

ThriveWell Clinic

Breakdown of CAHPS data for PCPCH standard 6.C
 CAHPS version 3.0 with PCMH Components (12 month questionnaire)
 Reporting period January-April 2023
 Analysis completed May 22, 2023 by: Diane Brinkley LPN

PCPCH Standard	Clinic Score Adult	Benchmark Adult	Benchmark Met?
Getting timely appointments, care, and information	86.1%	70%	Y
Provider Communication (How well providers communicate with patients)	94.2%	94%	Y
Helpful, courteous, and respectful office staff	95%	95%	Y
Follow-up on test Results	91%	90%	Y
Provider rating	98%	87%	Y
(PCMH domain) Provider supports you in taking care of your health	84.8%	N/A	N/A

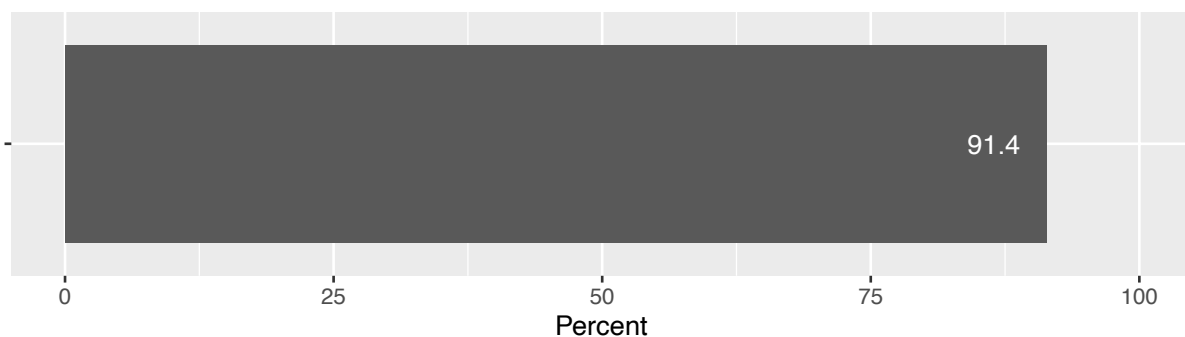
Surveys were handed out to each patient at the time of their appointment between January 1,2023-April 30,2023.

Table 1: Breakdown of Completed Surveys by Provider

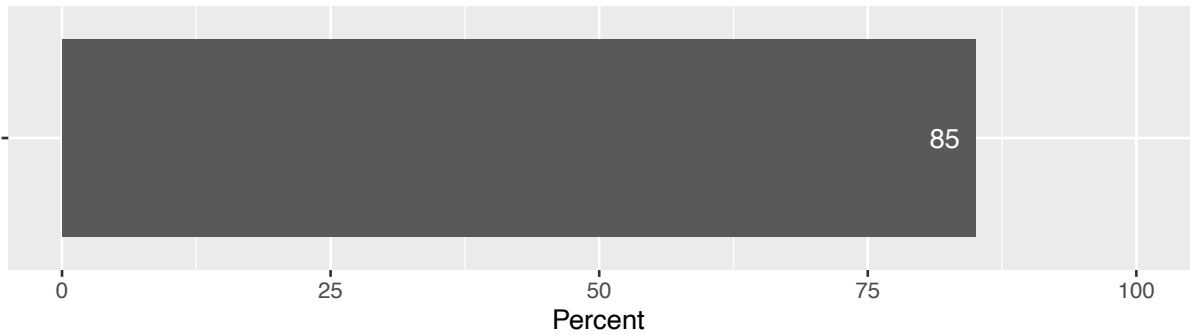
Surveys Completed	Provider Patient Panel	Name of Provider
44	500	Sarah Laiosa DO
8.8%surveys completed		

6.C Access to Care

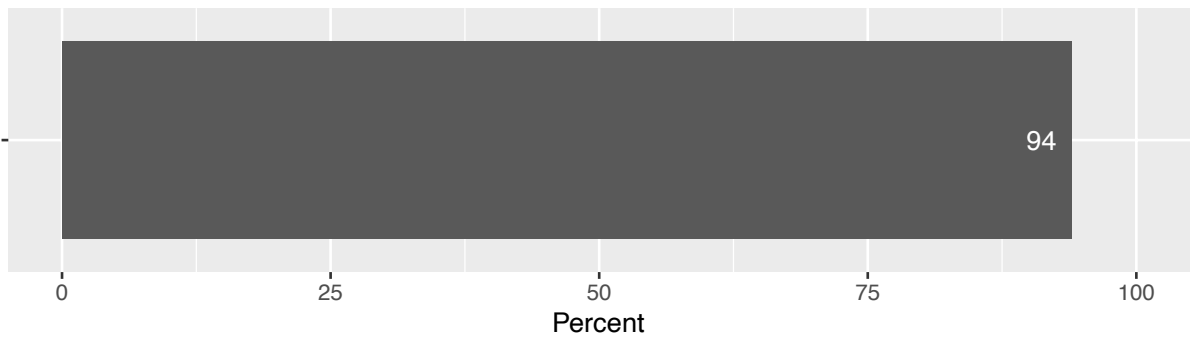
Q6: In the last 12 months, did you phone Dr. Laiosa’s office to get an appointment for an illness, injury or condition that *needed care right away*?



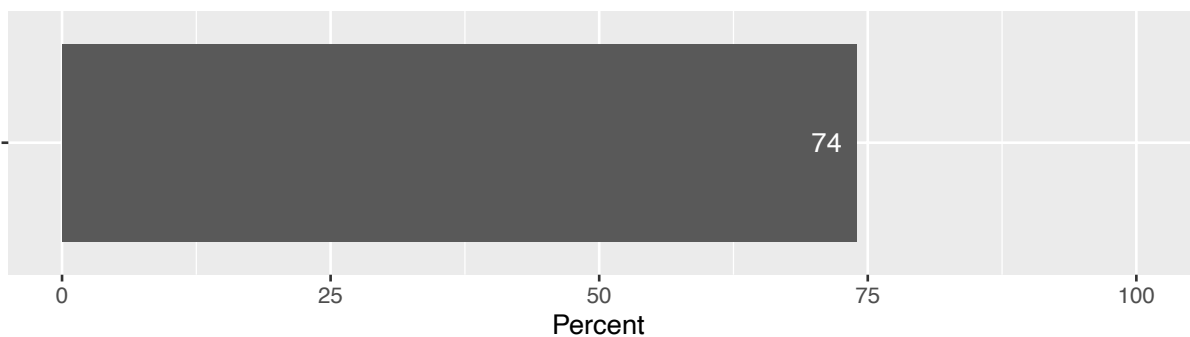
Q9: In the last 12 months, when you made an appointment for *a check-up or routine care* with Dr. Laiosa, how often did you get an appointment as soon as you needed?



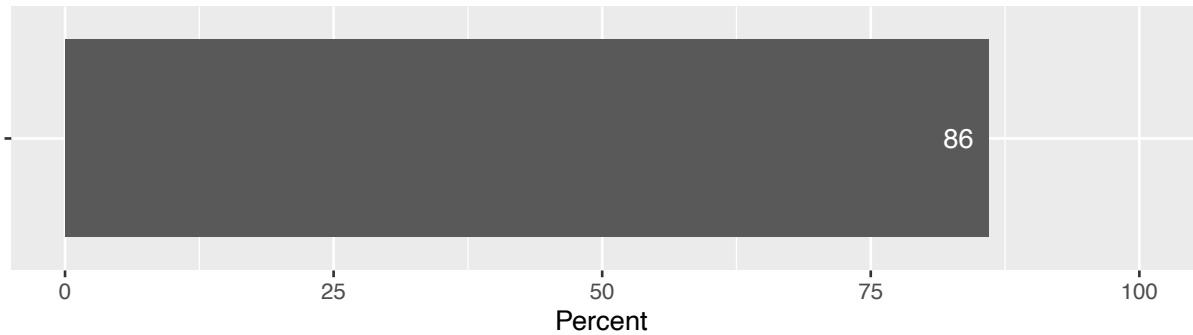
Q14: In the last 12 months, when you phoned Dr. Laiosa's office, how often did you get an answer to your medical question that same day?



Q16: In the last 12 months, when you phoned Dr. Laiosa's office *after* regular office hours, how often did you get an answer to your medical question as soon as you needed?

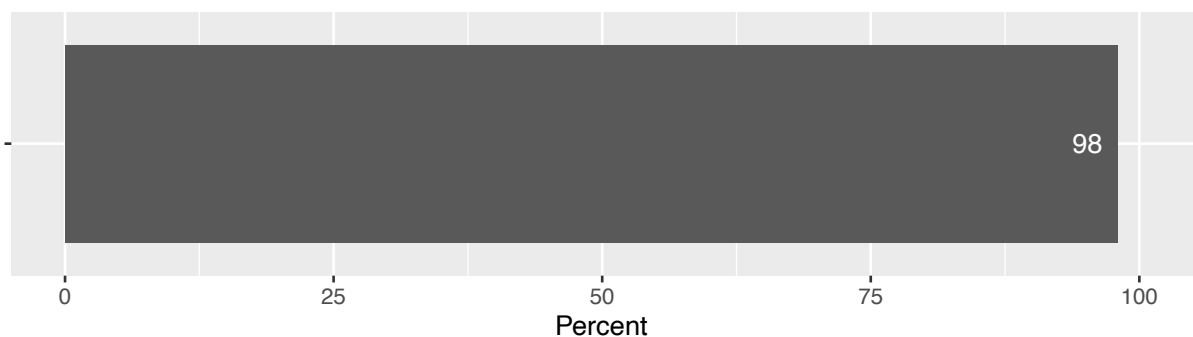


Q18: Wait time includes time spent in the waiting room and exam room. In the last 12 months, how often did you see Dr. Laiosa *within 15 minutes* of your appointment time?

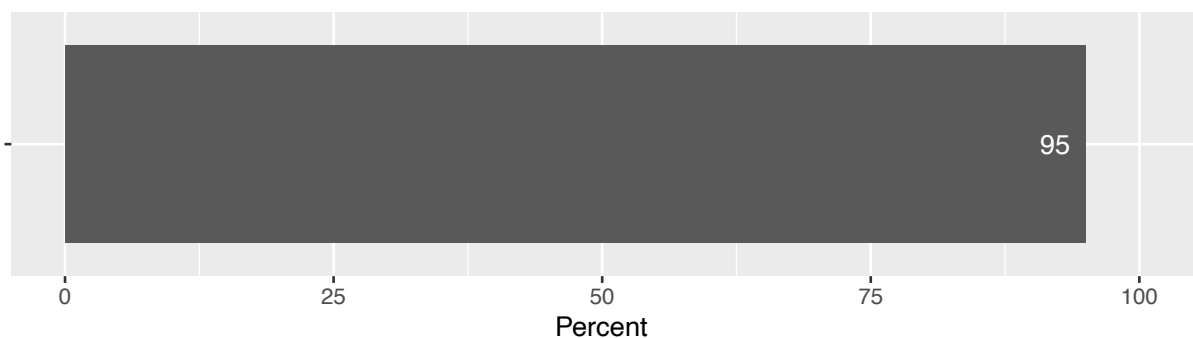


6.C Provider Communication (How well providers communicate with patients)

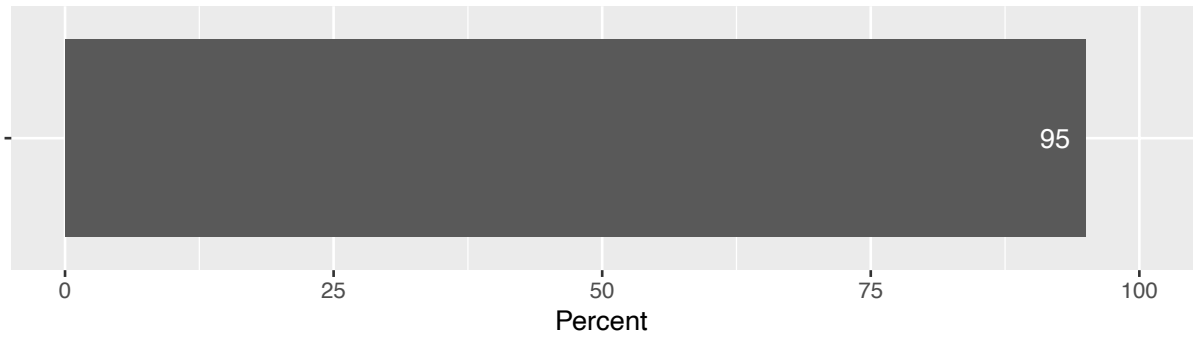
Q19: In the last 12 months, how often did Dr. Laiosa explain things in a way that was easy to understand?



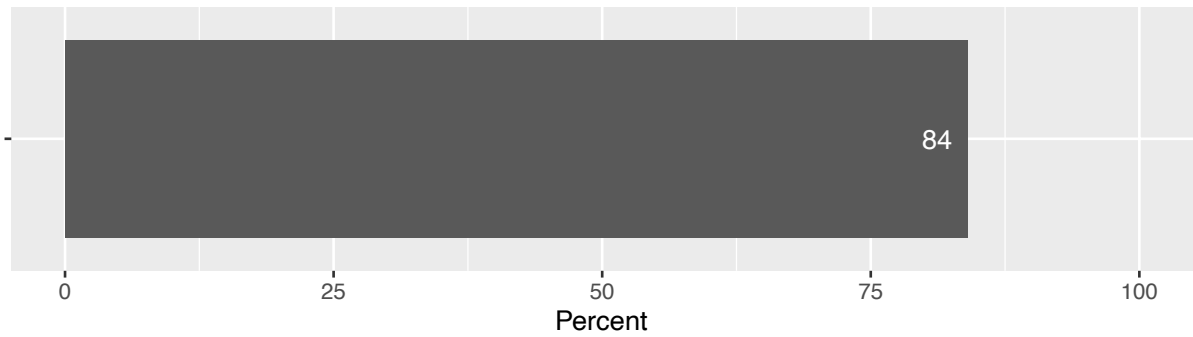
Q20: In the last 12 months, how often did Dr. Laiosa listen carefully to you?



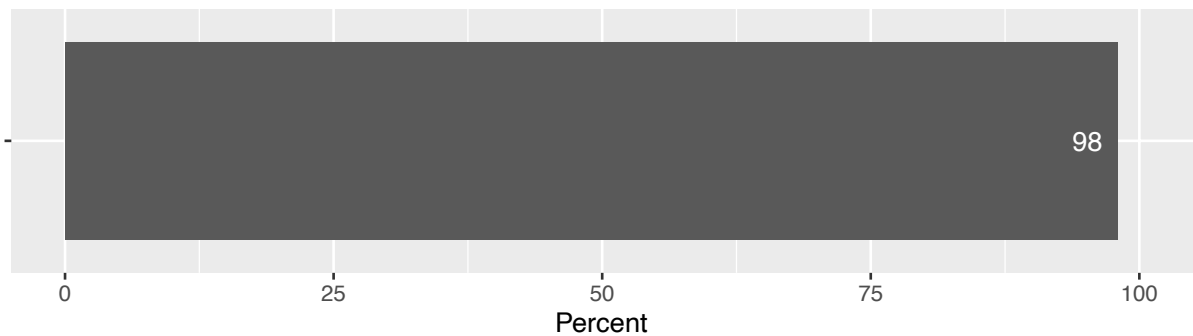
Q22: In the last 12 months, how often did Dr. Laiosa give you easy to understand information about these health questions or concerns?



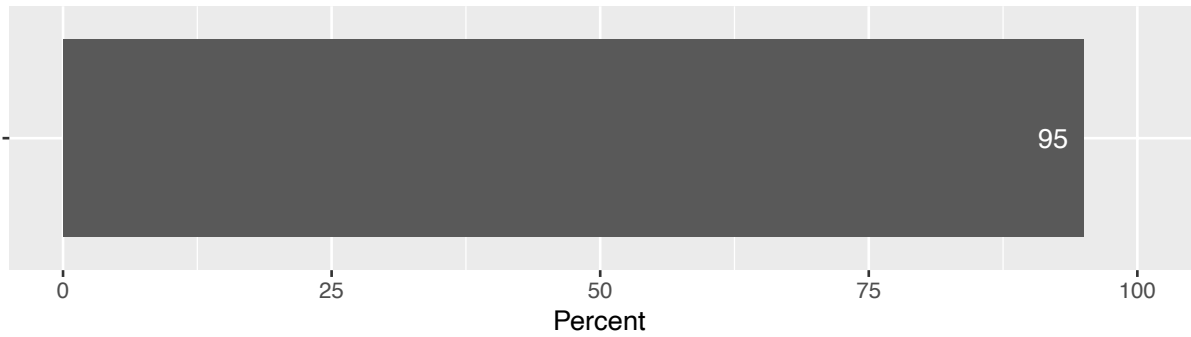
Q23: In the last 12 month, how often did Dr. Laiosa seem to know the important information about your medical history?



Q24: In the last 12 months, how often did Dr. Laiosa show respect for what you had to say?

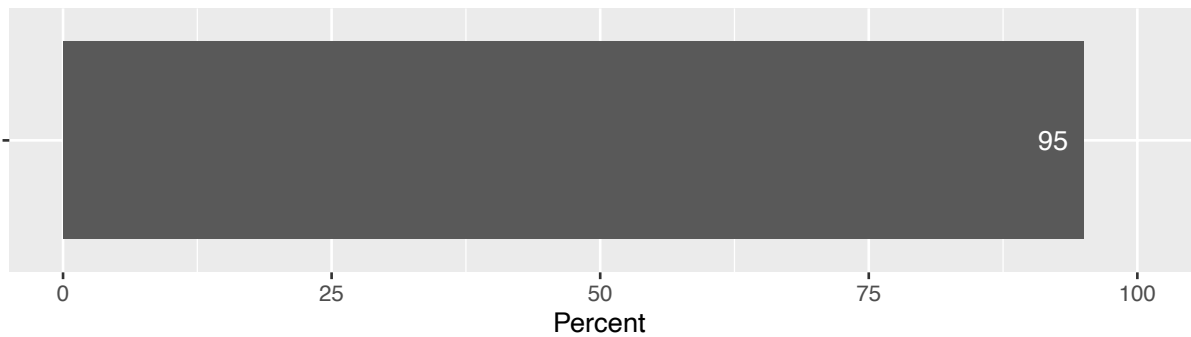


Q25: In the last 12 months, how often did Dr. Laiosa spend enough time with you?

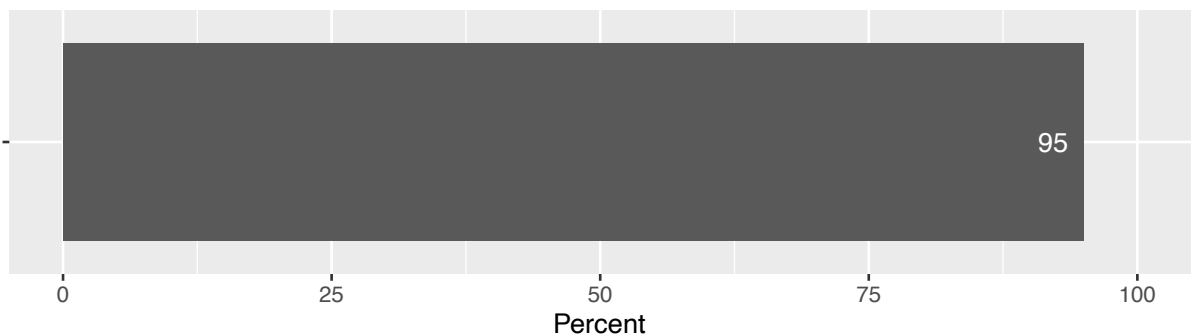


6.C Helpful, courteous and respectful office staff

Q42: In the last 12 month, how often were clerks and receptionists at the provider’s office as helpful as you thought they should be?

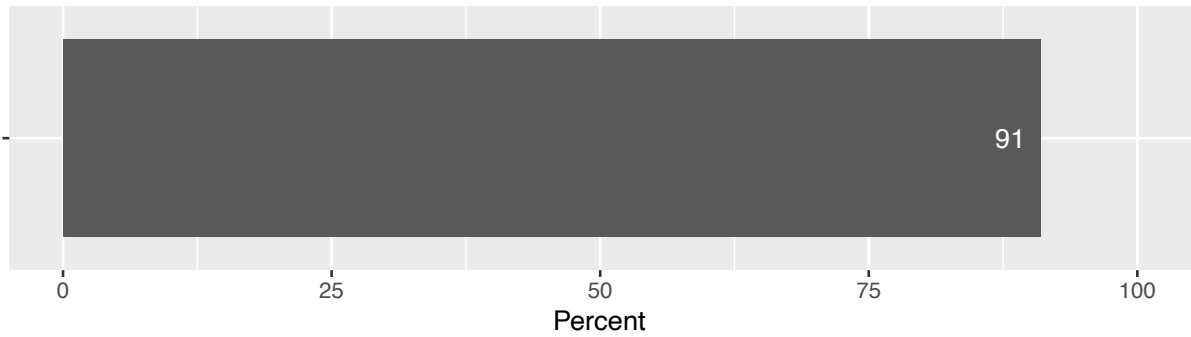


Q43: In the last 12 months, how often did clerks and receptionists at this provider’s office treat you with courtesy and respect?



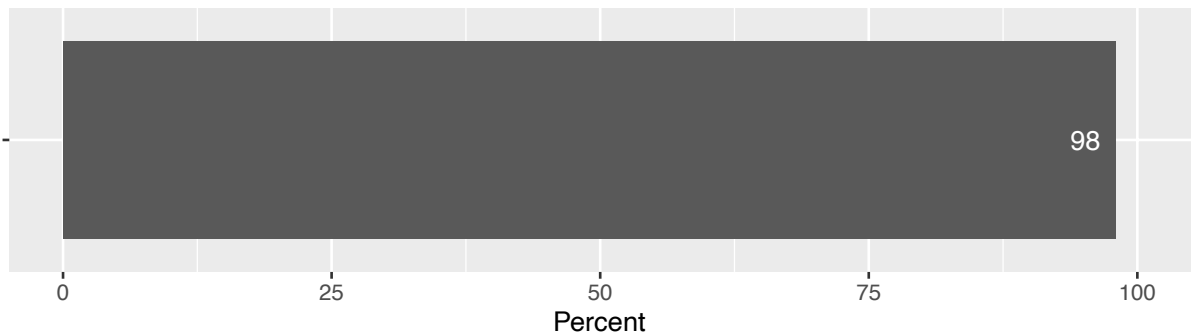
6.C Follow-up on test Results

Q27: In the last 12 months, when Dr. Laiosa ordered a blood test, x-ray, or other test for you, how often did someone from Dr. Laiosa’s office follow up to give you those results?



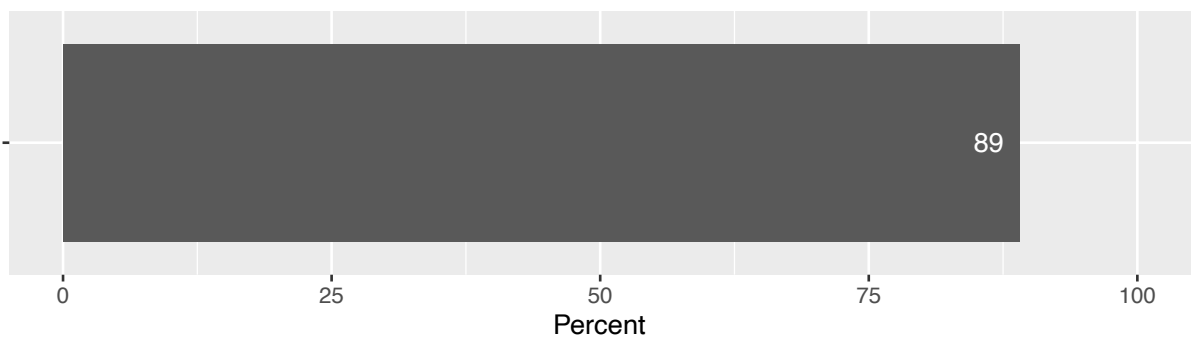
6.C Provider rating

Q32: Using any number from 0-10, where 0 is the worst provider possible and 10 is the best provider possible, what number would you use to rate Dr. Laiosa? (9or10)

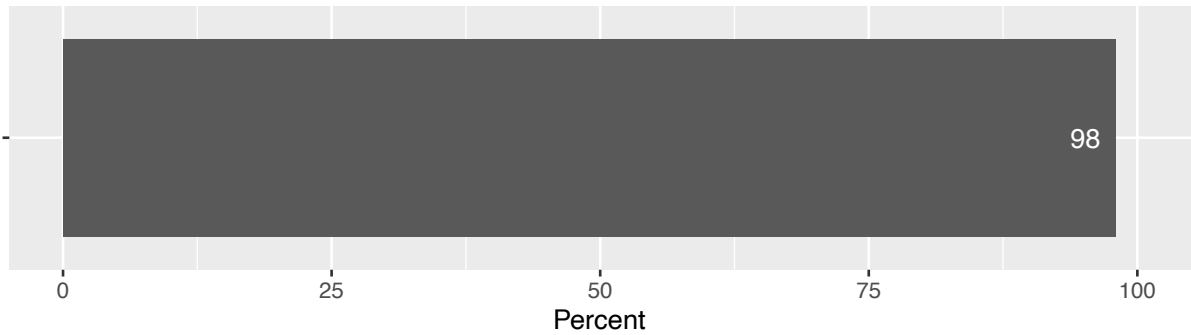


6.C Patient Satisfaction: Provider supports you in taking care of your health-PCMH domain.

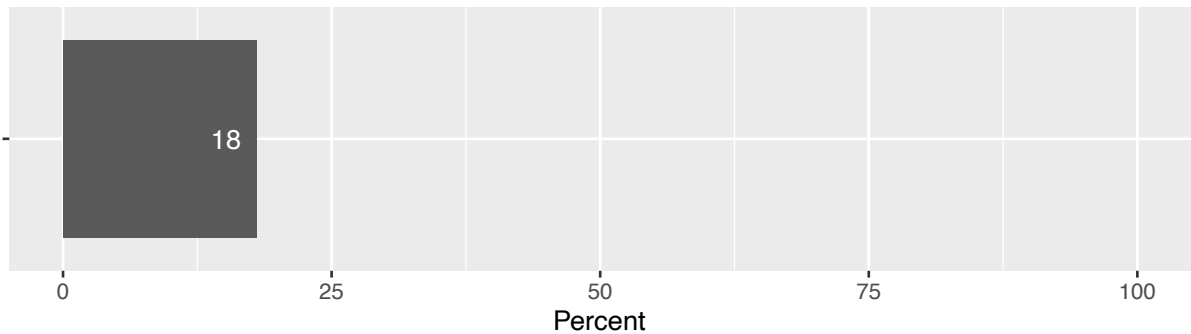
Q7: In the last 12 months, how many days did you usually have to wait for an appointment when you needed care right away? (*Same day-1 day*)



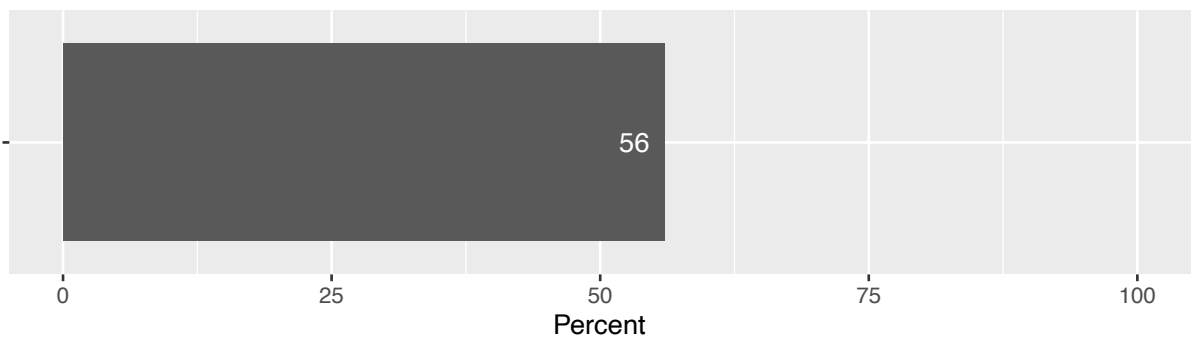
Q10: Did Dr. Laiosa's office give you information about what to do if you needed care during evenings, weekends, or holidays?



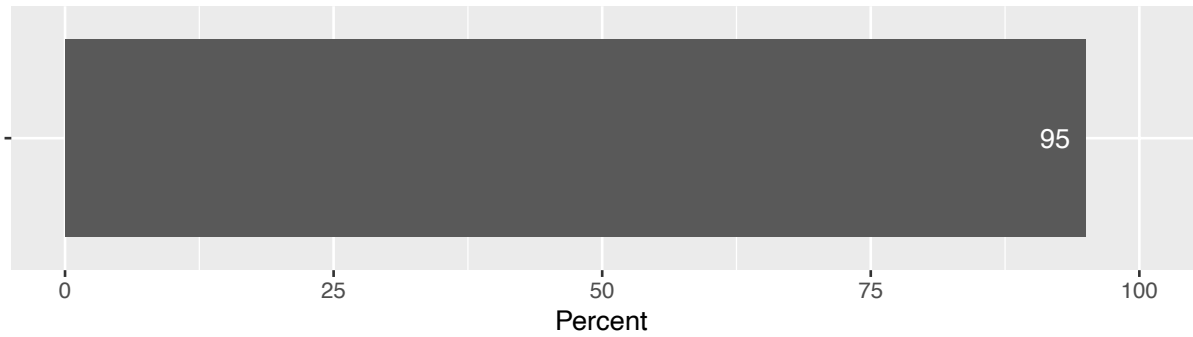
Q11: In the last 12 months, did you need care for yourself during evenings, weekends, or holidays?



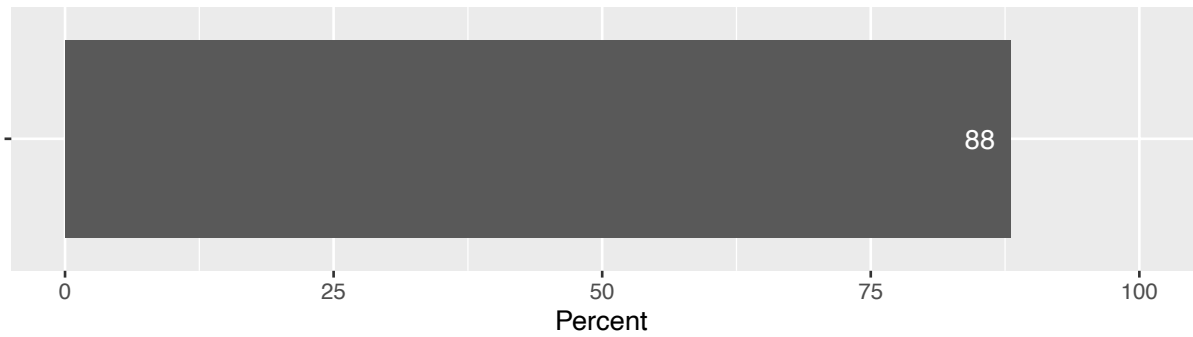
Q12: In the last 12 months, how often were you able to get the care you needed from Dr. Laiosa's office during evenings, weekends, or holidays?



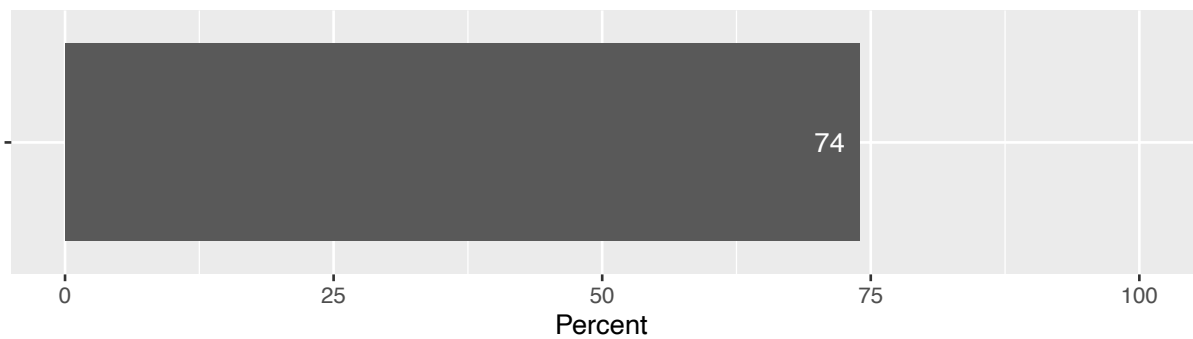
Q17: Some offices remind patients between visits about tests, treatment, or appointments. In the last 12 months, did you get any reminders from Dr. Laiosa's office between visits? (Yes)



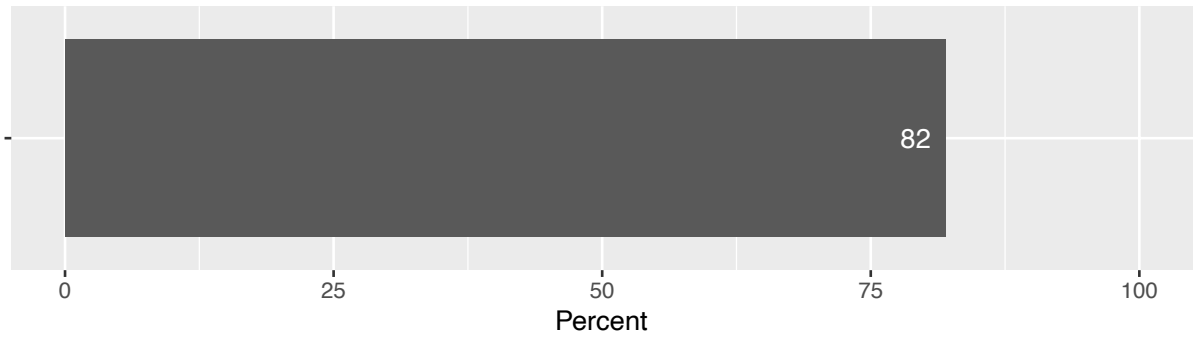
Q34: In the last 12 months, how often did Dr. Laiosa seem informed and up-to-date about the care you got from specialists?



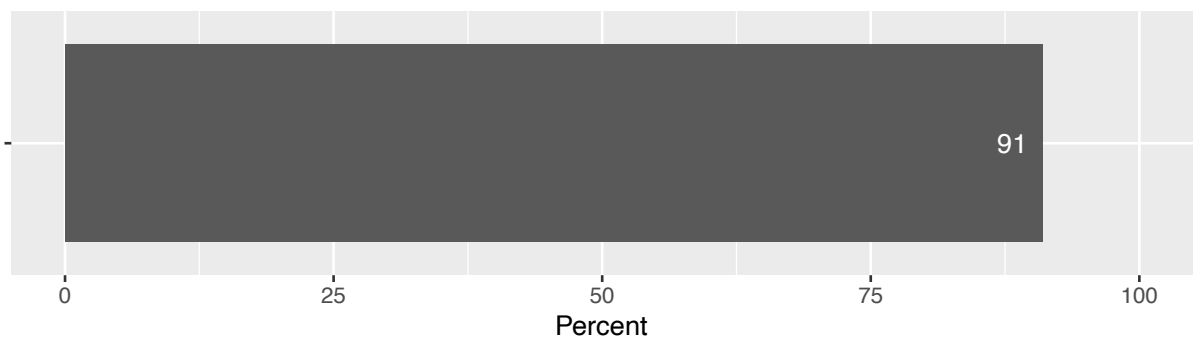
Q35: In the last 12 months, did anyone in Dr. Laiosa's office talk with you about specific goals for your health? (Yes)



Q36: In the last 12 months, did anyone in Dr. Laiosa's office ask you if there are things that make it hard for you to take care of your health?



Q37: In the last 12 months, did you take any prescription medicine?



Q38: In the last 12 months, did you and anyone in Dr. Laiosa's office talk at each visit about all the prescription medicines you were taking?

