



2021 PCMH+ PCPCM Survey  
Person-Centered Primary Care Measure  
**Charter Oak Health Center**



Report of Findings

30 December 2021

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# Project Overview

- The State of Connecticut Department of Social Services (The Department) commissioned GreatBlue Research to conduct the 2021 PCMH+ Person-Centered Primary Care Measure (PCPCM) Survey with Provider Services utilizing telephonic and digital survey methodologies from September 9, 2021 to December 6, 2021. The sample universe consisted of adults and children enrolled in the HUSKY Health Program who were contacted in efforts to complete 5,838 surveys.
- The 2021 PCMH+ PCPCM Member Survey with Provider Services included the following areas of investigation:
  - PCMH+ Member satisfaction with Primary Care experience
  - Health care over the last 12 months
  - Member demographic information
- The primary goals of the research were to build an understanding of member opinions and perceptions as they pertain to care received from their Primary Care Provider, and enable Community Health Network of CT, Inc. (“CHNCT”) to identify near-term opportunities for improvement of Member Satisfaction with Provider Services.
- GreatBlue Research utilized the Person-Centered Primary Care Measure, or PCPCM, developed by the Larry A. Green Center, in order to achieve these goals. The PCPCM is a survey of primary care quality that focuses on the patient’s access to care, relationship with the physician, and ability to reach health outcome goals.
- Upon receipt of the survey instrument and a random sample list of members, GreatBlue call center and senior staff completed all remaining facets of the 2021 PCMH+ PCPCM Member Satisfaction Survey with Provider Services. These tasks included the following: survey programming, researcher training, survey pre-testing, full-scale fielding (telephone calls and digital collection), coding, data entry, editing, validation, verification, computer analysis, analysis and report writing.

# Research Methodology Snapshot - Adult

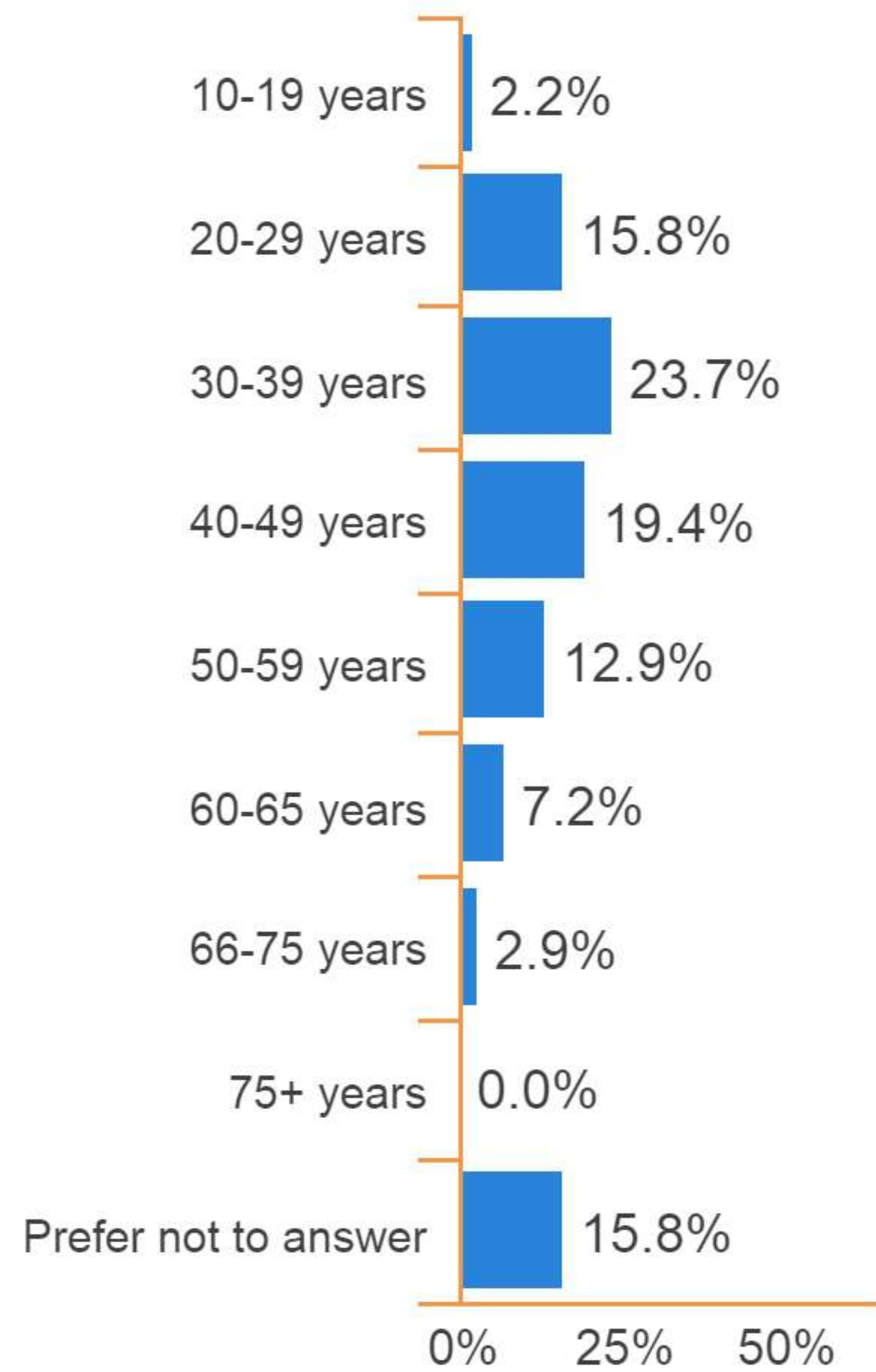
Methodology <b>Telephone / Digital</b>	No. of Completes <b>139</b>	No. of Questions <b>20*</b>	Incentive <b>None</b>	Sample <b>Provided by CHNCT</b>
Target <b>HUSKY Members attributed to Charter Oak Health Center</b>	Quality Assurance <b>Dual-level**</b>	Margin of Error <b>+/- 8.2%</b>	Confidence Level <b>95%</b>	Research Dates <b>Sept 9 - Dec 6, 2021</b>

\* This represents the total possible number of questions; not all respondents will answer all questions based on skip patterns and other instrument bias.

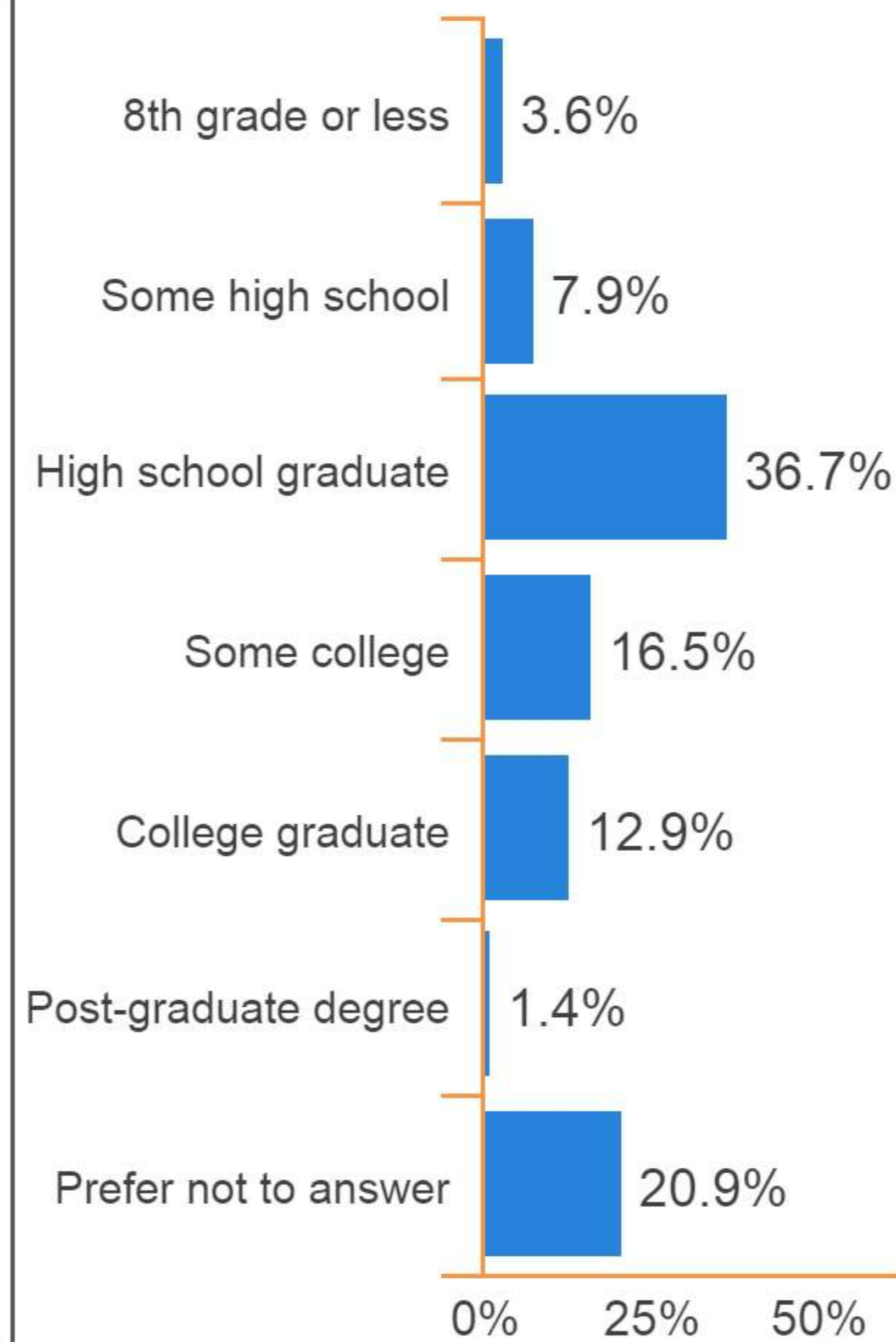
\*\* Supervisory personnel, in addition to computer-aided interviewing platform, ensure the integrity of the data is accurate.

# Respondent Demographics - Adult

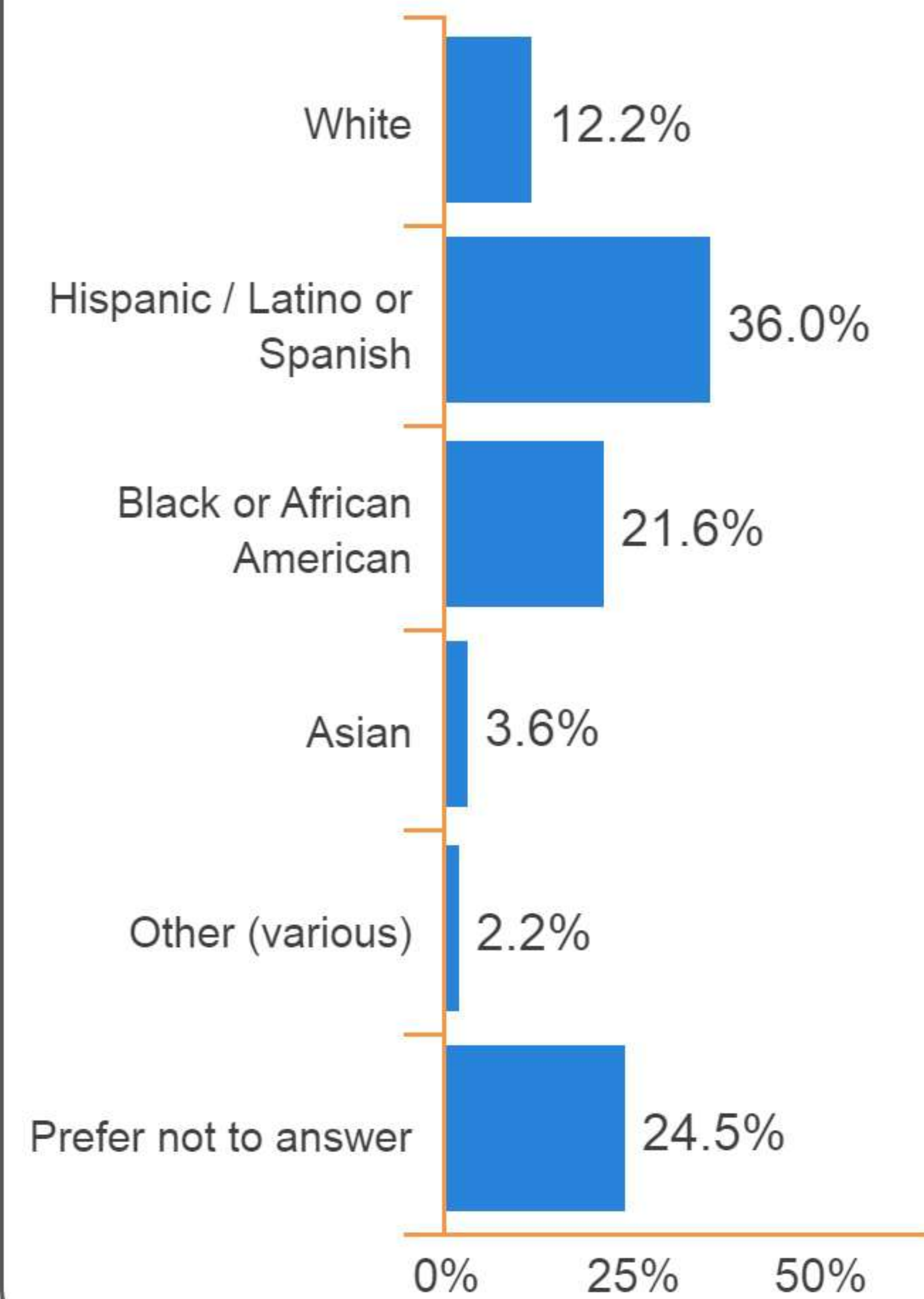
## Age



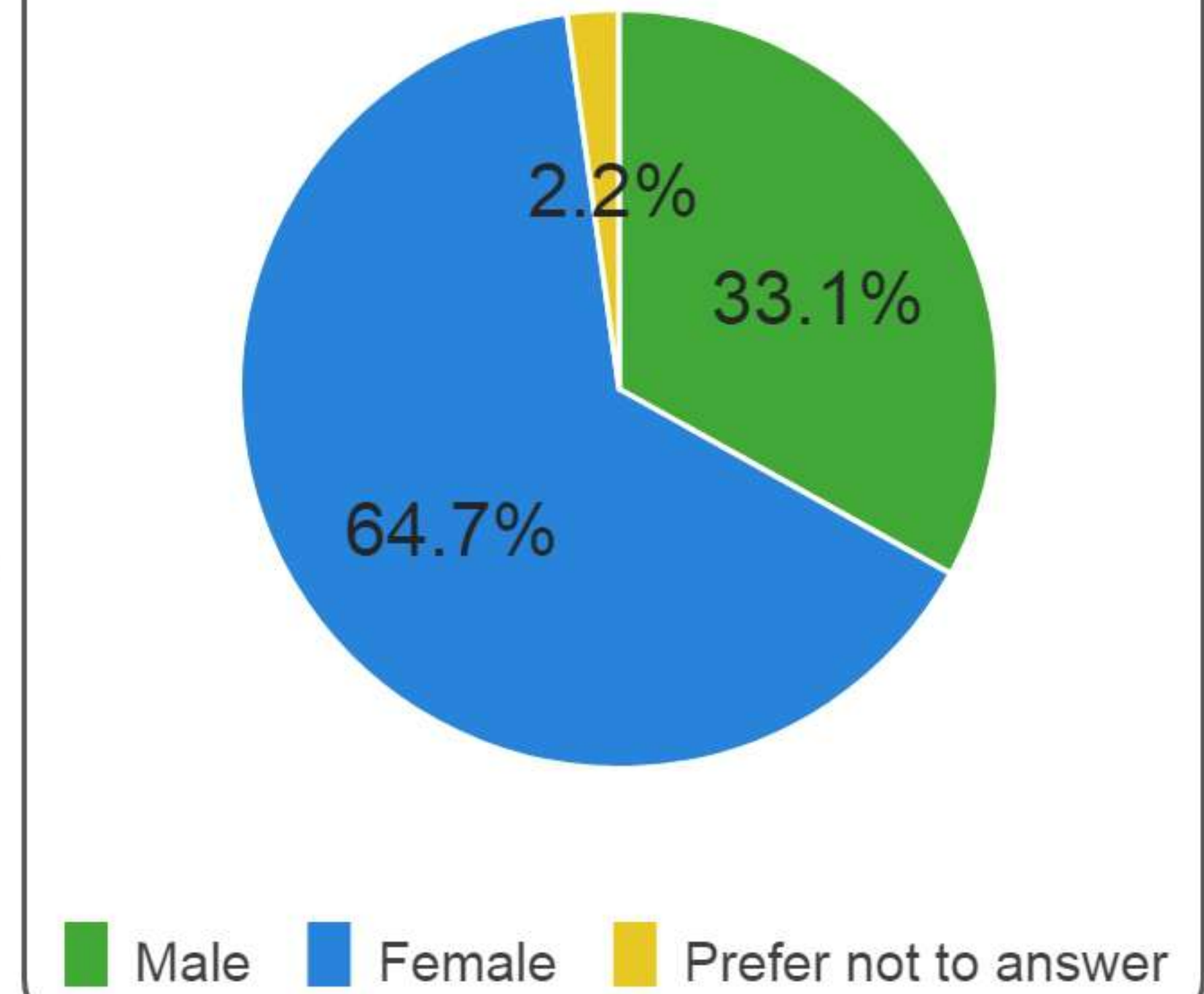
## Education



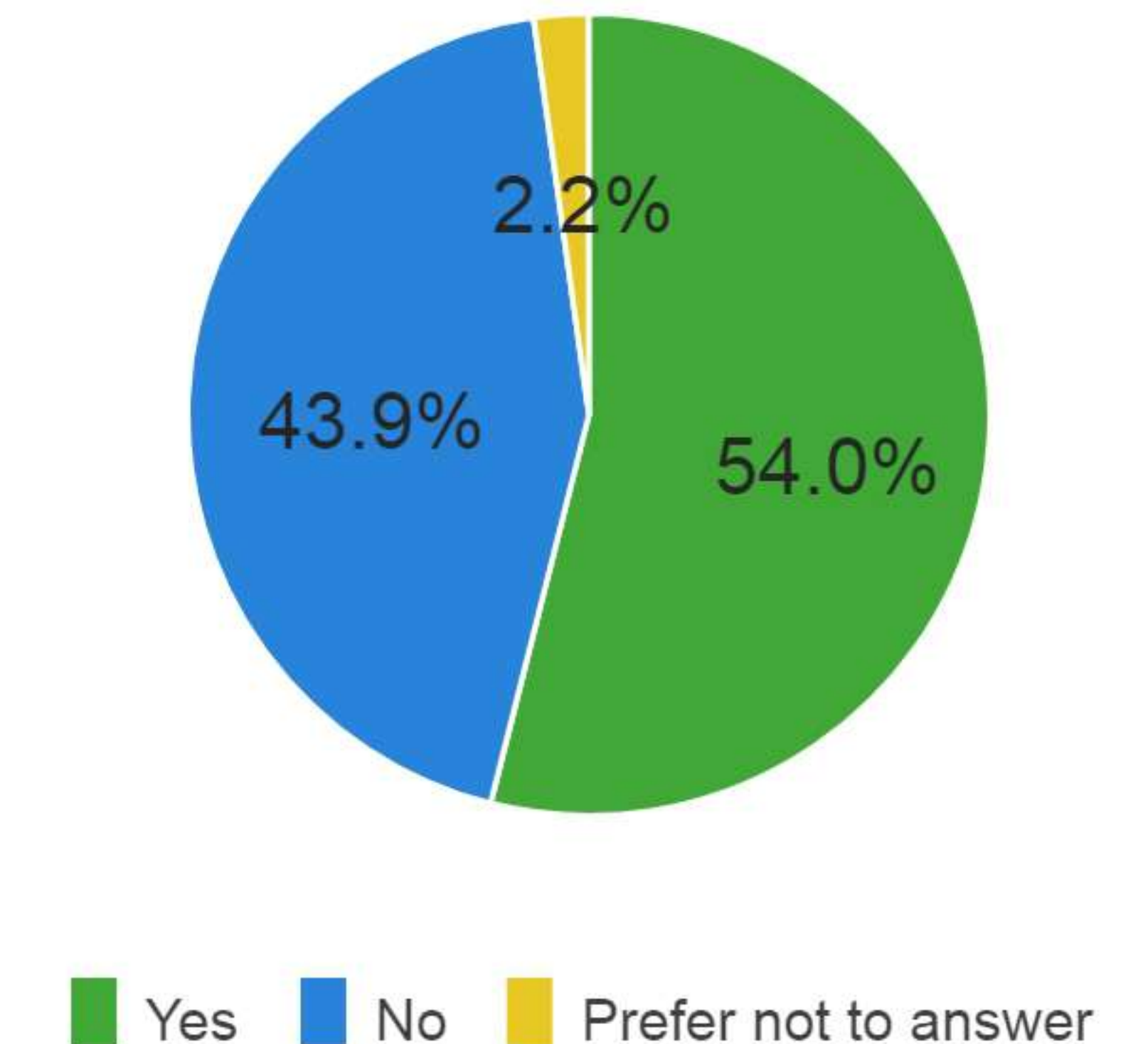
## Ethnicity (Select all that apply)



## Gender

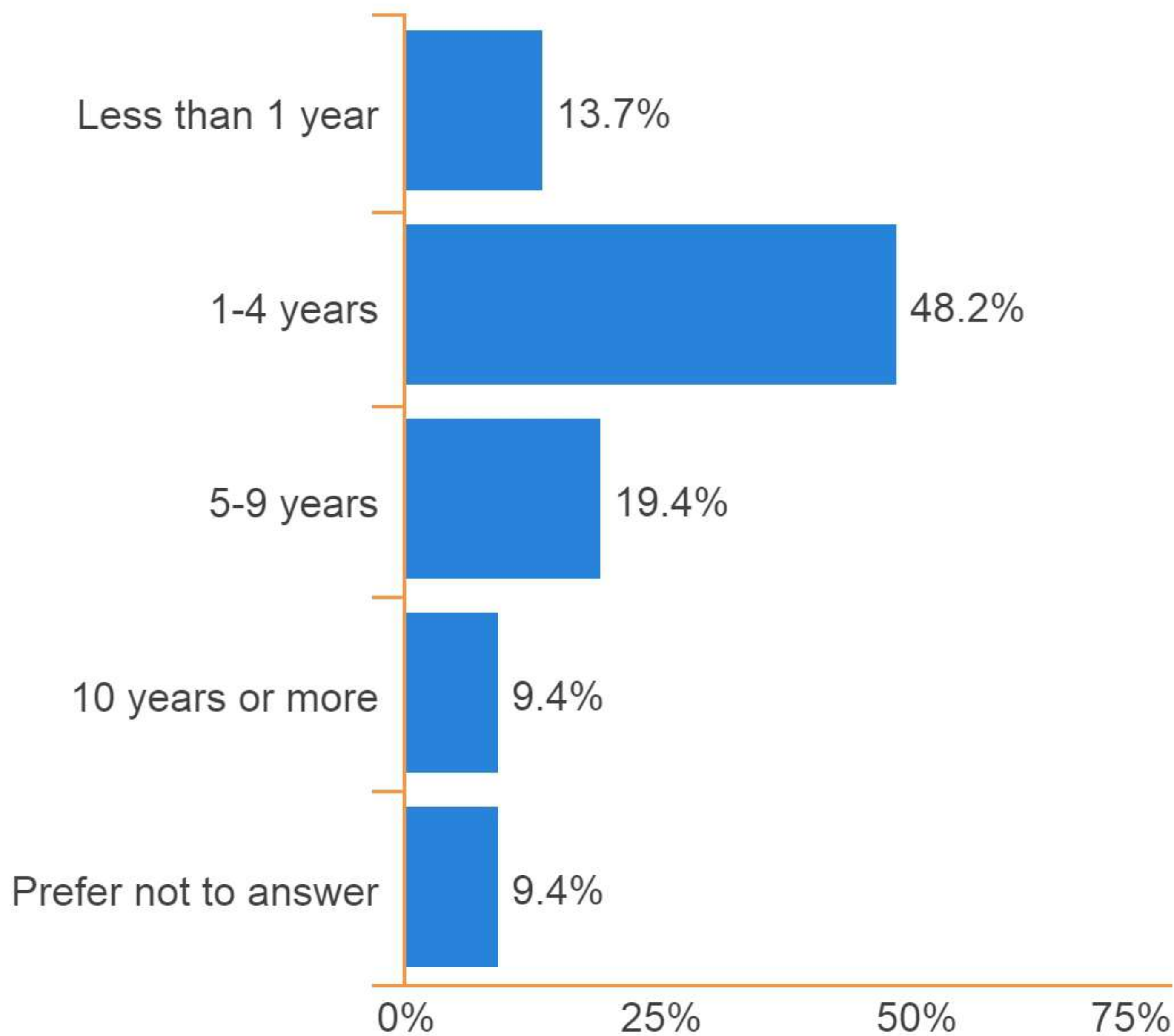


## Hispanic/Latino Origin

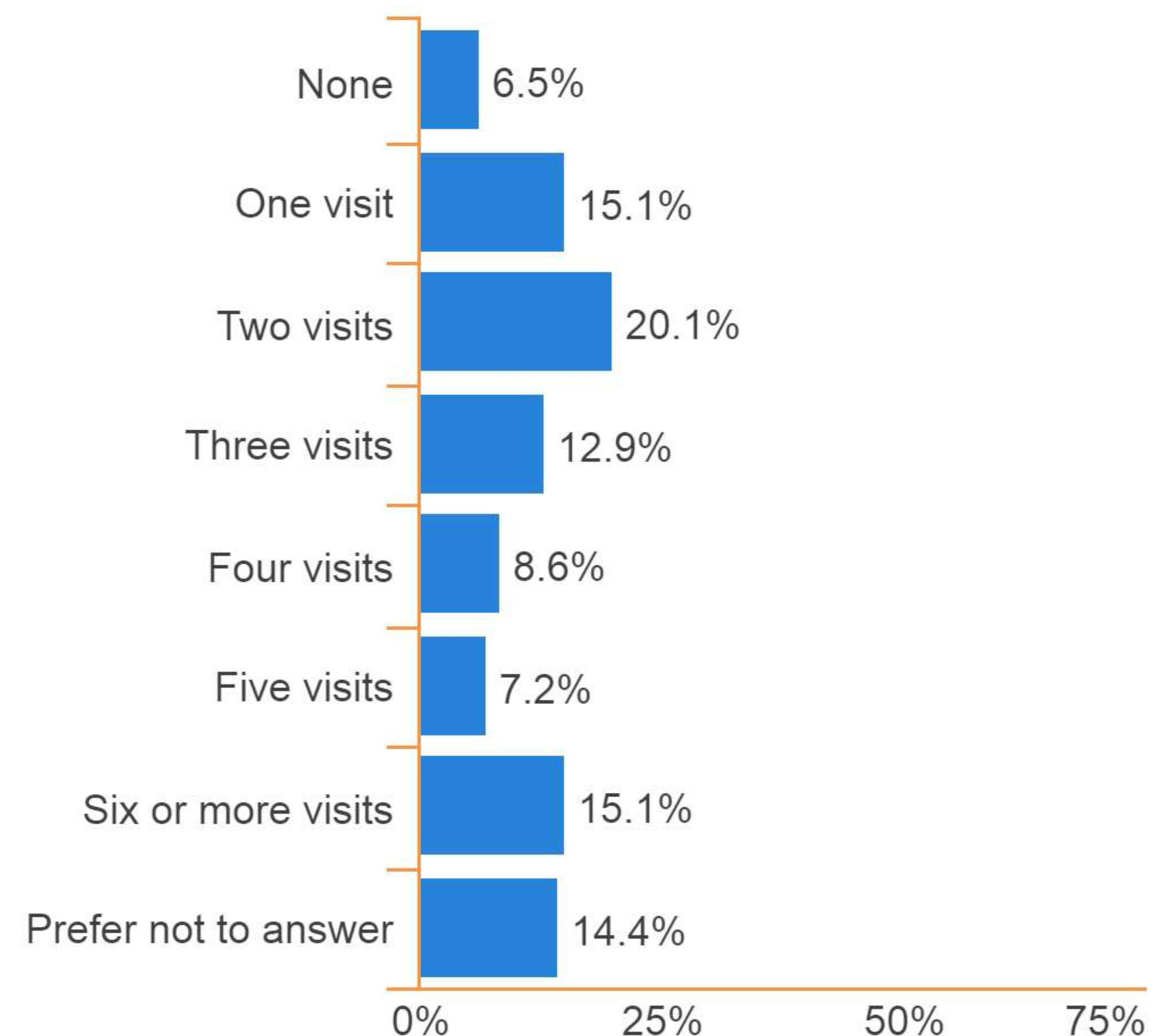


# Respondent Demographics - Adult

## Length of Time with Current Doctor



## Number of Doctor Visits in Past Year



# Research Methodology Snapshot - Child

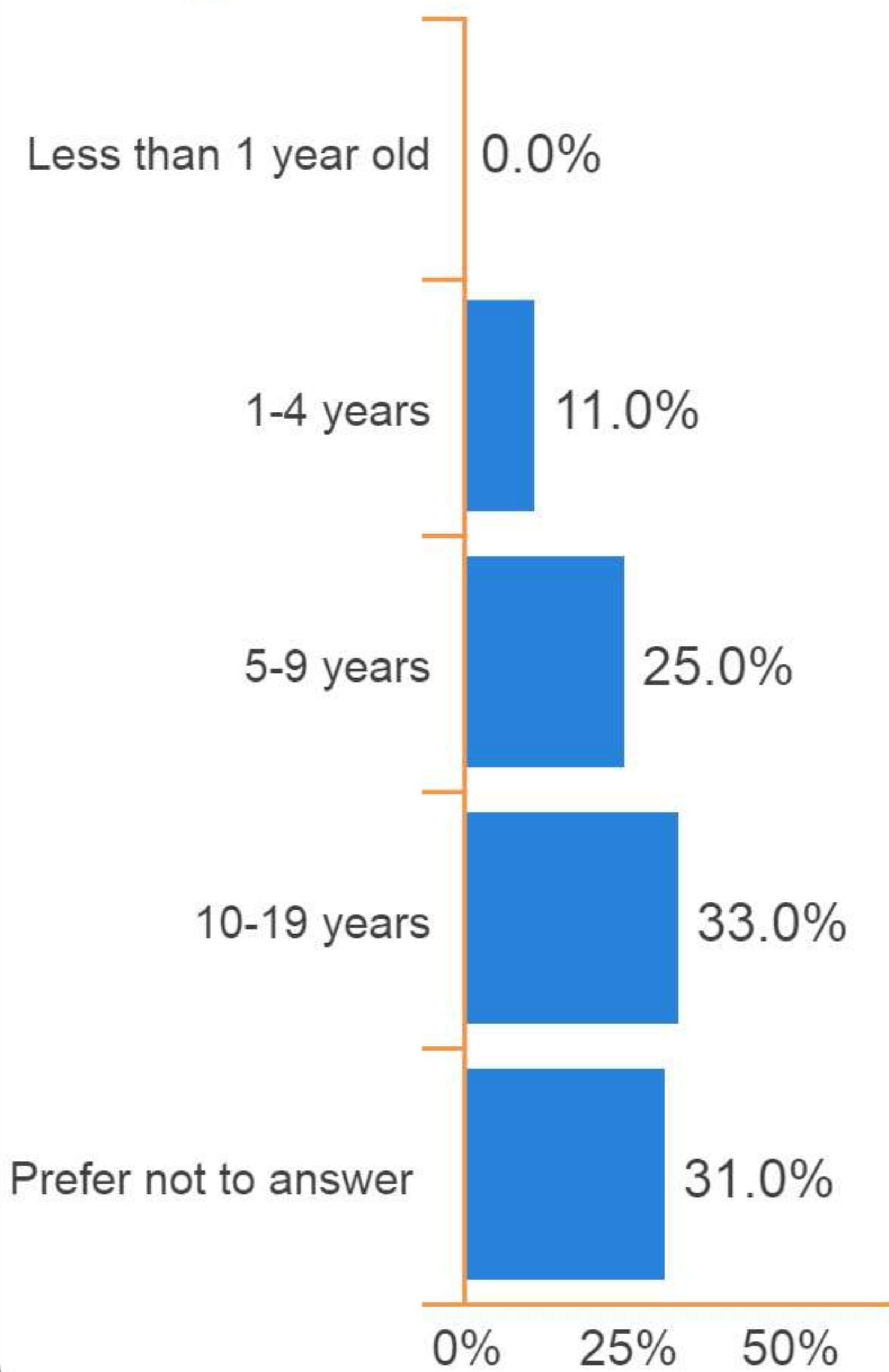
Methodology <b>Telephone / Digital</b>	No. of Completes <b>100</b>	No. of Questions <b>20*</b>	Incentive <b>None</b>	Sample <b>Provided by CHNCT</b>
Target <b>HUSKY Members attributed to Charter Oak Health Center</b>	Quality Assurance <b>Dual-level**</b>	Margin of Error <b>+/- 9.6%</b>	Confidence Level <b>95%</b>	Research Dates <b>Sept 9 - Dec 6, 2021</b>

\* This represents the total possible number of questions; not all respondents will answer all questions based on skip patterns and other instrument bias.

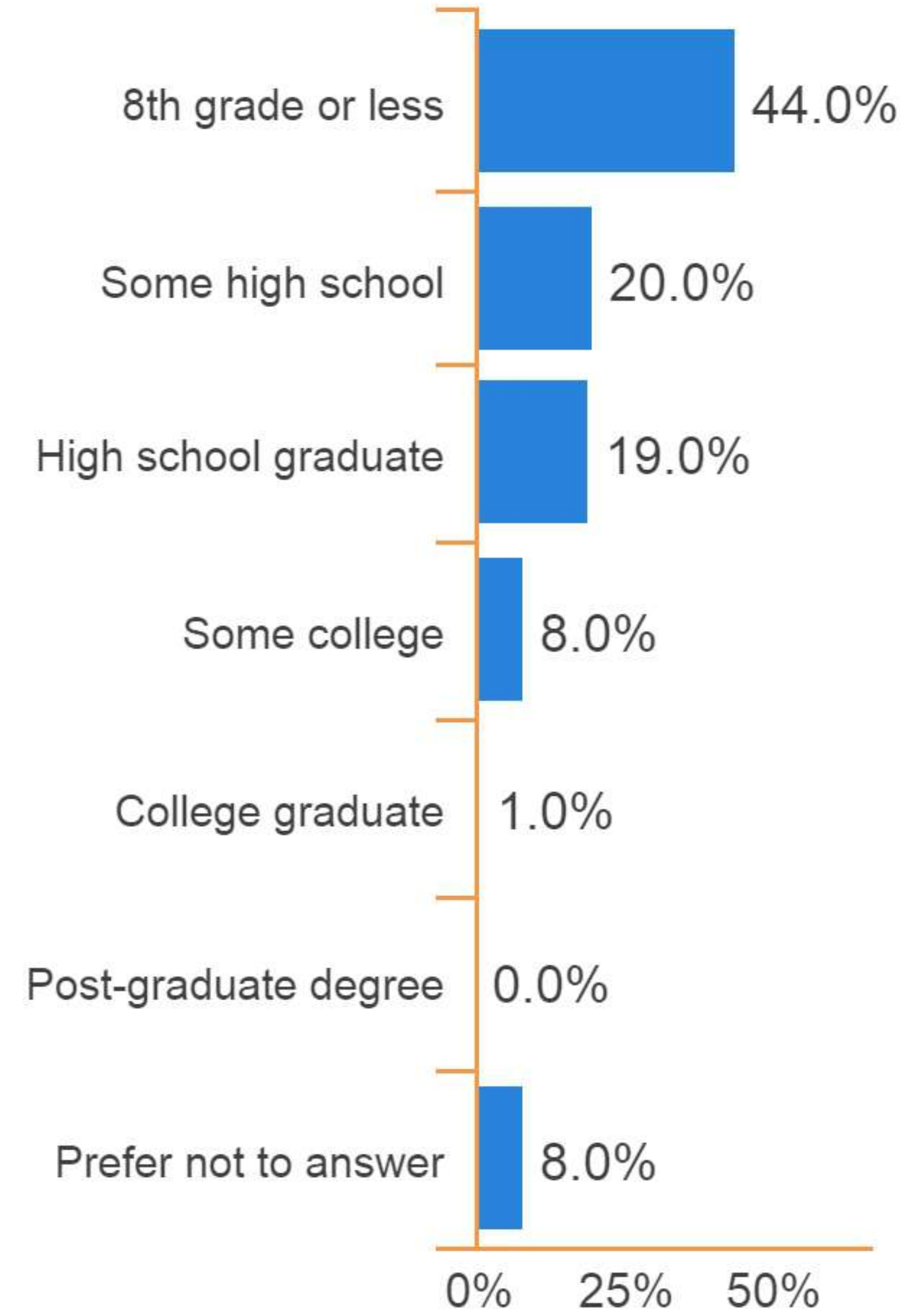
\*\* Supervisory personnel, in addition to computer-aided interviewing platform, ensure the integrity of the data is accurate.

# Respondent Demographics - Child

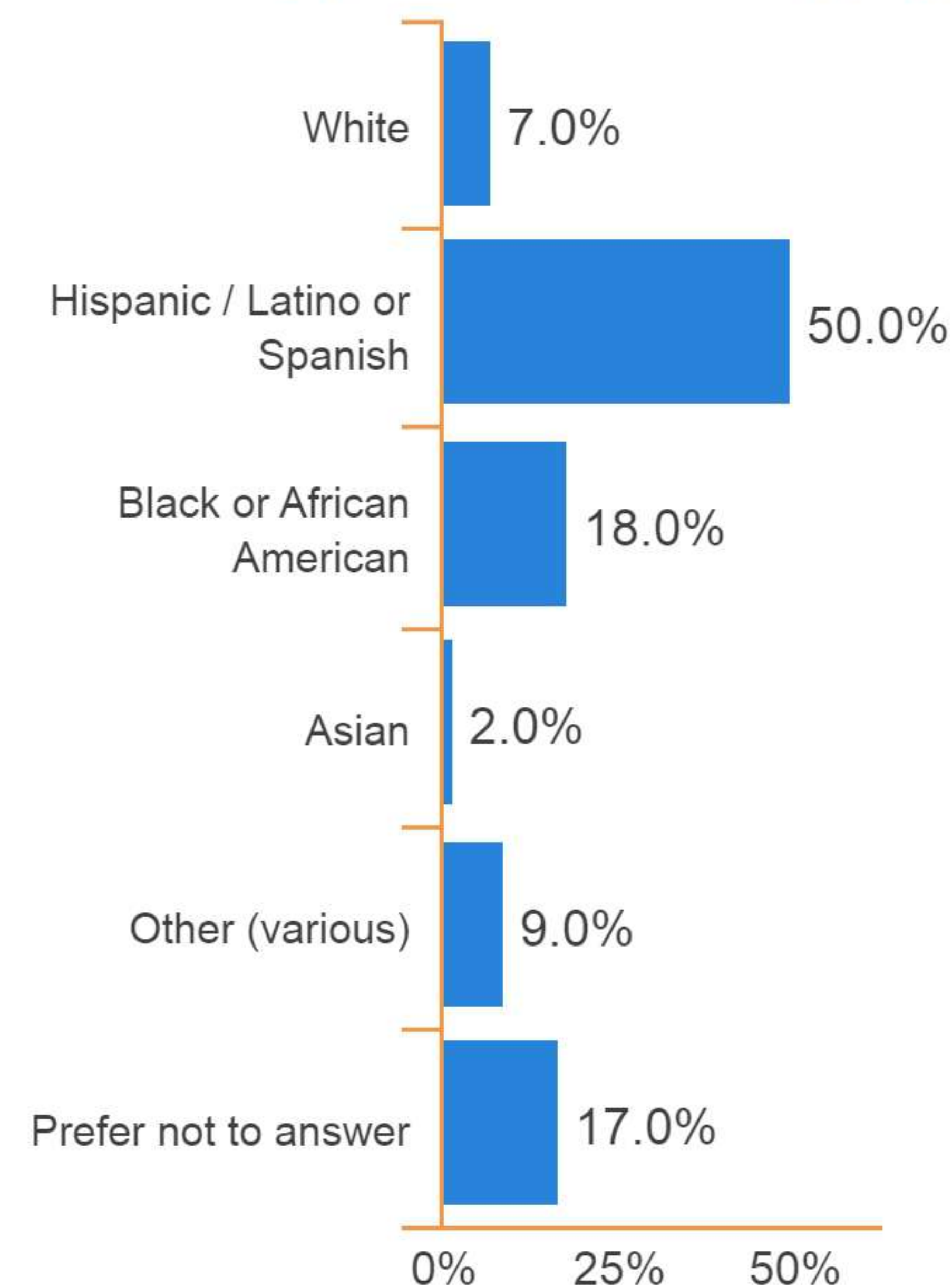
## Age



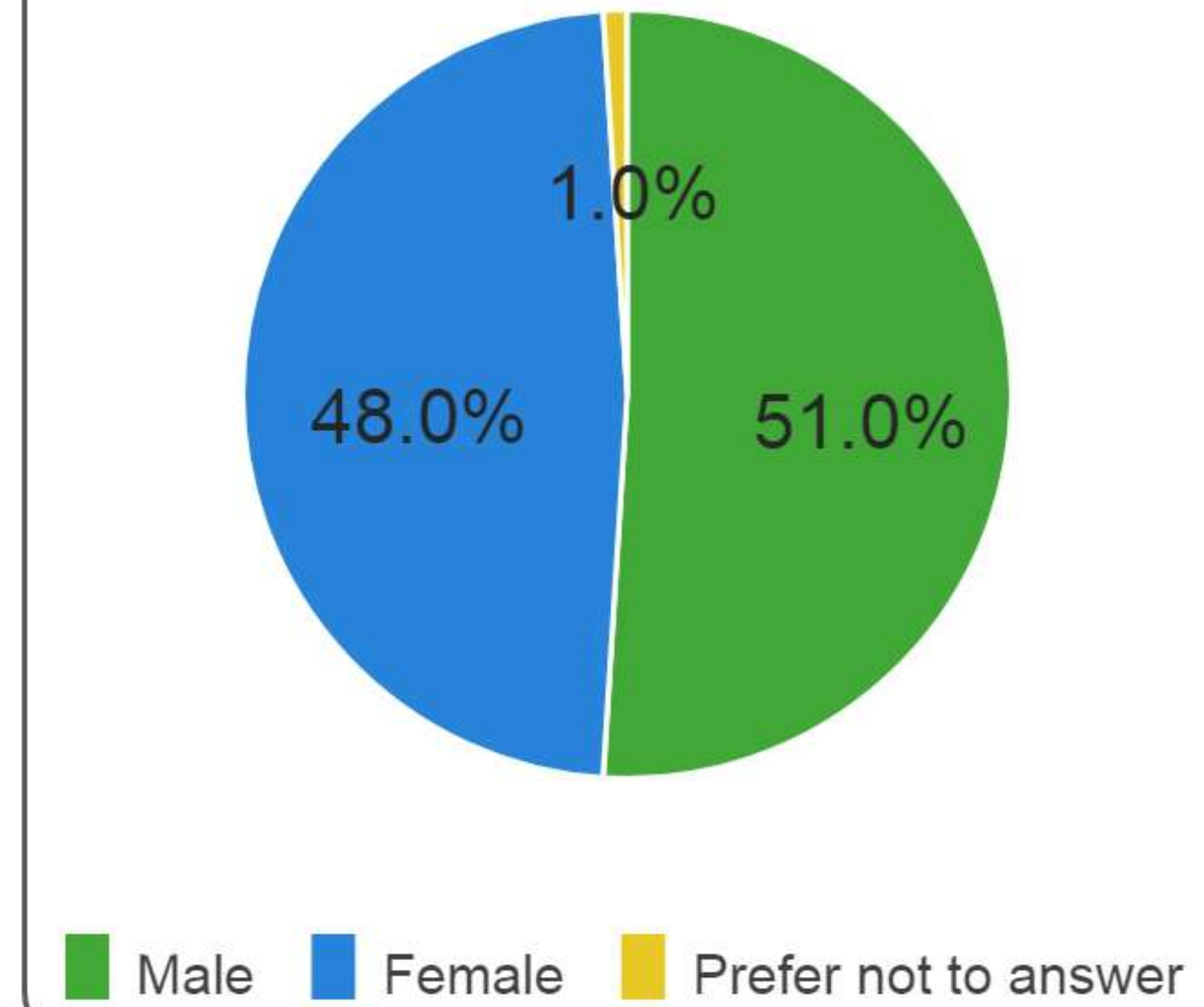
## Education



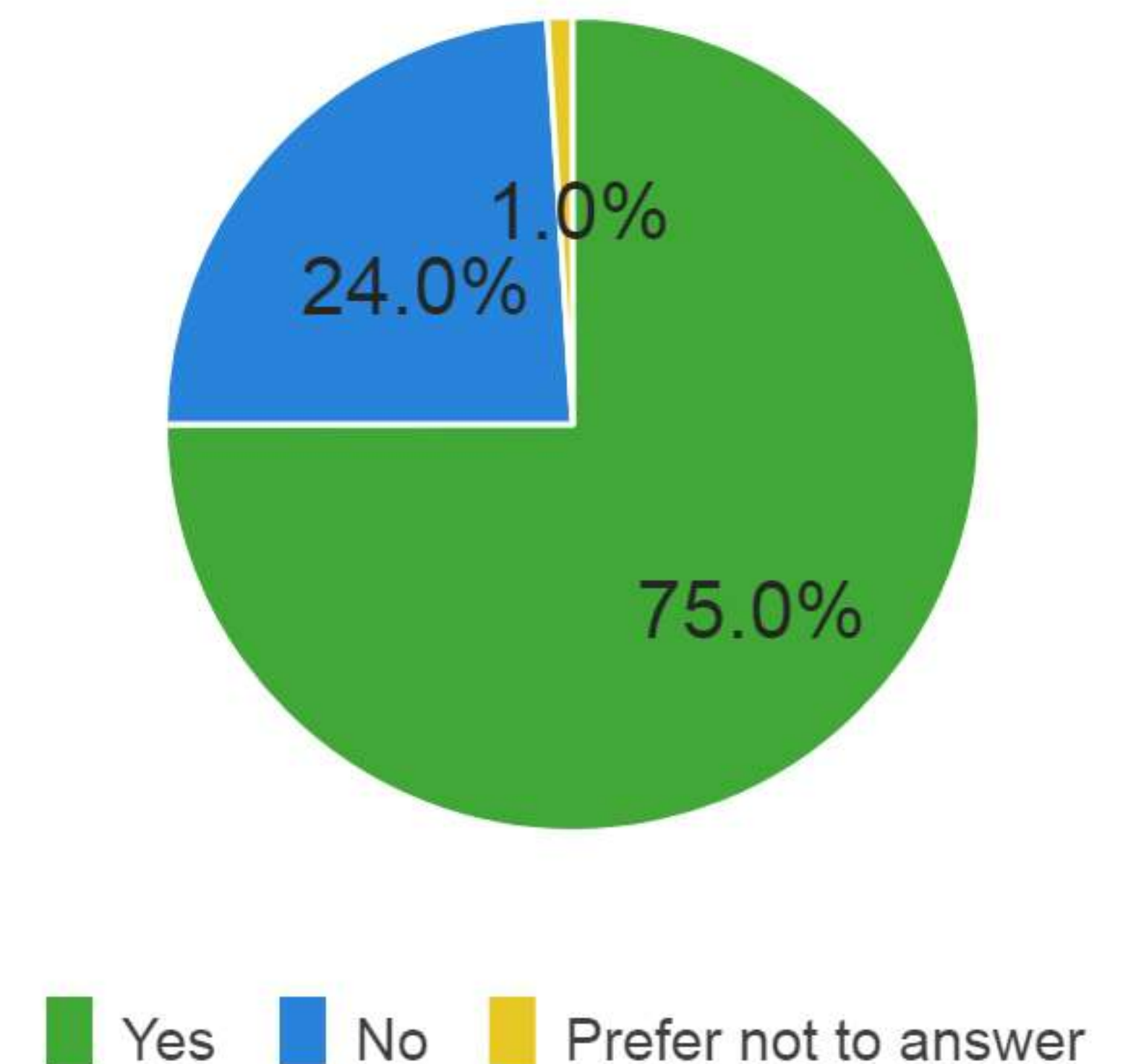
## Ethnicity (Select all that apply)



## Gender



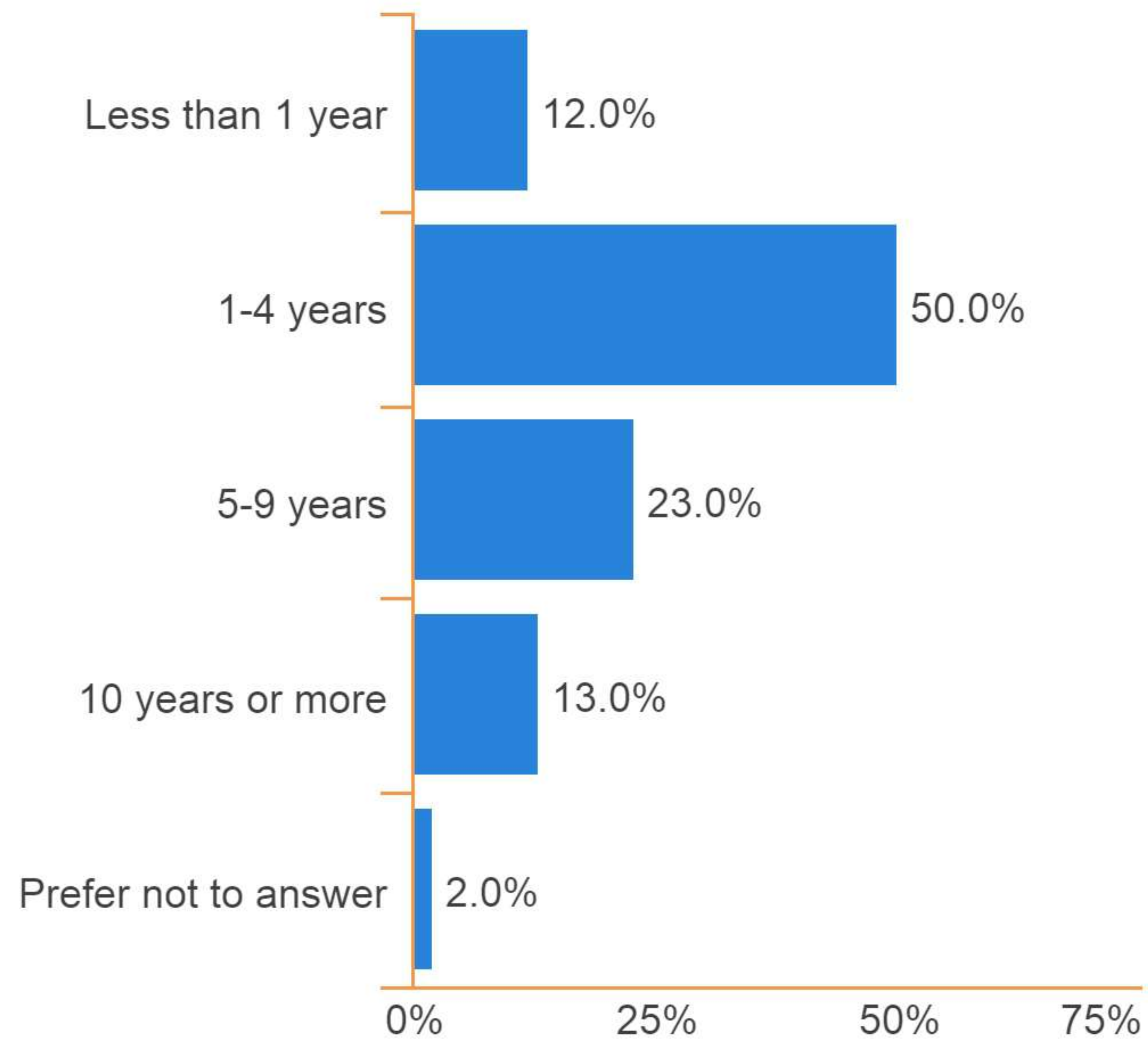
## Hispanic/Latino Origin



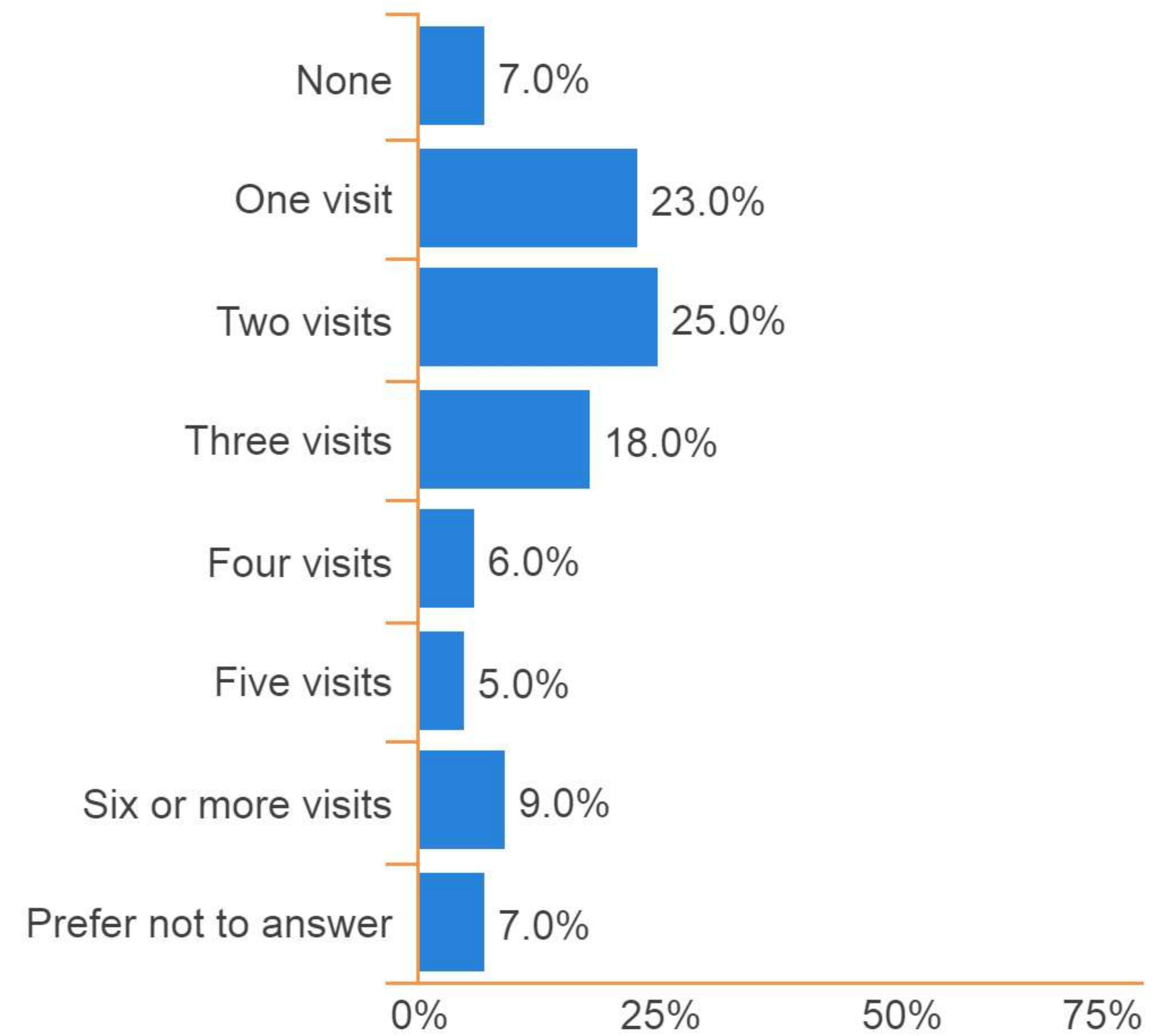


# Respondent Demographics - Child

## Length of Time with Current Doctor



## Number of Doctor Visits in Past Year



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# Key Study Findings - Adult

- Adult survey respondents attributed to the Charter Oak Health Center provided lower ratings for nine (9) of eleven (11) characteristics rated in the PCPCM survey as compared to the adult composite, resulting in an overall average score of 78.7%.
- The highest rated characteristic among Charter Oak Health Center respondents was recorded for “over time, my practice helps me to stay healthy” (83.5%), while the lowest rated characteristic was “my doctor and I have been through a lot together” (66.9%).
- Adult survey respondents ages 60-65 (90.0%) provided the highest overall average rating, while respondents ages 66-75 provided the lowest average rating (47.7%).
- Men who participated in the survey (82.0%) provided a higher average rating as compared to women (76.3%).
- Those respondents identifying as an “other” ethnicity (97.0%) provided the highest overall average rating, while respondents identifying as Hispanic or Latino provided the lowest average rating (76.0%).

# Key Study Findings - Adult

- Survey respondents with some high school education (81.0%) provided the highest overall average rating, while respondents with a post graduate degree provided the lowest average rating (54.5%).
- Adult survey respondents who have been with Charter Oak Health Center for 5-9 years (91.9%) provided the highest overall average rating, while respondents who have been with Charter Oak Health Center for less than 1 year provided the lowest average rating (64.1%).
- Adult survey respondents with three (3) visits to Charter Oak Health Center within the past year (83.8%) provided the highest overall average rating, while respondents with one (1) visit within the past year provided the lowest average rating (77.1%).

# Key Study Findings - Child

- Child survey respondents attributed to the Charter Oak Health Center provided higher ratings for six (6) of eleven (11) characteristics rated in the PCPCM survey as compared to the child composite, resulting in an overall average score of 85.4%.
- The highest rated characteristics among Charter Oak Health Center respondents were recorded for “over time, my practice helps me to stay healthy” (93.0%) and “over time, my practice helps me to meet my goals” (93.0%), while the lowest rated characteristic was “my doctor and I have been through a lot together” (60.0%).
- Charter Oak Health Center child respondents ages 5-9 (90.9%) provided the highest overall average rating, while respondents ages 10-19 provided the lowest average rating (79.1%).
- Boys attributed to the Charter Oak Health Center (89.8%) provided a slightly higher average rating as compared to girls (82.0%).
- Asian respondents (95.5%) provided the highest overall average rating, while Caucasian respondents provided the lowest average rating (81.8%).

# Key Study Findings - Child

- Child survey respondents who have been with Charter Oak Health Center for 5-9 years (93.7%) provided the highest overall average rating, while respondents who have been with Charter Oak Health Center for less than 1 year provided the lowest average rating (76.5%).
- Child survey respondents with six (6) or more visits to Charter Oak Health Center within the past year (91.9%) provided the highest overall average rating, while respondents who have not been to their medical provider within the past year provided the lowest average rating (66.2%).

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# Adult Primary Care Experience

Adult survey respondents attributed to the Charter Oak Health Center provided lower ratings for nine (9) of eleven (11) characteristics rated in the PCPCM survey as compared to the adult composite, resulting in an overall average score of 78.7%. The highest rated characteristic among Charter Oak Health Center respondents was recorded for “over time, my practice helps me to stay healthy” (83.5%), while the lowest rated characteristic was “my doctor and I have been through a lot together” (66.9%).

## How would you assess your primary care experience?

	Composite Total Definitely or Mostly	Provider Total Definitely or Mostly	Definitely	Mostly	Somewhat	Not at all
Over time, my practice helps me to stay healthy.	87.4%	83.5%	68.3%	15.1%	9.4%	7.2%
My practice makes it easy for me to get care.	88.3%	82.7%	71.9%	10.8%	8.6%	8.6%
My practice is able to provide most of my care.	89.0%	82.7%	69.8%	12.9%	11.5%	5.8%
My practice coordinates the care I get from multiple places.	82.6%	82.0%	64.7%	17.3%	8.6%	9.4%
Over time, my practice helps me to meet my goals.	85.5%	82.0%	65.5%	16.5%	10.8%	7.2%
My doctor or practice stands up for me.	79.8%	80.6%	62.6%	18.0%	9.4%	10.1%
In caring for me, my doctor considers all factors that affect my health.	89.0%	79.9%	68.3%	11.5%	12.2%	7.9%
The care I get takes into account the knowledge of my family.	79.7%	77.7%	61.9%	15.8%	11.5%	10.8%
My doctor or practice knows me as a person.	79.8%	74.1%	61.2%	12.9%	13.7%	12.2%
The care I get in this practice is informed by knowledge of my community.	74.3%	73.4%	61.2%	12.2%	13.7%	12.9%
My doctor and I have been through a lot together.	64.6%	66.9%	54.7%	12.2%	15.8%	17.3%
<b>Average</b>	<b>81.8%</b>	<b>78.7%</b>	<b>64.6%</b>	<b>14.1%</b>	<b>11.4%</b>	<b>9.9%</b>



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# Adult Primary Care Experience :: By Age

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

	Provider Composite	10-19 years	20-29 years	30-39 years	40-49 years	50-59 years	60-65 years	66-75 years	75+ years
N-value	139	3	22	33	27	18	10	4	0
My practice makes it easy for me to get care.	82.7%	100.0%	72.7%	84.8%	77.8%	88.9%	90.0%	50.0%	-
My practice is able to provide most of my care.	82.7%	100.0%	77.3%	84.8%	77.8%	88.9%	80.0%	50.0%	-
In caring for me, my doctor considers all factors that affect my health.	79.9%	100.0%	63.6%	75.8%	77.8%	94.4%	80.0%	50.0%	-
My practice coordinates the care I get from multiple places.	82.0%	66.7%	81.8%	78.8%	81.5%	83.3%	100.0%	25.0%	-
My doctor or practice knows me as a person.	74.1%	33.3%	72.7%	75.8%	66.7%	77.8%	90.0%	75.0%	-
My doctor and I have been through a lot together.	66.9%	0.0%	59.1%	63.6%	63.0%	77.8%	100.0%	25.0%	-
My doctor or practice stands up for me.	80.6%	66.7%	63.6%	84.8%	81.5%	88.9%	100.0%	50.0%	-
The care I get takes into account the knowledge of my family.	77.7%	33.3%	72.7%	75.8%	81.5%	83.3%	100.0%	50.0%	-
The care I get in this practice is informed by knowledge of my community.	73.4%	0.0%	68.2%	69.7%	85.2%	83.3%	70.0%	50.0%	-
Over time, my practice helps me to stay healthy.	83.5%	66.7%	72.7%	87.9%	88.9%	88.9%	90.0%	50.0%	-
Over time, my practice helps me to meet my goals.	82.0%	66.7%	68.2%	81.8%	88.9%	88.9%	90.0%	50.0%	-
<b>Average</b>	<b>78.7%</b>	<b>57.6%</b>	<b>70.2%</b>	<b>78.5%</b>	<b>79.1%</b>	<b>85.9%</b>	<b>90.0%</b>	<b>47.7%</b>	<b>-</b>

# Adult Primary Care Experience :: By Gender

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

	Provider Composite	Male	Female
N-value	139	46	90
My practice makes it easy for me to get care.	82.7%	91.3%	77.8%
My practice is able to provide most of my care.	82.7%	91.3%	77.8%
In caring for me, my doctor considers all factors that affect my health.	79.9%	82.6%	77.8%
My practice coordinates the care I get from multiple places.	82.0%	84.8%	80.0%
My doctor or practice knows me as a person.	74.1%	82.6%	68.9%
My doctor and I have been through a lot together.	66.9%	69.6%	64.4%
My doctor or practice stands up for me.	80.6%	82.6%	78.9%
The care I get takes into account the knowledge of my family.	77.7%	73.9%	78.9%
The care I get in this practice is informed by knowledge of my community.	73.4%	69.6%	74.4%
Over time, my practice helps me to stay healthy.	83.5%	87.0%	81.1%
Over time, my practice helps me to meet my goals.	82.0%	87.0%	78.9%
<b>Average</b>	<b>78.7%</b>	<b>82.0%</b>	<b>76.3%</b>

# Adult Primary Care Experience :: By Ethnicity

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

	Provider Composite	White	Hispanic / Latino or Spanish	Black or African American	Asian	Other (various)
N-value	139	17	50	30	5	3
My practice makes it easy for me to get care.	82.7%	88.2%	76.0%	83.3%	100.0%	100.0%
My practice is able to provide most of my care.	82.7%	94.1%	76.0%	86.7%	100.0%	100.0%
In caring for me, my doctor considers all factors that affect my health.	79.9%	88.2%	74.0%	86.7%	100.0%	100.0%
My practice coordinates the care I get from multiple places.	82.0%	82.4%	72.0%	83.3%	100.0%	100.0%
My doctor or practice knows me as a person.	74.1%	100.0%	76.0%	66.7%	60.0%	100.0%
My doctor and I have been through a lot together.	66.9%	82.4%	66.0%	63.3%	80.0%	66.7%
My doctor or practice stands up for me.	80.6%	100.0%	80.0%	76.7%	100.0%	100.0%
The care I get takes into account the knowledge of my family.	77.7%	88.2%	82.0%	76.7%	60.0%	100.0%
The care I get in this practice is informed by knowledge of my community.	73.4%	82.4%	78.0%	73.3%	60.0%	100.0%
Over time, my practice helps me to stay healthy.	83.5%	88.2%	80.0%	83.3%	100.0%	100.0%
Over time, my practice helps me to meet my goals.	82.0%	88.2%	76.0%	83.3%	100.0%	100.0%
<b>Average</b>	<b>78.7%</b>	<b>89.3%</b>	<b>76.0%</b>	<b>78.5%</b>	<b>87.3%</b>	<b>97.0%</b>

# Adult Primary Care Experience :: By Education

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

	Provider Composite	8th grade or less	Some high school	High school graduate	Some college	College graduate	Post-graduate degree
N-value	139	5	11	51	23	18	2
My practice makes it easy for me to get care.	82.7%	80.0%	90.9%	84.3%	69.6%	83.3%	50.0%
My practice is able to provide most of my care.	82.7%	100.0%	90.9%	82.4%	65.2%	88.9%	50.0%
In caring for me, my doctor considers all factors that affect my health.	79.9%	100.0%	81.8%	80.4%	65.2%	77.8%	50.0%
My practice coordinates the care I get from multiple places.	82.0%	80.0%	81.8%	82.4%	69.6%	77.8%	100.0%
My doctor or practice knows me as a person.	74.1%	40.0%	90.9%	78.4%	60.9%	66.7%	50.0%
My doctor and I have been through a lot together.	66.9%	60.0%	45.5%	70.6%	52.2%	72.2%	50.0%
My doctor or practice stands up for me.	80.6%	80.0%	100.0%	78.4%	73.9%	77.8%	50.0%
The care I get takes into account the knowledge of my family.	77.7%	80.0%	72.7%	84.3%	69.6%	66.7%	50.0%
The care I get in this practice is informed by knowledge of my community.	73.4%	80.0%	63.6%	76.5%	65.2%	66.7%	50.0%
Over time, my practice helps me to stay healthy.	83.5%	80.0%	90.9%	84.3%	82.6%	77.8%	50.0%
Over time, my practice helps me to meet my goals.	82.0%	80.0%	81.8%	84.3%	78.3%	72.2%	50.0%
<b>Average</b>	<b>78.7%</b>	<b>78.2%</b>	<b>81.0%</b>	<b>80.6%</b>	<b>68.4%</b>	<b>75.3%</b>	<b>54.5%</b>

# Adult Primary Care Experience :: By Years as a Patient

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

	Provider Composite	Less than 1 year	1-4 years	5-9 years	10 years or more
N-value	139	19	67	27	13
My practice makes it easy for me to get care.	82.7%	68.4%	79.1%	92.6%	92.3%
My practice is able to provide most of my care.	82.7%	73.7%	80.6%	92.6%	76.9%
In caring for me, my doctor considers all factors that affect my health.	79.9%	63.2%	79.1%	88.9%	76.9%
My practice coordinates the care I get from multiple places.	82.0%	57.9%	77.6%	96.3%	92.3%
My doctor or practice knows me as a person.	74.1%	52.6%	68.7%	88.9%	100.0%
My doctor and I have been through a lot together.	66.9%	42.1%	62.7%	85.2%	76.9%
My doctor or practice stands up for me.	80.6%	73.7%	76.1%	92.6%	92.3%
The care I get takes into account the knowledge of my family.	77.7%	63.2%	73.1%	96.3%	84.6%
The care I get in this practice is informed by knowledge of my community.	73.4%	63.2%	68.7%	85.2%	84.6%
Over time, my practice helps me to stay healthy.	83.5%	78.9%	77.6%	96.3%	92.3%
Over time, my practice helps me to meet my goals.	82.0%	68.4%	76.1%	96.3%	92.3%
<b>Average</b>	<b>78.7%</b>	<b>64.1%</b>	<b>74.5%</b>	<b>91.9%</b>	<b>87.4%</b>

# Adult Primary Care Experience :: By Number of Visits in the Past Year

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

	Provider Composite	None	One visit	Two visits	Three visits	Four visits	Five visits	Six or more visits
N-value	139	9	21	28	18	12	10	21
My practice makes it easy for me to get care.	82.7%	100.0%	81.0%	75.0%	88.9%	66.7%	90.0%	81.0%
My practice is able to provide most of my care.	82.7%	88.9%	81.0%	82.1%	88.9%	66.7%	80.0%	81.0%
In caring for me, my doctor considers all factors that affect my health.	79.9%	77.8%	81.0%	75.0%	88.9%	50.0%	90.0%	81.0%
My practice coordinates the care I get from multiple places.	82.0%	100.0%	81.0%	78.6%	77.8%	75.0%	80.0%	81.0%
My doctor or practice knows me as a person.	74.1%	66.7%	71.4%	78.6%	77.8%	58.3%	70.0%	81.0%
My doctor and I have been through a lot together.	66.9%	33.3%	66.7%	67.9%	66.7%	58.3%	70.0%	76.2%
My doctor or practice stands up for me.	80.6%	88.9%	81.0%	85.7%	83.3%	50.0%	80.0%	90.5%
The care I get takes into account the knowledge of my family.	77.7%	66.7%	76.2%	82.1%	88.9%	58.3%	70.0%	81.0%
The care I get in this practice is informed by knowledge of my community.	73.4%	66.7%	66.7%	75.0%	83.3%	50.0%	60.0%	85.7%
Over time, my practice helps me to stay healthy.	83.5%	100.0%	81.0%	89.3%	88.9%	66.7%	80.0%	76.2%
Over time, my practice helps me to meet my goals.	82.0%	100.0%	81.0%	85.7%	88.9%	58.3%	80.0%	76.2%
<b>Average</b>	<b>78.7%</b>	<b>80.8%</b>	<b>77.1%</b>	<b>79.5%</b>	<b>83.8%</b>	<b>59.8%</b>	<b>77.3%</b>	<b>81.0%</b>

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Aggregate Data (Provided Separately)





# Child Primary Care Experience

Child survey respondents attributed to the Charter Oak Health Center provided higher ratings for six (6) of eleven (11) characteristics rated in the PCPCM survey as compared to the child composite, resulting in an overall average score of 85.4%. The highest rated characteristics among Charter Oak Health Center respondents were recorded for “over time, my practice helps me to stay healthy” (93.0%) and “over time, my practice helps me to meet my goals” (93.0%), while the lowest rated characteristic was “my doctor and I have been through a lot together” (60.0%).

## Q How would you assess your primary care experience?

	Composite Total Definitely or Mostly	Provider Total Definitely or Mostly	Definitely	Mostly	Somewhat	Not at all
Over time, my practice helps me to stay healthy.	90.1%	93.0%	81.0%	12.0%	4.0%	3.0%
Over time, my practice helps me to meet my goals.	89.3%	93.0%	81.0%	12.0%	4.0%	3.0%
My practice is able to provide most of my care.	91.7%	91.0%	77.0%	14.0%	6.0%	3.0%
The care I get takes into account the knowledge of my family.	87.4%	91.0%	81.0%	10.0%	5.0%	4.0%
My practice makes it easy for me to get care.	90.9%	89.0%	75.0%	14.0%	8.0%	3.0%
In caring for me, my doctor considers all factors that affect my health.	90.8%	89.0%	80.0%	9.0%	7.0%	4.0%
My doctor or practice stands up for me.	83.7%	87.0%	75.0%	12.0%	8.0%	5.0%
My doctor or practice knows me as a person.	83.8%	84.0%	74.0%	10.0%	8.0%	8.0%
The care I get in this practice is informed by knowledge of my community.	81.0%	84.0%	69.0%	15.0%	10.0%	6.0%
My practice coordinates the care I get from multiple places.	80.2%	78.0%	64.0%	14.0%	4.0%	18.0%
My doctor and I have been through a lot together.	69.0%	60.0%	44.0%	16.0%	13.0%	27.0%
<b>Average</b>	<b>85.3%</b>	<b>85.4%</b>	<b>72.8%</b>	<b>12.5%</b>	<b>7.0%</b>	<b>7.6%</b>

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# Child Primary Care Experience :: By Age

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

	Provider Composite	Less than 1 year old	1-4 years	5-9 years	10-19 years
N-value	100	0	11	25	33
My practice makes it easy for me to get care.	89.0%	-	72.7%	96.0%	84.8%
My practice is able to provide most of my care.	91.0%	-	81.8%	96.0%	87.9%
In caring for me, my doctor considers all factors that affect my health.	89.0%	-	90.9%	96.0%	84.8%
My practice coordinates the care I get from multiple places.	78.0%	-	63.6%	72.0%	72.7%
My doctor or practice knows me as a person.	84.0%	-	90.9%	92.0%	72.7%
My doctor and I have been through a lot together.	60.0%	-	45.5%	68.0%	48.5%
My doctor or practice stands up for me.	87.0%	-	81.8%	92.0%	81.8%
The care I get takes into account the knowledge of my family.	91.0%	-	90.9%	96.0%	84.8%
The care I get in this practice is informed by knowledge of my community.	84.0%	-	81.8%	92.0%	75.8%
Over time, my practice helps me to stay healthy.	93.0%	-	90.9%	100.0%	87.9%
Over time, my practice helps me to meet my goals.	93.0%	-	90.9%	100.0%	87.9%
<b>Average</b>	<b>85.4%</b>	<b>-</b>	<b>80.2%</b>	<b>90.9%</b>	<b>79.1%</b>

# Child Primary Care Experience :: By Gender

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

	Provider Composite	Male	Female
N-value	100	51	48
My practice makes it easy for me to get care.	89.0%	94.1%	85.4%
My practice is able to provide most of my care.	91.0%	98.0%	85.4%
In caring for me, my doctor considers all factors that affect my health.	89.0%	96.1%	83.3%
My practice coordinates the care I get from multiple places.	78.0%	80.4%	77.1%
My doctor or practice knows me as a person.	84.0%	84.3%	85.4%
My doctor and I have been through a lot together.	60.0%	64.7%	56.3%
My doctor or practice stands up for me.	87.0%	92.2%	83.3%
The care I get takes into account the knowledge of my family.	91.0%	94.1%	89.6%
The care I get in this practice is informed by knowledge of my community.	84.0%	90.2%	79.2%
Over time, my practice helps me to stay healthy.	93.0%	98.0%	87.5%
Over time, my practice helps me to meet my goals.	93.0%	96.1%	89.6%
<b>Average</b>	<b>85.4%</b>	<b>89.8%</b>	<b>82.0%</b>

# Child Primary Care Experience :: By Ethnicity

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

	Provider Composite	White	Hispanic / Latino or Spanish	Black or African American	Asian	Other (various)
N-value	100	7	50	18	2	9
My practice makes it easy for me to get care.	89.0%	71.4%	94.0%	83.3%	100.0%	88.9%
My practice is able to provide most of my care.	91.0%	100.0%	96.0%	88.9%	100.0%	77.8%
In caring for me, my doctor considers all factors that affect my health.	89.0%	85.7%	98.0%	88.9%	50.0%	77.8%
My practice coordinates the care I get from multiple places.	78.0%	71.4%	74.0%	83.3%	100.0%	88.9%
My doctor or practice knows me as a person.	84.0%	57.1%	92.0%	72.2%	100.0%	88.9%
My doctor and I have been through a lot together.	60.0%	71.4%	62.0%	61.1%	100.0%	44.4%
My doctor or practice stands up for me.	87.0%	71.4%	92.0%	77.8%	100.0%	100.0%
The care I get takes into account the knowledge of my family.	91.0%	85.7%	94.0%	88.9%	100.0%	100.0%
The care I get in this practice is informed by knowledge of my community.	84.0%	85.7%	86.0%	88.9%	100.0%	77.8%
Over time, my practice helps me to stay healthy.	93.0%	100.0%	96.0%	94.4%	100.0%	77.8%
Over time, my practice helps me to meet my goals.	93.0%	100.0%	94.0%	94.4%	100.0%	88.9%
<b>Average</b>	<b>85.4%</b>	<b>81.8%</b>	<b>88.9%</b>	<b>83.8%</b>	<b>95.5%</b>	<b>82.8%</b>

# Child Primary Care Experience :: By Education

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

	Provider Composite	8th grade or less	Some high school	High school graduate	Some college	College graduate	Post-graduate degree
N-value	100	44	20	19	8	1	0
My practice makes it easy for me to get care.	89.0%	86.4%	90.0%	94.7%	100.0%	100.0%	-
My practice is able to provide most of my care.	91.0%	93.2%	85.0%	94.7%	100.0%	100.0%	-
In caring for me, my doctor considers all factors that affect my health.	89.0%	90.9%	85.0%	84.2%	100.0%	100.0%	-
My practice coordinates the care I get from multiple places.	78.0%	68.2%	85.0%	89.5%	100.0%	100.0%	-
My doctor or practice knows me as a person.	84.0%	86.4%	80.0%	68.4%	100.0%	100.0%	-
My doctor and I have been through a lot together.	60.0%	54.5%	65.0%	57.9%	87.5%	100.0%	-
My doctor or practice stands up for me.	87.0%	84.1%	85.0%	89.5%	100.0%	100.0%	-
The care I get takes into account the knowledge of my family.	91.0%	88.6%	90.0%	94.7%	100.0%	100.0%	-
The care I get in this practice is informed by knowledge of my community.	84.0%	84.1%	85.0%	84.2%	100.0%	100.0%	-
Over time, my practice helps me to stay healthy.	93.0%	93.2%	85.0%	100.0%	100.0%	100.0%	-
Over time, my practice helps me to meet my goals.	93.0%	93.2%	85.0%	100.0%	100.0%	100.0%	-
<b>Average</b>	<b>85.4%</b>	<b>83.9%</b>	<b>83.6%</b>	<b>87.1%</b>	<b>98.9%</b>	<b>100.0%</b>	<b>-</b>

# Child Primary Care Experience :: By Years as a Patient

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

	Provider Composite	Less than 1 year	1-4 years	5-9 years	10 years or more
N-value	100	12	50	23	13
My practice makes it easy for me to get care.	89.0%	83.3%	88.0%	95.7%	84.6%
My practice is able to provide most of my care.	91.0%	91.7%	90.0%	95.7%	84.6%
In caring for me, my doctor considers all factors that affect my health.	89.0%	91.7%	86.0%	95.7%	84.6%
My practice coordinates the care I get from multiple places.	78.0%	83.3%	74.0%	82.6%	76.9%
My doctor or practice knows me as a person.	84.0%	66.7%	84.0%	91.3%	84.6%
My doctor and I have been through a lot together.	60.0%	25.0%	62.0%	82.6%	46.2%
My doctor or practice stands up for me.	87.0%	66.7%	86.0%	95.7%	92.3%
The care I get takes into account the knowledge of my family.	91.0%	83.3%	90.0%	95.7%	92.3%
The care I get in this practice is informed by knowledge of my community.	84.0%	66.7%	82.0%	95.7%	84.6%
Over time, my practice helps me to stay healthy.	93.0%	91.7%	92.0%	100.0%	84.6%
Over time, my practice helps me to meet my goals.	93.0%	91.7%	92.0%	100.0%	84.6%
<b>Average</b>	<b>85.4%</b>	<b>76.5%</b>	<b>84.2%</b>	<b>93.7%</b>	<b>81.8%</b>

# Child Primary Care Experience :: By Number of Visits in the Past Year

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

	Provider Composite	None	One visit	Two visits	Three visits	Four visits	Five visits	Six or more visits
N-value	100	7	23	25	18	6	5	9
My practice makes it easy for me to get care.	89.0%	57.1%	91.3%	92.0%	100.0%	83.3%	80.0%	88.9%
My practice is able to provide most of my care.	91.0%	57.1%	95.7%	96.0%	94.4%	83.3%	80.0%	100.0%
In caring for me, my doctor considers all factors that affect my health.	89.0%	71.4%	91.3%	88.0%	94.4%	83.3%	80.0%	100.0%
My practice coordinates the care I get from multiple places.	78.0%	42.9%	73.9%	88.0%	77.8%	66.7%	80.0%	88.9%
My doctor or practice knows me as a person.	84.0%	71.4%	69.6%	96.0%	88.9%	83.3%	80.0%	88.9%
My doctor and I have been through a lot together.	60.0%	42.9%	39.1%	80.0%	66.7%	50.0%	60.0%	77.8%
My doctor or practice stands up for me.	87.0%	71.4%	82.6%	96.0%	88.9%	83.3%	80.0%	88.9%
The care I get takes into account the knowledge of my family.	91.0%	71.4%	91.3%	92.0%	100.0%	83.3%	80.0%	100.0%
The care I get in this practice is informed by knowledge of my community.	84.0%	71.4%	91.3%	92.0%	88.9%	50.0%	80.0%	77.8%
Over time, my practice helps me to stay healthy.	93.0%	85.7%	95.7%	92.0%	94.4%	83.3%	100.0%	100.0%
Over time, my practice helps me to meet my goals.	93.0%	85.7%	91.3%	96.0%	94.4%	83.3%	100.0%	100.0%
<b>Average</b>	<b>85.4%</b>	<b>66.2%</b>	<b>83.0%</b>	<b>91.6%</b>	<b>89.9%</b>	<b>75.8%</b>	<b>81.8%</b>	<b>91.9%</b>



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