2015 Patient Experience of Care Survey Results Overview

General Information
- The Patient Experience of Care Survey results are compiled by MN Community Measurement for the Minnesota Department of Health’s Statewide Quality Reporting and Measurement System.
- The inaugural release of Patient Experience of Care survey results occurred in 2013. It is conducted every other year.
- Minnesota has the nation’s largest statewide survey about patients’ experience of care. At least four other states conduct widespread patient experience surveys; however, Minnesota’s has the largest number of patients involved.

Survey
The CAHPS Clinician & Group® 12-Month Survey 2.0 (CG-CAHPS®) is used to evaluate the patient experience of care in Minnesota and surrounding areas. The survey includes questions about patients’ experiences with their health care providers during the past 12 months.

The 2013 survey utilized the CG-CAHPS® Visit Survey, which focused on the patient’s experience during their most recent visit to the clinic. The 12-Month Survey used in 2015 focuses on the patient’s experiences across all of their visits to the clinic during the past year. In moving to the 12-Month Survey, questions in the Provider Communication and Office Staff domains shifted from a three-point to a four-point scale (i.e., “Always,” “Usually,” “Sometimes” and “Never”). As a result, those two domains are not comparable between 2013 and 2015.

Data Collection
To ensure unbiased results, clinics were required to use an external survey vendor to administer to the CG-CAHPS® 12-Month Survey. Vendors had to be approved by the Centers for Medicare & Medicaid Services.

Clinics generated and submitted lists of all eligible visits to the external survey vendors. The criteria for an eligible visit included:
- Occurred between September 1 and November 30, 2014
- Visit was an in-person, face-to-face encounter between a patient and a physician, advanced practice nurse and/or physician assistant
- Patient was 18 years or older and spoke English at the time of the visit

To avoid duplicating patients with multiple visits during the time period, survey vendors selected the most recent visit for each patient and created a random sample of patients for each clinic. The number of patients in each random sample was based on the size of the clinic. The number of
providers in the clinic was used as a proxy for size. Clinics with fewer than 450 patients were removed from the survey.

Patients in the sample received a survey by either mail or phone.

- Mail – Two rounds of distribution
- Phone – Six attempts on different days and at different times

Once surveying was complete, results were submitted to MNCM by the survey vendors via the MNCM Data Portal. MNCM conducted a series of quality checks prior to the data being analyzed. As part of the analysis, the results were case-mix adjusted for patient age, self-reported health status and education level. In addition to being publicly reported on MNHealthScores.org, the final results are added to the national CAHPS Database, which is used to facilitate comparisons of patient experience across states and patient groups.

**Participation**
Surveys were sent to more than 650,000 patients who had at least one eligible visit between September 1 and November 30, 2014.

- 200,500 patients completed and returned surveys, resulting in a 33 percent response rate
- The response rate was consistent between 2013 and 2015

Approximately 73 percent of clinics in Minnesota and neighboring communities participated in the survey: 847 clinics across 173 medical groups. This is a 130 clinic increase (18 percent) in participation from the 2013 survey. The vast majority (97 percent) of participating clinics are located in Minnesota. The remaining clinics are in Iowa, North Dakota and Wisconsin and chose to voluntarily submit patient experience data.

Of that, 765 clinics across 168 medical groups had enough responses to be publicly reported for at least one domain. This is an additional 130 clinics (19 percent) than were publicly reported in 2013.

**Results**
The results are scored across four domains: Access to Care, Provider Communication, Courteous & Helpful Office Staff and Rate Your Provider.

Thirty-nine clinics were significantly higher than average in all four domains.

- Nine are multi-specialty clinics and 30 are primary care clinics.
- 23 are located in the Metro area and 16 are located in Greater Minnesota or outside Minnesota.
- Of the 24 medical groups that these 39 clinics are part of, nine are large medical groups with 100 or more providers.

Four of the five highest rated clinics in the provider communication domain were also the highest rated in the provider top rating category, indicating a strong correlation between provider communication and overall patient experience.
Detailed results on the four domains are:

Access: Getting care when needed
- 60 percent of patients said they had top-level access to care
- Same result as the 2013 survey results
- Individual clinics had results ranging from 30 to 90 percent

Provider Communication: Being listened to and receiving information and instructions patients understand
- 83 percent of patients gave a top-level rating when asked about communication from their providers
- Due to changes in the survey, this score is not comparable to 2013
- Individual clinics had results ranging from 54 to 94 percent

Office Staff: Experiencing courteous and helpful office staff
- 81 percent of patients gave the office staff at their clinics top marks
- Due to changes in the survey, this score is not comparable to 2013
- Individual clinics had results ranging from 47 to 94 percent

Rate Your Provider: Being satisfied with their provider
- 79 percent of patients gave their provider a top rating of 9 or 10 on a 10-point scale
- One percentage point increase from 2013, which is statistically significant
- Individual clinics had results ranging from 49 to 97 percent