



# Patient Experience

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<b>Track:</b>	Reporting CAHPS Survey Results to Consumers
<b>Session:</b>	Reporting Results of the CAHPS Clinician & Group Survey: Experiences in Three Markets
<b>Date &amp; Time:</b>	April 21, 2010, 9:30 am
<b>Track Number:</b>	CAHPS T4 – S2



Consumer  
Checkbook

Denver

Kansas City

Memphis









103,537



41%







## What Patients Say About Their Doctors

From survey by:



[www.qualityhealthtogether.org](http://www.qualityhealthtogether.org)

Questions?

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## Technical

- Modified CAPHS was used
- Physicians included were Primary Care only in Kansas City—other sites added Specialist
- Survey was mailed twice first in Nov 2008 and then six weeks later. Provided a pre-paid envelop to return

- Patients could also use personal ID code provided to complete online survey (9% completed online)
- Health Plans provided a list of physicians and patients that had at least one documented visit in a one-year period November 1, 2007 to October 2008



- A minimum of 113 patients were required up to 150 were surveyed. Average number was 144
- 713 physicians were included in the survey in Kansas City. A total of 10,537 patients surveyed in KC. With 41% return rate in KC (42.5 and 31.1 return rate for Denver and Memphis)

- A case-mix adjustment was made for each questions that took into account self-reported health status, age, and education
- Composites questions overall got appointments and care when needed, overall doctor communicated well and overall office staff were helpful and courteous
- Publicly reported on 670 physicians