

Primary Care

PATIENT Experience **SURVEY**

Physician Report

DR. SAMPLE

January 2020



The Health Quality Council of Alberta is a provincial agency that pursues opportunities to improve patient safety and health service quality for Albertans. It gathers and analyzes information, monitors the healthcare system, and collaborates with Alberta Health, Alberta Health Services, health professions, academia, and other stakeholders to drive actionable improvements. Our responsibilities are set forth in the Health Quality Council of Alberta Act.

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INTRODUCTION

The *Primary Care Patient Experience Survey – Physician Report* is intended to provide meaningful, actionable information to primary care providers on their patients’ experiences.

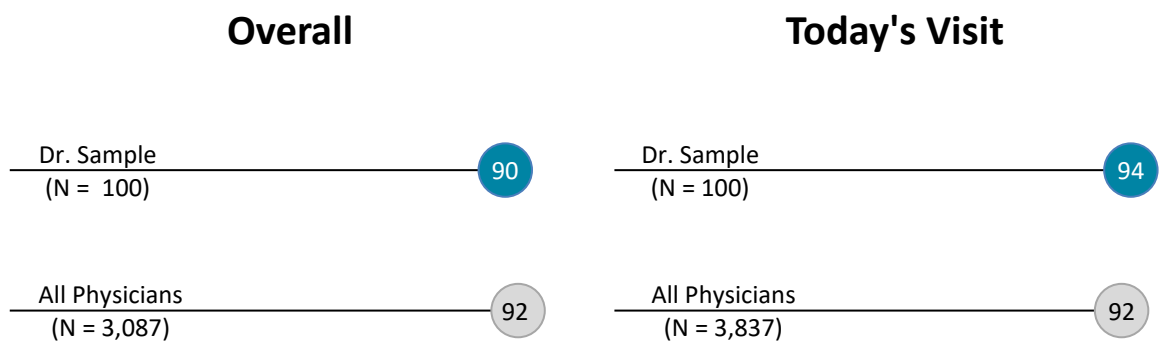
The results presented are from surveyed patients who were seen in your clinic during the survey period.

All patients age 16 years or older seen in the clinic in that period were asked to provide their email address, and if they consented were emailed a survey shortly after the visit. Patients were only surveyed following their first clinic visit in the surveying period; no survey was sent on subsequent visits.

Throughout this report “**All Physicians**” refers to those physicians **outside of your clinic** that have participated in the *HQCA Primary Care Patient Experience Survey* in the past 12 months.

The charts below shows your results on two ratings of care and can be used as a quick overview to see how patients rate the care provided, relative to other physicians who have participated in the survey in the past 12 months. The charts display scores, scaled to be out of 100, on both today’s visit, and the overall physician rating.

To see the full results of these questions, including the exact wording of the questions, please see the Results section.



Response rate

Table 1: Response rate

Response Rate	Dr. Sample	All Physicians
Eligible (N)	200	9,861
Respondents (N)	100	3,837
Proportion (%)	50.0	38.9

RESULTS

This section provides results for all questions in the survey. Results are displayed as stacked bar charts or bar charts, depending on the format of the question. Bars indicate proportion of respondents (%) providing each answer. In some cases, results may not total to 100 due to rounding. Also, please note that labels for the lowest percentage of respondents were removed from some bar graphs to enhance readability. If you require any of the missing data labels from our bar graphs, email info@hqca.ca.

For the complete survey questionnaire visit <https://is.gd/HQCAPrimaryHealthcareSurvey>.

For more information about the survey visit <https://www.hqca.ca/surveys/patient-experience-survey/>

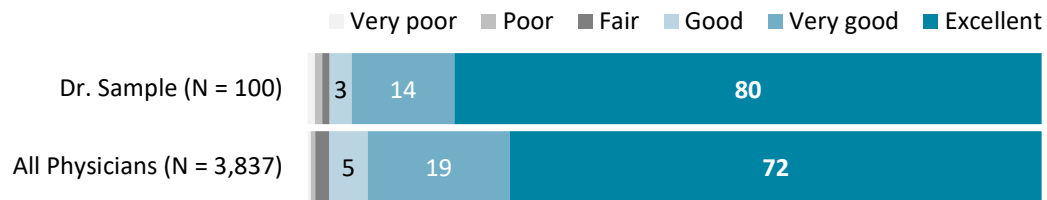
Questions are grouped according to the following areas:

- **Overall ratings:** one rating of care in today's visit and one retrospective provider rating.
- **Communication:** 12 questions about how often physicians explained things clearly, listened carefully, showed respect, and spent enough time with the patient.
- **Access:** four questions about patients' ability to get care when they needed it.
- **Your healthcare team:** two questions about how well the patients' healthcare team worked together.
- **Treatment plans & care priorities:** 11 questions about care management plans and patients' ability to care for their health.
- **EQ-5D-5L:** five questions that make up the EQ-5D-5L¹, in addition to the Visual Analog Scale.
- **Patient characteristics:** seven questions about who the patients are that responded to the survey.

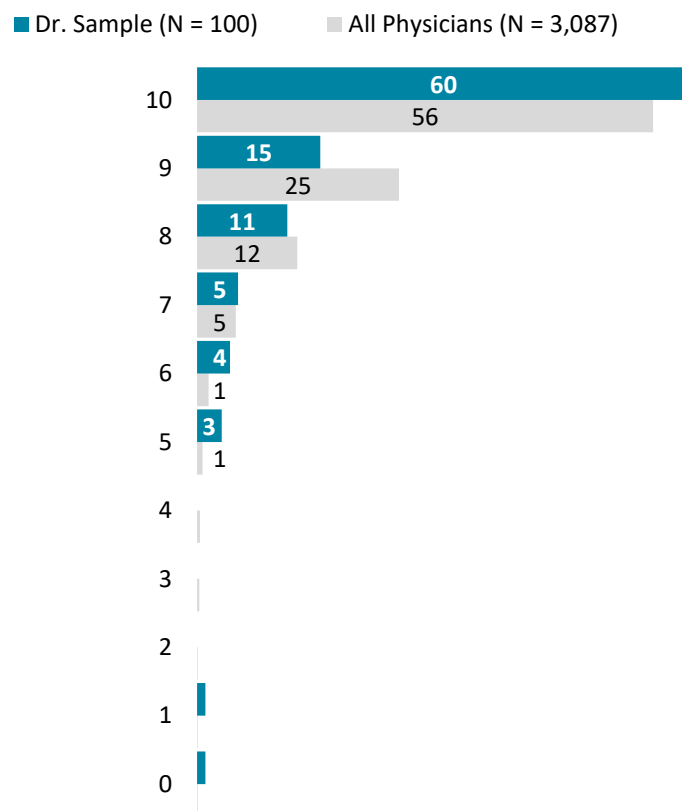
¹ For more information about the EQ-5D-5L, please see <https://euroqol.org/eq-5d-instruments/eq-5d-5l-about/> and <https://apersu.ca/about-eq-5d/>

OVERALL RATINGS

Overall, how would you rate the care you received in your visit today?

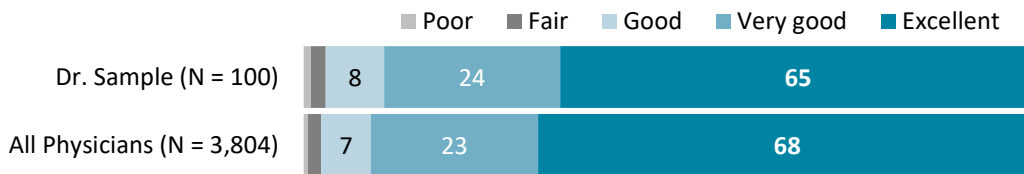


Using any number from 0 to 10, where 0 is the worst doctor possible and 10 is the best doctor possible, what number would you use to rate this doctor?

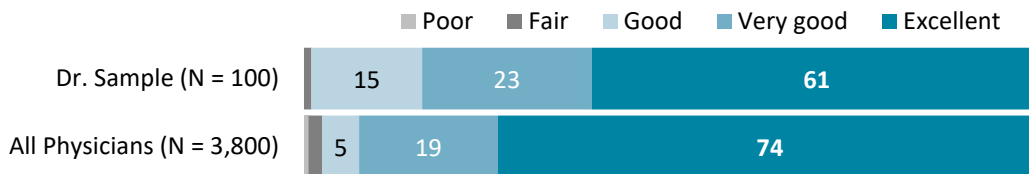


COMMUNICATION

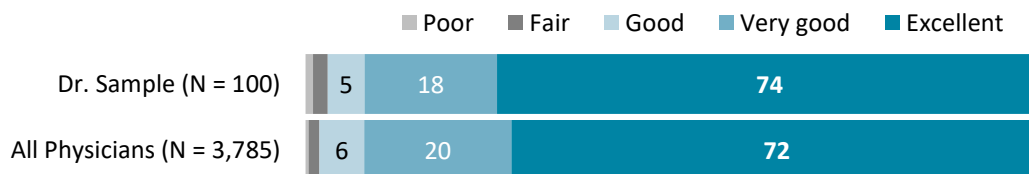
How would you rate the amount of time this doctor gave you in your visit today?



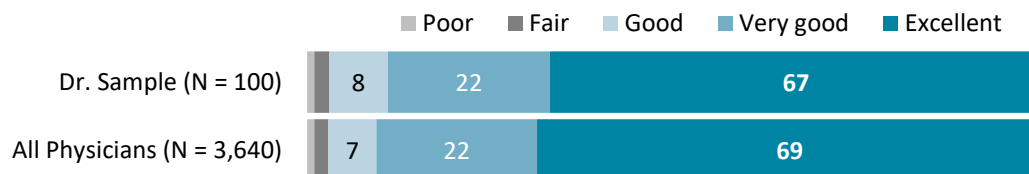
How would you rate the way this doctor listened to you in your visit today?



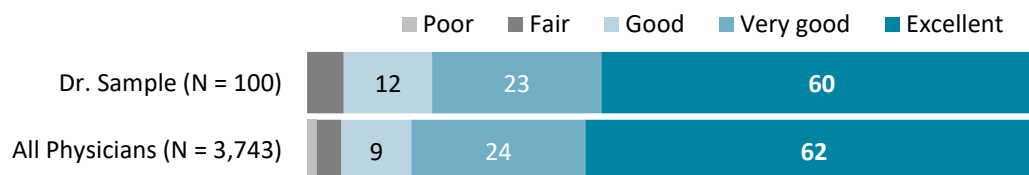
How would you rate the way this doctor explained things in a way you could understand in your visit today?



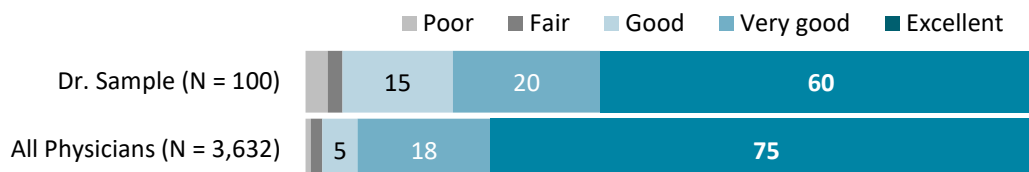
How would you rate the way this doctor involved you in decisions about your care in your visit today?



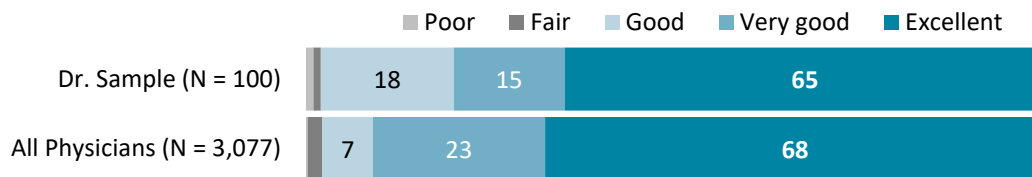
How would you rate this doctor's knowledge of your medical history in your visit today?



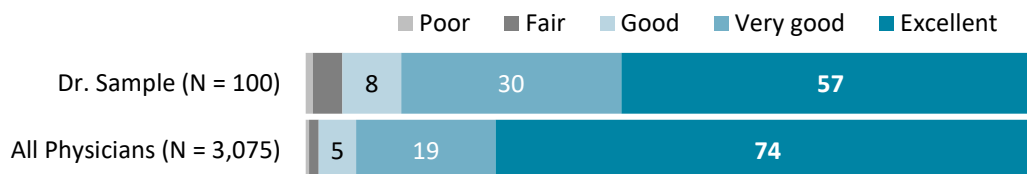
How would you rate the way this doctor showed respect for what you had to say in your visit today?



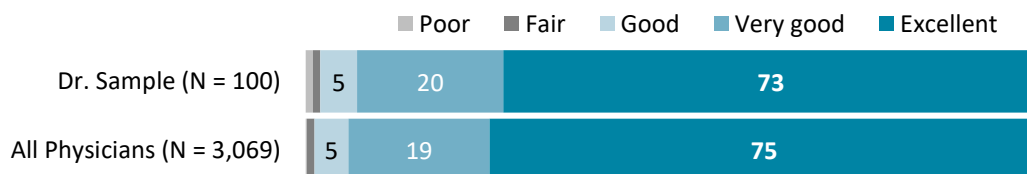
In the last 12 months, how would you rate the amount of time this doctor gave you?



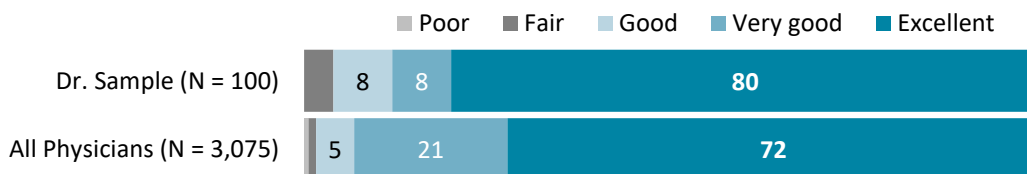
In the last 12 months, how would you rate the way this doctor listened to you?



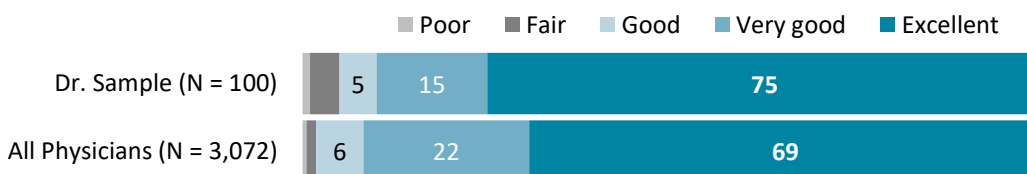
In the last 12 months, how would you rate the way this doctor explained things in a way you could understand?



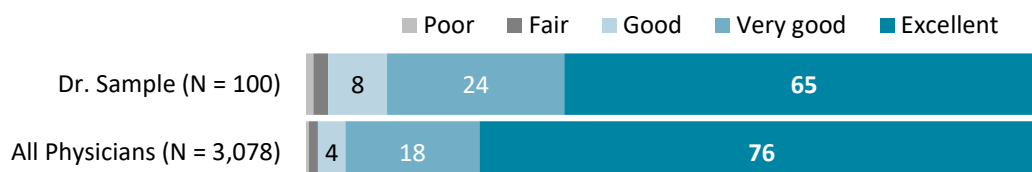
In the last 12 months, how would you rate the way this doctor involved you in decisions about your care?



In the last 12 months, how would you rate this doctor's knowledge of your medical history?

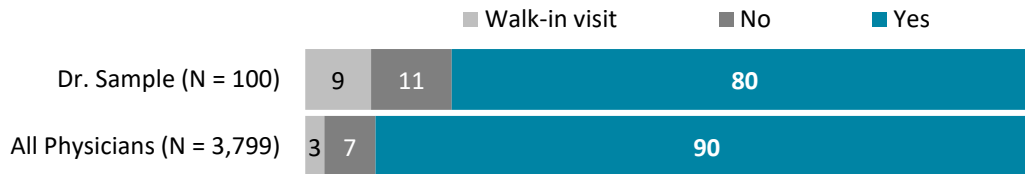


In the last 12 months, how would you rate the way this doctor showed respect for what you had to say?

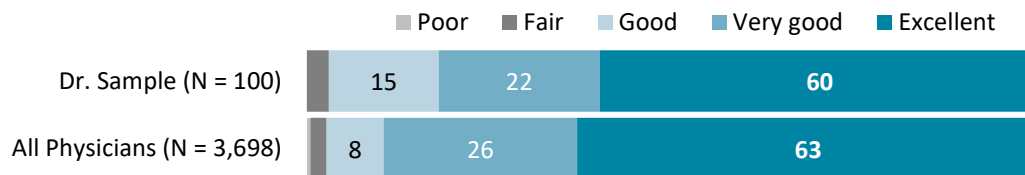


ACCESS

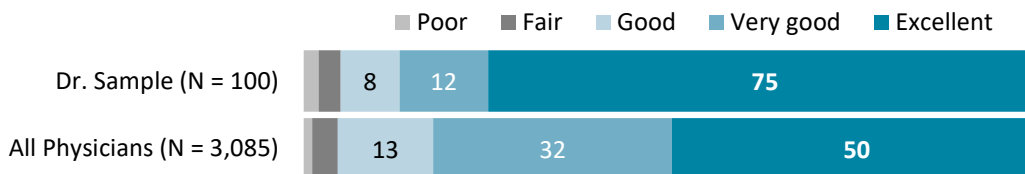
Could you get today's appointment when you wanted?



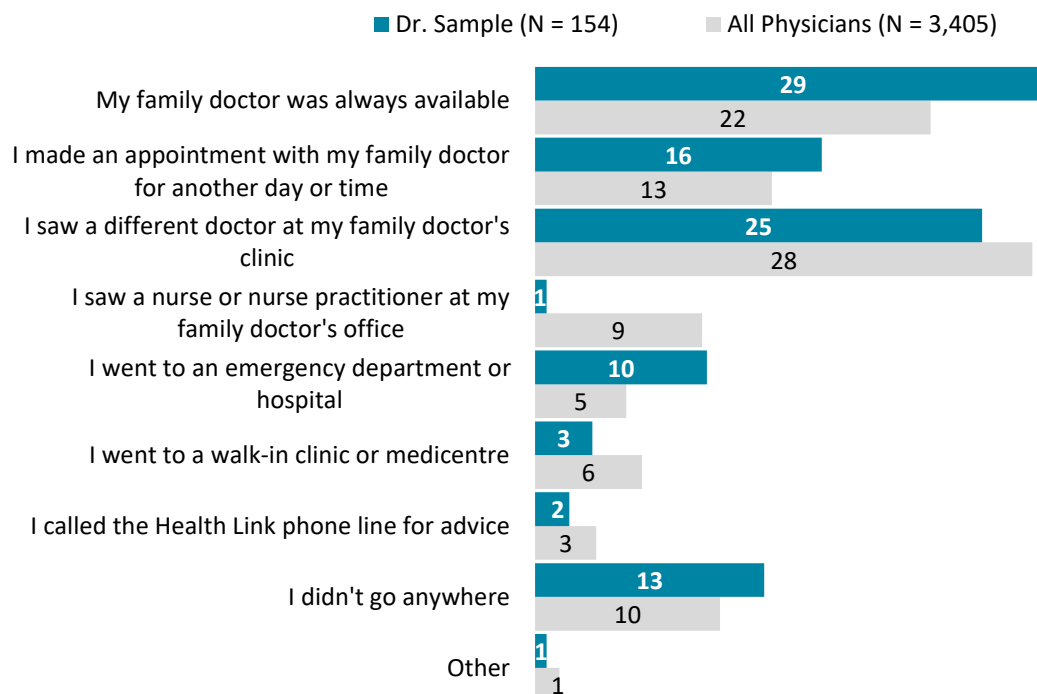
How acceptable was the wait between making your appointment and today's visit?



In the last 12 months, how would you rate the availability of this doctor?



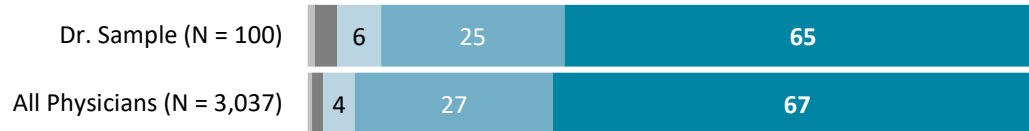
In the last 12 months, where did you go when this doctor was unavailable?



YOUR HEALTHCARE TEAM

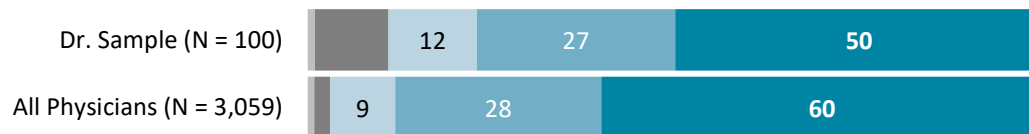
In the last 12 months, how often did your healthcare team seem to effectively coordinate your care?

■ None of the time ■ A little of the time ■ Some of the time ■ Most of the time ■ Always



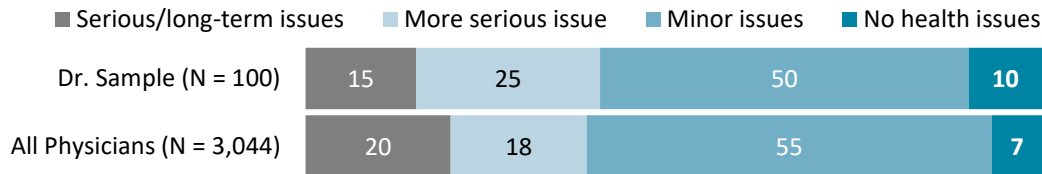
In the last 12 months, how would you rate your overall experience with the reception staff at this clinic?

■ Poor ■ Fair ■ Good ■ Very good ■ Excellent

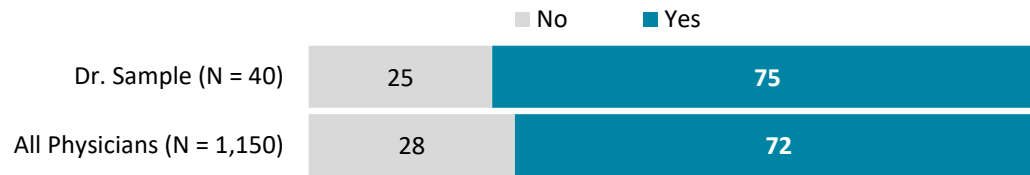


TREATMENT PLANS & CARE PRIORITIES

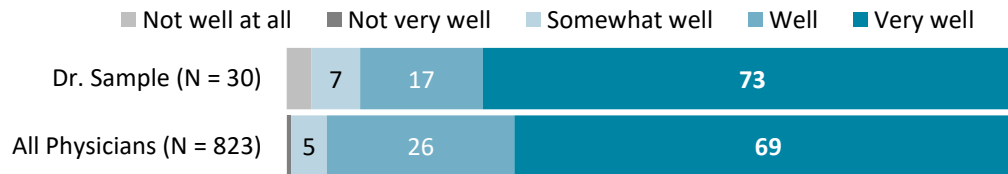
Which of the following best describes how you have used the healthcare system in the last 12 months?



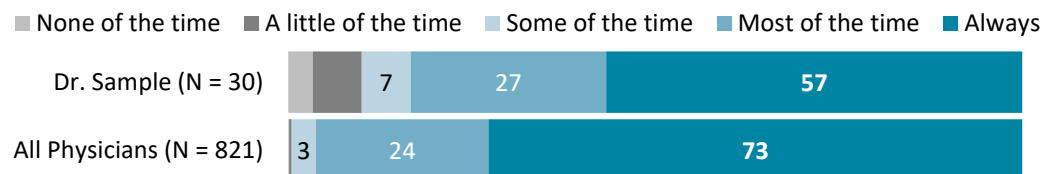
In the last 12 months, has someone from your healthcare team worked with you to create or review a treatment plan?



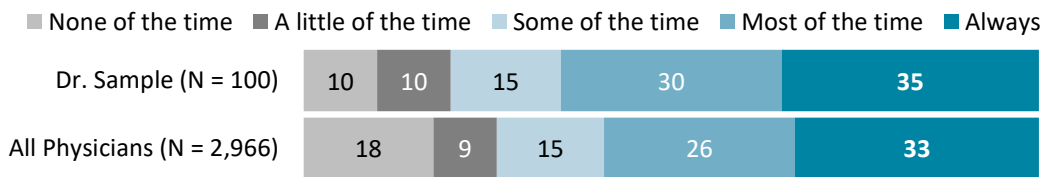
In the last 12 months, how well did someone from your healthcare team adapt your treatment plan to your personal needs?



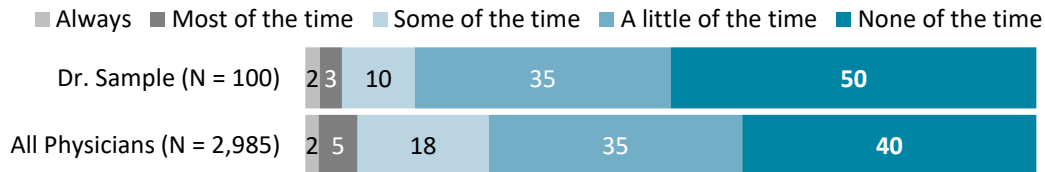
In the last 12 months, how often were members of your healthcare team consistent with what they told you about your treatment plan?



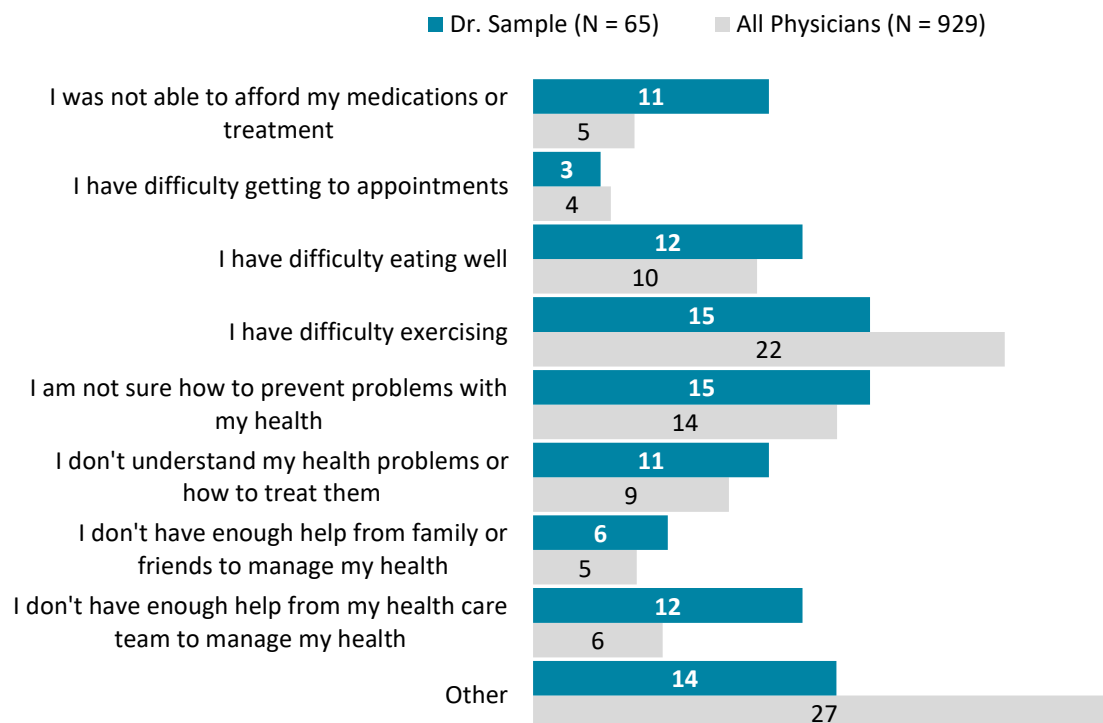
In the last 12 months how often did someone from this doctor's office discuss your main goals and priorities in caring for your health?



In the last 12 months, how often did you have difficulty managing your health?

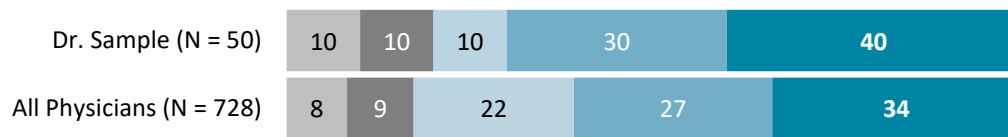


In the last 12 months, why did you have difficulty managing your health?



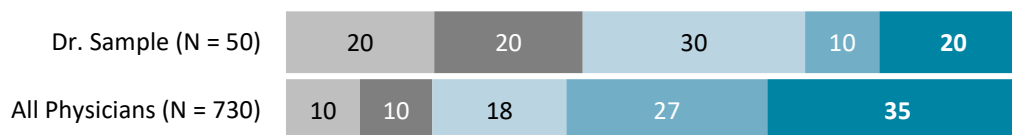
In the last 12 months, how did your family doctor or nurse discuss with you the difficulties you had in managing your health?

■ None of the time ■ A little of the time ■ Some of the time ■ Most of the time ■ Always



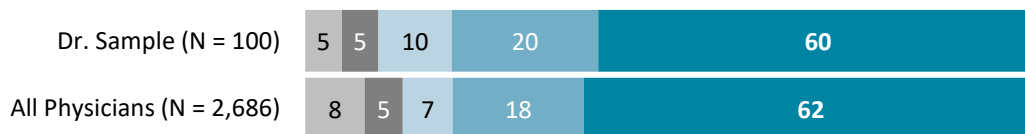
In the last 12 months how often did your family doctor or nurse discuss with you supports for managing your health?

■ None of the time ■ A little of the time ■ Some of the time ■ Most of the time ■ Always



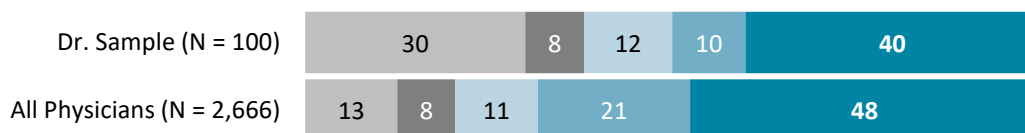
In the last 12 months, when this doctor ordered a blood test, x-ray, or other test for you, how often did someone from this doctor's office follow up to give you the results?

■ None of the time ■ A little of the time ■ Some of the time ■ Most of the time ■ Always



In the last 12 months, how often did you and someone from this doctor's office talk about all the prescription medicines you were taking?

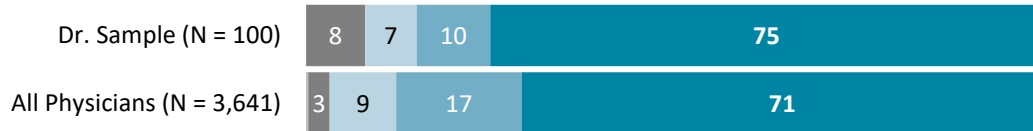
■ None of the time ■ A little of the time ■ Some of the time ■ Most of the time ■ Always



EQ-5D-5L

EQ-5D Mobility: Problems in walking

■ Extreme problems ■ Severe problems ■ Moderate problems ■ Slight problems ■ No problems



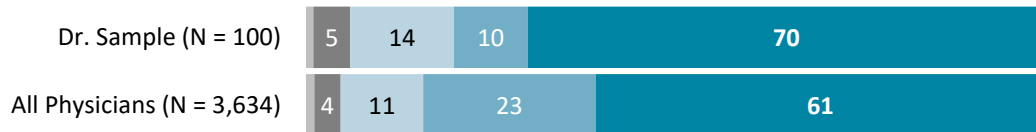
EQ-5D Self-care: Problems with washing or dressing

■ Extreme problems ■ Severe problems ■ Moderate problems ■ Slight problems ■ No problems



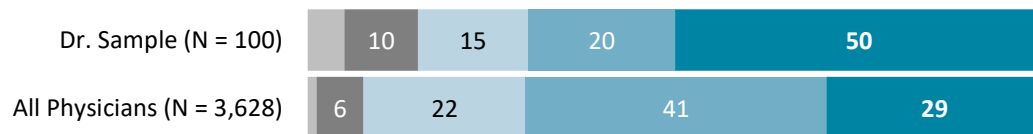
EQ-5D Usual activities: Problems doing my usual activities

■ Extreme problems ■ Severe problems ■ Moderate problems ■ Slight problems ■ No problems



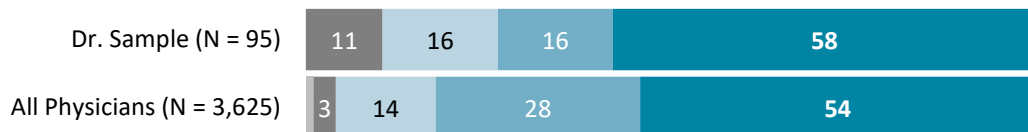
EQ-5D Pain/Discomfort: Problems with pain or discomfort

■ Extreme problems ■ Severe problems ■ Moderate problems ■ Slight problems ■ No problems

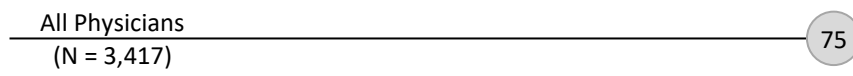
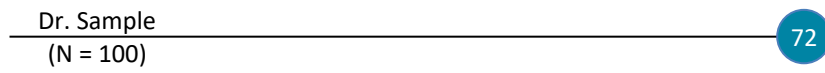


EQ-5D Anxiety/Depression: Problems with anxiety or depression

■ Extreme problems ■ Severe problems ■ Moderate problems ■ Slight problems ■ No problems

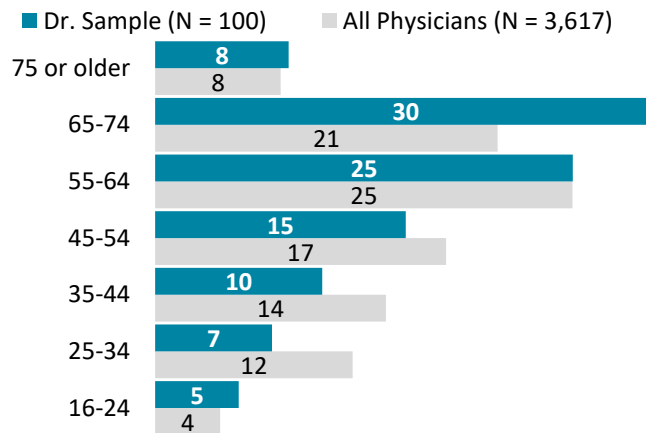


EQ-5D Visual Analog Scale: On a scale from 0 to 100, where 100 means the best health you can imagine and 0 means the worst health you can imagine, how would you rate your health today?

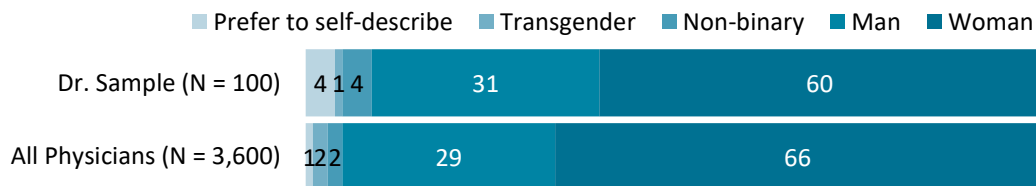


PATIENT CHARACTERISTICS

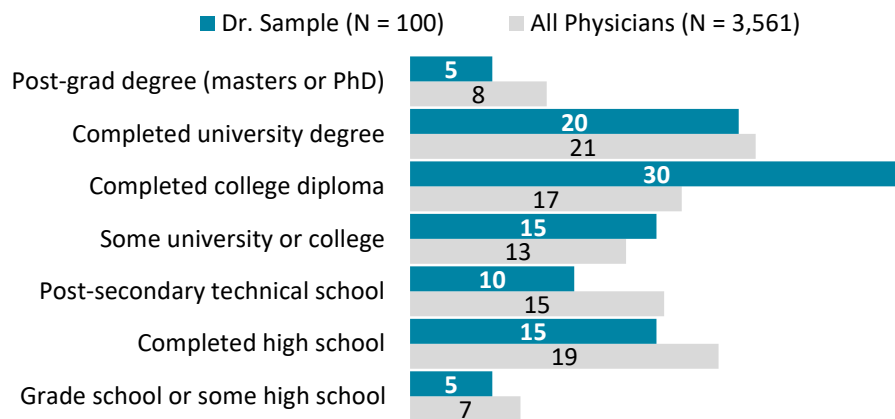
What is your age?



Which of the following best describes your gender identity?



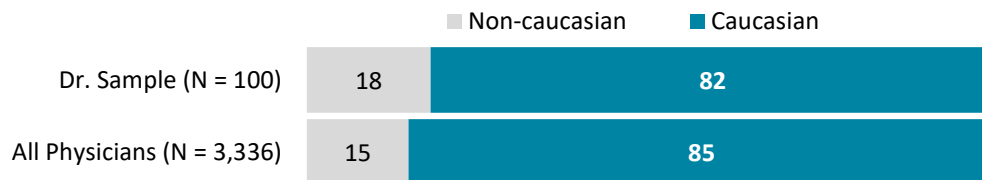
What is the highest level of education you have completed?



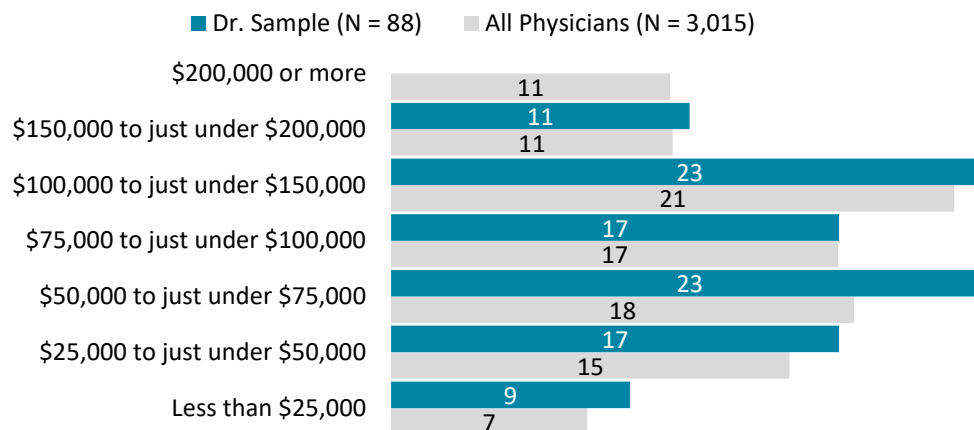
What language do you mainly speak at home?



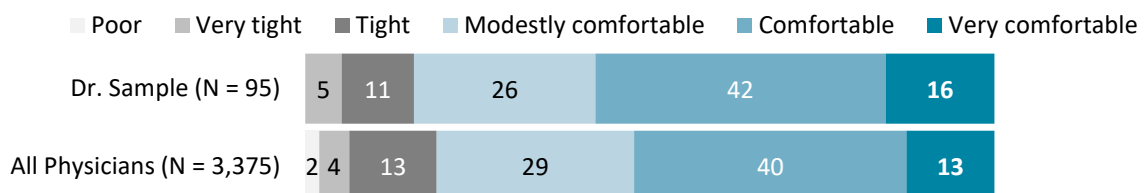
People living in Canada come from many different cultural and racial backgrounds. Are you...?



Which one of the following categories best describes the total annual income, before taxes, of all members of your household?



Which of the following best describes your financial situation?



APPENDIX: BACKGROUND

The Health Quality Council of Alberta (HQCA) is an independent organization legislated under the Health Quality Council of Alberta Act, with a mandate to survey Albertans on their experience and satisfaction with patient safety and health service quality.

The HQCA's Primary Care Patient Experience survey (PCPE) uses a questionnaire developed by the HQCA, originally adapted from the *Consumer Assessment of Healthcare Providers and Services (CAHPS®) Clinician & Group Survey version 3* (CAHPS-CG). The CAHPS-CG survey is a 31-question self-report tool that assesses the experience of care with a primary care physician. Selection of the CAHPS survey came after an extensive review of existing English-language patient experience surveys widely available in Canada.

The HQCA conducted an initial pilot test of the CAHPS-CG survey in 2016. Analysis of the pilot test showed a number of areas in which the survey had not performed as well as hoped. For example, responses from patients were overwhelmingly positive, so much so that a four-point word anchored response scale (Always/usually/sometimes/never) could not sufficiently differentiate between patient experiences. The HQCA worked with patients and clinicians to modify the CAHPS® survey to best suit the needs of Albertans and stakeholders (see below for the questionnaire).

To modify the survey for the Alberta context the HQCA partnered with the Department of Family Medicine at the University of Calgary Cumming School of Medicine to interview patients. Interviews were conducted with 66 patients at two large, urban primary care clinics operated by the Department of Family Medicine. Both clinics serve extremely diverse populations, with wide variations in education, income, and ethnicities. Patients were interviewed to ensure that question topics were relevant to them, that the question wording was easy to understand, and that the response options reflect natural responses. Stakeholders then provided feedback on the questionnaire to ensure that it met their needs. For example, patients had told us that co-location of primary care services was important to them (that is, having multiple members of their healthcare team in a single location). However, when this was discussed with stakeholders they indicated that it often was not feasible, or was out of their control, to have co-located services. Therefore, questions regarding co-location were removed. In addition, some topics of importance to stakeholders, such as required reporting measures for Primary Care Networks, were also added.

Clinic staff are provided a script to request a patient's email address when the patient checks in for their visit (see Appendix III for the script). If a patient agrees to provide their email address, staff enter it into a web form, along with the name of the physician being seen on that date. The form feeds directly into a REDCap survey software database, which two hours later automatically sends an invitation to complete the survey. Only patients age 16 or older were included.

In any instance where the total number of respondents to a given question is less than three ($N = 1$ or 2), but greater than zero, the responses will be suppressed. This maintains respondent confidentiality.

For a complete description of the methodological details that contributed to the design of the survey procedures and questionnaire please contact the HQCA.

If you have any questions please contact
info@hqca.ca.

