



2021 PCMH+ PCPCM Survey

Person-Centered Primary Care Measure

Composite Findings



Report of Findings

30 December 2021

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Project Overview

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

Sample Breakdown - Adult

PCMH TIN Name	2021 Completed Surveys
Community Health Center	400
Cornell Scott-Hill Health Center	400
Hartford HealthCare Medical Group	400
Optimus Health Care	300
Generations Family Health Center	233
Fair Haven Community Health Clinic	200
First Choice Community Health Centers	200
Southwest Community Health Center	197
Charter Oak	139
United Community and Family Services	100
CCMC Advanced Network	75
Wheeler Clinic	75
Control Group	236

Research Methodology Snapshot - Adult

Methodology Telephone / Digital	No. of Completes 2,719	No. of Questions 20*	Incentive None	Sample Provided by CHNCT
Target HUSKY Members	Quality Assurance Dual-level**	Margin of Error 1.8%	Confidence Level 95%	Research Dates Sept 9 - Dec 6, 2021

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

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

Research Methodology Snapshot - Adult Control Group

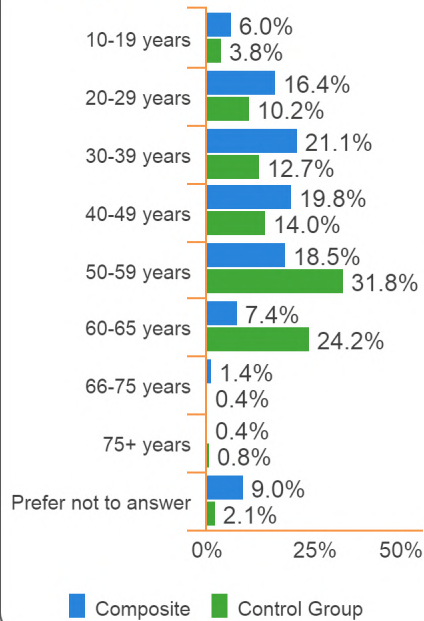
Methodology Telephone / Digital	No. of Completes 236	No. of Questions 20*	Incentive None	Sample Provided by CHNCT
Target HUSKY Members	Quality Assurance Dual-level**	Margin of Error 6.4%	Confidence Level 95%	Research Dates Sept 9 - Dec 6, 2021

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

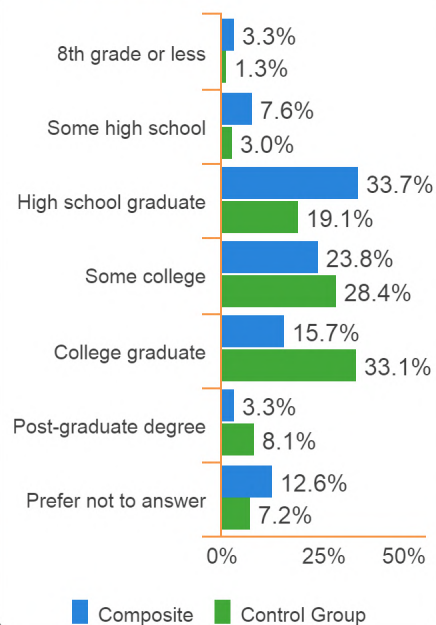
** Supervisory personnel, in addition to computer-aided interviewing platform, ensure the integrity of the data is accurate.

Respondent Demographics - Adult

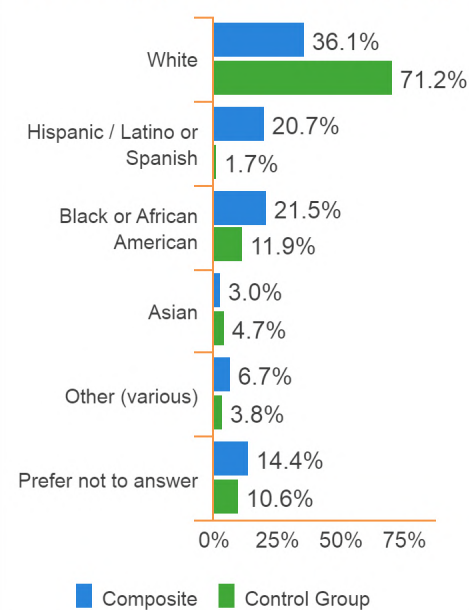
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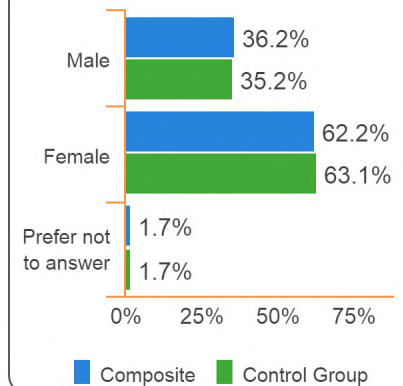
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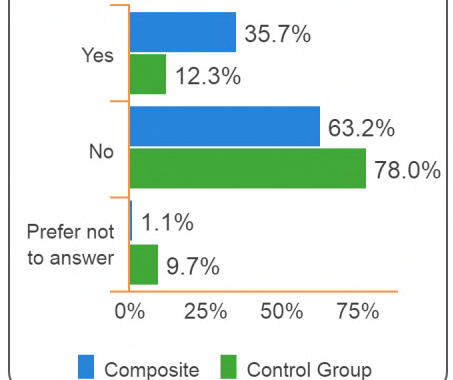
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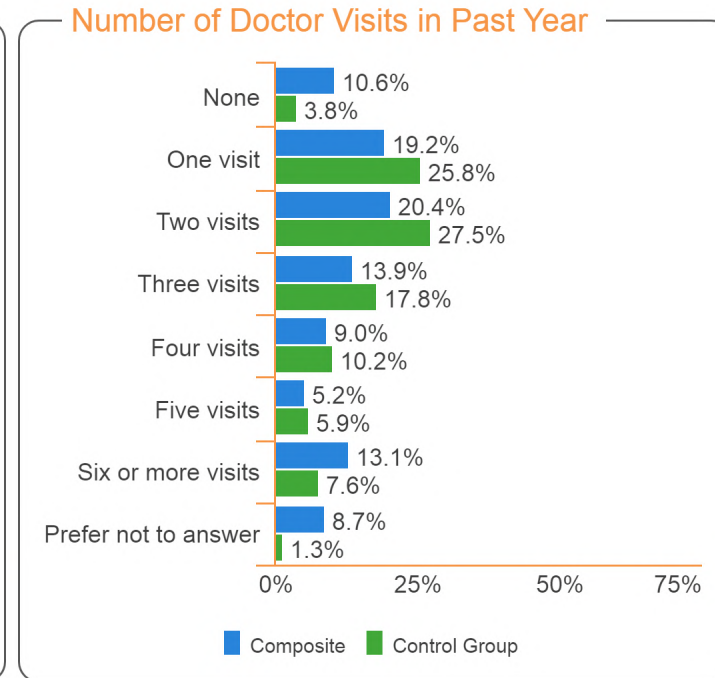
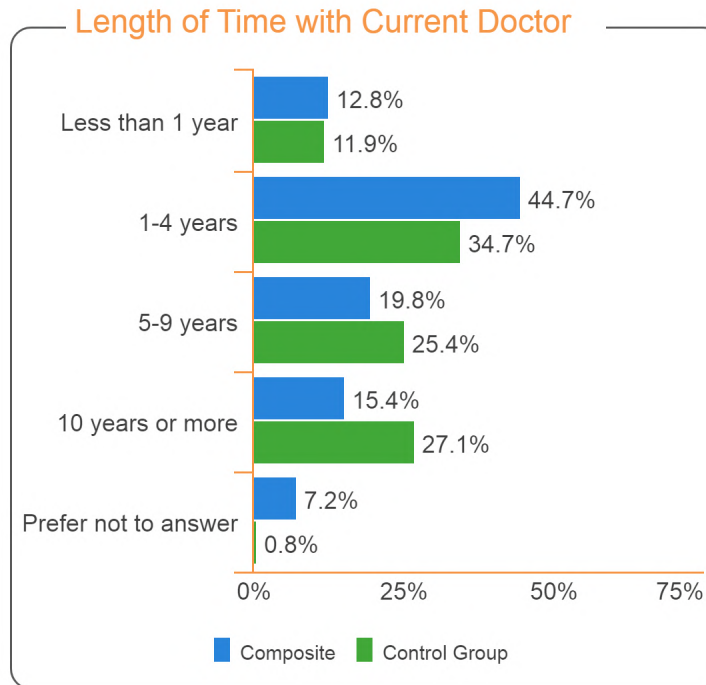
Gender



Hispanic/Latino Origin



Respondent Demographics - Adult



Sample Breakdown - Child

PCMH TIN Name	2021 Completed Surveys
Fair Haven Community Health Clinic	397
Optimus Health Care	396
CCMC Advanced Network	347
Community Health Center	340
Southwest Community Health Center	295
First Choice Community Health Centers	200
Generations Family Health Center	200
Cornell Scott-Hill Health Center	198
Charter Oak	100
United Community and Family Services	100
Hartford HealthCare Medical Group	75
Wheeler Clinic	71
Control Group	164

Research Methodology Snapshot - Child

Methodology Telephone / Digital	No. of Completes 2,719	No. of Questions 20*	Incentive None	Sample Provided by CHNCT
Target HUSKY Members	Quality Assurance Dual-level**	Margin of Error 1.8%	Confidence Level 95%	Research Dates Sept 9 - Dec 6, 2021

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

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

Research Methodology Snapshot - Child Control Group

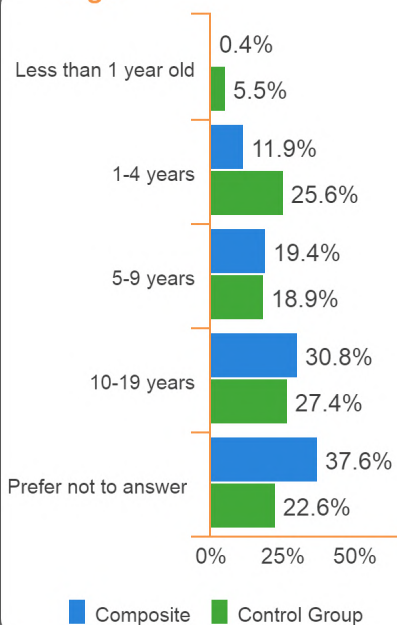
Methodology Telephone / Digital	No. of Completes 164	No. of Questions 20*	Incentive None	Sample Provided by CHNCT
Target HUSKY Members	Quality Assurance Dual-level**	Margin of Error 7.7%	Confidence Level 95%	Research Dates Sept 9 - Dec 6, 2021

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

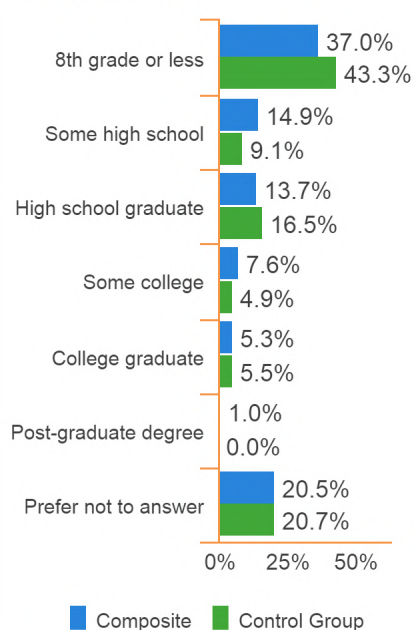
** Supervisory personnel, in addition to computer-aided interviewing platform, ensure the integrity of the data is accurate.

Respondent Demographics - Child

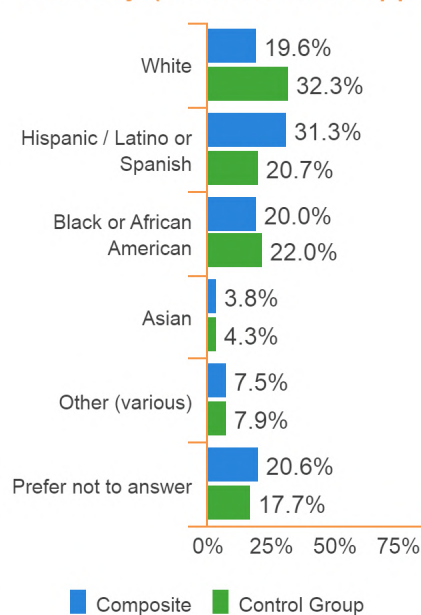
Age



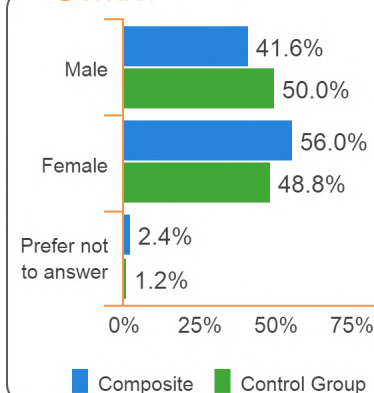
Education



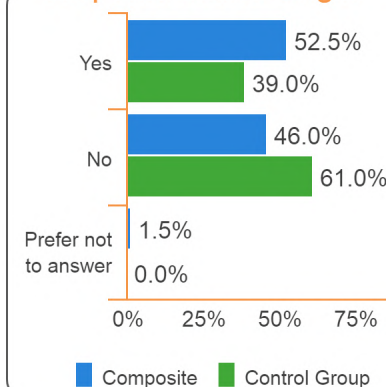
Ethnicity (Select all that apply)



Gender

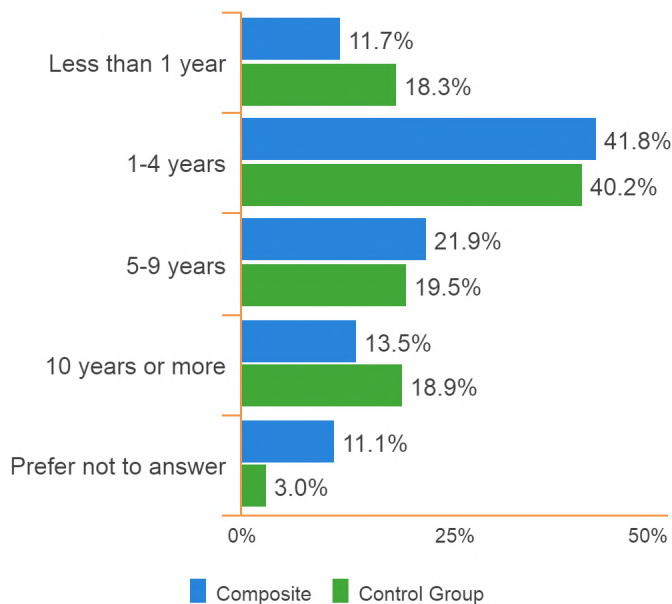


Hispanic/Latino Origin



Respondent Demographics - Child

Length of Time with Current Doctor



Number of Doctor Visits in Past Year

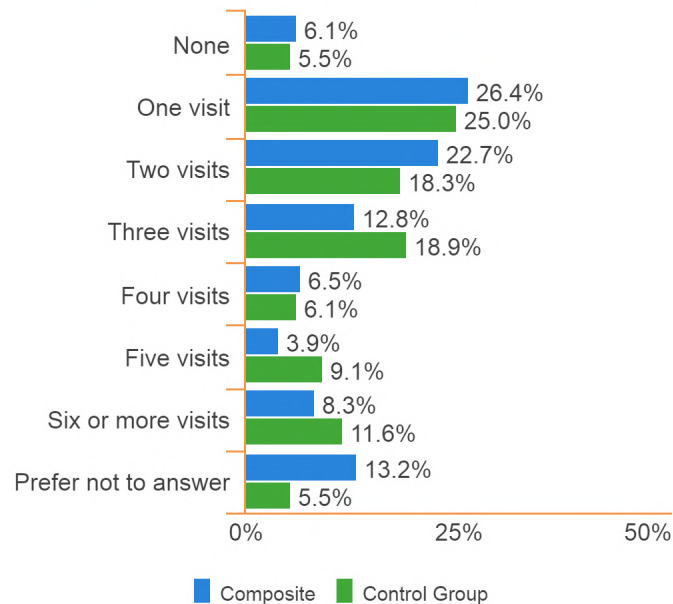


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Aggregate Data (Provided Separately)

Key Study Findings - Adult

- Adult survey respondents in the composite group provided higher ratings for seven (7) of eleven (11) characteristics rated in the PCPCM survey as compared to adults in the control group.
- Among the adult composite group, the average score across all eleven (11) characteristics was 81.8%, while the average score among adult control group respondents was 79.2%.
- Adult composite survey respondents provided the highest ratings for “my practice is able to provide most of my care” (89.0%) and “in caring for me, my doctor considers all factors that affect my health” (89.0%), while the lowest rated characteristic was “my doctor and I have been through a lot together” (64.6%).
- Adult control group survey respondents provided the highest rating for “my practice makes it easy for me to get care” (91.1%), while the lowest rated characteristic was “my doctor and I have been through a lot together” (55.1%).
- The largest increase in scores for the adult composite group over the adult control group was recorded for “my doctor and I have been through a lot together” (64.6% versus 55.1%), while the largest increase in scores for the adult control group over the adult composite group was recorded for “my practice makes it easy for me to get care” (91.1% versus 88.3%).
- Among adult composite survey respondents, the provider office receiving the highest average score across all eleven (11) characteristics was CCMC Advanced Network (89.7%), while the lowest average score was recorded for United Community and Family Services (76.9%).

Key Study Findings - Adult

- Adult composite survey respondents ages 75+ (97.5%) provided the highest overall average rating, while respondents ages 40-49 provided the lowest average rating (78.3%).
- Men in the adult composite survey (83.9%) provided a higher average rating as compared to women (80.5%).
- Asian respondents in the adult composite survey (87.9%) provided the highest overall average rating, while respondents characterizing themselves as an “other” ethnicity provided the lowest average rating (79.1%).
- Adult composite survey respondents with an education level of 8th grade or less (84.4%) provided the highest overall average rating, while respondents with a post-graduate degree provided the lowest average rating (76.0%).
- Adult composite survey respondents who have been with their current medical provider for more than 10 years (85.5%) provided the highest overall average rating, while respondents who have been with their current medical provider for less than 1 year provided the lowest average rating (73.0%).
- Adult composite survey respondents with four (4) visits to their medical provider within the past year (85.9%) provided the highest overall average rating, while respondents who have not seen their medical provider within the past year provided the lowest average rating (76.1%).

Key Study Findings - Child

- Child survey respondents in the control group provided higher ratings for all eleven (11) characteristics rated in the PCPCM survey as compared to children in the composite group.
- Among the child composite group, the average score across all eleven (11) characteristics was 85.3%, while the average score among child control group respondents was 90.4%.
- Child composite survey respondents provided the highest rating for “my practice is able to provide most of my care” (91.7%), while the lowest rated characteristic was “my doctor and I have been through a lot together” (69.0%).
- Child control group survey respondents provided the highest rating for “my practice is able to provide most of my care” (95.7%), while the lowest rated characteristic was “my doctor and I have been through a lot together” (79.9%).
- The largest increase in scores for the child control group over the composite group was recorded for “my doctor and I have been through a lot together” (79.9% versus 69.0%).
- Among child composite survey respondents, the provider office receiving the highest average score across all eleven (11) characteristics was Hartford HealthCare Medical Group (92.4%), while the lowest average score was recorded for Community Health Center (77.8%).

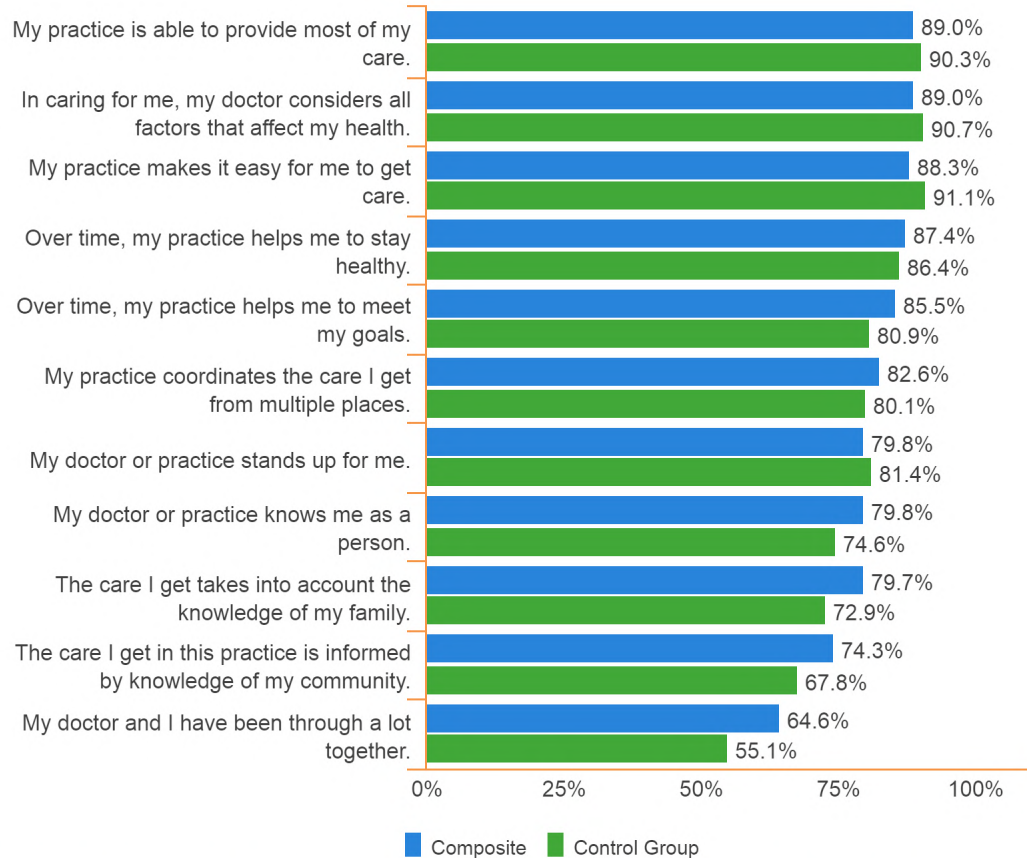
Key Study Findings - Child

- Child composite survey respondents ages 5-9 (86.0%) provided the highest overall average rating, while respondents less than 1 year old provided the lowest average rating (80.0%).
- Boys in the child composite survey (85.7%) provided a slightly higher average rating as compared to girls (85.1%).
- Asian respondents in the child composite survey (88.3%) provided the highest overall average rating, while respondents characterizing themselves as an “other” ethnicity provided the lowest average rating (81.6%).
- Child composite survey respondents who have been with their current medical provider for more than 10 years (88.7%) provided the highest overall average rating, while respondents who have been with their current medical provider for less than 1 year provided the lowest average rating (79.2%).
- Child composite survey respondents with five (5) visits to their medical provider within the past year (90.4%) provided the highest overall average rating, while respondents who have not seen their medical provider within the past year provided the lowest average rating (76.4%).

Adult Primary Care Experience

Survey respondents in the composite group provided higher ratings for seven (7) of eleven (11) characteristics rated in the PCPCM survey as compared to the control group.

The largest increase in scores for the composite group over the control group was recorded for “my doctor and I have been through a lot together” (64.6% versus 55.1%), while the largest increase in scores for the control group over the composite group was recorded for “my practice makes it easy for me to get care” (91.1% versus 88.3%).

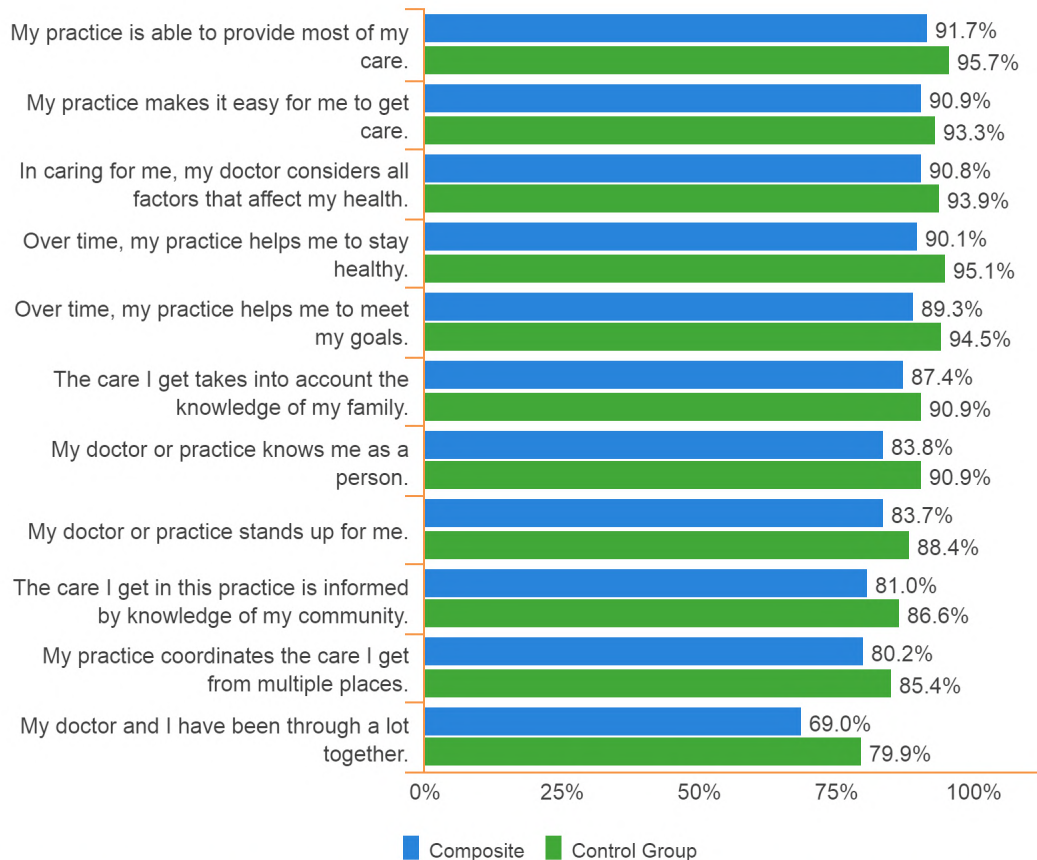


How would you assess your primary care experience? (Total "definitely" or "mostly")

Child Primary Care Experience

Survey respondents in the control group provided higher ratings for all eleven (11) characteristics rated in the PCPCM survey as compared to the composite group.

The largest increase in scores for the control group over the composite group was recorded for “my doctor and I have been through a lot together” (79.9% versus 69.0%).



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



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Aggregate Data (Provided Separately)

Adult Primary Care Experience - Composite

Among the composite group, the average score across all eleven (11) characteristics was 81.8%. The highest rated characteristics in the PCPCM survey were recorded for “my practice is able to provide most of my care” (89.0%) and “in caring for me, my doctor considers all factors that affect my health” (89.0%), while the lowest rated characteristic was “my doctor and I have been through a lot together” (64.6%).

Q How would you assess your primary care experience?

	Composite Total Definitely or Mostly	Definitely	Mostly	Somewhat	Not at all
My practice is able to provide most of my care.	89.0%	71.2%	17.8%	7.7%	3.2%
In caring for me, my doctor considers all factors that affect my health.	89.0%	74.2%	14.8%	7.4%	3.6%
My practice makes it easy for me to get care.	88.3%	73.1%	15.2%	8.5%	3.2%
Over time, my practice helps me to stay healthy.	87.4%	72.5%	14.9%	8.6%	4.0%
Over time, my practice helps me to meet my goals.	85.5%	69.3%	16.2%	9.6%	4.9%
My practice coordinates the care I get from multiple places.	82.6%	65.9%	16.7%	9.7%	7.7%
My doctor or practice stands up for me.	79.8%	65.0%	14.9%	12.6%	7.6%
My doctor or practice knows me as a person.	79.8%	67.1%	12.7%	12.0%	8.2%
The care I get takes into account the knowledge of my family.	79.7%	64.2%	15.6%	11.9%	8.3%
The care I get in this practice is informed by knowledge of my community.	74.3%	57.9%	16.4%	14.3%	11.4%
My doctor and I have been through a lot together.	64.6%	51.2%	13.4%	17.6%	17.8%
Average	81.8%	66.5%	15.3%	10.9%	7.3%

Adult Primary Care Experience - Control

Among the control group, the average score across all eleven (11) characteristics was 79.2%. The highest rated characteristic in the PCPCM survey was recorded for “my practice makes it easy for me to get care” (91.1%), while the lowest rated characteristic was “my doctor and I have been through a lot together” (55.1%).

Q How would you assess your primary care experience?

	Control Group Total Definitely or Mostly	Definitely	Mostly	Somewhat	Not at all
My practice makes it easy for me to get care.	91.1%	66.1%	25.0%	6.4%	2.5%
In caring for me, my doctor considers all factors that affect my health.	90.7%	72.9%	17.8%	6.8%	2.5%
My practice is able to provide most of my care.	90.3%	61.9%	28.4%	8.5%	1.3%
Over time, my practice helps me to stay healthy.	86.4%	66.1%	20.3%	9.7%	3.8%
My doctor or practice stands up for me.	81.4%	56.4%	25.0%	10.6%	8.1%
Over time, my practice helps me to meet my goals.	80.9%	55.9%	25.0%	14.0%	5.1%
My practice coordinates the care I get from multiple places.	80.1%	59.7%	20.3%	14.4%	5.5%
My doctor or practice knows me as a person.	74.6%	61.9%	12.7%	17.4%	8.1%
The care I get takes into account the knowledge of my family.	72.9%	52.5%	20.3%	16.9%	10.2%
The care I get in this practice is informed by knowledge of my community.	67.8%	41.9%	25.8%	21.2%	11.0%
My doctor and I have been through a lot together.	55.1%	36.0%	19.1%	25.8%	19.1%
Average	79.2%	57.4%	21.8%	13.8%	7.0%

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Aggregate Data (Provided Separately)

Adult Primary Care Experience :: By Provider

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

	Composite	CCMC Advanced Network	Charter Oak	Community Health Center	Cornell Scott-Hill Health Center	Fair Haven Community Health Clinic	First Choice Community Health Centers
N-value	2,719	75	139	400	400	200	200
My practice makes it easy for me to get care.	88.3%	96.0%	82.7%	86.8%	89.3%	88.0%	91.5%
My practice is able to provide most of my care.	89.0%	94.7%	82.7%	87.3%	90.5%	89.0%	90.5%
In caring for me, my doctor considers all factors that affect my health.	89.0%	97.3%	79.9%	86.8%	91.3%	89.0%	89.5%
My practice coordinates the care I get from multiple places.	82.6%	85.3%	82.0%	79.5%	83.8%	78.5%	86.5%
My doctor or practice knows me as a person.	79.8%	84.0%	74.1%	73.3%	79.3%	81.5%	81.0%
My doctor and I have been through a lot together.	64.6%	72.0%	66.9%	56.8%	64.3%	62.0%	72.0%
My doctor or practice stands up for me.	79.8%	88.0%	80.6%	76.5%	81.8%	82.5%	79.0%
The care I get takes into account the knowledge of my family.	79.7%	93.3%	77.7%	74.0%	81.0%	84.0%	79.5%
The care I get in this practice is informed by knowledge of my community.	74.3%	82.7%	73.4%	70.5%	75.8%	77.0%	78.5%
Over time, my practice helps me to stay healthy.	87.4%	97.3%	83.5%	84.3%	89.0%	88.5%	88.0%
Over time, my practice helps me to meet my goals.	85.5%	96.0%	82.0%	79.8%	89.0%	87.0%	86.0%
Average	81.8%	89.7%	78.7%	77.8%	83.2%	82.5%	83.8%

Adult Primary Care Experience :: By Provider

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

	Composite	Generations Family Health Center	Hartford HealthCare Medical Group	Optimus Health Care	Southwest Community Health Center	United Community and Family Services	Wheeler Clinic
N-value	2,719	233	400	300	197	100	75
My practice makes it easy for me to get care.	88.3%	87.1%	91.3%	86.3%	84.8%	88.0%	92.0%
My practice is able to provide most of my care.	89.0%	85.0%	92.8%	90.7%	88.3%	84.0%	88.0%
In caring for me, my doctor considers all factors that affect my health.	89.0%	87.1%	91.5%	91.3%	87.3%	85.0%	89.3%
My practice coordinates the care I get from multiple places.	82.6%	79.0%	87.3%	82.7%	83.2%	78.0%	81.3%
My doctor or practice knows me as a person.	79.8%	82.0%	82.5%	80.7%	83.2%	78.0%	84.0%
My doctor and I have been through a lot together.	64.6%	71.7%	63.3%	62.7%	74.1%	55.0%	64.0%
My doctor or practice stands up for me.	79.8%	82.4%	80.0%	79.3%	79.2%	70.0%	80.0%
The care I get takes into account the knowledge of my family.	79.7%	79.8%	80.8%	80.3%	77.2%	75.0%	88.0%
The care I get in this practice is informed by knowledge of my community.	74.3%	76.8%	71.8%	70.7%	77.2%	68.0%	82.7%
Over time, my practice helps me to stay healthy.	87.4%	87.6%	89.0%	90.0%	82.2%	82.0%	89.3%
Over time, my practice helps me to meet my goals.	85.5%	87.1%	85.3%	88.0%	82.7%	83.0%	86.7%
Average	81.8%	82.3%	83.2%	82.1%	81.8%	76.9%	84.1%

Adult Primary Care Experience :: By Age

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

	Composite	10-19 years	20-29 years	30-39 years	40-49 years	50-59 years	60-65 years	66-75 years	75+ years
N-value	2,719	163	447	575	539	502	200	37	11
My practice makes it easy for me to get care.	88.3%	92.0%	89.3%	86.1%	87.9%	87.3%	90.5%	83.8%	90.9%
My practice is able to provide most of my care.	89.0%	93.3%	91.1%	86.1%	87.8%	89.0%	89.0%	91.9%	100.0%
In caring for me, my doctor considers all factors that affect my health.	89.0%	95.1%	88.4%	86.8%	85.7%	90.2%	92.5%	91.9%	90.9%
My practice coordinates the care I get from multiple places.	82.6%	79.1%	82.3%	81.4%	79.8%	83.5%	85.5%	78.4%	90.9%
My doctor or practice knows me as a person.	79.8%	83.4%	75.6%	74.4%	76.1%	84.5%	88.0%	89.2%	100.0%
My doctor and I have been through a lot together.	64.6%	60.1%	62.6%	59.7%	60.1%	67.9%	68.5%	67.6%	100.0%
My doctor or practice stands up for me.	79.8%	81.0%	77.2%	77.4%	76.1%	82.9%	85.0%	78.4%	100.0%
The care I get takes into account the knowledge of my family.	79.7%	87.7%	82.3%	78.6%	74.8%	79.7%	73.5%	81.1%	100.0%
The care I get in this practice is informed by knowledge of my community.	74.3%	79.8%	77.6%	73.0%	68.5%	73.7%	68.5%	81.1%	100.0%
Over time, my practice helps me to stay healthy.	87.4%	92.0%	86.8%	85.6%	83.9%	89.6%	89.0%	86.5%	100.0%
Over time, my practice helps me to meet my goals.	85.5%	90.8%	85.5%	83.1%	80.5%	88.2%	87.5%	83.8%	100.0%
Average	81.8%	84.9%	81.7%	79.3%	78.3%	83.3%	83.4%	83.0%	97.5%

Adult Primary Care Experience :: By Gender

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

	Composite	Male	Female
N-value	2,719	983	1,690
My practice makes it easy for me to get care.	88.3%	90.2%	87.1%
My practice is able to provide most of my care.	89.0%	89.9%	88.4%
In caring for me, my doctor considers all factors that affect my health.	89.0%	91.1%	87.8%
My practice coordinates the care I get from multiple places.	82.6%	84.2%	81.5%
My doctor or practice knows me as a person.	79.8%	82.0%	78.3%
My doctor and I have been through a lot together.	64.6%	67.2%	62.5%
My doctor or practice stands up for me.	79.8%	81.3%	78.8%
The care I get takes into account the knowledge of my family.	79.7%	81.2%	78.7%
The care I get in this practice is informed by knowledge of my community.	74.3%	75.7%	73.2%
Over time, my practice helps me to stay healthy.	87.4%	90.2%	85.7%
Over time, my practice helps me to meet my goals.	85.5%	89.3%	83.3%
Average	81.8%	83.9%	80.5%

Adult Primary Care Experience :: By Ethnicity

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

	Composite	White	Hispanic / Latino or Spanish	Black or African American	Asian	Other (various)
N-value	2,719	982	563	585	81	183
My practice makes it easy for me to get care.	88.3%	88.9%	87.7%	88.4%	92.6%	85.8%
My practice is able to provide most of my care.	89.0%	88.1%	89.9%	89.1%	92.6%	87.4%
In caring for me, my doctor considers all factors that affect my health.	89.0%	90.5%	87.4%	89.1%	91.4%	89.1%
My practice coordinates the care I get from multiple places.	82.6%	84.1%	78.0%	82.9%	87.7%	80.3%
My doctor or practice knows me as a person.	79.8%	81.0%	82.4%	76.4%	85.2%	80.3%
My doctor and I have been through a lot together.	64.6%	63.1%	65.9%	64.3%	76.5%	55.7%
My doctor or practice stands up for me.	79.8%	78.9%	83.8%	76.8%	88.9%	77.0%
The care I get takes into account the knowledge of my family.	79.7%	78.3%	82.2%	79.8%	87.7%	75.4%
The care I get in this practice is informed by knowledge of my community.	74.3%	72.8%	79.2%	72.1%	84.0%	71.0%
Over time, my practice helps me to stay healthy.	87.4%	87.2%	88.8%	87.7%	88.9%	85.8%
Over time, my practice helps me to meet my goals.	85.5%	85.0%	87.4%	84.6%	91.4%	82.0%
Average	81.8%	81.6%	83.0%	81.0%	87.9%	79.1%

Adult Primary Care Experience :: By Education

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

	Composite	8th grade or less	Some high school	High school graduate	Some college	College graduate	Post-graduate degree
N-value	2,719	89	207	917	648	426	89
My practice makes it easy for me to get care.	88.3%	91.0%	87.4%	88.8%	87.7%	88.5%	88.8%
My practice is able to provide most of my care.	89.0%	95.5%	90.3%	90.4%	86.0%	89.9%	85.4%
In caring for me, my doctor considers all factors that affect my health.	89.0%	87.6%	89.4%	89.9%	88.1%	89.9%	85.4%
My practice coordinates the care I get from multiple places.	82.6%	79.8%	81.2%	84.3%	80.6%	79.6%	83.1%
My doctor or practice knows me as a person.	79.8%	84.3%	84.1%	81.2%	75.6%	78.4%	75.3%
My doctor and I have been through a lot together.	64.6%	66.3%	65.7%	63.8%	62.5%	59.4%	53.9%
My doctor or practice stands up for me.	79.8%	85.4%	85.5%	80.9%	74.7%	78.6%	73.0%
The care I get takes into account the knowledge of my family.	79.7%	82.0%	81.6%	82.2%	76.4%	76.5%	69.7%
The care I get in this practice is informed by knowledge of my community.	74.3%	77.5%	75.8%	76.1%	70.1%	71.1%	61.8%
Over time, my practice helps me to stay healthy.	87.4%	89.9%	89.9%	87.8%	86.3%	86.9%	80.9%
Over time, my practice helps me to meet my goals.	85.5%	88.8%	86.0%	87.0%	83.8%	82.2%	78.7%
Average	81.8%	84.4%	83.4%	82.9%	79.2%	80.1%	76.0%

Adult Primary Care Experience :: By Years as a Patient

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

	Composite	Less than 1 year	1-4 years	5-9 years	10 years or more
N-value	2,719	349	1,215	538	420
My practice makes it easy for me to get care.	88.3%	84.2%	89.5%	88.3%	88.8%
My practice is able to provide most of my care.	89.0%	85.1%	89.5%	89.0%	91.0%
In caring for me, my doctor considers all factors that affect my health.	89.0%	81.7%	89.8%	91.3%	91.0%
My practice coordinates the care I get from multiple places.	82.6%	74.8%	82.8%	83.8%	85.7%
My doctor or practice knows me as a person.	79.8%	65.6%	79.8%	83.6%	86.0%
My doctor and I have been through a lot together.	64.6%	47.9%	62.8%	67.5%	72.4%
My doctor or practice stands up for me.	79.8%	69.3%	79.6%	82.9%	83.6%
The care I get takes into account the knowledge of my family.	79.7%	69.3%	78.4%	82.7%	86.2%
The care I get in this practice is informed by knowledge of my community.	74.3%	64.2%	73.9%	77.3%	76.4%
Over time, my practice helps me to stay healthy.	87.4%	81.9%	86.6%	89.8%	90.5%
Over time, my practice helps me to meet my goals.	85.5%	78.5%	84.8%	88.1%	88.6%
Average	81.8%	73.0%	81.6%	84.0%	85.5%

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

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

	Composite	None	One visit	Two visits	Three visits	Four visits	Five visits	Six or more visits
N-value	2,719	289	521	554	378	244	142	355
My practice makes it easy for me to get care.	88.3%	83.4%	86.4%	89.9%	90.5%	93.4%	90.1%	85.6%
My practice is able to provide most of my care.	89.0%	83.0%	87.5%	91.5%	92.3%	92.2%	89.4%	85.4%
In caring for me, my doctor considers all factors that affect my health.	89.0%	84.4%	87.1%	90.4%	90.7%	91.8%	90.1%	88.2%
My practice coordinates the care I get from multiple places.	82.6%	77.5%	78.7%	81.4%	85.7%	87.7%	85.9%	82.5%
My doctor or practice knows me as a person.	79.8%	74.0%	73.3%	79.4%	84.7%	82.4%	81.7%	83.1%
My doctor and I have been through a lot together.	64.6%	55.0%	53.7%	63.5%	69.0%	70.5%	65.5%	70.7%
My doctor or practice stands up for me.	79.8%	75.8%	72.7%	79.4%	85.4%	82.0%	81.0%	82.5%
The care I get takes into account the knowledge of my family.	79.7%	72.3%	77.4%	79.2%	82.5%	83.6%	78.9%	80.6%
The care I get in this practice is informed by knowledge of my community.	74.3%	66.8%	70.8%	73.5%	76.7%	82.0%	74.6%	73.0%
Over time, my practice helps me to stay healthy.	87.4%	83.4%	84.3%	89.2%	89.7%	91.0%	86.6%	85.6%
Over time, my practice helps me to meet my goals.	85.5%	81.7%	80.6%	86.5%	89.4%	88.1%	83.8%	85.6%
Average	81.8%	76.1%	77.5%	82.2%	85.2%	85.9%	82.5%	82.1%

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Aggregate Data (Provided Separately)

Child Primary Care Experience - Composite

Among the composite group, the average score across all eleven (11) characteristics was 85.3%. The highest rated characteristic in the PCPCM survey was recorded for “my practice is able to provide most of my care” (91.7%), while the lowest rated characteristic was “my doctor and I have been through a lot together” (69.0%).

Q How would you assess your primary care experience?

	Composite Total Definitely or Mostly	Definitely	Mostly	Somewhat	Not at all
My practice is able to provide most of my care.	91.7%	76.2%	15.5%	5.6%	2.7%
My practice makes it easy for me to get care.	90.9%	76.4%	14.6%	6.3%	2.8%
In caring for me, my doctor considers all factors that affect my health.	90.8%	76.7%	14.1%	5.9%	3.3%
Over time, my practice helps me to stay healthy.	90.1%	77.4%	12.8%	6.6%	3.2%
Over time, my practice helps me to meet my goals.	89.3%	75.9%	13.3%	7.0%	3.8%
The care I get takes into account the knowledge of my family.	87.4%	73.0%	14.4%	8.3%	4.3%
My doctor or practice knows me as a person.	83.8%	70.5%	13.2%	8.8%	7.4%
My doctor or practice stands up for me.	83.7%	69.4%	14.3%	9.8%	6.5%
The care I get in this practice is informed by knowledge of my community.	81.0%	65.9%	15.0%	10.8%	8.2%
My practice coordinates the care I get from multiple places.	80.2%	65.4%	14.9%	8.8%	11.0%
My doctor and I have been through a lot together.	69.0%	54.1%	14.9%	13.4%	17.7%
Average	85.3%	71.0%	14.3%	8.3%	6.4%

Child Primary Care Experience - Control

Among the control group, the average score across all eleven (11) characteristics was 90.4%. The highest rated characteristic in the PCPCM survey was recorded for “my practice is able to provide most of my care” (95.7%), while the lowest rated characteristic was “my doctor and I have been through a lot together” (79.9%).

Q How would you assess your primary care experience?

	Control Group Total Definitely or Mostly	Definitely	Mostly	Somewhat	Not at all
My practice is able to provide most of my care.	95.7%	86.0%	9.8%	3.7%	0.6%
Over time, my practice helps me to stay healthy.	95.1%	84.1%	11.0%	4.3%	0.6%
Over time, my practice helps me to meet my goals.	94.5%	86.0%	8.5%	4.3%	1.2%
In caring for me, my doctor considers all factors that affect my health.	93.9%	87.2%	6.7%	4.3%	1.8%
My practice makes it easy for me to get care.	93.3%	84.1%	9.1%	6.1%	0.6%
My doctor or practice knows me as a person.	90.9%	79.9%	11.0%	4.3%	4.9%
The care I get takes into account the knowledge of my family.	90.9%	82.3%	8.5%	6.7%	2.4%
My doctor or practice stands up for me.	88.4%	78.0%	10.4%	9.1%	2.4%
The care I get in this practice is informed by knowledge of my community.	86.6%	79.3%	7.3%	7.3%	6.1%
My practice coordinates the care I get from multiple places.	85.4%	79.3%	6.1%	7.3%	7.3%
My doctor and I have been through a lot together.	79.9%	70.1%	9.8%	9.1%	11.0%
Average	90.4%	81.5%	8.9%	6.0%	3.5%

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Child Primary Care Experience :: By Provider

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

	Composite	CCMC Advanced Network	Charter Oak	Community Health Center	Cornell Scott-Hill Health Center	Fair Haven Community Health Clinic	First Choice Community Health Centers
N-value	2,719	347	100	340	198	397	200
My practice makes it easy for me to get care.	88.3%	96.0%	82.7%	86.8%	89.3%	88.0%	91.5%
My practice is able to provide most of my care.	89.0%	94.7%	82.7%	87.3%	90.5%	89.0%	90.5%
In caring for me, my doctor considers all factors that affect my health.	89.0%	97.3%	79.9%	86.8%	91.3%	89.0%	89.5%
My practice coordinates the care I get from multiple places.	82.6%	85.3%	82.0%	79.5%	83.8%	78.5%	86.5%
My doctor or practice knows me as a person.	79.8%	84.0%	74.1%	73.3%	79.3%	81.5%	81.0%
My doctor and I have been through a lot together.	64.6%	72.0%	66.9%	56.8%	64.3%	62.0%	72.0%
My doctor or practice stands up for me.	79.8%	88.0%	80.6%	76.5%	81.8%	82.5%	79.0%
The care I get takes into account the knowledge of my family.	79.7%	93.3%	77.7%	74.0%	81.0%	84.0%	79.5%
The care I get in this practice is informed by knowledge of my community.	74.3%	82.7%	73.4%	70.5%	75.8%	77.0%	78.5%
Over time, my practice helps me to stay healthy.	87.4%	97.3%	83.5%	84.3%	89.0%	88.5%	88.0%
Over time, my practice helps me to meet my goals.	85.5%	96.0%	82.0%	79.8%	89.0%	87.0%	86.0%
Average	81.8%	89.7%	78.7%	77.8%	83.2%	82.5%	83.8%

Child Primary Care Experience :: By Provider

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

	Composite	Generations Family Health Center	Hartford HealthCare Medical Group	Optimus Health Care	Southwest Community Health Center	United Community and Family Services	Wheeler Clinic
N-value	2,719	200	75	396	295	100	71
My practice makes it easy for me to get care.	90.9%	86.5%	94.7%	89.6%	88.8%	92.0%	91.5%
My practice is able to provide most of my care.	91.7%	86.5%	94.7%	89.4%	90.2%	91.0%	97.2%
In caring for me, my doctor considers all factors that affect my health.	90.8%	88.5%	97.3%	87.9%	87.8%	90.0%	93.0%
My practice coordinates the care I get from multiple places.	80.2%	77.5%	81.3%	78.0%	78.3%	84.0%	85.9%
My doctor or practice knows me as a person.	83.8%	84.5%	93.3%	80.3%	79.0%	88.0%	81.7%
My doctor and I have been through a lot together.	69.0%	65.0%	80.0%	67.4%	62.7%	60.0%	67.6%
My doctor or practice stands up for me.	83.7%	82.5%	92.0%	80.8%	81.4%	85.0%	81.7%
The care I get takes into account the knowledge of my family.	87.4%	85.0%	97.3%	84.6%	85.8%	92.0%	93.0%
The care I get in this practice is informed by knowledge of my community.	81.0%	79.0%	90.7%	79.5%	78.3%	78.0%	77.5%
Over time, my practice helps me to stay healthy.	90.1%	88.5%	97.3%	87.1%	86.8%	86.0%	91.5%
Over time, my practice helps me to meet my goals.	89.3%	88.0%	97.3%	86.4%	86.1%	83.0%	90.1%
Average	85.3%	82.9%	92.4%	82.8%	82.3%	84.5%	86.4%

Child Primary Care Experience :: By Age

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

	Composite	Less than 1 year old	1-4 years	5-9 years	10-19 years
N-value	2,719	837	128	323	229
My practice makes it easy for me to get care.	90.9%	90.0%	91.0%	91.8%	89.7%
My practice is able to provide most of my care.	91.7%	70.0%	93.8%	93.2%	91.2%
In caring for me, my doctor considers all factors that affect my health.	90.8%	80.0%	93.8%	92.4%	91.4%
My practice coordinates the care I get from multiple places.	80.2%	70.0%	76.5%	76.5%	77.7%
My doctor or practice knows me as a person.	83.8%	90.0%	84.0%	86.1%	83.3%
My doctor and I have been through a lot together.	69.0%	80.0%	65.4%	64.7%	65.1%
My doctor or practice stands up for me.	83.7%	80.0%	85.8%	86.5%	81.4%
The care I get takes into account the knowledge of my family.	87.4%	80.0%	87.7%	89.4%	88.3%
The care I get in this practice is informed by knowledge of my community.	81.0%	70.0%	80.2%	82.4%	79.5%
Over time, my practice helps me to stay healthy.	90.1%	80.0%	92.6%	92.2%	90.3%
Over time, my practice helps me to meet my goals.	89.3%	90.0%	91.0%	91.3%	89.1%
Average	85.3%	80.0%	85.6%	86.0%	84.3%

Child Primary Care Experience :: By Gender

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

	Composite	Male	Female
N-value	2,719	1,131	1,523
My practice makes it easy for me to get care.	90.9%	92.0%	90.3%
My practice is able to provide most of my care.	91.7%	92.1%	91.4%
In caring for me, my doctor considers all factors that affect my health.	90.8%	91.0%	91.0%
My practice coordinates the care I get from multiple places.	80.2%	78.5%	81.5%
My doctor or practice knows me as a person.	83.8%	84.7%	83.5%
My doctor and I have been through a lot together.	69.0%	68.2%	69.5%
My doctor or practice stands up for me.	83.7%	83.7%	83.9%
The care I get takes into account the knowledge of my family.	87.4%	88.6%	86.8%
The care I get in this practice is informed by knowledge of my community.	81.0%	81.7%	80.5%
Over time, my practice helps me to stay healthy.	90.1%	91.4%	89.4%
Over time, my practice helps me to meet my goals.	89.3%	90.4%	88.6%
Average	85.3%	85.7%	85.1%

Child Primary Care Experience :: By Ethnicity



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

	Composite	White	Hispanic / Latino or Spanish	Black or African American	Asian	Other (various)
N-value	2,719	534	851	545	104	203
My practice makes it easy for me to get care.	90.9%	92.5%	91.7%	91.0%	94.2%	90.6%
My practice is able to provide most of my care.	91.7%	92.7%	93.1%	93.4%	95.2%	88.7%
In caring for me, my doctor considers all factors that affect my health.	90.8%	95.3%	91.1%	92.5%	91.3%	85.7%
My practice coordinates the care I get from multiple places.	80.2%	85.2%	74.9%	83.1%	80.8%	74.4%
My doctor or practice knows me as a person.	83.8%	83.7%	86.7%	79.8%	86.5%	84.2%
My doctor and I have been through a lot together.	69.0%	71.3%	67.8%	67.2%	74.0%	54.2%
My doctor or practice stands up for me.	83.7%	83.7%	86.5%	78.5%	86.5%	82.8%
The care I get takes into account the knowledge of my family.	87.4%	89.0%	88.0%	86.4%	91.3%	86.2%
The care I get in this practice is informed by knowledge of my community.	81.0%	81.5%	83.3%	78.3%	86.5%	76.8%
Over time, my practice helps me to stay healthy.	90.1%	91.9%	91.0%	90.6%	91.3%	88.7%
Over time, my practice helps me to meet my goals.	89.3%	91.8%	90.5%	88.8%	93.3%	85.7%
Average	85.3%	87.1%	85.9%	84.5%	88.3%	81.6%

Child Primary Care Experience :: By Education

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

	Composite	8th grade or less	Some high school	High school graduate	Some college	College graduate	Post-graduate degree
N-value	2,719	1,007	405	373	206	143	27
My practice makes it easy for me to get care.	90.9%	91.7%	90.1%	93.6%	89.3%	87.4%	81.5%
My practice is able to provide most of my care.	91.7%	92.9%	90.9%	94.1%	90.8%	88.8%	81.5%
In caring for me, my doctor considers all factors that affect my health.	90.8%	91.9%	91.1%	92.0%	93.7%	88.8%	85.2%
My practice coordinates the care I get from multiple places.	80.2%	77.4%	79.0%	88.2%	85.9%	82.5%	77.8%
My doctor or practice knows me as a person.	83.8%	85.9%	82.0%	84.7%	82.0%	81.1%	74.1%
My doctor and I have been through a lot together.	69.0%	65.0%	64.4%	78.3%	71.4%	72.7%	63.0%
My doctor or practice stands up for me.	83.7%	85.3%	80.2%	87.1%	82.0%	81.8%	77.8%
The care I get takes into account the knowledge of my family.	87.4%	89.5%	87.7%	90.6%	86.4%	84.6%	77.8%
The care I get in this practice is informed by knowledge of my community.	81.0%	81.5%	80.0%	85.8%	82.0%	76.9%	66.7%
Over time, my practice helps me to stay healthy.	90.1%	91.8%	88.4%	94.9%	88.3%	87.4%	81.5%
Over time, my practice helps me to meet my goals.	89.3%	91.1%	86.2%	93.6%	87.4%	87.4%	81.5%
Average	85.3%	85.8%	83.6%	89.3%	85.4%	83.6%	77.1%

Child Primary Care Experience :: By Years as a Patient

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

	Composite	Less than 1 year	1-4 years	5-9 years	10 years or more
N-value	2,719	319	1,137	595	366
My practice makes it easy for me to get care.	90.9%	87.5%	91.7%	92.4%	92.1%
My practice is able to provide most of my care.	91.7%	87.8%	93.5%	92.6%	92.9%
In caring for me, my doctor considers all factors that affect my health.	90.8%	86.2%	92.0%	92.9%	94.8%
My practice coordinates the care I get from multiple places.	80.2%	75.9%	80.1%	81.3%	82.8%
My doctor or practice knows me as a person.	83.8%	72.7%	85.0%	88.6%	88.8%
My doctor and I have been through a lot together.	69.0%	58.0%	67.5%	71.4%	77.0%
My doctor or practice stands up for me.	83.7%	75.2%	84.3%	87.4%	86.6%
The care I get takes into account the knowledge of my family.	87.4%	81.2%	89.3%	90.1%	91.0%
The care I get in this practice is informed by knowledge of my community.	81.0%	74.9%	81.1%	83.5%	85.5%
Over time, my practice helps me to stay healthy.	90.1%	86.2%	91.6%	92.3%	92.9%
Over time, my practice helps me to meet my goals.	89.3%	85.6%	90.8%	91.3%	91.3%
Average	85.3%	79.2%	86.1%	87.6%	88.7%

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

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

	Composite	None	One visit	Two visits	Three visits	Four visits	Five visits	Six or more visits
N-value	2,719	167	717	616	349	178	107	225
My practice makes it easy for me to get care.	90.9%	81.4%	92.2%	91.4%	90.8%	92.1%	95.3%	93.8%
My practice is able to provide most of my care.	91.7%	83.2%	93.9%	93.7%	91.1%	92.7%	95.3%	92.4%
In caring for me, my doctor considers all factors that affect my health.	90.8%	82.6%	91.9%	92.4%	91.1%	93.3%	97.2%	92.9%
My practice coordinates the care I get from multiple places.	80.2%	74.3%	77.8%	80.5%	84.0%	84.3%	84.1%	80.0%
My doctor or practice knows me as a person.	83.8%	74.9%	83.7%	86.9%	84.8%	87.6%	92.5%	85.8%
My doctor and I have been through a lot together.	69.0%	58.1%	64.9%	70.0%	70.5%	73.0%	74.8%	72.9%
My doctor or practice stands up for me.	83.7%	71.9%	82.8%	84.6%	86.5%	87.1%	88.8%	87.6%
The care I get takes into account the knowledge of my family.	87.4%	80.2%	86.8%	89.6%	91.1%	90.4%	88.8%	88.9%
The care I get in this practice is informed by knowledge of my community.	81.0%	70.7%	81.0%	81.3%	83.4%	82.0%	89.7%	80.9%
Over time, my practice helps me to stay healthy.	90.1%	82.6%	90.9%	92.2%	92.8%	93.3%	94.4%	92.0%
Over time, my practice helps me to meet my goals.	89.3%	80.2%	90.1%	91.2%	92.3%	92.1%	93.5%	91.1%
Average	85.3%	76.4%	85.1%	86.7%	87.1%	88.0%	90.4%	87.1%

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Project Overview

SECTION TWO

Key Study Findings

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Detailed Findings (Adult)

APPENDIX B

Demographic Segmentation (Adult)

APPENDIX C

Detailed Findings (Child)

APPENDIX D

Demographic Segmentation (Child)

EXHIBITS

Aggregate Data (Provided Separately)