



2021 PCMH+ PCPCM Survey  
Person-Centered Primary Care Measure  
**Wheeler Clinic**



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

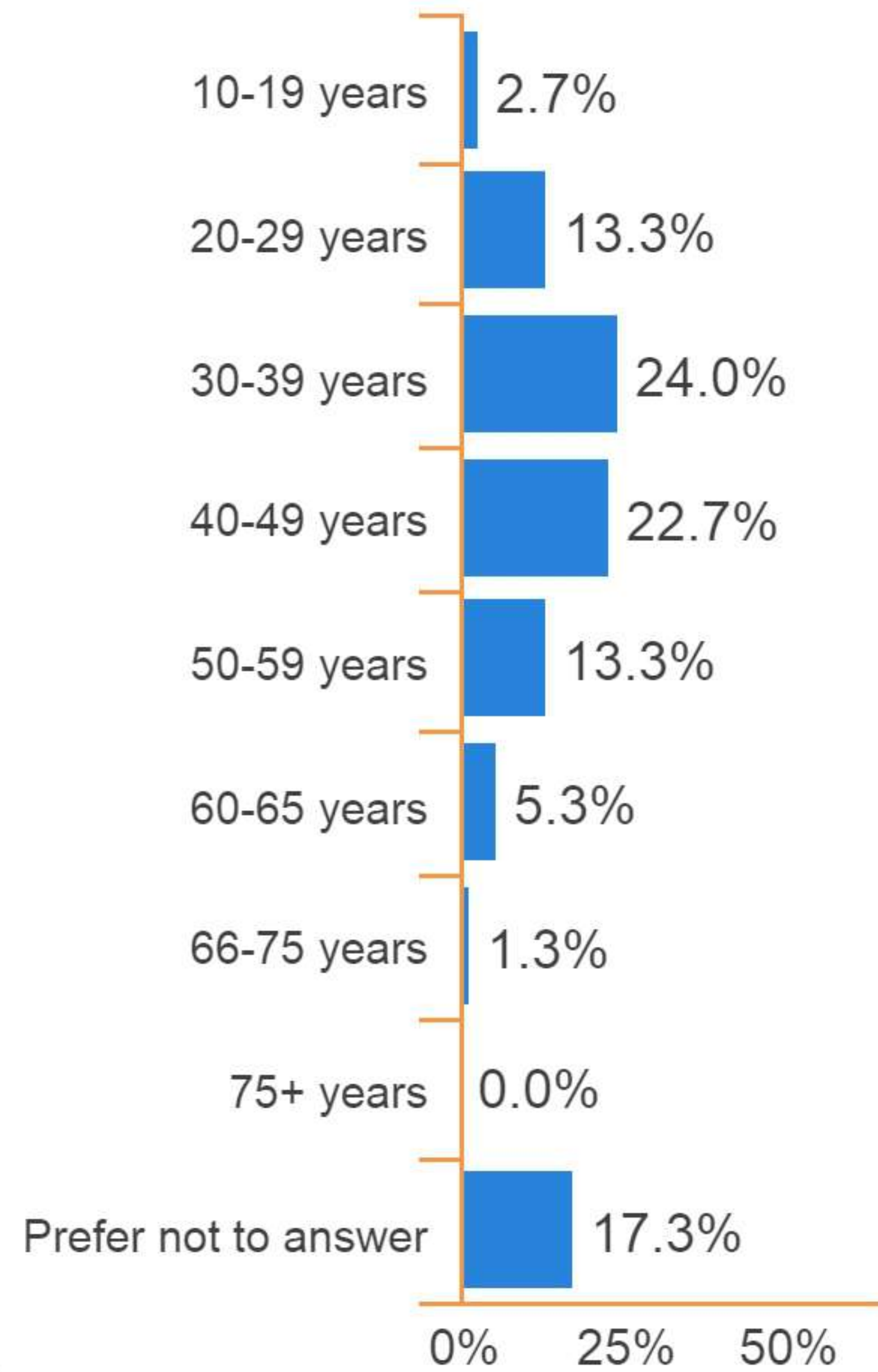
Methodology <b>Telephone / Digital</b>	No. of Completes <b>75</b>	No. of Questions <b>20*</b>	Incentive <b>None</b>	Sample <b>Provided by CHNCT</b>
Target <b>HUSKY Members attributed to the Wheeler Clinic</b>	Quality Assurance <b>Dual-level**</b>	Margin of Error <b>+/- 11.1%</b>	Confidence Level <b>95%</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.

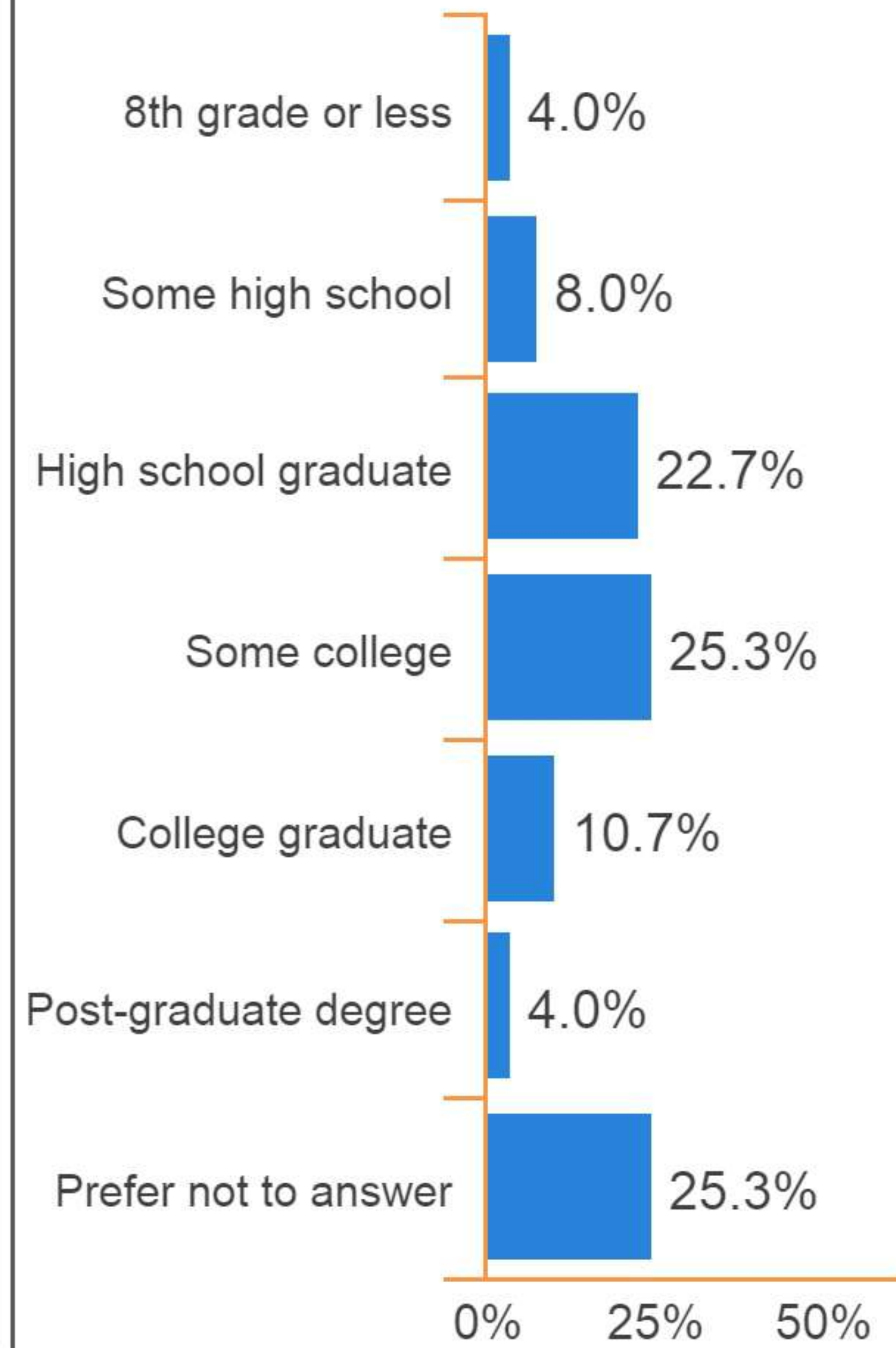
\*\* Supervisory personnel, in addition to computer-aided interviewing platform, ensure the integrity of the data is accurate.

# Respondent Demographics - Adult

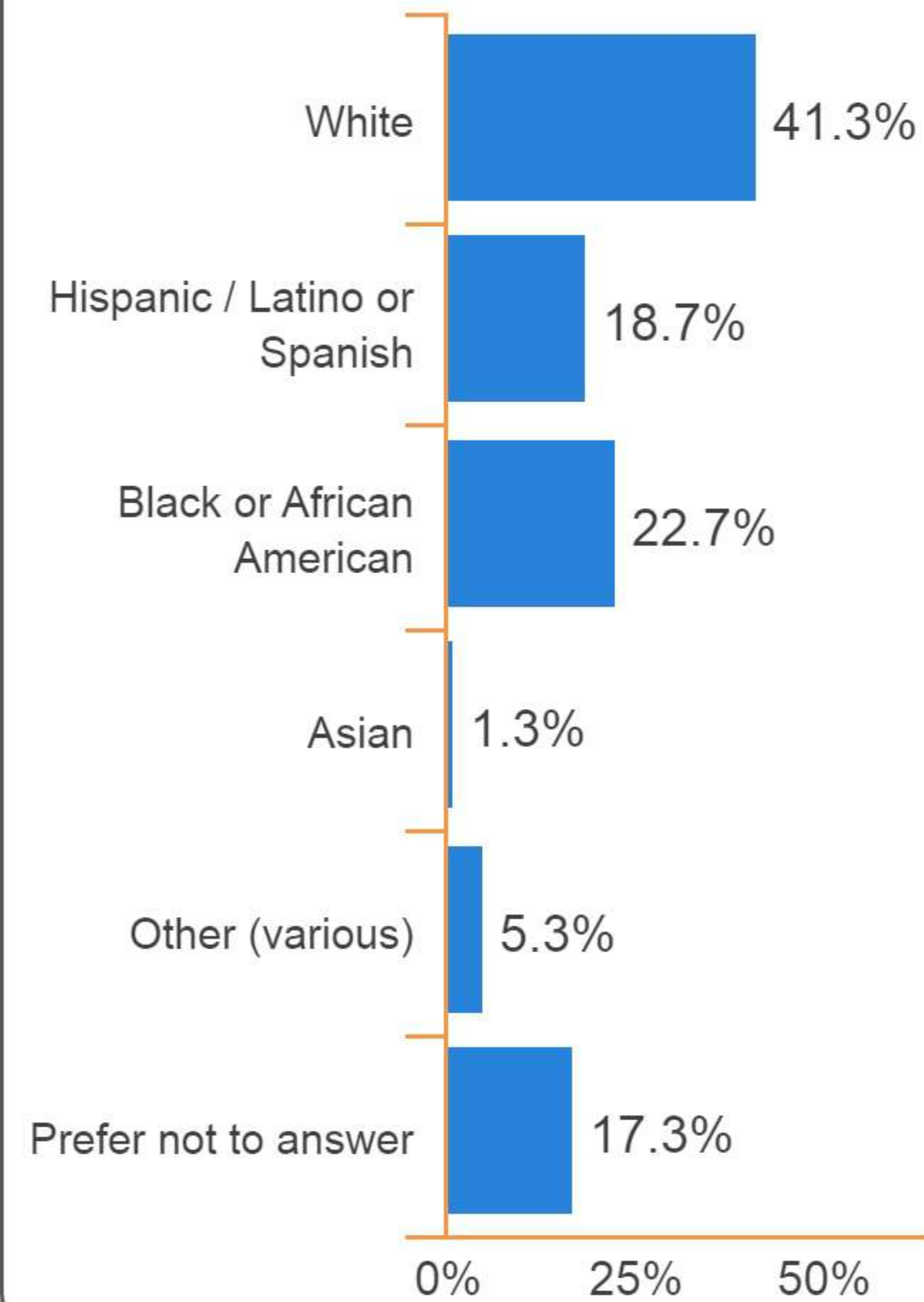
## Age



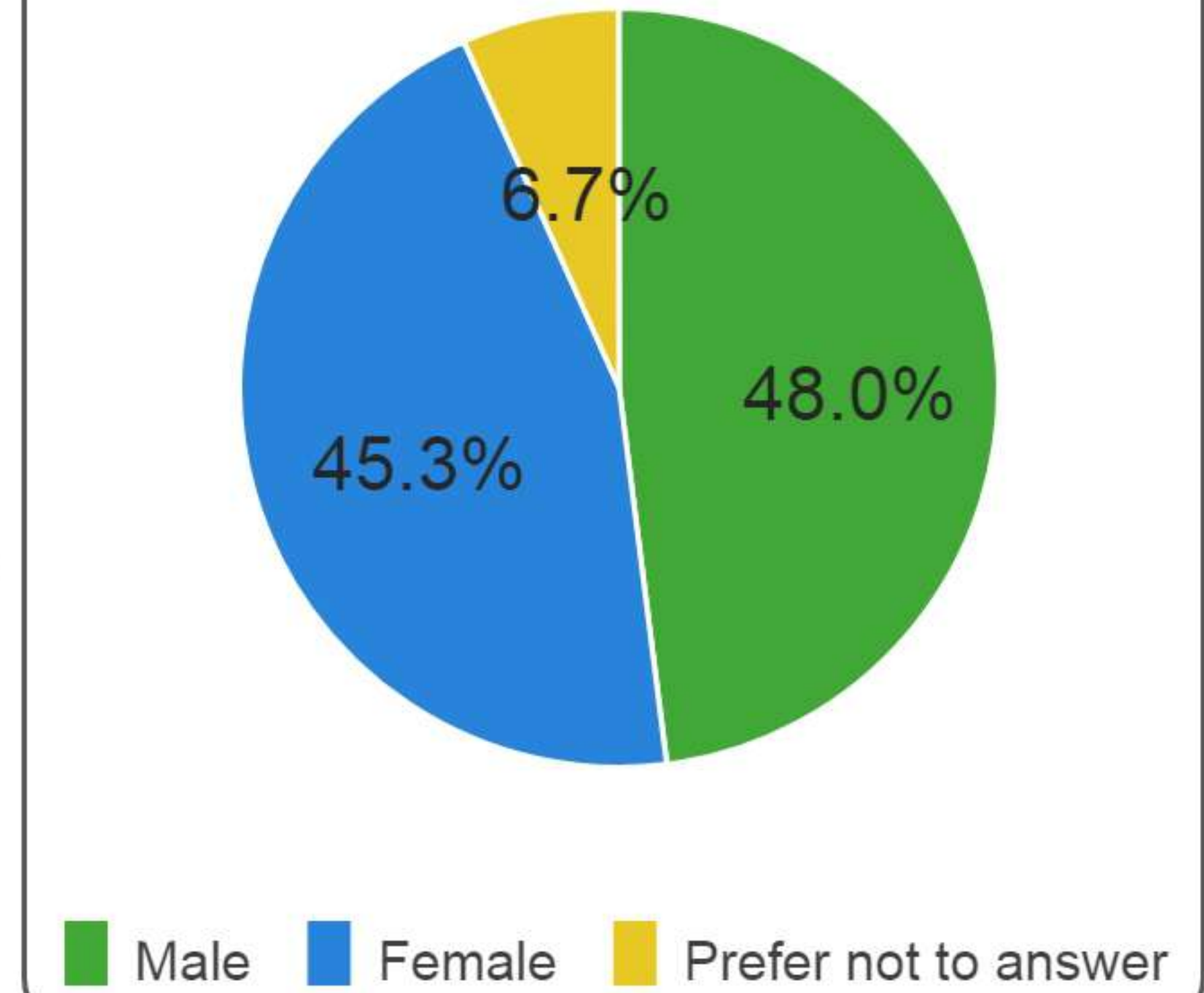
## Education



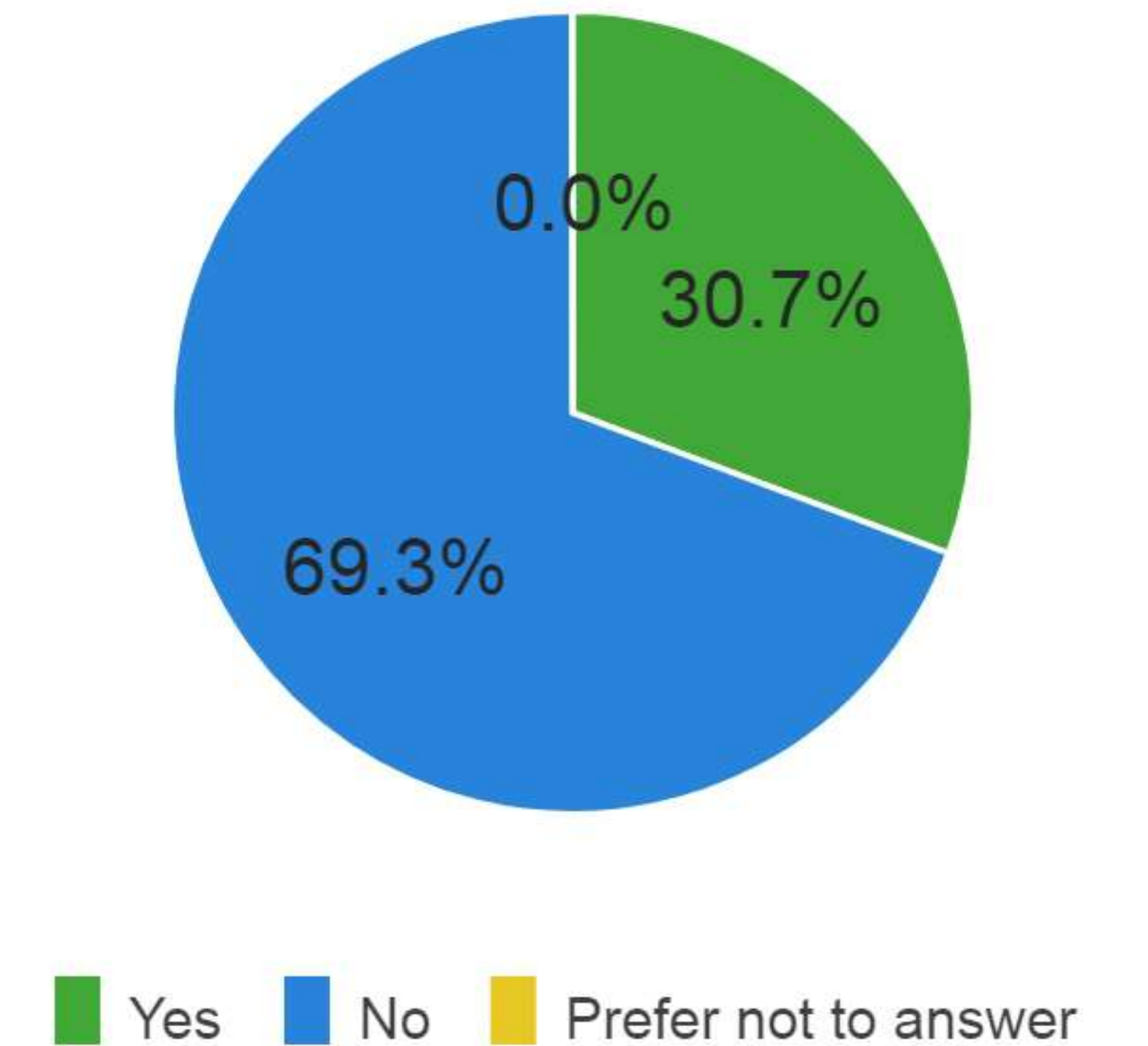
## Ethnicity (Select all that apply)



## Gender

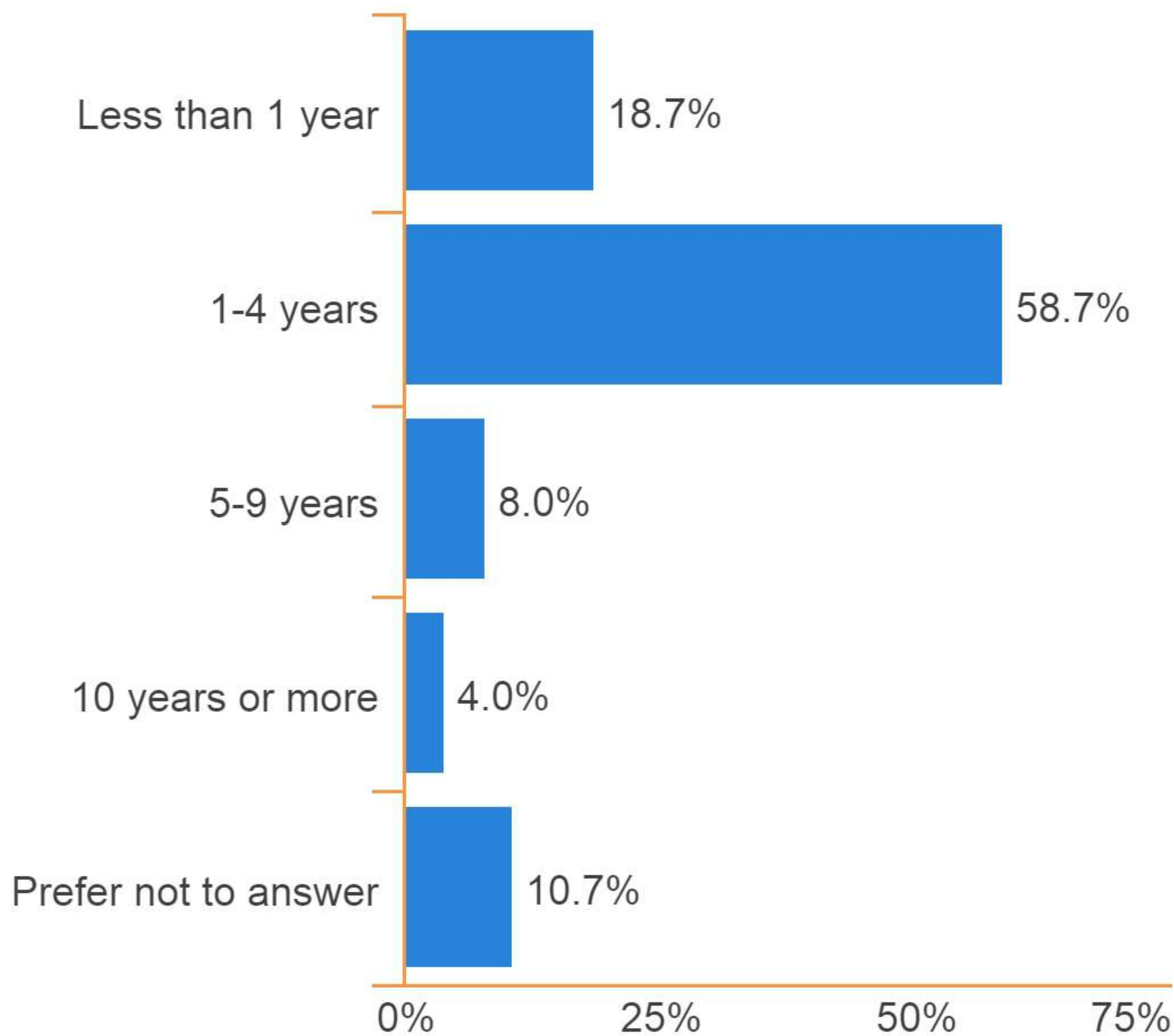


## Hispanic/Latino Origin

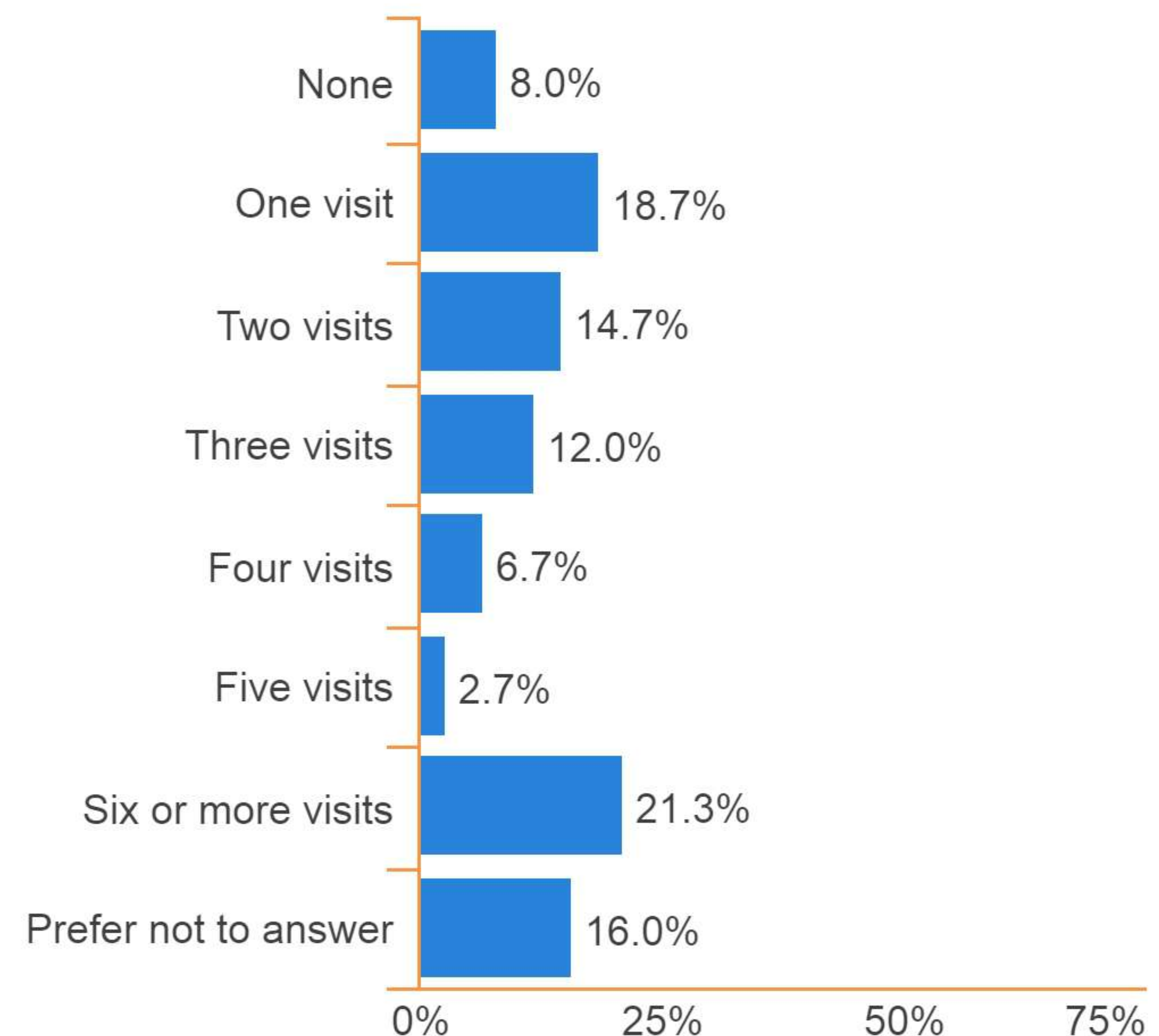


# Respondent Demographics - Adult

## Length of Time with Current Doctor



## Number of Doctor Visits in Past Year



# Research Methodology Snapshot - Child

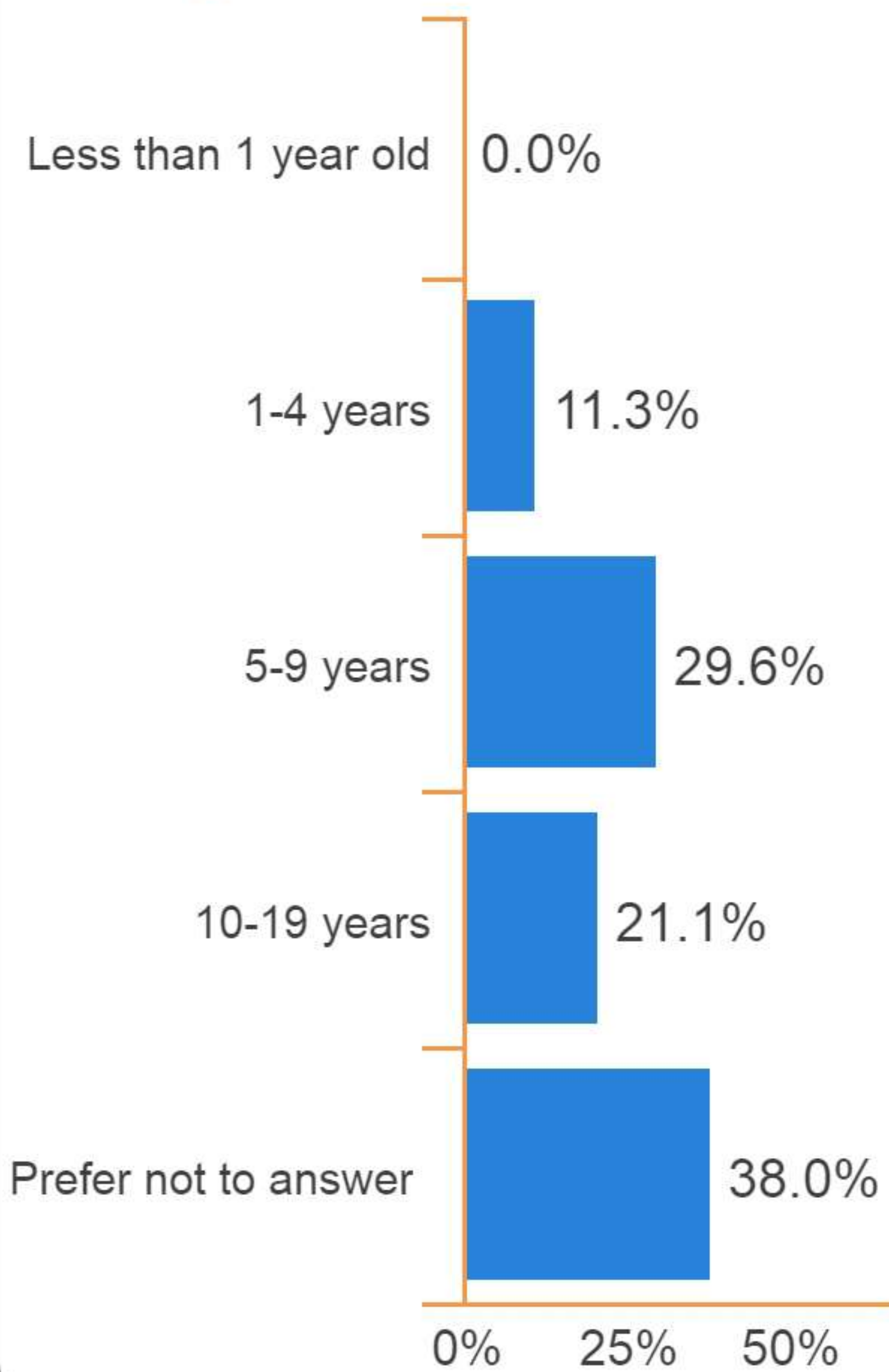
Methodology <b>Telephone / Digital</b>	No. of Completes <b>71</b>	No. of Questions <b>20*</b>	Incentive <b>None</b>	Sample <b>Provided by CHNCT</b>
Target <b>HUSKY Members attributed to the Wheeler Clinic</b>	Quality Assurance <b>Dual-level**</b>	Margin of Error <b>+/- 11.3%</b>	Confidence Level <b>95%</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.

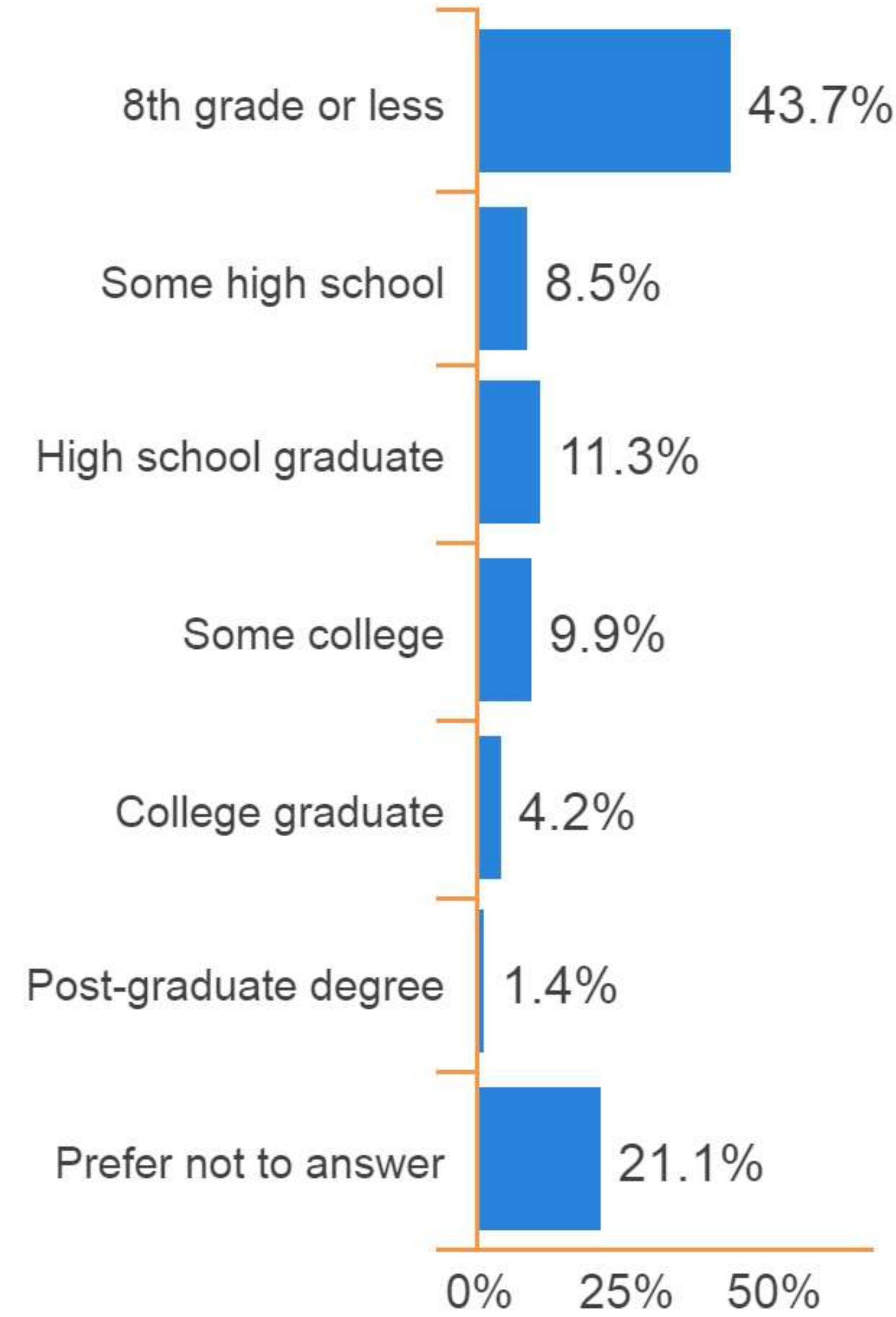
\*\* Supervisory personnel, in addition to computer-aided interviewing platform, ensure the integrity of the data is accurate.

# Respondent Demographics - Child

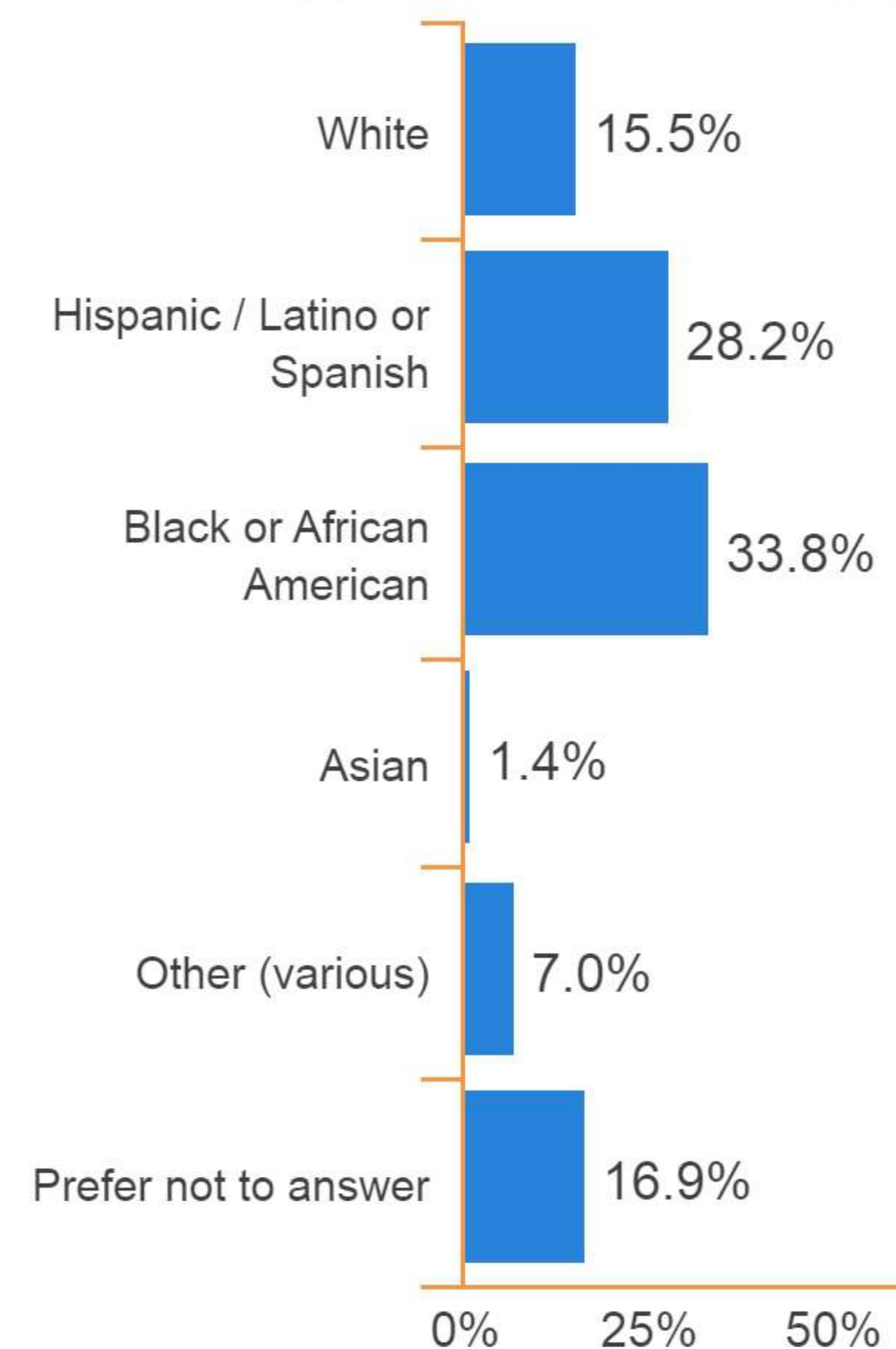
## Age



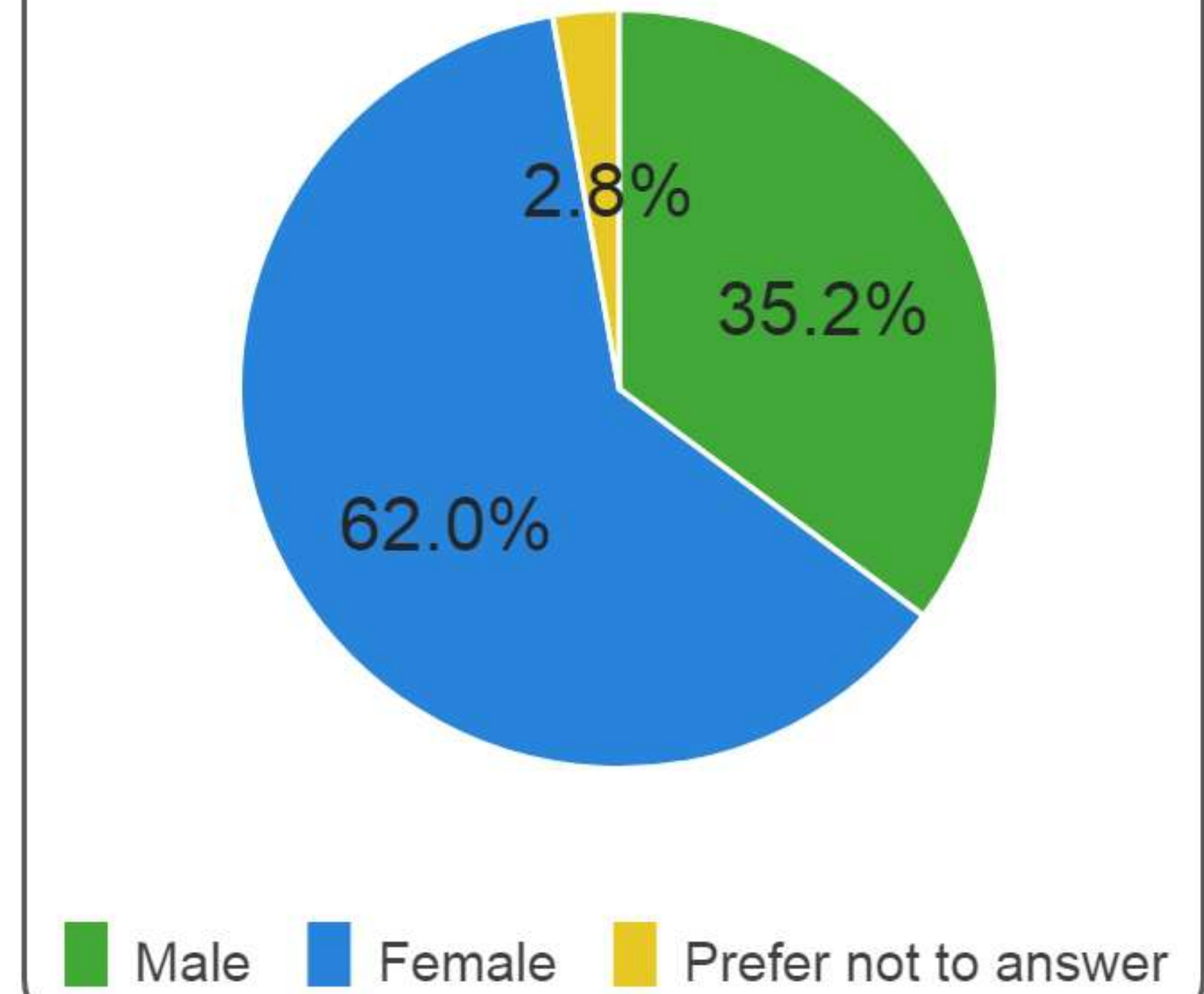
## Education



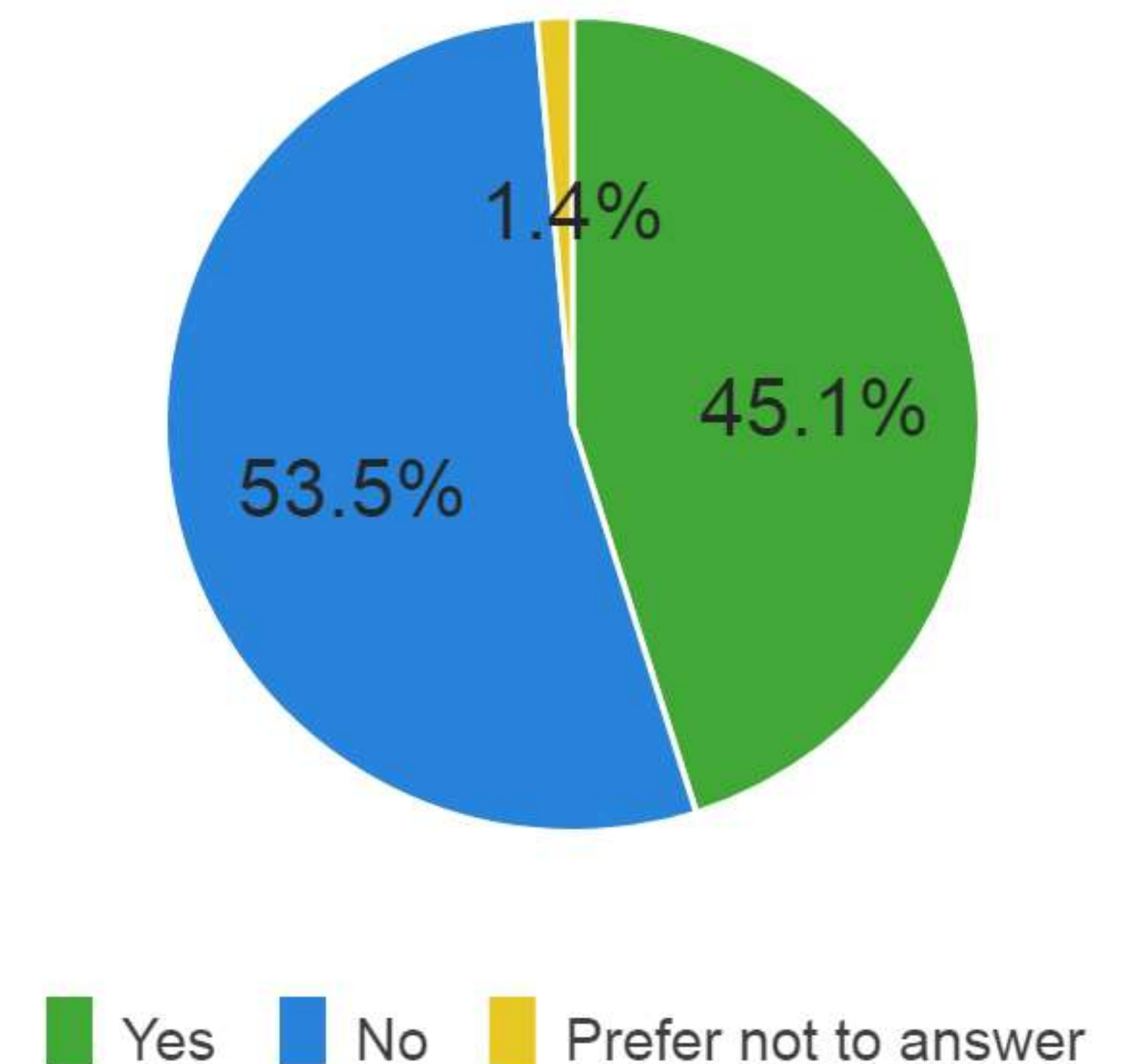
## Ethnicity (Select all that apply)



## Gender



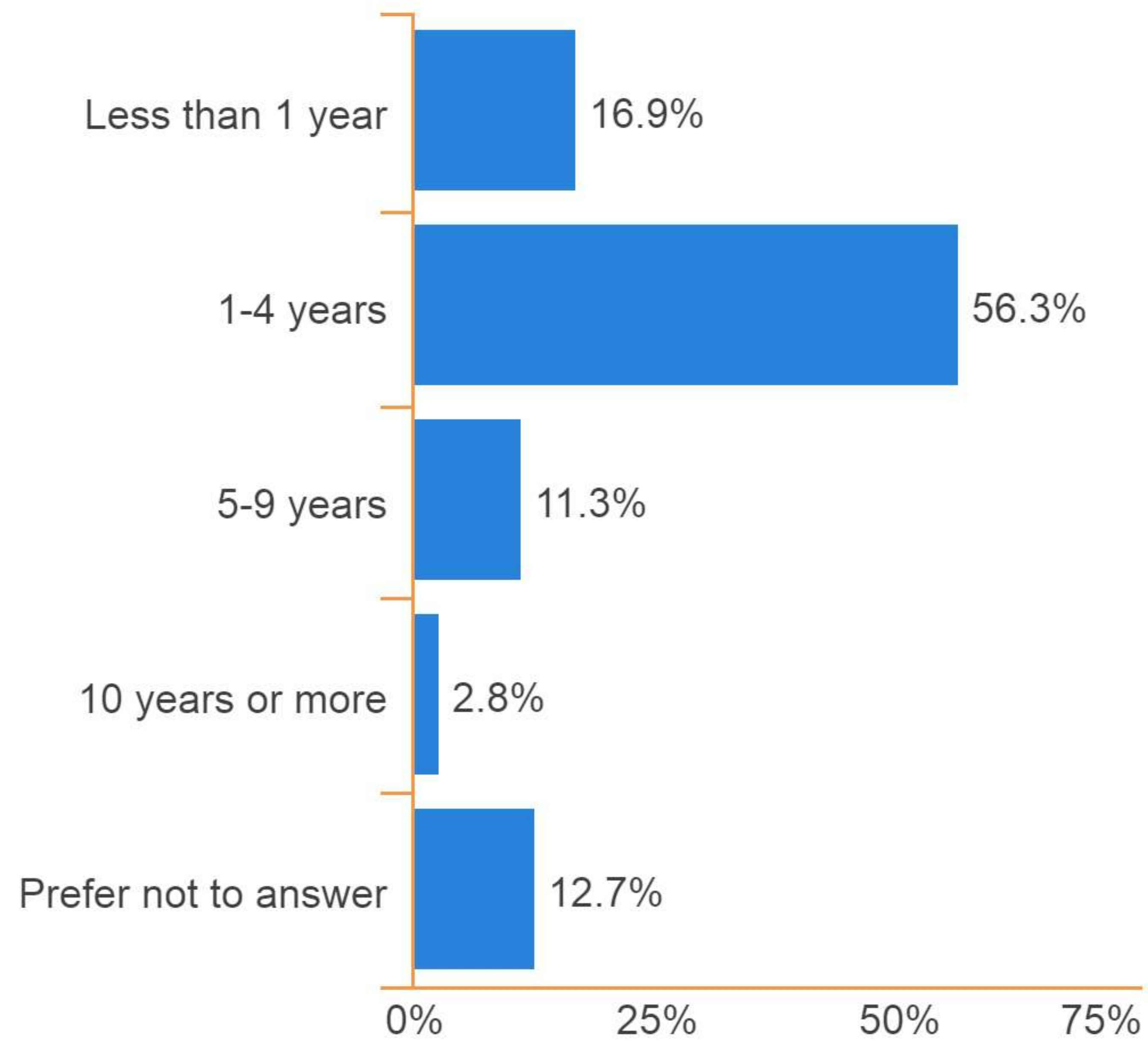
## Hispanic/Latino Origin



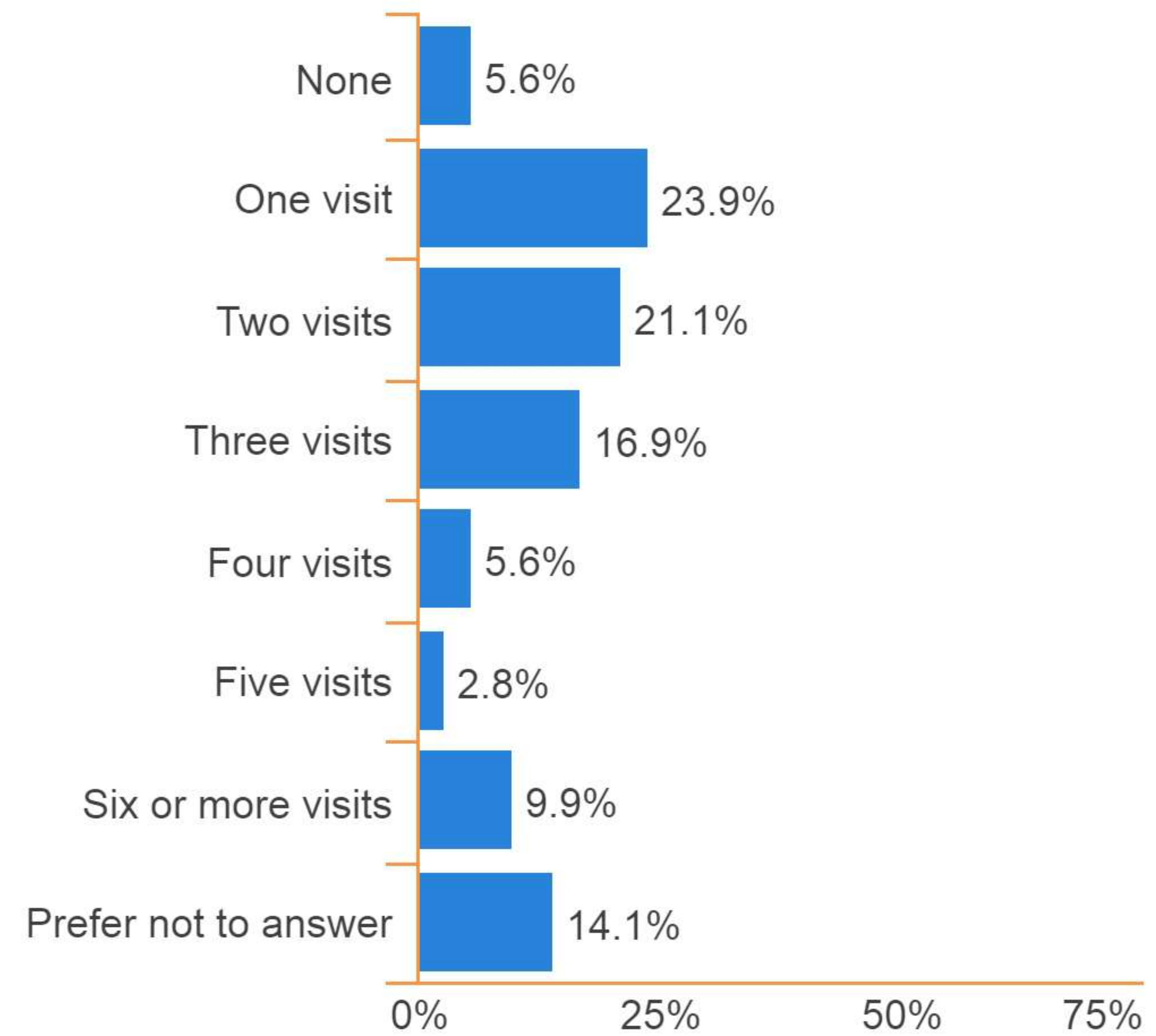


# Respondent Demographics - Child

## 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 Wheeler Clinic provided higher ratings for eight (8) of eleven (11) characteristics rated in the PCPCM survey as compared to the adult composite, resulting in an overall average score of 84.1%.
- The highest rated characteristic among Wheeler Clinic respondents was recorded for “my practice makes it easy for me to get care” (92.0%), while the lowest rated characteristic was “my doctor and I have been through a lot together” (64.0%).
- Adult survey respondents ages 66-75 (100.0%) provided the highest overall average rating, while respondents ages 30-39 provided the lowest average rating (69.2%).
- Men (89.6%) provided a higher average rating as compared to women (76.5%).
- Those respondents identifying as an “other” ethnicity (90.9%) provided the highest overall average rating, while those respondents identifying as Caucasian provided the lowest average rating (76.8%).

# Key Study Findings - Adult

- Survey respondents with an 8th grade education or less (93.9%) provided the highest overall average rating, while respondents with a college degree provided the lowest average rating (59.1%).
- Adult survey respondents who have been with the Wheeler Clinic for 10 years or more (100.0%) provided the highest overall average rating, while respondents who have been with the Wheeler Clinic for less than 1 year provided the lowest average rating (66.9%).
- Adult survey respondents with four (4) visits to the Wheeler Clinic within the past year (100.0%) provided the highest overall average rating, while respondents with five (5) visits to their medical provider within the past year provided the lowest average rating (63.6%).

# Key Study Findings - Child

- Child survey respondents attributed to the Wheeler Clinic provided higher ratings for seven (7) of eleven (11) characteristics rated in the PCPCM survey as compared to the child composite, resulting in an overall average score of 86.4%.
- The highest rated characteristic among Wheeler Clinic respondents was recorded for “my practice is able to provide most of my care” (97.2%), while the lowest rated characteristic was “my doctor and I have been through a lot together” (67.6%).
- Wheeler Clinic child respondents 10-19 years old (92.1%) provided the highest overall average rating, while respondents 1-4 years old provided the lowest average rating (80.7%).
- Boys attributed to the Wheeler Clinic (88.0%) provided a slightly higher average rating as compared to girls (85.5%).
- Asian respondents (100.0%) provided the highest overall average rating, while those respondents identifying as an “other” ethnicity provided the lowest average rating (76.4%).

# Key Study Findings - Child

- Child survey respondents who have been with the Wheeler Clinic for 10 years or more (90.9%) provided the highest overall average rating, while respondents who have been with Wheeler Clinic for less than 1 year provided the lowest average rating (81.1%).
- Child survey respondents with four (4) visits (100.0%) or five (5) visits (100.0%) to the Wheeler Clinic within the past year provided the highest overall average rating, while respondents that have not been to their medical provider within the past year provided the lowest average rating (75.0%).

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# Adult Primary Care Experience

Adult survey respondents attributed to the Wheeler Clinic provided higher ratings for eight (8) of eleven (11) characteristics rated in the PCPCM survey as compared to the adult composite, resulting in an overall average score of 84.1%. The highest rated characteristic among Wheeler Clinic respondents was recorded for “my practice makes it easy for me to get care” (92.0%), while the lowest rated characteristic was “my doctor and I have been through a lot together” (64.0%).

## How would you assess your primary care experience?

	Composite Total Definitely or Mostly	Provider Total Definitely or Mostly	Definitely	Mostly	Somewhat	Not at all
My practice makes it easy for me to get care.	88.3%	92.0%	78.7%	13.3%	2.7%	5.3%
In caring for me, my doctor considers all factors that affect my health.	89.0%	89.3%	77.3%	12.0%	5.3%	5.3%
Over time, my practice helps me to stay healthy.	87.4%	89.3%	76.0%	13.3%	4.0%	6.7%
My practice is able to provide most of my care.	89.0%	88.0%	72.0%	16.0%	5.3%	6.7%
The care I get takes into account the knowledge of my family.	79.7%	88.0%	68.0%	20.0%	5.3%	6.7%
Over time, my practice helps me to meet my goals.	85.5%	86.7%	70.7%	16.0%	6.7%	6.7%
My doctor or practice knows me as a person.	79.8%	84.0%	70.7%	13.3%	8.0%	8.0%
The care I get in this practice is informed by knowledge of my community.	74.3%	82.7%	68.0%	14.7%	8.0%	9.3%
My practice coordinates the care I get from multiple places.	82.6%	81.3%	69.3%	12.0%	9.3%	9.3%
My doctor or practice stands up for me.	79.8%	80.0%	64.0%	16.0%	10.7%	9.3%
My doctor and I have been through a lot together.	64.6%	64.0%	46.7%	17.3%	18.7%	17.3%
<b>Average</b>	<b>81.8%</b>	<b>84.1%</b>	<b>69.2%</b>	<b>14.9%</b>	<b>7.6%</b>	<b>8.2%</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	75	2	10	18	17	10	4	1	0
My practice makes it easy for me to get care.	92.0%	100.0%	90.0%	77.8%	94.1%	100.0%	100.0%	100.0%	-
My practice is able to provide most of my care.	88.0%	100.0%	80.0%	72.2%	94.1%	90.0%	100.0%	100.0%	-
In caring for me, my doctor considers all factors that affect my health.	89.3%	100.0%	90.0%	77.8%	82.4%	100.0%	100.0%	100.0%	-
My practice coordinates the care I get from multiple places.	81.3%	100.0%	70.0%	72.2%	76.5%	90.0%	100.0%	100.0%	-
My doctor or practice knows me as a person.	84.0%	100.0%	80.0%	66.7%	88.2%	90.0%	75.0%	100.0%	-
My doctor and I have been through a lot together.	64.0%	50.0%	80.0%	38.9%	41.2%	90.0%	75.0%	100.0%	-
My doctor or practice stands up for me.	80.0%	50.0%	90.0%	61.1%	76.5%	100.0%	75.0%	100.0%	-
The care I get takes into account the knowledge of my family.	88.0%	100.0%	90.0%	66.7%	94.1%	90.0%	100.0%	100.0%	-
The care I get in this practice is informed by knowledge of my community.	82.7%	100.0%	80.0%	72.2%	82.4%	70.0%	100.0%	100.0%	-
Over time, my practice helps me to stay healthy.	89.3%	100.0%	90.0%	77.8%	88.2%	90.0%	100.0%	100.0%	-
Over time, my practice helps me to meet my goals.	86.7%	50.0%	90.0%	77.8%	88.2%	80.0%	100.0%	100.0%	-
<b>Average</b>	<b>84.1%</b>	<b>86.4%</b>	<b>84.5%</b>	<b>69.2%</b>	<b>82.4%</b>	<b>90.0%</b>	<b>93.2%</b>	<b>100.0%</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	75	36	34
My practice makes it easy for me to get care.	92.0%	94.4%	88.2%
My practice is able to provide most of my care.	88.0%	91.7%	82.4%
In caring for me, my doctor considers all factors that affect my health.	89.3%	94.4%	82.4%
My practice coordinates the care I get from multiple places.	81.3%	86.1%	76.5%
My doctor or practice knows me as a person.	84.0%	88.9%	76.5%
My doctor and I have been through a lot together.	64.0%	75.0%	47.1%
My doctor or practice stands up for me.	80.0%	88.9%	70.6%
The care I get takes into account the knowledge of my family.	88.0%	91.7%	82.4%
The care I get in this practice is informed by knowledge of my community.	82.7%	88.9%	73.5%
Over time, my practice helps me to stay healthy.	89.3%	94.4%	82.4%
Over time, my practice helps me to meet my goals.	86.7%	91.7%	79.4%
<b>Average</b>	<b>84.1%</b>	<b>89.6%</b>	<b>76.5%</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	75	31	14	17	1	4
My practice makes it easy for me to get care.	92.0%	87.1%	92.9%	94.1%	100.0%	100.0%
My practice is able to provide most of my care.	88.0%	80.6%	92.9%	88.2%	100.0%	75.0%
In caring for me, my doctor considers all factors that affect my health.	89.3%	83.9%	92.9%	88.2%	100.0%	100.0%
My practice coordinates the care I get from multiple places.	81.3%	77.4%	78.6%	82.4%	0.0%	75.0%
My doctor or practice knows me as a person.	84.0%	74.2%	85.7%	88.2%	100.0%	100.0%
My doctor and I have been through a lot together.	64.0%	64.5%	64.3%	52.9%	0.0%	75.0%
My doctor or practice stands up for me.	80.0%	74.2%	92.9%	70.6%	100.0%	100.0%
The care I get takes into account the knowledge of my family.	88.0%	77.4%	92.9%	94.1%	100.0%	100.0%
The care I get in this practice is informed by knowledge of my community.	82.7%	67.7%	92.9%	88.2%	100.0%	75.0%
Over time, my practice helps me to stay healthy.	89.3%	80.6%	92.9%	94.1%	100.0%	100.0%
Over time, my practice helps me to meet my goals.	86.7%	77.4%	92.9%	88.2%	100.0%	100.0%
<b>Average</b>	<b>84.1%</b>	<b>76.8%</b>	<b>88.3%</b>	<b>84.5%</b>	<b>81.8%</b>	<b>90.9%</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	75	3	6	17	19	8	3
My practice makes it easy for me to get care.	92.0%	100.0%	83.3%	94.1%	89.5%	75.0%	100.0%
My practice is able to provide most of my care.	88.0%	100.0%	83.3%	88.2%	84.2%	75.0%	100.0%
In caring for me, my doctor considers all factors that affect my health.	89.3%	100.0%	83.3%	94.1%	89.5%	62.5%	100.0%
My practice coordinates the care I get from multiple places.	81.3%	66.7%	66.7%	88.2%	78.9%	62.5%	100.0%
My doctor or practice knows me as a person.	84.0%	100.0%	83.3%	76.5%	84.2%	50.0%	100.0%
My doctor and I have been through a lot together.	64.0%	66.7%	50.0%	58.8%	52.6%	37.5%	66.7%
My doctor or practice stands up for me.	80.0%	100.0%	66.7%	70.6%	84.2%	62.5%	66.7%
The care I get takes into account the knowledge of my family.	88.0%	100.0%	83.3%	88.2%	89.5%	75.0%	33.3%
The care I get in this practice is informed by knowledge of my community.	82.7%	100.0%	83.3%	88.2%	78.9%	50.0%	33.3%
Over time, my practice helps me to stay healthy.	89.3%	100.0%	83.3%	94.1%	89.5%	50.0%	100.0%
Over time, my practice helps me to meet my goals.	86.7%	100.0%	66.7%	94.1%	89.5%	50.0%	66.7%
<b>Average</b>	<b>84.1%</b>	<b>93.9%</b>	<b>75.8%</b>	<b>85.0%</b>	<b>82.8%</b>	<b>59.1%</b>	<b>78.8%</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	75	14	44	6	3
My practice makes it easy for me to get care.	92.0%	78.6%	93.2%	100.0%	100.0%
My practice is able to provide most of my care.	88.0%	71.4%	90.9%	83.3%	100.0%
In caring for me, my doctor considers all factors that affect my health.	89.3%	78.6%	90.9%	83.3%	100.0%
My practice coordinates the care I get from multiple places.	81.3%	71.4%	84.1%	66.7%	100.0%
My doctor or practice knows me as a person.	84.0%	64.3%	88.6%	66.7%	100.0%
My doctor and I have been through a lot together.	64.0%	42.9%	63.6%	50.0%	100.0%
My doctor or practice stands up for me.	80.0%	64.3%	84.1%	66.7%	100.0%
The care I get takes into account the knowledge of my family.	88.0%	71.4%	88.6%	100.0%	100.0%
The care I get in this practice is informed by knowledge of my community.	82.7%	57.1%	86.4%	83.3%	100.0%
Over time, my practice helps me to stay healthy.	89.3%	71.4%	93.2%	83.3%	100.0%
Over time, my practice helps me to meet my goals.	86.7%	64.3%	90.9%	83.3%	100.0%
<b>Average</b>	<b>84.1%</b>	<b>66.9%</b>	<b>86.8%</b>	<b>78.8%</b>	<b>100.0%</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	75	6	14	11	9	5	2	16
My practice makes it easy for me to get care.	92.0%	83.3%	92.9%	90.9%	88.9%	100.0%	100.0%	87.5%
My practice is able to provide most of my care.	88.0%	83.3%	85.7%	90.9%	88.9%	100.0%	100.0%	75.0%
In caring for me, my doctor considers all factors that affect my health.	89.3%	83.3%	85.7%	90.9%	88.9%	100.0%	50.0%	87.5%
My practice coordinates the care I get from multiple places.	81.3%	83.3%	71.4%	81.8%	100.0%	100.0%	50.0%	68.8%
My doctor or practice knows me as a person.	84.0%	83.3%	64.3%	90.9%	77.8%	100.0%	50.0%	87.5%
My doctor and I have been through a lot together.	64.0%	83.3%	42.9%	54.5%	77.8%	100.0%	50.0%	50.0%
My doctor or practice stands up for me.	80.0%	83.3%	71.4%	81.8%	88.9%	100.0%	50.0%	81.3%
The care I get takes into account the knowledge of my family.	88.0%	83.3%	85.7%	72.7%	88.9%	100.0%	100.0%	87.5%
The care I get in this practice is informed by knowledge of my community.	82.7%	83.3%	92.9%	72.7%	66.7%	100.0%	50.0%	81.3%
Over time, my practice helps me to stay healthy.	89.3%	83.3%	92.9%	90.9%	77.8%	100.0%	50.0%	87.5%
Over time, my practice helps me to meet my goals.	86.7%	83.3%	85.7%	81.8%	77.8%	100.0%	50.0%	87.5%
<b>Average</b>	<b>84.1%</b>	<b>83.3%</b>	<b>79.2%</b>	<b>81.8%</b>	<b>83.8%</b>	<b>100.0%</b>	<b>63.6%</b>	<b>80.1%</b>

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# Child Primary Care Experience

Child survey respondents attributed to the Wheeler Clinic provided higher ratings for seven (7) of eleven (11) characteristics rated in the PCPCM survey as compared to the child composite, resulting in an overall average score of 86.4%. The highest rated characteristic among Wheeler Clinic respondents was recorded for “my practice is able to provide most of my care” (97.2%), while the lowest rated characteristic was “my doctor and I have been through a lot together” (67.6%).

## How would you assess your primary care experience?

	Composite Total Definitely or Mostly	Provider Total Definitely or Mostly	Definitely	Mostly	Somewhat	Not at all
My practice is able to provide most of my care.	91.7%	97.2%	81.7%	15.5%	1.4%	1.4%
In caring for me, my doctor considers all factors that affect my health.	90.8%	93.0%	76.1%	16.9%	4.2%	2.8%
The care I get takes into account the knowledge of my family.	87.4%	93.0%	74.6%	18.3%	4.2%	2.8%
My practice makes it easy for me to get care.	90.9%	91.5%	81.7%	9.9%	7.0%	1.4%
Over time, my practice helps me to stay healthy.	90.1%	91.5%	78.9%	12.7%	5.6%	2.8%
Over time, my practice helps me to meet my goals.	89.3%	90.1%	76.1%	14.1%	7.0%	2.8%
My practice coordinates the care I get from multiple places.	80.2%	85.9%	73.2%	12.7%	5.6%	8.5%
My doctor or practice knows me as a person.	83.8%	81.7%	77.5%	4.2%	4.2%	14.1%
My doctor or practice stands up for me.	83.7%	81.7%	73.2%	8.5%	12.7%	5.6%
The care I get in this practice is informed by knowledge of my community.	81.0%	77.5%	62.0%	15.5%	14.1%	8.5%
My doctor and I have been through a lot together.	69.0%	67.6%	53.5%	14.1%	7.0%	25.4%
<b>Average</b>	<b>85.3%</b>	<b>86.4%</b>	<b>73.5%</b>	<b>12.9%</b>	<b>6.7%</b>	<b>6.9%</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	71	0	8	21	15
My practice makes it easy for me to get care.	91.5%	-	87.5%	85.7%	100.0%
My practice is able to provide most of my care.	97.2%	-	87.5%	95.2%	100.0%
In caring for me, my doctor considers all factors that affect my health.	93.0%	-	100.0%	90.5%	93.3%
My practice coordinates the care I get from multiple places.	85.9%	-	87.5%	85.7%	80.0%
My doctor or practice knows me as a person.	81.7%	-	62.5%	76.2%	93.3%
My doctor and I have been through a lot together.	67.6%	-	62.5%	52.4%	73.3%
My doctor or practice stands up for me.	81.7%	-	62.5%	76.2%	100.0%
The care I get takes into account the knowledge of my family.	93.0%	-	75.0%	95.2%	100.0%
The care I get in this practice is informed by knowledge of my community.	77.5%	-	62.5%	71.4%	80.0%
Over time, my practice helps me to stay healthy.	91.5%	-	100.0%	95.2%	93.3%
Over time, my practice helps me to meet my goals.	90.1%	-	100.0%	90.5%	100.0%
<b>Average</b>	<b>86.4%</b>	<b>-</b>	<b>80.7%</b>	<b>83.1%</b>	<b>92.1%</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	71	25	44
My practice makes it easy for me to get care.	91.5%	92.0%	90.9%
My practice is able to provide most of my care.	97.2%	96.0%	97.7%
In caring for me, my doctor considers all factors that affect my health.	93.0%	96.0%	93.2%
My practice coordinates the care I get from multiple places.	85.9%	88.0%	86.4%
My doctor or practice knows me as a person.	81.7%	84.0%	79.5%
My doctor and I have been through a lot together.	67.6%	68.0%	65.9%
My doctor or practice stands up for me.	81.7%	84.0%	79.5%
The care I get takes into account the knowledge of my family.	93.0%	96.0%	90.9%
The care I get in this practice is informed by knowledge of my community.	77.5%	72.0%	79.5%
Over time, my practice helps me to stay healthy.	91.5%	96.0%	90.9%
Over time, my practice helps me to meet my goals.	90.1%	96.0%	86.4%
<b>Average</b>	<b>86.4%</b>	<b>88.0%</b>	<b>85.5%</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	71	11	20	24	1	5
My practice makes it easy for me to get care.	91.5%	100.0%	95.0%	87.5%	100.0%	80.0%
My practice is able to provide most of my care.	97.2%	100.0%	95.0%	100.0%	100.0%	100.0%
In caring for me, my doctor considers all factors that affect my health.	93.0%	100.0%	95.0%	95.8%	100.0%	80.0%
My practice coordinates the care I get from multiple places.	85.9%	90.9%	80.0%	95.8%	100.0%	60.0%
My doctor or practice knows me as a person.	81.7%	90.9%	75.0%	83.3%	100.0%	60.0%
My doctor and I have been through a lot together.	67.6%	72.7%	50.0%	79.2%	100.0%	20.0%
My doctor or practice stands up for me.	81.7%	81.8%	90.0%	75.0%	100.0%	60.0%
The care I get takes into account the knowledge of my family.	93.0%	90.9%	95.0%	87.5%	100.0%	100.0%
The care I get in this practice is informed by knowledge of my community.	77.5%	72.7%	75.0%	66.7%	100.0%	100.0%
Over time, my practice helps me to stay healthy.	91.5%	90.9%	95.0%	95.8%	100.0%	100.0%
Over time, my practice helps me to meet my goals.	90.1%	90.9%	95.0%	91.7%	100.0%	80.0%
<b>Average</b>	<b>86.4%</b>	<b>89.3%</b>	<b>85.5%</b>	<b>87.1%</b>	<b>100.0%</b>	<b>76.4%</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	71	31	6	8	7	3	1
My practice makes it easy for me to get care.	91.5%	87.1%	100.0%	87.5%	100.0%	66.7%	100.0%
My practice is able to provide most of my care.	97.2%	93.5%	100.0%	100.0%	100.0%	100.0%	100.0%
In caring for me, my doctor considers all factors that affect my health.	93.0%	93.5%	100.0%	87.5%	100.0%	66.7%	100.0%
My practice coordinates the care I get from multiple places.	85.9%	83.9%	100.0%	87.5%	85.7%	66.7%	100.0%
My doctor or practice knows me as a person.	81.7%	77.4%	100.0%	87.5%	85.7%	33.3%	100.0%
My doctor and I have been through a lot together.	67.6%	61.3%	66.7%	87.5%	57.1%	33.3%	100.0%
My doctor or practice stands up for me.	81.7%	83.9%	100.0%	87.5%	85.7%	33.3%	100.0%
The care I get takes into account the knowledge of my family.	93.0%	93.5%	100.0%	100.0%	100.0%	33.3%	100.0%
The care I get in this practice is informed by knowledge of my community.	77.5%	67.7%	100.0%	100.0%	71.4%	33.3%	100.0%
Over time, my practice helps me to stay healthy.	91.5%	96.8%	100.0%	100.0%	85.7%	33.3%	100.0%
Over time, my practice helps me to meet my goals.	90.1%	93.5%	100.0%	87.5%	85.7%	33.3%	100.0%
<b>Average</b>	<b>86.4%</b>	<b>84.8%</b>	<b>97.0%</b>	<b>92.0%</b>	<b>87.0%</b>	<b>48.5%</b>	<b>100.0%</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	71	12	40	8	2
My practice makes it easy for me to get care.	91.5%	83.3%	92.5%	100.0%	50.0%
My practice is able to provide most of my care.	97.2%	91.7%	97.5%	100.0%	100.0%
In caring for me, my doctor considers all factors that affect my health.	93.0%	75.0%	97.5%	100.0%	100.0%
My practice coordinates the care I get from multiple places.	85.9%	75.0%	90.0%	75.0%	100.0%
My doctor or practice knows me as a person.	81.7%	75.0%	82.5%	75.0%	100.0%
My doctor and I have been through a lot together.	67.6%	66.7%	60.0%	75.0%	100.0%
My doctor or practice stands up for me.	81.7%	75.0%	80.0%	87.5%	100.0%
The care I get takes into account the knowledge of my family.	93.0%	91.7%	92.5%	100.0%	100.0%
The care I get in this practice is informed by knowledge of my community.	77.5%	91.7%	75.0%	62.5%	50.0%
Over time, my practice helps me to stay healthy.	91.5%	83.3%	100.0%	87.5%	100.0%
Over time, my practice helps me to meet my goals.	90.1%	83.3%	95.0%	87.5%	100.0%
<b>Average</b>	<b>86.4%</b>	<b>81.1%</b>	<b>87.5%</b>	<b>86.4%</b>	<b>90.9%</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	71	4	17	15	12	4	2	7
My practice makes it easy for me to get care.	91.5%	75.0%	94.1%	80.0%	91.7%	100.0%	100.0%	100.0%
My practice is able to provide most of my care.	97.2%	75.0%	100.0%	100.0%	91.7%	100.0%	100.0%	100.0%
In caring for me, my doctor considers all factors that affect my health.	93.0%	75.0%	94.1%	86.7%	100.0%	100.0%	100.0%	100.0%
My practice coordinates the care I get from multiple places.	85.9%	75.0%	82.4%	86.7%	91.7%	100.0%	100.0%	85.7%
My doctor or practice knows me as a person.	81.7%	75.0%	82.4%	80.0%	83.3%	100.0%	100.0%	71.4%
My doctor and I have been through a lot together.	67.6%	75.0%	70.6%	66.7%	50.0%	100.0%	100.0%	42.9%
My doctor or practice stands up for me.	81.7%	75.0%	88.2%	80.0%	75.0%	100.0%	100.0%	71.4%
The care I get takes into account the knowledge of my family.	93.0%	75.0%	88.2%	93.3%	100.0%	100.0%	100.0%	100.0%
The care I get in this practice is informed by knowledge of my community.	77.5%	75.0%	70.6%	73.3%	66.7%	100.0%	100.0%	100.0%
Over time, my practice helps me to stay healthy.	91.5%	75.0%	94.1%	100.0%	100.0%	100.0%	100.0%	100.0%
Over time, my practice helps me to meet my goals.	90.1%	75.0%	94.1%	93.3%	91.7%	100.0%	100.0%	100.0%
<b>Average</b>	<b>86.4%</b>	<b>75.0%</b>	<b>87.2%</b>	<b>85.5%</b>	<b>85.6%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>88.3%</b>



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