

SIM PCMH SDOH/CCL Patient Experience Survey

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Survey Design – Research Questions

Part I: Brief Mailed Survey	Part II: Follow-Up Phone Interviews
<p>Among PCMH patients:</p> <ul style="list-style-type: none">- Do they recall SDOH screening and reported needs?- Do they endorse SDOH screening in primary care?	<p>Among patients with SDOH needs:</p> <ul style="list-style-type: none">- Do they receive help with those needs?- What do they think could be improved re: SDOH screening and CCL?- What are their preferences for SDOH screening in primary care vs. other settings?

Target Population for Brief Mailed Survey

- PCMH attributed members
- Claim in data warehouse for recent PCMH visit
- Monthly sampling: October 2018 – January 2019
- Sampling was proportional to number of eligible patients, with oversampling of small practices

Mailed Survey Participation

	Adults	Parents
Selected from data warehouse		
Individuals	7,115	4,979
Practice Organizations	36	35
Practice Sites	251	256
Completed survey		
Individuals	1,254	629
Practice Organizations	36	34
Practice Sites	237	188
Response rate	18.7%	13.3%

Respondent Characteristics

	Adults N=1,254	Parents N=629
Race		
Black	13.6%	12.1%
White	76.6%	73.6%
Hispanic	1.9%	5.1%
Other/Unknown	7.9%	9.2%
FPL		
0%	60.0%	37.3%
1-99%	25.6%	27.7%
100% or higher	14.5%	34.9%
PCMH in CHIR	43.7%	44.4%

Mailed Survey Results

Think about your (your child's) visits and phone calls to [PCMH site name] in the past year.

How often did the provider:	<i>Always</i>	<i>Usually</i>	<i>Sometimes</i>	<i>Never</i>
Listen carefully to you (you and your child)				
Adults	75.7%	17.3%	6.3%	0.7%
Parents	86.2%	11.8%	1.9%	0.1%
Encourage you to ask questions or raise concerns				
Adults	63.2%	20.6%	11.5%	4.7%
Parents	77.6%	16.3%	4.8%	1.3%

Mailed Survey Results

How often did the provider:	<i>Always</i>	<i>Usually</i>	<i>Sometimes</i>	<i>Never</i>
Listen carefully to you				
Adults, Not CHIR	77.4%	15.0%	6.9%	0.7%
Adults, CHIR	73.6%	20.2%	5.5%	0.7%
Encourage you to ask questions or raise concerns				
Adults, Not CHIR	63.4%	20.6%	11.1%	4.9%
Adults, CHIR	63.0%	20.6%	12.0%	4.4%

Brief Mail Survey Items

How often did the provider:	<i>Always</i>	<i>Usually</i>	<i>Sometimes</i>	<i>Never</i>
Listen carefully to you and your child				
Parents, Not CHIR	85.7%	11.7%	2.3%	0.3%
Parents, CHIR	86.7%	11.9%	1.4%	0.0%
Encourage you to ask questions or raise concerns				
Parents, Not CHIR	75.7%	17.2%	5.7%	1.4%
Parents, CHIR	80.1%	15.2%	3.6%	1.1%

Mailed Survey Results

Think about your (your child's) visits and phone calls to [PCMH site name] in the past year.

How often did the staff:	<i>Always</i>	<i>Usually</i>	<i>Sometimes</i>	<i>Never</i>
Treat you (you and your child) with respect				
Adults	84.5%	12.5%	2.9%	0.1%
Parents	89.7%	9.2%	0.8%	0.3%
Keep your (your child's) personal information confidential				
Adults	93.8%	5.3%	0.7%	0.2%
Parents	94.0%	5.2%	0.6%	0.2%

Mailed Survey Results

How often did the staff:	<i>Always</i>	<i>Usually</i>	<i>Sometimes</i>	<i>Never</i>
Treat you with respect				
Adults, Not CHIR	85.5%	11.5%	2.9%	0.1%
Adults, CHIR	83.2%	13.7%	3.1%	0.0%
Keep your personal information confidential				
Adults, Not CHIR	94.0%	5.0%	0.6%	0.4%
Adults, CHIR	93.5%	5.6%	0.9%	0.0%

Mailed Survey Results

How often did the staff:	<i>Always</i>	<i>Usually</i>	<i>Sometimes</i>	<i>Never</i>
Treat you and your child with respect				
Parents, Not CHIR	90.0%	8.9%	0.9%	0.2%
Parents, CHIR	89.2%	9.7%	0.7%	0.4%
Keep your child's personal information confidential				
Parents, Not CHIR	94.5%	4.1%	1.1%	0.3%
Parents, CHIR	93.5%	6.5%	0.0%	0.0%

Mailed Survey Results

At any visits to [PCMH site] in the past year, did you answer questions about food, housing, bills, or other life challenges that people sometimes have?

	Adults	Parents
Yes – on paper or computer	18.5%	26.0%
Yes – someone asked me	19.4%	14.5%
Yes to both	2.2%	1.3%
No	44.8%	44.0%
Don't remember	15.1%	14.2%

Mailed Survey Results

At any visits to [PCMH site] in the past year, did you answer questions about food, housing, bills, or other life challenges that people sometimes have?

	Adults, Not CHIR	Adults, CHIR
Yes – on paper or computer	18.9%	17.9%
Yes – someone asked me	18.8%	20.4%
Yes to both	2.2%	2.2%
No	44.4%	45.3%
Don't remember	15.7%	14.2%

Mailed Survey Results

At any visits to [PCMH site] in the past year, did you answer questions about food, housing, bills, or other life challenges that people sometimes have?

	Parents, Not CHIR	Parents, CHIR
Yes – on paper or computer	26.5%	25.5%
Yes – someone asked me	12.1%	17.4%
Yes to both	0.9%	1.8%
No	46.1%	41.5%
Don't remember	14.4%	13.8%

Mailed Survey Results

Did you answer YES to having any concerns about food, housing, bills or other life challenges?

	Adults	Parents
Yes	52.2%	29.7%
No	40.5%	66.4%
Don't remember	7.3%	3.9%

Mailed Survey Results

Did you answer YES to having any concerns about food, housing, bills or other life challenges?

	Adults, Not CHIR	Adults, CHIR
Yes	49.4%	55.7%
No	45.7%	33.9%
Don't remember	4.9%	10.4%

Mailed Survey Results

Did you answer YES to having any concerns about food, housing, bills or other life challenges?

	Parents, Not CHIR	Parents, CHIR
Yes	26.3%	33.6%
No	70.8%	61.5%
Don't remember	2.9%	4.9%

Mailed Survey Results

	<i>Yes</i>	<i>No</i>	<i>Don't remember</i>
Has someone from [PCMH] talked with you about how to get help or information?			
Adults	72.9%	16.9%	10.2%
Parents	74.7%	21.5%	3.8%
Did you <u>want</u> to get help or information about your concerns?			
Adults	74.4%	19.6%	6.0%
Parents	73.7%	25.0%	1.3%
Did someone from [PCMH] suggest you work with another office/agency to get help?			
Adults	56.1%	31.4%	12.5%
Parents	63.3%	29.1%	7.6%

Mailed Survey Results

	<i>Yes</i>	<i>No</i>	<i>Don't remember</i>
Has someone from [PCMH] talked with you about how to get help or information?			
Adults, Not CHIR	67.4%	20.7%	11.9%
Adults, CHIR	79.2%	12.5%	8.3%
Did you <u>want</u> to get help or information about your concerns?			
Adults, Not CHIR	74.6%	18.7%	6.7%
Adults, CHIR	74.1%	20.7%	5.2%
Did someone from [PCMH] suggest you work with another office/agency to get help?			
Adults, Not CHIR	47.8%	37.5%	14.7%
Adults, CHIR	65.5%	24.4%	10.1%

Mailed Survey Results

	<i>Yes</i>	<i>No</i>	<i>Don't remember</i>
Has someone from [PCMH] talked with you about how to get help or information?			
Parents, Not CHIR	63.2%	28.9%	7.9%
Parents, CHIR	85.4%	14.6%	0.0%
Did you <u>want</u> to get help or information about your concerns?			
Parents, Not CHIR	81.1%	16.2%	2.7%
Parents, CHIR	66.7%	33.3%	0.0%
Did someone from [PCMH] suggest you work with another office or agency to get help?			
Parents, Not CHIR	57.9%	36.8%	5.3%
Parents, CHIR	68.3%	21.9%	9.8%

Mailed Survey Results

	<i>Definitely Yes</i>	<i>Probably Yes</i>	<i>Probably no</i>	<i>Definitely no</i>
Overall, do you think [PCMH site] should ask patients (parents) if they have concerns about food, housing, bills or other life challenges?				
Adults	43.6%	37.2%	14.7%	4.5%
Parents	40.5%	41.7%	13.4%	4.4%

	<i>Definitely Yes</i>	<i>Probably Yes</i>	<i>Probably no</i>	<i>Definitely no</i>
Do you think patients (parents) at [PCMH site] would answer honestly if they have concerns about food, housing, bills, or other life challenges?				
Adults	23.4%	61.5%	13.7%	1.4%
Parents	11.0%	67.0%	20.2%	1.8%

Mailed Survey Results

	<i>Definitely Yes</i>	<i>Probably Yes</i>	<i>Probably no</i>	<i>Definitely no</i>
Overall, do you think [PCMH site] should ask patients if they have concerns about food, housing, bills or other life challenges?				
Adults, Not CHIR	42.9%	37.8%	15.1%	4.2%
Adults, CHIR	44.4%	36.6%	14.0%	5.0%

	<i>Definitely Yes</i>	<i>Probably Yes</i>	<i>Probably no</i>	<i>Definitely no</i>
Do you think patients at [PCMH site] would answer honestly if they have concerns about food, housing, bills, or other life challenges?				
Adults, Not CHIR	21.4%	63.1%	13.9%	1.6%
Adults, CHIR	25.9%	59.4%	13.6%	1.1%

Mailed Survey Results

	<i>Definitely Yes</i>	<i>Probably Yes</i>	<i>Probably no</i>	<i>Definitely no</i>
Overall, do you think [PCMH site] should ask parents if they have concerns about food, housing, bills or other life challenges?				
Parents, Not CHIR	34.2%	45.4%	15.1%	5.3%
Parents, CHIR	48.3%	37.1%	11.3%	3.3%

	<i>Definitely Yes</i>	<i>Probably Yes</i>	<i>Probably no</i>	<i>Definitely no</i>
Do you think parents at [PCMH site] would answer honestly if they have concerns about food, housing, bills, or other life challenges?				
Parents, Not CHIR	7.0%	66.6%	23.8%	2.6%
Parents, CHIR	15.8%	67.7%	15.8%	0.7%

Mailed Survey Results

Would you be willing to participate in a brief telephone interview about your survey? The interview would last about 10-15 minutes; you would receive a \$20 gift card to reimburse your time.

	<i>Yes – OK to contact me</i>	<i>Maybe – OK to contact me</i>	<i>No – do not contact me</i>
Adults	71.9%	7.4%	20.7%
Parents	71.4%	8.1%	20.5%

Summary of Mailed Survey Results

- About 40% of patients and parents recall SDOH screening at their PCMH
- About half of adults, and 1 in 3 parents, said they endorsed an SDOH need at PCMH screening.
- 3 in 4 patients/parents said the PCMH talked with them about how to get help.
- Referrals to other agencies were more common for patients at PCMHs in CHIRs vs not in CHIRs.
- 4 in 5 patients and parents feel that PCMHs should ask about SDOH.

Mailed Survey-to-Interview Process

CHEAR reviewed survey responses to identify those who:

- (1) agreed to be contacted for follow-up interview, and
- (2) had a response pattern that falls into a follow-up target group

CHEAR's computer-assisted telephone interviewing system allowed programming of mailed survey responses into interview guide for each group.

Interviews completed in English or Spanish.

Phone Interview Administration

CHEAR contacted mailed survey respondents who fit one of the phone interview eligibility categories, using the contact info they provided on the survey.

Interviewers used a standard script to explain the purpose of the interview, noted that participation is voluntary and confidential, and asked if the interview could be recorded.

Follow-Up Phone Interviews

	Adults	Parents
Eligible based on survey response		
Individuals	443	129
Practice Organizations	33	29
Practice Sites	181	90
Completed interview		
Individuals	335	109
Practice Organizations	31	28
Practice Sites	165	82
Response rate	80.1%	84.9%

Targets for Follow-Up Phone Interviews

- A. SDOH need AND PCMH talked with / referred them
- B. SDOH need BUT PCMH did not talk with / refer them
- C. SDOH need, but did not want help with that need
- D. Reluctance with PCMH SDOH screening (*not A-C*)
- E. *Hint of SDOH need*

Phone Interview Response Rate

	Group A	Group B	Group C	Group D	Group E
# identified via mailed survey response	177	51	48	208	88
# completed interviews	149	44	35	116	62
Response rate	84%	86%	73%	56%	70%

SDOH Report on Survey vs Phone - Adults

	Group A	Group B	Group C	Group D	Group E
# interviewed	116	39	30	113	57
# reporting ≥1 SDOH on phone interview	100	36	25	3	41
% matching	86%	92%	83%	3%	72%
# reporting 0 SDOH on phone interview	16	3	5	100	16
% not matching	14%	8%	17%	97%	28%

SDOH Report on Survey vs Phone - Parents

	Group A	Group B	Group C	Group D	Group E
# interviewed	33	5	6	53	12
# reporting ≥1 SDOH on phone interview	29	5	5	3	5
% matching	88%	100%	83%	6%	42%
# reporting 0 SDOH on phone interview	4	0	1	50	7
% not matching	12%	0%	17%	94%	58%

Types of SDOH Needs (all Groups)

	Adults	Parents
Trouble paying bills	37%	25%
Not having enough food	30%	26%
Unable to afford healthy food	6%	8%
Transportation-related	15%	7%
Unstable/unsafe/inadequate housing	13%	8%
Access to health services/items	9%	10%
Disability/health status is barrier	8%	6%
Problems with health insurance	4%	5%
Mental health	3%	1%
Employment	2%	4%

PCMH Response to SDOH Needs (Group A)

	Adults	Parents
<i>No discussion</i>	10%	4%
Provider (doctor, NP, PA)	49%	39%
Care manager/care coordinator	14%	11%
Nurse	26%	4%
Social Worker	16%	36%
Other	13%	7%
Don't remember	3%	0%
<i>Referred for SDOH Needs</i>	73%	86%

Type of Referral Agency (Group A)

	Adults	Parents
General social service	38%	58%
Food pantry	28%	29%
DHS/DHHS	17%	21%
Behavioral health	15%	4%
Medical specialist or office	17%	4%
Housing agency	6%	8%
Senior center/senior agency	4%	0%
Health plan	3%	4%
Other	24%	17%

Results (Group A)

	<i>Strongly Agree</i>	<i>Agree</i>	<i>Neutral</i>	<i>Disagree</i>
I am confident that I can figure out solutions when new situations or problems arise.				
Adults	27%	56%	10%	7%
Parents	31%	55%	7%	7%
I am confident that I will know <u>who</u> to ask for help if I need help with problems in the future.				
Adults	31%	52%	8%	8%
Parents	45%	48%	3%	3%

Results (Group A)

	<i>Strongly Agree</i>	<i>Agree</i>	<i>Neutral</i>	<i>Disagree</i>
I will talk with doctors or staff at [PCMH site] when life issues are affecting my (my child's) health.				
Adults	59%	34%	1%	6%
Parents	69%	31%	0%	0%
I know how to get the help I need to take care of my own (my child's) health.				
Adults	30%	56%	9%	5%
Parents	52%	48%	0%	0%

Results (Group B)

	<i>Yes</i>	<i>No</i>	<i>Unsure</i>
Were you expecting someone from [PCMH] to ask you for more information related to your concerns?			
Adults	40%	58%	2%
Parents	50%	17%	33%
Do you think your (your child's) provider knows about your concerns?			
Adults	50%	38%	2%
Parents	33%	67%	0%
Do you think your challenges are affecting your (your child's) health?			
Adults	74%	24%	2%
Parents	17%	83%	0%

Results (Group C)

Why didn't you want [PCMH] to help?		
	Adults	Parents
Nothing PCMH can do	18%	0%
Already getting help	23%	25%
Can handle on my own	41%	50%
Other	41%	25%

Do you think your challenges are affecting your (your child's) health?			
	<i>Yes</i>	<i>No</i>	<i>Unsure</i>
Adults	68%	32%	0%
Parents	20%	80%	0%

Why should PCMH not ask about SDOH? (Group D)

	Adults	Parents
Don't want others to know	8%	16%
Nothing PCMH can do	7%	2%
Not appropriate for doctor's office	20%	38%
People won't answer honestly	27%	15%
Other	6%	9%
<i>Actually, they should ask</i>	21%	22%

Other SDOH screening experiences (all groups)

	Adults	Parents
Health plan	19%	16%
Hospital/ER	17%	17%
Caseworker	18%	18%
Other	9%	0%
<i>Nobody else has asked</i>	57%	63%

Best place for SDOH screening

1 st response:	Adults	Parents
PCMH	31%	32%
Caseworker	31%	29%
Health plan	13%	14%
Hospital/ER	9%	8%
Other	14%	17%
<p><i>*32% of adults and 40% of parents thought SDOH screening should occur in multiple sites.</i></p>		

Does patient have a care manager

	Adults	Parents
PCMH	19%	7%
Health plan	10%	7%
Specialist's office	3%	2%
Other	7%	3%
No care management	70%	81%

Experience with multiple care managers

8% of adult patients have >1 care manager:

- 77% say the care managers share information with each other
- 37% say having multiple care managers is confusing

Discrimination in the Health Care Setting

Have you felt that a doctor or medical staff judged you (or your child) unfairly or treated you with disrespect because of...

	Adults	Parents
Race/ethnicity	2%	2%
Health insurance/ability to pay	13%	6%
Other (health condition, weight, religion)	4%	1%

Summary of Phone Interview Results

- Most patients/parents gave consistent information about SDOH needs on both the survey and interview.
- Patients/parents report a variety of SDOH needs. Health problems often exacerbate other challenges.
- Over half of respondents had no other SDOH screening.
- Among patients who said the PCMH addressed their SDOH needs, most were referred to another agency.
- Among those who said they did not want help, over half felt they could handle it on their own OR thought the PCMH could not do anything.

Next Steps

- Additional analyses
- Preparation of written report with sample patient quotes
- Send comments or suggestions to Sarah Clark at saclark@umich.edu