COMING OUT OF CRISIS:
PATIENT EXPERIENCES IN PRIMARY CARE IN NEW ORLEANS, FOUR YEARS POST-KATRINA

Findings from The Commonwealth Fund
2009 Survey of Clinic Patients in New Orleans

January 2010
Exhibit ES-1. Fewer Clinic Patients Forgo Care Because of Cost, Incur Accrued Medical Debt, or Experience Inefficiencies in Care: Confidence in Getting Care in The Future Is Very High

Percent of adults ages 18–64

- **Any of three cost-related access problems**
  - National survey: 41%
  - Clinic survey: 27%

- **Any medical bill problem or outstanding debt**
  - National survey: 40%
  - Clinic survey: 34%

- **At least one efficiency problem**
  - National survey: 34%
  - Clinic survey: 4%

- **Very confident able to get high-quality and safe health care when needed**
  - National survey: 100%
  - Clinic survey: 74%

### Exhibit ES-2. Indicators of Excellent Patient Experience Among Clinic Patients in New Orleans

<table>
<thead>
<tr>
<th>Indicators of excellent patient experience</th>
<th>Total Percent</th>
<th>Range of Clinic Mean Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Doctor or other health provider in this clinic understands important information about your medical history</td>
<td>98</td>
<td>97–100</td>
</tr>
<tr>
<td>Easy or very easy to access medical advice via telephone during regular practice hours, or get after-hours care, or could make a same day or next day appointment</td>
<td>88</td>
<td>71–100</td>
</tr>
<tr>
<td>Care transitions are coordinated by a clinician in this clinic&lt;sup&gt;1&lt;/sup&gt;</td>
<td>52</td>
<td>18–94</td>
</tr>
<tr>
<td>Patient-clinician communications are excellent&lt;sup&gt;2&lt;/sup&gt;</td>
<td>79</td>
<td>63–100</td>
</tr>
<tr>
<td>Has all indicators of excellent patient experience</td>
<td>37</td>
<td>10–78</td>
</tr>
</tbody>
</table>

<sup>1</sup> Coordinated care defined as “yes” to one or more of: 1) someone at clinic helped coordinate or arrange care received from other doctors or places, 2) the doctors in this clinic helped you decide which specialist to see, 3) after you saw this other doctor or specialist, the doctors in this clinic helped you understand or make decisions about the information or care you received from the other doctor.

<sup>2</sup> Excellent patient-clinician communications defined as “always” to all of the following: how often did a clinician in this clinic 1) listen carefully to you, 2) explain things in a way you can understand, 3) spend enough time with you, 4) involve you in decisions about the best treatment option for you; and “never” to: 5) did you ever leave with important questions about your treatment unanswered?

Exhibit ES-3. A Majority of Adults with an Excellent Patient Experience Receive Reminders for and Utilize Preventive Care

Percent of adults 18–64

- **Suboptimal patient experience**
- **Excellent patient experience**

<table>
<thead>
<tr>
<th>Service</th>
<th>Suboptimal Patient Experience</th>
<th>Excellent Patient Experience</th>
</tr>
</thead>
<tbody>
<tr>
<td>Receive reminder to schedule preventive visit</td>
<td>42*</td>
<td>60</td>
</tr>
<tr>
<td>Cholesterol checked in past five years</td>
<td>66*</td>
<td>80</td>
</tr>
<tr>
<td>Blood pressure checked in past year</td>
<td>90*</td>
<td>97</td>
</tr>
<tr>
<td>Dental exam in past year</td>
<td>45*</td>
<td>57</td>
</tr>
</tbody>
</table>

Note: Excellent patient experience includes providers understanding medical history, has easy access to care, care is coordinated by clinic, and has excellent patient-provider communications.

*Indicates significant difference compared with Excellent Patient Experience (p<.05).

Exhibit ES-4. Preventive Care Reminders Make a Significant Difference in Whether or Not Patients Receive Recommended Cancer Screenings

Percent of adults ages 18–64 receiving cancer screenings

- **Mammogram (women age 40+)**
  - No preventive care reminder: 75
  - Received preventive care reminder: 83*

- **Screening for colon cancer (adults age 40+)**
  - No preventive care reminder: 39
  - Received preventive care reminder: 60*

- **Screening for prostate cancer (men age 40+)**
  - No preventive care reminder: 47
  - Received preventive care reminder: 72*

*Indicates significant difference compared with “No preventive care reminder” (p<.05).
Exhibit ES-5. Adults with Health Problems Who Have an Excellent Patient Experience Report Greater Support to Help Manage Their Health Condition

Percent of adults 18–64 with one or more chronic conditions reporting case management activities

- Was given written plan or instructions to manage care at home: Suboptimal 73%, Excellent 80%
- Was contacted after a visit to see how things were going with this condition: Suboptimal 63%, Excellent 73%
- Clinicians have helped with these conditions a lot: Suboptimal 65%, Excellent 82%

Note: Excellent patient experience includes providers understanding medical history, has easy access to care, care is coordinated by clinic, and has excellent patient-provider communications. *Indicates significant difference compared with Excellent Patient Experience (p<.05).

Exhibit 1. Clinics in New Orleans Are Serving a Particularly Vulnerable Population Compared with National Estimates—The Vast Majority Are Uninsured, Low Income, and Minority

Percent of adults ages 18–64

- Minority patients: 89%
- Uninsured anytime: 72%
- Income is less than 200% federal poverty level: 51%
- Fair or poor health: 21%

Exhibit 2. Fewer Clinic Patients Have Problems Accessing Needed Medical Care Than Adults Across the Country

Percent of adults ages 18–64

- Did not fill a prescription: 22
- Did not see specialist when needed: 16
- Skipped medical test, treatment, or follow-up: 18
- Any of the three access problems: 27

Exhibit 3. Clinic Patients Have Lower Rates of Accumulated Medical Debt Than Adults Across the Country

Percent of adults ages 18–64

- Nationally representative survey of adults, 2007*
- Survey of clinic patients in New Orleans, 2009

Exhibit 4. Clinic Patients Have Greater Confidence in Their Ability to Get and Afford High-Quality Health Care Than Adults Across the Country

Percent of adults ages 18–64 who are very confident that they will be:

- Able to get high-quality and safe health care when needed
- Able to afford the care they need

Exhibit 5. Clinic Patients Have Greater Accessibility to Same- or Next-Day Medical Appointments and After-Hours Care Than the General Population in New Orleans

Percent of adults ages 18–64

Survey of the general population in New Orleans, 2008
Survey of clinic patients in New Orleans, 2009

Very easy to get medical advice during regular office hours via telephone: 30 vs. 42
Very easy to get care after hours^: 11 vs. 43
Able to get same- or next-day appointment when sick: 26 vs. 64
Any of the three easy-access indicators: 54 vs. 88

^After hours includes during the evenings, on the weekends, or on holidays.
Exhibit 6. Replicated Tests, Delays in Receiving Tests Results, and Other Inefficiencies Are Less Common Among Clinic Patients

Percent of adults ages 18–64

- Test results or medical records were not available at time of scheduled doctor’s appointment: 19% nationally, 4% in New Orleans.
- Doctors ordered a medical test you felt was unnecessary because the test had already been done: 15% nationally, 3% in New Orleans.
- Had a blood test, lab test, or diagnostic test and there were delays in being told about abnormal results: 17% nationally, 5% in New Orleans.
- At least one efficiency problem: 34% nationally, 4% in New Orleans.

# Exhibit 7. Indicators of Excellent Patient Experience Among Clinic Patients in New Orleans

<table>
<thead>
<tr>
<th>Indicators of excellent patient experience</th>
<th>Total Percent</th>
<th>Range of Clinic Mean Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Doctor or other health provider in this clinic understands important information about your medical history</td>
<td>98</td>
<td>97–100</td>
</tr>
<tr>
<td>Easy or very easy to access medical advice via telephone during regular practice hours, or get after-hours care, or could make a same day or next day appointment</td>
<td>88</td>
<td>71–100</td>
</tr>
<tr>
<td>Care transitions are coordinated by a clinician in this clinic&lt;sup&gt;1&lt;/sup&gt;</td>
<td>52</td>
<td>18–94</td>
</tr>
<tr>
<td>Patient-clinician communications are excellent&lt;sup&gt;2&lt;/sup&gt;</td>
<td>79</td>
<td>63–100</td>
</tr>
<tr>
<td>Has all indicators of excellent patient experience</td>
<td>37</td>
<td>10–78</td>
</tr>
</tbody>
</table>

<sup>1</sup> Coordinated care defined as “yes” to one or more of: 1) someone at clinic helped coordinate or arrange care received from other doctors or places, 2) the doctors in this clinic helped you decide which specialist to see, 3) after you saw this other doctor or specialist, the doctors in this clinic helped you understand or make decisions about the information or care you received from the other doctor.

<sup>2</sup> Excellent patient-clinician communications defined as “always” to all of the following: how often did a clinician in this clinic 1) listen carefully to you, 2) explain things in a way you can understand, 3) spend enough time with you, 4) involve you in decisions about the best treatment option for you; and “never” to: 5) did you ever leave with important questions about your treatment unanswered?

Exhibit 8. A Majority of Adults with an Excellent Patient Experience Receive Reminders for and Utilize Preventive Care

Note: Excellent patient experience includes providers understanding medical history, has easy access to care, care is coordinated by clinic, and has excellent patient-provider communications.
*Indicates significant difference compared with Excellent Patient Experience (p<.05).
Exhibit 9. Adults Who Receive Preventive Care Reminders Are More Likely to Get Preventive Care Services

Percent of adults 18–64 receiving preventive services in this clinic

- **No preventive care reminder**
- **Received preventive care reminder**

*Indicates significant difference compared with “No preventive care reminder” (p<.05).

Exhibit 10. Preventive Care Reminders Make a Significant Difference in Whether or Not Patients Receive Recommended Cancer Screenings

Percent of adults ages 18–64 receiving cancer screenings

- **Mammogram (women age 40+)**: 83% received preventive care reminder, 75% did not.
- **Screening for colon cancer (adults age 40+)**: 39% received preventive care reminder, 60% did not.
- **Screening for prostate cancer (men age 40+)**: 47% received preventive care reminder, 72% did not.

*Indicates significant difference compared with “No preventive care reminder” (p<.05).

Exhibit 11. Adults with Health Problems Who Have an Excellent Patient Experience Are Most Likely to Be Well-Informed About Their Prescription Medications

Percent of adults ages 18–64 with one or more chronic conditions reporting clinicians have:

<table>
<thead>
<tr>
<th>Activity</th>
<th>Suboptimal patient care</th>
<th>Excellent patient experience</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reviewed medications, including those prescribed by other physicians</td>
<td>84*</td>
<td>96</td>
</tr>
<tr>
<td>Explained the side effects of medications you take</td>
<td>85</td>
<td>94</td>
</tr>
<tr>
<td>Given a written list of medications you take</td>
<td>78*</td>
<td>89</td>
</tr>
<tr>
<td>All of these</td>
<td>70*</td>
<td>82</td>
</tr>
</tbody>
</table>

Note: Excellent patient experience includes providers understanding medical history, has easy access to care, care is coordinated by clinic, and has excellent patient–provider communications.

*Indicates significant difference compared with Excellent Patient Experience (p<.05).

Exhibit 12. Adults with Health Problems Who Have an Excellent Patient Experience Report Greater Support to Help Manage Their Health Condition

Percent of adults 18–64 with one or more chronic conditions reporting case management activities

<table>
<thead>
<tr>
<th>Activity</th>
<th>Suboptimal patient experience</th>
<th>Excellent patient experience</th>
</tr>
</thead>
<tbody>
<tr>
<td>Was given written plan or instructions to manage care at home</td>
<td>73</td>
<td>80</td>
</tr>
<tr>
<td>Was contacted after a visit to see how things were going with this condition</td>
<td>63</td>
<td>73</td>
</tr>
<tr>
<td>Clinicians have helped with these conditions a lot</td>
<td>65*</td>
<td>82</td>
</tr>
</tbody>
</table>

Note: Excellent patient experience includes providers understanding medical history, has easy access to care, care is coordinated by clinic, and has excellent patient-provider communications.
*Indicates significant difference compared with Excellent Patient Experience (p<.05).
Exhibit 13. Adults with an Excellent Patient Experience Are More Likely to Receive Counseling About Healthy Behaviors

Percent of adults 18–64 reporting counseling by a doctor or medical professional in this clinic

Note: Excellent patient experience includes providers understanding medical history, has easy access to care, care is coordinated by clinic, and has excellent patient-provider communications. *Indicates significant difference compared with Excellent Patient Experience (p<.05).

Exhibit 14. Indicators of Excellent Patient Experience: Child and Adult Patients Have Similar Care Experiences

Percent of respondents

- Clinician understands medical history: 99 (Children), 98 (Adults)
- Easy access to medical care: 94 (Children), 88 (Adults)
- Care transitions are coordinated by clinic provider: 47* (Children), 52 (Adults)
- Patient-clinician communications are excellent: 86* (Children), 79 (Adults)
- Excellent patient experience: 35 (Children), 37 (Adults)

Note: Excellent patient experience includes all other measures displayed here.
*Indicates significant difference compared with adults (p<.05).
Exhibit 15. The Vast Majority of Pediatric Patients Are Very Satisfied with Their Quality of Care

Note: Good relationship with clinician includes trusting the clinician, clinician shows respect for what patient has to say, and patient is never treated unfairly or with disrespect due to ability to pay, type of insurance, English fluency, or race/ethnic background.

*Indicates significant difference compared with adults (p<.05).