The 2017 CHP Patient Satisfaction Survey
Measuring quality to demonstrate efficacy
2017 CHP Patient Satisfaction Survey Brief

2017 marks the 17th year of the CHP Patient Satisfaction Survey (PSS). This survey is an integral part of CHP’s Quality Management program. The primary goals of this survey are to assess the general state of patient satisfaction with the CHP network of high-quality integrative healthcare (IH) providers, identify any potential opportunities to improve general satisfaction, and delve into the role of IH relating to achieving the triple aim: better care, smarter spending, and healthier people.

Throughout healthcare, patient experiences have become a key criterion in healthcare quality. These measures not only reflect patient satisfaction with their providers but also translates into compliance with treatment and ultimately health outcomes.1 The CHP PSS includes standardized survey questions from the Consumer Assessment of Healthcare Providers and Systems (CAHPS®) Clinician & Group Survey 3.0 as well as expanded questions developed by CHP that inquire about respondent’s assessment of providers engaging patients to manage their condition, outcomes of the treatment, reduced need for other conventional medical care, and impact of IH care on reducing opioid/narcotic use.

The 2017 survey was performed on approximately 10% of the CHP provider network including chiropractic physicians (DC), naturopathic physicians (ND), licensed acupuncturists (LAc), and licensed massage therapists (LMT). Out of a total 2,250 possible respondents, 668 surveys were returned, with a combined response rate of 29%.2

The results of this survey continue to show that there is a high level of patient satisfaction with the CHP network of providers. The overall CAHPS® score for the 2017 survey was 97.7% (98%), with an average score for the past ten years of 97%.

### Complete Survey Averages | Results By Discipline

<table>
<thead>
<tr>
<th>Discipline</th>
<th>Questions 1-5 &amp; 10</th>
<th>CAHPS® Average Score</th>
<th>Question 6-9</th>
<th>CHP Average Score</th>
<th>Question 10</th>
<th>Rate Your Provider</th>
</tr>
</thead>
<tbody>
<tr>
<td>DC</td>
<td>98%</td>
<td>93%</td>
<td></td>
<td></td>
<td>97%</td>
<td></td>
</tr>
<tr>
<td>ND</td>
<td>98%</td>
<td>95%</td>
<td></td>
<td></td>
<td>97%</td>
<td></td>
</tr>
<tr>
<td>LAc</td>
<td>98%</td>
<td>93%</td>
<td></td>
<td></td>
<td>98%</td>
<td></td>
</tr>
<tr>
<td>LMT</td>
<td>97%</td>
<td>93%</td>
<td></td>
<td></td>
<td>97%</td>
<td></td>
</tr>
<tr>
<td>Overall</td>
<td>98%</td>
<td>93%</td>
<td></td>
<td></td>
<td>97%</td>
<td></td>
</tr>
</tbody>
</table>
These scores have been remarkably consistent over time. The overall results of the individual CAHPS® questions were excellent with no discipline groups average score below 91.2%. The scores among all four disciplines were remarkably consistent with average total scores for each of the CAHPS® questions ranging from 91.2% to 100%, without significant difference between the disciplines. All four disciplines received their highest score on Question 2 and their lowest score on Question 5. In addition, all four disciplines performed well on question 10, “Rate Your Provider”, with chiropractor physicians rated at 97.1%, naturopathic physicians rated at 97.1%, acupuncturists rated at 97.9%, and massage therapists rated at 97.2%. These scores have remained at this high level over many years and demonstrate a consistently high level of satisfaction with IH providers across all disciplines.

Building off the CAHPS® questions, CHP added four questions to assess the direct impact of IH solutions on patients’ engagement, response to treatment, opioid reduction, and cost savings by decreasing the need for other medical care.

Questions 6 and 7 both deal with provider communication to patients; 6 assessing solutions to manage conditions and 7 dealing with the potentially positive impact of these recommendations. In the former, 87% stated always and 11% stated usually. In the latter, 81% said always and 18% usually. Combined, both questions resulted in a greater than 98% positive response.

<table>
<thead>
<tr>
<th>CAHPS® Individual Question Survey</th>
<th>Results By Discipline</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q1</td>
<td>Q2</td>
</tr>
<tr>
<td>DC</td>
<td>97.5%</td>
</tr>
<tr>
<td>ND</td>
<td>97.6%</td>
</tr>
<tr>
<td>LAc</td>
<td>98.4%</td>
</tr>
<tr>
<td>LMT</td>
<td>98.0%</td>
</tr>
<tr>
<td>Overall</td>
<td>97.8%</td>
</tr>
</tbody>
</table>
The inclusion of questions 8 and 9 are intended to evidence the impact of IH services in dealing with opioid usage and cost saving through reduction of other medical care. As the chart indicates, 92% of respondents indicated that use of IH always or usually reduced their use of opiates or narcotics. Similarly, 92% of patients indicated that treatment from an IH provider resulted in the reduction of other medical care always or usually.

These numbers demonstrate high levels of quality as it relates to CHP IH providers engaging patients, improving their health, reducing their need for opioid medications, and providing cost offsets in reducing need for other medical care.

In general, the data detailing the breakdown of responses to these questions have been consistent year over year.

Another important area of comparison available through this survey is a benchmark of CHP providers against other conventional providers. The CAHPS® Database contains the 2016 Chartbook: What Patients Say About Their Health Care Providers and Medical Practices representing data collected January 2016 through March 2017. The Chartbook presents individual survey question scores, comparative results for the composites and provider ratings for each survey version. The 2016 CAHPS Clinician & Group Survey (CG-CAHPS) Database includes a total of 268,348 patient experience survey responses submitted voluntarily by 1,587 conventional medical practices across the US. For the survey version we use, Adult Survey 3.0, the representative patient experience responses include 137,416 from 656 practice sites.

The table (at right) presents the patients’ rating of a provider data from the Adult Survey 3.0 CAHPS database including the overall score as well as scores from several medical specialties and the CHP provider score. The results of this comparison show a significantly higher patient rating of CHP providers versus the other specified medical professions.

**Question 6**
In the last six months, did this provider talk with you about specific things you can do to manage your condition?

- 97% stated always
- 11% stated usually
- 2% stated sometimes
- 1% stated never

**Question 7**
Has the treatment or recommendation you have received from this provider helped you?

- 81% stated always
- 18% stated usually
- 1% stated sometimes
- 0% stated never
What can be inferred from this data is the continued popularity of integrative healthcare services as well as the positive impact of these treatments on the health and wellness of patients. Overall, patient satisfaction for the surveyed CHP providers remains at a consistently high level across all categories of providers. Additionally, the survey results remain high in all areas representative of CHP’s mission, industry vision, core purpose, vision, and values.

As the United States healthcare system continues to move towards the delivery of care based on the triple aim of better care, smarter spending, and healthier people, it appears that the utilization of IH plays an important role. Not only do IH providers score high on patient satisfaction, but the significant impact of IH on driving down other medical use and the reduction of opioid usage is evidenced in this survey.

With nearly 30 years of IH experience, CHP believes that the effective delivery of this care depends on the professional management of a high-quality network of evidence-based providers committed to on-going education and delivering medically necessary care. The result of this kind of patient-centered approach is the delivery of a coordinated care system that delivers smart solutions and healthy results.

**Comparison of CAHPS® Adult Survey 3.0 Overall Rating of Provider, by Physician Specialty, and CHP Combined Scores | 2017**

<table>
<thead>
<tr>
<th>Patients’ scoring the provider 9 or 10 where 10 is “Most satisfied”</th>
<th>CAHPS® DB Overall</th>
<th>Family Practice</th>
<th>Internal Medicine</th>
<th>Orthopedics</th>
<th>Physical Medicine &amp; Rehab</th>
<th>CHP Provider</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>82%</td>
<td>82%</td>
<td>82%</td>
<td>82%</td>
<td>73%</td>
<td>95%</td>
</tr>
</tbody>
</table>

**Question 8**
Has the treatment or recommendation you have received from this provider reduced your use of opiate/narcotic pain medications, for example: oxycodone, Vicodin?

73% stated always
19% stated usually
5% stated sometimes
3% stated never

**Question 9**
Has the treatment or recommendation you have received from this provider reduced your use of other medical care for this problem?

61% stated always
31% stated usually
7% stated sometimes
1% stated never
Endnotes


2 Paper survey response rate was 97%; online response rate was 23%.

3 CHP defines conventional medicine as care delivered by MDs or DOs in a traditional clinic or hospital setting.