



2017 Adult Patient Experience of Care: Results Executive Summary

Methods

The 2017 Patient Experience of Care survey utilized the adult core CG-CAHPS 3.0 version – a validated and standardized national survey tool developed by the Agency for Healthcare Research and Quality (AHRQ).

The 3.0 survey assessed patient’s experiences over the past 6 months. Other differences with the 3.0 survey over past versions are an additional component in the case mix adjustment (self-reported mental health status), and a new composite rate (see below).

The results of the CG-CAHPS survey are reported as composite rates (“Top Box Averages”). Four of the five rates are a composite of multiple survey questions.

- Access to Care domain: Questions 6, 8, 10
- Provider Communication domain: Questions 11, 12, 14, 15
- *(new)* Care Coordination domain: Questions 13, 17, 20
- Helpful & Courteous Office Staff domain: Questions 21, 22
- Provider Rating domain: Question 18

The survey was distributed from October 2016 through February 2017 to patients seen at a clinic between September 1, 2016 and November 30, 2016. Eight CMS certified survey vendors fielded surveys on behalf of the clinics.

There were 842 clinics from 164 medical groups throughout Minnesota and neighboring communities that were eligible to participate in the survey. After surveys were collected and analyzed, 767 clinics from 159 medical groups had reportable results.

Please see the “Patient Experience of Care Information Guide” for more details on survey methods.



Results

Statewide Top Box Averages

Domain	2017 Top Box Average	2015 Top Box Average	Version
Access to Care	65.6%	59.9%	*
Provider Communication	86.3%	82.9%	*
(New) Coordinate Care	73.4%	n/a	
Office Staff	83.2%	81.3%	
Provider Rating	81%	79.6%	

*3.0 version reduced questions in these two domains, affects trending comparison

The Top Box Average is defined as the percent of respondents who rated the questions in the domain with the most positive response (i.e., “Always” or rated provider with “9 or 10” rating).

The Rating is defined as the comparison of the clinic’s overall average for the domain (using all responses options, not just “top box”) to all other clinic’s overall average. Comparison is rated “average”, significantly “above average” or significantly “below average”.

Top Performing Clinics (Most TOP Ratings by Domain)

Name	Access to Care Domain	Provider Communication Domain	Care Coordination Domain	Office Staff Domain	Provider Rating Domain
Surgical Consultants Edina	✓	✓		✓	✓
Gunderson Health System – La Crescent Clinic		✓	✓		✓
Minnesota Oncology – Fridley		✓		✓	✓
Essentia Health Central Pillager Clinic		✓	✓	✓	
Stevens Community Medical Center -Starbuck Clinic	✓		✓		
Sanford Health Adrian Clinic	✓		✓		
Essentia Health Central Brainerd Cancer Center	✓		✓		
Hennepin County Medical Center (HCMC) Clinics - Positive Care Clinic		✓			✓
CentraCare River Campus- Nephrology		✓	✓		
Madelia Community Hospital & Clinic		✓		✓	
Fairview Hugo Clinic			✓		✓
Advancements in Allergy and Asthma Care, Ltd.			✓	✓	

Surgical Consultants Edina clinic was significantly above average and received top rating in 4 of 5 domains.



Region by Domain Analysis

Region	Number of Domains Above Average	Number of Domains Below Average
NorthEast	5	0
Central	3	0
East Metro	2	1
SouthWest	2	1
St. Paul	1	1
West Metro	0	1
SouthEast	0	3
NorthWest	0	3
Minneapolis	0	5

A domain is considered “above” or “below” average by region if the domain average is significantly different (above/below) than the average of all other regions. The domain average is based on the average of all responses to questions in the domain (not just top responses).

Patients from the Northeast region of MN rated all 5 domains significantly higher than patients from all other regions; and patients from Minneapolis rated all 5 domains significantly lower than patients from all other regions.



Domain by Region Analysis

Domain	Domains Above Average	Domains Below Average
Access to Care	NE, SW, East Metro	NW, SE, Mpls
Provider Communication	NE, Central	NW, Mpls
Coordinate Care <i>(new)</i>	NE, SW, Central	East Metro, West, Metro, St. Paul, Mpls
Office Staff	NE, Central	SE, SW, Mpls
Provider Rating	NE, East Metro, St. Paul	NW, SE, Mpls

A domain is considered “above” or “below” average by region if the domain average is significantly different (above/below) than the average of all other regions. The domain average is based on the average of all responses to questions in the domain (not just top responses).

Patients from the Twin Cities area (Minneapolis, St. Paul, East Metro and West Metro) rated their care coordination significantly lower than patients from all other regions.

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