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Health Care for the Homeless Executive Summary Report

Fall 2020

**(With CAHPS Benchmark
And Quartile Benchmark)**

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1. Methodology

The following are the results of a patient experience program commissioned by the Health Care for the Homeless.

This is the summary result of 372 completed telephone surveys. Normally, Health Care for the Homeless also conducts web surveys on a tablet at the providers' offices. Unfortunately, the Covid-19 pandemic made in-person web surveys impossible. Further, comparison to CAHPS results may not be applicable because we don't know how the pandemic affected patients' ability to obtain medical care or their opinions of their care.

CAHPS benchmark data and quartiles are sourced from 2018 CAHPS Clinician Group Chartbook Adult Survey 3.0 Combined. All information can be found on the Agency for Healthcare Research and Quality's website: https://cahpsdatabase.ahrq.gov/CAHPSIDB/Public/CG/CG_TopScores.aspx

All surveys were completed between November 4th, 2020 and December 10th, 2020. A copy of the survey script is included in Appendix A of this report.

Sample size targets were carefully selected by Health Care for the Homeless based on a number of factors, including:

- Number of patients seen in the past 12 months by location
- Proportion of patient volume by location
- Percentage of patient population speaking Spanish
- Percentage of patient population with a scheduled telehealth appointment

Clinic Site	Surveys	Spanish surveys	Telehealth surveys
Fallsway	291	111	134
Fallsway – Yellow Team	51	16	26
West Baltimore	16	4	10
Baltimore County	14	1	6
Total	372	132	176

Significance testing throughout the tables in this report is denoted as follows:

Columns Tested (5%): A/B/C/D – Representing the four locations

- A – Fallsway
- B – Fallsway – Yellow Team
- C – West Baltimore
- D – Baltimore County

Questions throughout the survey were based on a fully anchored agreement scale, and “Don't Know / Refused / Could not ascertain” are removed from table and chart base calculations.

Many questions are available for comparison to CAHPS Quartiles available. Health Care for the Homeless overall results and locations are listed with the quartile they fall in to.

Quartiles are defined by the following:

- Q1, results fall in the first quartile, the lowest 25% of practices
- Q2, results fall in the second quartile, lower than 50% but greater than 25% of practices
- Q3, results fall in the third quartile, lower than 75% but greater than 50% of practices
- Q4, results fall in the fourth quartile, the top 25% of practices

2. Executive Summary¹

Provider's Office Relationship

Questions: A2 – A10, A21, A22

Most patients (93%) indicated the provider at the office was the provider they usually see for a checkup, advice, or sickness.

There's no definitive time period that respondents have been going to their current provider. The two most common responses are: *1-3 years* (28%) and *5 years or more* (25%).

Half of patients (50%) visited their current provider *4 or more times* in the last 6 months.

About half of patients visited their current provider's office in the last 6 months to get an appointment for an illness, injury, or condition that *needed care right away* (49%).

Of the patients who contacted their current provider's office for an appointment for care needed right away, over half (59%) *always* got an appointment as soon as they needed. As a whole, Health Care for Homeless is the 2nd quartile of CAHPS practices, but the Fallsway Yellow Team stands out in the 3rd quartile.

Nearly three-fourths (74%) of patients made an appointment for a *checkup or routine care* with their current provider in the last 6 months.

Over two-thirds (68%) of the patients who made an appointment for a checkup or routine care in the last 6 months *always* got an appointment as soon as needed. Although the sample size is low, the West Baltimore and Baltimore County locations seem to be more likely to say *Always*. This is supported by the fact that the West Baltimore and Baltimore County locations are in the 4th quartile of CAHPS practices. Health Care for Homeless as a whole lies in the 2nd quartile of CAHPS practices.

Three-fourths (75%) of patients said their provider's office gave them information about what to do if they needed care during evening, weekends, or holidays.

About half of patients (55%) contacted their provider's office with a medical question during regular office hours.

Over half of patients (57%) who contacted their provider's office with a medical question during regular business hours *always received an answer* to their question that same day. All locations are in the 1st or 2nd quartile of CAHPS practices.

Over two-thirds of patients (70%) indicated the clerks and receptionists at their provider's office were *always as helpful as they should be*.

Most patients (86%) indicated the clerks and receptionists at their provider's office *always* treat them with *courtesy and respect*.

¹ CAHPS benchmark data and quartiles are sourced from 2018 CAHPS Clinician Group Chartbook Adult Survey 3.0 Combined. All information can be found on the Agency for Healthcare Research and Quality's website: https://cahpsdatabase.ahrq.gov/CAHPSIDB/Public/CG/CG_Topcores.aspx

Provider Interaction

A11 – A18

Over three-fourths of patients indicated their provider *always* explained things in a way that was easy for them to understand (79%). Fallsway and the Fallsway Yellow Team are in the 1st and 2nd quartile of CAHPS practices, while West Baltimore and Baltimore County are more highly rated in the 3rd quartile.

Nearly nine-in-ten patients indicated their provider *always* listened carefully to them (89%). All practice locations aside from West Baltimore (1st quartile) are in the 3rd or 4th quartile of CAHPS practices.

Over three-fourths of patients said their provider *always* seemed to know important information about their medical history (78%).

Most patients (91%) thought their provider *always* showed respect for what they had to say. All practice locations aside from Baltimore County (2nd quartile) are in the 3rd or 4th quartile of CAHPS practices.

Over three-fourths (77%) of patients thought their provider *always* spent enough time with them. All practice locations are in the 1st or 2nd quartile of CAHPS practices.

Over two-thirds of patients (70%) said their provider ordered a blood test, x-ray, or other test for them.

Of the patients who said their provider ordered a blood test, x-ray, or other test for them, nearly three-fourths (72%) said that someone from the provider's office *always followed up* to give them the results. As a whole Health Care for Homeless is in the 2nd quartile of CAHPS practices, although results vary by practice location.

When using a 0 to 10 scale to rate their provider, over three-fourths (77%) rated their provider a 9 or 10. The average rating was 9.2. About *one-in-twenty patients* (5%) gave a low rating of their provider. Although Health Care for Homeless is in the 2nd quartile of CAHPS practices, the West Baltimore location stands out in the 3rd quartile.

Provider Communication

A18A – A20

In the last 6 months, less than half of patients (42%) *saw a specialist* for a particular health problem. Overall, the percentage of patients that saw a specialist is in the 1st quartile of CAHPS practices.

Over three-fourths (77%) of patients said their provider *always* seemed informed and up-to-date about the care they received from specialists. Health Care for Homeless stands out with three-out-of-four practices in the 4th quartile.

Over two-thirds (69%) of patients indicated someone from their provider's office talked with them about *specific goals for their health*. As a whole Health Care for Homeless lies in the 3rd quartile of CAHPS practices, but the Baltimore county practice lags behind in the 2nd quartile.

Over half of patients (53%) said someone from their provider's office asked them if there were things that made it *hard for them to take care of their health*. All Health Care for Homeless practices are in the 4th quartile of CAHPS practices.

Over two-thirds of patients (69%) talked with someone from their provider's office about things in their life that *worry them or cause stress*. All Health Care for Homeless practices are in the 4th quartile of CAHPS practices, except for West Baltimore which lags behind in the 2nd quartile.

Most patients (84%) said they *took prescription medicine* in the last 6 months.

Of the respondents who took prescription medicine in the last 6 months, almost two-thirds (61%) indicated someone from their provider's office *Always* talked to them about all the prescription medicines they were taking. All Health Care for Homeless practices are in the 1st quartile of CAHPS practices.

Personal Health

A23 – A24

Patients most often evaluated their overall health as Good (34%) and Fair (29%). A smaller percentage rated themselves Very Good (21%), Excellent (12%), and Poor (4%).

Likewise, patients most frequently rated their overall mental or emotional health as Good (31%) or Fair (28%) with smaller percentages rating Excellent (18%), Very Good (17%), and Poor (5%).

Subgroup Analysis

A26, A26a, A26b, A28, A29

Partially due to Covid-19, the lower number of completes for this campaign makes detecting significant differences between subgroups especially difficult.

Fallsway Yellow team vs Fallsway non-Yellow Team

The Fallsway Yellow Team is a separate group of patients at the Fallsway location with special care arrangements. Patients in the Fallsway Yellow Team receive enhanced care coordination and benefit from various different types of medical services in the same location.

Compared to patients on the Fallsway Yellow Team, patients not on the Yellow Team were...

- ... significantly more likely to have been going to their provider for *less than 6 months* (25% vs 6%)
- ...significantly less likely to say their provider *Usually spent enough time with them* (10% vs 20%). However, they were slightly more likely to say *Always* (79% vs 74%).
- ...significantly less likely to indicate the clerks and receptionists at their provider's office *Usually* treated them with courtesy and respect (6% vs 18%). However, they were slightly more likely to say *Always* (86% vs 76%).

Telehealth

New for this campaign due to the Covid-19 Pandemic, Healthcare for the Homeless included patients that had a telehealth visit within the past 6 months. Of the 372 completed surveys, just under half (47%) had a telehealth visit with a Provider.

Compared to patients who did not have a telehealth visit, patients who had a telehealth visit were...

- ...significantly less likely to have visited their provider *10 or more times* in the past 6 months (12% vs 22%).
- ...significantly more likely to indicate when they contacted their provider's office for care they needed right away they *never got an appointment as soon as needed* (6% vs 0%).
- ...significantly more likely to say their provider only *sometimes showed respect* for what they had to say (5% vs 1%).
- ...significantly more likely to indicate their *provider never spent enough time* with them (3% vs 1%).
- ...significantly less likely to have *seen a specialist* (36% vs 47%).
- ...significantly more likely to be aged *18-24* (9% vs 4%).
- ...significantly more likely to identify as *female* (60% vs 49%).
- ...significantly more likely to be of *Hispanic or Latino origin or descent* (50% vs 30%).

Gender

Nearly all patients surveyed identified as male (44%) or female (54%). Three patients identified as *female-to-male/transgender male/trans man*, two identified as *gender queer neither exclusively male nor female*, and one identified as *male-to-female/transgender female/trans woman*.

Compared to male patients, female patients were...

- ...significantly less likely to have been going to their current provider for *5 years or more* (20% vs 30%).
- ...significantly more likely to have *Always* gotten an appointment for *care they needed right away* as soon as they needed (68% vs 48%).
- ...significantly more likely to provide the highest possible *rating of their provider* (10-out-of-10, 70% vs 55%).
- ...significantly less likely to *take prescription medicine* (80% vs 88%).
- ...significantly more likely to be *younger*, in particular 18-24 (8% vs 3%), 25-34 (20% vs 8%), and 35-44 (31% vs 12%).
- ...significantly more likely to have an *8th grade or less* education level (27% vs 12%) and less likely to be a *4 year college graduate* (1% vs 5%).
- ...significantly more likely to be *Hispanic or Latino* (56% vs 21%).

Hispanic or Latino origin or descent

About a third of patients said they were of Hispanic or Latino origin or descent (39%).

Compared to patients who were not of Hispanic or Latino origin or descent, patients of Hispanic or Latino origin or descent were...

- ...significantly more likely to have been going to their current provider for *less than 6 months* (33% vs 13%) and less likely to have been going to their current provider for *5 years or more* (12% vs 33%).
- ...significantly more likely to have *received care once* in the past 6 months (30% vs 17%) and less likely to have *received care 10 or more times* (8% vs 24%).
- ...significantly more likely to have *always* gotten an appointment for care they needed right away as soon as needed (71% vs 52%).
- ...significantly less likely to have *contacted their provider's office with a medical question* during regular office hours (44% vs 62%).
- ...significantly less likely to have had a *blood test, x-ray, or other test ordered* by their provider (63% vs 74%).
- ...significantly more likely to *rate their provider* highly, including a higher average rating (9.5 vs 9.0) and a significantly higher proportion of top box score (10-out-of-10, 72% vs 57%).
- ...significantly less likely to have *seen a specialist* (31% vs 49%).
- ...significantly less likely to say that someone from the provider's office *talked with them about specific goals* for their health (57% vs 78%).

- ...significantly less likely to have *taken prescription medicine* (72% vs 91%).
- ...significantly more likely to rate their overall health as *excellent* (19% vs 7%).
- ...significantly more likely to rate their mental or emotional health as *excellent* (27% vs 13%), and less likely to rate their mental or emotional health as *fair* (22% vs 33%).
- ...significantly more likely to be *younger*, in particular: 18-24 (13% vs 1%), 25-34 (29% vs 6%), and 35-44 (35% vs 14%).
- ...significantly more likely to identify as *female* (77% vs 39%).
- ...significantly more likely to have an *8th grade or less* education level (44% vs 5%) and less likely to have a *high school or GED* (39% vs 27%) and *some college/2-year degree* (8% vs 29%).

Language other than English

Nearly half of patients indicated that a language other than English was their primary language (48%).

Compared to patients whose primary language was English, patients whose primary language was *not English* were...

- ...significantly less likely to have been going to their current provider for *5 years or more* (19% vs 31%).
- ...significantly less likely to have been to their provider *10 or more times* in the past 6 months (13% vs 23%).
- ...significantly more likely to *usually* get an appointment as soon as needed for check-up or routine care (27% vs 11%).
- ...significantly more likely to *rate their provider* highly, including: higher average rating (9.5 vs 8.8), higher percentage top box score (10-out-of-10, 75% vs 52%), and higher top 3 box satisfaction (95% vs 88%).
- ...significantly less likely to have seen a specialist (37% vs 48%).
- ...significantly more likely to indicate their provider only *sometimes* seems informed and up-to-date about the care they got from specialists (14% vs 1%).
- ...significantly less likely to indicate that someone from their provider's office *talked with them about specific goals for their health* (60% vs 78%).
- ...significantly less likely to *take prescription medicine* (78% vs 91%).
- ...significantly more likely to rate their overall health as *excellent* (16% vs 7%).
- ...significantly more likely to rate their mental or emotional health as *excellent* (25% vs 12%) and less likely to rate their mental or emotional health as *poor* (2% vs 7%).
- ...significantly more likely to be *younger*, in particular: 18-24 (10% vs 2%), 25-34 (23% vs 7%), 35-44 (32% vs 13%).
- ...significantly more likely to be female (66% vs 43%).
- ...significantly more likely to have an *8th grade or less* education level (35% vs 5%) and less likely to have *some college/2-year degree* (11% vs 31%).
- ...significantly more likely to be of *Hispanic or Latino origin or descent* (72% vs 8%).

Sexual orientation

When asked about sexual orientation, the vast majority of patients were straight or heterosexual (96%), while a small percentage said bisexual (2%), lesbian, gay, or homosexual (1%), or something else (1%).

Solely for the purposes of creating large enough sample sizes for analysis, we compared patients who identified as straight/heterosexual to all else (96% vs 4%), and there are no significant differences. With so few respondents, the margin of error/chance of being incorrect is very large.

Race

Half of patients identified as Black or African American (51%), with considerably smaller percentages identifying as White (17%), American Indian or Alaska Native (5%) or Other (14%). Many patients also refused to answer.

Compared to patients who identified as White, patients who identified as Black or African American were...

- ...significantly more likely to have been to their provider *10 or more times* in the past 6 months (24% vs 11%).
- ...significantly less likely to say when they contacted their provider's office during regular office hours they *never* got an answer to their medical question that same day (3% vs 11%).
- ...significantly more likely to be age 55-64 (39% vs 23%).
- ...significantly more likely to identify as *male* (57% vs 42%).
- ...significantly less likely to have an *8th grade or less* education level (6% vs 14%).
- ...significantly less likely to be of *Hispanic or Latino origin or descent* (7% vs 43%).

3. CAHPS Benchmark Composite Scores³

		CAHPS Benchmark	Location Combined	Fallsway	Fallsway - Yellow Team	West Baltimore	Baltimore County
COMPOSITE 1: Getting Timely Appointments, Care and Information	Never + Sometimes	11%	19%	20%	16%	12%	13%
	Usually	23%	20%	19%	22%	21%	14%
	Always	66%	61%	60%	63%	68%	73%
In the last 6 months, when you contacted this provider's office to get an appointment for CARE YOU NEEDED RIGHT AWAY, how often did you get an appointment as soon as you needed?	Base	128,582	180	139	25	12	4
	Never + Sometimes	11%	23%	24%	16%	17%	25%
	Usually	22%	18%	19%	16%	17%	0%
	Always	67%	59%	57%	68%	67%	75%
In the last 6 months, when you made an appointment for a CHECKUP OR ROUTINE CARE with this provider, how often did you get an appointment as soon as you needed?	Base	228,443	265	209	34	15	7
	Never + Sometimes	7%	13%	15%	9%	7%	0%
	Usually	22%	19%	19%	24%	7%	14%
	Always	71%	68%	66%	68%	87%	86%
In the last 6 months, 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?	Base	124,222	199	157	27	8	7
	Never + Sometimes	14%	22%	22%	22%	12%	14%
	Usually	26%	22%	20%	26%	38%	29%
	Always	59%	57%	58%	52%	50%	57%

		CAHPS Benchmark	Location Combined	Fallsway	Fallsway - Yellow Team	West Baltimore	Baltimore County
COMPOSITE 2: How Well Providers Communicate With Patients	Never + Sometimes	4%	7%	7%	4%	9%	2%
	Usually	11%	10%	9%	12%	8%	17%
	Always	85%	84%	84%	85%	83%	82%
In the last 6 months, how often did this provider explain things in a way that was easy to understand?	Base	307,199	368	289	50	16	13
	Never + Sometimes	3%	8%	9%	6%	6%	0%
	Usually	12%	13%	13%	10%	6%	15%
	Always	85%	79%	77%	84%	88%	85%
In the last 6 months, how often did this provider listen carefully to you?	Base	307,087	371	291	50	16	14
	Never + Sometimes	4%	4%	4%	2%	6%	0%
	Usually	10%	8%	6%	10%	19%	14%
	Always	86%	89%	90%	88%	75%	86%
In the last 6 months, how often did this provider show respect for what you had to say?	Base	306,646	372	291	51	16	14
	Never + Sometimes	3%	3%	3%	2%	0%	0%
	Usually	8%	6%	5%	6%	0%	14%
	Always	89%	91%	91%	92%	100%	86%
In the last 6 months, how often did this provider spend enough time with you?	Base	305,852	366	287	50	16	13
	Never + Sometimes	4%	11%	11%	6%	25%	8%
	Usually	13%	12%	10%	20%	6%	23%
	Always	83%	77%	79%	74%	69%	69%

		CAHPS Benchmark	Location Combined	Fallsway	Fallsway - Yellow Team	West Baltimore	Baltimore County
COMPOSITE 3: Helpful, Courteous, and Respectful Office Staff	Never + Sometimes	5%	11%	11%	11%	13%	14%
	Usually	17%	12%	12%	16%	4%	4%
	Always	79%	77%	78%	73%	84%	83%
In the last 6 months, how often were clerks and receptionists at this provider's office as helpful as you thought they should be?	Base	303,953	366	288	49	15	14
	Never + Sometimes	6%	13%	13%	16%	13%	14%
	Usually	21%	16%	17%	14%	7%	7%
	Always	73%	70%	70%	69%	80%	79%
In the last 6 months, how often did clerks and receptionists at this provider's office treat you with courtesy and respect?	Base	303,714	367	287	50	16	14
	Never + Sometimes	3%	9%	9%	6%	12%	14%
	Usually	12%	7%	6%	18%	0%	0%
	Always	85%	84%	86%	76%	88%	86%

³ CAHPS benchmark data and quartiles are sourced from 2018 CAHPS Clinician Group Chartbook Adult Survey 3.0 Combined. All information can be found on the Agency for Healthcare Research and Quality's website: https://cahpsdatabase.ahrq.gov/CAHPSIDB/Public/CG/CG_Topcores.aspx

		CAHPS Benchmark	Location Combined	Fallsway	Fallsway - Yellow Team	West Baltimore	Baltimore County
COMPOSITE 4: Providers Use of Information to Coordinate Patient Care	Never + Sometimes	11%	17%	17%	14%	18%	16%
	Usually	16%	13%	12%	13%	11%	23%
	Always	73%	70%	70%	73%	71%	60%
	Base	305,706	367	287	51	15	14
In the last 6 months, how often did this provider seem to know the important information about your medical history?	Never + Sometimes	5%	11%	11%	4%	20%	14%
	Usually	17%	11%	10%	10%	7%	21%
	Always	78%	78%	78%	86%	73%	64%
	Base	226,082	246	190	33	15	8
In the last 6 months, when this provider ordered a blood test, x-ray, or other test for you, how often did someone from this provider's office follow up to give you those results?	Never + Sometimes	12%	15%	15%	12%	7%	25%
	Usually	13%	13%	13%	15%	13%	12%
	Always	75%	72%	72%	73%	80%	62%
	Base	259,430	306	235	45	15	11
In the last 6 months, how often did you and someone from this provider's office talk about all the prescription medicines you were taking?	Never + Sometimes	16%	25%	26%	27%	27%	9%
	Usually	17%	14%	13%	13%	13%	36%
	Always	67%	61%	61%	60%	60%	55%

		CAHPS Benchmark	Location Combined	Fallsway	Fallsway - Yellow Team	West Baltimore	Baltimore County
What number would you use to rate this provider?	Base	302,808	371	290	51	16	14
	0-6	5%	5%	5%	4%	6%	14%
	7-8	15%	18%	17%	18%	12%	29%
	9-10	80%	77%	78%	78%	81%	57%

		CAHPS Benchmark	Location Combined	Fallsway	Fallsway - Yellow Team	West Baltimore	Baltimore County
PCMH COMPOSITE: Talking with You About Taking Care of Your Own Health	Yes	56%	61%	61%	59%	67%	64%
	No	45%	39%	40%	42%	33%	36%
In the last 6 months, did someone from this provider's office talk with you about specific goals for your health?	Base	186,051	365	286	49	16	14
	Yes	66%	69%	69%	67%	81%	64%
	No	34%	31%	31%	33%	19%	36%
In the last 6 months, did someone from this provider's office ask you if there were things that make it hard for you to take care of your health?	Base	185,274	367	288	50	15	14
	Yes	45%	53%	52%	50%	53%	64%
	No	55%	47%	48%	50%	47%	36%

		CAHPS Benchmark	Location Combined	Fallsway	Fallsway - Yellow Team	West Baltimore	Baltimore County
Did this provider's office give you information about what to do if you needed care during evenings, weekends, or holidays?	Base	181,764	370	290	51	16	13
	Yes	72%	75%	75%	73%	69%	92%
	No	28%	25%	25%	27%	31%	8%
In the last 6 months, did you see a specialist for a particular health problem?	Base	185,501	370	290	50	16	14
	Yes	60%	42%	41%	44%	50%	50%
	No	40%	58%	59%	56%	50%	50%
In the last 6 months, how often did the provider discussed in Question 1 seem informed and up-to-date about the care you got from specialists?	Base	111,155	150	115	22	7	6
	Never + Sometimes	13%	7%	6%	5%	14%	33%
	Usually	25%	15%	17%	9%	14%	17%
In the last 6 months, did you and someone from this provider's office talk about things in your life that worry you or cause you stress?	Base	185,801	367	288	50	15	14
	Yes	56%	69%	69%	68%	53%	71%
	No	44%	31%	31%	32%	47%	29%

4. CAHPS Benchmark Composite Scores Telehealth

		CAHPS Benchmark	Total HCFH	Telehealth Visit	No Telehealth Visit
COMPOSITE 1: Getting Timely Appointments, Care and Information	Never + Sometimes	11%	19%	18%	20%
	Usually	23%	20%	19%	19%
	Always	66%	61%	63%	60%
In the last 6 months, when you contacted this provider's office to get an appointment for CARE YOU NEEDED RIGHT AWAY, how often did you get an appointment as soon as you needed?	Base	128,582	180	85	95
	Never + Sometimes	11%	23%	24%	22%
	Usually	22%	18%	16%	19%
	Always	67%	59%	60%	59%
In the last 6 months, when you made an appointment for a CHECKUP OR ROUTINE CARE with this provider, how often did you get an appointment as soon as you needed?	Base	228,443	265	125	140
	Never + Sometimes	7%	13%	11%	15%
	Usually	22%	19%	20%	18%
	Always	71%	68%	69%	67%
In the last 6 months, 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?	Base	124,222	199	95	104
	Never + Sometimes	14%	22%	19%	24%
	Usually	26%	22%	22%	21%
	Always	59%	57%	59%	55%
		CAHPS Benchmark	Total HCFH	Telehealth Visit	No Telehealth Visit
COMPOSITE 2: How Well Providers Communicate With Patients	Never + Sometimes	4%	7%	8%	5%
	Usually	11%	10%	9%	10%
	Always	85%	84%	84%	85%
In the last 6 months, how often did this provider explain things in a way that was easy to understand?	Base	307,199	368	175	193
	Never + Sometimes	3%	8%	8%	9%
	Usually	12%	13%	13%	12%
	Always	85%	79%	79%	79%
In the last 6 months, how often did this provider listen carefully to you?	Base	307,087	371	175	196
	Never + Sometimes	4%	4%	5%	3%
	Usually	10%	8%	6%	9%
	Always	86%	89%	90%	88%
In the last 6 months, how often did this provider show respect for what you had to say?	Base	306,646	372	176	196
	Never + Sometimes	3%	3%	5%	1%
	Usually	8%	6%	5%	7%
	Always	89%	91%	90%	92%
In the last 6 months, how often did this provider spend enough time with you?	Base	305,852	366	174	192
	Never + Sometimes	4%	11%	14%	8%
	Usually	13%	12%	11%	12%
	Always	83%	77%	75%	79%
		CAHPS Benchmark	Total HCFH	Telehealth Visit	No Telehealth Visit
COMPOSITE 3: Helpful, Courteous, and Respectful Office Staff	Never + Sometimes	5%	11%	11%	12%
	Usually	17%	12%	13%	11%
	Always	79%	77%	77%	79%
In the last 6 months, how often were clerks and receptionists at this provider's office as helpful as you thought they should be?	Base	303,953	366	174	192
	Never + Sometimes	6%	13%	12%	15%
	Usually	21%	16%	18%	15%
	Always	73%	70%	70%	71%
In the last 6 months, how often did clerks and receptionists at this provider's office treat you with courtesy and respect?	Base	303,714	367	175	192
	Never + Sometimes	3%	9%	9%	8%
	Usually	12%	7%	8%	6%
	Always	85%	84%	83%	86%

		CAHPS Benchmark	Total HCFH	Telehealth Visit	No Telehealth Visit
COMPOSITE 4: Providers Use of Information to Coordinate Patient Care	Never + Sometimes	11%	17%	16%	17%
	Usually	16%	13%	13%	12%
	Always	73%	70%	70%	70%
Base		305,706	367	174	193
In the last 6 months, how often did this provider seem to know the important information about your medical history?	Never + Sometimes	5%	11%	12%	10%
	Usually	17%	11%	9%	12%
	Always	78%	78%	79%	78%
Base		226,082	246	113	133
In the last 6 months, when this provider ordered a blood test, x-ray, or other test for you, how often did someone from this provider's office follow up to give you those results?	Never + Sometimes	12%	15%	15%	14%
	Usually	13%	13%	17%	11%
	Always	75%	72%	68%	75%
Base		259,430	306	141	165
In the last 6 months, how often did you and someone from this provider's office talk about all the prescription medicines you were taking?	Never + Sometimes	16%	25%	22%	28%
	Usually	17%	14%	14%	14%
	Always	67%	61%	64%	58%

		CAHPS Benchmark	Total HCFH	Telehealth Visit	No Telehealth Visit
Base		302,808	371	176	195
0-6		5%	5%	7%	4%
7-8		15%	18%	17%	18%
9-10		80%	77%	76%	78%

		CAHPS Benchmark	Total HCFH	Telehealth Visit	No Telehealth Visit
PCMH COMPOSITE: Talking with You About Taking Care of Your Own Health	Yes	56%	61%	60%	62%
	No	45%	39%	41%	38%
Base		186,051	365	170	195
In the last 6 months, did someone from this provider's office talk with you about specific goals for your health?	Yes	66%	69%	66%	72%
	No	34%	31%	34%	28%
Base		185,274	367	174	193
In the last 6 months, did someone from this provider's office ask you if there were things that make it hard for you to take care of your health?	Yes	45%	53%	53%	52%
	No	55%	47%	47%	48%

		CAHPS Benchmark	Total HCFH	Telehealth Visit	No Telehealth Visit
Base		181,764	370	176	194
Did this provider's office give you information about what to do if you needed care during evenings, weekends, or holidays?	Yes	72%	75%	73%	77%
	No	28%	25%	27%	23%
	Base	185,501	370	176	194
In the last 6 months, did you see a specialist for a particular health problem?	Yes	60%	42%	36%	47%
	No	40%	58%	64%	53%
	Base	111,155	150	60	90
In the last 6 months, how often did the provider discussed in Question 1 seem informed and up-to-date about the care you got from specialists?	Never + Sometimes	13%	7%	10%	6%
	Usually	25%	15%	10%	19%
	Always	63%	77%	80%	76%
	Base	185,801	367	171	196
In the last 6 months, did you and someone from this provider's office talk about things in your life that worry you or cause you stress?	Yes	56%	69%	64%	73%
	No	44%	31%	36%	27%

5. CAHPS Quartile Benchmarking⁴

The following questions have information for CAHPS Quartiles available.

Health Care for the Homeless overall results and locations are listed with the quartile they fall in to. Due to the low number of completes at the West Baltimore and Baltimore County practices, those results should be considered with caution.

The following notations denote quartiles:

- Q1, results fall in the first quartile, the lowest 25% of practices
- Q2, results fall in the second quartile, lower than 50% but greater than 25% of practices
- Q3, results fall in the third quartile, lower than 75% but greater than 50% of practices
- Q4, results fall in the fourth quartile, the top 25% of practices

		Location Combined	Fallsway	Fallsway - Yellow Team	West Baltimore	Baltimore County
COMPOSITE 1: Getting Timely Appointments, Care and Information	% Always	61%	60%	63%	68%	73%
	Quartile	Q2	Q2	Q2	Q3	Q3
In the last 6 months, when you contacted this provider's office to get an appointment for CARE YOU NEEDED RIGHT AWAY, how often did you get an appointment as soon as you needed?	% Always	59%	57%	68%	67%	75%
	Quartile	Q2	Q1	Q3	Q2	Q3
In the last 6 months, when you made an appointment for a CHECKUP OR ROUTINE CARE with this provider, how often did you get an appointment as soon as you needed?	% Always	68%	66%	68%	87%	86%
	Quartile	Q2	Q2	Q2	Q4	Q4
In the last 6 months, 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?	% Always	57%	58%	52%	50%	57%
	Quartile	Q2	Q2	Q2	Q1	Q2

		Location Combined	Fallsway	Fallsway - Yellow Team	West Baltimore	Baltimore County
COMPOSITE 2: How Well Providers Communicate With Patients	% Always	84%	84%	85%	83%	82%
	Quartile	Q2	Q2	Q2	Q2	Q2
In the last 6 months, how often did this provider explain things in a way that was easy to understand?	% Always	79%	77%	84%	88%	85%
	Quartile	Q1	Q1	Q2	Q3	Q3
In the last 6 months, how often did this provider listen carefully to you?	% Always	89%	90%	88%	75%	86%
	Quartile	Q3	Q4	Q3	Q1	Q3
In the last 6 months, how often did this provider show respect for what you had to say?	% Always	91%	91%	92%	100%	86%
	Quartile	Q3	Q3	Q3	Q4	Q2
In the last 6 months, how often did this provider spend enough time with you?	% Always	77%	79%	74%	69%	69%
	Quartile	Q1	Q2	Q1	Q1	Q1

⁴ CAHPS benchmark data and quartiles are sourced from 2018 CAHPS Clinician Group Chartbook Adult Survey 3.0 Combined. All information can be found on the Agency for Healthcare Research and Quality's website: https://cahpsdatabase.ahrq.gov/CAHPSIDB/Public/CG/CG_Topcores.aspx

		Location Combined	Fallsway	Fallsway - Yellow Team	West Baltimore	Baltimore County
COMPOSITE 3: Helpful, Courteous, and Respectful Office Staff	% Always	77%	78%	73%	84%	83%
	Quartile	Q2	Q3	Q1	Q4	Q3
In the last 6 months, how often were clerks and receptionists at this provider's office as helpful as you thought they should be?	% Always	70%	70%	69%	80%	79%
	Quartile	Q2	Q2	Q2	Q4	Q4
In the last 6 months, how often did clerks and receptionists at this provider's office treat you with courtesy and respect?	% Always	84%	86%	76%	88%	86%
	Quartile	Q2	Q3	Q1	Q3	Q3

		Location Combined	Fallsway	Fallsway - Yellow Team	West Baltimore	Baltimore County
COMPOSITE 4: Providers Use of Information to Coordinate Patient Care	% Always	70%	70%	73%	71%	60%
	Quartile	Q2	Q2	Q2	Q2	Q1
In the last 6 months, how often did this provider seem to know the important information about your medical history?	% Always	78%	78%	86%	73%	64%
	Quartile	Q3	Q3	Q4	Q2	Q1
In the last 6 months, when this provider ordered a blood test, x-ray, or other test for you, how often did someone from this provider's office follow up to give you those results?	% Always	72%	72%	73%	80%	62%
	Quartile	Q2	Q2	Q2	Q3	Q1
In the last 6 months, how often did you and someone from this provider's office talk about all the prescription medicines you were taking?	% Always	61%	61%	60%	60%	55%
	Quartile	Q1	Q1	Q1	Q1	Q1

		Location Combined	Fallsway	Fallsway - Yellow Team	West Baltimore	Baltimore County
What number would you use to rate this provider?	% 9-10	77%	78%	78%	81%	57%
	Quartile	Q2	Q2	Q2	Q3	Q1

		Location Combined	Fallsway	Fallsway - Yellow Team	West Baltimore	Baltimore County
PCMH COMPOSITE: Talking with You About Taking Care of Your Own Health	% Yes	61%	61%	59%	67%	64%
	Quartile	Q4	Q4	Q3	Q4	Q4
In the last 6 months, did someone from this provider's office talk with you about specific goals for your health?	% Yes	69%	69%	67%	81%	64%
	Quartile	Q3	Q3	Q3	Q4	Q2
In the last 6 months, did someone from this provider's office ask you if there were things that make it hard for you to take care of your health?	% Yes	53%	52%	50%	53%	64%
	Quartile	Q4	Q4	Q4	Q4	Q4

		Location Combined	Fallsway	Fallsway - Yellow Team	West Baltimore	Baltimore County
Did this provider's office give you information about what to do if you needed care during evenings, weekends, or holidays?	% Yes	75%	75%	73%	69%	92%
	Quartile	Q3	Q3	Q3	Q2	Q4
In the last 6 months, did you see a specialist for a particular health problem?	% Yes	42%	41%	44%	50%	50%
	Quartile	Q1	Q1	Q1	Q1	Q1
In the last 6 months, how often did the provider discussed in Question 1 seem informed and up-to-date about the care you got from specialists?	% Always	77%	77%	86%	71%	50%
	Quartile	Q4	Q4	Q4	Q4	Q1
In the last 6 months, did you and someone from this provider's office talk about things in your life that worry you or cause you stress?	% Yes	69%	69%	68%	53%	71%
	Quartile	Q4	Q4	Q4	Q2	Q4

6. CAHPS Quartile Benchmarking Telehealth

The following questions have information for CAHPS Quartiles available.

Health Care for the Homeless overall results and telehealth visit subgroups are listed with the quartile they fall in to.

The following notations denote quartiles:

- Q1, results fall in the first quartile, the lowest 25% of practices
- Q2, results fall in the second quartile, lower than 50% but greater than 25% of practices
- Q3, results fall in the third quartile, lower than 75% but greater than 50% of practices
- Q4, results fall in the fourth quartile, the top 25% of practices

		Total HCFH	Telehealth Visit	No Telehealth Visit
COMPOSITE 1: Getting Timely Appointments, Care and Information	% Always	61%	63%	60%
	Quartile	Q2	Q2	Q2
In the last 6 months, when you contacted this provider's office to get an appointment for CARE YOU NEEDED RIGHT AWAY, how often did you get an appointment as soon as you needed?	% Always	59%	60%	59%
	Quartile	Q2	Q2	Q2
In the last 6 months, when you made an appointment for a CHECKUP OR ROUTINE CARE with this provider, how often did you get an appointment as soon as you needed?	% Always	68%	69%	67%
	Quartile	Q2	Q2	Q2
In the last 6 months, 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?	% Always	57%	59%	55%
	Quartile	Q2	Q3	Q2

		Total HCFH	Telehealth Visit	No Telehealth Visit
COMPOSITE 2: How Well Providers Communicate With Patients	% Always	84%	84%	85%
	Quartile	Q2	Q2	Q2
In the last 6 months, how often did this provider explain things in a way that was easy to understand?	% Always	79%	79%	79%
	Quartile	Q1	Q1	Q1
In the last 6 months, how often did this provider listen carefully to you?	% Always	89%	90%	88%
	Quartile	Q3	Q4	Q3
In the last 6 months, how often did this provider show respect for what you had to say?	% Always	91%	90%	92%
	Quartile	Q3	Q3	Q3
In the last 6 months, how often did this provider spend enough time with you?	% Always	77%	75%	79%
	Quartile	Q1	Q1	Q2

		Total HCFH	Telehealth Visit	No Telehealth Visit
COMPOSITE 3: Helpful, Courteous, and Respectful Office Staff	% Always	77%	77%	79%
	Quartile	Q2	Q2	Q3
In the last 6 months, how often were clerks and receptionists at this provider's office as helpful as you thought they should be?	% Always	70%	70%	71%
	Quartile	Q2	Q2	Q2
In the last 6 months, how often did clerks and receptionists at this provider's office treat you with courtesy and respect?	% Always	84%	83%	86%
	Quartile	Q2	Q2	Q3

		Total HCFH	Telehealth Visit	No Telehealth Visit
COMPOSITE 4: Providers Use of Information to Coordinate Patient Care	% Always	70%	70%	70%
	Quartile	Q2	Q2	Q2
In the last 6 months, how often did this provider seem to know the important information about your medical history?	% Always	78%	79%	78%
	Quartile	Q3	Q3	Q3
In the last 6 months, when this provider ordered a blood test, x-ray, or other test for you, how often did someone from this provider's office follow up to give you those results?	% Always	72%	68%	75%
	Quartile	Q2	Q2	Q2
In the last 6 months, how often did you and someone from this provider's office talk about all the prescription medicines you were taking?	% Always	61%	64%	58%
	Quartile	Q1	Q2	Q1

		Total HCFH	Telehealth Visit	No Telehealth Visit
What number would you use to rate this provider?	% 9-10	77%	76%	78%
	Quartile	Q2	Q2	Q2

		Total HCFH	Telehealth Visit	No Telehealth Visit
PCMH COMPOSITE: Talking with You About Taking Care of Your Own Health	% Yes	61%	60%	62%
	Quartile	Q4	Q3	Q4
In the last 6 months, did someone from this provider's office talk with you about specific goals for your health?	% Yes	69%	66%	72%
	Quartile	Q3	Q3	Q4
In the last 6 months, did someone from this provider's office ask you if there were things that make it hard for you to take care of your health?	% Yes	53%	53%	52%
	Quartile	Q4	Q4	Q4

		Total HCFH	Telehealth Visit	No Telehealth Visit
Did this provider's office give you information about what to do if you needed care during evenings, weekends, or holidays?	% Yes	75%	73%	77%
	Quartile	Q3	Q3	Q3
In the last 6 months, did you see a specialist for a particular health problem?	% Yes	42%	36%	47%
	Quartile	Q1	Q1	Q1
In the last 6 months, how often did the provider discussed in Question 1 seem informed and up-to-date about the care you got from specialists?	% Always	77%	80%	76%
	Quartile	Q4	Q4	Q4
In the last 6 months, did you and someone from this provider's office talk about things in your life that worry you or cause you stress?	% Yes	69%	64%	73%
	Quartile	Q4	Q4	Q4