Partnership HealthPlan of California

Primary Care Practice Patient-Experience Project Report

Practice:	**Initial Report Date:**
Street Address:	
City/County	**Phone:**
Submitted by:	**Email:**

Practices may use an existing patient experience survey, borrow one from another practice, or develop a survey. PHC will provide technical assistance on request to identify a survey instrument, develop data collection methodology, develop a plan for summarizing results, and assist developing action plans/timelines and measurement strategies. If you have any questions during development of your project or completing your final report, contact Andres Vigo at (707) 863-4219 or avigo@partnershiphp.org or Cindi Ardans at (707) 863-4216 or cardans@partnershiphp.org

Part I (due by December 31, 2010)

A. Select the practice team that will work on the patient experience project. Include staff in different functional areas in order for the project to be perceived as a practice-wide project. List your team members and each individual's function (add new rows to the table as needed).

Staff name	Title and/or function

B. Select a patient-experience survey instrument and attach a sample of any instrument(s) used. You may want to have one survey for pediatric patients and another for adults.

C. Describe your data collection plan for baseline measurement and remeasurement. Plan to conduct at least one round of surveys to obtain the baseline measurement **before November 30, 2010** so you will have time to analyze and select an opportunity for improvement for your report.

D. Describe your survey sample selection methodology. For example, did you mail surveys to all patients seen during a certain timeframe? Did you survey a sample of patients seen during an office visit and a sample of patients who have not been seen by mail? It's important not to survey only those patients seen, especially if the survey contains questions about access, because this may bias or invalidate your results. A sample size calculator and instructions are available at: http://www.gifted.uconn.edu/siegle/research/Samples/samplecalculator.htm

E. Describe the specific improvement opportunity, barriers, and processes or systems that the practice plans to implement in Phase II to improve their score in the area with opportunity for improvement. Please note that the changes must be new changes, not process changes that were already in progress.

F. Indicate the quantitative improvement goal and the timeframe for improvement. Describe a plan for measurement. Example:

> *Improve performance in the in the area of "Communication with Patient" from 60% Very Satisfied/Satisfied 75% Very Satisfied/Satisfied by June 30, 2011. Quarterly surveys will be conducted to monitor progress toward the goal. Final results and a closing report will be complete by June 30, 2010.*

Part II (due by July 30, 2011)

A. Describe progress status for each planned activity listed in Part I. Describe additional barriers encountered during implementation and how/if these were overcome.

B. List remeasurement results from a second or subsequent round of patient surveys. Compare results to the goal(s) established in Part I and evaluate the effectiveness of interventions implemented.

C. List any lessons learned, tools developed, best practices, and/or knowledge that you would like to share.

D. List future planned activities to obtain patient feedback and improve patient experience.

Instructions: Submit completed reports to Cindi Ardans, PHC QM/I Manager by the listed deadlines by one of the following methods:

- Email: (cardans@partnershiphp.org)
- Fax: 707-863-4316
- Mail: 360 Campus Lane, Suite 100, Fairfield, CA 94534