



## PRESS RELEASE

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### MAINE QUALITY FORUM RELEASES PATIENT EXPERIENCE SURVEY DATA

Understanding patient perspectives about the medical care they receive is important for improving how care is provided and ultimately improving outcomes. Research shows that when patients have a good patient experience (e.g., they can get care when they need it and have providers who listen to their concerns, understand their medical history, and help coordinate care with specialists) they are more likely to follow doctors' instructions, manage their own health and have better clinical outcomes.

For the first time in Maine, patient ratings of their experiences with 267 primary care and specialty care Maine health care practices are now publicly available through a new website supported by the Maine Quality Forum. Over 38,563 adults and 1,839 parents of children were surveyed about the care they received in these practices from the patient's perspective.

In announcing the website, Karynlee Harrington of the Maine Quality Forum applauded all the practices that voluntarily participated in this first-ever patient experience public reporting initiative for their commitment to patient-centered care and transparency. "While many Maine practices privately survey their patients, until now there has never been a way to publicly compare patient experience ratings across practices. These practices showed tremendous leadership by participating in this initiative and sharing survey results with the general public."

All providers that participated in this initiative used the same nationally recognized survey the *Consumer Assessment of Healthcare Providers and Systems for Patient-Centered Medical Homes* (CAHPS-PCMH). The data was submitted to the National CAHPS Database which analyzed the results shown on the website. Although findings vary by practice site, survey results indicate that a high percentage of patients in Maine give their provider practices top scores for communication, helpful and courteous office staff, and talking about medications. Survey findings also identified areas where there is room for improvement, such as wait times for appointments, attention to mental health needs and access to afterhours care.

Claire Cote, Director of Clinical Standardization at Central Maine Healthcare, was an early supporter of the Patient Experience Matters initiative within her healthcare system. "Patient-centered care requires that we listen to our patients and that we understand how they experience our healthcare system. It is important that we give patients a voice in their care and that we truly hear what matters most to them. Survey findings help us identify where we are not meeting the patient's expectations and where we need to work to improve that experience."

Dr. Robert Keller, Chairman of the Maine Quality Forum-Advisory Council, commended practices that participated and publicly reported their results. "It is not enough to collect patient experience data. Publicly sharing this information helps patients know what they should expect from their providers and help practices learn what they need to do to improve results. While the website shows areas where there is room for improvement, Maine now has a valid

benchmark for targeting and tracking improvement efforts.” The website can be found at [www.mainepatientexperiencematters.org](http://www.mainepatientexperiencematters.org)