



Your Voice Matters: Patient Experience with Primary Care Providers in Washington State February 2018

www.wacommunitycheckup.org

Dear Community Member,

YOUR VOICE MATTERS is an initiative of the Washington Health Alliance to understand patients' experience with their primary health care providers.

While many medical groups take steps to periodically assess their patients' experience using a variety of survey tools, *the Alliance's initiative is the only one of its kind to produce comparable, publicly available patient experience results for primary care providers in Washington state.*

This is the fourth time that the Alliance has administered this nationally developed and standardized patient experience survey. Between August and November 2017, surveys were sent to 250,000 people throughout Washington. We achieved a 26% response rate overall. We are very pleased that this response rate enables reporting of results for 114 primary care medical groups and 351 clinics across the state.

The Washington Health Alliance Patient Experience Survey is based on the Consumer Assessment of Healthcare Providers and Systems (CAHPS®) Clinician & Group Core Survey 3.0, also known as the CG-CAHPS Survey. The CG-CAHPS survey content is shaped by input from patients and other key stakeholders, including health care providers, health plans and purchasers of care.

The CG-CAHPS survey asks patients to report their experiences with their health care provider and the provider's office staff. The CG-CAHPS was first endorsed by the National Quality Forum (NQF) in 2007 and this endorsement was renewed in 2015. By using a nationally developed, standardized survey, we are not only able to compare our results locally but also benchmark those results against national best practices.

The Alliance's patient experience survey also includes supplemental questions approved by the Alliance's Quality Improvement Committee and the Governor's Performance Measures Coordinating Committee.

Through this effort, we are striving to:

- Send clear signals for expected performance by measuring and publicly reporting patient experience in a standardized manner across medical groups and clinics;
- Support learning opportunities by providing detailed, actionable information for primary care practices to improve patient experience (detailed reports available); and
- Activate health care purchasers (employers, union trusts) and consumers to better understand and expect excellence in patient experience.

We would like to extend our sincere thanks to six health plans – Cigna, Kaiser Permanente Washington, Premera Blue Cross, Regence Blue Shield, UnitedHealthcare, and the Washington State Health Care Authority (Medicaid). They recognized the importance of this effort and enabled the survey by providing information to draw the patient sample. We would also like to thank The Center for the Study of Services (CSS), the vendor that fielded the survey on behalf of the Alliance.

For more information, please contact Susie Dade at the Washington Health Alliance: sdade@wahealthalliance.org.

Sincerely,
Nancy A. Giunto, Executive Director
Washington Health Alliance



View full scores for
medical groups and
clinics at
[www.wacommunity
checkup.org](http://www.wacommunitycheckup.org)

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Summary of patient experience survey results

GETTING TIMELY APPOINTMENTS, CARE AND INFORMATION (Scores reflect the % of patients that responded “Always”)	
Washington state average	56.6%
Washington 90 th percentile performance	66.8%
National 90 th percentile performance*	81%
Range of performance across Washington clinics**	25.8% - 88.5%
HOW WELL PROVIDERS COMMUNICATE WITH PATIENTS (Scores reflect the % of patients that responded “Always”)	
Washington state average	83.5%
Washington 90 th percentile performance	89.5%
National 90 th percentile performance*	94%
Range of performance across Washington clinics**	63.0% - 95%
HOW WELL PROVIDERS USE INFORMATION TO COORDINATE PATIENT CARE (Scores reflect the % of patients that responded “Always”)	
Washington state average	68.0%
Washington 90 th percentile performance	74.9%
National 90 th percentile performance*	82%
Range of performance across Washington clinics**	45.3% - 86.4%
HELPFUL, COURTEOUS AND RESPECTFUL OFFICE STAFF (Scores reflect the % of patients that responded “Always”)	
Washington state average	74.6%
Washington 90 th percentile performance	82.2%
National 90 th percentile performance*	91%
Range of performance across Washington clinics**	46.1% - 90.6%
PATIENT’S OVERALL RATING OF THE PROVIDER (Scores reflect the % of patients that responded 9-10 on a scale of 0-10)	
Washington state average	74.1%
Washington 90 th percentile performance	82.0%
National 90 th percentile performance*	91%
Range of performance across Washington clinics**	44.6% - 90.4%

*2016 CAHPS Clinician and Group Survey Database (most recent data from CAHPS database available)

**Range of performance shown as lowest scoring and highest scoring medical clinic.

How do this year’s scores compare to scores from the 2015 and 2013 surveys?

	CHANGE* 2015 TO 2017	2017**	2015**	2013**
Getting timely appointments, care and information	Declined	56.6%	58.0%	54.1%
How well providers communicate with patients	Improved	83.5%	83.0%	79.2%
How well providers use information to coordinate patient care	Declined	68.0%	70.6%	NA
Helpful, courteous and respectful office staff	Improved	74.6%	73.0%	73.2%
Patient’s overall rating of the provider	Same	74.1%	74.3%	73.8%

*Statistically significant change at the 95% confidence level.

** Based on medical groups and clinics with four or more providers in: 35 counties (2017): 14 counties (2015); and five counties (2013)

NOTE: The questions that contribute to the composites have changed slightly since 2013 given the move to CG-CAHPS 3.0.

Why do we measure patient experience?

“Patient-centeredness” is now widely accepted as a core dimension of health care quality and, as a result, there is heightened market focus on patient experience. Measures of patient experience are included in the Washington State Common Measure Set for Health Care Quality and Cost, and are used to evaluate performance and support value-based purchasing (where provider payment is linked to performance on important measures of quality and cost).

Consumer awareness is growing. Information is becoming more available about health care quality and cost, and patients are beginning to learn how to use this information to make informed choices about where to get their care. Experience of care matters to patients and, for them, is an important differentiator among health care providers.

A positive patient experience and better outcomes go hand-in-hand. Research indicates there are positive relationships between a provider’s communication skills and a patient’s capacity and/or willingness to follow through with medical recommendations, self-manage a chronic condition and adopt preventive health behaviors. Studies show that the clinician’s ability to explain, listen and empathize can have a significant effect on biological and functional health outcomes.

What do we mean by patient experience?

Patient experience refers to **what happens** to an individual when they are interacting with the health care system, based on their perceptions of those interactions. Surveys designed to measure patient experience include but go well beyond simple ratings of satisfaction. The majority of questions ask patients *whether or not, or how often, certain events or behaviors actually occurred.*

In contrast, patient satisfaction surveys use ratings to ascertain a person’s feelings about their care, such as *very satisfied to very dissatisfied*, which are much more subjective. Patient satisfaction may be a reasonable measure of business loyalty but, by itself, it is not strongly linked to improved health outcomes in any meaningful way.

What measures are included in this report?

Included in this report, as well as in the results that are reported on the Alliance's Community Checkup website, are five measures that summarize the results of the survey. Four of these five measures are composite measures. Composite measures are calculated to summarize results from several survey questions that relate to a similar topic.

Only measures that had a sufficient number of responses in order to be considered reliable (0.7 reliability) are publicly reported. This assessment was made on a clinic-by-clinic, measure-by-measure basis.

All rates are case-mix adjusted for age, gender, education and self-reported health status.

1. Getting Timely Appointments, Care and Information (Composite of 3 survey questions)

Description: The survey asks patients how often they got appointments for care as soon as needed and how often they received timely answers to questions when they contacted the office.

2. How Well Providers Communicate with Patients (Composite of 4 survey questions)

Description: The survey asked patients how often their provider explained things clearly, listened carefully, showed respect, and spent enough time with the patient.

3. How Well Providers Use Information to Coordinate Patient Care (Composite of 3 survey questions)

Description: The survey asked patients how often their provider knew information about their medical history, talked to them about prescription medications, and followed up with them regarding medical test results.

4. Helpful, Courteous and Respectful Office Staff (Composite of 2 survey questions)

Description: The survey asked patients how often office staff were helpful and treated them with courtesy and respect.

The fifth measure is not a composite, but rather reflects patient responses to a single question and is the only satisfaction-based question in the survey.

5. Patient's Overall Rating of the Provider

Description: The survey asked patients to rate their provider on a scale of 0 to 10, with 0 being the worst and 10 being the best.

Only primary care medical groups and clinics that have four or more providers have been included in this patient experience survey.

Reported performance results reflect the “top box” score

The reported rate is the top box score, i.e., the percentage of patients whose responses indicated high performance for a given measure.

QUESTIONS ASK:	TOP BOX = % OF PATIENTS RESPONDING	SCALE
How often something happens	Always	Always, Usually, Sometimes, Never
Whether something happens	Yes or Yes definitely	Yes/No, or Yes definitely/Yes somewhat/No
Overall rating of the provider	9 or 10	0 to 10

Celebrating excellence in Washington state!

In Washington, we strive to achieve the national 90th percentile on measures of quality and patient experience. It’s a tough goal to achieve but it can be done. **The following five clinic sites received a score on one of the five measures that meets or exceeds the national 90th percentile score for this measure of patient experience.**

CLINIC	MEASURE	CLINIC’S % OF PATIENTS SAYING “ALWAYS”	NATIONAL 90 TH PERCENTILE
Sequim Medical Associates	Getting timely appointments, care and information	85.1%	81%
Lourdes West Pasco	How well doctors communicate with patients	95.0%	94%
Creekside Medical	How well providers communicate with patients	94.4%	
Familycare of Kent	How well providers use information to coordinate patient care	86.4%	82%
Marysville Family Medicine	How well providers use information to coordinate patient care	82.2%	

How does a patient’s experience link to the overall rating of the provider?

The CG-CAHPS patient experience survey essentially has only one satisfaction question and that is the patient’s overall rating of the provider.

To help identify opportunities and priorities for improvement, we conducted a comprehensive analysis of key drivers of patient satisfaction with health care providers. We do this to identify which aspects of the patient’s *experience* distinguish practices that are highly rated overall from practices that are lowly rated overall; in other words, what needs to happen during the course of the patient’s experience to result in higher overall rating of the provider.

The analysis identified six key drivers of overall patient satisfaction with the health care provider. These same six were identified in 2013 and 2015, although not necessarily in the same order. It is notable that five of the six relate to provider communication and coordination of care. Combined, these six variables explain 75% of the variation in the overall provider rating.

With results from this survey, the Alliance has also produced individual key driver analyses for each medical group to assist with targeted quality improvement efforts.

The following table shows the six variables in order of importance.

KEY DRIVERS OF OVERALL PROVIDER RATING HOW OFTEN DID YOUR PROVIDER . . .	CORRELATION COEFFICIENT	WA AVERAGE	NAT’L 90 TH PERCENTILE
Listen carefully to you	0.81	83.7%	95%
Show respect for what you had to say	0.80	87.3%	96%
Seem to know the important information about your medical history	0.79	69.9%	88%
Explain things in a way that was easy to understand	0.75	83.3%	93%
Spend enough time with you	0.71	80.0%	93%
Seem informed and up-to-date about the care you got from specialists	0.68	61.3%	77%



Patient experience results: Medical groups and clinics in Washington state

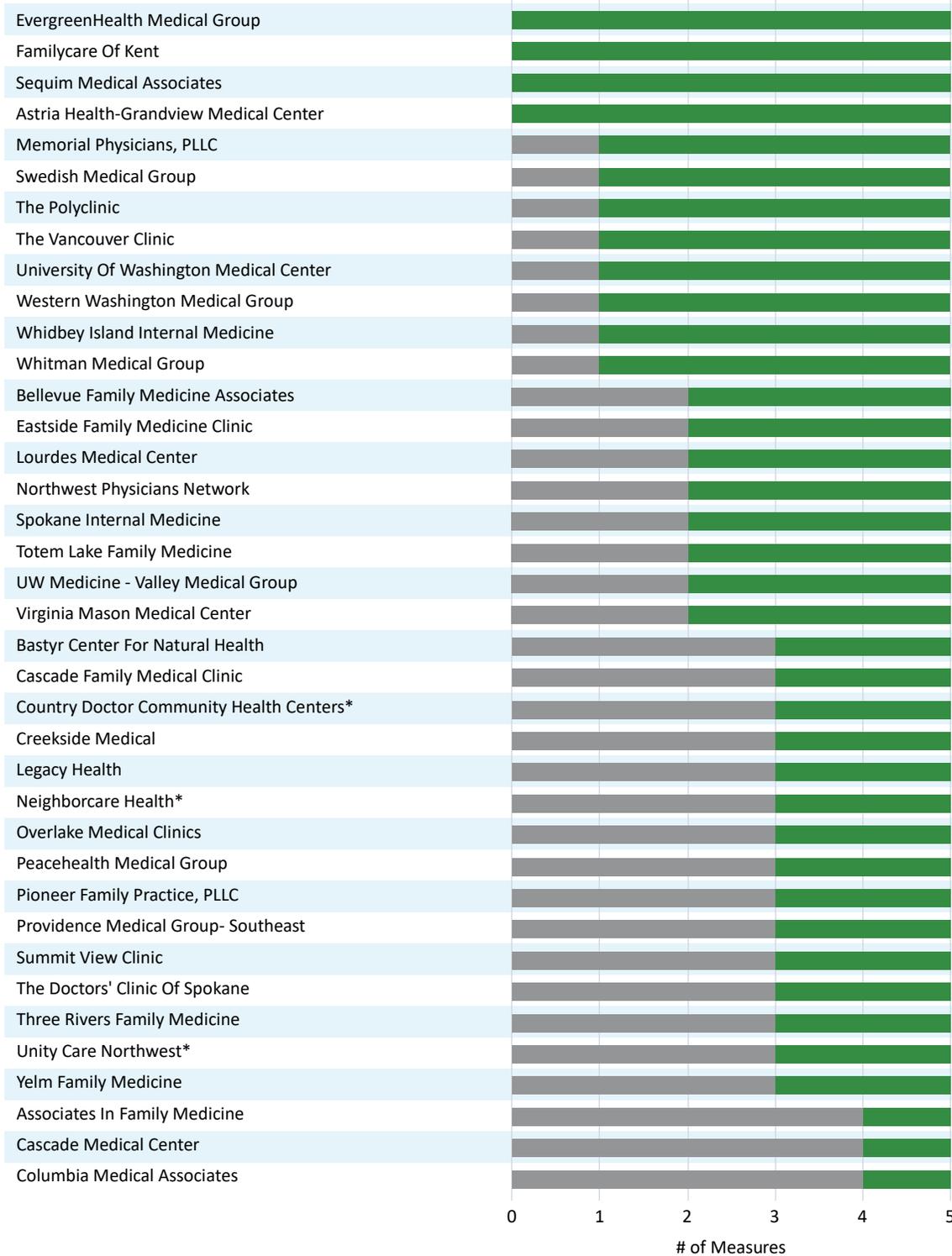
The following charts include results for medical groups and clinics that have reportable results on all five measures. Results for medical groups and clinics that have results for fewer than five measures may be found at www.wacommunitycheckup.org.



Primary Care Medical Group Performance Summary: Patient Experience Survey Results

Medical Group Compared to State Average

■ Better ■ Average ■ Worse



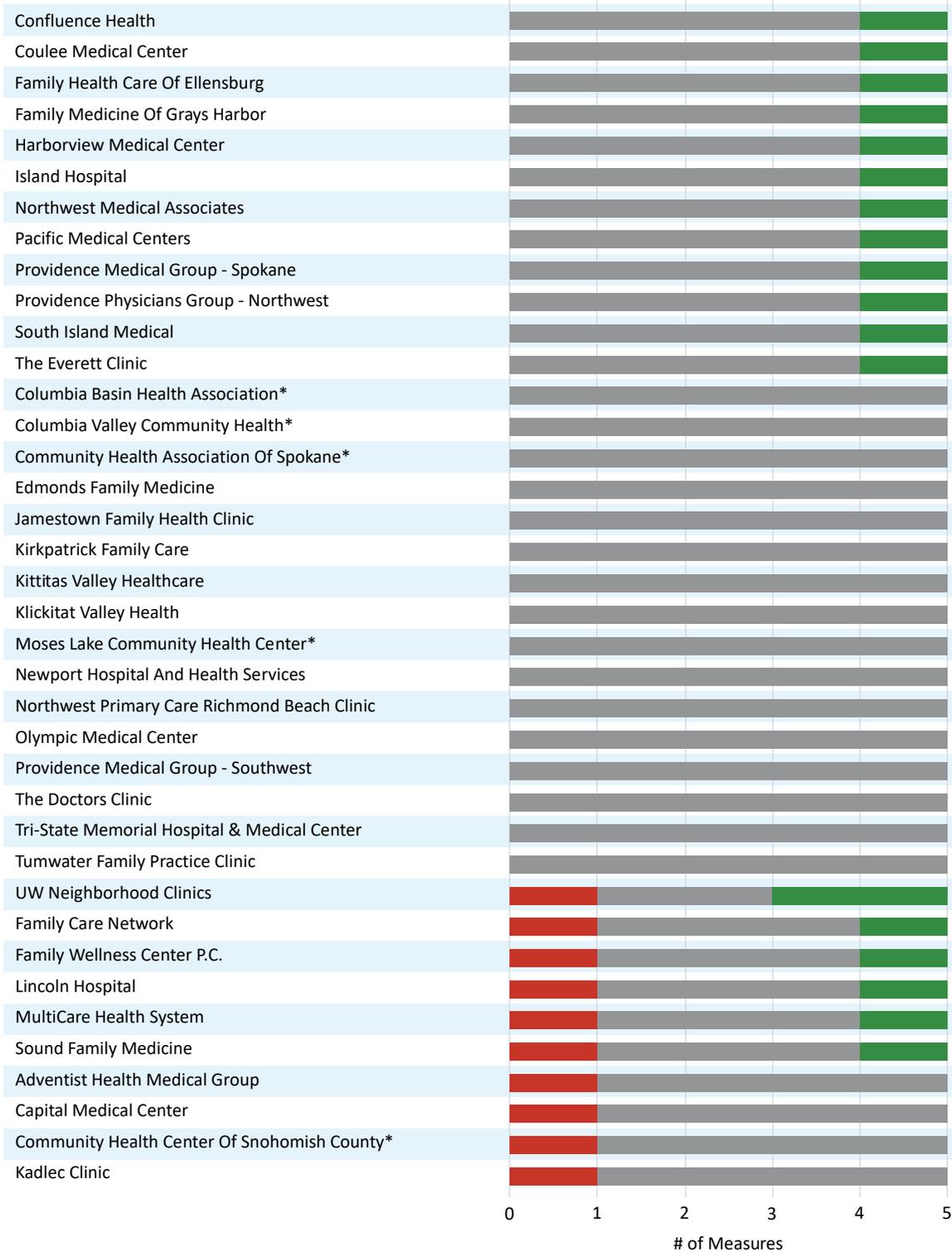
*Federally Qualified Health Center

The results are rank ordered first by performance and then in alphabetical order by medical group. The 2017 Patient Experience Survey was administered August through November 2017. Patients in the sample had a qualifying visit between July 2016 and May 2017. There are a total of 5 measures. Measures are unweighted; all 5 measures are treated equally for the purpose of this graphic.

Primary Care Medical Group Performance Summary: Patient Experience Survey Results

Medical Group Compared to State Average

■ Better ■ Average ■ Worse



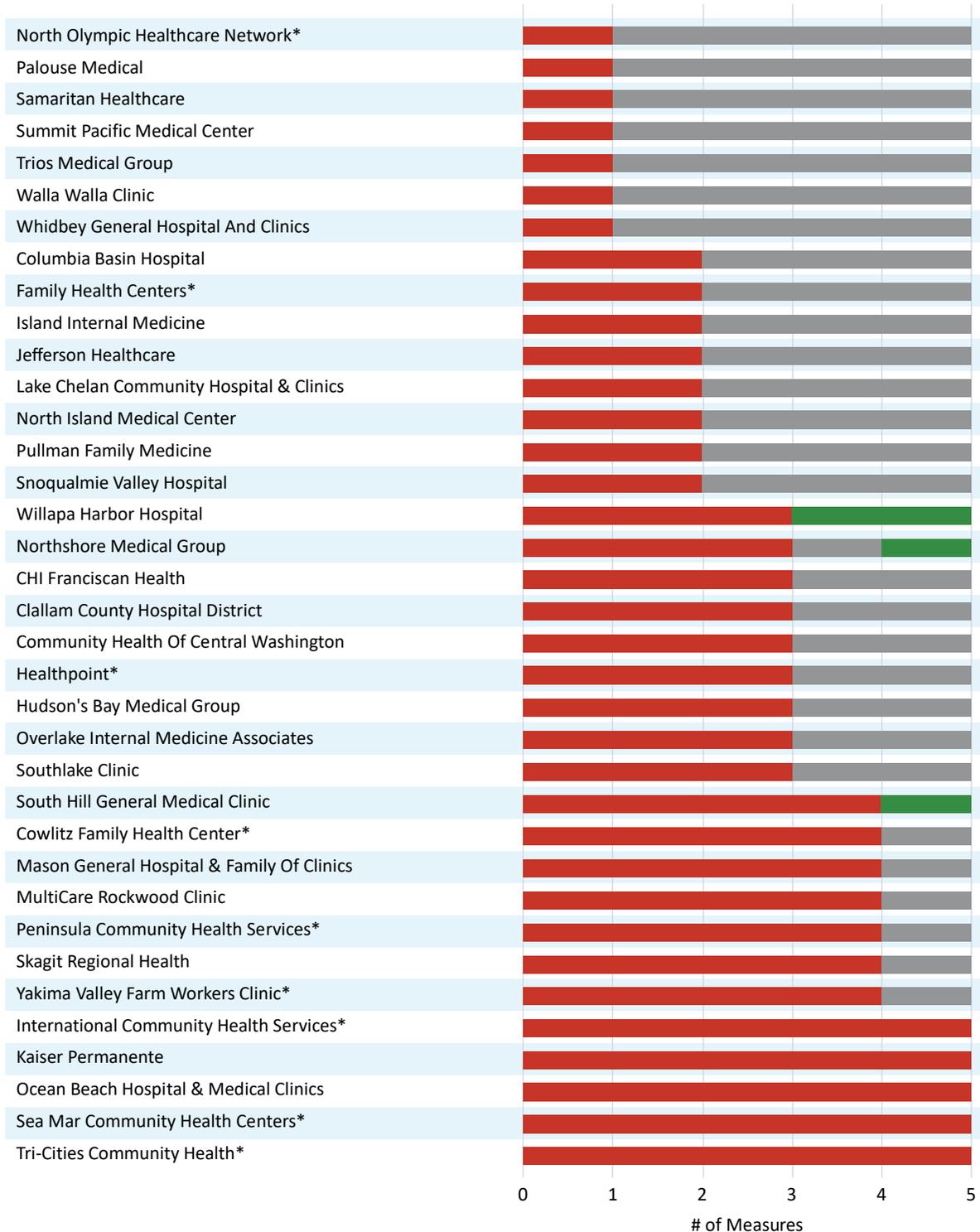
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Primary Care Medical Group Performance Summary: Patient Experience Survey Results

Medical Group Compared to State Average

■ Better ■ Average ■ Worse



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Results for Primary Care Medical Groups and Clinics in Washington State

Medical Group / Clinic (in alphabetical order):	Timely Care & Info	Provider Communication	Care Coordination	Helpful Office Staff	Overall Provider Rating
Washington average:	56.6%	83.5%	68%	74.6%	74.1%
Adventist Health Medical Group	■ AVERAGE	■ AVERAGE	■ AVERAGE	▼ WORSE	■ AVERAGE
Adventist Health Medical Group - Family Medicine	▼ WORSE	■ AVERAGE	■ AVERAGE	▼ WORSE	■ AVERAGE
Adventist Health Medical Group - Fishers Landing	■ AVERAGE	■ AVERAGE	▼ WORSE	▼ WORSE	■ AVERAGE
Associates In Family Medicine	● BETTER	■ AVERAGE	■ AVERAGE	■ AVERAGE	■ AVERAGE
Astria Health-Grandview Medical Center	● BETTER	● BETTER	● BETTER	● BETTER	● BETTER
Bastyr Center For Natural Health	■ AVERAGE	● BETTER	■ AVERAGE	● BETTER	■ AVERAGE
Bellevue Family Medicine Associates	● BETTER	● BETTER	■ AVERAGE	● BETTER	■ AVERAGE
Capital Medical Center	■ AVERAGE	▼ WORSE	■ AVERAGE	■ AVERAGE	■ AVERAGE
Cascade Family Medical Clinic	● BETTER	● BETTER	■ AVERAGE	■ AVERAGE	■ AVERAGE
Cascade Medical Center	● BETTER	■ AVERAGE	■ AVERAGE	■ AVERAGE	■ AVERAGE
CHI Franciscan Health	■ AVERAGE	▼ WORSE	▼ WORSE	■ AVERAGE	▼ WORSE
Franciscan Medical Clinic - Bonney Lake	▼ WORSE	▼ WORSE	■ AVERAGE	■ AVERAGE	▼ WORSE
Franciscan Medical Clinic - Burien	■ AVERAGE	▼ WORSE	■ AVERAGE	■ AVERAGE	▼ WORSE
Franciscan Medical Clinic - Des Moines	■ AVERAGE	■ AVERAGE	■ AVERAGE	■ AVERAGE	■ AVERAGE
Franciscan Medical Clinic - Enumclaw	▼ WORSE	■ AVERAGE	■ AVERAGE	■ AVERAGE	■ AVERAGE
Franciscan Medical Clinic - Federal Way	■ AVERAGE	■ AVERAGE	■ AVERAGE	■ AVERAGE	■ AVERAGE
Franciscan Medical Clinic - Gig Harbor	■ AVERAGE	■ AVERAGE	■ AVERAGE	■ AVERAGE	■ AVERAGE
Franciscan Medical Clinic - Lakewood	● BETTER	■ AVERAGE	■ AVERAGE	■ AVERAGE	▼ WORSE
Franciscan Medical Clinic - Milton	■ AVERAGE	■ AVERAGE	■ AVERAGE	■ AVERAGE	■ AVERAGE
Franciscan Medical Clinic - Port Orchard	▼ WORSE	■ AVERAGE	▼ WORSE	■ AVERAGE	▼ WORSE
Franciscan Medical Clinic - Seahurst	■ AVERAGE	▼ WORSE	■ AVERAGE	▼ WORSE	▼ WORSE
Franciscan Medical Clinic - University Place	● BETTER	● BETTER	● BETTER	● BETTER	● BETTER
Franciscan Medical Clinic - West Seattle	● BETTER	■ AVERAGE	■ AVERAGE	■ AVERAGE	■ AVERAGE
Franciscan Medical Clinic - Westwood	● BETTER	■ AVERAGE	■ AVERAGE	■ AVERAGE	■ AVERAGE
Franciscan Medical Clinic At St. Francis	▼ WORSE	▼ WORSE	▼ WORSE	▼ WORSE	▼ WORSE
Franciscan Medical Clinic At St. Joseph	■ AVERAGE	■ AVERAGE	■ AVERAGE	■ AVERAGE	■ AVERAGE

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Washington average:	56.6%	83.5%	68%	74.6%	74.1%
CHI Franciscan Health	■ AVERAGE	▼ WORSE	▼ WORSE	■ AVERAGE	▼ WORSE
Franciscan Medical Clinic On Pt. Fosdick	■ AVERAGE	■ AVERAGE	■ AVERAGE	● BETTER	■ AVERAGE
Harrison Healthpartners Family Medicine, Internal Medicine & Infectious Disease Bremerton	■ AVERAGE	■ AVERAGE	■ AVERAGE	■ AVERAGE	■ AVERAGE
Harrison Healthpartners Internal Medicine, Adult Primary Care & Rheumatology	● BETTER	■ AVERAGE	■ AVERAGE	■ AVERAGE	■ AVERAGE
Harrison Healthpartners Primary Care - Port Orchard	■ AVERAGE	■ AVERAGE	■ AVERAGE	■ AVERAGE	■ AVERAGE
Clallam County Hospital District	■ AVERAGE	▼ WORSE	▼ WORSE	■ AVERAGE	▼ WORSE
Columbia Basin Health Association*	■ AVERAGE	■ AVERAGE	■ AVERAGE	■ AVERAGE	■ AVERAGE
Columbia Basin Hospital	■ AVERAGE	■ AVERAGE	■ AVERAGE	▼ WORSE	▼ WORSE
Columbia Medical Associates	■ AVERAGE	● BETTER	■ AVERAGE	■ AVERAGE	■ AVERAGE
Columbia Medical Associates - Associated Family Physicians	■ AVERAGE	■ AVERAGE	■ AVERAGE	▼ WORSE	▼ WORSE
Columbia Medical Associates - Family Health Center	■ AVERAGE	■ AVERAGE	■ AVERAGE	● BETTER	● BETTER
Columbia Medical Associates - North	■ AVERAGE	■ AVERAGE	■ AVERAGE	■ AVERAGE	■ AVERAGE
Columbia Medical Associates - South Hill Family Medicine	■ AVERAGE	■ AVERAGE	■ AVERAGE	■ AVERAGE	■ AVERAGE
Columbia Medical Associates - Westview Family Medicine	■ AVERAGE	■ AVERAGE	■ AVERAGE	■ AVERAGE	■ AVERAGE
Columbia Valley Community Health*	■ AVERAGE	■ AVERAGE	■ AVERAGE	■ AVERAGE	■ AVERAGE
Community Health Association Of Spokane*	■ AVERAGE	■ AVERAGE	■ AVERAGE	■ AVERAGE	■ AVERAGE
Community Health Center Of Snohomish County*	■ AVERAGE	■ AVERAGE	▼ WORSE	■ AVERAGE	■ AVERAGE
Community Health Of Central Washington*	▼ WORSE	■ AVERAGE	▼ WORSE	▼ WORSE	■ AVERAGE
Central Washington Family Medicine*	▼ WORSE	▼ WORSE	▼ WORSE	▼ WORSE	▼ WORSE
Community Health Of Central Washington - Ellensburg*	▼ WORSE	■ AVERAGE	▼ WORSE	▼ WORSE	■ AVERAGE
Confluence Health	■ AVERAGE	■ AVERAGE	■ AVERAGE	■ AVERAGE	● BETTER
Confluence Health - Central Washington Hospital & Clinics	■ AVERAGE	■ AVERAGE	● BETTER	■ AVERAGE	● BETTER
Confluence Health - East Wenatchee Clinic	■ AVERAGE	■ AVERAGE	■ AVERAGE	■ AVERAGE	■ AVERAGE
Confluence Health - Wenatchee Valley Hospital & Clinics	■ AVERAGE	● BETTER	■ AVERAGE	■ AVERAGE	● BETTER
Moses Lake Clinic	● BETTER	■ AVERAGE	■ AVERAGE	■ AVERAGE	■ AVERAGE

* Federally Qualified Health Centers

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Washington average:	56.6%	83.5%	68%	74.6%	74.1%
Confluence Health	■ AVERAGE	■ AVERAGE	■ AVERAGE	■ AVERAGE	● BETTER
North Valley Family Medicine - Tonasket	▼ WORSE	■ AVERAGE	■ AVERAGE	■ AVERAGE	■ AVERAGE
Omak Clinic	▼ WORSE	■ AVERAGE	■ AVERAGE	■ AVERAGE	■ AVERAGE
Coulee Medical Center	■ AVERAGE	● BETTER	■ AVERAGE	■ AVERAGE	■ AVERAGE
Country Doctor Community Health Centers*	● BETTER	■ AVERAGE	■ AVERAGE	● BETTER	■ AVERAGE
Country Doctor Community Clinic*	● BETTER	● BETTER	● BETTER	● BETTER	■ AVERAGE
Cowlitz Family Health Center*	▼ WORSE	▼ WORSE	▼ WORSE	■ AVERAGE	▼ WORSE
Creekside Medical	■ AVERAGE	● BETTER	■ AVERAGE	■ AVERAGE	● BETTER
Eastside Family Medicine Clinic	■ AVERAGE	● BETTER	● BETTER	■ AVERAGE	● BETTER
Edmonds Family Medicine	■ AVERAGE	■ AVERAGE	■ AVERAGE	■ AVERAGE	■ AVERAGE
EvergreenHealth Medical Group	● BETTER	● BETTER	● BETTER	● BETTER	● BETTER
Evergreenhealth Geriatric Care	● BETTER	● BETTER	● BETTER	● BETTER	● BETTER
Evergreenhealth Internal Medicine And Primary Care	■ AVERAGE	■ AVERAGE	■ AVERAGE	■ AVERAGE	■ AVERAGE
Evergreenhealth Primary Care - Canyon Park	■ AVERAGE	■ AVERAGE	■ AVERAGE	● BETTER	■ AVERAGE
Evergreenhealth Primary Care - Duvall	● BETTER	■ AVERAGE	● BETTER	● BETTER	■ AVERAGE
Evergreenhealth Primary Care - Kenmore	● BETTER	● BETTER	● BETTER	■ AVERAGE	■ AVERAGE
Evergreenhealth Primary Care - Lake-shore Bothell	■ AVERAGE	● BETTER	■ AVERAGE	■ AVERAGE	● BETTER
Evergreenhealth Primary Care - Lakeshore Totem Lake	● BETTER	● BETTER	● BETTER	■ AVERAGE	● BETTER
Evergreenhealth Primary Care - Redmond	■ AVERAGE	● BETTER	■ AVERAGE	■ AVERAGE	■ AVERAGE
Evergreenhealth Primary Care - Sammamish	■ AVERAGE	■ AVERAGE	■ AVERAGE	■ AVERAGE	■ AVERAGE
Evergreenhealth Primary Care - Woodinville	■ AVERAGE	■ AVERAGE	■ AVERAGE	■ AVERAGE	■ AVERAGE
Family Care Network	● BETTER	■ AVERAGE	■ AVERAGE	▼ WORSE	■ AVERAGE
Bellingham Bay Family Medicine - Family Care Network	● BETTER	■ AVERAGE	■ AVERAGE	■ AVERAGE	■ AVERAGE
Birch Bay Family Medicine - Family Care Network	● BETTER	■ AVERAGE	■ AVERAGE	■ AVERAGE	■ AVERAGE
Family Health Associates - Family Care Network	● BETTER	■ AVERAGE	▼ WORSE	■ AVERAGE	▼ WORSE

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Washington average:	56.6%	83.5%	68%	74.6%	74.1%
Family Care Network	BETTER	AVERAGE	AVERAGE	WORSE	AVERAGE
Ferndale Family Medicine - Family Care Network	AVERAGE	AVERAGE	AVERAGE	AVERAGE	AVERAGE
Island Family Physicians - Family Care Network	BETTER	BETTER	AVERAGE	BETTER	AVERAGE
Lynden Family Medicine - Family Care Network	BETTER	AVERAGE	AVERAGE	AVERAGE	AVERAGE
North Cascade Family Physicians - Family Care Network	AVERAGE	AVERAGE	AVERAGE	WORSE	AVERAGE
North Sound Family Medicine - Family Care Network	BETTER	AVERAGE	AVERAGE	WORSE	AVERAGE
Squalicum Family Medicine - Family Care Network	BETTER	AVERAGE	AVERAGE	AVERAGE	AVERAGE
Whatcom Family Medicine - Family Care Network	BETTER	AVERAGE	AVERAGE	AVERAGE	AVERAGE
Family Health Care Of Ellensburg	BETTER	AVERAGE	AVERAGE	AVERAGE	AVERAGE
Family Health Centers*	AVERAGE	AVERAGE	WORSE	AVERAGE	WORSE
Omak Medical Clinic*	AVERAGE	AVERAGE	AVERAGE	AVERAGE	AVERAGE
Family Medicine Of Grays Harbor	BETTER	AVERAGE	AVERAGE	AVERAGE	AVERAGE
Family Wellness Center P.C.	BETTER	AVERAGE	AVERAGE	WORSE	AVERAGE
Familycare Of Kent	BETTER	BETTER	BETTER	BETTER	BETTER
Harborview Medical Center	AVERAGE	AVERAGE	AVERAGE	BETTER	AVERAGE
Harborview - Adult Medicine Clinic	AVERAGE	BETTER	AVERAGE	AVERAGE	AVERAGE
Harborview - Family Medicine Clinic	AVERAGE	AVERAGE	AVERAGE	AVERAGE	AVERAGE
Harborview - Madison Clinic	AVERAGE	BETTER	BETTER	BETTER	AVERAGE
Healthpoint*	WORSE	AVERAGE	WORSE	WORSE	AVERAGE
Healthpoint Auburn Medical Center*	AVERAGE	WORSE	AVERAGE	AVERAGE	AVERAGE
Healthpoint Bothell Medical Center*	WORSE	AVERAGE	AVERAGE	AVERAGE	AVERAGE
Healthpoint Federal Way Medical Center*	AVERAGE	AVERAGE	AVERAGE	AVERAGE	AVERAGE
Healthpoint Kent Medical Center*	WORSE	AVERAGE	AVERAGE	WORSE	AVERAGE
Healthpoint Redmond Medical*	AVERAGE	AVERAGE	WORSE	AVERAGE	AVERAGE
Healthpoint Renton Medical Center*	AVERAGE	AVERAGE	AVERAGE	AVERAGE	BETTER

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Washington average:	56.6%	83.5%	68%	74.6%	74.1%
Hudson's Bay Medical Group	■ AVERAGE	▼ WORSE	▼ WORSE	■ AVERAGE	▼ WORSE
International Community Health Services*	▼ WORSE	▼ WORSE	▼ WORSE	▼ WORSE	▼ WORSE
Island Hospital	■ AVERAGE	● BETTER	■ AVERAGE	■ AVERAGE	■ AVERAGE
Island Internal Medicine	■ AVERAGE	▼ WORSE	■ AVERAGE	■ AVERAGE	▼ WORSE
Jamestown Family Health Clinic	■ AVERAGE	■ AVERAGE	■ AVERAGE	■ AVERAGE	■ AVERAGE
Jefferson Healthcare	▼ WORSE	■ AVERAGE	■ AVERAGE	■ AVERAGE	▼ WORSE
Jefferson Healthcare - Family Medicine	▼ WORSE	■ AVERAGE	■ AVERAGE	▼ WORSE	▼ WORSE
Jefferson Healthcare - Primary Care	▼ WORSE	■ AVERAGE	■ AVERAGE	■ AVERAGE	▼ WORSE
Kadlec Clinic	■ AVERAGE	■ AVERAGE	▼ WORSE	■ AVERAGE	■ AVERAGE
Kadlec Clinic - Kennewick Primary Care	■ AVERAGE	■ AVERAGE	■ AVERAGE	■ AVERAGE	■ AVERAGE
Kadlec Clinic - Pasco Primary Care	▼ WORSE	▼ WORSE	■ AVERAGE	■ AVERAGE	■ AVERAGE
Kadlec Clinic - Richland Primary Care	▼ WORSE	■ AVERAGE	■ AVERAGE	■ AVERAGE	■ AVERAGE
Kadlec Clinic - South Richland Primary Care	■ AVERAGE	■ AVERAGE	▼ WORSE	■ AVERAGE	■ AVERAGE
Kadlec Clinic - West Richland Primary Care	● BETTER	■ AVERAGE	■ AVERAGE	■ AVERAGE	■ AVERAGE
Kaiser Permanente	▼ WORSE	▼ WORSE	▼ WORSE	▼ WORSE	▼ WORSE
Kaiser Permanente - Bellevue Medical Center	■ AVERAGE	▼ WORSE	▼ WORSE	▼ WORSE	■ AVERAGE
Kaiser Permanente - Burien Medical Center	▼ WORSE	■ AVERAGE	■ AVERAGE	▼ WORSE	■ AVERAGE
Kaiser Permanente - Capitol Hill Medical Center	■ AVERAGE	■ AVERAGE	■ AVERAGE	■ AVERAGE	■ AVERAGE
Kaiser Permanente - Downtown Medical Center	■ AVERAGE	▼ WORSE	▼ WORSE	■ AVERAGE	■ AVERAGE
Kaiser Permanente - Everett Medical Center	▼ WORSE	■ AVERAGE	■ AVERAGE	■ AVERAGE	■ AVERAGE
Kaiser Permanente - Factoria Medical Center	■ AVERAGE	■ AVERAGE	■ AVERAGE	■ AVERAGE	● BETTER
Kaiser Permanente - Federal Way Medical Center	▼ WORSE	■ AVERAGE	■ AVERAGE	■ AVERAGE	■ AVERAGE
Kaiser Permanente - Kent Medical Center	▼ WORSE	■ AVERAGE	▼ WORSE	■ AVERAGE	■ AVERAGE
Kaiser Permanente - Lidgerwood Medical Center	■ AVERAGE	■ AVERAGE	■ AVERAGE	■ AVERAGE	■ AVERAGE
Kaiser Permanente - Lynnwood Medical Center	■ AVERAGE	■ AVERAGE	▼ WORSE	■ AVERAGE	■ AVERAGE

* Federally Qualified Health Centers

Results for Primary Care Medical Groups and Clinics in Washington State

Medical Group / Clinic (in alphabetical order):	Timely Care & Info	Provider Communication	Care Coordination	Helpful Office Staff	Overall Provider Rating
Washington average:	56.6%	83.5%	68%	74.6%	74.1%
Kaiser Permanente	WORSE	WORSE	WORSE	WORSE	WORSE
Kaiser Permanente - Northgate Medical Center	AVERAGE	WORSE	WORSE	WORSE	AVERAGE
Kaiser Permanente - Northshore Medical Center	AVERAGE	WORSE	WORSE	AVERAGE	WORSE
Kaiser Permanente - Olympia Medical Center	WORSE	AVERAGE	WORSE	WORSE	AVERAGE
Kaiser Permanente - Port Orchard Medical Center	WORSE	WORSE	WORSE	AVERAGE	WORSE
Kaiser Permanente - Poulsbo Medical Center	AVERAGE	BETTER	AVERAGE	AVERAGE	AVERAGE
Kaiser Permanente - Puyallup Medical Center	WORSE	AVERAGE	AVERAGE	AVERAGE	AVERAGE
Kaiser Permanente - Redmond Medical Center At Riverpark	AVERAGE	AVERAGE	AVERAGE	AVERAGE	AVERAGE
Kaiser Permanente - Renton Medical Center	WORSE	WORSE	WORSE	WORSE	WORSE
Kaiser Permanente - Riverfront Medical Center	AVERAGE	AVERAGE	WORSE	BETTER	AVERAGE
Kaiser Permanente - Silverdale Medical Center	WORSE	AVERAGE	AVERAGE	AVERAGE	AVERAGE
Kaiser Permanente - Tacoma Medical Center	AVERAGE	AVERAGE	AVERAGE	AVERAGE	AVERAGE
Kaiser Permanente - Tacoma South Medical Center	WORSE	WORSE	WORSE	AVERAGE	AVERAGE
Kaiser Permanente - Veradale Medical Center	AVERAGE	AVERAGE	AVERAGE	BETTER	BETTER
Kirkpatrick Family Care	AVERAGE	AVERAGE	AVERAGE	AVERAGE	AVERAGE
Kittitas Valley Healthcare	AVERAGE	AVERAGE	AVERAGE	AVERAGE	AVERAGE
KVH Family Medicine - Cle Elum	AVERAGE	AVERAGE	AVERAGE	AVERAGE	AVERAGE
KVH Family Medicine - Ellensburg	AVERAGE	AVERAGE	WORSE	WORSE	AVERAGE
KVH Internal Medicine	AVERAGE	AVERAGE	AVERAGE	AVERAGE	AVERAGE
Klickitat Valley Health	AVERAGE	AVERAGE	AVERAGE	AVERAGE	AVERAGE
Lake Chelan Community Hospital & Clinics	WORSE	AVERAGE	AVERAGE	WORSE	AVERAGE
Legacy Health	AVERAGE	AVERAGE	AVERAGE	BETTER	BETTER
Lincoln Hospital	AVERAGE	BETTER	AVERAGE	WORSE	AVERAGE
Lourdes Medical Center	AVERAGE	BETTER	BETTER	AVERAGE	BETTER

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Medical Group / Clinic (in alphabetical order):	Timely Care & Info	Provider Communication	Care Coordination	Helpful Office Staff	Overall Provider Rating
Washington average:	56.6%	83.5%	68%	74.6%	74.1%
Mason General Hospital & Family Of Clinics	▼ WORSE	▼ WORSE	▼ WORSE	■ AVERAGE	▼ WORSE
Mason General Hospital - Olympic Physicians	▼ WORSE	▼ WORSE	▼ WORSE	■ AVERAGE	▼ WORSE
Mason General Hospital - Shelton Family Medicine	▼ WORSE	▼ WORSE	■ AVERAGE	■ AVERAGE	▼ WORSE
Memorial Physicians, PLLC	● BETTER	■ AVERAGE	● BETTER	● BETTER	● BETTER
Apple Valley Family Medicine - Memorial Physicians	● BETTER	■ AVERAGE	■ AVERAGE	● BETTER	■ AVERAGE
Family Medicine Of Yakima	■ AVERAGE	■ AVERAGE	■ AVERAGE	■ AVERAGE	■ AVERAGE
Memorial Cornerstone Medicine - Memorial Physicians	● BETTER	■ AVERAGE	■ AVERAGE	● BETTER	● BETTER
Pacific Crest Family Medicine - Memorial Physicians	■ AVERAGE	■ AVERAGE	■ AVERAGE	■ AVERAGE	■ AVERAGE
Selah Family Medicine	■ AVERAGE	● BETTER	● BETTER	■ AVERAGE	● BETTER
Moses Lake Community Health Center*	■ AVERAGE	■ AVERAGE	■ AVERAGE	■ AVERAGE	■ AVERAGE
MultiCare Health System	▼ WORSE	■ AVERAGE	■ AVERAGE	● BETTER	■ AVERAGE
MultiCare Allenmore Internal Medicine	■ AVERAGE	■ AVERAGE	■ AVERAGE	■ AVERAGE	■ AVERAGE
MultiCare Auburn Clinic	■ AVERAGE	■ AVERAGE	■ AVERAGE	■ AVERAGE	■ AVERAGE
MultiCare Auburn Internal Medicine Clinic - Medical Office Building	▼ WORSE	▼ WORSE	■ AVERAGE	● BETTER	■ AVERAGE
MultiCare Covington Clinic	■ AVERAGE	■ AVERAGE	■ AVERAGE	■ AVERAGE	■ AVERAGE
MultiCare Eatonville Clinic	■ AVERAGE	■ AVERAGE	■ AVERAGE	■ AVERAGE	■ AVERAGE
MultiCare Family Medicine Center	▼ WORSE	■ AVERAGE	■ AVERAGE	■ AVERAGE	■ AVERAGE
MultiCare Gig Harbor Clinic	▼ WORSE	■ AVERAGE	■ AVERAGE	■ AVERAGE	■ AVERAGE
MultiCare Good Samaritan Family Medicine - South Hill	● BETTER	● BETTER	● BETTER	● BETTER	● BETTER
MultiCare Kent Clinic	■ AVERAGE	■ AVERAGE	■ AVERAGE	■ AVERAGE	■ AVERAGE
MultiCare Lakewood Clinic	▼ WORSE	■ AVERAGE	■ AVERAGE	● BETTER	■ AVERAGE
MultiCare Maple Valley Clinic	▼ WORSE	■ AVERAGE	■ AVERAGE	■ AVERAGE	■ AVERAGE
MultiCare Northshore Clinic	■ AVERAGE	■ AVERAGE	■ AVERAGE	■ AVERAGE	■ AVERAGE
MultiCare Spanaway Clinic	■ AVERAGE	■ AVERAGE	■ AVERAGE	■ AVERAGE	■ AVERAGE

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Medical Group / Clinic (in alphabetical order):	Timely Care & Info	Provider Communication	Care Coordination	Helpful Office Staff	Overall Provider Rating
Washington average:	56.6%	83.5%	68%	74.6%	74.1%
MultiCare Health System	▼ WORSE	■ AVERAGE	■ AVERAGE	● BETTER	■ AVERAGE
MultiCare Sumner Medical Associates	● BETTER	▼ WORSE	■ AVERAGE	● BETTER	■ AVERAGE
MultiCare Tacoma Central Family Medicine	■ AVERAGE	● BETTER	■ AVERAGE	● BETTER	● BETTER
MultiCare Tacoma Central Internal Medicine	▼ WORSE	■ AVERAGE	■ AVERAGE	■ AVERAGE	■ AVERAGE
MultiCare Tacoma Family Medicine	■ AVERAGE	■ AVERAGE	■ AVERAGE	■ AVERAGE	■ AVERAGE
MultiCare West Tacoma Family Medicine & Urgent Care	▼ WORSE	■ AVERAGE	■ AVERAGE	■ AVERAGE	● BETTER
MultiCare Rockwood Clinic	▼ WORSE	▼ WORSE	▼ WORSE	▼ WORSE	■ AVERAGE
MultiCare Rockwood Airway Heights Clinic	▼ WORSE	■ AVERAGE	■ AVERAGE	▼ WORSE	■ AVERAGE
MultiCare Rockwood Cheney Clinic	■ AVERAGE	■ AVERAGE	■ AVERAGE	■ AVERAGE	■ AVERAGE
MultiCare Rockwood Main Clinic	▼ WORSE	▼ WORSE	▼ WORSE	▼ WORSE	■ AVERAGE
MultiCare Rockwood Moran Prairie Family Medicine	■ AVERAGE	■ AVERAGE	■ AVERAGE	■ AVERAGE	■ AVERAGE
MultiCare Rockwood North Clinic	■ AVERAGE	▼ WORSE	■ AVERAGE	■ AVERAGE	■ AVERAGE
MultiCare Rockwood Northpointe Specialty Center	■ AVERAGE	▼ WORSE	■ AVERAGE	▼ WORSE	▼ WORSE
MultiCare Rockwood Quail Run Clinic	■ AVERAGE	■ AVERAGE	■ AVERAGE	▼ WORSE	■ AVERAGE
MultiCare Rockwood Valley Clinic	▼ WORSE	■ AVERAGE	■ AVERAGE	■ AVERAGE	■ AVERAGE
Neighborcare Health*	● BETTER	■ AVERAGE	■ AVERAGE	■ AVERAGE	● BETTER
Neighborcare Health At 45th Street*	■ AVERAGE	■ AVERAGE	■ AVERAGE	■ AVERAGE	■ AVERAGE
Neighborcare Health At High Point*	■ AVERAGE	■ AVERAGE	■ AVERAGE	■ AVERAGE	■ AVERAGE
Neighborcare Health At Meridian*	■ AVERAGE	■ AVERAGE	▼ WORSE	■ AVERAGE	● BETTER
Neighborcare Health At Pike Place Market*	● BETTER	● BETTER	■ AVERAGE	● BETTER	● BETTER
Neighborcare Health At Rainier Beach*	■ AVERAGE	■ AVERAGE	■ AVERAGE	▼ WORSE	■ AVERAGE
Newport Hospital And Health Services	■ AVERAGE	■ AVERAGE	■ AVERAGE	■ AVERAGE	■ AVERAGE
North Island Medical Center	■ AVERAGE	■ AVERAGE	▼ WORSE	▼ WORSE	■ AVERAGE
North Olympic Healthcare Network*	■ AVERAGE	■ AVERAGE	■ AVERAGE	■ AVERAGE	▼ WORSE

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Northshore Medical Group	BETTER	AVERAGE	WORSE	WORSE	WORSE
Northshore Medical Group Stevenson	AVERAGE	AVERAGE	WORSE	WORSE	WORSE
Northshore Medical Group White Salmon	AVERAGE	AVERAGE	AVERAGE	AVERAGE	AVERAGE
Northwest Medical Associates	BETTER	AVERAGE	AVERAGE	AVERAGE	AVERAGE
Northwest Physicians Network	AVERAGE	BETTER	BETTER	AVERAGE	BETTER
Northwest Primary Care Richmond Beach Clinic	AVERAGE	AVERAGE	AVERAGE	AVERAGE	AVERAGE
Ocean Beach Hospital & Medical Clinics	WORSE	WORSE	WORSE	WORSE	WORSE
Olympic Medical Center	AVERAGE	AVERAGE	AVERAGE	AVERAGE	AVERAGE
Overlake Internal Medicine Associates	AVERAGE	WORSE	AVERAGE	WORSE	WORSE
Overlake Medical Clinics	BETTER	AVERAGE	AVERAGE	BETTER	AVERAGE
Overlake Medical Clinics - Issaquah	BETTER	AVERAGE	AVERAGE	BETTER	AVERAGE
Overlake Medical Clinics - Primary Care Hospital Campus	AVERAGE	AVERAGE	BETTER	BETTER	AVERAGE
Pacific Medical Centers	BETTER	AVERAGE	AVERAGE	AVERAGE	AVERAGE
Pacific Medical Centers - Beacon Hill	AVERAGE	AVERAGE	BETTER	AVERAGE	BETTER
Pacific Medical Centers - Canyon Park	BETTER	AVERAGE	AVERAGE	AVERAGE	AVERAGE
Pacific Medical Centers - First Hill	BETTER	AVERAGE	AVERAGE	AVERAGE	AVERAGE
Pacific Medical Centers - Lynnwood	AVERAGE	AVERAGE	AVERAGE	AVERAGE	AVERAGE
Pacific Medical Centers - Northgate	AVERAGE	AVERAGE	WORSE	AVERAGE	AVERAGE
Pacific Medical Centers - Renton	AVERAGE	AVERAGE	AVERAGE	AVERAGE	AVERAGE
Pacific Medical Centers - Totem Lake	AVERAGE	AVERAGE	AVERAGE	AVERAGE	AVERAGE
Palouse Medical	WORSE	AVERAGE	AVERAGE	AVERAGE	AVERAGE
Peacehealth Medical Group	AVERAGE	BETTER	AVERAGE	AVERAGE	BETTER
Longview Clinic-Kessler	AVERAGE	AVERAGE	WORSE	WORSE	AVERAGE
Peacehealth Fisher's Landing	AVERAGE	AVERAGE	AVERAGE	AVERAGE	BETTER
Peacehealth Medical Group - Lower Columbia	AVERAGE	BETTER	AVERAGE	AVERAGE	BETTER

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Washington average:	56.6%	83.5%	68%	74.6%	74.1%
Peacehealth Medical Group	■ AVERAGE	● BETTER	■ AVERAGE	■ AVERAGE	● BETTER
Peacehealth Medical Group Cordata	■ AVERAGE	■ AVERAGE	■ AVERAGE	■ AVERAGE	■ AVERAGE
Peacehealth Medical Group Medical Office Plaza	■ AVERAGE	■ AVERAGE	■ AVERAGE	● BETTER	■ AVERAGE
Peacehealth Southwest Medical Center	● BETTER	● BETTER	■ AVERAGE	● BETTER	● BETTER
Peninsula Community Health Services*	▼ WORSE	▼ WORSE	▼ WORSE	■ AVERAGE	▼ WORSE
Bremerton Medical Clinic - Peninsula Community Health Services*	▼ WORSE	▼ WORSE	▼ WORSE	■ AVERAGE	▼ WORSE
Port Orchard Medical Clinic - Peninsula Community Health Services*	■ AVERAGE	▼ WORSE	■ AVERAGE	■ AVERAGE	■ AVERAGE
Pioneer Family Practice, PLLC	● BETTER	● BETTER	■ AVERAGE	■ AVERAGE	■ AVERAGE
Providence Medical Group - Southwest	■ AVERAGE	■ AVERAGE	■ AVERAGE	■ AVERAGE	■ AVERAGE
Centralia Internal Medicine	▼ WORSE	▼ WORSE	▼ WORSE	■ AVERAGE	▼ WORSE
St Peter Family Practice	■ AVERAGE	■ AVERAGE	● BETTER	■ AVERAGE	● BETTER
Providence Medical Group - Spokane	■ AVERAGE	■ AVERAGE	● BETTER	■ AVERAGE	■ AVERAGE
Providence Family Medicine - Northpointe	■ AVERAGE	▼ WORSE	■ AVERAGE	■ AVERAGE	▼ WORSE
Providence Family Medicine And Maternity Care	■ AVERAGE	■ AVERAGE	■ AVERAGE	● BETTER	■ AVERAGE
Providence Medical Group - Eastern Washington Family Medicine North	■ AVERAGE	■ AVERAGE	■ AVERAGE	■ AVERAGE	■ AVERAGE
Providence Medical Group - Eastern Washington Internal Medicine	● BETTER	● BETTER	● BETTER	■ AVERAGE	● BETTER
Providence Medical Group - Eastern Washington Newmg Colville Clinic	■ AVERAGE	■ AVERAGE	■ AVERAGE	■ AVERAGE	■ AVERAGE
Providence Medical Group - Family Medicine Spokane Valley	■ AVERAGE	● BETTER	● BETTER	■ AVERAGE	■ AVERAGE
Providence Northeast Washington Medical Group	■ AVERAGE	■ AVERAGE	■ AVERAGE	■ AVERAGE	■ AVERAGE
Providence Medical Group- Southeast	■ AVERAGE	■ AVERAGE	● BETTER	■ AVERAGE	● BETTER
Providence Medical Group- Family Medicine	■ AVERAGE	▼ WORSE	■ AVERAGE	▼ WORSE	▼ WORSE
Providence Medical Group- Internal Medicine	● BETTER	● BETTER	● BETTER	● BETTER	● BETTER
Providence Physicians Group - Northwest	■ AVERAGE	■ AVERAGE	● BETTER	■ AVERAGE	■ AVERAGE
Providence Physicians Group - Harbour Pointe Clinic	■ AVERAGE	■ AVERAGE	■ AVERAGE	■ AVERAGE	■ AVERAGE
Providence Physicians Group - Mill Creek	■ AVERAGE	■ AVERAGE	■ AVERAGE	● BETTER	■ AVERAGE

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Providence Physicians Group - Northwest	■ AVERAGE	■ AVERAGE	● BETTER	■ AVERAGE	■ AVERAGE
Providence Physicians Group - Monroe Family Practice	■ AVERAGE	■ AVERAGE	● BETTER	■ AVERAGE	■ AVERAGE
Pullman Family Medicine	■ AVERAGE	■ AVERAGE	▼ WORSE	▼ WORSE	■ AVERAGE
Samaritan Healthcare	▼ WORSE	■ AVERAGE	■ AVERAGE	■ AVERAGE	■ AVERAGE
Sea Mar Community Health Centers*	▼ WORSE	▼ WORSE	▼ WORSE	▼ WORSE	▼ WORSE
Sea Mar Community Health Centers - Bellingham Medical*	▼ WORSE	■ AVERAGE	■ AVERAGE	▼ WORSE	■ AVERAGE
Sea Mar Community Health Centers - Mt Vernon Medical*	▼ WORSE	▼ WORSE	▼ WORSE	■ AVERAGE	■ AVERAGE
Sea Mar Community Health Centers - Tacoma*	▼ WORSE	▼ WORSE	▼ WORSE	▼ WORSE	■ AVERAGE
Sea Mar Community Health Centers - Vancouver Medical*	▼ WORSE	▼ WORSE	▼ WORSE	▼ WORSE	▼ WORSE
Sequim Medical Associates	● BETTER	● BETTER	● BETTER	● BETTER	● BETTER
Skagit Regional Health	▼ WORSE	■ AVERAGE	▼ WORSE	▼ WORSE	▼ WORSE
Cascade Skagit Health Alliance	▼ WORSE	▼ WORSE	▼ WORSE	■ AVERAGE	▼ WORSE
Skagit Regional Clinics - Family Medicine	▼ WORSE	■ AVERAGE	■ AVERAGE	■ AVERAGE	■ AVERAGE
Skagit Regional Clinics - Internal Medicine	▼ WORSE	■ AVERAGE	■ AVERAGE	▼ WORSE	■ AVERAGE
Skagit Regional Clinics - Residency Clinic	■ AVERAGE	■ AVERAGE	■ AVERAGE	▼ WORSE	■ AVERAGE
Skagit Regional Clinics - Sedro-Woolley	▼ WORSE	■ AVERAGE	▼ WORSE	▼ WORSE	▼ WORSE
Skagit Regional Clinics - Stanwood	▼ WORSE	■ AVERAGE	■ AVERAGE	■ AVERAGE	■ AVERAGE
Snoqualmie Valley Hospital	▼ WORSE	■ AVERAGE	▼ WORSE	■ AVERAGE	■ AVERAGE
Sound Family Medicine	▼ WORSE	● BETTER	■ AVERAGE	■ AVERAGE	■ AVERAGE
Sound Family Medicine - Bonney Lake	■ AVERAGE	■ AVERAGE	■ AVERAGE	■ AVERAGE	● BETTER
Sound Family Medicine - Puyallup	▼ WORSE	● BETTER	● BETTER	■ AVERAGE	● BETTER
Sound Family Medicine - Puyallup 10th Street (Hartland)	■ AVERAGE	■ AVERAGE	▼ WORSE	■ AVERAGE	▼ WORSE
Sound Family Medicine - Sunrise	■ AVERAGE	■ AVERAGE	■ AVERAGE	■ AVERAGE	■ AVERAGE
South Hill General Medical Clinic	● BETTER	▼ WORSE	▼ WORSE	▼ WORSE	▼ WORSE
South Island Medical	■ AVERAGE	● BETTER	■ AVERAGE	■ AVERAGE	■ AVERAGE

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Washington average:	56.6%	83.5%	68%	74.6%	74.1%
Southlake Clinic	WORSE	WORSE	AVERAGE	WORSE	AVERAGE
Spokane Internal Medicine	AVERAGE	AVERAGE	BETTER	BETTER	BETTER
Summit Pacific Medical Center	WORSE	AVERAGE	AVERAGE	AVERAGE	AVERAGE
Summit View Clinic	BETTER	BETTER	AVERAGE	AVERAGE	AVERAGE
Swedish Medical Group	AVERAGE	BETTER	BETTER	BETTER	BETTER
Swedish Bainbridge Primary Care	AVERAGE	BETTER	BETTER	AVERAGE	BETTER
Swedish Ballard Primary Care	BETTER	BETTER	BETTER	BETTER	BETTER
Swedish Central Seattle Primary Care	AVERAGE	AVERAGE	AVERAGE	AVERAGE	AVERAGE
Swedish Downtown Seattle Primary Care	AVERAGE	AVERAGE	AVERAGE	AVERAGE	AVERAGE
Swedish Edmonds Birth And Family Clinic	AVERAGE	BETTER	BETTER	AVERAGE	AVERAGE
Swedish Factoria Primary Care	AVERAGE	AVERAGE	AVERAGE	WORSE	AVERAGE
Swedish Greenlake Primary Care	BETTER	BETTER	BETTER	BETTER	BETTER
Swedish Internal Medicine At Edmonds	WORSE	WORSE	WORSE	AVERAGE	WORSE
Swedish Issaquah Primary Care	AVERAGE	AVERAGE	BETTER	AVERAGE	BETTER
Swedish Magnolia Primary Care	BETTER	BETTER	AVERAGE	AVERAGE	BETTER
Swedish Mercer Island Primary Care	AVERAGE	AVERAGE	AVERAGE	AVERAGE	AVERAGE
Swedish Mill Creek Primary Care	AVERAGE	AVERAGE	AVERAGE	AVERAGE	WORSE
Swedish Pine Lake Primary Care	AVERAGE	AVERAGE	AVERAGE	AVERAGE	AVERAGE
Swedish Queen Anne Primary Care	AVERAGE	AVERAGE	AVERAGE	AVERAGE	AVERAGE
Swedish Redmond Primary Care	AVERAGE	AVERAGE	AVERAGE	AVERAGE	AVERAGE
Swedish Richmond Beach Primary Care	AVERAGE	AVERAGE	AVERAGE	AVERAGE	AVERAGE
Swedish South Lake Union Primary Care	AVERAGE	BETTER	AVERAGE	AVERAGE	AVERAGE
Swedish West Seattle Primary Care	AVERAGE	AVERAGE	AVERAGE	AVERAGE	AVERAGE

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Washington average:	56.6%	83.5%	68%	74.6%	74.1%
The Doctors Clinic	■ AVERAGE	■ AVERAGE	■ AVERAGE	■ AVERAGE	■ AVERAGE
The Doctors Clinic - Poulsbo	■ AVERAGE	■ AVERAGE	■ AVERAGE	■ AVERAGE	■ AVERAGE
The Doctors Clinic - Silverdale	■ AVERAGE	■ AVERAGE	■ AVERAGE	■ AVERAGE	■ AVERAGE
The Doctors' Clinic Of Spokane	● BETTER	■ AVERAGE	■ AVERAGE	● BETTER	■ AVERAGE
The Everett Clinic	■ AVERAGE	■ AVERAGE	■ AVERAGE	● BETTER	■ AVERAGE
The Everett Clinic - Founders Building	■ AVERAGE	■ AVERAGE	■ AVERAGE	■ AVERAGE	▼ WORSE
The Everett Clinic - Harbour Pointe	■ AVERAGE	■ AVERAGE	■ AVERAGE	■ AVERAGE	● BETTER
The Everett Clinic - Lake Stevens	▼ WORSE	▼ WORSE	■ AVERAGE	■ AVERAGE	▼ WORSE
The Everett Clinic - Marysville	■ AVERAGE	■ AVERAGE	■ AVERAGE	● BETTER	■ AVERAGE
The Everett Clinic - Mill Creek	■ AVERAGE	■ AVERAGE	■ AVERAGE	■ AVERAGE	■ AVERAGE
The Everett Clinic - Silver Lake	● BETTER	■ AVERAGE	■ AVERAGE	■ AVERAGE	■ AVERAGE
The Everett Clinic - Smokey Point	■ AVERAGE	■ AVERAGE	■ AVERAGE	■ AVERAGE	■ AVERAGE
The Everett Clinic - Snohomish	● BETTER	■ AVERAGE	■ AVERAGE	■ AVERAGE	■ AVERAGE
The Everett Clinic - Stanwood	■ AVERAGE	■ AVERAGE	■ AVERAGE	■ AVERAGE	▼ WORSE
The Polyclinic	● BETTER	● BETTER	■ AVERAGE	● BETTER	● BETTER
The Polyclinic - Ballard	● BETTER	● BETTER	■ AVERAGE	● BETTER	● BETTER
The Polyclinic - Downtown	● BETTER	■ AVERAGE	■ AVERAGE	■ AVERAGE	● BETTER
The Polyclinic - Madison Center	● BETTER	■ AVERAGE	● BETTER	● BETTER	● BETTER
The Polyclinic - Northgate	● BETTER	● BETTER	■ AVERAGE	■ AVERAGE	● BETTER
The Vancouver Clinic	● BETTER	● BETTER	■ AVERAGE	● BETTER	● BETTER
The Vancouver Clinic - 87th Avenue	■ AVERAGE	■ AVERAGE	■ AVERAGE	■ AVERAGE	■ AVERAGE
The Vancouver Clinic - Battle Ground	● BETTER	● BETTER	● BETTER	● BETTER	● BETTER
The Vancouver Clinic - Columbia Tech Center	● BETTER	■ AVERAGE	■ AVERAGE	■ AVERAGE	■ AVERAGE
The Vancouver Clinic - Salmon Creek	■ AVERAGE	■ AVERAGE	■ AVERAGE	■ AVERAGE	● BETTER
Three Rivers Family Medicine	■ AVERAGE	● BETTER	■ AVERAGE	■ AVERAGE	● BETTER

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Totem Lake Family Medicine	 BETTER	 BETTER	 AVERAGE	 AVERAGE	 BETTER
Tri-Cities Community Health*	 WORSE	 WORSE	 WORSE	 WORSE	 WORSE
Richland Medical*	 WORSE	 AVERAGE	 AVERAGE	 WORSE	 AVERAGE
Tri-State Memorial Hospital & Medical Center	 AVERAGE	 AVERAGE	 AVERAGE	 AVERAGE	 AVERAGE
Tri-State Family Practice	 AVERAGE	 AVERAGE	 AVERAGE	 AVERAGE	 AVERAGE
Tri-State Memorial Hospital & Medical Campus	 AVERAGE	 AVERAGE	 AVERAGE	 AVERAGE	 AVERAGE
Trios Medical Group	 AVERAGE	 WORSE	 AVERAGE	 AVERAGE	 AVERAGE
Tumwater Family Practice Clinic	 AVERAGE	 AVERAGE	 AVERAGE	 AVERAGE	 AVERAGE
Unity Care Northwest*	 AVERAGE	 AVERAGE	 AVERAGE	 BETTER	 BETTER
University Of Washington Medical Center	 AVERAGE	 BETTER	 BETTER	 BETTER	 BETTER
Hall Health Center	 BETTER	 BETTER	 BETTER	 BETTER	 BETTER
University Of Washington Medical Center - General Internal Medicine Clinic	 AVERAGE	 AVERAGE	 AVERAGE	 BETTER	 BETTER
UW Medicine - Valley Medical Group	 AVERAGE	 BETTER	 BETTER	 BETTER	 AVERAGE
Valley Medical Group - Cascade Primary Care	 AVERAGE	 AVERAGE	 AVERAGE	 AVERAGE	 WORSE
Valley Medical Group - Covington Primary Care	 WORSE	 AVERAGE	 BETTER	 AVERAGE	 AVERAGE
Valley Medical Group - Fairwood Primary Care	 AVERAGE	 BETTER	 BETTER	 AVERAGE	 AVERAGE
Valley Medical Group - Kent Primary Care	 AVERAGE	 AVERAGE	 AVERAGE	 AVERAGE	 AVERAGE
Valley Medical Group - Lake Sawyer Primary Care	 AVERAGE	 AVERAGE	 AVERAGE	 BETTER	 BETTER
Valley Medical Group - Maple Valley Primary Care	 AVERAGE	 BETTER	 BETTER	 BETTER	 BETTER
Valley Medical Group - Newcastle Primary Care	 BETTER	 AVERAGE	 AVERAGE	 AVERAGE	 AVERAGE
Valley Medical Group - Renton Highlands Primary Care	 AVERAGE	 AVERAGE	 AVERAGE	 BETTER	 AVERAGE
Valley Medical Group - Valley Family Medicine	 AVERAGE	 BETTER	 BETTER	 AVERAGE	 AVERAGE
UW Neighborhood Clinics	 WORSE	 BETTER	 AVERAGE	 BETTER	 AVERAGE
UW Neighborhood Ballard Clinic	 AVERAGE	 AVERAGE	 AVERAGE	 BETTER	 AVERAGE
UW Neighborhood Belltown Clinic	 AVERAGE	 BETTER	 BETTER	 BETTER	 BETTER

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UW Neighborhood Clinics	WORSE	BETTER	AVERAGE	BETTER	AVERAGE
UW Neighborhood Factoria Clinic	WORSE	BETTER	AVERAGE	WORSE	BETTER
UW Neighborhood Federal Way Clinic	WORSE	AVERAGE	AVERAGE	AVERAGE	AVERAGE
UW Neighborhood Issaquah Clinic	WORSE	AVERAGE	AVERAGE	AVERAGE	WORSE
UW Neighborhood Kent/Des Moines Clinic	AVERAGE	AVERAGE	AVERAGE	AVERAGE	AVERAGE
UW Neighborhood Northgate Clinic	AVERAGE	BETTER	AVERAGE	BETTER	AVERAGE
UW Neighborhood Olympia Clinic	AVERAGE	AVERAGE	WORSE	BETTER	AVERAGE
UW Neighborhood Ravenna Clinic	AVERAGE	AVERAGE	AVERAGE	BETTER	AVERAGE
UW Neighborhood Shoreline Clinic	AVERAGE	AVERAGE	AVERAGE	AVERAGE	AVERAGE
UW Neighborhood Smokey Point Clinic	AVERAGE	AVERAGE	AVERAGE	AVERAGE	AVERAGE
UW Neighborhood Woodinville Clinic	WORSE	BETTER	BETTER	AVERAGE	BETTER
Virginia Mason Medical Center	AVERAGE	BETTER	BETTER	AVERAGE	BETTER
Virginia Mason Bainbridge Island Medical Center	WORSE	AVERAGE	AVERAGE	WORSE	BETTER
Virginia Mason Bellevue Medical Center	BETTER	AVERAGE	BETTER	BETTER	AVERAGE
Virginia Mason Federal Way Medical Center	WORSE	AVERAGE	AVERAGE	AVERAGE	AVERAGE
Virginia Mason Hospital And Seattle Medical Center	AVERAGE	BETTER	BETTER	AVERAGE	BETTER
Virginia Mason Issaquah Medical Center	BETTER	AVERAGE	AVERAGE	AVERAGE	AVERAGE
Virginia Mason Kirkland Medical Center	BETTER	BETTER	BETTER	AVERAGE	BETTER
Virginia Mason Lynnwood Medical Center	AVERAGE	BETTER	AVERAGE	AVERAGE	AVERAGE
Walla Walla Clinic	AVERAGE	AVERAGE	AVERAGE	WORSE	AVERAGE
Western Washington Medical Group	BETTER	BETTER	BETTER	AVERAGE	BETTER
Western Washington Medical Group - Snohomish Family Medicine	AVERAGE	AVERAGE	BETTER	AVERAGE	AVERAGE
Western Washington Medical Group Clinics - Everett Family Medicine	AVERAGE	WORSE	AVERAGE	AVERAGE	AVERAGE
Western Washington Medical Group Clinics - Lake Serene Primary Care/ Walk-In	BETTER	AVERAGE	AVERAGE	AVERAGE	AVERAGE
Western Washington Medical Group Clinics - Marysville Family Medicine	AVERAGE	BETTER	BETTER	AVERAGE	BETTER

Results for Primary Care Medical Groups and Clinics in Washington State

Medical Group / Clinic (in alphabetical order):	Timely Care & Info	Provider Communication	Care Coordination	Helpful Office Staff	Overall Provider Rating
Washington average:	56.6%	83.5%	68%	74.6%	74.1%
Western Washington Medical Group	 BETTER	 BETTER	 BETTER	 AVERAGE	 BETTER
Western Washington Medical Group Clinics - Whitehorse Family Medicine	 AVERAGE	 BETTER	 BETTER	 AVERAGE	 BETTER
Whidbey General Hospital And Clinics	 AVERAGE	 WORSE	 AVERAGE	 AVERAGE	 AVERAGE
Whidbey Island Internal Medicine	 BETTER	 AVERAGE	 BETTER	 BETTER	 BETTER
Whitman Medical Group	 BETTER	 BETTER	 BETTER	 AVERAGE	 BETTER
Willapa Harbor Hospital	 BETTER	 WORSE	 WORSE	 BETTER	 WORSE
Yakima Valley Farm Workers Clinic*	 WORSE	 WORSE	 WORSE	 WORSE	 AVERAGE
Family Medical Center - Walla Walla*	 WORSE	 AVERAGE	 AVERAGE	 AVERAGE	 AVERAGE
Toppenish Medical-Dental Clinic*	 AVERAGE	 AVERAGE	 AVERAGE	 WORSE	 AVERAGE
Yelm Family Medicine	 BETTER	 AVERAGE	 AVERAGE	 AVERAGE	 BETTER

* Federally Qualified Health Centers

Other important findings from the Patient Experience Survey

The following results reflect the Washington state average.

Patient engagement regarding their health

DID ANYONE IN THIS PROVIDER'S OFFICE TALK WITH YOU ABOUT SPECIFIC GOALS FOR YOUR HEALTH ?	
Yes	No
66.7%	33.3%

Top Box (Yes) range of performance across Washington clinics* = 43.5% - 86.7%

DID ANYONE IN THIS PROVIDER'S OFFICE ASK YOU IF THERE ARE THINGS THAT MAKE IT HARD FOR YOU TO TAKE CARE OF YOUR HEALTH?	
Yes	No
38.2%	61.8%

Top Box (Yes) range of performance across Washington clinics* = 21.7% - 65.1%

DID YOU AND YOUR PROVIDER TALK ABOUT A HEALTHY DIET AND HEALTHY EATING HABITS?		
Yes, definitely	Yes, somewhat	No
39.1%	31.5%	29.4%

Top Box (Yes definitely) range of performance across Washington clinics* = 20.7% - 70.4%

DID YOU AND THIS PROVIDER TALK ABOUT THE EXERCISE OR PHYSICAL ACTIVITY YOU GET?		
Yes, definitely	Yes, somewhat	No
49.2%	32.1%	18.7%

Top Box (Yes definitely) range of performance across Washington clinics* = 25.3% - 77.5%

*Range of performance shown as lowest scoring and highest scoring medical clinic.

DID THIS PROVIDER EVER ASK YOU WHETHER THERE WAS A PERIOD OF TIME WHEN YOU FELT SAD, EMPTY OR DEPRESSED?	
Yes	No
58.0%	42.0%

Top Box (Yes) Range of performance across Washington clinics* = 20.7% - 87.5%

Advice about smoking, vaping and other tobacco use

Thirteen percent (13.1%) of respondents say that they now smoke cigarettes, vape or use other tobacco or nicotine products some days or every day. Among these respondents:

HOW OFTEN WERE YOU ADVISED TO QUIT BY YOUR PRIMARY CARE PROVIDER?	
Never	11.4%
Sometimes	16.7%
Usually	22.0%
Always	49.9%

Top Box (Always) Range of performance across Washington clinics* = 0% - 100%

Use of handheld devices and impact on patient experience

Because provider-patient communication is so important, we asked about the impact of technology. The news here is good, with less than 4% of respondents saying that the provider’s use of a computer or handheld device makes it harder to talk.

DID THIS PROVIDER’S USE OF A COMPUTER OR HANDHELD DEVICE MAKE IT HARDER OR EASIER FOR YOU TO TALK WITH HIM OR HER?		
Harder	Not harder or easier	Easier
3.5%	61.1%	35.3%

Information about the cost of care

The following results are for patients who indicated they needed health care services beyond what is provided in a routine office visit (such as a treatment, procedure or prescription medicine).

BEFORE GETTING THIS HEALTH CARE SERVICE, DID THIS PROVIDER OR SOMEONE IN THIS PROVIDER’S OFFICE HELP YOU FIND OUT HOW MUCH YOU WOULD HAVE TO PAY FOR IT?	
Yes	No
27.0%	73.0%

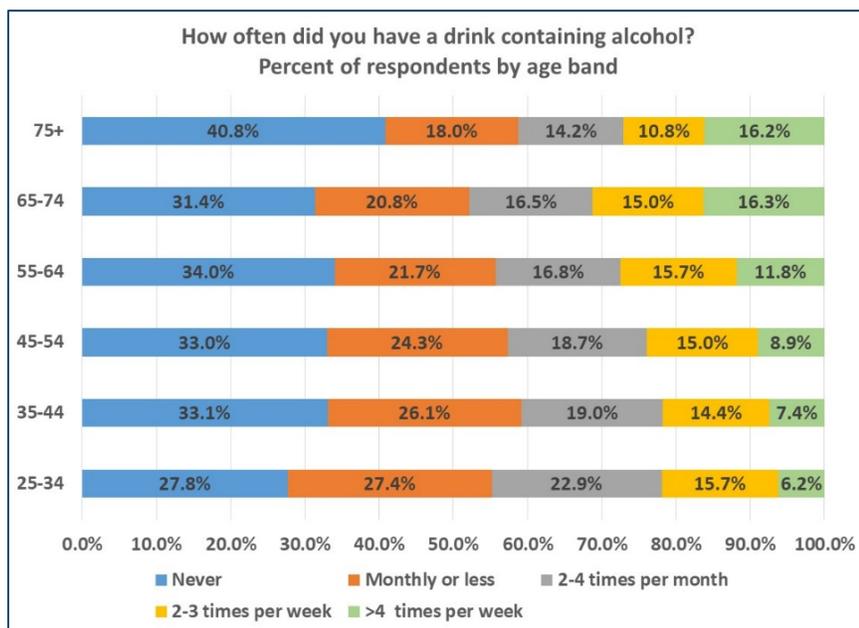
Alcohol use and advice about drinking less or not to drink

The Alliance was asked by the Governor’s Performance Measures Coordinating Committee to include the following questions in this year’s patient experience survey. The U.S. Preventive Services Task Force recommends preventive alcohol screening followed by brief interventions for adults drinking at risky levels, because rigorous trials have shown that brief interventions decrease drinking in patients drinking at unhealthy levels. As a result, such screening and brief interventions are considered an essential benefit under the Affordable Care Act. Validated single item screening questions about so-called “binge drinking” are often used to identify patients who could benefit from brief alcohol interventions. Explicit advice to drink below recommended limits or to not drink is a key element of brief alcohol interventions with demonstrated efficacy in primary care. As a result, patient reports of alcohol-related advice on patient experience surveys has been recommended as a quality measure for preventive alcohol-related brief interventions.

The results of this survey indicate that male respondents have a drink containing alcohol four or more times a week about twice as often as women.

HOW OFTEN DID YOU HAVE A DRINK CONTAINING ALCOHOL?			
	Overall	Men	Women
Never	33.5%	30.7%	35.2%
Monthly or less	22.5%	17.9%	25.2%
2 to 4 times a month	17.5%	17.9%	17.2%
2 to 3 times a week	14.8%	16.9%	13.5%
4 or more times a week	11.7%	16.5%	8.8%

The frequency of having a drink containing alcohol changes with age.



There was a survey question related to unhealthy alcohol use. This varies by gender and age. Approximately 35% of males and 21% of females respond that they have five or more drinks on one occasion, at least some of the time.

HOW OFTEN DID YOU HAVE FIVE OR MORE DRINKS ON ONE OCCASION?			
	Overall	Male	Female
Never	73.4%	65.4%	78.6%
Less than monthly	17.1%	19.8%	15.4%
Monthly	5.4%	7.9%	3.8%
Weekly	3.0%	5.2%	1.6%
Daily or almost daily	1.0%	1.6%	0.6%

Among those respondents who reported having five or more drinks on one occasion, considered unhealthy alcohol use or binge drinking, we examined whether their primary care provider or other health care provider advised them about drinking (to drink less or not to drink at all). Results of the survey reveal that 37.1% of adults (29.4% of women and 44.4% of men) who screen positive for risky drinking report receipt of advice to drink less or not to drink at all. The probability of reporting brief alcohol-related advice increased as the frequency of binge drinking increased. This likely reflects that alcohol-related advice is focused on the most severely affected patients with alcohol use disorders. Still, over one quarter of respondents (26.4%) reporting that they have 5 or more drinks daily or almost daily also reported that they did not receive advice to drink less or not at all.

IN THE PAST 12 MONTHS, HOW OFTEN DID YOU HAVE 5 OR MORE DRINKS ON ONE OCCASION?	IN THE PAST 12 MONTHS, HAS THIS PROVIDER OR OTHER HEALTH CARE PROVIDER ADVISED YOU ABOUT DRINKING (TO DRINK LESS OR NOT TO DRINK AT ALL)?	
	% of Patients – YES	% of Patients - No
Less than monthly	28.8%	71.21%
Monthly	44.1%	55.9%
Weekly	59.4%	40.6%
Daily or almost daily	73.6%	26.4%
Total	37.1%	62.9%
Women Total	29.4%	70.6%
Men Total	44.4%	55.6%

2017 survey respondent characteristics

This table displays self-reported demographics and health status information for patients who responded to this survey.

AGE	
25 to 34 years	7.0%
35 to 44 years	10.0%
45 to 54 years	18.2%
55 to 64 years	35.2%
65 to 74 years	18.9%
75 or older	10.5%
GENDER	
Male	37.7%
Female	62.3%
EDUCATION	
8 th grade or less	1.4%
Some high school, but did not graduate	3.7%
High school graduate or GED	18.4%
Some college or 2-year degree	35.8%
4-year college graduate	17.3%
More than 4-year college degree	23.4%
GENERAL HEALTH	
Excellent	10.0%
Very good	32.4%
Good	37.7%
Fair	16.0%
Poor	3.9%
MENTAL HEALTH	
Excellent	22.0%
Very good	34.0%
Good	28.8%
Fair	12.2%
Poor	3.0%
RACE**	
White	87.1%
Black or African American	3.1%
Asian	5.8%
Native Hawaiian or other Pacific Islander	1.0%
American Indian or Alaskan Native	2.4%
Other	4.6%
ETHNICITY	
Hispanic or Latino	4.7%

**Percentage may not add to 100% because respondents could choose more than one category.

About this survey

The Center for the Study of Services (CSS) administered the survey on behalf of the Alliance. Initially, there were 364 clinics (with four or more primary care providers) across Washington that were included in the survey. The sample was randomly selected from a complete list of eligible patients provided by six participating commercial and Medicaid health plans. Eligible patients were defined as patients who were 25 years old or older with a qualifying primary care visit between July 1, 2016 and May 31, 2017. Completed survey responses enable reporting of results for 114 medical groups and 351 clinics. There were 13 clinics included in the survey that did not reach the number of responses necessary to be publicly reportable on any of the five measures. Not all medical groups and clinics have publicly reportable results for ALL five measures.

The survey was available in English and Spanish. The survey was fielded by email and in the mail. The initial email invitation was sent on July 31, 2017. For sample members who did not respond via email (or for sample members who did not have a provided email address), the questionnaire with cover letter was mailed on August 31, 2017. Respondents had the choice of completing the paper survey or responding online. Responses were collected through December 1, 2017.

The Washington Health Alliance Patient Experience Survey is based on the Consumer Assessment of Healthcare Providers and Systems (CAHPS) Clinician & Group Survey 3.0, also known as CG-CAHPS. CAHPS surveys are the most widely used surveys for assessing patient experience of care in the U.S., and have undergone rigorous scientific development and testing to ensure validity and reliability. All core questions from the CG-CAHPS survey were used in the Alliance's survey in addition to several supplemental questions that were approved by the Alliance's Quality Improvement Committee.

A copy of the survey is available upon request.

Privacy and data security

The Alliance and its staff did not have access to any patient identifiable information at any time during this process. All protected health information received by CSS to implement this survey was used only for the survey and no other purpose. All of CSS's guidelines for data security adhere to HIPAA (Health Insurance Portability and Accountability Act) and the HITECH (Health Information Technology for Economic and Clinical Health) Act. CSS has successfully completed a SOC 2 review during which their privacy and security policies, their data management systems, and their IT infrastructure were tested by an independent external auditor.



ABOUT THE ALLIANCE

The Washington Health Alliance is a place where stakeholders work collaboratively to transform Washington state's health care system for the better. The Alliance brings together organizations that share a commitment to drive change in our health care system by offering a forum for critical conversation and aligned efforts by stakeholders: purchasers, providers, health plans, consumers and other health care partners. The Alliance believes strongly in transparency and offers trusted and credible reporting of progress on measures of health care quality and value.

The Alliance is a nonpartisan 501 (c) (3) nonprofit with more than 185 member organizations. A cornerstone of the Alliance's work is the Community Checkup, a report to the public comparing the performance of medical groups, hospitals and health plans and offering a community-level view on important measures of health care quality. (www.wacommunitycheckup.org)

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