

# Patient Experience Survey Results

Monthly Comparisons –2024

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 2024 survey results and 2023 survey results, for reference, by question, for Salem Clinic. 7,940 surveys from 2023 and 4,751 from 2024YTD comprise the data set used in the results graphs.

Each survey domain/section includes two *Totals by Practice* summaries. The totals on the left, are for CAHPS. The totals on the right are for Primary Care First (PCF). PCF uses a weighted average for the scores, whereas CAHPS uses the percentage of top box (highest score only) scores.

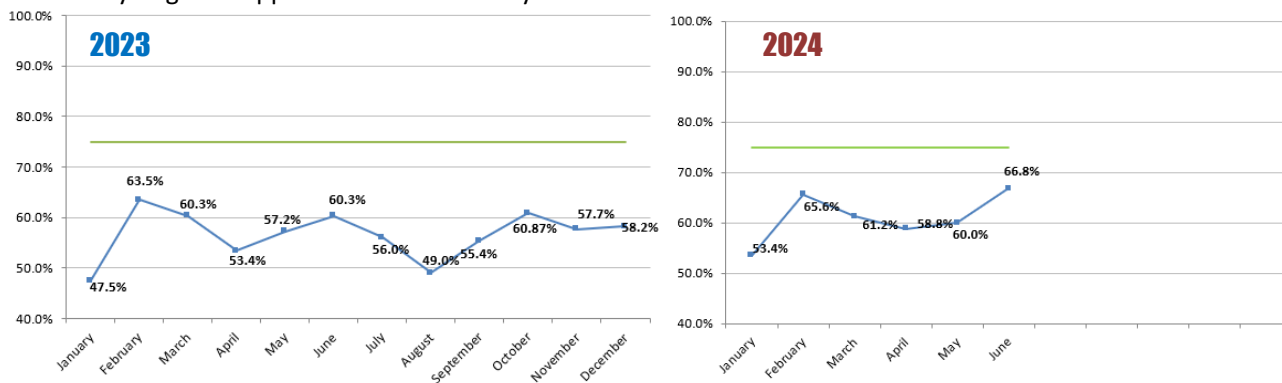
# Patient Experience Survey Results

Monthly Comparisons – 1/1/23 – 6/27/24

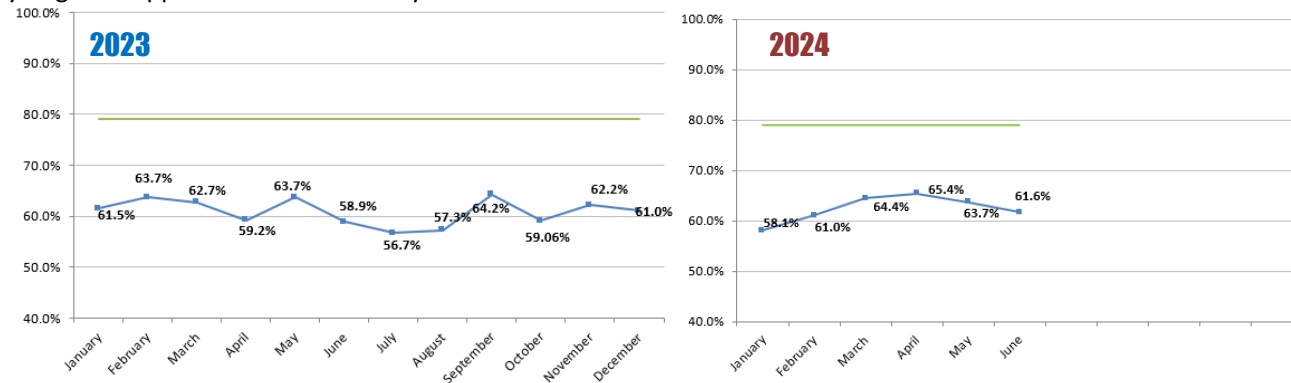
## Getting Timely Appointments, Care, and Information

			<i>Getting Timely Appointments, Care, and Information</i>							<i>Getting Timely Appointments, Care, and Information</i>					
<b>CAHPS Benchmarks</b>			75.0%	79.0%	67.0%	72.0%	<b>PCF PECS Domain</b>			—	—	—	79.95%		
Provider	Dept	N	Q6	Q8	Q10	—	Provider	Dept	N	Q6	Q8	Q10	—		
<b>Totals by Practice</b>							<b>Totals by Practice</b>								
Main	SCM	1,267	55.3%	64.5%	51.3%	57.0%	Main	SCM	1,267	79.18%	85.23%	77.54%	80.65%		
South	SCS	699	58.7%	67.3%	49.1%	58.4%	South	SCS	699	79.92%	86.44%	75.63%	80.66%		
SCIS	SCIS	234	62.5%	65.8%	49.4%	59.2%	SCIS	SCIS	234	83.54%	86.26%	77.64%	82.48%		
<b>PCP Clinic Total</b>			<b>2,200</b>	<b>57.2%</b>	<b>65.5%</b>	<b>50.4%</b>	<b>57.7%</b>	<b>PCP Clinic Total</b>			<b>2,200</b>	<b>79.82%</b>	<b>85.70%</b>	<b>76.97%</b>	<b>80.83%</b>

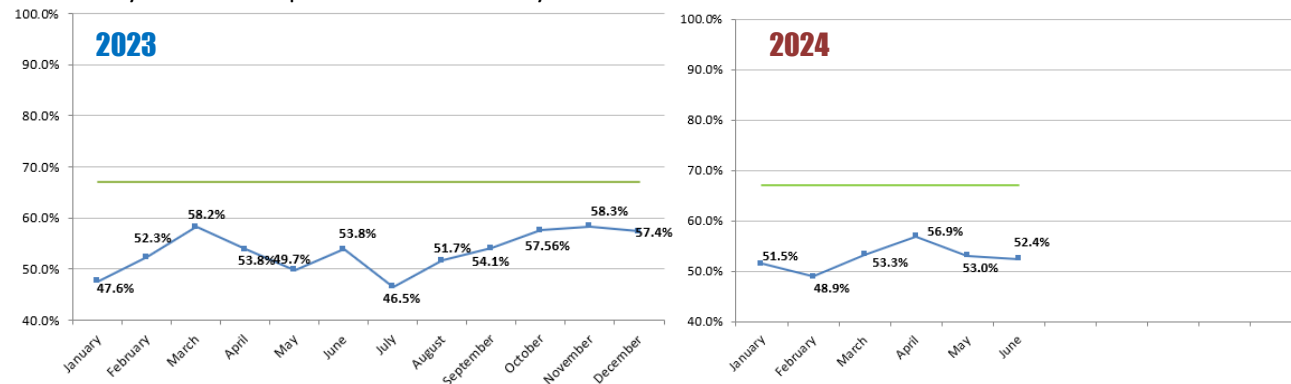
**Q6.** In the last 6 months, when you contacted this provider’s office to get an appointment for care you needed right away, how often did you get an appointment as soon as you needed? **Benchmark 75%**



**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%**

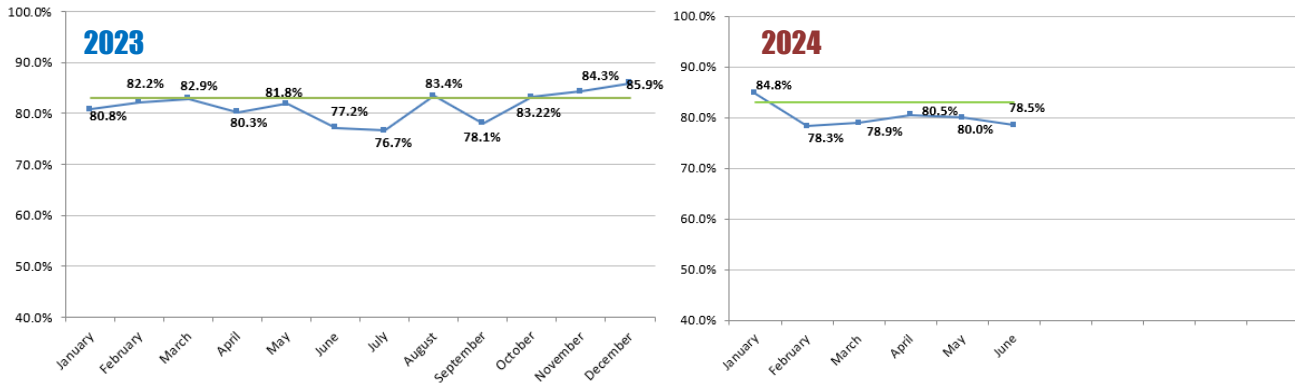


## Providers' Use of Information to Coordinate Patient Care

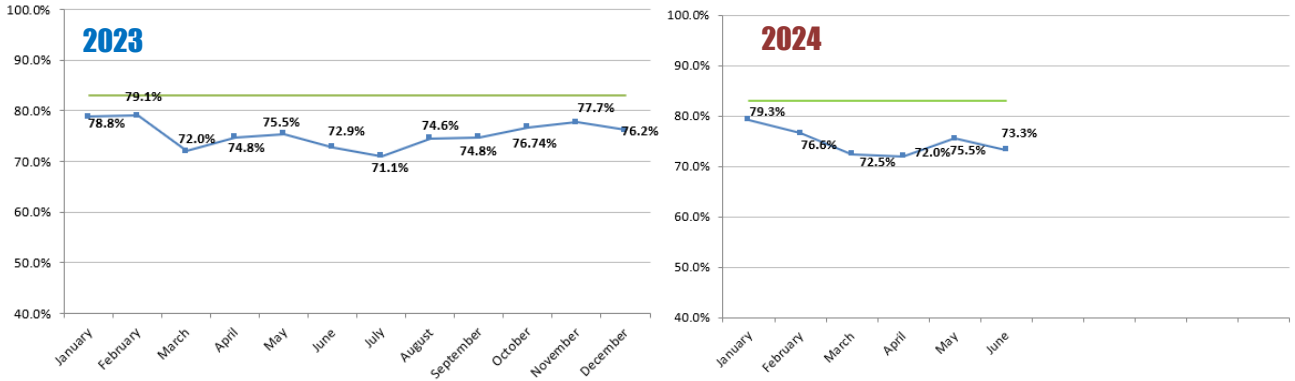
CAHPS Benchmarks			Providers' Use of Information to Coordinate Patient Care				PCF PECS Domain			Attention to Care from Other Providers					
			83.0%	83.0%	74.0%	79.0%				—	—	—	81.59%		
Provider	Dept	N	Q13.	Q17.	Q24.	—	Provider	Dept	N	Q17.	Q20.	Q24.	—		
Totals by Practice						Totals by Practice									
Main	SCM	1,267	85.3%	75.6%	69.8%	76.9%	Main	SCM	1,267	86.13%	86.32%	83.56%	84.85%		
South	SCS	699	75.8%	73.1%	66.4%	71.8%	South	SCS	699	83.82%	82.22%	80.81%	82.32%		
SCIS	SCIS	234	79.0%	69.7%	67.7%	72.1%	SCIS	SCIS	234	84.48%	87.76%	83.07%	83.78%		
<b>PCP Clinic Total</b>			<b>2,200</b>	<b>81.6%</b>	<b>74.2%</b>	<b>68.5%</b>	<b>74.8%</b>	<b>PCP Clinic Total</b>			<b>2,200</b>	<b>85.24%</b>	<b>85.16%</b>	<b>82.64%</b>	<b>83.94%</b>

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

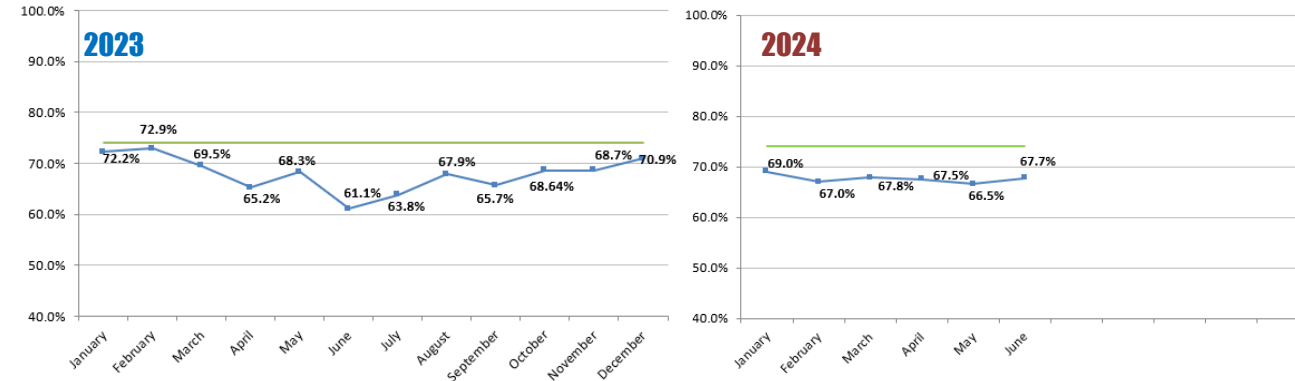
**Benchmark 83%**



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%**

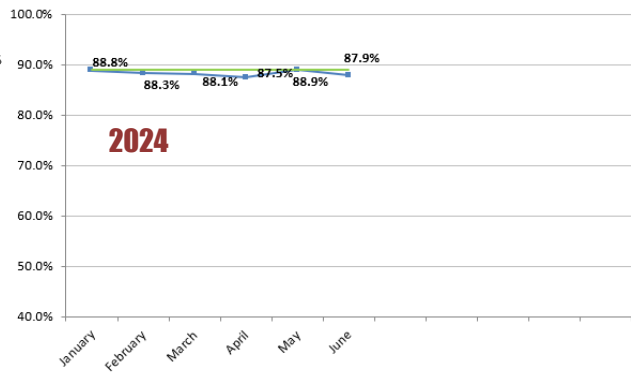
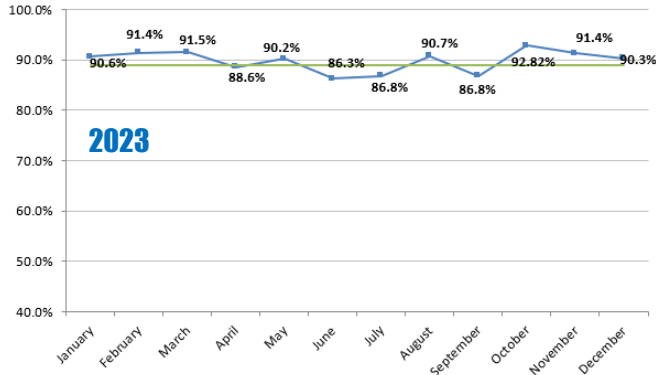


# How Well Providers Communicate with Patients

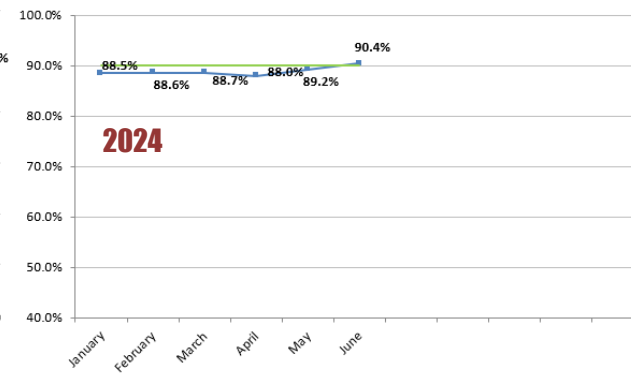
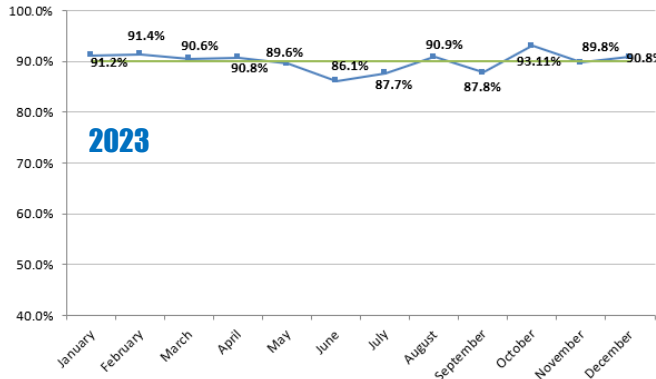
			How Well Providers Communicate with Patients				
CAHPS Benchmarks			89.0%	90.0%	92.0%	87.0%	89.0%
Provider	Dept	N	Q11	Q12	Q14	Q15	—
<b>Totals by Practice</b>							
Main	SCM	1,267	91.1%	90.6%	93.7%	87.4%	90.7%
South	SCS	699	84.5%	84.5%	89.1%	80.4%	84.6%
SCIS	SCIS	234	88.4%	89.3%	94.4%	86.7%	89.7%
<b>PCP Clinic Total</b>		<b>2,200</b>	<b>88.7%</b>	<b>88.5%</b>	<b>92.3%</b>	<b>85.1%</b>	<b>88.7%</b>

			How Well Providers Communicate				
PCF PECS Domain			—	—	—	—	91.86%
Provider	Dept	N	Q11	Q12	Q13	Q14	Q15
<b>Totals by Practice</b>							
Main	SCM	1,267	96.08%	95.92%	93.74%	97.08%	94.29%
South	SCS	699	92.54%	92.02%	88.49%	93.94%	89.92%
SCIS	SCIS	234	94.09%	94.72%	91.67%	96.98%	94.09%
<b>PCP Clinic Total</b>		<b>2,200</b>	<b>94.75%</b>	<b>94.56%</b>	<b>91.85%</b>	<b>96.06%</b>	<b>92.87%</b>

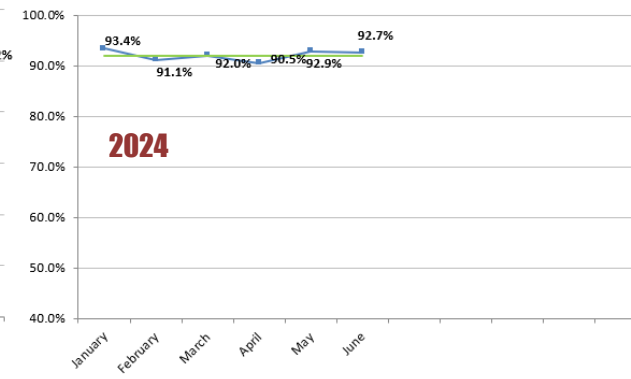
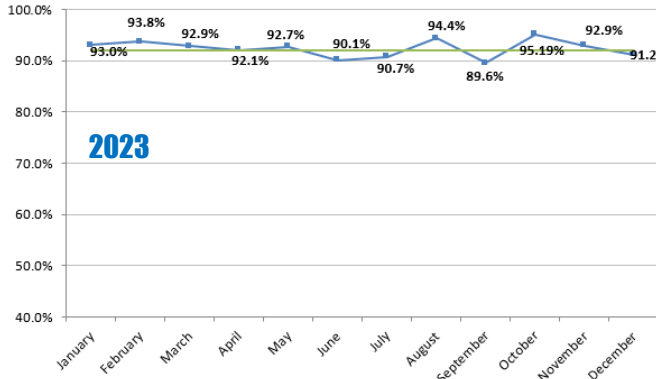
**Q11.** In the last 6 months, how often did this provider explain things in a way that was easy to understand? **Benchmark 89%**



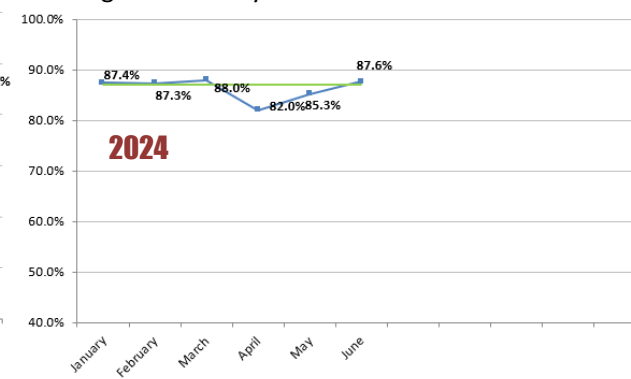
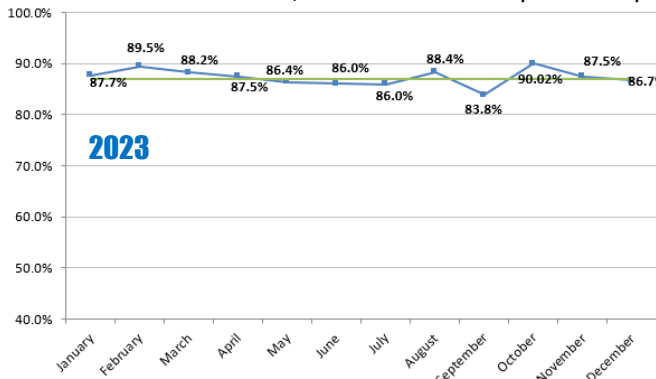
**Q12.** In the last 6 months, how often did this provider listen carefully to you? **Benchmark 90%**



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



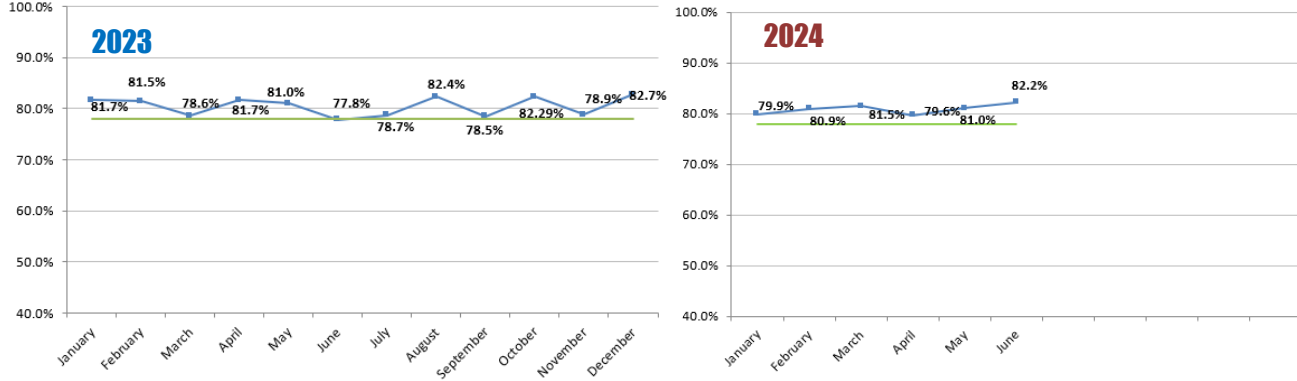
**Q15.** In the last 6 months, how often did this provider spend enough time with you? **Benchmark 87%**



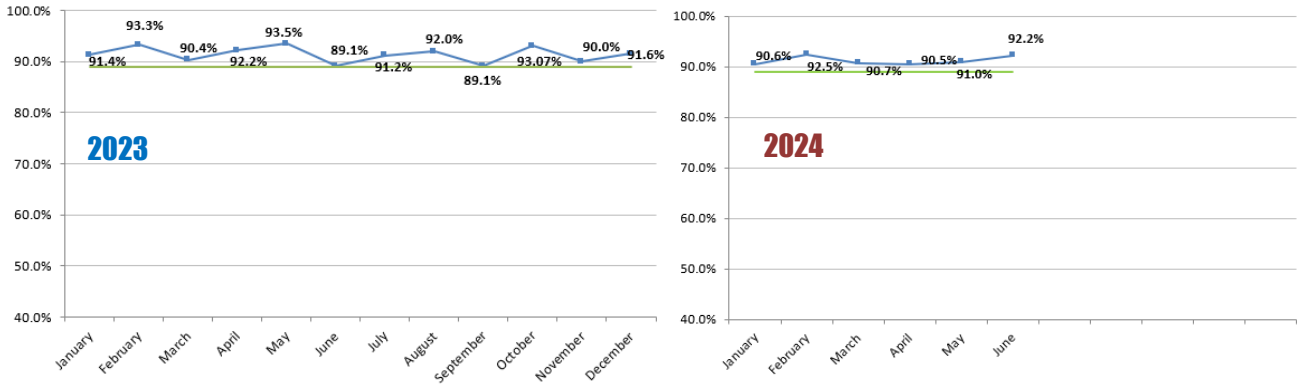
## Helpful, Courteous and Respectful Office Staff

		Helpful, Courteous, and Respectful Office Staff		
CAHPS Benchmarks		78.0%	89.0%	84.0%
Provider	Dept	N	Q25	Q26
<b>Totals by Practice</b>				
Main	SCM	1,267	81.6%	92.0%
South	SCS	699	80.0%	89.7%
SCIS	SCIS	234	82.7%	95.4%
<b>PCP Clinic Total</b>		<b>2,200</b>	<b>81.2%</b>	<b>91.6%</b>

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%**



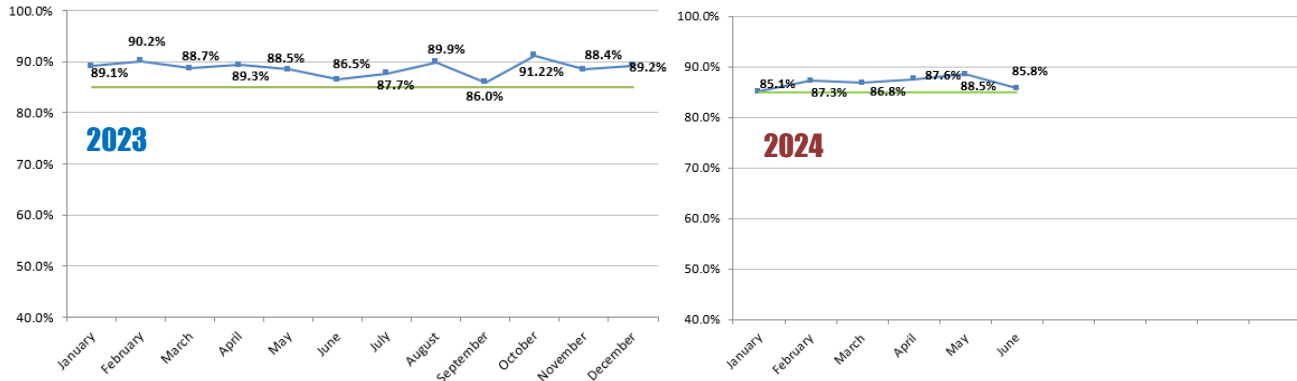
## Provider Rating

		Provider Rating	
CAHPS Benchmarks		85.0%	
Provider	Dept	N	Q18
<b>Totals by Practice</b>			
Main	SCM	1,267	89.9%
South	SCS	699	81.0%
SCIS	SCIS	234	86.2%
<b>PCP Clinic Total</b>		<b>2,200</b>	<b>86.7%</b>

		Provider Rating	
PCF PECS Domain		91.26%	
Provider	Dept	N	Q18
<b>Totals by Practice</b>			
Main	SCM	1,267	95.36%
South	SCS	699	91.02%
SCIS	SCIS	234	93.79%
<b>PCP Clinic Total</b>		<b>2,200</b>	<b>93.26%</b>

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%**



Note: Graphs in this document are created from unfiltered data. All responses to each question are included. Survey completion status did not determine whether a response is counted.

## Self-Management Support

2023

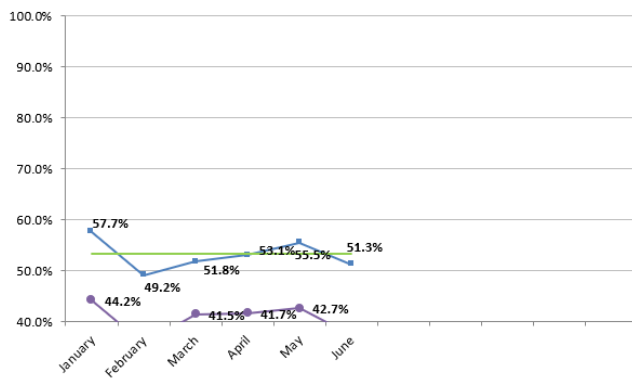
			<u>Self-Management Support</u>		
<b>PCF PECS Domain</b>			—	—	53.32%
<i>Provider</i>	<i>Dept</i>	<i>N</i>	<i>Q21.</i>	<i>Q22.</i>	<i>—</i>
<b>Totals by Practice</b>					
Main	SCM	2,554	56.45%	41.42%	48.94%
South	SCS	1,401	53.67%	35.77%	44.72%
SCIS	SCIS	794	62.52%	41.70%	52.11%
<b>PCP Clinic Total</b>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

2024YTD

			<u>Self-Management Support</u>		
<b>PCF PECS Domain</b>			—	—	53.32%
<i>Provider</i>	<i>Dept</i>	<i>N</i>	<i>Q21.</i>	<i>Q22.</i>	<i>—</i>
<b>Totals by Practice</b>					
Main	SCM	1,267	59.89%	45.89%	52.89%
South	SCS	699	51.40%	37.35%	44.38%
SCIS	SCIS	234	62.79%	49.77%	56.28%
<b>PCP Clinic Total</b>		<b>2,200</b>	<b>57.47%</b>	<b>43.56%</b>	<b>50.52%</b>

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?



## PCF PECS TARGET

2023

			<u>PECS Target</u>
<b>PCF PECS Domain</b>			79.60%
<i>Provider</i>	<i>Dept</i>	<i>N</i>	<i>Overall</i>
<b>Totals by Practice</b>			
Main	SCM	2,554	80.37%
South	SCS	1,401	78.46%
SCIS	SCIS	794	81.24%
<b>PCP Clinic Total</b>		<b>4,749</b>	<b>79.96%</b>

2024YTD

			<u>PECS Target</u>
<b>PCF PECS Domain</b>			79.60%
<i>Provider</i>	<i>Dept</i>	<i>N</i>	<i>Overall</i>
<b>Totals by Practice</b>			
Main	SCM	1,267	81.83%
South	SCS	699	77.95%
SCIS	SCIS	234	82.13%
<b>PCP Clinic Total</b>		<b>2,200</b>	<b>80.51%</b>