



Together for good measure

MHQP 2021 Patient Experience Survey: Adult Composite Items

Composite	Survey Questions
<i>Getting Timely Appointments, Care, and Information</i>	Was your most recent visit for an illness, injury, or condition that needed care right away ? <i>(screener)</i>
	When you called 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? *
	In the last 6 months, did you make any appointments for a check-up or routine care with this provider? <i>(screener)</i>
	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? *
	In the last 6 months, did you call this provider’s office with a medical question during regular office hours? <i>(screener)</i>
	When you called this provider’s office during regular office hours, how often did you get an answer to your medical question that same day? *
<i>How Well Doctors Communicate with Patients</i>	During your most recent visit, did this provider explain things in a way that was easy to understand?
	During your most recent visit, did this provider listen carefully to you?
	During your most recent visit, did this provider show respect for what you had to say?
	During your most recent visit, did this provider spend enough time with you?
<i>How Well Doctors Know Their Patients</i>	During your most recent visit, did this provider have the medical information they needed about you?
	How would you rate this provider’s knowledge of you as a person, including values and beliefs that are important to you?
<i>How Well Doctors Coordinate Care</i>	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 6 months, did you see a specialist for a particular health problem? <i>(screener)</i>



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	<p>During your most recent visit, did the provider named in Question 1 seem informed and up-to-date about the care you got from specialists?</p> <p>During your most recent visit, did this provider order a blood test, x-ray, or other test for you? <i>(screener)</i></p> <p>Did someone from this provider's office follow up to give you those results?</p> <p>In the last 6 months, did you take any prescription medicines? <i>(screener)</i></p> <p>During your most recent visit, did you and someone from this provider's office talk about all the prescription medicines you were taking, whether they were prescribed by this office or another provider?</p>
<i>How Well Doctors Support Patient Self-Management</i>	<p>During your most recent visit, did you and anyone in this provider's office talk about specific goals for your health?</p> <p>During your most recent visit, did anyone in this provider's office ask you if there are things that make it hard for you to take care of your health?</p>
<i>How Well Doctors Pay Attention to Mental (Behavioral) Health</i>	<p>During your most recent visit, did anyone in this provider's office ask you if there was a period of time when you felt sad, empty, or depressed?</p> <p>During your most recent visit, did you and anyone in this provider's office talk about things in your life that worry you or cause you stress?</p>
<i>Getting Quality Care from Staff in the Doctor's Office</i>	<p>Staff at a provider's office may talk with you about your visit, help set it up, and remind you about your appointment. Thinking about your most recent visit, did you talk to staff from this provider's office? <i>(screener)</i></p> <p>Thinking about your most recent visit, was the staff from this provider's office as helpful as you thought they should be?</p> <p>Thinking about your most recent visit, did the staff from this provider's office treat you with courtesy and respect?</p>