	Nunca	A veces	Usualmente	Siempre
	1	2	3	4
Enfermeras y Los auxiliares médicos:				
Amable y servicial a usted	1	2	3	4
Contestan sus preguntas	1	2	3	4
Medicaciones: (Si usted tiene una prescripción con SJWCFC)				
Proveedor explica por qué le prescriben un medicamento antes que se lo dan	1	2	3	4
Doctor discute sus medicamentos en cada cita	1	2	3	4
Doctor escucha cualquier preocupación que tenga sobre los medicamentos que toma	1	2	3	4
Pago:				
Explica lo que usted pague	1	2	3	4
Edificio:				
Edificio limpio y cuidado	1	2	3	4
Se sienta cómodo y seguro mientras se espera	1	2	3	4
La confidencialidad:				
Mantiene mi información personal privada	1	2	3	4
Grado total de St. John's Well Child and Family Center	Pobre	Ok	Bueno	Grande
¿Cuántas veces usted ha sido a la clínica?	1ra vez	2 a 5 veces	6 veces o más	
¿Usted tiene una cita hoy?	Sí	No		
¿Usted considera este centro su fuente regular de cuidado?	Sí	No		

Su edad: _____

Su raza / origen étnico: ___ Asian
 ___ Pacific Islander
 ___ Black/African American
 ___ American Indian/Alaska Native
 ___ White (Not Hispanic or Latino)
 ___ Hispanic or Latino (Todas las razas)
 ___ Multiracial
 ___ Other
 ___ Unknown

Su sexo:

Hombre _____

Mujer _____

-- Gracias por terminar nuestra encuesta --