



About Us

The Ambulatory Practice of the Future (APF) at Massachusetts General Hospital provides innovative primary care for staff and their spouses.

Patient Experience of Care

April 2016 to March 2017



MASSACHUSETTS
GENERAL HOSPITAL

Ambulatory Practice of
the Future



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What is APF?



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APF -- Inspiring, empowering, and engaging patients and care providers to partner in the journey to better health and wellness

- Exceptional Patient Experience
- Quality Care/Outcomes
- Provider/Team Experience
- Cost/Utilization
- Innovation/Research through collaboration
- Education
- Explore new model of care reimbursement



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2017 Patient Satisfaction Survey Results



Areas APF
was above
90th%
National
Scores

MGH Clinician/Group Practice
Outpatient Experience Survey (C/G-CAHPS) Reports

PRIMARY CARE ADULT

Survey Period: 4/2016 to 5/2017
(Data complete through 3/2017)

APF

Measure	2016_Q2		2016_Q3		2016_Q4		2017_Q1		Practice 4 Qtr Year Total		Practice YTD 2016 Total		Clinical Area 4 Qtr Year Total		MGH/MGPO 4 Qtr Year Total		National 75th ² Percentile	National 90th ² Percentile
	N ¹	TopBox%	N ¹	TopBox%	N ¹	TopBox%	N ¹	TopBox%	N ¹	TopBox%	N ¹	TopBox%	N ¹	TopBox%	N ¹	TopBox%		
Rating of Provider	43	79.1%	44	84.1%	48	91.7%	42	83.3%	177	84.8%	48	85.4%	5656	84.1%	21326	83.3%	88.2%	92.8%
Recommend Provider	42	88.1%	43	88.4%	48	89.6%	41	82.9%	174	87.4%	47	85.1%	5595	88.2%	21125	88.9%	89.4%	98.6%
Provider Explain	44	97.7%	49	93.9%	52	96.2%	43	95.4%	188	95.8%	49	95.9%	5980	89.4%	22561	88.5%	90.8%	94.2%
Provider Explain to Child ⁶	na		na		na		na		na		na		48	83.3%	799	81.6%	na	na
Provider Listen Carefully	44	93.2%	46	95.7%	50	88.0%	42	97.6%	182	93.4%	48	97.9%	5981	90.8%	22557	90.0%	91.8%	95.2%
Provider Listen to Child ⁶	na		na		na		na		na		na		46	89.1%	801	89.3%	na	na
Provider Shows Respect	44	100.0%	47	91.5%	51	94.1%	43	95.4%	185	95.1%	49	95.9%	5971	93.7%	22480	92.7%	94.1%	96.9%
Provider Know Med History	42	81.0%	46	76.1%	49	81.6%	43	74.4%	180	78.3%	49	75.5%	5890	82.1%	22158	81.7%	82.5%	87.4%
Provider Spend Enough Time	44	93.2%	47	95.7%	50	92.0%	43	93.0%	184	93.5%	49	93.9%	5948	87.1%	22358	86.3%	89.5%	93.5%
Provider Give Enough Info Child ⁶	na		na		na		na		na		na		na		116	91.4%	na	na
Provider Discuss Rx Meds Adult ⁶	24	83.3%	28	89.3%	33	90.9%	26	88.5%	111	88.3%	30	86.7%	4365	75.4%	13371	68.5%	73.9%	80.1%
Wait Time 15 min. Screener	42	88.1%	48	81.3%	50	90.0%	41	75.6%	181	84.0%	46	78.3%	5901	55.4%	22113	56.4%	62.7%	73.3%
Informed of Wait Time ³	na		na		na		na		26	46.2%	na		2351	44.6%	8702	46.7%	na	na
Helpful Staff	41	90.2%	42	83.3%	50	94.0%	43	67.4%	176	84.1%	49	71.4%	5657	70.9%	21070	73.9%	83.9%	90.1%
Staff Courteous	42	95.2%	41	97.6%	51	98.0%	43	95.4%	177	96.6%	49	95.9%	5686	85.0%	21198	86.9%	92.1%	95.9%
Got Ans. Reg. Hrs.	23	82.6%	20	80.0%	23	65.2%	16	68.8%	82	74.4%	17	70.6%	2555	63.8%	8394	65.2%	72.7%	81.3%
Got Routine Care Appt.	35	74.3%	31	83.9%	42	88.1%	29	51.7%	137	75.9%	35	60.0%	4360	70.3%	13277	73.5%	81.5%	88.2%
Got Urgent Care Appt.	21	81.0%	16	87.5%	15	80.0%	15	60.0%	67	77.6%	17	64.7%	2462	71.9%	8198	73.3%	77.6%	85.4%
Follow Up w/Test Results ⁴	22	77.3%	23	82.6%	20	85.0%	24	91.7%	89	84.3%	28	92.9%	4565	77.0%	12345	74.5%	81.9%	88.1%
Follow Up Care Instx Child ⁶	na		na		na		na		na		na		57	94.7%	1531	97.7%	na	na



MASSACHUSETTS
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Areas APF
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Scores

Measure	Percentage
Provider follows up with test results	91.7
Seeing Provider within 15 Minutes of Appointment Time	75.6
Provider Discuss Prescription Medication	88.5
Provider Listen Carefully	97.6
Provider Explain so that the issue was easy to understand	95.4



Compared to
all Primary
Care practices
being
evaluated, APF
was #...

Measure	
1	Provider Explain
	Provider Spend Enough Time 3
6	Provider Listen Carefully
	Staff Courteous 2
1	Provider Discuss Rx Meds
	Wait Time 15 Min Screener 1
2	Helpful Staff
	Got Answer Regular Hours 2
6	Got Urgent Care Appointment
	Reported Results of Tests 2

Thank you for making
this your practice!