

SNAPSHOT OF PATIENT EXPERIENCE IN WASHINGTON STATE: FEBRUARY 2016

The Washington Health Alliance's most recent patient experience survey, conducted between September and December 2015, produced results for 75 primary care medical groups and 266 clinics in 14 counties across Washington state. The survey asked questions that fit into four composite measures.* All four composite measures are being publicly reported along with a fifth measure on the overall rating of the provider:

1. Getting Timely Appointments, Care and Information*
2. How Well Providers Communicate with Patients*
3. How Well Providers Use Information To Coordinate Patient Care*
4. Helpful, Courteous and Respectful Office Staff*
5. Patient's Overall Rating of the Provider

The Alliance reports what's called "top box" scores, which reflect a high level of performance, for example: a provider *always* listens carefully, a provider *always* explains things in a way that is easy to understand, or a provider *always* knows important information about a patient's medical history.

Improving patient experience has become a top priority of health care industry leaders because they know that it matters to patients and their families, and that a positive relationship between patient and provider improves the patient's ability to take better care of themselves and follow-through with recommended care and medications.

The summary charts below show how each medical group performed on these five measures – whether they received a rating of better than the state average (in green); the same as the state average (in grey); or worse than the state average (in red). The more green the better.

These results come from a patient experience survey mailed to approximately 181,000 people in the 14 counties. The Alliance's next patient experience survey, planned for 2017, will include primary care medical groups in all 39 counties.

See the full results at www.wacommunitycheckup.org.

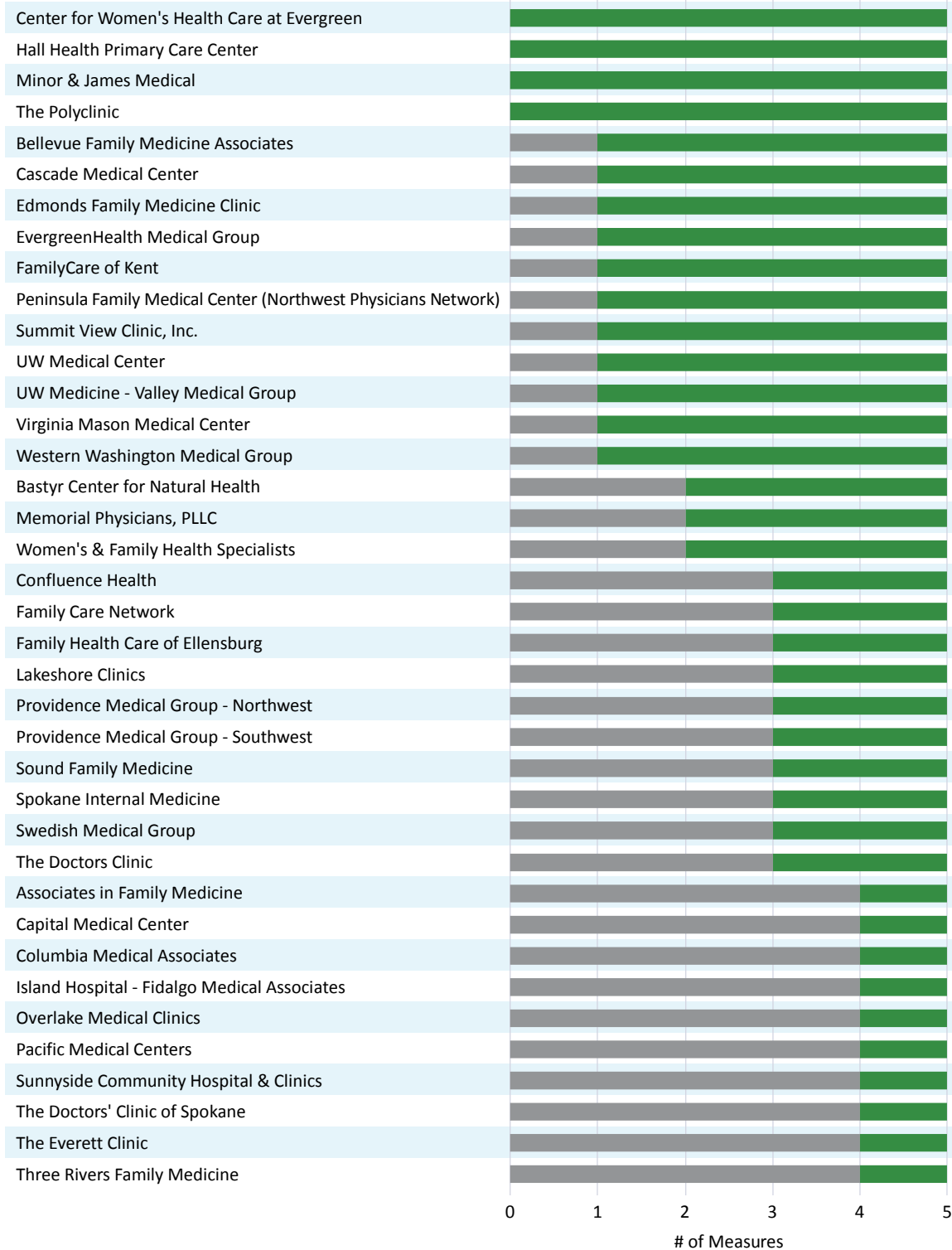
WHAT IS PATIENT EXPERIENCE?

Patient experience surveys ask patients whether or not, or how often, certain events or behaviors actually occurred. Patient experience survey questions focus on the dimensions of care that are most important to patients and that are linked to improved health outcomes for patients.

Primary Care Medical Group Performance Summary: Patient Experience Survey Results

Medical Group Compared to State Average

■ Better ■ Average ■ Worse

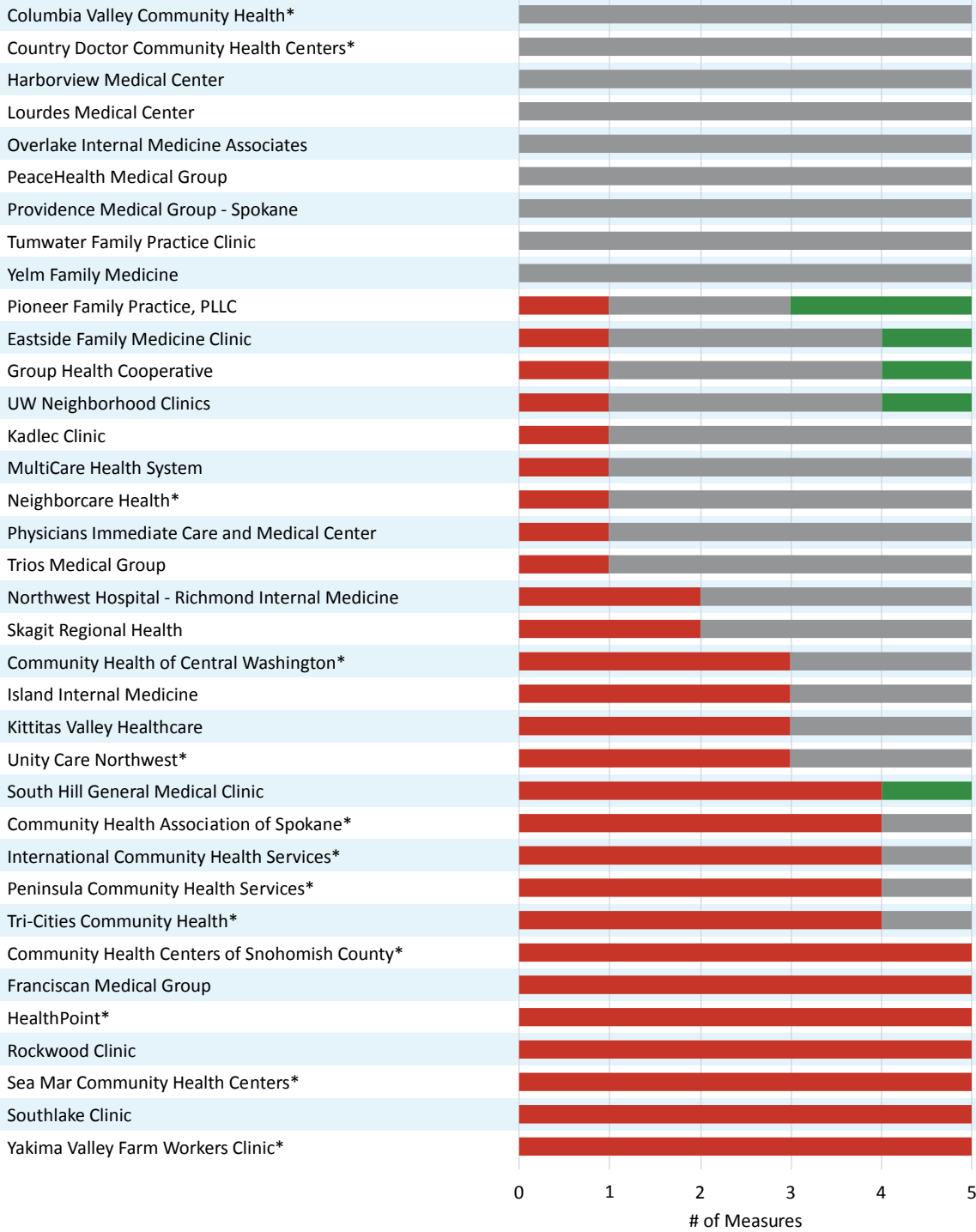


The results are rank ordered first by performance and then in alphabetical order by medical group. The 2015 Patient Experience Survey was administered between September and December 2015. Patients in the sample had a qualifying visit between July 2014 and June 2015. There are a total of 5 measures. Measures are unweighted; all 5 measures are treated equally for the purpose of this graphic.

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* Federally Qualified Health Center

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