



2021 PCMH+ PCPCM Survey
Person-Centered Primary Care Measure
Composite Findings



Report of Findings

30 December 2021

Key Study Findings - Adult

- Adult survey respondents in the composite group provided higher ratings for seven (7) of eleven (11) characteristics rated in the PCPCM survey as compared to adults in the control group.
- Among the adult composite group, the average score across all eleven (11) characteristics was 81.8%, while the average score among adult control group respondents was 79.2%.
- Adult composite survey respondents provided the highest ratings for “my practice is able to provide most of my care” (89.0%) and “in caring for me, my doctor considers all factors that affect my health” (89.0%), while the lowest rated characteristic was “my doctor and I have been through a lot together” (64.6%).
- Adult control group survey respondents provided the highest rating for “my practice makes it easy for me to get care” (91.1%), while the lowest rated characteristic was “my doctor and I have been through a lot together” (55.1%).
- The largest increase in scores for the adult composite group over the adult control group was recorded for “my doctor and I have been through a lot together” (64.6% versus 55.1%), while the largest increase in scores for the adult control group over the adult composite group was recorded for “my practice makes it easy for me to get care” (91.1% versus 88.3%).
- Among adult composite survey respondents, the provider office receiving the highest average score across all eleven (11) characteristics was CCMC Advanced Network (89.7%), while the lowest average score was recorded for United Community and Family Services (76.9%).

Key Study Findings - Adult

- Adult composite survey respondents ages 75+ (97.5%) provided the highest overall average rating, while respondents ages 40-49 provided the lowest average rating (78.3%).
- Men in the adult composite survey (83.9%) provided a higher average rating as compared to women (80.5%).
- Asian respondents in the adult composite survey (87.9%) provided the highest overall average rating, while respondents characterizing themselves as an “other” ethnicity provided the lowest average rating (79.1%).
- Adult composite survey respondents with an education level of 8th grade or less (84.4%) provided the highest overall average rating, while respondents with a post-graduate degree provided the lowest average rating (76.0%).
- Adult composite survey respondents who have been with their current medical provider for more than 10 years (85.5%) provided the highest overall average rating, while respondents who have been with their current medical provider for less than 1 year provided the lowest average rating (73.0%).
- Adult composite survey respondents with four (4) visits to their medical provider within the past year (85.9%) provided the highest overall average rating, while respondents who have not seen their medical provider within the past year provided the lowest average rating (76.1%).

Key Study Findings - Child

- Child survey respondents in the control group provided higher ratings for all eleven (11) characteristics rated in the PCPCM survey as compared to children in the composite group.
- Among the child composite group, the average score across all eleven (11) characteristics was 85.3%, while the average score among child control group respondents was 90.4%.
- Child composite survey respondents provided the highest rating for “my practice is able to provide most of my care” (91.7%), while the lowest rated characteristic was “my doctor and I have been through a lot together” (69.0%).
- Child control group survey respondents provided the highest rating for “my practice is able to provide most of my care” (95.7%), while the lowest rated characteristic was “my doctor and I have been through a lot together” (79.9%).
- The largest increase in scores for the child control group over the composite group was recorded for “my doctor and I have been through a lot together” (79.9% versus 69.0%).
- Among child composite survey respondents, the provider office receiving the highest average score across all eleven (11) characteristics was Hartford HealthCare Medical Group (92.4%), while the lowest average score was recorded for Southwest Community Health Center (82.3%).

Key Study Findings - Child

- Child composite survey respondents ages 5-9 (86.0%) provided the highest overall average rating, while respondents less than 1 year old provided the lowest average rating (80.0%).
- Boys in the child composite survey (85.7%) provided a slightly higher average rating as compared to girls (85.1%).
- Asian respondents in the child composite survey (88.3%) provided the highest overall average rating, while respondents characterizing themselves as an “other” ethnicity provided the lowest average rating (81.6%).
- Child composite survey respondents who have been with their current medical provider for more than 10 years (88.7%) provided the highest overall average rating, while respondents who have been with their current medical provider for less than 1 year provided the lowest average rating (79.2%).
- Child composite survey respondents with five (5) visits to their medical provider within the past year (90.4%) provided the highest overall average rating, while respondents who have not seen their medical provider within the past year provided the lowest average rating (76.4%).

Adult Primary Care Experience :: By Provider

How would you assess your primary care experience? (Total "definitely" or "mostly")

	Composite	CCMC Advanced Network	Charter Oak	Community Health Center	Cornell Scott-Hill Health Center	Fair Haven Community Health Clinic	First Choice Community Health Centers
N-value	2,719	75	139	400	400	200	200
My practice makes it easy for me to get care.	88.3%	96.0%	82.7%	86.8%	89.3%	88.0%	91.5%
My practice is able to provide most of my care.	89.0%	94.7%	82.7%	87.3%	90.5%	89.0%	90.5%
In caring for me, my doctor considers all factors that affect my health.	89.0%	97.3%	79.9%	86.8%	91.3%	89.0%	89.5%
My practice coordinates the care I get from multiple places.	82.6%	85.3%	82.0%	79.5%	83.8%	78.5%	86.5%
My doctor or practice knows me as a person.	79.8%	84.0%	74.1%	73.3%	79.3%	81.5%	81.0%
My doctor and I have been through a lot together.	64.6%	72.0%	66.9%	56.8%	64.3%	62.0%	72.0%
My doctor or practice stands up for me.	79.8%	88.0%	80.6%	76.5%	81.8%	82.5%	79.0%
The care I get takes into account the knowledge of my family.	79.7%	93.3%	77.7%	74.0%	81.0%	84.0%	79.5%
The care I get in this practice is informed by knowledge of my community.	74.3%	82.7%	73.4%	70.5%	75.8%	77.0%	78.5%
Over time, my practice helps me to stay healthy.	87.4%	97.3%	83.5%	84.3%	89.0%	88.5%	88.0%
Over time, my practice helps me to meet my goals.	85.5%	96.0%	82.0%	79.8%	89.0%	87.0%	86.0%
Average	81.8%	89.7%	78.7%	77.8%	83.2%	82.5%	83.8%

Adult Primary Care Experience :: By Provider

How would you assess your primary care experience? (Total "definitely" or "mostly")

	Composite	Generations Family Health Center	Hartford HealthCare Medical Group	Optimus Health Care	Southwest Community Health Center	United Community and Family Services	Wheeler Clinic
N-value	2,719	233	400	300	197	100	75
My practice makes it easy for me to get care.	88.3%	87.1%	91.3%	86.3%	84.8%	88.0%	92.0%
My practice is able to provide most of my care.	89.0%	85.0%	92.8%	90.7%	88.3%	84.0%	88.0%
In caring for me, my doctor considers all factors that affect my health.	89.0%	87.1%	91.5%	91.3%	87.3%	85.0%	89.3%
My practice coordinates the care I get from multiple places.	82.6%	79.0%	87.3%	82.7%	83.2%	78.0%	81.3%
My doctor or practice knows me as a person.	79.8%	82.0%	82.5%	80.7%	83.2%	78.0%	84.0%
My doctor and I have been through a lot together.	64.6%	71.7%	63.3%	62.7%	74.1%	55.0%	64.0%
My doctor or practice stands up for me.	79.8%	82.4%	80.0%	79.3%	79.2%	70.0%	80.0%
The care I get takes into account the knowledge of my family.	79.7%	79.8%	80.8%	80.3%	77.2%	75.0%	88.0%
The care I get in this practice is informed by knowledge of my community.	74.3%	76.8%	71.8%	70.7%	77.2%	68.0%	82.7%
Over time, my practice helps me to stay healthy.	87.4%	87.6%	89.0%	90.0%	82.2%	82.0%	89.3%
Over time, my practice helps me to meet my goals.	85.5%	87.1%	85.3%	88.0%	82.7%	83.0%	86.7%
Average	81.8%	82.3%	83.2%	82.1%	81.8%	76.9%	84.1%

Child Primary Care Experience :: By Provider

How would you assess your primary care experience? (Total "definitely" or "mostly")

	Composite	CCMC Advanced Network	Charter Oak	Community Health Center	Cornell Scott-Hill Health Center	Fair Haven Community Health Clinic	First Choice Community Health Centers
N-value	2,719	347	100	340	198	397	200
My practice makes it easy for me to get care.	90.9%	91.6%	89.0%	93.2%	95.5%	89.4%	93.0%
My practice is able to provide most of my care.	91.7%	92.5%	91.0%	95.0%	94.9%	89.4%	95.5%
In caring for me, my doctor considers all factors that affect my health.	90.8%	93.4%	89.0%	94.1%	93.9%	87.7%	95.0%
My practice coordinates the care I get from multiple places.	80.2%	85.6%	78.0%	80.0%	82.3%	77.1%	82.0%
My doctor or practice knows me as a person.	83.8%	84.7%	84.0%	85.9%	89.9%	79.6%	89.0%
My doctor and I have been through a lot together.	69.0%	72.6%	60.0%	72.9%	74.7%	68.5%	72.5%
My doctor or practice stands up for me.	83.7%	84.4%	87.0%	84.4%	88.4%	81.1%	87.5%
The care I get takes into account the knowledge of my family.	87.4%	87.6%	91.0%	89.1%	87.9%	83.6%	91.5%
The care I get in this practice is informed by knowledge of my community.	81.0%	79.5%	84.0%	85.9%	82.8%	78.3%	85.0%
Over time, my practice helps me to stay healthy.	90.1%	91.6%	93.0%	93.2%	94.4%	87.7%	93.0%
Over time, my practice helps me to meet my goals.	89.3%	88.8%	93.0%	92.6%	94.4%	87.2%	93.0%
Average	85.3%	86.6%	85.4%	87.9%	89.0%	82.7%	88.8%

Child Primary Care Experience :: By Provider

How would you assess your primary care experience? (Total "definitely" or "mostly")

	Composite	Generations Family Health Center	Hartford HealthCare Medical Group	Optimus Health Care	Southwest Community Health Center	United Community and Family Services	Wheeler Clinic
N-value	2,719	200	75	396	295	100	71
My practice makes it easy for me to get care.	90.9%	86.5%	94.7%	89.6%	88.8%	92.0%	91.5%
My practice is able to provide most of my care.	91.7%	86.5%	94.7%	89.4%	90.2%	91.0%	97.2%
In caring for me, my doctor considers all factors that affect my health.	90.8%	88.5%	97.3%	87.9%	87.8%	90.0%	93.0%
My practice coordinates the care I get from multiple places.	80.2%	77.5%	81.3%	78.0%	78.3%	84.0%	85.9%
My doctor or practice knows me as a person.	83.8%	84.5%	93.3%	80.3%	79.0%	88.0%	81.7%
My doctor and I have been through a lot together.	69.0%	65.0%	80.0%	67.4%	62.7%	60.0%	67.6%
My doctor or practice stands up for me.	83.7%	82.5%	92.0%	80.8%	81.4%	85.0%	81.7%
The care I get takes into account the knowledge of my family.	87.4%	85.0%	97.3%	84.6%	85.8%	92.0%	93.0%
The care I get in this practice is informed by knowledge of my community.	81.0%	79.0%	90.7%	79.5%	78.3%	78.0%	77.5%
Over time, my practice helps me to stay healthy.	90.1%	88.5%	97.3%	87.1%	86.8%	86.0%	91.5%
Over time, my practice helps me to meet my goals.	89.3%	88.0%	97.3%	86.4%	86.1%	83.0%	90.1%
Average	85.3%	82.9%	92.4%	82.8%	82.3%	84.5%	86.4%