

MHQP 2007 STATEWIDE PATIENT EXPERIENCE SURVEY RESULTS

Adult Primary Care

51,088 Respondents Statewide

How Well Doctors Communicate with Patients (6 questions)

In the last 12 months, how often did your personal doctor explain things in a way that was easy to understand?

	<i>frequency</i>	<i>percent</i>	
Never	137	0%	
Almost never	159	0%	
Sometimes	785	2%	
Usually	2,330	5%	
Almost always	5,324	10%	
Always	42,039	83%	
Total applicable respondents	50,774		

In the last 12 months, how often did your personal doctor listen carefully to you?

	<i>frequency</i>	<i>percent</i>	
Never	209	0%	
Almost never	290	1%	
Sometimes	1,093	2%	
Usually	2,663	5%	
Almost always	5,276	10%	
Always	41,216	81%	
Total applicable respondents	50,747		

In the last 12 months, how often did your personal doctor give you clear instructions about what to do to take care of the health problems or symptoms that were bothering you?

	<i>frequency</i>	<i>percent</i>	
Never	161	0%	
Almost never	294	1%	
Sometimes	979	2%	
Usually	2,101	5%	
Almost always	5,254	12%	
Always	34,990	80%	
Total applicable respondents	43,779		

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How Well Doctors Communicate with Patients (6 questions)

In the last 12 months, how often did your personal doctor give you clear instructions about what to do if your symptoms got worse or came back?

	<i>frequency</i>	<i>percent</i>	
Never	432	1%	
Almost never	418	1%	
Sometimes	945	2%	
Usually	2,211	5%	
Almost always	4,914	11%	
Always	34,756	80%	
Total applicable respondents	43,676		

In the last 12 months, how often did your personal doctor show respect for what you had to say?

	<i>frequency</i>	<i>percent</i>	
Never	182	0%	
Almost never	271	1%	
Sometimes	949	2%	
Usually	2,162	4%	
Almost always	4,186	8%	
Always	42,971	85%	
Total applicable respondents	50,721		

In the last 12 months, how often did your personal doctor spend enough time with you?

	<i>frequency</i>	<i>percent</i>	
Never	305	1%	
Almost never	561	1%	
Sometimes	1,435	3%	
Usually	3,413	7%	
Almost always	7,228	14%	
Always	37,735	74%	
Total applicable respondents	50,677		







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




51,088 Respondents Statewide

How Well Doctors Coordinate Care (2 questions)

In the last 12 months, how often did your personal doctor seem informed and up-to-date about the care you received from specialist doctors?







	<i>frequency</i>	<i>percent</i>	
Never	753	2%	
Almost never	653	2%	
Sometimes	1,673	5%	
Usually	3,403	11%	
Almost always	7,007	22%	
Always	18,163	57%	
Total applicable respondents	31,652		

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

	<i>frequency</i>	<i>percent</i>	
Never	1,659	4%	
Almost never	1,098	2%	
Sometimes	2,145	5%	
Usually	3,300	7%	
Almost always	6,138	14%	
Always	30,689	68%	
Total applicable respondents	45,029		

How Well Doctors Know Their Patients (2 questions)

In the last 12 months, how often did your personal doctor seem to know all the important information about your medical history?

	<i>frequency</i>	<i>percent</i>	
Never	340	1%	
Almost never	511	1%	
Sometimes	1,625	3%	
Usually	4,124	8%	
Almost always	10,055	20%	
Always	33,895	67%	
Total applicable respondents	50,550		

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How Well Doctors Know Their Patients (2 questions)

How would you rate your personal doctor's knowledge of you as a person, including values and beliefs that are important to you?

	<i>frequency</i>	<i>percent</i>	
Very poor	519	1%	<div style="width: 1%; height: 10px; background-color: #cccccc;"></div>
Poor	916	2%	<div style="width: 2%; height: 10px; background-color: #cccccc;"></div>
Fair	2,850	6%	<div style="width: 6%; height: 10px; background-color: #cccccc;"></div>
Good	6,720	13%	<div style="width: 13%; height: 10px; background-color: #cccccc;"></div>
Very good	13,652	27%	<div style="width: 27%; height: 10px; background-color: #cccccc;"></div>
Excellent	25,833	51%	<div style="width: 51%; height: 10px; background-color: #cccccc;"></div>
Total applicable respondents	50,490		

How Well Doctors Give Preventive Care and Advice (5 questions)

In the last 12 months, did your personal doctor's office remind you to get preventive care that you were due to receive (for example, flu shot, cancer screening, mammogram, eye exam)?

	<i>frequency</i>	<i>percent</i>	
No	10,353	21%	<div style="width: 21%; height: 10px; background-color: #cccccc;"></div>
Yes	40,005	79%	<div style="width: 79%; height: 10px; background-color: #cccccc;"></div>
Total applicable respondents	50,358		

In the last 12 months, did you and your personal doctor talk about a healthy diet and healthy eating habits?

	<i>frequency</i>	<i>percent</i>	
No			
Yes, definitely	25,678	51%	<div style="width: 51%; height: 10px; background-color: #cccccc;"></div>
Yes, somewhat	18,077	36%	<div style="width: 36%; height: 10px; background-color: #cccccc;"></div>
No, definitely not	6,736	13%	<div style="width: 13%; height: 10px; background-color: #cccccc;"></div>
Total applicable respondents	50,491		

In the last 12 months, did you and your personal doctor talk about the exercise or physical activity you get?

	<i>frequency</i>	<i>percent</i>	
No			
Yes, definitely	30,957	61%	<div style="width: 61%; height: 10px; background-color: #cccccc;"></div>
Yes, somewhat	15,289	30%	<div style="width: 30%; height: 10px; background-color: #cccccc;"></div>
No, definitely not	4,325	9%	<div style="width: 9%; height: 10px; background-color: #cccccc;"></div>
Total applicable respondents	50,571		




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How Well Doctors Give Preventive Care and Advice (5 questions)

In the last 12 months, did you and your personal doctor talk about things in your life that worry you or cause you stress?







	<i>frequency</i>	<i>percent</i>	
No			
Yes, definitely	22,373	44%	
Yes, somewhat	17,645	35%	
No, definitely not	10,292	20%	
Total applicable respondents	50,310		

In the last 12 months, did your personal doctor ask whether there was a period of 2 weeks or more when you felt sad, empty or depressed?

	<i>frequency</i>	<i>percent</i>	
No	33,193	67%	
Yes	16,404	33%	
Total applicable respondents	49,597		

Getting Timely Appointments, Care, and Information (6 questions)

In the last 12 months, when you called your personal doctor's office to get an appointment for care you needed right away, how often did you get an appointment as soon as you needed it?

	<i>frequency</i>	<i>percent</i>	
Never	413	1%	
Almost never	444	1%	
Sometimes	1,538	5%	
Usually	2,972	9%	
Almost always	7,627	24%	
Always	19,133	60%	
Total applicable respondents	32,127		







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Getting Timely Appointments, Care, and Information (6 questions)







In the last 12 months, when you scheduled an appointment for a check-up or routine care at your personal doctor's office, how often did you get an appointment as soon as you needed it?

	<i>frequency</i>	<i>percent</i>	
Never	427	1%	
Almost never	863	2%	
Sometimes	2,458	5%	
Usually	5,796	13%	
Almost always	10,070	22%	
Always	26,033	57%	
Total applicable respondents	45,647		

In the last 12 months, when you called your personal doctor's office with a medical question during regular office hours, how often did you get an answer to your question that same day?

	<i>frequency</i>	<i>percent</i>	
Never	598	2%	
Almost never	644	2%	
Sometimes	1,844	6%	
Usually	2,838	10%	
Almost always	6,994	25%	
Always	15,459	54%	
Total applicable respondents	28,377		

In the last 12 months, when you called your personal doctor's office after regular office hours, how often did you get the help or advice you needed?

	<i>frequency</i>	<i>percent</i>	
Never	520	6%	
Almost never	215	3%	
Sometimes	459	5%	
Usually	787	9%	
Almost always	1,459	17%	
Always	5,113	60%	
Total applicable respondents	8,553		







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Getting Timely Appointments, Care, and Information (6 questions)

In the last 12 months, when you had an appointment at your personal doctor's office, how often were you taken to the exam room within 15 minutes of your appointment time?







	<i>frequency</i>	<i>percent</i>	
Never	1,913	4%	
Almost never	2,049	4%	
Sometimes	5,301	10%	
Usually	9,100	18%	
Almost always	14,388	28%	
Always	17,804	35%	
Total applicable respondents	50,555		

In the last 12 months, once you were in the exam room, how often did the person you were scheduled to see come in within 15 minutes?

	<i>frequency</i>	<i>percent</i>	
Never	869	2%	
Almost never	1,091	2%	
Sometimes	3,557	7%	
Usually	7,646	15%	
Almost always	12,753	25%	
Always	24,782	49%	
Total applicable respondents	50,698		

Seeing Your Own Doctor (1 questions)

In the last 12 months, when you had an appointment at your personal doctor's office, how often did you see your personal doctor (not a nurse or other provider from the doctor's office)?

	<i>frequency</i>	<i>percent</i>	
Never	660	1%	
Almost never	722	1%	
Sometimes	2,111	4%	
Usually	3,036	6%	
Almost always	7,773	15%	
Always	36,294	72%	
Total applicable respondents	50,596		







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Getting Quality Care from Other Doctors and Nurses in the Office (4 questions)







In the last 12 months, how often did these other doctors and nurses at your personal doctor's office explain things in a way that was easy to understand?

	<i>frequency</i>	<i>percent</i>	
Never	536	2%	
Almost never	516	2%	
Sometimes	1,662	6%	
Usually	2,936	11%	
Almost always	6,069	23%	
Always	14,729	56%	
Total applicable respondents	26,448		

In the last 12 months, how often did you feel that these other doctors and nurses at your personal doctor's office had all the information they needed to correctly diagnose and treat your health problems?

	<i>frequency</i>	<i>percent</i>	
Never	466	2%	
Almost never	517	2%	
Sometimes	1,736	7%	
Usually	3,440	13%	
Almost always	6,538	25%	
Always	13,443	51%	
Total applicable respondents	26,140		

In the last 12 months, how often did these other doctors and nurses at your personal doctor's office spend enough time with you?

	<i>frequency</i>	<i>percent</i>	
Never	412	2%	
Almost never	501	2%	
Sometimes	1,525	6%	
Usually	3,457	13%	
Almost always	5,815	22%	
Always	14,988	56%	
Total applicable respondents	26,698		

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Getting Quality Care from Other Doctors and Nurses in the Office (4 questions)

Overall, how would you rate the care you got in the last 12 months from these other doctors and nurses at your personal doctor's office?

	<i>frequency</i>	<i>percent</i>	
Very poor	179	1%	
Poor	313	1%	
Fair	1,355	5%	█
Good	4,027	15%	████
Very good	9,063	34%	██████████
Excellent	11,686	44%	██████████████
Total applicable respondents	26,623		

Getting Quality Care from Staff in the Doctor's Office (2 questions)

In the last 12 months, how often were office staff at your personal doctor's office as helpful as you thought they should be?

	<i>frequency</i>	<i>percent</i>	
Never	356	1%	
Almost never	881	2%	
Sometimes	2,919	6%	█
Usually	6,731	13%	████
Almost always	13,195	26%	██████████
Always	26,646	53%	██████████████
Total applicable respondents	50,728		

In the last 12 months, how often did office staff at your personal doctor's office treat you with courtesy and respect?

	<i>frequency</i>	<i>percent</i>	
Never	195	0%	
Almost never	467	1%	
Sometimes	1,816	4%	█
Usually	4,580	9%	████
Almost always	7,468	15%	██████████
Always	36,212	71%	██████████████
Total applicable respondents	50,738		






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Would you Recommend your Doctor to your Family and Friends?

Would you recommend your personal doctor to your family and friends?

	<i>frequency</i>	<i>percent</i>	
Definitely yes	37,622	74%	
Probably yes	8,645	17%	
Not sure	2,262	4%	
Probably not	1,285	3%	
Definitely not	843	2%	
Total applicable respondents	50,657		