

Patient Experience Survey Results

Monthly Comparisons –2023

Salem Clinic performs continuous patient experience of care surveying. As many as two times per year, patients who come in for an appointment with a Salem Clinic healthcare provider are sent a survey invitation afterward. Survey data is compiled and reviewed for trends and opportunities for improvement. Various quality care committees establish goals, create and implement interventions, monitor for efficacy, and repeat as needed. Interventions can be targeted to individual provider practices, departments, practice locations, or system-wide.

Salem Clinic performed annual surveying up through 2020; continuous surveying began in 2021. The continuous surveying model has yielded a 400% increase in survey responses and allows the providers and quality care committees to see the rewards of the improvement efforts much sooner.

Salem Clinic strives to survey at least 3% of each provider's panel of patients. Since 2021, most provider practices are achieving a 6% survey return, or greater.

Salem Clinic uses the nationally benchmarked CAHPS Clinician and Group Survey. What is CAHPS? The Consumer Assessment of Healthcare Providers and Systems (CAHPS®) surveys give healthcare groups a way to assess and benchmark their practice against others in the industry, both regionally and nationally in the U.S. A multi-year initiative of the Agency for Healthcare Research and Quality (AHRQ), CAHPS produces standard surveys of patients' experiences and supports the use of the survey results for public reporting and quality improvement.

Many insurers and government programs also survey Salem Clinic patients for their experience of care independently. A positive patient experience of care is closely linked to better health outcomes for patients.

The following pages include 2023 survey results and 2022 survey results, for reference, by question, for Salem Clinic. 8,760 surveys from 2022 and 7,940 from 2023 comprise the data set used in the results graphs.

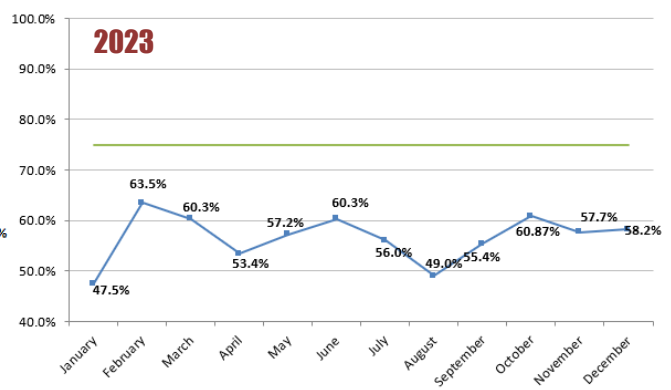
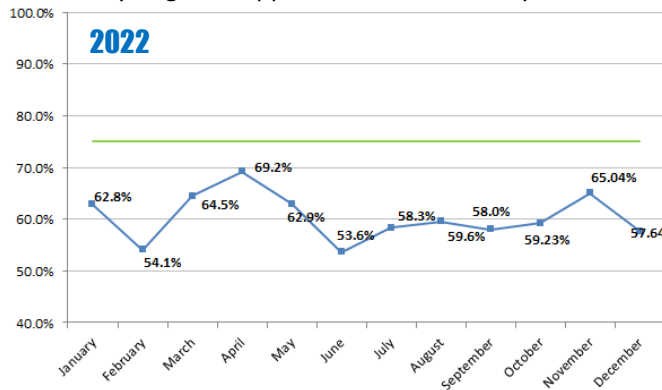
Patient Experience Survey Results

Monthly Comparisons – 1/1/22 – 12/31/23

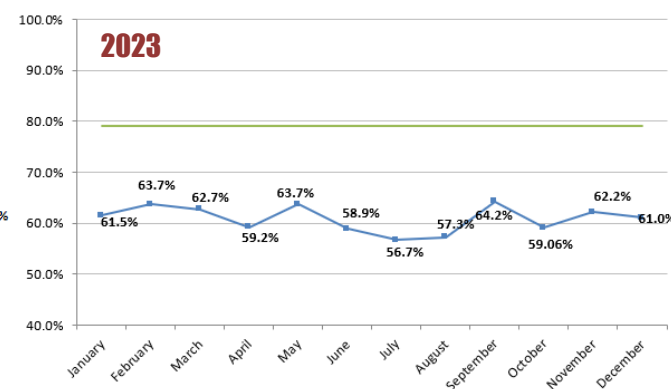
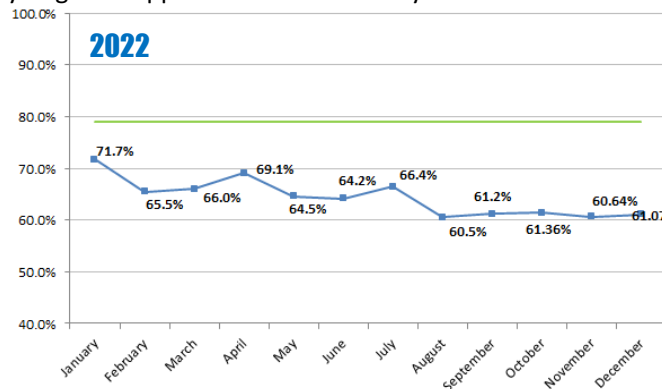
Getting Timely Appointments, Care, and Information

			Getting Timely Appointments, Care, and Information			
CAHPS Benchmarks			75.0%	79.0%	67.0%	72.0%
Provider	Dept	N	Q6	Q8	Q10	—
Totals by Practice						
Main	SCM	2,554	55.7%	62.1%	54.4%	57.4%
South	SCS	1,401	59.6%	66.1%	47.9%	57.9%
SCIS	SCIS	794	57.6%	60.2%	54.9%	57.6%
PCP Clinic Total		4,749	57.2%	62.9%	52.6%	57.6%

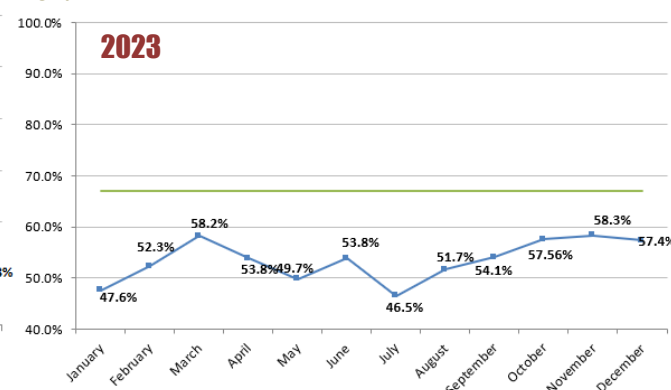
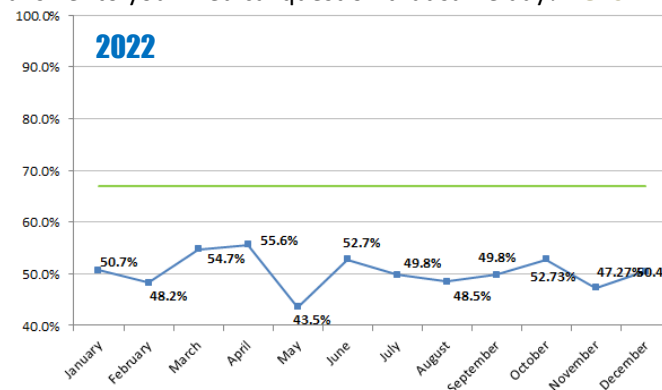
Q6. In the last 6 months, when you contacted this provider’s office to get an appointment for care you needed right away, how often did you get an appointment as soon as you needed? **Benchmark 75%**



Q8. In the last 6 months, when you made an appointment for a check-up or routine care with this provider, how often did you get an appointment as soon as you needed? **Benchmark 79%**



Q10. In the last 6 months, when you contacted this provider’s office during regular office hours, how often did you get an answer to your medical question that same day? **Benchmark 67%**

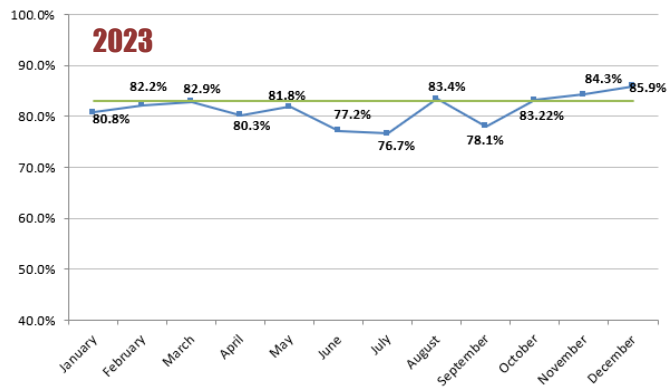
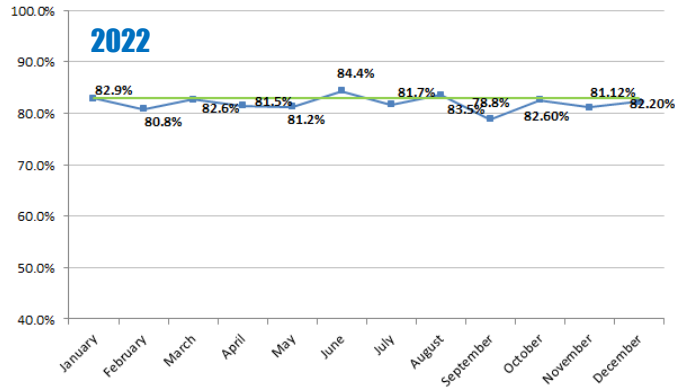


Providers' Use of Information to Coordinate Patient Care

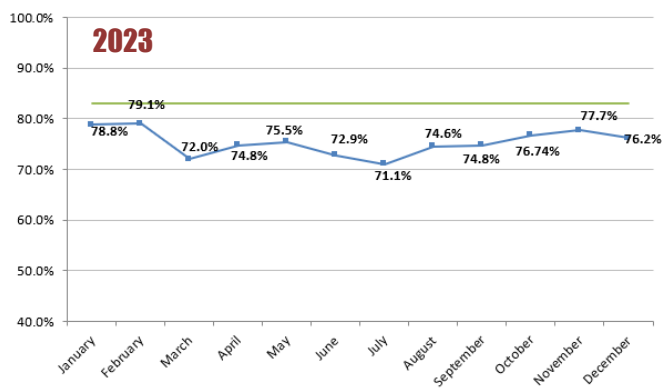
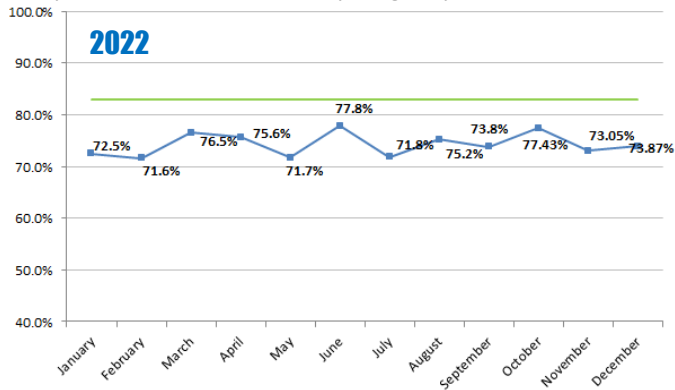
CAHPS Benchmarks			Providers' Use of Information to Coordinate Patient Care			
			83.0%	83.0%	74.0%	79.0%
Provider	Dept	N	Q13.	Q17.	Q24.	—
Totals by Practice						
Main	SCM	2,554	82.3%	74.3%	67.3%	74.6%
South	SCS	1,401	77.1%	73.0%	66.4%	72.2%
SCIS	SCIS	794	81.3%	76.6%	67.5%	75.1%
PCP Clinic Total		4,749	80.6%	74.3%	67.1%	74.0%

Q13. In the last 6 months, how often did this provider seem to know the important information about your medical history?

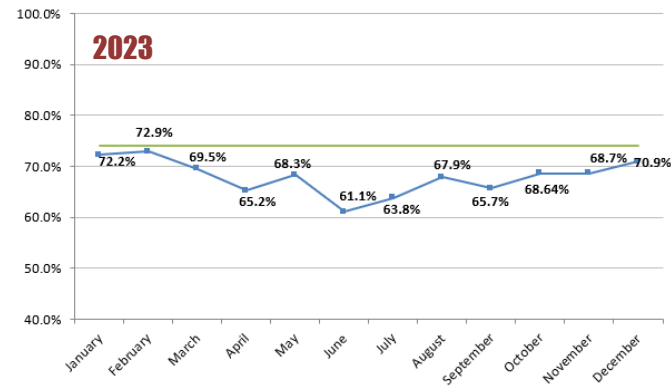
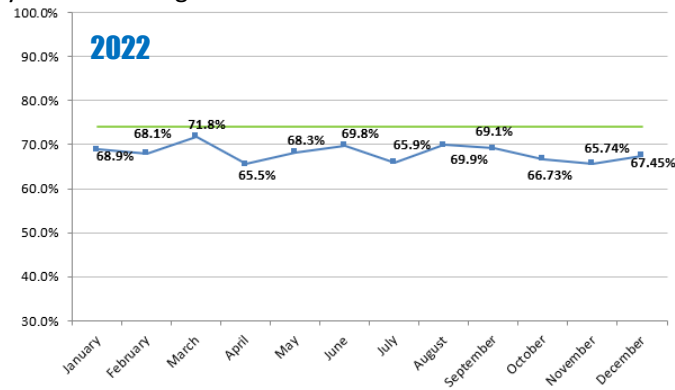
Benchmark 83%



Q17. In the last 6 months, when this provider ordered a blood test, x-ray, or other test for you, how often did someone from this provider's office follow up to give you those results? **Benchmark 83%**



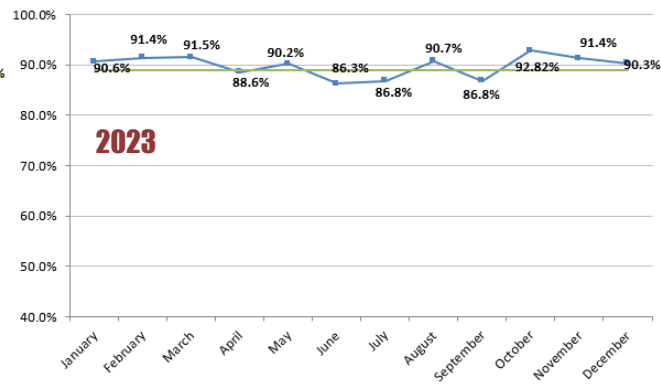
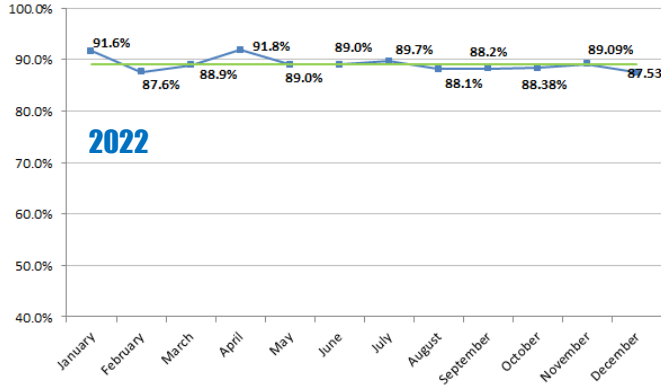
Q24. In the last 6 months, how often did you and someone from this provider's office talk about all the prescription medicines you were taking? **Benchmark 74%**



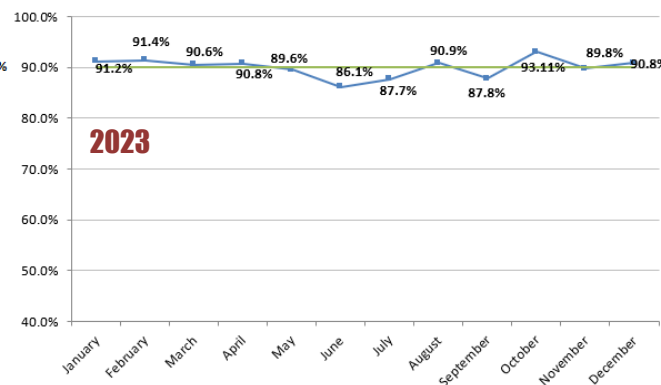
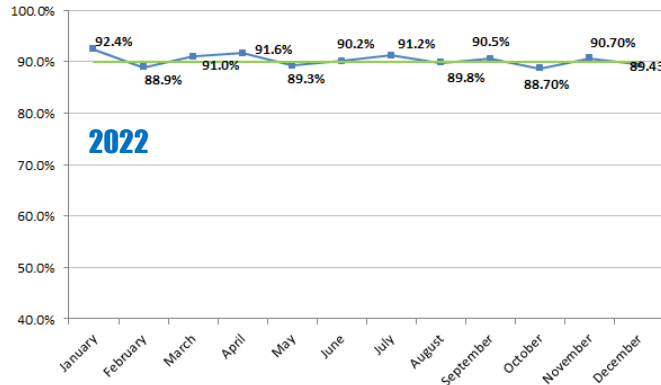
How Well Providers Communicate with Patients

		How Well Providers Communicate with Patients					
CAHPS Benchmarks		89.0%	90.0%	92.0%	87.0%	89.0%	
Provider	Dept	N	Q11	Q12	Q14	Q15	
Totals by Practice							
Main	SCM	2,554	91.0%	90.7%	93.1%	87.3%	90.5%
South	SCS	1,401	85.6%	86.2%	89.8%	83.4%	86.3%
SCIS	SCIS	794	88.0%	87.0%	91.0%	85.1%	87.8%
PCP Clinic Total		4,749	88.9%	88.7%	91.8%	85.8%	88.8%

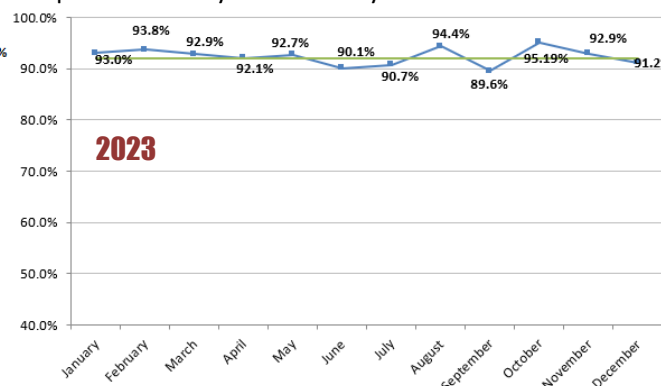
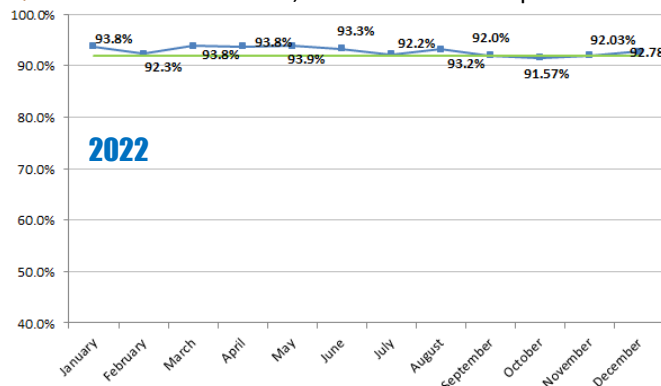
Q11. In the last 6 months, how often did this provider explain things in a way that was easy to understand? **Benchmark 89%**



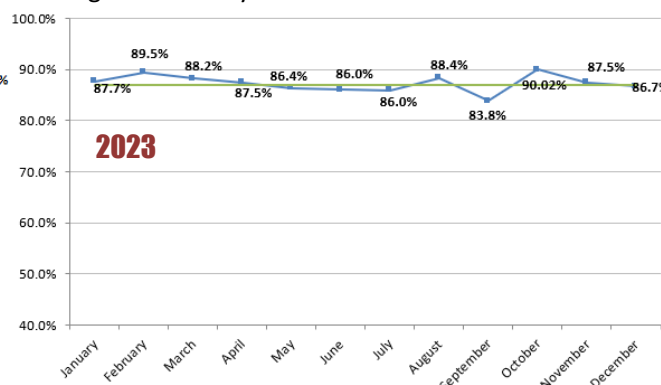
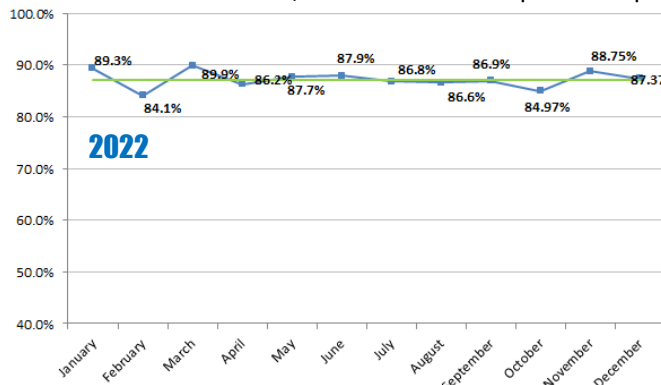
Q12. In the last 6 months, how often did this provider listen carefully to you? **Benchmark 90%**



Q14. In the last 6 months, how often did this provider show respect for what you had to say? **Benchmark 92%**



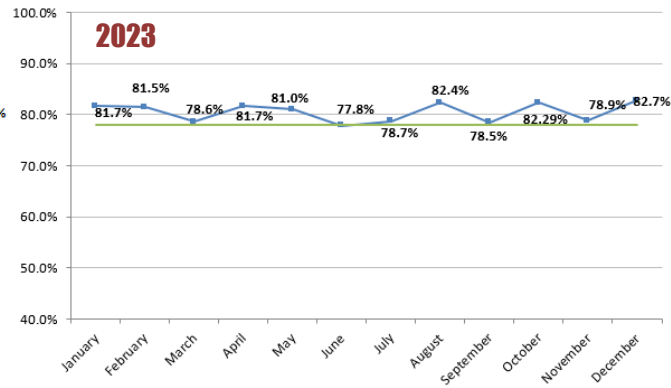
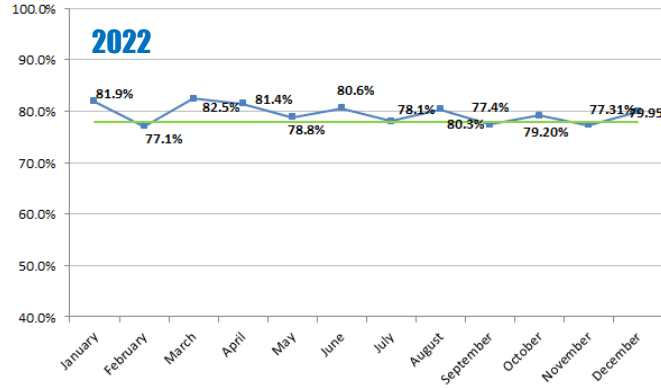
Q15. In the last 6 months, how often did this provider spend enough time with you? **Benchmark 87%**



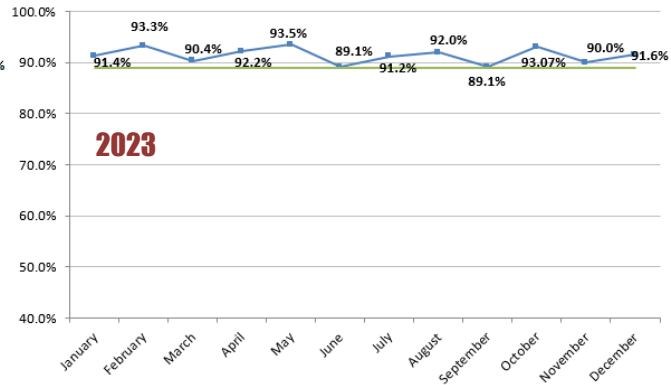
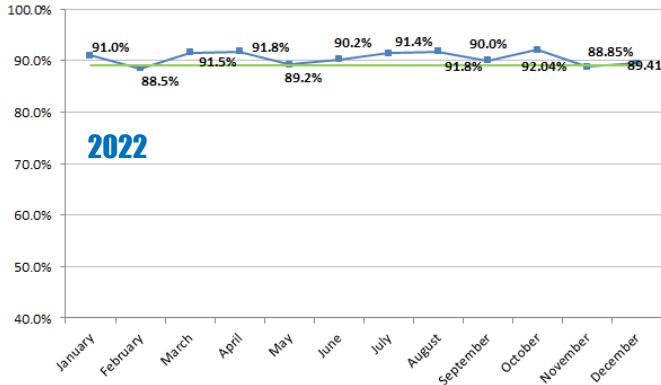
Helpful, Courteous and Respectful Office Staff

			Helpful, Courteous, and Respectful Office Staff		
CAHPS Benchmarks			78.0%	89.0%	84.0%
Provider	Dept	N	Q25	Q26	—
Totals by Practice					
Main	SCM	2,554	81.5%	92.3%	86.9%
South	SCS	1,401	77.7%	89.6%	83.7%
SCIS	SCIS	794	81.5%	92.6%	87.1%
PCP Clinic Total		4,749	80.4%	91.5%	86.0%

Q25. In the last 6 months, how often were clerks and receptionists at this provider's office as helpful as you thought they should be? **Benchmark 78%**



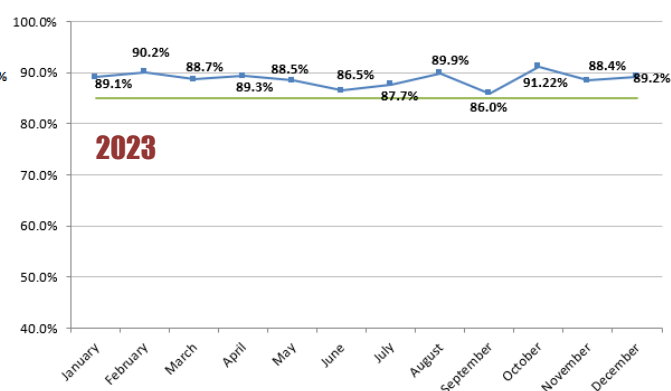
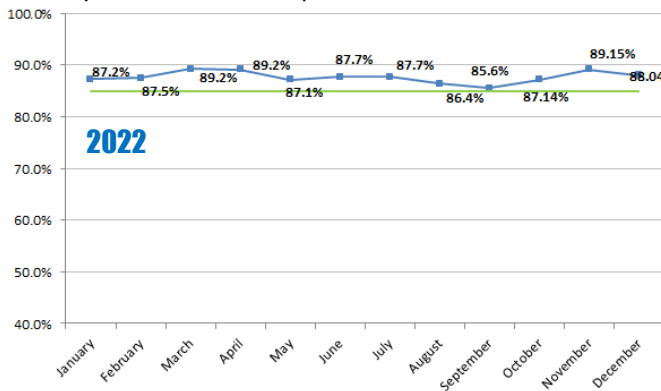
Q26. In the last 6 months, how often did clerks and receptionists at this provider's office treat you with courtesy and respect? **Benchmark 89%**



Provider Rating

			Provider Rating
CAHPS Benchmarks			85.0%
Provider	Dept	N	Q18
Totals by Practice			
Main	SCM	2,554	89.2%
South	SCS	1,401	84.8%
SCIS	SCIS	794	86.3%
PCP Clinic Total		4,749	87.4%

Q18. Using any number from 0 to 10, where 0 is the worst provider possible and 10 is the best provider possible, what number would you use to rate this provider? **Benchmark 85%**



Self-Management Support

			<i>Self-Management Support</i>		
PCF PECS Domain			—	—	53.32%
<i>Provider</i>	<i>Dept</i>	<i>N</i>	<i>Q21.</i>	<i>Q22.</i>	—
Totals by Practice					
Main	SCM	2,554	56.45%	41.42%	48.94%
South	SCS	1,401	53.67%	35.77%	44.72%
SCIS	SCIS	794	62.52%	41.70%	52.11%
PCP Clinic Total		4,749	56.64%	39.80%	48.22%

Q21. In the last 6 months, did someone from this provider's office talk with you about specific goals for your health?

Q22. In the last 6 months, did someone from this provider's office ask you if there are things that make it hard for you to take care of your health?

Combined Benchmark 53.32%

Combined SC Score =

