

# 2024 Patient Experience Survey

## Frequently asked questions

### **Why are health plans and your primary care clinician doing this survey?**

MHQP's survey is a report card of your primary care clinician for health insurance providers. Your answers help decide performance-based payment to your primary care clinician. Health insurance providers and primary care clinicians want to give you the best care, and your feedback helps them do that.

### **Are my answers confidential?**

Your answers are confidential. CSS, an independent research firm, collects and summarizes survey data without sharing names. Your email won't be recorded or shared. Participation is voluntary, and the secure online survey is managed by CSS.

### **What is the survey about?**

The survey asks about your experiences with your or your child's primary care clinician, focusing on aspects like how well they listen, which only patients can evaluate.

### **How will my answers be used?**

Your answers will be combined with others' and shared with your primary care clinician and health insurance provider to help them understand how well they meet patient needs. Summary results will be available online at [healthcarecompassma.org](https://healthcarecompassma.org) next winter to assist people in choosing a primary care clinician.

### **Why should I do the survey?**

Your opinions help your clinician and their practice understand how well they meet patient needs. Your feedback can improve communication, ensure timely care, and coordinate all aspects of care. Your input also helps others in Massachusetts choose a primary care clinician.

### **Why do you ask demographic (age, education, etc.) questions?**

These questions help understand how well different people's needs are met. It's important for us to accurately understand those who complete the survey. Your answers are confidential, and you will never be identified individually.

### **Why does the survey include patient comments?**

Your comments offer a chance to provide detailed feedback about the care you or your child receive from your primary care clinician. This helps them and healthcare managers understand what is working well and what may need improvement.

### **How was I selected?**

You (or your child) were selected at random from among the people who see your (or your child's) primary care clinician.

### **What is Massachusetts Health Quality Partners (MHQP)?**

MHQP is a local, non-profit group dedicated to improving the quality of care delivered by Massachusetts-based primary care clinicians, hospitals, and health plans.

### **Who is administering the survey and collecting the data?**

The Center for the Study of Services (CSS), an independent survey research organization, is administering the survey and collecting the data for analysis. The online survey is administered on a secure website run by CSS.

### **When will the results of the survey be available to the public?**

The summary results of all responses to the survey will be made available to the public on MHQP's website [healthcarecompassma.org](https://healthcarecompassma.org) in the winter of 2025.

#### **More information**

**For specific questions or comments about the survey, please call the Center for the Study of Services (CSS) toll-free at [1.888.344.0430](tel:18883440430).**

**For more information on the survey or MHQP in general, please visit their website at [healthcarecompassma.org](https://healthcarecompassma.org).**