



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



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

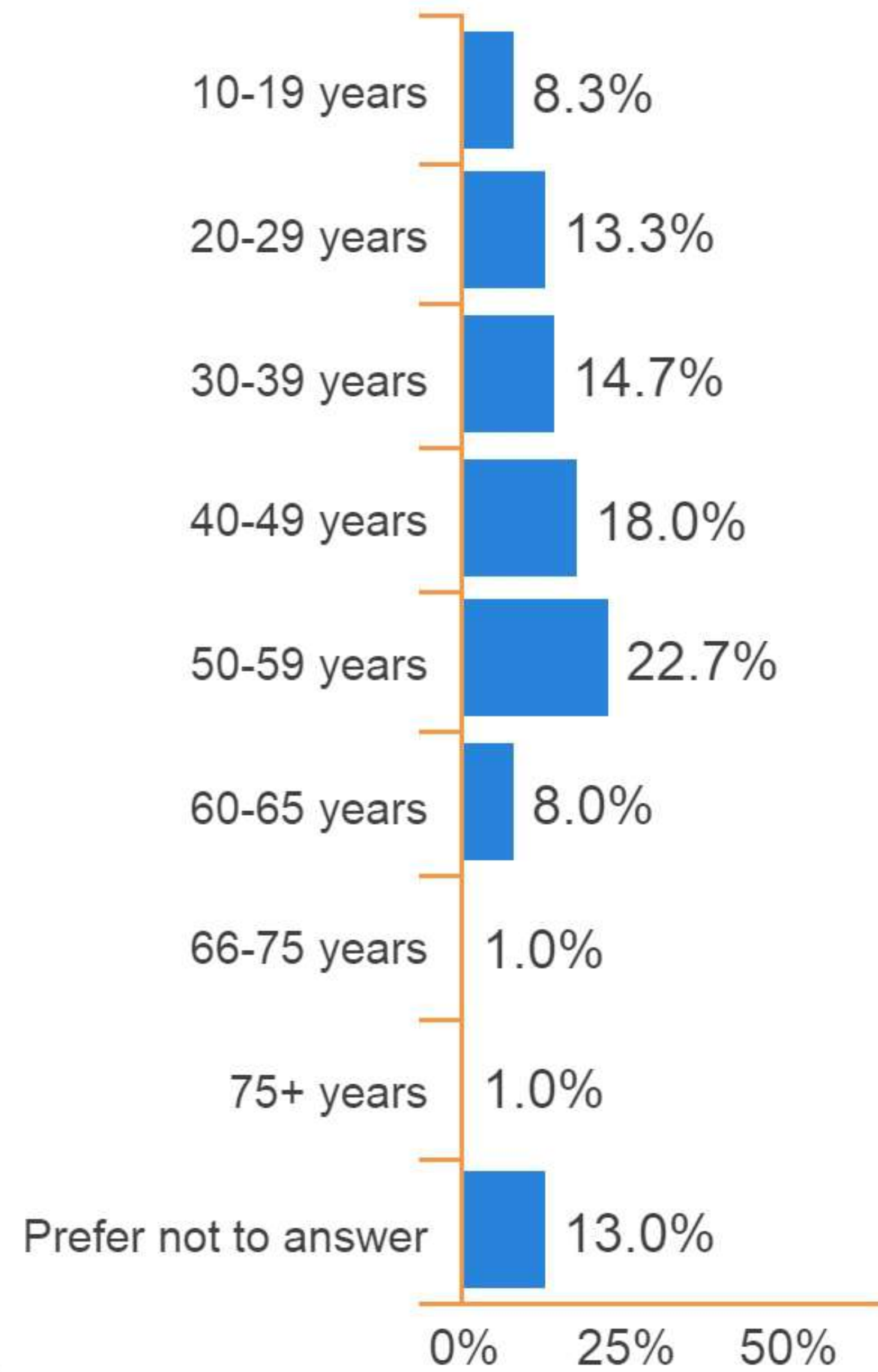
Methodology Telephone / Digital	No. of Completes 300	No. of Questions 20*	Incentive None	Sample Provided by CHNCT
Target HUSKY Members attributed to Optimus Health Care	Quality Assurance Dual-level**	Margin of Error +/- 5.5%	Confidence Level 95%	Research Dates Sept 9 - Dec 6, 2021

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

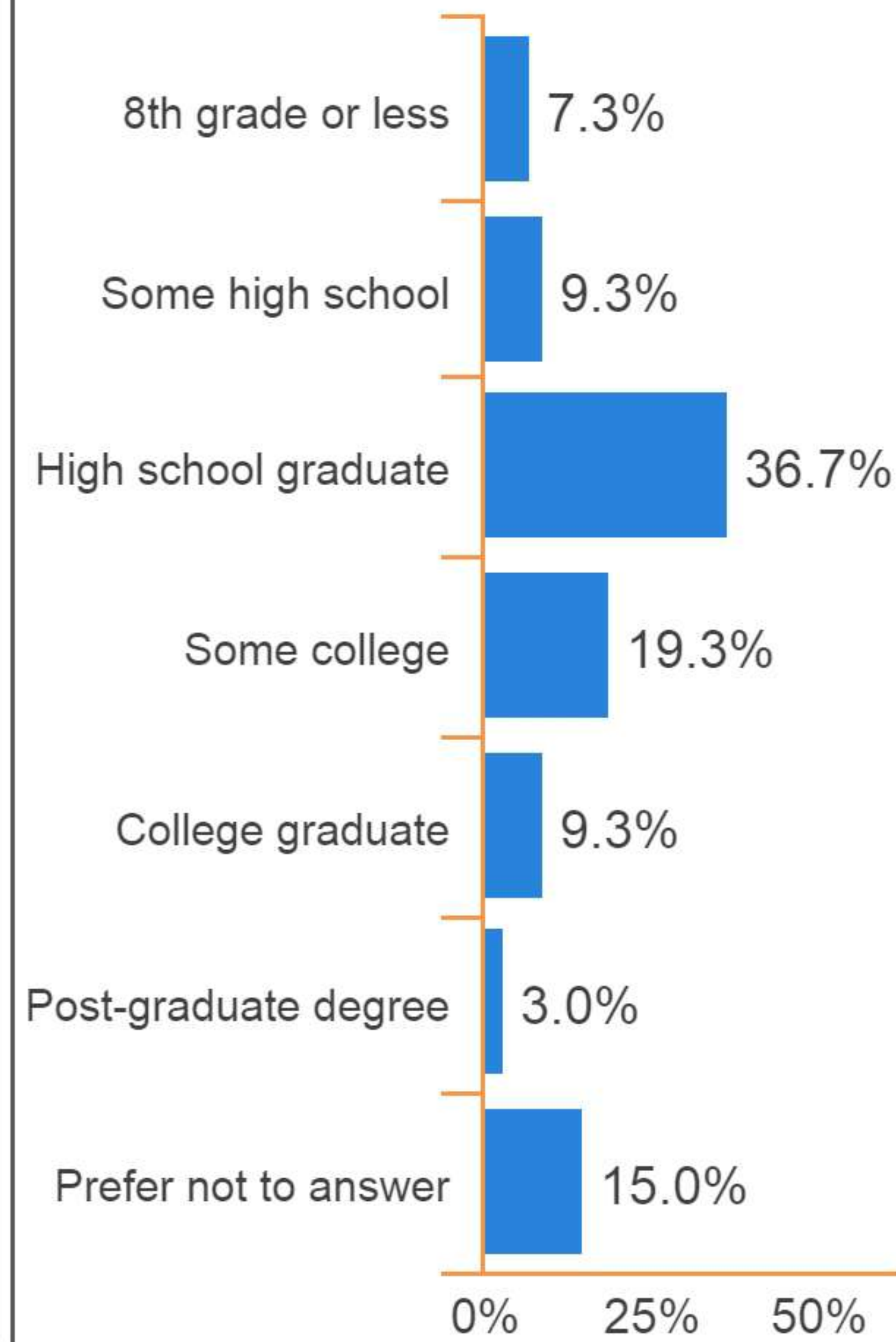
** Supervisory personnel, in addition to computer-aided interviewing platform, ensure the integrity of the data is accurate.

Respondent Demographics - Adult

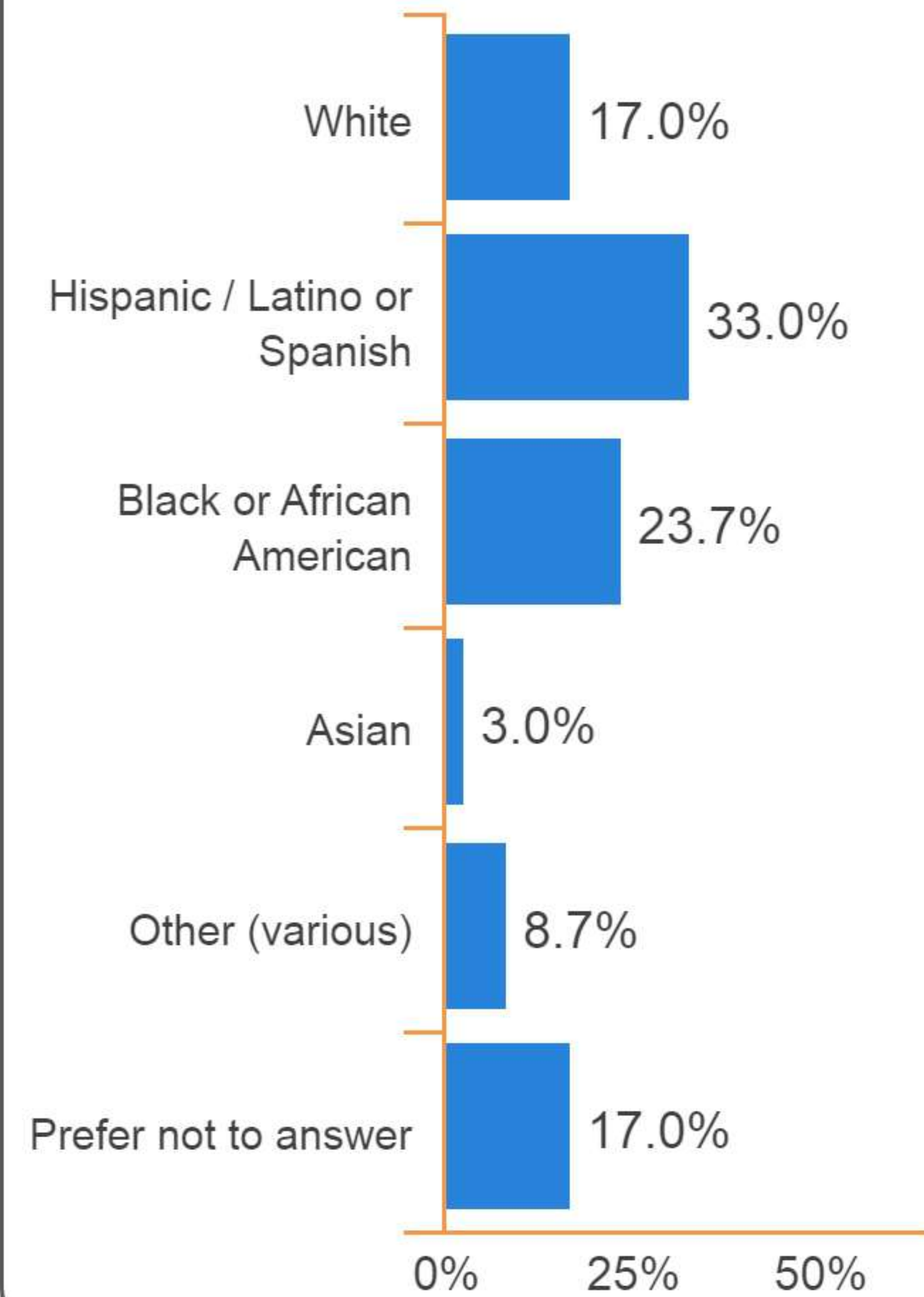
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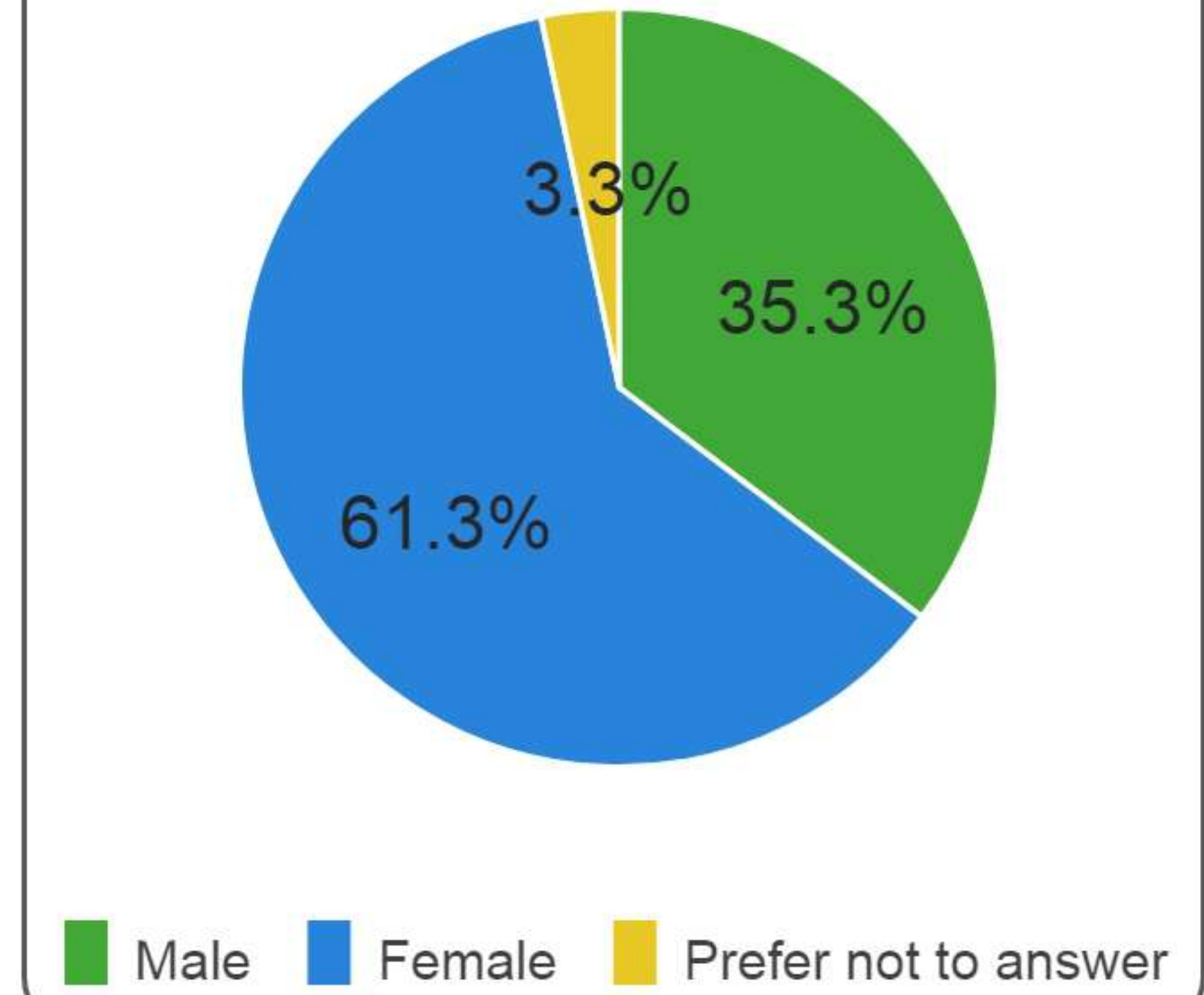
Education



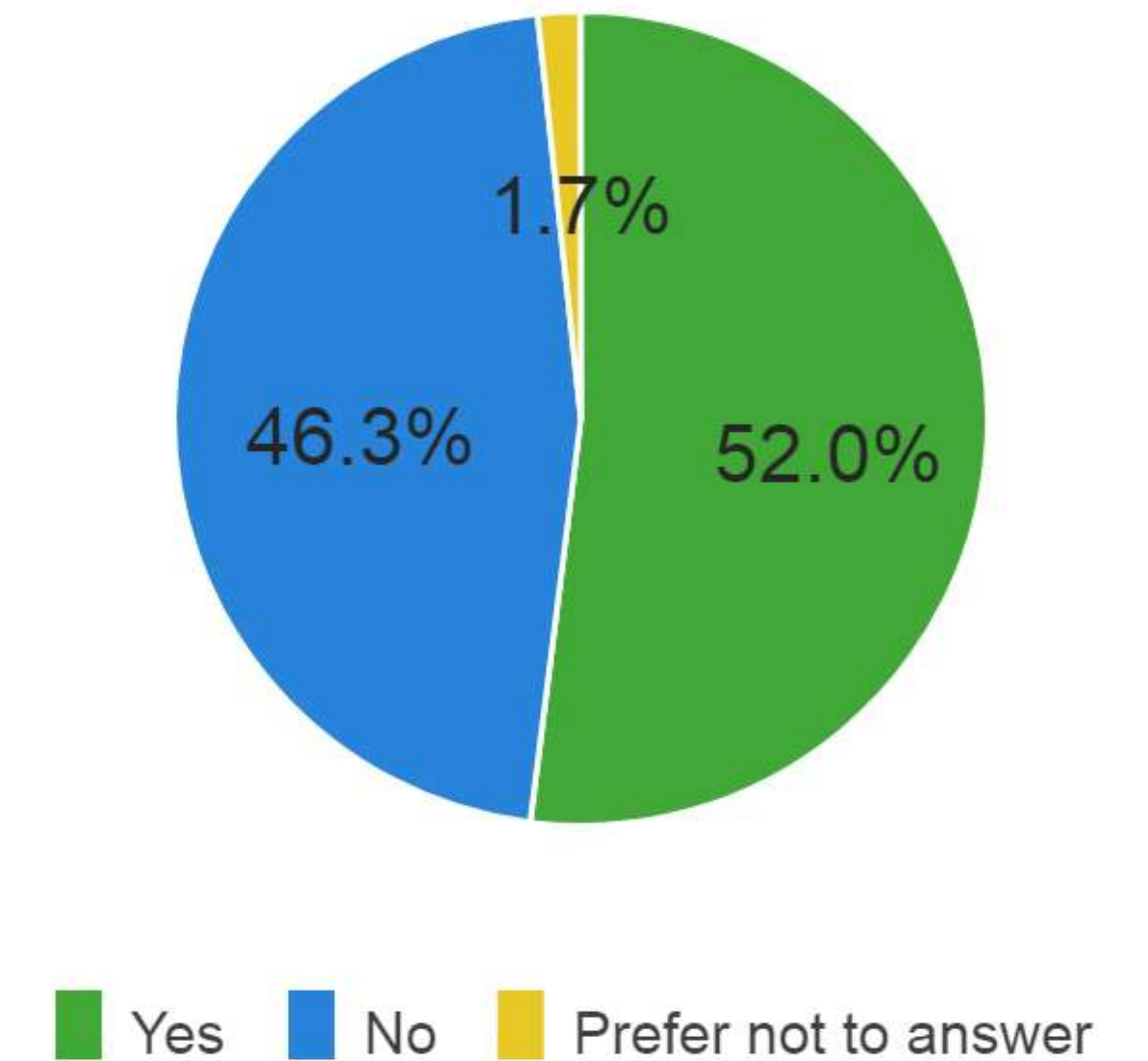
Ethnicity (Select all that apply)



Gender

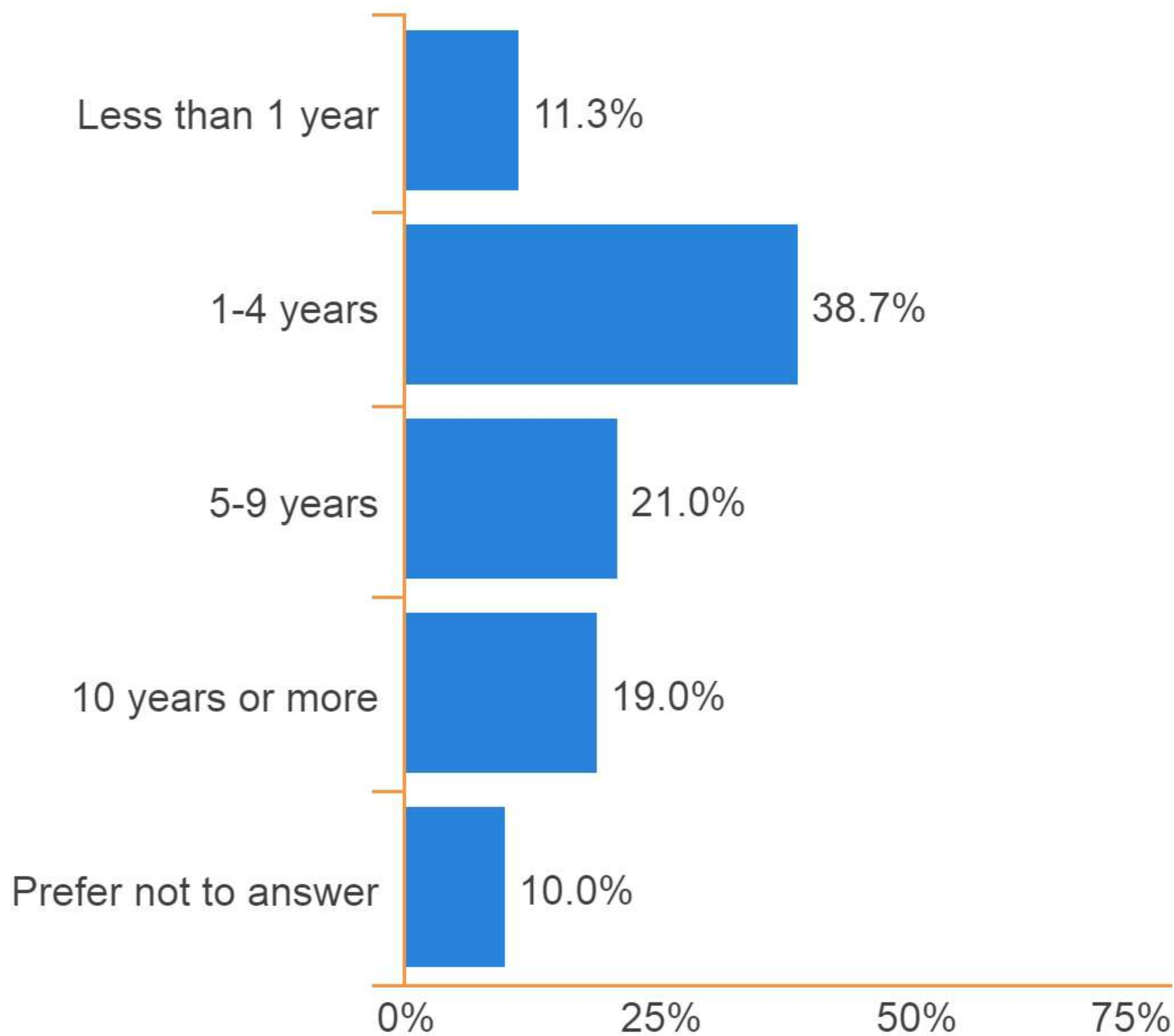


Hispanic/Latino Origin

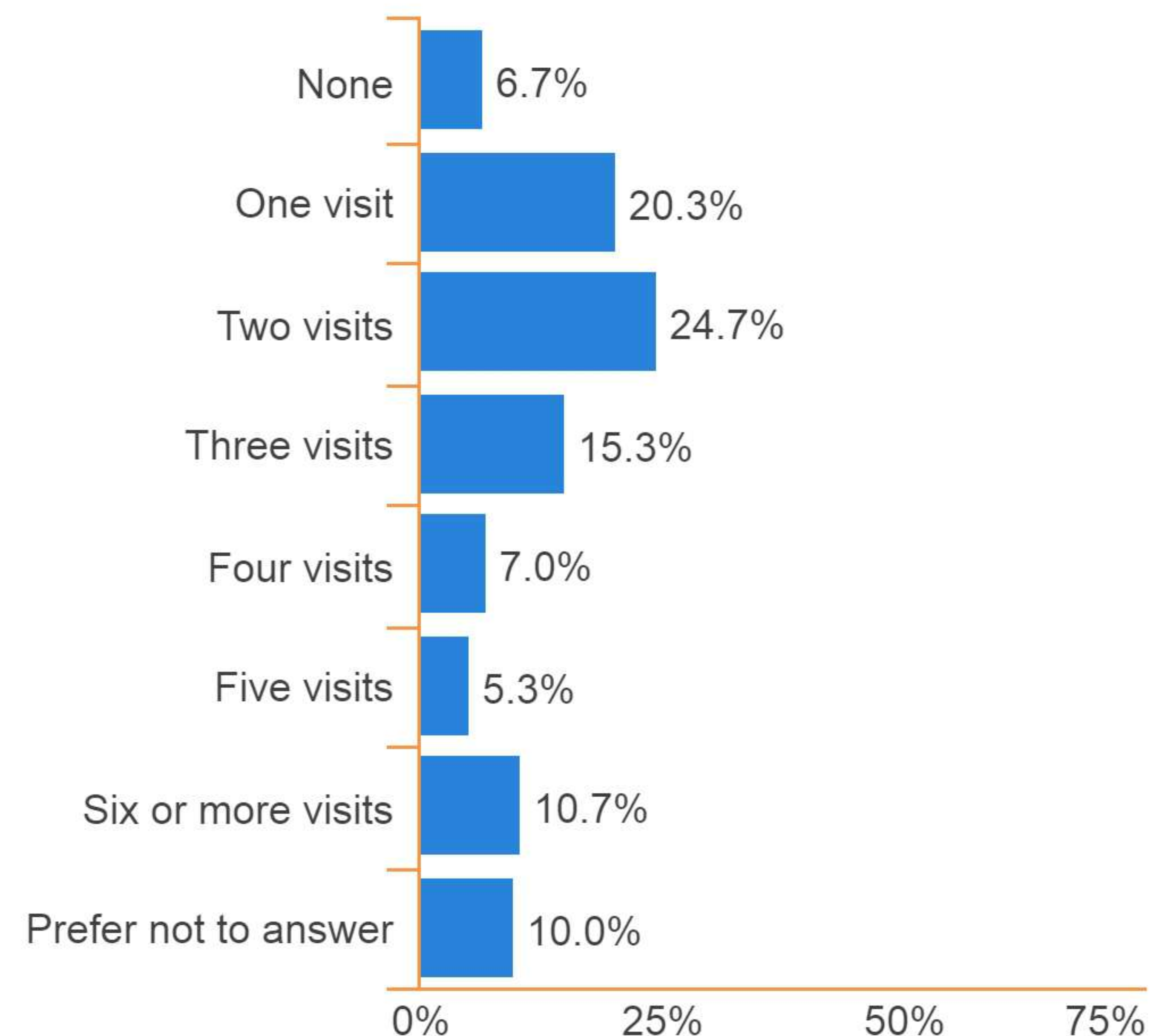


Respondent Demographics - Adult

Length of Time with Current Doctor



Number of Doctor Visits in Past Year



Research Methodology Snapshot - Child

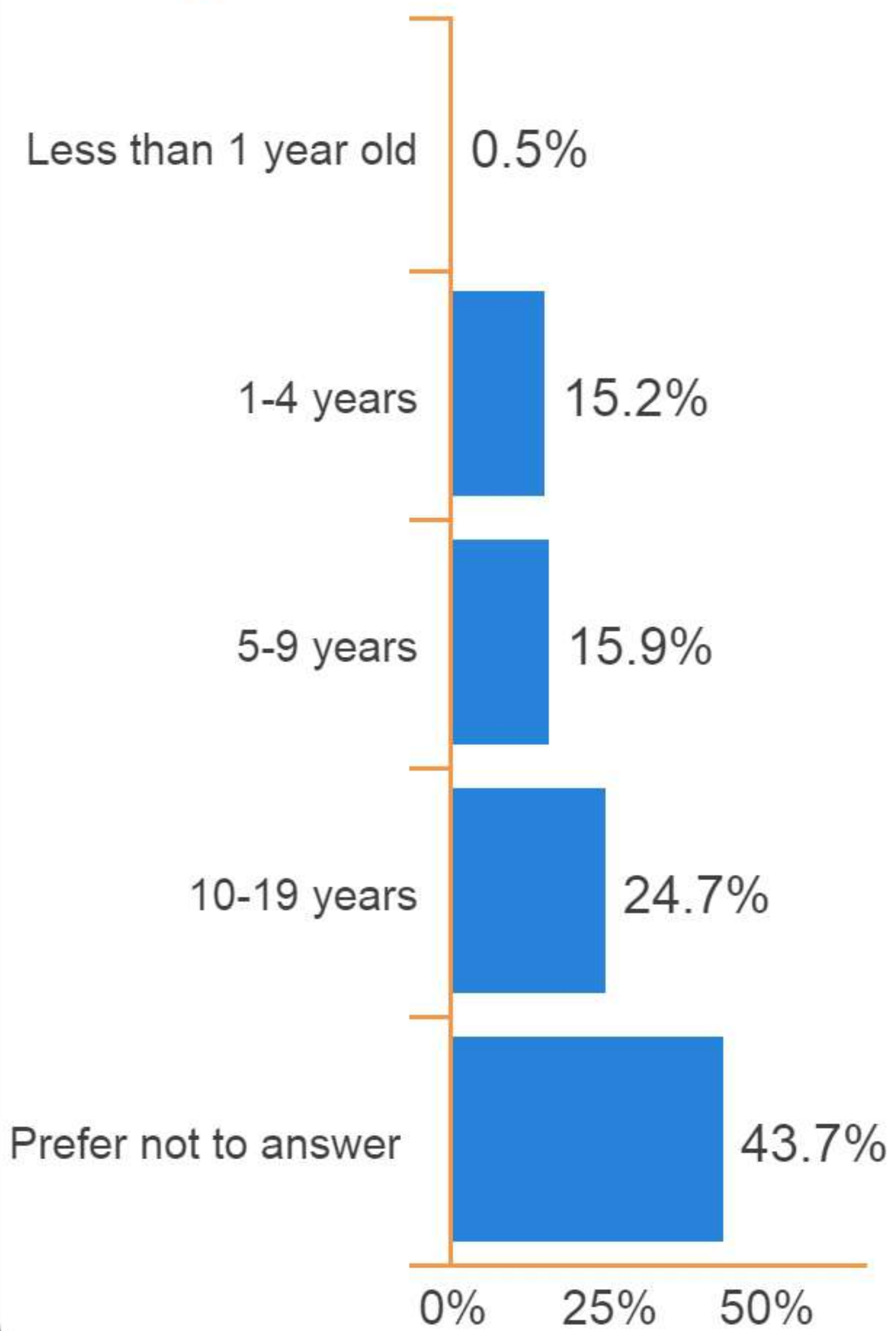
Methodology Telephone / Digital	No. of Completes 396	No. of Questions 20*	Incentive None	Sample Provided by CHNCT
Target HUSKY Members attributed to Optimus Health Care	Quality Assurance Dual-level**	Margin of Error +/- 4.8%	Confidence Level 95%	Research Dates Sept 9 - Dec 6, 2021

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

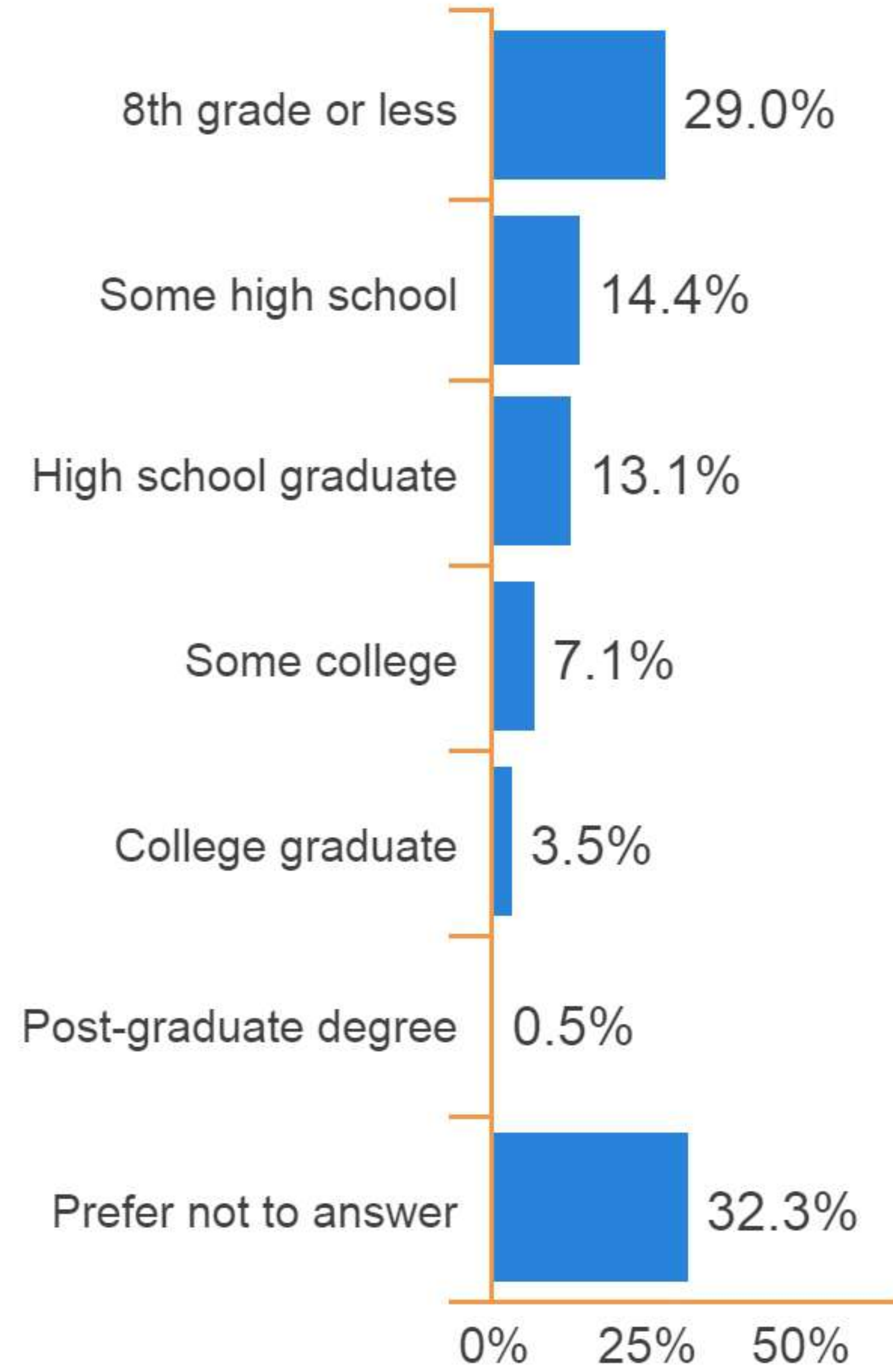
** Supervisory personnel, in addition to computer-aided interviewing platform, ensure the integrity of the data is accurate.

Respondent Demographics - Child

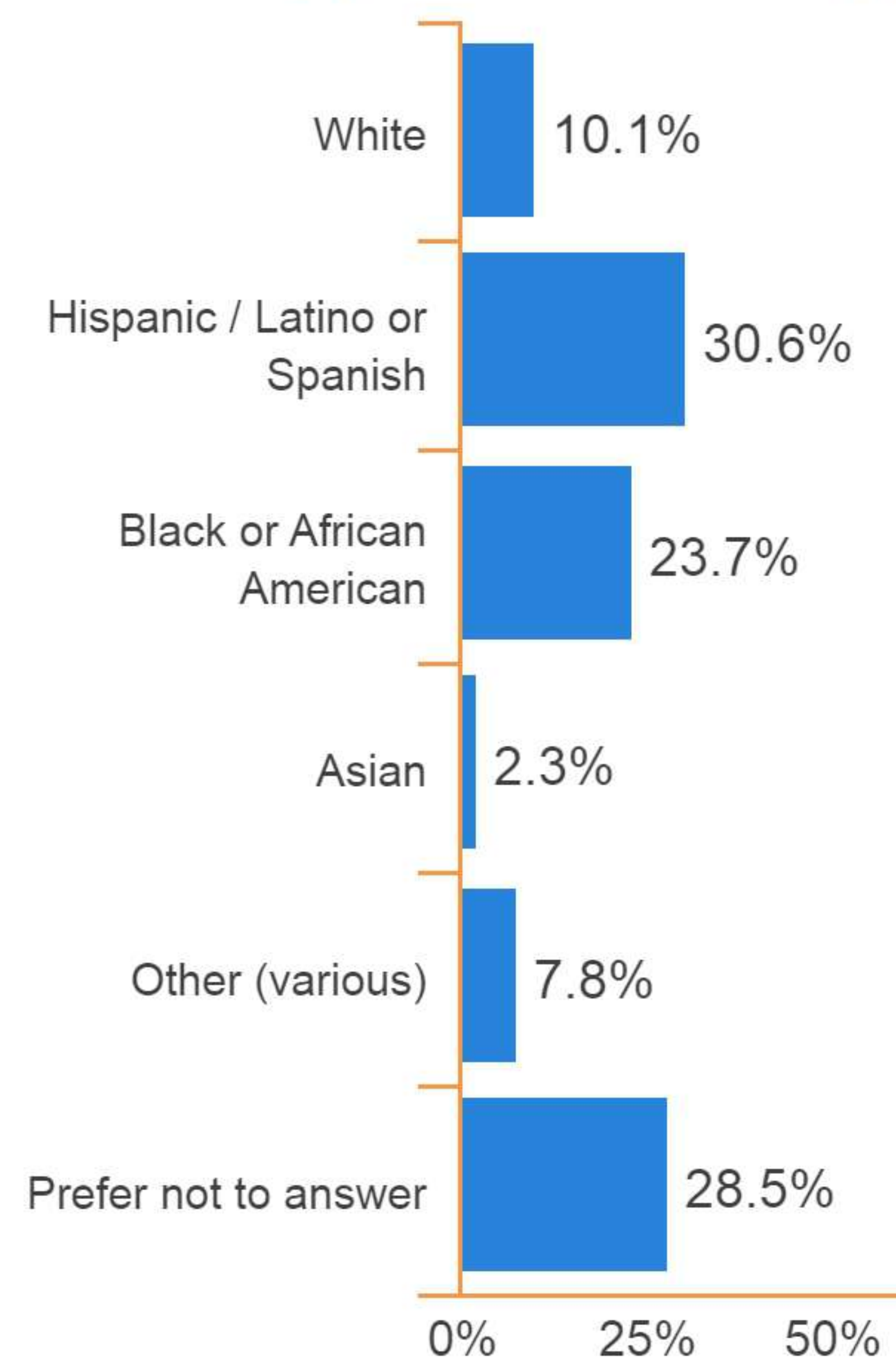
Age



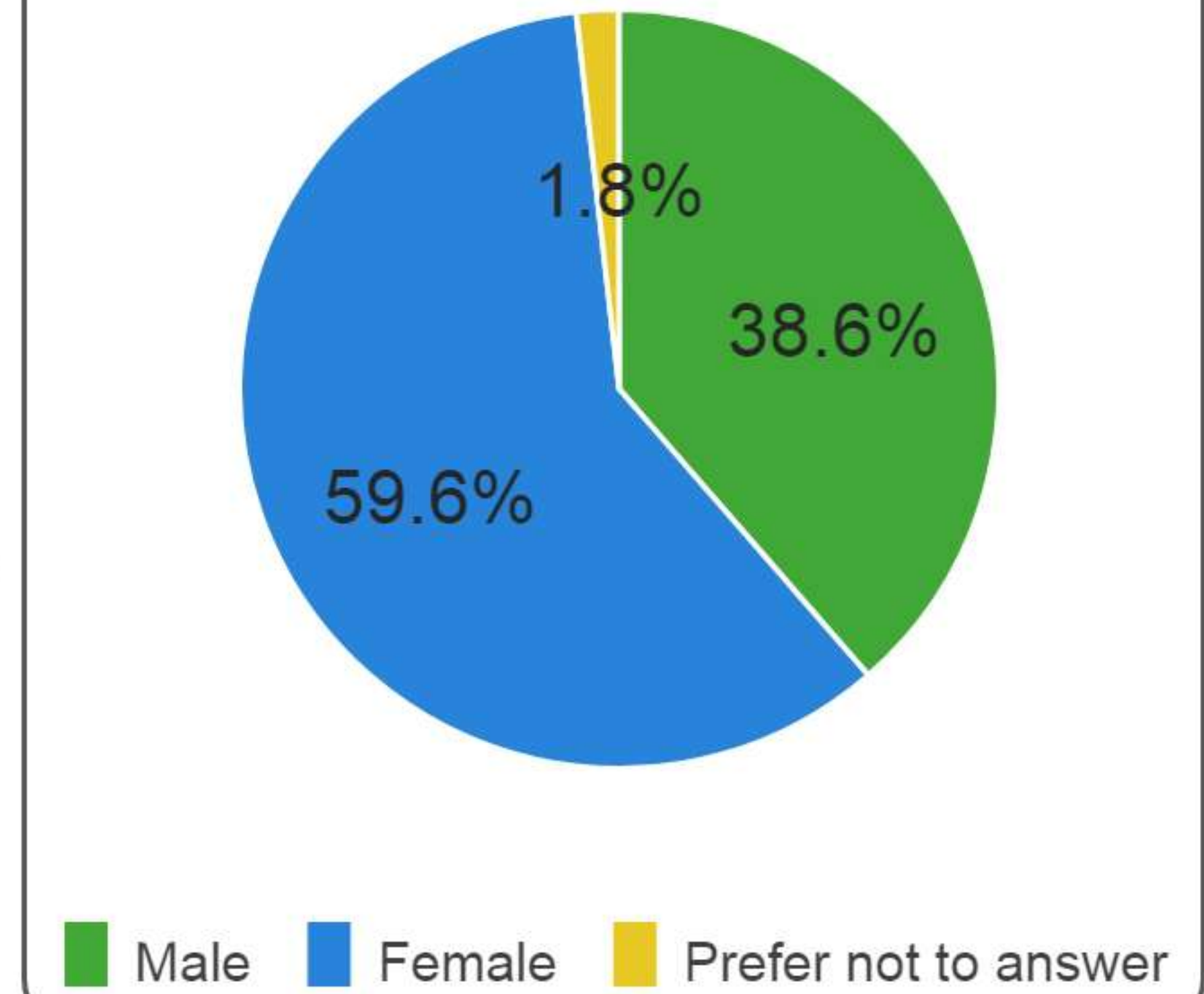
Education



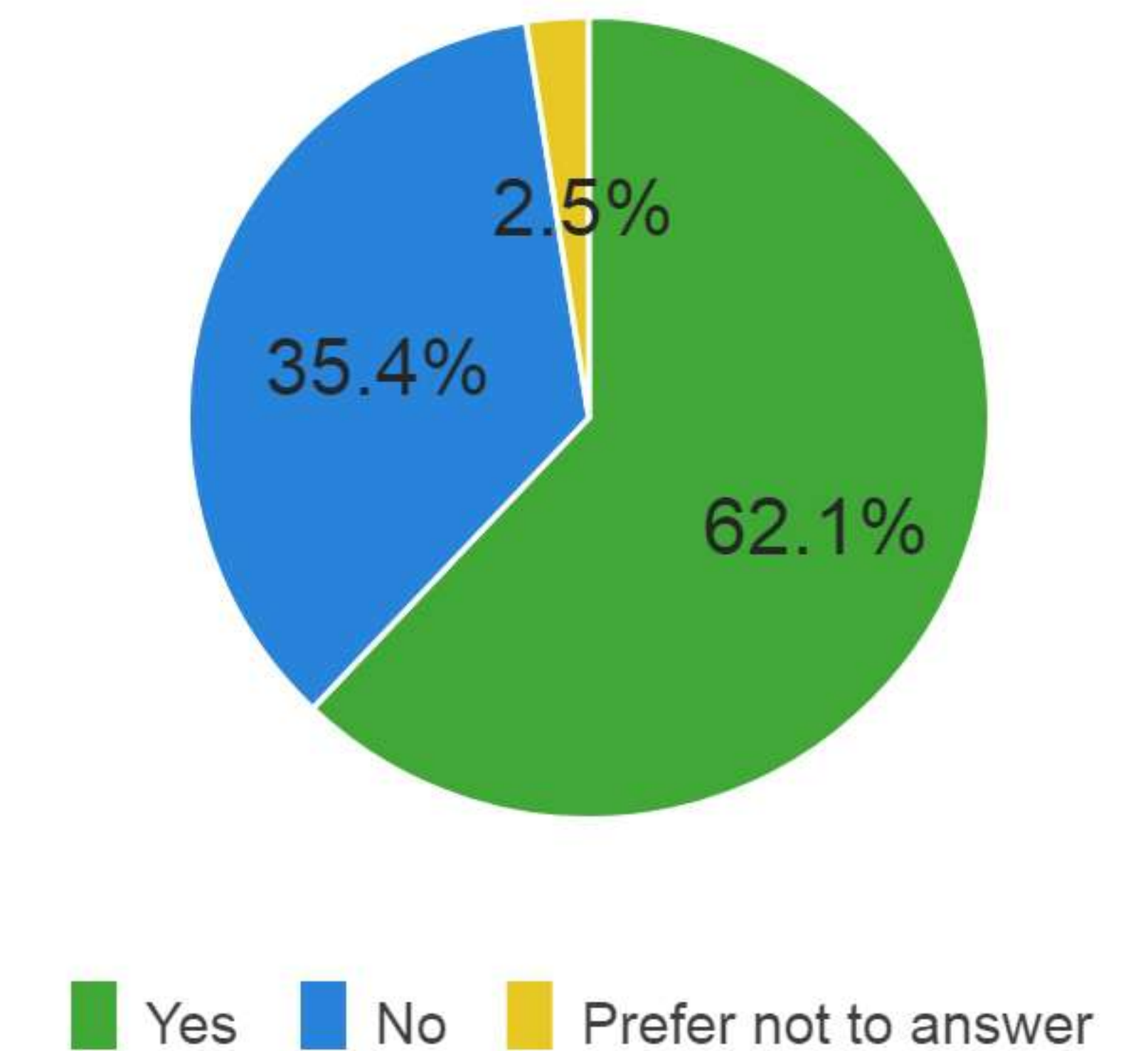
Ethnicity (Select all that apply)



Gender

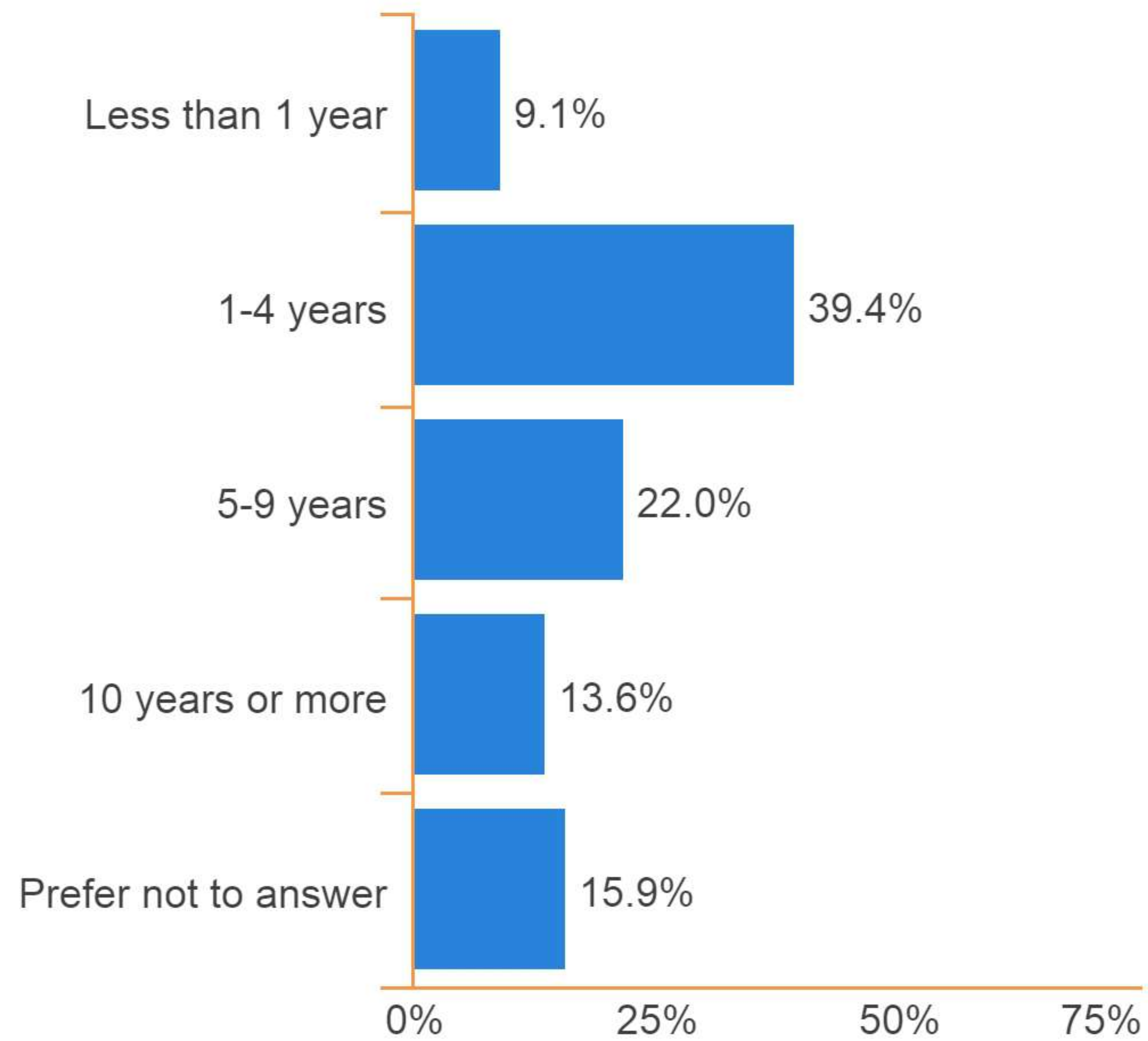


Hispanic/Latino Origin



Respondent Demographics - Child

Length of Time with Current Doctor



Number of Doctor Visits in Past Year

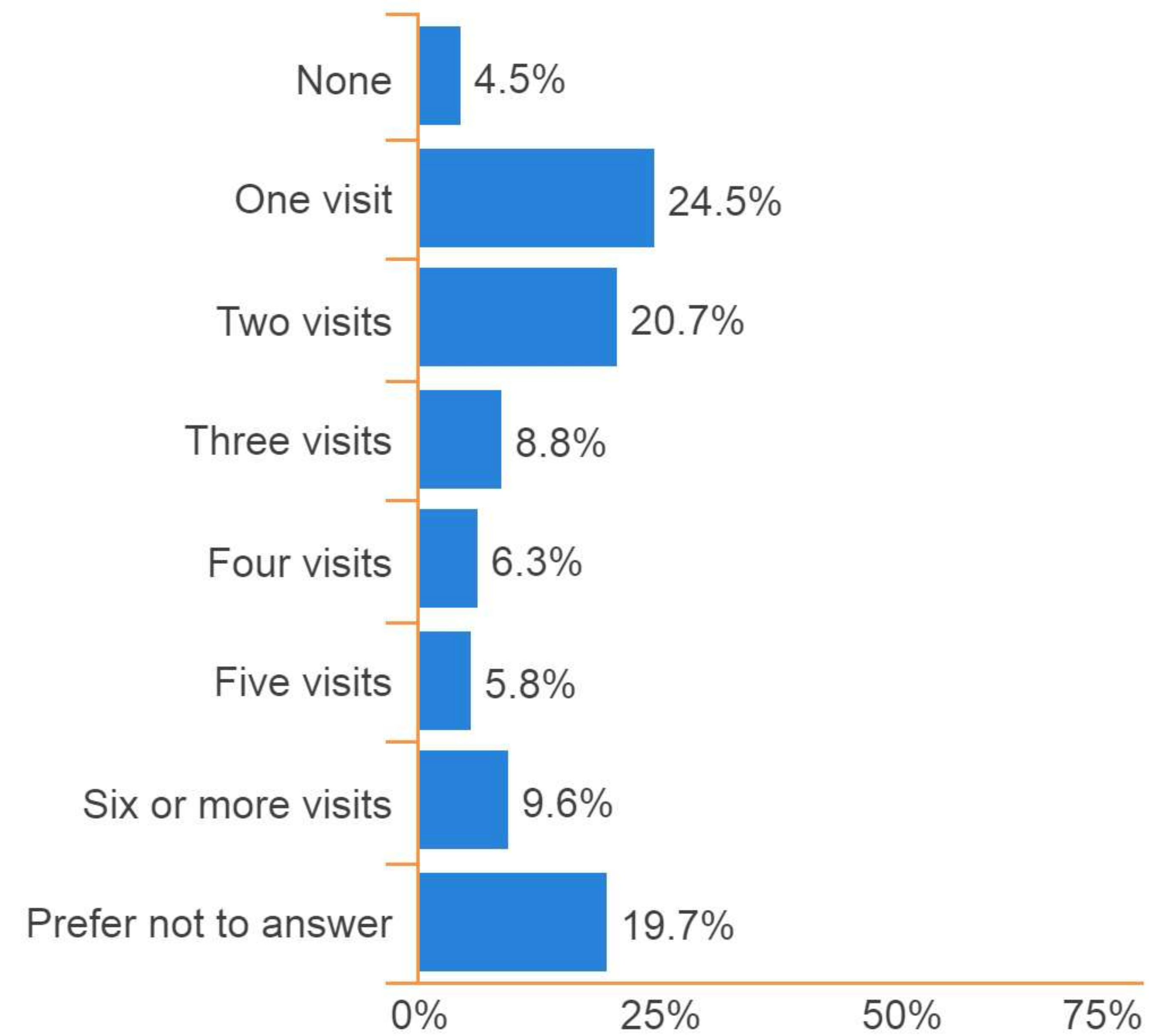


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Aggregate Data (Provided Separately)



Key Study Findings - Adult

- Adult survey respondents attributed to Optimus Health Care provided higher ratings for seven (7) of eleven (11) characteristics rated in the PCPCM survey as compared to the adult composite, resulting in an overall average score of 82.1%.
- The highest rated characteristic among Optimus Health Care respondents was recorded for “in caring for me, my doctor considers all factors that affect my health” (91.3%), while the lowest rated characteristic was “my doctor and I have been through a lot together” (62.7%).
- Adult survey respondents ages 75+ (100.0%) provided the highest overall average rating, while respondents ages 40-49 provided the lowest average rating (77.6%).
- Men (83.3%) provided a higher average rating as compared to women (81.2%).
- Those respondents identifying as Asian (84.8%) provided the highest overall average rating, while those respondents identifying as African American provided the lowest average rating (77.1%).

Key Study Findings - Adult

- Survey respondents with an education level of 8th grade or less (86.0%) provided the highest overall average rating, while respondents with a post-graduate degree provided the lowest average rating (62.6%).
- Adult survey respondents who have been with Optimus Health Care for 10 years or more (88.4%) provided the highest overall average rating, while respondents who have been with Optimus Health Care for less than 1 year provided the lowest average rating (70.1%).
- Adult survey respondents with four (4) visits to Optimus Health Care within the past year (89.6%) provided the highest overall average rating, while respondents six (6) or more visits to their medical provider within the past year provided the lowest average rating (77.3%).

Key Study Findings - Child

- Child survey respondents attributed to Optimus Health Care 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 82.8%.
- The highest rated characteristic among Optimus Health Care respondents was recorded for “my practice makes it easy for me to get care” (89.6%), while the lowest rated characteristic was “my doctor and I have been through a lot together” (67.4%).
- Optimus Health Care child respondents 5-9 years old (88.0%) provided the highest overall average rating, while respondents less than 1 year old provided the lowest average rating (54.5%).
- Boys attributed to Optimus Health Care (86.2%) provided a slightly higher average rating as compared to girls (80.6%).
- Caucasian respondents (88.2%) provided the highest overall average rating, while those respondents identifying as an “other” ethnicity provided the lowest average rating (80.4%).

Key Study Findings - Child

- Child survey respondents who have been with Optimus Health Care for 10 years or more (88.2%) provided the highest overall average rating, while respondents who have been with Optimus Health Care for less than 1 year provided the lowest average rating (75.5%).
- Child survey respondents with three (3) visits to Optimus Health Care within the past year (88.8%) provided the highest overall average rating, while respondents with two (2) visits and those who have not visited their medical provider within the past year provided the lowest average rating (82.8%).

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Adult Primary Care Experience

Adult survey respondents attributed to Optimus Health Care provided higher ratings for seven (7) of eleven (11) characteristics rated in the PCPCM survey as compared to the adult composite, resulting in an overall average score of 82.1%. The highest rated characteristic among Optimus Health Care respondents was recorded for “in caring for me, my doctor considers all factors that affect my health” (91.3%), while the lowest rated characteristic was “my doctor and I have been through a lot together” (62.7%).

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%	91.3%	76.7%	14.7%	6.0%	2.7%
My practice is able to provide most of my care.	89.0%	90.7%	74.7%	16.0%	6.3%	3.0%
Over time, my practice helps me to stay healthy.	87.4%	90.0%	75.7%	14.3%	7.7%	2.3%
Over time, my practice helps me to meet my goals.	85.5%	88.0%	73.0%	15.0%	9.7%	2.3%
My practice makes it easy for me to get care.	88.3%	86.3%	73.0%	13.3%	11.0%	2.7%
My practice coordinates the care I get from multiple places.	82.6%	82.7%	68.3%	14.3%	8.7%	8.7%
My doctor or practice knows me as a person.	79.8%	80.7%	70.3%	10.3%	12.7%	6.7%
The care I get takes into account the knowledge of my family.	79.7%	80.3%	64.7%	15.7%	10.3%	9.3%
My doctor or practice stands up for me.	79.8%	79.3%	66.0%	13.3%	12.7%	8.0%
The care I get in this practice is informed by knowledge of my community.	74.3%	70.7%	52.7%	18.0%	15.3%	14.0%
My doctor and I have been through a lot together.	64.6%	62.7%	49.3%	13.3%	17.3%	20.0%
Average	81.8%	82.1%	67.7%	14.4%	10.7%	7.2%

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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	300	25	40	44	54	68	24	3	3
My practice makes it easy for me to get care.	86.3%	92.0%	82.5%	84.1%	85.2%	82.4%	87.5%	100.0%	100.0%
My practice is able to provide most of my care.	90.7%	88.0%	95.0%	88.6%	90.7%	88.2%	91.7%	100.0%	100.0%
In caring for me, my doctor considers all factors that affect my health.	91.3%	100.0%	87.5%	88.6%	87.0%	91.2%	100.0%	100.0%	100.0%
My practice coordinates the care I get from multiple places.	82.7%	84.0%	77.5%	84.1%	81.5%	79.4%	79.2%	100.0%	100.0%
My doctor or practice knows me as a person.	80.7%	92.0%	77.5%	77.3%	72.2%	80.9%	87.5%	100.0%	100.0%
My doctor and I have been through a lot together.	62.7%	72.0%	67.5%	61.4%	51.9%	63.2%	50.0%	66.7%	100.0%
My doctor or practice stands up for me.	79.3%	84.0%	77.5%	77.3%	72.2%	82.4%	83.3%	66.7%	100.0%
The care I get takes into account the knowledge of my family.	80.3%	88.0%	80.0%	75.0%	77.8%	80.9%	66.7%	100.0%	100.0%
The care I get in this practice is informed by knowledge of my community.	70.7%	76.0%	75.0%	70.5%	57.4%	72.1%	58.3%	100.0%	100.0%
Over time, my practice helps me to stay healthy.	90.0%	92.0%	90.0%	88.6%	90.7%	89.7%	95.8%	66.7%	100.0%
Over time, my practice helps me to meet my goals.	88.0%	88.0%	87.5%	88.6%	87.0%	88.2%	87.5%	66.7%	100.0%
Average	82.1%	86.9%	81.6%	80.4%	77.6%	81.7%	80.7%	87.9%	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	300	106	184
My practice makes it easy for me to get care.	86.3%	87.7%	85.9%
My practice is able to provide most of my care.	90.7%	89.6%	91.3%
In caring for me, my doctor considers all factors that affect my health.	91.3%	94.3%	89.7%
My practice coordinates the care I get from multiple places.	82.7%	81.1%	83.2%
My doctor or practice knows me as a person.	80.7%	81.1%	80.4%
My doctor and I have been through a lot together.	62.7%	64.2%	60.9%
My doctor or practice stands up for me.	79.3%	80.2%	78.8%
The care I get takes into account the knowledge of my family.	80.3%	86.8%	76.1%
The care I get in this practice is informed by knowledge of my community.	70.7%	72.6%	69.0%
Over time, my practice helps me to stay healthy.	90.0%	90.6%	89.7%
Over time, my practice helps me to meet my goals.	88.0%	87.7%	88.0%
Average	82.1%	83.3%	81.2%

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	300	51	99	71	9	26
My practice makes it easy for me to get care.	86.3%	86.3%	90.9%	84.5%	88.9%	76.9%
My practice is able to provide most of my care.	90.7%	88.2%	94.9%	87.3%	88.9%	84.6%
In caring for me, my doctor considers all factors that affect my health.	91.3%	98.0%	87.9%	90.1%	100.0%	92.3%
My practice coordinates the care I get from multiple places.	82.7%	88.2%	76.8%	85.9%	88.9%	80.8%
My doctor or practice knows me as a person.	80.7%	84.3%	81.8%	71.8%	88.9%	92.3%
My doctor and I have been through a lot together.	62.7%	62.7%	65.7%	50.7%	77.8%	61.5%
My doctor or practice stands up for me.	79.3%	80.4%	86.9%	69.0%	77.8%	80.8%
The care I get takes into account the knowledge of my family.	80.3%	82.4%	83.8%	71.8%	77.8%	76.9%
The care I get in this practice is informed by knowledge of my community.	70.7%	68.6%	78.8%	57.7%	66.7%	76.9%
Over time, my practice helps me to stay healthy.	90.0%	88.2%	91.9%	91.5%	88.9%	88.5%
Over time, my practice helps me to meet my goals.	88.0%	84.3%	91.9%	87.3%	88.9%	84.6%
Average	82.1%	82.9%	84.7%	77.1%	84.8%	81.5%

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	300	22	28	110	58	28	9
My practice makes it easy for me to get care.	86.3%	95.5%	82.1%	89.1%	86.2%	78.6%	77.8%
My practice is able to provide most of my care.	90.7%	100.0%	85.7%	93.6%	87.9%	89.3%	77.8%
In caring for me, my doctor considers all factors that affect my health.	91.3%	90.9%	78.6%	91.8%	94.8%	100.0%	77.8%
My practice coordinates the care I get from multiple places.	82.7%	77.3%	82.1%	82.7%	84.5%	71.4%	88.9%
My doctor or practice knows me as a person.	80.7%	90.9%	78.6%	89.1%	74.1%	64.3%	33.3%
My doctor and I have been through a lot together.	62.7%	54.5%	60.7%	63.6%	60.3%	50.0%	44.4%
My doctor or practice stands up for me.	79.3%	90.9%	82.1%	86.4%	69.0%	71.4%	44.4%
The care I get takes into account the knowledge of my family.	80.3%	81.8%	71.4%	81.8%	84.5%	71.4%	66.7%
The care I get in this practice is informed by knowledge of my community.	70.7%	77.3%	67.9%	69.1%	75.9%	60.7%	33.3%
Over time, my practice helps me to stay healthy.	90.0%	95.5%	89.3%	92.7%	89.7%	82.1%	66.7%
Over time, my practice helps me to meet my goals.	88.0%	90.9%	85.7%	92.7%	84.5%	75.0%	77.8%
Average	82.1%	86.0%	78.6%	84.8%	81.0%	74.0%	62.6%

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	300	34	116	63	57
My practice makes it easy for me to get care.	86.3%	88.2%	85.3%	81.0%	93.0%
My practice is able to provide most of my care.	90.7%	91.2%	90.5%	85.7%	98.2%
In caring for me, my doctor considers all factors that affect my health.	91.3%	85.3%	94.8%	85.7%	94.7%
My practice coordinates the care I get from multiple places.	82.7%	61.8%	84.5%	76.2%	96.5%
My doctor or practice knows me as a person.	80.7%	55.9%	85.3%	79.4%	86.0%
My doctor and I have been through a lot together.	62.7%	38.2%	63.8%	58.7%	70.2%
My doctor or practice stands up for me.	79.3%	61.8%	86.2%	79.4%	77.2%
The care I get takes into account the knowledge of my family.	80.3%	67.6%	81.0%	76.2%	87.7%
The care I get in this practice is informed by knowledge of my community.	70.7%	47.1%	68.1%	76.2%	80.7%
Over time, my practice helps me to stay healthy.	90.0%	88.2%	90.5%	85.7%	94.7%
Over time, my practice helps me to meet my goals.	88.0%	85.3%	88.8%	82.5%	93.0%
Average	82.1%	70.1%	83.5%	78.8%	88.4%

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	300	20	61	74	46	21	16	32
My practice makes it easy for me to get care.	86.3%	85.0%	83.6%	87.8%	87.0%	90.5%	93.8%	78.1%
My practice is able to provide most of my care.	90.7%	95.0%	91.8%	91.9%	91.3%	90.5%	93.8%	81.3%
In caring for me, my doctor considers all factors that affect my health.	91.3%	95.0%	91.8%	91.9%	93.5%	90.5%	81.3%	87.5%
My practice coordinates the care I get from multiple places.	82.7%	80.0%	80.3%	81.1%	82.6%	95.2%	81.3%	75.0%
My doctor or practice knows me as a person.	80.7%	70.0%	77.0%	77.0%	89.1%	90.5%	81.3%	78.1%
My doctor and I have been through a lot together.	62.7%	55.0%	54.1%	59.5%	65.2%	76.2%	62.5%	62.5%
My doctor or practice stands up for me.	79.3%	85.0%	73.8%	71.6%	89.1%	85.7%	75.0%	84.4%
The care I get takes into account the knowledge of my family.	80.3%	80.0%	80.3%	74.3%	84.8%	95.2%	68.8%	71.9%
The care I get in this practice is informed by knowledge of my community.	70.7%	80.0%	63.9%	68.9%	71.7%	81.0%	75.0%	65.6%
Over time, my practice helps me to stay healthy.	90.0%	95.0%	86.9%	90.5%	93.5%	95.2%	87.5%	81.3%
Over time, my practice helps me to meet my goals.	88.0%	90.0%	80.3%	87.8%	93.5%	95.2%	87.5%	84.4%
Average	82.1%	82.7%	78.5%	80.2%	85.6%	89.6%	80.7%	77.3%

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Aggregate Data (Provided Separately)



Child Primary Care Experience

Child survey respondents attributed to Optimus Health Care 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 82.8%. The highest rated characteristic among Optimus Health Care respondents was recorded for “my practice makes it easy for me to get care” (89.6%), while the lowest rated characteristic was “my doctor and I have been through a lot together” (67.4%).

 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%	89.6%	76.5%	13.1%	6.6%	3.8%
My practice is able to provide most of my care.	91.7%	89.4%	77.5%	11.9%	6.3%	4.3%
In caring for me, my doctor considers all factors that affect my health.	90.8%	87.9%	73.5%	14.4%	7.6%	4.5%
Over time, my practice helps me to stay healthy.	90.1%	87.1%	73.5%	13.6%	9.6%	3.3%
Over time, my practice helps me to meet my goals.	89.3%	86.4%	73.2%	13.1%	9.3%	4.3%
The care I get takes into account the knowledge of my family.	87.4%	84.6%	67.4%	17.2%	10.6%	4.8%
My doctor or practice stands up for me.	83.7%	80.8%	65.2%	15.7%	12.4%	6.8%
My doctor or practice knows me as a person.	83.8%	80.3%	65.4%	14.9%	11.6%	8.1%
The care I get in this practice is informed by knowledge of my community.	81.0%	79.5%	61.6%	17.9%	12.1%	8.3%
My practice coordinates the care I get from multiple places.	80.2%	78.0%	63.1%	14.9%	10.6%	11.4%
My doctor and I have been through a lot together.	69.0%	67.4%	50.8%	16.7%	14.4%	18.2%
Average	85.3%	82.8%	68.0%	14.9%	10.1%	7.1%

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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	396	2	60	63	98
My practice makes it easy for me to get care.	89.6%	50.0%	93.3%	95.2%	87.8%
My practice is able to provide most of my care.	89.4%	50.0%	93.3%	90.5%	89.8%
In caring for me, my doctor considers all factors that affect my health.	87.9%	50.0%	91.7%	93.7%	91.8%
My practice coordinates the care I get from multiple places.	78.0%	50.0%	70.0%	73.0%	86.7%
My doctor or practice knows me as a person.	80.3%	50.0%	81.7%	88.9%	84.7%
My doctor and I have been through a lot together.	67.4%	50.0%	71.7%	68.3%	65.3%
My doctor or practice stands up for me.	80.8%	50.0%	86.7%	93.7%	76.5%
The care I get takes into account the knowledge of my family.	84.6%	50.0%	90.0%	92.1%	88.8%
The care I get in this practice is informed by knowledge of my community.	79.5%	50.0%	86.7%	88.9%	80.6%
Over time, my practice helps me to stay healthy.	87.1%	50.0%	93.3%	92.1%	91.8%
Over time, my practice helps me to meet my goals.	86.4%	100.0%	90.0%	92.1%	89.8%
Average	82.8%	54.5%	86.2%	88.0%	84.9%

Child Primary Care Experience :: By Gender

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

	Provider Composite	Male	Female
N-value	396	153	236
My practice makes it easy for me to get care.	89.6%	93.5%	86.9%
My practice is able to provide most of my care.	89.4%	90.8%	88.1%
In caring for me, my doctor considers all factors that affect my health.	87.9%	88.2%	87.3%
My practice coordinates the care I get from multiple places.	78.0%	77.8%	78.0%
My doctor or practice knows me as a person.	80.3%	84.3%	78.0%
My doctor and I have been through a lot together.	67.4%	71.2%	64.8%
My doctor or practice stands up for me.	80.8%	84.3%	78.4%
The care I get takes into account the knowledge of my family.	84.6%	88.9%	82.2%
The care I get in this practice is informed by knowledge of my community.	79.5%	85.6%	75.8%
Over time, my practice helps me to stay healthy.	87.1%	92.8%	83.5%
Over time, my practice helps me to meet my goals.	86.4%	90.8%	83.5%
Average	82.8%	86.2%	80.6%

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	396	40	121	94	9	31
My practice makes it easy for me to get care.	89.6%	92.5%	87.6%	92.6%	88.9%	93.5%
My practice is able to provide most of my care.	89.4%	92.5%	90.1%	92.6%	88.9%	90.3%
In caring for me, my doctor considers all factors that affect my health.	87.9%	97.5%	86.8%	92.6%	100.0%	87.1%
My practice coordinates the care I get from multiple places.	78.0%	87.5%	72.7%	86.2%	55.6%	64.5%
My doctor or practice knows me as a person.	80.3%	90.0%	83.5%	81.9%	88.9%	80.6%
My doctor and I have been through a lot together.	67.4%	72.5%	68.6%	69.1%	77.8%	41.9%
My doctor or practice stands up for me.	80.8%	82.5%	85.1%	75.5%	88.9%	83.9%
The care I get takes into account the knowledge of my family.	84.6%	92.5%	86.0%	85.1%	88.9%	83.9%
The care I get in this practice is informed by knowledge of my community.	79.5%	80.0%	83.5%	77.7%	88.9%	80.6%
Over time, my practice helps me to stay healthy.	87.1%	90.0%	86.0%	92.6%	100.0%	90.3%
Over time, my practice helps me to meet my goals.	86.4%	92.5%	86.8%	89.4%	100.0%	87.1%
Average	82.8%	88.2%	83.3%	85.0%	87.9%	80.4%

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	396	115	57	52	28	14	2
My practice makes it easy for me to get care.	89.6%	91.3%	91.2%	94.2%	82.1%	85.7%	100.0%
My practice is able to provide most of my care.	89.4%	89.6%	96.5%	92.3%	82.1%	78.6%	100.0%
In caring for me, my doctor considers all factors that affect my health.	87.9%	90.4%	94.7%	92.3%	89.3%	85.7%	100.0%
My practice coordinates the care I get from multiple places.	78.0%	75.7%	84.2%	90.4%	85.7%	64.3%	100.0%
My doctor or practice knows me as a person.	80.3%	85.2%	84.2%	86.5%	78.6%	85.7%	100.0%
My doctor and I have been through a lot together.	67.4%	71.3%	63.2%	78.8%	75.0%	50.0%	100.0%
My doctor or practice stands up for me.	80.8%	87.8%	75.4%	82.7%	78.6%	85.7%	100.0%
The care I get takes into account the knowledge of my family.	84.6%	89.6%	93.0%	82.7%	78.6%	85.7%	50.0%
The care I get in this practice is informed by knowledge of my community.	79.5%	85.2%	87.7%	75.0%	78.6%	71.4%	50.0%
Over time, my practice helps me to stay healthy.	87.1%	93.0%	89.5%	90.4%	82.1%	85.7%	100.0%
Over time, my practice helps me to meet my goals.	86.4%	91.3%	87.7%	90.4%	82.1%	85.7%	100.0%
Average	82.8%	86.4%	86.1%	86.9%	81.2%	78.6%	90.9%

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	396	36	156	87	54
My practice makes it easy for me to get care.	89.6%	83.3%	91.7%	93.1%	92.6%
My practice is able to provide most of my care.	89.4%	83.3%	91.0%	93.1%	94.4%
In caring for me, my doctor considers all factors that affect my health.	87.9%	83.3%	90.4%	93.1%	94.4%
My practice coordinates the care I get from multiple places.	78.0%	69.4%	78.2%	79.3%	90.7%
My doctor or practice knows me as a person.	80.3%	75.0%	82.1%	87.4%	87.0%
My doctor and I have been through a lot together.	67.4%	61.1%	68.6%	72.4%	74.1%
My doctor or practice stands up for me.	80.8%	77.8%	83.3%	86.2%	83.3%
The care I get takes into account the knowledge of my family.	84.6%	75.0%	89.7%	88.5%	90.7%
The care I get in this practice is informed by knowledge of my community.	79.5%	72.2%	83.3%	82.8%	83.3%
Over time, my practice helps me to stay healthy.	87.1%	72.2%	93.6%	90.8%	90.7%
Over time, my practice helps me to meet my goals.	86.4%	77.8%	91.0%	90.8%	88.9%
Average	82.8%	75.5%	85.7%	87.0%	88.2%

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	396	18	97	82	35	25	23	38
My practice makes it easy for me to get care.	89.6%	77.8%	92.8%	87.8%	94.3%	92.0%	91.3%	94.7%
My practice is able to provide most of my care.	89.4%	77.8%	91.8%	91.5%	91.4%	88.0%	95.7%	94.7%
In caring for me, my doctor considers all factors that affect my health.	87.9%	83.3%	89.7%	92.7%	88.6%	92.0%	100.0%	94.7%
My practice coordinates the care I get from multiple places.	78.0%	77.8%	81.4%	69.5%	88.6%	80.0%	87.0%	84.2%
My doctor or practice knows me as a person.	80.3%	88.9%	84.5%	84.1%	85.7%	76.0%	87.0%	86.8%
My doctor and I have been through a lot together.	67.4%	77.8%	69.1%	64.6%	71.4%	64.0%	73.9%	73.7%
My doctor or practice stands up for me.	80.8%	88.9%	84.5%	74.4%	85.7%	88.0%	87.0%	84.2%
The care I get takes into account the knowledge of my family.	84.6%	83.3%	88.7%	86.6%	94.3%	84.0%	82.6%	84.2%
The care I get in this practice is informed by knowledge of my community.	79.5%	66.7%	84.5%	80.5%	88.6%	80.0%	78.3%	73.7%
Over time, my practice helps me to stay healthy.	87.1%	94.4%	91.8%	89.0%	97.1%	92.0%	91.3%	86.8%
Over time, my practice helps me to meet my goals.	86.4%	94.4%	90.7%	90.2%	91.4%	92.0%	91.3%	86.8%
Average	82.8%	82.8%	86.3%	82.8%	88.8%	84.4%	87.7%	85.9%

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