



2021 PCMH+ PCPCM Survey
Person-Centered Primary Care Measure
CCMC Advanced Network



Report of Findings

30 December 2021

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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

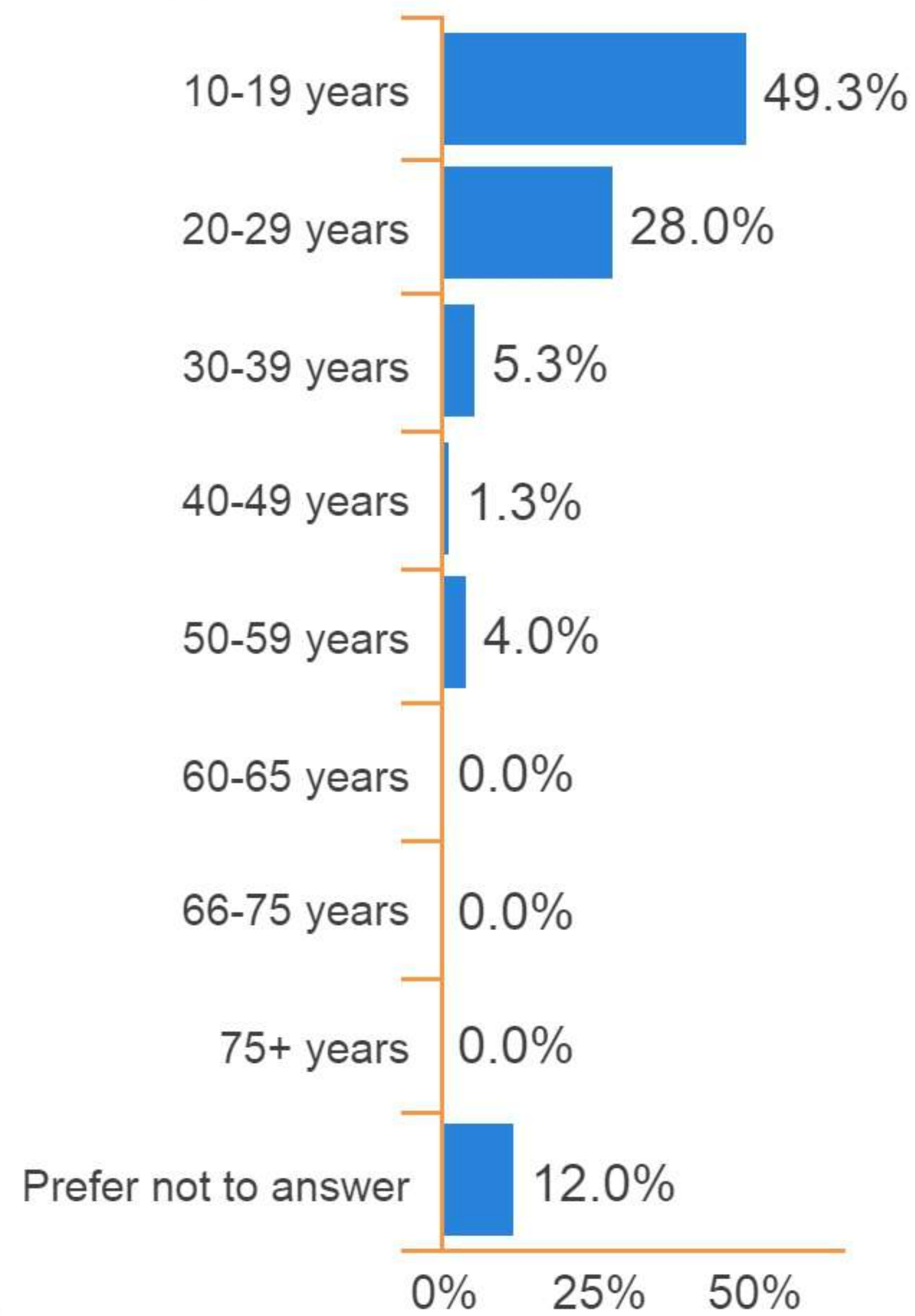
| | | | | |
|--|--|-------------------------------------|--------------------------------|---|
| Methodology Telephone / Digital | No. of Completes 75 | No. of Questions 20* | Incentive None | Sample Provided by CHNCT |
| Target HUSKY Members attributed to the CCMC Advanced Network | Quality Assurance Dual-level** | Margin of Error +/- 10.7% | 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.

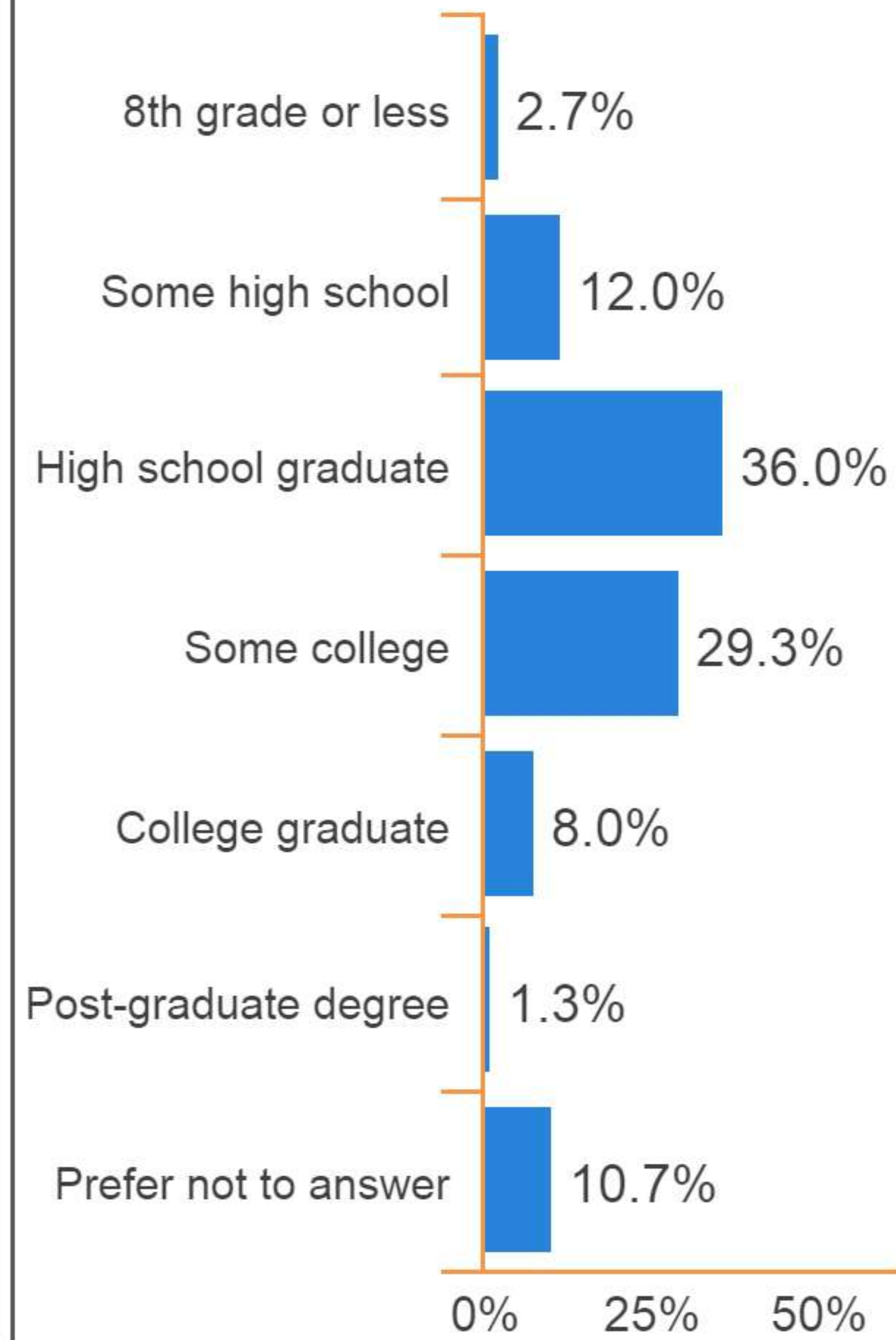
** Supervisory personnel, in addition to computer-aided interviewing platform, ensure the integrity of the data is accurate.

Respondent Demographics - Adult

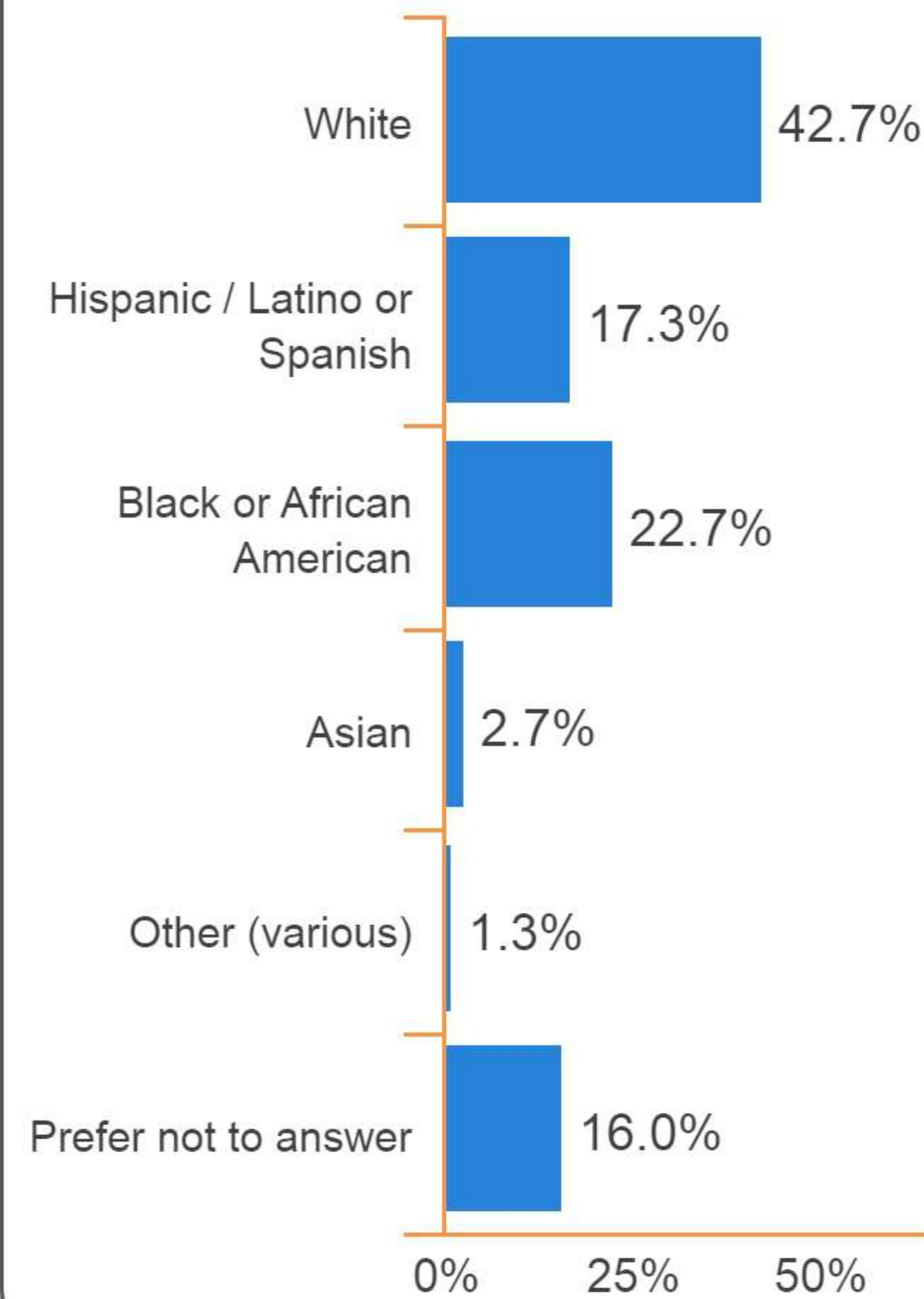
Age



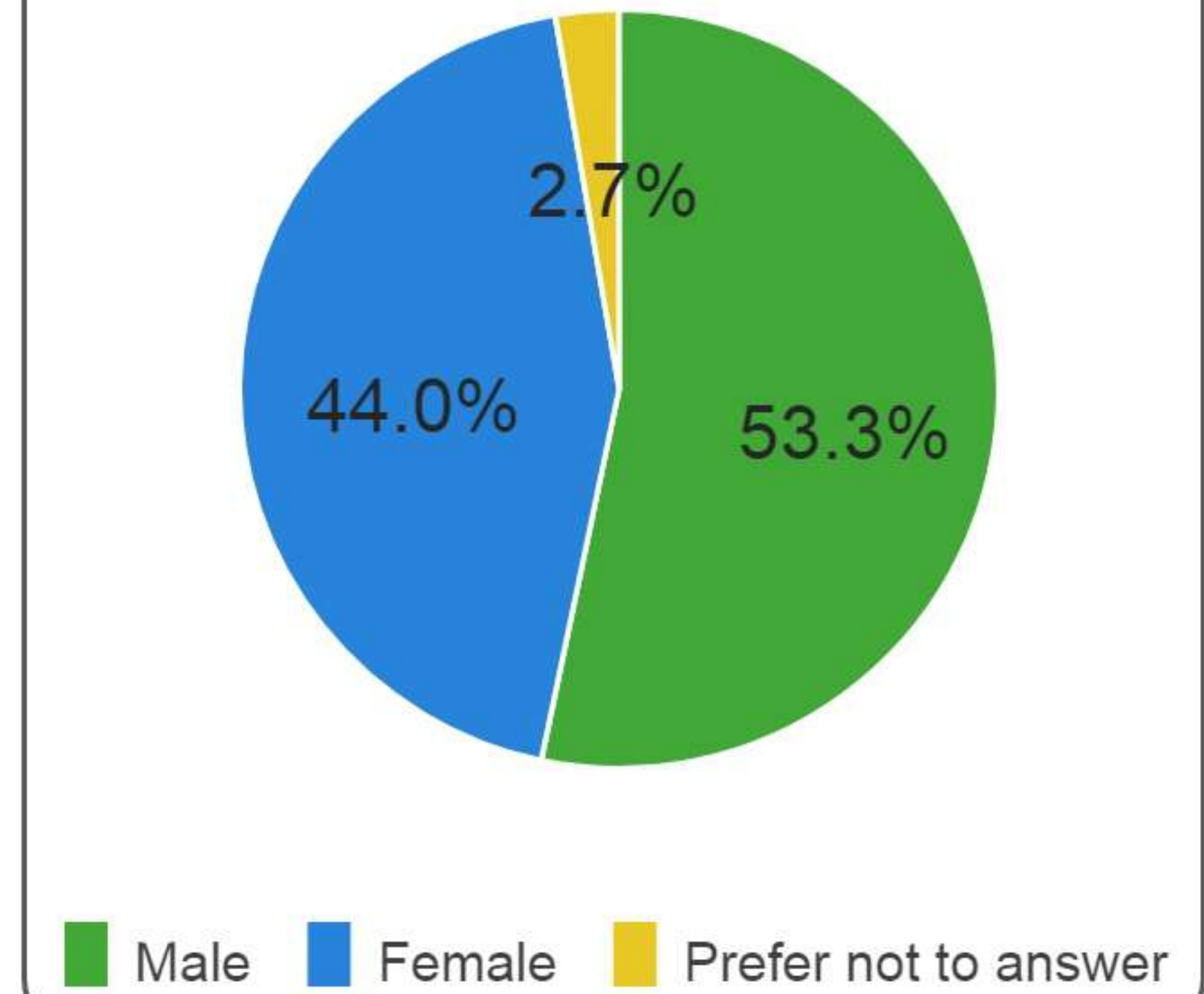
Education



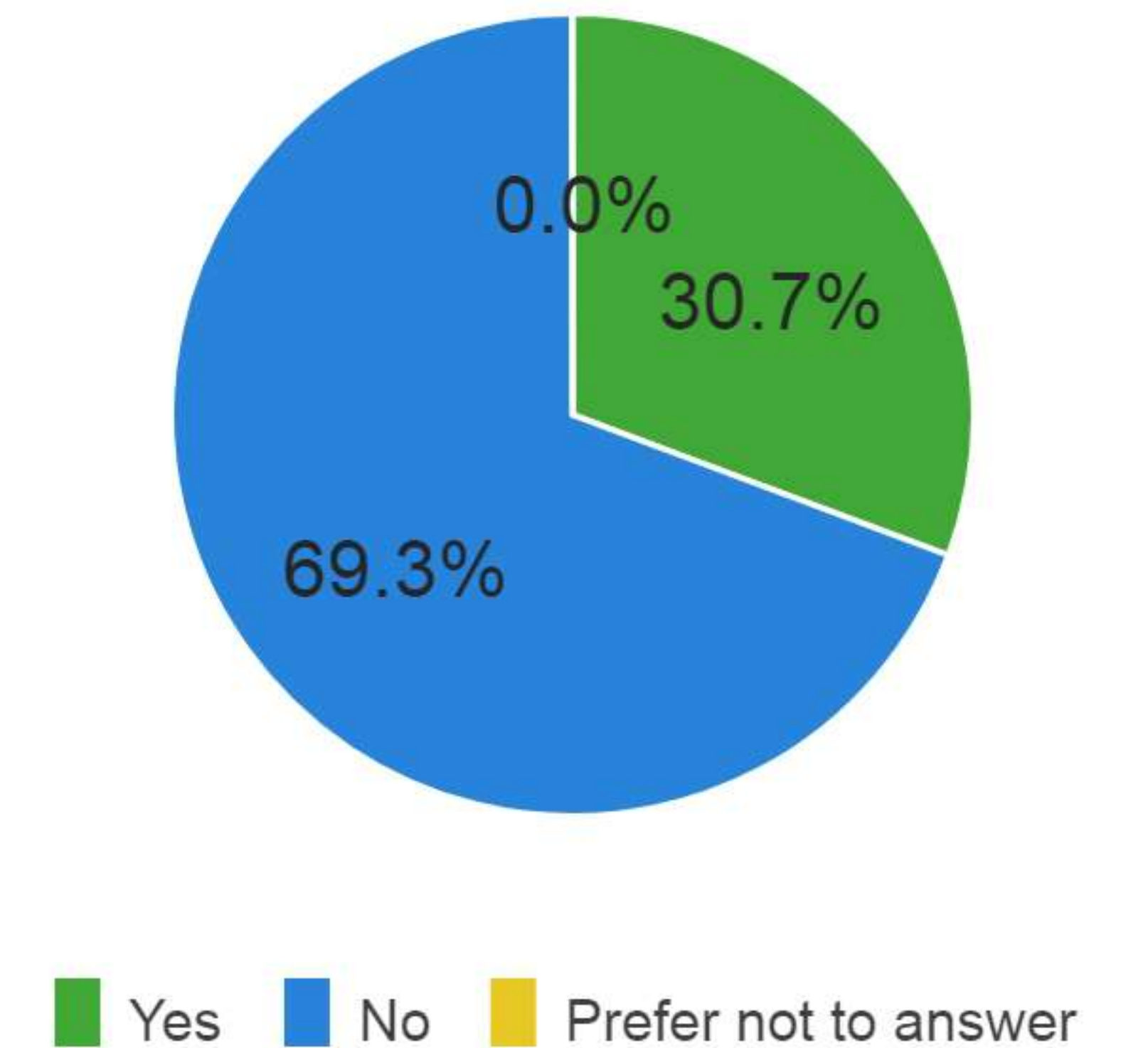
Ethnicity (Select all that apply)



Gender

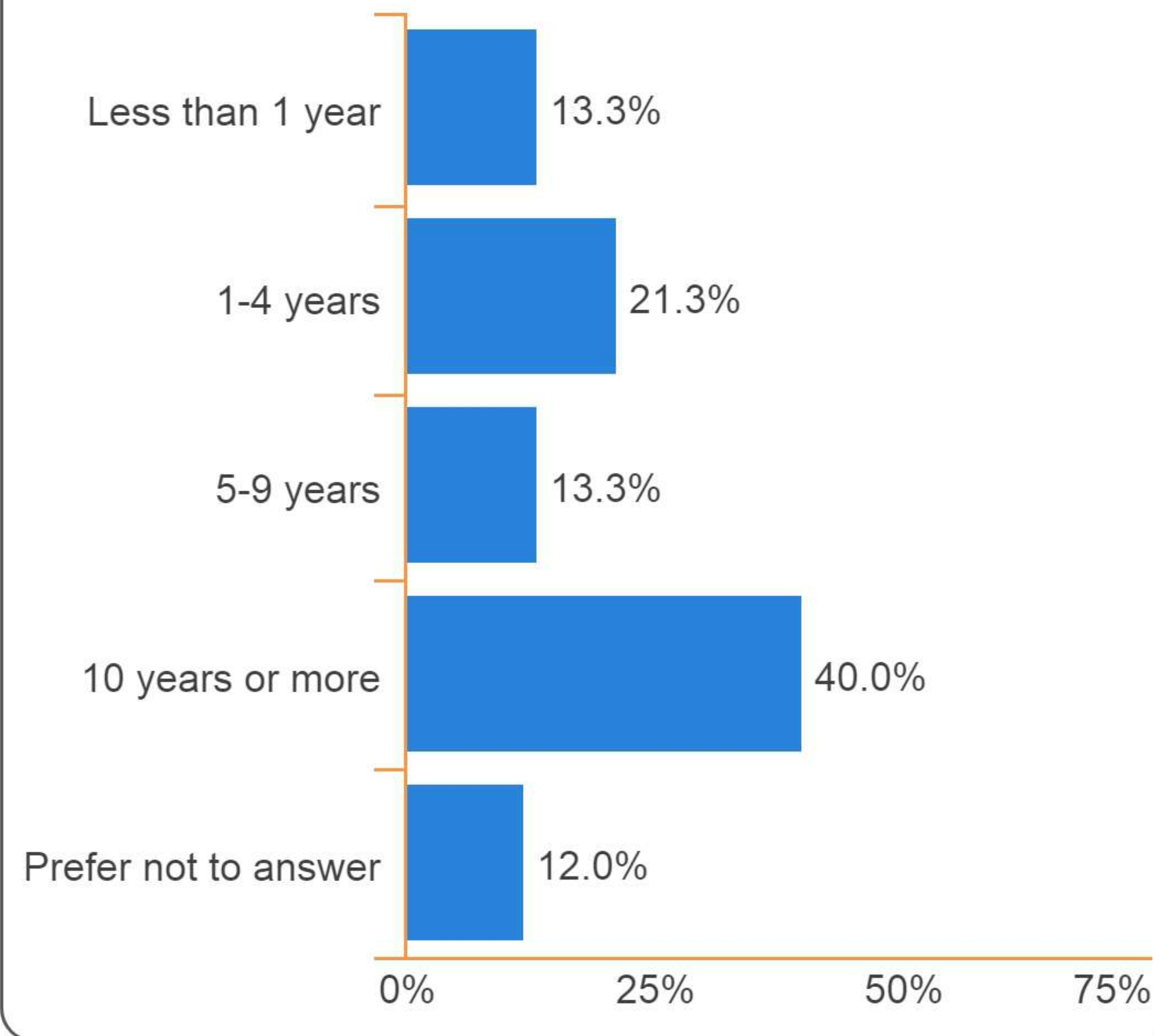


Hispanic/Latino Origin

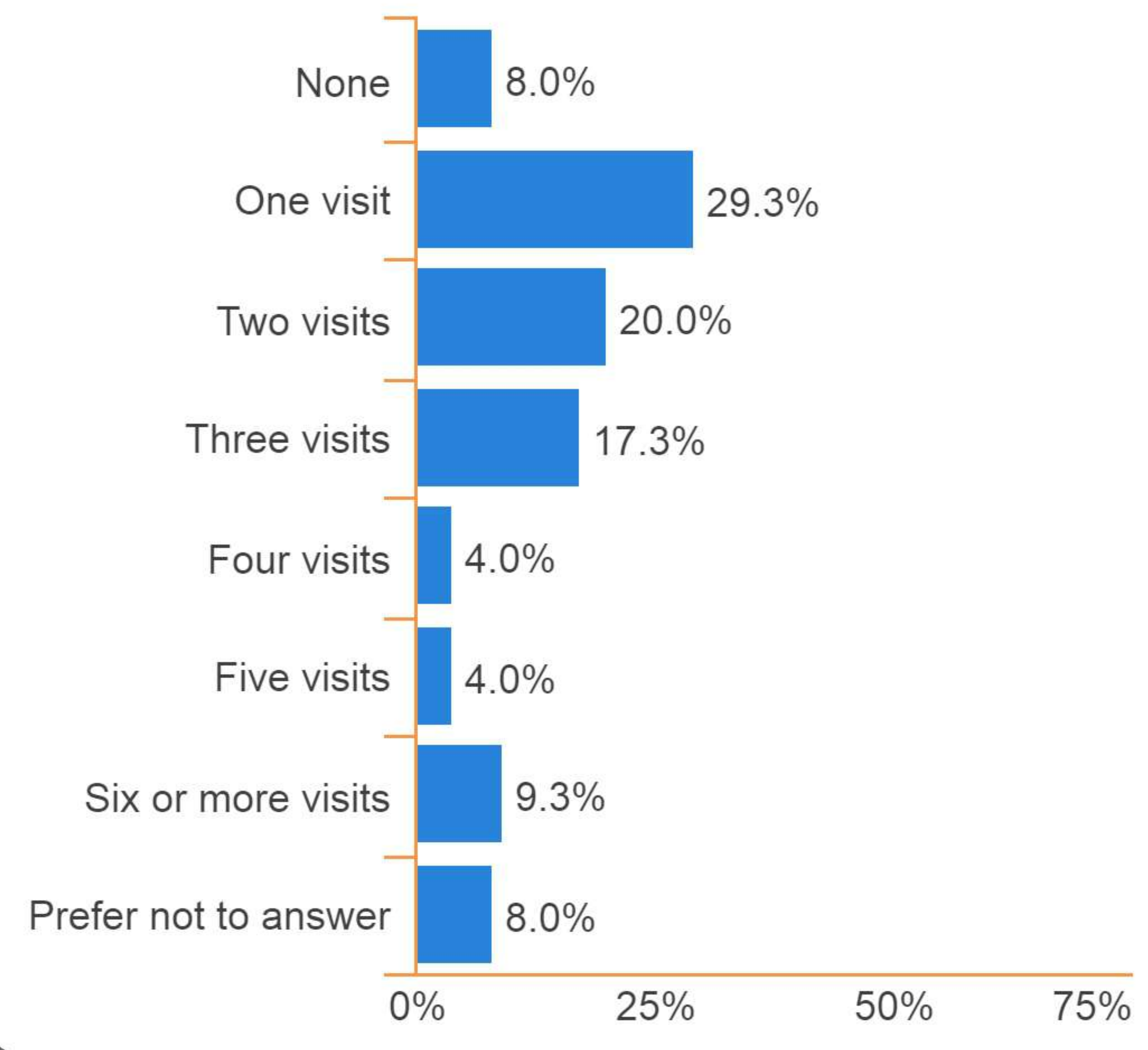


Respondent Demographics - Adult

Length of Time with Current Doctor



Number of Doctor Visits in Past Year



Research Methodology Snapshot - Child

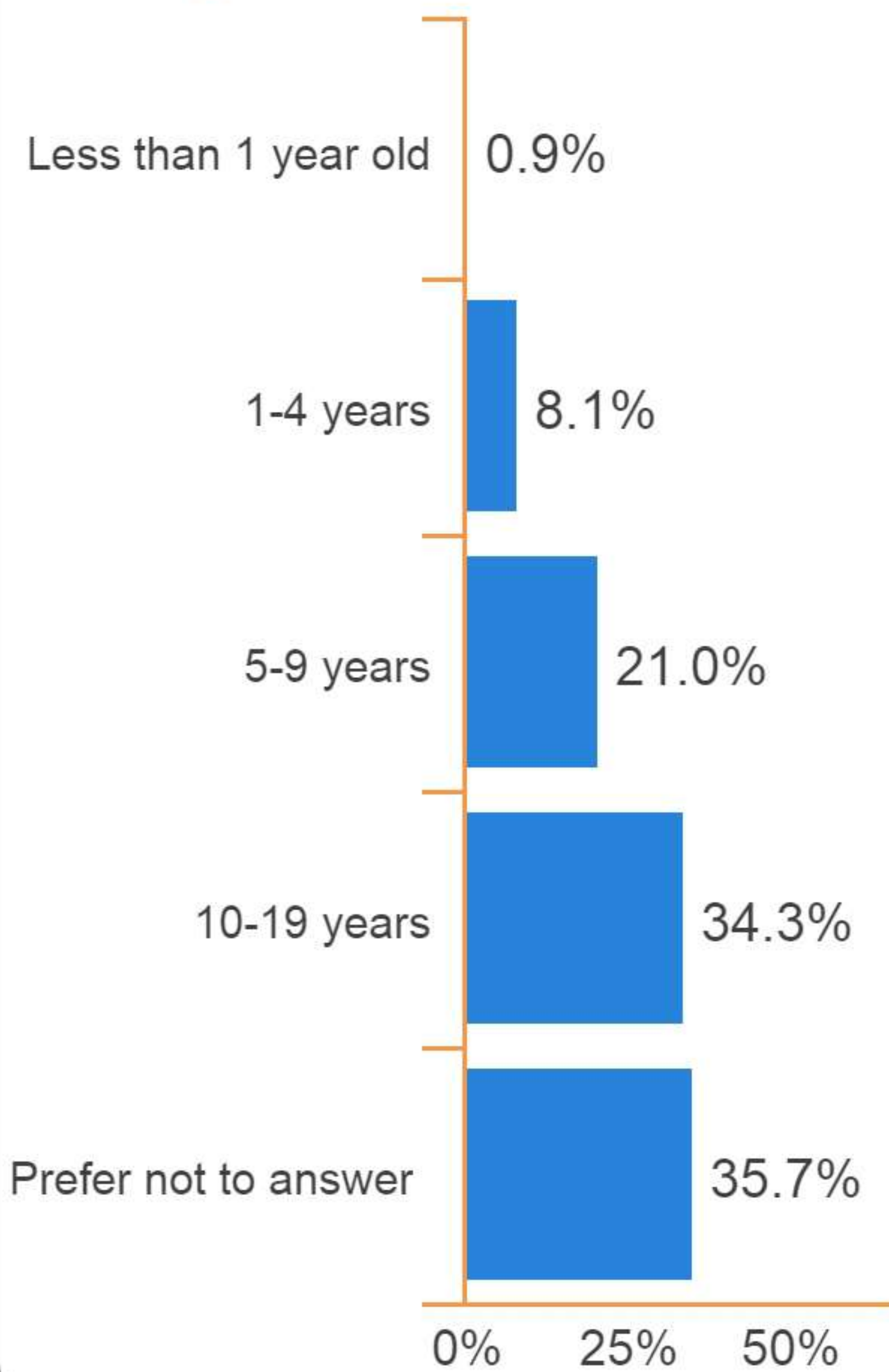
| | | | | |
|--|--|------------------------------------|--------------------------------|---|
| Methodology Telephone / Digital | No. of Completes 347 | No. of Questions 20* | Incentive None | Sample Provided by CHNCT |
| Target HUSKY Members attributed to the CCMC Advanced Network | Quality Assurance Dual-level** | Margin of Error +/- 5.2% | 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.

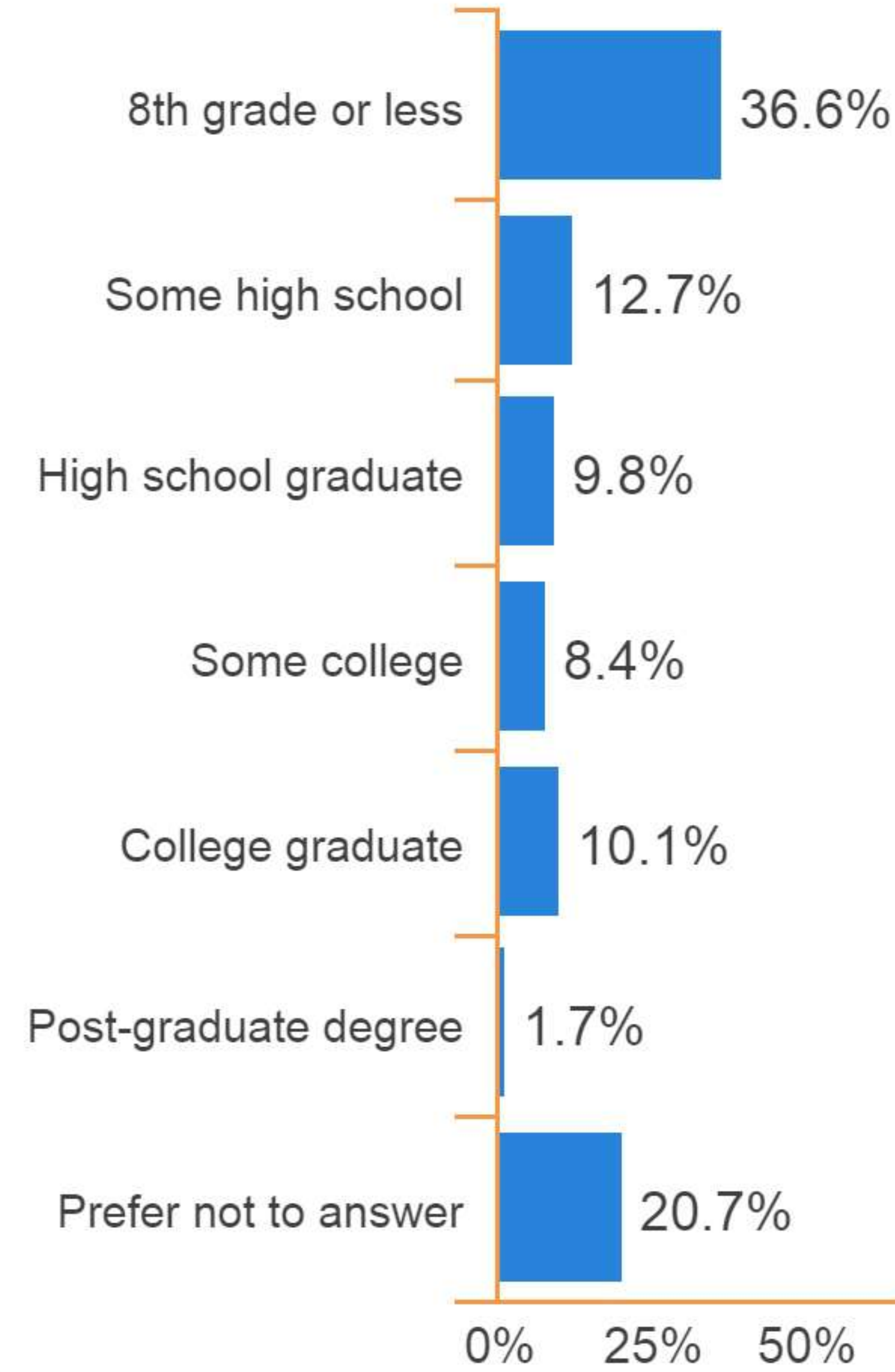
** Supervisory personnel, in addition to computer-aided interviewing platform, ensure the integrity of the data is accurate.

Respondent Demographics - Child

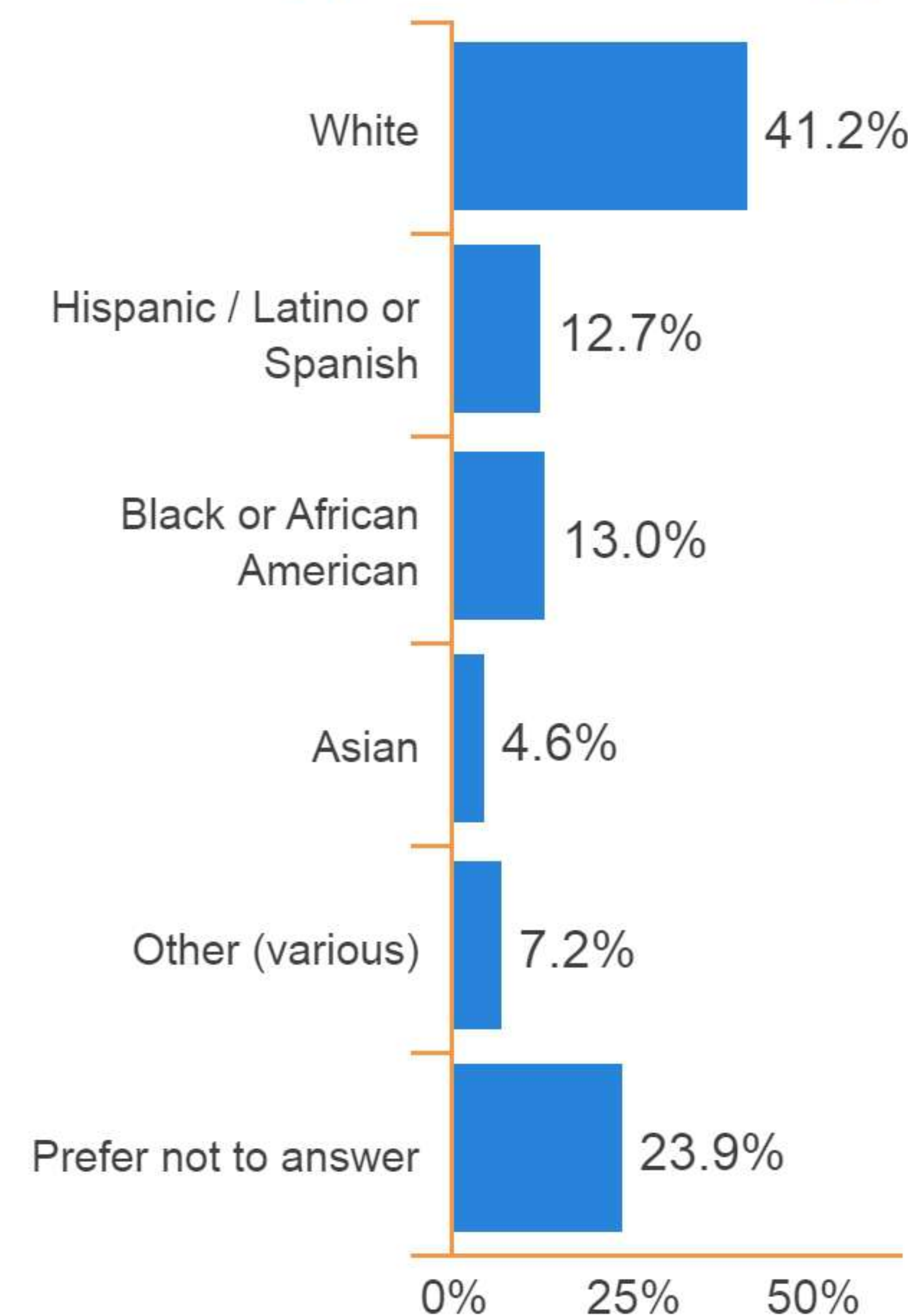
Age



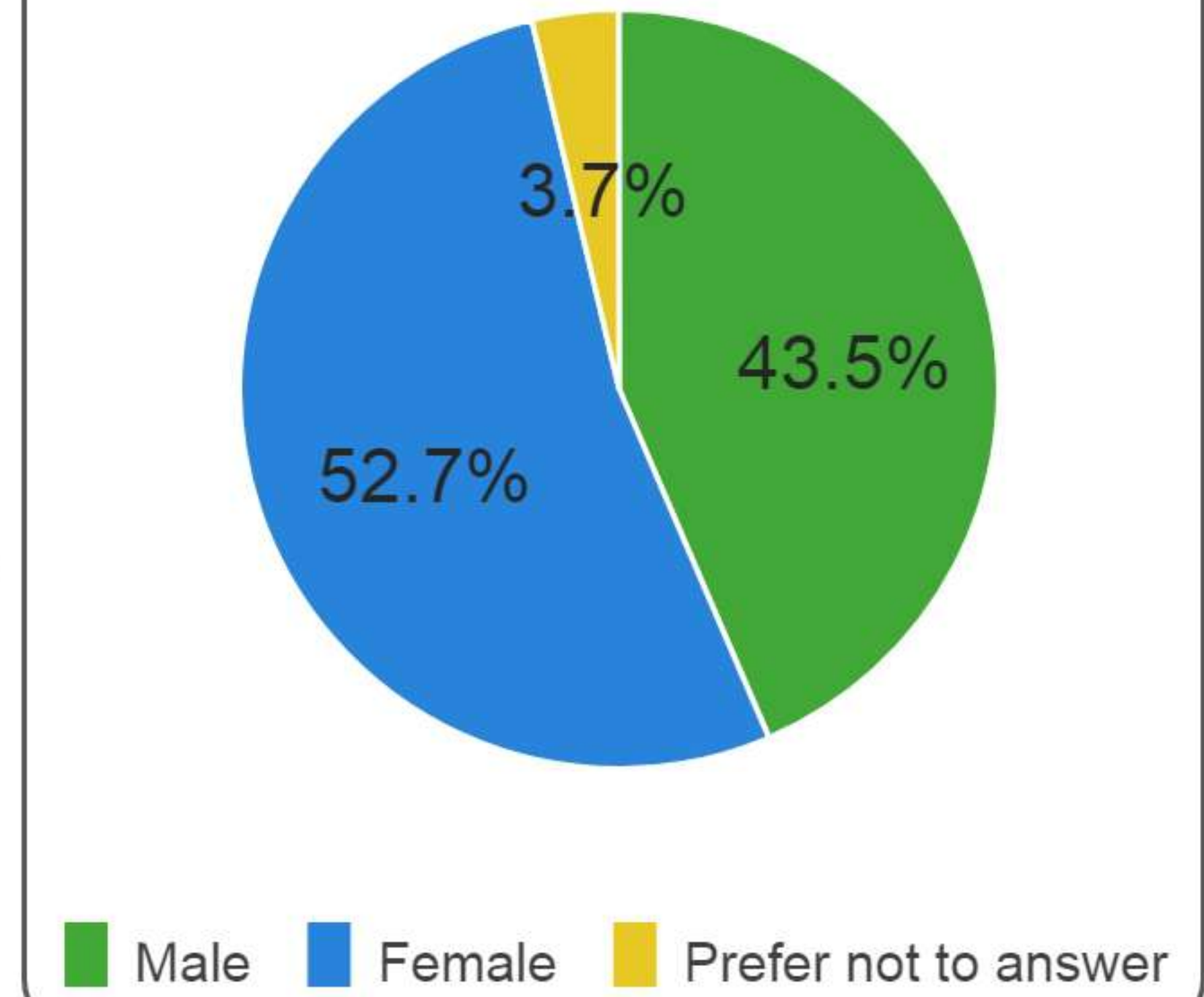
Education



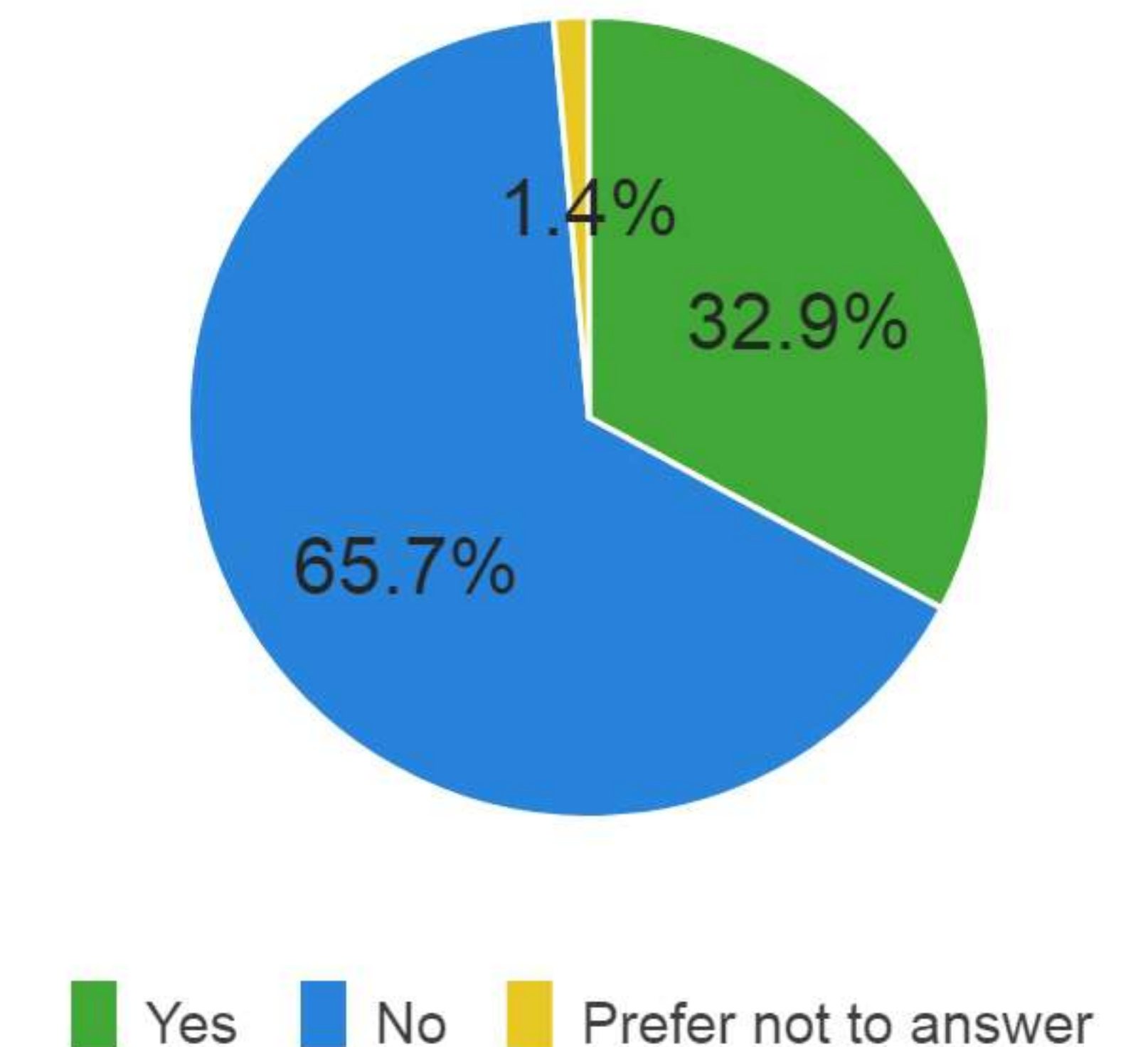
Ethnicity (Select all that apply)



Gender

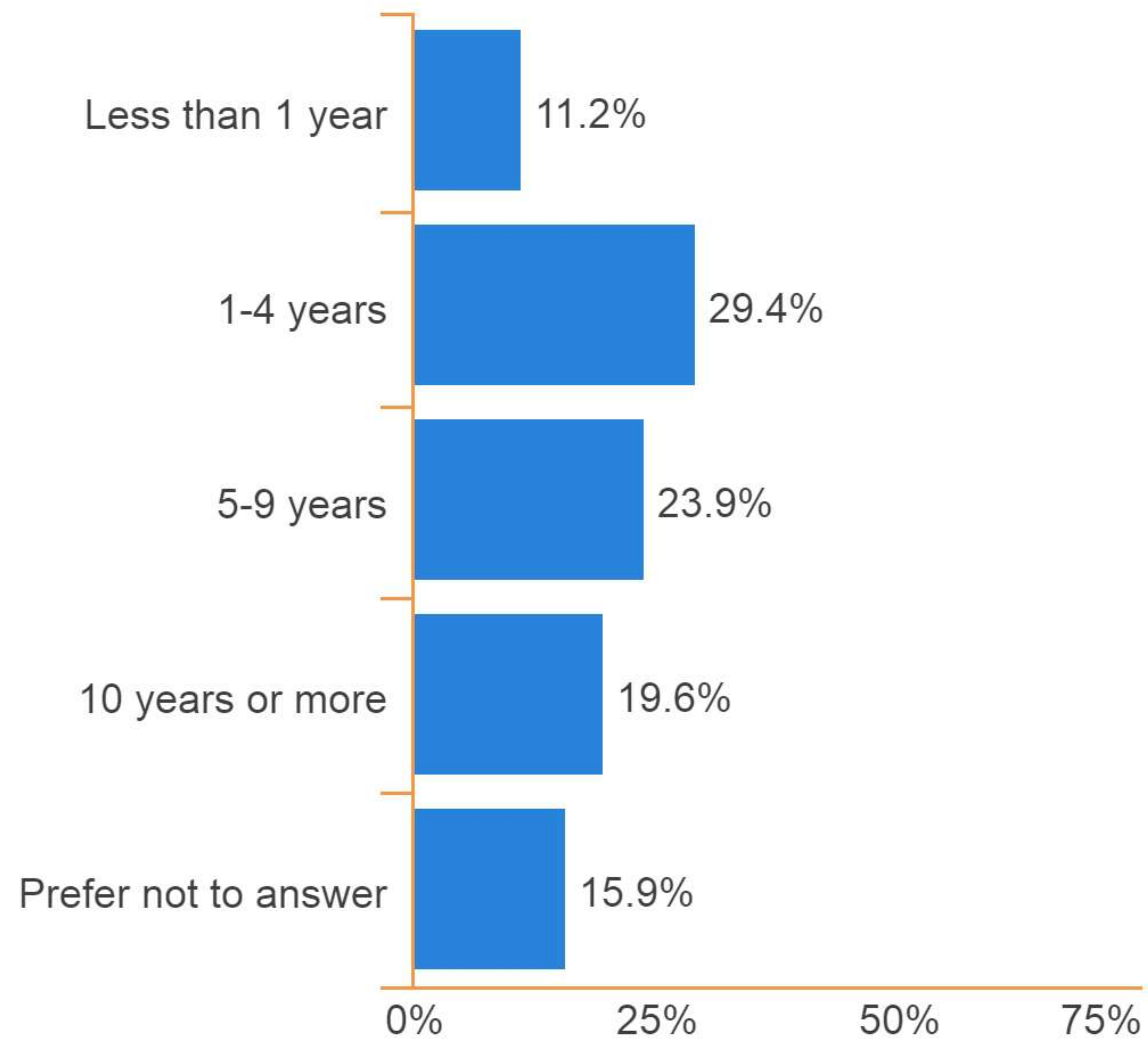


Hispanic/Latino Origin



Respondent Demographics - Child

Length of Time with Current Doctor



Number of Doctor Visits in Past Year

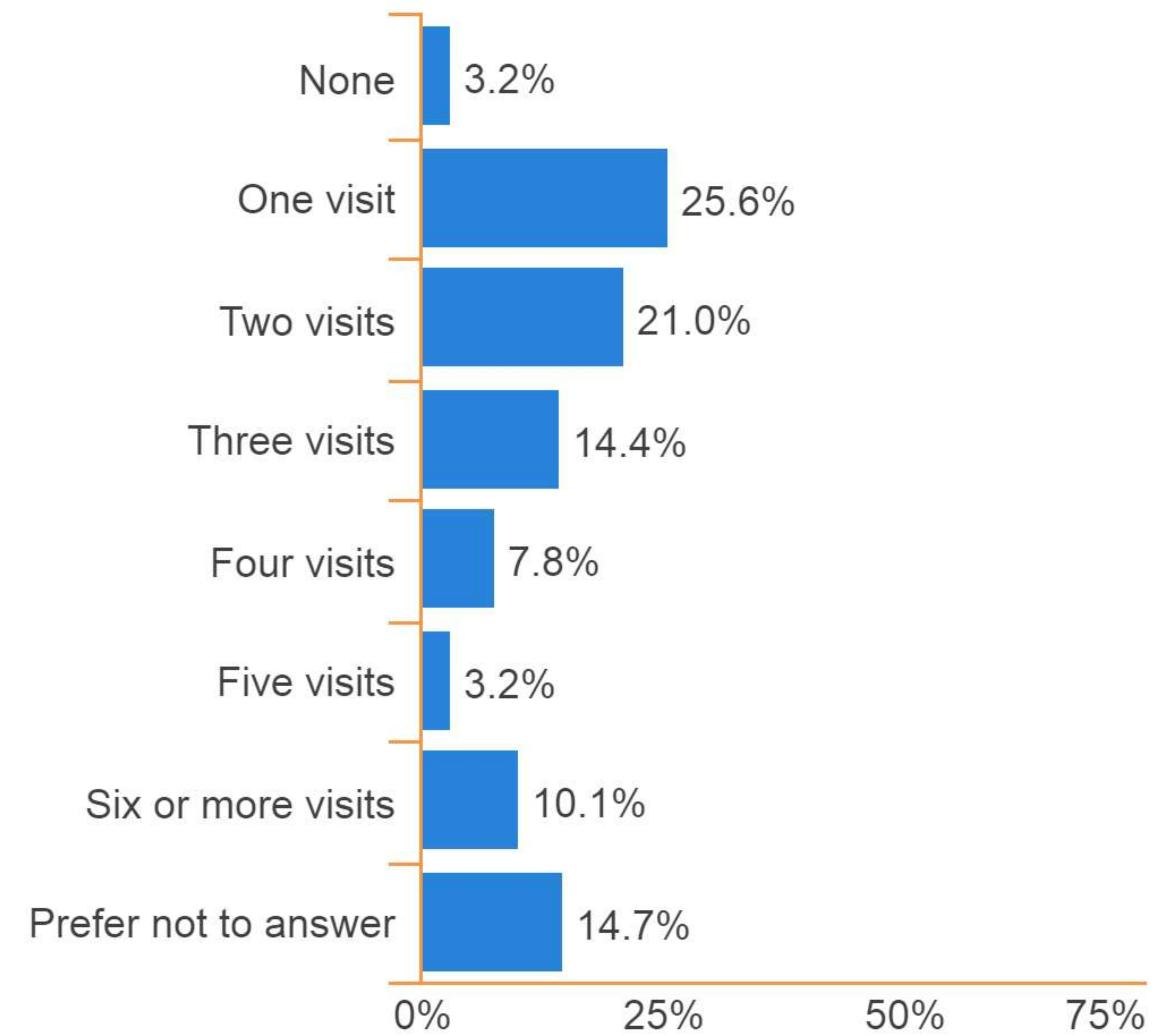


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Demographic Segmentation (Child)

EXHIBITS
Aggregate Data (Provided Separately)



Key Study Findings - Adult

- Adult survey respondents attributed to the CCMC Advanced Network provided higher ratings for all eleven (11) characteristics rated in the PCPCM survey as compared to the adult composite, resulting in an overall average score of 89.7%.
- The highest rated characteristics among CCMC Advanced Network respondents were recorded for “in caring for me, my doctor considers all factors that affect my health” (97.3%) and “over time, my practice helps me to stay healthy” (97.3%), while the lowest rated characteristic was “my doctor and I have been through a lot together” (72.0%).
- Adult survey respondents ages 20-29 (92.6%) provided the highest overall average rating, while respondents ages 30-39 provided the lowest average rating (75.0%).
- Men who participated in the survey (92.3%) provided a higher average rating as compared to women (86.0%).
- Asian respondents (100.0%) and those identifying as an “other” ethnicity (100.0%) provided the highest overall average rating, while respondents identifying as African American provided the lowest average rating (86.1%).

Key Study Findings - Adult

- Survey respondents with an education level of 8th grade or less (100.0%) or a post-graduate degree (100.0%) provided the highest overall average rating, while college graduates provided the lowest average rating (69.7%).
- Adult survey respondents who have been with CCMC Advanced Network for 5-9 years (95.5%) provided the highest overall average rating, while respondents who have been with CCMC Advanced Network for less than 1 year provided the lowest average rating (80.0%).
- Adult survey respondents with five (5) visits to CCMC Advanced Network within the past year (100.0%) provided the highest overall average rating, while respondents who have not been to their medical provider within the past year provided the lowest average rating (77.3%).

Key Study Findings - Child

- Child survey respondents attributed to the CCMC Advanced Network provided higher ratings for nine (9) of eleven (11) characteristics rated in the PCPCM survey as compared to the child composite, resulting in an overall average score of 86.6%.
- The highest rated characteristic among CCMC Advanced Network respondents was recorded for “in caring for me, my doctor considers all factors that affect my health” (93.4%), while the lowest rated characteristic was “my doctor and I have been through a lot together” (72.6%).
- CCMC Advanced Network child respondents less than 1 year old (93.9%) provided the highest overall average rating, while respondents ages 1-4 provided the lowest average rating (82.8%).
- Boys attributed to the CCMC Advanced Network (86.5%) provided a slightly higher average rating as compared to girls (86.4%).
- Asian respondents (88.1%) provided the highest overall average rating, while respondents identifying as African American provided the lowest average rating (84.4%).

Key Study Findings - Child

- Child survey respondents who have been with CCMC Advanced Network for 5-9 years (90.8%) provided the highest overall average rating, while respondents who have been with CCMC Advanced Network for less than 1 year provided the lowest average rating (77.4%).
- Child survey respondents with five (5) visits to CCMC Advanced Network within the past year (95.9%) provided the highest overall average rating, while respondents who have not been to their medical provider within the past year provided the lowest average rating (70.2%).

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Demographic Segmentation (Child)

EXHIBITS

Aggregate Data (Provided Separately)



Adult Primary Care Experience

Adult survey respondents attributed to the CCMC Advanced Network provided higher ratings for all eleven (11) characteristics rated in the PCPCM survey as compared to the adult composite, resulting in an overall average score of 89.7%. The highest rated characteristics among CCMC Advanced Network respondents were recorded for “in caring for me, my doctor considers all factors that affect my health” (97.3%) and “over time, my practice helps me to stay healthy” (97.3%), while the lowest rated characteristic was “my doctor and I have been through a lot together” (72.0%).

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. | 89.0% | 97.3% | 88.0% | 9.3% | 1.3% | 1.3% |
| Over time, my practice helps me to stay healthy. | 87.4% | 97.3% | 88.0% | 9.3% | 1.3% | 1.3% |
| My practice makes it easy for me to get care. | 88.3% | 96.0% | 86.7% | 9.3% | 2.7% | 1.3% |
| Over time, my practice helps me to meet my goals. | 85.5% | 96.0% | 84.0% | 12.0% | 2.7% | 1.3% |
| My practice is able to provide most of my care. | 89.0% | 94.7% | 85.3% | 9.3% | 4.0% | 1.3% |
| The care I get takes into account the knowledge of my family. | 79.7% | 93.3% | 80.0% | 13.3% | 1.3% | 5.3% |
| My doctor or practice stands up for me. | 79.8% | 88.0% | 74.7% | 13.3% | 4.0% | 8.0% |
| My practice coordinates the care I get from multiple places. | 82.6% | 85.3% | 74.7% | 10.7% | 8.0% | 6.7% |
| My doctor or practice knows me as a person. | 79.8% | 84.0% | 78.7% | 5.3% | 8.0% | 8.0% |
| The care I get in this practice is informed by knowledge of my community. | 74.3% | 82.7% | 72.0% | 10.7% | 10.7% | 6.7% |
| My doctor and I have been through a lot together. | 64.6% | 72.0% | 61.3% | 10.7% | 6.7% | 21.3% |
| Average | 81.8% | 89.7% | 79.4% | 10.3% | 4.6% | 5.7% |

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Demographic Segmentation (Child)

EXHIBITS

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 | 75 | 37 | 21 | 4 | 1 | 3 | 0 | 0 | 0 |
| My practice makes it easy for me to get care. | 96.0% | 94.6% | 100.0% | 75.0% | 100.0% | 100.0% | - | - | - |
| My practice is able to provide most of my care. | 94.7% | 94.6% | 95.2% | 75.0% | 100.0% | 100.0% | - | - | - |
| In caring for me, my doctor considers all factors that affect my health. | 97.3% | 97.3% | 100.0% | 75.0% | 100.0% | 100.0% | - | - | - |
| My practice coordinates the care I get from multiple places. | 85.3% | 81.1% | 95.2% | 75.0% | 100.0% | 33.3% | - | - | - |
| My doctor or practice knows me as a person. | 84.0% | 83.8% | 85.7% | 75.0% | 100.0% | 66.7% | - | - | - |
| My doctor and I have been through a lot together. | 72.0% | 59.5% | 90.5% | 75.0% | 100.0% | 66.7% | - | - | - |
| My doctor or practice stands up for me. | 88.0% | 89.2% | 85.7% | 75.0% | 100.0% | 100.0% | - | - | - |
| The care I get takes into account the knowledge of my family. | 93.3% | 100.0% | 90.5% | 75.0% | 0.0% | 100.0% | - | - | - |
| The care I get in this practice is informed by knowledge of my community. | 82.7% | 89.2% | 76.2% | 75.0% | 0.0% | 66.7% | - | - | - |
| Over time, my practice helps me to stay healthy. | 97.3% | 97.3% | 100.0% | 75.0% | 100.0% | 100.0% | - | - | - |
| Over time, my practice helps me to meet my goals. | 96.0% | 97.3% | 100.0% | 75.0% | 100.0% | 100.0% | - | - | - |
| Average | 89.7% | 89.4% | 92.6% | 75.0% | 81.8% | 84.8% | - | - | - |

Adult Primary Care Experience :: By Gender

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

| | Provider Composite | Male | Female |
|---|--------------------|--------------|--------------|
| N-value | 75 | 40 | 33 |
| My practice makes it easy for me to get care. | 96.0% | 97.5% | 93.9% |
| My practice is able to provide most of my care. | 94.7% | 95.0% | 93.9% |
| In caring for me, my doctor considers all factors that affect my health. | 97.3% | 95.0% | 100.0% |
| My practice coordinates the care I get from multiple places. | 85.3% | 85.0% | 84.8% |
| My doctor or practice knows me as a person. | 84.0% | 92.5% | 72.7% |
| My doctor and I have been through a lot together. | 72.0% | 80.0% | 60.6% |
| My doctor or practice stands up for me. | 88.0% | 92.5% | 81.8% |
| The care I get takes into account the knowledge of my family. | 93.3% | 97.5% | 87.9% |
| The care I get in this practice is informed by knowledge of my community. | 82.7% | 85.0% | 78.8% |
| Over time, my practice helps me to stay healthy. | 97.3% | 97.5% | 97.0% |
| Over time, my practice helps me to meet my goals. | 96.0% | 97.5% | 93.9% |
| Average | 89.7% | 92.3% | 86.0% |

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 | 75 | 32 | 13 | 17 | 2 | 1 |
| My practice makes it easy for me to get care. | 96.0% | 93.8% | 100.0% | 100.0% | 100.0% | 100.0% |
| My practice is able to provide most of my care. | 94.7% | 93.8% | 92.3% | 100.0% | 100.0% | 100.0% |
| In caring for me, my doctor considers all factors that affect my health. | 97.3% | 96.9% | 100.0% | 100.0% | 100.0% | 100.0% |
| My practice coordinates the care I get from multiple places. | 85.3% | 93.8% | 84.6% | 76.5% | 100.0% | 100.0% |
| My doctor or practice knows me as a person. | 84.0% | 84.4% | 100.0% | 70.6% | 100.0% | 100.0% |
| My doctor and I have been through a lot together. | 72.0% | 81.3% | 76.9% | 52.9% | 100.0% | 100.0% |
| My doctor or practice stands up for me. | 88.0% | 93.8% | 100.0% | 82.4% | 100.0% | 100.0% |
| The care I get takes into account the knowledge of my family. | 93.3% | 93.8% | 92.3% | 100.0% | 100.0% | 100.0% |
| The care I get in this practice is informed by knowledge of my community. | 82.7% | 87.5% | 84.6% | 76.5% | 100.0% | 100.0% |
| Over time, my practice helps me to stay healthy. | 97.3% | 96.9% | 100.0% | 94.1% | 100.0% | 100.0% |
| Over time, my practice helps me to meet my goals. | 96.0% | 93.8% | 100.0% | 94.1% | 100.0% | 100.0% |
| Average | 89.7% | 91.8% | 93.7% | 86.1% | 100.0% | 100.0% |

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 | 75 | 2 | 9 | 27 | 22 | 6 | 1 |
| My practice makes it easy for me to get care. | 96.0% | 100.0% | 88.9% | 100.0% | 100.0% | 83.3% | 100.0% |
| My practice is able to provide most of my care. | 94.7% | 100.0% | 88.9% | 100.0% | 95.5% | 83.3% | 100.0% |
| In caring for me, my doctor considers all factors that affect my health. | 97.3% | 100.0% | 100.0% | 96.3% | 100.0% | 83.3% | 100.0% |
| My practice coordinates the care I get from multiple places. | 85.3% | 100.0% | 77.8% | 85.2% | 95.5% | 50.0% | 100.0% |
| My doctor or practice knows me as a person. | 84.0% | 100.0% | 77.8% | 92.6% | 86.4% | 66.7% | 100.0% |
| My doctor and I have been through a lot together. | 72.0% | 100.0% | 88.9% | 66.7% | 72.7% | 66.7% | 100.0% |
| My doctor or practice stands up for me. | 88.0% | 100.0% | 100.0% | 88.9% | 86.4% | 66.7% | 100.0% |
| The care I get takes into account the knowledge of my family. | 93.3% | 100.0% | 100.0% | 100.0% | 95.5% | 50.0% | 100.0% |
| The care I get in this practice is informed by knowledge of my community. | 82.7% | 100.0% | 88.9% | 85.2% | 86.4% | 50.0% | 100.0% |
| Over time, my practice helps me to stay healthy. | 97.3% | 100.0% | 100.0% | 96.3% | 100.0% | 83.3% | 100.0% |
| Over time, my practice helps me to meet my goals. | 96.0% | 100.0% | 100.0% | 96.3% | 100.0% | 83.3% | 100.0% |
| Average | 89.7% | 100.0% | 91.9% | 91.6% | 92.6% | 69.7% | 100.0% |

Adult 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 | 10 | 16 | 10 | 30 |
| My practice makes it easy for me to get care. | 96.0% | 100.0% | 93.8% | 100.0% | 96.7% |
| My practice is able to provide most of my care. | 94.7% | 100.0% | 93.8% | 100.0% | 93.3% |
| In caring for me, my doctor considers all factors that affect my health. | 97.3% | 100.0% | 87.5% | 100.0% | 100.0% |
| My practice coordinates the care I get from multiple places. | 85.3% | 80.0% | 75.0% | 70.0% | 93.3% |
| My doctor or practice knows me as a person. | 84.0% | 50.0% | 75.0% | 100.0% | 93.3% |
| My doctor and I have been through a lot together. | 72.0% | 50.0% | 50.0% | 90.0% | 80.0% |
| My doctor or practice stands up for me. | 88.0% | 70.0% | 81.3% | 100.0% | 90.0% |
| The care I get takes into account the knowledge of my family. | 93.3% | 80.0% | 87.5% | 100.0% | 96.7% |
| The care I get in this practice is informed by knowledge of my community. | 82.7% | 80.0% | 75.0% | 90.0% | 80.0% |
| Over time, my practice helps me to stay healthy. | 97.3% | 90.0% | 93.8% | 100.0% | 100.0% |
| Over time, my practice helps me to meet my goals. | 96.0% | 80.0% | 93.8% | 100.0% | 100.0% |
| Average | 89.7% | 80.0% | 82.4% | 95.5% | 93.0% |

Adult 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 | 6 | 22 | 15 | 13 | 3 | 3 | 7 |
| My practice makes it easy for me to get care. | 96.0% | 83.3% | 100.0% | 93.3% | 100.0% | 100.0% | 100.0% | 100.0% |
| My practice is able to provide most of my care. | 94.7% | 83.3% | 100.0% | 93.3% | 100.0% | 66.7% | 100.0% | 100.0% |
| In caring for me, my doctor considers all factors that affect my health. | 97.3% | 83.3% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 85.7% |
| My practice coordinates the care I get from multiple places. | 85.3% | 83.3% | 86.4% | 66.7% | 92.3% | 100.0% | 100.0% | 85.7% |
| My doctor or practice knows me as a person. | 84.0% | 83.3% | 77.3% | 66.7% | 92.3% | 100.0% | 100.0% | 100.0% |
| My doctor and I have been through a lot together. | 72.0% | 66.7% | 45.5% | 60.0% | 92.3% | 100.0% | 100.0% | 100.0% |
| My doctor or practice stands up for me. | 88.0% | 66.7% | 81.8% | 93.3% | 84.6% | 100.0% | 100.0% | 100.0% |
| The care I get takes into account the knowledge of my family. | 93.3% | 66.7% | 86.4% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| The care I get in this practice is informed by knowledge of my community. | 82.7% | 66.7% | 72.7% | 80.0% | 84.6% | 100.0% | 100.0% | 100.0% |
| Over time, my practice helps me to stay healthy. | 97.3% | 83.3% | 100.0% | 93.3% | 100.0% | 100.0% | 100.0% | 100.0% |
| Over time, my practice helps me to meet my goals. | 96.0% | 83.3% | 95.5% | 93.3% | 100.0% | 100.0% | 100.0% | 100.0% |
| Average | 89.7% | 77.3% | 86.0% | 85.5% | 95.1% | 97.0% | 100.0% | 97.4% |

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Demographic Segmentation (Child)

EXHIBITS

Aggregate Data (Provided Separately)



Child Primary Care Experience

Child survey respondents attributed to the CCMC Advanced Network provided higher ratings for nine (9) of eleven (11) characteristics rated in the PCPCM survey as compared to the child composite, resulting in an overall average score of 86.6%. The highest rated characteristic among CCMC Advanced Network respondents was recorded for “in caring for me, my doctor considers all factors that affect my health” (93.4%), while the lowest rated characteristic was “my doctor and I have been through a lot together” (72.6%).

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% | 93.4% | 81.3% | 12.1% | 4.3% | 2.3% |
| My practice is able to provide most of my care. | 91.7% | 92.5% | 76.9% | 15.6% | 3.7% | 3.7% |
| My practice makes it easy for me to get care. | 90.9% | 91.6% | 79.8% | 11.8% | 4.0% | 4.3% |
| Over time, my practice helps me to stay healthy. | 90.1% | 91.6% | 78.1% | 13.5% | 5.2% | 3.2% |
| Over time, my practice helps me to meet my goals. | 89.3% | 88.8% | 74.1% | 14.7% | 7.2% | 4.0% |
| The care I get takes into account the knowledge of my family. | 87.4% | 87.6% | 73.5% | 14.1% | 7.5% | 4.9% |
| My practice coordinates the care I get from multiple places. | 80.2% | 85.6% | 69.2% | 16.4% | 6.1% | 8.4% |
| My doctor or practice knows me as a person. | 83.8% | 84.7% | 69.7% | 15.0% | 9.2% | 6.1% |
| My doctor or practice stands up for me. | 83.7% | 84.4% | 68.6% | 15.9% | 10.7% | 4.9% |
| The care I get in this practice is informed by knowledge of my community. | 81.0% | 79.5% | 64.3% | 15.3% | 10.1% | 10.4% |
| My doctor and I have been through a lot together. | 69.0% | 72.6% | 57.6% | 15.0% | 13.5% | 13.8% |
| Average | 85.3% | 86.6% | 72.1% | 14.5% | 7.4% | 6.0% |

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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 | 347 | 3 | 28 | 73 | 119 |
| My practice makes it easy for me to get care. | 91.6% | 100.0% | 82.1% | 97.3% | 89.9% |
| My practice is able to provide most of my care. | 92.5% | 100.0% | 85.7% | 95.9% | 92.4% |
| In caring for me, my doctor considers all factors that affect my health. | 93.4% | 100.0% | 92.9% | 97.3% | 93.3% |
| My practice coordinates the care I get from multiple places. | 85.6% | 66.7% | 82.1% | 87.7% | 81.5% |
| My doctor or practice knows me as a person. | 84.7% | 100.0% | 82.1% | 89.0% | 86.6% |
| My doctor and I have been through a lot together. | 72.6% | 100.0% | 67.9% | 67.1% | 72.3% |
| My doctor or practice stands up for me. | 84.4% | 100.0% | 82.1% | 84.9% | 86.6% |
| The care I get takes into account the knowledge of my family. | 87.6% | 100.0% | 82.1% | 93.2% | 90.8% |
| The care I get in this practice is informed by knowledge of my community. | 79.5% | 66.7% | 75.0% | 82.2% | 79.8% |
| Over time, my practice helps me to stay healthy. | 91.6% | 100.0% | 89.3% | 97.3% | 95.0% |
| Over time, my practice helps me to meet my goals. | 88.8% | 100.0% | 89.3% | 91.8% | 90.8% |
| Average | 86.6% | 93.9% | 82.8% | 89.4% | 87.2% |

Child Primary Care Experience :: By Gender

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

| | Provider Composite | Male | Female |
|---|--------------------|--------------|--------------|
| N-value | 347 | 151 | 183 |
| My practice makes it easy for me to get care. | 91.6% | 91.4% | 91.8% |
| My practice is able to provide most of my care. | 92.5% | 93.4% | 91.8% |
| In caring for me, my doctor considers all factors that affect my health. | 93.4% | 93.4% | 93.4% |
| My practice coordinates the care I get from multiple places. | 85.6% | 86.1% | 85.2% |
| My doctor or practice knows me as a person. | 84.7% | 82.8% | 86.3% |
| My doctor and I have been through a lot together. | 72.6% | 70.2% | 74.3% |
| My doctor or practice stands up for me. | 84.4% | 84.1% | 84.2% |
| The care I get takes into account the knowledge of my family. | 87.6% | 88.1% | 86.9% |
| The care I get in this practice is informed by knowledge of my community. | 79.5% | 78.1% | 79.8% |
| Over time, my practice helps me to stay healthy. | 91.6% | 93.4% | 89.6% |
| Over time, my practice helps me to meet my goals. | 88.8% | 90.1% | 87.4% |
| Average | 86.6% | 86.5% | 86.4% |

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 | 347 | 143 | 44 | 45 | 16 | 25 |
| My practice makes it easy for me to get care. | 91.6% | 92.3% | 93.2% | 91.1% | 93.8% | 92.0% |
| My practice is able to provide most of my care. | 92.5% | 93.7% | 93.2% | 91.1% | 93.8% | 96.0% |
| In caring for me, my doctor considers all factors that affect my health. | 93.4% | 95.8% | 97.7% | 93.3% | 93.8% | 92.0% |
| My practice coordinates the care I get from multiple places. | 85.6% | 88.8% | 84.1% | 84.4% | 81.3% | 80.0% |
| My doctor or practice knows me as a person. | 84.7% | 80.4% | 90.9% | 86.7% | 81.3% | 88.0% |
| My doctor and I have been through a lot together. | 72.6% | 69.2% | 70.5% | 64.4% | 81.3% | 72.0% |
| My doctor or practice stands up for me. | 84.4% | 85.3% | 88.6% | 75.6% | 81.3% | 76.0% |
| The care I get takes into account the knowledge of my family. | 87.6% | 86.7% | 90.9% | 86.7% | 93.8% | 84.0% |
| The care I get in this practice is informed by knowledge of my community. | 79.5% | 77.6% | 81.8% | 77.8% | 93.8% | 72.0% |
| Over time, my practice helps me to stay healthy. | 91.6% | 93.7% | 88.6% | 91.1% | 87.5% | 100.0% |
| Over time, my practice helps me to meet my goals. | 88.8% | 91.6% | 84.1% | 86.7% | 87.5% | 88.0% |
| Average | 86.6% | 86.8% | 87.6% | 84.4% | 88.1% | 85.5% |

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 | 347 | 127 | 44 | 34 | 29 | 35 | 6 |
| My practice makes it easy for me to get care. | 91.6% | 94.5% | 93.2% | 91.2% | 93.1% | 85.7% | 83.3% |
| My practice is able to provide most of my care. | 92.5% | 95.3% | 90.9% | 94.1% | 96.6% | 85.7% | 83.3% |
| In caring for me, my doctor considers all factors that affect my health. | 93.4% | 96.1% | 93.2% | 94.1% | 96.6% | 88.6% | 83.3% |
| My practice coordinates the care I get from multiple places. | 85.6% | 87.4% | 72.7% | 97.1% | 93.1% | 82.9% | 83.3% |
| My doctor or practice knows me as a person. | 84.7% | 90.6% | 84.1% | 88.2% | 79.3% | 68.6% | 50.0% |
| My doctor and I have been through a lot together. | 72.6% | 70.1% | 70.5% | 85.3% | 75.9% | 65.7% | 50.0% |
| My doctor or practice stands up for me. | 84.4% | 85.8% | 77.3% | 97.1% | 86.2% | 74.3% | 83.3% |
| The care I get takes into account the knowledge of my family. | 87.6% | 92.9% | 81.8% | 97.1% | 86.2% | 74.3% | 83.3% |
| The care I get in this practice is informed by knowledge of my community. | 79.5% | 84.3% | 68.2% | 88.2% | 82.8% | 65.7% | 66.7% |
| Over time, my practice helps me to stay healthy. | 91.6% | 95.3% | 93.2% | 100.0% | 86.2% | 80.0% | 83.3% |
| Over time, my practice helps me to meet my goals. | 88.8% | 92.9% | 84.1% | 97.1% | 82.8% | 82.9% | 83.3% |
| Average | 86.6% | 89.5% | 82.6% | 93.6% | 87.1% | 77.7% | 75.8% |

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 | 347 | 39 | 102 | 83 | 68 |
| My practice makes it easy for me to get care. | 91.6% | 79.5% | 91.2% | 97.6% | 94.1% |
| My practice is able to provide most of my care. | 92.5% | 84.6% | 93.1% | 96.4% | 94.1% |
| In caring for me, my doctor considers all factors that affect my health. | 93.4% | 87.2% | 94.1% | 97.6% | 98.5% |
| My practice coordinates the care I get from multiple places. | 85.6% | 76.9% | 84.3% | 91.6% | 85.3% |
| My doctor or practice knows me as a person. | 84.7% | 71.8% | 87.3% | 90.4% | 88.2% |
| My doctor and I have been through a lot together. | 72.6% | 56.4% | 74.5% | 71.1% | 79.4% |
| My doctor or practice stands up for me. | 84.4% | 76.9% | 84.3% | 88.0% | 88.2% |
| The care I get takes into account the knowledge of my family. | 87.6% | 82.1% | 86.3% | 92.8% | 92.6% |
| The care I get in this practice is informed by knowledge of my community. | 79.5% | 69.2% | 78.4% | 84.3% | 85.3% |
| Over time, my practice helps me to stay healthy. | 91.6% | 87.2% | 92.2% | 96.4% | 97.1% |
| Over time, my practice helps me to meet my goals. | 88.8% | 79.5% | 91.2% | 92.8% | 94.1% |
| Average | 86.6% | 77.4% | 87.0% | 90.8% | 90.6% |

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 | 347 | 11 | 89 | 73 | 50 | 27 | 11 | 35 |
| My practice makes it easy for me to get care. | 91.6% | 81.8% | 92.1% | 94.5% | 92.0% | 81.5% | 100.0% | 91.4% |
| My practice is able to provide most of my care. | 92.5% | 81.8% | 94.4% | 93.2% | 94.0% | 88.9% | 100.0% | 91.4% |
| In caring for me, my doctor considers all factors that affect my health. | 93.4% | 90.9% | 94.4% | 94.5% | 94.0% | 92.6% | 100.0% | 94.3% |
| My practice coordinates the care I get from multiple places. | 85.6% | 72.7% | 80.9% | 93.2% | 94.0% | 81.5% | 81.8% | 80.0% |
| My doctor or practice knows me as a person. | 84.7% | 63.6% | 82.0% | 82.2% | 86.0% | 96.3% | 100.0% | 94.3% |
| My doctor and I have been through a lot together. | 72.6% | 54.5% | 59.6% | 71.2% | 78.0% | 88.9% | 90.9% | 80.0% |
| My doctor or practice stands up for me. | 84.4% | 63.6% | 82.0% | 83.6% | 86.0% | 88.9% | 100.0% | 85.7% |
| The care I get takes into account the knowledge of my family. | 87.6% | 81.8% | 86.5% | 89.0% | 88.0% | 88.9% | 90.9% | 91.4% |
| The care I get in this practice is informed by knowledge of my community. | 79.5% | 36.4% | 82.0% | 82.2% | 82.0% | 81.5% | 90.9% | 71.4% |
| Over time, my practice helps me to stay healthy. | 91.6% | 81.8% | 94.4% | 91.8% | 96.0% | 88.9% | 100.0% | 94.3% |
| Over time, my practice helps me to meet my goals. | 88.8% | 63.6% | 92.1% | 89.0% | 94.0% | 88.9% | 100.0% | 85.7% |
| Average | 86.6% | 70.2% | 85.5% | 87.7% | 89.5% | 87.9% | 95.9% | 87.3% |

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