



2021 PCMH+ PCPCM Survey
Person-Centered Primary Care Measure
Fair Haven 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

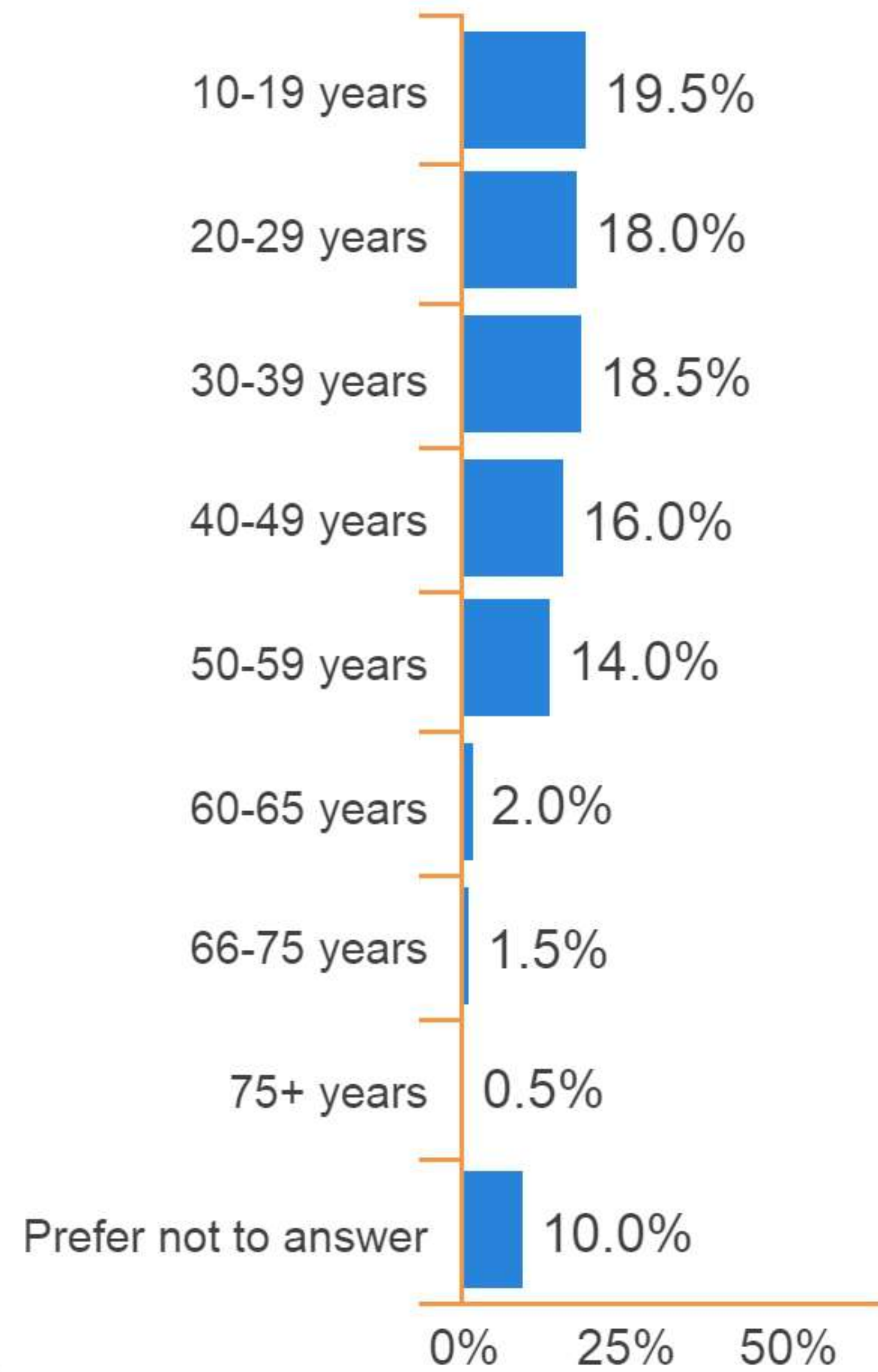
| | | | | |
|---|--|------------------------------------|--------------------------------|---|
| Methodology Telephone / Digital | No. of Completes 200 | No. of Questions 20* | Incentive None | Sample Provided by CHNCT |
| Target HUSKY Members attributed to the Fair Haven Community Health Center | Quality Assurance Dual-level** | Margin of Error +/- 6.7% | 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.

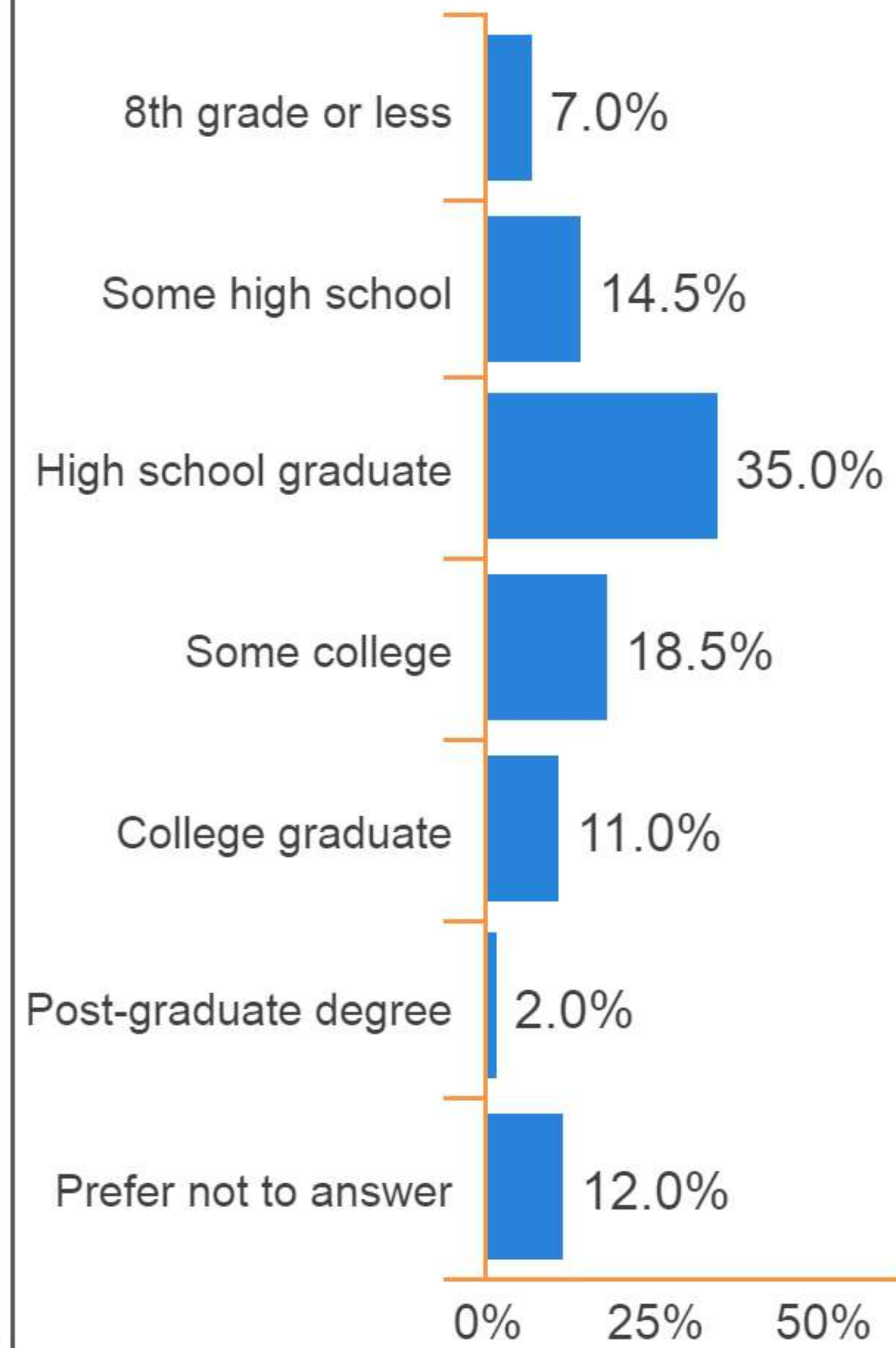
** Supervisory personnel, in addition to computer-aided interviewing platform, ensure the integrity of the data is accurate.

Respondent Demographics - Adult

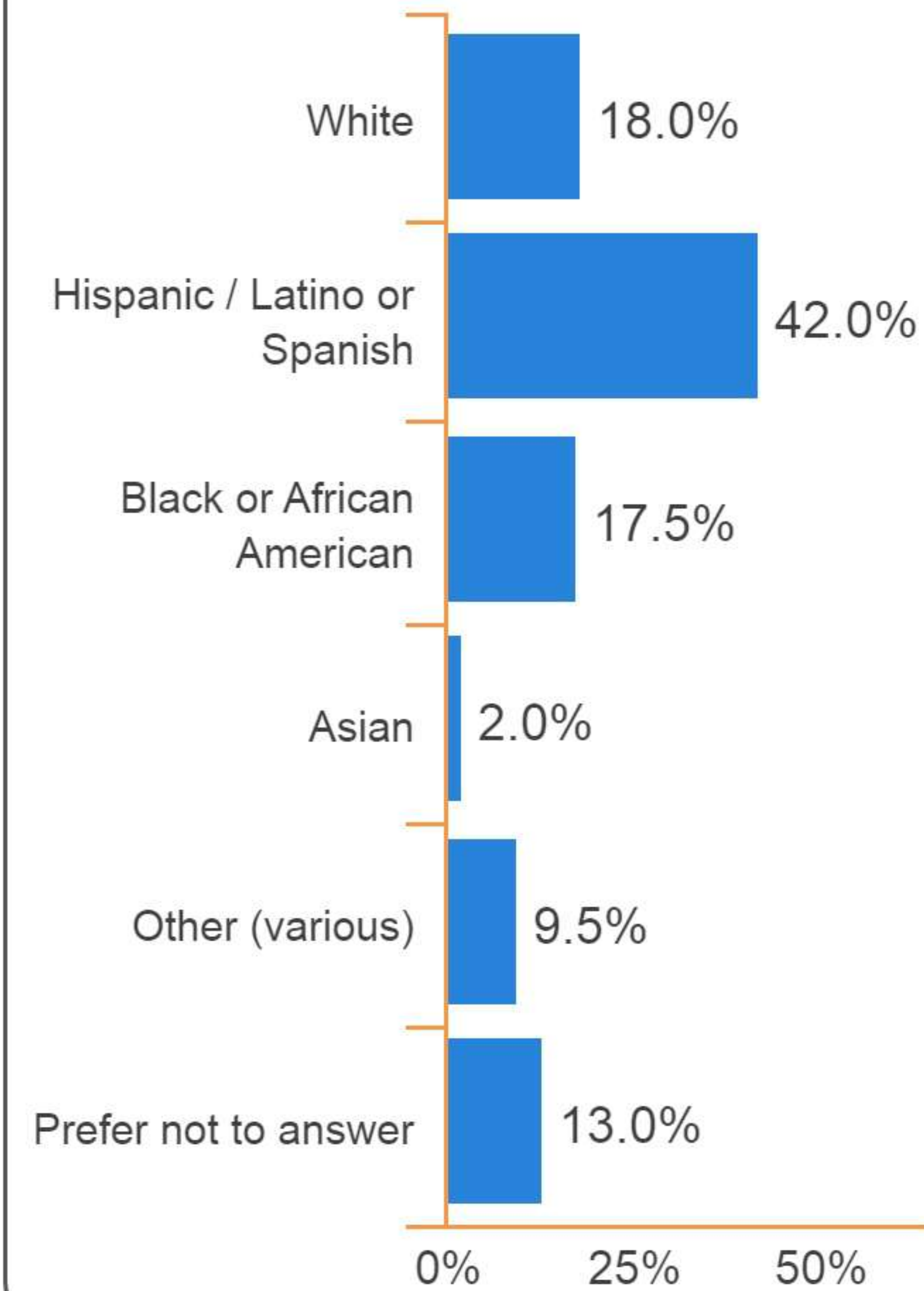
Age



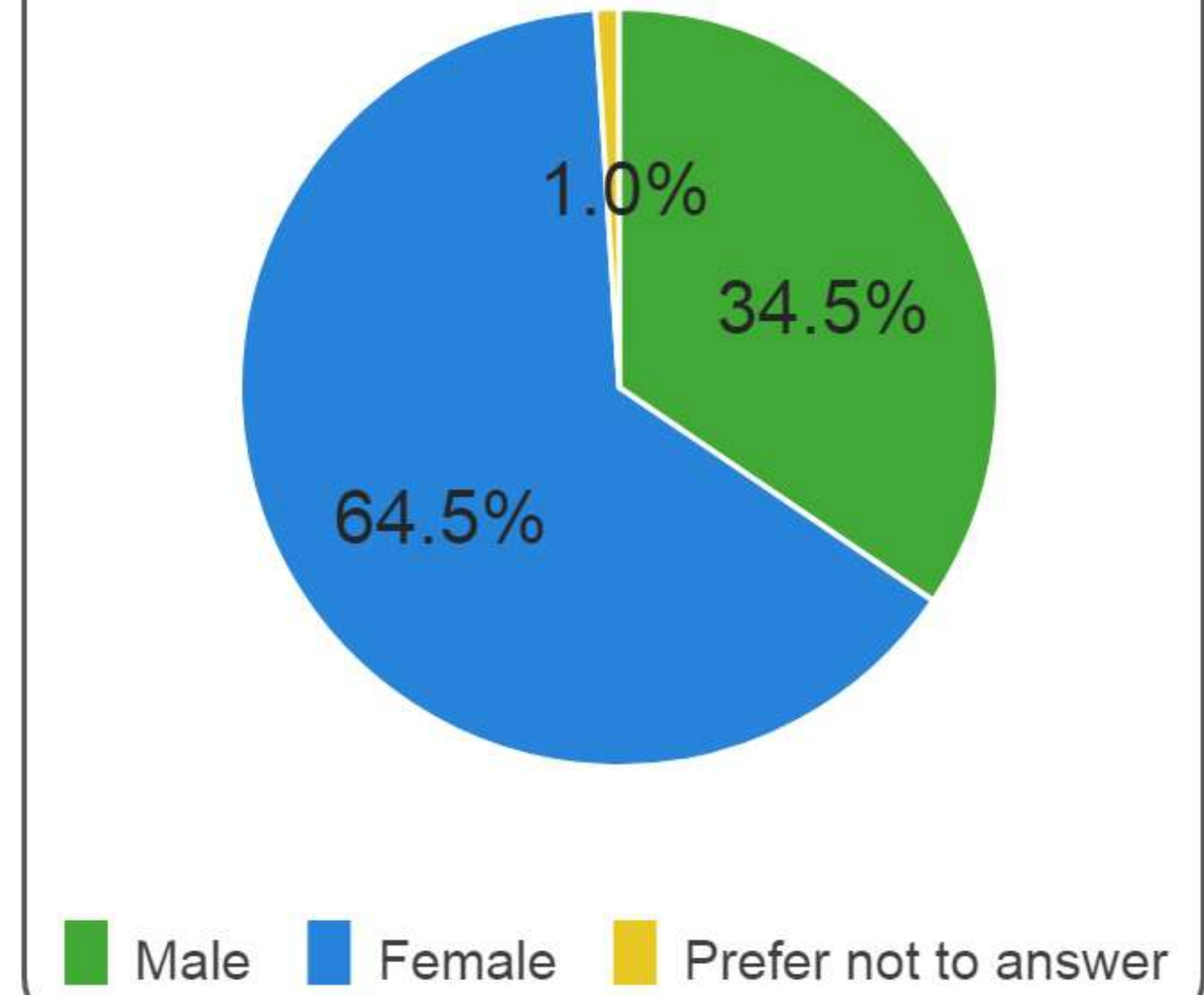
Education



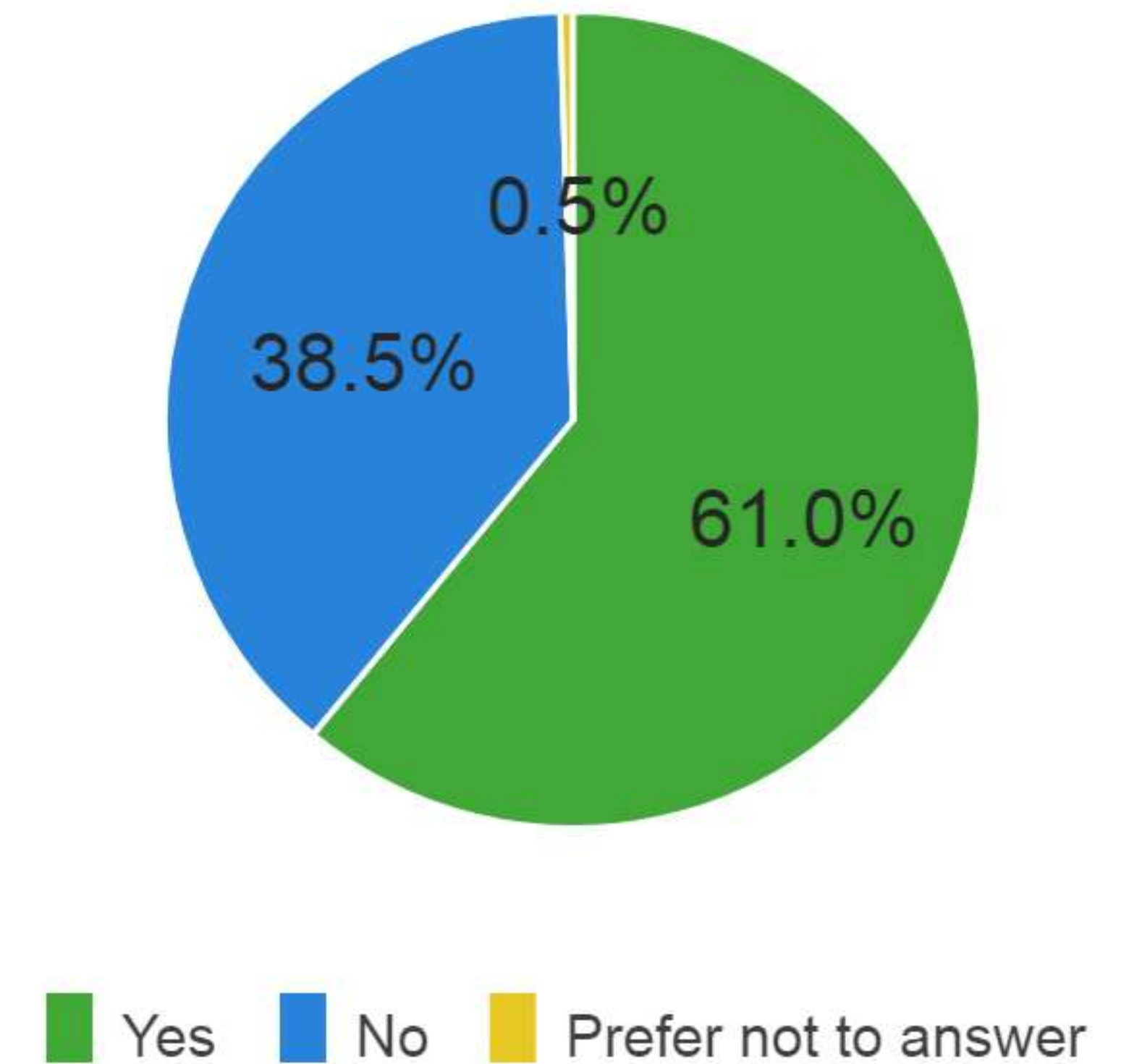
Ethnicity (Select all that apply)



Gender

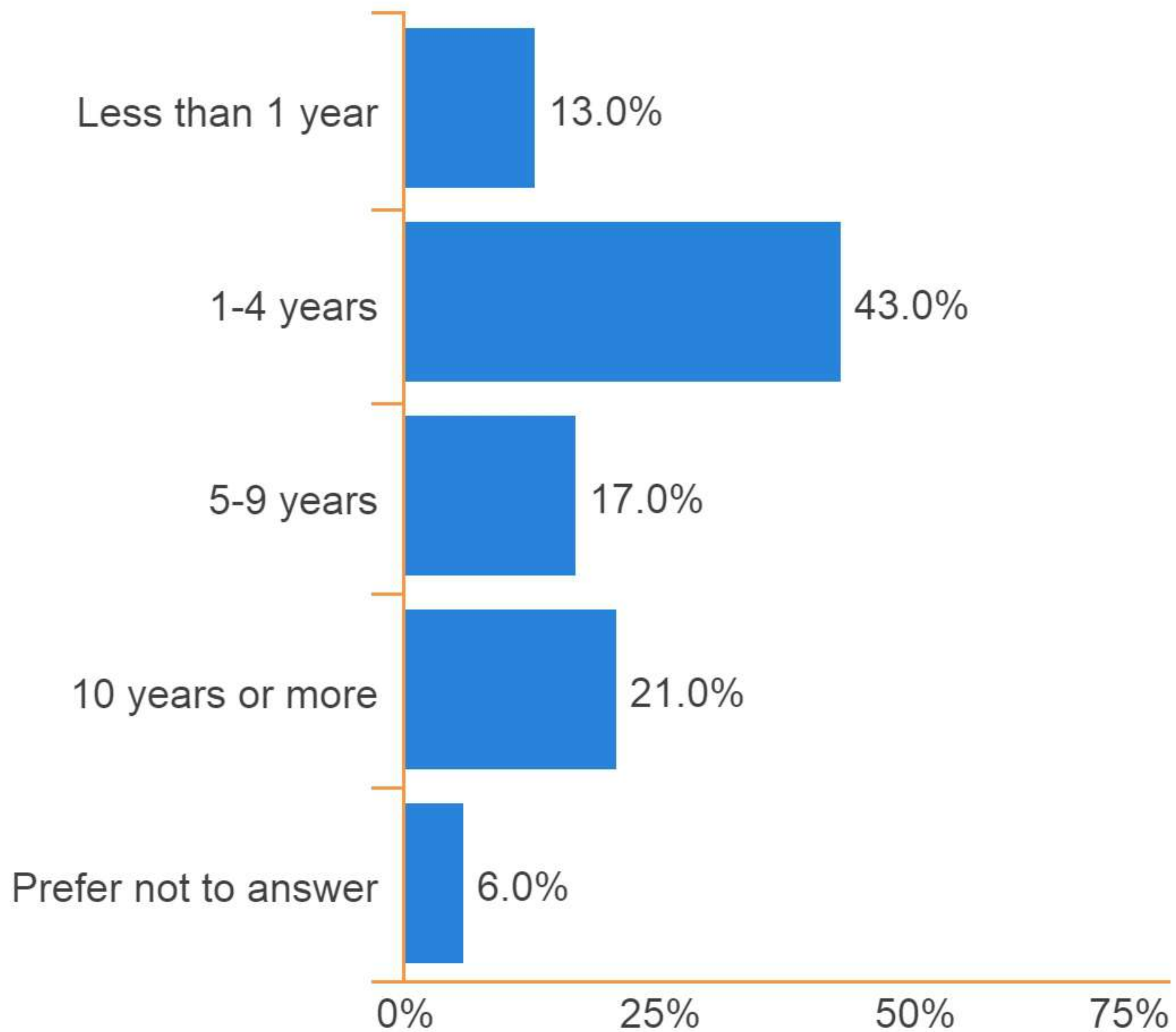


Hispanic/Latino Origin

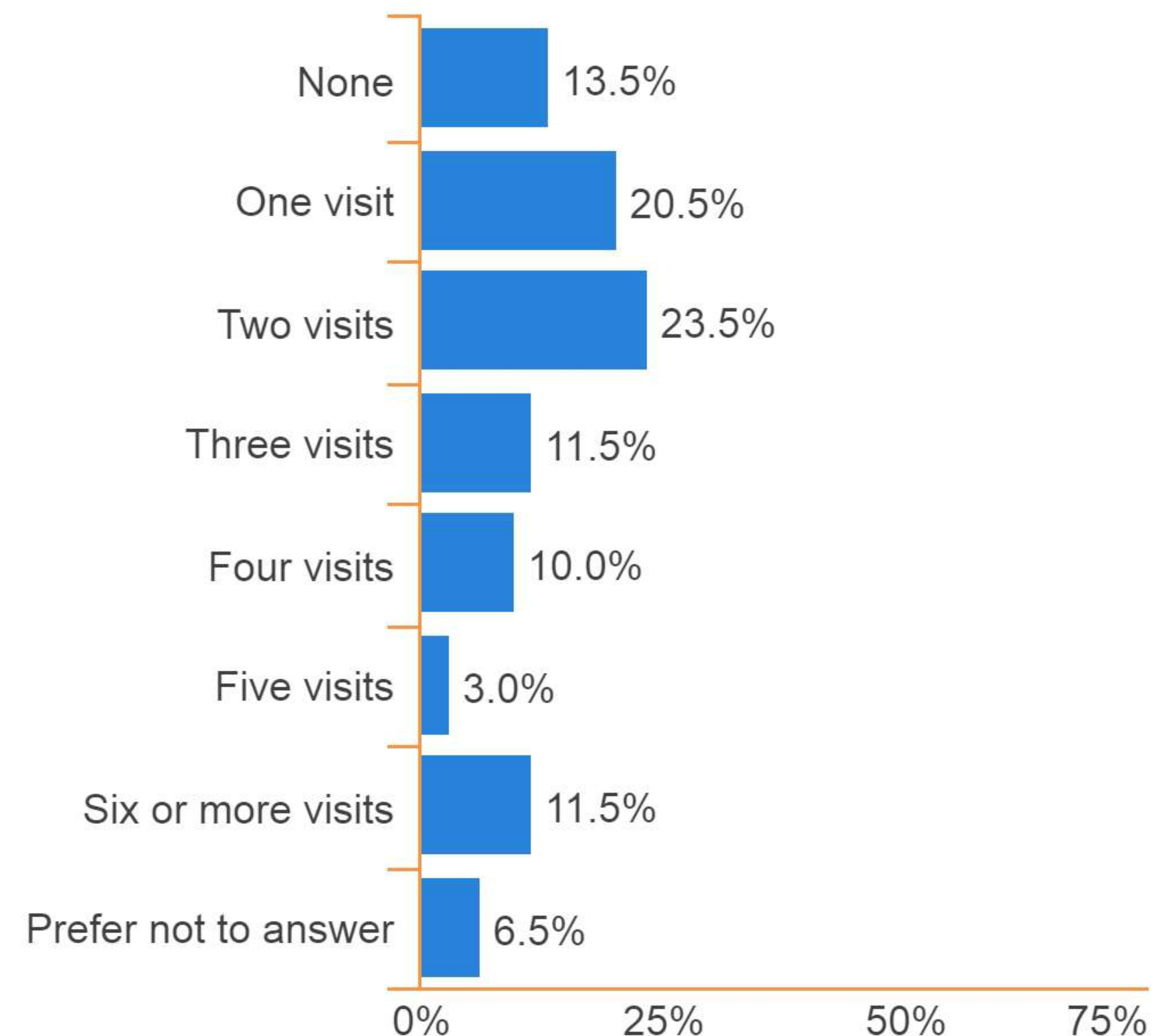


Respondent Demographics - Adult

Length of Time with Current Doctor



Number of Doctor Visits in Past Year



Research Methodology Snapshot - Child

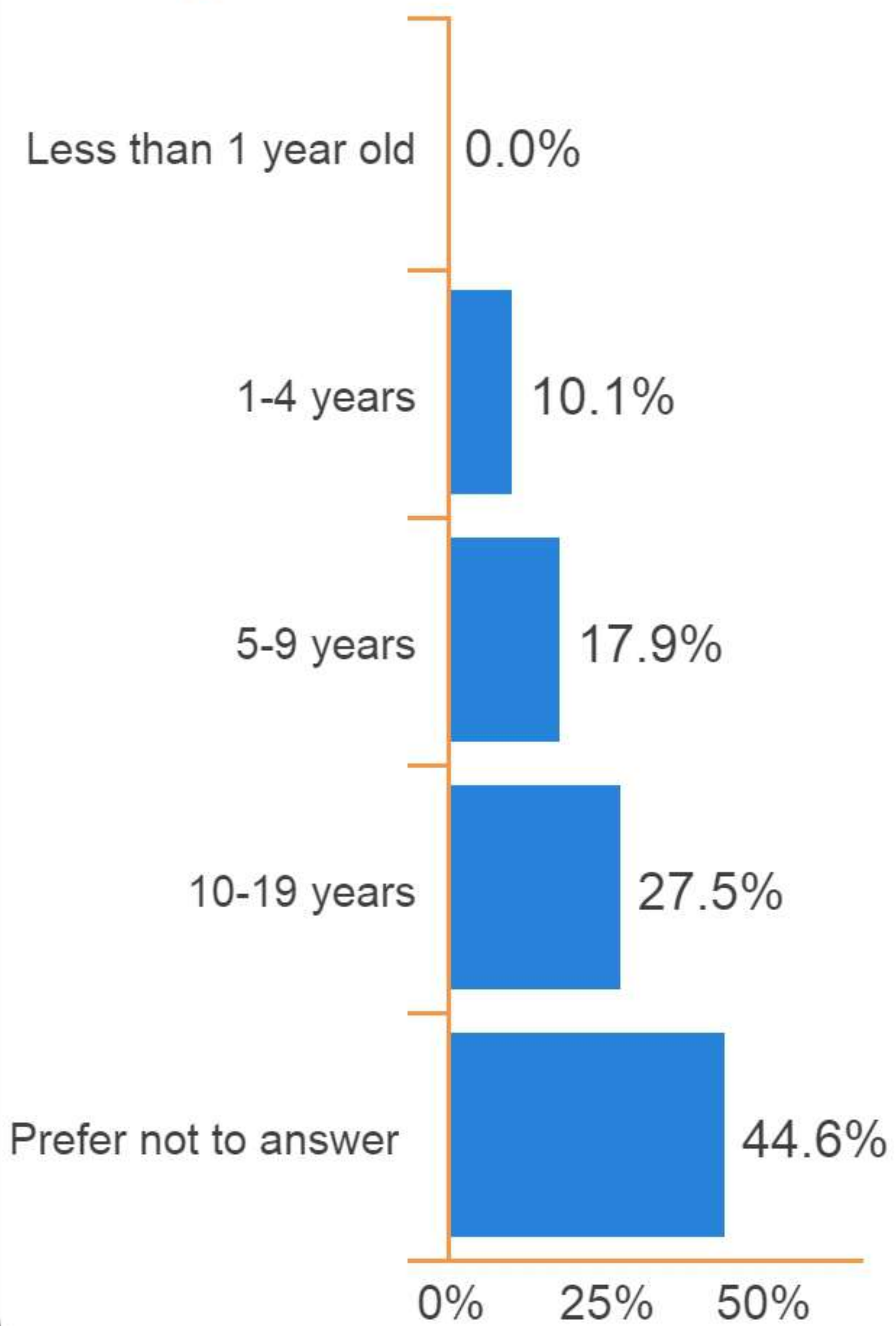
| | | | | |
|---|--|------------------------------------|--------------------------------|---|
| Methodology Telephone / Digital | No. of Completes 397 | No. of Questions 20* | Incentive None | Sample Provided by CHNCT |
| Target HUSKY Members attributed to the Fair Haven Community Health Center | Quality 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.

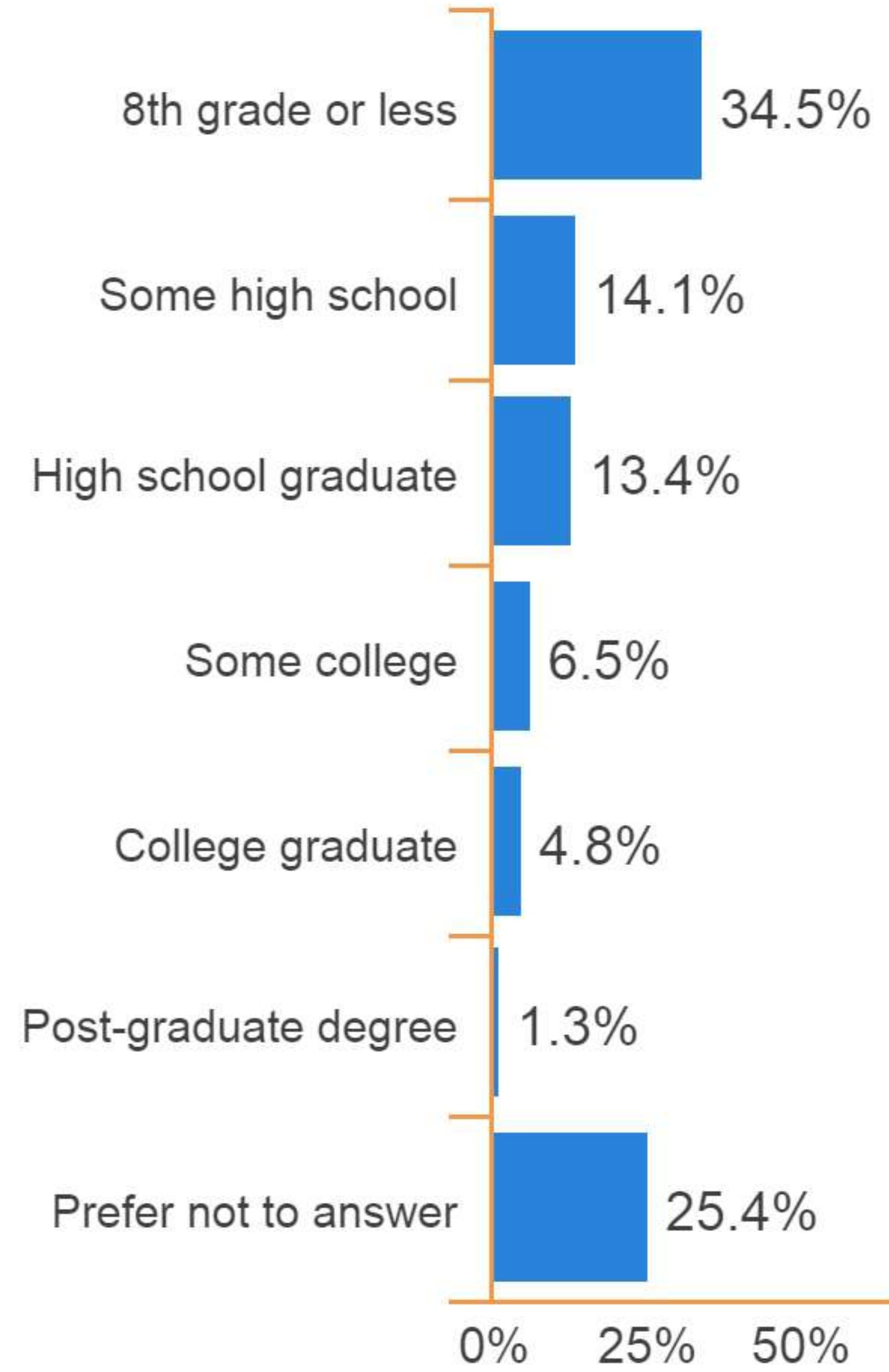
** Supervisory personnel, in addition to computer-aided interviewing platform, ensure the integrity of the data is accurate.

Respondent Demographics - Child

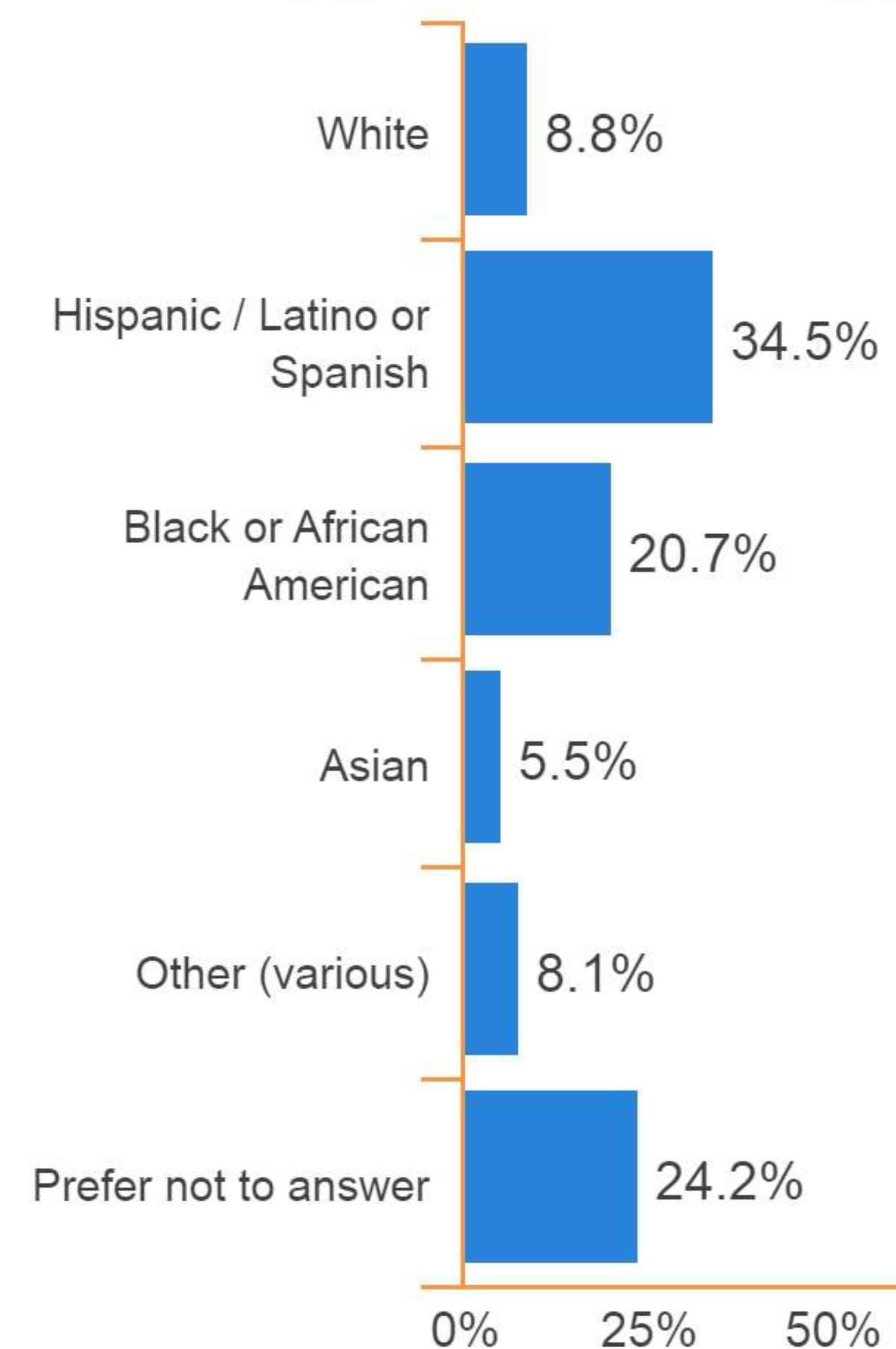
Age



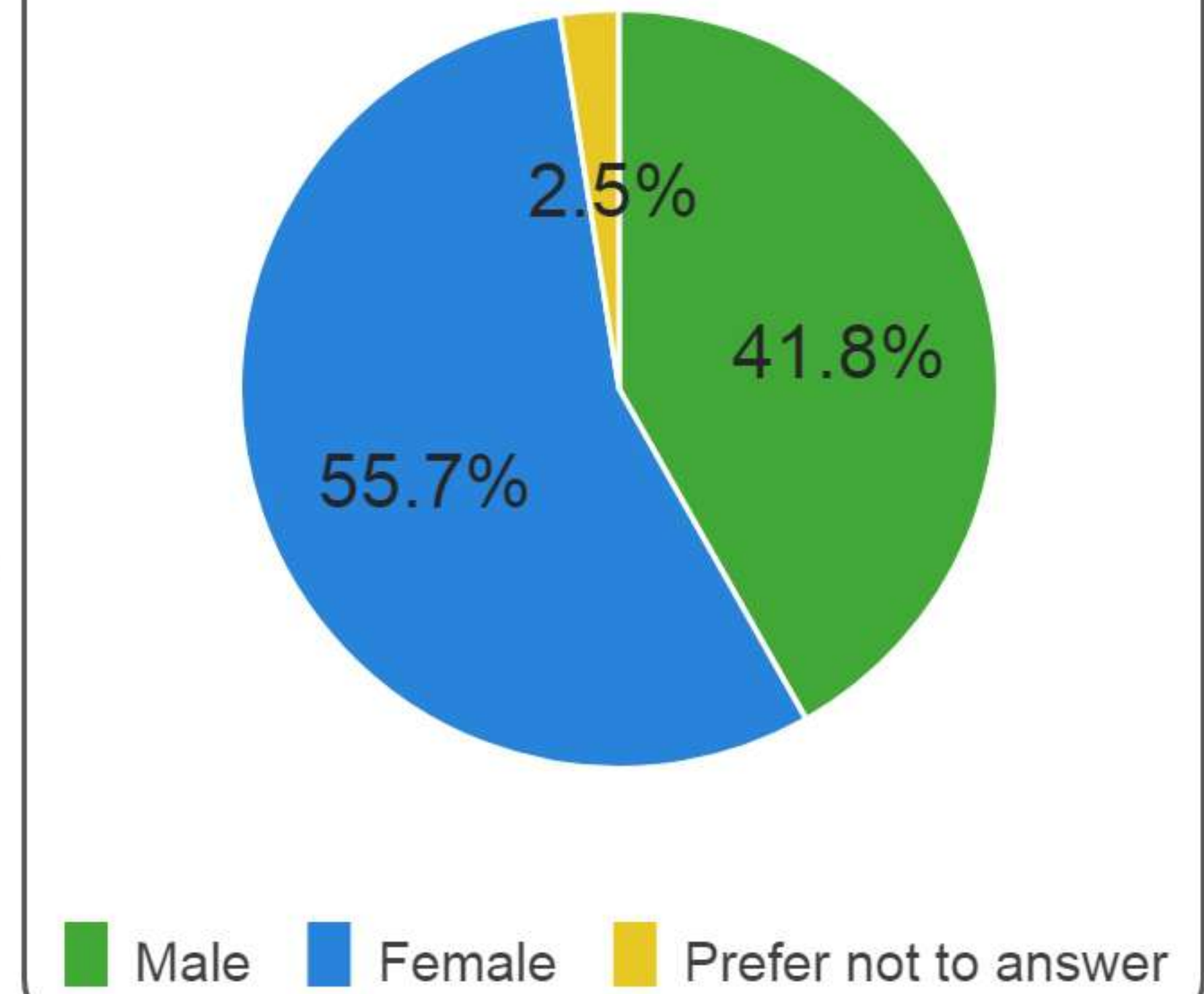
Education



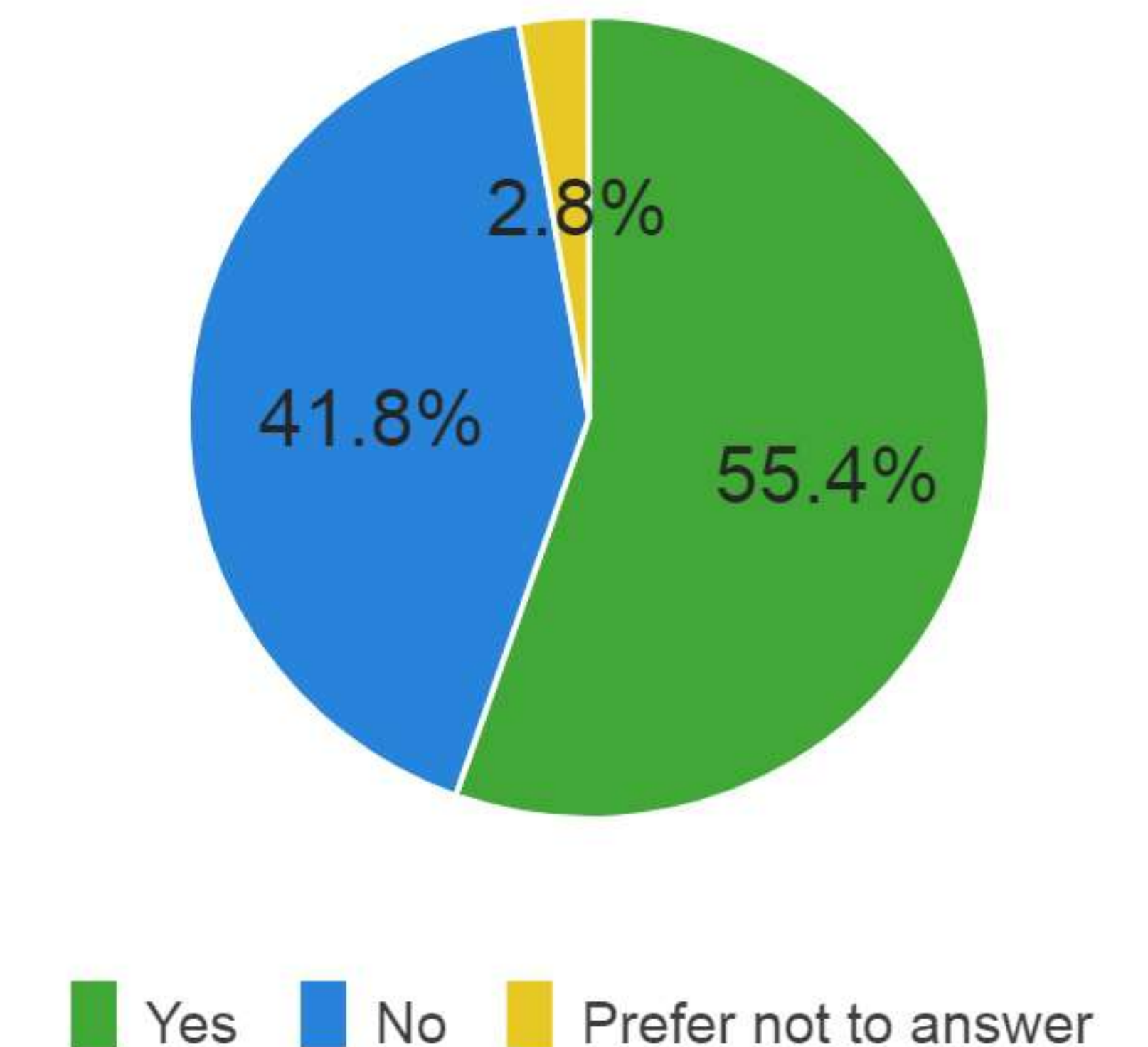
Ethnicity (Select all that apply)



Gender

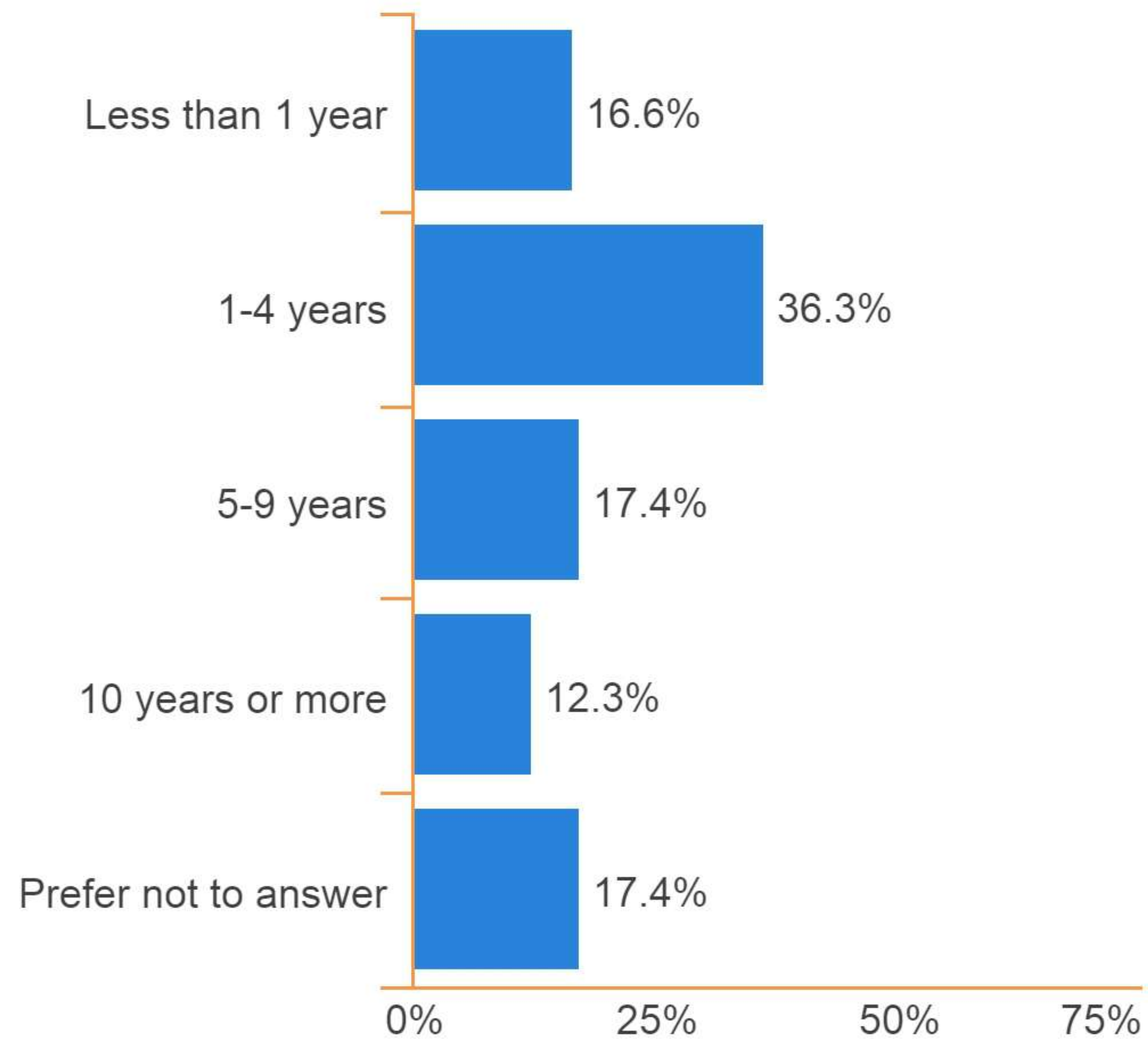


Hispanic/Latino Origin



Respondent Demographics - Child

Length of Time with Current Doctor



Number of Doctor Visits in Past Year

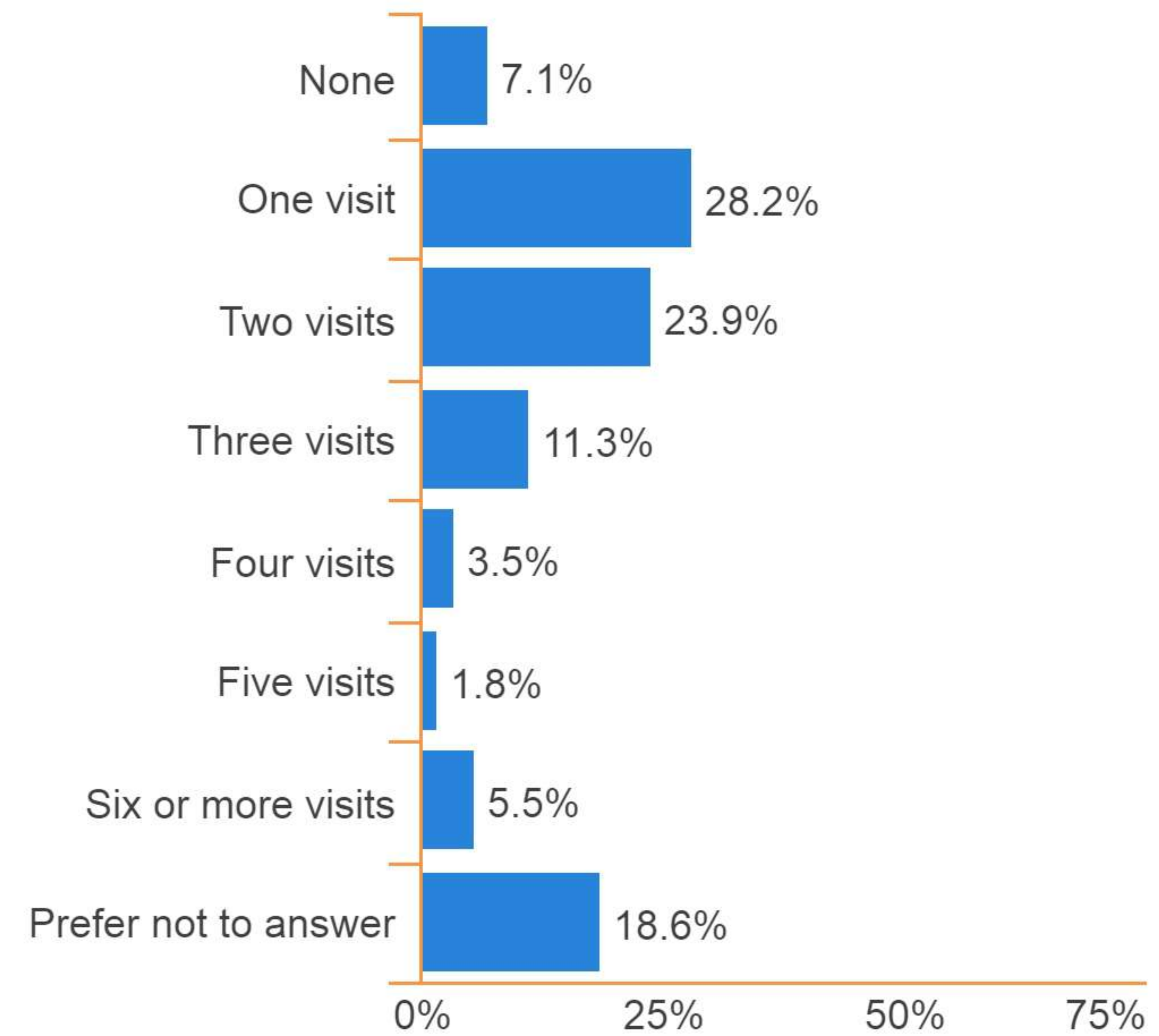


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EXHIBITS
Aggregate Data (Provided Separately)



Key Study Findings - Adult

- Adult survey respondents attributed to the Fair Haven Community Health Center provided equal or 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 82.5%.
- The highest rated characteristics among Fair Haven Community Health Center respondents were recorded for “my practice is able to provide most of my care” (89.0%) and “in caring for me, my doctor considers all factors that affect my health” (89.0%), while the lowest rated characteristic was “my doctor and I have been through a lot together” (62.0%).
- Adult survey respondents ages 75+ (100.0%) provided the highest overall average rating, while respondents ages 20-29 provided the lowest average rating (75.0%).
- Men (82.3%) and women (82.2%) who participated in the survey provided consistent average scores for the eleven (11) characteristics rated.
- Those respondents identifying as Asian (97.7%) provided the highest overall average rating, while respondents identifying as African American provided the lowest average rating (76.6%).

Key Study Findings - Adult

- Survey respondents with a post-graduate degree (88.6%) provided the highest overall average rating, while respondents with some college education provided the lowest average rating (74.4%).
- Adult survey respondents who have been with Fair Haven Community Health Center for 1-4 years (85.1%) provided the highest overall average rating, while respondents who have been with Fair Haven Community Health Center for less than 1 year provided the lowest average rating (75.9%).
- Adult survey respondents with five (5) visits to the Fair Haven Community Health Center within the past year (97.0%) provided the highest overall average rating, while respondents with one (1) visit within the past year provided the lowest average rating (73.4%).

Key Study Findings - Child

- Child survey respondents attributed to the Fair Haven Community Health Center provided lower ratings for all eleven (11) characteristics rated in the PCPCM survey as compared to the child composite, resulting in an overall average score of 82.7%.
- The highest rated characteristics among Fair Haven Community Health Center respondents were recorded for “my practice makes it easy for me to get care” (89.4%) and “my practice is able to provide most of my care” (89.4%), while the lowest rated characteristic was “my doctor and I have been through a lot together” (68.5%).
- Fair Haven Community Health Center child respondents 1-4 years old (83.2%) provided the highest overall average rating, while respondents ages 5-9 provided the lowest average rating (80.9%).
- Girls attributed to the Fair Haven Community Health Center (83.5%) provided a higher average rating as compared to boys (82.1%).
- Caucasian (84.7%) and Asian respondents (84.7%) provided the highest overall average rating, while African American respondents provided the lowest average rating (80.9%).

Key Study Findings - Child

- Child survey respondents who have been with the Fair Haven Community Health Center for 10 years or more (87.8%) provided the highest overall average rating, while respondents who have been with the Fair Haven Community Health Center for less than 1 year provided the lowest average rating (76.7%).
- Child survey respondents with four (4) visits to the Fair Haven Community Health Center within the past year (94.8%) provided the highest overall average rating, while respondents who have not visited their medical provider within the past year provided the lowest average rating (77.6%).

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EXHIBITS

Aggregate Data (Provided Separately)



Adult Primary Care Experience

Adult survey respondents attributed to the Fair Haven Community Health Center provided equal or 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 82.5%. The highest rated characteristics among Fair Haven Community Health Center respondents were recorded for “my practice is able to provide most of my care” (89.0%) and “in caring for me, my doctor considers all factors that affect my health” (89.0%), while the lowest rated characteristic was “my doctor and I have been through a lot together” (62.0%).

How would you assess your primary care experience?

| | Composite Total Definitely or Mostly | Provider Total Definitely or Mostly | Definitely | Mostly | Somewhat | Not at all |
|---|--------------------------------------|-------------------------------------|--------------|--------------|--------------|-------------|
| My practice is able to provide most of my care. | 89.0% | 89.0% | 74.5% | 14.5% | 9.5% | 1.5% |
| In caring for me, my doctor considers all factors that affect my health. | 89.0% | 89.0% | 75.5% | 13.5% | 8.0% | 3.0% |
| Over time, my practice helps me to stay healthy. | 87.4% | 88.5% | 74.0% | 14.5% | 9.0% | 2.5% |
| My practice makes it easy for me to get care. | 88.3% | 88.0% | 74.0% | 14.0% | 9.5% | 2.5% |
| Over time, my practice helps me to meet my goals. | 85.5% | 87.0% | 74.0% | 13.0% | 9.5% | 3.5% |
| The care I get takes into account the knowledge of my family. | 79.7% | 84.0% | 68.0% | 16.0% | 8.5% | 7.5% |
| My doctor or practice stands up for me. | 79.8% | 82.5% | 71.0% | 11.5% | 11.5% | 6.0% |
| My doctor or practice knows me as a person. | 79.8% | 81.5% | 72.0% | 9.5% | 12.5% | 6.0% |
| My practice coordinates the care I get from multiple places. | 82.6% | 78.5% | 63.5% | 15.0% | 13.0% | 8.5% |
| The care I get in this practice is informed by knowledge of my community. | 74.3% | 77.0% | 62.5% | 14.5% | 15.0% | 8.0% |
| My doctor and I have been through a lot together. | 64.6% | 62.0% | 52.0% | 10.0% | 16.0% | 22.0% |
| Average | 81.8% | 82.5% | 69.2% | 13.3% | 11.1% | 6.5% |

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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 | 200 | 39 | 36 | 37 | 32 | 28 | 4 | 3 | 1 |
| My practice makes it easy for me to get care. | 88.0% | 92.3% | 83.3% | 89.2% | 90.6% | 82.1% | 100.0% | 66.7% | 100.0% |
| My practice is able to provide most of my care. | 89.0% | 97.4% | 83.3% | 89.2% | 87.5% | 89.3% | 100.0% | 100.0% | 100.0% |
| In caring for me, my doctor considers all factors that affect my health. | 89.0% | 94.9% | 80.6% | 89.2% | 81.3% | 92.9% | 100.0% | 100.0% | 100.0% |
| My practice coordinates the care I get from multiple places. | 78.5% | 71.8% | 75.0% | 89.2% | 68.8% | 82.1% | 100.0% | 66.7% | 100.0% |
| My doctor or practice knows me as a person. | 81.5% | 84.6% | 66.7% | 73.0% | 84.4% | 92.9% | 100.0% | 100.0% | 100.0% |
| My doctor and I have been through a lot together. | 62.0% | 59.0% | 55.6% | 51.4% | 65.6% | 75.0% | 100.0% | 33.3% | 100.0% |
| My doctor or practice stands up for me. | 82.5% | 84.6% | 75.0% | 73.0% | 84.4% | 92.9% | 100.0% | 66.7% | 100.0% |
| The care I get takes into account the knowledge of my family. | 84.0% | 87.2% | 69.4% | 81.1% | 81.3% | 92.9% | 100.0% | 100.0% | 100.0% |
| The care I get in this practice is informed by knowledge of my community. | 77.0% | 82.1% | 69.4% | 67.6% | 81.3% | 85.7% | 75.0% | 66.7% | 100.0% |
| Over time, my practice helps me to stay healthy. | 88.5% | 89.7% | 83.3% | 86.5% | 81.3% | 92.9% | 100.0% | 100.0% | 100.0% |
| Over time, my practice helps me to meet my goals. | 87.0% | 89.7% | 83.3% | 78.4% | 84.4% | 92.9% | 100.0% | 66.7% | 100.0% |
| Average | 82.5% | 84.8% | 75.0% | 78.9% | 81.0% | 88.3% | 97.7% | 78.8% | 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 | 200 | 69 | 129 |
| My practice makes it easy for me to get care. | 88.0% | 89.9% | 86.8% |
| My practice is able to provide most of my care. | 89.0% | 87.0% | 89.9% |
| In caring for me, my doctor considers all factors that affect my health. | 89.0% | 91.3% | 87.6% |
| My practice coordinates the care I get from multiple places. | 78.5% | 78.3% | 78.3% |
| My doctor or practice knows me as a person. | 81.5% | 79.7% | 82.2% |
| My doctor and I have been through a lot together. | 62.0% | 59.4% | 62.8% |
| My doctor or practice stands up for me. | 82.5% | 85.5% | 80.6% |
| The care I get takes into account the knowledge of my family. | 84.0% | 81.2% | 85.3% |
| The care I get in this practice is informed by knowledge of my community. | 77.0% | 72.5% | 79.1% |
| Over time, my practice helps me to stay healthy. | 88.5% | 91.3% | 86.8% |
| Over time, my practice helps me to meet my goals. | 87.0% | 89.9% | 85.3% |
| Average | 82.5% | 82.3% | 82.2% |

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 | 200 | 36 | 84 | 35 | 4 | 19 |
| My practice makes it easy for me to get care. | 88.0% | 88.9% | 90.5% | 85.7% | 100.0% | 78.9% |
| My practice is able to provide most of my care. | 89.0% | 88.9% | 91.7% | 85.7% | 100.0% | 84.2% |
| In caring for me, my doctor considers all factors that affect my health. | 89.0% | 88.9% | 89.3% | 85.7% | 100.0% | 84.2% |
| My practice coordinates the care I get from multiple places. | 78.5% | 91.7% | 70.2% | 80.0% | 100.0% | 78.9% |
| My doctor or practice knows me as a person. | 81.5% | 83.3% | 84.5% | 71.4% | 100.0% | 73.7% |
| My doctor and I have been through a lot together. | 62.0% | 66.7% | 61.9% | 62.9% | 75.0% | 42.1% |
| My doctor or practice stands up for me. | 82.5% | 86.1% | 86.9% | 65.7% | 100.0% | 84.2% |
| The care I get takes into account the knowledge of my family. | 84.0% | 86.1% | 85.7% | 77.1% | 100.0% | 78.9% |
| The care I get in this practice is informed by knowledge of my community. | 77.0% | 88.9% | 79.8% | 71.4% | 100.0% | 63.2% |
| Over time, my practice helps me to stay healthy. | 88.5% | 88.9% | 88.1% | 82.9% | 100.0% | 89.5% |
| Over time, my practice helps me to meet my goals. | 87.0% | 86.1% | 90.5% | 74.3% | 100.0% | 89.5% |
| Average | 82.5% | 85.9% | 83.5% | 76.6% | 97.7% | 77.0% |

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 | 200 | 14 | 29 | 70 | 37 | 22 | 4 |
| My practice makes it easy for me to get care. | 88.0% | 85.7% | 82.8% | 92.9% | 83.8% | 90.9% | 100.0% |
| My practice is able to provide most of my care. | 89.0% | 100.0% | 89.7% | 88.6% | 83.8% | 95.5% | 100.0% |
| In caring for me, my doctor considers all factors that affect my health. | 89.0% | 92.9% | 93.1% | 87.1% | 83.8% | 95.5% | 75.0% |
| My practice coordinates the care I get from multiple places. | 78.5% | 78.6% | 75.9% | 78.6% | 70.3% | 77.3% | 100.0% |
| My doctor or practice knows me as a person. | 81.5% | 92.9% | 89.7% | 78.6% | 75.7% | 81.8% | 75.0% |
| My doctor and I have been through a lot together. | 62.0% | 57.1% | 55.2% | 61.4% | 54.1% | 63.6% | 75.0% |
| My doctor or practice stands up for me. | 82.5% | 92.9% | 89.7% | 82.9% | 73.0% | 81.8% | 75.0% |
| The care I get takes into account the knowledge of my family. | 84.0% | 85.7% | 89.7% | 85.7% | 73.0% | 86.4% | 75.0% |
| The care I get in this practice is informed by knowledge of my community. | 77.0% | 78.6% | 75.9% | 81.4% | 59.5% | 81.8% | 100.0% |
| Over time, my practice helps me to stay healthy. | 88.5% | 92.9% | 89.7% | 87.1% | 83.8% | 86.4% | 100.0% |
| Over time, my practice helps me to meet my goals. | 87.0% | 100.0% | 89.7% | 82.9% | 78.4% | 86.4% | 100.0% |
| Average | 82.5% | 87.0% | 83.7% | 82.5% | 74.4% | 84.3% | 88.6% |

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 | 200 | 26 | 86 | 34 | 42 |
| My practice makes it easy for me to get care. | 88.0% | 84.6% | 90.7% | 88.2% | 81.0% |
| My practice is able to provide most of my care. | 89.0% | 88.5% | 90.7% | 88.2% | 83.3% |
| In caring for me, my doctor considers all factors that affect my health. | 89.0% | 80.8% | 93.0% | 94.1% | 81.0% |
| My practice coordinates the care I get from multiple places. | 78.5% | 76.9% | 77.9% | 82.4% | 73.8% |
| My doctor or practice knows me as a person. | 81.5% | 76.9% | 82.6% | 82.4% | 78.6% |
| My doctor and I have been through a lot together. | 62.0% | 50.0% | 62.8% | 64.7% | 57.1% |
| My doctor or practice stands up for me. | 82.5% | 73.1% | 86.0% | 82.4% | 76.2% |
| The care I get takes into account the knowledge of my family. | 84.0% | 73.1% | 88.4% | 82.4% | 81.0% |
| The care I get in this practice is informed by knowledge of my community. | 77.0% | 76.9% | 79.1% | 76.5% | 71.4% |
| Over time, my practice helps me to stay healthy. | 88.5% | 80.8% | 93.0% | 91.2% | 78.6% |
| Over time, my practice helps me to meet my goals. | 87.0% | 73.1% | 91.9% | 91.2% | 78.6% |
| Average | 82.5% | 75.9% | 85.1% | 84.0% | 76.4% |

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 | 200 | 27 | 41 | 47 | 23 | 20 | 6 | 23 |
| My practice makes it easy for me to get care. | 88.0% | 81.5% | 85.4% | 97.9% | 95.7% | 85.0% | 100.0% | 69.6% |
| My practice is able to provide most of my care. | 89.0% | 81.5% | 82.9% | 97.9% | 100.0% | 85.0% | 100.0% | 78.3% |
| In caring for me, my doctor considers all factors that affect my health. | 89.0% | 81.5% | 85.4% | 93.6% | 91.3% | 90.0% | 100.0% | 91.3% |
| My practice coordinates the care I get from multiple places. | 78.5% | 70.4% | 65.9% | 85.1% | 91.3% | 70.0% | 100.0% | 82.6% |
| My doctor or practice knows me as a person. | 81.5% | 74.1% | 73.2% | 85.1% | 91.3% | 90.0% | 100.0% | 78.3% |
| My doctor and I have been through a lot together. | 62.0% | 55.6% | 43.9% | 63.8% | 87.0% | 60.0% | 83.3% | 60.9% |
| My doctor or practice stands up for me. | 82.5% | 77.8% | 73.2% | 87.2% | 100.0% | 75.0% | 100.0% | 78.3% |
| The care I get takes into account the knowledge of my family. | 84.0% | 70.4% | 73.2% | 91.5% | 95.7% | 90.0% | 100.0% | 82.6% |
| The care I get in this practice is informed by knowledge of my community. | 77.0% | 59.3% | 68.3% | 91.5% | 91.3% | 80.0% | 83.3% | 65.2% |
| Over time, my practice helps me to stay healthy. | 88.5% | 77.8% | 80.5% | 95.7% | 95.7% | 90.0% | 100.0% | 87.0% |
| Over time, my practice helps me to meet my goals. | 87.0% | 81.5% | 75.6% | 95.7% | 95.7% | 80.0% | 100.0% | 87.0% |
| Average | 82.5% | 73.7% | 73.4% | 89.6% | 94.1% | 81.4% | 97.0% | 78.3% |

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Demographic Segmentation (Child)

EXHIBITS

Aggregate Data (Provided Separately)



Child Primary Care Experience

Child survey respondents attributed to the Fair Haven Community Health Center provided lower ratings for all eleven (11) characteristics rated in the PCPCM survey as compared to the child composite, resulting in an overall average score of 82.7%. The highest rated characteristics among Fair Haven Community Health Center respondents were recorded for “my practice makes it easy for me to get care” (89.4%) and “my practice is able to provide most of my care” (89.4%), while the lowest rated characteristic was “my doctor and I have been through a lot together” (68.5%).

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 makes it easy for me to get care. | 90.9% | 89.4% | 69.5% | 19.9% | 6.8% | 3.8% |
| My practice is able to provide most of my care. | 91.7% | 89.4% | 70.0% | 19.4% | 6.3% | 4.3% |
| In caring for me, my doctor considers all factors that affect my health. | 90.8% | 87.7% | 68.0% | 19.6% | 8.6% | 3.8% |
| Over time, my practice helps me to stay healthy. | 90.1% | 87.7% | 71.3% | 16.4% | 8.6% | 3.8% |
| Over time, my practice helps me to meet my goals. | 89.3% | 87.2% | 70.5% | 16.6% | 9.1% | 3.8% |
| The care I get takes into account the knowledge of my family. | 87.4% | 83.6% | 66.2% | 17.4% | 10.6% | 5.8% |
| My doctor or practice stands up for me. | 83.7% | 81.1% | 62.2% | 18.9% | 10.8% | 8.1% |
| My doctor or practice knows me as a person. | 83.8% | 79.6% | 63.7% | 15.9% | 11.6% | 8.8% |
| The care I get in this practice is informed by knowledge of my community. | 81.0% | 78.3% | 61.5% | 16.9% | 12.8% | 8.8% |
| My practice coordinates the care I get from multiple places. | 80.2% | 77.1% | 59.4% | 17.6% | 10.3% | 12.6% |
| My doctor and I have been through a lot together. | 69.0% | 68.5% | 52.9% | 15.6% | 13.6% | 17.9% |
| Average | 85.3% | 82.7% | 65.0% | 17.7% | 9.9% | 7.4% |

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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 | 397 | 0 | 40 | 71 | 109 |
| My practice makes it easy for me to get care. | 89.4% | - | 92.5% | 87.3% | 87.2% |
| My practice is able to provide most of my care. | 89.4% | - | 97.5% | 87.3% | 89.9% |
| In caring for me, my doctor considers all factors that affect my health. | 87.7% | - | 95.0% | 85.9% | 87.2% |
| My practice coordinates the care I get from multiple places. | 77.1% | - | 85.0% | 70.4% | 67.0% |
| My doctor or practice knows me as a person. | 79.6% | - | 72.5% | 81.7% | 82.6% |
| My doctor and I have been through a lot together. | 68.5% | - | 55.0% | 64.8% | 65.1% |
| My doctor or practice stands up for me. | 81.1% | - | 82.5% | 81.7% | 78.9% |
| The care I get takes into account the knowledge of my family. | 83.6% | - | 82.5% | 81.7% | 83.5% |
| The care I get in this practice is informed by knowledge of my community. | 78.3% | - | 77.5% | 73.2% | 77.1% |
| Over time, my practice helps me to stay healthy. | 87.7% | - | 90.0% | 87.3% | 87.2% |
| Over time, my practice helps me to meet my goals. | 87.2% | - | 85.0% | 88.7% | 87.2% |
| Average | 82.7% | - | 83.2% | 80.9% | 81.2% |

Child Primary Care Experience :: By Gender

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

| | Provider Composite | Male | Female |
|---|--------------------|--------------|--------------|
| N-value | 397 | 166 | 221 |
| My practice makes it easy for me to get care. | 89.4% | 90.4% | 89.6% |
| My practice is able to provide most of my care. | 89.4% | 90.4% | 89.6% |
| In caring for me, my doctor considers all factors that affect my health. | 87.7% | 84.9% | 90.0% |
| My practice coordinates the care I get from multiple places. | 77.1% | 74.1% | 79.2% |
| My doctor or practice knows me as a person. | 79.6% | 79.5% | 80.1% |
| My doctor and I have been through a lot together. | 68.5% | 68.1% | 68.8% |
| My doctor or practice stands up for me. | 81.1% | 81.3% | 81.0% |
| The care I get takes into account the knowledge of my family. | 83.6% | 83.1% | 84.6% |
| The care I get in this practice is informed by knowledge of my community. | 78.3% | 76.5% | 80.1% |
| Over time, my practice helps me to stay healthy. | 87.7% | 87.3% | 88.2% |
| Over time, my practice helps me to meet my goals. | 87.2% | 87.3% | 87.3% |
| Average | 82.7% | 82.1% | 83.5% |

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 | 397 | 35 | 137 | 82 | 22 | 32 |
| My practice makes it easy for me to get care. | 89.4% | 88.6% | 91.2% | 89.0% | 95.5% | 87.5% |
| My practice is able to provide most of my care. | 89.4% | 88.6% | 89.8% | 92.7% | 95.5% | 87.5% |
| In caring for me, my doctor considers all factors that affect my health. | 87.7% | 91.4% | 86.9% | 87.8% | 86.4% | 87.5% |
| My practice coordinates the care I get from multiple places. | 77.1% | 80.0% | 70.8% | 79.3% | 72.7% | 75.0% |
| My doctor or practice knows me as a person. | 79.6% | 82.9% | 82.5% | 73.2% | 81.8% | 90.6% |
| My doctor and I have been through a lot together. | 68.5% | 80.0% | 66.4% | 64.6% | 77.3% | 56.3% |
| My doctor or practice stands up for me. | 81.1% | 82.9% | 80.3% | 78.0% | 81.8% | 87.5% |
| The care I get takes into account the knowledge of my family. | 83.6% | 82.9% | 84.7% | 79.3% | 86.4% | 90.6% |
| The care I get in this practice is informed by knowledge of my community. | 78.3% | 77.1% | 78.1% | 74.4% | 77.3% | 78.1% |
| Over time, my practice helps me to stay healthy. | 87.7% | 88.6% | 87.6% | 86.6% | 86.4% | 87.5% |
| Over time, my practice helps me to meet my goals. | 87.2% | 88.6% | 87.6% | 85.4% | 90.9% | 90.6% |
| Average | 82.7% | 84.7% | 82.3% | 80.9% | 84.7% | 83.5% |

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 | 397 | 137 | 56 | 53 | 26 | 19 | 5 |
| My practice makes it easy for me to get care. | 89.4% | 92.0% | 80.4% | 92.5% | 96.2% | 89.5% | 80.0% |
| My practice is able to provide most of my care. | 89.4% | 90.5% | 85.7% | 90.6% | 100.0% | 89.5% | 80.0% |
| In caring for me, my doctor considers all factors that affect my health. | 87.7% | 87.6% | 87.5% | 86.8% | 96.2% | 84.2% | 80.0% |
| My practice coordinates the care I get from multiple places. | 77.1% | 73.0% | 67.9% | 84.9% | 92.3% | 73.7% | 80.0% |
| My doctor or practice knows me as a person. | 79.6% | 83.9% | 69.6% | 77.4% | 92.3% | 84.2% | 80.0% |
| My doctor and I have been through a lot together. | 68.5% | 63.5% | 58.9% | 73.6% | 84.6% | 84.2% | 60.0% |
| My doctor or practice stands up for me. | 81.1% | 83.9% | 71.4% | 84.9% | 88.5% | 84.2% | 40.0% |
| The care I get takes into account the knowledge of my family. | 83.6% | 86.1% | 76.8% | 90.6% | 92.3% | 78.9% | 80.0% |
| The care I get in this practice is informed by knowledge of my community. | 78.3% | 76.6% | 75.0% | 84.9% | 88.5% | 78.9% | 60.0% |
| Over time, my practice helps me to stay healthy. | 87.7% | 89.8% | 82.1% | 90.6% | 96.2% | 84.2% | 80.0% |
| Over time, my practice helps me to meet my goals. | 87.2% | 89.8% | 80.4% | 90.6% | 92.3% | 84.2% | 80.0% |
| Average | 82.7% | 83.3% | 76.0% | 86.1% | 92.7% | 83.3% | 72.7% |

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 | 397 | 66 | 144 | 69 | 49 |
| My practice makes it easy for me to get care. | 89.4% | 89.4% | 93.1% | 85.5% | 89.8% |
| My practice is able to provide most of my care. | 89.4% | 89.4% | 93.8% | 82.6% | 93.9% |
| In caring for me, my doctor considers all factors that affect my health. | 87.7% | 77.3% | 94.4% | 81.2% | 95.9% |
| My practice coordinates the care I get from multiple places. | 77.1% | 68.2% | 80.6% | 69.6% | 83.7% |
| My doctor or practice knows me as a person. | 79.6% | 72.7% | 84.0% | 78.3% | 89.8% |
| My doctor and I have been through a lot together. | 68.5% | 59.1% | 70.8% | 65.2% | 75.5% |
| My doctor or practice stands up for me. | 81.1% | 72.7% | 85.4% | 78.3% | 85.7% |
| The care I get takes into account the knowledge of my family. | 83.6% | 77.3% | 88.2% | 84.1% | 87.8% |
| The care I get in this practice is informed by knowledge of my community. | 78.3% | 66.7% | 81.9% | 78.3% | 85.7% |
| Over time, my practice helps me to stay healthy. | 87.7% | 84.8% | 93.1% | 81.2% | 89.8% |
| Over time, my practice helps me to meet my goals. | 87.2% | 86.4% | 91.0% | 82.6% | 87.8% |
| Average | 82.7% | 76.7% | 86.9% | 78.8% | 87.8% |

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 | 397 | 28 | 112 | 95 | 45 | 14 | 7 | 22 |
| My practice makes it easy for me to get care. | 89.4% | 89.3% | 90.2% | 89.5% | 91.1% | 100.0% | 100.0% | 90.9% |
| My practice is able to provide most of my care. | 89.4% | 85.7% | 90.2% | 91.6% | 91.1% | 100.0% | 100.0% | 90.9% |
| In caring for me, my doctor considers all factors that affect my health. | 87.7% | 82.1% | 85.7% | 90.5% | 84.4% | 100.0% | 100.0% | 86.4% |
| My practice coordinates the care I get from multiple places. | 77.1% | 75.0% | 67.0% | 75.8% | 82.2% | 100.0% | 85.7% | 86.4% |
| My doctor or practice knows me as a person. | 79.6% | 82.1% | 79.5% | 84.2% | 77.8% | 92.9% | 85.7% | 72.7% |
| My doctor and I have been through a lot together. | 68.5% | 53.6% | 63.4% | 70.5% | 77.8% | 78.6% | 57.1% | 72.7% |
| My doctor or practice stands up for me. | 81.1% | 75.0% | 76.8% | 84.2% | 84.4% | 92.9% | 71.4% | 81.8% |
| The care I get takes into account the knowledge of my family. | 83.6% | 82.1% | 80.4% | 88.4% | 84.4% | 92.9% | 100.0% | 81.8% |
| The care I get in this practice is informed by knowledge of my community. | 78.3% | 64.3% | 75.0% | 82.1% | 77.8% | 85.7% | 100.0% | 81.8% |
| Over time, my practice helps me to stay healthy. | 87.7% | 82.1% | 85.7% | 90.5% | 91.1% | 100.0% | 100.0% | 72.7% |
| Over time, my practice helps me to meet my goals. | 87.2% | 82.1% | 83.9% | 89.5% | 91.1% | 100.0% | 100.0% | 77.3% |
| Average | 82.7% | 77.6% | 79.8% | 85.2% | 84.8% | 94.8% | 90.9% | 81.4% |

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