

# **Your Voice Matters:** Patient Experience with Primary Care Providers in Washington State

2016 Report

[www.wacommunitycheckup.org](http://www.wacommunitycheckup.org)

Dear Community Member,

**YOUR VOICE MATTERS** is an initiative of the Washington Health Alliance to understand patients' experience with their primary health care providers. While many medical groups take steps to periodically assess their patients' level of satisfaction or experience using a variety of survey tools, the Alliance's initiative produces *comparable results that are publicly available*.

This is the third time that the Washington Health Alliance has administered this nationally developed and standardized patient experience survey, and the survey has grown in size each time. Between September and November 2015, surveys were mailed to approximately 181,000 adults in 14 counties in Washington (Benton, Chelan, Douglas, Franklin, King, Kitsap, Kittitas, Pierce, Skagit, Snohomish, Spokane, Thurston, Whatcom, and Yakima). In 2017, the Washington Health Alliance plans to report patient experience scores for primary care medical groups and clinics of four or more providers throughout Washington's 39 counties.

The survey asked patients to report their experiences with their primary health care provider and the provider's office staff over the last 12 months. We had an overall response rate of 31 percent, which means we are able to publicly report results for 75 medical groups with 266 clinics in the 14 counties. This rate of response is good for this type of survey.

This report includes results for medical groups. Both medical group and clinic results are available on the Alliance's Community Checkup website.

Through this effort, we are striving to:

- Send clear signals for expected performance by measuring and publicly reporting patient experience in a standardized manner across medical groups and clinics with comparisons to both the average and the 90<sup>th</sup> percentile performance for the 14 counties;
- Support learning opportunities by providing actionable information for primary care practices to improve patient experience; and
- Activate health care purchasers (employers, union trusts) and consumers to better understand and expect excellence in patient experience.

We would like to extend our very sincere thanks to the seven health plans – Aetna, Cigna, Group Health, Premera Blue Cross, Regence Blue Shield, UnitedHealthcare, and the Washington State Health Care Authority (Medicaid) – that recognized the importance of this effort and enabled the survey by providing the patient sample. We would also like to thank The Center for the Study of Services (CSS), the vendor that fielded the survey on behalf of the Alliance.

For more information, please contact Susie Dade at the Washington Health Alliance: [sdade@wahealthalliance.org](mailto:sdade@wahealthalliance.org)

Sincerely,

Nancy A. Giunto, Executive Director

Washington Health Alliance



#### YOUR VOICE MATTERS

View full scores for medical groups and clinics in 14 Washington counties at:

[wacommunitycheckup.org/your-voice-matters](http://wacommunitycheckup.org/your-voice-matters)

## Table of Contents

3

Summary of 2015 patient experience survey results	4
Linking patient experience to the overall rating of the provider	9
Improving patient experience: suggestions for provider organizations	10
Patients have a role to play in ensuring positive patient experience	11
The survey instrument	12
Patient experience results: Medical groups in Washington state	16
Getting timely appointments, care and information	19
How well providers communicate with patients	25
How well providers use information to coordinate care	31
Helpful, courteous and respectful office staff	37
Overall rating of the provider	43
Patient experience results: Clinics in Washington state	50
Other findings from the patient experience survey	64
Survey administration protocol	67

## Summary of 2015 patient experience survey results

### GETTING TIMELY APPOINTMENTS, CARE AND INFORMATION

(SCORES REFLECT THE % OF PATIENTS THAT RESPONDED "ALWAYS")

Washington average (14 counties)	58.0%
Washington 90th percentile performance (14 counties)	68.3%
National 90th percentile performance*	78.0%
Range of performance within the 14 counties**	33.7% → 82.5%

### HOW WELL PROVIDERS COMMUNICATE WITH PATIENTS

(SCORES REFLECT THE % OF PATIENTS THAT RESPONDED "ALWAYS")

Washington average (14 counties)	83.0%
Washington 90th percentile performance (14 counties)	88.4%
National 90 percentile performance*	91.0%
Range of performance within the 14 counties**	55.7% → 93.9%

### HOW WELL PROVIDERS USE INFORMATION TO COORDINATE PATIENT CARE\*\*\*

(SCORES REFLECT THE % OF PATIENTS THAT RESPONDED "ALWAYS")

Washington average (14 counties)	70.6%
Washington 90th percentile performance (14 counties)	76.6%
Range of performance within the 14 counties**	48.7% → 84.9%

### HELPFUL, COURTEOUS AND RESPECTFUL OFFICE STAFF

(SCORES REFLECT THE % OF PATIENTS THAT RESPONDED "ALWAYS")

Washington average (14 counties)	73.0%
Washington 90th percentile performance (14 counties)	80.8%
National 90th percentile performance*	91.0%
Range of performance within the 14 counties**	45.6% → 87.6%

### PATIENT'S OVERALL RATING OF THE PROVIDER

(SCORES REFLECT THE % OF PATIENTS THAT RESPONDED 9 OR 10 ON A SCALE OF 0 - 10)

Washington average (14 counties)	74.3%
Washington 90th percentile performance (14 counties)	82.7%
National 90th percentile performance*	90.0%
Range of performance within the 14 counties**	39.5% → 88.8%

\* 2014 CAHPS Clinician and Group Survey Database (most recent data from the CAHPS Database).

\*\* Range of performance shown as lowest scoring and highest scoring medical clinics within the 14 counties.

\*\*\* National 90th percentile score not available as this was a new composite measure in 2015.



## How do the 2015 scores compare to scores from the 2013 survey?

The news is mixed. Overall, based on the regional average scores from four measures in each of the last two survey years, results improved for two measures and did not change for two measures. The details are shown below.

Overall, performance **improved** for the following two measures. The changes are statistically significant at the 95% confidence level.

- Getting Timely Appointments, Care and Information
- How Well Providers Communicate with Patients

The fifth measure in this year's report, How Well Providers Use Information to Coordinate Care, is not included in this comparison of 2015 to 2013 as it is a brand new composite measure in 2015.

	Getting timely appointments, care and information	How well providers communicate with patients	Helpful, courteous and respectful office staff	Patient's rating of the provider
	IMPROVED	IMPROVED	NO CHANGE	NO CHANGE
<b>2015 Average*</b>	<b>58.0%</b> (n = 43,225)	<b>83.0%</b> (n = 45,945)	<b>73.0%</b> (n = 45,714)	<b>74.3%</b> (n = 45,587)
<b>2013 Average**</b>	<b>54.1%</b> (n = 28,498)	<b>79.2%</b> (n = 28,468)	<b>73.2%</b> (n = 28,456)	<b>73.8%</b> (n = 28,258)

\*Based on 14 counties in Washington state.

\*\*Based on five counties in Washington state.

NOTE: The questions that contribute to Getting Timely Care and How Well Providers Communicate have changed slightly since 2013 given the move to CAHPS 3.0.

## What do we mean by patient experience?

Patient experience refers to **what happens** to individuals when they are interacting with the health care system and trying to have their needs met. It is also the **patient's perceptions** of those interactions.

A patient's experience can begin with a phone call or secure email to their primary care provider's office. It includes the patient's experience in making an appointment for routine or urgent care and how easy it is to be seen at a time that the patient thinks is needed. It includes the time a patient is at the provider's office and any follow-up contact that happens in between visits. A patient's experience is influenced by how well their provider knows important information about their medical history, including care they have received from specialists, and how well their provider listens to what they have to say and whether the provider shows respect for the patient's concerns and questions. Patient's need easy-to-understand explanations about their health concerns and clear instructions about what they need to do after they have left the provider's office. The patient experience includes occurrences from a single interaction and collectively across time.

**Patterns of positive patient experience are very important – reliably knowing what to expect creates trust and lays the foundation for improving the health and well-being of the patient.**

## Six reasons why patient experience is important

**#1 Patient experience has become a top priority of health care industry leaders.** According to the Beryl Institute,<sup>1</sup> three things top the priority list for health care leaders for the next three years: patient experience, quality/patient safety and cost management/reduction.

**#2 Consumer awareness is growing.** The health care industry has entered an age of consumer awareness. Information is becoming more available about health care quality and cost. Comparative information about patient experience is helping patients to make better informed choices about where to get their care, and health care purchasers to decide who they prefer to have in their provider networks. Patient experience is an important differentiator among health care providers.

**#3 Experience of care matters to patients and their families.** Patients want to be respected, feel heard, get the care they feel they need when they need it, understand their health conditions and what they are supposed to do, and participate in important decisions about their health.

**#4 "Patient-centeredness" is now widely accepted as a core dimension of health care quality.** The Institute of Medicine includes patient-centered care as one of six domains of quality. The term may seem like jargon, but it refers to important, basic ideas, such as: engagement of patients and their families in clinical decision-making; two-way communication that is

**Patient experience is an integration of quality, safety and service as well as outcomes and cost implications.**

**-The Beryl Institute**

<sup>1</sup> State of Patient Experience 2015: A Global Perspective on the Patient Experience Movement, The Beryl Institute.

sensitive to the patient's ability to understand; and, care that is well coordinated and that focuses on the whole person.

**#5 Patient-centered care, patient experience and quality all go hand-in-hand.** Research evidence indicates that there are positive relationships between a health care team member's communication skills and a patient's capacity to follow through with medical recommendations, self-manage a chronic medical condition and adopt preventive health behaviors. Studies show that the clinician's ability to explain, listen and empathize can have a significant effect on biological and functional health outcomes.

**#6 Good patient experience is good for business.**

- ✓ There is a heightened market focus on patient experience. In 2014, through an effort led by the Governor's Office and the Washington State Health Care Authority, Washington State adopted a Common Measure Set for Health Care Quality and Cost. Measures of patient experience are included in this measure set – both for hospitals and physician practices. The Common Measure Set is being used to evaluate performance and to support value-based purchasing, where payment is linked to performance.
- ✓ More and more attention is being given to the development of accountable care. Strong, effective primary care is foundational to cost-effective health care over the longer term. As health care purchasers and payers move toward payment for value, rather than volume, it is a certainty that patient experience will be a key metric of performance.
- ✓ Relationship quality is a major predictor of patient loyalty. Real world evidence demonstrates that patients often act in response to their experience of care, responding either by staying or by "voting with their feet."
- ✓ Word-of-mouth is still the number one way that patients get recommendations about where to receive their care. One person's positive patient experience can be multiplied many times over through personal recommendations and social media.
- ✓ Patient experience is inversely correlated to complaints and medical malpractice risk. Generally speaking, as patient experience improves, the risk of complaints goes down.

## Why measure patient experience using a standardized survey?

The use of surveys to ask patients about their experience in the health care setting is the best way to know (and to measure) whether the experiences deemed essential for high quality, patient-centered care actually take place. For example, these are questions that patients are uniquely qualified to answer about their experience:

- How often do you get information or an appointment for care as soon as you felt is needed?
- How often does the provider explain things in a way that is easy for you to understand?
- How often do you feel listened to and respected?
- How often does the provider answer questions to your satisfaction?
- How often does the provider seem to know important information about your medical history?

Using a standardized survey allows us to compare results across medical groups and clinics in Washington, and to compare our state results to national benchmarks.

## Is patient experience the same thing as patient satisfaction?

Surveys designed to measure patient **experience** include but go beyond simple ratings of satisfaction to focus on the critical interactions patients should experience during their health care encounters. Patient experience surveys ask patients *whether or not*, or *how often*, certain events or behaviors actually occurred. Patient experience survey questions focus on the dimensions of care that are most important to patients and that are linked to improved health *outcomes* for patients. And, because patient experience surveys ask patients whether or not, or how often, certain events or behaviors happen, the results can be useful in highlighting actionable areas that providers can focus on for improvement in the practice setting.

In contrast, many patient surveys have been based exclusively on the respondent's **satisfaction** ratings of their health care provider and other aspects of care. Patient satisfaction surveys typically use ratings such as *very satisfied to very dissatisfied*, to reflect the patient's feelings, which can be very subjective. Patient satisfaction surveys are less helpful in understanding what can be done to improve performance. More importantly, patient satisfaction alone is not strongly linked to improved health outcomes in any meaningful way.

If you want to know about patient experience, you have to ask patients.


Patient experience is different from patient satisfaction in some very important ways.

## Linking patient experience to the overall rating of the provider

With heightened attention focused on patient experience, more and more organizations are working to understand what elements of the patient experience most highly correlate with the overall rating of care; in other words, what matters most to patients. We conducted a key driver analysis based on results from this patient experience survey. The results show that **nine variables (listed below) explain 83 percent of the variation in the overall provider ratings**. Interestingly, all nine variables concern different aspects of effective provider communication. Not surprisingly, the results are very similar to those from the 2013 and 2011 patient experience surveys.

The table below lists the nine variables, from highest to lowest, based on the correlation of the key driver to the rating of provider score. The average and 90th percentile scores for Washington (14 counties) reflect the percentage of patients reporting “always” in response to the question noted.

**The provider’s knowledge of the patient and effective communication between provider and patient continue to be the most critical elements of the patient’s experience.**



Key Driver – How often did your provider . . .	Correlation Coefficient	WA Average	WA 90 <sup>th</sup> Percentile
Seem to know the important information about your medical history?	0.874	74.1%	81.8%
Really cared about you as a person?	0.863	77.2%	85.1%
Explain things in a way that was easy to understand?	0.833	83.4%	89.0%
Show respect for what you had to say?	0.830	86.8%	92.1%
Listen carefully to you?	0.819	83.3%	89.2%
Answer all your questions to your satisfaction?	0.802	77.1%	83.7%
Spend enough time with you?	0.726	79.0%	85.7%
Tell you the truth about your health, even if there was bad news?	0.718	89.8%	93.2%
Seem informed and up-to-date about the care you got from specialists?	0.701	62.1%	70.5%



## Improving patient experience: suggestions for provider organizations

There is a growing body of evidence about positive changes that physician practices are making to improve patient experience. According to the Beryl Institute's 2015 Report,<sup>2</sup> two themes have emerged at the macro level as critical to patient experience success. The first theme is leadership. First and foremost, patient experience is about culture and ensuring the medical practice is a people-first enterprise. "Patient experience success is driven by a strategic perspective and unwavering commitment, not by tactical actions alone."<sup>2</sup> Setting the tone is foundational; leadership at all levels within the practice is necessary to establish and perpetuate a culture that prioritizes patient experience.

The second theme includes "institutionalizing the culture" (making it the norm) through regular use of tools, processes and structured improvement initiatives that focus on patient experience. Having physicians visibly support and participate in these efforts is critical. Examples here include: (1) qualities, skills and attributes routinely sought during recruitment of managers, providers, health care team members and front office staff; (2) ongoing staff training and development; (3) making patient experience a core component of performance review; (4) patient and family engagement via advisory councils; (5) ongoing measurement to support performance improvement; and, (6) facility enhancements that support comfort and cheer.

Given the results of the key driver analysis, there should be no question that a very strong emphasis must be on the **provider's knowledge of the patient and effective communication between provider and patient**. A number of high impact strategies for health care providers have been identified over the past several years; examples include the following:

- ✓ Review the patient's medical record before the visit. Make sure you're up to date on results from previous visits, including visits with other providers (e.g., specialists).
- ✓ Negotiate an agenda with the patient at the start of each visit – know what's important to cover from the patient's perspective and prioritize the list together based on available time.
- ✓ Make a personal connection and demonstrate empathy through eye contact and empathic statements — caring about the individual as a person, not just a problem to be solved.
- ✓ Provide closure at the end of the visit by summarizing next steps and an action plan for the patient. Give the patient this information in writing in an after-visit summary.
- ✓ Make sure patients have time to ask questions and use the teach-back approach where patients are asked to repeat instructions in

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<sup>2</sup> State of Patient Experience 2015: A Global Perspective on the Patient Experience Movement, The Beryl Institute.

their own words to reinforce their comprehension and confirm their understanding of the plan.

- ✓ Engage the entire practice team in supporting patients, using warm hand-off introductions and explain team member roles so patients know who they are interacting with and why.
- ✓ Notify patients of test results right away, whether positive or negative.

## Patients have a role to play in ensuring positive patient experience

Primary care providers and other members of the health care team cannot do this alone. Patients can do their part by doing the following:

- ✓ Show up on time for your appointment.
- ✓ Come to the appointment with a list of questions and concerns. There may not always be time to cover everything on the list, so be prepared to work with your provider to prioritize the list and agree that some questions can wait until next time.
- ✓ Be honest about how you are feeling and symptoms you are experiencing.
- ✓ Bring a list of current medications and be prepared to talk about how often and how reliably you take medications. Remember to put vitamins and other nutritional supplements and herbal remedies on the list.
- ✓ Listen carefully, ask questions and even take notes. Take responsibility for trying to understand what the provider is saying before leaving. If something is unclear, tell the provider.
- ✓ If you disagree with your provider about the advice he or she is offering, say so and open up the opportunity for dialogue and agreement on an alternative strategy.
- ✓ If you're not getting your needs met, talk with your provider about it. It is important that you expect and receive a positive patient experience – but recognize that it is a relationship and that your part in it is important too.
- ✓ If, after trying, you remain dissatisfied with your patient experience, find another provider that you'll be able to work with more effectively. Patient experience is important.
- ✓ Remember, patient experience is about *whether or not*, or *how often*, certain behaviors actually occur during interactions with your provider. For example:
  - Does your provider seem to know the important information about your medical history?

- Does your provider listen carefully to you and explain things in a way that you can understand?
- Does your provider seem up-to-date and knowledgeable about care that you receive from specialists?
- Does your provider's office follow-up to give you test results and talk with you about next steps?
- Does your provider talk with you about all your medications and ask what you thought was best for you before starting or stopping a medication?

## The survey instrument

The Washington Health Alliance patient experience survey is based on the Consumer Assessment of Healthcare Providers and Systems (CAHPS®) Clinician & Group 12-Month Survey, also known as the CG-CAHPS Survey. The Alliance used the CG-CAHPS 3.0 Survey, which was released in June 2015. Changes from the CG-CAHPS 2.0 to 3.0 Survey are summarized on page 67. For more information, see: <https://cahps.ahrq.gov/surveys-guidance/cg/about/index.html>.

Introduced by the U.S. Agency for Healthcare Research and Quality (AHRQ) in the mid-1990s, the CAHPS program encompasses a range of standardized surveys that ask consumers and patients to report on and evaluate their experiences with health care. CAHPS surveys are the most widely used surveys for assessing patient experience of care in the U.S., and have undergone rigorous scientific development and testing to ensure validity and reliability. The survey content is shaped by input from patients and other key stakeholders, including health care providers, health plans and purchasers of care. The CG-CAHPS survey asks patients to report their experiences with the health care provider and the provider's office staff over the last 12 months. The CG-CAHPS was endorsed by the National Quality Forum (NQF) in 2007. By using a nationally developed, standardized survey, we are not only able to compare our results locally but also benchmark those results against national best practices.

12

## What measures are included in this report?

Included in this report, as well as in the results that are reported on the Alliance's Community Checkup website, are five measures that summarize the results of the survey. Four of these five measures are composite measures. Composite measures are calculated to summarize what would otherwise be a large amount of information generated by the results of a 53-question survey. Only measures that had a sufficient number of responses in order to be considered reliable are publicly reported. This assessment was made on a clinic by clinic, measure by measure basis. All rates are case-mix adjusted for age, gender, education and self-reported health status.

1. **Getting Timely Appointments, Care and Information** (Composite of three survey questions)
  - When you made an appointment for a check-up or routine care with this provider, how often did you get an appointment as soon as you needed?
  - When you contacted this provider's office during regular office hours, how often did you get an answer to your medical question that same day?
  - When you contacted this office to get an appointment for care you needed right away, how often did you get an appointment as soon as you needed?
2. **How Well Providers Communicate with Patients** (Composite of four survey questions)
  - How often did this provider explain things in a way that was easy to understand?
  - How often did this provider listen carefully to you?
  - How often did this provider show respect for what you had to say?
  - How often did this provider spend enough time with you?
3. **How Well Providers Use Information to Coordinate Patient Care** (Composite of three survey questions)
  - How often did this provider seem to know important information about your medical history?
  - How often did you and someone from this provider's office talk about all the prescription medicines you were taking?
  - How often did someone from this provider's office follow up to give you test results?
4. **Helpful, Courteous and Respectful Office Staff** (Composite of two survey questions)
  - How often were clerks and receptionists at this provider's office as helpful as you thought they should be?
  - How often did clerks and receptionists at this provider's office treat you with courtesy and respect?

The fifth measure is not a composite, but rather reflects patient responses to a single question:

## 5. Patient's Rating of the Provider

The survey asked patients to rate their providers on a scale of 0 to 10, with 0 being the worst and 10 being the best.

## Performance results reflect the “top box” rate

The reported rate is the percentage of patients whose responses indicated high performance for a given measure. To illustrate, the following response categories indicate a high level of performance:

- Questions that ask about **how often something happens: ALWAYS**  
(out of a 4-point scale: *Always, Usually, Sometimes, Never*)
- Questions that ask **whether something happened: YES or YES, DEFINITELY**  
(based on *Yes/No or Yes, definitely/Yes, somewhat/No*)
- Question that asks for a **rating of the provider: 9 and 10 combined**  
(scale of 0–10)

We are reporting the top box rate (rather than the average) for two important reasons:

First, here in Washington, we aspire to excellence and to be among the very best in the country. By reporting top box results for each medical group and clinic, we aim to establish excellence as the standard.

Second, top box rates are easier to explain and focus group testing indicates that consumers understand what the results mean. Top box reporting is effective in helping consumers to identify providers with whom patients *most often* have the best patient experience.



# **Patient experience results:** Medical groups in Washington state



The first chart in this section provides a snapshot of the overall performance on the five measures for medical groups. It starts with those medical groups that report the highest number of *Better* scores. In clusters where multiple medical groups have the same number of *Better* scores, those groups are listed in alphabetical order. These are followed by medical groups with the same number of *Average* scores in alphabetical order, and so on.

On the pages 17-48, medical group results are displayed separately for the five measures:

1. Getting Timely Appointments, Care and Information (composite)
2. How Well Providers Communicate with Patients (composite)
3. How Well Providers Use Information to Coordinate Care (composite)
4. Helpful, Courteous and Respectful Office Staff (composite)
5. Overall Rating of the Provider

For each of the five measures, there are two charts.

- The first chart for each measure indicates whether the medical group's score is *Better*, *Average* or *Worse* compared to the state average.<sup>3</sup>
- The second chart for each measure compares the medical group's score to Washington's 90<sup>th</sup> percentile score. As demonstrated earlier on the chart on page 4, the Washington 90<sup>th</sup> percentile score is between three and ten percentage points below the national 90<sup>th</sup> percentile score, depending on the measure. Collectively, this is our opportunity for improvement.

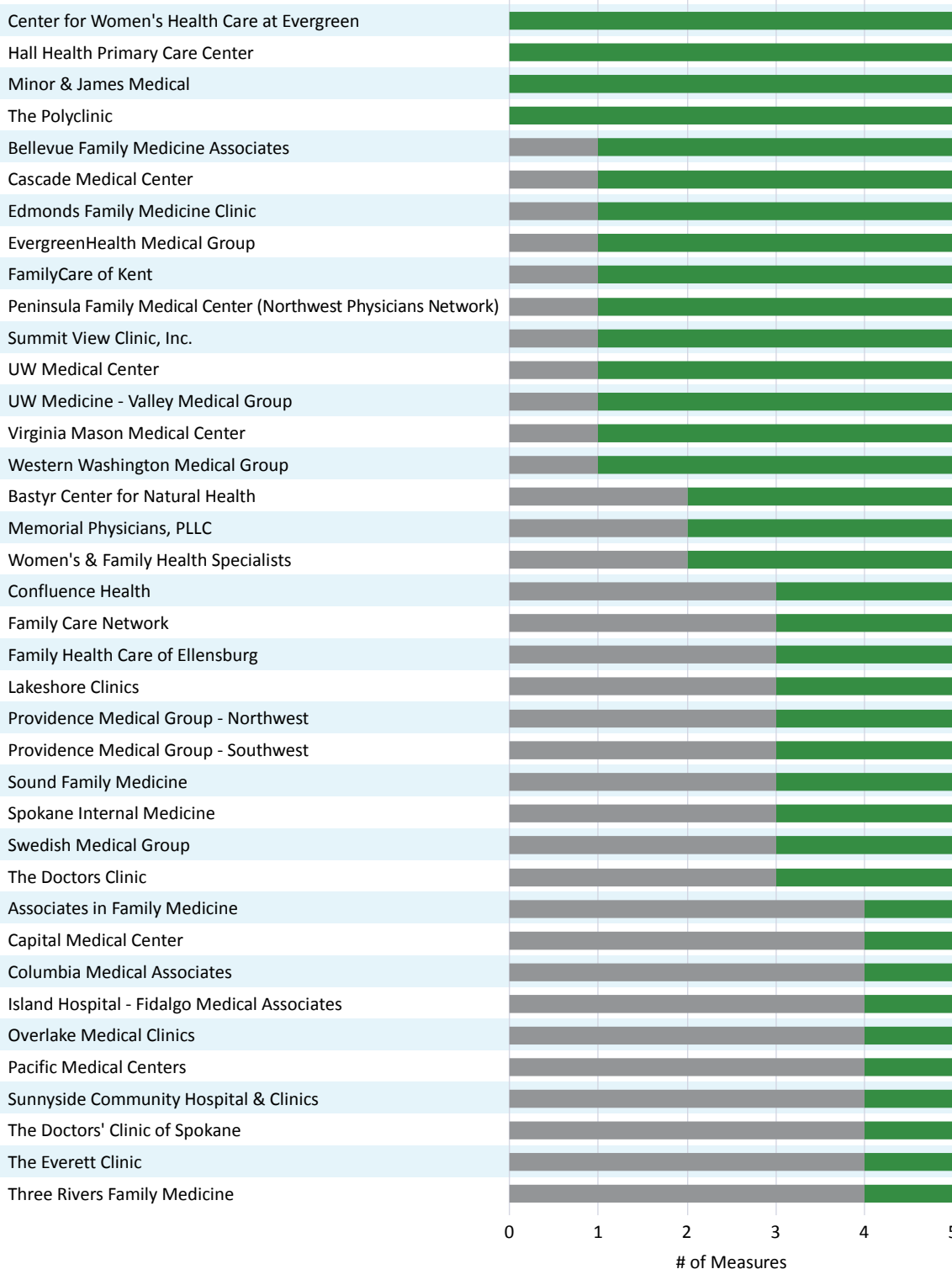
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<sup>3</sup> Based on the 14 counties included in the 2015 patient experience survey. All statistical tests are conducted at the 95% confidence level. Statistically significant differences are marked "Better" or "Worse." Scores that are not statistically different are marked "Average."

## Primary Care Medical Group Performance

### Summary: Patient Experience Survey Results

Medical Group Compared to State Average

■ Better    ■ Average    ■ Worse


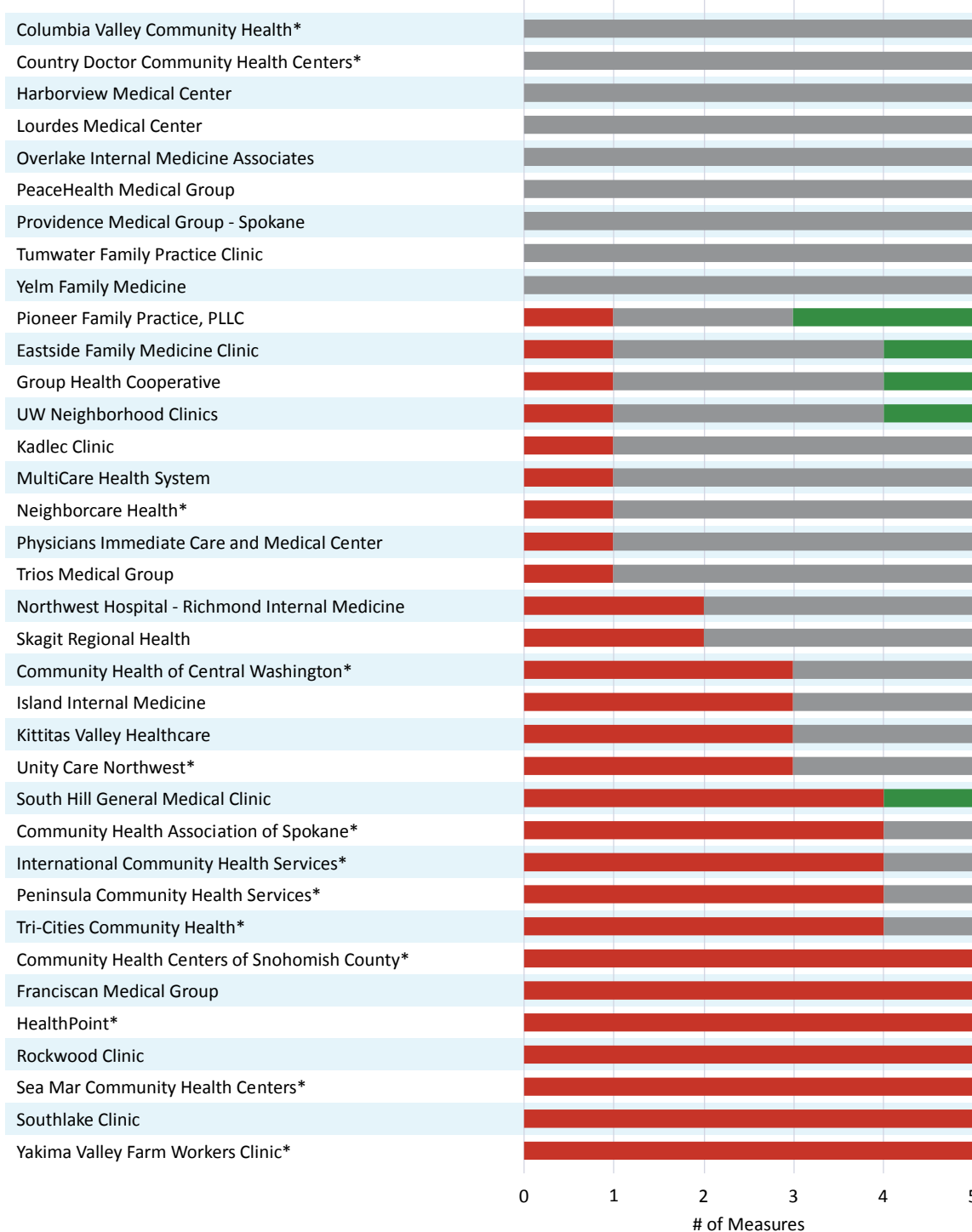
The results are rank ordered first by performance and then in alphabetical order by medical group.

The 2015 Patient Experience Survey was administered between September and December 2015. Patients in the sample had a qualifying visit between July 2014 and June 2015. There are a total of 5 measures. Measures are unweighted; all 5 measures are treated equally for the purpose of this graphic.

## Primary Care Medical Group Performance Summary: Patient Experience Survey Results

### Medical Group Compared to State Average

■ Better ■ Average ■ Worse



\* Federally Qualified Health Center

The results are rank ordered first by performance and then in alphabetical order by medical group.

The 2015 Patient Experience Survey was administered between September and December 2015. Patients in the sample had a qualifying visit between July 2014 and June 2015. There are a total of 5 measures. Measures are unweighted; all 5 measures are treated equally for the purpose of this graphic.

## Getting timely appointments, care and information

As was true in both the 2011 and 2013 patient experience surveys, this area is where we continue to have the most room for improvement. Overall, 58% of patients report that they “always” get timely appointments, care and information. On a national level, top ten percent performers are achieving scores of 78% or higher,<sup>4</sup> whereas in Washington top ten percent performers score 68.3% and higher.

Having timely access to care and information that patients can rely upon is important for several reasons:

- Patients are more likely to identify health problems early and prevent them from becoming worse.
- Patients are less likely to make unnecessary and costly trips to the emergency room or experience potentially preventable hospitalizations.
- Knowing that they can get what they need when they need it is critical for patients to build trust with their primary care team.

In the 14 counties included in this patient experience survey, ten medical groups<sup>5</sup> score at or above the Washington 90<sup>th</sup> percentile score of 68.3% in *Getting Timely Appointments, Care and Information*. There are no medical groups that score at or above the *national* 90<sup>th</sup> percentile score of 78%.

- Cascade Medical Center
- Family Health Care of Ellensburg
- The Doctors Clinic of Spokane
- Summit View Clinic
- Center for Women’s Health Care at Evergreen
- Bellevue Family Medicine Associates
- South Hill General Medical Clinics
- FamilyCare of Kent
- The Polyclinic
- Hall Health Primary Care Center

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<sup>4</sup> 2014 CAHPS Clinician and Group Survey Database (most recent data from the CAHPS Database)

<sup>5</sup> Medical group scores are based on patient responses from all clinic locations (included in this patient experience survey) that are associated with this medical group.
































## Getting Timely Appointments, Care and Information

### Medical Group Results for Washington State

Medical Group Score Compared to Washington Average

% of Patients Responding "Always"

<b>Statewide Average</b>	<b>58.0 %</b>	
Medical Group	Score	Score vs. Average
Cascade Medical Center	77.3 %	 BETTER
Family Health Care of Ellensburg	77.1 %	 BETTER
The Doctors' Clinic of Spokane	74.7 %	 BETTER
Summit View Clinic, Inc.	72.2 %	 BETTER
Center for Women's Health Care at Evergreen	71.3 %	 BETTER
Bellevue Family Medicine Associates	70.7 %	 BETTER
South Hill General Medical Clinic	70.0 %	 BETTER
FamilyCare of Kent	69.5 %	 BETTER
The Polyclinic	68.4 %	 BETTER
Hall Health Primary Care Center	68.3 %	 BETTER
Pioneer Family Practice, PLLC	67.6 %	 BETTER
Western Washington Medical Group	67.1 %	 BETTER
Lakeshore Clinics	66.2 %	 BETTER
Family Care Network	64.9 %	 BETTER
Memorial Physicians, PLLC	64.8 %	 BETTER
Associates in Family Medicine	64.6 %	 BETTER
Minor & James Medical	64.5 %	 BETTER
Edmonds Family Medicine Clinic	64.0 %	 BETTER
Overlake Medical Clinics	62.9 %	 BETTER
UW Medicine - Valley Medical Group	62.8 %	 BETTER
Confluence Health	62.7 %	 BETTER
Virginia Mason Medical Center	62.1 %	 BETTER
EvergreenHealth Medical Group	62.0 %	 BETTER
Sunnyside Community Hospital & Clinics	63.7 %	 AVERAGE
Yelm Family Medicine	62.9 %	 AVERAGE
Capital Medical Center	62.8 %	 AVERAGE
Bastyr Center for Natural Health	62.7 %	 AVERAGE
Peninsula Family Medical Center (Northwest Physicians Network)	62.4 %	 AVERAGE
University of Washington Medical Center	61.9 %	 AVERAGE
Providence Medical Group - Southwest	61.5 %	 AVERAGE

## Getting Timely Appointments, Care and Information

### Medical Group Results for Washington State

Medical Group Score Compared to Washington Average

% of Patients Responding "Always"

<b>Statewide Average</b>	<b>58.0 %</b>	
Medical Group	Score	Score vs. Average
Trios Medical Group	61.4 %	 AVERAGE
Island Hospital - Fidalgo Medical Associates	60.2 %	 AVERAGE
Overlake Internal Medicine Associates	59.9 %	 AVERAGE
Tumwater Family Practice Clinic	59.7 %	 AVERAGE
Country Doctor Community Health Centers*	59.6 %	 AVERAGE
Pacific Medical Centers	59.6 %	 AVERAGE
Women's & Family Health Specialists	59.5 %	 AVERAGE
Swedish Medical Group	58.2 %	 AVERAGE
Harborview Medical Center	58.0 %	 AVERAGE
Columbia Medical Associates	57.8 %	 AVERAGE
The Doctors Clinic	57.6 %	 AVERAGE
Neighborcare Health*	57.4 %	 AVERAGE
Three Rivers Family Medicine	57.0 %	 AVERAGE
Group Health Cooperative	56.8 %	 AVERAGE
MultiCare Health System	56.5 %	 AVERAGE
The Everett Clinic	56.5 %	 AVERAGE
Columbia Valley Community Health*	56.2 %	 AVERAGE
Providence Medical Group - Northwest	56.2 %	 AVERAGE
Providence Medical Group - Spokane	56.0 %	 AVERAGE
PeaceHealth Medical Group	55.7 %	 AVERAGE
Physicians Immediate Care and Medical Center	55.7 %	 AVERAGE
International Community Health Services*	55.6 %	 AVERAGE
Lourdes Medical Center	55.6 %	 AVERAGE
Kittitas Valley Healthcare	54.9 %	 AVERAGE
Island Internal Medicine	54.7 %	 AVERAGE
Sound Family Medicine	54.7 %	 AVERAGE
Northwest Hospital - Richmond Internal Medicine	53.3 %	 AVERAGE
Spokane Internal Medicine	53.2 %	 AVERAGE
Tri-Cities Community Health*	52.8 %	 AVERAGE
















\* Federally Qualified Health Center

## Getting Timely Appointments, Care and Information

### Medical Group Results for Washington State

Medical Group Score Compared to Washington Average

% of Patients Responding "Always"

Statewide Average	58.0 %	
Medical Group	Score	Score vs. Average
Eastside Family Medicine Clinic	51.1 %	 AVERAGE
Kadlec Clinic	54.7 %	 WORSE
Rockwood Clinic	53.8 %	 WORSE
Franciscan Medical Group	52.7 %	 WORSE
Community Health Centers of Snohomish County*	52.2 %	 WORSE
HealthPoint*	52.1 %	 WORSE
Peninsula Community Health Services*	50.3 %	 WORSE
UW Neighborhood Clinics	50.2 %	 WORSE
Community Health Association of Spokane*	49.6 %	 WORSE
Skagit Regional Health	49.1 %	 WORSE
Sea Mar Community Health Centers*	48.2 %	 WORSE
Yakima Valley Farm Workers Clinic*	46.7 %	 WORSE
Southlake Clinic	46.3 %	 WORSE
Unity Care Northwest*	44.6 %	 WORSE
Community Health of Central Washington*	42.3 %	 WORSE


\* Federally Qualified Health Center

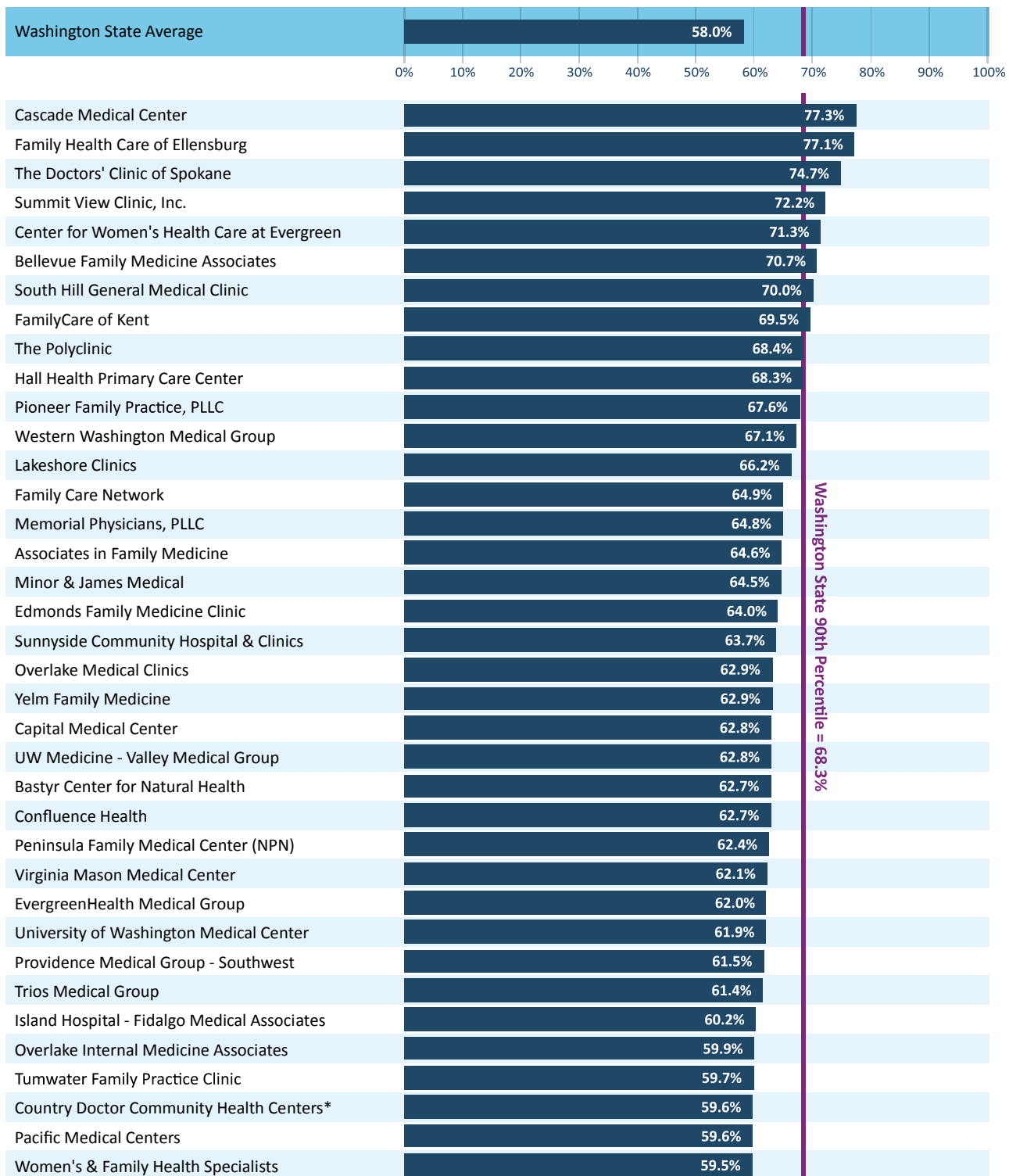
## Getting Timely Appointments, Care and Information

### Getting to Excellence

Comparison of Medical Group and 90th Percentile Performance in Washington State

 % of Patients Responding "Always"

 Washington State 90th Percentile Score



\* Federally Qualified Health Center

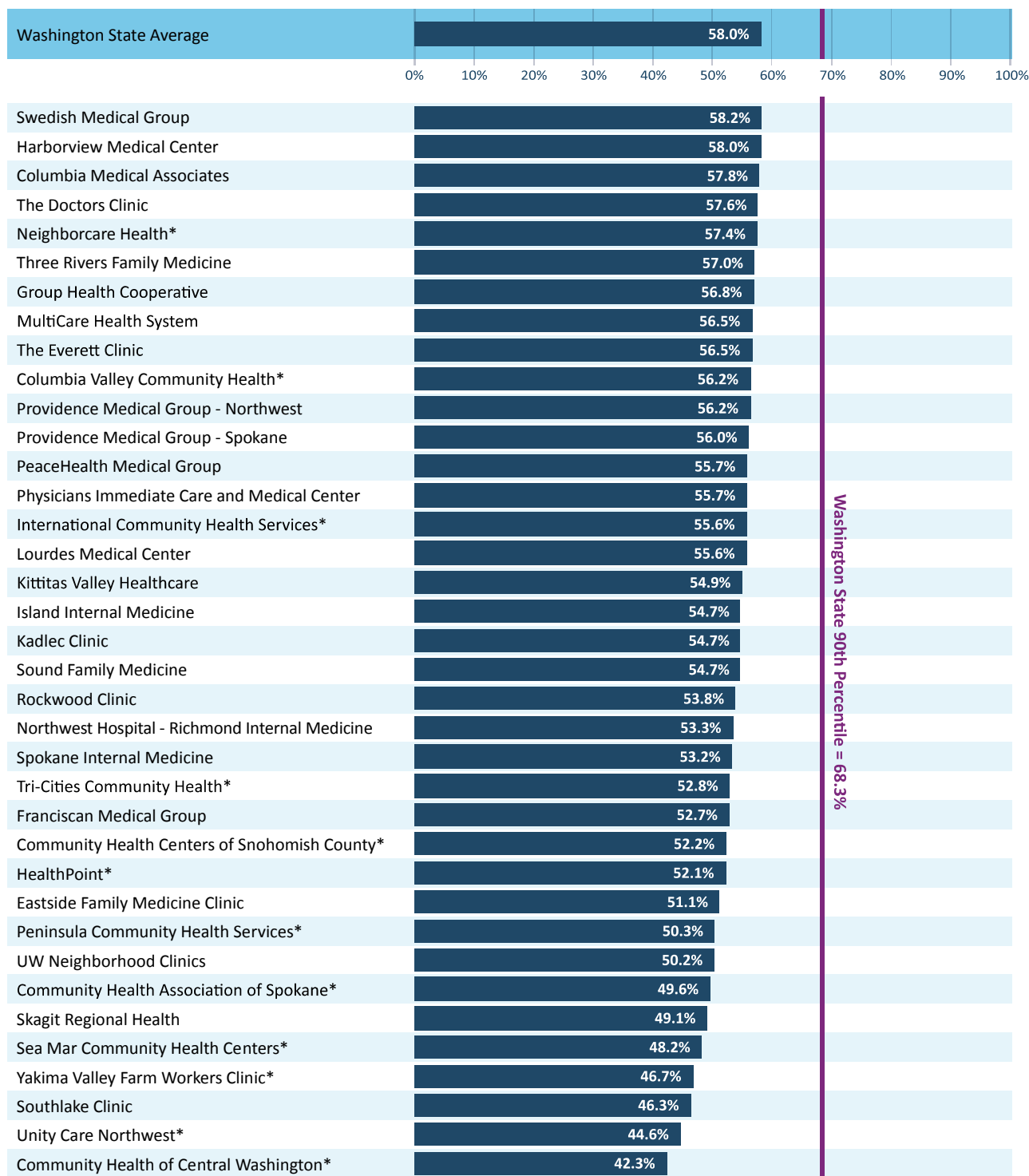
## Getting Timely Appointments, Care and Information

### Getting to Excellence

Comparison of Medical Group and 90th Percentile Performance in Washington State

■ % of Patients Responding "Always"

| Washington State 90th Percentile Score



\* Federally Qualified Health Center



## How well providers communicate with patients

This is the most important aspect of patient experience as demonstrated in the Key Driver Analysis. Fortunately, this is where Washington providers perform the best overall with an average score of 83% of patients reporting “always” on the composite measure.

It is well established that effective provider-patient communication has important beneficial effects, such as improving patient adherence to medical advice and use of prescribed medications, improving diagnostic accuracy, improving health outcomes, and reducing malpractice risk.

On a national level, the top ten percent performers are achieving scores of 91% or higher<sup>6</sup> on this composite measure. In Washington top ten percent performers score 88.4% and higher.

In the 14 counties included in this patient experience survey, ten medical groups<sup>7</sup> score at or above the Washington 90<sup>th</sup> percentile in *How Well Providers Communicate with Patients*.

Seven of these medical groups (marked with a \*\*) score at or above the national 90<sup>th</sup> percentile. Congratulations to these medical groups and thanks for leading the way to excellence in our state!

- **Women’s Family Health Specialists\*\***
- **Center for Women’s Health Care at Evergreen\*\***
- **Peninsula Family Medical Center (Northwest Physicians Network)\*\***
- **Cascade Medical Center\*\***
- **Sunnyside Community Hospital and Clinics\*\***
- **FamilyCare of Kent\*\***
- **Bastyr Center for Natural Health\*\***
- Three Rivers Family Medicine
- Bellevue Family Medicine Associates
- Hall Health Primary Care Center

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<sup>6</sup> 2014 CAHPS Clinician and Group Survey Database (most recent data from the CAHPS Database)































<sup>7</sup> Medical group scores are based on patient responses from all clinic locations (included in this patient experience survey) that are associated with this medical group.

## How Well Providers Communicate with Patients

### Medical Group Results for Washington State

Medical Group Score Compared to Washington Average

% of Patients Responding "Always"

<b>Statewide Average</b>	<b>83.0 %</b>	
<b>Medical Group</b>	<b>Score</b>	<b>Score vs. Average</b>
Women's & Family Health Specialists	93.9 %	 BETTER
Center for Women's Health Care at Evergreen	92.8 %	 BETTER
Peninsula Family Medical Center (Northwest Physicians Network)	92.5 %	 BETTER
Cascade Medical Center	92.0 %	 BETTER
Sunnyside Community Hospital & Clinics	91.8 %	 BETTER
FamilyCare of Kent	91.7 %	 BETTER
Bastyr Center for Natural Health	91.6 %	 BETTER
Three Rivers Family Medicine	89.4 %	 BETTER
Bellevue Family Medicine Associates	88.6 %	 BETTER
Hall Health Primary Care Center	88.6 %	 BETTER
Providence Medical Group - Southwest	88.2 %	 BETTER
Edmonds Family Medicine Clinic	87.4 %	 BETTER
Sound Family Medicine	87.3 %	 BETTER
Western Washington Medical Group	87.2 %	 BETTER
Island Hospital - Fidalgo Medical Associates	87.1 %	 BETTER
Pioneer Family Practice, PLLC	87.0 %	 BETTER
UW Medicine - Valley Medical Group	86.9 %	 BETTER
University of Washington Medical Center	86.6 %	 BETTER
The Doctors Clinic	86.3 %	 BETTER
The Polyclinic	86.1 %	 BETTER
Columbia Medical Associates	86.0 %	 BETTER
Lakeshore Clinics	86.0 %	 BETTER
Memorial Physicians, PLLC	86.0 %	 BETTER
Minor & James Medical	85.3 %	 BETTER
EvergreenHealth Medical Group	85.1 %	 BETTER
Virginia Mason Medical Center	84.9 %	 BETTER
Family Care Network	84.8 %	 BETTER
Tumwater Family Practice Clinic	86.4 %	 AVERAGE
Summit View Clinic, Inc.	85.7 %	 AVERAGE
Lourdes Medical Center	85.3 %	 AVERAGE

## How Well Providers Communicate with Patients

### Medical Group Results for Washington State

Medical Group Score Compared to Washington Average

% of Patients Responding "Always"

<b>Statewide Average</b>	<b>83.0 %</b>	
Medical Group	Score	Score vs. Average
Capital Medical Center	84.8 %	 AVERAGE
Providence Medical Group - Northwest	84.7 %	 AVERAGE
Eastside Family Medicine Clinic	84.4 %	 AVERAGE
Swedish Medical Group	84.0 %	 AVERAGE
UW Neighborhood Clinics	84.0 %	 AVERAGE
Columbia Valley Community Health*	83.9 %	 AVERAGE
Spokane Internal Medicine	83.8 %	 AVERAGE
Overlake Medical Clinics	83.7 %	 AVERAGE
Group Health Cooperative	83.6 %	 AVERAGE
Confluence Health	83.5 %	 AVERAGE
Harborview Medical Center	83.4 %	 AVERAGE
Providence Medical Group - Spokane	83.1 %	 AVERAGE
The Everett Clinic	83.1 %	 AVERAGE
Associates in Family Medicine	83.0 %	 AVERAGE
Country Doctor Community Health Centers*	83.0 %	 AVERAGE
Family Health Care of Ellensburg	82.7 %	 AVERAGE
Kadlec Clinic	82.7 %	 AVERAGE
Unity Care Northwest*	82.5 %	 AVERAGE
Pacific Medical Centers	81.6 %	 AVERAGE
Yelm Family Medicine	81.5 %	 AVERAGE
Neighborcare Health*	81.4 %	 AVERAGE
Skagit Regional Health	81.4 %	 AVERAGE
PeaceHealth Medical Group	80.2 %	 AVERAGE
Overlake Internal Medicine Associates	79.6 %	 AVERAGE
Community Health of Central Washington*	78.4 %	 AVERAGE
Trios Medical Group	78.4 %	 AVERAGE
Physicians Immediate Care and Medical Center	78.2 %	 AVERAGE
The Doctors' Clinic of Spokane	77.6 %	 AVERAGE
MultiCare Health System	81.0 %	 WORSE

\* Federally Qualified Health Center

## How Well Providers Communicate with Patients

### Medical Group Results for Washington State

Medical Group Score Compared to Washington Average

% of Patients Responding "Always"

<b>Statewide Average</b>	<b>83.0 %</b>	
<b>Medical Group</b>	<b>Score</b>	<b>Score vs. Average</b>
Rockwood Clinic	80.2 %	▼ WORSE
Franciscan Medical Group	80.0 %	▼ WORSE
HealthPoint*	79.3 %	▼ WORSE
Kittitas Valley Healthcare	78.3 %	▼ WORSE
Yakima Valley Farm Workers Clinic*	78.2 %	▼ WORSE
Northwest Hospital - Richmond Internal Medicine	77.5 %	▼ WORSE
Community Health Association of Spokane*	76.9 %	▼ WORSE
Southlake Clinic	76.5 %	▼ WORSE
Peninsula Community Health Services*	75.5 %	▼ WORSE
Community Health Centers of Snohomish County*	75.3 %	▼ WORSE
Island Internal Medicine	75.2 %	▼ WORSE
Sea Mar Community Health Centers*	72.8 %	▼ WORSE
South Hill General Medical Clinic	67.7 %	▼ WORSE
International Community Health Services*	65.1 %	▼ WORSE
Tri-Cities Community Health*	55.7 %	▼ WORSE

\* Federally Qualified Health Center

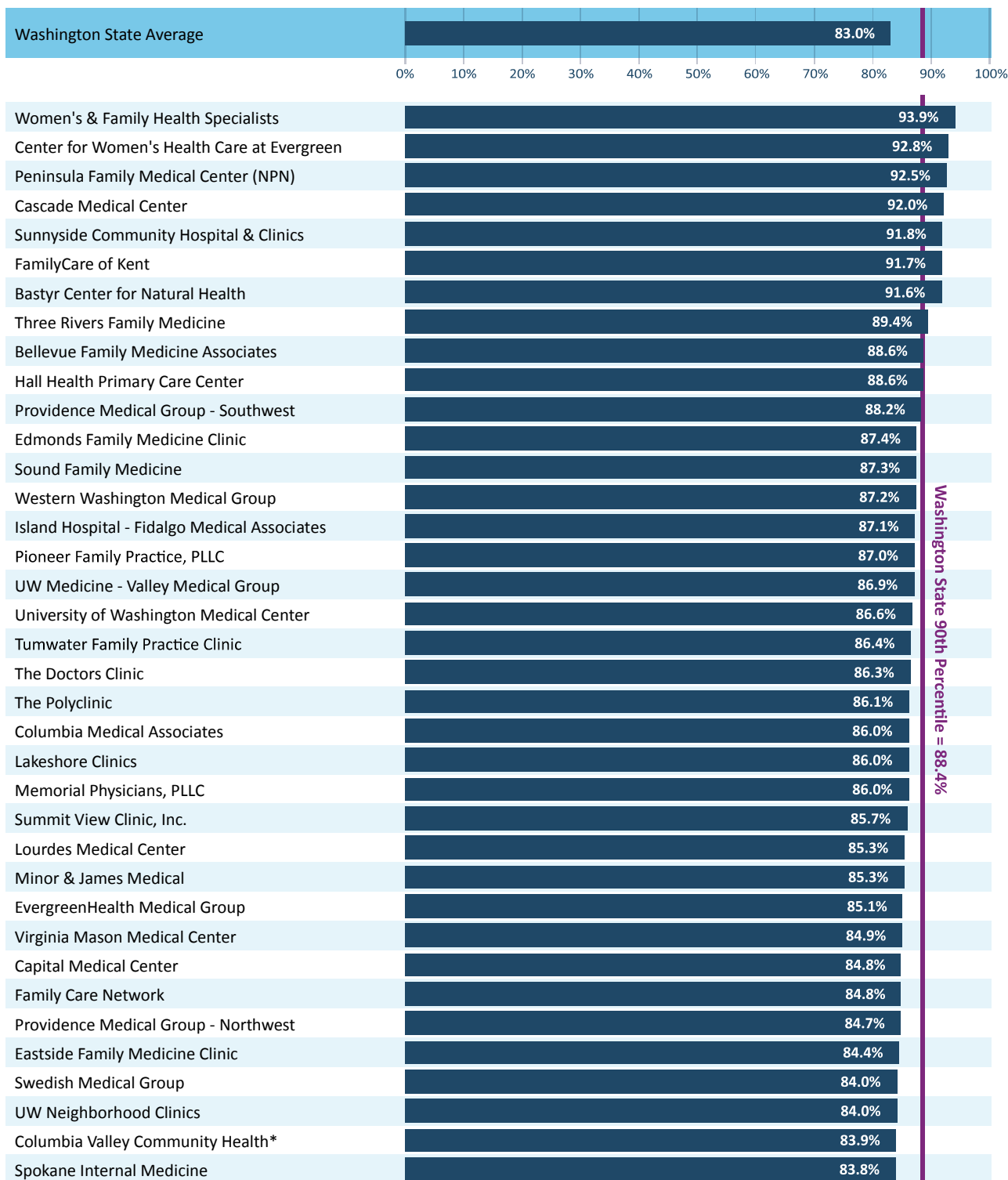
## How Well Providers Communicate with Patients

### Getting to Excellence

Comparison of Medical Group and 90th Percentile Performance in Washington State

■ % of Patients Responding "Always"

■ Washington State 90th Percentile Score




\* Federally Qualified Health Center

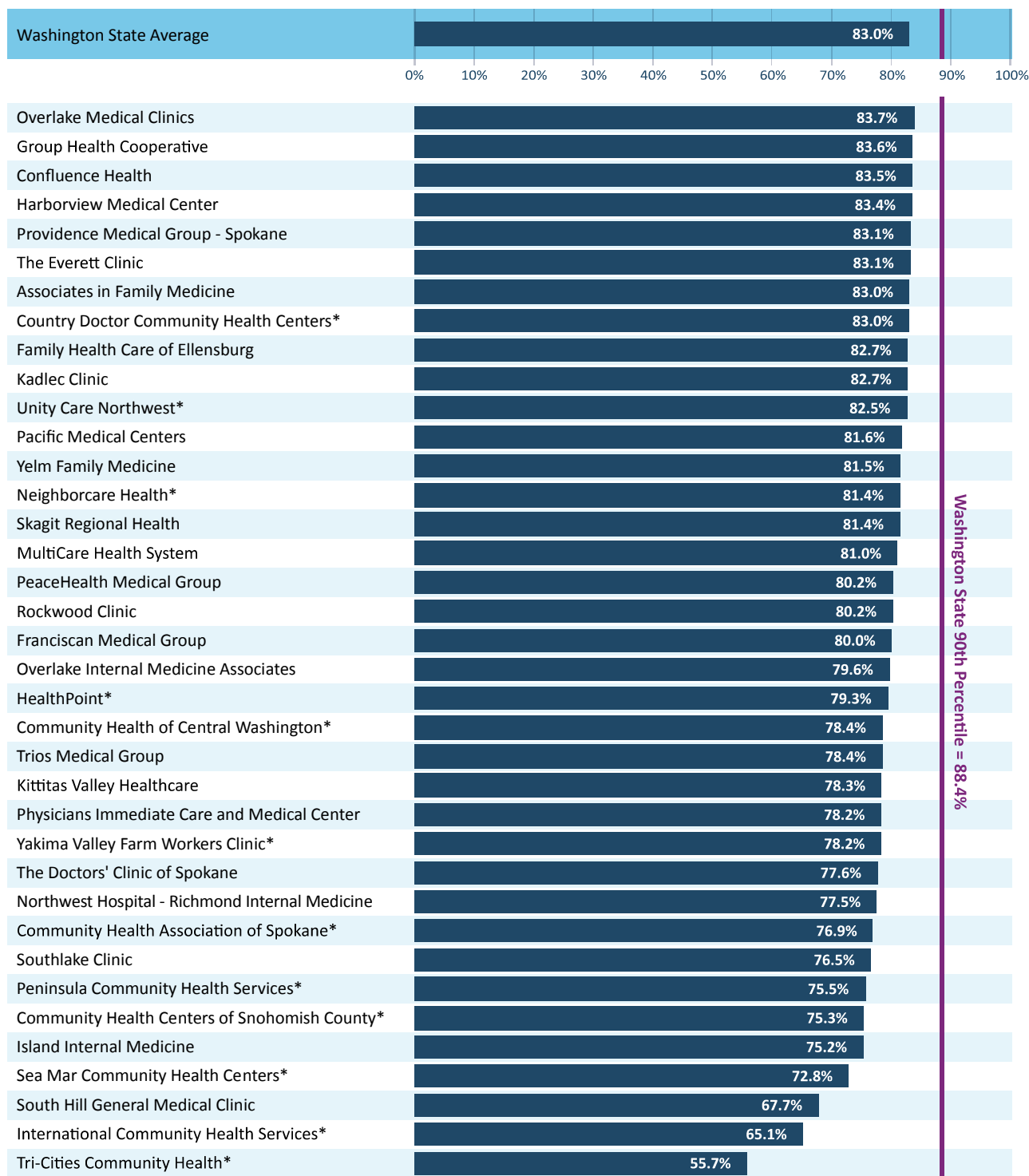
## How Well Providers Communicate with Patients

### Getting to Excellence

Comparison of Medical Group and 90th Percentile Performance in Washington State

 % of Patients Responding "Always"

 Washington State 90th Percentile Score



\* Federally Qualified Health Center



## How well providers use information to coordinate care

This is a new composite measure in the CG-CAHPS patient experience survey in 2015. It represents a vitally important area of patient experience; it connects provider knowledge of the patient and provider communication with the patient, drawing in medical history, management of prescription drugs and follow-up on test results. The question, “How often did this provider seem to know the important information about your medical history?” is the survey question most highly correlated with the overall rating of the provider. Overall, 70.6% of patients report that their providers “always” use information to coordinate care.

Because the measures are new, we don’t yet have national benchmark information for top ten percent performers. In Washington, top ten percent performers score 76.6% and higher.

In the 14 counties included in this patient experience survey, nine medical groups<sup>8</sup> score at or above the Washington 90<sup>th</sup> percentile in *How Well Providers Use Information to Coordinate Patient Care*.

- FamilyCare of Kent
- Center for Women’s Health at Evergreen
- Women and Family Health Specialists
- Hall Health Primary Care Center
- Edmonds Family Health Clinic
- Providence Medical Group Southwest
- Summit View Clinic
- Peninsula Family Medical Center (Northwest Physicians Network)
- Bellevue Family Medicine Associates

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<sup>8</sup> Medical group scores are based on patient responses from all clinic locations (included in this patient experience survey) that are associated with this medical group.

## How Well Providers Use Information to Coordinate Care for Patients

### Medical Group Results for Washington State

Medical Group Score Compared to Washington Average

% of Patients Responding "Always"

<b>Statewide Average</b>	<b>70.6 %</b>	
Medical Group	Score	Score vs. Average
FamilyCare of Kent	84.9 %	 BETTER
Center for Women's Health Care at Evergreen	82.6 %	 BETTER
Women's & Family Health Specialists	81.3 %	 BETTER
Hall Health Primary Care Center	80.5 %	 BETTER
Edmonds Family Medicine Clinic	78.3 %	 BETTER
Providence Medical Group - Southwest	77.4 %	 BETTER
Summit View Clinic, Inc.	77.4 %	 BETTER
Peninsula Family Medical Center (Northwest Physicians Network)	77.2 %	 BETTER
Bellevue Family Medicine Associates	77.0 %	 BETTER
Cascade Medical Center	76.3 %	 BETTER
UW Medicine - Valley Medical Group	75.8 %	 BETTER
Spokane Internal Medicine	75.2 %	 BETTER
Minor & James Medical	75.0 %	 BETTER
University of Washington Medical Center	74.6 %	 BETTER
The Polyclinic	74.4 %	 BETTER
Western Washington Medical Group	74.4 %	 BETTER
The Doctors Clinic	73.8 %	 BETTER
EvergreenHealth Medical Group	73.5 %	 BETTER
Confluence Health	73.3 %	 BETTER
Virginia Mason Medical Center	72.6 %	 BETTER
Swedish Medical Group	72.5 %	 BETTER
Three Rivers Family Medicine	74.5 %	 AVERAGE
Family Health Care of Ellensburg	73.7 %	 AVERAGE
Associates in Family Medicine	73.4 %	 AVERAGE
Sunnyside Community Hospital & Clinics	73.4 %	 AVERAGE
Capital Medical Center	73.2 %	 AVERAGE
Eastside Family Medicine Clinic	73.2 %	 AVERAGE
Providence Medical Group - Northwest	73.1 %	 AVERAGE
Bastyr Center for Natural Health	72.8 %	 AVERAGE
Lakeshore Clinics	72.2 %	 AVERAGE

## How Well Providers Use Information to Coordinate Care for Patients

### Medical Group Results for Washington State

Medical Group Score Compared to Washington Average

% of Patients Responding "Always"

<b>Statewide Average</b>	<b>70.6 %</b>	
<b>Medical Group</b>	<b>Score</b>	<b>Score vs. Average</b>
Island Hospital - Fidalgo Medical Associates	72.1 %	 AVERAGE
Pioneer Family Practice, PLLC	72.1 %	 AVERAGE
Family Care Network	71.8 %	 AVERAGE
Columbia Medical Associates	71.6 %	 AVERAGE
Providence Medical Group - Spokane	71.3 %	 AVERAGE
Memorial Physicians, PLLC	71.1 %	 AVERAGE
Overlake Medical Clinics	71.1 %	 AVERAGE
The Everett Clinic	71.1 %	 AVERAGE
Tumwater Family Practice Clinic	70.9 %	 AVERAGE
UW Neighborhood Clinics	70.9 %	 AVERAGE
Country Doctor Community Health Centers*	70.8 %	 AVERAGE
Pacific Medical Centers	70.6 %	 AVERAGE
MultiCare Health System	70.3 %	 AVERAGE
Sound Family Medicine	69.7 %	 AVERAGE
Lourdes Medical Center	69.5 %	 AVERAGE
Kadlec Clinic	69.4 %	 AVERAGE
Northwest Hospital - Richmond Internal Medicine	68.6 %	 AVERAGE
Overlake Internal Medicine Associates	68.6 %	 AVERAGE
Yelm Family Medicine	68.5 %	 AVERAGE
PeaceHealth Medical Group	67.8 %	 AVERAGE
The Doctors' Clinic of Spokane	67.6 %	 AVERAGE
Columbia Valley Community Health*	67.5 %	 AVERAGE
Harborview Medical Center	66.9 %	 AVERAGE
Physicians Immediate Care and Medical Center	64.7 %	 AVERAGE
Rockwood Clinic	66.5 %	 WORSE
Group Health Cooperative	66.4 %	 WORSE
Franciscan Medical Group	66.0 %	 WORSE
Skagit Regional Health	66.0 %	 WORSE
Island Internal Medicine	65.6 %	 WORSE

\* Federally Qualified Health Center

## How Well Providers Use Information to Coordinate Care for Patients

### Medical Group Results for Washington State

Medical Group Score Compared to Washington Average

% of Patients Responding "Always"

<b>Statewide Average</b>	<b>70.6 %</b>	
<b>Medical Group</b>	<b>Score</b>	<b>Score vs. Average</b>
Neighborcare Health*	65.5 %	▼ WORSE
Trios Medical Group	65.1 %	▼ WORSE
Southlake Clinic	64.9 %	▼ WORSE
HealthPoint*	64.5 %	▼ WORSE
Peninsula Community Health Services*	64.4 %	▼ WORSE
Community Health Association of Spokane*	63.8 %	▼ WORSE
Community Health of Central Washington*	63.5 %	▼ WORSE
Community Health Centers of Snohomish County*	63.4 %	▼ WORSE
Yakima Valley Farm Workers Clinic*	63.4 %	▼ WORSE
Unity Care Northwest*	63.2 %	▼ WORSE
Kittitas Valley Healthcare	62.8 %	▼ WORSE
Sea Mar Community Health Centers*	61.2 %	▼ WORSE
South Hill General Medical Clinic	56.3 %	▼ WORSE
International Community Health Services*	53.0 %	▼ WORSE
Tri-Cities Community Health*	48.7 %	▼ WORSE

\* Federally Qualified Health Center

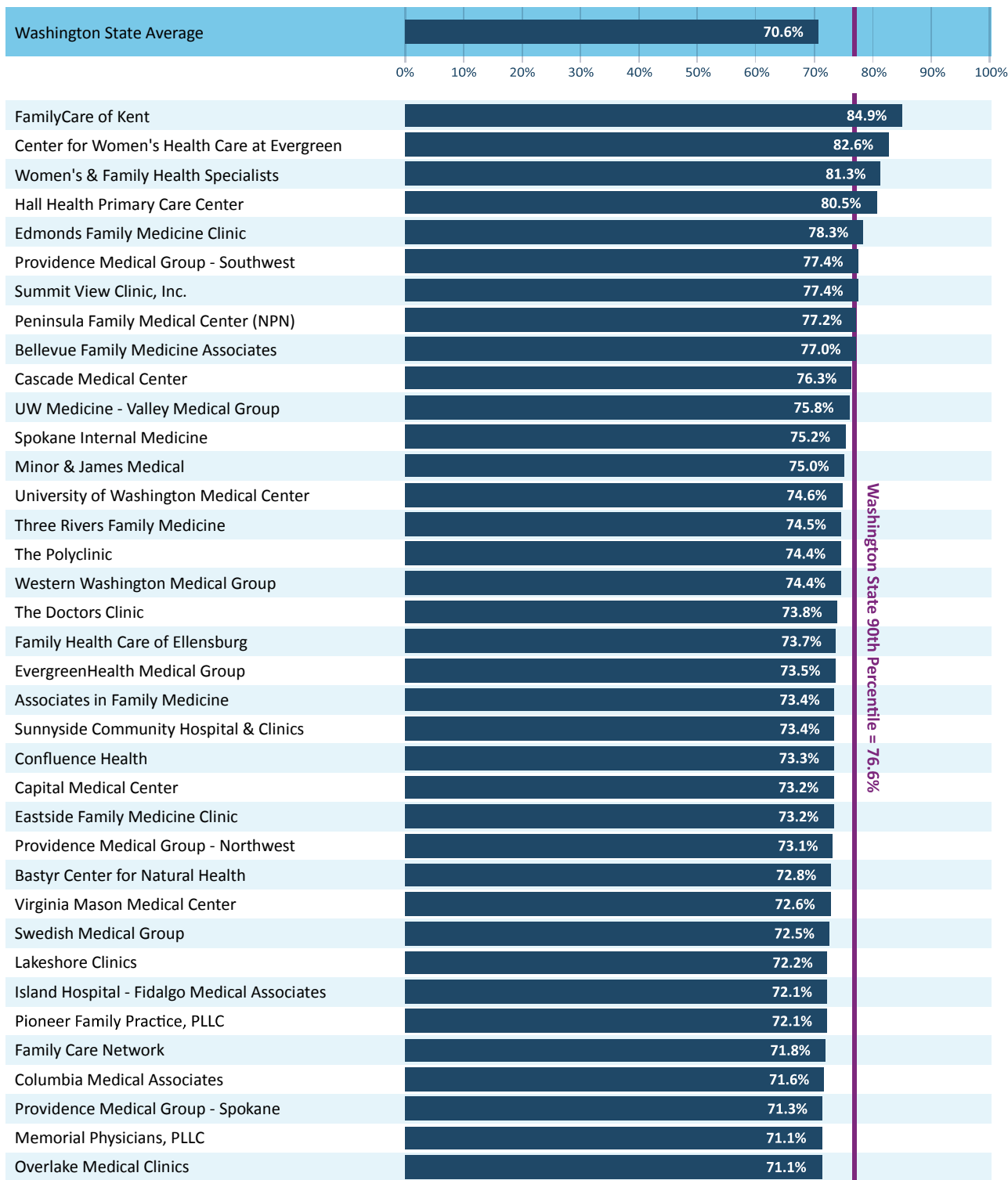
## How Well Providers Use Information to Coordinate Care for Patients

### Getting to Excellence

Comparison of Medical Group and 90th Percentile Performance in Washington State

■ % of Patients Responding "Always"

| Washington State 90th Percentile Score



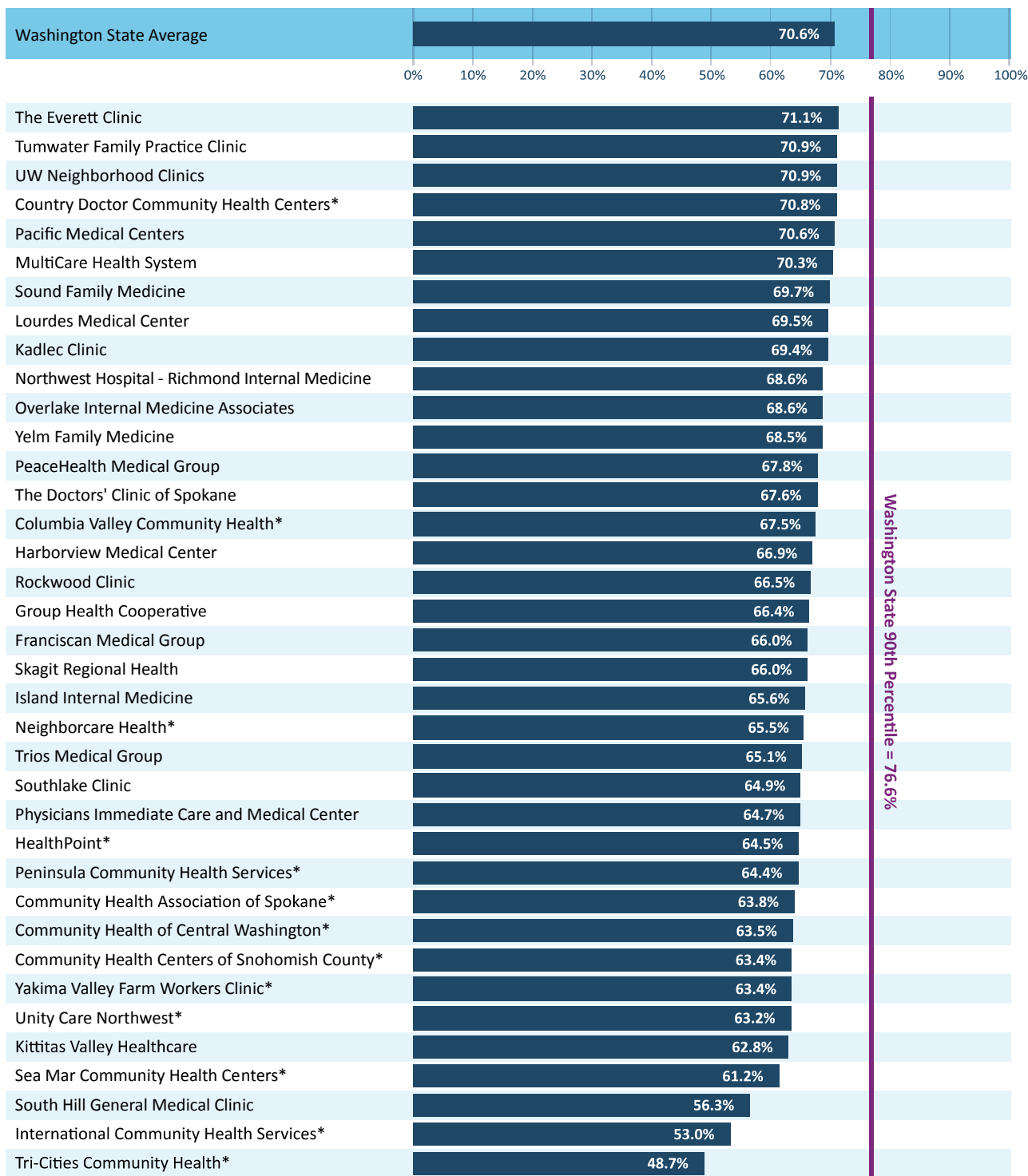
## How Well Providers Use Information to Coordinate Care for Patients

### Getting to Excellence

Comparison of Medical Group and 90th Percentile Performance in Washington State

■ % of Patients Responding "Always"

| Washington State 90th Percentile Score



\* Federally Qualified Health Center



## Helpful, courteous and respectful office staff

A medical group's office staff is the face of the practice, with front office staff often being the first people that patients come into contact with each time they interact with the practice, whether it is by phone or in person. Trust is built and continually reinforced when patients are routinely met with courtesy and respect, and when the office staff is always helpful in meeting patients' needs for appointments, care and information. Overall, 73% of patients report that office staff is "always" helpful, courteous and respectful.

On a national level, the top ten percent performers are achieving scores of 91% or higher<sup>9</sup> on this composite measure. In Washington top ten percent performers score 80.8% and higher.

In the 14 counties included in this patient experience survey, seven medical groups<sup>10</sup> score at or above the Washington 90<sup>th</sup> percentile in *How Well Providers Use Information to Coordinate Patient Care*. There are no medical groups that score at or above the national 90<sup>th</sup> percentile score of 91%.

- Family Health Care of Ellensburg
- Center for Women's Health at Evergreen
- Bastyr Center for Natural Health
- Bellevue Family Medicine Associates
- Summit View Clinic, Inc.
- Hall Health Primary Care Center
- Spokane Internal Medicine

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<sup>9</sup> 2014 CAHPS Clinician and Group Survey Database (most recent data from the CAHPS Database)



























<sup>10</sup> Medical group scores are based on patient responses from all clinic locations (included in this patient experience survey) that are associated with this medical group.

## Helpful, Courteous and Respectful Office Staff

### Medical Group Results for Washington State

Medical Group Score Compared to Washington Average

% of Patients Responding "Always"

<b>Statewide Average</b>	<b>73.0 %</b>	
Medical Group	Score	Score vs. Average
Family Health Care of Ellensburg	86.4 %	 BETTER
Center for Women's Health Care at Evergreen	86.0 %	 BETTER
Bastyr Center for Natural Health	82.6 %	 BETTER
Bellevue Family Medicine Associates	82.0 %	 BETTER
Summit View Clinic, Inc.	82.0 %	 BETTER
Hall Health Primary Care Center	81.9 %	 BETTER
Spokane Internal Medicine	81.8 %	 BETTER
University of Washington Medical Center	79.4 %	 BETTER
Peninsula Family Medical Center (Northwest Physicians Network)	79.1 %	 BETTER
EvergreenHealth Medical Group	78.7 %	 BETTER
Providence Medical Group - Northwest	78.2 %	 BETTER
The Polyclinic	77.7 %	 BETTER
Minor & James Medical	77.3 %	 BETTER
Pacific Medical Centers	76.7 %	 BETTER
UW Neighborhood Clinics	76.6 %	 BETTER
Virginia Mason Medical Center	75.4 %	 BETTER
The Everett Clinic	75.3 %	 BETTER
Memorial Physicians, PLLC	75.0 %	 BETTER
Group Health Cooperative	74.6 %	 BETTER
Edmonds Family Medicine Clinic	77.2 %	 AVERAGE
Island Hospital - Fidalgo Medical Associates	77.2 %	 AVERAGE
Providence Medical Group - Southwest	76.9 %	 AVERAGE
FamilyCare of Kent	76.2 %	 AVERAGE
Overlake Medical Clinics	76.1 %	 AVERAGE
Harborview Medical Center	75.8 %	 AVERAGE
Confluence Health	75.6 %	 AVERAGE
Country Doctor Community Health Centers*	75.2 %	 AVERAGE
Trios Medical Group	74.2 %	 AVERAGE
MultiCare Health System	74.1 %	 AVERAGE
The Doctors' Clinic of Spokane	74.1 %	 AVERAGE


























\* Federally Qualified Health Center

## Helpful, Courteous and Respectful Office Staff

### Medical Group Results for Washington State

Medical Group Score Compared to Washington Average

% of Patients Responding "Always"

Statewide Average	73.0 %	
Medical Group	Score	Score vs. Average
Tumwater Family Practice Clinic	74.1 %	 AVERAGE
Swedish Medical Group	73.9 %	 AVERAGE
Associates in Family Medicine	73.8 %	 AVERAGE
UW Medicine - Valley Medical Group	73.8 %	 AVERAGE
Western Washington Medical Group	73.8 %	 AVERAGE
Yelm Family Medicine	73.8 %	 AVERAGE
Peninsula Community Health Services*	73.2 %	 AVERAGE
Capital Medical Center	73.0 %	 AVERAGE
Kittitas Valley Healthcare	73.0 %	 AVERAGE
Lakeshore Clinics	72.9 %	 AVERAGE
Women's & Family Health Specialists	72.7 %	 AVERAGE
Columbia Medical Associates	72.3 %	 AVERAGE
Family Care Network	72.2 %	 AVERAGE
The Doctors Clinic	72.2 %	 AVERAGE
Providence Medical Group - Spokane	71.6 %	 AVERAGE
Sound Family Medicine	71.6 %	 AVERAGE
Island Internal Medicine	71.5 %	 AVERAGE
Skagit Regional Health	71.3 %	 AVERAGE
Kadlec Clinic	71.1 %	 AVERAGE
Lourdes Medical Center	70.8 %	 AVERAGE
Columbia Valley Community Health*	70.4 %	 AVERAGE
Overlake Internal Medicine Associates	70.4 %	 AVERAGE
Cascade Medical Center	70.2 %	 AVERAGE
Neighborcare Health*	70.2 %	 AVERAGE
PeaceHealth Medical Group	70.2 %	 AVERAGE
Sunnyside Community Hospital & Clinics	69.8 %	 AVERAGE
Community Health Association of Spokane*	68.6 %	 AVERAGE
Three Rivers Family Medicine	66.9 %	 AVERAGE
HealthPoint*	70.1 %	 <b>WORSE</b>

\* Federally Qualified Health Center

## Helpful, Courteous and Respectful Office Staff

### Medical Group Results for Washington State

Medical Group Score Compared to Washington Average

% of Patients Responding "Always"

Statewide Average	73.0 %	
Medical Group	Score	Score vs. Average
Franciscan Medical Group	69.5 %	▼ WORSE
Community Health Centers of Snohomish County*	68.0 %	▼ WORSE
Rockwood Clinic	67.6 %	▼ WORSE
South Hill General Medical Clinic	65.2 %	▼ WORSE
Unity Care Northwest*	64.7 %	▼ WORSE
Pioneer Family Practice, PLLC	64.6 %	▼ WORSE
Sea Mar Community Health Centers*	64.4 %	▼ WORSE
Northwest Hospital - Richmond Internal Medicine	62.8 %	▼ WORSE
Physicians Immediate Care and Medical Center	61.6 %	▼ WORSE
Southlake Clinic	61.4 %	▼ WORSE
Yakima Valley Farm Workers Clinic*	61.4 %	▼ WORSE
Tri-Cities Community Health*	59.0 %	▼ WORSE
Eastside Family Medicine Clinic	56.5 %	▼ WORSE
International Community Health Services*	52.7 %	▼ WORSE
Community Health of Central Washington*	48.9 %	▼ WORSE

\* Federally Qualified Health Center

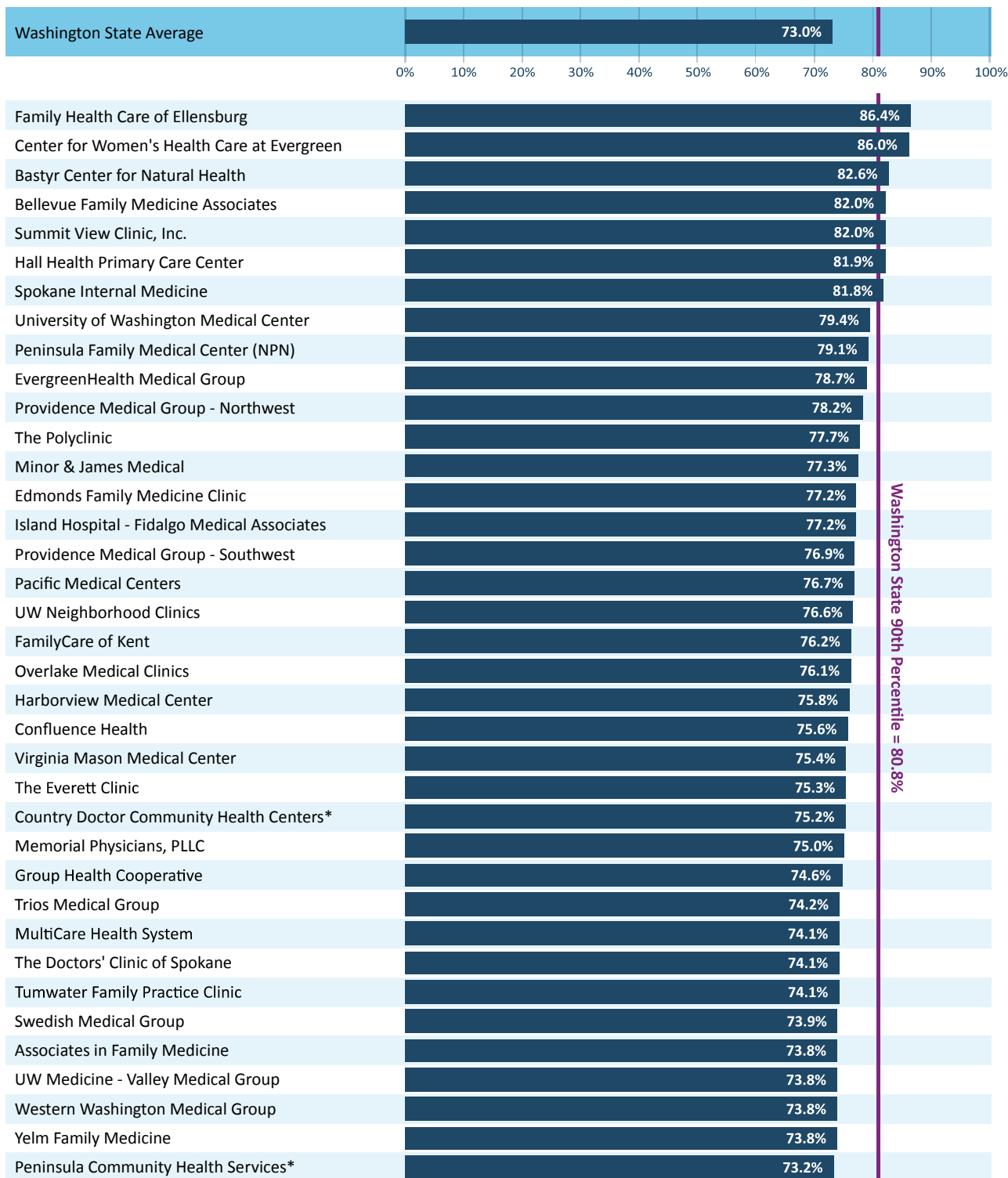
## Helpful, Courteous and Respectful Office Staff

### Getting to Excellence

Comparison of Medical Group and 90th Percentile Performance in Washington State

■ % of Patients Responding "Always"

| Washington State 90th Percentile Score



\* Federally Qualified Health Center

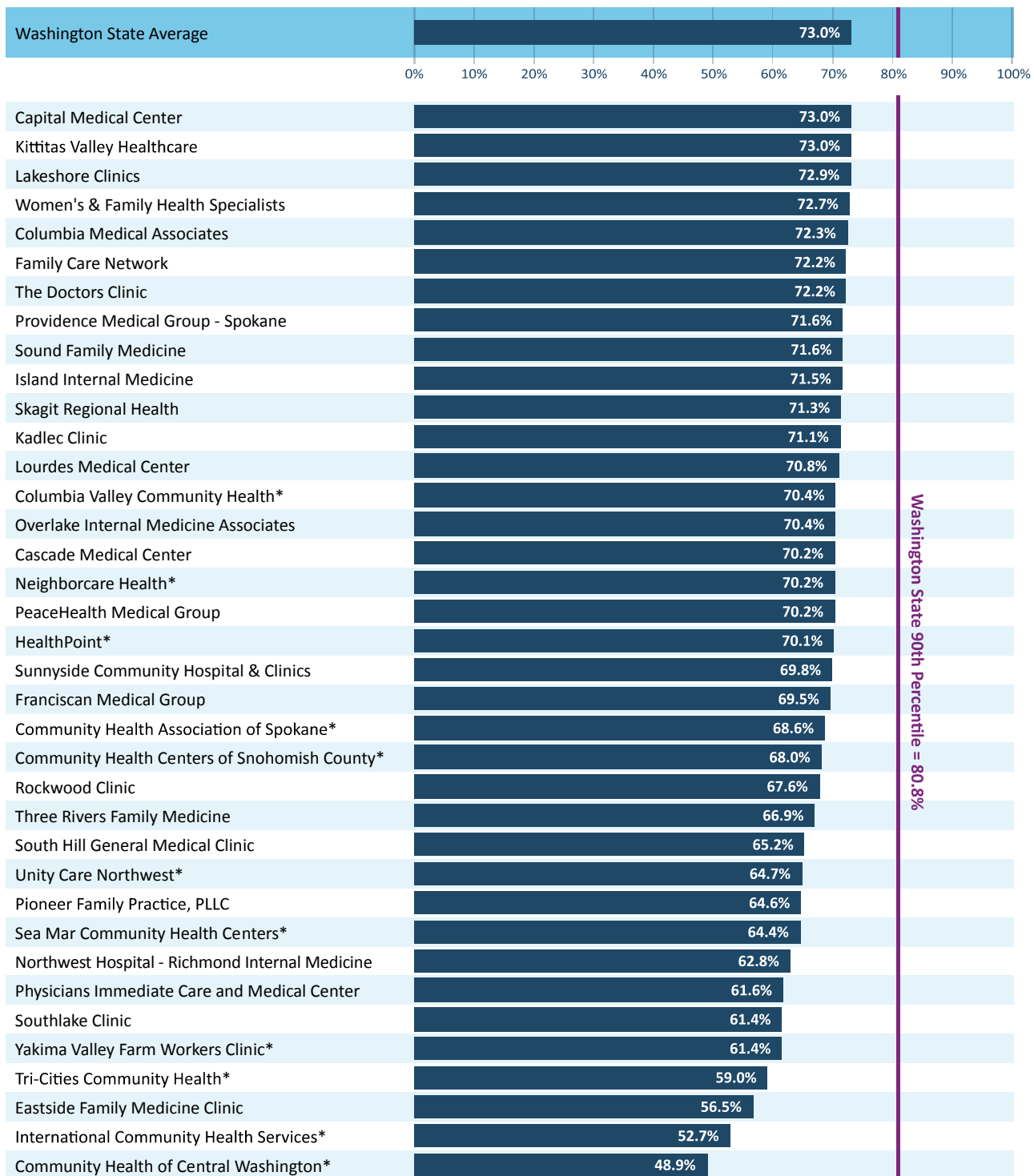
## Helpful, Courteous and Respectful Office Staff

### Getting to Excellence

Comparison of Medical Group and 90th Percentile Performance in Washington State

■ % of Patients Responding "Always"

| Washington State 90th Percentile Score



\* Federally Qualified Health Center



## Overall rating of the provider

The rating of the provider is a measure of the patient's overall satisfaction and is driven by the patient's experiences during the care process. As we learned in the Key Driver Analysis, nine variables explain 83 percent of the variation in the overall provider ratings among all the surveyed clinics in the 14 counties. Overall, 74.3% of patients rate their provider a 9 or 10 on a scale of 0 to 10.

Patients who feel that their providers are “the best” are more likely to continue with their providers, turning to them for the care and advice they need to get and stay healthy. A strong commitment from patients to work with their provider is essential for achieving positive health outcomes. This type of loyalty is especially needed for patients with chronic conditions or other serious health issues that require trust and focused management over time.

On a national level, the top ten percent performers are achieving scores of 90% or higher<sup>11</sup> on this composite measure. In Washington top ten percent performers score 82.7% and higher.

In the 14 counties included in this patient experience survey, eight medical groups<sup>12</sup> score at or above the Washington 90<sup>th</sup> percentile in *How Well Providers Use Information to Coordinate Patient Care*. There are no medical groups that score at or above the national 90<sup>th</sup> percentile score of 90%.

- Women and Family Health Specialists
- Center for Women's Health at Evergreen
- Peninsula Family Medical Center (Northwest Physicians Network)
- FamilyCare of Kent
- Summit View Clinic, Inc.
- Cascade Medical Center
- Bastyr Center for Natural Health
- Hall Health Primary Care Center

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<sup>11</sup> 2014 CAHPS Clinician and Group Survey Database (most recent data from the CAHPS Database)



























<sup>12</sup> Medical group scores are based on patient responses from all clinic locations (included in this patient experience survey) that are associated with this medical group.

## Patient's Rating of the Provider

### Medical Group Results for Washington State

Medical Group Score Compared to Washington Average

% of Patients Responding "9" or "10"

<b>Statewide Average</b>	<b>74.3 %</b>	
Medical Group	Score	Score vs. Average
Women's & Family Health Specialists	88.8 %	 BETTER
Center for Women's Health Care at Evergreen	88.7 %	 BETTER
Peninsula Family Medical Center (Northwest Physicians Network)	85.8 %	 BETTER
FamilyCare of Kent	85.1 %	 BETTER
Summit View Clinic, Inc.	84.6 %	 BETTER
Cascade Medical Center	84.1 %	 BETTER
Bastyr Center for Natural Health	83.4 %	 BETTER
Hall Health Primary Care Center	83.4 %	 BETTER
University of Washington Medical Center	82.4 %	 BETTER
Sound Family Medicine	81.4 %	 BETTER
Edmonds Family Medicine Clinic	80.9 %	 BETTER
Capital Medical Center	80.7 %	 BETTER
Eastside Family Medicine Clinic	80.7 %	 BETTER
Minor & James Medical	80.5 %	 BETTER
UW Medicine - Valley Medical Group	79.5 %	 BETTER
Western Washington Medical Group	79.2 %	 BETTER
The Polyclinic	78.7 %	 BETTER
Providence Medical Group - Northwest	78.1 %	 BETTER
Swedish Medical Group	76.7 %	 BETTER
Columbia Valley Community Health*	79.8 %	 AVERAGE
Three Rivers Family Medicine	79.7 %	 AVERAGE
Family Health Care of Ellensburg	79.3 %	 AVERAGE
Bellevue Family Medicine Associates	79.2 %	 AVERAGE
Providence Medical Group - Southwest	79.1 %	 AVERAGE
The Doctors' Clinic of Spokane	78.7 %	 AVERAGE
Associates in Family Medicine	78.4 %	 AVERAGE
Sunnyside Community Hospital & Clinics	78.1 %	 AVERAGE
The Doctors Clinic	77.6 %	 AVERAGE
Island Hospital - Fidalgo Medical Associates	77.4 %	 AVERAGE
Harborview Medical Center	77.2 %	 AVERAGE


\* Federally Qualified Health Center

## Patient's Rating of the Provider

### Medical Group Results for Washington State

Medical Group Score Compared to Washington Average

% of Patients Responding "9" or "10"

<b>Statewide Average</b>	<b>74.3 %</b>	
Medical Group	Score	Score vs. Average
Country Doctor Community Health Centers*	77.1 %	 AVERAGE
Yelm Family Medicine	77.0 %	 AVERAGE
EvergreenHealth Medical Group	76.8 %	 AVERAGE
Lakeshore Clinics	76.8 %	 AVERAGE
Spokane Internal Medicine	76.8 %	 AVERAGE
Confluence Health	76.4 %	 AVERAGE
UW Neighborhood Clinics	76.4 %	 AVERAGE
Tumwater Family Practice Clinic	75.8 %	 AVERAGE
Columbia Medical Associates	75.7 %	 AVERAGE
Providence Medical Group - Spokane	75.7 %	 AVERAGE
Lourdes Medical Center	75.5 %	 AVERAGE
Group Health Cooperative	75.4 %	 AVERAGE
Family Care Network	75.3 %	 AVERAGE
Memorial Physicians, PLLC	75.3 %	 AVERAGE
Unity Care Northwest*	75.3 %	 AVERAGE
Virginia Mason Medical Center	74.8 %	 AVERAGE
Neighborcare Health*	73.7 %	 AVERAGE
The Everett Clinic	73.5 %	 AVERAGE
Overlake Medical Clinics	73.0 %	 AVERAGE
Trios Medical Group	73.0 %	 AVERAGE
Kadlec Clinic	72.9 %	 AVERAGE
MultiCare Health System	72.7 %	 AVERAGE
Pacific Medical Centers	72.6 %	 AVERAGE
Skagit Regional Health	71.8 %	 AVERAGE
Community Health of Central Washington*	71.7 %	 AVERAGE
Northwest Hospital - Richmond Internal Medicine	69.8 %	 AVERAGE
PeaceHealth Medical Group	69.3 %	 AVERAGE
Overlake Internal Medicine Associates	69.0 %	 AVERAGE
Pioneer Family Practice, PLLC	68.8 %	 AVERAGE
Physicians Immediate Care and Medical Center	68.2 %	 AVERAGE

\* Federally Qualified Health Center

## Patient's Rating of the Provider

### Medical Group Results for Washington State

Medical Group Score Compared to Washington Average

% of Patients Responding "9" or "10"

Statewide Average	74.3 %	
Medical Group	Score	Score vs. Average
HealthPoint*	71.3 %	▼ WORSE
Rockwood Clinic	69.4 %	▼ WORSE
Franciscan Medical Group	69.2 %	▼ WORSE
Yakima Valley Farm Workers Clinic*	67.8 %	▼ WORSE
Southlake Clinic	67.6 %	▼ WORSE
Community Health Association of Spokane*	66.8 %	▼ WORSE
Peninsula Community Health Services*	66.6 %	▼ WORSE
Kittitas Valley Healthcare	64.7 %	▼ WORSE
Island Internal Medicine	64.6 %	▼ WORSE
Community Health Centers of Snohomish County*	63.8 %	▼ WORSE
Sea Mar Community Health Centers*	61.7 %	▼ WORSE
International Community Health Services*	57.3 %	▼ WORSE
South Hill General Medical Clinic	53.0 %	▼ WORSE
Tri-Cities Community Health*	49.8 %	▼ WORSE

\* Federally Qualified Health Center

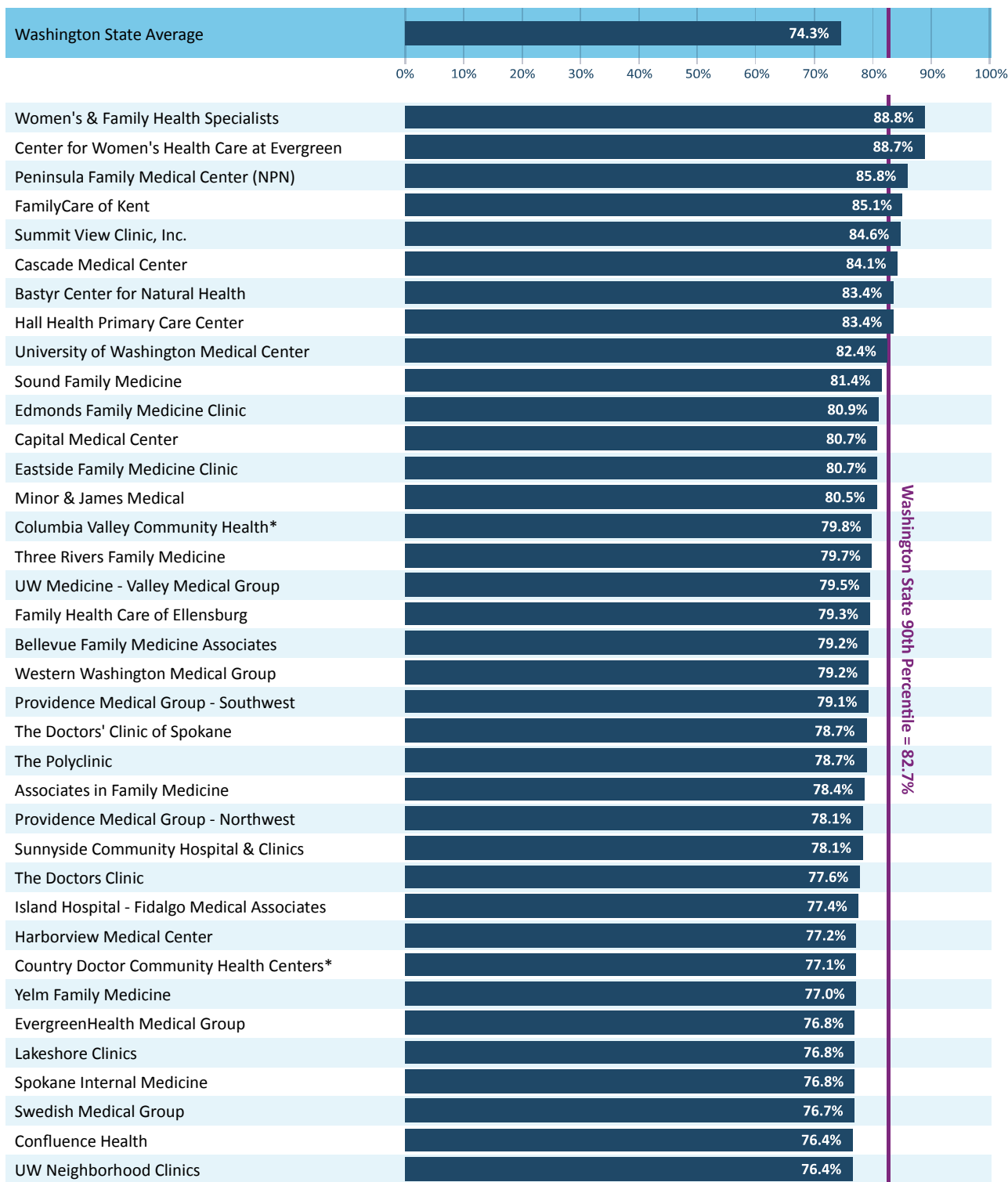
## Patient's Rating of the Provider

### Getting to Excellence

Comparison of Medical Group and 90th Percentile Performance in Washington State

■ % of Patients Responding "9" or "10"

■ Washington State 90th Percentile Score



\* Federally Qualified Health Center

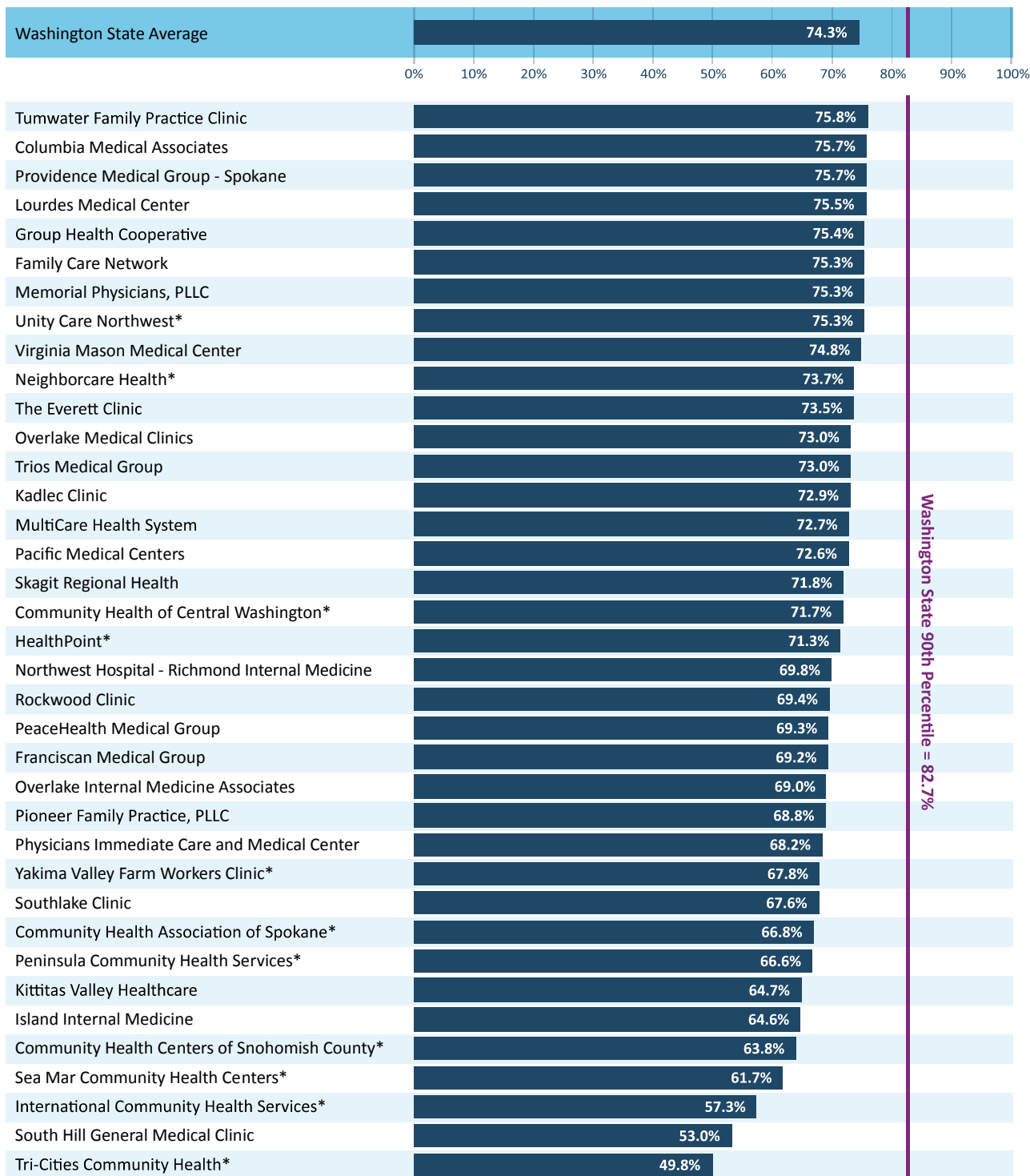
## Patient's Rating of the Provider

### Getting to Excellence

Comparison of Medical Group and 90th Percentile Performance in Washington State

■ % of Patients Responding "9" or "10"

■ Washington State 90th Percentile Score






















































































































\* Federally Qualified Health Center



# **Patient experience results:** Clinics in Washington state
















































































































## Results for Medical Groups and Clinics in Washington State

Medical Group / Clinic (in alphabetical order):	Timely Care & Info	Provider Communication	Care Coordination	Helpful Office Staff	Overall Provider Rating
Washington average:	58.0%	83.0%	70.6%	73.0%	74.3%
Associates in Family Medicine	 BETTER	 AVERAGE	 AVERAGE	 AVERAGE	 AVERAGE
Bastyr Center for Natural Health	 AVERAGE	 BETTER	 AVERAGE	 BETTER	 BETTER
Bellevue Family Medicine Associates	 BETTER	 BETTER	 BETTER	 BETTER	 AVERAGE
Capital Medical Center – Olympia Family & Internal Medicine	 AVERAGE	 AVERAGE	 AVERAGE	 AVERAGE	 BETTER
Cascade Medical Center	 BETTER	 BETTER	 BETTER	 AVERAGE	 BETTER
Center for Women's Health Care at Evergreen	 BETTER	 BETTER	 BETTER	 BETTER	 BETTER
Columbia Medical Associates	 AVERAGE	 BETTER	 AVERAGE	 AVERAGE	 AVERAGE
Columbia Medical Associates Associated Family Physicians	 AVERAGE	 WORSE	 AVERAGE	 AVERAGE	 WORSE
Columbia Medical Associates Family Health Center	 AVERAGE	 AVERAGE	 AVERAGE	 BETTER	 AVERAGE
Columbia Medical Associates Jamison Ellefsen Family Medicine	 BETTER	 BETTER	 BETTER	 AVERAGE	 BETTER
Columbia Medical Associates North	 AVERAGE	 BETTER	 AVERAGE	 AVERAGE	 AVERAGE
Columbia Medical Associates Northside Internal Medicine	 AVERAGE	 AVERAGE	 AVERAGE	 AVERAGE	 AVERAGE
Columbia Medical Associates South Hill Family Medicine	 WORSE	 AVERAGE	 AVERAGE	 WORSE	 AVERAGE
Columbia Medical Associates Spokane Valley Internists	 AVERAGE	 AVERAGE	 BETTER	 AVERAGE	 AVERAGE
Columbia Valley Community Health – Wenatchee Medical/Dental*	 AVERAGE	 AVERAGE	 AVERAGE	 AVERAGE	 AVERAGE
Community Health Association of Spokane - Maple St. Clinic*	 WORSE	 WORSE	 WORSE	 AVERAGE	 WORSE
Community Health Centers of Snohomish County*	 WORSE	 WORSE	 WORSE	 WORSE	 WORSE
Community Health Center of Snohomish County - Everett 112th Street Clinic*	 AVERAGE	 WORSE	 WORSE	 AVERAGE	 AVERAGE
Community Health Center of Snohomish County - Everett Broadway Clinic*	 WORSE	 WORSE	 AVERAGE	 AVERAGE	 WORSE
Community Health Center of Snohomish County - Lynnwood*	 AVERAGE	 AVERAGE	 AVERAGE	 AVERAGE	 WORSE
Community Health of Central Washington*	 WORSE	 AVERAGE	 WORSE	 WORSE	 AVERAGE
Central Washington Family Medicine*	 WORSE	 WORSE	 AVERAGE	 WORSE	 AVERAGE
Community Health of Central Washington - Ellensburg*	 WORSE	 AVERAGE	 WORSE	 WORSE	 AVERAGE




















































































































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## Results for Medical Groups and Clinics in Washington State

Medical Group / Clinic (in alphabetical order):	Timely Care & Info	Provider Communication	Care Coordination	Helpful Office Staff	Overall Provider Rating
Washington average:	58.0%	83.0%	70.6%	73.0%	74.3%
<b>Confluence Health</b>	 BETTER	 AVERAGE	 BETTER	 AVERAGE	 AVERAGE
Confluence Health - Central Washington Hospital & Clinics	 AVERAGE	 AVERAGE	 AVERAGE	 AVERAGE	 AVERAGE
Confluence Health - East Wenatchee Clinic	 AVERAGE	 AVERAGE	 AVERAGE	 AVERAGE	 AVERAGE
Confluence Health - Wenatchee Valley Hospital & Clinics	 BETTER	 AVERAGE	 BETTER	 BETTER	 BETTER
<b>Country Doctor Community Health Centers*</b>	 AVERAGE	 AVERAGE	 AVERAGE	 AVERAGE	 AVERAGE
Carolyn Downs Family Medical Center*	 AVERAGE	 AVERAGE	 AVERAGE	 AVERAGE	 AVERAGE
Country Doctor Community Clinic*	 AVERAGE	 AVERAGE	 AVERAGE	 AVERAGE	 AVERAGE
<b>Eastside Family Medicine Clinic</b>	 AVERAGE	 AVERAGE	 AVERAGE	 WORSE	 BETTER
<b>Edmonds Family Medicine Clinic</b>	 BETTER	 BETTER	 BETTER	 AVERAGE	 BETTER
<b>EvergreenHealth Medical Group</b>	 BETTER	 BETTER	 BETTER	 BETTER	 AVERAGE
EvergreenHealth Internal Medicine and Primary Care	 AVERAGE	 AVERAGE	 AVERAGE	 AVERAGE	 AVERAGE
EvergreenHealth Primary Care, Canyon Park	 AVERAGE	 AVERAGE	 AVERAGE	 BETTER	 AVERAGE
EvergreenHealth Primary Care, Kenmore	 BETTER	 BETTER	 BETTER	 BETTER	 BETTER
EvergreenHealth Primary Care, Redmond	 AVERAGE	 AVERAGE	 AVERAGE	 BETTER	 AVERAGE
EvergreenHealth Primary Care, Sammamish	 AVERAGE	 BETTER	 AVERAGE	 AVERAGE	 AVERAGE
EvergreenHealth Primary Care, Woodinville	 AVERAGE	 AVERAGE	 AVERAGE	 AVERAGE	 AVERAGE
<b>Family Care Network</b>	 BETTER	 BETTER	 AVERAGE	 AVERAGE	 AVERAGE
Bellingham Bay Family Medicine - Family Care Network	 BETTER	 BETTER	 AVERAGE	 AVERAGE	 AVERAGE
Family Health Associates - Family Care Network	 BETTER	 AVERAGE	 AVERAGE	 AVERAGE	 AVERAGE
Ferndale Family Medicine - Family Care Network	 AVERAGE	 AVERAGE	 AVERAGE	 AVERAGE	 AVERAGE
Island Family Physicians - Family Care Network	 BETTER	 BETTER	 AVERAGE	 BETTER	 AVERAGE
Lynden Family Medicine - Family Care Network	 AVERAGE	 AVERAGE	 AVERAGE	 AVERAGE	 AVERAGE

\* Federally Qualified Health Center

## Results for Medical Groups and Clinics in Washington State
















































































Medical Group / Clinic (in alphabetical order):	Timely Care & Info	Provider Communication	Care Coordination	Helpful Office Staff	Overall Provider Rating
<b>Washington average:</b>	<b>58.0%</b>	<b>83.0%</b>	<b>70.6%</b>	<b>73.0%</b>	<b>74.3%</b>
<b>Family Care Network</b>	 <b>BETTER</b>	 <b>BETTER</b>	 <b>AVERAGE</b>	 <b>AVERAGE</b>	 <b>AVERAGE</b>
North Cascade Family Physicians - Family Care Network	 <b>AVERAGE</b>	 <b>AVERAGE</b>	 <b>AVERAGE</b>	 <b>WORSE</b>	 <b>AVERAGE</b>
North Sound Family Medicine - Family Care Network	 <b>BETTER</b>	 <b>AVERAGE</b>	 <b>AVERAGE</b>	 <b>BETTER</b>	 <b>AVERAGE</b>
Squalicum Family Medicine - Family Care Network	 <b>BETTER</b>	 <b>BETTER</b>	 <b>AVERAGE</b>	 <b>BETTER</b>	 <b>AVERAGE</b>
<b>Family Health Care of Ellensburg</b>	 <b>BETTER</b>	 <b>AVERAGE</b>	 <b>AVERAGE</b>	 <b>BETTER</b>	 <b>AVERAGE</b>
<b>FamilyCare of Kent</b>	 <b>BETTER</b>	 <b>BETTER</b>	 <b>BETTER</b>	 <b>AVERAGE</b>	 <b>BETTER</b>
<b>Franciscan Medical Group</b>	 <b>WORSE</b>	 <b>WORSE</b>	 <b>WORSE</b>	 <b>WORSE</b>	 <b>WORSE</b>
Franciscan Medical Clinic - Burien	 <b>AVERAGE</b>	 <b>AVERAGE</b>	 <b>AVERAGE</b>	 <b>AVERAGE</b>	 <b>WORSE</b>
Franciscan Medical Clinic - Des Moines	 <b>AVERAGE</b>	 <b>AVERAGE</b>	 <b>WORSE</b>	 <b>WORSE</b>	 <b>AVERAGE</b>
Franciscan Medical Clinic - Enumclaw	 <b>AVERAGE</b>	 <b>AVERAGE</b>	 <b>AVERAGE</b>	 <b>AVERAGE</b>	 <b>AVERAGE</b>
Franciscan Medical Clinic - Federal Way	 <b>WORSE</b>	 <b>AVERAGE</b>	 <b>WORSE</b>	 <b>AVERAGE</b>	 <b>WORSE</b>
Franciscan Medical Clinic - Gig Harbor	 <b>AVERAGE</b>	 <b>AVERAGE</b>	 <b>AVERAGE</b>	 <b>AVERAGE</b>	 <b>AVERAGE</b>
Franciscan Medical Clinic - Lakewood	 <b>AVERAGE</b>	 <b>WORSE</b>	 <b>AVERAGE</b>	 <b>AVERAGE</b>	 <b>WORSE</b>
Franciscan Medical Clinic - Milton	 <b>AVERAGE</b>	 <b>AVERAGE</b>	 <b>AVERAGE</b>	 <b>AVERAGE</b>	 <b>AVERAGE</b>
Franciscan Medical Clinic - Port Orchard	 <b>WORSE</b>	 <b>WORSE</b>	 <b>WORSE</b>	 <b>WORSE</b>	 <b>WORSE</b>
Franciscan Medical Clinic - Seahurst	 <b>AVERAGE</b>	 <b>AVERAGE</b>	 <b>AVERAGE</b>	 <b>WORSE</b>	 <b>AVERAGE</b>
Franciscan Medical Clinic - University Place	 <b>AVERAGE</b>	 <b>BETTER</b>	 <b>AVERAGE</b>	 <b>AVERAGE</b>	 <b>BETTER</b>
Franciscan Medical Clinic - Vashon Island	 <b>WORSE</b>	 <b>AVERAGE</b>	 <b>AVERAGE</b>	 <b>WORSE</b>	 <b>AVERAGE</b>
Franciscan Medical Clinic - West Seattle	 <b>BETTER</b>	 <b>AVERAGE</b>	 <b>AVERAGE</b>	 <b>AVERAGE</b>	 <b>AVERAGE</b>
Franciscan Medical Clinic - Westwood	 <b>AVERAGE</b>	 <b>WORSE</b>	 <b>WORSE</b>	 <b>WORSE</b>	 <b>WORSE</b>
Franciscan Medical Clinic at St. Francis	 <b>AVERAGE</b>	 <b>WORSE</b>	 <b>WORSE</b>	 <b>AVERAGE</b>	 <b>WORSE</b>
Franciscan Medical Clinic at St. Joseph	 <b>WORSE</b>	 <b>WORSE</b>	 <b>WORSE</b>	 <b>AVERAGE</b>	 <b>WORSE</b>
Franciscan Medical Clinic on Canyon Road	 <b>WORSE</b>	 <b>AVERAGE</b>	 <b>AVERAGE</b>	 <b>AVERAGE</b>	 <b>AVERAGE</b>



## Results for Medical Groups and Clinics in Washington State

Medical Group / Clinic (in alphabetical order):	Timely Care & Info	Provider Communication	Care Coordination	Helpful Office Staff	Overall Provider Rating
Washington average:	58.0%	83.0%	70.6%	73.0%	74.3%
<b>Franciscan Medical Group</b>	▼ WORSE	▼ WORSE	▼ WORSE	▼ WORSE	▼ WORSE
Franciscan Medical Clinic on Pt. Fosdick	■ AVERAGE	■ AVERAGE	■ AVERAGE	■ AVERAGE	■ AVERAGE
Harrison HealthPartners Primary Care - Port Orchard	■ AVERAGE	■ AVERAGE	▼ WORSE	■ AVERAGE	▼ WORSE
<b>Group Health Cooperative</b>	■ AVERAGE	■ AVERAGE	▼ WORSE	● BETTER	■ AVERAGE
Group Health - Bellevue Medical Center	■ AVERAGE	■ AVERAGE	▼ WORSE	■ AVERAGE	■ AVERAGE
Group Health - Burien Medical Center	▼ WORSE	■ AVERAGE	▼ WORSE	■ AVERAGE	■ AVERAGE
Group Health - Capitol Hill Medical Center	■ AVERAGE	■ AVERAGE	■ AVERAGE	■ AVERAGE	■ AVERAGE
Group Health - Downtown Medical Center	● BETTER	■ AVERAGE	■ AVERAGE	■ AVERAGE	■ AVERAGE
Group Health - Everett Medical Center	■ AVERAGE	■ AVERAGE	■ AVERAGE	■ AVERAGE	■ AVERAGE
Group Health - Factoria Medical Center	■ AVERAGE	■ AVERAGE	■ AVERAGE	■ AVERAGE	■ AVERAGE
Group Health - Federal Way Medical Center	■ AVERAGE	■ AVERAGE	▼ WORSE	■ AVERAGE	■ AVERAGE
Group Health - Kent Medical Center	▼ WORSE	■ AVERAGE	▼ WORSE	● BETTER	■ AVERAGE
Group Health - Lidgerwood Medical Center	■ AVERAGE	● BETTER	■ AVERAGE	■ AVERAGE	● BETTER
Group Health - Lynnwood Medical Center	■ AVERAGE	■ AVERAGE	■ AVERAGE	■ AVERAGE	■ AVERAGE
Group Health - Northgate Medical Center	■ AVERAGE	■ AVERAGE	▼ WORSE	■ AVERAGE	■ AVERAGE
Group Health - Northshore Medical Center	■ AVERAGE	■ AVERAGE	▼ WORSE	■ AVERAGE	■ AVERAGE
Group Health - Olympia Medical Center	■ AVERAGE	■ AVERAGE	▼ WORSE	■ AVERAGE	■ AVERAGE
Group Health - Port Orchard Medical Center	■ AVERAGE	■ AVERAGE	■ AVERAGE	■ AVERAGE	■ AVERAGE
Group Health - Poulsbo Medical Center	■ AVERAGE	● BETTER	■ AVERAGE	■ AVERAGE	■ AVERAGE
Group Health - Puyallup Medical Center	■ AVERAGE	■ AVERAGE	■ AVERAGE	■ AVERAGE	■ AVERAGE
Group Health - Rainier Medical Center	■ AVERAGE	■ AVERAGE	▼ WORSE	▼ WORSE	■ AVERAGE
Group Health - Redmond Medical Center at Riverpark	● BETTER	■ AVERAGE	■ AVERAGE	■ AVERAGE	■ AVERAGE
Group Health - Renton Medical Center	■ AVERAGE	■ AVERAGE	▼ WORSE	▼ WORSE	▼ WORSE
Group Health - Riverfront Medical Center	■ AVERAGE	● BETTER	■ AVERAGE	● BETTER	■ AVERAGE

## Results for Medical Groups and Clinics in Washington State

























































































































Medical Group / Clinic (in alphabetical order):	Timely Care & Info	Provider Communication	Care Coordination	Helpful Office Staff	Overall Provider Rating
<b>Washington average:</b>	<b>58.0%</b>	<b>83.0%</b>	<b>70.6%</b>	<b>73.0%</b>	<b>74.3%</b>
<b>Group Health Cooperative</b>	 AVERAGE	 AVERAGE	 WORSE	 BETTER	 AVERAGE
Group Health - Silverdale Medical Center	 AVERAGE	 AVERAGE	 AVERAGE	 BETTER	 AVERAGE
Group Health - South Hill Medical Center	 BETTER	 AVERAGE	 WORSE	 BETTER	 AVERAGE
Group Health - Tacoma Medical Center	 AVERAGE	 AVERAGE	 AVERAGE	 AVERAGE	 AVERAGE
Group Health - Tacoma South Medical Center	 AVERAGE	 AVERAGE	 WORSE	 AVERAGE	 AVERAGE
Group Health - Veradale Medical Center	 BETTER	 AVERAGE	 AVERAGE	 BETTER	 BETTER
<b>Hall Health Primary Care Center</b>	 BETTER	 BETTER	 BETTER	 BETTER	 BETTER
<b>Harborview Medical Center</b>	 AVERAGE	 AVERAGE	 AVERAGE	 AVERAGE	 AVERAGE
Harborview - Adult Medicine Clinic	 AVERAGE	 AVERAGE	 AVERAGE	 AVERAGE	 AVERAGE
Harborview - Family Medicine Clinic	 AVERAGE	 AVERAGE	 AVERAGE	 AVERAGE	 AVERAGE
<b>HealthPoint*</b>	 WORSE	 WORSE	 WORSE	 WORSE	 WORSE
HealthPoint Auburn Medical Center*	 AVERAGE	 AVERAGE	 AVERAGE	 AVERAGE	 AVERAGE
HealthPoint Bothell-Kenmore Medical Center*	 WORSE	 WORSE	 WORSE	 AVERAGE	 WORSE
HealthPoint Federal Way Medical Center*	 WORSE	 WORSE	 WORSE	 WORSE	 WORSE
HealthPoint Kent Medical Center*	 WORSE	 AVERAGE	 AVERAGE	 WORSE	 AVERAGE
HealthPoint Redmond Medical and Pharmacy*	 AVERAGE	 AVERAGE	 WORSE	 AVERAGE	 AVERAGE
HealthPoint Renton Medical Center*	 AVERAGE	 AVERAGE	 AVERAGE	 AVERAGE	 AVERAGE
HealthPoint SeaTac Medical Center*	 AVERAGE	 AVERAGE	 AVERAGE	 AVERAGE	 AVERAGE
<b>International District Medical &amp; Dental Clinic - International Community Health Services*</b>	 AVERAGE	 WORSE	 WORSE	 WORSE	 WORSE
<b>Island Hospital - Fidalgo Medical Associates</b>	 AVERAGE	 BETTER	 AVERAGE	 AVERAGE	 AVERAGE
<b>Island Internal Medicine</b>	 AVERAGE	 WORSE	 WORSE	 AVERAGE	 WORSE

\* Federally Qualified Health Center

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<b>Kadlec Clinic</b>	▼ WORSE	■ AVERAGE	■ AVERAGE	■ AVERAGE	■ AVERAGE
Kadlec Clinic - Kennewick Primary Care	▼ WORSE	■ AVERAGE	■ AVERAGE	■ AVERAGE	■ AVERAGE
Kadlec Clinic - Pasco Primary Care	■ AVERAGE	■ AVERAGE	■ AVERAGE	■ AVERAGE	■ AVERAGE
Kadlec Clinic - Richland Primary Care	▼ WORSE	■ AVERAGE	■ AVERAGE	■ AVERAGE	■ AVERAGE
Kadlec Clinic - South Richland Primary Care	■ AVERAGE	■ AVERAGE	■ AVERAGE	▼ WORSE	■ AVERAGE
Kadlec Clinic - West Richland Primary Care	■ AVERAGE	■ AVERAGE	■ AVERAGE	■ AVERAGE	■ AVERAGE
<b>Kittitas Valley Healthcare</b>	■ AVERAGE	▼ WORSE	▼ WORSE	■ AVERAGE	▼ WORSE
KVH Family Medicine - Cle Elum	■ AVERAGE	▼ WORSE	▼ WORSE	■ AVERAGE	▼ WORSE
KVH Family Medicine - Ellensburg	▼ WORSE	■ AVERAGE	▼ WORSE	■ AVERAGE	■ AVERAGE
<b>Lakeshore Clinics</b>	● BETTER	● BETTER	■ AVERAGE	■ AVERAGE	■ AVERAGE
Lakeshore Clinics - Bothell Clinic	● BETTER	● BETTER	● BETTER	■ AVERAGE	● BETTER
Lakeshore Clinics - Totem Lake	● BETTER	■ AVERAGE	■ AVERAGE	■ AVERAGE	■ AVERAGE
<b>Lourdes Medical Center – West Pasco</b>	■ AVERAGE	■ AVERAGE	■ AVERAGE	■ AVERAGE	■ AVERAGE
<b>Memorial Physicians, PLLC</b>	● BETTER	● BETTER	■ AVERAGE	● BETTER	■ AVERAGE
Apple Valley Family Medicine - Memorial Physicians	● BETTER	■ AVERAGE	■ AVERAGE	● BETTER	■ AVERAGE
Family Medicine of Yakima	■ AVERAGE	● BETTER	● BETTER	■ AVERAGE	■ AVERAGE
Memorial Cornerstone Medicine - Memorial Physicians	● BETTER	● BETTER	● BETTER	■ AVERAGE	● BETTER
Pacific Crest Family Medicine - Memorial Physicians	■ AVERAGE	■ AVERAGE	■ AVERAGE	■ AVERAGE	■ AVERAGE
Selah Family Medicine	■ AVERAGE	● BETTER	■ AVERAGE	■ AVERAGE	● BETTER
<b>Minor &amp; James Medical</b>	● BETTER	● BETTER	● BETTER	● BETTER	● BETTER
Minor & James Medical - Bellevue Commons	■ AVERAGE	■ AVERAGE	■ AVERAGE	● BETTER	■ AVERAGE
Minor & James Medical - First Hill Medical Building	● BETTER	● BETTER	● BETTER	● BETTER	● BETTER
Minor & James Medical - Mercer Island	■ AVERAGE	● BETTER	■ AVERAGE	■ AVERAGE	■ AVERAGE















































































































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Medical Group / Clinic (in alphabetical order):	Timely Care & Info	Provider Communication	Care Coordination	Helpful Office Staff	Overall Provider Rating
Washington average:	58.0%	83.0%	70.6%	73.0%	74.3%
<b>MultiCare Health System</b>	 AVERAGE	 WORSE	 AVERAGE	 AVERAGE	 AVERAGE
MultiCare Allenmore Internal Medicine	 AVERAGE	 WORSE	 WORSE	 AVERAGE	 WORSE
MultiCare Auburn Clinic	 AVERAGE	 AVERAGE	 AVERAGE	 AVERAGE	 AVERAGE
MultiCare Auburn Clinic - Medical Office Building	 AVERAGE	 AVERAGE	 AVERAGE	 AVERAGE	 AVERAGE
MultiCare Covington Clinic	 WORSE	 WORSE	 AVERAGE	 AVERAGE	 WORSE
MultiCare East Pierce Family Medicine	 AVERAGE	 AVERAGE	 AVERAGE	 AVERAGE	 AVERAGE
MultiCare Gig Harbor Clinic	 AVERAGE	 AVERAGE	 AVERAGE	 AVERAGE	 AVERAGE
MultiCare Good Samaritan Family Medicine - Puyallup	 BETTER	 WORSE	 AVERAGE	 AVERAGE	 WORSE
MultiCare Good Samaritan Family Medicine - South Hill	 BETTER	 AVERAGE	 AVERAGE	 BETTER	 AVERAGE
MultiCare Kent Clinic	 AVERAGE	 WORSE	 WORSE	 AVERAGE	 WORSE
MultiCare Lakewood Clinic	 WORSE	 AVERAGE	 AVERAGE	 AVERAGE	 AVERAGE
MultiCare Spanaway Clinic	 WORSE	 AVERAGE	 AVERAGE	 AVERAGE	 AVERAGE
MultiCare Sumner Medical Associates	 AVERAGE	 WORSE	 WORSE	 AVERAGE	 WORSE
MultiCare Tacoma Central Family Medicine	 AVERAGE	 BETTER	 AVERAGE	 AVERAGE	 BETTER
MultiCare Tacoma Central Internal Medicine	 AVERAGE	 AVERAGE	 AVERAGE	 AVERAGE	 AVERAGE
MultiCare Tacoma Family Medicine	 AVERAGE	 BETTER	 AVERAGE	 AVERAGE	 BETTER
<b>Neighborcare Health*</b>	 AVERAGE	 AVERAGE	 WORSE	 AVERAGE	 AVERAGE
45th St. Medical Clinic - Neighborcare Health*	 AVERAGE	 BETTER	 AVERAGE	 AVERAGE	 AVERAGE
High Point Medical Clinic - Neighborcare Health*	 AVERAGE	 AVERAGE	 WORSE	 AVERAGE	 AVERAGE
Pike Market Medical Clinic - Neighborcare Health*	 AVERAGE	 AVERAGE	 WORSE	 AVERAGE	 AVERAGE
Rainier Beach Medical Clinic - Neighborcare Health*	 AVERAGE	 AVERAGE	 AVERAGE	 WORSE	 AVERAGE
<b>North Richland Immediate Care Clinic</b>	 AVERAGE	 AVERAGE	 AVERAGE	 WORSE	 AVERAGE
<b>Northwest Hospital - Richmond Internal Medicine</b>	 AVERAGE	 WORSE	 AVERAGE	 WORSE	 AVERAGE
<b>Overlake Internal Medicine Associates</b>	 AVERAGE	 AVERAGE	 AVERAGE	 AVERAGE	 AVERAGE

\* Federally Qualified Health Center



## Results for Medical Groups and Clinics in Washington State

Medical Group / Clinic (in alphabetical order):	Timely Care & Info	Provider Communication	Care Coordination	Helpful Office Staff	Overall Provider Rating
<b>Washington average:</b>	<b>58.0%</b>	<b>83.0%</b>	<b>70.6%</b>	<b>73.0%</b>	<b>74.3%</b>
<b>Overlake Medical Clinics</b>	 <b>BETTER</b>	 <b>AVERAGE</b>	 <b>AVERAGE</b>	 <b>AVERAGE</b>	 <b>AVERAGE</b>
Overlake Medical Clinics Issaquah	 <b>BETTER</b>	 <b>AVERAGE</b>	 <b>AVERAGE</b>	 <b>AVERAGE</b>	 <b>AVERAGE</b>
Overlake Medical Clinics Medical Tower	 <b>AVERAGE</b>	 <b>AVERAGE</b>	 <b>AVERAGE</b>	 <b>BETTER</b>	 <b>AVERAGE</b>
<b>Pacific Medical Centers</b>	 <b>AVERAGE</b>	 <b>AVERAGE</b>	 <b>AVERAGE</b>	 <b>BETTER</b>	 <b>AVERAGE</b>
Pacific Medical Centers - Canyon Park	 <b>AVERAGE</b>	 <b>WORSE</b>	 <b>AVERAGE</b>	 <b>AVERAGE</b>	 <b>WORSE</b>
Pacific Medical Centers - Beacon Hill	 <b>AVERAGE</b>	 <b>AVERAGE</b>	 <b>AVERAGE</b>	 <b>AVERAGE</b>	 <b>BETTER</b>
Pacific Medical Centers - First Hill	 <b>AVERAGE</b>	 <b>BETTER</b>	 <b>BETTER</b>	 <b>BETTER</b>	 <b>BETTER</b>
Pacific Medical Centers - Lynnwood	 <b>AVERAGE</b>	 <b>AVERAGE</b>	 <b>AVERAGE</b>	 <b>AVERAGE</b>	 <b>WORSE</b>
Pacific Medical Centers - Northgate	 <b>BETTER</b>	 <b>AVERAGE</b>	 <b>AVERAGE</b>	 <b>AVERAGE</b>	 <b>AVERAGE</b>
Pacific Medical Centers - Renton	 <b>AVERAGE</b>	 <b>AVERAGE</b>	 <b>AVERAGE</b>	 <b>AVERAGE</b>	 <b>AVERAGE</b>
Pacific Medical Centers - Totem Lake	 <b>AVERAGE</b>	 <b>AVERAGE</b>	 <b>AVERAGE</b>	 <b>BETTER</b>	 <b>AVERAGE</b>
<b>PeaceHealth Medical Group Cordata</b>	 <b>AVERAGE</b>	 <b>AVERAGE</b>	 <b>AVERAGE</b>	 <b>AVERAGE</b>	 <b>AVERAGE</b>
<b>Peninsula Community Health Services*</b>	 <b>WORSE</b>	 <b>WORSE</b>	 <b>WORSE</b>	 <b>AVERAGE</b>	 <b>WORSE</b>
Bremerton Medical Clinic - Peninsula Community Health Services*	 <b>WORSE</b>	 <b>AVERAGE</b>	 <b>AVERAGE</b>	 <b>AVERAGE</b>	 <b>AVERAGE</b>
Port Orchard Medical Clinic - Peninsula Community Health Services*	 <b>AVERAGE</b>	 <b>WORSE</b>	 <b>AVERAGE</b>	 <b>AVERAGE</b>	 <b>AVERAGE</b>
Wheaton Way Medical Clinic - Peninsula Community Health Services*	 <b>WORSE</b>	 <b>WORSE</b>	 <b>WORSE</b>	 <b>AVERAGE</b>	 <b>WORSE</b>
<b>Peninsula Family Medical Center (Northwest Physicians Network)</b>	 <b>AVERAGE</b>	 <b>BETTER</b>	 <b>BETTER</b>	 <b>BETTER</b>	 <b>BETTER</b>
<b>Pioneer Family Practice, PLLC</b>	 <b>BETTER</b>	 <b>BETTER</b>	 <b>AVERAGE</b>	 <b>WORSE</b>	 <b>AVERAGE</b>
<b>Providence Medical Group - Northwest</b>	 <b>AVERAGE</b>	 <b>AVERAGE</b>	 <b>AVERAGE</b>	 <b>BETTER</b>	 <b>BETTER</b>
Providence Physicians Group - Harbour Pointe Clinic	 <b>WORSE</b>	 <b>AVERAGE</b>	 <b>AVERAGE</b>	 <b>AVERAGE</b>	 <b>AVERAGE</b>
Providence Physicians Group - Mill Creek Family Medicine	 <b>AVERAGE</b>	 <b>AVERAGE</b>	 <b>AVERAGE</b>	 <b>AVERAGE</b>	 <b>AVERAGE</b>
Providence Physicians Group - Mill Creek Internal Medicine	 <b>AVERAGE</b>	 <b>AVERAGE</b>	 <b>AVERAGE</b>	 <b>BETTER</b>	 <b>AVERAGE</b>
Providence Physicians Group - Monroe Family Practice	 <b>AVERAGE</b>	 <b>AVERAGE</b>	 <b>BETTER</b>	 <b>BETTER</b>	 <b>BETTER</b>

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## Results for Medical Groups and Clinics in Washington State

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<b>Washington average:</b>	<b>58.0%</b>	<b>83.0%</b>	<b>70.6%</b>	<b>73.0%</b>	<b>74.3%</b>
<b>Providence Medical Group - Spokane</b>	■ AVERAGE	■ AVERAGE	■ AVERAGE	■ AVERAGE	■ AVERAGE
Providence Medical Group - Eastern Washington Family Medicine North	■ AVERAGE	■ AVERAGE	■ AVERAGE	▼ WORSE	● BETTER
Providence Medical Group - Eastern Washington Family Medicine South Valley	■ AVERAGE	■ AVERAGE	■ AVERAGE	■ AVERAGE	■ AVERAGE
Providence Medical Group - Eastern Washington Internal Medicine	▼ WORSE	■ AVERAGE	■ AVERAGE	■ AVERAGE	■ AVERAGE
Providence Medical Group - Eastern Washington Valley Family Physicians	■ AVERAGE	■ AVERAGE	■ AVERAGE	■ AVERAGE	■ AVERAGE
<b>Providence Medical Group Southwest – St. Peter Family Medicine</b>	■ AVERAGE	● BETTER	● BETTER	■ AVERAGE	■ AVERAGE
<b>Rockwood Clinic</b>	▼ WORSE	▼ WORSE	▼ WORSE	▼ WORSE	▼ WORSE
Rockwood Airway Heights Clinic	■ AVERAGE	▼ WORSE	▼ WORSE	■ AVERAGE	▼ WORSE
Rockwood Cheney Clinic	■ AVERAGE	■ AVERAGE	■ AVERAGE	■ AVERAGE	■ AVERAGE
Rockwood Main Clinic	▼ WORSE	■ AVERAGE	■ AVERAGE	▼ WORSE	■ AVERAGE
Rockwood North Clinic	■ AVERAGE	■ AVERAGE	▼ WORSE	■ AVERAGE	■ AVERAGE
Rockwood Northpointe Specialty Center	▼ WORSE	▼ WORSE	■ AVERAGE	■ AVERAGE	▼ WORSE
Rockwood Quail Run Clinic	■ AVERAGE	● BETTER	■ AVERAGE	▼ WORSE	■ AVERAGE
Rockwood Valley Clinic	▼ WORSE	▼ WORSE	▼ WORSE	▼ WORSE	▼ WORSE
<b>Sea Mar Community Health Centers*</b>	▼ WORSE	▼ WORSE	▼ WORSE	▼ WORSE	▼ WORSE
Sea Mar Community Health Centers - Bellingham Medical Clinic*	▼ WORSE	▼ WORSE	▼ WORSE	▼ WORSE	■ AVERAGE
Sea Mar Community Health Centers - Marysville Medical Clinic*	▼ WORSE	▼ WORSE	▼ WORSE	▼ WORSE	▼ WORSE
Sea Mar Community Health Centers - Mt Vernon Medical Clinic*	■ AVERAGE	▼ WORSE	▼ WORSE	▼ WORSE	▼ WORSE
Sea Mar Community Health Centers - Olympia Medical Clinic*	▼ WORSE	▼ WORSE	▼ WORSE	▼ WORSE	▼ WORSE
Sea Mar Community Health Centers - Puyallup Medical Clinic*	▼ WORSE	▼ WORSE	▼ WORSE	■ AVERAGE	▼ WORSE
Sea Mar Community Health Centers - Tacoma Clinic*	■ AVERAGE	■ AVERAGE	■ AVERAGE	■ AVERAGE	■ AVERAGE

























































































































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<b>Skagit Regional Health</b>	▼ <b>WORSE</b>	■ <b>AVERAGE</b>	▼ <b>WORSE</b>	■ <b>AVERAGE</b>	■ <b>AVERAGE</b>
Cascade Skagit Health Alliance	■ <b>AVERAGE</b>	▼ <b>WORSE</b>	▼ <b>WORSE</b>	■ <b>AVERAGE</b>	▼ <b>WORSE</b>
Skagit Regional Clinics - Family Medicine	▼ <b>WORSE</b>	■ <b>AVERAGE</b>	■ <b>AVERAGE</b>	▼ <b>WORSE</b>	■ <b>AVERAGE</b>
Skagit Regional Clinics - Internal Medicine	▼ <b>WORSE</b>	■ <b>AVERAGE</b>	■ <b>AVERAGE</b>	■ <b>AVERAGE</b>	■ <b>AVERAGE</b>
Skagit Regional Clinics - Sedro-Woolley	▼ <b>WORSE</b>	■ <b>AVERAGE</b>	▼ <b>WORSE</b>	■ <b>AVERAGE</b>	■ <b>AVERAGE</b>
Skagit Regional Clinics - Stanwood	▼ <b>WORSE</b>	■ <b>AVERAGE</b>	▼ <b>WORSE</b>	■ <b>AVERAGE</b>	■ <b>AVERAGE</b>
Skagit Regional Health Residency Clinic	■ <b>AVERAGE</b>	■ <b>AVERAGE</b>	■ <b>AVERAGE</b>	■ <b>AVERAGE</b>	■ <b>AVERAGE</b>
<b>Sound Family Medicine</b>	■ <b>AVERAGE</b>	● <b>BETTER</b>	■ <b>AVERAGE</b>	■ <b>AVERAGE</b>	● <b>BETTER</b>
Sound Family Medicine - Bonney Lake	■ <b>AVERAGE</b>	■ <b>AVERAGE</b>	■ <b>AVERAGE</b>	■ <b>AVERAGE</b>	● <b>BETTER</b>
Sound Family Medicine - Hartland	■ <b>AVERAGE</b>	■ <b>AVERAGE</b>	■ <b>AVERAGE</b>	▼ <b>WORSE</b>	■ <b>AVERAGE</b>
Sound Family Medicine - Puyallup	▼ <b>WORSE</b>	● <b>BETTER</b>	■ <b>AVERAGE</b>	■ <b>AVERAGE</b>	● <b>BETTER</b>
Sound Family Medicine - Sunrise	■ <b>AVERAGE</b>	● <b>BETTER</b>	■ <b>AVERAGE</b>	■ <b>AVERAGE</b>	● <b>BETTER</b>
<b>South Hill General Medical Clinic</b>	● <b>BETTER</b>	▼ <b>WORSE</b>	▼ <b>WORSE</b>	▼ <b>WORSE</b>	▼ <b>WORSE</b>
South Hill General Medical Clinic - Spanaway	■ <b>AVERAGE</b>	▼ <b>WORSE</b>	▼ <b>WORSE</b>	▼ <b>WORSE</b>	▼ <b>WORSE</b>
South Hill General Medical Clinic - Tacoma	N/A	▼ <b>WORSE</b>	▼ <b>WORSE</b>	■ <b>AVERAGE</b>	▼ <b>WORSE</b>
<b>Southlake Clinic - Time Square</b>	▼ <b>WORSE</b>	▼ <b>WORSE</b>	▼ <b>WORSE</b>	▼ <b>WORSE</b>	▼ <b>WORSE</b>
<b>Spokane Internal Medicine</b>	■ <b>AVERAGE</b>	■ <b>AVERAGE</b>	● <b>BETTER</b>	● <b>BETTER</b>	■ <b>AVERAGE</b>
<b>Summit View Clinic, Inc.</b>	● <b>BETTER</b>	■ <b>AVERAGE</b>	● <b>BETTER</b>	● <b>BETTER</b>	● <b>BETTER</b>
<b>Sunnyside Community Hospital &amp; Clinics – Grandview Medical Center</b>	■ <b>AVERAGE</b>	● <b>BETTER</b>	■ <b>AVERAGE</b>	■ <b>AVERAGE</b>	■ <b>AVERAGE</b>
<b>Swedish Medical Group</b>	■ <b>AVERAGE</b>	■ <b>AVERAGE</b>	● <b>BETTER</b>	■ <b>AVERAGE</b>	● <b>BETTER</b>
Swedish Ballard Primary Care	■ <b>AVERAGE</b>	■ <b>AVERAGE</b>	● <b>BETTER</b>	■ <b>AVERAGE</b>	■ <b>AVERAGE</b>
Swedish Central Seattle Primary Care	■ <b>AVERAGE</b>	■ <b>AVERAGE</b>	■ <b>AVERAGE</b>	■ <b>AVERAGE</b>	■ <b>AVERAGE</b>
Swedish Downtown Seattle Primary Care	■ <b>AVERAGE</b>	■ <b>AVERAGE</b>	■ <b>AVERAGE</b>	■ <b>AVERAGE</b>	■ <b>AVERAGE</b>
Swedish Edmonds Birth and Family Clinic	▼ <b>WORSE</b>	■ <b>AVERAGE</b>	■ <b>AVERAGE</b>	■ <b>AVERAGE</b>	● <b>BETTER</b>

N/A = Too few results to achieve a 0.7 reliability level

## Results for Medical Groups and Clinics in Washington State

Medical Group / Clinic (in alphabetical order):	Timely Care & Info	Provider Communication	Care Coordination	Helpful Office Staff	Overall Provider Rating
Washington average:	58.0%	83.0%	70.6%	73.0%	74.3%
<b>Swedish Medical Group</b>	 AVERAGE	 AVERAGE	 BETTER	 AVERAGE	 BETTER
Swedish Factoria Primary Care	 AVERAGE	 AVERAGE	 AVERAGE	 AVERAGE	 AVERAGE
Swedish Greenlake Primary Care	 BETTER	 BETTER	 BETTER	 BETTER	 BETTER
Swedish Issaquah Primary Care	 WORSE	 AVERAGE	 AVERAGE	 AVERAGE	 AVERAGE
Swedish Magnolia Primary Care	 AVERAGE	 BETTER	 BETTER	 AVERAGE	 BETTER
Swedish Pine Lake Primary Care	 AVERAGE	 WORSE	 WORSE	 WORSE	 WORSE
Swedish Queen Anne Primary Care	 AVERAGE	 AVERAGE	 AVERAGE	 AVERAGE	 AVERAGE
Swedish Redmond Primary Care	 AVERAGE	 AVERAGE	 AVERAGE	 AVERAGE	 AVERAGE
Swedish South Lake Union Primary Care	 AVERAGE	 AVERAGE	 AVERAGE	 BETTER	 AVERAGE
Swedish West Seattle Primary Care	 AVERAGE	 AVERAGE	 AVERAGE	 AVERAGE	 AVERAGE
<b>The Doctors Clinic</b>	 AVERAGE	 BETTER	 BETTER	 AVERAGE	 AVERAGE
The Doctors Clinic - Poulsbo	 AVERAGE	 BETTER	 AVERAGE	 AVERAGE	 BETTER
The Doctors Clinic - Silverdale	 AVERAGE	 AVERAGE	 AVERAGE	 AVERAGE	 AVERAGE
<b>The Doctors' Clinic of Spokane</b>	 BETTER	 AVERAGE	 AVERAGE	 AVERAGE	 AVERAGE
<b>The Everett Clinic</b>	 AVERAGE	 AVERAGE	 AVERAGE	 BETTER	 AVERAGE
The Everett Clinic - Founders Building	 AVERAGE	 AVERAGE	 AVERAGE	 AVERAGE	 AVERAGE
The Everett Clinic - Harbour Pointe	 AVERAGE	 AVERAGE	 AVERAGE	 AVERAGE	 BETTER
The Everett Clinic - Lake Stevens	 AVERAGE	 WORSE	 AVERAGE	 AVERAGE	 WORSE
The Everett Clinic - Marysville	 WORSE	 WORSE	 AVERAGE	 AVERAGE	 AVERAGE
The Everett Clinic - Mill Creek	 AVERAGE	 AVERAGE	 BETTER	 AVERAGE	 AVERAGE
The Everett Clinic - Silver Lake	 AVERAGE	 BETTER	 BETTER	 AVERAGE	 AVERAGE
The Everett Clinic - Smokey Point	 AVERAGE	 AVERAGE	 AVERAGE	 BETTER	 AVERAGE
The Everett Clinic - Snohomish	 AVERAGE	 AVERAGE	 AVERAGE	 AVERAGE	 AVERAGE
The Everett Clinic - Stanwood	 AVERAGE	 AVERAGE	 AVERAGE	 AVERAGE	 AVERAGE

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<b>The Polyclinic</b>	● BETTER	● BETTER	● BETTER	● BETTER	● BETTER
The Polyclinic Ballard	● BETTER	● BETTER	● BETTER	● BETTER	■ AVERAGE
The Polyclinic Downtown	■ AVERAGE	■ AVERAGE	■ AVERAGE	■ AVERAGE	■ AVERAGE
The Polyclinic Family Medicine Sand Point	● BETTER	● BETTER	■ AVERAGE	■ AVERAGE	■ AVERAGE
The Polyclinic Madison Center	● BETTER	● BETTER	■ AVERAGE	■ AVERAGE	● BETTER
The Polyclinic Northgate	● BETTER	■ AVERAGE	● BETTER	● BETTER	■ AVERAGE
<b>Three Rivers Family Medicine</b>	■ AVERAGE	● BETTER	■ AVERAGE	■ AVERAGE	■ AVERAGE
<b>Tri-Cities Community Health – Pasco Medical*</b>	■ AVERAGE	▼ WORSE	▼ WORSE	▼ WORSE	▼ WORSE
<b>Trios Care Center at deBit</b>	■ AVERAGE	■ AVERAGE	▼ WORSE	■ AVERAGE	■ AVERAGE
<b>Tumwater Family Practice Clinic</b>	■ AVERAGE	■ AVERAGE	■ AVERAGE	■ AVERAGE	■ AVERAGE
<b>Unity Care Northwest - Bellingham Health Center*</b>	▼ WORSE	■ AVERAGE	▼ WORSE	▼ WORSE	■ AVERAGE
<b>University of Washington Medical Center</b>	■ AVERAGE	● BETTER	● BETTER	● BETTER	● BETTER
University of Washington Medical Center - General Internal Medicine Clinic	■ AVERAGE	● BETTER	● BETTER	● BETTER	● BETTER
University of Washington Medical Center - Women's Health Care Center	■ AVERAGE	■ AVERAGE	■ AVERAGE	● BETTER	■ AVERAGE
<b>UW Medicine - Valley Medical Group</b>	● BETTER	● BETTER	● BETTER	■ AVERAGE	● BETTER
Valley Medical Group - Cascade Primary Care	■ AVERAGE	■ AVERAGE	■ AVERAGE	■ AVERAGE	■ AVERAGE
Valley Medical Group - Covington Primary Care	■ AVERAGE	■ AVERAGE	■ AVERAGE	■ AVERAGE	■ AVERAGE
Valley Medical Group - Fairwood Primary Care	■ AVERAGE	● BETTER	● BETTER	■ AVERAGE	■ AVERAGE
Valley Medical Group - Kent Primary Care	■ AVERAGE	■ AVERAGE	■ AVERAGE	■ AVERAGE	■ AVERAGE
Valley Medical Group - Lake Sawyer Primary Care	● BETTER	● BETTER	● BETTER	● BETTER	● BETTER
Valley Medical Group - Newcastle Primary Care	● BETTER	● BETTER	● BETTER	■ AVERAGE	● BETTER
Valley Medical Group - Valley Family Medicine	■ AVERAGE	● BETTER	■ AVERAGE	■ AVERAGE	■ AVERAGE
Valley Medical Renton Highlands Primary Care	● BETTER	■ AVERAGE	● BETTER	■ AVERAGE	■ AVERAGE

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<b>UW Neighborhood Clinics</b>	▼ WORSE	■ AVERAGE	■ AVERAGE	● BETTER	■ AVERAGE
UW Neighborhood Belltown Clinic	▼ WORSE	■ AVERAGE	● BETTER	● BETTER	● BETTER
UW Neighborhood Factoria Clinic	▼ WORSE	■ AVERAGE	■ AVERAGE	▼ WORSE	■ AVERAGE
UW Neighborhood Federal Way Clinic	▼ WORSE	■ AVERAGE	■ AVERAGE	■ AVERAGE	■ AVERAGE
UW Neighborhood Issaquah Clinic	■ AVERAGE	■ AVERAGE	■ AVERAGE	■ AVERAGE	■ AVERAGE
UW Neighborhood Northgate Clinic	■ AVERAGE	■ AVERAGE	■ AVERAGE	● BETTER	● BETTER
UW Neighborhood Ravenna Clinic	■ AVERAGE	■ AVERAGE	▼ WORSE	● BETTER	■ AVERAGE
UW Neighborhood Shoreline Clinic	■ AVERAGE	■ AVERAGE	■ AVERAGE	■ AVERAGE	■ AVERAGE
UW Neighborhood Woodinville Clinic	▼ WORSE	■ AVERAGE	■ AVERAGE	● BETTER	■ AVERAGE
<b>Virginia Mason Medical Center</b>	● BETTER	● BETTER	● BETTER	● BETTER	■ AVERAGE
Virginia Mason Bainbridge Island Medical Center	■ AVERAGE	■ AVERAGE	■ AVERAGE	■ AVERAGE	■ AVERAGE
Virginia Mason Bellevue Medical Center	● BETTER	■ AVERAGE	■ AVERAGE	● BETTER	■ AVERAGE
Virginia Mason Federal Way Medical Center	■ AVERAGE	■ AVERAGE	■ AVERAGE	■ AVERAGE	■ AVERAGE
Virginia Mason Hospital and Seattle Medical Center	■ AVERAGE	● BETTER	■ AVERAGE	■ AVERAGE	■ AVERAGE
Virginia Mason Issaquah Medical Center	● BETTER	■ AVERAGE	■ AVERAGE	● BETTER	■ AVERAGE
Virginia Mason Kirkland Medical Center	● BETTER	● BETTER	● BETTER	■ AVERAGE	● BETTER
Virginia Mason Lynnwood Medical Center	■ AVERAGE	■ AVERAGE	■ AVERAGE	■ AVERAGE	■ AVERAGE
<b>Western Washington Medical Group</b>	● BETTER	● BETTER	● BETTER	■ AVERAGE	● BETTER
Snohomish Family Medicine - Western Washington Medical Group	● BETTER	● BETTER	● BETTER	■ AVERAGE	● BETTER
Western WA Medical Group Clinics - Everett Family Medicine	■ AVERAGE	▼ WORSE	■ AVERAGE	■ AVERAGE	■ AVERAGE
Western WA Medical Group Clinics - Lake Serene Primary Care/ Walk-In	● BETTER	● BETTER	● BETTER	■ AVERAGE	● BETTER
Western WA Medical Group Clinics - Marysville Family Medicine	■ AVERAGE	● BETTER	● BETTER	■ AVERAGE	● BETTER
Western WA Medical Group Clinics - Whitehorse Family Medicine	● BETTER	● BETTER	■ AVERAGE	■ AVERAGE	■ AVERAGE

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<b>Women's &amp; Family Health Specialists</b>	■ AVERAGE	● BETTER	● BETTER	■ AVERAGE	● BETTER
<b>Yakima Valley Farm Workers Clinic*</b>	▼ WORSE	▼ WORSE	▼ WORSE	▼ WORSE	▼ WORSE
Grandview Medical-Dental Clinic*	■ AVERAGE	■ AVERAGE	■ AVERAGE	● BETTER	▼ WORSE
Spokane Falls Family Clinic*	▼ WORSE	▼ WORSE	▼ WORSE	▼ WORSE	▼ WORSE
Toppenish Medical-Dental Clinic*	▼ WORSE	■ AVERAGE	■ AVERAGE	▼ WORSE	■ AVERAGE
Yakima Medical-Dental Clinic*	▼ WORSE	■ AVERAGE	▼ WORSE	▼ WORSE	■ AVERAGE
<b>Yelm Family Medicine</b>	■ AVERAGE	■ AVERAGE	■ AVERAGE	■ AVERAGE	■ AVERAGE

\* Federally Qualified Health Center



## Other findings from the patient experience survey

While the Washington Health Alliance publicly reports medical group and clinic results for five measures, there are other interesting takeaways from the survey.

Among all survey respondents across the 14 counties included in this survey:

- Thirty percent said that their primary care provider did not talk with them about a healthy diet and healthy eating habits.
- Nineteen percent said that their primary care provider did not talk with them about exercise or physical activity.
- Twelve percent indicated that they use tobacco products every day or some days. Among these individuals eleven percent said that their provider never advised them to quit using tobacco products.
- Thirty-eight percent said that no one in their primary care provider's office talked with them about specific goals for their health.
- Sixty-seven percent responded that their primary care provider did not ask them if there are things that make it hard for them to take care of their health.
- Fifty-one percent said that their primary care provider did not ask them whether there was a period of time when they felt sad, empty or depressed.
- Sixty-three percent indicated that no one in their primary care provider's office talked with them about alcohol or drug use.

### Provider-patient communication about cost of care

This year, we added three questions to the patient experience survey about cost of care. These questions were developed and approved by the Alliance's Quality Improvement Committee, a group of more than 20 clinician leaders. The questions are intended to add to our understanding about (1) whether primary care providers are discussing the cost of patients' care with them; and (2) whether patients are asking about how much they will have to pay for a health care service and, if they do, is the provider's office responding with information.

- Eighty-five percent (85%) of survey respondents indicated that their provider did **not** discuss the cost of care with them.

Frank discussion of cost can help patients avoid the stress and financial damage of large and/or unexpected medical bills or, at the very least, help patients to understand and weigh the cost benefit of recommended drugs, tests and procedures. Moreover, as discussed earlier in this report, there is a move toward accountable care and

**We have opportunities for improvement to help patients get and stay healthy.**

64

**Open dialogue and sharing information about cost of care is a new frontier for providers and patients alike.**



value-based contracting that links provider payment to value (including cost of care, quality and safety) rather than volume. Provider organizations increasingly have a vested interest in working collaboratively with patients to proactively manage cost along with quality.

- Only twelve percent (12%) of survey respondents indicated that they asked their provider or someone in the provider's office how much they would have to pay for a health care service.

This low rate of active consumerism is not surprising given that consumer awareness in health care is really just getting started and will need to overcome a long-standing culture of separating cost from care. However, patients are bearing an increasing financial responsibility for their medical bills due to higher deductibles, higher co-insurance rates and limited or no coverage for care received out of increasingly narrow networks. As this happens, patients' increasing concerns about their out-of-pocket medical costs will hopefully cause them to want to make well-informed choices to manage cost, prevent illness and avoid unnecessary care.

- Among those who did ask about how much they would have to pay, seventy-six (76%) indicated that they usually or always were able to find out how much they would have to pay. Fourteen percent (14%) of patients said that they sometimes got information and nine percent (9%) said that they never got information about cost.

Health plans' use of consumer cost calculators is growing, making it easier for insured individuals to access information either on their own or with the assistance of their provider's office. Effective January 1, 2016, Washington, RCW 48.43.007 requires that health plans must offer member transparency tools with price and quality information to enable the member to make treatment decisions based on cost, quality and patient experience.

## 2015 survey respondent characteristics

This table\* displays self-reported demographics and health status information for patients who responded to the survey.

AGE	
25 – 34 years	7%
35 – 44 years	10%
45 – 54 years	19%
55 – 64 years	33%
65 – 74 years	19%
75 or older	12%
GENDER	
Male	36%
Female	64%
GENERAL HEALTH	
Excellent	12%
Very Good	35%
Good	35%
Fair	15%
Poor	4%
EDUCATION	
8 <sup>TH</sup> grade or less	1%
Some high school, did not graduate	3%
High school graduate or GED	18%
Some college or 2-year degree	35%
4-year college graduate	17%
More than 4-year college degree	25%
RACE**	
White	88%
Black or African American	3%
Asian	6%
Native Hawaiian or Other Pacific Islander	1%
American Indian or Alaskan Native	2%
Other	3%
ETHNICITY	
Hispanic or Latino	4%

\*Percentage may not add to 100% due to rounding.

\*\*Percentage may not add to 100% because respondents could choose more than one category.

## Survey administration protocol

The Center for the Study of Services (CSS) administered the survey on behalf of the Alliance. Initially, there were 276 clinics across Washington included in the survey. The sample was randomly selected from a complete list of eligible patients provided by seven participating health plans: Aetna, Cigna, Group Health, Premera Blue Cross, Regence Blue Shield, UnitedHealthcare and the Washington State Health Care Authority (Medicaid). Eligible patients were defined as patients who were 25 years old or older with a qualifying primary care visit. Completed survey responses enabled public reporting of results for 75 medical groups and 266 clinics. There were ten clinics that participated in the survey that did not reach the number of responses necessary to be publicly reportable.

The Alliance and its staff did not have access to any patient identifiable information at any time during this process. Any and all protected health information received by CSS to implement this survey was used only for the survey and no other purpose. All of CSS's guidelines for data security adhere to HIPAA (Health Insurance Portability and Accountability Act) and the HITECH (Health Information Technology for Economic and Clinical Health) Act. CSS has successfully completed a SOC 2 review during which their privacy and security policies, their data management systems and their IT infrastructure were tested by an independent external auditor.

The survey was fielded in the mail. The initial questionnaire with cover letter was mailed to all sample members on September 3, 2015 and responses were collected through December 1, 2015. Additional detail regarding survey sampling, survey fielding and response rates is available upon request.

### CG-CAHPS survey: changes in 2015

CG-CAHPS 3.0 is very similar to the previous 2.0 version with a few key updates to questions that make up the CG-CAHPS composites. Composite measures are calculated to efficiently summarize what would otherwise be a large amount of information generated by the results of a 53-question survey. The following updates were applied to the 2015 Alliance survey:

#### 1. Modified the questions that make up the “Getting Timely Appointments, Care and Information” composite measure

- Reduced the number of items in the composite measure from five to three.
  - “Got answer to medical question after office hours” and “Wait time for appointment to start” were dropped from the composite because the items did not sufficiently contribute to a measure of access.
- The question wording has been revised from “phoned this provider’s office” to “contacted this provider’s office” to more broadly cover the many ways a patient could engage with a provider’s office, e.g., via secure email.

**2. Modified the questions that make up the “How Well Providers Communicate with Patients” composite measure**

- Reduced the number of items in the composite measure from six to four.
  - “Provider gives easy to understand instructions” was dropped from the composite because of its similarity to the existing item, “Provider explains things in a way that is easy to understand.”
  - “Provider knows important information about medical history” moved from the communications composite to the new care coordination composite.

**3. Introduced new questions to create a new “Care Coordination” composite measure**

- Care coordination is an aspect of health care quality that was not previously summarized as a patient experience domain in CG-CAHPS 2.0. This new composite utilizes two existing questions from CG-CAHPS and introduces a new core measure adopted from the Patient-Centered Medical Home supplemental item set.



## ABOUT THE WASHINGTON HEALTH ALLIANCE

The Washington Health Alliance is a place where stakeholders work collaboratively to transform Washington state's health care system for the better. The Alliance brings together organizations that share a commitment to drive change in our health care system by offering a forum for critical conversation and aligned efforts by stakeholders: purchasers, providers, health plans, consumers and other health care partners. The Alliance believes strongly in transparency and offers trusted and credible reporting of progress on measures of health care quality and value.

The Alliance is a nonpartisan 501(c)(3) nonprofit with more than 185 member organizations. A cornerstone of the Alliance's work is the Community Checkup, a report to the public comparing the performance of medical groups, hospitals and health plans and offering a community-level view on important measures of health care quality ([www.wacommunitycheckup.org](http://www.wacommunitycheckup.org)).

### Our Guiding Principles

- Support the revitalization of primary care as the foundation for cost-effective care;
- Improve the quality of health care services, particularly in the effective management of chronic disease and prevention;
- Enhance patients' experience and strengthen the partnership between patients and providers to manage personal health;
- Increase evidence-based decision-making and slow the rate of health care cost increases by reducing unnecessary and/or non-evidence based care; and,
- Promote collaboration and avoid duplication among organizations and individuals working toward the same or similar goals.

Two of the Alliance's key strategies to drive improvement are (1) performance measurement and public reporting, and (2) purchaser and consumer engagement in promoting high value health care.