

A decorative graphic on the left side of the slide, consisting of a series of blue circles of varying sizes arranged in a curved, grid-like pattern that recedes into the distance, creating a sense of depth and movement.

## Lessons Learned from 2010 Pilot

# UHC Results Compared to National

---

## When comparing UHC hospitals to national averages for primary care:

- Doctor Communications, Overall “9 and 10” rating, and “Recommend” scores were about equal to the national average
- Office Staff was a little below the national average
- Access was well below the national average

## Comparing trends in CG-CAHPS to H-CAHPS:

- H-CAHPS results on many individual questions are lower than national average but “9 & 10” rating of care and “Recommend” ratings are higher than national averages....indicating that patients appreciate the special nature of academic medical centers. **This is not the case with primary care office experience.** Scores are no higher than the national average. There does not seem to be a “halo” effect for academic medical centers.

# UHC Results—Doctor Communication

UHC physicians do not perform better overall than their non-academic counterparts.

UHC physicians perform somewhat better on knowing about medical history, and somewhat worse on spending enough time with the patient.

Variable Description	Adjusted Top box Scores			UHC percentile rank in units of 10%ile
	UHC Adjusted Top box	Non-UHC Adjusted Top box	Difference	
<b>Doctor Communication Composite</b>	89.78%	89.71%	-0.07%	50 <sup>th</sup> percentile
<b>How often</b> did this doctor explain things in a way that was easy to understand?	90.82%	90.93%	0.11%	50 <sup>th</sup> percentile
<b>How often</b> did this doctor listen carefully to you?	92.10%	92.08%	-0.02%	50 <sup>th</sup> percentile
How often did this doctor give you easy to understand instructions about taking care of these health problems or concerns?	88.73%	88.69%	-0.04%	50 <sup>th</sup> percentile
How often did this doctor seem to know the important information about your medical history?	84.39%	82.67%	-1.72%	60 <sup>th</sup> percentile
How often did this doctor show respect for what you had to say?	93.71%	93.68%	-0.03%	50 <sup>th</sup> percentile
How often did this doctor spend enough time with you?	88.91%	90.19%	1.28%	40 <sup>th</sup> percentile

# UHC Results – Follow-up on Test Results and Staff

Patients at UHC primary care practices do not rate the staff at these offices favorably when compared to staff at non-academic settings.

The area of weakest performance is in follow-up on results.

Variable Description	Adjusted Top box Scores			UHC percentile rank in units of 10%ile
	UHC Adjusted Top box	Non-UHC Adjusted Top box	Difference*	
<b>Staff Composite</b>	87.79%	90.64%	2.85%	30 <sup>th</sup> percentile
How often were clerks and receptionists at this doctor's office as helpful as you thought they should be?	85.22%	88.50%	3.28%	30 <sup>th</sup> percentile
How often did clerks and receptionists at this doctor's office treat you with courtesy and respect?	90.36%	92.78%	2.42%	30 <sup>th</sup> percentile
When this doctor ordered a blood test, x-ray or other test for you, <b>how often</b> did someone from this doctor's office follow up to give you those results?	78.79%	87.05%	8.26%	30 <sup>th</sup> percentile

# UHC Results – Access

UHC primary care practices do not perform as well as their non-academic peers on any aspect of access.

Variable Description	Adjusted Top box Scores			UHC percentile rank in units of 10%ile
	UHC Adjusted Top box	Non-UHC Adjusted Top box	Difference*	
<b>Access to Care Composite</b>	54.93%	60.09%	5.16%	30 <sup>th</sup> percentile
When you phoned this doctor’s office to get an appointment for care you needed right away, <b>how often</b> did you get an appointment as soon as you thought you needed?	61.20%	64.86%	3.66%	30 <sup>th</sup> percentile
When you made an appointment for a check-up or routine care with this doctor, <b>how often</b> did you get an appointment as soon as you thought you needed?	65.09%	69.55%	4.46%	30 <sup>th</sup> percentile
When you phoned this doctor’s office during regular office hours, how often did you get an answer to your medical question that same day?	54.86%	60.52%	5.66%	30 <sup>th</sup> percentile
When you phoned this doctor’s office after regular office hours, how often did you get an answer to your medical question as soon as you needed?	56.44%	60.57%	4.13%	40 <sup>th</sup> percentile
<b>How often</b> did your visits to this doctor’s office start within 15 minutes of your appointment?	37.05%	44.94%	7.89%	40 <sup>th</sup> percentile

# UHC Results – Global Ratings

On the questions that ask patients their overall evaluation of the care, UHC patients give their physicians somewhat higher marks than non-UHC patients, but are not more likely to recommend the practice than patients in non-academic practices.

The overall “halo” effect for UHC hospitals that seems to exist in the inpatient setting (as seen in H-CAHPS results) does not appear to exist in the primary care outpatient setting.

Variable Description	Adjusted Top box Scores			UHC percentile rank in units of 10%ile
	UHC Adjusted Top box	Non-UHC Adjusted Top box	Difference	
Using any number from 0 to 10, where 0 is the worst doctor possible and 10 is the best doctor possible, what number would you use to rate this doctor?	76.58%	74.45%	-2.13%	60 <sup>th</sup> percentile
Would you recommend this doctor's office to your family and friends?	87.31%	87.61%	0.30%	40 <sup>th</sup> percentile

# Lessons Learned

---

- At the time, academic medical centers were not showing superior performance on the issues that CG-CAHPS survey focuses on:
  - Performance on “access” issues was an area for academic medical centers to turn their attention to in advance of the national introduction of CG-CAHPS.
- There were some higher performing programs within UHC from which to learn.
- Participating in the pilot allowed UHC members to start their performance improvement efforts early.

## Using the CAHPS Database

---