



2021 PCMH+ PCPCM Survey
Person-Centered Primary Care Measure
Hartford Healthcare Medical Group

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Project Overview

- The State of Connecticut Department of Social Services (The Department) commissioned GreatBlue Research to conduct the 2021 PCMH+ Person-Centered Primary Care Measure (PCPCM) Survey with Provider Services utilizing telephonic and digital survey methodologies from September 9, 2021 to December 6, 2021. The sample universe consisted of adults and children enrolled in the HUSKY Health Program who were contacted in efforts to complete 5,838 surveys.
- The 2021 PCMH+ PCPCM Member Survey with Provider Services included the following areas of investigation:
 - PCMH+ Member satisfaction with Primary Care experience
 - Health care over the last 12 months
 - Member demographic information
- The primary goals of the research were to build an understanding of member opinions and perceptions as they pertain to care received from their Primary Care Provider, and enable Community Health Network of CT, Inc. (“CHNCT”) to identify near-term opportunities for improvement of Member Satisfaction with Provider Services.
- GreatBlue Research utilized the Person-Centered Primary Care Measure, or PCPCM, developed by the Larry A. Green Center, in order to achieve these goals. The PCPCM is a survey of primary care quality that focuses on the patient’s access to care, relationship with the physician, and ability to reach health outcome goals.
- Upon receipt of the survey instrument and a random sample list of members, GreatBlue call center and senior staff completed all remaining facets of the 2021 PCMH+ PCPCM Member Satisfaction Survey with Provider Services. These tasks included the following: survey programming, researcher training, survey pre-testing, full-scale fielding (telephone calls and digital collection), coding, data entry, editing, validation, verification, computer analysis, analysis and report writing.

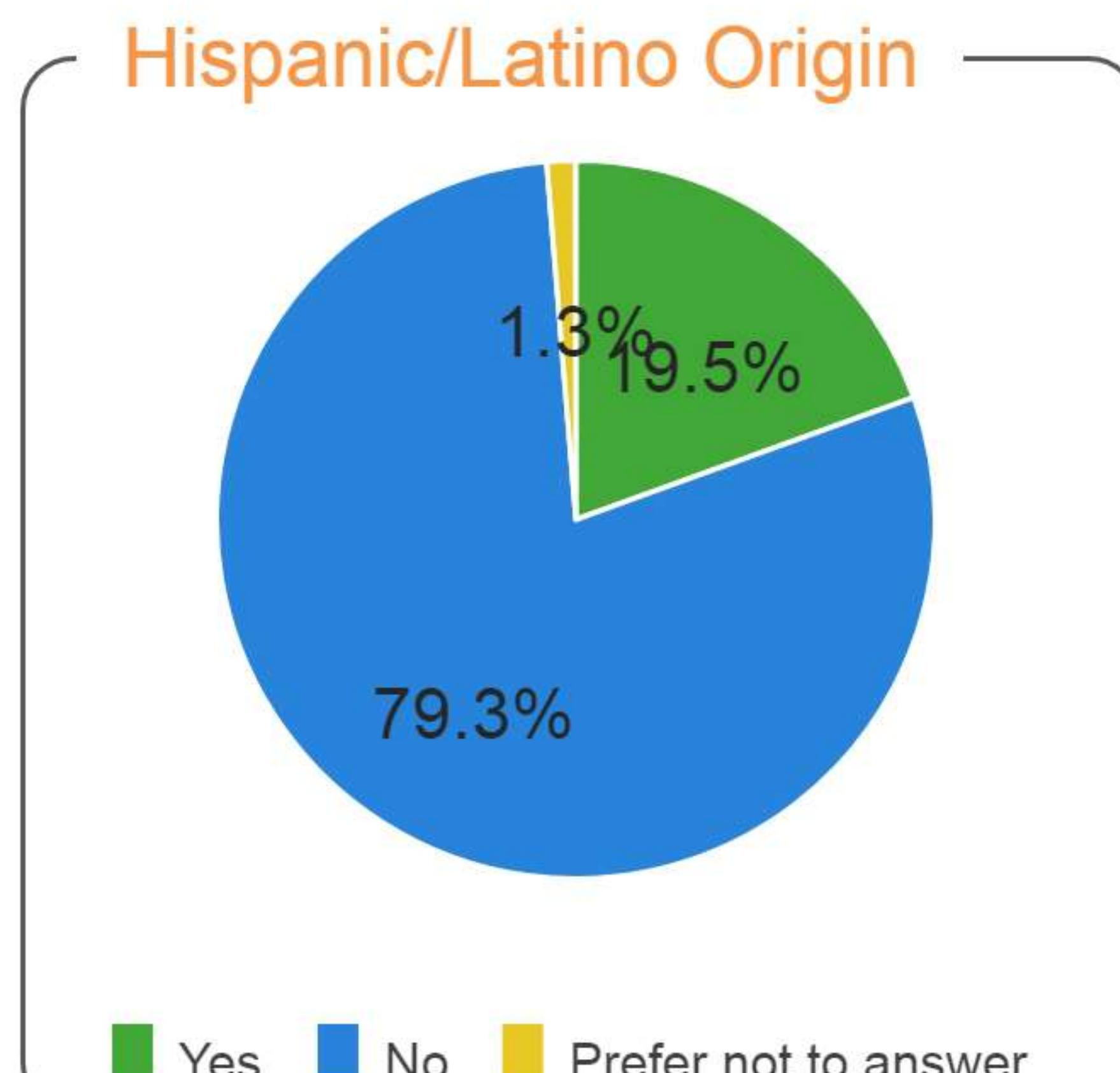
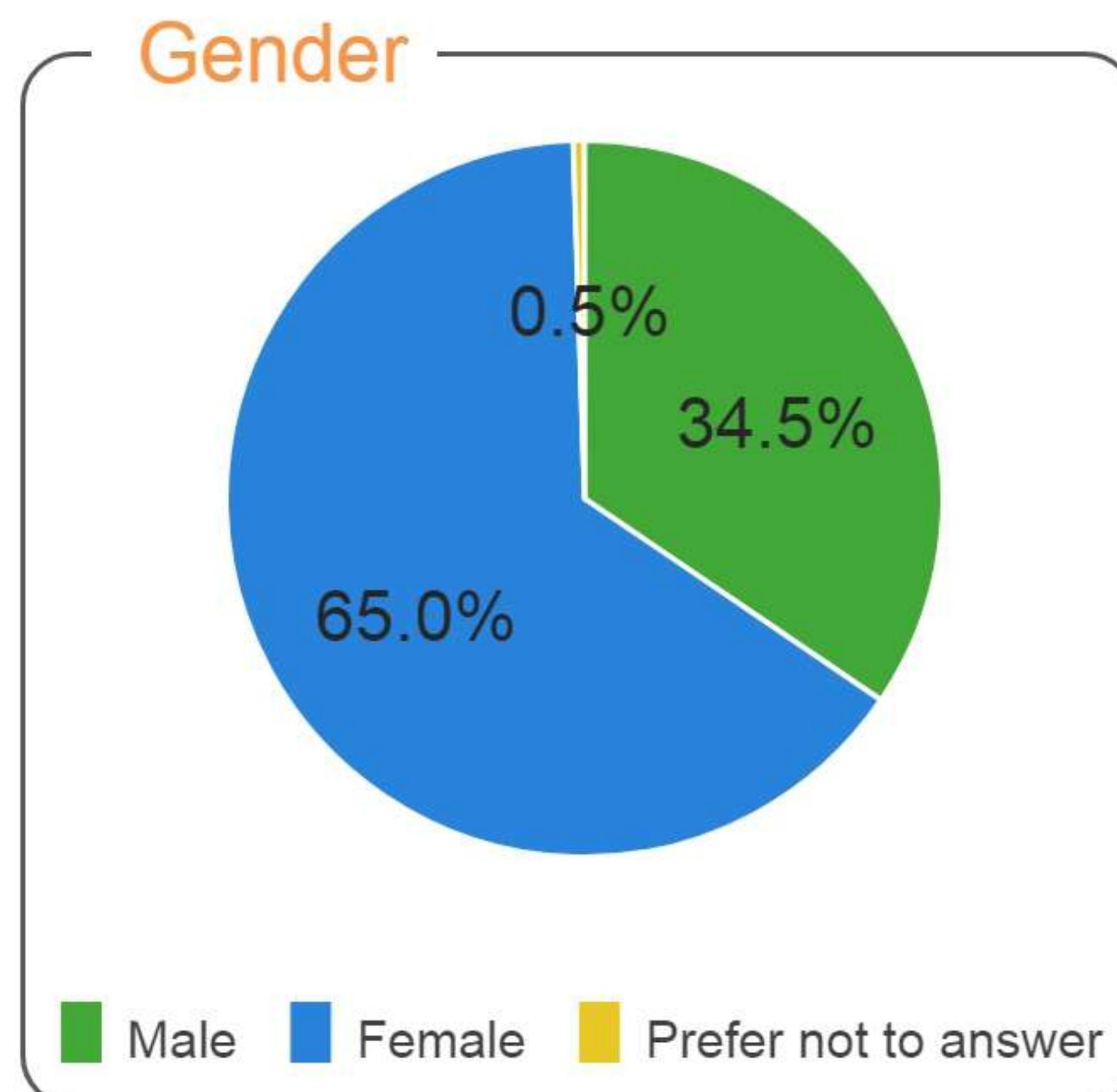
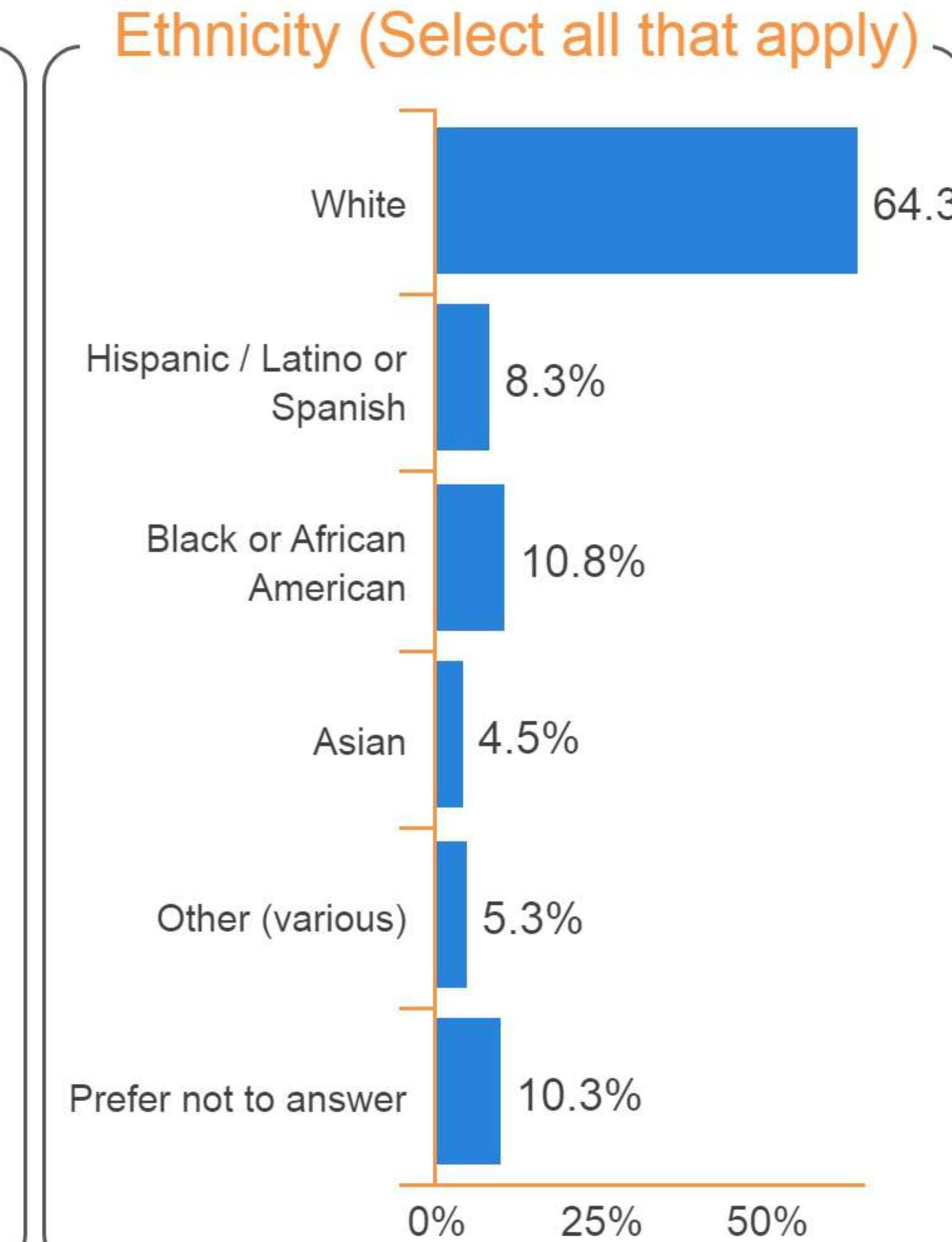
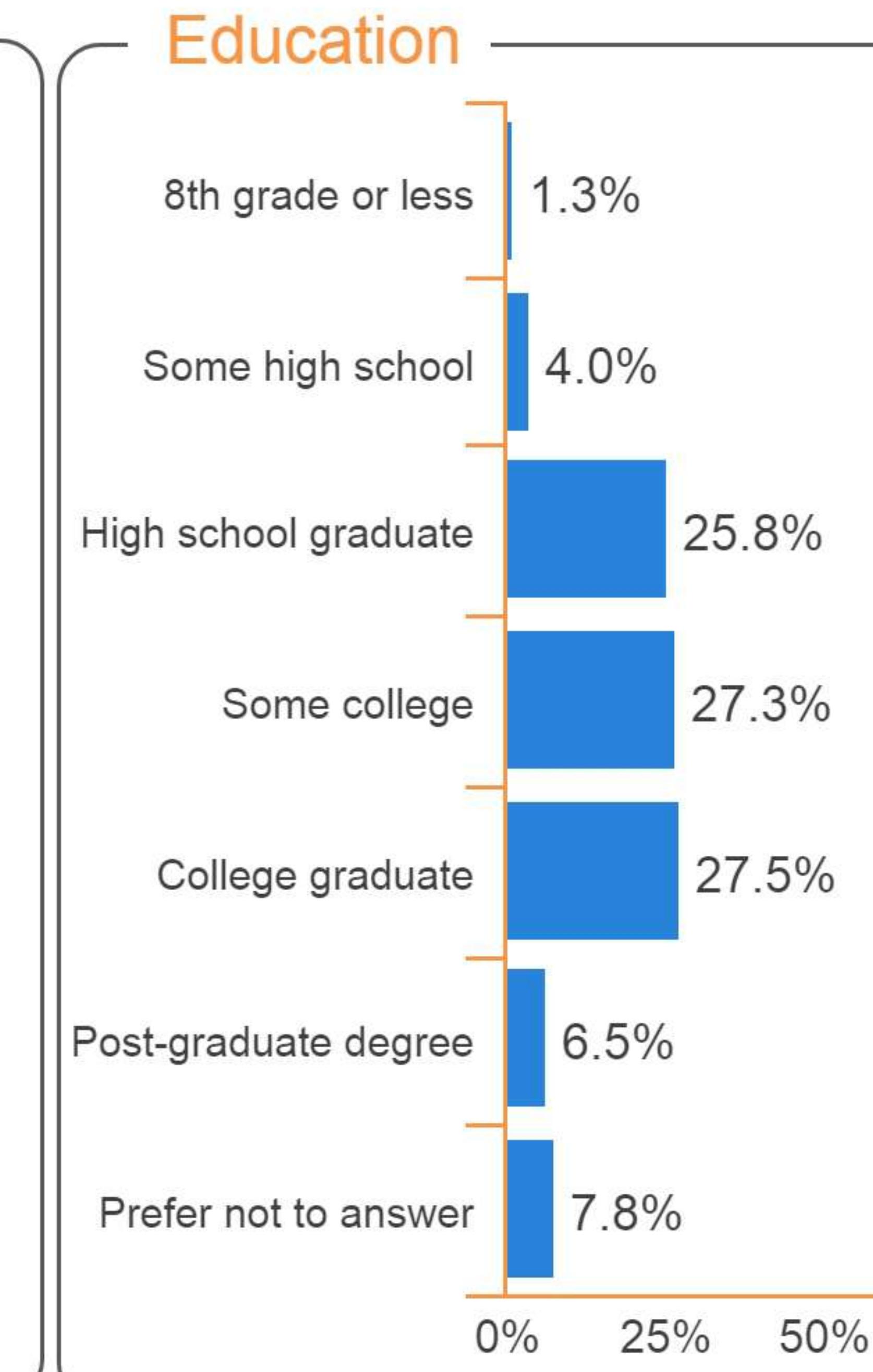
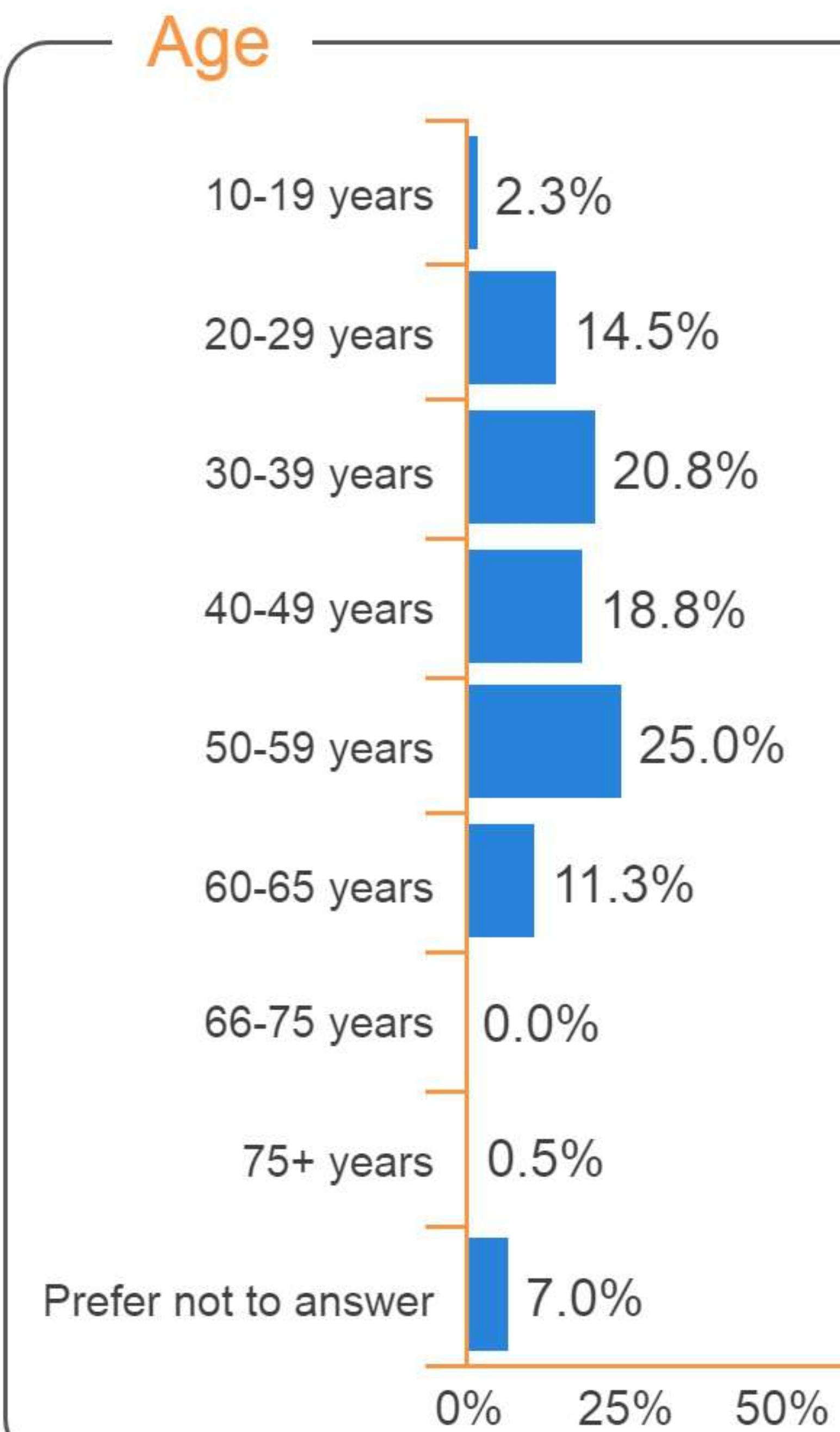
Research Methodology Snapshot - Adult

Methodology Telephone / Digital	No. of Completes 400	No. of Questions 20*	Incentive None	Sample Provided by CHNCT
Target HUSKY Members attributed to Hartford Healthcare Medical Group	Quality Assurance Dual-level**	Margin of Error +/- 4.8%	Confidence Level 95%	Research Dates Sept 9 - Dec 6, 2021

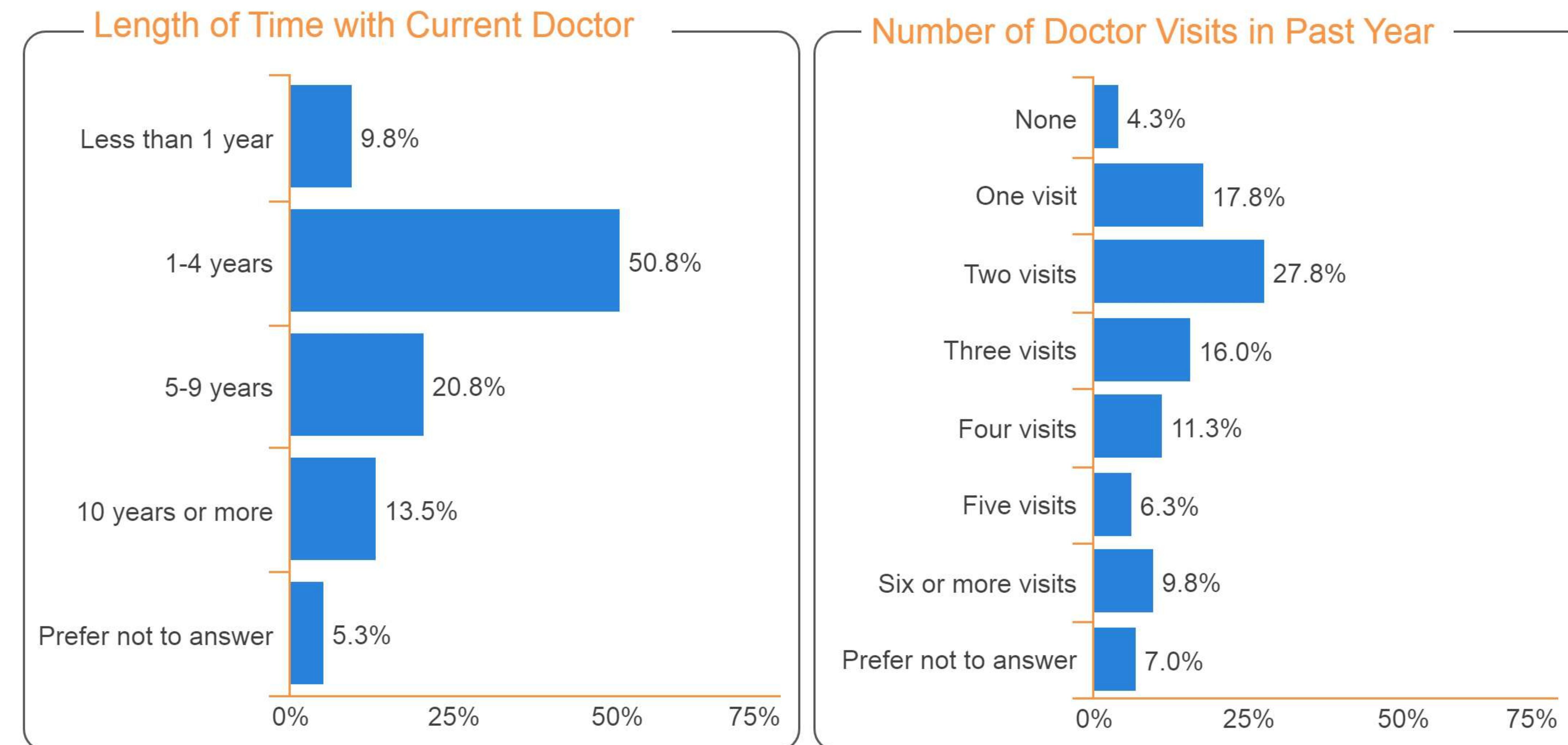
* This represents the total possible number of questions; not all respondents will answer all questions based on skip patterns and other instrument bias.

** Supervisory personnel, in addition to computer-aided interviewing platform, ensure the integrity of the data is accurate.

Respondent Demographics - Adult



Respondent Demographics - Adult



Research Methodology Snapshot - Child

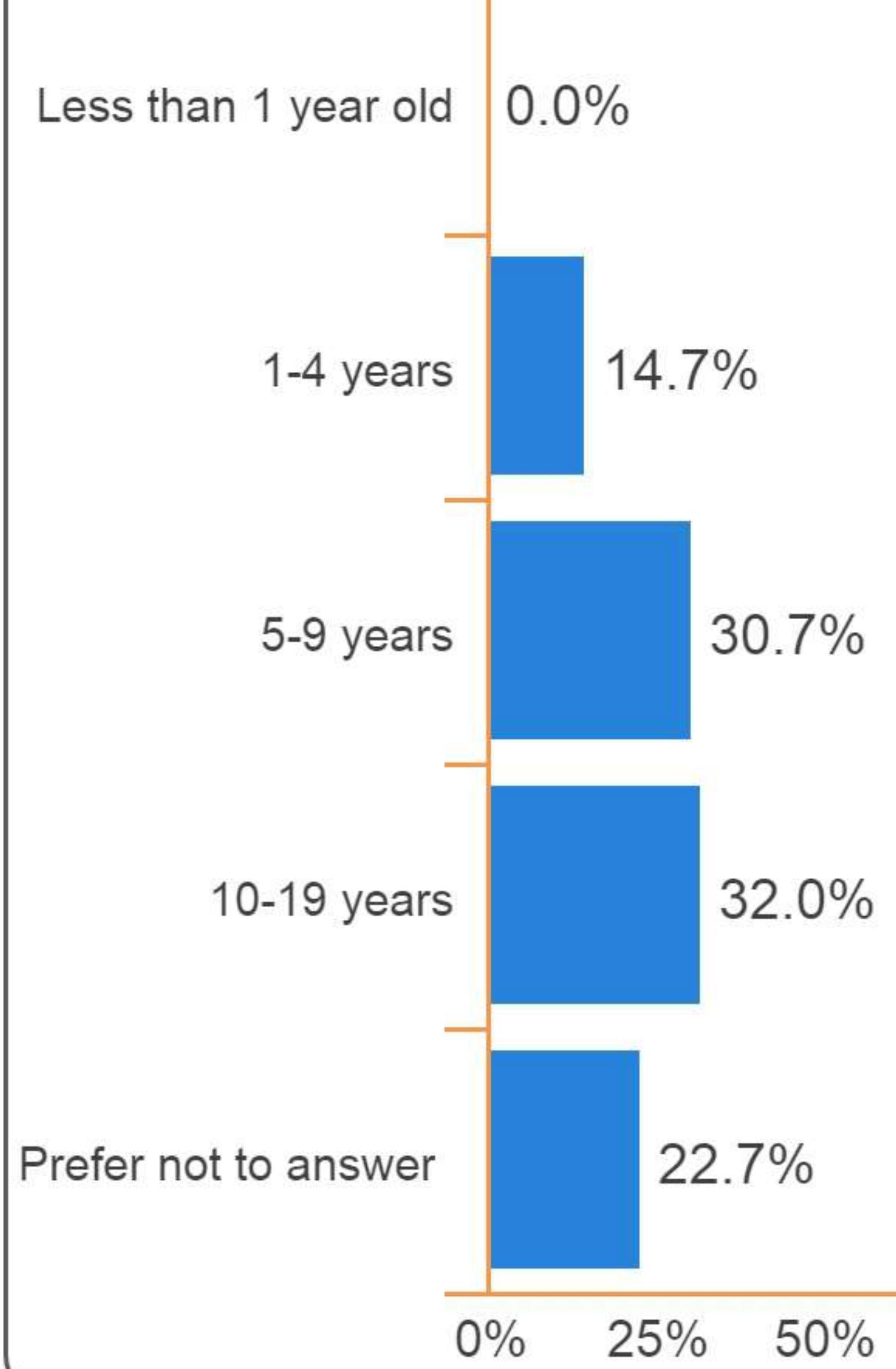
Methodology	No. of Completes	No. of Questions	Incentive	Sample
Telephone / Digital	75	20*	None	Provided by CHNCT
Target	Quality Assurance	Margin of Error	Confidence Level	Research Dates
HUSKY Members attributed to Hartford Healthcare Medical Group	Dual-level**	+/- 11.1%	95%	Sept 9 - Dec 6, 2021

* This represents the total possible number of questions; not all respondents will answer all questions based on skip patterns and other instrument bias.

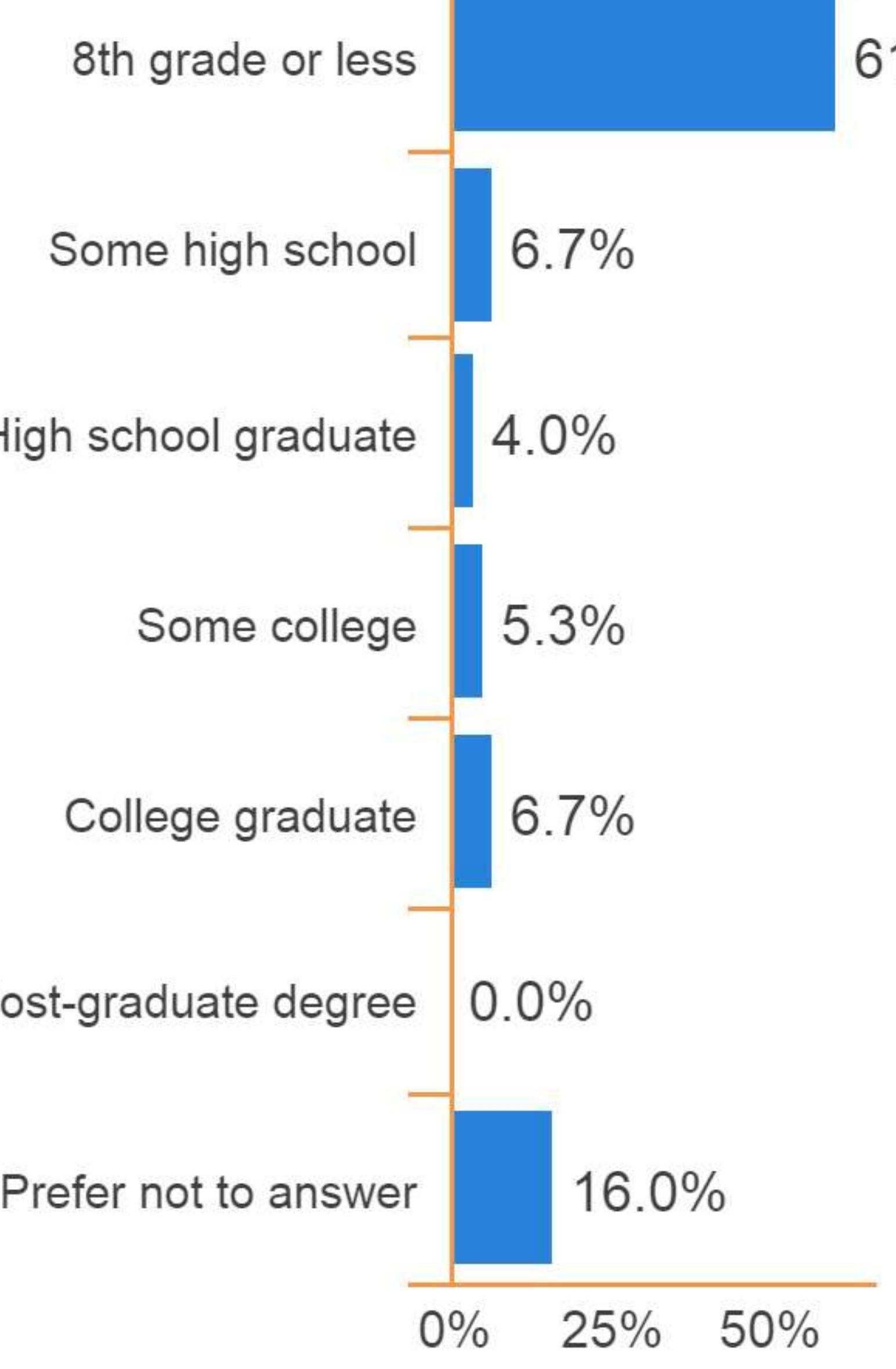
** Supervisory personnel, in addition to computer-aided interviewing platform, ensure the integrity of the data is accurate.

Respondent Demographics - Child

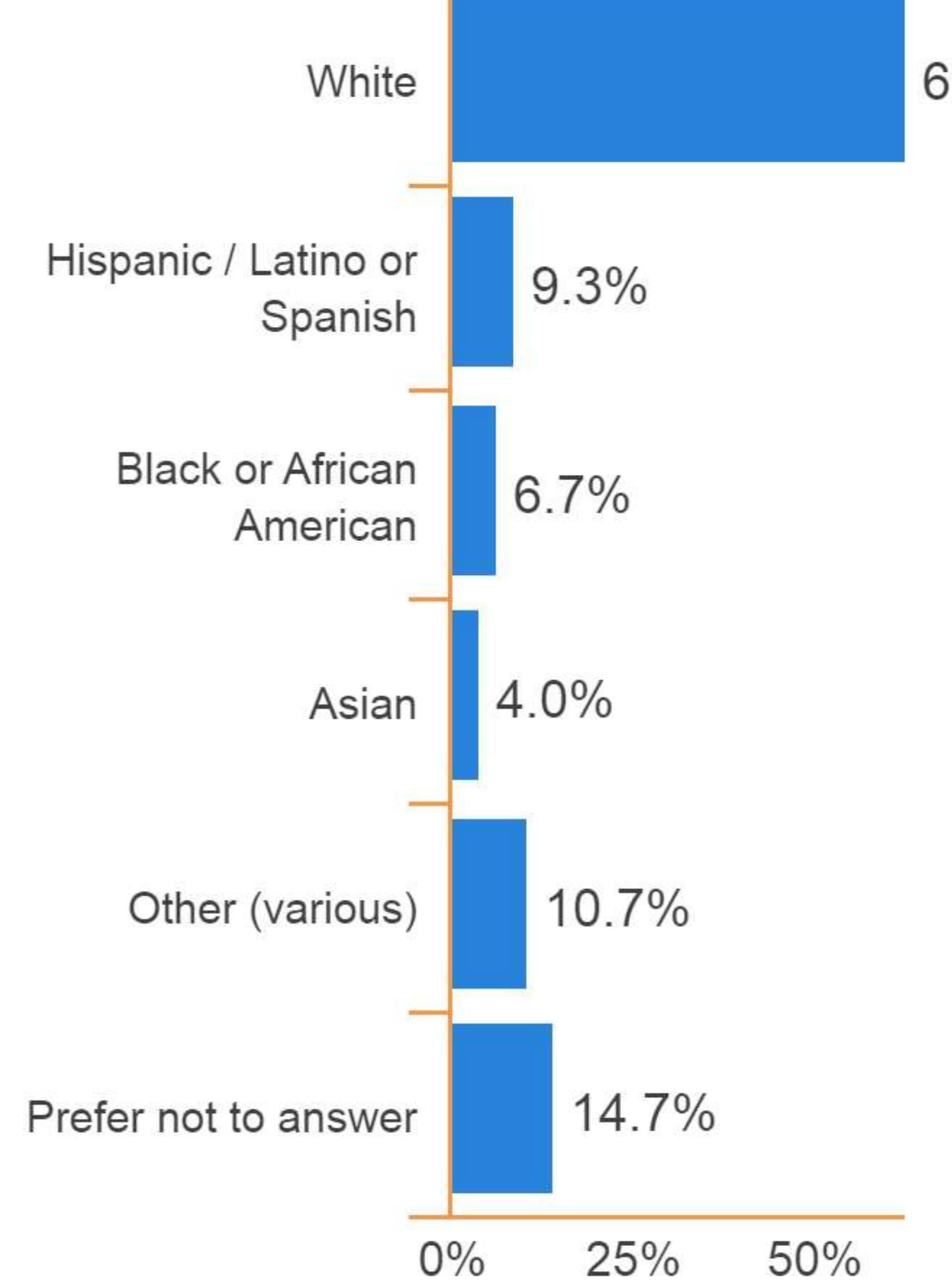
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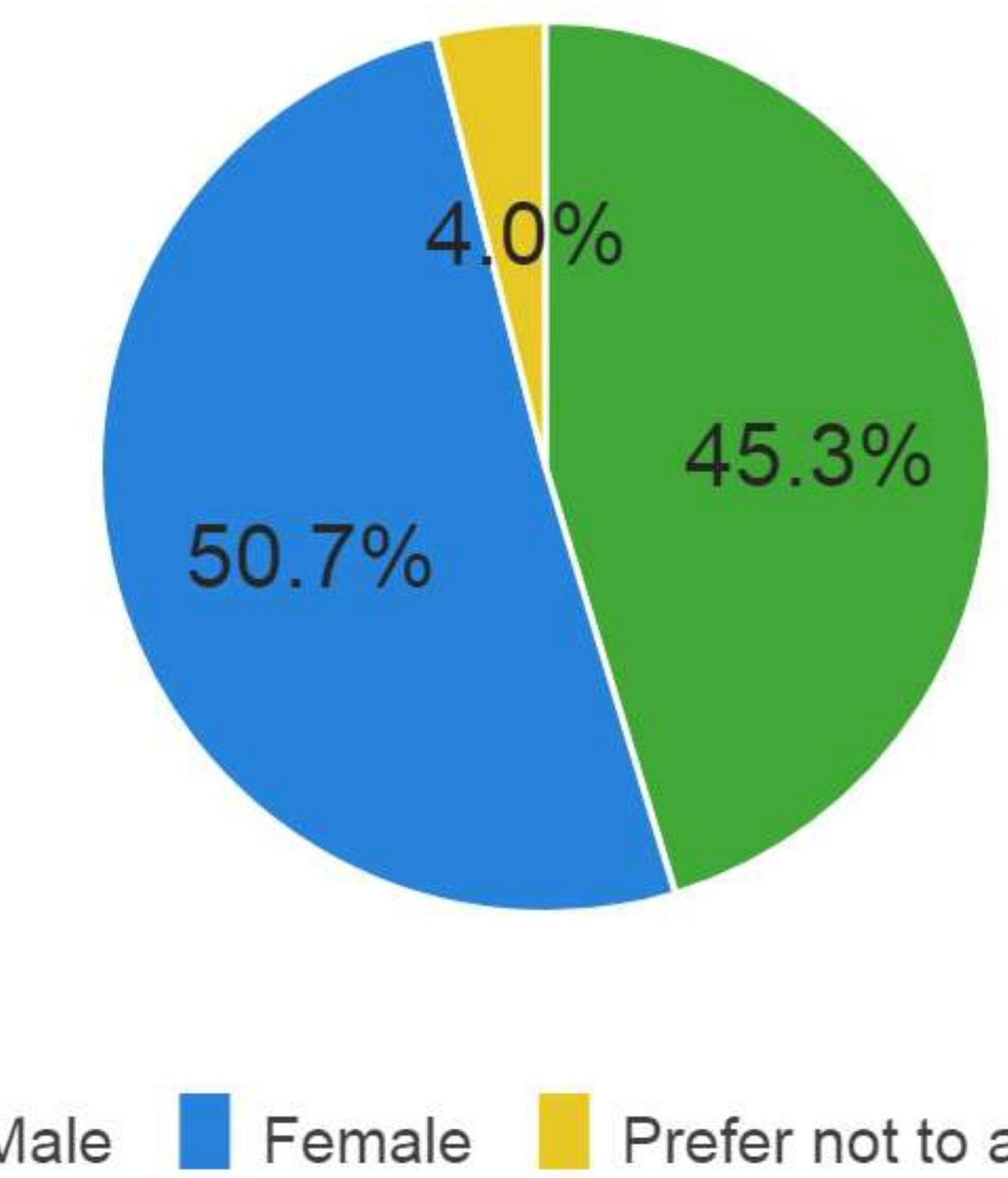
Education



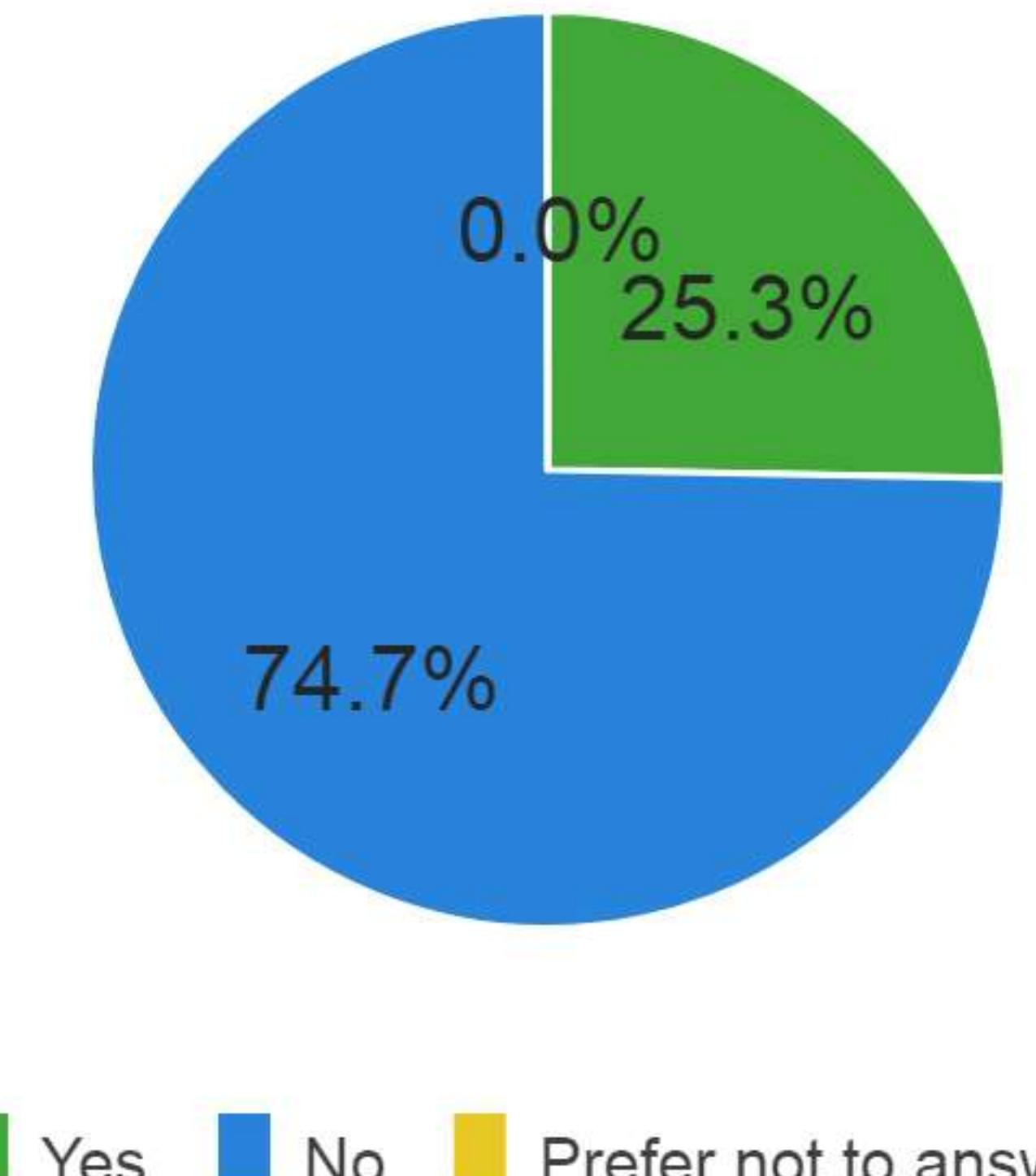
Ethnicity (Select all that apply)



Gender



Hispanic/Latino Origin



Respondent Demographics - Child

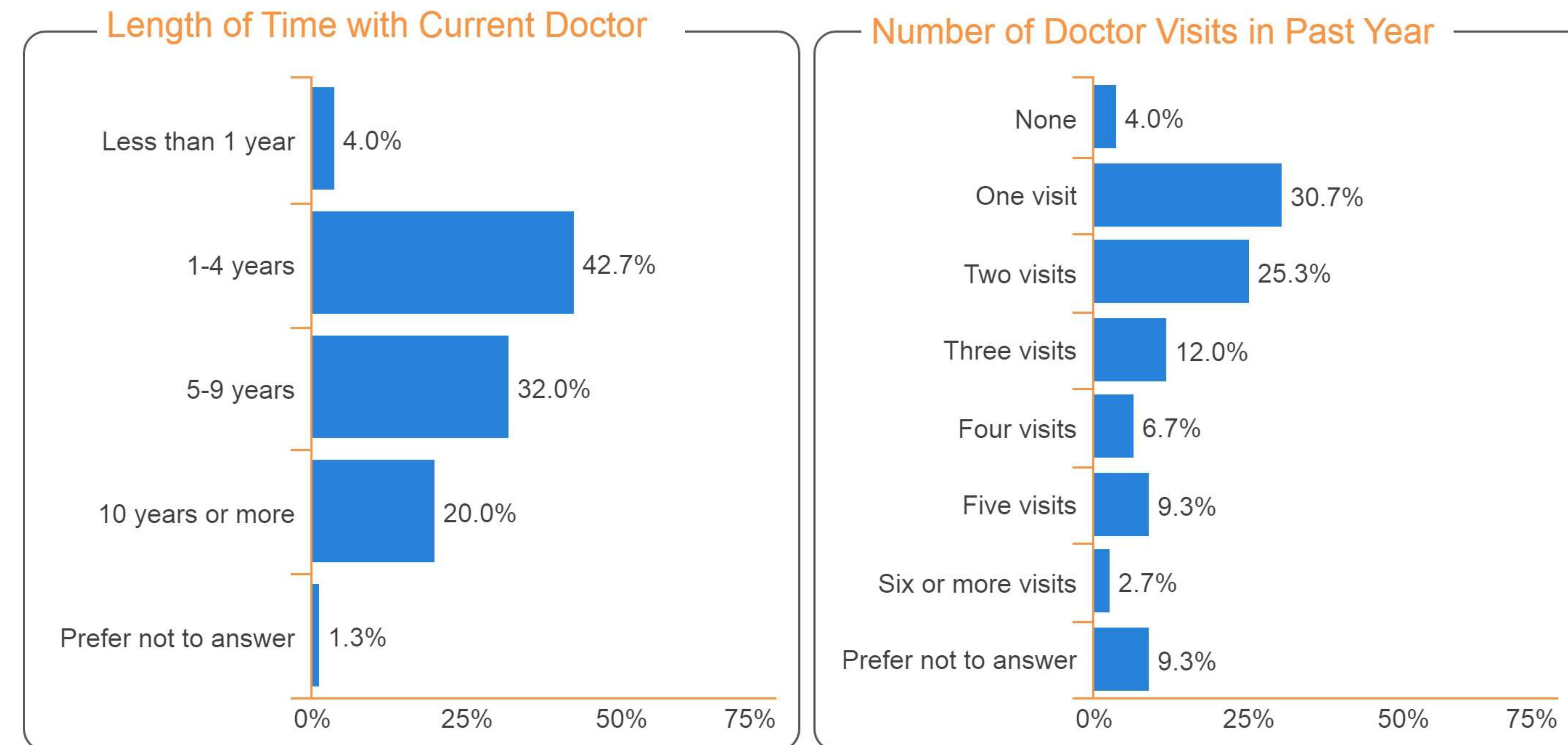


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Demographic Segmentation (Child)

EXHIBITS

Aggregate Data (Provided Separately)

Key Study Findings - Adult

- Adult survey respondents attributed to Hartford Healthcare Medical Group provided higher ratings for eight (8) of eleven (11) characteristics rated in the PCPCM survey as compared to the adult composite, resulting in an overall average score of 83.2%.
- The highest rated characteristic among Hartford Healthcare Medical Group respondents was recorded for “my practice is able to provide most of my care” (92.8%), while the lowest rated characteristic was “my doctor and I have been through a lot together” (63.3%).
- Adult survey respondents ages 75+ (100.0%) provided the highest overall average rating, while respondents ages 50-59 provided the lowest average rating (79.2%).
- Men (86.0%) provided a higher average rating as compared to women (81.6%).
- Those respondents identifying as Hispanic (86.2%) provided the highest overall average rating, while those respondents identifying as an “other” ethnicity provided the lowest average rating (79.2%).

Key Study Findings - Adult

- Survey respondents with an education level of 8th grade or less (92.7%) provided the highest overall average rating, while respondents with a post-graduate degree provided the lowest average rating (75.5%).
- Adult survey respondents who have been with Hartford Healthcare Medical Group for 10 years or more (90.4%) provided the highest overall average rating, while respondents who have been with Hartford Healthcare Medical Group for less than 1 year provided the lowest average rating (76.7%).
- Adult survey respondents with four (4) visits to Hartford Healthcare Medical Group within the past year (91.3%) provided the highest overall average rating, while respondents who have not seen their medical provider within the past year provided the lowest average rating (73.3%).

Key Study Findings - Child

- Child survey respondents attributed to Hartford Healthcare Medical Group provided higher ratings for all eleven (11) characteristics rated in the PCPCM survey as compared to the child composite, resulting in an overall average score of 92.4%.
- Four (4) of eleven (11) characteristics achieved a 97.3% rating, while the lowest rated characteristic was “my doctor and I have been through a lot together” (80.0%).
- Hartford Healthcare Medical Group child respondents 10-19 years old (95.8%) provided the highest overall average rating, while respondents 1-4 years old provided the lowest average rating (86.8%).
- Boys attributed to Hartford Healthcare Medical Group (93.3%) provided a slightly higher average rating as compared to girls (92.1%).
- Hispanic respondents (98.7%) provided the highest overall average rating, while Caucasian respondents provided the lowest average rating (93.6%).

Key Study Findings - Child

- Child survey respondents who have been with Hartford Healthcare Medical Group for 10 years or more (95.8%) provided the highest overall average rating, while respondents who have been with Hartford Healthcare Medical Group for 1-4 years provided the lowest average rating (89.8%).
- Child survey respondents with six (6) or more visits to Hartford Healthcare Medical Group within the past year (100.0%) provided the highest overall average rating, while respondents who have not visited their medical provider within the past year provided the lowest average rating (87.9%).

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Demographic Segmentation (Child)

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Aggregate Data (Provided Separately)

Adult Primary Care Experience

Adult survey respondents attributed to Hartford Healthcare Medical Group provided higher ratings for eight (8) of eleven (11) characteristics rated in the PCPCM survey as compared to the adult composite, resulting in an overall average score of 83.2%. The highest rated characteristic among Hartford Healthcare Medical Group respondents was recorded for “my practice is able to provide most of my care” (92.8%), while the lowest rated characteristic was “my doctor and I have been through a lot together” (63.3%).



How would you assess your primary care experience?

	Composite Total Definitely or Mostly	Provider Total Definitely or Mostly	Definitely	Mostly	Somewhat	Not at all
My practice is able to provide most of my care.	89.0%	92.8%	72.8%	20.0%	4.5%	2.8%
In caring for me, my doctor considers all factors that affect my health.	89.0%	91.5%	78.3%	13.3%	7.0%	1.5%
My practice makes it easy for me to get care.	88.3%	91.3%	74.3%	17.0%	6.8%	2.0%
Over time, my practice helps me to stay healthy.	87.4%	89.0%	72.3%	16.8%	7.8%	3.3%
My practice coordinates the care I get from multiple places.	82.6%	87.3%	70.0%	17.3%	7.3%	5.5%
Over time, my practice helps me to meet my goals.	85.5%	85.3%	69.0%	16.3%	9.8%	5.0%
My doctor or practice knows me as a person.	79.8%	82.5%	66.3%	16.3%	12.5%	5.0%
The care I get takes into account the knowledge of my family.	79.7%	80.8%	65.3%	15.5%	11.3%	8.0%
My doctor or practice stands up for me.	79.8%	80.0%	64.8%	15.3%	15.0%	5.0%
The care I get in this practice is informed by knowledge of my community.	74.3%	71.8%	54.3%	17.5%	14.8%	13.5%
My doctor and I have been through a lot together.	64.6%	63.3%	51.5%	11.8%	20.5%	16.3%
Average	81.8%	83.2%	67.1%	16.1%	10.6%	6.2%

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Demographic Segmentation (Child)

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Aggregate Data (Provided Separately)

Adult Primary Care Experience :: By Age



How would you assess your primary care experience? (Total "definitely" or "mostly")

	Provider Composite	10-19 years	20-29 years	30-39 years	40-49 years	50-59 years	60-65 years	66-75 years	75+ years
N-value	400	9	58	83	75	100	45	0	2
My practice makes it easy for me to get care.	91.3%	88.9%	89.7%	89.2%	94.7%	87.0%	97.8%	-	100.0%
My practice is able to provide most of my care.	92.8%	88.9%	89.7%	91.6%	97.3%	89.0%	97.8%	-	100.0%
In caring for me, my doctor considers all factors that affect my health.	91.5%	88.9%	91.4%	94.0%	90.7%	88.0%	93.3%	-	100.0%
My practice coordinates the care I get from multiple places.	87.3%	88.9%	84.5%	85.5%	93.3%	82.0%	91.1%	-	100.0%
My doctor or practice knows me as a person.	82.5%	88.9%	75.9%	79.5%	81.3%	83.0%	86.7%	-	100.0%
My doctor and I have been through a lot together.	63.3%	77.8%	58.6%	57.8%	58.7%	60.0%	71.1%	-	100.0%
My doctor or practice stands up for me.	80.0%	88.9%	74.1%	77.1%	78.7%	75.0%	93.3%	-	100.0%
The care I get takes into account the knowledge of my family.	80.8%	88.9%	86.2%	83.1%	81.3%	72.0%	77.8%	-	100.0%
The care I get in this practice is informed by knowledge of my community.	71.8%	88.9%	75.9%	69.9%	68.0%	64.0%	80.0%	-	100.0%
Over time, my practice helps me to stay healthy.	89.0%	88.9%	84.5%	90.4%	89.3%	86.0%	93.3%	-	100.0%
Over time, my practice helps me to meet my goals.	85.3%	88.9%	79.3%	85.5%	81.3%	85.0%	91.1%	-	100.0%
Average	83.2%	87.9%	80.9%	82.1%	83.2%	79.2%	88.5%	-	100.0%

Adult Primary Care Experience :: By Gender

How would you assess your primary care experience? (Total "definitely" or "mostly")

	Provider Composite	Male	Female
N-value	400	138	260
My practice makes it easy for me to get care.	91.3%	91.3%	91.2%
My practice is able to provide most of my care.	92.8%	92.8%	92.7%
In caring for me, my doctor considers all factors that affect my health.	91.5%	94.2%	90.0%
My practice coordinates the care I get from multiple places.	87.3%	89.1%	86.5%
My doctor or practice knows me as a person.	82.5%	86.2%	80.4%
My doctor and I have been through a lot together.	63.3%	68.1%	60.4%
My doctor or practice stands up for me.	80.0%	85.5%	76.9%
The care I get takes into account the knowledge of my family.	80.8%	81.9%	80.0%
The care I get in this practice is informed by knowledge of my community.	71.8%	76.8%	68.8%
Over time, my practice helps me to stay healthy.	89.0%	90.6%	88.1%
Over time, my practice helps me to meet my goals.	85.3%	89.1%	83.1%
Average	83.2%	86.0%	81.6%

Adult Primary Care Experience :: By Ethnicity



How would you assess your primary care experience? (Total "definitely" or "mostly")

	Provider Composite	White	Hispanic / Latino or Spanish	Black or African American	Asian	Other (various)
N-value	400	257	33	43	18	21
My practice makes it easy for me to get care.	91.3%	91.1%	90.9%	95.3%	94.4%	81.0%
My practice is able to provide most of my care.	92.8%	91.1%	93.9%	97.7%	94.4%	90.5%
In caring for me, my doctor considers all factors that affect my health.	91.5%	91.1%	90.9%	90.7%	88.9%	90.5%
My practice coordinates the care I get from multiple places.	87.3%	86.0%	87.9%	90.7%	83.3%	76.2%
My doctor or practice knows me as a person.	82.5%	81.7%	87.9%	83.7%	88.9%	85.7%
My doctor and I have been through a lot together.	63.3%	60.7%	69.7%	67.4%	77.8%	57.1%
My doctor or practice stands up for me.	80.0%	79.4%	78.8%	79.1%	83.3%	76.2%
The care I get takes into account the knowledge of my family.	80.8%	78.6%	81.8%	88.4%	83.3%	85.7%
The care I get in this practice is informed by knowledge of my community.	71.8%	71.2%	84.8%	69.8%	77.8%	57.1%
Over time, my practice helps me to stay healthy.	89.0%	89.5%	93.9%	90.7%	83.3%	85.7%
Over time, my practice helps me to meet my goals.	85.3%	84.8%	87.9%	81.4%	88.9%	85.7%
Average	83.2%	82.3%	86.2%	85.0%	85.9%	79.2%

Adult Primary Care Experience :: By Education



How would you assess your primary care experience? (Total "definitely" or "mostly")

	Provider Composite	8th grade or less	Some high school	High school graduate	Some college	College graduate	Post-graduate degree
N-value	400	5	16	103	109	110	26
My practice makes it easy for me to get care.	91.3%	100.0%	87.5%	87.4%	91.7%	93.6%	88.5%
My practice is able to provide most of my care.	92.8%	100.0%	93.8%	91.3%	91.7%	95.5%	84.6%
In caring for me, my doctor considers all factors that affect my health.	91.5%	80.0%	93.8%	90.3%	90.8%	92.7%	88.5%
My practice coordinates the care I get from multiple places.	87.3%	80.0%	93.8%	87.4%	87.2%	85.5%	80.8%
My doctor or practice knows me as a person.	82.5%	100.0%	81.3%	85.4%	77.1%	84.5%	76.9%
My doctor and I have been through a lot together.	63.3%	100.0%	56.3%	67.0%	63.3%	59.1%	38.5%
My doctor or practice stands up for me.	80.0%	80.0%	81.3%	81.6%	76.1%	79.1%	76.9%
The care I get takes into account the knowledge of my family.	80.8%	100.0%	75.0%	83.5%	78.9%	80.0%	69.2%
The care I get in this practice is informed by knowledge of my community.	71.8%	80.0%	75.0%	73.8%	73.4%	67.3%	57.7%
Over time, my practice helps me to stay healthy.	89.0%	100.0%	93.8%	87.4%	88.1%	90.0%	88.5%
Over time, my practice helps me to meet my goals.	85.3%	100.0%	81.3%	83.5%	87.2%	84.5%	80.8%
Average	83.2%	92.7%	83.0%	83.5%	82.3%	82.9%	75.5%

Adult Primary Care Experience ::

By Years as a Patient

Q How would you assess your primary care experience? (Total "definitely" or "mostly")

	Provider Composite	Less than 1 year	1-4 years	5-9 years	10 years or more
N-value	400	39	203	83	54
My practice makes it easy for me to get care.	91.3%	82.1%	92.6%	94.0%	88.9%
My practice is able to provide most of my care.	92.8%	87.2%	93.1%	91.6%	98.1%
In caring for me, my doctor considers all factors that affect my health.	91.5%	84.6%	91.1%	94.0%	94.4%
My practice coordinates the care I get from multiple places.	87.3%	82.1%	85.7%	88.0%	96.3%
My doctor or practice knows me as a person.	82.5%	71.8%	80.8%	85.5%	88.9%
My doctor and I have been through a lot together.	63.3%	51.3%	58.6%	65.1%	77.8%
My doctor or practice stands up for me.	80.0%	71.8%	77.3%	81.9%	90.7%
The care I get takes into account the knowledge of my family.	80.8%	74.4%	77.8%	81.9%	92.6%
The care I get in this practice is informed by knowledge of my community.	71.8%	69.2%	69.0%	72.3%	81.5%
Over time, my practice helps me to stay healthy.	89.0%	87.2%	86.2%	92.8%	94.4%
Over time, my practice helps me to meet my goals.	85.3%	82.1%	82.8%	88.0%	90.7%
Average	83.2%	76.7%	81.4%	85.0%	90.4%

Adult Primary Care Experience :: By Number of Visits in the Past Year

Q How would you assess your primary care experience? (Total "definitely" or "mostly")

	Provider Composite	None	One visit	Two visits	Three visits	Four visits	Five visits	Six or more visits
N-value	400	17	71	111	64	45	25	39
My practice makes it easy for me to get care.	91.3%	82.4%	88.7%	89.2%	95.3%	97.8%	100.0%	84.6%
My practice is able to provide most of my care.	92.8%	82.4%	90.1%	92.8%	95.3%	97.8%	100.0%	87.2%
In caring for me, my doctor considers all factors that affect my health.	91.5%	82.4%	91.5%	91.0%	92.2%	95.6%	100.0%	82.1%
My practice coordinates the care I get from multiple places.	87.3%	76.5%	81.7%	87.4%	85.9%	95.6%	96.0%	84.6%
My doctor or practice knows me as a person.	82.5%	76.5%	80.3%	76.6%	87.5%	84.4%	88.0%	82.1%
My doctor and I have been through a lot together.	63.3%	47.1%	49.3%	60.4%	56.3%	75.6%	68.0%	76.9%
My doctor or practice stands up for me.	80.0%	70.6%	73.2%	76.6%	84.4%	88.9%	92.0%	71.8%
The care I get takes into account the knowledge of my family.	80.8%	76.5%	77.5%	76.6%	78.1%	93.3%	92.0%	79.5%
The care I get in this practice is informed by knowledge of my community.	71.8%	41.2%	69.0%	67.6%	71.9%	95.6%	84.0%	61.5%
Over time, my practice helps me to stay healthy.	89.0%	82.4%	88.7%	86.5%	92.2%	91.1%	92.0%	84.6%
Over time, my practice helps me to meet my goals.	85.3%	88.2%	81.7%	79.3%	92.2%	88.9%	88.0%	82.1%
Average	83.2%	73.3%	79.3%	80.3%	84.7%	91.3%	90.9%	79.7%

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Demographic Segmentation (Child)

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Aggregate Data (Provided Separately)

Child Primary Care Experience

Child survey respondents attributed to Hartford Healthcare Medical Group provided higher ratings for all eleven (11) characteristics rated in the PCPCM survey as compared to the child composite, resulting in an overall average score of 92.4%. Four (4) of eleven (11) characteristics achieved a 97.3% rating, while the lowest rated characteristic was “my doctor and I have been through a lot together” (80.0%).

Q

How would you assess your primary care experience?

	Composite Total Definitely or Mostly	Provider Total Definitely or Mostly	Definitely	Mostly	Somewhat	Not at all
In caring for me, my doctor considers all factors that affect my health.	90.8%	97.3%	85.3%	12.0%	2.7%	0.0%
The care I get takes into account the knowledge of my family.	87.4%	97.3%	82.7%	14.7%	2.7%	0.0%
Over time, my practice helps me to stay healthy.	90.1%	97.3%	86.7%	10.7%	2.7%	0.0%
Over time, my practice helps me to meet my goals.	89.3%	97.3%	86.7%	10.7%	1.3%	1.3%
My practice makes it easy for me to get care.	90.9%	94.7%	78.7%	16.0%	5.3%	0.0%
My practice is able to provide most of my care.	91.7%	94.7%	86.7%	8.0%	5.3%	0.0%
My doctor or practice knows me as a person.	83.8%	93.3%	84.0%	9.3%	4.0%	2.7%
My doctor or practice stands up for me.	83.7%	92.0%	76.0%	16.0%	4.0%	4.0%
The care I get in this practice is informed by knowledge of my community.	81.0%	90.7%	78.7%	12.0%	6.7%	2.7%
My practice coordinates the care I get from multiple places.	80.2%	81.3%	73.3%	8.0%	12.0%	6.7%
My doctor and I have been through a lot together.	69.0%	80.0%	65.3%	14.7%	12.0%	8.0%
Average	85.3%	92.4%	80.4%	12.0%	5.3%	2.3%

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Demographic Segmentation (Child)

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Aggregate Data (Provided Separately)

Child Primary Care Experience :: By Age



How would you assess your primary care experience? (Total "definitely" or "mostly")

	Provider Composite	Less than 1 year old	1-4 years	5-9 years	10-19 years
N-value	75	0	11	23	24
My practice makes it easy for me to get care.	94.7%	-	81.8%	91.3%	100.0%
My practice is able to provide most of my care.	94.7%	-	81.8%	91.3%	100.0%
In caring for me, my doctor considers all factors that affect my health.	97.3%	-	100.0%	91.3%	100.0%
My practice coordinates the care I get from multiple places.	81.3%	-	100.0%	78.3%	75.0%
My doctor or practice knows me as a person.	93.3%	-	90.9%	91.3%	95.8%
My doctor and I have been through a lot together.	80.0%	-	81.8%	65.2%	87.5%
My doctor or practice stands up for me.	92.0%	-	81.8%	87.0%	100.0%
The care I get takes into account the knowledge of my family.	97.3%	-	100.0%	95.7%	100.0%
The care I get in this practice is informed by knowledge of my community.	90.7%	-	72.7%	91.3%	95.8%
Over time, my practice helps me to stay healthy.	97.3%	-	81.8%	100.0%	100.0%
Over time, my practice helps me to meet my goals.	97.3%	-	81.8%	100.0%	100.0%
Average	92.4%	-	86.8%	89.3%	95.8%

Child Primary Care Experience :: By Gender



How would you assess your primary care experience? (Total "definitely" or "mostly")

	Provider Composite	Male	Female
N-value	75	34	38
My practice makes it easy for me to get care.	94.7%	97.1%	92.1%
My practice is able to provide most of my care.	94.7%	97.1%	92.1%
In caring for me, my doctor considers all factors that affect my health.	97.3%	100.0%	97.4%
My practice coordinates the care I get from multiple places.	81.3%	82.4%	81.6%
My doctor or practice knows me as a person.	93.3%	97.1%	92.1%
My doctor and I have been through a lot together.	80.0%	76.5%	84.2%
My doctor or practice stands up for me.	92.0%	91.2%	94.7%
The care I get takes into account the knowledge of my family.	97.3%	97.1%	97.4%
The care I get in this practice is informed by knowledge of my community.	90.7%	91.2%	89.5%
Over time, my practice helps me to stay healthy.	97.3%	100.0%	94.7%
Over time, my practice helps me to meet my goals.	97.3%	97.1%	97.4%
Average	92.4%	93.3%	92.1%

Child Primary Care Experience :: By Ethnicity



How would you assess your primary care experience? (Total "definitely" or "mostly")

	Provider Composite	White	Hispanic / Latino or Spanish	Black or African American	Asian	Other (various)
N-value	75	47	7	5	3	8
My practice makes it easy for me to get care.	94.7%	95.7%	100.0%	100.0%	100.0%	100.0%
My practice is able to provide most of my care.	94.7%	95.7%	100.0%	100.0%	100.0%	100.0%
In caring for me, my doctor considers all factors that affect my health.	97.3%	97.9%	100.0%	100.0%	100.0%	100.0%
My practice coordinates the care I get from multiple places.	81.3%	78.7%	100.0%	80.0%	100.0%	100.0%
My doctor or practice knows me as a person.	93.3%	93.6%	100.0%	100.0%	100.0%	87.5%
My doctor and I have been through a lot together.	80.0%	80.9%	85.7%	80.0%	66.7%	75.0%
My doctor or practice stands up for me.	92.0%	95.7%	100.0%	80.0%	100.0%	87.5%
The care I get takes into account the knowledge of my family.	97.3%	97.9%	100.0%	100.0%	100.0%	100.0%
The care I get in this practice is informed by knowledge of my community.	90.7%	93.6%	100.0%	100.0%	66.7%	100.0%
Over time, my practice helps me to stay healthy.	97.3%	100.0%	100.0%	100.0%	100.0%	100.0%
Over time, my practice helps me to meet my goals.	97.3%	100.0%	100.0%	100.0%	100.0%	87.5%
Average	92.4%	93.6%	98.7%	94.5%	93.9%	94.3%

Child Primary Care Experience :: By Education



How would you assess your primary care experience? (Total "definitely" or "mostly")

	Provider Composite	8th grade or less	Some high school	High school graduate	Some college	College graduate	Post-graduate degree
N-value	75	46	5	3	4	5	0
My practice makes it easy for me to get care.	94.7%	91.3%	100.0%	100.0%	100.0%	100.0%	-
My practice is able to provide most of my care.	94.7%	91.3%	100.0%	100.0%	100.0%	100.0%	-
In caring for me, my doctor considers all factors that affect my health.	97.3%	95.7%	100.0%	100.0%	100.0%	100.0%	-
My practice coordinates the care I get from multiple places.	81.3%	80.4%	80.0%	66.7%	100.0%	80.0%	-
My doctor or practice knows me as a person.	93.3%	95.7%	100.0%	66.7%	100.0%	80.0%	-
My doctor and I have been through a lot together.	80.0%	73.9%	100.0%	66.7%	75.0%	100.0%	-
My doctor or practice stands up for me.	92.0%	91.3%	100.0%	66.7%	100.0%	100.0%	-
The care I get takes into account the knowledge of my family.	97.3%	97.8%	100.0%	100.0%	100.0%	100.0%	-
The care I get in this practice is informed by knowledge of my community.	90.7%	89.1%	80.0%	100.0%	100.0%	100.0%	-
Over time, my practice helps me to stay healthy.	97.3%	95.7%	100.0%	100.0%	100.0%	100.0%	-
Over time, my practice helps me to meet my goals.	97.3%	97.8%	100.0%	66.7%	100.0%	100.0%	-
Average	92.4%	90.9%	96.4%	84.8%	97.7%	96.4%	-

Child Primary Care Experience ::

By Years as a Patient



How would you assess your primary care experience? (Total "definitely" or "mostly")

	Provider Composite	Less than 1 year	1-4 years	5-9 years	10 years or more
N-value	75	3	32	24	15
My practice makes it easy for me to get care.	94.7%	100.0%	90.6%	95.8%	100.0%
My practice is able to provide most of my care.	94.7%	100.0%	90.6%	95.8%	100.0%
In caring for me, my doctor considers all factors that affect my health.	97.3%	100.0%	96.9%	95.8%	100.0%
My practice coordinates the care I get from multiple places.	81.3%	100.0%	84.4%	83.3%	73.3%
My doctor or practice knows me as a person.	93.3%	100.0%	90.6%	95.8%	93.3%
My doctor and I have been through a lot together.	80.0%	100.0%	65.6%	91.7%	93.3%
My doctor or practice stands up for me.	92.0%	66.7%	90.6%	95.8%	100.0%
The care I get takes into account the knowledge of my family.	97.3%	100.0%	100.0%	95.8%	100.0%
The care I get in this practice is informed by knowledge of my community.	90.7%	100.0%	87.5%	95.8%	93.3%
Over time, my practice helps me to stay healthy.	97.3%	100.0%	93.8%	100.0%	100.0%
Over time, my practice helps me to meet my goals.	97.3%	66.7%	96.9%	100.0%	100.0%
Average	92.4%	93.9%	89.8%	95.1%	95.8%

Child Primary Care Experience ::

By Number of Visits in the Past Year



How would you assess your primary care experience? (Total "definitely" or "mostly")

	Provider Composite	None	One visit	Two visits	Three visits	Four visits	Five visits	Six or more visits
N-value	75	3	23	19	9	5	7	2
My practice makes it easy for me to get care.	94.7%	100.0%	91.3%	94.7%	88.9%	100.0%	100.0%	100.0%
My practice is able to provide most of my care.	94.7%	100.0%	91.3%	94.7%	88.9%	100.0%	100.0%	100.0%
In caring for me, my doctor considers all factors that affect my health.	97.3%	100.0%	91.3%	100.0%	100.0%	100.0%	100.0%	100.0%
My practice coordinates the care I get from multiple places.	81.3%	66.7%	87.0%	84.2%	88.9%	60.0%	71.4%	100.0%
My doctor or practice knows me as a person.	93.3%	66.7%	91.3%	94.7%	100.0%	100.0%	85.7%	100.0%
My doctor and I have been through a lot together.	80.0%	100.0%	69.6%	73.7%	88.9%	100.0%	85.7%	100.0%
My doctor or practice stands up for me.	92.0%	66.7%	87.0%	94.7%	100.0%	100.0%	100.0%	100.0%
The care I get takes into account the knowledge of my family.	97.3%	100.0%	95.7%	100.0%	100.0%	100.0%	100.0%	100.0%
The care I get in this practice is informed by knowledge of my community.	90.7%	100.0%	87.0%	94.7%	77.8%	100.0%	100.0%	100.0%
Over time, my practice helps me to stay healthy.	97.3%	100.0%	95.7%	100.0%	88.9%	100.0%	100.0%	100.0%
Over time, my practice helps me to meet my goals.	97.3%	66.7%	100.0%	100.0%	88.9%	100.0%	100.0%	100.0%
Average	92.4%	87.9%	89.7%	93.8%	91.9%	96.4%	94.8%	100.0%

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