



Improving Patient Experience 2014



The Patient/Family Experience

The Consumer Assessment of Healthcare Providers and Systems (CAHPS) program is a public/private initiative to develop standardized surveys of patients' experiences with ambulatory and facility-level care.

Surveys were developed with the Agency for Healthcare Research and Quality (AHRQ). CAHPS data address areas such as patient ease of obtaining information from a health plan; timeliness of service; and speed and accuracy of claim processing. CAHPS results offer an indication of how well health care organizations met member expectations.

At Doctor's Medical Center (DMC) we are committed to improve the quality of care we deliver, enhance the patient's experience of care, and improve the health of the population we serve.

For that purpose, every year since 2013, Doctor's Medical Center is conducting paper surveys among its patient population to assess patient/family experience with the care and services received in our centers. DMC is using standardized questions from the CAHPS survey that pertain to the provider level to conduct their annual patient experience survey. The survey is performed using a randomized sample of their patient population. The sample size is calculated using the standard coefficient interval of 95%. An annual report is provided to all clinicians and staff; and is made available to their patient population and general public via DMC's webpage.

"The ultimate purpose of our performance Improvement system is to energize employees to excel"

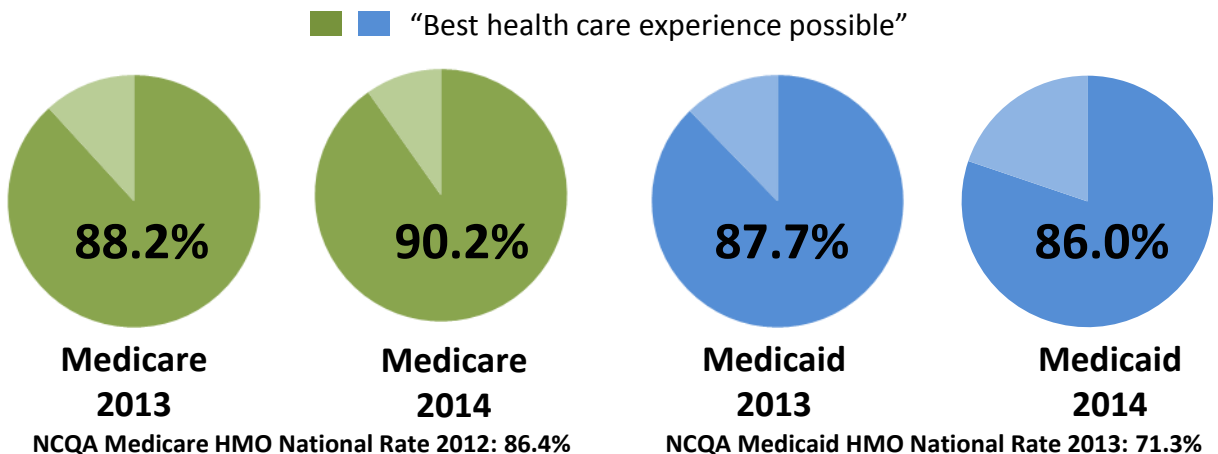
-DMC Management Team

General satisfaction with healthcare experience



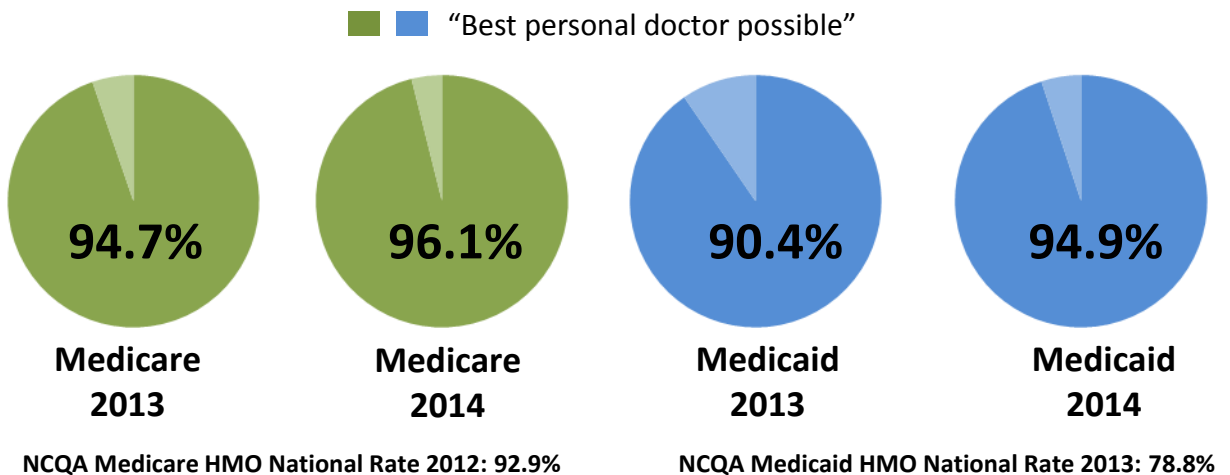
Overall Rating of Health Care Experience at Doctor's Medical Center

Respondents were asked to give their health care an overall rating, with 0 equaling “worst health care possible” and 10 equaling “best health care possible.” The charts below represent the percentage of respondents who rated their health care experience 8, 9 or 10.



Rating of Personal Doctor at Doctor's Medical Center

Respondents were asked to give their personal doctor an overall rating, with 0 equaling “worst personal doctor possible” and 10 equaling “best personal doctor possible.” The charts below represent the percentage of respondents who rated their personal doctor 8, 9 or 10.



Source:

NCQA – The State of Health Care Quality. 2014

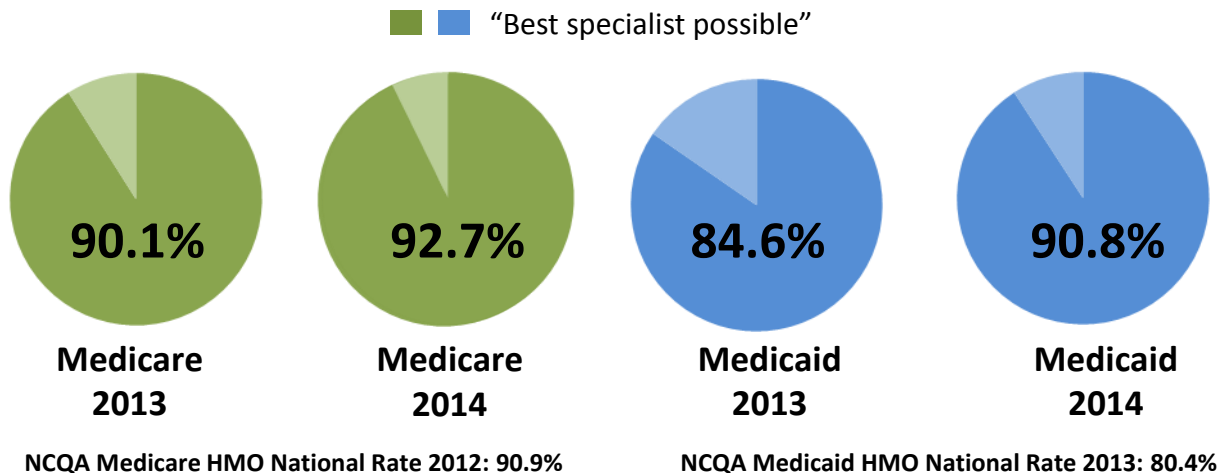
DMC – Patient Experience/Satisfaction Survey. 2013 / 2014 (DMC Medicare and Medicaid HMO Patients)

General satisfaction with healthcare experience



Rating of Specialist at Doctor's Medical Center

Respondents were asked to give their specialist an overall rating, with 0 equaling “worst specialist possible” and 10 equaling “best specialist possible.” The charts below represent the percentage of respondents who rated their specialist 8, 9 or 10.



Source:

NCQA – The State of Health Care Quality. 2014

DMC – Patient Experience/Satisfaction Survey. 2013 / 2014 (DMC Medicare and Medicaid HMO Patients)

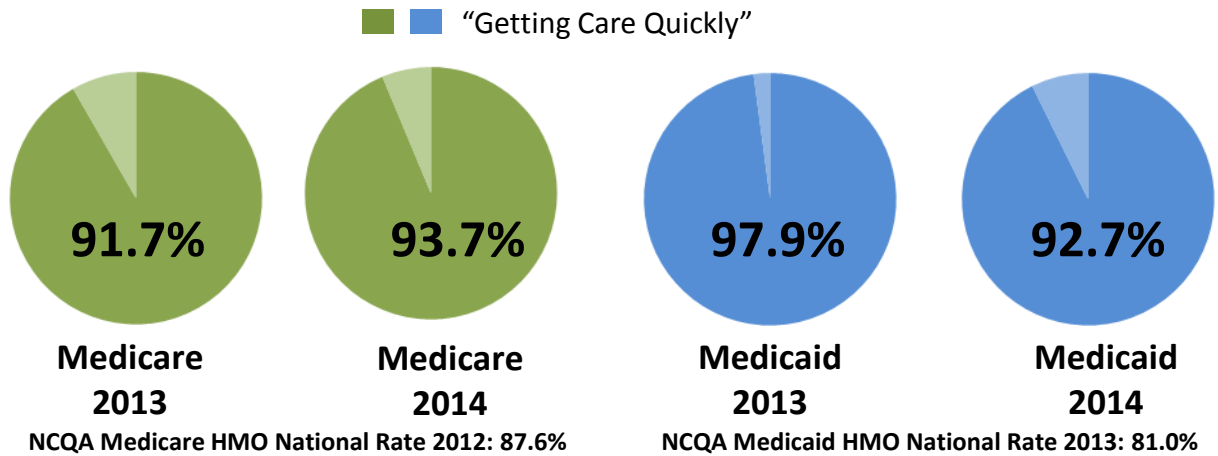
Access to Health Care Services



Getting Care Quickly at Doctor's Medical Center

The *Getting Care Quickly* composite measures patients' perception of how quickly they received care when it was sought in the last 12 months. Patients were asked how often they were able to:

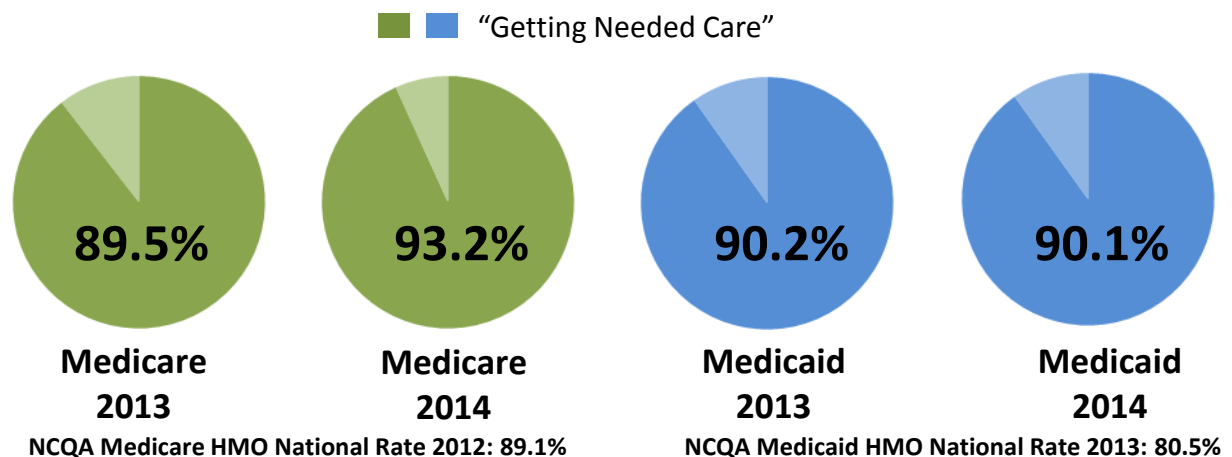
- Receive needed care right away.
- Get an appointment for health care at a doctor's office or clinic as soon as they thought care was needed.



Getting Needed Care at Doctor's Medical Center

The *Getting Needed Care* composite measures patients' perception of how easy it was to get care from their doctor and from specialists in the last 12 months. Patients were asked how often they were able to:

- See a specialist when they needed one.
- Obtain the care, tests or treatment they believed were necessary.



Responses were "Never," "Sometimes," "Usually" and "Always." The rates displayed represent the average percentage of DMC patients who responded "Usually or Always."

Source:

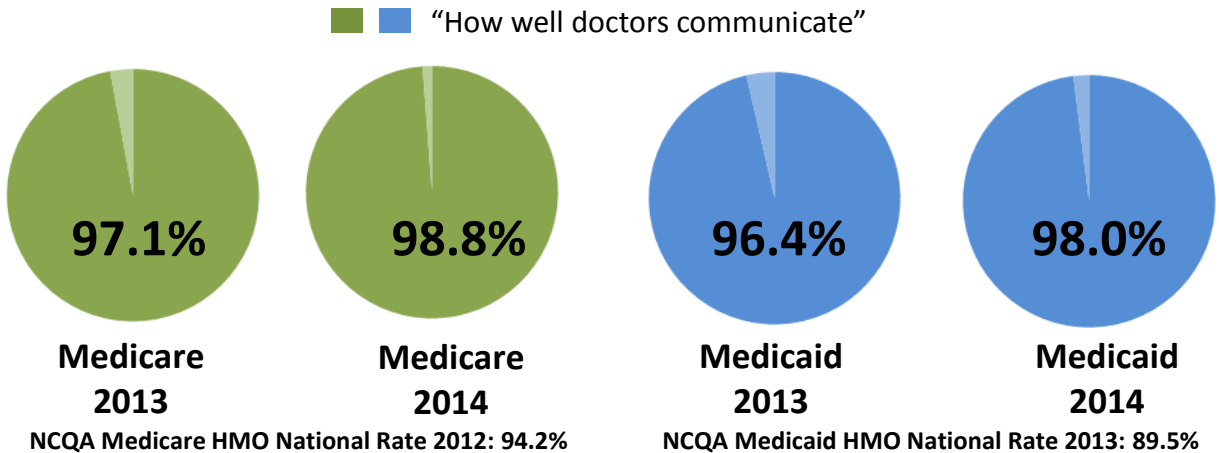
NCQA – The State of Health Care Quality. 2014
 DMC – Patient Experience/Satisfaction Survey. 2013 / 2014 (DMC Medicare and Medicaid HMO Patients)

Communication with clinicians and staff



How Well Doctors Communicate at Doctor's Medical Center

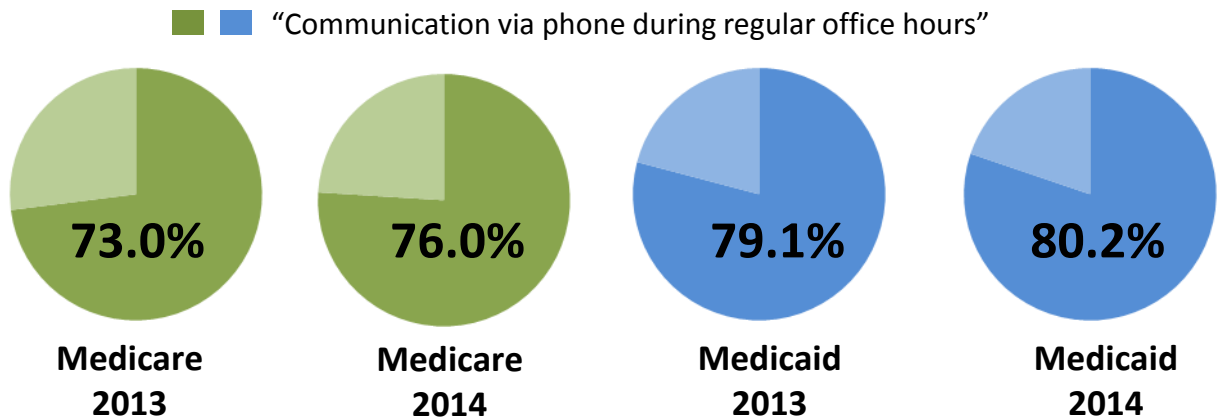
The *How Well Doctors Communicate* composite measures members' perception of the quality of communication with their personal doctor in the last 12 months. Patients were asked how often their doctor: Explained things in a way that was easy to understand, listened carefully to them, showed respect for what they had to say, and spent enough time with them.



Communication via phone during regular office hours at DMC

The *communication via phone during regular office hours* measures patients' perception of how easy it was to get an answer to their medical questions as soon as they needed in the last 6 months. Patients were asked how often they were able to:

- Get an answer to their medical questions as soon as they needed.



Responses were "Never," "Sometimes," "Usually" and "Always." The rates displayed represent the average percentage of DMC patients who responded "Usually or Always."

Source:

NCQA – The State of Health Care Quality. 2014

DMC – Patient Experience/Satisfaction Survey. 2013 / 2014 (DMC Medicare and Medicaid HMO Patients)

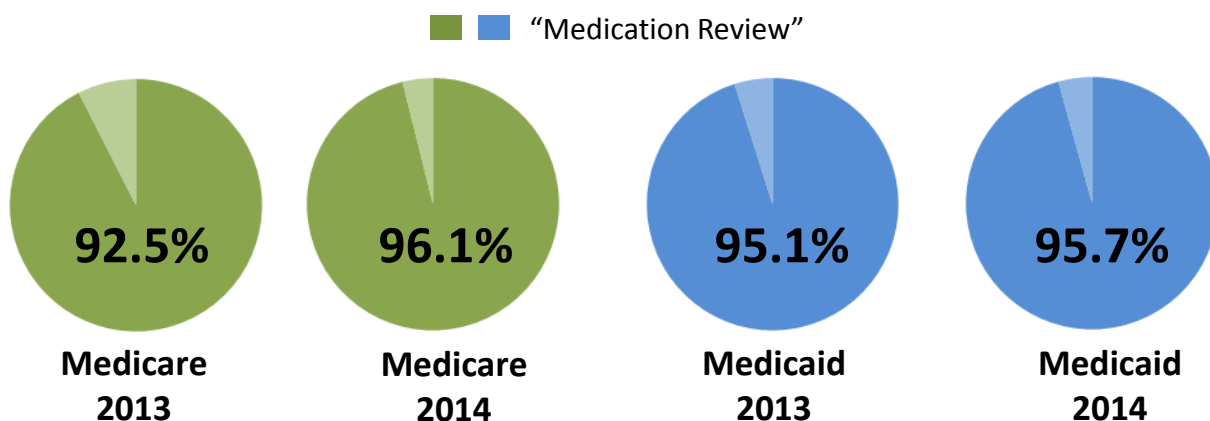
Coordination of Care



Medication Review at Doctor's Medical Center

The *medication review* measures patients' perception of how often their doctor talked to them about all the prescription medicines they were taking. Patients were asked how often:

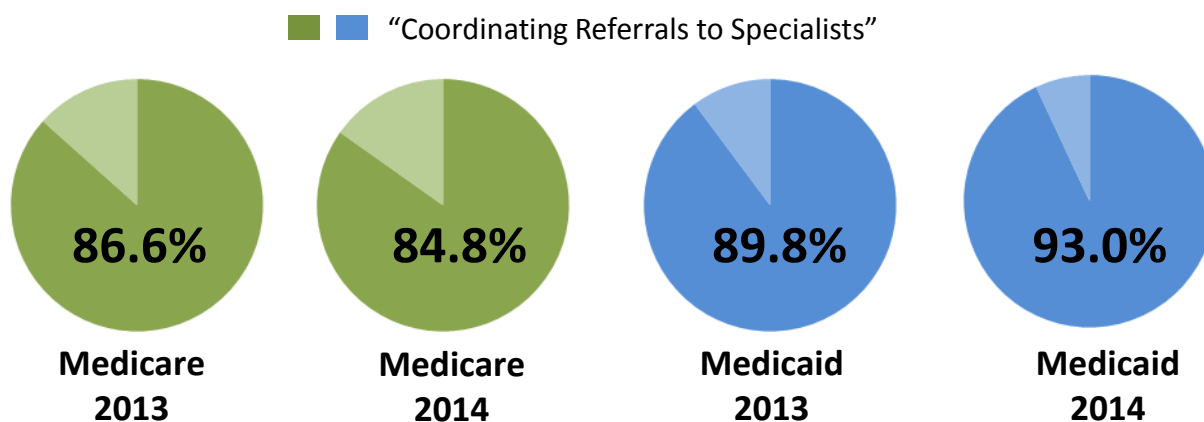
- Their doctor talked to them about all the prescriptions medications they were taking.



Coordinating Referrals to Specialist

The *Coordinating referrals to specialists* measures patients' perception of how often someone from Doctor's Medical Center's office helped the patient to coordinate their care among different specialist providers and other services. Patients were asked how often:

- Someone helped the patient to coordinate their care among specialists and services



Responses were "Never," "Sometimes," "Usually" and "Always." The rates displayed represent the average percentage of DMC patients who responded "Usually or Always."

Source:

NCQA – The State of Health Care Quality. 2014

DMC – Patient Experience/Satisfaction Survey. 2013 / 2014 (DMC Medicare and Medicaid HMO Patients)

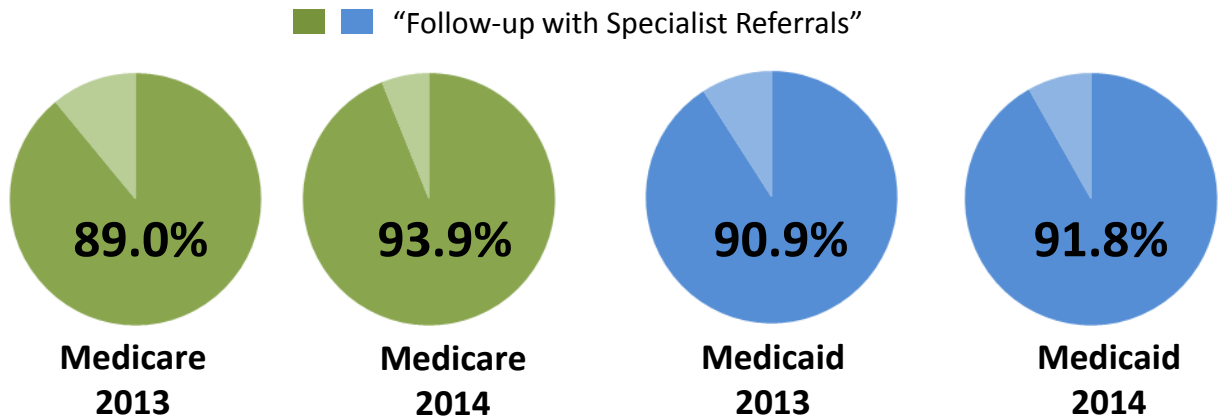
Coordination of Care



Follow-up with Specialist Referrals

The *follow-up with specialist referrals* measures patients' perception of how often their doctor seems informed and up-to-date about the care they get from specialists. Patients were asked how often:

- Their doctor seem informed and up-to-date about the care their got from specialists.



Responses were "Never," "Sometimes," "Usually" and "Always." The rates displayed represent the average percentage of DMC patients who responded "Usually or Always."

Source:

NCQA – The State of Health Care Quality. 2014
DMC – Patient Experience/Satisfaction Survey. 2013 / 2014 (DMC Medicare and Medicaid HMO Patients)



Vision

Become a leader in the transformation of the healthcare industry by providing integrated, seamless, and patient-centered quality care across all DMC's settings.

Mission

Our mission is to help people live healthier lives through health promotion , disease prevention, and integrated patient-centered primary care.



Built on service excellence – Powered by dedicated people

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