

SNAPSHOT OF PATIENT EXPERIENCE IN WASHINGTON STATE: FEBRUARY 2018

The Washington Health Alliance's most recent [patient experience survey](#), conducted between August and November 2017, produced results for 114 primary care medical groups and 351 clinics* in 35 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 on the following pages 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).

These results come from a patient experience survey mailed to approximately 250,000 people. In order to be reported publicly, medical group and clinic results on each of the five questions must achieve a 0.7 reliability score.

See the full detailed medical group and clinic results at www.wacommunitycheckup.org.

[View the full report.](#)

WHAT IS PATIENT EXPERIENCE?

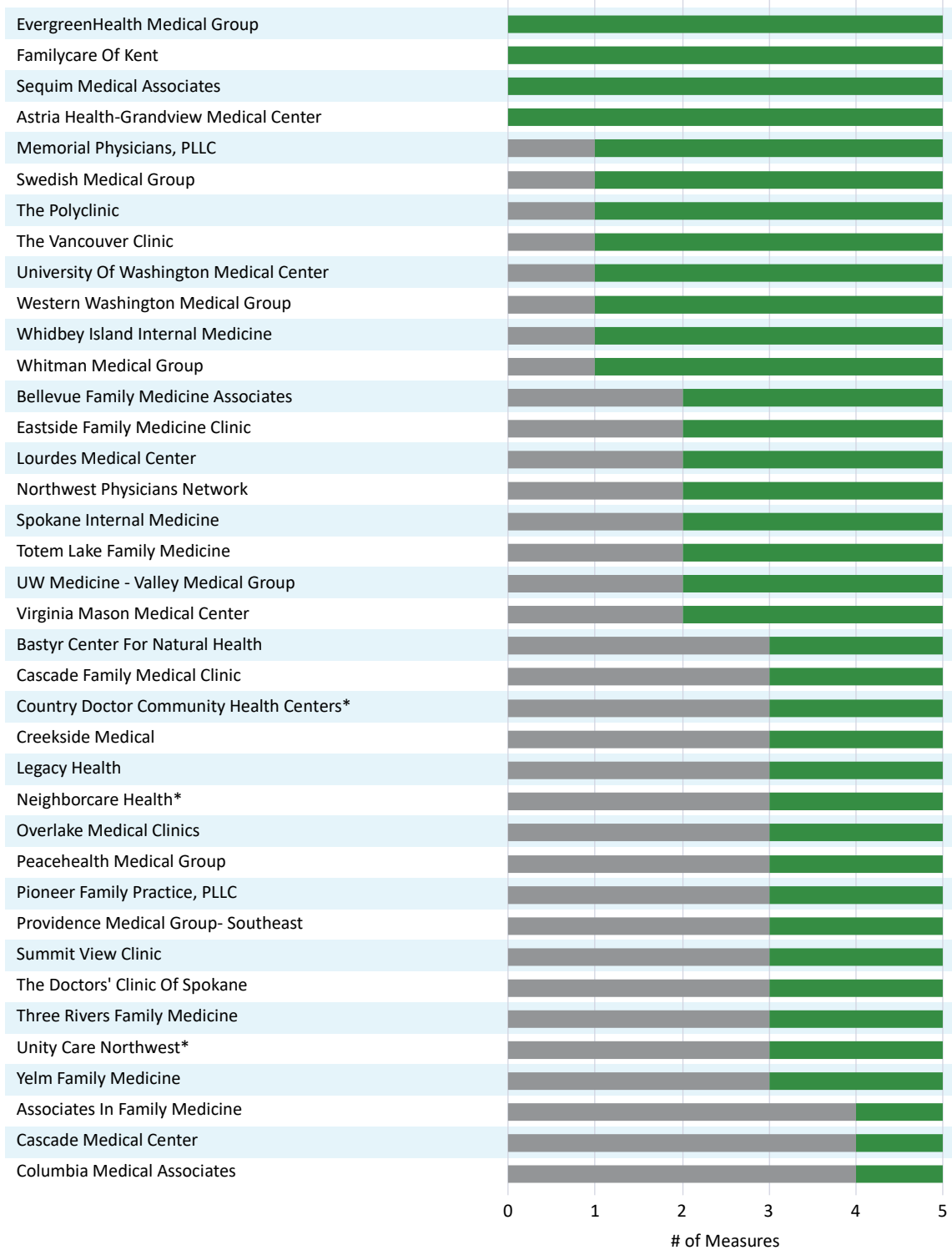
Patient experience surveys ask patients whether or not, or how often, certain events or behaviors actually occurred. Patient experience survey questions focus on the dimensions of care that are most important to patients and that are linked to improved health outcomes for patients.

*Only primary care medical groups and clinics that have four or more providers have been included in this patient experience survey.

Primary Care Medical Group Performance Summary: Patient Experience Survey Results

Medical Group Compared to State Average

■ Better ■ Average ■ Worse



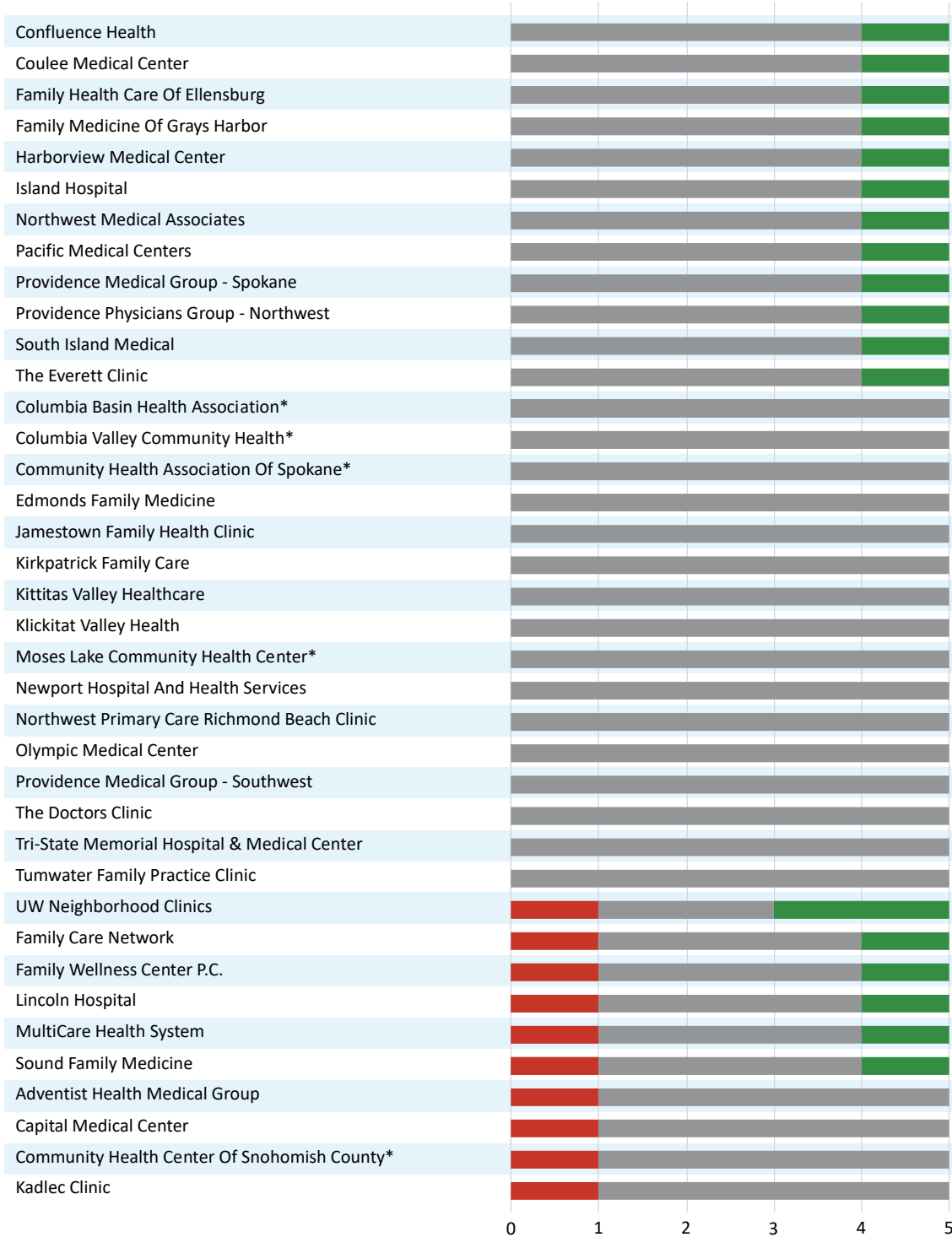
*Federally Qualified Health Center

The results are rank ordered first by performance and then in alphabetical order by medical group. The 2017 Patient Experience Survey was administered August through November 2017. Patients in the sample had a qualifying visit between July 2016 and May 2017. There are a total of 5 measures. Measures are unweighted; all 5 measures are treated equally for the purpose of this graphic.

Primary Care Medical Group Performance Summary: Patient Experience Survey Results

Medical Group Compared to State Average

■ Better ■ Average ■ Worse



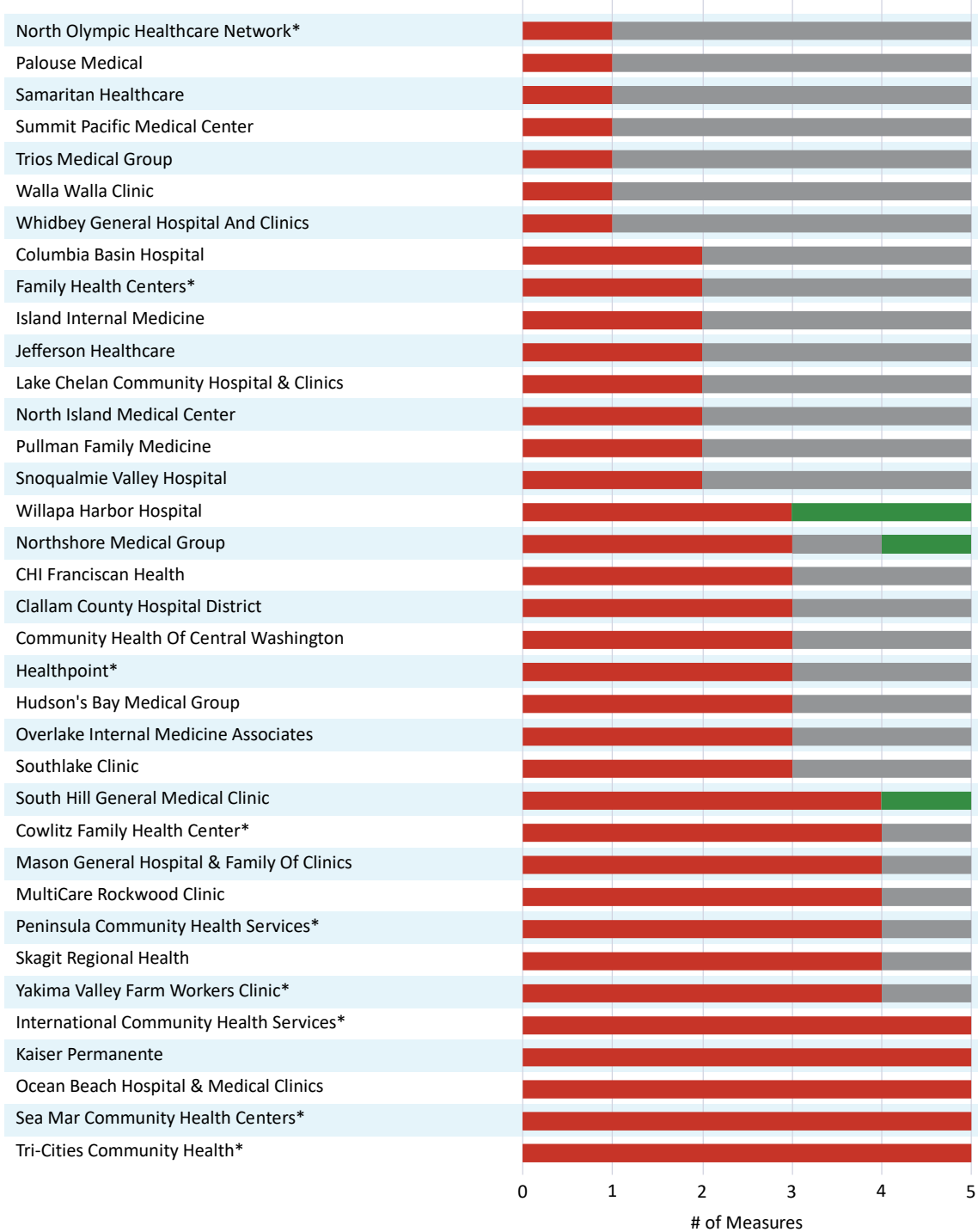
*Federally Qualified Health Center

The results are rank ordered first by performance and then in alphabetical order by medical group. The 2017 Patient Experience Survey was administered August through November 2017. Patients in the sample had a qualifying visit between July 2016 and May 2017. There are a total of 5 measures. Measures are unweighted; all 5 measures are treated equally for the purpose of this graphic.

Primary Care Medical Group Performance Summary: Patient Experience Survey Results

Medical Group Compared to State Average

■ Better ■ Average ■ Worse



*Federally Qualified Health Center

The results are rank ordered first by performance and then in alphabetical order by medical group. The 2017 Patient Experience Survey was administered August through November 2017. Patients in the sample had a qualifying visit between July 2016 and May 2017. There are a total of 5 measures. Measures are unweighted; all 5 measures are treated equally for the purpose of this graphic.

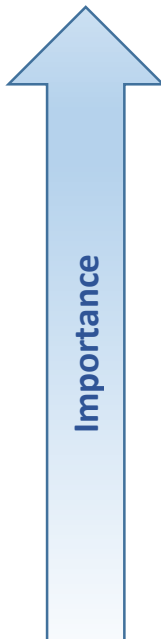
Linking Patient Experience to the Overall Rating of the Provider

More organizations are working to understand what matters most to patients. The Alliance conducted a key driver analysis based on results from the 2017 patient experience survey. The results show that six variables (listed below) explain 75 percent of the variation in the overall provider ratings. It is notable that five of the six relate to provider communication and coordination of care.

The table below lists the six variables, from highest to lowest, based on the correlation of the key driver to the rating of provider score. The average and 90th percentile scores for Washington overall reflect the percentage of patients reporting “always” in response to the question noted.

Your employees should consider these questions when they visit their provider. If the answer to these questions is “always,” then they are probably having a great experience at their provider’s office.

The provider’s knowledge of the patient and effective communication between provider and patient continue to be the most critical elements of the patient’s experience.



KEY DRIVERS OF OVERALL PROVIDER RATING HOW OFTEN DID YOUR PROVIDER . . .	CORRELATION COEFFICIENT	WA AVERAGE	NAT’L 90 TH PERCENTILE
Listen carefully to you	0.81	83.7%	95%
Show respect for what you had to say	0.80	87.3%	96%
Seem to know the important information about your medical history	0.79	69.9%	88%
Explain things in a way that was easy to understand	0.75	83.3%	93%
Spend enough time with you	0.71	80.0%	93%
Seem informed and up-to-date about the care you got from specialists	0.68	61.3%	77%