



**MHQP 2005 STATEWIDE PATIENT EXPERIENCE SURVEY RESULTS  
ADULT PCP SURVEY ITEM FREQUENCIES  
(N=48,294)**

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**How Well Doctors Communicate with Patients**

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15. In the last 12 months, how often did your personal doctor explain things in a way that was easy to understand?

Never	0.4 %
Almost never	0.4 %
Sometimes	1.6 %
Usually	4.7 %
Almost always	10.5 %
Always	82.3 %

16. In the last 12 months, how often did your personal doctor listen carefully to you?

Never	0.5 %
Almost never	0.6 %
Sometimes	2.4 %
Usually	5.2 %
Almost always	10.2 %
Always	81.0 %

18. In the last 12 months, how often did your personal doctor give you clear instructions about what to do to take care of the health problems of symptoms that were bothering you?

Never	0.4 %
Almost never	0.6 %
Sometimes	2.4 %
Usually	4.9 %
Almost always	12.2 %
Always	79.4 %

19. In the last 12 months, how often did your personal doctor give you clear instructions about what to do if your symptoms got worse or came back?

Never	1.1 %
Almost never	0.9 %
Sometimes	2.4 %
Usually	5.0 %
Almost always	11.1 %
Always	79.5 %

26. In the last 12 months, how often did your personal doctor show respect for what you had to say?

Never	0.5 %
Almost never	0.6 %
Sometimes	2.1 %
Usually	4.8 %
Almost always	8.7 %
Always	83.2 %

27. In the last 12 months, how often did your personal doctor spend enough time with you?

Never	0.8 %
Almost never	1.3 %
Sometimes	3.1 %
Usually	7.5 %
Almost always	15.4 %
Always	71.8 %

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### How Well Doctors Know Their Patients

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25. In the last 12 months, how often did your personal doctor seem to know all the important information about your medical history?

Never	1.1 %
Almost never	1.3 %
Sometimes	4.1 %
Usually	9.2 %
Almost always	21.3 %
Always	62.9 %

28. How would you rate your personal doctor's knowledge of you as a person, including values and beliefs that are important to you?

Very poor	1.2 %
Poor	2.3 %
Fair	6.7 %
Good	14.0 %
Very good	26.5 %
Excellent	49.2 %

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### How Well Doctors Coordinate Care

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30. In the last 12 months, how often did your personal doctor seem informed and up-to-date about the care you received from specialist doctors?

Never	1.9 %
Almost never	2.1 %
Sometimes	4.7 %
Usually	10.3 %
Almost always	21.4 %
Always	59.6 %

34. In the last 12 months, when your personal doctor sent you for a blood test, x-ray or other test, how often did someone from your doctor's office follow up to give you the test results?

Never	4.5 %
Almost never	2.5 %
Sometimes	4.4 %
Usually	7.4 %
Almost always	13.3 %
Always	67.8 %

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### How Well Doctors Give Preventive Care and Advice

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20. In the last 12 months, did your personal doctor ever ask you about whether your health makes it hard to do the things you need to do each day (such as at work or home)?

Yes	53.9 %
No	46.1 %

23. In the last 12 months, did your personal doctor give you the help you needed to make changes in your habits or lifestyle that would improve your health or prevent illness?

Yes	93.0 %
No	7.0 %

21. In the last 12 months, did your personal doctor talk with you about specific things you could do to improve your health or prevent illness?

Yes	86.6 %
No	13.4 %

24. In the last 12 months, did your personal doctor's office remind you to get preventive care that you were due to receive (for example, flu shot, cancer screening, mammogram, eye exam)?

Yes	72.8 %
No	27.2 %

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## Getting Timely Appointments, Care, and Information

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5. In the last 12 months, when you called your personal doctor's office to get an appointment for care you needed right away, how often did you get an appointment as soon as you needed it?

Never	1.2 %
Almost never	1.2 %
Sometimes	4.4 %
Usually	8.5 %
Almost always	22.2 %
Always	62.5 %

7. In the last 12 months, when you scheduled an appointment for a check-up or routine care at your personal doctor's office, how often did you get an appointment as soon as you needed it?

Never	1.0 %
Almost never	1.6 %
Sometimes	4.9 %
Usually	12.5 %
Almost always	22.0 %
Always	57.9 %

9. In the last 12 months, when you called your personal doctor's office with a medical question during regular office hours, how often did you get an answer to your question that same day?

Never	1.9 %
Almost never	2.1 %
Sometimes	5.9 %
Usually	9.4 %
Almost always	23.8 %
Always	56.8 %

11. In the last 12 months, when you called your personal doctor's office after regular office hours, how often did you get the help or advice you needed?

Never	3.7 %
Almost never	2.0 %
Sometimes	4.9 %
Usually	7.4 %
Almost always	16.7 %
Always	65.3 %

12. In the last 12 months, when you had an appointment at your personal doctor's office, how often were you taken to the exam room within 15 minutes of your appointment time?

Never	4.2 %
Almost never	4.2 %
Sometimes	10.1 %
Usually	17.7 %
Almost always	28.1 %
Always	35.6 %

13. In the last 12 months, once you were in the exam room, how often did the person you were scheduled to see come in within 15 minutes?

Never	1.8 %
Almost never	2.2 %
Sometimes	6.5 %
Usually	14.5 %
Almost always	24.0 %
Always	50.9 %

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## Seeing Your Own Doctor

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14. In the last 12 months, when you had an appointment at your personal doctor's office, how often did you see your personal doctor (not a nurse or other provider from the doctor's office)?

Never	1.8 %
Almost never	1.6 %
Sometimes	4.3 %
Usually	5.8 %
Almost always	14.4 %
Always	72.1 %

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## Getting Quality Care from Other Doctors and Nurses in the Office

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38. In the last 12 months, how often did these other doctors and nurses at your personal doctor's office explain things in a way that was easy to understand?

Never	1.0 %
Almost never	1.7 %
Sometimes	5.7 %
Usually	11.1 %
Almost always	23.2 %
Always	57.3 %

39. In the last 12 months, how often did you feel that these other doctors and nurses at your personal doctor's office had all the information they needed to correctly diagnose and treat your health problems?

Never	1.2 %
Almost never	1.7 %
Sometimes	6.1 %
Usually	13.2 %
Almost always	25.5 %
Always	52.3 %

40. In the last 12 months, how often did these other doctors and nurses at your personal doctor's office spend enough time with you?

Never	0.8 %
Almost never	1.6 %
Sometimes	4.9 %
Usually	12.9 %
Almost always	22.0 %
Always	57.9 %

41. Overall, how would you rate the care you got in the last 12 months from these other doctors and nurses at your personal doctor's office?

Very poor	0.6 %
Poor	1.1 %
Fair	4.8 %
Good	15.0 %
Very good	34.2 %
Excellent	44.3 %

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### Getting Quality Care from Staff in the Doctor's Office

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42. In the last 12 months, how often were office staff at your personal doctor's office as helpful as you thought they should be?

Never	0.9 %
Almost never	1.7 %
Sometimes	5.9 %
Usually	13.6 %
Almost always	25.4 %
Always	52.5 %

43. In the last 12 months, how often did office staff at your personal doctor's office treat you with courtesy and respect?

Never	0.5 %
Almost never	1.0 %
Sometimes	3.7 %
Usually	9.3 %
Almost always	14.9 %
Always	70.6 %

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### Would you Recommend your Doctor to your Family and Friends?

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36. Would you recommend your personal doctor to your family and friends?

Definitely yes	73.0 %
Probably yes	17.4 %
Not sure	4.7 %
Probably not	2.8 %
Definitely not	2.0 %