**PE 7: Deliverable B**

**PE 7: Improvement in Specialty Access as Measured by HP-CAHPS**

Quarter 4 Template

**Step One: Identify your baseline:**

Score for HP-CAHPS specialist access question as reported by SFHP:\_\_\_\_\_\_\_\_\_\_\_

HP-CAHPS specialist access question asks members the following:

*In the last 6 months, how often did you get an appointment to see a specialist as soon as you needed?*

**Step Two: Description of qualitative data collection methodology**

Please describe the methodology used to collect qualitative data directly from patients by providing details on the following:

|  |  |
| --- | --- |
| Sampling Methodology  *Examples: open-ended survey questions, focus groups, key informant interviews, etc.* |  |
| Questions Asked |  |
| Number of Patients who participated \*  *\*at minimum, must include 10 patients belonging to your clinic/group* |  |

* **Step Three: Analysis of qualitative data**

Analyze the qualitative data collected and identify 1-2 themes relevant to patients’ experience of primary care access at your organization. Please list them below.

|  |
| --- |
|  |

* **Step Four: Improvement Plan**

Based on the findings from the analysis, please submit an improvement plan for the HP-CAHPS specialist access question score**.**

|  |  |  |
| --- | --- | --- |
| Root cause of performance | Proposed improvement activities | Date to be completed |
| * Example: Not enough cardiologists open to SFHP members | * **Example**:   + Conduct focus group to determine barriers for recruitment and retention   + Create program to recruit and retain cardiologists open to SFHP members | * **Example**: December 1st, 2016 |

Focus:Improvement plan is targeting (please check one):

|  |  |
| --- | --- |
|  | The entire group (recommended) |
|  | Specific sites (please indicate which sites) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |