

Three Year Trend Data

MHQP PES 2016 Adult Primary Care: Composite Trends Site Analysis			
	2016 Mean (15 th & 85 th percentile)	2015 Mean (15 th & 85 th percentile)	2014 Mean (15 th & 85 th percentile)
Quality of Doctor Patient Interaction			
Communication	93.6 (91; 97)	93.5 (90; 96)	93.6 (91; 96)
Integration of Care	85.1 (80;90)	84.7 (79;90)	85.1 (80;90)
Knowledge of Patient	88.0 (84; 92)	87.7 (84; 92)	87.5 (84; 92)
Adult Behavioral Health	59.6 ▲ ▲ (49;70)	56.5 ▲ ▲ (46;66)	53.1 ▲ (43; 63)
Organization/Structural Features of Care			
Organizational Access	80.0 (74; 87)	79.9 (73; 86)	79.9 (73; 86)
Self-Management Support	55.3 ▲ ▲ (48; 63)	54.0 ▲ ▲ (46; 61)	52.8 (45; 61)
Office Staff	87.8 ▲ ▲ (83; 93)	87.0 ▲ (82; 92)	86.5 (81; 92)
Global Rating			
Willingness to Recommend	90.7 (86; 95)	90.5 (86; 94)	90.5 (86; 95)

- ▲ Significantly above previous year (1 year prior)
- ▲ Significantly above result from 2 years prior

MHQP PES 2016 Pediatric Primary Care: Composite Trends Site Analysis			
	2016 Mean (15 th & 85 th percentile)	2015 Mean (15 th & 85 th percentile)	2014 Mean (15 th & 85 th percentile)
Quality of Doctor Patient Interaction			
Communication	96.7 ▲ (95; 98)	96.5 (95; 98)	96.1 (95; 98)
Knowledge of Patient	92.2 ▲ (90; 95)	92.0 (90; 95)	91.4 (89; 94)
Pediatric Preventive Care	72.6 ▲ (66; 80)	71.5 (64; 79)	70.4 (63; 78)
Child Development	76.5 ▲ ▲ (71; 83)	75.0 (69; 80)	74.4 (69; 81)
Organization/Structural Features of Care			
Organizational Access	87.0 ▲ (83; 91)	86.7 ▲ ▲ (82; 91)	85.5 (81; 91)
Self-Management Support	46.0 ▲ ▲ (38; 54)	43.6 ▲ (37; 51)	42.0 (34; 49)
Office Staff	90.7 ▲ (86; 95)	90.1 ▲ (86; 94)	89.4 (85; 94)
Global Rating			
Willingness to Recommend	95.5 (94; 98)	95.3 (93; 98)	95.1 (92; 98)

- ▲ Significantly above previous year (1 year prior)
- ▲ Significantly above result from 2 years prior