



Understanding and Using Patient Experience Results

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Why Do We Assess Patient Experience and Not Satisfaction?

- ▶ Patient Experience is objective. It looks at the patient's interactions with the health center. (Did the health center staff ask you about the medications you are taking?)
- ▶ Patient Satisfaction is subjective. It is based on the patient's expectations and whether they were met. (Was the health center front desk staff friendly?)



Why Do We Ask Patients About Their Experience with the Health Center?

- ▶ It's a requirement from HRSA/BPHC Compliance
 - ▶ Chapter 10 Quality Improvement/Assurance -
- ▶ It's a requirement for Patient Centered Medical Home
 - ▶ Need to include questions on:
 - ▶ Access
 - ▶ Communication
 - ▶ Coordination
 - ▶ Whole person care/self-management support
- ▶ The NMPCA questions are taken from the CAHPS-PCMH survey



What Are the Questions on the NMPCA Survey?

- ▶ When you phoned this *clinic* to get an appointment for **care you needed right away**, how often did you get an appointment as soon as you needed?
- ▶ Wait time includes time spent in the waiting room and exam room. How often did you see your provider **within 15 minutes** of your appointment?
- ▶ Did this *clinic* give you information about what to do if you needed care during evenings, weekends, or holidays?

ACCESS

- ▶ How often did this provider explain things in a way that was easy to understand?
- ▶ How often did this provider listen carefully to you?

COMMUNICATION



Survey Questions, continued

- ▶ When this Provider ordered a blood test, x-ray, or other tests for you, how often did someone from the *clinic* follow up to give you the results?
- ▶ Did you and anyone from this *clinic* talk at each visit about all the prescription medications you were taking?

COORDINATION OF CARE

- ▶ When you talked about starting or stopping a prescription medication, did this provider ask you what you thought was best for you?

SHARED DECISION MAKING



Survey Questions, continued

- ▶ Did anyone from this *clinic* talk with you about specific goals for your health?

SELF-MANAGEMENT SUPPORT

- ▶ Did you and anyone in this *clinic* talk about a personal problem, family problem, alcohol use, drug use, or a mental or emotional issue?

COMPREHENSIVENESS

- ▶ How often were clerks and receptionists at this *clinic* as helpful as you thought they should be?
- ▶ Some offices remind patients between visits about test or appointments. Did you get any reminders from this *clinic* between visits?

But There's More...

- ▶ Eight (8) of fourteen (14) participating Health Centers and Look-Alikes are using the electronic version of the survey (through Survey Monkey)
- ▶ Able to add questions to the electronic survey
- ▶ The results can be stratified by age, gender, and race/ethnicity/language
- ▶ These are the Health Centers using the electronic survey:
 - ▶ Albuquerque Healthcare for the Homeless
 - ▶ Ben Archer Health Center
 - ▶ De Baca Family Practice
 - ▶ First Nations Community Healthsource
 - ▶ La Casa Family Health
 - ▶ La Clinica del Pueblo de Rio Arriba
 - ▶ Las Clinicas del Norte
 - ▶ Pecos Valley Medical Center



Kiosks
iPads
Smart Phones



Let's Look at the Data...

