

**County of Solano
Community Healthcare Board
Regular Meeting**

February 21, 2024
12:00 pm – 2:00 pm
2101 Courage Drive, Fairfield, CA 94533
Room Location: Multi-Purpose Room

AGENDA

1) CALL TO ORDER – 12:00 PM

- a) Welcome
- b) Roll Call

2) APPROVAL OF THE FEBRUARY 21, 2024 AGENDA

3) PUBLIC COMMENT

This is the opportunity for the Public to address the Board on a matter not listed on the Agenda, but it must be within the subject matter jurisdiction of the Board. If you would like to make a comment, please announce your name and the topic you wish to comment and limit comments to three (3) minutes.

REGULAR CALENDAR

4) APPROVAL OF MINUTES

Approval of the January 17, 2023, draft meeting minutes.

5) CLINIC OPERATIONS REPORTS

Report submitted?

- | | |
|---|-----|
| a) Staffing Update – Natasha Hamilton | Yes |
| b) Credentialing Update – Desiree Bodiford | Yes |
| c) HRSA Grants Update(s) – Noelle Soto | No |
| i) UDS Initial Submission Progress | No |
| d) Grievances/Compliments – Rebecca Cronk | Yes |
| e) H&SS Compliance – Krista McBride | Yes |
| f) Finance & Revenue Cycle Management – Nina Delmendo | No |
| g) Referrals – Cynthia Coutee | No |
| h) OCHIN EPIC Update(s) – Dona Weissenfels | No |
| i) QI Update – Han Yoon | Yes |
| j) FHS Clinic Q-Matic Stats – Noelle Soto | Yes |

**County of Solano
Community Healthcare Board
Regular Meeting**

- 6) **CHB FOLLOW-UP TO CLINIC OPERATIONS REPORTS:**
- a) Follow-up Action requesting additional information on clinic operations reports.
 - i) The Board requested a report, of Healthcare breaches that occur within FHS, to be provided at each meeting – HSS Compliance, Krista McBride
- 7) **HRSA PROJECT OFFICER REPORT**
- a) Health Center HRSA Project Officer Update – Dona Weissenfels
 - i) Health Center Activities – Internal and External Update
 - ii) Strategic Plan Report Update
 - ii) Patient Satisfaction Survey – CAHPS (Consumer Assessment of Healthcare Providers Survey)
- 8) **BUSINESS GOVERNANCE**
- a) Review and consider approval of the Family Health Services (FHS) Sliding Fee Scale Policy Number: 100.03 – Nina Delmendo
 - i) **ACTION ITEM:** The Board will consider approval of the Family Health Services (FHS) Sliding Fee Scale Policy Number: 100.03
 - b) Review and consider approval of the Quarterly Quality Improvement Report – Han Yoon
 - i) **ACTION ITEM:** The Board will consider approval of the Quarterly Quality Improvement Report.
- 9) **DISCUSSION**
- a) Family Health Services (FHS) Marketing
 - b) Brown Act Training – Kelly Welsh
- 10) **BOARD MEMBER COMMENTS**
- 11) **CLOSED SESSION**
- i) Project Officer/CEO Evaluation Review
- 12) **ADJOURN: TO THE COMMUNITY HEALTHCARE BOARD MEETING OF:**
- DATE: March 20, 2024
- TIME: 12:00 pm – 2:00 pm
- LOCATION: Multi-Purpose Room
2201 Courage Drive
Fairfield, CA 94533



**County of Solano
Community Healthcare Board
DRAFT**

REGULAR GOVERNING BOARD MEETING MINUTES

Wednesday, January 17, 2024

In Person Meeting

Members Present:

At Roll Call: Michael Brown, Ruth Forney, Etta Cooper, Charla Griffith, Gerald Hase, Deborah Hillman, Don O'Conner, Tracee Stacy and Brandon Wirth.

Members Absent: Anthony Lofton, Sandra Whaley and Robert Wieda,

Staff Present:

Gerald Huber, Roger Robinson, Bela Matyas, Dr. Michele Leary, Dona Weissenfels, Cynthia Coutee, Rebecca Cronk, Pierce Leavell, Han Yoon, Girlie Jarumay, Nina Delmendo, Krista McBride, Marbeya Ellis, Natasha Hamilton, Dr. Reza Rajabian, Noelle Soto, Kelly Welsh, Danielle Seguerre-Seymour and Patricia Zuñiga.

1) Call to Order- 12:08 pm

- a) Welcome
- b) Roll Call

2) Approval of the January 17, 2024 Agenda

Discussion: Dr. Leary made a request to the Board to present Item 5i) "QI Update, under the "Clinical Operations Reports" agenda item 5), before Item 5a) "Staffing Update", because she was needed in the clinic to cover due to short staffing.

Motion: To approve the January 17, 2024, Agenda, with the change that Agenda Item 5i), "QI Update", be moved and presented before 5a), "Staffing Update".

Motion by: Don O'Conner and seconded by Deborah Hillman

Ayes: Michael Brown, Etta Cooper, Charla Griffith, Gerald Hase, Deborah Hillman, Don O'Conner, Tracee Stacy and Brandon Wirth.

Nays: None.

Abstain: Ruth Forney

Motion Carried

3) Public Comment

Board Member Don O'Conner announced that a Warming Station opened up in Vacaville, located on the corner of Elmira and Peabody Road. Board Clerk Patricia Zuñiga added that it would be open from 7:00pm – 7:00am, if the temperature dropped below 40 degrees and also that there would not be any law enforcement, as it deters the homeless.



County of Solano
Community Healthcare Board
DRAFT

Regular Calendar

4) Approval of Minutes

Approval of the December 20, 2023 Draft Minutes

Discussion: None.

Motion: To approve the December 20, 2023 Draft Minutes

Motion by: Tracee Stacy and seconded by Don O'Connor

Ayes: Michael Brown, Etta Cooper, Charla Griffith, Gerald Hase, Deborah Hillman, Don O'Conner, Tracee Stacy and Brandon Wirth.

Nays: None.

Abstain: Ruth Forney

Motion Carried

5) Clinic Operations Reports

i) QI update — Dr. Michele Leary

(Note: this item was approved by the Board to be presented before the "Staffing Update".)

- Dr. Leary introduced Han Yoon, the new Planning Analyst and that she was excited he was part of the Quality Team and very glad to have him onboard.
- She was also hopeful for three (3) Medical Assistants (MAs) to be added to the Quality Team soon.
- Dr. Leary mentioned that FHS is meeting multiple measure targets at the Fairfield Adult Clinic and that Fairfield Peds was a shining star with pediatrics measures.

a) Staffing Update — Dona Weissenfels

- Dona mentioned that Dr. Leary has been aggressively interviewing and hiring providers and close to bringing the last Clinic Physician Supervisor onboard.
- Dona stated the focus is hiring MAs, because the standard ratio is 2 MAs for each provider.
- Dona is also very excited to have Han join FHS and there have been interviews for Registered Nurses, Medical Assistants for the Call Center and for one (1) Licensed Clinical Social Worker (LCSW) for Mental Health support in the clinics. She feels good about filling the many vacancies.

b) Credentialing Update — Desiree Bodiford

- Desiree was unavailable, but the report was included in the packet for review. There were no questions from the Board.

c) HRSA Grants Update — Noelle Soto

- Noelle mentioned that it was UDS data collection time. They had their first kick-off meeting last week and will have weekly meetings. More to come.

d) Grievances/Compliments — Rebecca Cronk

- Rebecca reviewed the new graph that showed the grievances data from April through December 2023.



County of Solano Community Healthcare Board DRAFT

- Chair Brandon Wirth asked for an example of Category 1 and 2. Rebecca stated a Category 1 is when the patient is affected, but there was no harm. Category 2 is when a patient is affected and causes minimal harm, for example, when a patient was prescribed a medication, but the patient did not get their prescription in time.
- e) **Compliance** — Krista McBride
- Krista gave two updates:
 - 1 – The County Health and Social Services (H&SS), also referenced as County Welfare Department, must notify any complainant of their right to appeal a decision with the Department of Social Services. Any complaints involving a program other than Cal-Fresh, can file a Civil Rights complaint with the United States Department of Health and Human Services. Any discriminatory complaints can be based on any potential category including the classifications on the protected category of sex, which has been updated. She recommended that those present be aware of the changes in the protective category of sex. She noted that if anyone is interested in the details of Civil Rights involving the Protected Category of Sex, additional information is on the Department of Health Care Services (DHCS) and All County Letters, ACL 23-98.

Discussion ensued whether this information applied to FHS and it was noted by Dr. Matyas, the Solano County Health Officer, that Civil Rights applied to Public Health programs and not FHS. Board member Etta Cooper mentioned when a document is mentioned or referenced in a report, it would be helpful to also include the named document in the agenda packet.

- 2 – Compliance extended their provisions for privacy and security and continue the Privacy and Security Agreement with the Department of Healthcare Services. They continue to work under the same Data Privacy Agreement that has been in place since 2019. Compliance has been safeguarding Protected Health Information (PHI) and Personal Identifiable information (PII). Compliance is working to investigate all privacy breaches, complaints and any unauthorized access and disclosure of confidential information.

Chair Brandon Wirth asked whether in terms of security breaches, was it appropriate that the Board is provided a report of FHS or Health Care breaches that occur within the clinic and if that information is with the Compliance Team. Krista confirmed that was true and offered to the Board that Compliance could report on breaches involving FHS. The Board asked that a report of FHS breaches be reported to them each month, whether the number was zero (0) or more. Krista agreed to present an FHS Breach Report to the Board each month.

- f) **Finance & Revenue Cycle Management** — Nina Delmendo
- Nina mentioned that the FHS Quarterly Financial Report was on the agenda and up for Board approval. She mentioned one correction on page 3 of the Financial Report. In the upper section of "Other Charges", the \$158,351.00 should be in the "Interfund Services-Professional" and \$25,228.00 is in "Interfund Services- Other". For mor details, please reference the handout titled, "*FHS Quarterly Financial Report*".
 - Nina reviewed the new format and charts of the Revenue Cycle reports. For more details, please reference the handouts titled, "*Revenue Cycle – Unbilled Encounters as of 1/4/2024, December Total Encounters, Total Qualified Encounters FY 2023/24 (July 2023 – December*".



County of Solano
Community Healthcare Board
DRAFT

2023), and FHS Total Partnership Capitated Patients FY 2023/24". For more details, please reference the handout titled, "FHS Quarterly Financial Report".

g Referrals — Cynthia Coutee

- Cynthia reviewed the Referrals Report, which covered January – November 2023. For more details, please reference the handout titled, "Referrals".

h. Major Project Updates — Dona Weissenfels

- Dona mentioned that OCHIN EPIC, an electronic health record (EHR) is currently in the soft launch phase and the project officially begins in February. FHS has hired two (2) Project Management firms to help us, an IT Project Manager from NetraVine and Facktor Health will also help with the operational aspects of moving to another EHR. They will be on site January 29 – 31, 2024, getting acquainted and touring the clinics and having face-to-face meetings and establishing communications to move forward with the EPIC project. She mentioned that this was no small feat in working with H&SS Administration, IT, Fiscal, and Operations and all involved at the Clinic level, the County level and the vendors. The kick-off for this huge project will be at the end of the month.
- Dona mentioned that at some point she would prepare a status report on how the project is moving along.

i. (Note: This item was agreed by the Board to be presented before agenda item 5a). Please see above.)

j) FHS Clinic Q-Matic Stats — Noelle Soto

- Noelle reviewed the Q-Matic stats and clarified that of the number of patients served, not all patients who walk in have appointments with providers. Some see a provider which counts as an encounter, but others may have questions, or a lab appointment, or need to be triaged by a nurse or maybe need to pay a bill.

6) CHB Follow-up to Operational Clinic Reports:

a) Follow-up Action requesting additional information on Quality and other clinic reports.

- i.**
- This item was added per HRSA guidelines and will be a standing agenda item. It documents anything from the Clinic Operations Reports, that requires follow up, by the Board. Any follow up items requested by the Board, will be noted in the following month's agenda.
 - The Board asked that H&SS Compliance provide a monthly report on FHS privacy breaches, including the category and examples.

7) HRSA Project Officer Report

a) Health Center HRSA Project Officer Update – Dona Weissenfels

i. Health Center Activities – Internal and External Update

- Dona mentioned that new patient panels were still closed in Vacaville and Fairfield, due to the shortage of providers and MAs. With the focus on and effort of fast track hiring, the hope is to reopen these in late March or in April 2024.
- Dona announced that this week the clinics were awarded Equity Practice Transformation funding, which will pay up to \$3.75 million dollars for FHS participating in this funding stream One of the things that FHS would benefit is with the transition of (EPT) EHR (Electronic Health Records). EPT funding is designed and will help FHS half- way to move the clinics to APM (A P Method) of billing. It will also help put administration positions in place to make FHS stronger. The funding begins in February and there will be a webinar to share information. More to come.



County of Solano
Community Healthcare Board
DRAFT

- Dona gave an update on the HRSA (Health Resources Services Administration) VOSV (Virtual On Site Visit) audit that occurred in July 2023.
 - There were eight (8) conditions that were found and of those about half have been submitted for the Corrective Action Plan (CAP) and are waiting to receive word from HRSA if any of those have been cleared.
 - FHS still has the Co-Applicant Agreement between FHS and the Board of Supervisors to revise with HRSA's recommendations. Currently, it is being reviewed and discussed with FHS and H&SS Administration.
 - The NorthBay Contract is being worked on and needs to be approved.
 - After HRSA responds to those CAP items submitted, they will comment and then the clock will start ticking and there will be a 60-day deadline.
- ii. Strategic Plan Report Update
 - Dona notes this report will be presented at the next meeting.
- iii. Board membership recruitment update
 - Dona mentioned that a board member of the Asian – Pacific Islander background is still needed and asked for help in recruiting someone.

8) Business Governance

- a) Review and consider approval of the Quarterly Quality Improvement Report — Dr. Michele Leary
- i) **Action item:** The Board will consider approval of the Quarterly Quality Improvement Report

Discussion: It was recommended this voting on this item be postponed because Dr. Leary was unavailable to present it to the Board, so it will be presented at the next meeting.

Motion: None made. This item will be voted by the Board at a future meeting.

Motion by: None made.

Ayes: Vote not taken.

Nays: None.

Abstain: None.

Motion not made.

- b) Review and consider approval of the Quarterly Financial Report — Nina Delmendo
- i) **Action item:** The Board will consider approval of the Quarterly Financial Report.

Discussion: None.

Motion: To approve the Quarterly Financial Report.

Motion by: Deborah Hillman and seconded by Ruth Forney.



**County of Solano
Community Healthcare Board
DRAFT**

Ayes: Michael Brown, Etta Cooper, Ruth Forney, Charla Griffith, Gerald Hase, Deborah Hillman, Don O’Conner, Tracee Stacy and Brandon Wirth.

Nays: None.

Abstain: None.

Motion carried.

c) Board Nomination and Election for the Member At Large –

This will be an open vote process

1. Each Nominee will make a brief statement.
2. One person will be elected for the Member at Large position.
3. After votes are tallied, the Board will vote to approve the appointment of the Board member elected.
4. Election process will be turned over to the Community Healthcare Board Clerk, Patricia Zuñiga, to announce the appointment.

- i) **Action item:** The Board will consider and approve the appointment of the Board Member elected as the Member at Large.

Discussion: At the December Meeting, Anthony Lofton was nominated as the Member at Large. Although Board Member, Anthony Lofton was not present at this meeting, the Board moved forward and voted for the Member at Large. Legal Counsel, Kelly Welsh stated it was acceptable that the Board voted on the nominee, Anthony Lofton, as the Member at Large, although he was absent. It was not required he be present during the vote.

Motion: To approve Board Member Anthony Lofton as the Board Member at Large.

Motion by: Tracee Stacy and seconded by Deborah Hillman.

Ayes: Michael Brown, Etta Cooper, Ruth Forney, Charla Griffith, Gerald Hase, Deborah Hillman, Don O’Conner, Tracee Stacy and Brandon Wirth.

Nays: None.

Abstain: None.

Motion carried. The Board Clerk announced that Anthony Lofton was the Member at Large for 2024.

9) Discussion

a) Board Member Application received from Marbeya Ellis.

- i) The Executive Committee reviewed the Board Member Application submitted by Marbeya Ellis and recommends the Board’s approval for Marbeya Ellis to be appointed as an FHS Community Healthcare Board Member.



County of Solano
Community Healthcare Board
DRAFT

- ii) **Action Item:** The Board will consider Marbeya Ellis to be appointed as an FHS Community Healthcare Board Member.

Discussion: None.

Motion: To approve Marbeya Ellis to be appointed as an FHS Community Healthcare Board Member.

Motion by: Ruth Forney and seconded by Mike Brown.

Ayes: Michael Brown, Etta Cooper, Ruth Forney, Charla Griffith, Gerald Hase, Deborah Hillman, Don O’Conner, Tracee Stacy and Brandon Wirth.

Nays: None.

Abstain: None.

Motion carried.

- b) Board members review and sign the Annual Bylaws Appendix A, “Conflict of Interest” and “Oath of confidentiality” forms.
- Board Chair, Brandon Wirth advised those Board Members that were present to complete and turn in the two forms to the Board Clerk, before leaving the meeting.
- c) Family Health Services Rebranding, Marketing Campaign and Website Design.
- Dona Weissenfels made a request to the Board to postpone this agenda item to the February Meeting. The Board approved the change to the agenda.
- d) Robert’s Rules Review – Kelly Welsh
- The Board requested that Kelly present this review after “Board Member Comments” and it as agreed. *(This agenda item is noted below after Agenda Item 10) “Board Member Comments”.*

10) Board Member Comments

- i. Board member Tracee mentioned that she attended a Mental Health Board Meeting and shared what Kaiser is doing.
- ii. Board member Ruth Forney said that she was unable to attend the last board meetings due to a family emergency, so her absences were excused.

- 9) c) Robert’s Rules Review – Kelly Welsh
- Kelly presented the Robert’s Rules to the Board.

11) Closed Session

- i) Project Officer/CEO Evaluation Review

12) Adjourn: To the Community Healthcare Board Meeting of:

DATE: February 21, 2024
TIME: 12:00 p.m. — 2:00 p.m.
Location: Multi-Purpose Room



**County of Solano
Community Healthcare Board
DRAFT**

2101 Courage Drive
Fairfield, CA 94533

The Meeting was adjourned at 2:15 p.m.

Handouts

- CHB 12/20/2023 Draft Meeting Minutes
- Clinic Operations Report – FHS Staffing
- Clinic Operations Report – ESU Monthly Credentialing Report
- Clinic Operations Report – Grievance Report, April – December 2023
- Clinic Operations Report – Revenue Cycle – Unbilled Encounters as of 1/4/2024, December Total Encounters, Total Qualified Encounters FY 2023/24 (July 2023 – December 2023), and FHS Total Partnership Capitated Patients FY 2023/24
- Clinic Operations Report – Referrals, January – November 2023
- Clinic Operations Report – FHS Clinic Q-Matic Stats
- Clinic Operations Report – QIP Measure Graphs
- Quarterly Financial Report - Expenditure and Revenue as of December 2023
- Robert's Rules Presentation
- CHB 2024 Calendar

Community Health Care Board
Family Health Services Staffing Update
CHB Meeting Date: February 21, 2024

Number of Active Candidates - County
Nurse Practitioner - FF Adult - 2 (UHC Solutions)

Number of Active Candidates - Touro
Physician Assistant - 1

Number of Active Candidates - Locum Tenens
Nurse Practitioner - FF Adult & Peds - 1
Nurse Practitioner - FF Adult - 1

Number of Active Candidates - Volunteer
Clinic Physician (Board Cert) TB - 1

Open County Vacancies
Clinic Physician (Board Cert) - 1
Clinic Physician (Board Cert) Extra Help - 1
Clinic Registered Nurse - 1
Dental Assistant (Registered) 0.50 FTE - 1
Dental Assistant (Registered) - 1
Health Education Specialist Extra Help - 2
Medical Assistant - 1 <i>*pending*</i>
Medical Assistant Lead - 1 <i>*pending*</i>
Medical Records Technician, Sr Extra Help - 1
Mental Health Clinician (Licensed) - 1
Nurse Practitioner/Physician Assistant - 3
Nurse Practitioner/Physician Assistant Extra Help - 1

Interviews in Progress
Clinic Registered Nurse - 02/18/2024

Expected New Hires + Recently Hired Staff
*Clinic Physician Supervisor - VJO - 2/5/2024
*Medical Assistant - VJO Call Center - 2/5/2024
*Nurse Practitioner - Locum VV/FF - 1/29/2024
*Nurse Practitioner - Locum - FF Peds - Extending contract - 3/2024

**FHS Community Healthcare Board – Status Report February 2024:
FHS Credentialing, Provider Enrollment and Sanction Screening Activities**

Excluded Parties/Sanction Screening: 145

Month	Sanction Screening Number Screened/Verified	Sanction Screening Number Ineligible
January 2024 TOURO/LOCUMS	Touro/Locum Providers: 21	Exclusions Found: 0
January 2023 County – H&SS Employees/Candidates	H&SS Employees: 124	Exclusions Found: 0
Totals	TOTAL SCREENED: 145	Exclusions Found: 0

Credentialing: 9 Re-Credentialing: 8

Month	Number of Candidates' Credentials Verifications - (Re-)Started -	Number of Candidates' Partnership Provider Enrollments - Submitted for Partnership Approval -
January 2024 TOURO	<u>Active/Open: 3</u> Physician Assistant: 1 Clinic Physician: 2	Submitted to Partnership: -1- Approved by Partnership: -0- Pending Submission to Partnership: 1
January 2024 LOCUM	<u>Active/Open: 4</u> Nurse Practitioner: 4	Submitted to Partnership: -1- Approved by Partnership: -0- Pending Submission to Partnership: 1
January 2024 County H&SS Employees/ Candidates	<u>Active/Open: 10</u> Dentist Manager: 1 Supervising Physician –1 Clinic Physician – 1 Medical Assistant – 3 Nurse Practitioner – 1 Licensed Vocational Nurse - 1 Clinic Registered Nurse - 1 CMO – 1	Submitted to Partnership: --0- Approved by Partnership: -0- Pending Submission to Partnership: 2

Provider and Site Enrollment and Re-Credentialing/Re-Validation:

Partnership – NEW Provider Enrollments

New Provider Enrollments: ACTIVE - Pending Submission: 4 (1 Touro PA, 1 Supervising Physician, 1 Nurse Practitioner-LOCUM, 1 Nurse Practitioner-County Employee)
Submitted: 1 Pending Approval: 2
Approved: 0

Partnership – Provider Re-Credentialing

Provider Re-Credentialing: Submitted: 1 Pending Approval: 2 Pending Submission: 0
Approved: 0

Denti-Cal – Provider Revalidations

None During this Reporting Period

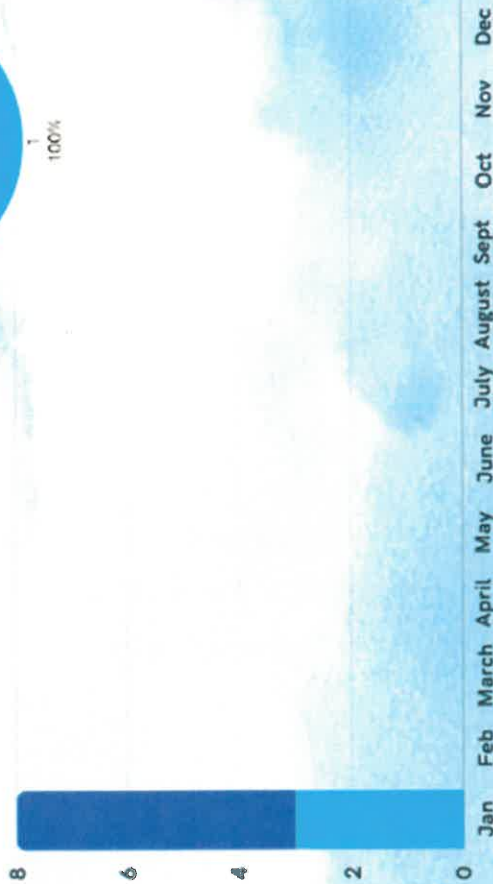
NPI Program/Site Revalidations – CMS (N = +/- 38)

None During this Reporting Period

Technical Assistance – PAVE (Medi-Cal) and PECOS (Medicare) Sites: Upon Request

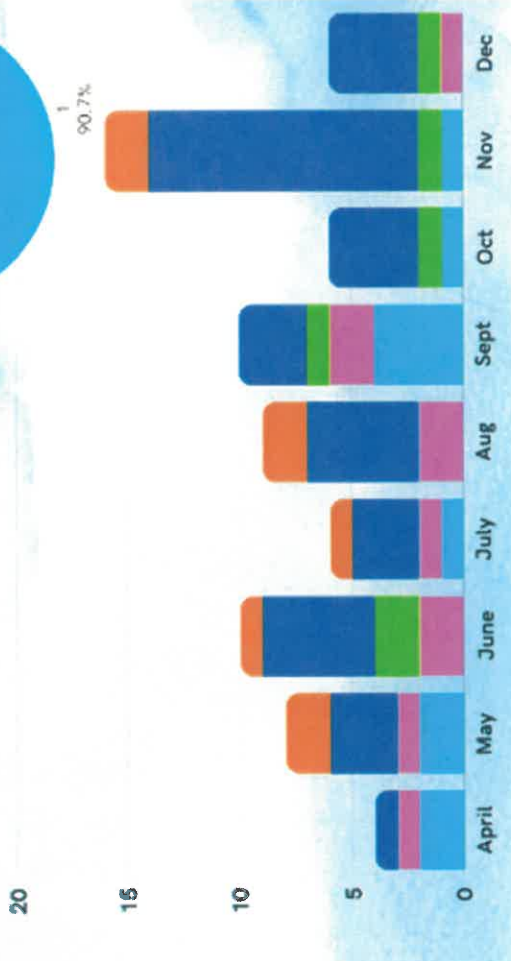
GRIEVANCE REPORT 2024

- Quality of Care
- Referrals
- Privacy
- Access to Care
- Safety
- Scheduling
- Other



GRIEVANCE REPORT 2023

- Quality of Care
- Referrals
- Privacy
- Access to Care
- Safety
- Scheduling
- Other



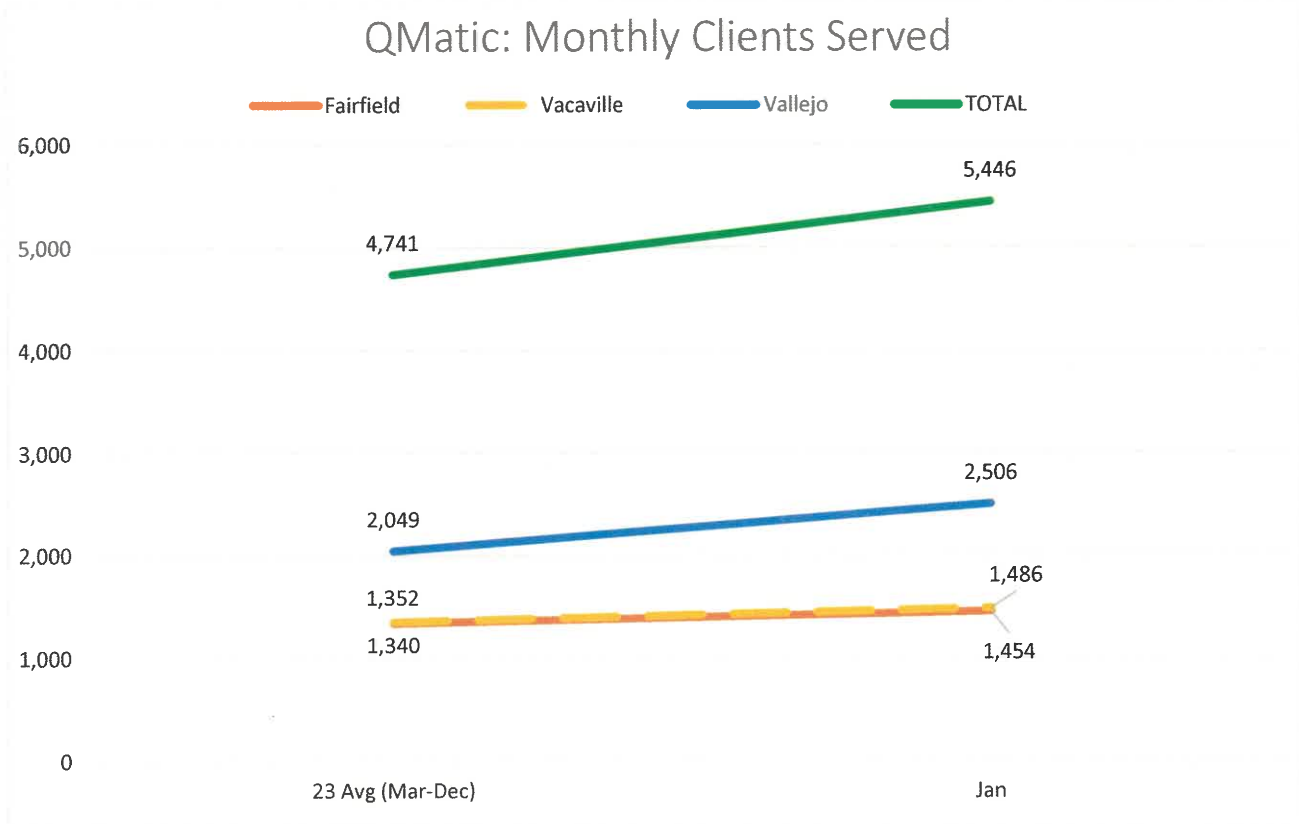
Family Health Services (FHS) Privacy & Security Incident Report
January 1 to January 31, 2024

Department	Category	Description (Basic Information/Activity)	Total Received
Dental	Safety, Emergency Medical 911	Employee had medical emergency after arriving to work	1
Family Health Services	Breach Report / Information Security Report	Impermissible use or disclosure of client PII/PHI	0
Family Health Services	Security: Lost/Damaged Property	Lost County issued cell phone Employee vehicle vandalized while in County lot Employee involved in minor motor vehicle accident in County parking lot	3
Family Health Services	Security: Theft	Theft of FHS clinic owned wheelchair	1
Total = 5			

Clinic Operations Report: Clinic Metrics

Queue Management (Q-Matic) Stats

Clinic Site	Clients Served	
	2023 (Mar to Dec) Average	Jan
Fairfield		
Lab	93	95
Medical (Adult)	1,247	1,359
Subtotal	1,340	1,454
Vacaville		
Dental	588	598
Medical (Adult & Peds)	764	888
Subtotal	1,352	1,486
Vallejo		
Dental & Medical (Adult & Peds)	1,970	2,413
Lab	79	93
Subtotal	2,049	2,506
TOTAL	4,741	5,446



2023 Survey for Partnership HealthPlan of California

Adult CG-CAHPS® 3.0 Survey

Solano County Health & Social Services

Group Level Report of Results

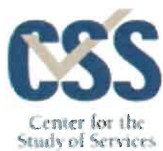


TABLE OF CONTENTS

CG-CAHPS 3.0 Survey	2
Background.....	2
Your Results and Benchmark Comparisons	2
Exhibit A: CG-CAHPS 3.0 Current Year Results	3
Exhibit B: CG-CAHPS 3.0 Trended Results	4
Survey Methodology	5
Survey Administration Protocol	5
Survey Materials.....	5
Data Capture	6
Exhibit C: Sample Member Dispositions and Response Rate.....	6
Exhibit D: Analysis of Member Characteristics.....	7
Calculation of Results	8
Measures	8
Global Rating	8
Composites.....	8
Computations	9
Appendix	10
Materials.....	10

CG-CAHPS 3.0 SURVEY

BACKGROUND

The Consumer Assessment of Healthcare Providers Clinician & Group Survey (CG-CAHPS) assesses patients' experiences with health care providers and staff in doctor's offices. Healthcare decision-makers field CG-CAHPS to improve care from individual providers, sites, medical groups, or networks, and to equip consumers with actionable information to help them choose from whom and where they receive their care.

Partnership HealthPlan of California (PHC) contracted with the Center for the Study of Services (CSS) to field the CG-CAHPS 3.0 survey for the seventh year running and compare the results to the two prior fieldings of CAHPS surveys. In 2019, PHC chose to add three supplemental questions about Advanced Directive usage to the Adult survey. In 2021, PHC chose to add 3 additional questions about the Availability of Specialists and 5 questions about Flu Vaccinations and Smoking. Analysis of supplemental questions is provided in a separate report.

YOUR RESULTS AND BENCHMARK COMPARISONS

PHC results were compared with different benchmarks and presented in Exhibits A and B on the following pages.

- Exhibit A reports the results as compared to the average 2023 PHC scores of all adult-level groups ("PHC Score").
- Exhibit B compares the results over past survey fieldings, if applicable.

Your group's current-year score is highlighted in blue. The PHC Overall Score, and any relevant prior year scores were compared against your group's 2023 score and tested for significant differences at the 95% confidence level. Comparison scores that are statistically significantly different from the overall group score are indicated by a green or red arrow.

- A green up arrow ▲ indicates that your group's 2023 score is significantly higher than the comparison score.
- A red down arrow ▼ indicates that your group's 2023 score is significantly lower than the comparison score.
- No up or down arrow indicates that your group's 2023 score is not statistically significantly different from the comparison score.

For patient confidentiality purposes, scores with fewer than 10 responses are reported as "NR" and displayed with a lighter gray text. A more detailed description of the composites and their calculations are provided in the Calculation of Results section of this report.

EXHIBIT A: CG-CAHPS 3.0 CURRENT YEAR RESULTS

Survey Measures	2023 Global Proportions	
	Your Medical Group Score	PHC Score
Q18. Overall Rating of Provider (% 9 or 10)	59.57%	66.16%
Access to Care	34.67%	43.14%
Q06. Got urgent care appointment when needed (% Always)	30.00%	39.78%
Q08. Got routine appointment when needed (% Always)	30.38%	45.84% ▼
Q10. Answered medical question call same day during office hours (% Always)	43.64%	43.79%
Communication	61.61%	70.70%
Q11. Provider provided clear explanations (% Always)	59.38%	68.75%
Q12. Provider listened carefully (% Always)	60.00%	72.54% ▼
Q14. Provider showed respect (% Always)	69.79%	76.93%
Q15. Provider spent enough time with patient (% Always)	57.29%	64.59%
Coordination of Care	47.37%	55.87%
Q13. Provider knew medical history (% Always)	55.32%	59.34%
Q17. Provider's office followed up to give test results (% Always)	50.00%	55.39%
Q23. Provider's office talked about all prescription medicines being taken (% Always)	36.78%	52.89% ▼
Office Staff	72.40%	68.80%
Q24. Clerks and receptionists were helpful (% Always)	67.71%	62.53%
Q25. Clerks and receptionists were respectful (% Always)	77.08%	75.07%

EXHIBIT B: CG-CAHPS 3.0 TRENDED RESULTS

Survey Measures	Global Proportions		
	Your 2023 Medical Group Score	Your 2022 Medical Group Score	Your 2021 Medical Group Score
Q18. Overall Rating of Provider (<i>% 9 or 10</i>)	59.57%	60.6%	61.4%
Access to Care	34.67%	46.2%	43.5%
Q06. Got urgent care appointment when needed (<i>% Always</i>)	30.00%	38.9%	35.8%
Q08. Got routine appointment when needed (<i>% Always</i>)	30.38%	39.8%	43.9%
Q10. Answered medical question call same day during office hours (<i>% Always</i>)	43.64%	60.0%	50.7%
Communication	61.61%	63.9%	67.8%
Q11. Provider provided clear explanations (<i>% Always</i>)	59.38%	56.6%	63.4%
Q12. Provider listened carefully (<i>% Always</i>)	60.00%	68.0%	67.2%
Q14. Provider showed respect (<i>% Always</i>)	69.79%	71.0%	76.9%
Q15. Provider spent enough time with patient (<i>% Always</i>)	57.29%	60.0%	63.6%
Coordination of Care	47.37%	48.6%	54.6%
Q13. Provider knew medical history (<i>% Always</i>)	55.32%	51.5%	58.6%
Q17. Provider's office followed up to give test results (<i>% Always</i>)	50.00%	53.6%	58.4%
Q23. Provider's office talked about all prescription medicines being taken (<i>% Always</i>)	36.78%	40.7%	46.6%
Office Staff	72.40%	73.0%	67.0%
Q24. Clerks and receptionists were helpful (<i>% Always</i>)	67.71%	67.6%	60.6%
Q25. Clerks and receptionists were respectful (<i>% Always</i>)	77.08%	78.4%	73.5%

SURVEY METHODOLOGY

SURVEY ADMINISTRATION PROTOCOL

CSS administered the CAHPS® Survey on behalf of Partnership HealthPlan in accordance with the NCOA specifications. Groups administering the survey may choose between a mail-only methodology, phone-only methodology, internet-only methodology, and a mixed methodology (mailed surveys with telephone follow-up). Partnership HealthPlan chose to administer the mail-only methodology of two mail waves, which consisted of the following milestones:

- An initial questionnaire with cover letter, mailed to patients on June 26th, 2023.
- A reminder postcard, mailed to patients on July 3rd, 2023.
- A replacement questionnaire with cover letter, mailed to patients on July 24th, 2023.
- Close of data collection, on August 21st, 2023.

SURVEY MATERIALS

The set of survey materials used for Solano County Health & Social Services is provided in the Appendix. CSS designed survey materials following the Agency for Healthcare Research and Quality specifications detailed in *Clinician & Group Survey 3.0 (2015)*. PHC's logo appeared on the cover letters and reminder postcard, and the name of the sample member's medical group appeared on the cover letter and survey.

SAMPLE SELECTION

The sample was randomly drawn from all eligible patients in the encounter file provided by PHC. All sample members received the same fielding protocol. A total of 1200 patients were sampled from Solano County Health & Social Services. Eligible patients were defined as adult (18 and older) as of the last day of the measurement period and had a visit with a practice clinician during the measurement period (scheduled or walk-in).

Prior to sampling, CSS inspected the patient file and informed PHC of any errors or irregularities found. Once the quality assurance process was complete, CSS processed patient addresses through the USPS National Change of Address (NCOA) service to ensure that the mailing addresses were up-to-date. CSS assigned each sample member a unique identification number, which was used to track the sample member's progress throughout the data collection period.

Patients that were identified by PHC as having a language preference of Spanish were sent surveys in their preferred language. All other patients were sent surveys in English.

DATA CAPTURE

Returned questionnaires were recorded using optical scanning. If the scanning technology was unable to identify the specific response option selected with a predefined degree of certainty, trained data entry operators were employed to ensure that each such response was accurately recorded.

Of the Solano County Health & Social Services sampled patients meeting final eligibility criteria, 110 completed the survey, corresponding to a response rate of 10.8 percent. Additional detail on sample member dispositions is provided in Exhibit C below.

EXHIBIT C: SAMPLE MEMBER DISPOSITIONS AND RESPONSE RATE

			PHC Rate
	Number	Percent ¹	
Initial Sample	1200	---	27600
Ineligible			
Deceased	0	0.00%	0.00%
Institutionalized	11	0.92%	0.36%
Language barrier	0	0.00%	0.00%
Mentally or physically incapacitated	0	0.00%	0.00%
No Response/Refusals			
Non-respondents after maximum attempts	1079	89.92%	90.14%
Refused to answer the survey	0	0.00%	0.00%
Unable to contact	54	4.50%	5.34%
Blank survey returned	0	0.00%	0.00%
Eligible Returns			
Partially completed surveys	0	0.00%	0.00%
Completed surveys	110	9.17%	9.50%
Response Rate²		10.79%	11.22%

¹Percent refers to the percentage of the initial sample.

²Response Rate = (Eligible Returns)/(Initial sample - Ineligible)

EXHIBIT D: ANALYSIS OF MEMBER CHARACTERISTICS

This section presents a detailed profile of the patients of Solano County Health & Social Services.

Certain member characteristics (e.g., health status) appear to be directly related to differences in healthcare needs and utilization levels. The ways in which members use the group or clinic, the frequency of their interactions with providers and staff, and their overall level of familiarity with how their healthcare works may affect ratings. In addition to health care needs and utilization patterns, demographic characteristics have been shown to have an effect on survey responses. For example, all else being equal, older respondents and members of certain ethnic groups (e.g., Hispanic or Latino respondents) tend to rate their health care providers more positively. By contrast, more educated members rate more critically, regardless of age or ethnicity.

While the interplay between these membership variables (often referred to as the plan’s “case mix”) and provider rating is complex, provider ratings clearly vary across demographic groups and user segments. Understanding the group’s case mix can help managers gain insight into possible sources of this variation.

Member Characteristics	Your 2023 Medical Group Patients	Your 2022 Medical Group Patients	Your 2021 Medical Group Patients	2023 PHC Respondents
In general, how would you rate your overall health?				
Excellent	5.6%	16.2%	12.3%	7.5%
Very good	17.8%	18.1%	23.2%	20.4%
Good	34.6%	41.9%	38.4%	36.4%
Fair	34.6%	19.0%	23.9%	28.9%
Poor	7.5%	4.8%	2.2%	6.9%
What is your age?				
18 to 34 years old	9.3%	13.3%	8.8%	10.1%
35 to 54 years old	19.4%	25.7%	32.8%	23.3%
55 years old or older	71.3%	61.0%	58.4%	66.5%
Are you male or female?				
Male	43.1%	38.8%	43.8%	35.7%
Female	56.9%	61.2%	56.2%	64.3%
What is the highest grade or level of school that you have completed?				
Some high school or less	26.9%	21.2%	26.3%	22.3%
High school graduate or GED	28.7%	36.5%	27.7%	29.9%
Education beyond high school	44.4%	42.3%	46.0%	47.8%
Are you of Hispanic or Latino origin or descent?				
Hispanic or Latino	26.2%	21.8%	20.0%	26.8%
Which of the following best describes your race? †				
White or Caucasian	35.6%	29.9%	33.6%	67.5%
Black or African-American	17.3%	22.7%	20.3%	5.5%
Asian	32.7%	30.9%	32.8%	10.2%
Native Hawaiian or other Pacific Islander	1.0%	4.1%	4.7%	1.6%
American Indian or Alaska Native	2.9%	2.1%	0.0%	6.6%
Other	16.3%	16.5%	11.7%	14.2%

† These percentages may not equal 100% as individual patients can report multiple options.

CALCULATION OF RESULTS

MEASURES

CG CAHPS® Adult Surveys provide information on patients' experience with practices and gives a general indication of how well a practice meets patient expectations. Results summarize patient experience with care through an overall rating question, composites, and question summary rates.

GLOBAL RATING

This survey includes one global rating question that reflects overall satisfaction with the provider by asking respondents to rate the following items on a 0 to 10 scale:

Rating of Provider Global Rating

Q18

Using any number from 0 to 10, where 0 is the worst provider possible and 10 is the best provider possible, what number would you use to rate this provider?

COMPOSITES

This survey also includes four *composite* measures. Composite measures combine results from closely related survey questions into a single measure to summarize performance in the following key areas:

Access Composite Measure

Q06

In the last 12 months, when you phoned this provider's office to get an appointment for care you needed right away, how often did you get an appointment as soon as you needed?

Q08

In the last 12 months, when you made an appointment for a check-up or routine care with this provider, how often did you get an appointment as soon as you needed?

Q10

In the last 12 months, when you phoned this provider's office during regular office hours, how often did you get an answer to your medical question that same day?

Communication Composite Measure

Q11

In the last 12 months, how often did this provider explain things in a way that was easy to understand?

Q12

In the last 12 months, how often did this provider listen carefully to you?

Q14

In the last 12 months, how often did this provider show respect for what you had to say?

Q15

In the last 12 months, how often did this provider spend enough time with you?

Coordination of Care Composite Measure

Q13	In the last 12 months, how often did this provider seem to know the important information about your medical history?
Q17	In the last 12 months, when this provider ordered a blood test, x-ray, or other test for you, how often did someone from this provider’s office follow up to give you those results?
Q23	In the last 12 months, how often did you and someone from this provider’s office talk about all the prescription medicines you were taking?

Office Staff Composite Measure

Q24	In the last 12 months, how often were clerks and receptionists at this provider’s office as helpful as you thought they should be?
Q25	In the last 12 months, how often did clerks and receptionists at this provider’s office treat you with courtesy and respect?

COMPUTATIONS

All items were scored using a proportional “top box” method, which shows the percentage of patients who selected the most positive option in each question (“Always;” or 9-10 on the overall rating item).

Question Summary Rates express the proportion of respondents selecting the response option (or options) of interest from a given question on the survey.

- Rating questions use a 0 to 10 scale with 10 being the most favorable response. Results are reported as the proportion of the practice’s patients selecting one of the two most favorable responses (9 or 10).
- Individual survey items contributing to composites use a four-point scale. Results are reported as the proportion of sample members selecting *Always* from the *Never/Sometimes/Usually/Always* scale.

Composite Global Proportions express the proportion of respondents selecting the response of interest from a given group of questions on the survey. They are calculated by first determining the proportion of respondents selecting the reported responses on each survey question contributing to the composite and subsequently averaging these proportions across all items in the composite.

Composite Measure	CG-CAHPS 3.0 Calculations
Access to Care	Average of the <i>Always</i> global proportions of Q06, Q08, & Q10
Communication	Average of the <i>Always</i> global proportions of Q11, Q12, Q14, & Q15
Coordination of Care	Average of the <i>Always</i> global proportions of Q13, Q17, & Q23
Office Staff	Average of the <i>Always</i> global proportions of Q24 & Q25

APPENDIX

MATERIALS

EXPERIENCES WITH YOUR PROVIDER SURVEY

YOUR PROVIDER

1. Our records show that you got care from a provider at the site named below in the last 12 months.

Is that right?

- ₁ Yes
₂ No → *If No, go to #26*

The questions in this survey will refer to the provider from the site named in Question 1 as “this provider.” Please think of that person as you answer the survey.

2. Is this the provider you usually see if you need a check-up, want advice about a health problem, or get sick or hurt?
- ₁ Yes
₂ No
3. How long have you been going to this provider?
- ₁ Less than 6 months
₂ At least 6 months but less than 1 year
₃ At least 1 year but less than 3 years
₄ At least 3 years but less than 5 years
₅ 5 years or more

YOUR CARE FROM THIS PROVIDER IN THE LAST 12 MONTHS

These questions ask about your own health care. Do not include care you got when you stayed overnight in a hospital. Do not include the times you went for dental care visits.

4. In the last 12 months, how many times did you visit this provider to get care for yourself?
- ₁ None → *If None, go to #26*
₂ 1 time
₃ 2
₄ 3
₅ 4
₆ 5 to 9
₇ 10 or more times

5. In the last 12 months, did you contact this provider’s office to get an appointment for an illness, injury or condition that needed care right away?

- ₁ Yes
₂ No → *If No, go to #7*

6. In the last 12 months, when you contacted this provider’s office to get an appointment for care you needed right away, how often did you get an appointment as soon as you needed?

- ₁ Never
₂ Sometimes
₃ Usually
₄ Always

7. In the last 12 months, did you make any appointments for a check-up or routine care with this provider?

- ₁ Yes
₂ No → *If No, go to #9*

8. In the last 12 months, when you made an appointment for a check-up or routine care with this provider, how often did you get an appointment as soon as you needed?

- ₁ Never
₂ Sometimes
₃ Usually
₄ Always

9. In the last 12 months, did you contact this provider’s office with a medical question during regular office hours?

- ₁ Yes
₂ No → *If No, go to #11*

10. In the last 12 months, when you contacted this provider’s office during regular office hours, how often did you get an answer to your medical question that same day?

- ₁ Never
₂ Sometimes
₃ Usually
₄ Always

11. In the last 12 months, how often did this provider explain things in a way that was easy to understand?

- Never
- ₁ Sometimes
- ₂ Usually
- ₃ Always

12. In the last 12 months, how often did this provider listen carefully to you?

- Never
- ₁ Sometimes
- ₂ Usually
- ₃ Always

13. In the last 12 months, how often did this provider seem to know the important information about your medical history?

- Never
- ₁ Sometimes
- ₂ Usually
- ₃ Always

14. In the last 12 months, how often did this provider show respect for what you had to say?

- Never
- ₁ Sometimes
- ₂ Usually
- ₃ Always

15. In the last 12 months, how often did this provider spend enough time with you?

- Never
- ₁ Sometimes
- ₂ Usually
- ₃ Always

16. In the last 12 months, did this provider order a blood test, x-ray, or other test for you?

- ₁ Yes
- ₂ No → *If No, go to #18*

17. In the last 12 months, when this provider ordered a blood test, x-ray, or other test for you, how often did someone from this provider's office follow up to give you those results?

- Never
- ₁ Sometimes
- ₂ Usually
- ₃ Always

18. Using any number from 0 to 10, where 0 is the worst provider possible and 10 is the best provider possible, what number would you use to rate this provider?

- 0 Worst provider possible
- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8
- 9
- 10 Best provider possible

GETTING HEALTH CARE FROM SPECIALISTS

When you answer the next questions, do not include dental visits or care you got when you stayed overnight in a hospital.

19. Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care. In the last 12 months, did you make any appointments to see a specialist?

- ₁ Yes
- ₂ No → *If No, go to #22*

20. In the last 12 months, how often did you get an appointment to see a specialist as soon as you needed?

- ₁ Never
- ₂ Sometimes
- ₃ Usually
- ₄ Always → *If No, go to #22*

21. Were any of the following a reason why you did not get an appointment with a specialist as soon as you needed? Mark one or more.

- _a Your health plan approval or authorization was delayed
- _b You did not have a list of specialists in your health plan or network
- _c The specialists you had to choose were far away
- _d The specialist you wanted did not belong to your health plan or network
- _e You could not get an appointment at a convenient time
- _f Some other reason (*Please specify*)

Please answer these questions about the provider named in Question 1 of this survey.

22. In the last 12 months, did you take any prescription medicine?

- ₁ Yes
- ₂ No → *If No, go to #24*

23. In the last 12 months, how often did you and someone from this provider's office talk about all the prescription medicines you were taking?

- ₁ Never
- ₂ Sometimes
- ₃ Usually
- ₄ Always

CLERKS AND RECEPTIONISTS AT THIS PROVIDER'S OFFICE

24. In the last 12 months, how often were clerks and receptionists at this provider's office as helpful as you thought they should be?

- ₁ Never
- ₂ Sometimes
- ₃ Usually
- ₄ Always

25. In the last 12 months, how often did clerks and receptionists at this provider's office treat you with courtesy and respect?

- ₁ Never
- ₂ Sometimes
- ₃ Usually
- ₄ Always

ABOUT YOU

26. In general, how would you rate your overall health?

- ₁ Excellent
- ₂ Very Good
- ₃ Good
- ₄ Fair
- ₅ Poor

27. In general, how would you rate your mental or emotional health?

- ₁ Excellent
- ₂ Very Good
- ₃ Good
- ₄ Fair
- ₅ Poor

28. Have you had either a flu shot or flu spray in the nose since July 1, 2022?

- Yes
- ₁ No
- ₂ Don't know
- ₃

29. Do you now smoke cigarettes or use tobacco every day, some days, or not at all?

- Every day
- ₁ Some days
- ₂ Not at all → *If Not at all, go to #33*
- ₃ Don't know → *If Don't know, go to #33*
- ₄

30. In the last 12 months, how often were you advised to quit smoking or using tobacco by a doctor or other health provider in your plan?

- Never
- ₁ Sometimes
- ₂ Usually
- ₃ Always
- ₄

31. In the last 12 months, how often was medication recommended or discussed by a doctor or health provider to assist you with quitting smoking or using tobacco? Examples of medication are: nicotine gum, patch, nasal spray, inhaler, or prescription medication.

- Never
- ₁ Sometimes
- ₂ Usually
- ₃ Always
- ₄

32. In the last 12 months, how often did your doctor or health provider discuss or provide methods and strategies other than medication to assist you with quitting smoking or using tobacco? Examples of methods and strategies are: telephone helpline, individual or group counseling, or cessation program.

- Never
- ₁ Sometimes
- ₂ Usually
- ₃ Always
- ₄

33. What is your age?

- 18 to 24
- 1 25 to 34
- 2 35 to 44
- 3 45 to 54
- 4 55 to 64
- 5 65 to 74
- 6 75 or older
- 7

34. Are you male or female?

- Male
- 1 Female
- 2

35. What is the highest grade or level of school that you have completed?

- 8th grade or less
- 1 Some high school, but did not graduate
- 2 High school graduate or GED
- 3 Some college or 2-year degree
- 4 4-year college graduate
- 5 More than 4-year college degree
- 6

36. Are you of Hispanic or Latino origin or descent?

- Yes, Hispanic or Latino
- 1 No, not Hispanic or Latino
- 2

37. What is your race? Mark one or more.

- White
- a Black or African-American
- b Asian
- c Native Hawaiian or other Pacific Islander
- d American Indian or Alaska Native
- e Other
- f

38. Did someone help you complete this survey?

- Yes
- 1 No → *If No, go to #40*
- 2

39. How did that person help you? Mark one or more.

- Read the questions to me
- a Wrote down the answers I gave
- b Answered the questions for me
- c Translated the questions into my language
- d Helped in some other way
- e

Advance Directives are legal forms. They let you have a say about how you want to be cared for if you get very sick. It will let your family, friends, and medical providers know how you want to be cared for when you cannot speak for yourself.

There are two parts of the **Advance Directive**:

- A. Choosing a *medical decision maker*. This person will speak for you.
- B. Writing down your health care choices.

In other states, the **Advance Directive** may be called a **living will** or a **durable power of attorney for health care**.

40. Did you fill out and sign an **Advance Directive**?

- Yes
- 1 No
- 2 Not sure or
- 3 Don't remember

→ **Thank you. Please return the completed survey in the postage-paid envelope.**

41. Did you talk about your **Advance Directive** with your *medical decision maker* or family?

- Yes
- 1 No
- 2 Not sure/Don't remember
- 3

42. Did you give a copy of your **Advance Directive** to your doctor or your local hospital?

- Yes
- 1 No
- 2 Not sure/Don't remember
- 3

THANK YOU

Please return the completed survey in the postage-paid envelope to:

Center for the Study of Services
PO Box 3416

Hopkins, MN 55343-9766

Please do not include other correspondence.



CSS Processing
PO Box 3416 Hopkins, MN
55343-9766

PHC1E_1

<FINDER> <WAVE> <SEQUENCE>

<NAME_INTRO><NAME>
<ADDRESS1>
<ADDRESS2>
<CITY>, <STATE> <ZIP>-<ZIP4>

Dear <NAME>:

How can <PRINT_NAME> serve you better? Our records show that you got care from a provider at <PRINT_NAME> in the last 12 months. The survey in this package gives you the chance to tell us what you think about the care and service you received from a provider at <PRINT_NAME>.

We are committed to providing you with the best quality health care available, and your input will help us achieve this goal. This brief survey should take less than 10 minutes of your time.

The information you provide will be kept **private and confidential**. Your health care provider will not see your answers matched with your name.

After you complete the survey, please send it back in the enclosed pre-paid envelope. Call (855) 643-0133 if you have any questions.

Your participation in the survey is voluntary; however, the more patients who complete the survey, the more useful the results will be.

Thank you for helping to make health care at <PRINT_NAME> better for everyone!

Sincerely,

A handwritten signature in black ink that reads "Robert Moore".

Robert Moore, MD MPH
Chief Medical Officer



CSS Processing
PO Box 3416 Hopkins, MN
55343-9766

PHC1E_2

<FINDER> <WAVE> <SEQUENCE>

<NAME_INTRO><NAME>
<ADDRESS1>
<ADDRESS2>
<CITY>, <STATE> <ZIP>-<ZIP4>

Dear <NAME>:

A few weeks ago, we sent you a survey about your experience with a provider at <PRINT_NAME>. If you have already responded, thank you for your help, and please ignore this letter.

If you have not had time to respond, or if you lost the survey, please take a little time to complete the enclosed survey now. It should take you less than 10 minutes. The survey gives you the chance to tell us what you think about the care and service we provide at <PRINT_NAME>.

Other patients are filling out the same survey. The more patients who complete the survey, the more useful the results will be.

The information you provide will be kept **private and confidential**. Your health care provider will not see your answers matched with your name.

After you complete the survey, please send it back in the enclosed pre-paid envelope. Call (855) 643-0133 if you have any questions.

Thank you for helping to make health care at <PRINT_NAME> better for everyone!

Sincerely,

A handwritten signature in black ink that reads "Robert Moore".

Robert Moore, MD MPH
Chief Medical Officer



We need your help! We recently sent you a survey about your experiences with a provider at a health center you or your child accessed in the past year. It should take about 10 minutes to complete and your answers will help us improve the health care you receive.

Please complete and return the survey in the pre-paid envelope to the Center for the Study of Services (CSS). CSS is a research firm working with us to carry out this study.

If you did not get the survey, or if you have lost it, please call CSS at the toll-free number 1-855-643-0133 or e-mail them at questions@cssresearch.org. You can also call that number if you have any questions.

If you have already sent in your survey, please ignore this message.

Thanks again for your help!



CSS Processing
PO Box 3416
Hopkins, MN 55343-9766

PRST FIRST CLASS
U.S. POSTAGE
PAID
Dulles, VA
PERMIT #234

2023 Survey for Partnership HealthPlan of California

Child CG-CAHPS® 3.0 Survey

Solano County Health & Social Services

Group Level Report of Results



TABLE OF CONTENTS

CG-CAHPS 3.0 Survey	2
Background.....	2
Your Results and Benchmark Comparisons	2
Exhibit A: CG-CAHPS 3.0 Current Year Results	3
Exhibit B: CG-CAHPS 3.0 Trended Results	4
Survey Methodology	5
Survey Administration Protocol	5
Survey Materials.....	5
Data Capture	6
Exhibit C: Sample Member Dispositions and Response Rate.....	6
Exhibit D: Analysis of Member Characteristics.....	7
Calculation of Results	8
Measures	8
Global Rating	8
Composites	8
Computations	9
Appendix	10
Materials.....	10

CG-CAHPS 3.0 SURVEY

BACKGROUND

The Consumer Assessment of Healthcare Providers Clinician & Group Survey (CG-CAHPS) assesses patients' experiences with health care providers and staff in doctor's offices. Healthcare decision-makers field CG-CAHPS to improve care from individual providers, sites, medical groups, or networks, and to equip consumers with actionable information to help them choose from whom and where they receive their care. Partnership HealthPlan of California (PHC) contracted with the Center for the Study of Services (CSS) to field the CG-CAHPS 3.0 survey for the seventh year running and compare the results to the two prior fieldings of CAHPS surveys.

YOUR RESULTS AND BENCHMARK COMPARISONS

PHC results were compared with different benchmarks and presented in Exhibits A and B on the following pages.

- Exhibit A reports the results as compared to the scores of the average 2023 PHC scores of all child-level groups ("PHC Score").
- Exhibit B compares the results over past survey fieldings, if applicable.

Your group's current-year score is highlighted in blue. The PHC Overall Score, and any relevant prior year scores were compared against your group's 2023 score and tested for significant differences at the 95% confidence level. Comparison scores that are statistically significantly different from the overall group score are indicated by a green or red arrow.

- A green up arrow ▲ indicates that your group's 2023 score is significantly higher than the comparison score.
- A red down arrow ▼ indicates that your group's 2023 score is significantly lower than the comparison score.
- No up or down arrow indicates that your group's 2023 score is not statistically significantly different from the comparison score.

For patient confidentiality purposes, scores with fewer than 10 responses are reported as "NR" and displayed with a lighter gray text. A more detailed description of the composites and their calculations are provided in the Calculation of Results section of this report.

EXHIBIT A: CG-CAHPS 3.0 CURRENT YEAR RESULTS

Survey Measures	2023 Global Proportions	
	Your Medical Group Score	PHC Score
Q25. Overall Rating of Provider (% 9 or 10)	57.1%	68.8%
Access to Care	25.7%	41.2% ▼
Q13. Got urgent care appointment when needed (% Always)	17.2%	38.6% ▼
Q15. Got routine appointment when needed (% Always)	32.5%	38.6%
Q17. Answered medical question call same day during office hours (% Always)	27.3%	46.4%
Communication	70.0%	72.1%
Q18. Provider provided clear explanations (% Always)	72.0%	69.4%
Q19. Provider listened carefully (% Always)	72.0%	74.9%
Q21. Provider showed respect (% Always)	72.0%	80.7%
Q22. Provider spent enough time with child (% Always)	64.0%	63.4%
Coordination of Care	48.6%	57.6%
Q20. Provider knew medical history (% Always)	57.1%	61.0%
Q24. Provider's office followed up to give test results (% Always)	40.0%	54.2%
Office Staff	56.0%	61.4%
Q26. Clerks and receptionists were helpful (% Always)	54.0%	55.1%
Q27. Clerks and receptionists were respectful (% Always)	58.0%	67.6%
Question Summary Rates		
Q06. Provided Information About Needed Care During Evenings, Weekends, or Holidays (% Yes)	96.0%	90.2%
Q08. Received Reminders Between Visits (% Always)	52.4%	63.0%
Q09. Provider Listens Carefully to your Child (% Always)	73.8%	74.5%
Q11. Received Reminders Between Visits (% Yes)	97.1%	97.4%

EXHIBIT B: CG-CAHPS 3.0 TRENDED RESULTS

Survey Measures	Global Proportions		
	Your 2023 Medical Group Score	Your 2022 Medical Group Score	Your 2021 Medical Group Score
Q25. Overall Rating of Provider (% 9 or 10)	57.1%	61.9%	74.3% ▼
Access to Care	25.7%	46.4% ▼	51.7% ▼
Q13. Got urgent care appointment when needed (% Always)	17.2%	46.9% ▼	54.2% ▼
Q15. Got routine appointment when needed (% Always)	32.5%	42.3%	54.0% ▼
Q17. Answered medical question call same day during office hours (% Always)	27.3%	50.0%	47.1%
Communication	70.0%	68.3%	77.7%
Q18. Provider provided clear explanations (% Always)	72.0%	60.9%	80.0%
Q19. Provider listened carefully (% Always)	72.0%	75.0%	80.0%
Q21. Provider showed respect (% Always)	72.0%	77.8%	82.6%
Q22. Provider spent enough time with child (% Always)	64.0%	59.4%	68.1%
Coordination of Care	48.6%	52.4%	66.8% ▼
Q20. Provider knew medical history (% Always)	57.1%	52.4%	70.0%
Q24. Provider's office followed up to give test results (% Always)	40.0%	52.4%	63.6%
Office Staff	56.0%	60.9%	76.1% ▼
Q26. Clerks and receptionists were helpful (% Always)	54.0%	57.8%	68.1%
Q27. Clerks and receptionists were respectful (% Always)	58.0%	64.1%	84.1% ▼
Question Summary Rates			
Q06. Provided Information About Needed Care During Evenings, Weekends, or Holidays (% Yes)	96.0%	NR	NR
Q08. Received Reminders Between Visits (% Always)	52.4%	70.4%	61.8%
Q09. Provider Listens Carefully to your Child (% Always)	73.8%	70.4%	68.6%
Q11. Received Reminders Between Visits (% Yes)	97.1%	97.9%	100.0%

SURVERY METHODOLOGY

SURVEY ADMINISTRATION PROTOCOL

CSS administered the CAHPS® Survey on behalf of Partnership HealthPlan in accordance with the NCQA specifications. Groups administering the survey may choose between a mail-only methodology, phone-only methodology, internet-only methodology, and a mixed methodology (mailed surveys with telephone follow-up). Partnership HealthPlan chose to administer the mail-only methodology of two mail waves, which consisted of the following milestones:

- An initial questionnaire with cover letter, mailed to patients on June 26th, 2023.
- A reminder postcard, mailed to patients on July 3rd, 2023.
- A replacement questionnaire with cover letter, mailed to patients on July 24th, 2023.
- Close of data collection, on August 21st, 2023.

SURVEY MATERIALS

The set of survey materials used for Solano County Health & Social Services is provided in the Appendix. CSS designed survey materials following the Agency for Healthcare Research and Quality specifications detailed in *Clinician & Group Survey 3.0 (2015)*. PHC's logo appeared on the cover letters and reminder postcard, and the name of the sample member's medical group appeared on the cover letter and survey.

SAMPLE SELECTION

The sample was randomly drawn from all eligible patients in the encounter file provided by PHC. All sample members received the same fielding protocol. A total of 1200 patients were sampled from Solano County Health & Social Services. Eligible patients were defined as children (younger than 18) as of the last day of the measurement period and had a visit with a practice clinician during the measurement period (scheduled or walk-in).

Prior to sampling, CSS inspected the patient file and informed PHC of any errors or irregularities found. Once the quality assurance process was complete, CSS processed patient addresses through the USPS National Change of Address (NCOA) service to ensure that the mailing addresses were up-to-date. CSS assigned each sample member a unique identification number, which was used to track the sample member's progress throughout the data collection period.

Patients that were identified by PHC as having a language preference of Spanish were sent surveys in their preferred language. All other patients were sent surveys in English.

DATA CAPTURE

Returned questionnaires were recorded using optical scanning. If the scanning technology was unable to identify the specific response option selected with a predefined degree of certainty, trained data entry operators were employed to ensure that each such response was accurately recorded.

Of the Solano County Health & Social Services sampled patients meeting final eligibility criteria, 57 completed the survey, corresponding to a response rate of 5.4 percent. Additional detail on sample member dispositions is provided in Exhibit C below.

EXHIBIT C: SAMPLE MEMBER DISPOSITIONS AND RESPONSE RATE

			PHC Rate
	Number	Percent ¹	
Initial Sample	1200	---	19200
Ineligible			
Deceased	0	0.00%	0.00%
Institutionalized	3	0.25%	0.19%
Language barrier	0	0.00%	0.00%
Mentally or physically incapacitated	0	0.00%	0.00%
No Response/Refusals			
Non-respondents after maximum attempts	1140	95.00%	94.98%
Refused to answer the survey	0	0.00%	0.00%
Unable to contact	85	7.08%	5.14%
Blank survey returned	0	0.00%	0.00%
Eligible Returns			
Partially completed surveys	0	0.00%	0.00%
Completed surveys	57	4.75%	4.83%
Response Rate²		5.40%	5.37%

¹Percent refers to the percentage of the initial sample.

²Response Rate = (Eligible Returns)/(Initial sample - Ineligible)

EXHIBIT D: ANALYSIS OF MEMBER CHARACTERISTICS

This section presents a detailed profile of the patients of Solano County Health & Social Services.

Certain member characteristics (e.g., health status) appear to be directly related to differences in healthcare needs and utilization levels. The ways in which members use the group or clinic, the frequency of their interactions with providers and staff, and their overall level of familiarity with how their healthcare works may affect ratings. In addition to health care needs and utilization patterns, demographic characteristics have been shown to have an effect on survey responses. For example, all else being equal, older respondents and members of certain ethnic groups (e.g., Hispanic or Latino respondents) tend to rate their health care providers more positively. By contrast, more educated members rate more critically, regardless of age or ethnicity.

While the interplay between these membership variables (often referred to as the plan’s “case mix”) and provider rating is complex, provider ratings clearly vary across demographic groups and user segments. Understanding the group’s case mix can help managers gain insight into possible sources of this variation.

Member Characteristics	Your 2023 Medical Group Patients	Your 2022 Medical Group Patients	Your 2021 Medical Group Patients	2023 PHC Respondents
In general, how would you rate your child's overall health?				
Excellent	36.8%	44.3%	46.2%	37.7%
Very good	31.6%	35.7%	30.8%	37.0%
Good	26.3%	14.3%	23.1%	19.8%
Fair	5.3%	5.7%	0.0%	5.1%
Poor	0.0%	0.0%	0.0%	0.4%
What is your child's age?				
0 to 5 years old	28.6%	24.6%	40.5%	31.0%
6 to 13 years old	39.3%	55.1%	38.0%	41.2%
14 to 18 years old	32.1%	20.3%	21.5%	27.9%
Is your child male or female?				
Male	56.4%	52.1%	61.3%	48.3%
Female	43.6%	47.9%	38.8%	51.7%
Is your child of Hispanic or Latino origin or descent?				
Hispanic or Latino	47.4%	46.4%	57.0%	59.9%
What is your child's race? ‡				
White or Caucasian	54.5%	40.6%	36.1%	56.7%
Black or African-American	16.4%	18.8%	12.5%	6.5%
Asian	21.8%	31.9%	22.2%	13.3%
Native Hawaiian or other Pacific Islander	3.6%	0.0%	1.4%	2.3%
American Indian or Alaska Native	3.6%	1.4%	5.6%	4.6%
Other	25.5%	21.7%	26.4%	28.0%
Are you male or female?				
Male	7.0%	11.4%	17.5%	12.9%
Female	93.0%	88.6%	82.5%	87.1%

‡ These percentages may not equal 100% as individual patients can report multiple options.

CALCULATION OF RESULTS

MEASURES

CG CAHPS® Child Surveys provide information on patients' experience with practices and gives a general indication of how well a practice meets patient expectations. Results summarize patient experience with care through an overall rating question, composites and question summary rates.

GLOBAL RATING

This survey includes one global rating question that reflects overall satisfaction with the provider by asking respondents to rate the following items on a 0 to 10 scale:

Rating of Provider Global Rating

Q25	Using any number from 0 to 10, where 0 is the worst provider possible and 10 is the best provider possible, what number would you use to rate this provider?
-----	--

COMPOSITES

This survey also includes four *composite* measures. Composite measures combine results from closely related survey questions into a single measure to summarize performance in the following key areas:

Access Composite Measure

Q13	In the last 12 months, when you phoned this provider's office to get an appointment for care your child needed right away, how often did you get an appointment as soon as your child needed?
Q15	In the last 12 months, when you made an appointment for a check-up or routine care for your child with this provider, how often did you get an appointment as soon as your child needed?
Q17	In the last 12 months, when you phoned this provider's office during regular office hours, how often did you get an answer to your medical question that same day?

Communication Composite Measure

Q18	In the last 12 months, how often did this provider explain things about your child's health in a way that was easy to understand?
Q19	In the last 12 months, how often did this provider listen carefully to you?
Q21	In the last 12 months, how often did this provider show respect for what you had to say?
Q22	In the last 12 months, how often did this provider spend enough time with your child?

Coordination of Care Composite Measure

Q20	In the last 12 months, how often did this provider seem to know the important information about your child’s medical history?
Q24	In the last 12 months, when this provider ordered a blood test, x-ray, or other test for your child, how often did someone from this provider’s office follow up to give you those results?

Office Staff Composite Measure

Q26	In the last 12 months, how often were clerks and receptionists at this provider’s office as helpful as you thought they should be?
Q27	In the last 12 months, how often did clerks and receptionists at this provider’s office treat you with courtesy and respect?

COMPUTATIONS

All items were scored using a proportional “top box” method, which shows the percentage of patients who selected the most positive option in each question (“Always”, “Yes” or 9-10 on the overall rating item).

Question Summary Rates express the proportion of respondents selecting the response option (or options) of interest from a given question on the survey.

- Rating questions use a 0 to 10 scale with 10 being the most favorable response. Results are reported as the proportion of the practice’s patients selecting one of the two most favorable responses (9 or 10).
- Individual survey items contributing to composites use a four-point scale. Results are reported as the proportion of sample members selecting *Always* from the *Never/Sometimes/Usually/Always* scale, or *Yes* from the *Yes/No* scale.

Composite Global Proportions express the proportion of respondents selecting the response(s) of interest from a given group of questions on the survey. They are calculated by first determining the proportion of respondents selecting the reported response(s) on each survey question contributing to the composite and subsequently averaging these proportions across all items in the composite.

Composite Measure	CG-CAHPS 3.0 Calculations
Access to Care	Average of the Always global proportions of Q13, Q15, & Q17
Communication	Average of the Always global proportions of Q18, Q19, Q21, & Q22
Coordination of Care	Average of the Always global proportions of Q20 & Q24
Office Staff	Average of the Always global proportions of Q26 & Q27

APPENDIX

MATERIALS

EXPERIENCES WITH YOUR CHILD'S PROVIDER SURVEY

Please answer the questions for the child listed on the envelope. Please do not answer for any other children.

YOUR CHILD'S PROVIDER

1. Our records show that your child got care from a provider at the site named below in the last 12 months.

Is that right?

- ₁ Yes
₂ No → *If No, go to #28*

The questions in this survey will refer to the provider at the site named in Question 1 as "this provider."
 Please think of that person as you answer the survey.

2. Is this the provider you usually see if your child needs a check-up, has a health problem, or gets sick or hurt?
- ₁ Yes
₂ No
3. How long has your child been going to this provider?
- ₁ Less than 6 months
₂ At least 6 months but less than 1 year
₃ At least 1 year but less than 3 years
₄ At least 3 years but less than 5 years
₅ 5 years or more

YOUR CHILD'S CARE FROM THIS PROVIDER IN THE LAST 12 MONTHS

These questions ask about your child's health care. Do not include care your child got when he or she stayed overnight in a hospital. Do not include the times your child went for dental care visits.

4. In the last 12 months, how many times did your child visit this provider for care?
- ₁ None → *If None, go to #28*
₂ 1 time
₃ 2
₄ 3
₅ 4
₆ 5 to 9
₇ 10 or more times
5. In the last 12 months, did you ever stay in the exam room with your child during a visit to this provider?
- ₁ Yes → *If Yes, go to #7*
₂ No
6. Did this provider give you enough information about what was discussed during the visit when you were not there?
- ₁ Yes → *If Yes, go to #10*
₂ No → *If No, go to #10*
7. Is your child able to talk with providers about his or her health care?
- ₁ Yes
₂ No → *If No, go to #10*

8. In the last 12 months, how often did this provider explain things in a way that was easy for your child to understand?

- Never
- ₁ Sometimes
- ₂ Usually
- ₃ Always

9. In the last 12 months, how often did this provider listen carefully to your child?

- Never
- ₁ Sometimes
- ₂ Usually
- ₃ Always

10. Did this provider tell you that you needed to do anything to follow up on the care your child got during the visit?

- ₁ Yes
- ₂ No → *If No, go to #12*

11. Did this provider give you enough information about what you needed to do to follow up on your child's care?

- ₁ Yes
- ₂ No

12. In the last 12 months, did you contact this provider's office to get an appointment for your child for an illness, injury, or condition that needed care right away?

- ₁ Yes
- ₂ No → *If No, go to #14*

13. In the last 12 months, when you contacted this provider's office to get an appointment for care your child needed right away, how often did you get an appointment as soon as your child needed?

- ₁ Never
- ₂ Sometimes
- ₃ Usually
- ₄ Always

14. In the last 12 months, did you make any appointments for a check-up or routine care for your child with this provider?

- ₁ Yes
- ₂ No → *If No, go to #16*

15. In the last 12 months, when you made an appointment for a check-up or routine care for your child with this provider, how often did you get an appointment as soon as your child needed?

- ₁ Never
- ₂ Sometimes
- ₃ Usually
- ₄ Always

16. In the last 12 months, did you contact this provider's office with a medical question about your child during regular office hours?

- ₁ Yes
- ₂ No → *If No, go to #18*

17. In the last 12 months, when you contacted this provider's office during regular office hours, how often did you get an answer to your medical question that same day?

- ₁ Never
- ₂ Sometimes
- ₃ Usually
- ₄ Always

18. In the last 12 months, how often did this provider explain things about your child's health in a way that was easy to understand?

- ₁ Never
- ₂ Sometimes
- ₃ Usually
- ₄ Always

19. In the last 12 months, how often did this provider listen carefully to you?

- ₁ Never
- ₂ Sometimes
- ₃ Usually
- ₄ Always

20. In the last 12 months, how often did this provider seem to know the important information about your child's medical history?

- Never
- ₁ Sometimes
- ₂ Usually
- ₃ Always

21. In the last 12 months, how often did this provider show respect for what you had to say?

- Never
- ₁ Sometimes
- ₂ Usually
- ₃ Always

22. In the last 12 months, how often did this provider spend enough time with your child?

- Never
- ₁ Sometimes
- ₂ Usually
- ₃ Always

23. In the last 12 months, did this provider order a blood test, x-ray, or other test for your child?

- Yes
- ₁ No → *If No, go to #25*

24. In the last 12 months, when this provider ordered a blood test, x-ray, or other test for your child, how often did someone from this provider's office follow up to give you those results?

- Never
- ₁ Sometimes
- ₂ Usually
- ₃ Always

25. Using any number from 0 to 10, where 0 is the worst provider possible and 10 is the best provider possible, what number would you use to rate this provider?

- 0 Worst provider possible
- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8
- 9
- 10 Best provider possible

GETTING HEALTH CARE FROM SPECIALISTS

When you answer the next questions, do not include dental visits or care your child got when he or she stayed overnight in a hospital.

25a. Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care. In the last 12 months, did you make any appointments for your child to see a specialist?

- Yes
- ₁ No → *If No, go to #26*

25b. In the last 12 months, how often did you get an appointment for your child to see a specialist as soon as you needed?

- Never
- ₁ Sometimes
- ₂ Usually
- ₃ Always

CLERKS AND RECEPTIONISTS AT THIS PROVIDER'S OFFICE

26. In the last 12 months, how often were clerks and receptionists at this provider's office as helpful as you thought they should be?

- Never
- ₁ Sometimes
- ₂ Usually
- ₃ Always

27. In the last 12 months, how often did clerks and receptionists at this provider's office treat you with courtesy and respect?

- Never
- ₁ Sometimes
- ₂ Usually
- ₃ Always

ABOUT YOUR CHILD AND YOU

28. In general, how would you rate your child's overall health?

- ₁ Excellent
- ₂ Very Good
- ₃ Good
- ₄ Fair
- ₅ Poor

29. In general, how would you rate your child's overall mental or emotional health?

- ₁ Excellent
- ₂ Very Good
- ₃ Good
- ₄ Fair
- ₅ Poor

30. What is your child's age?

- ₀₀ Less than 1 year old

_____ YEARS OLD (*write in*)

31. Is your child male or female?

- ₁ Male
- ₂ Female

32. Is your child of Hispanic or Latino origin or descent?

- ₁ Yes, Hispanic or Latino
- ₂ No, not Hispanic or Latino

33. What is your child's race? Mark one or more.

- _a White
- _b Black or African-American
- _c Asian
- _d Native Hawaiian or other Pacific Islander
- _e American Indian or Alaska Native
- _f Other

34. What is your age?

- ₁ Under 18
- ₂ 18 to 24
- ₃ 25 to 34
- ₄ 35 to 44
- ₅ 45 to 54
- ₆ 55 to 64
- ₇ 65 to 74
- ₈ 75 or older

35. Are you male or female?

- Male
- ₂ Female

36. What is the highest grade or level of school that you have completed?

- ₁ 8th grade or less
- ₂ Some high school, but did not graduate
- ₃ High school graduate or GED
- ₄ Some college or 2-year degree
- ₅ 4-year college graduate
- ₆ More than 4-year college degree

37. How are you related to the child?

- Mother or father
- ₁ Grandparent
- ₂ Aunt or uncle
- ₃ Older brother or sister
- ₄ Other relative
- ₅ Legal guardian
- ₆ Someone else

38. Did someone help you complete this survey?

- Yes
- ₂ No → **Thank you. Please return the completed survey in the postage-paid envelope.**

39. How did that person help you? Mark one or more.

- _a Read the questions to me
- _b Wrote down the answers I gave
- _c Answered the questions for me
- _d Translated the questions into my language
- _e Helped in some other way

THANK YOU

Please return the completed survey in the postage-paid envelope to:

Center for the Study of Services
PO Box 3416

Hopkins, MN 55343-9766

Please do not include other correspondence.



CSS Processing
PO Box 3416 Hopkins, MN 55343-9766

PHC2E_1

<FINDER> <WAVE> <SEQUENCE>

<NAME_INTRO><NAME>
<ADDRESS1>
<ADDRESS2>
<CITY>, <STATE> <ZIP>-<ZIP4>

To the Parent/Caretaker of <NAME>:

How can <PRINT_NAME> serve your family better? Our records show that your child got care from a provider at <PRINT_NAME> in the last 12 months. The survey in this package gives you the chance to tell us what you think about the care and service your child received from a provider at <PRINT_NAME>.

We are committed to providing your child with the best quality health care available, and your input will help us achieve this goal. This brief survey should take less than 10 minutes of your time.

The person who knows the most about your child's visit to <PRINT_NAME> should fill out the survey. Please answer the questions **only for the child whose name is listed above**. Do not answer for any other children.

The information you provide will be **kept private and confidential**. Your child's health care provider will not see your answers matched with your child's name.

After you complete the survey, please send it back in the enclosed pre-paid envelope. Call (855) 643-0133 if you have any questions.

Your participation in the survey is voluntary; however, the more people who complete the survey, the more useful the results will be.

Thank you for helping to make health care at <PRINT_NAME> better for everyone!

Sincerely,

A handwritten signature in black ink that reads "Robert Moore".

Robert Moore, MD MPH
Chief Medical Officer



CSS Processing
PO Box 3416 Hopkins, MN 55343-9766

PHC2E_2
<FINDER><WAVE><SEQUENCE>

<NAME_INTRO><NAME>
<ADDRESS1>
<ADDRESS2>
<CITY>, <STATE> <ZIP>-<ZIP4>

To the Parent/Caretaker of <NAME>:

A few weeks ago we sent you a survey about your child's experience with a provider at <PRINT_NAME>. If you have already responded, thank you for your help, and please ignore this letter.

If you have not had time to respond, or if you lost the survey, please take a little time to complete the enclosed survey now. It should take you less than 10 minutes. The survey gives you the chance to tell us what you think about the care and service we provide at <PRINT_NAME>.

Other families are filling out the same survey. The more people who complete the survey, the more useful the results will be.

The person who knows the most about your child's visit to <PRINT_NAME> should fill out the survey. Please answer the questions **only for the child whose name is listed above**. Do not answer for any other children.

The information you provide will be kept **private and confidential**. Your child's health care provider will not see your answers matched with your child's name.

After you complete the survey, please send it back in the enclosed pre-paid envelope. Call (855) 643-0133 if you have any questions.

Thank you for helping to make health care at <PRINT_NAME> better for everyone!

Sincerely,

A handwritten signature in black ink that reads "Robert Moore".

Robert Moore, MD MPH
Chief Medical Officer



We need your help! We recently sent you a survey about your experiences with a provider at a health center you or your child accessed in the past year. It should take about 10 minutes to complete and your answers will help us improve the health care you receive.

Please complete and return the survey in the pre-paid envelope to the Center for the Study of Services (CSS). CSS is a research firm working with us to carry out this study.

If you did not get the survey, or if you have lost it, please call CSS at the toll-free number 1-855-643-0133 or e-mail them at questions@cssresearch.org. You can also call that number if you have any questions.

If you have already sent in your survey, please ignore this message.

Thanks again for your help!



CSS Processing
PO Box 3416
Hopkins, MN 55343-9766

PRST FIRST CLASS
U.S. POSTAGE
PAID
Dulles, VA
PERMIT #234

Solano County Health & Social Services

2023 Clinician & Group
CAHPS® Survey



Center for the
Study of Services

Prepared by:

**Center for the Study Of
Services**

August 2023

Crosstab Analysis for Solano County Health & Social Services

Results to every survey item are presented in this section. The number (and percentage) of patients who selected each response is reported for each question. Counts of favorable responses are grouped and presented for applicable questions.

The 2023 Solano County Health & Social Services results are presented in the bolded column, and any applicable prior year results are presented to its left. The 2023 Partnership HealthPlan average is presented in column A.

The results are broken out by self-reported demographic categories to the right. Tests of statistical significance were performed between the current year scores and average(s), as well as within demographic categories.

Solano County Health & Social Services (PHCG1240)

2023 Clinician & Group CAHPS® Survey (Fielded June - August 2023)

Question 1

Our records show that you got care from the provider named below in the last 6 months. Is that right?

Base: All respondents

	2023 Partnership Health Plan Average	2023 Partnership Regional Health Plan Average	Your 2021 Group	Your 2022 Group	Your 2023 Group	Gender (Q34)		Age (Q33)			Health Status (Q26)			Rating of Provider (Q18)	
						Male	Female	18 to 34	35 to 54	55 or older	Excellent or Very good	Good	Fair or Poor	0-7	8-10
						A	B	C	D	E	F	G	H	I	J
Number in sample	2,623	849	140	107	110	47	62	10	21	77	25	37	45	25	89
Number missing or multiple answer	35	12	3	0	2	0	1	0	0	2	0	0	2	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,588	837	137	107	108	47	61	10	21	75	25	37	43	25	89
	98.67%	98.59%	97.86%	100.00%	98.18%	100.00%	98.39%	100.00%	100.00%	97.40%	100.00%	100.00%	95.56%	100.00%	100.00%
Yes	2,588	837	137	107	108	47	61	10	21	75	25	37	43	25	89
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
No	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Significantly different from column:*															

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Solano County Health & Social Services (PHCG1240)
 2023 Clinician & Group CAHPS® Survey (Fielded June - August 2023)

Question 2

Is this the provider you usually see if you need a check-up, want advice about a health problem, or get sick or hurt?

Base: All respondents who received care from provider in the last 6 months (Q1)

	2023 Partnership Health Plan Average	2023 Partnership Regional Health Plan Average	Your 2021 Group	Your 2022 Group	Your 2023 Group	Gender (Q34)		Age (Q33)			Health Status (Q26)			Rating of Provider (Q18)	
						Male	Female	18 to 34	35 to 54	55 or older	Excellent or Very good	Good	Fair or Poor	0-7	8-10
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
Number in sample	2,588	837	137	107	108	47	61	10	21	75	25	37	43	25	69
Number missing or multiple answer	25	6	1	0	1	1	0	0	0	1	0	1	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,563	831	136	107	107	46	61	10	21	74	25	36	43	25	69
	99.03%	99.28%	99.27%	100.00%	99.07%	97.87%	100.00%	100.00%	100.00%	98.67%	100.00%	97.30%	100.00%	100.00%	100.00%
Yes	2,396	784	120	96	91	40	51	7	19	63	21	31	36	20	64
	93.09%	94.34%	88.24%	89.72%	85.05%	86.96%	83.61%	70.00%	90.48%	85.14%	84.00%	86.11%	83.72%	80.00%	92.75%
No	177	47	16	11	16	6	10	3	2	11	4	5	7	5	5
	6.91%	5.66%	11.76%	10.28%	14.95%	13.04%	16.39%	30.00%	9.52%	14.86%	16.00%	13.89%	16.28%	20.00%	7.25%
Significantly different from column:*					AB										

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Solano County Health & Social Services (PHCG1240)
 2023 Clinician & Group CAHPS® Survey (Fielded June - August 2023)

Question 3

How long have you been going to this provider?

Base: All respondents who received care from provider in the last 6 months (Q1)

	2023 Partnership Health Plan Average	2023 Partnership Regional Health Plan Average	Your 2021 Group	Your 2022 Group	Your 2023 Group	Gender (Q34)		Age (Q33)			Health Status (Q26)			Rating of Provider (Q18)	
						Male	Female	18 to 34	35 to 54	55 or older	Excellent or Very good	Good	Fair or Poor	0-7	8-10
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
Number in sample	2,588	837	137	107	108	47	61	10	21	75	25	37	43	25	69
Number missing or multiple answer	40	11	2	3	1	1	0	0	0	1	0	0	0	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,548	826	135	104	107	46	61	10	21	74	25	37	43	24	69
	98.45%	98.69%	98.54%	97.20%	99.07%	97.87%	100.00%	100.00%	100.00%	98.87%	100.00%	100.00%	100.00%	96.00%	100.00%
Less than 6 months	22%	8%	20%	17%	23%	9%	14%	3%	3%	17%	7%	9%	7%	7%	13%
	8.87%	9.69%	14.81%	16.35%	21.50%	19.57%	22.95%	30.00%	14.29%	22.97%	28.00%	24.32%	16.28%	29.17%	18.84%
At least 6 months but less than 1 year	24%	9%	14%	12%	10%	5%	5%	1%	2%	7%	5%	2%	2%	1%	7%
	9.77%	11.99%	10.37%	11.54%	9.35%	10.87%	8.20%	10.00%	9.52%	9.46%	20.00%	5.41%	4.65%	4.17%	10.14%
At least 1 year but less than 3 years	54%	18%	34%	33%	29%	9%	20%	4%	9%	15%	5%	11%	13%	7%	21%
	21.39%	22.52%	25.19%	31.73%	27.10%	19.57%	32.76%	40.00%	42.86%	20.27%	20.00%	29.73%	30.23%	29.17%	30.43%
At least 3 years but less than 5 years	4%	1%	2%	1%	1%	6%	5%	1%	3%	6%	3%	2%	6%	3%	6%
	1.58%	1.20%	1.52%	1.92%	1.03%	4.65%	8.20%	10.00%	14.29%	8.11%	12.00%	5.41%	13.95%	12.50%	8.70%
5 years or more	1,12%	3%	3%	2%	3%	1%	1%	1%	4%	2%	5%	13%	15%	6%	22%
	44.15%	40.19%	28.89%	26.92%	31.78%	38.96%	27.87%	10.00%	19.05%	39.19%	20.00%	35.14%	34.88%	25.00%	31.88%
At least 1 year	2,073	647	101	75	74	32	42	6	16	50	13	26	34	16	49
	81.36%	78.33%	74.81%	72.12%	69.16%	69.57%	68.85%	60.00%	76.19%	67.57%	52.00%	70.27%	79.07%	66.67%	71.01%
Significantly different from column*					AB						M		K		

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Solano County Health & Social Services (PHCG1240)

2023 Clinician & Group CAHPS® Survey (Fielded June - August 2023)

Question 4

In the last 6 months, how many times did you visit this provider for care for yourself?

Base: All respondents who received care from provider in the last 6 months (Q1)

	2023 Partnership Health Plan Average	2023 Partnership Regional Health Plan Average	Your 2021 Group	Your 2022 Group	Your 2023 Group	Gender (Q34)		Age (Q33)			Health Status (Q26)			Rating of Provider (Q18)	
						Male	Female	18 to 34	35 to 54	55 or older	Excellent or Very good	Good	Fair or Poor	0-7	8-10
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
Number in sample	2,588	837	137	107	108	47	61	10	21	75	25	37	43	25	69
Number missing or multiple answer	84	24	2	2	4	1	3	0	0	4	0	1	2	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,504	813	135	105	104	46	58	10	21	71	25	36	41	25	69
	96.75%	97.13%	98.54%	98.13%	96.30%	97.87%	95.08%	100.00%	100.00%	94.67%	100.00%	97.30%	95.35%	100.00%	100.00%
None	72	23	1	3	7	2	5	0	1	6	1	3	3	0	0
	2.88%	2.83%	0.74%	2.86%	6.73%	4.35%	8.62%	0.00%	4.76%	8.45%	4.00%	8.33%	7.32%	0.00%	0.00%
1 time	363	134	29	20	22	10	12	4	4	14	5	11	6	9	12
	14.50%	16.48%	21.48%	19.05%	21.15%	21.74%	20.66%	40.00%	19.05%	19.72%	20.00%	30.56%	14.63%	36.00%	17.39%
2	507	198	35	30	22	10	12	4	6	12	8	8	6	6	18
	20.25%	24.35%	25.93%	28.57%	21.15%	21.74%	20.66%	40.00%	28.57%	16.90%	32.00%	22.22%	14.63%	24.00%	23.16%
3	435	157	19	17	17	6	11	0	0	17	4	4	8	3	14
	17.37%	19.31%	14.07%	16.19%	16.35%	13.04%	18.97%	0.00%	0.00%	23.94%	16.00%	11.11%	19.51%	12.00%	20.29%
4	405	128	25	12	12	8	4	0	4	8	1	6	5	2	9
	16.17%	15.74%	18.52%	11.43%	11.54%	17.39%	6.90%	0.00%	19.05%	11.27%	4.00%	16.67%	12.20%	8.00%	13.04%
5 to 9	492	126	22	17	20	8	12	2	5	11	5	4	10	5	14
	19.65%	15.50%	16.30%	16.19%	19.23%	17.39%	20.66%	20.00%	23.81%	15.49%	20.00%	11.11%	24.39%	20.00%	20.29%
10 or more times	230	47	4	6	4	2	2	0	1	3	1	0	3	0	4
	9.19%	5.78%	2.96%	5.71%	3.85%	4.35%	3.45%	0.00%	4.76%	4.23%	4.00%	0.00%	7.32%	0.00%	5.80%
5 or more times	722	173	26	23	24	10	14	2	6	14	6	4	13	5	18
	28.83%	21.28%	19.28%	21.90%	23.08%	21.74%	24.14%	20.00%	28.57%	19.72%	24.00%	11.11%	31.71%	20.00%	26.09%
Significantly different from column.*												M	L		

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Solano County Health & Social Services (PHCG1240)

2023 Clinician & Group CAHPS® Survey (Fielded June - August 2023)

Question 5

In the last 6 months, did you contact this provider's office to get an appointment for an illness, injury, or condition that needed care right away?

Base: All respondents who visited their provider in the last 6 months (Q1 & Q4)

	2023 Partnership Health Plan Average	2023 Partnership Regional Health Plan Average	Your 2021 Group	Your 2022 Group	Your 2023 Group	Gender (Q34)		Age (Q33)			Health Status (Q26)			Rating of Provider (Q18)	
						Male	Female	18 to 34	35 to 54	55 or older	Excellent or Very good	Good	Fair or Poor	0-7	8-10
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
Number in sample	2,432	790	134	102	97	44	53	10	20	65	24	33	38	25	69
Number missing or multiple answer	38	15	4	4	5	1	4	0	1	4	0	2	2	1	4
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,394	775	130	98	92	43	49	10	19	61	24	31	36	24	65
	98.44%	98.10%	97.01%	96.08%	94.85%	97.73%	92.45%	100.00%	95.00%	93.85%	100.00%	93.94%	94.74%	96.00%	94.20%
Yes	1,400	510	87	55	61	29	32	5	11	44	13	21	26	17	42
	62.61%	66.97%	51.54%	56.12%	66.30%	67.44%	65.31%	50.00%	57.89%	72.13%	54.17%	67.74%	72.22%	70.83%	64.62%
No	895	266	43	43	31	14	17	5	8	17	11	10	10	7	23
	37.39%	33.03%	48.46%	43.88%	33.70%	32.56%	34.66%	50.00%	42.11%	27.87%	45.83%	32.26%	27.76%	29.17%	35.38%
Significantly different from column:*					C										

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Solano County Health & Social Services (PHCG1240)

2023 Clinician & Group CAHPS® Survey (Fielded June - August 2023)

Question 6

In the last 6 months, when you contacted this provider's office to get an appointment for care you needed right away, how often did you get an appointment as soon as you needed?

Base: All respondents who visited their provider in the last 6 months to get care right away (Q1, Q4 & Q5)

	2023 Partnership Health Plan Average	2023 Partnership Regional Health Plan Average	Your 2021 Group	Your 2022 Group	Your 2023 Group	Gender (Q34)		Age (Q33)			Health Status (Q26)			Rating of Provider (Q18)	
						Male	Female	18 to 34	35 to 54	55 or older	Excellent or Very good	Good	Fair or Poor	0-7	8-10
						A	B	C	D	E	F	G	H	I	J
Number in sample	1,499	519	67	55	61	29	32	5	11	44	13	21	26	17	42
Number missing or multiple answer	11	4	0	1	1	0	1	0	0	1	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,488	515	67	54	60	29	31	5	11	43	13	21	26	17	42
	99.27%	99.23%	100.00%	98.18%	98.36%	100.00%	98.88%	100.00%	100.00%	97.73%	100.00%	100.00%	100.00%	100.00%	100.00%
Never	108	41	3	3	9	4	5	2	5	2	1	4	4	7	1
	7.26%	7.96%	4.48%	5.56%	15.00%	13.79%	16.13%	40.00%	45.45%	4.65%	7.69%	19.05%	15.38%	41.18%	2.38%
Sometimes	330	114	20	18	15	5	10	1	2	12	3	7	5	4	11
	22.18%	22.14%	29.85%	33.33%	25.00%	17.24%	32.26%	20.00%	18.18%	27.91%	23.08%	33.33%	19.23%	23.53%	26.19%
Usually	458	154	20	12	18	8	10	2	2	14	7	4	7	5	13
	30.78%	29.90%	29.85%	22.22%	30.00%	27.59%	32.26%	40.00%	18.18%	32.56%	53.85%	19.05%	26.92%	29.41%	30.95%
Always	592	206	24	21	18	12	6	0	2	15	2	6	10	1	17
	39.78%	40.00%	35.82%	38.86%	30.00%	41.38%	19.35%	0.00%	18.18%	34.88%	15.38%	28.57%	38.46%	5.88%	40.48%
Significantly different from column:*														O	N
Usually or Always	1,050	360	44	33	36	20	16	2	4	29	9	10	17	6	30
	70.56%	69.90%	65.67%	61.11%	60.00%	68.97%	51.61%	40.00%	36.36%	67.44%	69.23%	47.62%	65.38%	35.29%	71.43%
Significantly different from column:*														O	N

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Solano County Health & Social Services (PHCG1240)

2023 Clinician & Group CAHPS® Survey (Fielded June - August 2023)

Question 7

In the last 6 months, did you make any appointments for a check-up or routine care with this provider?

Base: All respondents who visited their provider in the last 6 months (Q1 & Q4)

	2023 Partnership Health Plan Average	2023 Partnership Regional Health Plan Average	Your 2021 Group	Your 2022 Group	Your 2023 Group	Gender (Q34)		Age (Q33)			Health Status (Q26)			Rating of Provider (Q18)	
						Male	Female	18 to 34	35 to 54	55 or older	Excellent or Very good	Good	Fair or Poor	0-7	8-10
						F	G	H	I	J	K	L	M	N	O
Number in sample	2,432	790	134	102	97	44	53	10	20	65	24	33	38	25	69
Number missing or multiple answer	43	15	1	2	4	2	2	0	1	3	0	2	1	1	3
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,389	775	133	100	93	42	51	10	19	62	24	31	37	24	66
	98.23%	98.10%	99.25%	98.04%	95.88%	95.45%	96.23%	100.00%	95.00%	95.38%	100.00%	93.94%	97.37%	96.00%	95.65%
Yes	2,055	680	115	83	79	36	43	6	17	55	19	28	31	20	57
	86.02%	87.74%	86.47%	83.00%	84.95%	85.71%	84.31%	60.00%	89.47%	88.71%	79.17%	90.32%	83.78%	83.33%	86.36%
No	334	95	18	17	14	6	8	4	2	7	5	3	6	4	9
	13.98%	12.26%	13.53%	17.00%	15.05%	14.29%	15.69%	40.00%	10.53%	11.29%	20.83%	9.68%	16.22%	16.67%	13.64%
Significantly different from column: ^a															

^aA letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Solano County Health & Social Services (PHCG1240)

2023 Clinician & Group CAHPS® Survey (Fielded June - August 2023)

Question 8

In the last 6 months, when you made an appointment for a check-up or routine care with this provider, how often did you get an appointment as soon as you needed?

Base: All respondents who visited their provider in the last 6 months for a check-up or routine care (Q1, Q4 & Q7)

	2023 Partnership Health Plan Average	2023 Partnership Regional Health Plan Average	Your 2021 Group	Your 2022 Group	Your 2023 Group	Gender (Q34)		Age (Q33)			Health Status (Q26)			Rating of Provider (Q18)	
						Male	Female	18 to 34	35 to 54	55 or older	Excellent or Very good	Good	Fair or Poor	0-7	8-10
						F	G	H	I	J	K	L	M	N	O
Number in sample	2,055	680	115	83	79	36	43	6	17	55	19	28	31	20	57
Number missing or multiple answer	26	9	1	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,029	671	114	83	79	36	43	6	17	55	19	28	31	20	57
	98.73%	98.68%	99.13%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Never	106	39	4	3	9	3	6	1	5	3	1	6	2	7	1
	5.22%	5.81%	3.51%	3.61%	11.39%	8.33%	13.95%	16.67%	29.41%	5.45%	5.26%	21.43%	6.45%	35.00%	1.75%
Sometimes	366	130	25	22	19	6	13	2	5	12	6	7	6	6	13
	18.04%	19.37%	21.93%	26.51%	24.05%	16.67%	30.23%	33.33%	29.41%	21.82%	31.58%	25.00%	19.35%	30.00%	22.81%
Usually	627	209	35	25	27	13	14	3	4	20	8	9	12	4	23
	30.90%	31.15%	30.70%	30.12%	34.18%	36.11%	32.56%	50.00%	23.53%	36.36%	31.58%	32.14%	38.71%	20.00%	40.35%
Always	930	293	50	33	24	14	10	0	3	20	6	6	11	3	20
	45.84%	43.67%	43.86%	39.76%	30.38%	38.89%	23.26%	0.00%	17.65%	36.36%	31.58%	21.43%	35.48%	15.00%	35.09%
Significantly different from column:*					AB										
Usually or Always	1,557	502	85	58	51	27	24	3	7	40	12	15	23	7	43
	76.74%	74.81%	74.56%	69.88%	64.56%	75.00%	55.81%	50.00%	41.18%	72.73%	63.16%	53.57%	74.19%	35.00%	75.44%
Significantly different from column:*					A				J	I				O	N

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Solano County Health & Social Services (PHCG1240)

2023 Clinician & Group CAHPS® Survey (Fielded June - August 2023)

Question 9

In the last 6 months, did you contact this provider's office with a medical question during regular office hours?

Base: All respondents who visited their provider in the last 6 months (Q1 & Q4)

	2023 Partnership Health Plan Average	2023 Partnership Regional Health Plan Average	Your 2021 Group	Your 2022 Group	Your 2023 Group	Gender (Q34)		Age (Q33)			Health Status (Q26)			Rating of Provider (Q18)	
						Male	Female	18 to 34	35 to 54	55 or older	Excellent or Very good	Good	Fair or Poor	0-7	8-10
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
Number in sample	2,432	790	134	102	97	44	53	10	20	65	24	33	38	25	69
Number missing or multiple answer	70	26	3	4	7	4	3	0	1	6	0	3	3	1	5
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,362	764	131	98	90	40	50	10	19	59	24	30	35	24	64
	97.12%	96.71%	97.76%	96.08%	92.78%	90.91%	94.34%	100.00%	95.00%	90.77%	100.00%	90.91%	92.11%	96.00%	92.75%
Yes	1,421	481	70	46	55	22	33	4	10	40	13	18	24	13	42
	60.16%	62.06%	53.44%	46.94%	61.11%	55.00%	66.00%	40.00%	52.63%	67.80%	54.17%	60.00%	68.57%	54.17%	65.63%
No	941	283	61	52	35	18	17	6	9	19	11	12	11	11	22
	39.84%	37.04%	46.56%	53.06%	38.89%	45.00%	34.00%	60.00%	47.37%	32.20%	45.83%	40.00%	31.43%	45.83%	34.38%
Significantly different from column:*															

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Solano County Health & Social Services (PHCG1240)

2023 Clinician & Group CAHPS® Survey (Fielded June - August 2023)

Question 10

In the last 6 months, when you contacted this provider's office during regular office hours, how often did you get an answer to your medical question that same day?

Base: All respondents who contacted their provider's office during regular office hours in the last 6 months (Q1, Q4 & Q9)

	2023 Partnership Health Plan Average	2023 Partnership Regional Health Plan Average	Your 2021 Group	Your 2022 Group	Your 2023 Group	Gender (Q34)			Age (Q33)			Health Status (Q26)			Rating of Provider (Q18)	
						Male	Female	18 to 34	35 to 54	55 or older	Excellent or Very good	Good	Fair or Poor	0-7	8-10	
						F	G	H	I	J	K	L	M	N	O	
Number in sample	1,421	481	70	46	55	22	33	4	10	40	13	18	24	13	42	
Number missing or multiple answer	12	4	3	1	0	0	0	0	0	0	0	0	0	0	0	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
Usable responses	1,409	477	67	45	55	22	33	4	10	40	13	18	24	13	42	
	99.16%	99.17%	95.71%	97.83%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	
Never	130	36	6	3	6	2	4	1	1	4	0	3	3	5	1	
	9.23%	7.55%	8.96%	6.67%	10.91%	9.09%	12.12%	25.00%	10.00%	10.00%	0.00%	16.67%	12.50%	38.46%	2.38%	
Sometimes	269	71	10	4	7	1	6	0	1	6	1	3	3	2	5	
	19.09%	14.88%	14.93%	8.89%	12.73%	4.55%	18.18%	0.00%	10.00%	15.00%	7.69%	16.67%	12.50%	15.38%	11.90%	
Usually	393	142	17	11	18	7	11	2	3	13	5	6	7	5	13	
	27.89%	29.77%	25.37%	24.44%	32.73%	31.82%	33.33%	50.00%	30.00%	32.50%	38.46%	33.33%	29.17%	38.46%	30.95%	
Always	617	228	34	27	24	12	12	1	5	17	7	6	11	1	23	
	43.79%	47.80%	50.75%	60.00%	43.64%	54.55%	36.36%	25.00%	50.00%	42.50%	53.85%	33.33%	45.83%	7.69%	54.76%	
Significantly different from column:*																
Usually or Always	1,010	370	51	38	42	19	23	3	8	30	12	12	18	6	36	
	71.88%	77.57%	76.12%	84.44%	76.36%	86.36%	69.70%	75.00%	80.00%	75.00%	82.31%	66.67%	75.00%	46.15%	85.71%	
Significantly different from column:*																

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Solano County Health & Social Services (PHCG1240)

2023 Clinician & Group CAHPS® Survey (Fielded June - August 2023)

Question 11

In the last 6 months, how often did this provider explain things in a way that was easy to understand?

Base: All respondents who visited their provider in the last 6 months (Q1 & Q4)

	2023 Partnership Health Plan Average	2023 Partnership Regional Health Plan Average	Your 2021 Group	Your 2022 Group	Your 2023 Group	Gender (Q34)		Age (Q33)			Health Status (Q26)			Rating of Provider (Q18)	
						Male	Female	18 to 34	35 to 54	55 or older	Excellent or Very good	Good	Fair or Poor	0-7	8-10
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
Number in sample	2,432	790	134	102	97	44	53	10	20	65	24	33	38	25	69
Number missing or multiple answer	32	7	0	3	1	0	1	0	0	1	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,400 98.68%	783 98.11%	134 100.00%	99 97.06%	96 98.97%	44 100.00%	52 98.11%	10 100.00%	20 100.00%	64 98.46%	24 100.00%	33 100.00%	38 100.00%	25 100.00%	69 100.00%
Never	50 2.08%	18 2.30%	4 2.99%	6 6.06%	7 7.29%	5 11.36%	2 3.85%	4 40.00%	0 0.00%	3 4.69%	1 4.17%	2 6.06%	4 10.53%	5 20.00%	1 1.45%
Sometimes	166 6.92%	58 7.41%	13 9.70%	7 7.07%	8 8.33%	2 4.55%	6 11.54%	0 0.00%	4 20.00%	4 6.25%	2 8.33%	3 9.09%	2 5.26%	7 28.00%	0 0.00%
Usually	534 22.25%	169 21.58%	32 23.88%	30 30.30%	24 25.00%	11 25.00%	13 25.00%	3 30.00%	4 20.00%	17 26.56%	1 4.17%	15 45.45%	8 21.05%	10 40.00%	14 20.29%
Always	1,650 68.75%	538 68.71%	85 63.43%	56 56.57%	57 59.38%	26 59.09%	31 59.62%	3 30.00%	12 60.00%	40 62.50%	20 83.33%	13 39.39%	24 63.16%	3 12.00%	54 78.28%
Significantly different from column:*											L	KM	L	O	N
Usually or Always	2,184 91.00%	707 90.29%	117 87.31%	86 88.87%	81 84.38%	37 84.09%	44 84.82%	6 60.00%	16 80.00%	57 89.06%	21 87.50%	28 84.85%	32 84.21%	13 52.00%	68 98.56%
Significantly different from column:*					A										

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Solano County Health & Social Services (PHCG1240)

2023 Clinician & Group CAHPS® Survey (Fielded June - August 2023)

Question 12

In the last 6 months, how often did this provider listen carefully to you?

Base: All respondents who visited their provider in the last 6 months (Q1 & Q4)

	2023 Partnership Health Plan Average	2023 Partnership Regional Health Plan Average	Your 2021 Group	Your 2022 Group	Your 2023 Group	Gender (Q34)		Age (Q33)			Health Status (Q26)			Rating of Provider (Q18)	
						Male	Female	18 to 34	35 to 54	55 or older	Excellent or Very good	Good	Fair or Poor	0-7	8-10
						F	G	H	I	J	K	L	M	N	O
Number in sample	2,432	790	134	102	97	44	53	10	20	65	24	33	38	25	69
Number missing or multiple answer	38	8	0	2	2	1	1	0	0	2	0	0	1	0	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,396	782	134	100	95	43	52	10	20	63	24	33	37	25	68
	98.52%	98.99%	100.00%	98.04%	97.94%	97.73%	98.11%	100.00%	100.00%	96.92%	100.00%	100.00%	97.37%	100.00%	98.55%
Never	55	17	3	3	5	3	2	3	0	2	0	2	3	5	0
	2.30%	2.17%	2.24%	3.00%	5.26%	6.98%	3.85%	30.00%	0.00%	3.17%	0.00%	6.06%	8.11%	20.00%	0.00%
Sometimes	157	49	13	10	10	3	7	2	4	4	3	4	3	9	0
	6.55%	6.27%	9.70%	10.00%	10.53%	6.98%	13.46%	20.00%	20.00%	6.35%	12.50%	12.12%	8.11%	36.00%	0.00%
Usually	446	126	28	19	23	11	12	2	5	16	3	12	7	9	13
	18.61%	16.11%	20.90%	19.00%	24.21%	25.58%	23.08%	20.00%	25.00%	25.40%	12.50%	36.36%	18.92%	36.00%	19.12%
Always	1,738	590	90	68	57	26	31	3	11	41	18	15	24	2	55
	72.54%	75.45%	67.16%	68.00%	60.00%	60.47%	59.62%	30.00%	55.00%	65.08%	75.00%	45.45%	64.86%	8.00%	80.88%
Significantly different from column:*					AB						L	K		O	N
Usually or Always	2,184	716	118	87	80	37	43	5	16	57	21	27	31	11	68
	91.15%	91.56%	88.06%	87.00%	84.21%	86.05%	82.69%	50.00%	80.00%	90.48%	87.50%	81.82%	83.78%	44.00%	100.00%
Significantly different from column:*					AB										

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Solano County Health & Social Services (PHCG1240)

2023 Clinician & Group CAHPS® Survey (Fielded June - August 2023)

Question 13

In the last 6 months, how often did this provider seem to know the important information about your medical history?

Base: All respondents who visited their provider in the last 6 months (Q1 & Q4)

	2023 Partnership Health Plan Average	2023 Partnership Regional Health Plan Average	Your 2021 Group	Your 2022 Group	Your 2023 Group	Gender (Q34)		Age (Q33)			Health Status (Q26)			Rating of Provider (Q18)	
						Male	Female	18 to 34	35 to 54	55 or older	Excellent or Very good	Good	Fair or Poor	0-7	8-10
						F	G	H	I	J	K	L	M	N	O
Number in sample	2,432	790	134	102	97	44	53	10	20	65	24	33	38	25	69
Number missing or multiple answer	49	11	1	3	3	0	3	0	0	3	1	1	0	1	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,383	779	133	99	94	44	50	10	20	82	23	32	38	24	68
	97.99%	96.61%	99.25%	97.08%	96.81%	100.00%	94.34%	100.00%	100.00%	95.38%	95.83%	96.97%	100.00%	96.00%	98.55%
Never	89	25	5	5	11	5	6	4	2	5	2	5	4	10	0
	3.73%	3.21%	3.76%	5.05%	11.70%	11.36%	12.00%	40.00%	10.00%	8.06%	8.70%	15.63%	10.53%	41.87%	0.00%
Sometimes	249	60	18	14	7	3	4	0	4	3	1	2	4	6	1
	10.45%	7.70%	13.53%	14.14%	7.45%	6.82%	8.00%	0.00%	20.00%	4.84%	4.35%	6.25%	10.53%	25.00%	1.47%
Usually	631	183	32	29	24	13	11	6	5	13	5	13	5	7	16
	26.48%	23.49%	24.06%	29.29%	25.53%	29.55%	22.00%	60.00%	25.00%	20.97%	21.74%	40.63%	13.16%	29.17%	23.53%
Always	1,414	511	78	51	52	23	29	0	9	41	15	12	25	1	51
	59.34%	65.60%	58.65%	51.52%	55.32%	52.27%	58.00%	0.00%	45.00%	66.13%	65.22%	37.50%	65.76%	4.17%	75.00%
Significantly different from column:*					B						L	KM	L	O	N
Usually or Always	2,045	694	110	80	76	36	40	6	14	54	20	25	30	8	67
	85.82%	89.09%	82.71%	80.81%	80.85%	81.82%	80.00%	60.00%	70.00%	87.10%	86.96%	78.13%	78.95%	33.33%	98.53%
Significantly different from column:*					B										

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Solano County Health & Social Services (PHCG1240)

2023 Clinician & Group CAHPS® Survey (Fielded June - August 2023)

Question 14

In the last 6 months, how often did this provider show respect for what you had to say?

Base: All respondents who visited their provider in the last 6 months (Q1 & Q4)

	2023 Partnership Health Plan Average	2023 Partnership Regional Health Plan Average	Your 2021 Group	Your 2022 Group	Your 2023 Group	Gender (Q34)		Age (Q33)			Health Status (Q26)			Rating of Provider (Q18)	
						Male	Female	18 to 34	35 to 54	55 or older	Excellent or Very good	Good	Fair or Poor	0-7	8-10
						F	G	H	I	J	K	L	M	N	O
Number in sample	2,432	790	134	102	97	44	53	10	20	65	24	33	38	25	66
Number missing or multiple answer	31	6	0	2	1	0	1	0	0	1	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,401	784	134	100	96	44	52	10	20	64	24	33	38	25	66
	98.73%	98.24%	100.00%	98.04%	98.97%	100.00%	98.11%	100.00%	100.00%	98.46%	100.00%	100.00%	100.00%	100.00%	100.00%
Never	48	15	2	3	4	3	1	2	0	2	0	2	2	4	0
	2.00%	1.91%	1.49%	3.00%	4.17%	6.82%	1.92%	20.00%	0.00%	3.13%	0.00%	6.08%	5.26%	16.00%	0.00%
Sometimes	138	42	9	8	7	2	5	2	3	2	2	2	3	6	0
	5.75%	5.38%	6.72%	8.00%	7.29%	4.55%	9.62%	20.00%	15.00%	3.13%	8.33%	6.08%	7.89%	24.00%	0.00%
Usually	388	103	20	18	18	8	10	2	4	12	2	9	6	10	7
	15.33%	13.14%	14.93%	18.00%	18.75%	18.18%	19.23%	20.00%	20.00%	18.75%	8.33%	27.27%	15.79%	40.00%	10.14%
Always	1,847	624	103	71	67	31	36	4	13	48	20	20	27	5	62
	76.93%	79.59%	76.87%	71.00%	69.79%	70.45%	69.23%	40.00%	65.00%	75.00%	83.33%	60.61%	71.05%	20.00%	89.86%
Significantly different from column:*					B									O	N
Usually or Always	2,215	727	123	89	85	39	46	6	17	60	22	29	33	15	69
	92.25%	92.73%	91.79%	89.00%	88.54%	88.64%	88.46%	60.00%	85.00%	93.75%	91.67%	87.88%	86.84%	60.00%	100.00%
Significantly different from column:*															

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Solano County Health & Social Services (PHCG1240)

2023 Clinician & Group CAHPS® Survey (Fielded June - August 2023)

Question 15

In the last 6 months, how often did this provider spend enough time with you?

Base: All respondents who visited their provider in the last 6 months (Q1 & Q4)

	2023 Partnership Health Plan Average	2023 Partnership Regional Health Plan Average	Your 2021 Group	Your 2022 Group	Your 2023 Group	Gender (Q34)		Age (Q33)			Health Status (Q26)			Rating of Provider (Q18)	
						Male	Female	18 to 34	35 to 54	55 or older	Excellent or Very good	Good	Fair or Poor	0-7	8-10
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
Number in sample	2,432	790	134	102	97	44	53	10	20	65	24	33	38	25	66
Number missing or multiple answer	37	7	2	2	1	0	1	0	0	1	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,395	783	132	100	96	44	52	10	20	64	24	33	38	25	66
	98.48%	99.11%	98.51%	98.04%	98.97%	100.00%	98.11%	100.00%	100.00%	98.46%	100.00%	100.00%	100.00%	100.00%	100.00%
Never	82	31	5	5	9	5	4	4	2	3	1	4	4	8	0
	3.42%	3.96%	3.78%	5.00%	9.38%	11.36%	7.69%	40.00%	10.00%	4.69%	4.17%	12.12%	10.53%	32.00%	0.00%
Sometimes	203	64	18	9	9	3	6	2	3	4	1	5	3	9	0
	8.48%	8.17%	13.64%	9.00%	9.38%	6.82%	11.54%	20.00%	15.00%	6.25%	4.17%	15.15%	7.89%	36.00%	0.00%
Usually	563	162	25	26	23	10	13	1	6	16	5	8	6	7	15
	23.51%	20.69%	18.94%	26.00%	23.96%	22.73%	25.00%	10.00%	30.00%	25.00%	20.83%	24.24%	23.68%	28.00%	21.74%
Always	1,547	526	84	60	55	26	29	3	9	41	17	16	22	1	54
	64.59%	67.18%	63.64%	60.00%	57.29%	59.09%	55.77%	30.00%	45.00%	64.06%	70.83%	48.48%	57.89%	4.00%	78.26%
Significantly different from column:*														O	N
Usually or Always	2,110	668	109	86	78	36	42	4	15	57	22	24	31	8	69
	88.10%	87.87%	82.58%	86.00%	81.25%	81.82%	80.77%	40.00%	75.00%	89.06%	91.67%	72.73%	81.58%	32.00%	100.00%
Significantly different from column:*					A										

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Solano County Health & Social Services (PHCG1240)
 2023 Clinician & Group CAHPS® Survey (Fielded June - August 2023)

Question 16

In the last 6 months, did this provider order a blood test, x-ray, or other test for you?

Base: All respondents who visited their provider in the last 6 months (Q1 & Q4)

	2023 Partnership Health Plan Average	2023 Partnership Regional Health Plan Average	Your 2021 Group	Your 2022 Group	Your 2023 Group	Gender (Q34)		Age (Q33)			Health Status (Q26)			Rating of Provider (Q18)	
						Male	Female	18 to 34	35 to 54	55 or older	Excellent or Very good	Good	Fair or Poor	0-7	8-10
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
Number in sample	2,432	790	134	102	97	44	53	10	20	65	24	33	38	25	69
Number missing or multiple answer	49	8	4	2	1	0	1	0	0	1	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,383	782	130	100	96	44	52	10	20	64	24	33	38	25	69
	97.99%	98.99%	97.01%	98.04%	98.97%	100.00%	98.11%	100.00%	100.00%	98.46%	100.00%	100.00%	100.00%	100.00%	100.00%
Yes	2,104	699	116	86	83	37	46	5	18	58	21	28	33	19	62
	88.29%	89.39%	89.23%	86.00%	86.46%	84.09%	88.46%	50.00%	90.00%	90.63%	87.50%	84.85%	88.84%	76.00%	89.86%
No	279	83	14	14	13	7	6	5	2	6	3	5	5	6	7
	11.71%	10.61%	10.77%	14.00%	13.54%	15.91%	11.54%	50.00%	10.00%	9.38%	12.50%	15.15%	13.16%	24.00%	10.14%
Significantly different from column:*															

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Solano County Health & Social Services (PHCG1240)

2023 Clinician & Group CAHPS® Survey (Fielded June - August 2023)

Question 17

In the last 6 months, when this provider ordered a blood test, x-ray, or other test for you, how often did someone from this provider's office follow up to give you these results?

Base: All respondents whose provider ordered a blood test, x-ray, or other test in the last 6 months (Q1, Q4 & Q16)

	Response					Gender (Q34)		Age (Q33)			Health Status (Q26)			Rating of Provider (Q18)	
	A	B	C	D	E	Male	Female	18 to 34	35 to 54	55 or older	Excellent or Very good	Good	Fair or Poor	0-7	8-10
	F	G	H	I	J	K	L	M	N	O					
Number in sample	2,104	699	116	86	83	37	46	5	18	58	21	28	33	19	62
Number missing or multiple answer	37	10	3	2	1	1	0	0	0	1	0	1	0	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,067	689	113	84	82	36	46	5	18	57	21	27	33	18	62
	98.24%	98.57%	97.41%	97.87%	98.80%	97.30%	100.00%	100.00%	100.00%	98.28%	100.00%	96.43%	100.00%	94.74%	100.00%
Never	187	56	13	8	11	4	7	2	4	5	2	5	4	10	0
	9.05%	8.13%	11.50%	9.52%	13.41%	11.11%	15.22%	40.00%	22.22%	8.77%	9.52%	18.52%	12.12%	55.56%	0.00%
Sometimes	261	70	14	13	10	5	5	1	3	6	3	2	5	4	5
	12.63%	10.16%	12.39%	15.48%	12.20%	13.89%	10.87%	20.00%	16.67%	10.53%	14.29%	7.41%	15.15%	22.22%	8.06%
Usually	474	165	20	18	20	6	14	0	4	15	2	11	6	4	16
	22.63%	23.95%	17.70%	21.43%	24.39%	16.67%	30.43%	0.00%	22.22%	26.32%	9.52%	40.74%	18.18%	22.22%	25.81%
Always	1,145	398	66	45	41	21	20	2	7	31	14	9	18	0	41
	55.39%	57.76%	58.41%	53.57%	50.00%	58.33%	43.48%	40.00%	38.89%	54.39%	66.67%	33.33%	54.55%	0.00%	66.13%
Significantly different from column:*											L	K		O	N
Usually or Always	1,619	563	86	63	61	27	34	2	11	46	16	20	24	4	57
	78.33%	81.71%	76.11%	75.00%	74.39%	75.00%	73.91%	40.00%	81.11%	80.70%	76.19%	74.07%	72.73%	22.22%	91.94%
Significantly different from column:*															

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Solano County Health & Social Services (PHCG1240)

2023 Clinician & Group CAHPS® Survey (Fielded June - August 2023)

Question 18

Using any number from 0 to 10, where 0 is the worst provider possible and 10 is the best provider possible, what number would you use to rate this provider?

Base: All respondents who visited their provider in the last 6 months (Q1 & Q4)

	2023 Partnership Health Plan Average	2023 Partnership Regional Health Plan Average	Your 2021 Group	Your 2022 Group	Your 2023 Group	Gender (Q34)		Age (Q33)			Health Status (Q26)			Rating of Provider (Q18)	
						Male	Female	18 to 34	35 to 54	55 or older	Excellent or Very good	Good	Fair or Poor	0-7	8-10
						F	G	H	I	J	K	L	M	N	O
Number in sample	2,432	790	134	102	97	44	53	10	20	65	24	33	38	25	69
Number missing or multiple answer	44	11	2	3	3	1	2	1	1	1	2	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,388	779	132	99	94	43	51	9	19	64	22	33	38	25	69
	98.19%	98.61%	98.51%	97.08%	96.91%	97.73%	96.23%	90.00%	95.00%	98.46%	91.67%	100.00%	100.00%	100.00%	100.00%
0 Worst provider possible	25	7	1	3	1	1	0	1	0	0	0	0	1	1	0
	1.05%	0.90%	0.78%	3.03%	1.06%	2.33%	0.00%	11.11%	0.00%	0.00%	0.00%	0.00%	2.63%	4.00%	0.00%
1	17	8	3	0	4	2	2	1	3	0	0	3	1	4	0
	0.71%	1.03%	2.27%	0.00%	4.26%	4.65%	3.92%	11.11%	15.79%	0.00%	0.00%	9.09%	2.63%	16.00%	0.00%
2	20	7	0	1	1	0	1	0	0	1	0	0	1	1	0
	0.84%	0.90%	0.00%	1.01%	1.06%	0.00%	1.96%	0.00%	0.00%	1.56%	0.00%	0.00%	2.63%	4.00%	0.00%
3	36	11	2	0	3	2	1	1	1	1	0	1	2	3	0
	1.51%	1.41%	1.52%	0.00%	3.19%	4.65%	1.96%	11.11%	5.26%	1.56%	0.00%	3.03%	5.26%	12.00%	0.00%
4	37	9	2	2	2	0	2	0	1	1	0	2	0	2	0
	1.55%	1.18%	1.52%	2.02%	2.13%	0.00%	3.92%	0.00%	5.26%	1.56%	0.00%	6.06%	0.00%	8.00%	0.00%
5	101	32	8	5	7	3	4	1	1	5	1	2	4	7	0
	4.23%	4.11%	6.06%	5.05%	7.45%	6.98%	7.84%	11.11%	5.26%	7.81%	4.55%	6.06%	10.53%	28.00%	0.00%
6	80	23	3	2	4	2	2	1	0	3	1	2	0	4	0
	3.35%	2.95%	2.27%	2.02%	4.26%	4.65%	3.92%	11.11%	0.00%	4.69%	4.55%	6.06%	0.00%	16.00%	0.00%
7	166	34	13	6	3	1	2	1	0	2	1	2	0	3	0
	6.95%	4.36%	9.85%	6.06%	3.19%	2.33%	3.92%	11.11%	0.00%	3.13%	4.55%	6.06%	0.00%	12.00%	0.00%
8	328	110	19	20	13	5	8	0	3	10	3	8	4	0	13
	13.65%	14.12%	14.39%	20.20%	13.83%	11.63%	15.69%	0.00%	15.79%	15.63%	13.64%	18.18%	10.53%	0.00%	18.84%
9	413	120	20	17	11	6	5	1	3	7	3	4	4	0	11
	17.29%	16.56%	15.15%	17.17%	11.70%	13.95%	9.80%	11.11%	15.79%	10.94%	13.64%	12.12%	10.53%	0.00%	15.94%
10 Best provider possible	1,167	409	61	43	46	21	24	2	7	34	13	11	21	0	45
	48.87%	52.50%	46.21%	43.43%	47.87%	48.84%	47.06%	22.22%	36.84%	53.13%	59.09%	33.33%	55.26%	0.00%	65.22%

Solano County Health & Social Services (PHCG1240)
 2023 Clinician & Group CAHPS® Survey (Fielded June - August 2023)

Question 18

Using any number from 0 to 10, where 0 is the worst provider possible and 10 is the best provider possible, what number would you use to rate this provider?

Base: All respondents who visited their provider in the last 6 months (Q1 & Q4)

	2023 Partnership Health Plan Average	2023 Partnership Regional Health Plan Average	Your 2021 Group	Your 2022 Group	Your 2023 Group	Gender (Q34)			Age (Q33)			Health Status (Q26)			Rating of Provider (Q18)	
						Male	Female	18 to 34	35 to 54	55 or older	Excellent or Very good	Good	Fair or Poor	0-7	8-10	
						F	G	H	I	J	K	L	M	N	O	
Number in sample	2,432	790	134	102	97	44	53	10	20	65	24	33	38	25	69	
Number missing or multiple answer	44	11	2	3	3	1	2	1	1	1	2	0	0	0	0	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
Usable responses	2,388	779	132	99	94	43	51	9	19	64	22	33	38	25	69	
	98.19%	98.61%	98.51%	97.08%	96.91%	97.73%	96.23%	90.00%	95.00%	98.46%	91.67%	100.00%	100.00%	100.00%	100.00%	
0 to 4	135	42	8	6	11	5	6	3	5	3	0	6	5	11	0	
	5.65%	5.39%	6.06%	6.06%	11.70%	11.63%	11.76%	33.33%	26.32%	4.69%	0.00%	18.18%	13.16%	44.00%	0.00%	
5	101	32	6	5	7	3	4	1	1	5	1	2	4	7	0	
	4.23%	4.11%	6.06%	5.05%	7.45%	6.98%	7.84%	11.11%	5.26%	7.81%	4.55%	6.06%	10.53%	28.00%	0.00%	
6 to 7	246	57	16	8	7	3	4	2	0	5	2	4	0	7	0	
	10.30%	7.32%	12.12%	8.08%	7.45%	6.98%	7.84%	22.22%	0.00%	7.81%	9.09%	12.12%	0.00%	28.00%	0.00%	
8 to 10	1,906	648	100	80	69	32	37	3	13	51	19	21	29	0	69	
	79.82%	83.18%	75.76%	80.81%	73.40%	74.42%	72.55%	33.33%	68.42%	79.69%	86.36%	63.64%	76.32%	0.00%	100.00%	
Significantly different from column:*					B									O	N	
	316	97	19	13	22	10	12	5	6	11	2	10	9	22	0	
	13.23%	12.45%	14.39%	13.13%	23.40%	23.26%	23.53%	55.56%	31.58%	17.19%	9.09%	30.30%	23.68%	88.00%	0.00%	
7 to 8	492	144	32	26	16	6	10	1	3	12	4	8	4	3	13	
	20.60%	18.49%	24.24%	26.26%	17.02%	13.95%	19.61%	11.11%	15.79%	18.75%	18.18%	24.24%	10.53%	12.00%	18.84%	
9 to 10	1,580	538	81	60	56	27	29	3	10	41	16	15	25	0	56	
	66.16%	69.06%	61.36%	60.61%	59.57%	62.79%	56.86%	33.33%	52.63%	64.06%	72.73%	45.45%	65.79%	0.00%	81.18%	
Significantly different from column:*										L	K			O	N	

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Solano County Health & Social Services (PHCG1240)

2023 Clinician & Group CAHPS® Survey (Fielded June - August 2023)

Question 19

Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care. In the last 12 months, did you make any appointments to see a specialist?

Base: All respondents who visited their provider in the last 6 months (Q1 & Q4)

	2023 Partnership Health Plan Average	2023 Partnership Regional Health Plan Average	Your 2021 Group	Your 2022 Group	Your 2023 Group	Gender (Q34)		Age (Q33)			Health Status (Q26)			Rating of Provider (Q18)	
						Male	Female	18 to 34	35 to 54	55 or older	Excellent or Very good	Good	Fair or Poor	0-7	8-10
						A	B	C	D	E	F	G	H	I	J
Number in sample	2,432	790	134	102	97	44	53	10	20	65	24	33	38	25	69
Number missing or multiple answer	55	20	5	8	1	0	1	0	0	1	0	0	0	0	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
Usable responses	2,377 97.74%	770 97.47%	129 96.27%	96 94.12%	96 98.97%	44 100.00%	52 98.11%	10 100.00%	20 100.00%	64 98.46%	24 100.00%	33 100.00%	38 100.00%	25 100.00%	69 100.00%
Yes	1,558 65.54%	515 66.88%	76 58.91%	52 54.17%	61 63.54%	28 63.64%	33 63.46%	3 30.00%	13 65.00%	43 67.10%	14 58.33%	19 57.58%	28 73.68%	13 52.00%	48 69.57%
No	819 34.46%	255 33.12%	53 41.09%	44 45.83%	35 36.46%	16 36.36%	19 36.54%	7 70.00%	7 35.00%	21 32.81%	10 41.67%	14 42.42%	10 26.32%	12 48.00%	21 30.43%
Significantly different from column:*															

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Solano County Health & Social Services (PHCG1240)

2023 Clinician & Group CAHPS® Survey (Fielded June - August 2023)

Question 20

In the last 12 months, how often did you get an appointment to see a specialist as soon as you needed?

Base: All respondents who visited their provider in the last 6 months and made an appointment to see a specialist (Q1, Q4 & Q19)

	2023 Partnership Health Plan Average	2023 Partnership Regional Health Plan Average	Your 2021 Group	Your 2022 Group	Your 2023 Group	Gender (Q34)		Age (Q33)			Health Status (Q26)			Rating of Provider (Q18)	
						Male	Female	18 to 34	35 to 54	55 or older	Excellent or Very good	Good	Fair or Poor	0-7	8-10
						A	B	C	D	E	F	G	H	I	J
Number in sample	1,558	515	76	52	61	28	33	3	13	43	14	19	28	13	48
Number missing or multiple answer	18	6	1	1	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	1,540	509	75	51	61	28	33	3	13	43	14	19	28	13	48
	98.84%	98.83%	98.68%	98.08%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Never	136	31	3	5	4	3	1	1	2	1	1	3	0	2	2
	8.83%	6.06%	4.00%	9.80%	6.56%	10.71%	3.03%	33.33%	15.38%	2.33%	7.14%	15.79%	0.00%	15.38%	4.17%
Sometimes	279	61	16	6	10	1	9	0	1	9	3	3	4	5	5
	18.12%	15.91%	21.33%	15.69%	16.39%	3.57%	27.27%	0.00%	7.69%	20.93%	21.43%	15.79%	14.29%	38.46%	10.42%
Usually	487	159	28	22	20	10	10	0	5	14	4	8	8	5	15
	31.62%	31.24%	37.33%	43.14%	32.79%	35.71%	30.30%	0.00%	38.46%	32.56%	28.57%	42.11%	28.57%	38.46%	31.25%
Always	638	238	28	16	27	14	13	2	5	19	6	5	16	1	26
	41.43%	46.76%	37.33%	31.37%	44.26%	50.00%	39.39%	66.67%	38.46%	44.19%	42.86%	26.32%	57.14%	7.69%	54.17%
Significantly different from column:*												M	L	O	N
Usually or Always	1,125	397	56	38	47	24	23	2	10	33	10	13	24	6	41
	73.05%	78.00%	74.67%	74.51%	77.05%	85.71%	69.70%	66.67%	76.92%	76.74%	71.43%	68.42%	85.71%	46.15%	85.42%
Significantly different from column:*															

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Solano County Health & Social Services (PHCG1240)

2023 Clinician & Group CAHPS® Survey (Fielded June - August 2023)

Question 21

Were any of the following a reason why you did not get an appointment with a specialist as soon as you needed? Mark one or more.

Base: All respondents who visited their provider in the last 6 months and made an appointment to see a specialist and found it difficult to get one (Q1, Q4, Q19 & Q20)

	2023 Partnership Health Plan Average	2023 Partnership Regional Health Plan Average	Your 2021 Group	Your 2022 Group	Your 2023 Group	Gender (Q34)		Age (Q33)			Health Status (Q26)			Rating of Provider (Q18)	
						Male	Female	18 to 34	35 to 54	55 or older	Excellent or Very good	Good	Fair or Poor	0-7	8-10
						F	G	H	I	J	K	L	M	N	O
Number in sample	902	271	47	35	34	14	20	1	8	24	8	14	12	12	22
Number missing or multiple answer	223	86	11	16	10	5	5	0	3	6	2	5	3	2	8
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	679	185	36	19	24	9	15	1	5	18	6	9	9	10	14
	75.28%	68.27%	76.60%	54.29%	70.59%	64.29%	75.00%	100.00%	62.50%	75.00%	75.00%	64.29%	75.00%	83.33%	63.64%
Your health plan approval or authorization was	167	54	8	4	7	3	4	0	2	5	0	2	5	4	3
	24.59%	29.19%	22.22%	21.05%	29.17%	33.33%	26.67%	0.00%	40.00%	27.78%	0.00%	22.22%	55.56%	40.00%	21.43%
You did not have a list of specialists in your health	57	14	3	2	2	0	2	0	0	2	0	1	1	1	1
	8.39%	7.57%	8.33%	10.53%	8.33%	0.00%	13.33%	0.00%	0.00%	11.11%	0.00%	11.11%	11.11%	10.00%	7.14%
The specialists you had to choose were far away	143	23	4	2	2	0	2	0	0	2	0	2	0	0	2
	21.06%	12.43%	11.11%	10.53%	8.33%	0.00%	13.33%	0.00%	0.00%	11.11%	0.00%	22.22%	0.00%	0.00%	14.29%
The specialist you wanted did not belong to your	51	16	4	2	2	1	1	0	0	2	1	1	0	1	1
	7.51%	8.65%	11.11%	10.53%	8.33%	11.11%	6.67%	0.00%	0.00%	11.11%	16.67%	11.11%	0.00%	10.00%	7.14%
You could not get an appointment at a convenient	230	67	10	9	8	4	2	1	1	4	4	0	2	2	4
	33.87%	36.22%	27.78%	47.37%	25.00%	44.44%	13.33%	100.00%	20.00%	22.22%	66.67%	0.00%	22.22%	20.00%	28.57%
Some other reason	228	58	9	3	7	3	4	0	3	4	1	3	3	3	4
	33.58%	31.35%	25.00%	15.79%	29.17%	33.33%	26.67%	0.00%	60.00%	22.22%	16.67%	33.33%	33.33%	30.00%	28.57%

*Please note that respondents could select more than one response option, therefore percentages may not add up to 100%.

Solano County Health & Social Services (PHCG1240)

2023 Clinician & Group CAHPS® Survey (Fielded June - August 2023)

Question 22

In the last 6 months, did you take any prescription medicine?

Base: All respondents who visited their provider in the last 6 months (Q1 & Q4)

	2023 Partnership Health Plan Average	2023 Partnership Regional Health Plan Average	Your 2021 Group	Your 2022 Group	Your 2023 Group	Gender (Q34)			Age (Q33)			Health Status (Q26)			Rating of Provider (Q18)	
						Male	Female	18 to 34	35 to 54	55 or older	Excellent or Very good	Good	Fair or Poor	0-7	8-10	
						A	B	C	D	E	F	G	H	I	J	K
Number in sample	2,432	790	134	102	97	44	53	10	20	65	24	33	38	25	69	
Number missing or multiple answer	36	10	3	0	2	1	1	0	0	2	0	0	1	0	1	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
Usable responses	2,396	780	131	102	95	43	52	10	20	63	24	33	37	25	68	
	98.52%	98.73%	97.76%	100.00%	97.94%	97.73%	98.11%	100.00%	100.00%	96.92%	100.00%	100.00%	97.37%	100.00%	98.55%	
Yes	2,168	714	117	90	87	39	48	7	17	61	22	27	37	20	65	
	90.46%	91.54%	89.31%	88.24%	91.58%	90.70%	92.31%	70.00%	85.00%	96.83%	91.67%	81.82%	100.00%	80.00%	95.58%	
No	228	66	14	12	8	4	4	3	3	2	2	6	0	5	3	
	9.52%	8.46%	10.69%	11.76%	8.42%	9.30%	7.68%	30.00%	15.00%	3.17%	8.33%	18.18%	0.00%	20.00%	4.41%	
Significantly different from column:*																

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Solano County Health & Social Services (PHCG1240)

2023 Clinician & Group CAHPS® Survey (Fielded June - August 2023)

Question 23

In the last 6 months, how often did you and someone from this provider's office talk about all the prescription medicines you were taking?*

Base: All respondents who took prescription medication in the last 6 months (Q1, Q4 & Q19)

	2023 Partnership Health Plan Average	2023 Partnership Regional Health Plan Average	Your 2021 Group	Your 2022 Group	Your 2023 Group	Gender (Q34)		Age (Q33)			Health Status (Q26)			Rating of Provider (Q18)	
						Male	Female	18 to 34	35 to 54	55 or older	Excellent or Very good	Good	Fair or Poor	0-7	8-10
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
Number in sample	2,386	780	131	102	95	43	52	10	20	63	24	33	37	25	68
Number missing or multiple answer	195	68	13	11	8	5	3	3	2	3	1	6	0	5	3
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,201	712	118	91	87	38	49	7	18	60	23	27	37	20	65
	91.86%	91.28%	90.08%	89.22%	91.58%	88.37%	94.23%	70.00%	90.00%	95.24%	95.83%	81.82%	100.00%	80.00%	95.56%
Never	189	64	13	11	14	7	7	3	5	6	1	5	8	11	2
	8.59%	8.99%	11.02%	12.09%	16.09%	18.42%	14.29%	42.86%	27.78%	10.00%	4.35%	18.52%	21.62%	55.00%	3.08%
Sometimes	333	113	27	19	19	6	13	1	5	13	5	8	6	6	13
	15.13%	15.87%	22.88%	20.88%	21.84%	15.79%	26.53%	14.29%	27.78%	21.67%	21.74%	29.63%	16.22%	30.00%	20.00%
Usually	515	177	23	24	22	9	13	2	2	17	7	6	9	3	18
	23.40%	24.86%	19.46%	26.37%	25.29%	23.68%	26.53%	28.57%	11.11%	28.33%	30.43%	22.22%	24.32%	15.00%	27.69%
Always	1,164	358	55	37	32	16	18	1	6	24	10	8	14	0	32
	52.89%	50.28%	46.61%	40.66%	36.78%	42.11%	32.65%	14.29%	33.33%	40.00%	43.48%	29.63%	37.84%	0.00%	49.23%
Significantly different from column:*					AB									O	N
Usually or Always	1,679	535	78	61	54	25	29	3	8	41	17	14	23	3	50
	76.28%	75.14%	66.10%	67.03%	62.07%	65.79%	59.18%	42.86%	44.44%	68.33%	73.91%	51.85%	62.16%	15.00%	76.92%
Significantly different from column:*					AB									O	N

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Solano County Health & Social Services (PHCG1240)

2023 Clinician & Group CAHPS® Survey (Fielded June - August 2023)

Question 24

In the last 6 months, how often were clerks and receptionists at this provider's office as helpful as you thought they should be?

Base: All respondents who visited their provider in the last 6 months (Q1 & Q4)

	2023 Partnership Health Plan Average	2023 Partnership Regional Health Plan Average	Your 2021 Group	Your 2022 Group	Your 2023 Group	Gender (Q34)		Age (Q33)			Health Status (Q26)			Rating of Provider (Q18)	
						Male	Female	18 to 34	35 to 54	55 or older	Excellent or Very good	Good	Fair or Poor	0-7	8-10
						F	G	H	I	J	K	L	M	N	O
Number in sample	2,432	790	134	102	97	44	53	10	20	65	24	33	38	25	69
Number missing or multiple answer	38	12	2	0	1	0	1	0	0	1	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,394	778	132	102	96	44	52	10	20	64	24	33	38	25	69
	98.44%	98.48%	98.51%	100.00%	98.97%	100.00%	98.11%	100.00%	100.00%	98.46%	100.00%	100.00%	100.00%	100.00%	100.00%
Never	52	18	1	3	2	1	1	1	0	1	1	0	1	1	0
	2.17%	2.31%	0.76%	2.94%	2.08%	2.27%	1.92%	10.00%	0.00%	1.56%	4.17%	0.00%	2.63%	4.00%	0.00%
Sometimes	215	64	16	8	5	2	3	0	3	2	1	2	2	5	0
	8.98%	8.23%	12.12%	7.84%	5.21%	4.55%	5.77%	0.00%	15.00%	3.13%	4.17%	6.06%	5.26%	20.00%	0.00%
Usually	630	193	35	22	24	7	17	2	6	16	4	13	7	7	16
	26.32%	24.81%	26.52%	21.57%	25.00%	15.91%	32.69%	20.00%	30.00%	25.00%	18.67%	39.39%	18.42%	28.00%	23.19%
Always	1,497	503	80	69	66	34	31	7	11	45	18	18	28	12	53
	62.53%	64.65%	60.61%	67.65%	67.71%	77.27%	59.62%	70.00%	55.00%	70.31%	75.00%	54.55%	73.68%	48.00%	78.81%
Significantly different from column:*														O	N
Usually or Always	2,127	696	115	91	89	41	48	9	17	81	22	31	35	19	66
	88.85%	89.46%	87.12%	89.22%	92.71%	93.18%	92.31%	90.00%	85.00%	95.31%	91.67%	93.94%	92.11%	76.00%	100.00%
Significantly different from column:*															

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Solano County Health & Social Services (PHCG1240)

2023 Clinician & Group CAHPS® Survey (Fielded June - August 2023)

Question 25

In the last 6 months, how often did clerks and receptionists at this provider's office treat you with courtesy and respect?

Base: All respondents who visited their provider in the last 6 months (Q1 & Q4)

	2023 Partnership Health Plan Average	2023 Partnership Regional Health Plan Average	Your 2021 Group	Your 2022 Group	Your 2023 Group	Gender (Q34)		Age (Q33)			Health Status (Q26)			Rating of Provider (Q18)	
						Male	Female	18 to 34	35 to 54	55 or older	Excellent or Very good	Good	Fair or Poor	0-7	8-10
						A	B	C	D	E	F	G	H	I	J
Number in sample	2,432	790	134	102	97	44	53	10	20	65	24	33	38	25	69
Number missing or multiple answer	37	8	2	0	1	0	1	0	0	1	0	0	0	0	
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
Usable responses	2,395	782	132	102	96	44	52	10	20	64	24	33	38	25	68
	98.48%	98.99%	98.51%	100.00%	98.97%	100.00%	98.11%	100.00%	100.00%	98.46%	100.00%	100.00%	100.00%	100.00%	100.00%
Never	30	11	0	2	1	1	0	1	0	0	1	0	0	0	
	1.25%	1.41%	0.00%	1.96%	1.04%	2.27%	0.00%	10.00%	0.00%	0.00%	4.17%	0.00%	0.00%	0.00%	
Sometimes	136	40	8	3	4	1	3	0	2	2	0	1	3	3	
	5.68%	5.12%	6.06%	2.94%	4.17%	2.27%	5.77%	0.00%	10.00%	3.13%	0.00%	3.03%	7.86%	12.00%	
Usually	431	130	27	17	17	3	14	2	5	10	4	7	6	7	
	18.00%	16.62%	20.45%	16.67%	17.71%	6.82%	26.92%	20.00%	25.00%	15.63%	16.67%	21.21%	15.76%	28.00%	
Always	1,798	601	97	80	74	39	35	7	13	52	19	25	29	15	
	75.07%	76.85%	73.48%	78.43%	77.08%	88.64%	67.31%	70.00%	65.00%	81.25%	70.17%	75.76%	76.32%	60.00%	
Significantly different from column:*						G	F							O	N
Usually or Always	3,229	731	124	97	91	42	49	9	18	62	23	32	35	22	
	93.07%	93.48%	93.94%	95.10%	94.79%	95.45%	94.23%	90.00%	90.00%	96.88%	95.83%	96.97%	92.11%	88.00%	98.55%
Significantly different from column:*															

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Solano County Health & Social Services (PHCG1240)

2023 Clinician & Group CAHPS® Survey (Fielded June - August 2023)

Question 26

In general, how would you rate your overall health?

Base: All respondents

	2023 Partnership Health Plan Average	2023 Partnership Regional Health Plan Average	Your 2021 Group	Your 2022 Group	Your 2023 Group	Gender (Q34)		Age (Q33)			Health Status (Q26)			Rating of Provider (Q18)	
						Male	Female	18 to 34	35 to 54	55 or older	Excellent or Very good	Good	Fair or Poor	0-7	8-10
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
Number in sample	2,623	849	140	107	110	47	62	10	21	77	25	37	45	25	69
Number missing or multiple answer	66	16	2	2	3	1	2	0	0	3	0	0	0	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,557	833	138	105	107	46	60	10	21	74	25	37	45	24	69
	97.48%	98.12%	98.57%	98.13%	97.27%	97.87%	96.77%	100.00%	100.00%	96.10%	100.00%	100.00%	100.00%	96.00%	100.00%
Poor	177	52	3	5	8	3	5	0	1	6	0	0	8	1	6
	6.92%	6.24%	2.17%	4.76%	7.48%	6.52%	8.33%	0.00%	4.76%	8.11%	0.00%	0.00%	17.78%	4.17%	8.70%
Fair	738	234	33	20	37	17	19	3	7	27	0	0	37	8	23
	28.86%	28.06%	23.01%	19.05%	34.58%	36.96%	31.67%	30.00%	33.33%	36.49%	0.00%	0.00%	82.22%	33.33%	33.33%
Good	630	309	53	44	37	18	19	3	7	27	0	37	0	12	21
	36.37%	37.09%	38.41%	41.90%	34.58%	39.13%	31.67%	30.00%	33.33%	36.49%	0.00%	100.00%	0.00%	50.00%	30.43%
Very good	521	164	32	19	19	5	14	2	5	11	19	0	0	3	13
	20.38%	19.66%	23.19%	18.10%	17.76%	10.87%	23.33%	20.00%	23.81%	14.86%	76.00%	0.00%	0.00%	12.50%	18.84%
Excellent	191	74	17	17	6	3	3	2	1	3	6	0	0	0	6
	7.47%	8.88%	12.32%	16.19%	5.61%	6.52%	5.00%	20.00%	4.76%	4.05%	24.00%	0.00%	0.00%	0.00%	8.70%
Excellent or Very good	712	238	49	36	25	8	17	4	6	14	25	0	0	3	19
	27.85%	28.57%	35.51%	34.29%	23.36%	17.39%	28.33%	40.00%	28.57%	18.92%	100.00%	0.00%	0.00%	12.50%	27.54%
Significantly different from column:*					C						LM	K	K		

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Solano County Health & Social Services (PHCG1240)

2023 Clinician & Group CAHPS® Survey (Fielded June - August 2023)

Question 27

In general, how would you rate your overall mental or emotional health?

Base: All respondents

	2023 Partnership Health Plan Average	2023 Partnership Regional Health Plan Average	Your 2021 Group	Your 2022 Group	Your 2023 Group	Gender (Q34)		Age (Q33)			Health Status (Q26)			Rating of Provider (Q18)	
						Male	Female	18 to 34	35 to 54	55 or older	Excellent or Very good	Good	Fair or Poor	0-7	8-10
						F	G	H	I	J	K	L	M	N	O
Number in sample	2,623	849	140	107	110	47	62	10	21	77	25	37	45	25	69
Number missing or multiple answer	68	18	1	2	2	0	2	0	0	2	0	1	0	0	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,555	831	139	105	108	47	60	10	21	75	25	36	45	25	68
	97.41%	97.88%	99.29%	98.13%	98.18%	100.00%	96.77%	100.00%	100.00%	97.40%	100.00%	97.30%	100.00%	100.00%	98.55%
Poor	130	40	2	3	8	4	4	1	1	6	0	2	5	4	3
	5.09%	4.81%	1.44%	2.86%	7.41%	8.51%	6.67%	10.00%	4.76%	8.00%	0.00%	5.56%	11.11%	16.00%	4.41%
Fair	530	157	25	13	29	11	14	2	6	18	1	4	21	6	16
	20.74%	18.89%	17.99%	12.38%	24.07%	23.40%	23.33%	20.00%	28.57%	24.00%	4.00%	11.11%	46.67%	24.00%	23.53%
Good	809	259	36	30	33	15	18	2	9	21	3	17	13	4	24
	31.66%	31.17%	28.06%	28.57%	30.56%	31.91%	30.00%	20.00%	42.86%	28.00%	12.00%	47.22%	28.89%	16.00%	35.29%
Very good	631	213	44	36	28	7	19	2	4	19	12	9	4	7	15
	24.70%	25.63%	31.65%	34.29%	24.07%	14.86%	31.67%	20.00%	19.05%	25.33%	48.00%	25.00%	8.89%	28.00%	22.06%
Excellent	455	162	29	23	15	10	5	3	1	11	9	4	2	4	10
	17.81%	19.49%	20.86%	21.90%	13.89%	21.28%	8.33%	30.00%	4.76%	14.67%	38.00%	11.11%	4.44%	16.00%	14.71%
Excellent or Very good	1,086	375	73	59	41	17	24	5	5	30	21	13	6	11	25
	42.50%	45.13%	52.52%	56.19%	37.96%	36.17%	40.00%	50.00%	23.81%	40.00%	84.00%	36.11%	13.33%	44.00%	36.76%
Significantly different from column:*					CD						LM	KM	KL		

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Solano County Health & Social Services (PHCG1240)

2023 Clinician & Group CAHPS® Survey (Fielded June - August 2023)

Question 28

Have you had either a flu shot or flu spray in the nose since July 1, 2022?

Base: All respondents

	2023 Partnership Health Plan Average	2023 Partnership Regional Health Plan Average	Your 2021 Group	Your 2022 Group	Your 2023 Group	Gender (Q34)		Age (Q33)			Health Status (Q26)			Rating of Provider (Q18)	
						Male	Female	18 to 34	35 to 54	55 or older	Excellent or Very good	Good	Fair or Poor	0-7	8-10
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
Number in sample	2,623	849	140	107	110	47	62	10	21	77	25	37	45	25	69
Number missing or multiple answer	48	19	1	3	5	2	3	0	1	4	0	1	3	0	3
Number no experience	146	47	7	7	3	2	1	1	0	2	0	3	0	1	2
Usable responses	2,429	783	132	97	102	43	58	9	20	71	25	33	42	24	64
	92.80%	92.23%	94.29%	90.65%	92.73%	91.49%	93.55%	90.00%	95.24%	92.21%	100.00%	89.19%	93.33%	96.00%	92.75%
Yes	1,276	472	77	51	60	23	36	4	8	46	16	16	27	10	41
	52.53%	60.26%	58.33%	52.58%	58.82%	53.46%	62.07%	44.44%	40.00%	64.79%	64.00%	48.48%	64.29%	41.67%	64.06%
No	1,153	311	55	46	42	20	22	5	12	25	9	17	15	14	23
	47.47%	39.72%	41.67%	47.42%	41.18%	46.51%	37.93%	55.56%	60.00%	35.21%	36.00%	51.52%	35.71%	58.33%	35.94%
Significantly different from column:**									J	I					

**A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Solano County Health & Social Services (PHCG1240)

2023 Clinician & Group CAHPS® Survey (Fielded June - August 2023)

Question 29

Do you now smoke cigarettes or use tobacco every day, some days, or not at all?

Base: All respondents

	2023 Partnership Health Plan Average	2023 Partnership Regional Health Plan Average	Your 2021 Group	Your 2022 Group	Your 2023 Group	Gender (Q34)		Age (Q33)			Health Status (Q26)			Rating of Provider (Q18)	
						Male	Female	18 to 34	35 to 54	55 or older	Excellent or Very good	Good	Fair or Poor	0-7	8-10
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
Number in sample	2,623	849	140	107	110	47	62	10	21	77	25	37	45	25	69
Number missing or multiple answer	75	40	0	7	9	4	5	0	2	7	1	3	4	1	6
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,548	809	140	100	101	43	57	10	19	70	24	34	41	24	63
	97.14%	95.29%	100.00%	93.46%	91.82%	91.49%	91.94%	100.00%	90.48%	90.91%	96.00%	91.80%	91.11%	96.00%	91.30%
Every day	322	66	17	8	11	8	2	1	2	8	3	1	6	3	7
	12.64%	8.16%	12.14%	8.00%	10.89%	18.80%	3.51%	10.00%	10.53%	11.43%	12.50%	2.94%	14.63%	12.50%	11.11%
Some days	159	57	13	13	12	4	8	2	3	6	6	3	3	5	6
	6.24%	7.05%	9.29%	13.00%	11.88%	9.30%	14.04%	20.00%	15.79%	8.57%	25.00%	8.82%	7.32%	20.83%	9.52%
Not at all	2,045	672	108	78	77	31	46	7	14	55	15	30	31	16	49
	80.26%	83.07%	77.14%	78.00%	76.24%	72.06%	80.70%	70.00%	73.68%	78.57%	62.50%	88.24%	75.61%	66.67%	77.78%
Don't know	22	14	2	1	1	0	1	0	0	1	0	0	1	0	1
	0.86%	1.73%	1.43%	1.00%	0.99%	0.00%	1.75%	0.00%	0.00%	1.43%	0.00%	0.00%	2.44%	0.00%	1.59%
Every day or Some days	481	123	30	21	23	12	10	3	5	14	9	4	9	8	13
	18.88%	15.20%	21.43%	21.00%	22.77%	27.91%	17.54%	30.00%	26.32%	20.00%	37.50%	11.76%	21.95%	33.33%	20.63%
Significantly different from column:*											L	K			

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Solano County Health & Social Services (PHCG1240)
 2023 Clinician & Group CAHPS® Survey (Fielded June - August 2023)

Question 30

In the last 12 months, how often were you advised to quit smoking or using tobacco by a doctor or other health provider in your plan?

Base: All respondents who smoke cigarettes or use tobacco (Q29)

	2023 Partnership Health Plan Average					Gender (Q34)		Age (Q33)			Health Status (Q26)			Rating of Provider (Q18)	
	A	B	C	D	E	Male	Female	18 to 34	35 to 54	55 or older	Excellent or Very good	Good	Fair or Poor	0-7	8-10
Number in sample	481	123	90	21	23	12	10	3	5	14	9	4	9	8	13
Number missing or multiple answer	5	1	2	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	476	122	28	21	23	12	10	3	5	14	9	4	9	8	13
	98.96%	98.16%	93.33%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Never	71	14	2	5	2	0	2	1	1	0	1	0	1	1	1
	14.92%	11.48%	7.14%	23.81%	8.70%	0.00%	20.00%	33.33%	20.00%	0.00%	11.11%	0.00%	11.11%	12.50%	7.69%
Sometimes	96	21	6	2	4	2	2	0	1	3	2	2	0	3	0
	20.17%	17.21%	21.43%	9.52%	17.39%	16.67%	20.00%	0.00%	20.00%	21.43%	22.22%	50.00%	0.00%	37.50%	0.00%
Usually	108	34	5	6	3	2	1	0	0	3	1	1	1	0	3
	22.69%	27.87%	17.86%	28.57%	13.04%	16.67%	10.00%	0.00%	0.00%	21.43%	11.11%	25.00%	11.11%	0.00%	23.08%
Always	201	53	15	8	14	8	5	2	3	8	5	1	7	4	9
	42.23%	43.44%	53.57%	38.10%	60.87%	66.67%	50.00%	66.67%	60.00%	57.14%	55.56%	25.00%	77.78%	50.00%	69.23%
Significantly different from column:*															
Sometimes, Usually, or Always	405	108	26	18	21	12	8	2	4	14	8	4	8	7	12
	85.08%	88.52%	92.86%	76.19%	91.30%	100.00%	80.00%	66.67%	80.00%	100.00%	88.89%	100.00%	88.89%	87.50%	92.31%
Significantly different from column:*															

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Solano County Health & Social Services (PHCG1240)

2023 Clinician & Group CAHPS® Survey (Fielded June - August 2023)

Question 31

In the last 12 months, how often was medication recommended or discussed by a doctor or health provider to assist you with quitting smoking or using tobacco? Examples of medication are: nicotine gum, patch, nasal spray, inhaler, or prescription medication.

Base: All respondents who smoke cigarettes or use tobacco (Q26)

	2023 Partnership Health Plan Average					Gender (Q34)		Age (Q33)			Health Status (Q26)			Rating of Provider (Q18)	
	A	B	C	D	E	Male	Female	18 to 34	35 to 54	55 or older	Excellent or Very good	Good	Fair or Poor	0-7	8-10
						F	G	H	I	J	K	L	M	N	O
Number in sample	481	123	30	21	23	12	10	3	5	14	9	4	9	8	13
Number missing or multiple answer	8	4	1	0	1	0	1	0	0	1	1	0	0	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	473	119	29	21	22	12	9	3	5	13	8	4	9	7	13
	98.34%	96.75%	96.67%	100.00%	95.65%	100.00%	90.00%	100.00%	100.00%	92.86%	88.89%	100.00%	100.00%	87.50%	100.00%
Never	147	35	6	8	6	2	4	2	2	1	3	1	2	4	2
	31.08%	29.41%	20.69%	38.10%	27.27%	16.67%	44.44%	66.67%	40.00%	7.69%	37.50%	25.00%	22.22%	57.14%	15.38%
Sometimes	117	23	7	6	5	2	3	0	1	4	2	2	1	2	2
	24.74%	19.33%	24.14%	28.57%	22.73%	16.67%	33.33%	0.00%	20.00%	30.77%	25.00%	50.00%	11.11%	28.57%	15.38%
Usually	93	29	8	0	7	5	2	1	1	5	3	1	2	1	6
	19.66%	24.37%	27.59%	0.00%	31.82%	41.67%	22.22%	33.33%	20.00%	38.46%	37.50%	25.00%	22.22%	14.29%	46.15%
Always	116	32	8	7	4	3	0	0	1	3	0	0	4	0	3
	24.52%	26.88%	27.59%	33.33%	18.18%	25.00%	0.00%	0.00%	20.00%	23.08%	0.00%	0.00%	44.44%	0.00%	23.08%
Significantly different from column:*															
Sometimes, Usually, or Always	326	84	23	13	16	10	5	1	3	12	5	3	7	3	11
	68.92%	70.59%	79.31%	61.90%	72.73%	83.33%	55.56%	33.33%	60.00%	92.31%	62.50%	75.00%	77.78%	42.86%	84.62%
Significantly different from column:*															

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Solano County Health & Social Services (PHCG1240)

2023 Clinician & Group CAHPS® Survey (Fielded June - August 2023)

Question 32

In the last 12 months, how often did your doctor or health provider discuss or provide methods and strategies other than medication to assist you with quitting smoking or using tobacco? Examples of methods and strategies are: telephone helpline, individual or group counseling, or cessation program.

Base: All respondents who smoke cigarettes or use tobacco (Q29)

	2023 Partnership Health Plan Average	2023 Partnership Regional Health Plan Average	Your 2021 Group	Your 2022 Group	Your 2023 Group	Gender (Q34)		Age (Q33)			Health Status (Q26)			Rating of Provider (Q18)	
						Male	Female	18 to 34	35 to 54	55 or older	Excellent or Very good	Good	Fair or Poor	0-7	8-10
						A	B	C	D	E	F	G	H	I	J
Number in sample	481	123	30	21	23	12	10	3	5	14	9	4	9	8	13
Number missing or multiple answer	5	2	1	0	1	0	1	0	0	1	1	0	0	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	476	121	29	21	22	12	9	3	5	13	8	4	9	7	13
	98.96%	98.37%	96.67%	100.00%	95.65%	100.00%	90.00%	100.00%	100.00%	92.86%	88.89%	100.00%	100.00%	87.50%	100.00%
Never	186	41	9	9	8	3	5	2	2	3	4	2	2	5	2
	39.08%	33.88%	31.03%	42.86%	36.36%	25.00%	55.56%	66.67%	40.00%	23.08%	50.00%	50.00%	22.22%	71.43%	15.38%
Sometimes	105	25	6	4	3	1	2	0	1	2	1	0	2	1	2
	22.06%	20.66%	20.69%	19.05%	13.64%	8.33%	22.22%	0.00%	20.00%	15.38%	12.50%	0.00%	22.22%	14.29%	15.38%
Usually	100	29	4	4	7	5	2	1	1	5	3	2	2	0	7
	21.01%	23.97%	13.79%	19.05%	31.82%	41.67%	22.22%	33.33%	20.00%	38.46%	37.50%	50.00%	22.22%	0.00%	53.85%
Always	85	26	10	4	4	3	0	0	1	3	0	0	3	1	2
	17.86%	21.49%	34.48%	19.05%	18.18%	25.00%	0.00%	0.00%	20.00%	23.08%	0.00%	0.00%	33.33%	14.29%	15.38%
Significantly different from column:*															
Sometimes, Usually, or Always	290	80	20	12	14	9	4	1	3	10	4	2	7	2	11
	60.92%	66.12%	68.97%	57.14%	63.64%	75.00%	44.44%	33.33%	60.00%	76.92%	50.00%	50.00%	77.78%	28.57%	84.62%
Significantly different from column:*															

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Solano County Health & Social Services (PHCG1240)

2023 Clinician & Group CAHPS® Survey (Fielded June - August 2023)

Question 33

What is your age?

Base: All respondents

	2023 Partnership Health Plan Average	2023 Partnership Regional Health Plan Average	Your 2021 Group	Your 2022 Group	Your 2023 Group	Gender (Q34)		Age (Q33)			Health Status (Q26)			Rating of Provider (Q18)	
						Male	Female	18 to 34	35 to 54	55 or older	Excellent or Very good	Good	Fair or Poor	0-7	8-10
						F	G	H	I	J	K	L	M	N	O
Number in sample	2,623	849	140	107	110	47	62	10	21	77	25	37	45	25	69
Number missing or multiple answer	60	21	3	2	2	2	0	0	0	0	1	0	1	0	2
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,563	828	137	105	108	45	62	10	21	77	24	37	44	25	67
	97.71%	97.53%	97.86%	98.13%	98.18%	95.74%	100.00%	100.00%	100.00%	100.00%	96.00%	100.00%	97.78%	100.00%	97.10%
18 to 24	85	20	5	5	4	3	1	4	0	0	2	2	0	2	1
	3.32%	3.50%	3.65%	4.76%	3.70%	6.67%	1.61%	40.00%	0.00%	0.00%	8.33%	5.41%	0.00%	8.00%	1.49%
25 to 34	175	48	7	9	8	3	3	6	0	0	2	1	3	4	2
	6.83%	5.80%	5.11%	8.57%	5.56%	6.67%	4.84%	60.00%	0.00%	0.00%	8.33%	2.70%	6.82%	16.00%	2.99%
35 to 44	237	72	15	9	8	2	6	0	8	0	2	3	3	3	4
	9.25%	8.70%	10.95%	8.57%	7.41%	4.44%	9.68%	0.00%	38.10%	0.00%	8.33%	8.11%	6.82%	12.00%	5.97%
45 to 54	361	110	30	18	13	5	8	0	13	0	4	4	5	3	9
	14.09%	13.26%	21.90%	17.14%	12.04%	11.11%	12.90%	0.00%	61.90%	0.00%	16.67%	10.81%	11.36%	12.00%	13.43%
55 to 64	638	242	49	44	34	16	18	0	0	34	6	13	13	9	21
	32.70%	29.23%	35.77%	41.90%	31.48%	35.56%	29.03%	0.00%	0.00%	44.16%	25.00%	35.14%	29.55%	36.00%	31.34%
65 to 74	581	206	26	18	23	8	14	0	0	23	5	7	10	3	15
	21.89%	24.88%	18.98%	17.14%	21.30%	17.78%	22.58%	0.00%	0.00%	29.87%	20.83%	18.92%	22.73%	12.00%	22.39%
75 or older	306	121	5	2	20	8	12	0	0	20	3	7	10	1	15
	11.94%	14.61%	3.65%	1.90%	18.52%	17.78%	19.35%	0.00%	0.00%	25.97%	12.50%	18.92%	22.73%	4.00%	22.39%
35 or older	2,303	751	125	91	98	39	58	0	21	77	20	34	41	19	64
	89.86%	90.70%	91.24%	86.87%	90.74%	86.87%	93.55%	0.00%	100.00%	100.00%	83.33%	91.88%	93.18%	76.00%	95.52%
Significantly different from column:*															

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Solano County Health & Social Services (PHCG1240)
 2023 Clinician & Group CAHPS® Survey (Fielded June - August 2023)

Question 34

What is your gender?

Base: All respondents

	2023 Partnership Health Plan Average	2023 Partnership Regional Health Plan Average	Your 2021 Group	Your 2022 Group	Your 2023 Group	Gender (Q34)		Age (Q33)			Health Status (Q26)			Rating of Provider (Q18)	
						Male	Female	18 to 34	35 to 54	55 or older	Excellent or Very good	Good	Fair or Poor	0-7	8-10
						A	B	C	D	E	F	G	H	I	J
Number in sample	2,623	849	140	107	110	47	62	10	21	77	25	37	45	25	69
Number missing or multiple answer	48	15	3	4	1	0	0	0	0	1	0	0	1	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,575	834	137	103	109	47	62	10	21	76	25	37	44	25	69
	98.17%	98.23%	97.86%	96.26%	96.09%	100.00%	100.00%	100.00%	100.00%	98.70%	100.00%	100.00%	97.78%	100.00%	100.00%
Male	918	307	60	40	47	47	0	6	7	32	8	18	20	11	32
	35.65%	36.81%	43.80%	38.83%	43.12%	100.00%	0.00%	60.00%	33.33%	42.11%	32.00%	48.65%	45.45%	44.00%	46.38%
Female	1,857	527	77	63	62	0	62	4	14	44	17	19	24	14	37
	64.35%	63.19%	56.20%	61.17%	56.88%	0.00%	100.00%	40.00%	66.67%	57.89%	68.00%	51.35%	54.55%	56.00%	53.62%
Significantly different from column:*						G	F								

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Solano County Health & Social Services (PHCG1240)

2023 Clinician & Group CAHPS® Survey (Fielded June - August 2023)

Question 35

What is the highest grade or level of school that you have completed?

Base: All respondents

	2023 Partnership Health Plan Average		2023 Partnership Regional Health Plan Average		Your 2021 Group		Your 2022 Group		Your 2023 Group		Gender (Q34)		Age (Q33)			Health Status (Q26)			Rating of Provider (Q18)	
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O					
	Male	Female	18 to 34	35 to 54	55 or older	Excellent or Very good	Good	Fair or Poor	0-7	8-10										
Number in sample	2,623	849	140	107	110	47	62	10	21	77	25	37	45	25	66					
Number missing or multiple answer	143	37	3	3	2	1	1	0	2	0	2	0	0	0	2					
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA					
Usable responses	2,480	812	137	104	108	46	61	10	19	77	23	37	45	25	67					
	94.55%	95.64%	97.86%	97.20%	98.18%	97.87%	98.39%	100.00%	90.48%	100.00%	92.00%	100.00%	100.00%	100.00%	97.10%					
8th grade or less	263	124	15	9	21	7	13	0	4	17	2	5	13	3	18					
	10.80%	15.27%	10.95%	8.85%	19.44%	15.22%	21.31%	0.00%	21.05%	22.08%	8.70%	13.51%	28.89%	12.00%	23.88%					
Some high school, but did not graduate	291	92	21	13	8	2	6	0	0	7	1	2	5	0	7					
	11.73%	11.33%	15.33%	12.50%	7.41%	4.35%	9.84%	0.00%	0.00%	9.09%	4.35%	5.41%	11.11%	0.00%	10.45%					
High school graduate or GED	741	239	38	38	31	19	12	5	7	18	6	9	15	7	19					
	29.88%	29.43%	27.74%	36.54%	28.70%	41.30%	19.67%	50.00%	36.84%	23.38%	26.00%	24.32%	33.33%	28.00%	28.36%					
Some college or 2-year degree	792	217	45	25	24	9	15	4	6	14	9	6	9	8	12					
	31.94%	26.72%	32.85%	24.04%	22.22%	19.57%	24.59%	40.00%	31.58%	18.18%	39.13%	16.22%	20.00%	32.00%	17.91%					
4-year college graduate	238	88	11	13	14	7	7	0	1	13	4	7	2	4	7					
	9.60%	10.84%	8.03%	12.50%	12.96%	15.22%	11.48%	0.00%	5.26%	16.88%	17.39%	18.92%	4.44%	16.00%	10.45%					
More than 4-year college degree	155	52	7	6	10	2	8	1	1	8	1	8	1	3	6					
	6.25%	6.40%	5.11%	5.77%	9.26%	4.35%	13.11%	10.00%	5.26%	10.39%	4.35%	21.62%	2.22%	12.00%	8.96%					
4-year college graduate or more	393	140	18	19	24	9	15	1	2	21	5	15	3	7	13					
	15.85%	17.24%	13.14%	18.27%	22.22%	19.57%	24.59%	10.00%	10.53%	27.27%	21.74%	40.54%	6.87%	28.00%	19.40%					
Significantly different from column:*											M	L								

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Solano County Health & Social Services (PHCG1240)
 2023 Clinician & Group CAHPS® Survey (Fielded June - August 2023)

Question 36

Are you of Hispanic or Latino origin or descent?

Base: All respondents

	2023 Partnership Health Plan Average	2023 Partnership Regional Health Plan Average	Your 2021 Group	Your 2022 Group	Your 2023 Group	Gender (Q34)		Age (Q33)			Health Status (Q26)			Rating of Provider (Q18)	
						Male	Female	18 to 34	35 to 54	55 or older	Excellent or Very good	Good	Fair or Poor	0-7	8-10
						A	B	C	D	E	F	G	H	I	J
Number in sample	2,623	849	140	107	110	47	62	10	21	77	25	37	45	25	89
Number missing or multiple answer	100	43	5	6	7	3	4	0	3	3	3	0	4	1	5
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,523	806	135	101	103	44	58	10	18	74	22	37	41	24	84
	66.19%	94.94%	66.43%	94.39%	63.84%	63.62%	93.55%	100.00%	85.71%	66.10%	88.00%	100.00%	61.11%	66.00%	62.75%
Yes, Hispanic or Latino	670	281	27	22	27	10	17	5	7	15	7	8	12	7	16
	26.79%	34.86%	20.00%	21.78%	26.21%	22.73%	29.31%	50.00%	38.89%	20.27%	31.82%	21.62%	29.27%	29.17%	25.00%
No, not Hispanic or Latino	1,847	525	108	76	76	34	41	5	11	59	15	29	29	17	48
	73.21%	65.14%	80.00%	78.22%	73.79%	77.27%	70.69%	50.00%	61.11%	79.73%	68.18%	78.38%	70.73%	70.83%	75.00%
Significantly different from column:*															

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Solano County Health & Social Services (PHCG1240)
 2023 Clinician & Group CAHPS® Survey (Fielded June - August 2023)

Question 37

What is your race? Mark one or more.*

Base: All respondents

	2023 Partnership Health Plan Average	2023 Partnership Regional Health Plan Average	Your 2021 Group	Your 2022 Group	Your 2023 Group	Gender (Q34)		Age (Q33)			Health Status (Q26)			Rating of Provider (Q18)	
						Male	Female	18 to 34	35 to 54	55 or older	Excellent or Very good	Good	Fair or Poor	0-7	8-10
						A	B	C	D	E	F	G	H	I	J
Number in sample	2,623	849	140	107	110	47	62	10	21	77	25	37	45	25	69
Number missing or multiple answer	180	80	12	10	0	3	3	0	2	4	0	3	3	1	4
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,443	789	128	97	104	44	59	10	19	73	25	34	42	24	65
	93.14%	92.93%	91.43%	90.85%	94.55%	93.62%	95.16%	100.00%	90.48%	94.81%	100.00%	91.89%	93.33%	96.00%	94.20%
White	1,649	392	43	29	37	20	17	3	6	26	6	15	14	9	22
	67.50%	49.68%	33.59%	29.90%	35.58%	45.45%	28.81%	30.00%	42.11%	35.62%	24.00%	44.12%	33.33%	37.50%	33.85%
Black or African American	135	90	26	22	18	6	11	2	1	14	4	3	11	6	8
	5.53%	11.41%	20.31%	22.68%	17.31%	13.64%	18.64%	20.00%	5.26%	19.18%	16.00%	8.82%	26.16%	25.00%	12.31%
Asian	249	167	42	30	34	12	22	1	6	26	9	13	10	4	25
	10.19%	21.17%	32.81%	30.93%	32.69%	27.27%	37.29%	10.00%	31.58%	35.62%	36.00%	38.24%	23.81%	16.67%	38.46%
Native Hawaiian or Other Pacific Islander	40	18	6	4	1	0	1	1	0	0	0	1	0	1	0
	1.64%	2.28%	4.69%	4.12%	0.96%	0.00%	1.69%	10.00%	0.00%	0.00%	0.00%	2.94%	0.00%	4.17%	0.00%
American Indian or Alaska Native	161	20	0	2	3	2	1	1	1	1	0	1	2	3	0
	6.59%	2.53%	0.00%	2.06%	2.88%	4.55%	1.69%	10.00%	5.26%	1.37%	0.00%	2.94%	4.76%	12.50%	0.00%
Other	347	136	15	16	17	6	11	4	3	10	6	3	7	5	10
	14.20%	17.24%	11.72%	16.49%	16.35%	13.64%	18.64%	40.00%	15.79%	13.70%	24.00%	8.82%	16.67%	20.83%	15.38%

*Please note that respondents could select more than one response option, therefore percentages may not add up to 100%.

Solano County Health & Social Services (PHCG1240)

2023 Clinician & Group CAHPS® Survey (Fielded June - August 2023)

Question 38

Did someone help you complete this survey?

Base: All respondents

	2023 Partnership Health Plan Average	2023 Partnership Regional Health Plan Average	Your 2021 Group	Your 2022 Group	Your 2023 Group	Gender (Q34)		Age (Q33)			Health Status (Q26)			Rating of Provider (Q18)	
						Male	Female	18 to 34	35 to 54	55 or older	Excellent or Very good	Good	Fair or Poor	0-7	8-10
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
Number in sample	2,623	849	140	107	110	47	62	10	21	77	25	37	45	25	69
Number missing or multiple answer	73	24	3	7	1	1	0	0	1	0	0	1	0	0	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,550	825	137	100	109	46	62	10	20	77	25	36	45	25	68
	97.22%	97.17%	97.86%	93.46%	99.09%	97.87%	100.00%	100.00%	95.24%	100.00%	100.00%	97.30%	100.00%	100.00%	98.55%
Yes	292	127	22	12	18	4	11	1	2	13	3	3	10	2	12
	11.45%	15.30%	16.06%	12.00%	14.68%	8.70%	17.74%	10.00%	10.00%	16.88%	12.00%	8.33%	22.22%	8.00%	17.65%
No	2,258	698	115	88	93	42	51	9	18	64	22	33	35	23	56
	88.55%	84.61%	83.94%	88.00%	85.32%	91.30%	82.26%	90.00%	90.00%	83.12%	88.00%	91.67%	77.78%	92.00%	82.35%
Significantly different from column:*															

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Solano County Health & Social Services (PHCG1240)
 2023 Clinician & Group CAHPS® Survey (Fielded June - August 2023)

Question 39
 How did that person help you? Mark one or more.*

Base: All respondents who had help completing the survey (Q36)

	2023 Partnership Health Plan Average	2023 Partnership Regional Health Plan Average	Your 2021 Group	Your 2022 Group	Your 2023 Group	Gender (Q34)		Age (Q33)			Health Status (Q26)			Rating of Provider (Q18)	
						Male	Female	18 to 34	35 to 54	55 or older	Excellent or Very good	Good	Fair or Poor	0-7	8-10
						F	G	H	I	J	K	L	M	N	O
Number in sample	292	127	22	12	16	4	11	1	2	13	3	3	10	2	12
Number missing or multiple answer	9	5	0	1	1	0	1	0	0	1	0	1	0	0	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	284	122	22	11	15	4	10	1	2	12	3	2	10	2	11
	97.26%	96.06%	100.00%	91.67%	93.75%	100.00%	90.91%	100.00%	100.00%	92.31%	100.00%	66.67%	100.00%	100.00%	91.67%
Read the questions to me	138	65	10	7	10	2	7	0	1	9	1	2	7	2	7
	48.59%	53.28%	45.45%	63.64%	66.67%	50.00%	70.00%	0.00%	50.00%	75.00%	33.33%	100.00%	70.00%	100.00%	63.64%
Wrote down the answers I gave	112	37	9	5	3	2	1	1	1	1	1	0	2	0	2
	39.44%	30.33%	40.91%	45.45%	20.00%	50.00%	10.00%	100.00%	50.00%	8.33%	33.33%	0.00%	20.00%	0.00%	18.18%
Answered the questions for me	82	26	3	2	4	1	3	0	1	3	1	0	3	0	4
	28.87%	21.31%	13.64%	18.18%	26.67%	25.00%	30.00%	0.00%	50.00%	25.00%	33.33%	0.00%	30.00%	0.00%	36.36%
Translated the questions into my language	58	36	6	4	3	0	3	0	1	2	0	1	2	0	3
	20.42%	29.51%	27.27%	36.36%	20.00%	0.00%	30.00%	0.00%	50.00%	16.67%	0.00%	50.00%	20.00%	0.00%	27.27%
Helped in some other way	17	9	4	2	0	0	0	0	0	0	0	0	0	0	0
	5.99%	7.38%	18.18%	18.18%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%

*Please note that respondents could select more than one response option, therefore percentages may not add up to 100%.

Solano County Health & Social Services (PHCG1240)

2023 Clinician & Group CAHPS® Survey (Fielded June - August 2023)

Question 40

Did you fill out and sign an Advance Directive?

Base: All respondents

	2023 Partnership Health Plan Average					Gender (Q34)		Age (Q33)			Health Status (Q26)			Rating of Provider (Q18)	
	A	B	C	D	E	Male	Female	18 to 34	35 to 54	55 or older	Excellent or Very good	Good	Fair or Poor	0-7	8-10
						F	G	H	I	J	K	L	M	N	O
Number in sample	2,623	849	140	107	110	47	62	10	21	77	25	37	45	25	69
Number missing or multiple answer	156	59	9	10	4	2	2	0	1	3	0	1	3	0	3
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	2,467	790	131	97	106	45	60	10	20	74	25	36	42	25	66
	94.05%	93.05%	93.57%	90.65%	96.36%	95.74%	96.77%	100.00%	95.24%	96.10%	100.00%	97.30%	93.33%	100.00%	95.65%
Not sure/Don't Remember	513	178	31	19	29	14	15	2	4	21	6	8	13	6	18
	20.76%	22.53%	23.66%	19.59%	27.36%	31.11%	25.00%	20.00%	20.00%	28.38%	24.00%	22.22%	30.95%	24.00%	27.27%
No	1,342	404	83	57	54	24	29	8	10	36	15	19	19	17	28
	54.40%	51.14%	63.36%	58.76%	50.94%	53.33%	48.33%	80.00%	50.00%	48.65%	60.00%	52.78%	45.24%	68.00%	42.42%
Yes	612	208	17	21	23	7	16	0	6	17	4	9	10	2	20
	24.81%	26.33%	12.98%	21.65%	21.70%	15.56%	26.67%	0.00%	30.00%	22.67%	18.00%	25.00%	23.81%	8.00%	30.30%
Significantly different from column:*														O	N

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Solano County Health & Social Services (PHCG1240)

2023 Clinician & Group CAHPS® Survey (Fielded June - August 2023)

Question 41

Did you talk about your Advance Directive with your *medical decision maker* or family?

Base: All respondents who filled out and signed and Advance Directive (Q40)

	2023 Partnership Health Plan Average			2023 Partnership Regional Health Plan Average			Your 2021 Group			Your 2022 Group			Your 2023 Group			Gender (Q34)			Age (Q33)			Health Status (Q26)			Rating of Provider (Q18)		
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	Male	Female	18 to 34	35 to 54	55 or older	Excellent or Very good	Good	Fair or Poor	0-7	8-10		
Number in sample	612	208	17	21	23	7	16	0	6	17	4	9	10	2	20												
Number missing or multiple answer	51	14	0	2	0	0	0	0	0	0	0	0	0	0	0												
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA												
Usable responses	561	194	17	19	23	7	16	0	6	17	4	9	10	2	20												
	91.87%	93.27%	100.00%	90.48%	100.00%	100.00%	100.00%	—	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%												
Not sure/Don't Remember	58	21	2	1	2	0	2	0	1	1	0	1	1	0	2												
	10.34%	10.82%	11.76%	5.26%	8.70%	0.00%	12.50%	—	16.67%	5.88%	0.00%	11.11%	10.00%	0.00%	10.00%												
No	121	40	4	9	7	3	4	0	2	5	1	2	4	0	6												
	21.57%	20.62%	23.53%	47.37%	30.43%	42.86%	25.00%	—	33.33%	29.41%	25.00%	22.22%	40.00%	0.00%	30.00%												
Yes	382	133	11	9	14	4	10	0	3	11	3	6	5	2	12												
	68.09%	68.56%	64.71%	47.37%	60.87%	57.14%	62.50%	—	50.00%	64.71%	75.00%	66.67%	50.00%	100.00%	60.00%												
Significantly different from column:*																											

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Solano County Health & Social Services (PHCG1240)
 2023 Clinician & Group CAHPS® Survey (Fielded June - August 2023)

Question 42

Did you give a copy of your Advance Directive to your doctor or your local hospital?

Base: All respondents who filled out and signed and Advance Directive (Q40)

	2023 Partnership Health Plan Average	2023 Partnership Regional Health Plan Average	Your 2021 Group	Your 2022 Group	Your 2023 Group	Gender (Q34)		Age (Q33)			Health Status (Q26)			Rating of Provider (Q18)	
						Male	Female	18 to 34	35 to 54	55 or older	Excellent or Very good	Good	Fair or Poor	0-7	8-10
						F	G	H	I	J	K	L	M	N	O
Number in sample	612	208	17	21	23	7	16	0	6	17	4	9	10	2	20
Number missing or multiple answer	49	16	0	2	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	563	192	17	19	23	7	16	0	6	17	4	9	10	2	20
	91.99%	92.31%	100.00%	90.48%	100.00%	100.00%	100.00%	—	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Not sure/Don't Remember	107	38	5	4	4	0	4	0	2	2	2	1	1	0	4
	19.01%	19.79%	29.41%	21.05%	17.39%	0.00%	25.00%	—	33.33%	11.76%	50.00%	11.11%	10.00%	0.00%	20.00%
No	179	57	9	10	8	2	6	0	2	6	2	2	4	2	6
	31.79%	29.69%	52.94%	52.63%	34.78%	28.57%	37.50%	—	33.33%	35.29%	50.00%	22.22%	40.00%	100.00%	30.00%
Yes	277	97	3	5	11	5	6	0	2	9	0	6	5	0	10
	49.20%	50.52%	17.65%	26.32%	47.83%	71.43%	37.50%	—	33.33%	52.94%	0.00%	66.67%	50.00%	0.00%	50.00%
Significantly different from column:*					C										

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Solano County Health & Social Services

2023 CAHPS® Patient-Centered
Medical Home (PCMH) Survey



Center for the
Study of Services

Prepared by:

**Center for the Study Of
Services**

August 2023

Crosstab Analysis for

Results to every survey item are presented in this section. The number (and percentage) of patients who selected each response is reported for each question. Counts of favorable responses are grouped and presented for applicable questions.

The 2023 Solano County Health & Social Services results are presented in the bolded column, and any applicable prior year results are presented to its left. The 2023 Partnership HealthPlan average is presented in column A.

Additionally, results are broken out by self-reported demographic categories to the right. Tests of statistical significance were performed between the current year scores and average(s), as well as within demographic categories.

Solano County Health & Social Services (PHCG2240)

2023 Clinician & Group CAHPS® Survey (Fielded June - August 2023)

Question 1

Our records show that your child got care from the provider named below in the last 6 months. Is that right?

Base: All respondents

	2023 Partnership Health Plan Average	2023 Partnership Regional Health Plan Average	Your 2021 Group	Your 2022 Group	Your 2023 Group	Respondent's Gender (Q35)		Child's Age (Q30)			Child's Health Status (Q28)			Rating of Provider (Q25)	
						Male	Female	0 to 5	6 to 13	14 to 18	Excellent or Very good	Good	Fair or Poor	0-7	8-10
						A	B	C	D	E	F	G	H	I	J
Number in sample	927	411	81	72	57	4	53	16	22	18	39	15	3	9	40
Number missing or multiple answer	20	9	1	2	3	0	3	1	2	0	3	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	907	402	80	70	54	4	50	15	20	18	36	15	3	9	40
	97.84%	97.81%	98.77%	97.22%	94.74%	100.00%	94.34%	93.75%	90.91%	100.00%	92.31%	100.00%	100.00%	100.00%	100.00%
Yes	907	402	80	70	54	4	50	15	20	18	36	15	3	9	40
	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
No	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Significantly different from column:*															

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Solano County Health & Social Services (PHCG2240)

2023 Clinician & Group CAHPS® Survey (Fielded June - August 2023)

Question 2

Is this the provider you usually see if your child needs a check-up or get sick or hurt?

Base: All respondents whose child received care from provider in the last 6 months (Q1)

	2023 Partnership Health Plan Average	2023 Partnership Regional Health Plan Average	Your 2021 Group	Your 2022 Group	Your 2023 Group	Respondent's Gender (Q35)		Child's Age (Q30)			Child's Health Status (Q28)			Rating of Provider (Q25)	
						Male	Female	0 to 5	6 to 13	14 to 18	Excellent or Very good	Good	Fair or Poor	0-7	8-10
						A	B	C	D	E	F	G	H	I	J
Number in sample	907	402	80	70	54	4	50	15	20	18	36	15	3	9	40
Number missing or multiple answer	4	2	0	1	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	903	400	80	69	54	4	50	15	20	18	36	15	3	9	40
	99.56%	99.50%	100.00%	98.57%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Yes	828	371	71	63	47	4	43	13	15	18	31	13	3	8	35
	91.89%	92.75%	88.75%	91.30%	87.04%	100.00%	86.00%	86.67%	75.00%	100.00%	86.11%	86.67%	100.00%	88.89%	87.50%
No	75	29	9	6	7	0	7	2	5	0	5	2	0	1	5
	8.31%	7.25%	11.25%	8.70%	12.96%	0.00%	14.00%	13.33%	25.00%	0.00%	13.89%	13.33%	0.00%	11.11%	12.50%
Significantly different from column:*															

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Solano County Health & Social Services (PHCG2240)

2023 Clinician & Group CAHPS® Survey (Fielded June - August 2023)

Question 3

How long has your child been going to this provider?

Base: All respondents whose child received care from provider in the last 6 months (Q1)

	2023 Partnership Health Plan Average					Respondent's Gender (Q35)		Child's Age (Q30)			Child's Health Status (Q28)			Rating of Provider (Q25)	
	A	B	C	D	E	Male	Female	0 to 5	6 to 13	14 to 18	Excellent or Very good	Good	Fair or Poor	0-7	8-10
						F	G	H	I	J	K	L	M	N	O
Number in sample	907	402	80	70	54	4	50	15	20	18	36	15	3	9	40
Number missing or multiple answer	13	7	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	894	395	80	70	54	4	50	15	20	18	36	15	3	9	40
	98.57%	98.26%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Less than 6 months	100	40	6	4	8	0	8	2	3	3	4	2	2	0	8
	11.19%	10.13%	7.50%	5.71%	14.81%	0.00%	16.00%	13.33%	15.00%	16.67%	11.11%	13.33%	66.67%	0.00%	20.00%
At least 6 months but less than 1 year	116	48	22	12	11	0	11	3	4	3	9	2	0	2	7
	12.98%	12.15%	27.50%	17.14%	20.37%	0.00%	22.00%	20.00%	20.00%	16.67%	25.00%	13.33%	0.00%	22.22%	17.50%
At least 1 year but less than 3 years	211	95	22	23	12	2	10	6	6	0	9	2	1	1	11
	23.60%	24.05%	27.50%	32.86%	22.22%	50.00%	20.00%	40.00%	30.00%	0.00%	25.00%	13.33%	33.33%	11.11%	27.50%
At least 3 years but less than 5 years	149	73	7	6	11	0	11	4	2	5	6	5	0	4	7
	16.67%	18.48%	8.75%	11.43%	20.37%	0.00%	22.00%	26.67%	10.00%	27.78%	16.67%	33.33%	0.00%	44.44%	17.50%
5 years or more	318	139	23	23	12	2	10	0	5	7	8	4	0	2	7
	35.57%	35.19%	28.75%	32.86%	22.22%	50.00%	20.00%	0.00%	25.00%	38.89%	22.22%	26.67%	0.00%	22.22%	17.50%
At least 1 year	678	307	52	54	36	4	31	10	13	12	23	11	1	7	25
	75.84%	77.72%	65.00%	77.14%	64.81%	100.00%	62.00%	66.67%	65.00%	66.67%	63.89%	73.33%	33.33%	77.78%	62.50%
Significantly different from column:*					B										

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Solano County Health & Social Services (PHCG2240)
 2023 Clinician & Group CAHPS® Survey (Fielded June - August 2023)

Question 4

In the last 6 months, how many times did your child visit this provider for care?

Base: All respondents whose child received care from provider in the last 6 months (Q1)

	2023 Partnership Health Plan Average	2023 Partnership Regional Health Plan Average	Your 2021 Group	Your 2022 Group	Your 2023 Group	Respondent's Gender (Q35)		Child's Age (Q30)			Child's Health Status (Q28)			Rating of Provider (Q25)	
						Male	Female	0 to 5	6 to 13	14 to 18	Excellent or Very good	Good	Fair or Poor	0-7	8-10
						A	B	C	D	E	F	G	H	I	J
Number in sample	907	402	80	70	54	4	50	15	20	18	36	15	3	9	40
Number missing or multiple answer	18	8	4	1	2	0	2	0	1	0	2	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	889	394	76	69	52	4	48	15	19	18	34	15	3	9	40
	98.02%	98.01%	95.00%	98.57%	96.30%	100.00%	96.00%	100.00%	95.00%	100.00%	94.44%	100.00%	100.00%	100.00%	100.00%
None	24	9	5	5	1	0	1	1	0	0	1	0	0	0	0
	2.70%	2.28%	6.58%	7.25%	1.92%	0.00%	-2.08%	6.67%	0.00%	0.00%	2.94%	0.00%	0.00%	0.00%	0.00%
1 time	285	127	28	28	18	1	17	3	7	8	10	8	0	2	15
	32.06%	32.23%	36.84%	40.58%	34.82%	25.00%	35.42%	20.00%	36.84%	44.44%	29.41%	53.33%	0.00%	22.22%	37.50%
2	245	109	16	11	12	0	12	4	3	5	11	1	0	0	12
	27.56%	27.66%	21.05%	15.84%	23.08%	0.00%	25.00%	26.67%	15.78%	27.78%	32.35%	6.67%	0.00%	0.00%	30.00%
3	145	70	15	14	10	2	8	3	4	3	5	3	2	4	5
	16.31%	17.77%	19.74%	20.29%	19.23%	50.00%	16.67%	20.00%	21.05%	16.67%	14.71%	20.00%	66.67%	44.44%	12.50%
4	92	41	6	4	7	1	6	2	3	2	7	0	0	2	5
	10.35%	10.41%	7.89%	5.80%	13.46%	25.00%	12.50%	13.33%	15.79%	11.11%	20.59%	0.00%	0.00%	22.22%	12.50%
5 to 9	78	32	4	6	4	0	4	2	2	0	0	3	1	1	3
	8.77%	8.12%	5.26%	8.70%	7.69%	0.00%	8.33%	13.33%	10.53%	0.00%	0.00%	20.00%	33.33%	11.11%	7.50%
10 or more times	20	6	2	1	0	0	0	0	0	0	0	0	0	0	0
	2.25%	1.52%	2.63%	1.45%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
5 or more times	98	38	6	7	4	0	4	2	2	0	0	3	1	1	3
	11.02%	9.64%	7.89%	10.14%	7.69%	0.00%	8.33%	13.33%	10.53%	0.00%	0.00%	20.00%	33.33%	11.11%	7.50%
Significantly different from column.*															

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Solano County Health & Social Services (PHCG2240)

2023 Clinician & Group CAHPS® Survey (Fielded June - August 2023)

Question 5

In the last 6 months, did you ever stay in the exam room with your child during a visit to this provider?

Base: All respondents whose child visited their provider in the last 6 months (Q1 & Q4)

	2023 Partnership Health Plan Average	2023 Partnership Regional Health Plan Average	Your 2021 Group	Your 2022 Group	Your 2023 Group	Respondent's Gender (Q35)		Child's Age (Q30)			Child's Health Status (Q28)			Rating of Provider (Q25)	
						Male	Female	0 to 5	6 to 13	14 to 18	Excellent or Very good	Good	Fair or Poor	0-7	8-10
						A	B	C	D	E	F	G	H	I	J
Number in sample	865	385	71	64	51	4	47	14	19	18	33	15	3	9	40
Number missing or multiple answer	14	8	4	1	1	0	1	0	0	1	0	1	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	851	377	67	63	50	4	46	14	19	17	33	14	3	9	40
	98.38%	97.92%	94.37%	98.44%	98.04%	100.00%	97.87%	100.00%	100.00%	94.44%	100.00%	93.33%	100.00%	100.00%	100.00%
Yes	749	329	61	53	41	2	39	11	18	14	27	12	2	7	33
	88.01%	87.27%	87.04%	84.13%	82.00%	50.00%	84.78%	78.57%	84.21%	82.35%	81.82%	85.71%	66.67%	77.78%	82.50%
No	102	48	6	10	9	2	7	3	3	3	6	2	1	2	7
	11.99%	12.73%	8.96%	15.87%	18.00%	50.00%	15.22%	21.43%	15.79%	17.65%	18.18%	14.29%	33.33%	22.22%	17.50%
Significantly different from column:*															

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Solano County Health & Social Services (PHCG2240)

2023 Clinician & Group CAHPS® Survey (Fielded June - August 2023)

Question 6

Did this provider give you enough information about what was discussed during the visit when you were not there?

Base: All respondents who didn't stay with their child when he/she visited their provider in the last 6 months (Q1, Q4 & Q5)

	2023 Partnership Health Plan Average	2023 Partnership Regional Health Plan Average	Your 2021 Group	Your 2022 Group	Your 2023 Group	Respondent's Gender (Q35)		Child's Age (Q30)			Child's Health Status (Q28)			Rating of Provider (Q25)	
						Male	Female	0 to 5	6 to 13	14 to 18	Excellent or Very good	Good	Fair or Poor	0-7	8-10
						A	B	C	D	E	F	G	H	I	J
Number in sample	927	411	6	9	57	4	53	16	22	18	39	15	3	9	40
Number missing or multiple answer	538	235	0	0	32	0	32	8	12	11	22	8	2	3	22
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	389	176	6	9	25	4	21	8	10	7	17	7	1	6	18
	41.96%	42.82%	100.00%	100.00%	43.96%	100.00%	39.62%	50.00%	45.45%	38.89%	43.59%	46.67%	33.33%	66.67%	45.00%
Yes	351	159	5	7	24	3	21	8	9	7	16	7	1	5	18
	90.23%	90.34%	83.33%	77.78%	96.00%	75.00%	100.00%	100.00%	90.00%	100.00%	94.12%	100.00%	100.00%	83.33%	100.00%
No	38	17	1	2	1	1	0	0	1	0	1	0	0	1	0
	9.77%	9.66%	16.67%	22.22%	4.00%	25.00%	0.00%	0.00%	10.00%	0.00%	5.88%	0.00%	0.00%	16.67%	0.00%
Significantly different from column:*															

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Solano County Health & Social Services (PHCG2240)

2023 Clinician & Group CAHPS® Survey (Fielded June - August 2023)

Question 7

Is your child able to talk with providers about his or her health care?

Base: All respondents whose child visited their provider in the last 6 months (Q1 & Q4)

	2023 Partnership Health Plan Average	2023 Partnership Regional Health Plan Average	Your 2021 Group	Your 2022 Group	Your 2023 Group	Respondent's Gender (Q35)		Child's Age (Q30)			Child's Health Status (Q28)			Rating of Provider (Q25)	
						Male	Female	0 to 5	6 to 13	14 to 18	Excellent or Very good	Good	Fair or Poor	0-7	8-10
						A	B	C	D	E	F	G	H	I	J
Number in sample	927	411	60	52	57	4	53	16	22	18	39	15	3	9	40
Number missing or multiple answer	101	45	0	3	9	1	8	3	3	3	6	3	0	2	3
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	826	366	60	49	48	3	45	13	19	15	33	12	3	7	37
	89.10%	89.05%	100.00%	94.23%	84.21%	75.00%	84.91%	81.25%	86.36%	83.33%	84.62%	80.00%	100.00%	77.78%	92.50%
Yes	523	228	35	28	29	3	26	1	15	12	23	5	1	4	22
	63.32%	62.30%	58.33%	57.14%	60.42%	100.00%	57.78%	7.69%	78.95%	80.00%	69.70%	41.67%	33.33%	57.14%	59.48%
No	303	138	25	21	19	0	19	12	4	3	10	7	2	3	15
	36.68%	37.70%	41.67%	42.86%	39.58%	0.00%	42.22%	92.31%	21.05%	20.00%	30.30%	58.33%	66.67%	42.86%	40.54%
Significantly different from column:*								IJ	H	H					

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Solano County Health & Social Services (PHCG2240)

2023 Clinician & Group CAHPS® Survey (Fielded June - August 2023)

Question 8

In the last 6 months, how often did this provider explain things in a way that was easy for your child to understand?

Base: All respondents whose child talked with provider in the last 6 months (Q1, Q4 & Q7)

	2023 Partnership Health Plan Average	2023 Partnership Regional Health Plan Average	Your 2021 Group	Your 2022 Group	Your 2023 Group	Respondent's Gender (Q35)		Child's Age (Q30)			Child's Health Status (Q28)			Rating of Provider (Q25)	
						Male	Female	0 to 5	6 to 13	14 to 18	Excellent or Very good	Good	Fair or Poor	0-7	8-10
						A	B	C	D	E	F	G	H	I	J
Number in sample	927	411	34	27	57	4	53	16	22	18	39	15	3	9	40
Number missing or multiple answer	283	126	0	0	15	0	15	7	3	5	8	6	1	3	8
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	644	285	34	27	42	4	38	9	19	13	31	9	2	6	32
	69.47%	69.34%	100.00%	100.00%	73.65%	100.00%	71.70%	56.25%	86.36%	72.22%	79.49%	60.00%	66.67%	66.67%	80.00%
Never	19	12	0	0	3	0	3	3	0	0	1	1	1	0	2
	2.95%	4.21%	0.00%	0.00%	7.14%	0.00%	7.89%	33.33%	0.00%	0.00%	3.23%	11.11%	50.00%	0.00%	6.25%
Sometimes	81	29	5	2	4	1	3	0	4	0	3	1	0	2	2
	9.47%	10.18%	14.71%	7.41%	9.52%	25.00%	7.89%	0.00%	21.05%	0.00%	9.68%	11.11%	0.00%	33.33%	6.25%
Usually	158	65	8	6	13	0	13	5	5	3	8	4	1	2	11
	24.53%	22.81%	23.53%	22.22%	30.95%	0.00%	34.21%	55.56%	26.32%	23.08%	25.81%	44.44%	50.00%	33.33%	34.38%
Always	406	179	21	19	22	3	19	1	10	10	19	3	0	2	17
	63.04%	62.81%	61.76%	70.37%	52.38%	75.00%	50.00%	11.11%	52.63%	76.92%	61.29%	33.33%	0.00%	33.33%	53.13%
Significantly different from column:*															
Usually or Always	564	244	29	25	35	3	32	6	15	13	27	7	1	4	28
	87.58%	85.61%	85.29%	92.59%	83.33%	75.00%	84.21%	66.67%	78.95%	100.00%	87.10%	77.78%	50.00%	66.67%	87.50%
Significantly different from column:*															

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Solano County Health & Social Services (PHCG2240)
 2023 Clinician & Group CAHPS® Survey (Fielded June - August 2023)

Question 9

In the last 6 months, how often did this provider listen carefully to your child?

Base: All respondents whose child talked with provider in the last 6 months (Q1, Q4 & Q7)

	2023 Partnership Health Plan Average	2023 Partnership Regional Health Plan Average	Your 2021 Group	Your 2022 Group	Your 2023 Group	Respondent's Gender (Q35)		Child's Age (Q30)			Child's Health Status (Q28)			Rating of Provider (Q25)	
						Male	Female	0 to 5	6 to 13	14 to 18	Excellent or Very good	Good	Fair or Poor	0-7	8-10
						F	G	H	I	J	K	L	M	N	O
Number in sample	927	411	35	27	57	4	53	18	22	18	39	15	3	9	40
Number missing or multiple answer	284	123	0	0	15	0	15	7	3	5	7	6	2	3	8
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	643	288	35	27	42	4	38	9	19	13	32	9	1	6	32
	69.36%	70.07%	100.00%	100.00%	73.68%	100.00%	71.70%	56.25%	86.36%	72.22%	82.05%	60.00%	33.33%	66.67%	80.00%
Never	10	3	1	0	1	0	1	1	0	0	1	0	0	0	0
	1.56%	1.04%	2.86%	0.00%	2.38%	0.00%	2.63%	11.11%	0.00%	0.00%	3.13%	0.00%	0.00%	0.00%	0.00%
Sometimes	31	20	2	1	1	1	0	0	1	0	1	0	0	1	0
	4.82%	6.94%	5.71%	3.70%	2.38%	25.00%	0.00%	0.00%	5.26%	0.00%	3.13%	0.00%	0.00%	16.67%	0.00%
Usually	123	43	8	7	9	0	9	2	3	4	6	2	1	2	7
	19.13%	14.93%	22.86%	25.93%	21.43%	0.00%	23.68%	22.22%	15.79%	30.77%	18.75%	22.22%	100.00%	33.33%	21.88%
Always	479	222	24	19	31	3	28	6	15	9	24	7	0	3	25
	74.49%	77.08%	68.57%	70.37%	73.81%	75.00%	73.68%	66.67%	78.95%	69.23%	75.00%	77.78%	0.00%	50.00%	78.13%
Significantly different from column:*															
Usually or Always	602	265	32	26	40	3	37	8	18	13	30	9	1	5	32
	93.62%	92.01%	91.43%	96.30%	95.24%	75.00%	97.37%	88.89%	94.74%	100.00%	93.75%	100.00%	100.00%	83.33%	100.00%
Significantly different from column:*															

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Solano County Health & Social Services (PHCG2240)

2023 Clinician & Group CAHPS® Survey (Fielded June - August 2023)

Question 10

Did this provider tell you that you needed to do anything to follow up on the care your child got during the visit?

Base: All respondents whose child visited their provider in the last 6 months (Q1 & Q4)

	2023 Partnership Health Plan Average	2023 Partnership Regional Health Plan Average	Your 2021 Group	Your 2022 Group	Your 2023 Group	Respondent's Gender (Q35)		Child's Age (Q30)			Child's Health Status (Q28)			Rating of Provider (Q25)	
						Male	Female	0 to 5	6 to 13	14 to 18	Excellent or Very good	Good	Fair or Poor	0-7	8-10
						A	B	C	D	E	F	G	H	I	J
Number in sample	865	385	71	64	51	4	47	14	19	18	33	15	3	9	40
Number missing or multiple answer	13	8	1	1	2	0	2	1	0	1	0	2	0	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	852	377	70	63	49	4	45	13	19	17	33	13	3	8	40
	98.50%	97.92%	98.59%	98.44%	96.08%	100.00%	95.74%	92.88%	100.00%	94.44%	100.00%	86.87%	100.00%	88.86%	100.00%
Yes	561	259	48	49	34	2	32	11	12	11	23	8	3	4	30
	65.85%	68.70%	68.57%	77.78%	69.39%	50.00%	71.11%	84.62%	63.16%	64.71%	69.70%	61.54%	100.00%	50.00%	75.00%
No	291	118	22	14	15	2	13	2	7	6	10	5	0	4	10
	34.15%	31.30%	31.43%	22.22%	30.61%	50.00%	28.89%	15.38%	36.84%	35.29%	30.30%	38.46%	0.00%	50.00%	25.00%
Significantly different from column:*															

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Solano County Health & Social Services (PHCG2240)

2023 Clinician & Group CAHPS® Survey (Fielded June - August 2023)

Question 11

Did this provider give you enough information about what you needed to do to follow up on your child's care?

Base: All respondents whose child visited their provider and needed to follow up in the last 6 months (Q1, Q4 & Q10)

	2023 Partnership Health Plan Average	2023 Partnership Regional Health Plan Average	Your 2021 Group	Your 2022 Group	Your 2023 Group	Respondent's Gender (Q35)		Child's Age (Q30)			Child's Health Status (Q28)			Rating of Provider (Q25)	
						Male	Female	0 to 5	6 to 13	14 to 18	Excellent or Very good	Good	Fair or Poor	0-7	8-10
						A	B	C	D	E	F	G	H	I	J
Number in sample	561	259	48	49	34	2	32	11	12	11	23	8	3	4	30
Number missing or multiple answer	13	6	3	2	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	548	253	45	47	34	2	32	11	12	11	23	8	3	4	30
	97.68%	97.68%	83.75%	95.92%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Yes	534	249	45	46	33	2	31	11	12	10	22	8	3	3	30
	97.45%	98.42%	100.00%	97.87%	97.06%	100.00%	96.88%	100.00%	100.00%	90.91%	95.65%	100.00%	100.00%	75.00%	100.00%
No	14	4	0	1	1	0	1	0	0	1	1	0	0	1	0
	2.55%	1.58%	0.00%	2.13%	2.94%	0.00%	3.13%	0.00%	0.00%	9.09%	4.35%	0.00%	0.00%	25.00%	0.00%
Significantly different from column:*															

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Solano County Health & Social Services (PHCG2240)

2023 Clinician & Group CAHPS® Survey (Fielded June - August 2023)

Question 12

In the last 6 months, did you contact this provider's office to get an appointment for your child for an illness, injury or condition that needed care right away?

Base: All respondents whose child visited their provider in the last 6 months (Q1 & Q4)

	2023 Partnership Health Plan Average	2023 Partnership Regional Health Plan Average	Your 2021 Group	Your 2022 Group	Your 2023 Group	Respondent's Gender (Q35)		Child's Age (Q30)			Child's Health Status (Q28)			Rating of Provider (Q25)	
						Male	Female	0 to 5	6 to 13	14 to 18	Excellent or Very good	Good	Fair or Poor	0-7	8-10
						A	B	C	D	E	F	G	H	I	J
Number in sample	665	385	71	64	51	4	47	14	19	18	33	15	3	9	40
Number missing or multiple answer	17	11	2	2	3	0	3	0	2	1	2	1	0	1	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	848	374	69	62	48	4	44	14	17	17	31	14	3	8	39
	98.03%	97.14%	97.18%	96.88%	94.12%	100.00%	93.62%	100.00%	89.47%	94.44%	93.94%	93.33%	100.00%	88.89%	97.50%
Yes	453	225	25	33	30	1	29	10	10	10	18	9	3	5	25
	53.42%	60.16%	36.23%	53.23%	62.50%	25.00%	65.91%	71.43%	58.82%	58.82%	58.06%	64.29%	100.00%	62.50%	64.10%
No	395	149	44	29	18	3	15	4	7	7	13	5	0	3	14
	46.58%	39.84%	63.77%	46.77%	37.50%	75.00%	34.09%	28.57%	41.18%	41.18%	41.94%	35.71%	0.00%	37.50%	35.90%
Significantly different from column:*					C										

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Solano County Health & Social Services (PHCG2240)

2023 Clinician & Group CAHPS® Survey (Fielded June - August 2023)

Question 13

In the last 6 months, when you contacted this provider's office to get an appointment for care your child needed right away, how often did you get an appointment as soon as your child needed?

Base: All respondents whose child visited their provider in the last 6 months to get care right away (Q1, Q4 & Q12)

	2023 Partnership Health Plan Average	2023 Partnership Regional Health Plan Average	Your 2021 Group	Your 2022 Group	Your 2023 Group	Respondent's Gender (Q35)		Child's Age (Q30)			Child's Health Status (Q28)			Rating of Provider (Q25)	
						Male	Female	0 to 5	6 to 13	14 to 18	Excellent or Very good	Good	Fair or Poor	0-7	8-10
						A	B	C	D	E	F	G	H	I	J
Number in sample	453	225	25	33	30	1	29	10	10	10	18	9	3	5	25
Number missing or multiple answer	7	4	1	1	1	0	1	1	0	0	0	1	0	0	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	446	221	24	32	29	1	28	9	10	10	18	8	3	5	24
	98.45%	98.22%	96.00%	96.97%	96.67%	100.00%	96.55%	90.00%	100.00%	100.00%	100.00%	88.89%	100.00%	100.00%	96.00%
Never	31	11	0	2	2	0	2	1	0	1	2	0	0	0	2
	6.95%	4.98%	0.00%	6.25%	6.90%	0.00%	7.14%	11.11%	0.00%	10.00%	11.11%	0.00%	0.00%	0.00%	8.33%
Sometimes	113	53	5	4	13	1	12	3	6	4	8	4	1	5	8
	25.34%	23.98%	20.83%	12.50%	44.83%	100.00%	42.86%	33.33%	60.00%	40.00%	44.44%	50.00%	33.33%	100.00%	33.33%
Usually	130	66	8	11	9	0	9	3	3	3	6	1	2	0	9
	29.15%	29.86%	25.00%	34.38%	31.03%	0.00%	32.14%	33.33%	30.00%	30.00%	33.33%	12.50%	66.67%	0.00%	37.50%
Always	172	91	13	15	5	0	5	2	1	2	2	3	0	0	5
	38.57%	41.18%	54.17%	46.88%	17.24%	0.00%	17.86%	22.22%	10.00%	20.00%	11.11%	37.50%	0.00%	0.00%	20.83%
Significantly different from column:*					ABCD										
Usually or Always	302	157	19	26	14	0	14	5	4	5	8	4	2	0	14
	67.71%	71.04%	79.17%	81.25%	48.28%	0.00%	50.00%	55.56%	40.00%	50.00%	44.44%	50.00%	66.67%	0.00%	58.33%
Significantly different from column:*					ABCD										

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Solano County Health & Social Services (PHCG2240)

2023 Clinician & Group CAHPS® Survey (Fielded June - August 2023)

Question 14

In the last 6 months, did you make any appointments for a check-up or routine care for your child with this provider?

Base: All respondents whose child visited their provider in the last 6 months (Q1 & Q4)

	2023 Partnership Health Plan Average	2023 Partnership Regional Health Plan Average	Your 2021 Group	Your 2022 Group	Your 2023 Group	Respondent's Gender (Q35)		Child's Age (Q30)			Child's Health Status (Q28)			Rating of Provider (Q25)	
						Male	Female	0 to 5	6 to 13	14 to 18	Excellent or Very good	Good	Fair or Poor	0-7	8-10
						A	B	C	D	E	F	G	H	I	J
Number in sample	885	385	71	64	51	4	47	14	19	18	33	15	3	9	40
Number missing or multiple answer	17	9	1	0	1	0	1	0	0	1	0	1	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	848	376	70	64	50	4	46	14	19	17	33	14	3	9	40
	98.03%	97.86%	98.59%	100.00%	98.04%	100.00%	97.87%	100.00%	100.00%	94.44%	100.00%	93.33%	100.00%	100.00%	100.00%
Yes	743	329	55	53	40	3	37	13	13	14	26	11	3	6	33
	87.62%	87.50%	78.57%	82.81%	80.00%	75.00%	80.43%	92.86%	68.42%	82.35%	78.79%	78.57%	100.00%	66.67%	82.50%
No	105	47	15	11	10	1	9	1	6	3	7	3	0	3	7
	12.38%	12.50%	21.43%	17.19%	20.00%	25.00%	19.57%	7.14%	31.58%	17.65%	21.21%	21.43%	0.00%	33.33%	17.50%
Significantly different from column:*															

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Solano County Health & Social Services (PHCG2240)

2023 Clinician & Group CAHPS® Survey (Fielded June - August 2023)

Question 15

In the last 6 months, when you made an appointment for a check-up or routine care for your child with this provider, how often did you get an appointment as soon as your child needed?

Base: All respondents whose child visited their provider in the last 6 months for a check-up or routine care (Q1, Q4 & Q14)

	2023 Partnership Health Plan Average	2023 Partnership Regional Health Plan Average	Your 2021 Group	Your 2022 Group	Your 2023 Group	Respondent's Gender (Q35)		Child's Age (Q30)			Child's Health Status (Q28)			Rating of Provider (Q25)	
						Male	Female	0 to 5	6 to 13	14 to 18	Excellent or Very good	Good	Fair or Poor	0-7	8-10
						A	B	C	D	E	F	G	H	I	J
Number in sample	743	329	55	53	40	3	37	13	13	14	26	11	3	6	33
Number missing or multiple answer	20	11	5	1	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	723	318	50	52	40	3	37	13	13	14	26	11	3	6	33
	97.31%	96.66%	90.91%	98.11%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Never	27	9	0	5	1	0	1	0	0	1	1	0	0	1	0
	3.73%	2.83%	0.00%	9.62%	2.50%	0.00%	2.70%	0.00%	0.00%	7.14%	3.85%	0.00%	0.00%	16.67%	0.00%
Sometimes	176	66	10	8	12	1	11	5	4	3	8	4	0	4	8
	24.34%	21.38%	20.00%	15.38%	30.00%	33.33%	29.73%	38.46%	30.77%	21.43%	30.77%	36.36%	0.00%	66.67%	24.24%
Usually	241	104	13	17	14	1	13	4	5	5	10	2	2	0	14
	33.33%	32.70%	26.00%	32.69%	35.00%	33.33%	35.14%	30.77%	38.46%	35.71%	38.46%	18.18%	66.67%	0.00%	42.42%
Always	279	137	27	22	13	1	12	4	4	5	7	5	1	1	11
	38.59%	43.08%	54.00%	42.31%	32.50%	33.33%	32.43%	30.77%	30.77%	35.71%	26.92%	45.45%	33.33%	16.67%	33.33%
Significantly different from column:*					C										
Usually or Always	520	241	40	39	27	2	25	8	9	10	17	7	3	1	25
	71.62%	75.79%	80.00%	75.00%	67.50%	66.67%	67.57%	61.54%	69.23%	71.43%	65.38%	63.64%	100.00%	16.67%	75.76%
Significantly different from column:*															

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Solano County Health & Social Services (PHCG2240)

2023 Clinician & Group CAHPS® Survey (Fielded June - August 2023)

Question 16

In the last 6 months, did you contact this provider's office with a medical question about your child during regular office hours?

Base: All respondents whose child visited their provider in the last 6 months (Q1 & Q4)

	2023 Partnership Health Plan Average	2023 Partnership Regional Health Plan Average	Your 2021 Group	Your 2022 Group	Your 2023 Group	Respondent's Gender (Q35)		Child's Age (Q30)			Child's Health Status (Q28)			Rating of Provider (Q25)	
						Male	Female	0 to 5	6 to 13	14 to 18	Excellent or Very good	Good	Fair or Poor	0-7	8-10
						A	B	C	D	E	F	G	H	I	J
Number in sample	865	385	71	64	51	4	47	14	19	18	33	15	3	9	40
Number missing or multiple answer	19	9	4	1	1	0	1	0	0	1	0	1	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	846	376	67	63	50	4	46	14	19	17	33	14	3	9	40
	97.80%	97.66%	94.37%	98.44%	98.04%	100.00%	97.87%	100.00%	100.00%	94.44%	100.00%	93.33%	100.00%	100.00%	100.00%
Yes	377	169	17	24	22	1	21	7	8	7	14	5	3	4	18
	44.56%	44.95%	25.37%	38.10%	44.00%	25.00%	45.65%	50.00%	42.11%	41.18%	42.42%	35.71%	100.00%	44.44%	45.00%
No	469	207	50	39	28	3	25	7	11	10	19	9	0	5	22
	55.44%	55.05%	74.63%	61.90%	56.00%	75.00%	54.35%	50.00%	57.89%	58.82%	57.58%	64.29%	0.00%	55.56%	55.00%
Significantly different from column:*					C										

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Solano County Health & Social Services (PHCG2240)

2023 Clinician & Group CAHPS® Survey (Fielded June - August 2023)

Question 17

In the last 6 months, when you contacted this provider's office during regular office hours, how often did you get an answer to your medical question that same day?

Base: All respondents who contacted their child's provider's office during regular office hours in the last 6 months (Q1, Q4 & Q16)

	2023 Partnership Health Plan Average					Respondent's Gender (Q35)		Child's Age (Q30)			Child's Health Status (Q28)			Rating of Provider (Q25)	
	A	B	C	D	E	Male	Female	0 to 5	6 to 13	14 to 18	Excellent or Very good	Good	Fair or Poor	0-7	8-10
						F	G	H	I	J	K	L	M	N	O
Number in sample	377	169	17	24	22	1	21	7	8	7	14	5	3	4	18
Number missing or multiple answer	4	3	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	373	166	17	24	22	1	21	7	8	7	14	5	3	4	18
	98.94%	98.22%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Never	22	8	1	1	6	0	5	2	0	3	4	0	1	0	5
	5.90%	4.82%	5.88%	4.17%	22.73%	0.00%	23.81%	28.57%	0.00%	42.86%	28.57%	0.00%	33.33%	0.00%	27.78%
Sometimes	72	29	1	5	4	0	4	2	1	1	2	2	0	3	1
	19.30%	17.47%	5.88%	20.83%	18.18%	0.00%	19.05%	28.57%	12.50%	14.29%	14.29%	40.00%	0.00%	75.00%	5.56%
Usually	106	52	7	6	7	1	6	1	3	3	6	0	1	1	6
	28.42%	31.33%	41.18%	25.00%	31.82%	100.00%	28.57%	14.29%	37.50%	42.86%	42.86%	0.00%	33.33%	25.00%	33.33%
Always	173	77	8	12	6	0	6	2	4	0	2	3	1	0	6
	46.38%	46.39%	47.06%	50.00%	27.27%	0.00%	28.57%	28.57%	50.00%	0.00%	14.29%	60.00%	33.33%	0.00%	33.33%
Significantly different from column:*															
Usually or Always	279	129	15	16	13	1	12	3	7	3	8	3	2	1	12
	74.80%	77.71%	88.24%	75.00%	59.09%	100.00%	57.14%	42.86%	87.50%	42.86%	57.14%	60.00%	66.67%	25.00%	66.67%
Significantly different from column:*															

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Solano County Health & Social Services (PHCG2240)

2023 Clinician & Group CAHPS® Survey (Fielded June - August 2023)

Question 18

In the last 6 months, how often did this provider explain things about your child's health in a way that was easy to understand?

Base: All respondents whose child visited their provider in the last 6 months (Q1 & Q4)

	2023 Partnership Health Plan Average	2023 Partnership Regional Health Plan Average	Your 2021 Group	Your 2022 Group	Your 2023 Group	Respondent's Gender (Q35)		Child's Age (Q30)			Child's Health Status (Q28)			Rating of Provider (Q25)	
						Male	Female	0 to 5	6 to 13	14 to 18	Excellent or Very good	Good	Fair or Poor	0-7	8-10
						A	B	C	D	E	F	G	H	I	J
Number in sample	865	385	71	64	51	4	47	14	19	18	33	15	3	9	40
Number missing or multiple answer	19	8	1	0	1	0	1	0	0	1	0	1	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	846	377	70	64	50	4	46	14	19	17	33	14	3	9	40
	97.80%	97.92%	98.56%	100.00%	98.04%	100.00%	97.87%	100.00%	100.00%	94.44%	100.00%	93.33%	100.00%	100.00%	100.00%
Never	15	6	3	0	1	0	1	0	1	0	1	0	0	1	0
	1.77%	1.59%	4.29%	0.00%	2.00%	0.00%	2.17%	0.00%	5.26%	0.00%	3.03%	0.00%	0.00%	11.11%	0.00%
Sometimes	45	21	2	5	5	1	4	2	2	1	3	2	0	3	2
	5.32%	5.57%	2.86%	7.81%	10.00%	25.00%	8.70%	14.29%	10.53%	5.88%	9.09%	14.29%	0.00%	33.33%	5.00%
Usually	199	84	9	20	8	0	8	2	1	5	5	2	1	1	7
	23.52%	22.28%	12.86%	31.25%	16.00%	0.00%	17.39%	14.29%	5.26%	29.41%	15.15%	14.29%	33.33%	11.11%	17.50%
Always	587	266	56	39	36	3	33	10	15	11	24	10	2	4	31
	69.39%	70.56%	80.00%	60.94%	72.00%	75.00%	71.74%	71.43%	78.95%	64.71%	72.73%	71.43%	66.67%	44.44%	77.50%
Significantly different from column:*															
Usually or Always	786	350	65	59	44	3	41	12	16	16	29	12	3	5	38
	92.91%	92.84%	92.86%	92.19%	88.00%	75.00%	89.13%	85.71%	84.21%	94.12%	87.88%	85.71%	100.00%	55.56%	95.00%
Significantly different from column:*															

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Solano County Health & Social Services (PHCG2240)

2023 Clinician & Group CAHPS® Survey (Fielded June - August 2023)

Question 19

In the last 6 months, how often did this provider listen carefully to you?

Base: All respondents whose child visited their provider in the last 6 months (Q1 & Q4)

	2023 Partnership Health Plan Average	2023 Partnership Regional Health Plan Average	Your 2021 Group	Your 2022 Group	Your 2023 Group	Respondent's Gender (Q35)		Child's Age (Q30)			Child's Health Status (Q28)			Rating of Provider (Q25)	
	A	B	C	D	E	Male	Female	0 to 5	6 to 13	14 to 18	Excellent or Very good	Good	Fair or Poor	0-7	8-10
	F	G	H	I	J	K	L	M	N	O					
Number in sample	865	385	71	64	51	4	47	14	19	18	33	15	3	9	40
Number missing or multiple answer	12	8	1	0	1	0	1	0	0	1	0	1	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	853	379	70	64	50	4	46	14	19	17	33	14	3	9	40
	98.61%	98.44%	98.59%	100.00%	98.04%	100.00%	97.87%	100.00%	100.00%	94.44%	100.00%	93.33%	100.00%	100.00%	100.00%
Never	5	3	1	0	1	0	1	0	1	0	1	0	0	1	0
	0.59%	0.79%	1.43%	0.00%	2.00%	0.00%	2.17%	0.00%	5.26%	0.00%	3.03%	0.00%	0.00%	11.11%	0.00%
Sometimes	52	23	4	4	5	1	4	1	3	1	3	2	0	2	3
	6.10%	6.07%	5.71%	6.25%	10.00%	25.00%	8.70%	7.14%	15.79%	5.88%	9.09%	14.29%	0.00%	22.22%	7.50%
Usually	157	57	9	12	8	0	8	4	0	4	4	3	1	2	6
	18.41%	15.04%	12.86%	18.75%	16.00%	0.00%	17.39%	28.57%	0.00%	23.53%	12.12%	21.43%	33.33%	22.22%	15.00%
Always	639	296	56	48	36	3	33	9	15	12	25	9	2	4	31
	74.91%	78.10%	80.00%	75.00%	72.00%	75.00%	71.74%	64.29%	78.95%	70.59%	75.76%	64.29%	66.67%	44.44%	77.50%
Significantly different from column:*															
Usually or Always	796	353	65	60	44	3	41	13	15	16	29	12	3	6	37
	93.32%	93.14%	92.86%	93.75%	88.00%	75.00%	86.13%	92.86%	78.95%	94.12%	87.88%	85.71%	100.00%	66.67%	92.50%
Significantly different from column:*															

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Solano County Health & Social Services (PHCG2240)
 2023 Clinician & Group CAHPS® Survey (Fielded June - August 2023)

Question 20

In the last 6 months, how often did this provider seem to know the important information about your child's medical history?

Base: All respondents whose child visited their provider in the last 6 months (Q1 & Q4)

	2023 Partnership Health Plan Average	2023 Partnership Regional Health Plan Average	Your 2021 Group	Your 2022 Group	Your 2023 Group	Respondent's Gender (Q35)		Child's Age (Q30)			Child's Health Status (Q28)			Rating of Provider (Q25)	
						Male	Female	0 to 5	6 to 13	14 to 18	Excellent or Very good	Good	Fair or Poor	0-7	8-10
						A	B	C	D	E	F	G	H	I	J
Number in sample	865	385	71	64	51	4	47	14	19	18	33	15	3	9	40
Number missing or multiple answer	24	12	1	1	2	0	2	0	1	1	1	1	0	0	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	841	373	70	63	49	4	45	14	18	17	32	14	3	9	39
	97.23%	96.88%	98.59%	98.44%	96.08%	100.00%	95.74%	100.00%	94.74%	94.44%	96.97%	93.33%	100.00%	100.00%	97.50%
Never	19	6	2	1	1	0	1	0	1	0	1	0	0	1	0
	2.26%	1.61%	2.86%	1.56%	2.04%	0.00%	2.22%	0.00%	5.56%	0.00%	3.13%	0.00%	0.00%	11.11%	0.00%
Sometimes	83	31	6	9	7	1	6	2	3	2	3	4	0	4	3
	9.87%	8.31%	8.57%	14.29%	14.29%	25.00%	13.33%	14.29%	16.67%	11.76%	9.38%	28.57%	0.00%	44.44%	7.69%
Usually	226	90	13	20	13	0	13	5	3	5	9	2	2	1	12
	26.87%	24.13%	18.57%	31.75%	26.53%	0.00%	28.89%	35.71%	16.67%	29.41%	28.13%	14.29%	66.67%	11.11%	30.77%
Always	513	246	49	33	28	3	25	7	11	10	19	8	1	3	24
	61.00%	65.95%	70.00%	52.38%	57.14%	75.00%	55.56%	50.00%	61.11%	58.82%	58.38%	57.14%	33.33%	33.33%	61.54%
Significantly different from column:*															
Usually or Always	739	336	62	53	41	3	38	12	14	15	28	10	3	4	36
	87.87%	90.08%	88.57%	84.13%	83.67%	75.00%	84.44%	85.71%	77.78%	88.24%	87.50%	71.43%	100.00%	44.44%	92.31%
Significantly different from column:*															

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Solano County Health & Social Services (PHCG2240)
 2023 Clinician & Group CAHPS® Survey (Fielded June - August 2023)

Question 21

In the last 6 months, how often did this provider show respect for what you had to say?

Base: All respondents whose child visited their provider in the last 6 months (Q1 & Q4)

	2023 Partnership Health Plan Average	2023 Partnership Regional Health Plan Average	Your 2021 Group	Your 2022 Group	Your 2023 Group	Respondent's Gender (Q35)		Child's Age (Q30)			Child's Health Status (Q28)			Rating of Provider (Q25)	
						Male	Female	0 to 5	6 to 13	14 to 18	Excellent or Very good	Good	Fair or Poor	0-7	8-10
						F	G	H	I	J	K	L	M	N	O
Number in sample	865	385	71	64	51	4	47	14	19	18	33	15	3	9	40
Number missing or multiple answer	17	9	2	1	1	0	1	0	0	1	0	1	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	848	376	69	63	50	4	46	14	19	17	33	14	3	9	40
	98.03%	97.66%	97.18%	98.44%	98.04%	100.00%	97.87%	100.00%	100.00%	94.44%	100.00%	93.33%	100.00%	100.00%	100.00%
Never	5	2	1	0	1	0	1	0	1	0	1	0	0	1	0
	0.59%	0.53%	1.45%	0.00%	2.00%	0.00%	2.17%	0.00%	5.26%	0.00%	3.03%	0.00%	0.00%	11.11%	0.00%
Sometimes	26	14	5	5	2	0	2	1	1	0	1	1	0	1	1
	3.07%	3.72%	7.25%	7.94%	4.00%	0.00%	4.35%	7.14%	5.26%	0.00%	3.03%	7.14%	0.00%	11.11%	2.50%
Usually	133	49	6	9	11	1	10	3	4	4	7	3	1	3	8
	15.68%	13.03%	8.70%	14.29%	22.00%	25.00%	21.74%	21.43%	21.05%	23.53%	21.21%	21.43%	33.33%	33.33%	20.00%
Always	684	311	57	49	36	3	33	10	13	13	24	10	2	4	31
	80.66%	82.71%	82.61%	77.78%	72.00%	75.00%	71.74%	71.43%	68.42%	76.47%	72.73%	71.43%	66.67%	44.44%	77.50%
Significantly different from column:*															
Usually or Always	817	360	63	58	47	4	43	13	17	17	31	13	3	7	39
	96.34%	95.74%	91.30%	92.06%	94.00%	100.00%	93.48%	92.86%	89.47%	100.00%	93.94%	92.86%	100.00%	77.78%	97.50%
Significantly different from column:*															

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Solano County Health & Social Services (PHCG2240)

2023 Clinician & Group CAHPS® Survey (Fielded June - August 2023)

Question 22

In the last 6 months, how often did this provider spend enough time with your child?

Base: All respondents whose child visited their provider in the last 6 months (Q1 & Q4)

	2023 Partnership Health Plan Average	2023 Partnership Regional Health Plan Average	Your 2021 Group	Your 2022 Group	Your 2023 Group	Respondent's Gender (Q35)		Child's Age (Q30)			Child's Health Status (Q28)			Rating of Provider (Q25)	
	A	B	C	D	E	Male	Female	0 to 5	6 to 13	14 to 18	Excellent or Very good	Good	Fair or Poor	0-7	8-10
						F	G	H	I	J	K	L	M	N	O
Number in sample	865	385	71	64	51	4	47	14	19	18	33	15	3	9	40
Number missing or multiple answer	17	7	2	0	1	0	1	0	0	1	0	1	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	848	378	69	64	50	4	46	14	19	17	33	14	3	9	40
	98.03%	98.18%	97.18%	100.00%	98.04%	100.00%	97.87%	100.00%	100.00%	94.44%	100.00%	93.33%	100.00%	100.00%	100.00%
Never	14	6	2	1	1	0	1	0	1	0	1	0	0	1	0
	1.65%	1.59%	2.90%	1.56%	2.00%	0.00%	2.17%	0.00%	5.28%	0.00%	3.03%	0.00%	0.00%	11.11%	0.00%
Sometimes	88	39	3	6	7	1	6	2	2	3	4	3	0	5	2
	10.38%	10.32%	4.35%	9.38%	14.00%	25.00%	13.04%	14.29%	10.53%	17.65%	12.12%	21.43%	0.00%	55.56%	5.00%
Usually	208	88	17	19	10	0	10	3	4	3	5	3	2	1	9
	24.53%	23.28%	24.64%	29.69%	20.00%	0.00%	21.74%	21.43%	21.05%	17.65%	15.15%	21.43%	66.67%	11.11%	22.50%
Always	538	245	47	38	32	3	29	9	12	11	23	8	1	2	20
	63.44%	64.81%	68.12%	59.38%	64.00%	75.00%	63.04%	64.29%	63.16%	64.71%	69.70%	57.14%	33.33%	22.22%	72.50%
Significantly different from column:*															
Usually or Always	746	333	64	57	42	3	39	12	16	14	28	11	3	3	38
	87.97%	88.10%	92.75%	89.06%	84.00%	75.00%	84.78%	85.71%	84.21%	82.35%	84.85%	78.57%	100.00%	33.33%	95.00%
Significantly different from column:*															

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Solano County Health & Social Services (PHCG2240)

2023 Clinician & Group CAHPS® Survey (Fielded June - August 2023)

Question 23

In the last 6 months, did this provider order a blood test, x-ray, or other test for your child?

Base: All respondents whose child visited their provider in the last 6 months (Q1 & Q4)

	2023 Partnership Health Plan Average		2023 Partnership Regional Health Plan Average		Your 2021 Group		Your 2022 Group		Your 2023 Group		Respondent's Gender (Q35)			Child's Age (Q30)			Child's Health Status (Q28)			Rating of Provider (Q25)	
	A	B	C	D	E	Male		Female		H	I	J	K	L	M	N	O				
						F	G	0 to 5	6 to 13									14 to 18	Excellent or Very good	Good	Fair or Poor
Number in sample	865	385	71	64	51	4	47	14	19	18	33	15	3	9	40						
Number missing or multiple answer	28	13	4	0	1	0	1	0	0	1	0	1	0	0	0						
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA						
Usable responses	837	372	67	64	50	4	46	14	19	17	33	14	3	9	40						
	96.76%	96.62%	94.37%	100.00%	98.04%	100.00%	97.87%	100.00%	100.00%	94.44%	100.00%	93.33%	100.00%	100.00%	100.00%						
Yes	303	138	23	23	15	2	13	4	4	7	10	3	2	3	12						
	36.20%	37.10%	34.33%	35.94%	30.00%	50.00%	28.26%	28.57%	21.05%	41.18%	30.30%	21.43%	66.67%	33.33%	30.00%						
No	534	234	44	41	35	2	33	10	15	10	23	11	1	6	28						
	63.80%	62.90%	65.67%	64.06%	70.00%	50.00%	71.74%	71.43%	78.95%	58.82%	69.70%	78.57%	33.33%	66.67%	70.00%						
Significantly different from column:*																					

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Solano County Health & Social Services (PHCG2240)

2023 Clinician & Group CAHPS® Survey (Fielded June - August 2023)

Question 24

In the last 6 months, when this provider ordered a blood test, x-ray, or other test for your child, how often did someone from this provider's office follow up to give you those results?

Base: All respondents whose child's provider ordered a blood test, x-ray, or other test in the last 6 months (Q1, Q4 & Q23)

	2023 Partnership Health Plan Average	2023 Partnership Regional Health Plan Average	Your 2021 Group	Your 2022 Group	Your 2023 Group	Respondent's Gender (Q35)		Child's Age (Q30)			Child's Health Status (Q28)			Rating of Provider (Q25)	
						Male	Female	0 to 5	6 to 13	14 to 18	Excellent or Very good	Good	Fair or Poor	0-7	8-10
						A	B	C	D	E	F	G	H	I	J
Number in sample	303	138	23	23	15	2	13	4	4	7	10	3	2	3	12
Number missing or multiple answer	4	1	1	2	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	299	137	22	21	15	2	13	4	4	7	10	3	2	3	12
	98.88%	99.28%	95.65%	91.30%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Never	15	5	2	2	0	0	0	0	0	0	0	0	0	0	0
	5.02%	3.65%	9.09%	9.52%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Sometimes	39	12	3	0	4	0	4	1	1	2	1	2	1	2	2
	13.04%	8.76%	13.64%	0.00%	26.67%	0.00%	30.77%	25.00%	25.00%	28.57%	10.00%	66.67%	50.00%	66.67%	16.67%
Usually	83	41	3	8	5	1	4	2	1	2	4	1	0	1	4
	27.76%	29.93%	13.64%	38.10%	33.33%	50.00%	30.77%	50.00%	25.00%	28.57%	40.00%	33.33%	0.00%	33.33%	33.33%
Always	182	79	14	11	6	1	5	1	2	3	5	0	1	0	6
	54.18%	57.66%	63.64%	52.38%	40.00%	50.00%	38.46%	25.00%	50.00%	42.86%	50.00%	0.00%	50.00%	0.00%	50.00%
Significantly different from column:*															
Usually or Always	245	120	17	19	11	2	9	3	3	5	9	1	1	1	10
	81.94%	87.59%	77.27%	80.48%	73.33%	100.00%	69.23%	75.00%	75.00%	71.43%	90.00%	33.33%	50.00%	33.33%	83.33%
Significantly different from column:*															

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Solano County Health & Social Services (PHCG2240)

2023 Clinician & Group CAHPS® Survey (Fielded June - August 2023)

Question 25

Using any number from 0 to 10, where 0 is the worst provider possible and 10 is the best provider possible, what number would you use to rate this provider?

Base: All respondents whose child visited their provider in the last 6 months (Q1 & Q4)

	2023 Partnership Health Plan Average		2023 Partnership Regional Health Plan Average		Your 2021 Group		Your 2022 Group		Your 2023 Group		Respondent's Gender (Q35)		Child's Age (Q30)			Child's Health Status (Q28)			Rating of Provider (Q25)	
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O					
	Male	Female	0 to 5	6 to 13	14 to 18	Excellent or Very good	Good	Fair or Poor	0-7	8-10										
Number in sample	865	385	71	64	51	4	47	14	19	18	33	15	3	9	40					
Number missing or multiple answer	41	16	1	1	2	1	1	0	1	1	1	1	0	0	0					
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA					
Usable responses	824	369	70	63	49	3	46	14	18	17	32	14	3	9	40					
	95.26%	95.84%	98.59%	98.44%	96.08%	75.00%	97.87%	100.00%	94.74%	94.44%	98.07%	93.33%	100.00%	100.00%	100.00%					
0 Worst provider possible	3	3	1	0	1	0	1	0	1	0	1	0	0	1	0					
	0.36%	0.81%	1.43%	0.00%	2.04%	0.00%	2.17%	0.00%	5.56%	0.00%	3.13%	0.00%	0.00%	11.11%	0.00%					
1	4	2	0	0	0	0	0	0	0	0	0	0	0	0	0					
	0.49%	0.54%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%					
2	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0					
	0.24%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%					
3	8	1	1	3	0	0	0	0	0	0	0	0	0	0	0					
	0.97%	0.27%	1.43%	4.76%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%					
4	9	0	2	0	0	0	0	0	0	0	0	0	0	0	0					
	1.06%	0.00%	2.86%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%					
5	22	11	1	4	5	1	4	1	2	2	3	2	0	5	0					
	2.67%	2.98%	1.43%	6.35%	10.20%	33.33%	8.70%	7.14%	11.11%	11.76%	9.38%	14.29%	0.00%	55.56%	0.00%					
6	19	8	0	2	0	0	0	0	0	0	0	0	0	0	0					
	2.31%	2.17%	0.00%	3.17%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%					
7	52	26	3	2	3	1	2	1	0	2	1	2	0	3	0					
	6.31%	7.05%	4.29%	3.17%	6.12%	33.33%	4.35%	7.14%	0.00%	11.76%	3.13%	14.29%	0.00%	33.33%	0.00%					
8	138	61	10	13	12	0	12	3	3	6	7	3	2	0	12					
	16.75%	16.53%	14.29%	20.63%	24.49%	0.00%	26.09%	21.43%	16.67%	35.29%	21.88%	21.43%	66.67%	0.00%	30.00%					
9	166	76	13	17	10	0	10	2	6	2	8	2	0	0	10					
	20.15%	20.60%	18.57%	26.98%	20.41%	0.00%	21.74%	14.29%	33.33%	11.76%	25.00%	14.29%	0.00%	0.00%	25.00%					
10 Best provider possible	401	181	39	22	18	1	17	7	6	5	12	5	1	0	18					
	48.67%	49.05%	55.71%	34.92%	36.73%	33.33%	36.96%	50.00%	33.33%	29.41%	37.50%	35.71%	33.33%	0.00%	45.00%					

Solano County Health & Social Services (PHCG2240)

2023 Clinician & Group CAHPS® Survey (Fielded June - August 2023)

Question 25

Using any number from 0 to 10, where 0 is the worst provider possible and 10 is the best provider possible, what number would you use to rate this provider?

Base: All respondents whose child visited their provider in the last 6 months (Q1 & Q4)

	2023 Partnership Health Plan Average		2023 Partnership Regional Health Plan Average		Your 2021 Group	Your 2022 Group	Your 2023 Group		Respondent's Gender (Q35)		Child's Age (Q30)			Child's Health Status (Q28)			Rating of Provider (Q25)	
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O			
																Male	Female	0 to 5
Number in sample	865	385	71	64	51	4	47	14	19	18	33	15	3	9	40			
Number missing or multiple answer	41	16	1	1	2	1	1	0	1	1	1	1	0	0	0			
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA			
Usable responses	824	369	70	63	49	3	46	14	18	17	32	14	3	9	40			
	95.26%	95.84%	98.59%	98.44%	96.08%	75.00%	97.87%	100.00%	94.74%	94.44%	96.97%	93.33%	100.00%	100.00%	100.00%			
0 to 4	26	6	4	3	1	0	1	0	1	0	1	0	0	0	1			
	3.16%	1.63%	5.71%	4.76%	2.04%	0.00%	2.17%	0.00%	5.56%	0.00%	3.13%	0.00%	0.00%	11.11%	0.00%			
5	22	11	1	4	5	1	4	1	2	2	3	2	0	5	0			
	2.67%	2.98%	1.43%	6.35%	10.20%	33.33%	8.70%	7.14%	11.11%	11.76%	9.38%	14.29%	0.00%	55.56%	0.00%			
6 to 7	71	34	3	4	3	1	2	1	0	2	1	2	0	3	0			
	8.62%	9.21%	4.29%	6.35%	6.12%	33.33%	4.35%	7.14%	0.00%	11.76%	3.13%	14.29%	0.00%	33.33%	0.00%			
8 to 10	705	318	62	52	40	1	39	12	15	13	27	10	3	0	40			
	85.56%	86.18%	88.57%	82.54%	81.63%	33.33%	84.78%	85.71%	83.33%	76.47%	84.38%	71.43%	100.00%	0.00%	100.00%			
Significantly different from column:*																		
	67	25	5	9	6	1	5	1	3	2	4	2	0	6	0			
	8.13%	6.78%	7.14%	14.29%	12.24%	33.33%	10.87%	7.14%	16.67%	11.76%	12.50%	14.29%	0.00%	66.67%	0.00%			
7 to 8	190	87	13	15	15	1	14	4	3	8	8	5	2	3	12			
	23.06%	23.58%	18.57%	23.81%	30.61%	33.33%	30.43%	28.57%	16.67%	47.06%	25.00%	35.71%	66.67%	33.33%	30.00%			
9 to 10	567	257	52	39	28	1	27	9	12	7	20	7	1	0	28			
	68.81%	69.65%	74.29%	61.90%	57.14%	33.33%	58.70%	64.29%	66.67%	41.18%	62.50%	50.00%	33.33%	0.00%	70.00%			
Significantly different from column:*					C													

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Solano County Health & Social Services (PHCG2240)

2023 Clinician & Group CAHPS® Survey (Fielded June - August 2023)

Question 25a

Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care. In the last 12 months, did you make any appointments to see a specialist?

Base: All respondents who visited their provider in the last 6 months (Q1 & Q4)

	2023 Partnership Health Plan Average	2023 Partnership Regional Health Plan Average	Your 2021 Group	Your 2022 Group	Your 2023 Group	Respondent's Gender (Q35)		Child's Age (Q30)			Child's Health Status (Q28)			Rating of Provider (Q25)	
						Male	Female	0 to 5	6 to 13	14 to 18	Excellent or Very good	Good	Fair or Poor	0-7	8-10
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
Number in sample	865	385	71	64	51	4	47	14	19	18	33	15	3	9	40
Number missing or multiple answer	35	12	2	2	2	1	1	0	1	1	1	1	0	1	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	830	373	69	62	49	3	46	14	18	17	32	14	3	8	40
	95.95%	96.88%	97.18%	96.88%	96.08%	75.00%	97.87%	100.00%	94.74%	94.44%	96.97%	93.33%	100.00%	88.89%	100.00%
Yes	230	115	13	17	13	0	13	4	3	6	9	3	1	4	9
	27.71%	30.83%	18.84%	27.42%	26.53%	0.00%	28.26%	28.57%	16.67%	35.29%	28.13%	21.43%	33.33%	50.00%	22.50%
No	600	258	56	45	36	3	33	10	15	11	23	11	2	4	31
	72.29%	69.17%	81.16%	72.58%	73.47%	100.00%	71.74%	71.43%	83.33%	64.71%	71.88%	78.57%	66.67%	50.00%	77.50%
Significantly different from column:*															

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Solano County Health & Social Services (PHCG2240)

2023 Clinician & Group CAHPS® Survey (Fielded June - August 2023)

Question 25b

In the last 12 months, how often did you get an appointment to see a specialist as soon as you needed?

Base: All respondents who visited their provider in the last 6 months and made an appointment to see a specialist (Q1, Q4 & Q25a)

	2023 Partnership Health Plan Average	2023 Partnership Regional Health Plan Average	Your 2021 Group	Your 2022 Group	Your 2023 Group	Respondent's Gender (Q35)		Child's Age (Q30)			Child's Health Status (Q28)			Rating of Provider (Q25)	
						Male	Female	0 to 5	6 to 13	14 to 18	Excellent or Very good	Good	Fair or Poor	0-7	8-10
						F	G	H	I	J	K	L	M	N	O
Number in sample	230	115	13	17	13	0	13	4	3	6	9	3	1	4	9
Number missing or multiple answer	3	1	0	1	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	227	114	13	16	13	0	13	4	3	6	9	3	1	4	9
	98.70%	99.13%	100.00%	94.12%	100.00%	---	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Never	13	9	0	2	3	0	3	1	1	1	2	0	1	1	2
	5.73%	7.89%	0.00%	12.50%	23.08%	---	23.08%	25.00%	33.33%	16.67%	22.22%	0.00%	100.00%	25.00%	22.22%
Sometimes	57	24	5	2	1	0	1	1	0	0	0	1	0	1	0
	25.11%	21.05%	38.46%	12.50%	7.69%	---	7.69%	25.00%	0.00%	0.00%	0.00%	33.33%	0.00%	25.00%	0.00%
Usually	58	27	3	3	1	0	1	1	0	0	1	0	0	0	1
	25.55%	23.68%	23.08%	18.75%	7.69%	---	7.69%	25.00%	0.00%	0.00%	11.11%	0.00%	0.00%	0.00%	11.11%
Always	99	54	5	9	8	0	8	1	2	5	6	2	0	2	6
	43.61%	47.37%	38.46%	56.25%	61.54%	---	61.54%	25.00%	66.67%	83.33%	66.67%	66.67%	0.00%	50.00%	66.67%
Significantly different from column:*															
Usually or Always	157	81	8	12	9	0	9	2	2	5	7	2	0	2	7
	69.16%	71.09%	61.54%	75.00%	69.23%	---	69.23%	50.00%	66.67%	83.33%	77.78%	66.67%	0.00%	50.00%	77.78%
Significantly different from column:*															

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Solano County Health & Social Services (PHCG2240)

2023 Clinician & Group CAHPS® Survey (Fielded June - August 2023)

Question 26

In the last 6 months, how often were clerks and receptionists at this provider's office as helpful as you thought they should be?

Base: All respondents whose child visited their provider in the last 6 months (Q1 & Q4)

	2023 Partnership Health Plan Average	2023 Partnership Regional Health Plan Average	Your 2021 Group	Your 2022 Group	Your 2023 Group	Respondent's Gender (Q35)		Child's Age (Q30)			Child's Health Status (Q28)			Rating of Provider (Q25)	
	A	B	C	D	E	Male	Female	0 to 5	6 to 13	14 to 18	Excellent or Very good	Good	Fair or Poor	0-7	8-10
	F	G	H	I	J	K	L	M	N	O					
Number in sample	865	385	71	64	51	4	47	14	19	18	33	15	3	0	40
Number missing or multiple answer	18	10	2	0	1	0	1	0	0	1	0	1	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	847	375	69	64	50	4	46	14	19	17	33	14	3	9	40
	97.02%	97.40%	97.18%	100.00%	98.04%	100.00%	97.87%	100.00%	100.00%	94.44%	100.00%	93.33%	100.00%	100.00%	100.00%
Never	16	8	2	1	1	0	1	0	0	1	1	0	0	0	1
	1.89%	2.13%	2.90%	1.56%	2.00%	0.00%	2.17%	0.00%	0.00%	5.88%	3.03%	0.00%	0.00%	0.00%	2.50%
Sometimes	115	49	3	4	7	0	7	4	2	1	4	3	0	3	4
	13.58%	13.07%	4.35%	6.25%	14.00%	0.00%	15.22%	28.57%	10.53%	5.88%	12.12%	21.43%	0.00%	33.33%	10.00%
Usually	240	110	17	22	15	1	14	6	3	6	11	2	2	2	13
	29.40%	29.33%	24.64%	34.38%	30.00%	25.00%	30.43%	42.86%	15.79%	35.29%	33.33%	14.29%	66.67%	22.22%	32.50%
Always	467	208	47	37	27	3	24	4	14	9	17	9	1	4	22
	55.14%	55.47%	68.12%	57.81%	54.00%	75.00%	52.17%	28.57%	73.68%	52.94%	51.52%	64.29%	33.33%	44.44%	55.00%
Significantly different from column:*								I	H						
Usually or Always	716	318	64	59	42	4	38	10	17	15	28	11	3	6	35
	84.53%	84.80%	92.75%	92.19%	84.00%	100.00%	82.61%	71.43%	89.47%	88.24%	84.85%	78.57%	100.00%	66.67%	87.50%
Significantly different from column:*															

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Solano County Health & Social Services (PHCG2240)

2023 Clinician & Group CAHPS® Survey (Fielded June - August 2023)

Question 27

In the last 6 months, how often did clerks and receptionists at this provider's office treat you with courtesy and respect?

Base: All respondents whose child visited their provider in the last 6 months (Q1 & Q4)

	Response Group					Respondent's Gender (Q35)		Child's Age (Q30)			Child's Health Status (Q28)			Rating of Provider (Q25)	
	2023 Partnership Health Plan Average	2023 Partnership Regional Health Plan Average	Your 2021 Group	Your 2022 Group	Your 2023 Group	Male	Female	0 to 5	6 to 13	14 to 18	Excellent or Very good	Good	Fair or Poor	0-7	8-10
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
Number in sample	865	385	71	64	51	4	47	14	19	18	33	15	3	9	40
Number missing or multiple answer	16	10	2	0	1	0	1	0	0	1	0	1	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	849	375	69	64	50	4	46	14	19	17	33	14	3	9	40
	98.15%	97.40%	97.18%	100.00%	98.04%	100.00%	97.87%	100.00%	100.00%	94.44%	100.00%	93.33%	100.00%	100.00%	100.00%
Never	8	4	1	2	1	0	1	0	0	0	1	0	0	0	1
	0.94%	1.07%	1.45%	3.13%	2.00%	0.00%	2.17%	0.00%	0.00%	5.88%	3.03%	0.00%	0.00%	0.00%	2.50%
Sometimes	79	38	2	5	7	0	7	4	2	4	5	2	0	3	4
	9.31%	10.13%	2.90%	7.81%	14.00%	0.00%	15.22%	28.57%	10.53%	5.88%	15.15%	14.29%	0.00%	33.33%	10.00%
Usually	188	81	8	16	13	1	12	5	4	4	8	4	1	2	11
	22.14%	21.60%	11.59%	25.00%	26.00%	25.00%	26.09%	35.71%	21.05%	23.53%	24.24%	28.57%	33.33%	22.22%	27.50%
Always	574	252	58	41	29	3	26	5	13	11	19	8	2	4	24
	67.61%	67.20%	84.06%	64.06%	58.00%	75.00%	56.52%	35.71%	68.42%	64.71%	57.58%	57.14%	66.67%	44.44%	60.00%
Significantly different from column:*					C										
Usually or Always	762	333	66	57	42	4	38	10	17	15	27	12	3	6	35
	89.75%	88.80%	95.65%	89.06%	84.00%	100.00%	82.61%	71.43%	89.47%	88.24%	81.82%	85.71%	100.00%	66.67%	87.50%
Significantly different from column:*															

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Solano County Health & Social Services (PHCG2240)

2023 Clinician & Group CAHPS® Survey (Fielded June - August 2023)

Question 28

In general, how would you rate your child's overall health?

Base: All respondents

	2023 Partnership Health Plan Average		2023 Partnership Regional Health Plan Average		Your 2021 Group	Your 2022 Group	Your 2023 Group	Respondent's Gender (Q35)		Child's Age (Q30)			Child's Health Status (Q28)			Rating of Provider (Q25)	
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O		
	Male	Female	0 to 5	6 to 13	14 to 18	Excellent or Very good	Good	Fair or Poor	0-7	8-10							
Number in sample	927	411	81	72	57	4	53	16	22	18	39	15	3	9	40		
Number missing or multiple answer	18	8	3	2	0	0	0	0	0	0	0	0	0	0	0		
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA		
Usable responses	909	403	78	70	57	4	53	16	22	18	39	15	3	9	40		
	98.06%	98.05%	96.30%	97.22%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%		
Poor	4	2	0	0	0	0	0	0	0	0	0	0	0	0	0		
	0.44%	0.50%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%		
Fair	46	21	0	4	3	0	3	2	0	1	0	0	3	0	3		
	5.06%	5.21%	0.00%	5.71%	5.26%	0.00%	5.66%	12.50%	0.00%	5.56%	0.00%	0.00%	100.00%	0.00%	7.50%		
Good	180	87	18	10	15	0	15	5	5	5	0	15	0	4	10		
	19.80%	21.59%	23.08%	14.29%	26.32%	0.00%	28.30%	31.25%	22.73%	27.78%	0.00%	100.00%	0.00%	44.44%	25.00%		
Very good	336	153	24	25	18	2	16	4	7	7	18	0	0	2	14		
	36.96%	37.97%	30.77%	35.71%	31.56%	50.00%	30.19%	25.00%	31.82%	38.89%	46.15%	0.00%	0.00%	22.22%	35.00%		
Excellent	343	140	36	31	21	2	19	5	10	5	21	0	0	3	13		
	37.73%	34.74%	46.15%	44.29%	36.84%	50.00%	35.85%	31.25%	45.45%	27.78%	53.85%	0.00%	0.00%	33.33%	32.50%		
Excellent or Very good	679	293	60	56	39	4	35	9	17	12	39	0	0	5	27		
	74.70%	72.70%	78.92%	80.90%	68.42%	100.00%	68.04%	56.25%	77.27%	66.67%	100.00%	0.00%	0.00%	55.56%	67.50%		
Significantly different from column:*																	

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Solano County Health & Social Services (PHCG2240)
 2023 Clinician & Group CAHPS® Survey (Fielded June - August 2023)

Question 29

In general, how would you rate your child's overall mental or emotional health?

Base: All respondents

	2023 Partnership Health Plan Average	2023 Partnership Regional Health Plan Average	Your 2021 Group	Your 2022 Group	Your 2023 Group	Respondent's Gender (Q35)		Child's Age (Q30)			Child's Health Status (Q28)			Rating of Provider (Q25)	
						Male	Female	0 to 5	6 to 13	14 to 18	Excellent or Very good	Good	Fair or Poor	0-7	8-10
						A	B	C	D	E	F	G	H	I	J
Number in sample	927	411	81	72	57	4	53	16	22	18	39	15	3	9	40
Number missing or multiple answer	17	7	3	2	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	910	404	78	70	57	4	53	16	22	18	39	15	3	9	40
	98.17%	98.30%	96.30%	97.22%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Poor	14	4	1	0	0	0	0	0	0	0	0	0	0	0	0
	1.54%	0.99%	1.28%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Fair	63	21	2	4	4	0	4	0	2	2	2	1	1	0	4
	6.92%	5.20%	2.56%	5.71%	7.02%	0.00%	7.55%	0.00%	9.09%	11.11%	5.13%	6.67%	33.33%	0.00%	10.00%
Good	172	89	18	11	13	0	13	5	4	4	3	10	0	4	7
	18.90%	22.03%	23.08%	15.71%	22.81%	0.00%	24.53%	31.25%	18.18%	22.22%	7.69%	66.67%	0.00%	44.44%	17.50%
Very good	277	104	17	15	13	2	11	3	7	3	11	2	0	1	10
	30.44%	25.74%	21.79%	21.43%	22.81%	50.00%	20.75%	18.75%	31.82%	16.67%	28.21%	13.33%	0.00%	11.11%	25.00%
Excellent	384	186	40	40	27	2	25	8	9	9	23	2	2	4	18
	42.20%	46.04%	51.28%	57.14%	47.37%	50.00%	47.17%	50.00%	40.91%	50.00%	58.97%	13.33%	66.67%	44.44%	47.50%
Excellent or Very good	661	290	57	55	40	4	36	11	16	12	34	4	2	5	29
	72.64%	71.78%	73.08%	78.57%	70.18%	100.00%	67.92%	68.75%	72.73%	66.67%	87.18%	26.67%	66.67%	55.56%	72.50%
Significantly different from column:*															

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Solano County Health & Social Services (PHCG2240)

2023 Clinician & Group CAHPS® Survey (Fielded June - August 2023)

Question 30

What is your child's age?

Base: All respondents

	2023 Partnership Health Plan Average	2023 Partnership Regional Health Plan Average	Your 2021 Group	Your 2022 Group	Your 2023 Group	Respondent's Gender (Q35)		Child's Age (Q30)			Child's Health Status (Q28)			Rating of Provider (Q25)	
						Male	Female	0 to 5	6 to 13	14 to 18	Excellent or Very good	Good	Fair or Poor	0-7	8-10
						A	B	C	D	E	F	G	H	I	J
Number in sample	927	411	81	72	57	4	53	16	22	18	39	15	3	9	40
Number missing or multiple answer	26	11	2	3	1	0	1	0	0	0	1	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	901	400	79	69	56	4	52	16	22	18	38	15	3	9	40
	97.20%	97.32%	97.53%	95.83%	98.25%	100.00%	98.11%	100.00%	100.00%	100.00%	97.44%	100.00%	100.00%	100.00%	100.00%
Less than 1 year old	18	11	4	0	1	0	1	1	0	0	0	1	0	0	1
	2.00%	2.75%	5.06%	0.00%	1.79%	0.00%	1.92%	6.25%	0.00%	0.00%	0.00%	6.67%	0.00%	0.00%	2.50%
1 year old	38	14	6	4	1	0	1	1	0	0	0	0	1	0	1
	4.22%	3.50%	7.59%	5.80%	1.79%	0.00%	1.92%	6.25%	0.00%	0.00%	0.00%	0.00%	33.33%	0.00%	2.50%
2 years old	57	22	6	5	5	0	5	5	0	0	4	1	0	0	4
	6.33%	5.50%	7.59%	7.25%	8.93%	0.00%	9.62%	31.25%	0.00%	0.00%	10.53%	6.67%	0.00%	0.00%	10.00%
3 years old	51	22	6	2	4	0	4	4	0	0	2	1	1	1	2
	5.66%	5.50%	7.59%	2.90%	7.14%	0.00%	7.69%	25.00%	0.00%	0.00%	5.26%	6.67%	33.33%	11.11%	5.00%
4 to 6 years old	158	63	18	18	9	0	9	5	4	0	6	3	0	3	8
	17.54%	15.75%	20.25%	26.09%	16.07%	0.00%	17.31%	31.25%	18.18%	0.00%	15.79%	20.00%	0.00%	33.33%	15.00%
7 to 9 years old	122	49	8	8	6	2	4	0	6	0	6	0	0	1	4
	13.54%	12.25%	7.59%	11.59%	10.71%	50.00%	7.69%	0.00%	27.27%	0.00%	15.79%	0.00%	0.00%	11.11%	10.00%
10 to 13 years old	206	96	18	18	12	1	11	0	12	0	8	4	0	0	9
	22.86%	24.00%	22.78%	26.09%	21.43%	25.00%	21.15%	0.00%	54.55%	0.00%	21.05%	26.67%	0.00%	0.00%	22.50%
14 to 18 years old	251	123	17	14	18	1	17	0	0	18	12	5	1	4	13
	27.86%	30.75%	21.52%	20.29%	32.14%	25.00%	32.69%	0.00%	0.00%	100.00%	31.58%	33.33%	33.33%	44.44%	32.50%
Less than 3 years old	164	69	22	11	11	0	11	11	0	0	6	3	2	1	8
	18.20%	17.25%	27.85%	15.94%	19.64%	0.00%	21.15%	68.75%	0.00%	0.00%	15.79%	20.00%	66.67%	11.11%	20.00%
Significantly different from column:*								J		H					

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Solano County Health & Social Services (PHCG2240)

2023 Clinician & Group CAHPS® Survey (Fielded June - August 2023)

Question 31

Is your child male or female?

Base: All respondents

	2023 Partnership Health Plan Average	2023 Partnership Regional Health Plan Average	Your 2021 Group	Your 2022 Group	Your 2023 Group	Respondent's Gender (Q35)		Child's Age (Q30)			Child's Health Status (Q28)			Rating of Provider (Q25)	
						Male	Female	0 to 5	6 to 13	14 to 18	Excellent or Very good	Good	Fair or Poor	0-7	8-10
						A	B	C	D	E	F	G	H	I	J
Number in sample	927	411	81	72	57	4	53	16	22	18	39	15	3	9	40
Number missing or multiple answer	21	9	1	1	2	0	2	1	1	0	1	1	0	1	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	906	402	80	71	55	4	51	15	21	18	38	14	3	8	39
	97.73%	97.81%	98.77%	98.61%	96.49%	100.00%	96.23%	93.75%	95.45%	100.00%	97.44%	93.33%	100.00%	88.89%	97.50%
Male	438	200	49	37	31	3	28	10	12	8	22	6	3	4	21
	48.34%	49.75%	61.25%	52.11%	56.36%	75.00%	54.90%	66.67%	57.14%	44.44%	57.89%	42.86%	100.00%	50.00%	53.85%
Female	468	202	31	34	24	1	23	5	9	10	16	8	0	4	18
	51.66%	50.25%	38.75%	47.89%	43.64%	25.00%	45.10%	33.33%	42.86%	55.56%	42.11%	57.14%	0.00%	50.00%	46.15%
Significantly different from column:*															

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Solano County Health & Social Services (PHCG2240)

2023 Clinician & Group CAHPS® Survey (Fielded June - August 2023)

Question 32

Is your child of Hispanic or Latino origin or descent?

Base: All respondents

	2023 Partnership Health Plan Average	2023 Partnership Regional Health Plan Average	Your 2021 Group	Your 2022 Group	Your 2023 Group	Respondent's Gender (Q35)		Child's Age (Q30)			Child's Health Status (Q28)			Rating of Provider (Q25)	
	A	B	C	D	E	Male	Female	0 to 5	6 to 13	14 to 18	Excellent or Very good	Good	Fair or Poor	0-7	8-10
						F	G	H	I	J	K	L	M	N	O
Number in sample	927	411	81	72	57	4	53	16	22	18	39	15	3	9	40
Number missing or multiple answer	25	10	2	3	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	902	401	79	69	57	4	53	16	22	18	39	15	3	9	40
	97.30%	97.57%	97.53%	95.83%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Yes, Hispanic or Latino	540	249	45	32	27	0	27	9	8	0	17	9	1	2	19
	59.87%	62.06%	56.96%	46.38%	47.37%	0.00%	50.94%	56.25%	36.36%	50.00%	43.59%	60.00%	33.33%	22.22%	47.50%
No, not Hispanic or Latino	362	152	34	37	30	4	26	7	14	9	22	6	2	7	21
	40.13%	37.91%	43.04%	53.62%	52.63%	100.00%	49.06%	43.75%	63.64%	50.00%	56.41%	40.00%	66.67%	77.78%	52.50%
Significantly different from column:*					B										

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Solano County Health & Social Services (PHCG2240)

2023 Clinician & Group CAHPS® Survey (Fielded June - August 2023)

Question 33

What is your child's race? Mark one or more.*

Base: All respondents

	2023 Partnership Health Plan Average	2023 Partnership Regional Health Plan Average	Your 2021 Group	Your 2022 Group	Your 2023 Group	Respondent's Gender (Q35)		Child's Age (Q30)			Child's Health Status (Q28)			Rating of Provider (Q25)	
						Male	Female	0 to 5	6 to 13	14 to 18	Excellent or Very good	Good	Fair or Poor	0-7	8-10
						A	B	C	D	E	F	G	H	I	J
Number in sample	627	411	81	72	57	4	53	16	22	18	39	15	3	9	40
Number missing or multiple answer	107	43	9	3	2	0	2	0	1	1	2	0	0	0	2
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	820	368	72	69	55	4	51	16	21	17	37	15	3	9	38
	88.46%	89.54%	88.89%	95.83%	96.49%	100.00%	96.23%	100.00%	95.45%	94.44%	94.87%	100.00%	100.00%	100.00%	95.00%
White	465	163	26	28	30	1	29	9	10	10	19	9	2	3	23
	56.71%	44.29%	36.11%	40.58%	54.55%	25.00%	56.86%	56.25%	47.62%	58.82%	51.35%	80.00%	66.67%	33.33%	80.53%
Black or African American	53	29	9	13	9	1	8	1	8	0	7	1	1	0	9
	6.46%	7.88%	12.50%	18.84%	16.36%	25.00%	15.69%	6.25%	38.10%	0.00%	18.92%	6.67%	33.33%	0.00%	23.68%
Asian	109	85	16	22	12	3	9	6	3	3	8	2	2	3	8
	13.29%	23.10%	22.22%	31.88%	21.82%	75.00%	17.65%	37.50%	14.29%	17.65%	21.62%	13.33%	66.67%	33.33%	21.05%
Native Hawaiian or Other Pacific Islander	19	10	1	0	2	1	1	0	2	2	1	1	0	1	1
	2.32%	2.72%	1.38%	0.00%	3.64%	25.00%	1.96%	0.00%	0.00%	11.76%	2.70%	6.67%	0.00%	11.11%	2.63%
American Indian or Alaska Native	38	8	4	1	2	0	2	0	1	1	1	1	0	0	2
	4.63%	2.17%	5.56%	1.45%	3.64%	0.00%	3.92%	0.00%	4.76%	5.88%	2.70%	6.67%	0.00%	0.00%	5.28%
Other	230	107	19	15	14	1	13	4	4	6	10	4	0	5	6
	28.05%	29.08%	26.39%	21.74%	25.45%	25.00%	25.49%	25.00%	19.05%	35.29%	27.03%	26.67%	0.00%	55.56%	15.79%

*Please note that respondents could select more than one response option, therefore percentages may not add up to 100%.

Solano County Health & Social Services (PHCG2240)

2023 Clinician & Group CAHPS® Survey (Fielded June - August 2023)

Question 34

What is your age?

Base: All respondents

	2023 Partnership Health Plan Average	2023 Partnership Regional Health Plan Average	Your 2021 Group	Your 2022 Group	Your 2023 Group	Respondent's Gender (Q35)		Child's Age (Q30)			Child's Health Status (Q28)			Rating of Provider (Q25)	
						Male	Female	0 to 5	6 to 13	14 to 18	Excellent or Very good	Good	Fair or Poor	0-7	8-10
						A	B	C	D	E	F	G	H	I	J
Number in sample	927	411	81	72	57	4	53	16	22	18	39	15	3	9	40
Number missing or multiple answer	25	12	2	2	1	0	1	1	0	0	1	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	902	399	79	70	56	4	52	15	22	18	38	15	3	9	40
	97.30%	97.08%	97.53%	97.22%	98.25%	100.00%	98.11%	93.75%	100.00%	100.00%	97.44%	100.00%	100.00%	100.00%	100.00%
Under 18	78	38	8	7	3	0	3	0	0	3	1	2	0	1	2
	8.65%	9.52%	10.13%	10.00%	5.36%	0.00%	5.77%	0.00%	0.00%	16.67%	2.63%	13.33%	0.00%	11.11%	5.00%
18 to 24	23	4	3	2	1	0	1	1	0	0	1	0	0	0	1
	2.55%	1.00%	3.80%	2.86%	1.79%	0.00%	1.92%	6.67%	0.00%	0.00%	2.63%	0.00%	0.00%	0.00%	2.50%
25 to 34	170	80	15	18	8	0	8	3	4	1	6	2	0	1	7
	18.85%	15.04%	18.99%	22.86%	14.29%	0.00%	15.38%	20.00%	18.18%	5.56%	15.79%	13.33%	0.00%	11.11%	17.50%
35 to 44	296	141	28	19	24	0	24	9	6	8	16	5	3	3	17
	32.82%	35.34%	35.44%	27.14%	42.86%	0.00%	46.15%	60.00%	27.27%	44.44%	42.11%	33.33%	100.00%	33.33%	42.50%
45 to 54	213	105	16	17	12	2	10	1	7	4	9	3	0	2	8
	23.61%	26.32%	20.25%	24.29%	21.43%	50.00%	19.23%	6.67%	31.82%	22.22%	23.68%	20.00%	0.00%	22.22%	20.00%
55 to 64	87	30	4	4	3	1	2	0	2	1	2	1	0	0	3
	7.43%	7.52%	5.06%	5.71%	5.36%	25.00%	3.85%	0.00%	9.09%	5.56%	5.26%	6.67%	0.00%	0.00%	7.50%
65 to 74	45	17	3	5	4	1	3	1	2	1	2	2	0	2	2
	4.99%	4.28%	3.80%	7.14%	7.14%	25.00%	5.77%	6.67%	9.09%	5.56%	5.26%	13.33%	0.00%	22.22%	5.00%
75 or older	10	4	2	0	1	0	1	0	1	0	1	0	0	0	0
	1.11%	1.00%	2.53%	0.00%	1.79%	0.00%	1.92%	0.00%	4.55%	0.00%	2.63%	0.00%	0.00%	0.00%	0.00%
35 or older	631	297	53	45	44	4	40	11	18	14	30	11	3	7	30
	69.96%	74.44%	67.09%	64.29%	78.57%	100.00%	76.92%	73.33%	81.82%	77.78%	78.95%	73.33%	100.00%	77.78%	75.00%
Significantly different from column:*															

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Solano County Health & Social Services (PHCG2240)

2023 Clinician & Group CAHPS® Survey (Fielded June - August 2023)

Question 35

What is your gender?

Base: All respondents

	2023 Partnership Health Plan Average	2023 Partnership Regional Health Plan Average	Your 2021 Group	Your 2022 Group	Your 2023 Group	Respondent's Gender (Q35)		Child's Age (Q30)			Child's Health Status (Q28)			Rating of Provider (Q25)	
	A	B	C	D	E	Male	Female	0 to 5	6 to 13	14 to 18	Excellent or Very good	Good	Fair or Poor	0-7	8-10
						F	G	H	I	J	K	L	M	N	O
Number in sample	927	411	81	72	57	4	53	16	22	18	39	15	3	9	40
Number missing or multiple answer	23	11	1	2	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	904	400	80	70	57	4	53	16	22	18	39	15	3	9	40
	97.52%	97.32%	98.77%	97.22%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Male	117	53	14	8	4	4	0	0	3	1	4	0	0	2	1
	12.94%	13.25%	17.50%	11.43%	7.02%	100.00%	0.00%	0.00%	13.64%	5.56%	10.26%	0.00%	0.00%	22.22%	2.50%
Female	787	347	66	62	53	0	53	16	19	17	35	15	3	7	39
	87.06%	86.75%	82.50%	88.57%	92.98%	0.00%	100.00%	100.00%	86.36%	94.44%	89.74%	100.00%	100.00%	77.78%	97.50%
Significantly different from column:*															

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Solano County Health & Social Services (PHCG2240)

2023 Clinician & Group CAHPS® Survey (Fielded June - August 2023)

Question 36

What is the highest grade or level of school that you have completed?

Base: All respondents

	2023 Partnership Health Plan Average	2023 Partnership Regional Health Plan Average	Your 2021 Group	Your 2022 Group	Your 2023 Group	Respondent's Gender (Q35)		Child's Age (Q30)			Child's Health Status (Q28)			Rating of Provider (Q25)	
	A	B	C	D	E	Male	Female	0 to 5	6 to 13	14 to 18	Excellent or Very good	Good	Fair or Poor	0-7	8-10
						F	G	H	I	J	K	L	M	N	O
Number in sample	927	411	81	72	57	4	53	16	22	18	39	15	3	9	40
Number missing or multiple answer	48	20	3	3	1	0	1	0	0	1	1	0	0	0	1
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	879	391	78	69	56	4	52	18	22	17	38	15	3	9	39
	94.82%	95.13%	96.30%	95.83%	98.25%	100.00%	98.11%	100.00%	100.00%	94.44%	97.44%	100.00%	100.00%	100.00%	97.50%
8th grade or less	100	47	12	8	3	0	3	1	0	2	2	1	0	1	2
	11.38%	12.02%	15.38%	11.59%	5.36%	0.00%	5.77%	6.25%	0.00%	11.76%	5.26%	6.67%	0.00%	11.11%	5.13%
Some high school, but did not graduate	127	58	9	6	12	0	12	4	6	2	10	2	0	2	6
	14.45%	14.83%	11.54%	8.70%	21.43%	0.00%	23.08%	25.00%	27.27%	11.76%	26.32%	13.33%	0.00%	22.22%	15.38%
High school graduate or GED	275	124	25	18	14	1	13	3	5	5	8	5	1	3	9
	31.29%	31.71%	32.05%	26.09%	25.00%	25.00%	25.00%	18.75%	22.73%	29.41%	21.05%	33.33%	33.33%	33.33%	23.08%
Some college or 2-year degree	202	87	18	21	14	1	13	3	5	6	12	2	0	2	11
	22.98%	22.25%	23.08%	30.43%	25.00%	25.00%	25.00%	18.75%	22.73%	35.29%	31.58%	13.33%	0.00%	22.22%	28.21%
4-year college graduate	86	38	7	9	9	2	7	2	5	2	3	5	1	1	7
	9.78%	9.72%	8.97%	11.59%	16.07%	50.00%	13.46%	12.50%	22.73%	11.76%	7.89%	33.33%	33.33%	11.11%	17.95%
More than 4-year college degree	89	37	7	6	4	0	4	3	1	0	3	0	1	0	4
	10.13%	9.46%	8.97%	11.59%	7.14%	0.00%	7.69%	18.75%	4.55%	0.00%	7.89%	0.00%	33.33%	0.00%	10.26%
4-year college graduate or more	175	75	14	16	13	2	11	5	6	2	6	5	2	1	11
	19.91%	19.18%	17.95%	23.19%	23.21%	50.00%	21.15%	31.25%	27.27%	11.76%	15.79%	33.33%	86.67%	11.11%	28.21%
Significantly different from column:*															

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Solano County Health & Social Services (PHCG2240)

2023 Clinician & Group CAHPS® Survey (Fielded June - August 2023)

Question 37

How are you related to the child?

Base: All respondents

	2023 Partnership Health Plan Average	2023 Partnership Regional Health Plan Average	Your 2021 Group	Your 2022 Group	Your 2023 Group	Respondent's Gender (Q35)		Child's Age (Q30)			Child's Health Status (Q28)			Rating of Provider (Q25)	
	A	B	C	D	E	Male	Female	0 to 5	6 to 13	14 to 18	Excellent or Very good	Good	Fair or Poor	0-7	8-10
						F	G	H	I	J	K	L	M	N	O
Number in sample	927	411	81	72	57	4	53	16	22	18	39	15	3	9	40
Number missing or multiple answer	44	12	3	4	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	883	399	78	68	57	4	53	16	22	18	39	15	3	9	40
	95.25%	97.08%	96.30%	94.44%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Mother or father	820	371	71	63	50	3	47	15	18	16	35	12	3	7	37
	92.87%	92.98%	91.03%	92.65%	87.72%	75.00%	88.68%	93.75%	81.82%	88.89%	89.74%	80.00%	100.00%	77.78%	92.50%
Grandparent	44	10	3	4	5	1	4	0	3	2	3	2	0	1	3
	4.98%	4.76%	3.85%	5.88%	8.77%	25.00%	7.55%	0.00%	13.64%	11.11%	7.69%	13.33%	0.00%	11.11%	7.50%
Aunt or uncle	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0
	0.00%	0.00%	1.28%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Older brother or sister	3	1	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.34%	0.25%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Other relative	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Legal guardian	15	8	2	1	2	0	2	1	1	0	1	1	0	1	0
	1.70%	2.01%	2.56%	1.47%	3.51%	0.00%	3.77%	6.25%	4.55%	0.00%	2.56%	6.67%	0.00%	11.11%	0.00%
Someone else	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0
	0.11%	0.00%	1.28%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%

Solano County Health & Social Services (PHCG2240)

2023 Clinician & Group CAHPS® Survey (Fielded June - August 2023)

Question 38

Did someone help you complete this survey?

Base: All respondents

	2023 Partnership Health Plan Average	2023 Partnership Regional Health Plan Average	Your 2021 Group	Your 2022 Group	Your 2023 Group	Respondent's Gender (Q35)		Child's Age (Q30)			Child's Health Status (Q28)			Rating of Provider (Q25)	
	A	B	C	D	E	Male	Female	0 to 5	6 to 13	14 to 18	Excellent or Very good	Good	Fair or Poor	0-7	8-10
						F	G	H	I	J	K	L	M	N	O
Number in sample	927	411	81	72	57	4	53	16	22	18	39	15	3	9	40
Number missing or multiple answer	19	9	3	1	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	908	402	78	71	57	4	53	16	22	18	39	15	3	9	40
	97.95%	97.81%	96.30%	98.81%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Yes	40	20	2	2	2	1	1	1	1	0	1	1	0	0	1
	4.41%	4.98%	2.58%	2.82%	3.51%	25.00%	1.89%	6.25%	4.55%	0.00%	2.56%	6.67%	0.00%	0.00%	2.50%
No	868	382	76	69	55	3	52	15	21	18	38	14	3	9	39
	95.59%	95.02%	97.44%	97.18%	96.49%	75.00%	98.11%	93.75%	95.45%	100.00%	97.44%	93.33%	100.00%	100.00%	97.50%
Significantly different from column:*															

*A letter in a cell means the percentage in the cell immediately above is significantly different from the percentage in the column headed by that letter (in that same row). The significance test was conducted at the 95% confidence level.

Solano County Health & Social Services (PHCG2240)

2023 Clinician & Group CAHPS® Survey (Fielded June - August 2023)

Question 39

How did that person help you? Mark one or more.*

Base: All respondents who had help completing the survey (Q38)

	2023 Partnership Health Plan Average		2023 Partnership Regional Health Plan Average		Your 2021 Group		Your 2022 Group		Your 2023 Group		Respondent's Gender (Q35)		Child's Age (Q30)			Child's Health Status (Q28)			Rating of Provider (Q25)						
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	Male	Female	0 to 5	6 to 13	14 to 18	Excellent or Very good	Good	Fair or Poor	0-7	8-10
Number in sample	40	20	2	2	2	1	1	1	1	0	1	1	0	1	1	0	1	1	0	1	1	0	0	0	1
Number missing or multiple answer	2	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number no experience	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Usable responses	38	19	2	2	2	1	1	1	1	1	0	1	1	0	1	1	0	1	1	0	1	1	0	0	1
	95.00%	95.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Read the questions to me	15	4	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	39.47%	21.05%	50.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Wrote down the answers I gave	10	5	1	1	1	1	1	0	0	1	0	1	0	1	0	0	0	0	1	0	0	0	0	0	0
	26.32%	26.32%	50.00%	50.00%	50.00%	100.00%	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%	0.00%	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Answered the questions for me	7	3	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	18.42%	15.79%	0.00%	50.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Translated the questions into my language	12	8	2	0	1	0	1	1	1	0	0	0	1	0	0	0	0	1	0	0	0	1	0	0	1
	31.58%	42.11%	100.00%	0.00%	50.00%	0.00%	100.00%	100.00%	100.00%	0.00%	0.00%	0.00%	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	100.00%
Helped in some other way	4	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	10.53%	15.79%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%

*Please note that respondents could select more than one response option, therefore percentages may not add up to 100%.

GERALD HUBER
Director
grhuber@solanocounty.com
(707) 784-8400
Roger Robinson
Assistant Director
rerobinson@solanocounty.com
(707) 784-8401

DEPARTMENT OF HEALTH & SOCIAL SERVICES



**SOLANO
COUNTY**

275 Beck Avenue, MS 5-200
Fairfield, CA 94533
(707) 784-8400
Fax (707) 421-3207
www.solanocounty.com

MEMORANDUM

To: Community Healthcare Board
From: Nina Delmendo, CFO/Director of Admin Services
Date: February 14, 2024
Subject: Analysis of Sliding Fee Discount Program (SFDP)

Per HRSA's Health Center Program Compliance Manual and Family Health Services (FHS) Sliding Fee Discount Program (SFDP) Policy, FHS must do the following:

- (1) Evaluate, at least once every three years, its sliding fee scale discount program. At a minimum, the health center:
 - Collects utilization data that allows it to assess the rate at which patients within each of its discount pay classes, as well as those at or below 100 percent of the FPG, are accessing health center services;
 - Utilizes this and, if applicable, other data to evaluate the effectiveness of its sliding fee discount program in reducing financial barriers to care; and
 - Identifies and implements changes as needed.

(Health Center Program Compliance Manual, page 41)

An analysis of patients eligible for SFDP from January–December 2023 shows the following:

Nominal Charge:

Solano County FHS provides a full 100 percent discount and does not use a nominal charge for patients at or below 100% FPG.

Utilization:

- Patients on the SFDP accessed medical services at an average rate of 1.77 visits per patient. This utilization rate is lower than the overall utilization of the health center of 1.95 medical visits per patient. The difference in utilization is minimal. This suggests that being on the SFDP is not a barrier to accessing care at FHS.
- Patients on the SFDP accessed dental services at an average rate of 2.94 visits per patient. This utilization rate is higher than the overall utilization of the health center of 2.87 dental visits per patient. This suggests that being on the SFDP is not a barrier to accessing care at FHS.
- Patients on the SFDP accessed mental health services at an average rate of 2.00 visits per patient. This utilization rate is lower than the overall utilization of the health center of 3.11 mental health visits per patient. We will continue to monitor Mental Health visits to ensure being on the SFDP is not a barrier to accessing care at FHS.

RECOMMENDATION:

Utilization data suggests that being on the SFDP is not a barrier to accessing care at FHS for medical and dental services. FHS will continue to monitor Mental Health visits to ensure being on the SFDP is not a barrier to accessing care. Due to overall underutilization of Mental Health services, FHS will continue to monitor and recommend improvements on how to increase utilization across the board.

TABLE 1: JANUARY - DECEMBER 2023: SFDP PROGRAM ANALYSIS						
MEDICAL SERVICES						
SFDS Class	Discount Percentage	Total Encounters	Total Patients	Average Visits Per Patient	Average Payment	% Patients Paying 100% Fee
A	100%	597	321	1.86	\$1.96	1%
B	80%	158	92	1.72	\$66.99	67%
C	60%	78	44	1.77	\$85.47	46%
D	50%	53	34	1.56	\$101.12	47%
E	FULL FEE	27	18	1.50	\$138.72	48%

TABLE 1: JANUARY - DECEMBER 2023: SFDP PROGRAM ANALYSIS						
DENTAL SERVICES						
SFDS Class	Discount Percentage	Total Encounters	Total Patients	Average Visits Per Patient	Average Payment	% Patients Paying 100% Fee
A	100%	404	124	3.26	\$6.40	3%
B	80%	134	50	2.68	\$152.11	75%
C	60%	54	22	2.45	\$141.98	52%
D	50%	51	18	2.83	\$209.72	55%
E	FULL FEE	12	7	1.71	\$145.86	42%

TABLE 1: JANUARY - DECEMBER 2023: SFDP PROGRAM ANALYSIS						
MENTAL HEALTH SERVICES						
SFDS Class	Discount Percentage	Total Encounters	Total Patients	Average Visits Per Patient	Average Payment	% Patients Paying 100% Fee
A	100%	31	15	2.07	\$2.04	3%
B	80%	5	2	2.5	\$75.70	80%
C	60%	4	3	1.33	\$0.00	0%
D	50%	0	0	0	\$0.00	N/A
E	FULL FEE	0	0	0	\$0.00	N/A



Family Health Services

Sliding Fee Scale Discount Program

Policy Number: 100.03

Effective Date	March 1, 2024
Frequency of Review	Annual
Last Reviewed	February 14 th , 2024
Last Updated	February 14 th , 2024
Author	Nina Delmendo
Responsible Department	Revenue Cycle Management

PURPOSE:

The purpose of this policy is to reduce and/or eliminate financial barriers to patients who qualify for the program to ensure access to services regardless of the patient's ability to pay. At no time will a patient be denied services because of an inability to pay.

BACKGROUND

It is the policy of Solano County Health and Social Services to uphold compliance with government regulations. Family Health Services (FHS) is a Federally Qualified Health Center (FQHC) and receives federal funding under the Health Center Program authorized by section 330 of the Public Health Services (PHS) Act (42 U.S.C. 254b) ("section 330"), as amended (including sections 330(e) and (h)). The program is administered by the federal Health Resources and Services Administration (HRSA).

POLICY:

Family Health Services shall provide medical, dental and mental health services regardless of a patient's ability to pay. The Sliding Fee Scale Discount Program (SFSDP) is available for all patients to apply for. FHS will base program eligibility only on income and family size. A full discount is provided for individuals and families with annual incomes at or below 100% of the current Federal Poverty Guidelines (FPG); partial discounts are provided for individuals and families with incomes above 100% of the current FPG and at or below 200% of the current FPG; no discounts are provided to individuals and families with annual incomes above 200% of the current FPG. Sliding Fee Scale Discount levels are described in Attachment 1.

Exception: All Ryan White patients may be eligible for sliding fee discounts as described in the Ryan White Part C / North Bay AIDS Center Sliding Fee Scale and Billing Caps Policy.

DEFINITIONS:

Income – Earnings, unemployment compensation, workers' compensation, Social Security, Supplemental Security Income, public assistance, veterans' payments, survivor benefits, pension or retirement income, alimony, child support, or any other sources that typically become available. Noncash benefits, such as food stamps and housing subsidies, do not count.

Family – A group of two or more people who share a common residence, are related by blood, marriage, adoption or otherwise present themselves as related, and share the costs and responsibilities of the support and livelihood of the group.



Family Health Services

Sliding Fee Scale Discount Program

Policy Number: 100.03

Proof of Income – Any of the following documentation of gross income shall be accepted as proof of income. Two current pay stubs, most recent federal tax return, award or benefit letter from affiliated agency, income verification documentation from affiliated agency, letter from employer on letterhead, another generally accepted proof of income, or the approved self-declaration form. The self-declaration form may only be used in special circumstances for patients who are otherwise unable to provide proof of income. Use of the self-declaration form must be approved by the front office accounting clerk, a supervisor or a manager. Self-declared patients will be responsible for 100% of their charges until the self-declaration form is approved.

PROCEDURE:

1. Notification of SFSDP
 - a. FHS will notify patients of the SFSDP by:
 - i. Posting notification in the health center waiting area.
 - ii. Verbal notification upon registration
2. Assessing Income and Family Size
 - a. All patients will self-report income and family size on the Health Center Patient Welcome Packet form.
 - b. Patients applying for the SFSDP will also self-report income and family size on the SFSDP Application.
 - c. All patients are re-assessed if income or family size changes, as self-reported by the patient, or when the SFSDP eligibility period expires and a new application is received.
3. Completion of Application for the SFSDP
 - a. The patient or responsible party must complete the Sliding Fee Scale Discount Program application and provide proof of income.
 - b. Incomplete applications will not be processed, and discounts will not be applied until the application is complete.
 - c. FHS front office accounting clerks or a supervisor or manager will review applications for completeness and accuracy.
 - d. Information from the application is input into the practice management system, NextGen. The application and proof of income is scanned into NextGen.
 - e. In instances where the patient is applying for retro eligibility for the program, front office accounting clerks may approve up to 90 days of retro eligibility. Retro eligibility beyond the 90 days may be reviewed and approved by the Revenue Cycle Manager.
4. Eligibility for the SFSDP
 - a. Eligibility is based on income and family size only.
 - b. All patients are eligible to apply for the program.
 - c. Eligibility will be honored for 12 months.
 - i. Upon registration for each subsequent encounter, the patient will be asked if family size or income has changed. If family size or income has changed, the patient will be reassessed for program eligibility by completing a new application and providing updated proof of income.
5. Applicability to Patients with Third Party Coverage



Family Health Services

Sliding Fee Scale Discount Program

Policy Number: 100.03

- a. Patients who are covered by a Qualifying Health Plan with which FHS is contracted, but with “out of pocket” costs (i.e. co-insurance, co-pays, share of cost) may apply for the SFSDP, if it is not prohibited by the Qualifying Health Plan.
 - b. Staff will screen patient for eligibility for the SFSDP by asking the patient to complete the SFSDP Application and provide proof of income.
 - c. Once sliding fee level for the patient is assessed, the patient may pay the lesser of the charge discounted to the patient’s sliding fee level OR the patient’s out of pocket costs.
6. Services, supplies, and equipment
- a. The SFSDP shall apply to all services listed in the Form 5A: Services Provided (Required Services) on the Health Resources and Services Administration (HRSA) Service Area Compete (SAC) Application.
 - b. The same methodology will apply to supplies or equipment that are related to, but not included in, the service itself as part of prevailing standards of care (for example, dentures).
7. Collections
- a. FHS front office staff will review the patient’s account upon check-in. If the patient has a balance due, front office staff will request applicable payments from the patient, according to the FHS Insurance Eligibility policy, #100.01.
 - b. Payment plans are available upon request, according to the FHS Cash Handling policy, #100.02 and Fee Waiver & Payment Plans, #100.08. The Payment Plan Agreement form is completed by the patient and approved by the front office accounting clerk or office supervisor or manager. The agreement is scanned into NextGen.
8. Refusal to Pay
- a. Refusal to pay is defined as a patient who has the ability to pay but is unwilling to pay the amount owed, as expressed verbally by the patient or if the patient does not make an effort to pay upon receipt of monthly statements from FHS. All patients qualify to apply for the SFSDP, payment plans, and fee waivers.
 - b. Patients who refuse to pay will still be eligible for services. Patients will not be turned away because of a refusal to pay.
 - c. If a patient refuses to pay the amount owed, FHS abides by the Health and Social Services collection policy and Bad Debt Write Off policy, #100.14, which places the patient’s account as delinquent without payment made within the last 120 days and may refer the patient to a collections agency.
9. Request for Waiver of Fees
- a. Patients may request a fee waiver, or a fee waiver may be requested on their behalf as described in the Fee Waiver & Payment Plans policy #100.08.
10. Record Keeping
- a. All documentation received from the patient related to the SFSDP application and payment plan agreements are scanned and filed electronically in NextGen.
11. When a patient needs referred care services not provided by FHS, the patient will be referred to a facility which has an agreement for services with FHS. The referred facility must have a sliding fee scale discount program if they charge patients for services rendered under the agreement. Fees for these services must be discounted such that:



Family Health Services

Sliding Fee Scale Discount Program

Policy Number: 100.03

- a. Individuals and families with incomes above 100% of the current FPG and at or below 200% of the FPG receive an equal or greater discount for these services than if FHS SFSDP were applied to the referral provider's fee schedule; and
 - b. Individuals and families at or below 100% of the FPG receive a full discount or a nominal charge for these services.
12. FHS will annually assess SFSDP activity and present findings to the Community Healthcare Board that ensure the SFSDP does not create a barrier for patients access to care. At a minimum, FHS will:
- a. Collect utilization data that allows it to assess the rate at which patients within each of its discount pay classes, as well as those at or below 100% of the FPG, are accessing health center services;
 - b. Utilize this and, if applicable, other data (for example, results of patient satisfaction surveys or focus groups, surveys of patients at various income levels) to evaluate the effectiveness of its sliding fee scale discount program in reducing financial barriers to care; and
 - c. Identify and implement changes as needed.

Knowledge of a violation or potential violation of this policy must be reported directly to the FHS Revenue Cycle Manager and the FHS Clinic Operations Officer, or to the employee compliance hotline.



Family Health Services

Sliding Fee Scale Discount Program

Policy Number: 100.03

Attachment 1: Sliding Fee Scale Discount Program Guidelines

Annual Gross Income



SOLANO COUNTY HEALTH AND SOCIAL SERVICES DEPARTMENT
FAMILY HEALTH SERVICES

SLIDING FEE DISCOUNT PROGRAM SUMMARY - Effective Starting Date of Service 3/1/2024

Patients must complete a sliding fee discount application and submit supporting documents to determine eligibility for participation in the program. Eligibility is re-certified every year. Participating members receive discounts on services, as summarized below.
<https://aspe.hhs.gov/rpor-hhs-poverty-guidelines-and-federal-register-references>

Each applicant household is assigned a category based on annual income and number of people.	Category	A		B		C		D		E		F	
	% Federal Poverty Guidelines (FPG)	100% and under		101-138%		139-170%		171-200%		201-250%		251-300%	
	Income Range for Each Category by Family Size												
Family Size	From	To	From	To	From	To	From	To	From	To	From	To	To
1	\$0	\$15,060	\$15,061	\$20,783	\$20,784	\$25,602	\$25,603	\$30,120	\$30,121	\$37,650	\$37,651	\$45,180	\$45,181
2	\$0	\$20,440	\$20,441	\$28,207	\$28,208	\$34,748	\$34,749	\$40,880	\$40,881	\$51,100	\$51,101	\$61,320	\$61,321
3	\$0	\$25,820	\$25,821	\$35,632	\$35,633	\$43,894	\$43,895	\$51,640	\$51,641	\$64,550	\$64,551	\$77,460	\$77,461
4	\$0	\$31,200	\$31,201	\$43,056	\$43,057	\$53,040	\$53,041	\$62,400	\$62,401	\$78,000	\$78,001	\$93,600	\$93,601
5	\$0	\$36,580	\$36,581	\$50,480	\$50,481	\$62,186	\$62,187	\$73,160	\$73,161	\$91,450	\$91,451	\$109,740	\$109,741
6	\$0	\$41,960	\$41,961	\$57,905	\$57,906	\$71,332	\$71,333	\$83,920	\$83,921	\$104,900	\$104,901	\$125,880	\$125,881
7	\$0	\$47,340	\$47,341	\$65,329	\$65,330	\$80,478	\$80,479	\$94,680	\$94,681	\$118,350	\$118,351	\$142,020	\$142,021
8	\$0	\$52,720	\$52,721	\$72,754	\$72,755	\$89,624	\$89,625	\$105,440	\$105,441	\$131,800	\$131,801	\$158,160	\$158,161
For each additional person	Add		Add		Add		Add		Add		Add		Add
		\$5,380		\$7,424		\$9,146		\$10,760		\$13,450		\$16,140	

Patient Discount Percentages						
Category	A	B	C	D	E	F
Medical/Dental/Mental Health	100%	80%	60%	50%	Full Fee Based on Schedule of Charges	

Exceptions: *Ryan White services may be provided at no charge for patients at 300% or below FPG. See Ryan White Program Policies.

Monthly Gross Income



SOLANO COUNTY HEALTH AND SOCIAL SERVICES DEPARTMENT
FAMILY HEALTH SERVICES

SLIDING FEE DISCOUNT PROGRAM SUMMARY - Effective Starting Date of Service 3/1/2024

Patients must complete a sliding fee discount application and submit supporting documents to determine eligibility for participation in the program. Eligibility is re-certified every year. Participating members receive discounts on services, as summarized below.
<https://aspe.hhs.gov/rpor-hhs-poverty-guidelines-and-federal-register-references>

Each applicant household is assigned a category based on annual income and number of people.	BASED ON MONTHLY INCOME													
	Category	A		B		C		D		E		F		
	% Federal Poverty Guidelines (FPG)	100% and under		101-138%		139-170%		171-200%		201-250%		251-300%		
Family Size	From	To	From	To	From	To	From	To	From	To	From	To	To	
1	\$0	\$1,255	\$1,256	\$1,732	\$1,733	\$2,134	\$2,135	\$2,510	\$2,511	\$3,138	\$3,139	\$3,766	\$3,767	
2	\$0	\$1,703	\$1,704	\$2,351	\$2,352	\$2,896	\$2,897	\$3,407	\$3,408	\$4,256	\$4,257	\$5,110	\$5,111	
3	\$0	\$2,152	\$2,153	\$2,969	\$2,970	\$3,658	\$3,659	\$4,303	\$4,304	\$5,379	\$5,380	\$6,455	\$6,456	
4	\$0	\$2,600	\$2,601	\$3,588	\$3,589	\$4,420	\$4,421	\$5,200	\$5,201	\$6,500	\$6,501	\$7,800	\$7,801	
5	\$0	\$3,048	\$3,049	\$4,207	\$4,208	\$5,182	\$5,183	\$6,097	\$6,098	\$7,621	\$7,622	\$9,145	\$9,146	
6	\$0	\$3,497	\$3,498	\$4,825	\$4,826	\$5,644	\$5,645	\$6,993	\$6,994	\$8,742	\$8,743	\$10,490	\$10,491	
7	\$0	\$3,945	\$3,946	\$5,444	\$5,445	\$6,707	\$6,708	\$7,890	\$7,891	\$9,863	\$9,864	\$11,835	\$11,836	
8	\$0	\$4,393	\$4,394	\$6,063	\$6,064	\$7,469	\$7,470	\$8,787	\$8,788	\$10,983	\$10,984	\$13,180	\$13,181	
For each additional person:	Add		Add		Add		Add		Add		Add		Add	
		\$448		\$619		\$762		\$897		\$1,121		\$1,345		

Patient Discount Percentages						
Category	A	B	C	D	E	F
Medical/Dental/Mental Health	100%	80%	60%	50%	Full Fee Based on Schedule of Charges	

Exceptions: *Ryan White services may be provided at no charge for patients at 300% or below FPG. See Ryan White Program Policies.



Family Health Services

Sliding Fee Scale Discount Program

Policy Number: 100.03

REFERENCED POLICIES	<ul style="list-style-type: none">• Ryan White Part C / North Bay AIDS Center Sliding Fee Scale and Billing Caps• Policy #100.01: Insurance Eligibility• Policy #100.02: Cash Handling• Policy #100.08: Fee Waiver & Payment Plan• Policy #100.14: Bad Debt Write Off• Health & Social Services Collection Policy: Board of Supervisor Agenda Item #20, Board Meeting Dated January 11, 1994, Subject: Report on Primary Care Clinic Addressing Fiscal Issues, Controls, Adding Staff and New Operating Policies
REFERENCED FORMS	<ul style="list-style-type: none">• Self-Declaration Form (English)• Self-Declaration Form (Spanish)• Sliding Fee Scale Discount Program Application (English)• Sliding Fee Scale Discount Program Application (Spanish)• Payment Plan Agreement (English)• Payment Plan Agreement (Spanish)• Fee Waiver Form (English)• Fee Waiver Form (Spanish)• Health Center Patient Welcome Packet
REFERENCES	

Chair - Community Healthcare Board

Date

Vice-Chair - Community Healthcare Board

Date

Primary Care Provider Quality Improvement Program (PCP QIP) Report
Solano County, Health & Social Services, Family Health Services
December 2023

TABLE OF CONTENTS

The below information reflects critical components related to Risk Management & Quality Improvement activities for Family Health Services:

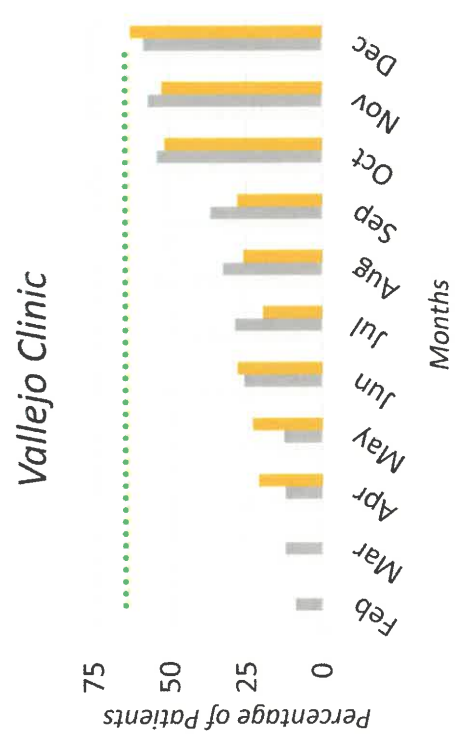
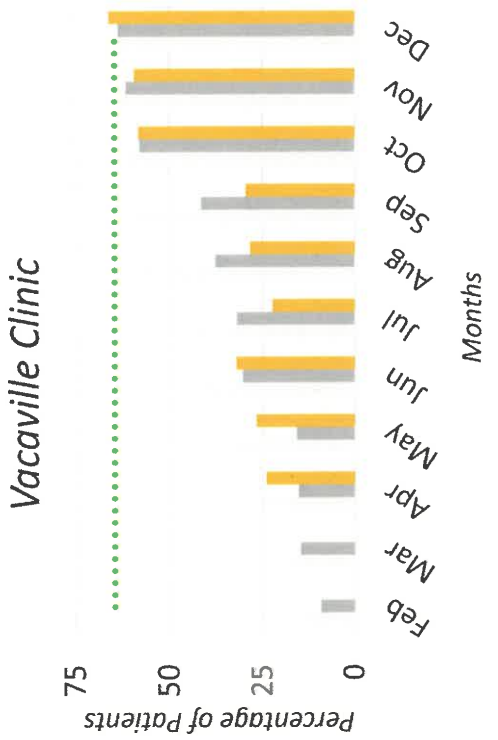
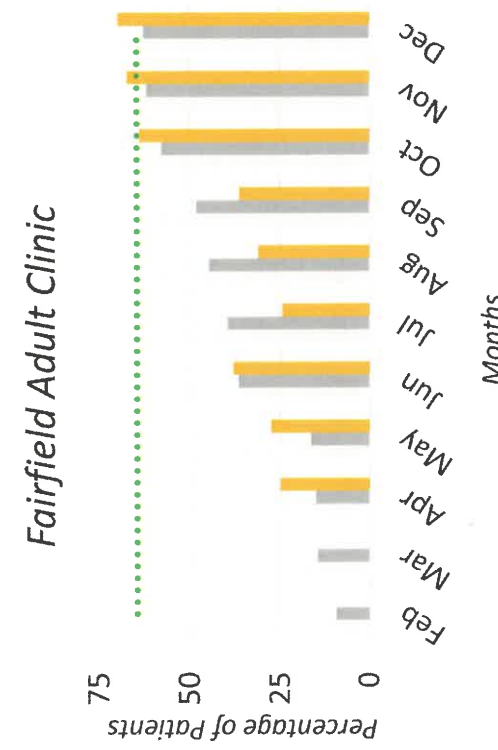
- I. Clinical Quality

I. CLINICAL QUALITY

Terms Defined

Primary Care Provider Quality Improvement Program (PCP QIP)- financial incentive program from Partnership HealthPlan of California to primary care providers for meeting specific performance thresholds. PCP QIP clinical measures look only at data for patients with Partnership HealthPlan of California insurance plans during calendar year 2023.

PCP QIP Diabetes HbA1c Good Control



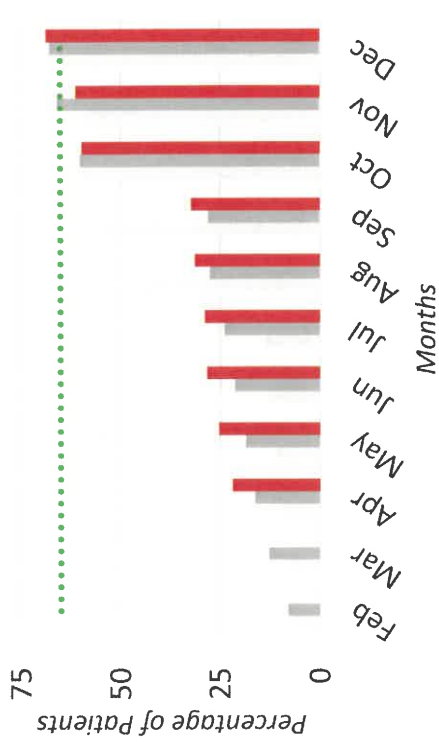
Site	Current Score	Number of Patients Needed to Meet Target	Full Point Target Score (75 th Percentile)
Fairfield Adult	69.89%	Target Met - over by 24	64.48%
Vacaville	66.22%	Target Met - over by 5	
Vallejo	63.14%	7	

2021 2023 Target

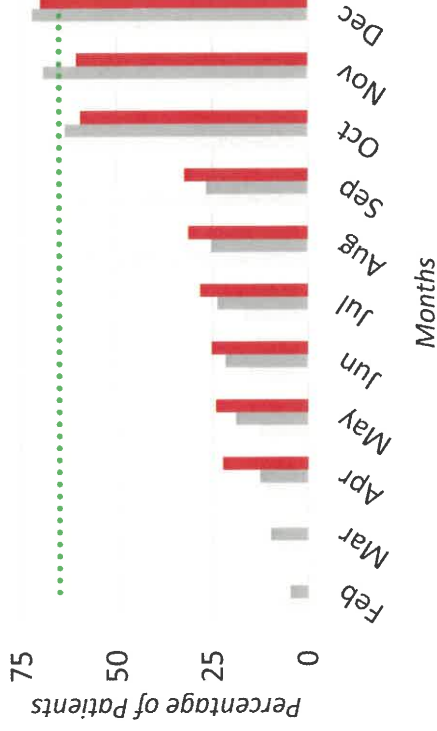
Note: 1st manual upload of HbA1c readings in October 2023

PCP QIP Controlling High Blood Pressure

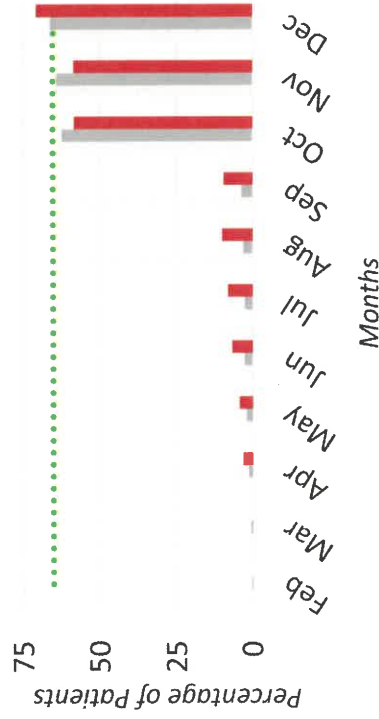
Fairfield Adult Clinic



Vacaville Clinic



Vallejo Clinic

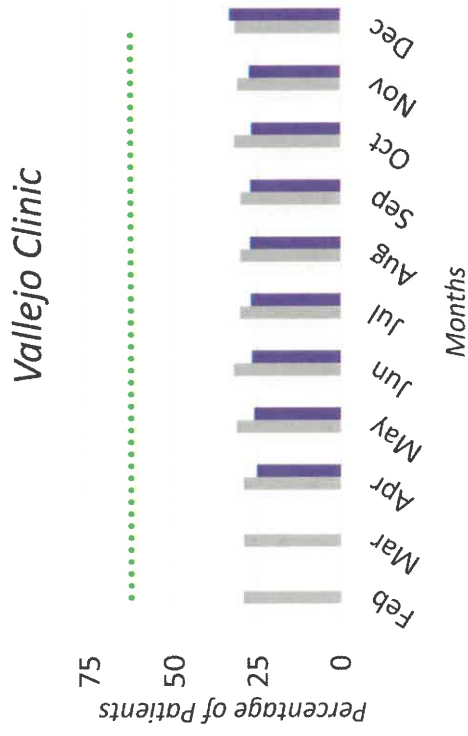
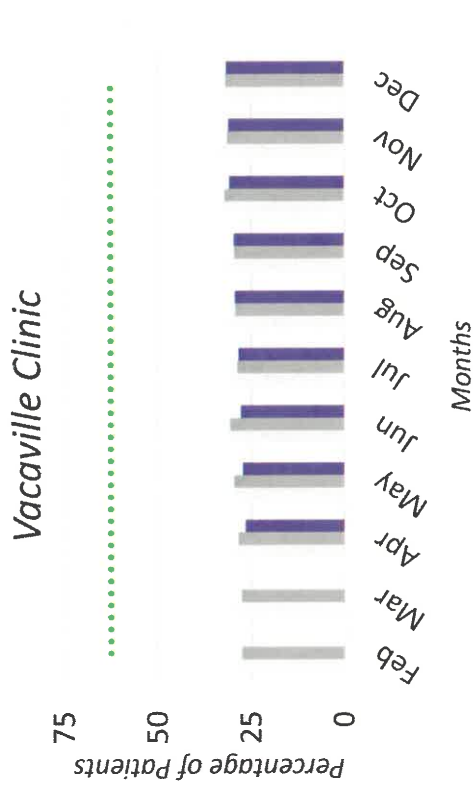
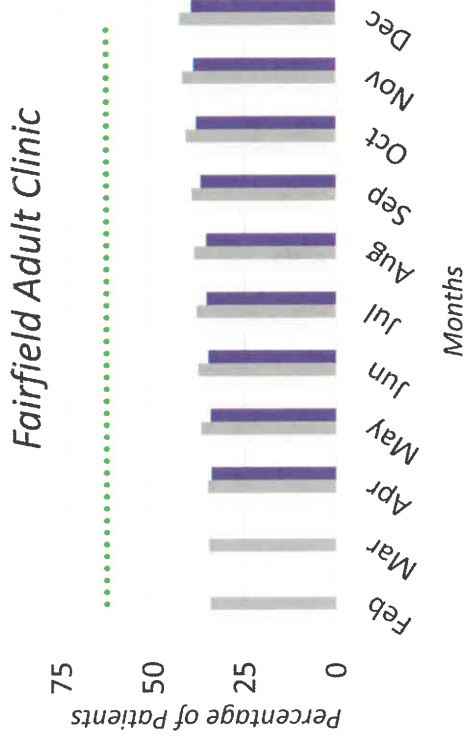


Site	Current Score	Number of Patients Needed to Meet Target	Full Point Target Score (75th Percentile)
Fairfield Adult	68.73%	Target Met - over by 13	
Vacaville	69.91%	Target Met - over by 10	65.10%
Vallejo	70.86%	Target Met - over by 27	

2021 (grey bar) 2022 (red bar) 2023 (red bar) Target (dotted green line)

Note: 1st manual upload of blood pressure readings in October 2023

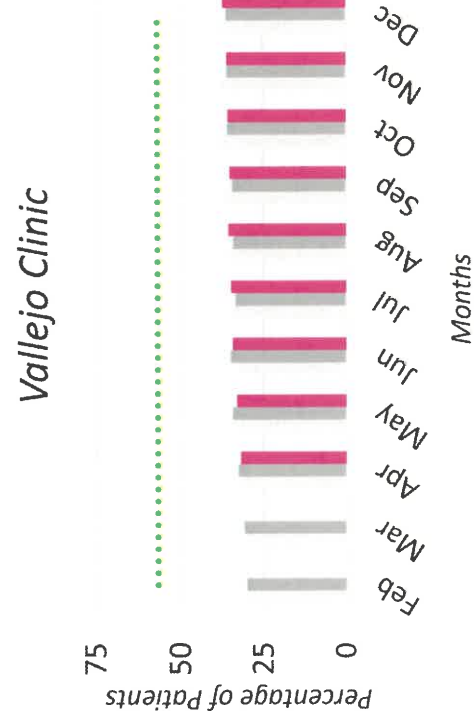
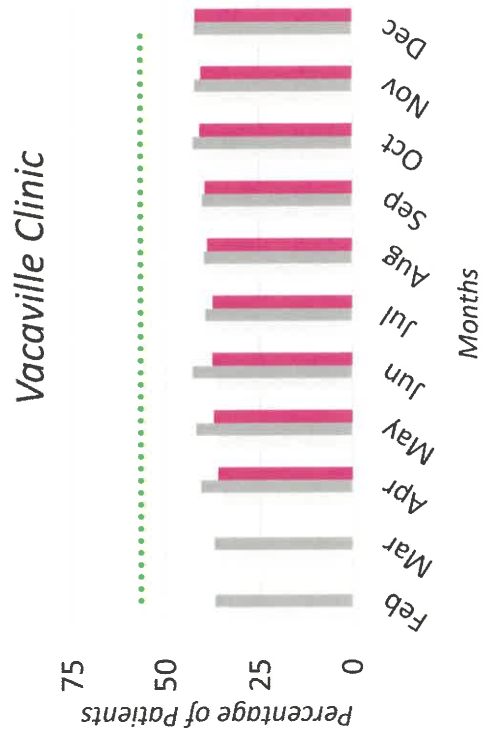
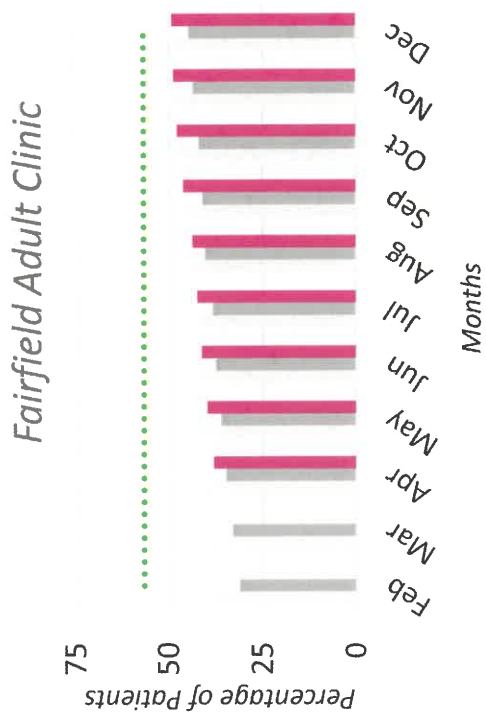
PCP QIP Cervical Cancer Screening



Site	Current Score	Number of Patients Needed to Meet Target	Full Point Target Score (75th Percentile)
Fairfield Adult	39.40%	409	62.53%
Vacaville	31.69%	369	
Vallejo	33.36%	729	

2021 2022 2023 Target

PCP QIP Breast Cancer Screening

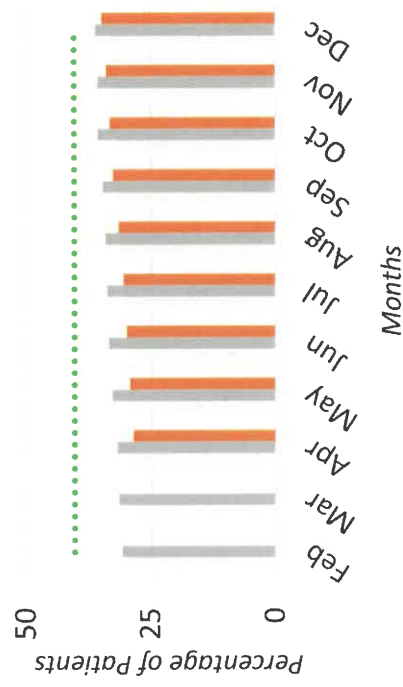


Site	Current Score	Number of Patients Needed to Meet Target	Full Point Target Score (75th Percentile)
Fairfield Adult	49.18%	41	56.52%
Vacaville	42.16%	42	
Vallejo	37.30%	107	

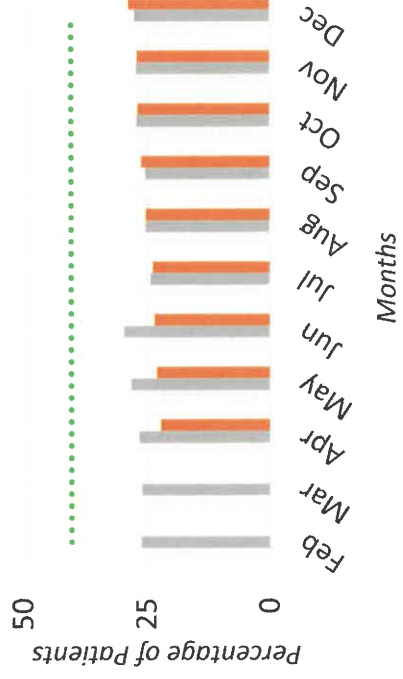
■ 2021
 ■ 2022
 ■ 2023
 ⋯ Target

PCP QIP Colorectal Cancer Screening

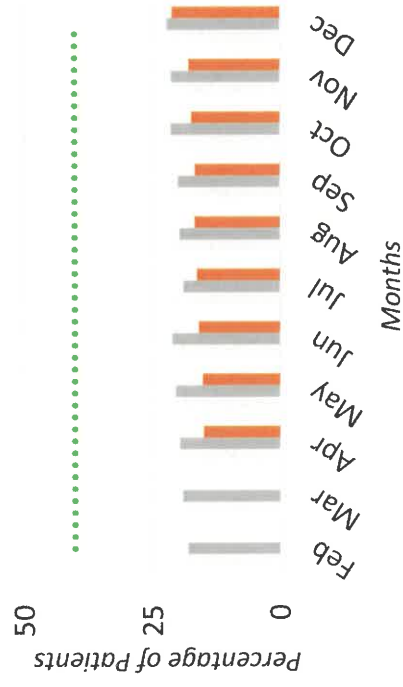
Fairfield Adult Clinic



Vacaville Clinic



Vallejo Clinic



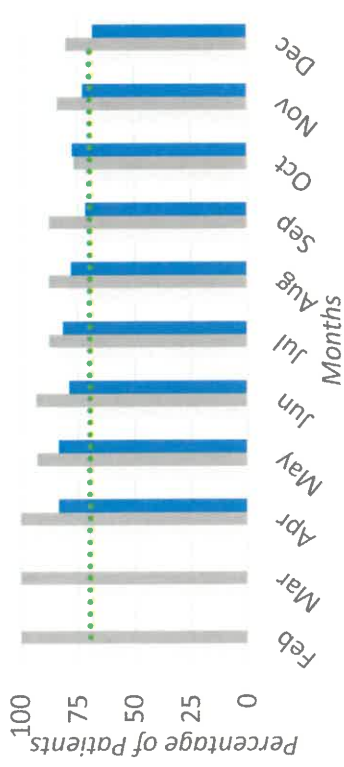
Site	Current Score	Number of Patients Needed to Meet Target	Full Point Target Score (50th Percentile)
Fairfield Adult	34.89%	82	40.23%
Vacaville	28.83%	122	
Vallejo	21.37%	390	

2021 2022 Target

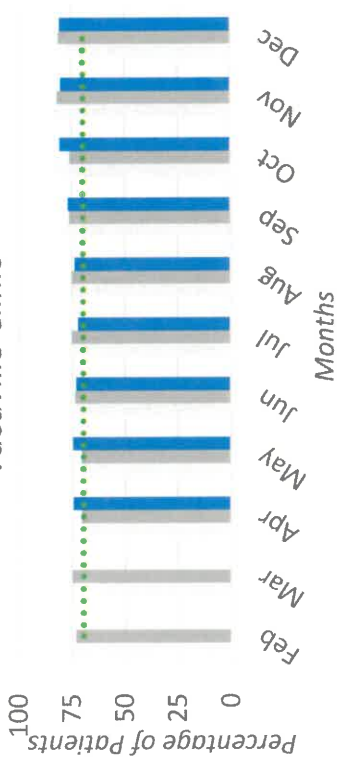
Note: The only measure in which 50th percentile is considered Full Point Target.

PCP QIP Asthma Medication Ratio

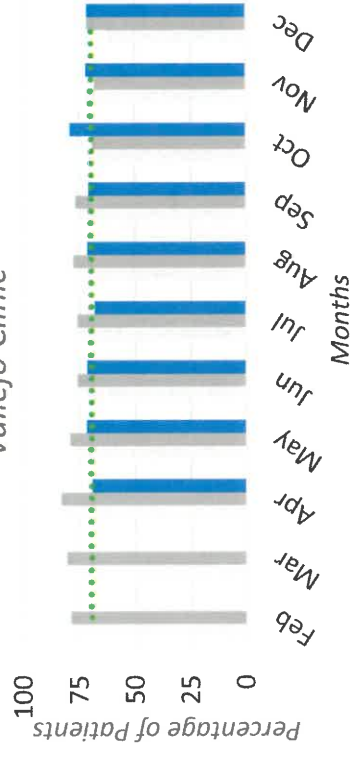
Fairfield Pediatrics Clinic



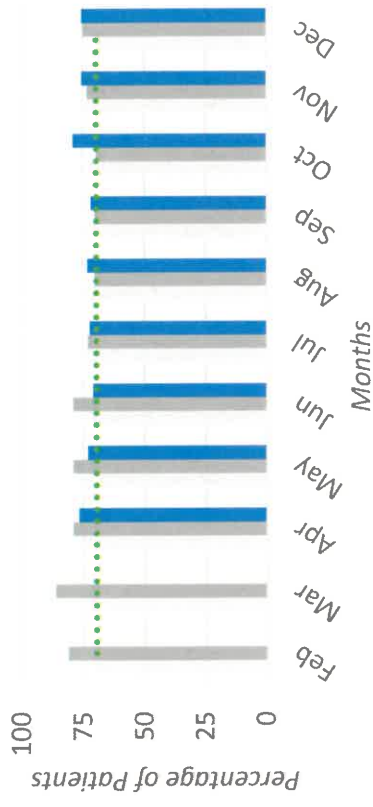
Vacaville Clinic



Vallejo Clinic



Fairfield Adult Clinic

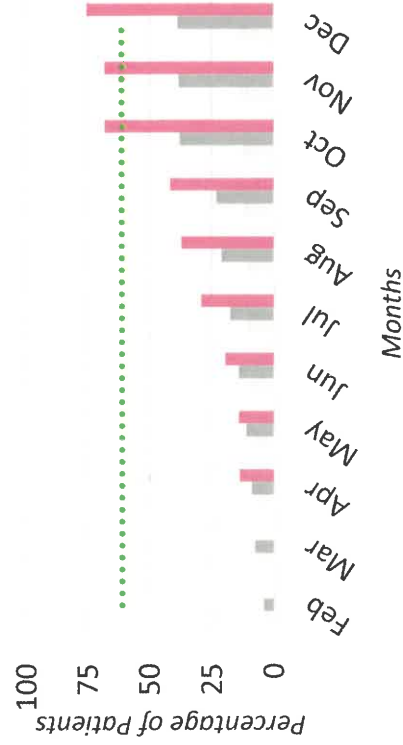


Site	Current Score	Number of Patients Needed to Meet Target	Full Point Target Score (75th Percentile)
Fairfield Pediatrics	68.18%	1	
Fairfield Adult	75.44%	Target Met - over by 3	
Vacaville	80.49%	Target Met - over by 4	
Vallejo	71.43%	Target Met - over by 1	69.67%

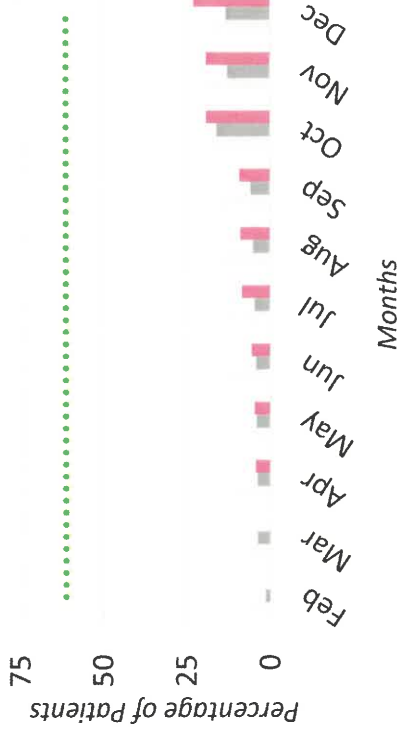
2021 2022 Target

PCP QIP Well Child First 15 Months

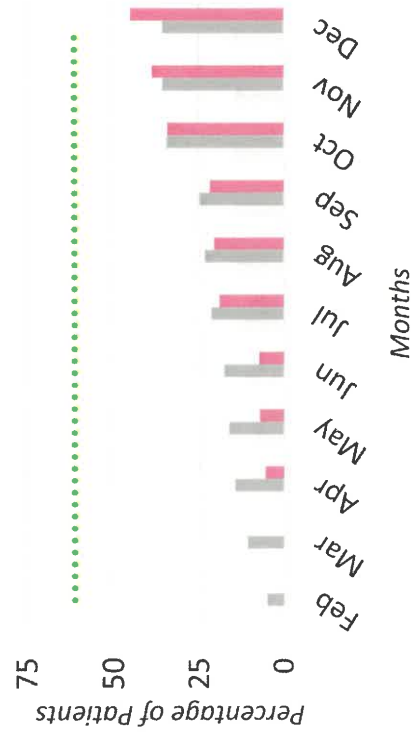
Fairfield Pediatrics Clinic



Vacaville Clinic



Vallejo Clinic

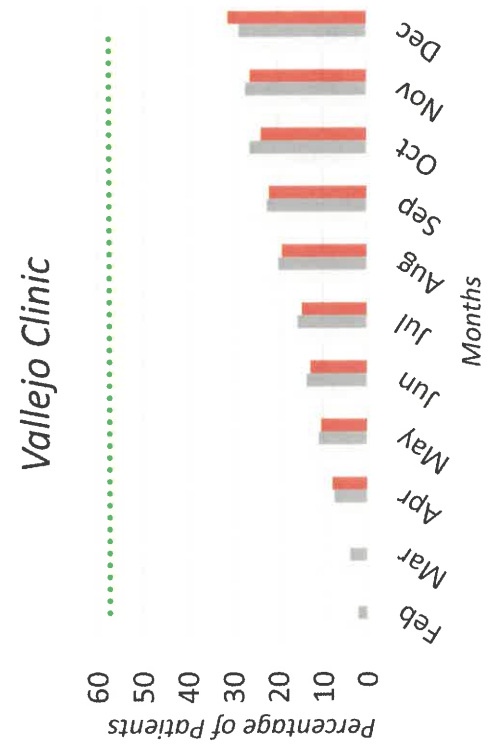
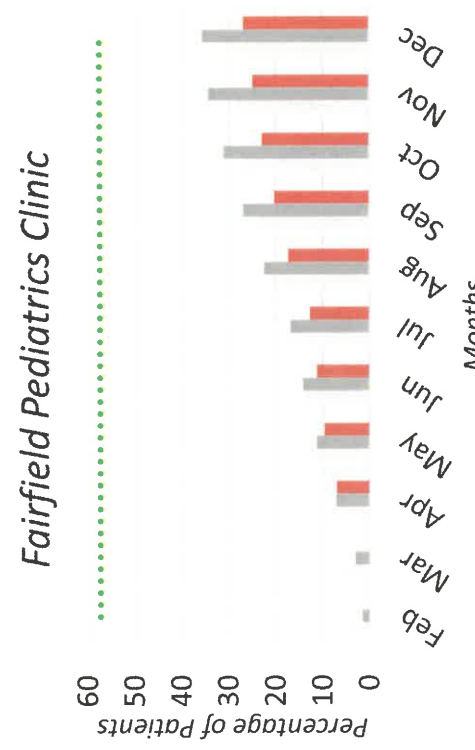
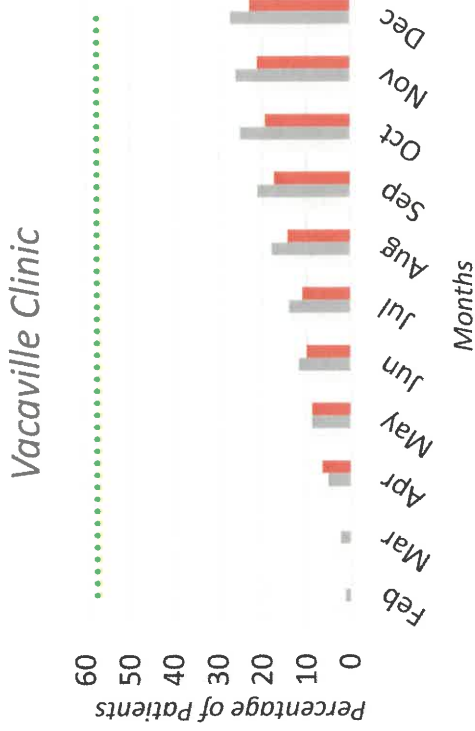


Site	Current Score	Number of Patients Needed to Meet Target	Full Point Target Score (75th Percentile)
Fairfield Pediatrics	75.86%	Target Met - over by 4	
Vacaville	23.08%	10	61.19%
Vallejo	45.24%	7	

2021 2022 2023 Target

Note: 1st manual upload of Well Child Visits 0-15 mo. in October 2023

PCP QIP Child and Adolescent Well Care Visits

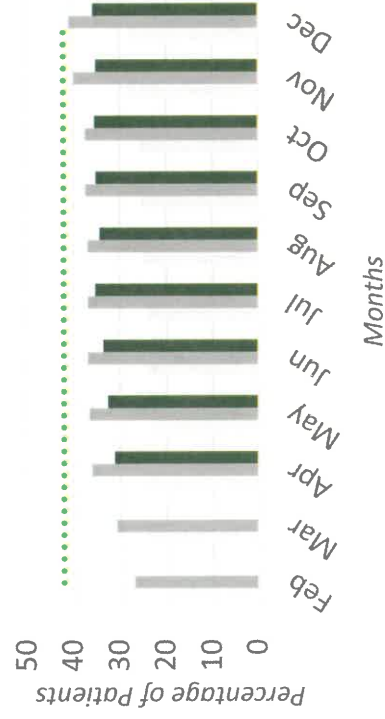


Site	Current Score	Number of Patients Needed to Meet Target	Full Point Target Score (75th Percentile)
Fairfield Pediatrics	26.97%	853	57.44%
Vacaville	22.98%	359	
Vallejo	31.32%	696	

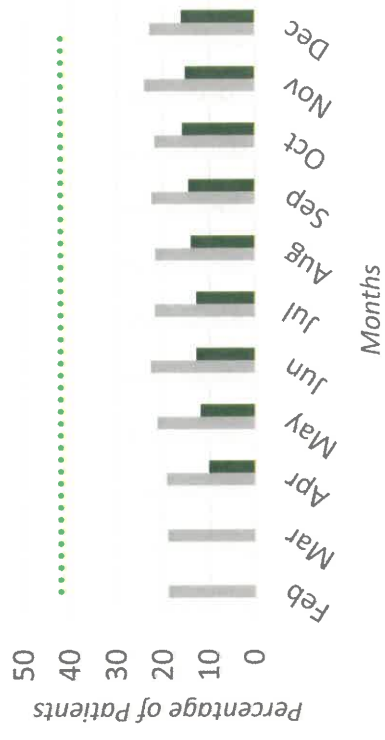
2021 2022 2023 Target

PCP QIP Childhood Immunizations

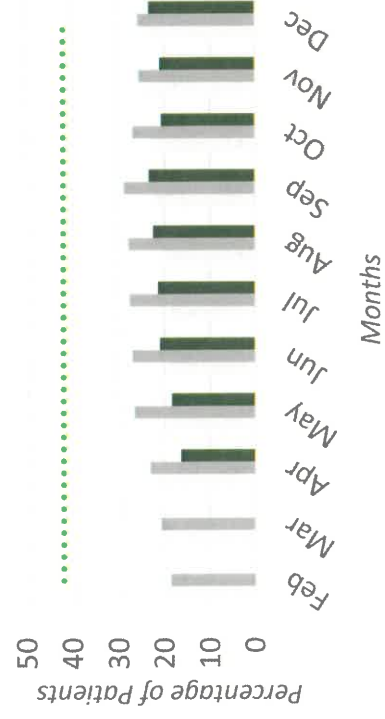
Fairfield Pediatrics Clinic



Vacaville Clinic



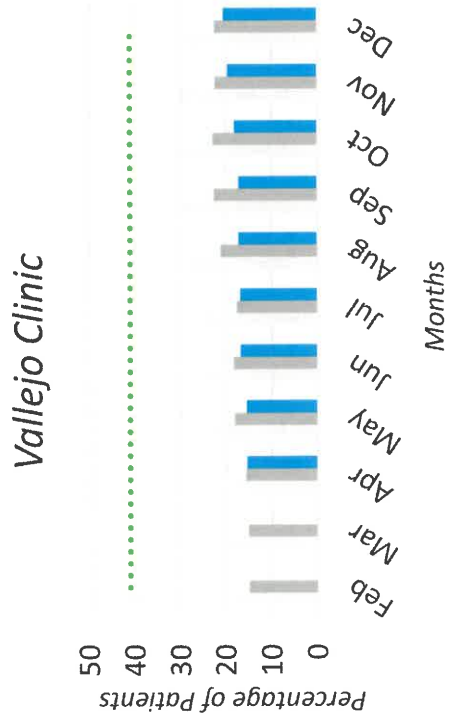
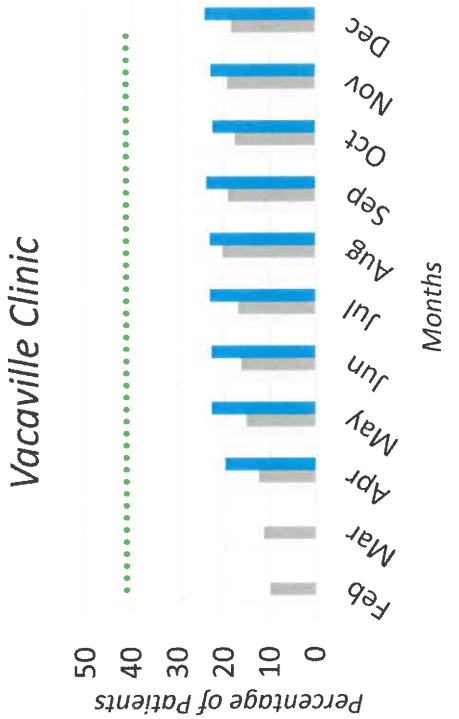
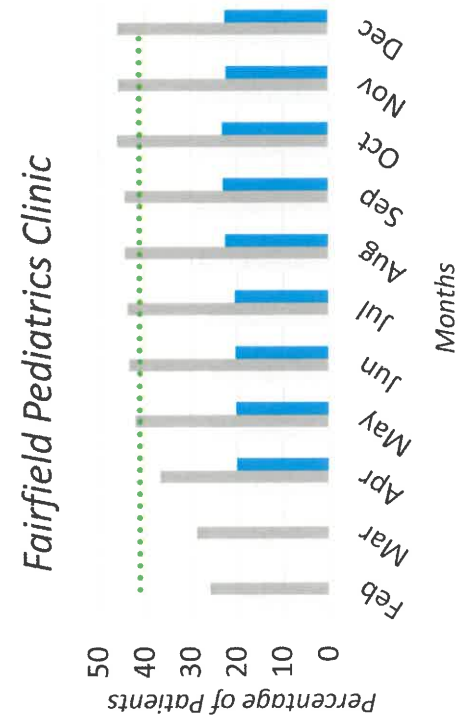
Vallejo Clinic



Site	Current Score	Number of Patients Needed to Meet Target	Full Point Target Score (75th Percentile)
Fairfield Pediatrics	35.77%	8	
Vacaville	16.07%	15	42.09%
Vallejo	23.40%	27	

2021 2022 2023 Target

PCP QIP Adolescent Immunizations




Site	Current Score	Number of Patients Needed to Meet Target	Full Point Target Score (75th Percentile)
Fairfield Pediatrics	22.53%	34	
Vacaville	24.07%	10	41.12%
Vallejo	20.43%	39	

2021 2022 2023 Target


The Brown Act

Office of the Solano County Counsel, 2023

The seal of Solano County, California, featuring a central figure holding a scale and a sword, surrounded by the text "SOLANO COUNTY" and the year "1850".

1

Open and public

A black and white photograph of Ralph M. Brown, a man in a suit and glasses, sitting at a desk with papers and a pen.

- “The people, in delegating authority, do not give their public servants the right to decide what is good for the people to know and what is not good for them to know.”

California Government Code §54950

Ralph M. Brown, 1959

2

What is the
Brown Act?

California's
open meeting
law, aka
"sunshine
law"

Government
Code sections
54950-54962

3

Purpose of the Brown Act

Requires local government to
conduct its business at open and
public meetings

4

Who must comply?

- Legislative bodies
 - ✓ Governing body of a local agency
 - ✓ Advisory committees or decision-making commissions, committees, boards, or other bodies created by formal action of a legislative body (with exceptions)
 - ✓ Standing committees of legislative body with either (a) continuing subject matter jurisdiction or (b) a fixed meeting schedule set by formal action of the legislative body

5

What is not a legislative body?

- An *ad hoc*, advisory committee composed solely of less than a quorum of the legislative body.

- ✓ “*Ad hoc*” means that it serves a limited or single purpose, is not perpetual and is dissolved once its specific task is completed.
- ✓ Example: a committee composed of less than a quorum created to draft a new record retention policy.

6

When does the Brown Act apply?

MEETINGS!

- Congregation of a majority of the members of a legislative body
 - Same time and place (including by teleconference)
 - To hear, discuss, deliberate or take action
 - Agency business
- “Meeting” also includes deliberative/informational gatherings - not just where formal action is taken
- A “meeting” requires quorum to get started and stay in business

7

When does the Brown Act not apply?

- Individual contacts & conversations
- Staff and employees
- Conferences open to the public (e.g., annual association conferences)
- Open and publicized community meetings (e.g., local service club)

8

When does the Brown Act not apply?

- Other legislative bodies (e.g., members of city council attending meeting of planning commission)
- Social/ceremonial events (e.g. football games, wedding, retirement party, etc.)
- BUT.... DON'T DISCUSS AGENCY BUSINESS!

9

Oops, was that a meeting?!

Hub and Spoke (i.e., the County Administrator briefs board members prior to a Board meeting and reveals information about the members' respective views.)

Daisy Chain (i.e., Member A contacts Member B, Member B contacts Member C, Member C contacts Member D and so on until a quorum and collective consensus have been established.)

Email

10

Oops, was that a meeting?!

Collective briefings	Retreats or workshops	Informal gatherings
<ul style="list-style-type: none">Members cannot meet with staff in advance of a meeting for a collective briefing	<ul style="list-style-type: none">Brown Act will apply whether the focus is on long-term agency planning or team building and group dynamics	<ul style="list-style-type: none">Beware of post meeting gatherings

11

Types of Meetings

REGULAR

- ✓ Must set regular time and place by formal action (e.g., ordinance, resolution, bylaws, etc.)
- ✓ 72 hours notice is required

12



The slide features a dark grey vertical bar on the left containing the text "Types of Meetings" and "SPECIAL" in white. The main content area is orange and contains four text blocks separated by horizontal lines.

Types of Meetings
SPECIAL

Presiding officer (Chair) or a majority may call at any time

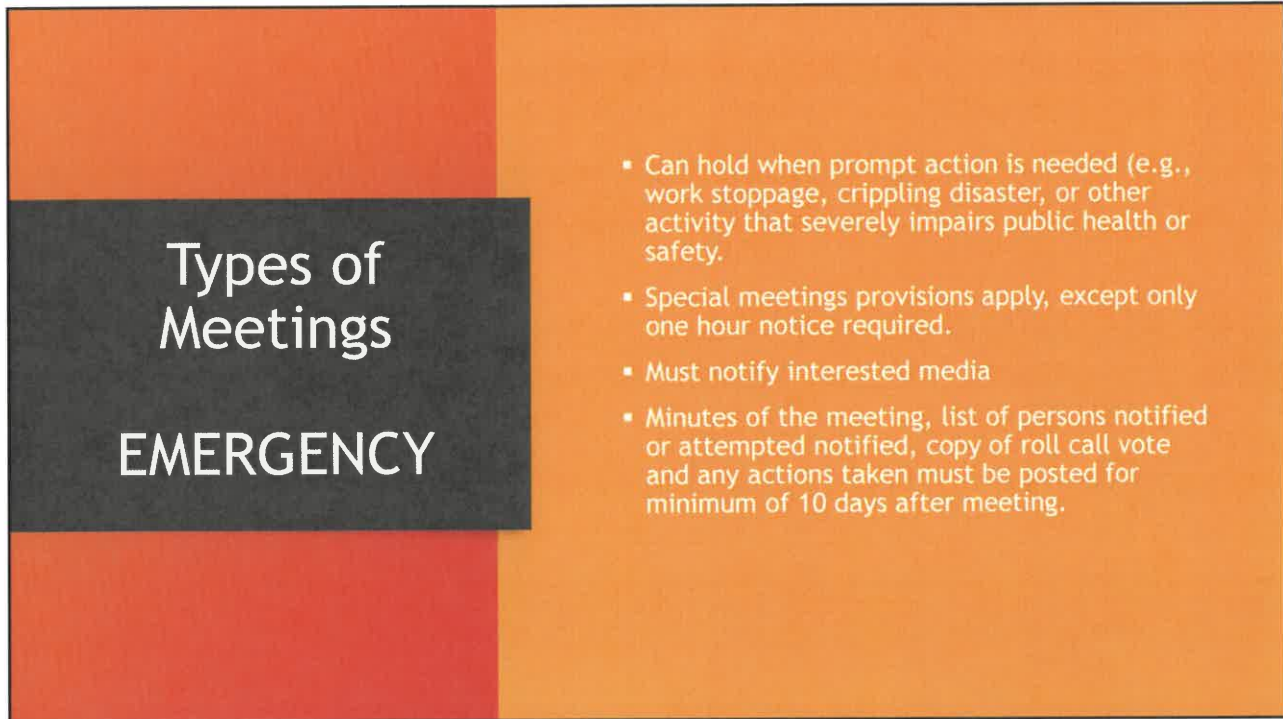
Requires 24 hours posted notice, written notice to each member and to local newspaper.

Notice must state time and place of meeting and all business to be discussed.

Business is limited to subjects listed on agenda - no general public comment on matters not on agenda.

New Restriction: No discussion of agency executive's compensation

13



The slide features a dark grey vertical bar on the left containing the text "Types of Meetings" and "EMERGENCY" in white. The main content area is orange and contains a bulleted list of four items.

Types of Meetings
EMERGENCY

- Can hold when prompt action is needed (e.g., work stoppage, crippling disaster, or other activity that severely impairs public health or safety.
- Special meetings provisions apply, except only one hour notice required.
- Must notify interested media
- Minutes of the meeting, list of persons notified or attempted notified, copy of roll call vote and any actions taken must be posted for minimum of 10 days after meeting.

14

REQUIREMENTS FOR MEETINGS

AGENDA

- Except emergency meetings, all meetings must have an agenda posted in advance
 - ✓ Regular - 72 hours
 - ✓ Special - 24 hours

OPEN AND PUBLIC

- All persons must be permitted to attend
- No secret ballots

NO CONDITIONS

- May not require sign-in
- Cannot charge for attendance

15

REQUIREMENTS FOR MEETINGS (cont'd)

ACCESSIBLE

- Must provide reasonable accommodations, cannot allow some members of public to attend and others not, can't hold in facility that prohibits attendance on discriminatory bases

AUDIO/VIDEO BROADCAST

- Must allow photos, audio/videotaping of the meeting (unless it is disruptive to the meeting)

VOTING

- Must report how each individual official votes on any action, and record the vote in the minutes

16

Written materials must be made available to the public when distributed to majority of the body...

At meeting if prepared by staff

After meeting if prepared by others

Exception...
privileged items

17

AGENDAS

- Must post in a location freely accessible to members of the public 24/7.
- Must state time and place of meeting and a “brief general description of each item of business to be transacted or discussed, including items to be discussed in closed session.”
- Agenda descriptions generally need not exceed 20 words.
- People should have enough information to decide whether they want to attend.
- Notices must be posted on agency’s website (prominently on home page or direct link)

18

AGENDAS

Must include language regarding how an individual with a disability may access the meeting and related materials.

Must include the address where non-confidential materials given to board members less than 72 hours prior to a regular meeting may be obtained.

CEQA: Agenda title should state if a CEQA decision will be made or considered (approval of a CEQA document, including CEQA exemption determinations)

19

What about items not on the agenda?

NO ACTION CAN BE TAKEN...except

- Majority decides there is an emergency situation
- 2/3 of the members present (or all members if less than 2/3 are present) vote that immediate action is needed and the need came to board's attention after agenda was posted. (Regular meetings only)
- When an item appeared on the agenda of, and was continued from, a meeting held not more than 5 days earlier
- Members or staff may "briefly respond" to comments or questions from public

20

Teleconferencing

- “Teleconference” is defined as “a meeting of a legislative body, the members of which are in different locations, connected by electronic means, through either audio or video, or both.”



21

Teleconferencing

- Can use to receive public comment, testimony, to deliberate or conduct closed session
- Quorum required to be in the jurisdiction
- Teleconference location must be available to the public
- Must identify teleconference location in meeting notice and agenda
- Agenda must be posted at each teleconference location
- Agenda must allow public to address the board at each teleconference location
- All votes must be by roll call

22

All meetings must be held within the area over which the board has jurisdiction

LOCATION OF MEETINGS

23

PUBLIC COMMENT

May comment on agenda items before or during consideration of the item

May comment on any matter within the subject matter jurisdiction (during regular meetings only)

Reasonable time limitations
Other regulations permitted but be consistent!

24

Remember...

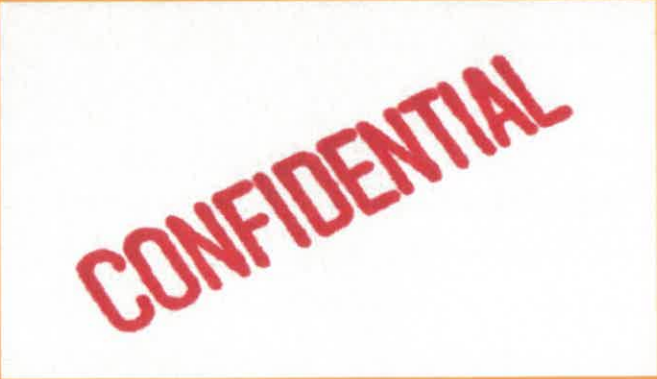
Board can respond to public comment but can take **NO ACTION!**

Board cannot prohibit public criticism, but there is no immunity for defamatory statements

25

**CLOSED SESSION
GENERAL PURPOSE**

Generally used to avoid revealing confidential information that would prejudice legal or negotiating position of the body or compromise privacy interests



26

CLOSED SESSION RULES

If situation meets one of the specific exceptions to the open meeting rules, may hold in closed session

Not enough that it is sensitive, embarrassing or controversial

Meeting is either open or closed. Cannot invite selected members of public

27

CLOSED SESSIONS- Agendas and Reports

Legal authority for closed session must be on the posted agenda with the same kind of brief description

Brown Act supplies a series of fill-in-the-blank samples that provide a safe harbor from legal attacks

Must make public announcement prior to closed session discussion (can just refer to agenda item)

28

Agendas and Reports (more...)

If take action in closed session, must report out on certain actions taken and the vote of each member present. Required content specified in Government Code section 54957.1

May keep a confidential minute book to record actions taken in closed session BUT...


- Minutes are open to a court if lawsuit claims an open meeting violation and
- Board members may inspect

29

PERSONNEL CLOSED SESSIONS

 Appointment, employment, evaluation of performance, discipline or dismissal of a public employee or to hear complaints or charges brought against the employee

 Restricted to discussing particular employees, not general personnel policies

 For specific complaint, must give employee 24 hours notice - they have a right to a public meeting. Failure to notice makes any action void

30

Exceptions

No notice to employee is required to consider performance evaluation (as opposed to specific complaints or charges)

“Employee” does not include elected official or member of legislative body

31

Don't forget...

Prior to taking final action in open session on executive compensation, must orally report a summary of recommended salary, salary schedule and/or fringe benefits

32

PENDING LITIGATION CLOSED SESSIONS

Existing Litigation

May discuss existing litigation with counsel, approval to settle, etc.

Threatened Litigation

Legal counsel can inform board of exposure to litigation

Potential Litigation Initiated by Agency

May seek legal advice about whether to initiate litigation

33

REAL ESTATE NEGOTIATIONS CLOSED SESSIONS

Discuss purchase, sale, exchange or lease of specific real property by or for the agency

Must identify negotiator and the real property involved

Discussion of potential sites not allowed

34

LABOR NEGOTIATIONS CLOSED SESSIONS

To instruct bargaining representatives on employee salaries and fringe benefits

Before or after negotiations

Prior to closed session, must identify designated representatives

35

Not all decisions must be reported - some examples of items that must be reported:


- Real estate agreement
- Approval of lawsuit initiation or intervention
- Settlement of litigation
- Agreement with labor union
- Actions affecting employee's status

Some reports won't be made until issue is finalized (i.e., termination not reported until administrative remedies are exhausted.)


REPORTING OUT OF CLOSED SESSION

36

RECORDS & PUBLIC ACCESS



General rule: agendas, minutes & writings distributed at board meetings are public records.



Documents pertaining to an agenda item distributed to board members less than 72 hours prior to the meeting must be made available to the public.

37

Enforcement, Penalties and Remedies

Civil Action

- Stop or prevent violations
- Review board rules/action or determine applicability of the Brown Act
- Compel taping of closed session

Criminal Action (Misdo)

- Initiated at District Attorney's discretion
- Two elements required for liability:
 1. Improper intent and
 2. Overt act at meeting

Invalidation Action

- Lawsuit filed to declare action null & void
- Board given "cure & correct" opportunity

Exception - failure to give notice regarding complaint or charges against an employee is not curable

38

Enforcement, Penalties and Remedies

Court Costs

Attorney Fees

Misdemeanor
(punishable by
imprisonment in
county jail and/or
fine not to exceed
\$1,000)



39

Clearing the Room

- If a member or members of the public willfully disrupts the meeting and order cannot be restored by removing that person or those people, the Board may order the room cleared and continue the meeting.
- Members of the press must be allowed to stay.



40


Alternatively,
Removing an
Individual

If the individual does not stop disrupting the meeting after being warned, can have them removed.

No need to warn first if they are threatening violence

41

THE END.



42

STRATEGIC PLAN REPORT
STRATEGIC PLAN JULY 1, 2022-JUNE 30, 2025
Board of Directors Adopted: May 17, 2023

REPORT PERIOD: January/February 2024 **DATE OF REPORT:** February 21, 2024

COMPLETED BY: Dona Weissenfels

DASHBOARD SUMMARY OF 43 OBJECTIVES COMPLETED	
Status Summary of Completion of Objectives:	___ (C) Completed ___ x ___ (IP) In Progress ___ (D) Delayed ___ (NI) Not Initiated ___ (RR) Consider Review/Revised
Goal 1: Enhance the experience of FHS patients and staff.	
5 Objectives:	___ (C) Completed x (IP) In Progress ___ (D) Delayed ___ X ___ (NI) Not Initiated (RR) Consider Review/Revise
Goal 2: FHS will achieve significant advancement in quality outcomes based upon the Uniform Data System Annual Reporting and Pay for Performance Medi-Cal payments by Partnership Health Plan through the development and implementation of a Continuous Quality Improvement (CQI) team at FHS.	
4 Objectives:	___ (C) Completed ___ X ___ (IP) In Progress ___ (D) Delayed ___ (NI) Not Initiated (RR) Consider Review/Revise
Goal 3: FHS will implement a compliance program specific to the health center.	
2 Objectives:	___ (C) Completed ___ (IP) In Progress ___ (D) Delayed ___ X ___ (NI) Not Initiated (RR) Consider Review/Revise

Solano County
Family Health Services

Goal 4: Prepare and implement transition to new EHR system.
2 Objectives: ___ (C) Completed ___ X_ (IP) In Progress ___ (D) Delayed ___ (NI) Not Initiated ___ (RR) Consider Review/Revise
Goal 5: Optimize financial operations, including revenue and expenses, ensure full compliance with HRSA FQHC financial regulations and prepare for transition to APM.
3 Objectives: ___ (C) Completed ___ X_ (IP) In Progress ___ (D) Delayed ___ (NI) Not Initiated ___ (RR) Consider Review/Revise
Goal 6: FHS will expand dental services through investment of capital in new dental operatories (chairs).
2 Objectives: ___ (C) Completed ___ X_ (IP) In Progress ___ (D) Delayed ___ (NI) Not Initiated ___ (RR) Consider Review/Revise
Summary/Comments
Progress Report February 21, 2024

Solano County
Family Health Services

**STRATEGIC PLAN
GOALS AND OBJECTIVES DETAILED ASSESSMENT**

DASHBOARD: Status of Goals & Objectives

- C: Completed
- IP: In progress
- D: Delayed
- NI: Not initiated
- RR: Review and/or revise

PRIORITY LEVEL

- High – Initiate in beginning in year 1: July 2023
- Medium – Initiate in beginning months in Year 2: July 2024
- Low – Initiate in the beginning months in Year 3: July 2025

Goal 1: Enhance the experience of FHS patients and staff.

1 / Priority	Objective (includes Anticipated Completion Date)	Lead	Summary of work (3-5 sentences)	Status
1.1 High	Create and implement three satisfaction surveys for patients, providers, and staff regarding call center services by December 31, 2023. Use the baseline data gathered from each survey to improve satisfaction among these three groups by 10 percent by June 30, 2026.	Dona/Call Center Supervisor	Received CAHPS Survey 2023 (in CHB Packet) Leadership will analyze and set initiatives for improvement Hired new Call Center Supervisor to help drive Customer Service Initiatives April 2024 Customer Service Training planned for All Staff Meeting	IP
1.2 Medium	Develop 1-3 strategies using CQI to address health equity at FHS based upon	Dr. Leary/Dona	Partially implemented.	IP

Solano County
Family Health Services

	the National Association of Community Health Center (NACHC) Training & Technical Assistance Resource Manual, the Population Health Management Module, and the NACHC Social Determinants of Health tool by July 2024.		Staffing Quality Team is a priority to implement this project. Requested staffing January 2024. Applied for micro-grant to improve population health for African Americans/Well Child Visits. Award pending. Received approval for DHCS, Equity and Practice Transformation Funding (3.75 million) five year initiative	
1.3 Medium	Implement strategies on health equity developed in Objective 1.2 using Plan-Do-Study-Act (PDSA) cycles to address health equity at FHS by January 2025.	Dr. Stevens/Dona	Staffing Quality Team is a priority to implement this project. Awarded Equity & Practice Transformation Grant and pending micro-grant African Americans/Well Child Visits.	IP
1.4 Medium	Improve wi-fi access to enhance patient and staff experience at all sites with special attention to FHS rural sites by June 30, 2024	Not Assigned	Not Started	NI
1.5 High	FHS will increase new provider retention by creating and implementing a new provider mentorship program by June 30, 2024.	Dr. Leary	Maven Project - request in budget for 2024/2025	IP

Goal 2: FHS will achieve significant advancement in quality outcomes based upon the Uniform Data System Annual Reporting and Pay for Performance Medi-Cal payments by Partnership Health Plan through the development and implementation of a Continuous Quality Improvement (CQI) team at FHS.				
2 / Priority	Objective	Lead	Summary of work (3-5 sentences)	Status
2.1 High	Hire a nurse with a background in quality and a Data Analyst during the first quarter of 2024-2025.	Dr. Leary	Submitted personnel request (year three) to hire a Nurse Manager. Pending Data Analyst started position 2024.	IP

Solano County
Family Health Services

Goal 2: FHS will achieve significant advancement in quality outcomes based upon the Uniform Data System Annual Reporting and Pay for Performance Medi-Cal payments by Partnership Health Plan through the development and implementation of a Continuous Quality Improvement (CQI) team at FHS.

2.2 High	In the first quarter of 2024-2025, establish an effective Quality Committee that includes new staff from Objective 2.1 that meets monthly and addresses HRSA and Partnership Health Plan quality goals	Dr. Leary/Dona	Hiring new staff (pending) to augment team and to free up staff to focus on quality, new supervising physicians, quality team, data analyst and nurse manager.	IP
2.3 High	FHS will prioritize reviewing, revising, publishing, and training staff on policies, procedures and standing orders by March 31, 2024.	All Clinic Managers	Work started and in progress	IP
2.4 High	FHS will improve its performance and staff satisfaction by establishing and providing regular training on all aspects of policies, procedures and standing orders (as required by law) to begin by January 2024.	All Clinic Managers	Work started and in progress	IP

Goal 3: FHS will implement a compliance program specific to the health center.

3 / Priority	Objective	Lead	Summary of work (3-5 sentences)	Status
3.1 Medium	To address the increasing number of laws, rules, and regulations to which FHS is subject, while minimizing risk and optimizing performance, an FHS-dedicated Compliance Officer will be hired with expertise in health care compliance including HIPAA, HRSA, Medi-Cal and Medicare billing (Prospective Payment System), APM, Ryan White CARE funding, and the California Non-	Bela/H&SS Leadership	OSV Audit cited Key Management issues, lack of oversight by the CEO. Working with H&SS Leadership to carve out responsibility from areas not in the clinic providing services, compliance, finance, IT, credentialing. Pending communication from HRSA	IP

Solano County
Family Health Services

Goal 3: FHS will implement a compliance program specific to the health center.

	<p>Profit Integrity Act. The Compliance Officer will reduce risk exposure for the patients, licensed personnel, the nonprofit Board of Directors, and the Health Department. An FHS-centered Compliance Officer will be on staff by December 2024.</p>		<p>H&SS Compliance Team does not cover 330 Grant Compliance Program. Will need to identify and grow internal candidate for this position 2024.</p>	
<p>3.2 High</p>	<p>FHS is committed to remaining compliant with HRSA grant funding regulations on Section 330 and Ryan White CARE Act. Additionally, FHS is committed to educating the Board of Directors on board governance in financial oversight, HRSA federal law and regulations, and the California Nonprofit Integrity Act. FHS recognizes that a shift to APM will require a Financial Director that has a comprehensive understanding of Medi-Cal, Medicare, FQHC Prospective Payment Services, data management, billing, and coding.</p>	<p>Bela/H&SS Leadership</p>	<p>OSV Audit cited Key Management issues, lack of oversight by the CEO. Working with H&SS Leadership to carve out responsibility from areas not in the clinic providing services, compliance, finance, IT, credentialing.</p>	<p>IP</p>

Goal 4: Prepare and implement transition to new EHR system.

# / Priority	Objective	Lead	Summary of work (3-5 sentences)	Status
<p>4.1 High</p>	<p>Develop an EHR transition plan with the clinic leadership team and OCHIN on the transition from the current EHR to EPIC by December 31, 2023.</p>	<p>Dona</p>	<p>Onsite visit January 2024 from OCHIN EPIC Vendors. Soft launch of project, hard launch February 27, 2024.</p>	<p>IP</p>
<p>4.B Medium</p>	<p>Implement EHR transition plan developed in Objective 4.1 by September 30, 2024.</p>	<p>Dona</p>	<p>Plan underway with OCHIN EPIC, Vendors & DoIT, hard launch of timeline February 27, 2024</p>	<p>IP</p>

Solano County
Family Health Services

Goal 5: Optimize financial operations, including revenue and expenses, ensure full compliance with HRSA FQHC financial regulations and prepare for transition to APM.				
5 / Priority	Objective	Lead	Summary of work (3-5 sentences)	Status
5.1 Medium	Hire an FHS-dedicated Financial Director that will ensure compliance with HRSA FQHC/Prospective Payment Regulations, Medi-Cal and Medicare billing and collections regulations and work with Partnership Health Plan to maximize income including Pay for Performance Payments by December 2025.	Bela/H&SS Leadership	OSV Audit cited Key Management issues, lack of oversight by the CEO. Working with H&SS Leadership to carve out responsibility from areas not in the clinic providing services, compliance, finance, IT, credentialing. Fiscal Team engaged in trainings specific to HRSA requirements for Health Centers. Ongoing.	IP
5.2 Medium	On an annual basis, FHS will provide a minimum of four trainings for the Board of Directors on the financial oversight responsibilities of the Board pursuant to HRSA Regulations (FQHC and RWCA) and the Non-Profit Integrity Act by December 31, 2024	Nina/Finance	In development – dates selected for training	IP
5.3 Medium	FHS will work with California Primary Care Association (CPCA), the designated state clinic association for FQHC transition by the California State Health Department to Alternate Payment Methodology in the development of APM Transition Plan to begin January 1, 2025.	Nina/Finance	Fiscal obtaining knowledge about APM and impact to Clinics. Attending Fiscal Boot Camp through NACHC.	IP

Goal 6: FHS will expand dental services through investment of capital in new dental operatories (chairs).				
6 / Priority	Objective	Lead	Summary of work (3-5 sentences)	Status

Solano County
Family Health Services

<p>6.1 Medium</p>	<p>FHS Fairfield dental site will replace its outdated dental operatories (chairs) by June 2025</p>	<p>Dr. Rajabian</p>	<p>Requests made to replace chairs</p>	<p>IP</p>
<p>6.2 Low</p>	<p>FHS Vallejo Health Center will expand the number of dental operatories by four to six new dental operatories (chairs) by June 2026.</p>	<p>Dr. Rajabian</p>	<p>Renewed prior Dental Request for expansion. Project escalated to County for consideration.</p>	<p>IP</p>

Facktor/J. Gressman/5.13.23



**Family Health Services
Quality Assurance/Quality Improvement
Committee Meeting Minutes**

**Date: Friday, February 2, 2024, Time: 1:00 p.m. – 2:00 p.m.
Meeting Location: MS Teams, Call in number: +1 323-457-3408
Conference ID: 760 984 082#, Meeting ID: 242 996 817 291#,
Password: NpQQrr**

Members (x indicates attendance)			
<input checked="" type="checkbox"/> Michele Leary, Co-Chair	<input type="checkbox"/> Reza Rajabian	<input type="checkbox"/> Brandon Wirth	<input checked="" type="checkbox"/> Elizabeth Coudright
<input checked="" type="checkbox"/> Dona Weissenfels	<input type="checkbox"/> Kaitlyn Riley	<input checked="" type="checkbox"/> Athena Gabriel	<input checked="" type="checkbox"/> Amber Searcy
<input checked="" type="checkbox"/> Michelle Stevens	<input checked="" type="checkbox"/> Daniel Klein	<input checked="" type="checkbox"/> Esperanza Garcia	<input checked="" type="checkbox"/> Pierce Leavell
<input type="checkbox"/> Shabnam Chabi	<input checked="" type="checkbox"/> Karla Bailey	<input type="checkbox"/> Trielle Robinson	<input checked="" type="checkbox"/> Katreena Dotson
<input type="checkbox"/> Rodney Faucett	<input type="checkbox"/> Sharon Vaca	<input type="checkbox"/> Maria Torres	<input checked="" type="checkbox"/> Noelle Soto
<input checked="" type="checkbox"/> Han Yoon			

Agenda Topics	Discussion	Action Items & Due Date	Speaker(s)
Welcome	Greetings		Athena
1. Announcements	Introduction: Han Yoon <ul style="list-style-type: none"> Han Yoon, Planning Analyst was introduced as a new member to the QA Team 		Athena
2. Review/Approval of Meeting Notes	<ul style="list-style-type: none"> Improvement of agenda and meeting (HRSA compliance) Han and Athena presented the agenda together. QA Team in a transitional period. To be HRSA compliant the agenda is changing and will get more extensive as time permits. 		Athena

<p>3. QIP Reporting (2023 PHC QIP Measurement Year)</p>	<p>a. Partnership Health Plan QIP Goals</p> <p>b. Discussion/Action Items & Follow-up</p> <ul style="list-style-type: none"> Han reviewed the Run Charts (Bar Graphs) for PCP QIP 2023 Measurement Year. Please reference handout in invite, titled, “QIP Measure Graphs 1.31.2024”. Han speaks on aiming to improve our data accuracy by reducing errors with data entry. The goal is to improve program performance by providing accurate and reliable data to assist with decision making. Small changes will make big impacts. 	<p><input type="checkbox"/> QA Team – Analyze data as to what the barriers were with clinics not meeting measures and possible interventions in 2024 that can be implemented to improve upon measures.</p>	<p>Han</p>
<p>4. QIP Reporting (2024 PHC QIP Measurement Year)</p>	<p>a. 2024 New Measurement Year –</p> <ul style="list-style-type: none"> Asthma Medication Ratio is no longer a measure in 2024. Pediatric Blood Lead Screening has been added to 2024 measurement year. A quick review of the blood lead screening measure was provided. Specification of measure – having one or more blood lead screening by the age of 2 yrs old within the measurement year. Following California Health and Disability Prevention (CHDP) and Partnership HealthPlan of California (PHC) standards of care, FHS’ goal is to have one lead screening @ 1 yr of age and a second screening @ 2 yrs. of age. <p>b. 2024 Projects –</p> <ul style="list-style-type: none"> Colorectal Cancer Screening – Sylvia Martin, MA, has been working on this project. Dedicated time on Tuesdays and Fridays committed to help the QA Team. Started working specifically on Cologuard, beginning the year with Positive Cologuard test results- ensuring patient has been notified of their positive result, making sure an order exists for a Colonoscopy, and follow through with the pt making sure they got their Colonoscopy done and that we have those chart notes. Sylvia currently working on Cologuard re-screenings. A Cologuard negative result is good for 3 yrs. She is ensuring that the Cologuard order has been made and that it is current, contacting pts letting them know that an order has been made or if they already have kit, reminding them to turn in their kits for processing. She is making 3 outreach attempts within around a week’s timeframe. Rescreening list more extensive than the Positive list, so it will 		<p>Athena</p>

	<p>take her some time to get through the whole list.</p> <ul style="list-style-type: none"> Breast Cancer Screening – The QA Team will be starting a small project with a mobile mammo day. Aim is to have this event, one day within the week of March 18th – March 22nd Paperwork has been sent to PHC to start the process. More info to come later as the project progresses. Well Child 0-15 months – Frontloading Project – FF Peds met this measure last year due to this project and the work dedicated to getting babies in for 6 physicals by the age of 15 months. This project has started also at our Vallejo (VJO) and Vacaville (VV) clinics but started while they were understaffed and didn't have enough peds providers, which is why these clinics did not meet this measure. A good process is in place for this project, but the QA Team will be losing the help with tracking these babies in VJO and FF Peds. Outreach will be needed to find replacements for the tracking of this project. Blood Lead Screening – In 2023, the QA Team conducted a small project attempting to get in 2-6 yr olds up to date with blood lead screening. Since blood lead screening is a new PHC measure in 2024, care gap lists (a list of identifying those lacking blood lead screenings) will be accessible to us through eReports (PHC data system that identifies who is capped to FHS). They will now be easily accessible to the QA Team. Referrals – The QA Team has started a small PDSA (Plan, Do, Study, Act: a test for change-seeing what is and is not working with this process). The parameters of the referral data are the date range of June 2023 – October 2023, which will then be compared to referral data from 2024. The QA Team has been cross-referencing data against NextGen (NG). The goal is to streamline referrals and check the accuracy of data. What is most important is to ensure that the loop is being closed with follow-ups. Not just sending in the referral but ensuring we have those chart notes, and if pts have seen their PCP to close the loop. 		
<p>5. Discussion</p>	<p>a. Open for comments, questions, or concerns</p> <ul style="list-style-type: none"> Question from Pierce Leaveell – To Han: <i>Given the data that you have seen so far, are their additional things that Clinic managers can do to help you out?</i> Answer: <i>The data needs to be looked at more to answer the question, but the data will be looked at and he will get back to Pierce.</i> Han suggested to make this meeting every other month rather than every month. Noelle Soto shared based on the last HRSA audit, she doesn't think 	<p><input type="checkbox"/> Han – talk to Dona and Dr. Leary and see if its ok to make this meeting every other month. - Completed 2/16/2024</p>	<p>Han</p>

	<p>that having this meeting needs to happen every month. We need to ensure that these meetings are regularly occurring and that they are tracked and documented per HRSA requirements. Per Han, we would like to lean towards having this meeting every other month, but we will be checking with Dr. Leary and Dona for their feedback. Per Dr. Stevens the other thing that needs to be addressed is that some people are off on Friday's, for example, Dr. Faucett is off today. If we switch to every other month, we need to consider people's schedules to try and capture as many people as possible. Per Han, we can do a voting system, we'll send out an email to vote on which day of the week would work best, as well as time and frequency. Per Noelle, in capturing the greatest number of people, for the Community Health Board Meeting (CHB) there is a standing agenda item for QA/QI, a meeting that is held monthly, which is every third Wednesday of the month. So, the CHB meeting would most likely be factored into the frequency of the QA/QI Committee Meetings. But just to keep in mind, reporting out at the CHB meeting vs. the QA/QI Committee Meeting.</p>		
--	--	--	--

<p>Next Meeting Thursday, April 4, 2024</p> <p>Time 1:00 p.m. – 2:00 p.m.</p>	<p>Future Meetings We meet every other month</p> <p>Location MS Teams (meeting details above)</p>
---	---

SOLANO COUNTY
EXPENDITURE AND REVENUE REPORT
FAMILY HEALTH SERVICES
JANUARY 2024

CATEGORY DESCRIPTION	EXPENDITURES			YTD ACTUALS AS A % OF MIDYEAR BUDGET	Notations
	FY2023/24 WORKING BUDGET	FY2023/24 MIDYEAR BUDGET	ACTUALS as of 1.31.24		
Salaries & Benefits					
Salaries - Regular	15,678,423	11,687,256	6,261,234	53.57%	
Salaries - Extra Help	135,755	51,434	27,590	53.64%	
Salaries - OT/Callback/Standby	41,392	112,438	58,709	52.21%	
Staffing costs from other divisions (net amount)	161,874	49,375	2,600	5.27%	
Benefits	9,524,941	6,734,693	3,529,464	52.41%	
Accrued Leave CTO Payoff	20,000	19,744	10,583	53.60%	
Salary Savings	(4,177,375)	-	-	0.00%	
Salaries & Benefits Total	21,385,010	18,654,940	9,890,180	53.02%	
Services & Supplies					
Office Expense and Supplies	158,825	155,266	46,074	29.67%	Drinking water, household expenses, and trash services.
Communications	138,336	135,945	67,084	49.35%	Telephones and cell phones.
Insurance	859,428	859,428	280,002	32.58%	>Budget includes cost of Liability Insurance and Malpractice Insurance. >Actuals represent Liability Insurance for 2023-24. >These charges will originate from another County Department. >Medical Malpractice will post at year end and are expected to be budgeted amount.
Equipment - Purchases, Leases & Maintenance	62,937	62,920	31,387	49.88%	Q-Matic. Handpiece Express. Patterson Dental. Smile Business. Multi Function Devices Copiers/Printers.
Mileage, Fuel and Fleet	39,086	75,774	33,975	44.84%	Monthly charges for vehicles assigned to County Departments; personal mileage. Charges are high due to repair charges made to County vehicles.
Buildings - Maintenance, Improvements, Rent & Utilities	203,400	257,263	126,781	49.28%	PG&E & water services.
Drugs, Pharmaceuticals, Medical and Dental Supplies	569,398	570,897	353,620	61.94%	Henry Schein. McKesson. Patterson Dental. TheraCom.
Controlled Assets & Computer Related Items	154,029	206,353	8,080	3.92%	Budget is primarily refresh computers and equipment funded with Capital Grant carryover funding.
Medical/Dental Services	218,903	171,422	77,577	45.26%	JP's Dental Lab, Quest Lab Services, Solano Diagnostics, and Solano Public Health Lab charges.
Contracted and Other Professional Services	1,449,640	1,247,213	273,551	21.93%	Actual charges are low due to timing of vendor claim invoicing. Budget includes the following contracts: >Forvis (Medicare Cost Report) >Stericycle (medical waste disposal) >Waystar (electronic claims management) >Simi >Allied Security >Factor - placeholder >EHR consultants (project and IT) - placeholder >Expanding COVID Vaccine TBD contract-grant funded

SOLANO COUNTY
EXPENDITURE AND REVENUE REPORT
FAMILY HEALTH SERVICES
JANUARY 2024

CATEGORY DESCRIPTION	FY2023/24 WORKING BUDGET	FY2023/24 MIDYEAR BUDGET	ACTUALS as of 1.31.24	YTD ACTUALS AS A % OF MIDYEAR BUDGET	
DoIT	2,689,004	1,615,966	676,114	41.84%	
Software & Maintenance or Support	1,300,014	1,302,723	410,326	31.50%	Budget and actuals include the following: >Next Gen >OCHIN contract >Intelligent Medical Objects (electronic medical records) >Medical Minds (triage protocols) >Nuance Communications (Dragon dictation services) >Up To Date
Professional Licenses & Memberships	18,455	19,971	4,394	22.00%	
Education, Training and In-State Travel	12,000	15,080	9,357	62.05%	Registration fees for NACHC Community Health Institute & Expo Conference
Other	39,986	51,451	22,606	43.94%	>Uniform allowance >Fees & Permits (credit card processing, licensing and storage) >Livescans
Services & Supplies Total	7,913,441	6,747,672	2,420,928	35.88%	
Other Charges					
Interfund Services - Professional	582,258	582,258	174,476	29.97%	County related charges for Sheriff services, building and grounds maintenance and custodial
Interfund Services - Accounting & Audit	22,800	22,800	-	0.00%	
Interfund Services - Other	44,875	55,977	28,966	51.75%	Maintenance materials, small projects and labor.
Contributions - Non County Agencies	18,000	8,391	8,391	100.00%	Registration fees for NACHC Community Health Institute & Expo Conference (two board
Other Charges Total	667,933	669,426	211,832	31.64%	
Contracts/Client Support					
Contracted Direct Services	1,794,000	1,794,000	610,717	34.04%	Actuals are low due to timing of vendor claim invoicing. Budget includes the following contracts: >Barton & Associates (locum services) >Children's Choice (dental services) >Touro University (providers)
Client Support	21,740	22,290	14,556	65.30%	Client support transportation costs.
Contracts/Client Support Total	1,815,740	1,816,290	625,273	34.43%	
Equipment					
Equipment	184,100	184,100	-	0.00%	
Equipment Total	184,100	184,100	-	0.00%	
Administration Costs					
H&SS Administration	2,632,919	2,405,626	1,254,828	52.16%	Actuals represent H&SS Admin Q1 & Q2 costs
Countywide Administration	935,417	935,417	935,417	100.00%	
Administration Costs Total	3,568,336	3,341,043	2,190,245	65.56%	
TOTAL EXPENDITURES	35,534,560	31,413,471	15,338,458	48.83%	

SOLANO COUNTY
EXPENDITURE AND REVENUE REPORT
FAMILY HEALTH SERVICES
JANUARY 2024

CATEGORY DESCRIPTION	REVENUES				YTD ACTUALS AS A % OF MIDYEAR BUDGET	Notations
	FY2023/24 WORKING BUDGET	FY2023/24 MIDYEAR BUDGET	ACTUALS as of 1.31.24	FY2023/24 MIDYEAR BUDGET		
Payer Revenues						
Payer Revenues	24,144,092	15,222,294	9,132,751	60.00%	60.00%	Revenues from Medi-Cal, Partnership Capitation, Medicare, Private Pay
Payer Revenues Total	24,144,092	15,222,294	9,132,751			
Federal/State Revenues						
1991 Realignment (Underinsured/Uninsured/PH Services)	1,237,344	1,167,612	-	0.00%	0.00%	
Federal Direct - COVID (one time funding)	602,948	602,948	25,138	4.17%	4.17%	Rollover for HRSA Capital Grant funds and Expanding COVID Vaccinations grant
Federal Grants	2,057,990	2,075,915	554,012	26.69%	26.69%	Actual revenues are from Ryan White (RWC) Part C FY 2022/23 Q4 claim exceeding year end estimate. Budget includes: >CHC Base grant
Federal Other	943,392	943,392	-	0.00%	0.00%	\$1M Congressional earmark funding, portion budgeted to spend in current FY with balance to be spend in FY24/25
American Rescue Plan Act (ARPA)	-	1,477,455		0.00%	0.00%	ARPA funding for OCHIN EHR conversion
Other Revenue	1,339,636	1,548,626	103,191	6.66%	6.66%	Budget primarily includes QIP revenues, but also includes patient care payment recoveries.
Program Revenues Total	6,181,310	7,815,948	682,341		8.73%	
TOTAL PAYER AND PROGRAM REVENUES	30,325,402	23,038,242	9,815,092		42.6%	
TOTAL EXPENDITURES vs TOTAL REVENUES						
	FY2023/24 WORKING BUDGET	FY2023/24 MIDYEAR BUDGET	ACTUALS as of 1.31.24	YTD ACTUALS AS A % OF MIDYEAR BUDGET		Notations
TOTAL EXPENDITURES	35,534,560	31,413,471	15,338,458	48.83%		
TOTAL REVENUES	30,325,402	23,038,242	9,815,092	42.60%		
DEFICIT (SURPLUS)	5,209,158	8,375,229	5,523,367	65.95%		
County General Fund	4,486,028	4,486,028	1,121,507			
DEFICIT (SURPLUS) after CGF**	723,130	3,889,201	4,401,860			

**Deficit to be funded with 1991 Realignment and/or County General Fund

REVENUE CYCLE REPORT
TOTAL UNBILLED ENCOUNTERS
As of February 15, 2024

DATE OF SERVICE Encounters	19-Jan	22-Jan	24-Jan	25-Jan	30-Jan	2-Feb	5-Feb	6-Feb	7-Feb	8-Feb	9-Feb	TOTAL
	1	1	1	3	4	3	4	6	3	20	16	62

NOTES

- > Data compiled 2/15/2024 for services through 2/10/2024
- > Encounters are billed the next business day after charges are submitted
- > Billing and Collections team sends emails directly to providers regarding any unbilled encounters > 3 days
- > Encounter may or may not be a qualified encounter - pending documentation

DEFINITIONS

UNBILLED ENCOUNTER Encounter not documented or missing charges

REVENUE CYCLE REPORT

TOTAL ENCOUNTERS

As of ~~December 30, 2023~~ January 31, 2024

	Annual Target	Monthly Target (1/12)	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	TOTAL	YTD Target Jan 2024 7 mths	Over (Shorfall)
MEDICAL																	
County Providers	51,834	4,320	1,735	2,115	1,669	1,976	1,726	1,461	1,798						12,480	30,237	(17,757) Note 1
Touro	5,200	433	407	379	283	383	399	320	375						2,546	3,033	(487)
Locum	-	-	353	432	340	395	501	452	530						3,003	-	3,003
TOTAL MEDICAL	57,034	4,753	2,495	2,926	2,292	2,754	2,626	2,233	2,703	-	-	-	-	-	18,029	33,270	(15,241)
TOTAL MENTAL HEALTH	4,368	364	163	265	192	213	202	196	224						1,455	2,548	(1,093) Note 1
TOTAL DENTAL	19,511	1,626	1,350	1,513	1,196	1,453	1,289	1,153	1,381						9,335	11,381	(2,046) Note 1
	80,913	6,743	4,008	4,704	3,680	4,420	4,117	3,582	4,308	-	-	-	-	-	28,819	47,199	(18,380)

NOTES

Note 1: Shorfall for County Providers only

Filled positions	(5,054)	24%
Filled (start after 7/1/23)	(3,300)	16%
Vacant	(12,542)	60%
TOTAL	(20,896)	100%

DEFINITIONS

ENCOUNTER

An interaction between a patient and a healthcare provider for the purpose of providing healthcare services or assessing the health status of a patient

BILLABLE ENCOUNTER

1. Healthcare provider

> Physician

> Physician Assistant

> Nurse Practitioner

> Dentist

> Licensed Clinical Social Worker

2. Must take place in the "4 walls" of the FQHC

3. Medically necessary

4. Billing limited to one visit per day with certain exceptions

Solano County Health and Social Services
 Family Health Services
 Total Qualified Encounters
 (Medical, Dental, Mental Health)
 FY2023/24

