



CAMDEN
FAMILY HEALTH



All Sites



2024
PATIENT
EXPERIENCE
SURVEY



The West Virginia Primary Care Association (WVPCA) recognizes that patient experience is one of the top priorities of health centers. The patient experience is an integral component of Patient-Centered Medical Home (PCMH) recognition and, more importantly, is a driver to improve patient engagement, patient care outcomes and patient retention. Everyone has a role in the patient journey: from the front office staff to the CEO and clinical staff. By putting the emphasis on a patient's care experience - including: respect, partnership, shared decision making, well-coordinated transitions - and efficiency - health centers will see improvements in their patient experience survey data.

Patient Experience Surveys are collected on a biannual basis. This report provides total site data specific to:

Health Center: Camden on Gauley

Location: All Sites

Surveys Requested: **984**

Surveys Completed: **987**

It is important to note that some survey questions have multiple response possibilities and therefore the actual count may surpass the number of surveys supplied. Additionally, a portion of respondents declined to answer all questions, which generated fewer results for these skipped questions. All data points presented in the report are response counts, indicating one respondent, unless otherwise noted (i.e. depicted as a percentage).

The entire program, including questions, structure, and reports, are reviewed each survey period. Overall, the 2024 survey question wording and order on the survey instrument is consistent with the 2023 survey report. Results from the sliding fee questions are included in the last page of the report.

Items to note in the 2024 reporting:

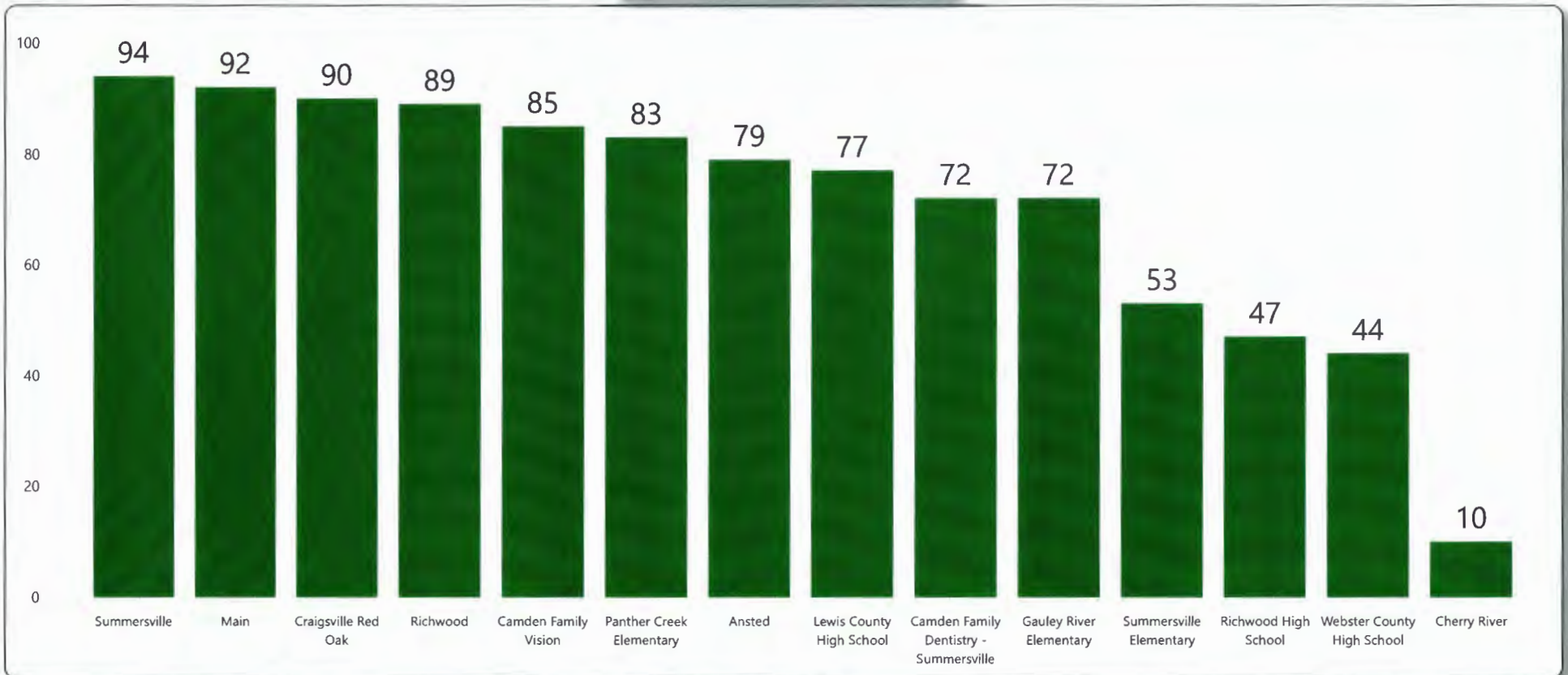
- As you are aware, the 2020 Patient Experience Survey Program was canceled due to the impact of the coronavirus pandemic. Historical data will include up through 2018 information only.
- Due to the low number of telehealth patient experience responses in the prior years, the WVPCA did not provide this survey for any subsequent cycles. However, the WVPCA will work with health centers to determine how to best implement a survey for a telehealth patient visit in the future.

Prepared By:

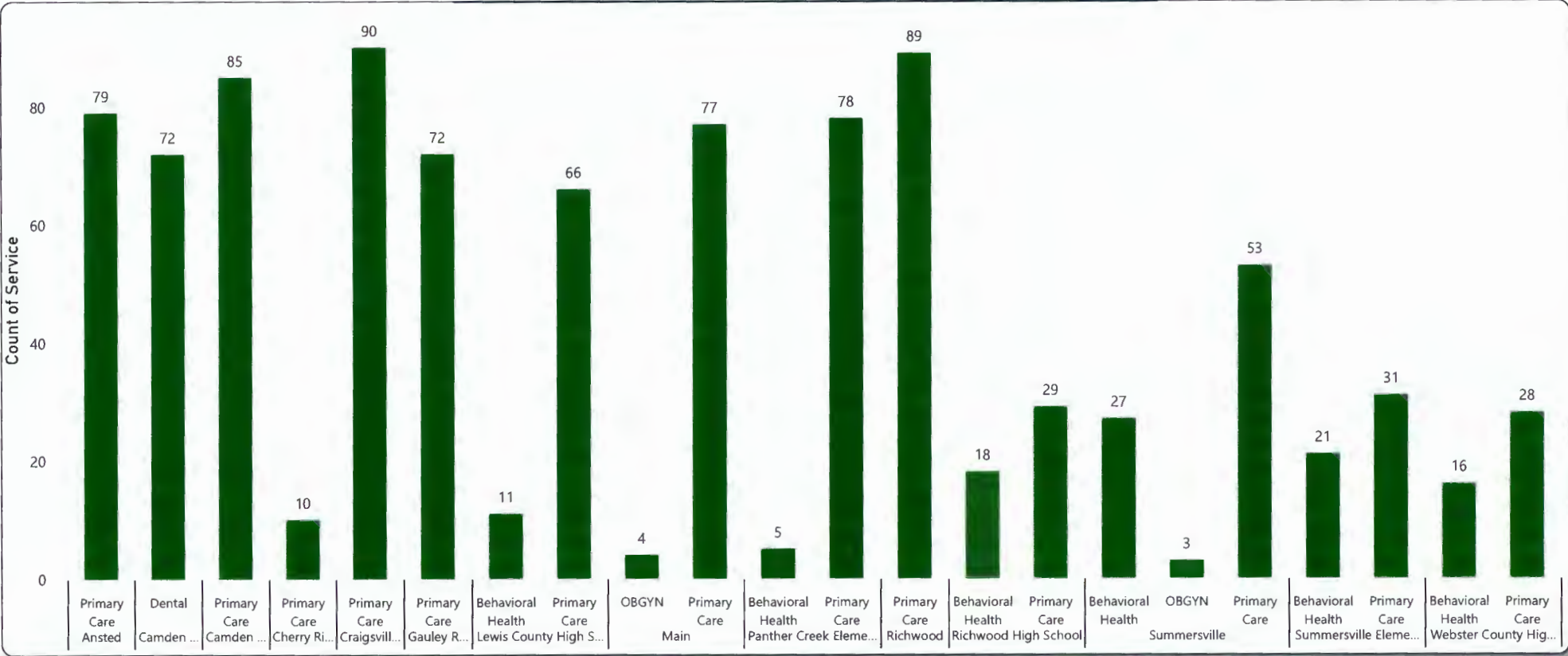


Site of Visit
Total Responses:

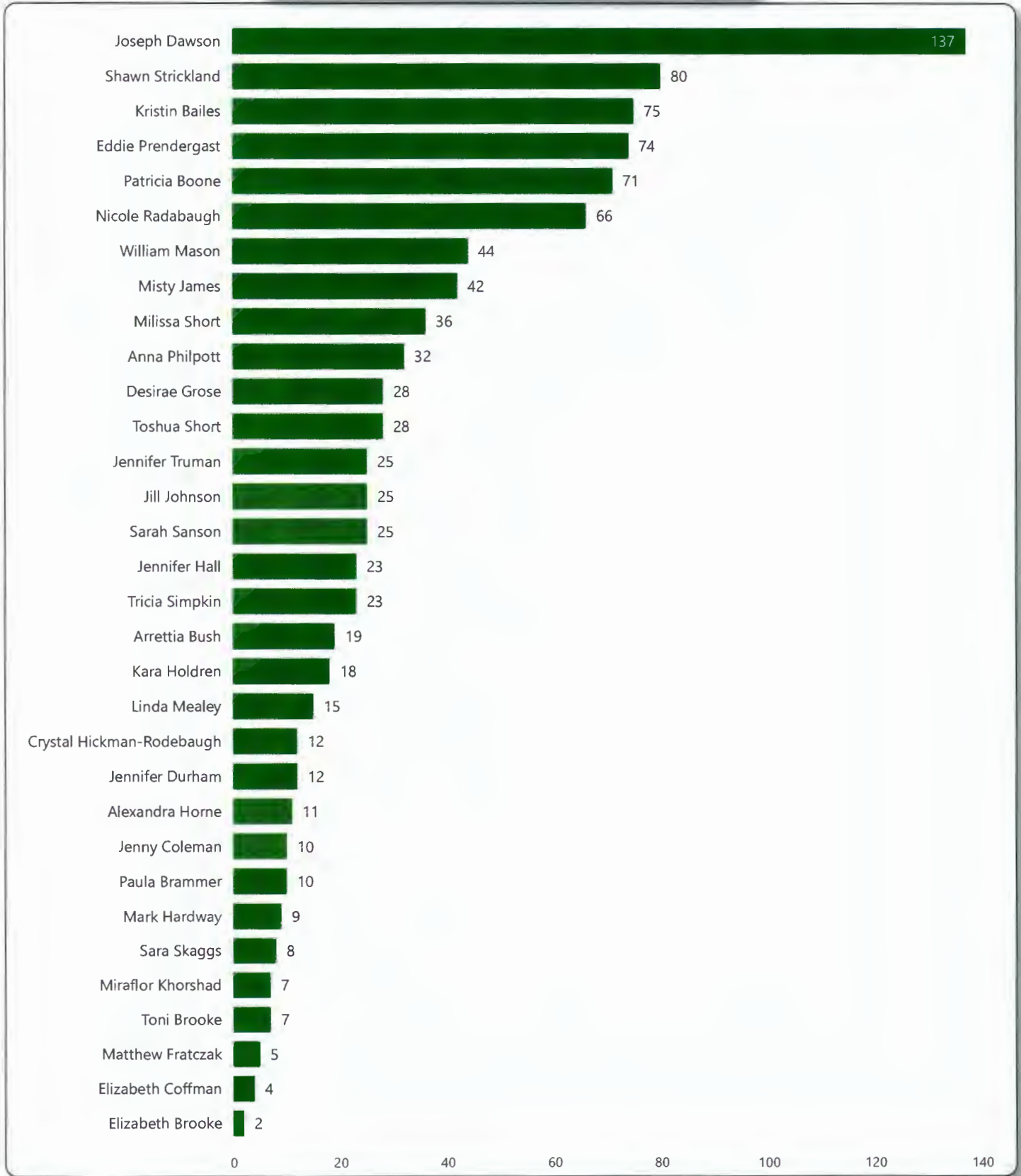
987



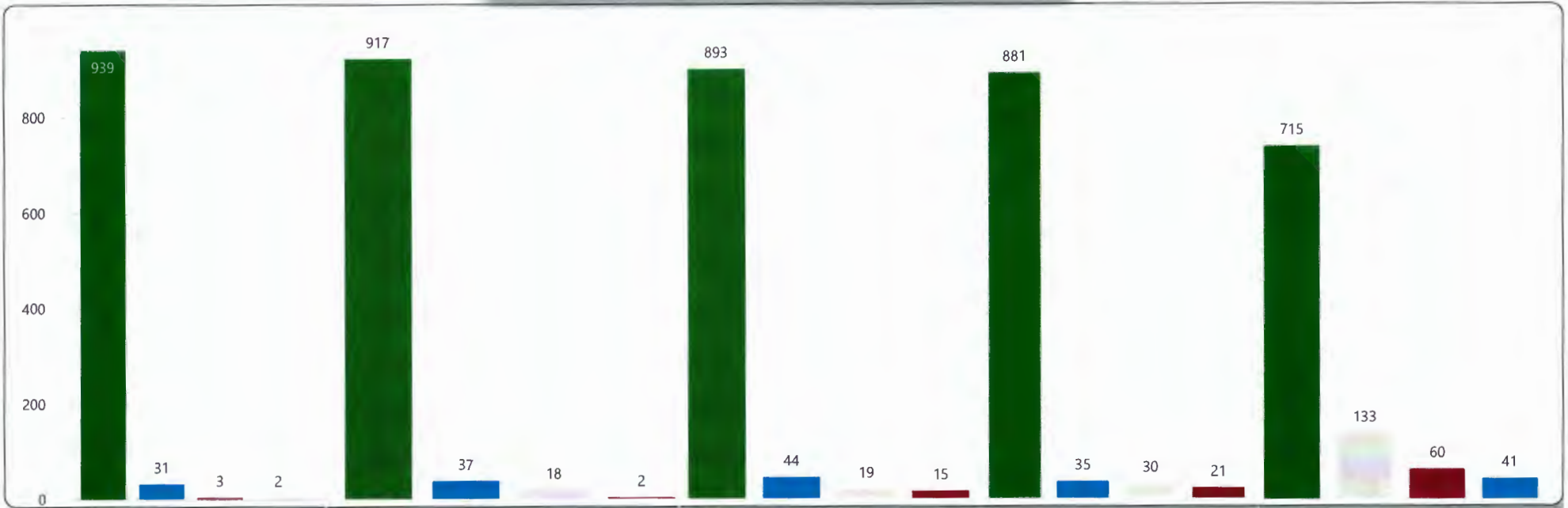
Checkmark the Service Provided:
Total Responses:
964



Enter Provider Seen Today:



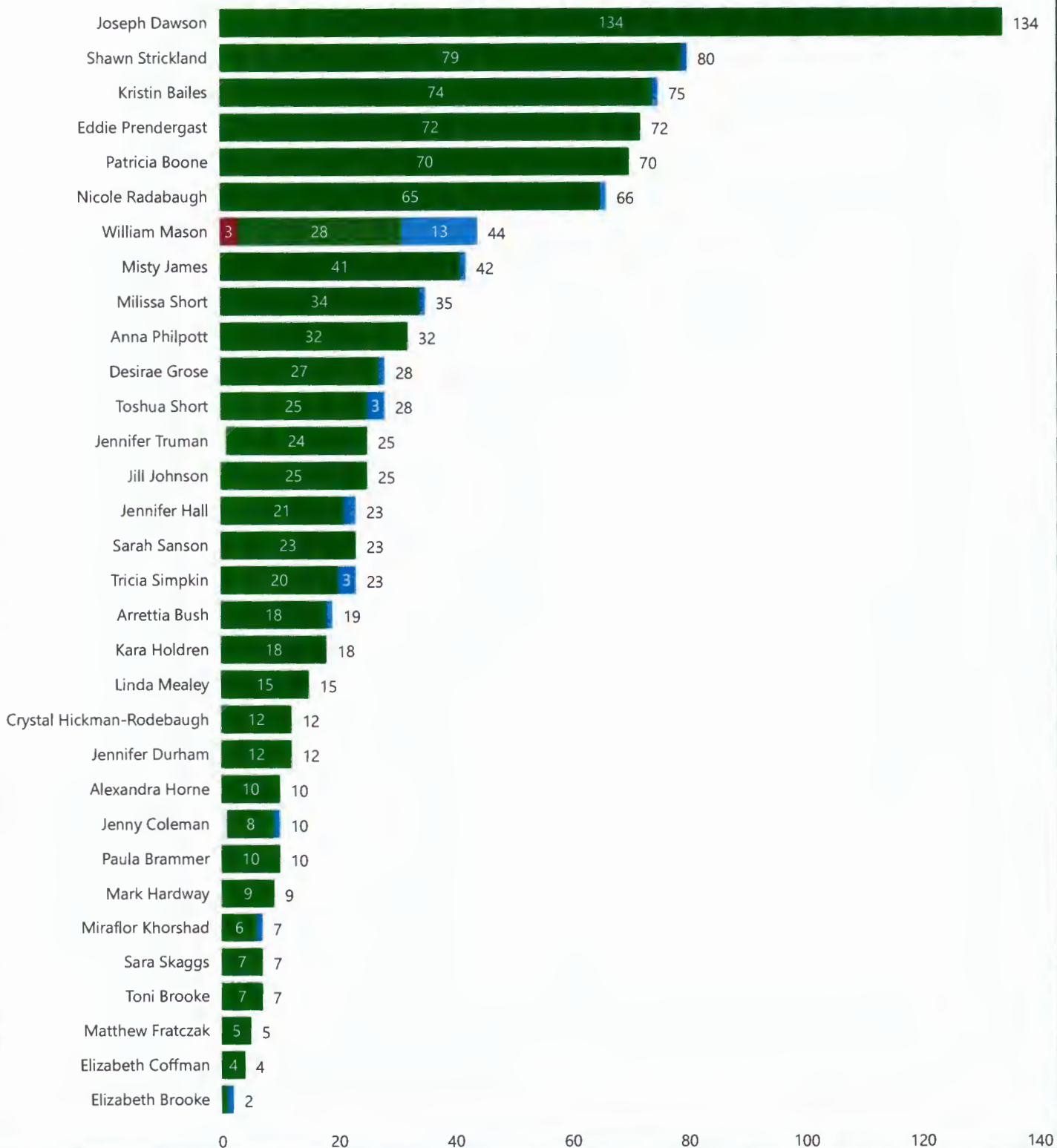
How is your provider doing in the following areas?



	Did your provider listen to you carefully?	Did your provider have a good understanding of your health history?	Did your provider talk with you about your specific goals for your health?	Did your provider explain what to do if your condition gets worse?	In the last 12 months, have you received any follow ups from this office about test results and/or medication changes?
Yes, Definitely	939	917	893	881	715
Yes, Somewhat	31	37	44	35	41
No	3	2	15	21	60
NA	2	18	19	30	133
Total	975	974	971	967	949

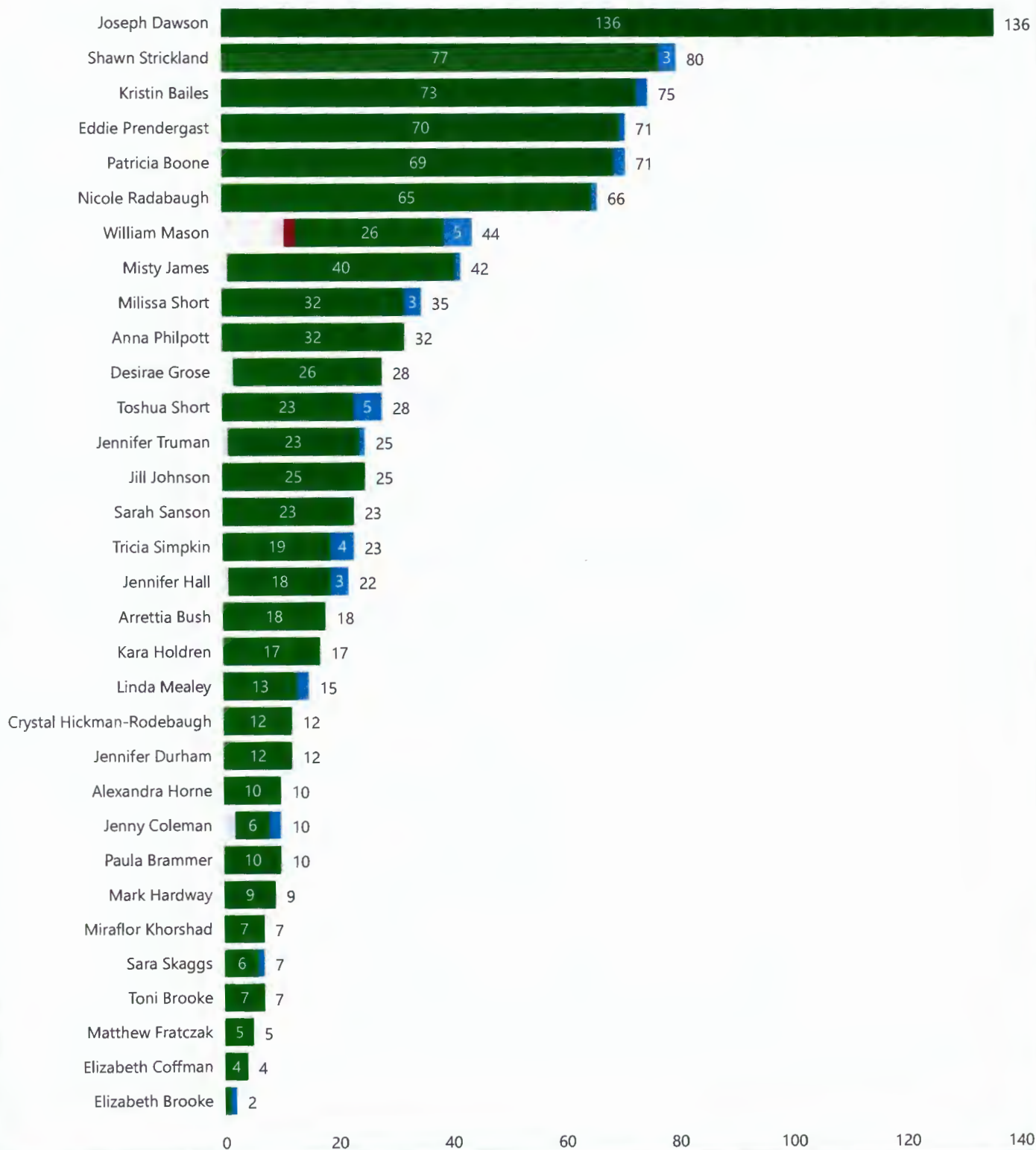
Did your provider listen to you carefully?

NA ● No ● Yes, Definitely ● Yes, Somewhat



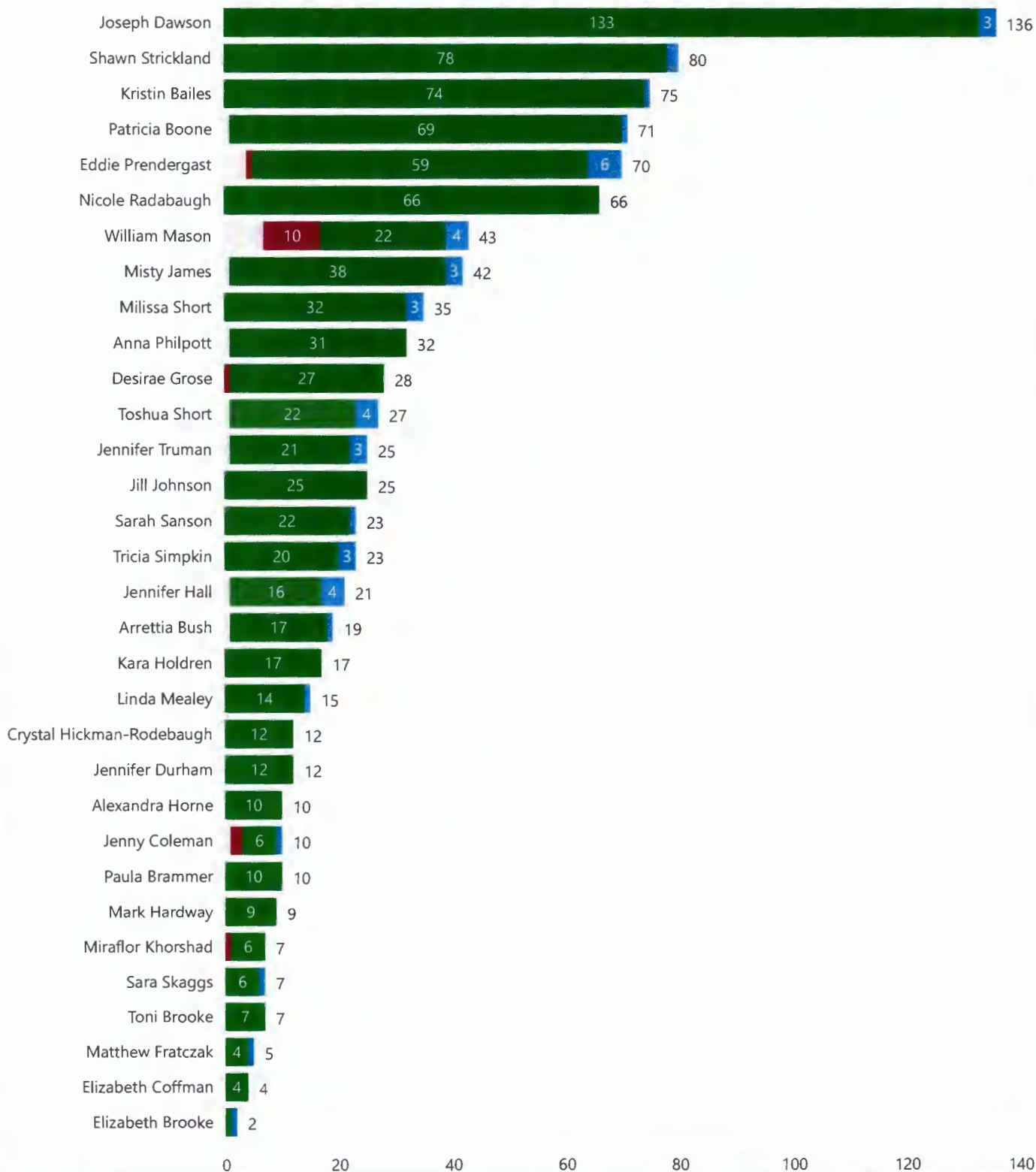
Did your provider have a good understanding of your health history?

NA ● No ● Yes, Definitely ● Yes, Somewhat

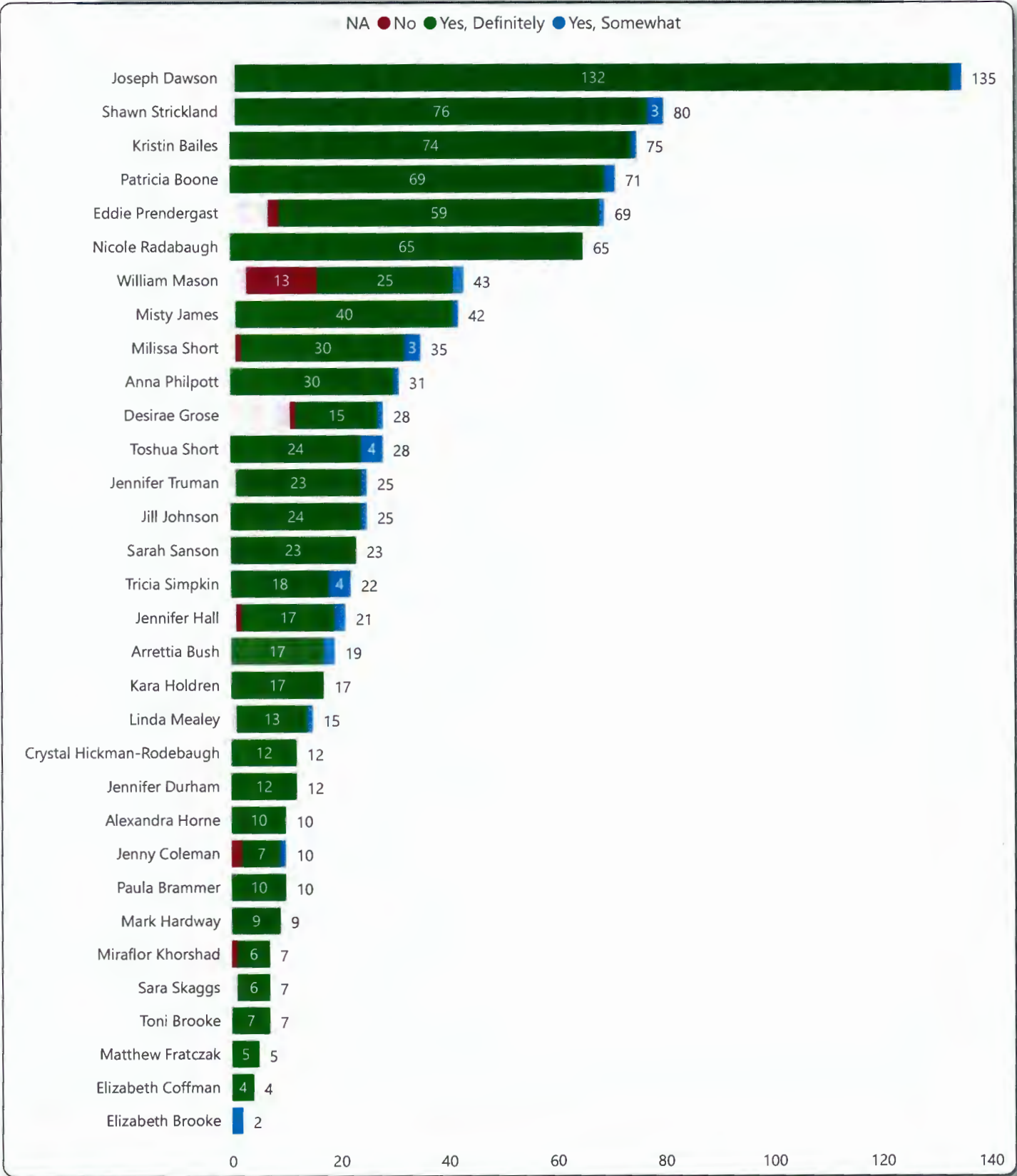


Did the provider talk with you about your specific goals for your health?

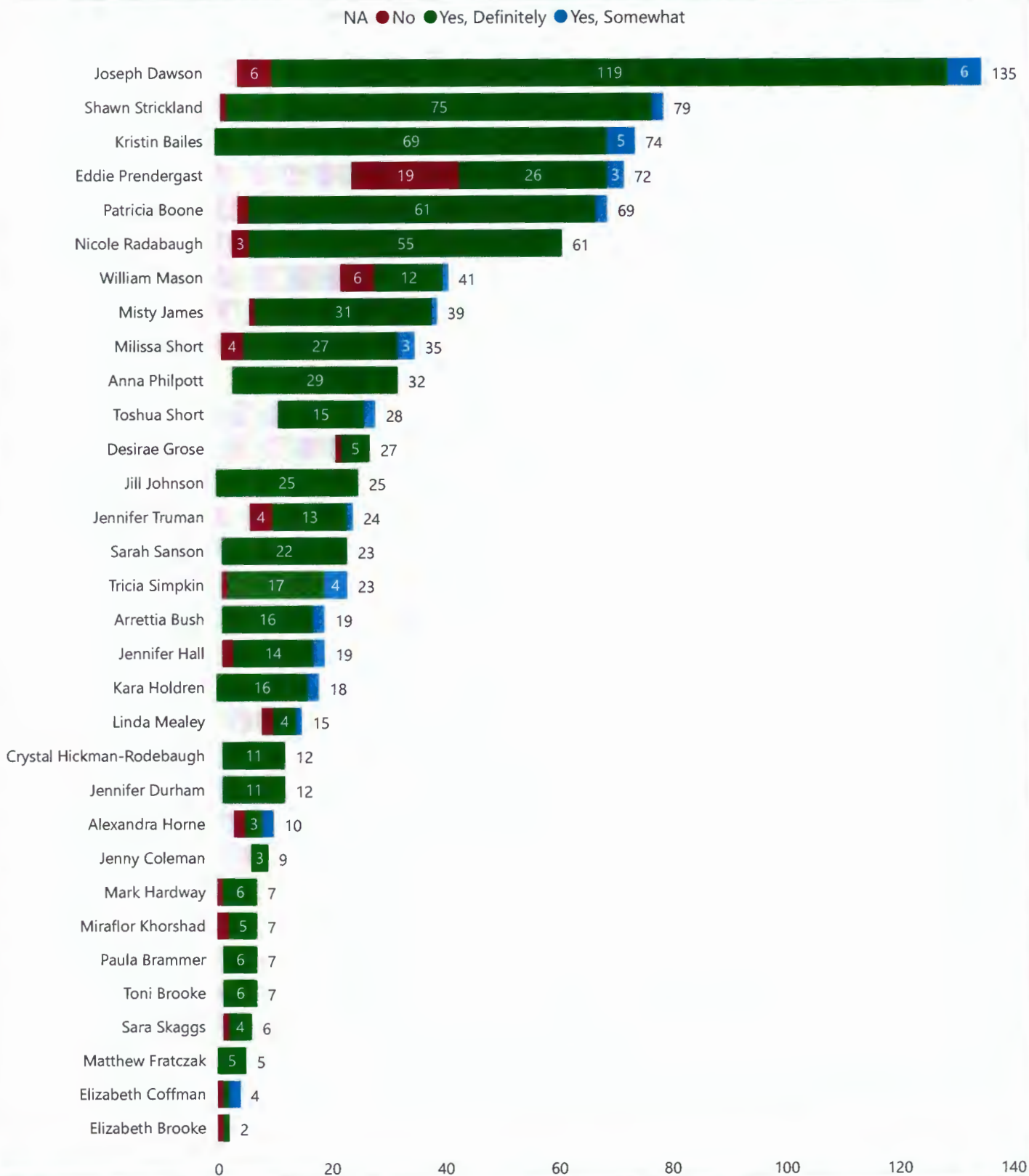
NA ● No ● Yes, Definitely ● Yes, Somewhat



Did the provider explain what to do if your condition gets worse?

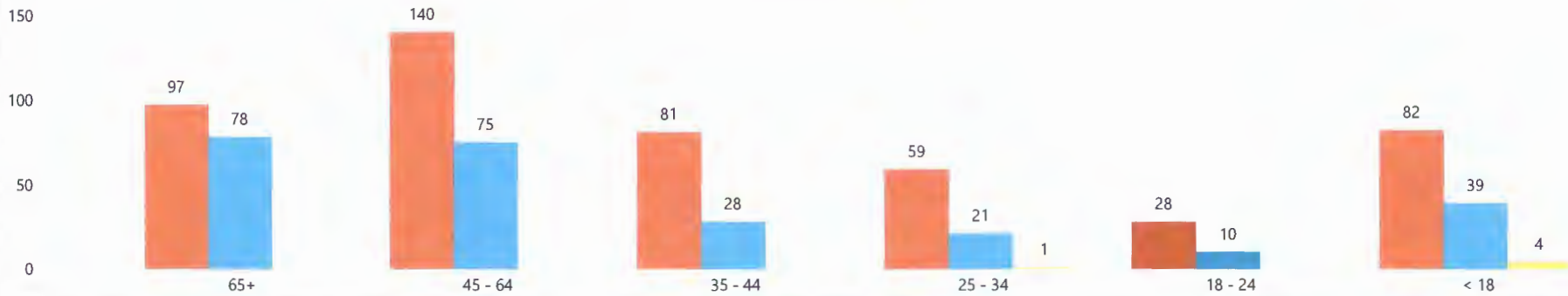


In the last 12 months, have you received any follow ups from this office about test results and/or medication changes?

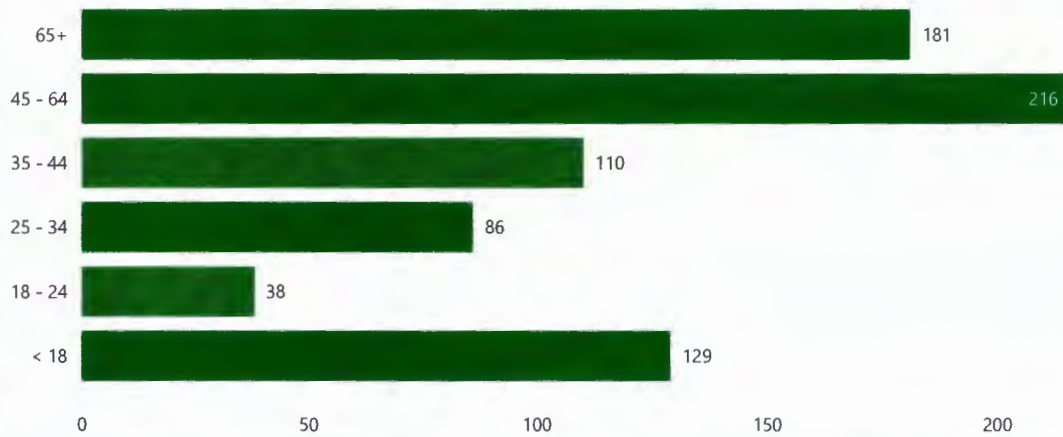


Please mark the following for the person seen by the provider today (Age/Gender)

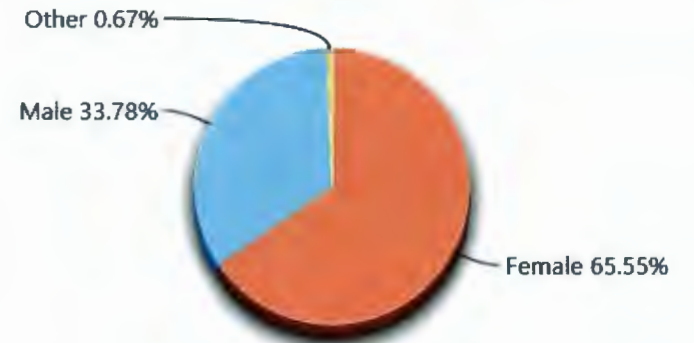
Gender ● Female ● Male ● Other



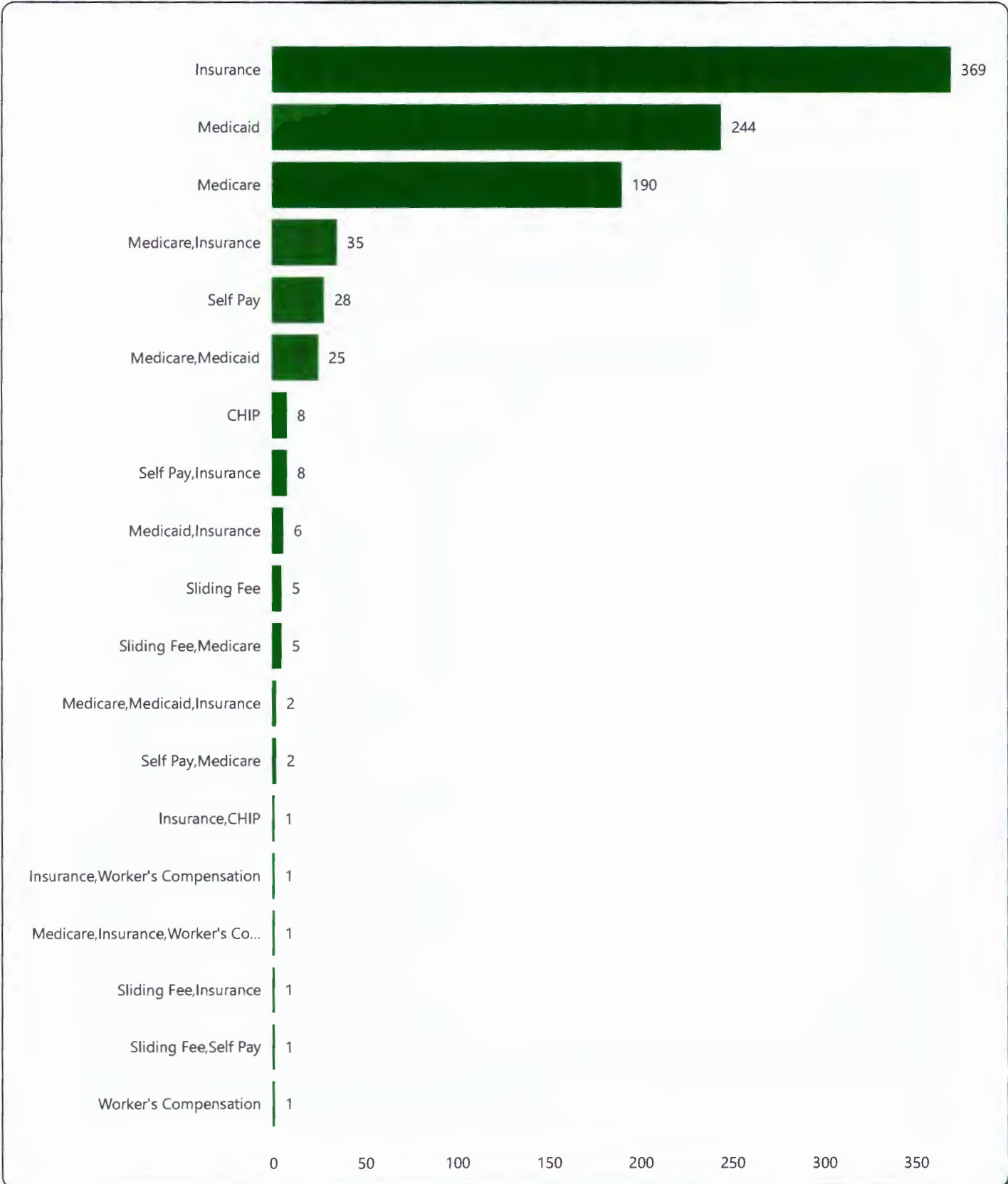
Totals by Age Group



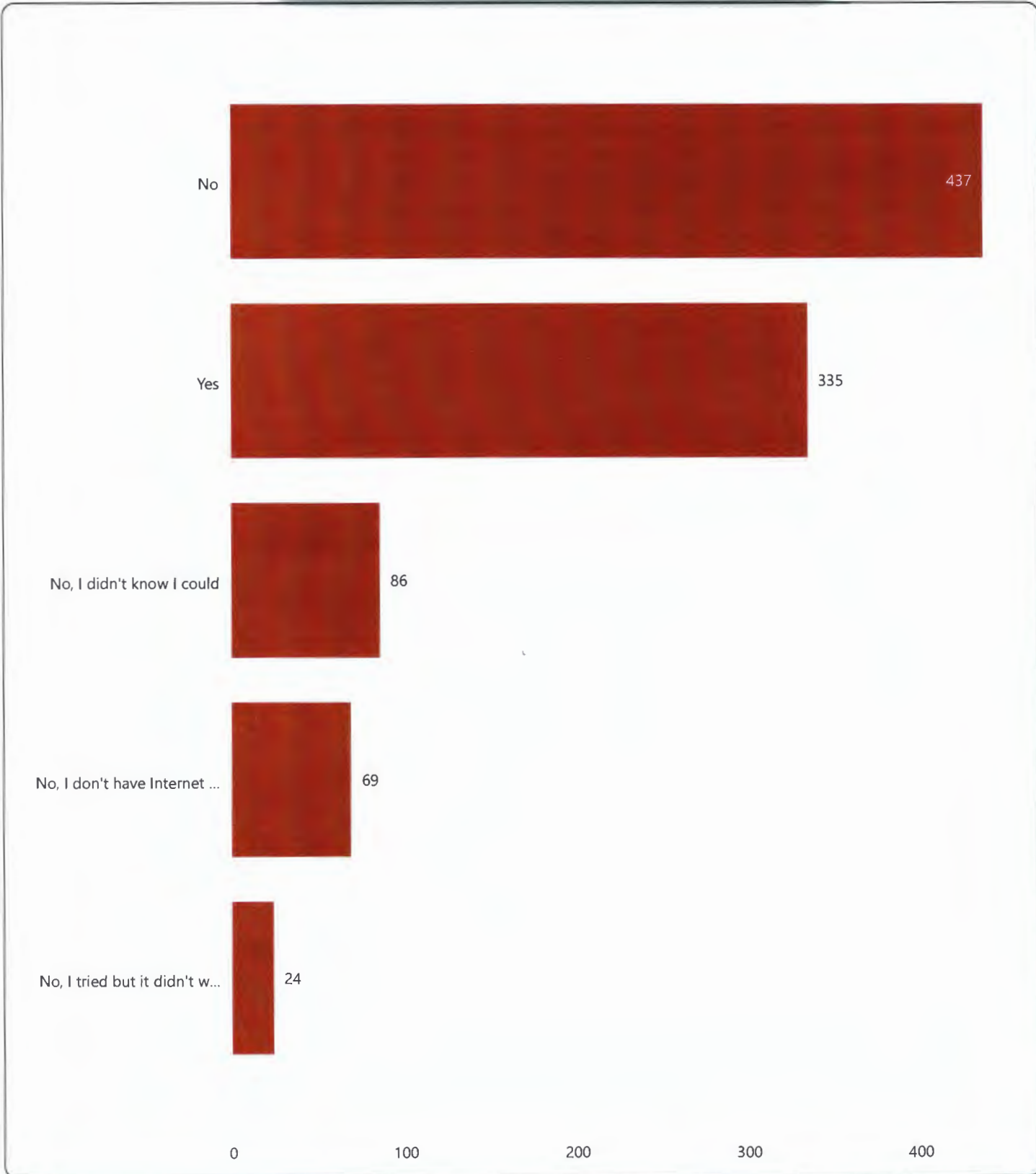
Gender Percentage

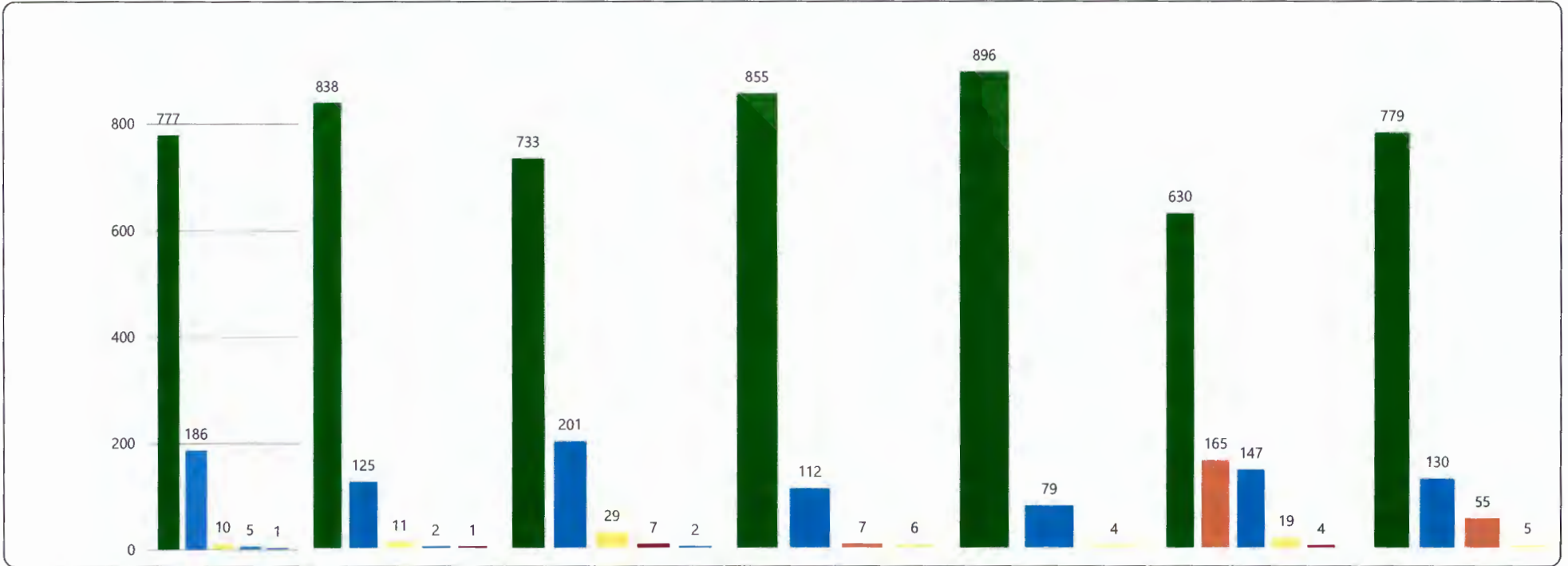


How was your visit paid for?



Have you accessed your health center records using the Internet?





	Convenience of health center hours?	How easy was it to schedule a visit with this health center?	Length of time you had to wait before seeing the provider?	Treatment of confidential information by staff?	How would you rate the courtesy of our staff?	If you phone the office after hours, is the reply prompt enough to suit your needs?	How would you rate the way your financial arrangements were handled?
Excellent	777	838	733	855	896	630	779
Good	186	125	201	112	79	147	130
Fair	10	11	29	6	4	19	5
Poor	1	1	7	0	0	4	0
NA	5	2	2	7	0	165	55
Total	979	977	972	980	979	965	969

PEQI Convenience of Hours by Year and Quarter



PEQI Easy to Schedule by Year and Quarter



PEQI Length of Time by Year and Quarter



PEQI Confidential Info by Year and Quarter



PEQI Courtesy of Staff by Year and Quarter



PEQI Financial Arrangements by Year and Quarter



Patient Experience Question Index (PEQI):

For the numerator in the index calculation, each excellent response is worth 2 points, each good response is worth 1, fair responses are counted as 0 and poor responses are counted as -1. NA and blank responses are not calculated. These responses are then totaled.

For the denominator, all responses are counted as 2 points each. This represents if all responses were excellent.

A simple ratio is calculated of the graded patient response totals (numerator), divided by the ideal total of all responses being excellent (denominator). This shows an index with a range of 0 to 1, for each organization, over each survey period. An index score approaching 1 is closest to the ideal scenario of all responses being a perfect excellent rating.

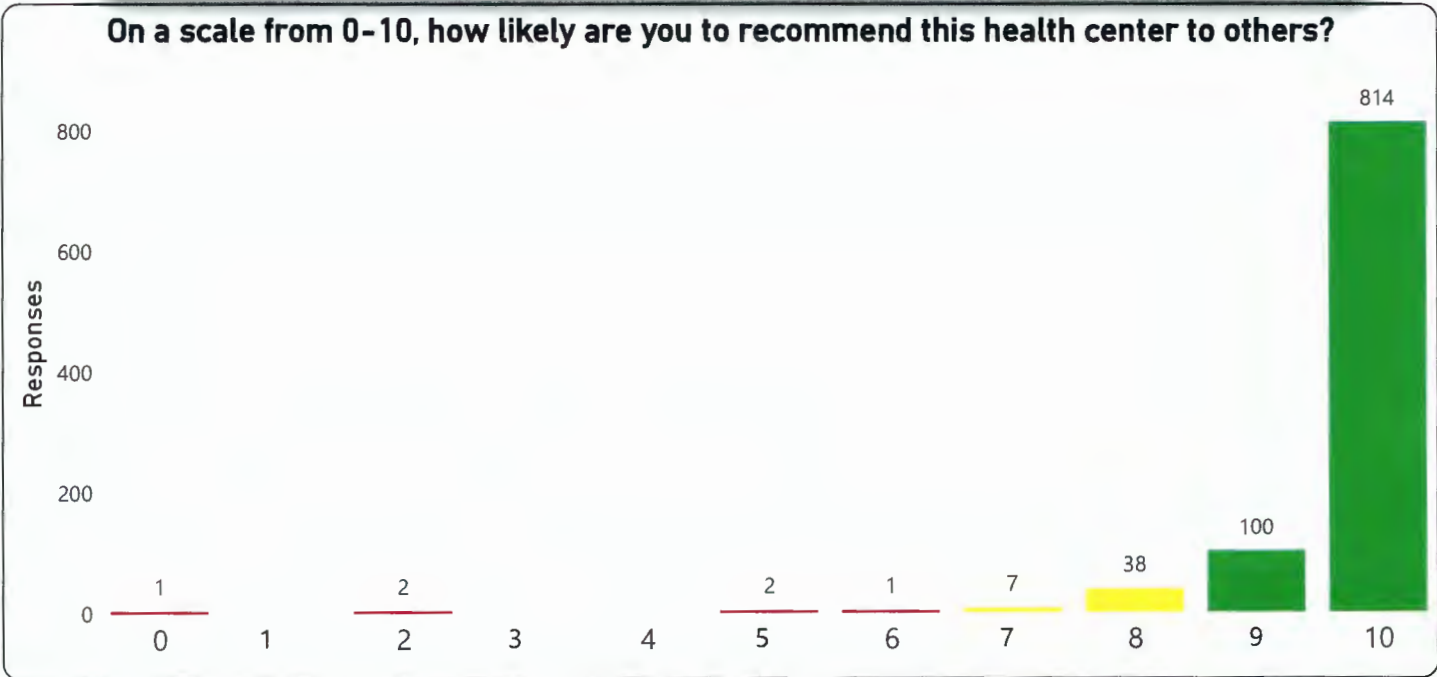
Example:

There were 100 responses to the survey question.

- 60 - Excellent
- 20 - Good
- 10 - Fair
- 10 - Poor

Doing the calculation for the numerator would be $(60*2)+(20*1)+(10*0)+(10*-1) = 130$. For the denominator, total response of $100*2 = 200$. The index is then calculated as $130/200$ or 0.65. This calculation is applied to each survey period for the selected questions and then plotted on a line to see the slope over time.

How likely are you to recommend? - Net Promoter Score



Avg Response
9.75



% Promoters - % Detractors = Net Promoter Score

Promoters (score 9-10) are loyal enthusiasts who will keep visiting and refer others, fueling growth. Promoters are almost six times as likely to forgive, are five times more likely to revisit and are more than twice as likely to actually recommend.

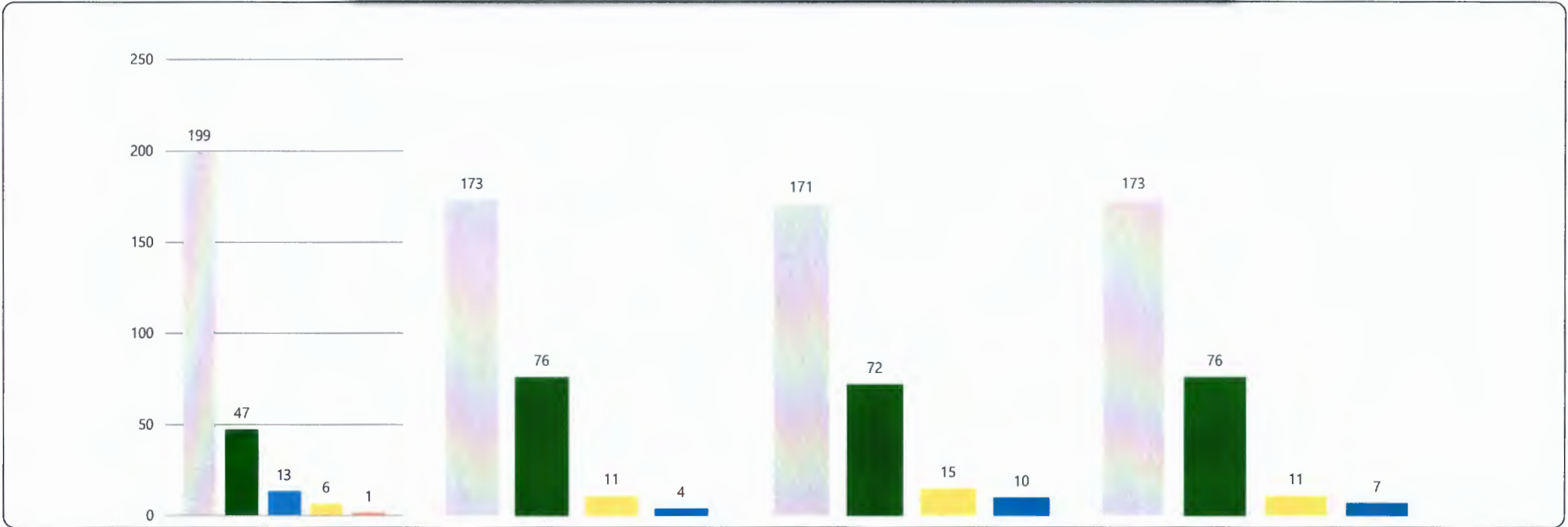
Passives (score 7-8) are satisfied but unenthusiastic customers who are vulnerable to competitive offerings.

Detractors (score 0-6) are unhappy customers who can damage your brand and impede growth through negative word-of-mouth.

Category	Count	Percent
Detractor	6	0.61%
Passive	45	4.56%
Promoter	914	92.60%
Total	987	
NPS*	908	92.00%

Previous NPS Scores: Fall 2023 90.1%
Spring 2023 91.2%

If you used Sliding Fee Scale today, please answer the following questions:



	Ease of Applying for Sliding Fee	Ease of Understanding the Bill	Ability to Pay the Fee	Ease of Making a Payment
Easy	47	76	72	76
Somewhat Easy	13	4	10	7
Neutral	6	11	15	11
Somewhat	1	0	0	0
Difficult	0	0	0	0
NA	199	173	171	173
Total	266	264	268	267