



MEMO TO: Ms. Nicole Godburn (CT DSS)
FROM: Dr. Suzanne Lagarde (CEO, Fair Haven Community Health Clinic, Inc.)
RE: The 2017 Mystery Shopper Survey
DATE: 02/21/18

On behalf of Fair Haven Community Health Clinic, Inc. (FHCHC), I thank you for providing an advance copy of the findings from the *2017 Mystery Shopper Survey*. FHCHC participates as a Federally Qualified Health Center in the State's Person-Centered Medical Home Plus Program.

Please be assured that the findings from the survey have been shared with members of FHCHC's Executive Management Team. In response to the Department of Social Services' request for feedback, we would like to raise the following points for consideration by DSS leadership:

- **The survey's random sampling methodology was not stratified, based on the number of PCMH+ enrollees attributed to each organization that participates in the PCMH+ Program.** Please refer to page 33, which quantifies the number of calls that had been placed to PCMH+ Participating Entities:
 - FHCHC, Inc. (n= 3)
 - Community Health Center, Inc. (n= 2)
 - Charter Oak Health Center, Inc. (n= 3)
 - Southwest Community Health Center, Inc. (n= 4)
 - Northeast Medical Group, Inc. (n= 3)
 - St. Vincent Advanced Network (n= 28)
- **Due to non-stratification, there were three (3) PCMH+ Participating Entities that were not included in the original sample.** Please refer to page 35 (*Supplemental Surveys*), which states that GreatBlue placed one (1) call to each of the following Participating Entities:
 - Cornell Scott-Hill Health Center (n=1)
 - Optimus Health Care, Inc. (n=1)
 - Generations Family Health Center, Inc. (n=1)
- **Based on the sum of the bulleted information, there were only forty-six (46) calls placed to PCMH+ Participating Entities. Was the sampling frame was a representative one?**

Also on page 33, it was reported that one (1) of the three (3) calls to FHCHC resulted in "No", when the caller asked whether a new HUSKY patient would be accepted. The reason stated for the negative response was "Needs to schedule a new patient appointment first". We do not understand why this reply would be counted as "no". FHCHC would appreciate clarification about this item.

Please know that we at FHCHC appreciated having an opportunity to review the advance copy of this important survey. You may reach out to me as needed at 203-752-5129.

cc: Ms. Laura Demeyer (PCMH Program Administrator, CHNCT)