



2021 PCMH+ PCPCM Survey
Person-Centered Primary Care Measure
Community Health Center



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

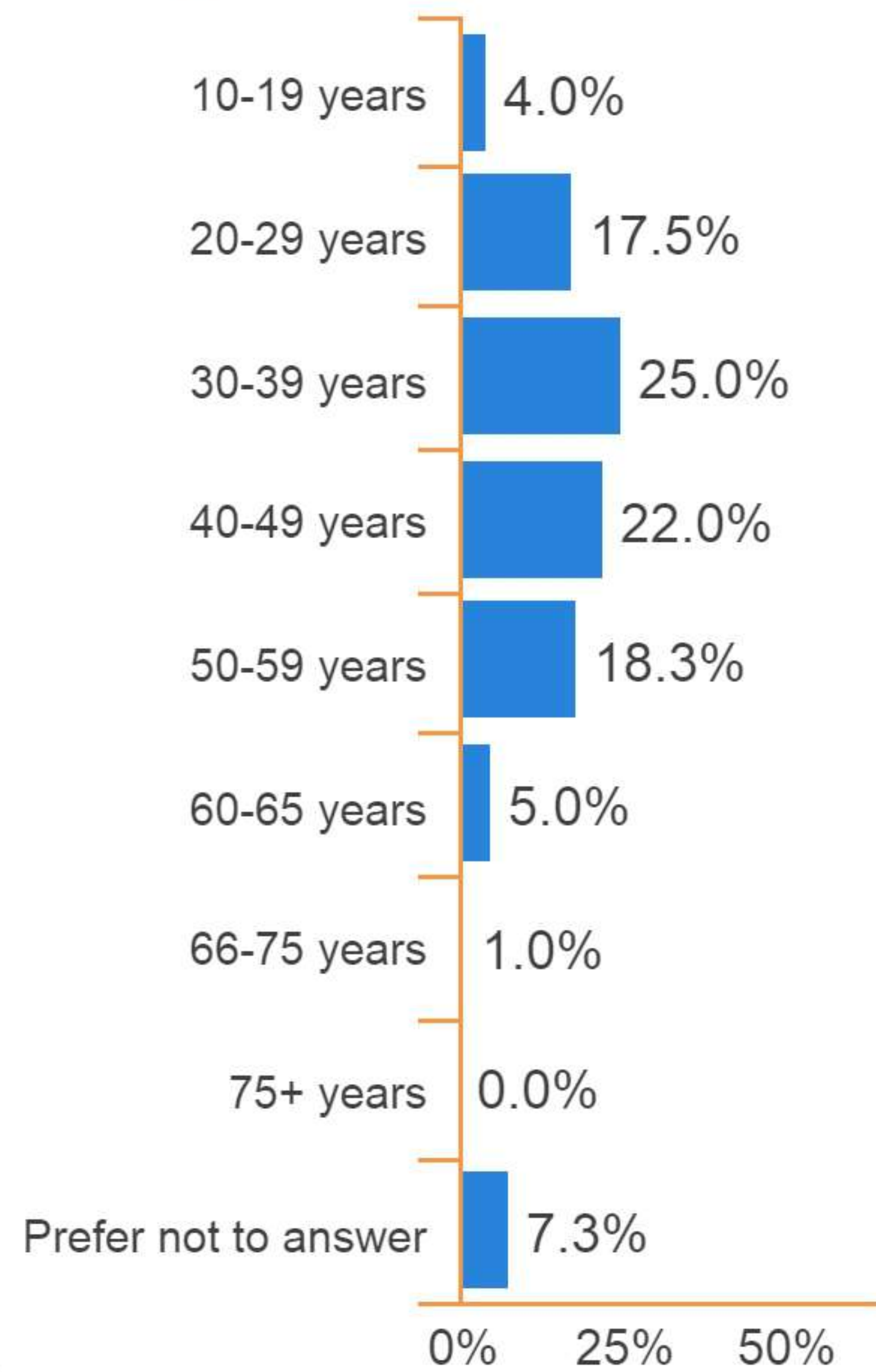
Methodology Telephone / Digital	No. of Completes 400	No. of Questions 20*	Incentive None	Sample Provided by CHNCT
Target HUSKY Members attributed to Community Health Center	Quality Assurance Dual-level**	Margin of Error +/- 4.9%	Confidence Level 95%	Research Dates Sept 9 - Dec 6, 2021

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

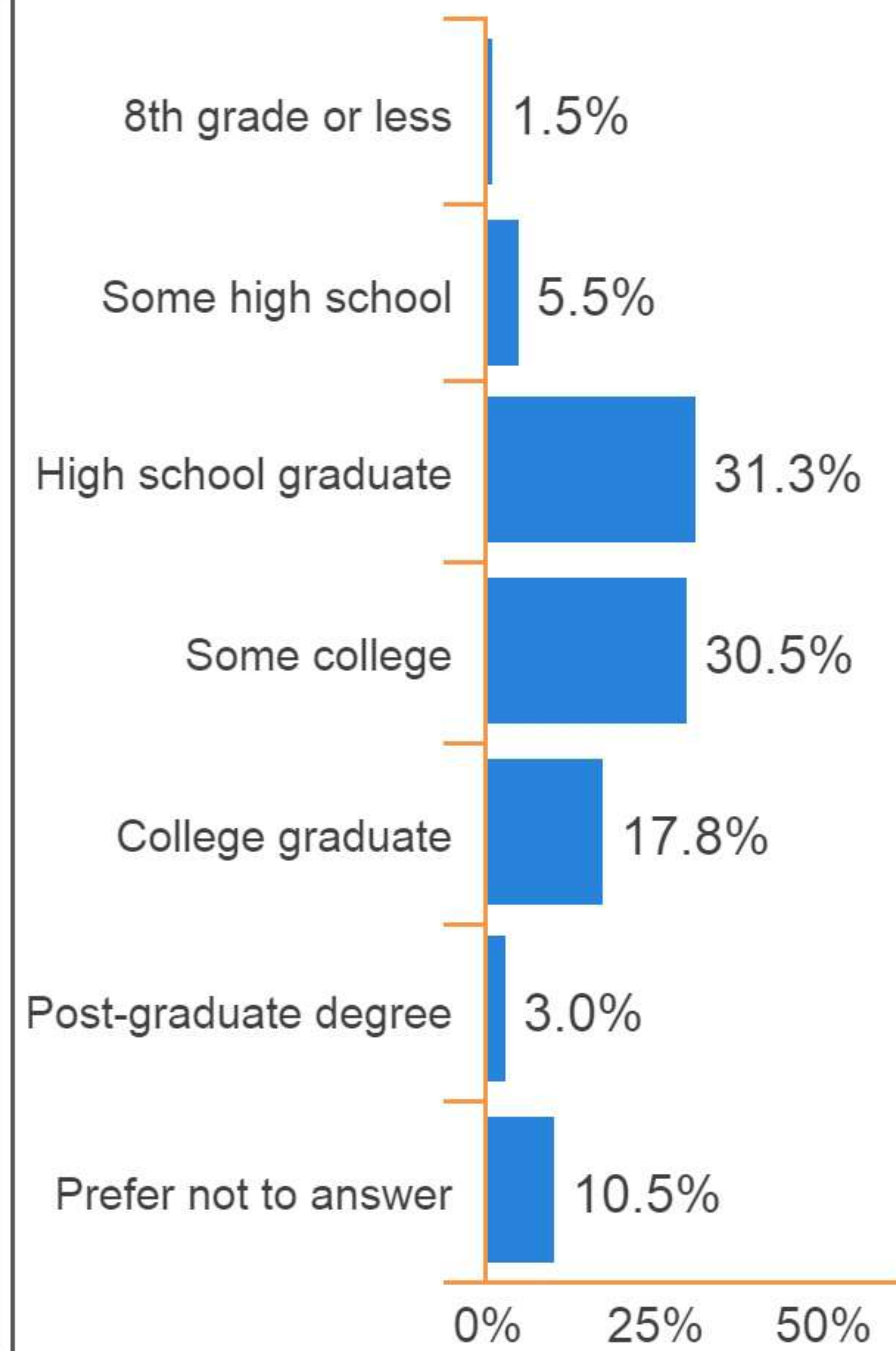
** Supervisory personnel, in addition to computer-aided interviewing platform, ensure the integrity of the data is accurate.

Respondent Demographics - Adult

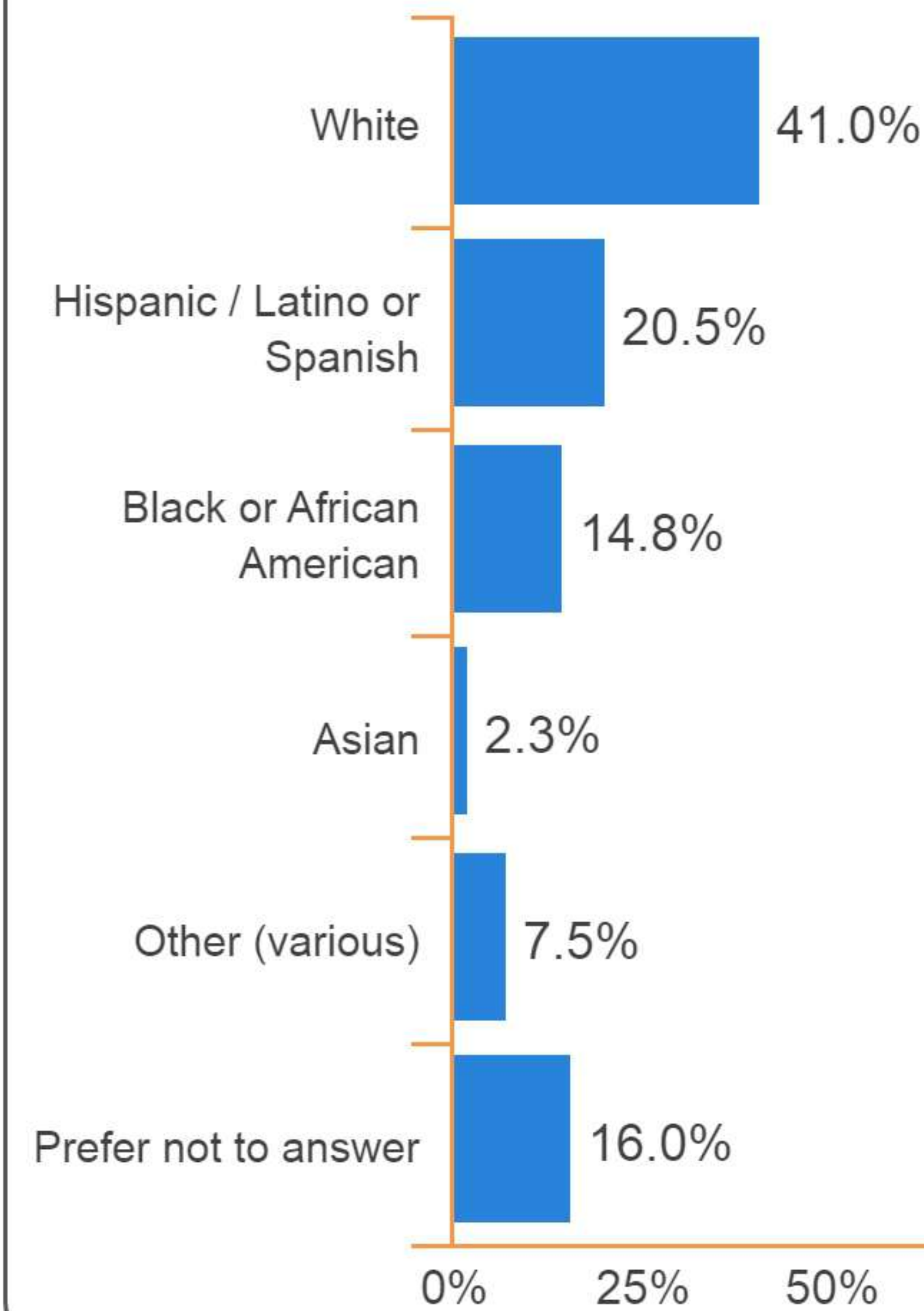
Age



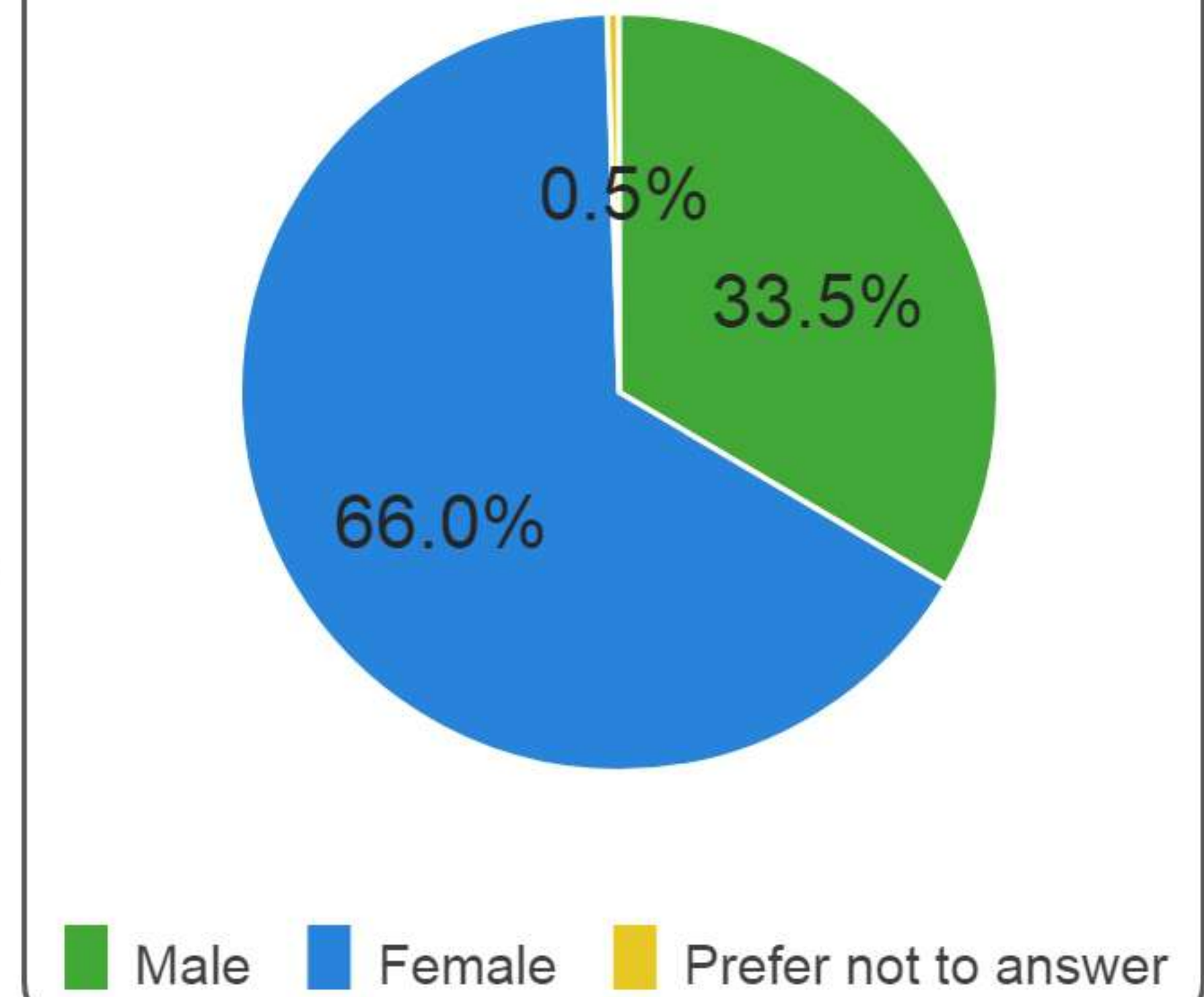
Education



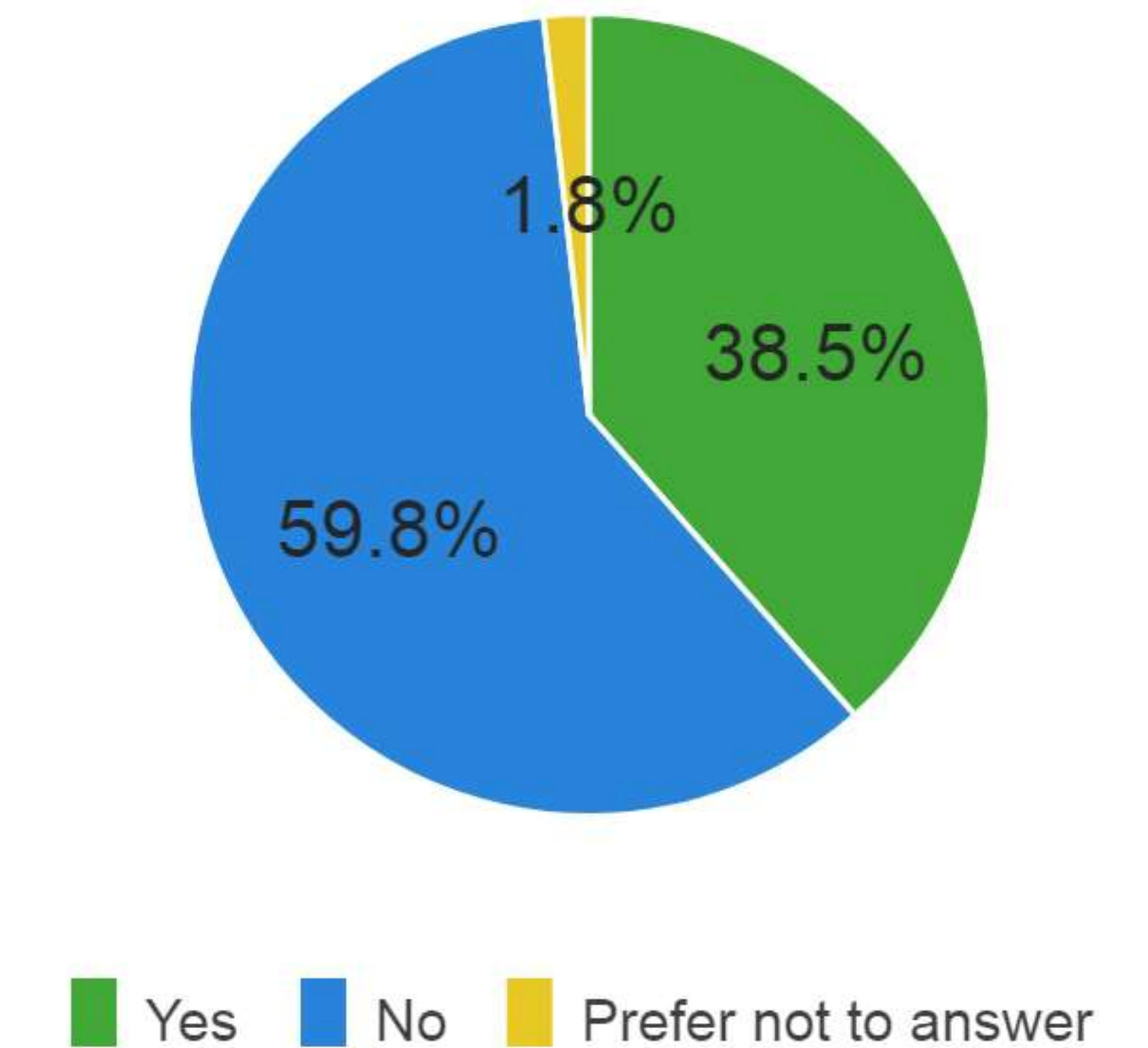
Ethnicity (Select all that apply)



Gender

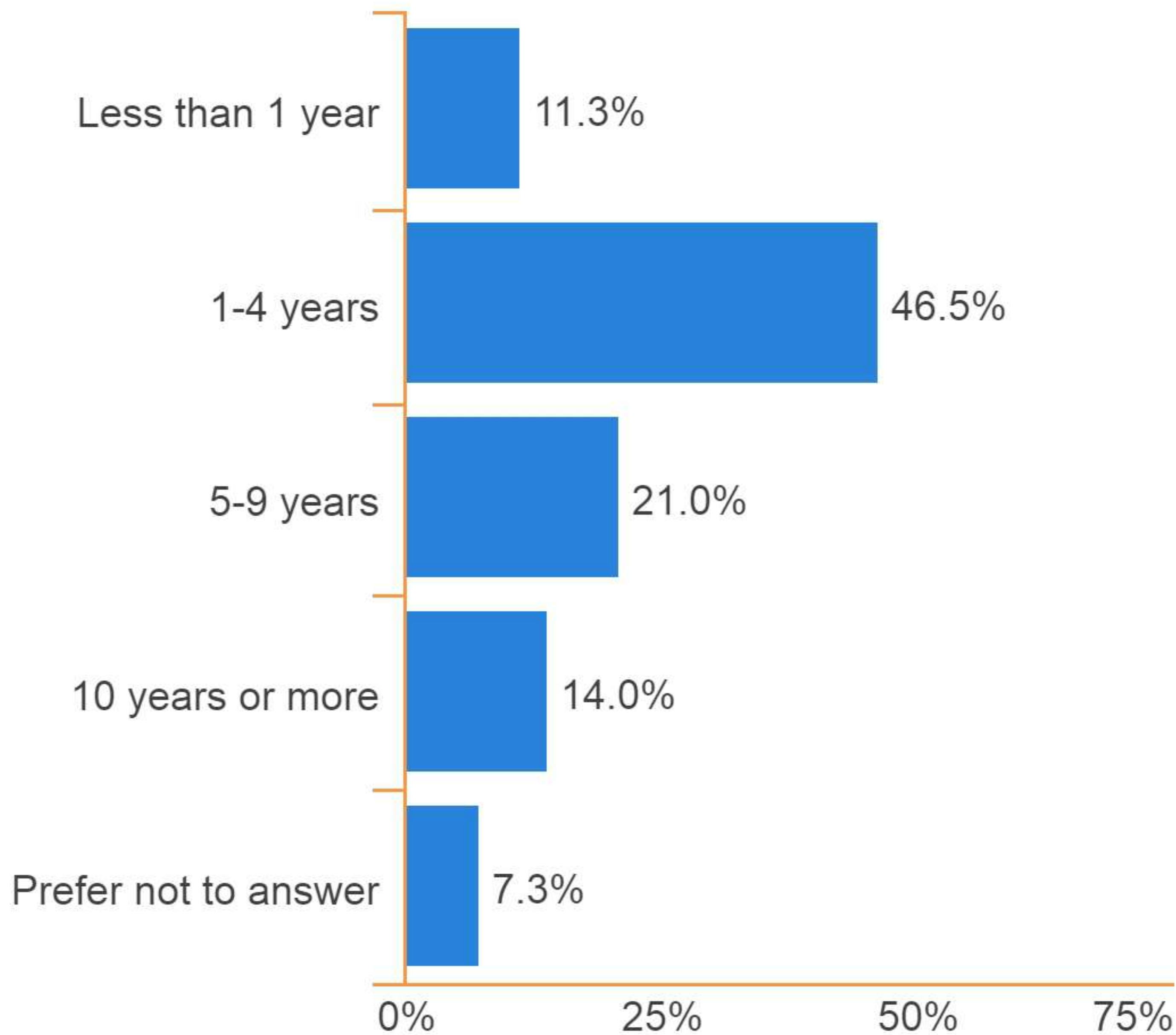


Hispanic/Latino Origin

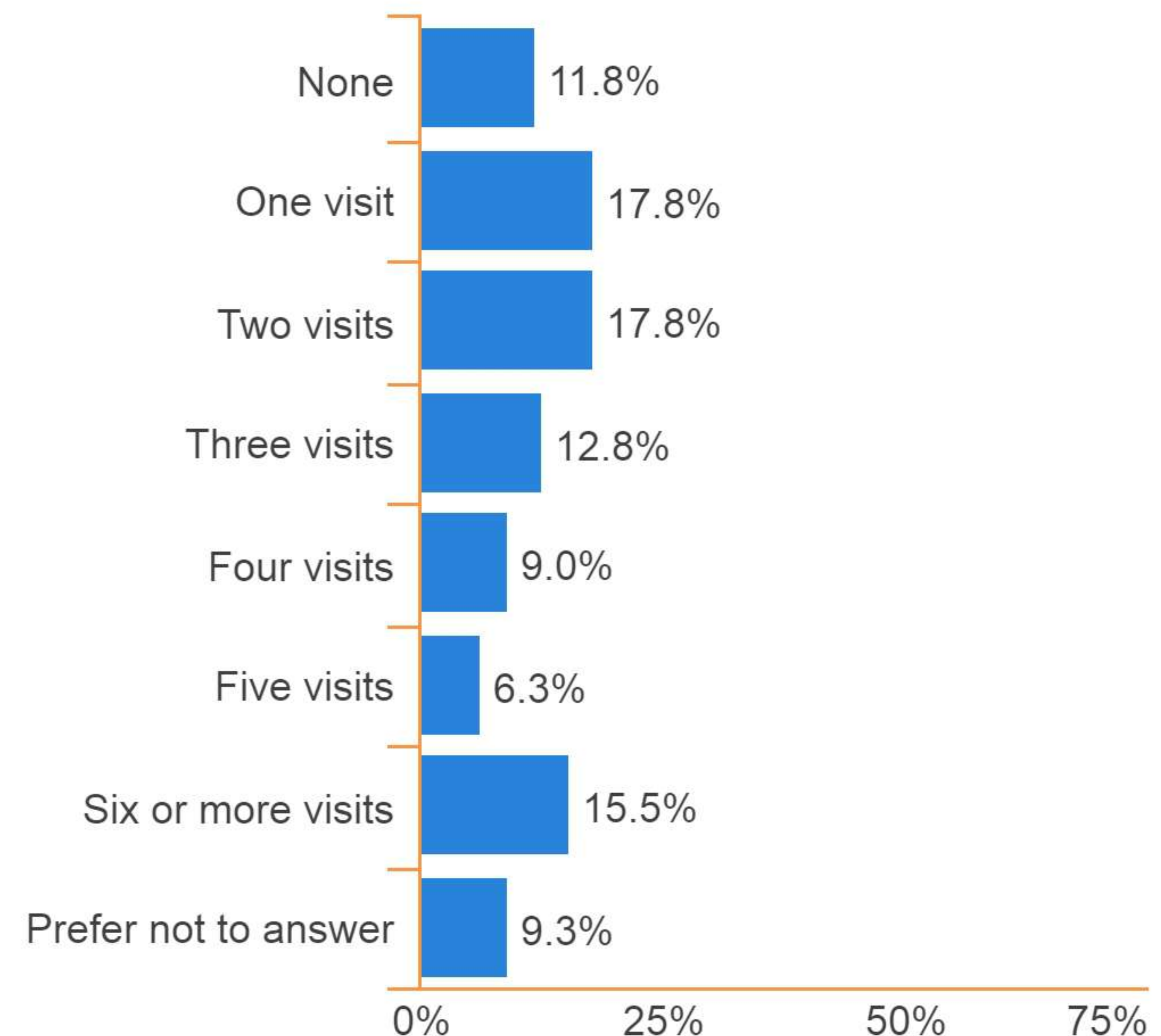


Respondent Demographics - Adult

Length of Time with Current Doctor



Number of Doctor Visits in Past Year



Research Methodology Snapshot - Child

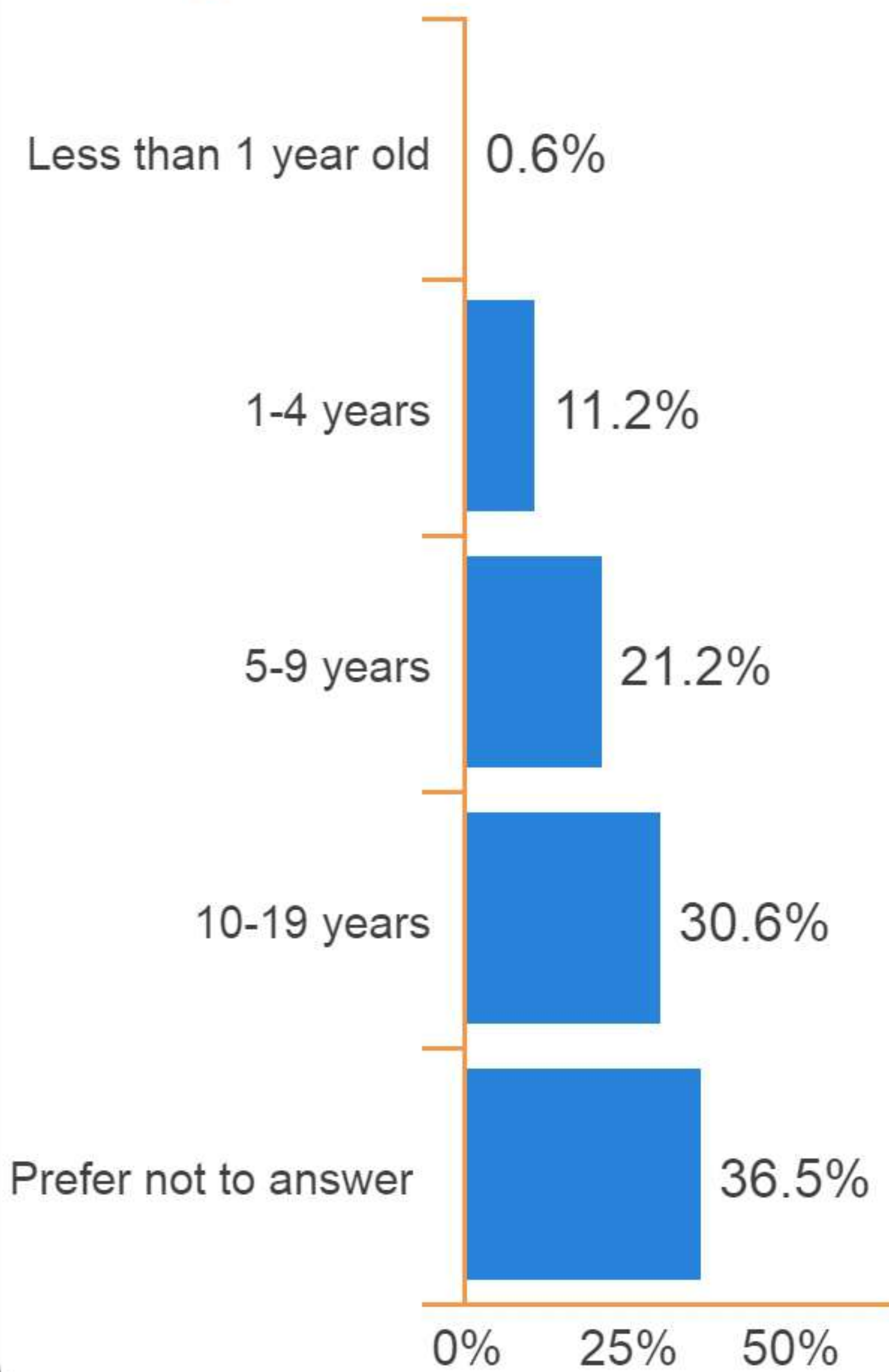
Methodology Telephone / Digital	No. of Completes 340	No. of Questions 20*	Incentive None	Sample Provided by CHNCT
Target HUSKY Members attributed to Community Health Center	Quality Assurance Dual-level**	Margin of Error +/- 5.3%	Confidence Level 95%	Research Dates Sept 9 - Dec 6, 2021

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

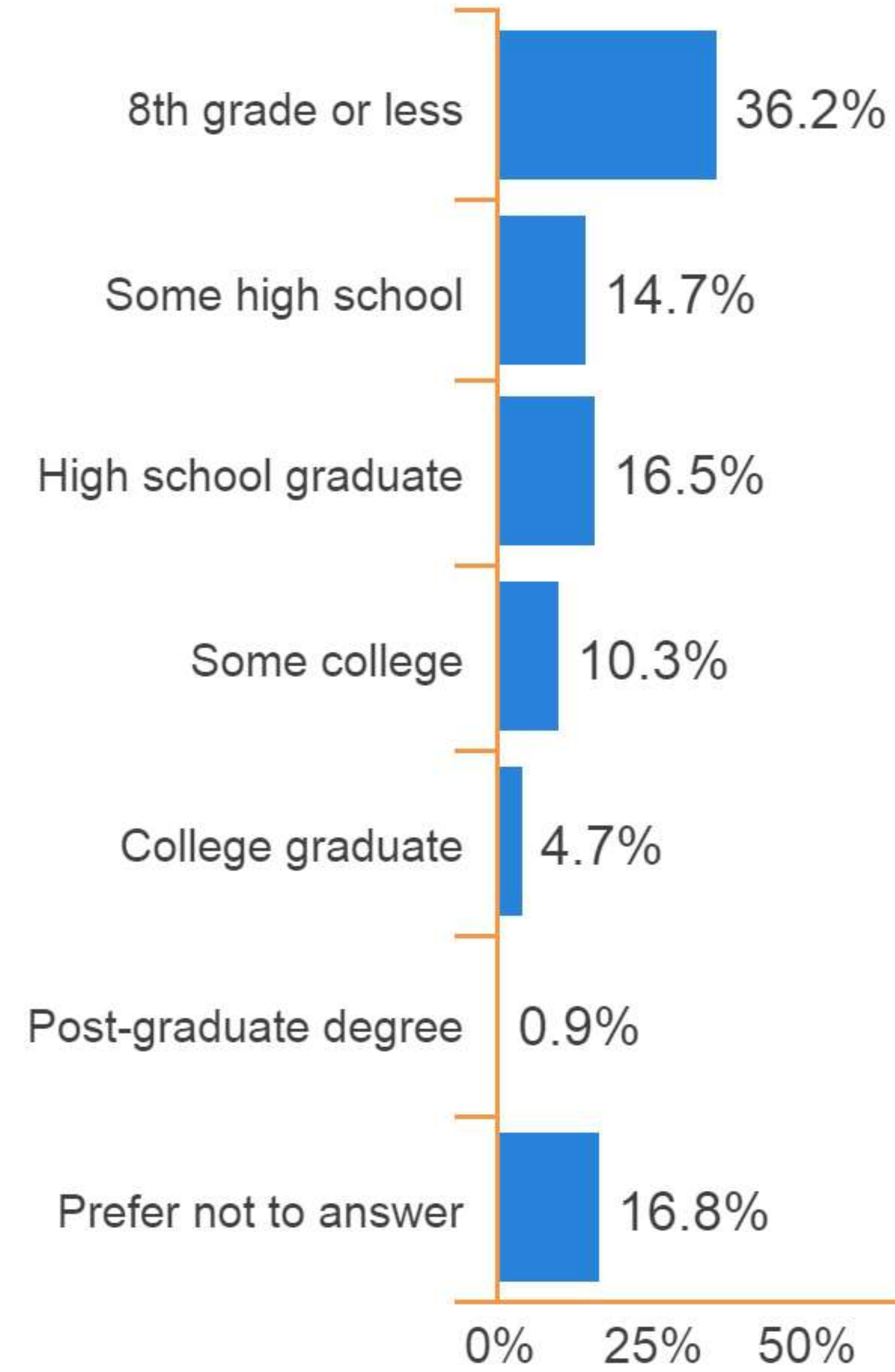
** Supervisory personnel, in addition to computer-aided interviewing platform, ensure the integrity of the data is accurate.

Respondent Demographics - Child

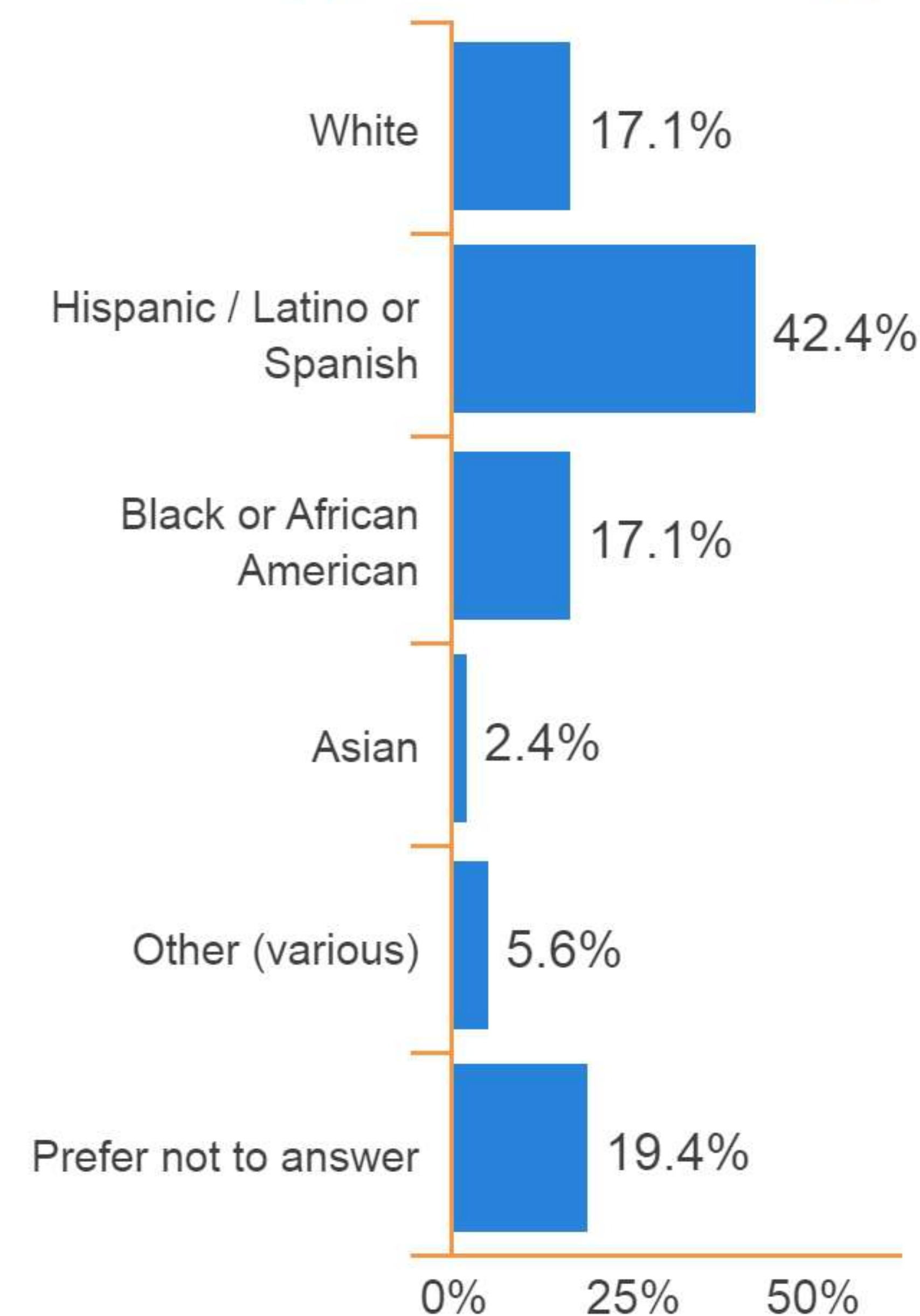
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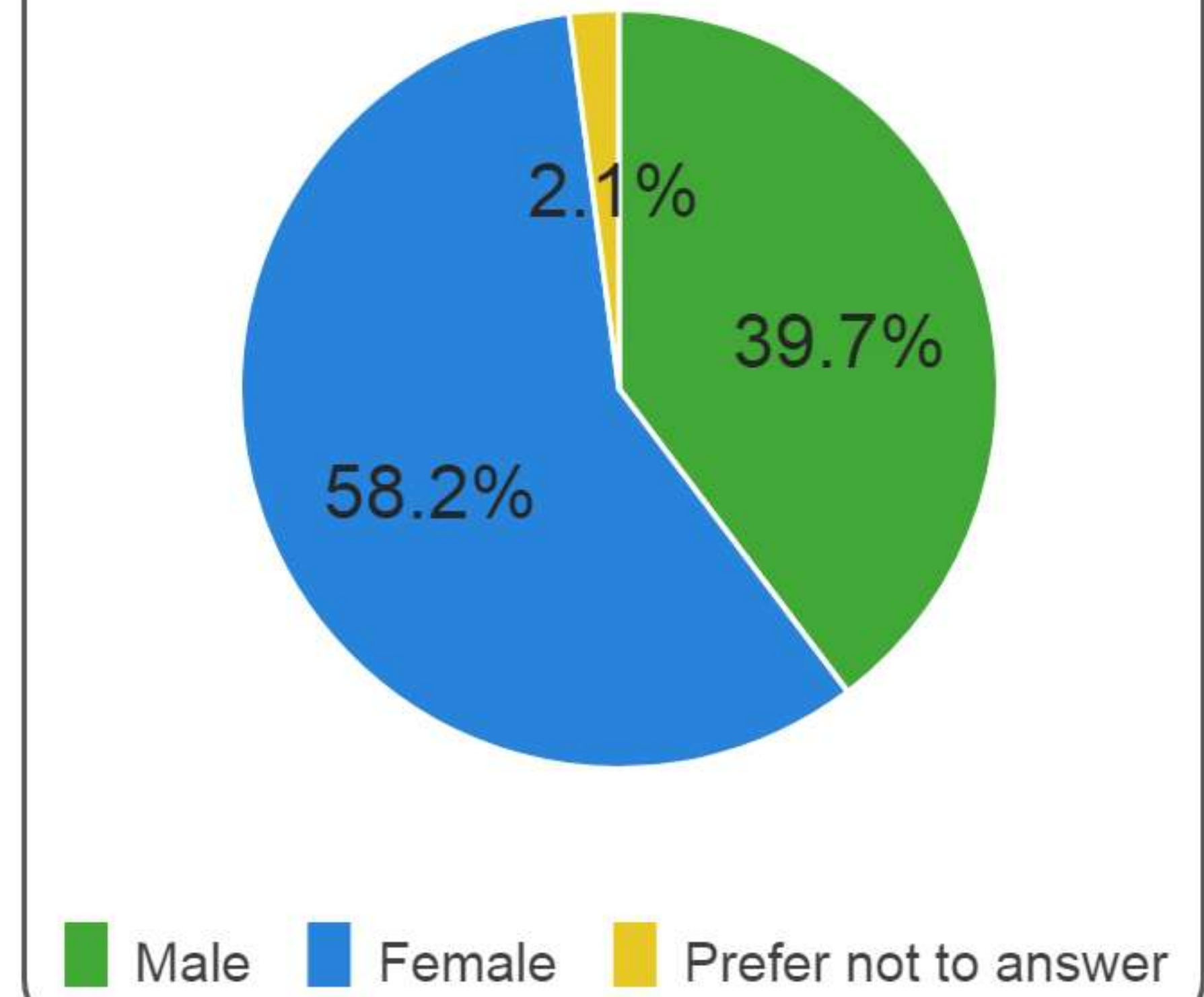
Education



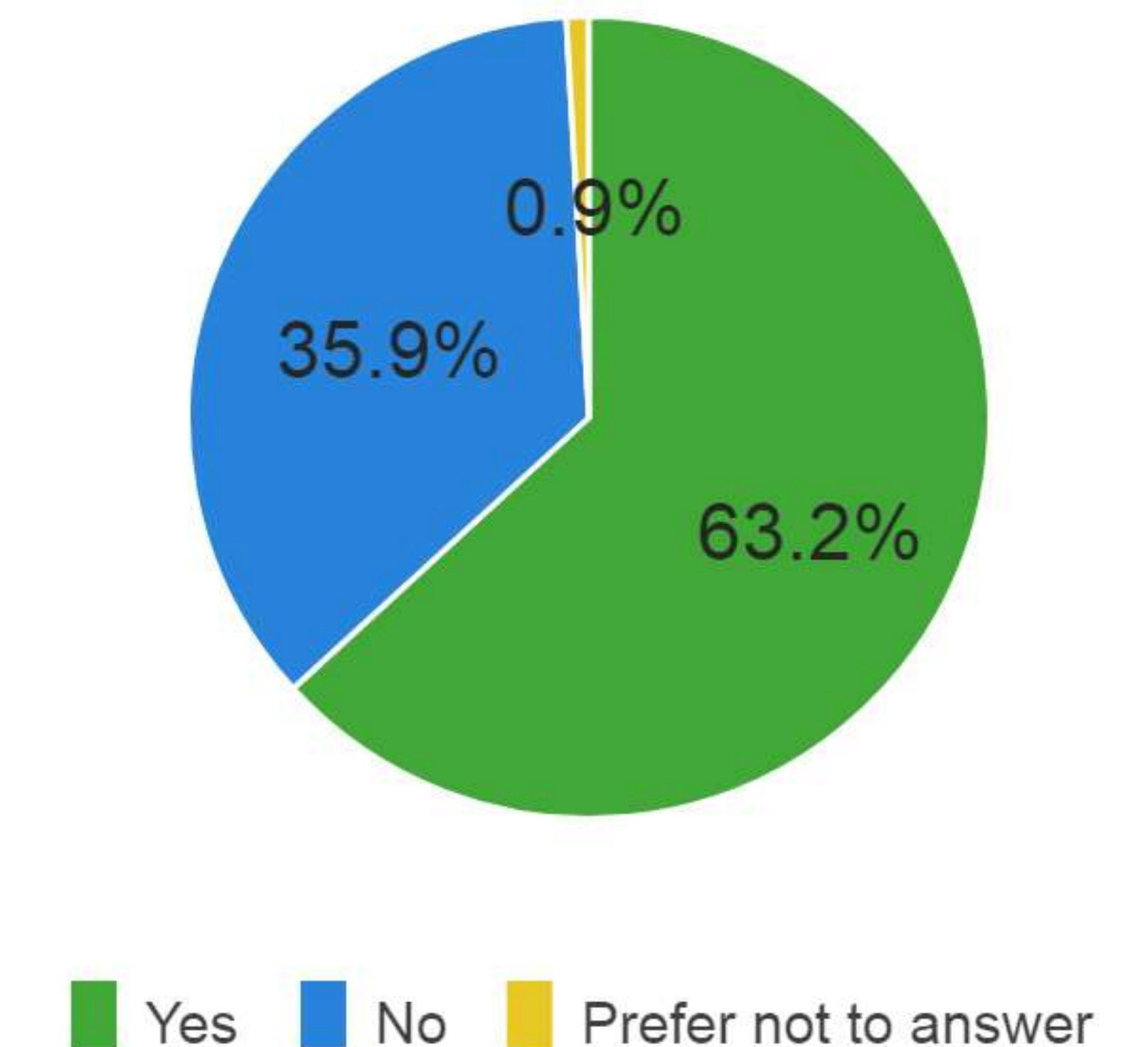
Ethnicity (Select all that apply)



Gender

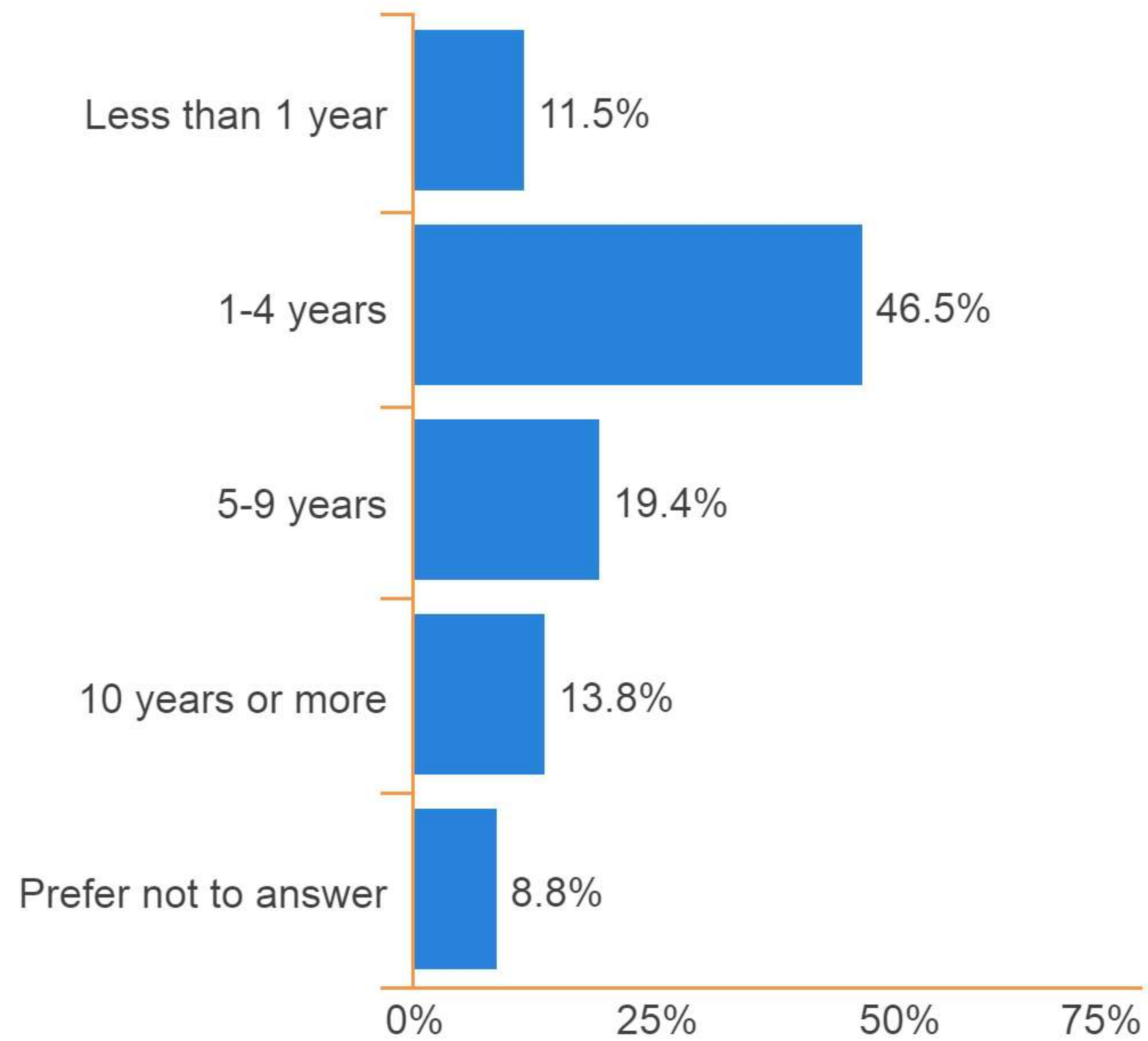


Hispanic/Latino Origin



Respondent Demographics - Child

Length of Time with Current Doctor



Number of Doctor Visits in Past Year

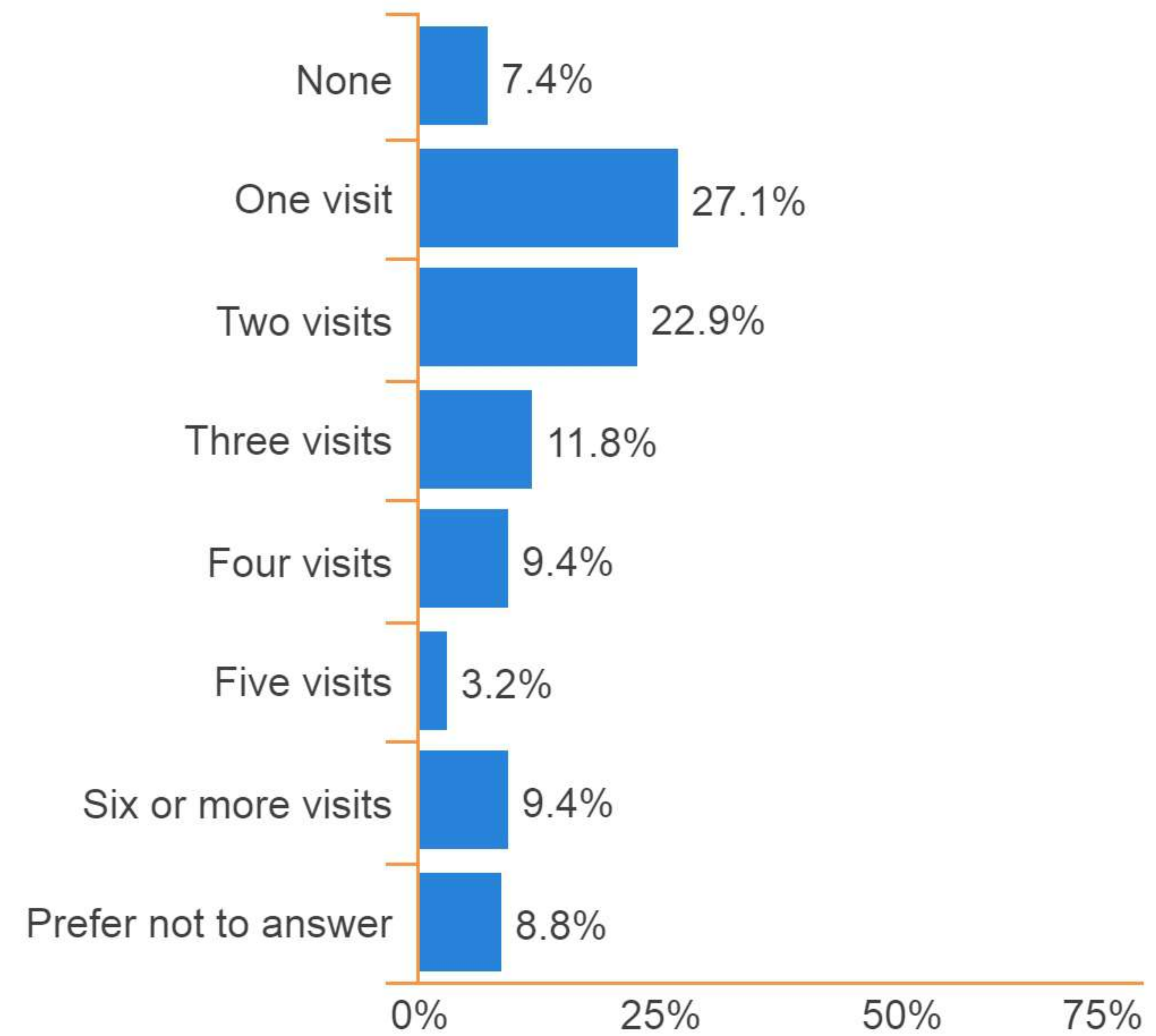


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Aggregate Data (Provided Separately)



Key Study Findings - Adult

- Adult survey respondents attributed to Community Health Center provided lower ratings for all eleven (11) characteristics rated in the PCPCM survey as compared to the adult composite, resulting in an overall average score of 77.8%.
- The highest rated characteristic among Community Health Center respondents was recorded for “my practice is able to provide most of my care” (87.3%), while the lowest rated characteristic was “my doctor and I have been through a lot together” (56.8%).
- Adult survey respondents ages 66-75 (88.6%) provided the highest overall average rating, while respondents ages 40-49 provided the lowest average rating (71.1%).
- Men who participated in the survey (81.4%) provided a higher average rating as compared to women (76.1%).
- Those respondents identifying as African American (82.0%) provided the highest overall average rating, while Caucasian respondents provided the lowest average rating (76.8%).

Key Study Findings - Adult

- Survey respondents with some high school education (83.5%) provided the highest overall average rating, while respondents with a college degree provided the lowest average rating (73.4%).
- Adult survey respondents who have been with Community Health Center for more than 10 years (84.9%) provided the highest overall average rating, while respondents who have been with Community Health Center for less than 1 year provided the lowest average rating (72.1%).
- Adult survey respondents with four (4) visits to Community Health Center within the past year (86.1%) provided the highest overall average rating, while respondents with one (1) visit within the past year provided the lowest average rating (71.3%).

Key Study Findings - Child

- Child survey respondents attributed to Community Health Center provided higher ratings for ten (10) of eleven (11) characteristics rated in the PCPCM survey as compared to the child composite, resulting in an overall average score of 87.9%.
- The highest rated characteristic among Community Health Center respondents was recorded for “my practice is able to provide most of my care” (95.0%), while the lowest rated characteristic was “my doctor and I have been through a lot together” (72.9%).
- Community Health Center child respondents less than 1 year old (100.0%) provided the highest overall average rating, while respondents ages 10-19 provided the lowest average rating (83.9%).
- Girls attributed to the Community Health Center (88.8%) provided a higher average rating as compared to boys (87.0%).
- Asian respondents (95.5%) provided the highest overall average rating, while African American respondents provided the lowest average rating (83.2%).

Key Study Findings - Child

- Child survey respondents who have been with Community Health Center for 5-9 years (91.3%) provided the highest overall average rating, while respondents who have been with Community Health Center for less than 1 year provided the lowest average rating (82.3%).
- Child survey respondents with three (3) visits to Community Health Center within the past year (90.7%) provided the highest overall average rating, while respondents with five (5) visits to their medical provider within the past year provided the lowest average rating (77.7%).

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Adult Primary Care Experience

Adult survey respondents attributed to Community Health Center provided lower ratings for all eleven (11) characteristics rated in the PCPCM survey as compared to the adult composite, resulting in an overall average score of 77.8%. The highest rated characteristic among Community Health Center respondents was recorded for “my practice is able to provide most of my care” (87.3%), while the lowest rated characteristic was “my doctor and I have been through a lot together” (56.8%).

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%	87.3%	64.5%	22.8%	10.0%	2.8%
My practice makes it easy for me to get care.	88.3%	86.8%	67.0%	19.8%	10.3%	3.0%
In caring for me, my doctor considers all factors that affect my health.	89.0%	86.8%	69.3%	17.5%	8.5%	4.8%
Over time, my practice helps me to stay healthy.	87.4%	84.3%	67.3%	17.0%	10.8%	5.0%
Over time, my practice helps me to meet my goals.	85.5%	79.8%	60.8%	19.0%	14.3%	6.0%
My practice coordinates the care I get from multiple places.	82.6%	79.5%	60.5%	19.0%	12.5%	8.0%
My doctor or practice stands up for me.	79.8%	76.5%	60.3%	16.3%	15.3%	8.3%
The care I get takes into account the knowledge of my family.	79.7%	74.0%	57.0%	17.0%	18.5%	7.5%
My doctor or practice knows me as a person.	79.8%	73.3%	61.0%	12.3%	15.8%	11.0%
The care I get in this practice is informed by knowledge of my community.	74.3%	70.5%	52.0%	18.5%	18.8%	10.8%
My doctor and I have been through a lot together.	64.6%	56.8%	44.5%	12.3%	21.3%	22.0%
Average	81.8%	77.8%	60.4%	17.4%	14.2%	8.1%

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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	16	70	100	88	73	20	4	0
My practice makes it easy for me to get care.	86.8%	100.0%	92.9%	84.0%	81.8%	87.7%	95.0%	75.0%	-
My practice is able to provide most of my care.	87.3%	100.0%	92.9%	83.0%	83.0%	91.8%	85.0%	100.0%	-
In caring for me, my doctor considers all factors that affect my health.	86.8%	100.0%	91.4%	81.0%	83.0%	90.4%	95.0%	100.0%	-
My practice coordinates the care I get from multiple places.	79.5%	81.3%	81.4%	75.0%	72.7%	86.3%	90.0%	100.0%	-
My doctor or practice knows me as a person.	73.3%	93.8%	74.3%	65.0%	68.2%	79.5%	95.0%	75.0%	-
My doctor and I have been through a lot together.	56.8%	56.3%	54.3%	52.0%	50.0%	64.4%	70.0%	50.0%	-
My doctor or practice stands up for me.	76.5%	75.0%	78.6%	71.0%	71.6%	83.6%	85.0%	100.0%	-
The care I get takes into account the knowledge of my family.	74.0%	87.5%	81.4%	69.0%	68.2%	79.5%	75.0%	75.0%	-
The care I get in this practice is informed by knowledge of my community.	70.5%	81.3%	85.7%	68.0%	59.1%	71.2%	60.0%	100.0%	-
Over time, my practice helps me to stay healthy.	84.3%	93.8%	91.4%	78.0%	76.1%	91.8%	90.0%	100.0%	-
Over time, my practice helps me to meet my goals.	79.8%	93.8%	88.6%	74.0%	68.2%	87.7%	80.0%	100.0%	-
Average	77.8%	87.5%	83.0%	72.7%	71.1%	83.1%	83.6%	88.6%	-

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	134	264
My practice makes it easy for me to get care.	86.8%	90.3%	85.2%
My practice is able to provide most of my care.	87.3%	87.3%	87.5%
In caring for me, my doctor considers all factors that affect my health.	86.8%	91.0%	84.8%
My practice coordinates the care I get from multiple places.	79.5%	82.8%	78.0%
My doctor or practice knows me as a person.	73.3%	76.9%	71.6%
My doctor and I have been through a lot together.	56.8%	60.4%	54.9%
My doctor or practice stands up for me.	76.5%	77.6%	76.1%
The care I get takes into account the knowledge of my family.	74.0%	77.6%	72.3%
The care I get in this practice is informed by knowledge of my community.	70.5%	74.6%	68.6%
Over time, my practice helps me to stay healthy.	84.3%	89.6%	81.8%
Over time, my practice helps me to meet my goals.	79.8%	87.3%	76.1%
Average	77.8%	81.4%	76.1%

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	164	82	59	9	30
My practice makes it easy for me to get care.	86.8%	87.2%	82.9%	86.4%	88.9%	93.3%
My practice is able to provide most of my care.	87.3%	85.4%	89.0%	86.4%	88.9%	93.3%
In caring for me, my doctor considers all factors that affect my health.	86.8%	87.8%	87.8%	88.1%	88.9%	86.7%
My practice coordinates the care I get from multiple places.	79.5%	82.3%	75.6%	79.7%	77.8%	83.3%
My doctor or practice knows me as a person.	73.3%	73.8%	72.0%	83.1%	66.7%	76.7%
My doctor and I have been through a lot together.	56.8%	51.8%	52.4%	72.9%	66.7%	50.0%
My doctor or practice stands up for me.	76.5%	73.8%	76.8%	81.4%	88.9%	83.3%
The care I get takes into account the knowledge of my family.	74.0%	72.0%	75.6%	81.4%	88.9%	73.3%
The care I get in this practice is informed by knowledge of my community.	70.5%	66.5%	72.0%	72.9%	88.9%	83.3%
Over time, my practice helps me to stay healthy.	84.3%	84.8%	82.9%	86.4%	77.8%	90.0%
Over time, my practice helps me to meet my goals.	79.8%	79.9%	80.5%	83.1%	77.8%	73.3%
Average	77.8%	76.8%	77.1%	82.0%	81.8%	80.6%

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	6	22	125	122	71	12
My practice makes it easy for me to get care.	86.8%	83.3%	90.9%	88.0%	87.7%	85.9%	91.7%
My practice is able to provide most of my care.	87.3%	83.3%	95.5%	92.8%	85.2%	83.1%	83.3%
In caring for me, my doctor considers all factors that affect my health.	86.8%	83.3%	90.9%	87.2%	88.5%	90.1%	83.3%
My practice coordinates the care I get from multiple places.	79.5%	83.3%	72.7%	84.8%	80.3%	74.6%	83.3%
My doctor or practice knows me as a person.	73.3%	83.3%	77.3%	79.2%	69.7%	70.4%	83.3%
My doctor and I have been through a lot together.	56.8%	66.7%	77.3%	55.2%	59.8%	45.1%	50.0%
My doctor or practice stands up for me.	76.5%	83.3%	81.8%	80.0%	76.2%	70.4%	75.0%
The care I get takes into account the knowledge of my family.	74.0%	66.7%	86.4%	79.2%	75.4%	64.8%	66.7%
The care I get in this practice is informed by knowledge of my community.	70.5%	66.7%	77.3%	77.6%	68.0%	64.8%	58.3%
Over time, my practice helps me to stay healthy.	84.3%	83.3%	86.4%	84.8%	84.4%	85.9%	75.0%
Over time, my practice helps me to meet my goals.	79.8%	83.3%	81.8%	84.8%	78.7%	71.8%	75.0%
Average	77.8%	78.8%	83.5%	81.2%	77.6%	73.4%	75.0%

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	400	45	186	84	56
My practice makes it easy for me to get care.	86.8%	84.4%	86.6%	90.5%	87.5%
My practice is able to provide most of my care.	87.3%	88.9%	83.9%	90.5%	92.9%
In caring for me, my doctor considers all factors that affect my health.	86.8%	80.0%	87.6%	89.3%	92.9%
My practice coordinates the care I get from multiple places.	79.5%	80.0%	78.5%	83.3%	82.1%
My doctor or practice knows me as a person.	73.3%	62.2%	69.9%	79.8%	87.5%
My doctor and I have been through a lot together.	56.8%	35.6%	52.2%	64.3%	71.4%
My doctor or practice stands up for me.	76.5%	75.6%	72.0%	81.0%	85.7%
The care I get takes into account the knowledge of my family.	74.0%	66.7%	71.0%	79.8%	83.9%
The care I get in this practice is informed by knowledge of my community.	70.5%	64.4%	68.3%	72.6%	76.8%
Over time, my practice helps me to stay healthy.	84.3%	80.0%	84.4%	83.3%	89.3%
Over time, my practice helps me to meet my goals.	79.8%	75.6%	78.0%	82.1%	83.9%
Average	77.8%	72.1%	75.7%	81.5%	84.9%

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	400	47	71	71	51	36	25	62
My practice makes it easy for me to get care.	86.8%	89.4%	85.9%	91.5%	84.3%	97.2%	88.0%	80.6%
My practice is able to provide most of my care.	87.3%	87.2%	88.7%	90.1%	88.2%	97.2%	88.0%	79.0%
In caring for me, my doctor considers all factors that affect my health.	86.8%	85.1%	80.3%	90.1%	90.2%	94.4%	100.0%	87.1%
My practice coordinates the care I get from multiple places.	79.5%	72.3%	71.8%	73.2%	86.3%	91.7%	92.0%	88.7%
My doctor or practice knows me as a person.	73.3%	74.5%	57.7%	74.6%	78.4%	83.3%	80.0%	77.4%
My doctor and I have been through a lot together.	56.8%	48.9%	38.0%	57.7%	60.8%	69.4%	68.0%	62.9%
My doctor or practice stands up for me.	76.5%	72.3%	62.0%	78.9%	82.4%	83.3%	92.0%	79.0%
The care I get takes into account the knowledge of my family.	74.0%	68.1%	73.2%	77.5%	76.5%	77.8%	84.0%	74.2%
The care I get in this practice is informed by knowledge of my community.	70.5%	63.8%	69.0%	73.2%	74.5%	77.8%	80.0%	62.9%
Over time, my practice helps me to stay healthy.	84.3%	85.1%	81.7%	84.5%	84.3%	91.7%	92.0%	83.9%
Over time, my practice helps me to meet my goals.	79.8%	78.7%	76.1%	84.5%	80.4%	83.3%	80.0%	77.4%
Average	77.8%	75.0%	71.3%	79.6%	80.6%	86.1%	85.8%	77.6%

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Demographic Segmentation (Child)

EXHIBITS

Aggregate Data (Provided Separately)



Child Primary Care Experience

Child survey respondents attributed to Community Health Center provided higher ratings for ten (10) of eleven (11) characteristics rated in the PCPCM survey as compared to the child composite, resulting in an overall average score of 87.9%. The highest rated characteristic among Community Health Center respondents was recorded for “my practice is able to provide most of my care” (95.0%), while the lowest rated characteristic was “my doctor and I have been through a lot together” (72.9%).

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.	91.7%	95.0%	77.6%	17.4%	4.4%	0.6%
In caring for me, my doctor considers all factors that affect my health.	90.8%	94.1%	78.8%	15.3%	3.8%	2.1%
My practice makes it easy for me to get care.	90.9%	93.2%	77.4%	15.9%	5.3%	1.5%
Over time, my practice helps me to stay healthy.	90.1%	93.2%	80.0%	13.2%	5.0%	1.8%
Over time, my practice helps me to meet my goals.	89.3%	92.6%	78.8%	13.8%	5.3%	2.1%
The care I get takes into account the knowledge of my family.	87.4%	89.1%	76.5%	12.6%	8.8%	2.1%
My doctor or practice knows me as a person.	83.8%	85.9%	73.8%	12.1%	8.8%	5.3%
The care I get in this practice is informed by knowledge of my community.	81.0%	85.9%	72.1%	13.8%	9.7%	4.4%
My doctor or practice stands up for me.	83.7%	84.4%	73.2%	11.2%	10.6%	5.0%
My practice coordinates the care I get from multiple places.	80.2%	80.0%	66.5%	13.5%	9.7%	10.3%
My doctor and I have been through a lot together.	69.0%	72.9%	57.6%	15.3%	11.8%	15.3%
Average	85.3%	87.9%	73.9%	14.0%	7.6%	4.6%

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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	340	2	38	72	104
My practice makes it easy for me to get care.	93.2%	100.0%	92.1%	95.8%	89.4%
My practice is able to provide most of my care.	95.0%	100.0%	97.4%	97.2%	92.3%
In caring for me, my doctor considers all factors that affect my health.	94.1%	100.0%	92.1%	95.8%	93.3%
My practice coordinates the care I get from multiple places.	80.0%	100.0%	76.3%	72.2%	71.2%
My doctor or practice knows me as a person.	85.9%	100.0%	84.2%	86.1%	81.7%
My doctor and I have been through a lot together.	72.9%	100.0%	63.2%	66.7%	67.3%
My doctor or practice stands up for me.	84.4%	100.0%	84.2%	88.9%	79.8%
The care I get takes into account the knowledge of my family.	89.1%	100.0%	84.2%	90.3%	87.5%
The care I get in this practice is informed by knowledge of my community.	85.9%	100.0%	78.9%	87.5%	83.7%
Over time, my practice helps me to stay healthy.	93.2%	100.0%	94.7%	93.1%	89.4%
Over time, my practice helps me to meet my goals.	92.6%	100.0%	94.7%	94.4%	87.5%
Average	87.9%	100.0%	85.6%	88.0%	83.9%

Child Primary Care Experience :: By Gender

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

	Provider Composite	Male	Female
N-value	340	135	198
My practice makes it easy for me to get care.	93.2%	94.1%	92.9%
My practice is able to provide most of my care.	95.0%	95.6%	94.4%
In caring for me, my doctor considers all factors that affect my health.	94.1%	94.1%	94.4%
My practice coordinates the care I get from multiple places.	80.0%	77.0%	82.3%
My doctor or practice knows me as a person.	85.9%	85.9%	86.4%
My doctor and I have been through a lot together.	72.9%	65.9%	77.8%
My doctor or practice stands up for me.	84.4%	82.2%	86.4%
The care I get takes into account the knowledge of my family.	89.1%	89.6%	89.4%
The care I get in this practice is informed by knowledge of my community.	85.9%	85.2%	86.4%
Over time, my practice helps me to stay healthy.	93.2%	93.3%	93.9%
Over time, my practice helps me to meet my goals.	92.6%	94.1%	92.4%
Average	87.9%	87.0%	88.8%

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	340	58	144	58	8	19
My practice makes it easy for me to get care.	93.2%	93.1%	95.8%	89.7%	100.0%	94.7%
My practice is able to provide most of my care.	95.0%	89.7%	98.6%	93.1%	100.0%	94.7%
In caring for me, my doctor considers all factors that affect my health.	94.1%	94.8%	95.8%	93.1%	100.0%	84.2%
My practice coordinates the care I get from multiple places.	80.0%	79.3%	76.4%	75.9%	100.0%	78.9%
My doctor or practice knows me as a person.	85.9%	75.9%	90.3%	77.6%	100.0%	89.5%
My doctor and I have been through a lot together.	72.9%	69.0%	74.3%	63.8%	62.5%	63.2%
My doctor or practice stands up for me.	84.4%	74.1%	87.5%	77.6%	100.0%	84.2%
The care I get takes into account the knowledge of my family.	89.1%	87.9%	91.0%	84.5%	87.5%	89.5%
The care I get in this practice is informed by knowledge of my community.	85.9%	86.2%	88.2%	79.3%	100.0%	89.5%
Over time, my practice helps me to stay healthy.	93.2%	87.9%	96.5%	89.7%	100.0%	89.5%
Over time, my practice helps me to meet my goals.	92.6%	87.9%	95.1%	91.4%	100.0%	89.5%
Average	87.9%	84.2%	90.0%	83.2%	95.5%	86.1%

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	340	123	50	56	35	16	3
My practice makes it easy for me to get care.	93.2%	94.3%	90.0%	94.6%	91.4%	100.0%	66.7%
My practice is able to provide most of my care.	95.0%	95.9%	94.0%	96.4%	91.4%	100.0%	100.0%
In caring for me, my doctor considers all factors that affect my health.	94.1%	92.7%	96.0%	94.6%	97.1%	100.0%	100.0%
My practice coordinates the care I get from multiple places.	80.0%	74.0%	74.0%	85.7%	85.7%	100.0%	100.0%
My doctor or practice knows me as a person.	85.9%	88.6%	84.0%	80.4%	88.6%	93.8%	66.7%
My doctor and I have been through a lot together.	72.9%	67.5%	68.0%	78.6%	74.3%	93.8%	33.3%
My doctor or practice stands up for me.	84.4%	83.7%	82.0%	85.7%	85.7%	81.3%	66.7%
The care I get takes into account the knowledge of my family.	89.1%	86.2%	96.0%	89.3%	91.4%	93.8%	66.7%
The care I get in this practice is informed by knowledge of my community.	85.9%	82.9%	90.0%	87.5%	91.4%	87.5%	66.7%
Over time, my practice helps me to stay healthy.	93.2%	91.9%	90.0%	94.6%	94.3%	100.0%	100.0%
Over time, my practice helps me to meet my goals.	92.6%	92.7%	88.0%	92.9%	91.4%	100.0%	100.0%
Average	87.9%	86.4%	86.5%	89.1%	89.4%	95.5%	78.8%

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	340	39	158	66	47
My practice makes it easy for me to get care.	93.2%	92.3%	93.7%	97.0%	89.4%
My practice is able to provide most of my care.	95.0%	92.3%	96.8%	100.0%	87.2%
In caring for me, my doctor considers all factors that affect my health.	94.1%	94.9%	93.0%	98.5%	91.5%
My practice coordinates the care I get from multiple places.	80.0%	74.4%	81.0%	80.3%	74.5%
My doctor or practice knows me as a person.	85.9%	69.2%	87.3%	92.4%	85.1%
My doctor and I have been through a lot together.	72.9%	56.4%	72.2%	74.2%	78.7%
My doctor or practice stands up for me.	84.4%	74.4%	85.4%	89.4%	80.9%
The care I get takes into account the knowledge of my family.	89.1%	82.1%	90.5%	90.9%	89.4%
The care I get in this practice is informed by knowledge of my community.	85.9%	84.6%	84.8%	86.4%	89.4%
Over time, my practice helps me to stay healthy.	93.2%	92.3%	92.4%	98.5%	91.5%
Over time, my practice helps me to meet my goals.	92.6%	92.3%	91.8%	97.0%	91.5%
Average	87.9%	82.3%	88.1%	91.3%	86.3%

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	340	25	92	78	40	32	11	32
My practice makes it easy for me to get care.	93.2%	84.0%	95.7%	92.3%	97.5%	96.9%	81.8%	90.6%
My practice is able to provide most of my care.	95.0%	88.0%	97.8%	97.4%	97.5%	96.9%	90.9%	87.5%
In caring for me, my doctor considers all factors that affect my health.	94.1%	92.0%	94.6%	96.2%	92.5%	93.8%	90.9%	93.8%
My practice coordinates the care I get from multiple places.	80.0%	80.0%	76.1%	84.6%	80.0%	84.4%	54.5%	75.0%
My doctor or practice knows me as a person.	85.9%	72.0%	81.5%	93.6%	87.5%	90.6%	100.0%	81.3%
My doctor and I have been through a lot together.	72.9%	60.0%	72.8%	78.2%	75.0%	71.9%	36.4%	78.1%
My doctor or practice stands up for me.	84.4%	64.0%	84.8%	87.2%	87.5%	87.5%	81.8%	90.6%
The care I get takes into account the knowledge of my family.	89.1%	84.0%	88.0%	92.3%	95.0%	90.6%	72.7%	87.5%
The care I get in this practice is informed by knowledge of my community.	85.9%	80.0%	88.0%	82.1%	95.0%	81.3%	81.8%	84.4%
Over time, my practice helps me to stay healthy.	93.2%	84.0%	92.4%	96.2%	95.0%	100.0%	81.8%	96.9%
Over time, my practice helps me to meet my goals.	92.6%	84.0%	93.5%	93.6%	95.0%	96.9%	81.8%	96.9%
Average	87.9%	79.3%	87.7%	90.3%	90.7%	90.1%	77.7%	87.5%

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