**Pleasant Hill Pediatrics**

**22 Pleasant Street**

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**Standard 6: Performance Measurement and Quality Improvement**

**Element C: Measure Patient/Family Experience**

**Factor 1 & 3: Conducts a survey to evaluate patient experience and obtains feedback on experiences of vulnerable patient group**

**Implemented: May 9, 2016**

**Policy**

Pleasant Hill Pediatrics strives to improve the quality and experience of our patients’ and families’ care. Our office measures the performance of our office’s patient experience and care by utilizing a patient survey that we re-evaluate on a yearly basis.

**Process**

To carry out quality monitoring, the practice measures performance on a variety of measures. These measures include patient/family experience. Upon checking in for a scheduled appointment, the patient was handed a survey to complete. The practice surveyed all patients seen in a two week period. The practice surveyed a vulnerable population. We determined our vulnerable population to be our patients that have a state provided insurance policy. We identified these patients with a red S on the back of the survey.

**Please see attached document with full results of the MHQP Patient Experience Survey. This survey is done annually, is aligned with the CAHPS Patient Centered Medical Home Survey , is provider non- specific and represents the entire practice.**

**Please see below survey given to patients coming into Pleasant Hill Pediatrics for a scheduled visit. 6C1- PATIENT EXPERIENCE SURVEY**



**COMMUNICATION**

**SELF MGMT SUPPORT**

**CARE COORDINATION**

**ACCESS**

**SURVEY RESULTS ALL PATIENTS**

**Patient Experience Survey Results**

 **Survey May 9- May 23, 2016 Survey Jan 9- Jan 23, 2017**

|  |  |  |  |
| --- | --- | --- | --- |
| **ALL PATIENTS** | **YES**  | **NO**  | **NEGATIVE %** |
|  |  |   |   |
|  ***ACCESS*** |  |  |  |
| **1. PREFERRED PHYSICIAN** | **88** | **0** | **0.00%** |
| **2. ALL CONCERNS ADDRESSED** | **80** | **8** | **9%** |
| **3.URGENT CARE ON SUNDAY** | **67** | **21** | **24%** |
| ***COMMUNICATION*** |  |   |   |
| **1. UNDERSTAND ANSWERS TO QUESTIONS** | **83** | **5** | **6%** |
| ***CARE COORDINATION*** |  |   |   |
| **1.NOTIFIED OF ANY RESULTS**  | **17** | **70** | **80%** |
| ***SELF MGMT SUPPORT*** |  |   |   |
| **1. GIVEN ADVICE** | **78** | **10** | **11%** |

|  |  |  |  |
| --- | --- | --- | --- |
| **ALL PATIENTS** | **YES**  | **NO**  | **NEGATIVE %** |
|  |  |   |   |
| ***ACCESS*** |  |  |  |
| **1. PREFERRED PHYSICIAN** | **126** | **6** | **5%** |
| **2. ALL CONCERNS ADDRESSED** | **131** | **1** | **1%** |
| **3.URGENT CARE ON SUNDAY** | **112** | **20** | **15%** |
| ***COMMUNICATION*** |  |   |   |
| **1. UNDERSTAND ANSWERS TO QUESTIONS** | **132** | **0** | **0%** |
| ***CARE COORDINATION*** |  |   |   |
| **1.NOTIFIED OF ANY RESULTS**  | **35** | **97** | **73%** |
| ***SELF MGMT SUPPORT*** |  |   |   |
| **1. GIVEN ADVICE** | **129** | **3** | **2%** |

\***Response of “NO, N/A, or DID NOT ANSWER on the Patient Experience Survey is considered to be a negative response to the question."**

**SURVEY RESULTS**

**6C3 Patient Experience Survey Results – VULNERABLE PATIENTS**

 **Survey May 9- May 23, 2016 Survey Jan 9- Jan 23, 2017**

|  |  |  |  |
| --- | --- | --- | --- |
| **VULNERABLE PATIENTS** | **YES**  | **NO**  | **NEGATIVE %** |
|  |  |   |   |
| ***ACCESS*** |  |  |  |
| **1. PREFERRED PHYSICIAN** | **19** |  **0** | **0%** |
| **2. ALL CONCERNS ADDRESSED** | **19** |  | **0%** |
| **3.URGENT CARE ON SUNDAY** | **13** | **6** | **32%** |
| ***COMMUNICATION*** |  |   |   |
| **1. UNDERSTAND ANSWERS TO QUESTIONS** | **18** | **1** | **5%** |
| ***CARE COORDINATION*** |  |   |   |
| **1.NOTIFIED OF ANY RESULTS**  | **1** | **18** | **95%** |
| ***SELF MGMT SUPPORT*** |  |   |   |
| **1. GIVEN ADVICE** | **17** | **2** | **11%** |

|  |  |  |  |
| --- | --- | --- | --- |
| **VULNERABLE PATIENTS** | **YES**  | **NO**  | **NEGATIVE %** |
|  |  |  |  |
| ***ACCESS*** |  |  |  |
| **1. PREFERRED PHYSICIAN** | **36** | **1** | **3%** |
| **2. ALL CONCERNS ADDRESSED** | **37** | **0** | **0%** |
| **3.URGENT CARE ON SUNDAY** | **30** | **7** | **19%** |
| ***COMMUNICATION*** |  |  |  |
| **1. UNDERSTAND ANSWERS TO QUESTIONS** | **37** | **0** | **0%** |
| ***CARE COORDINATION*** |  |  |  |
| **1.NOTIFIED OF ANY RESULTS**  | **8** | **29** | **78%** |
| ***SELF MGMT SUPPORT*** |  |  |  |
| **1. GIVEN ADVICE** | **36** | **1** | **3%** |

\***Response of “NO, N/A, or DID NOT ANSWER on the Patient Experience Survey is considered to be a negative response to the question."**