

## Anonymous Summary Report

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### Practice Quality

Selected All Records Since 2011-05-01 00:00:00.00 through Present

	All Records	Income Problems
<b>Patient-Centered Processes</b>	1575	297
<b>Single Measure for Patient Centered Medical Care</b>	34.47	20.57
<b>Medical Home</b>	69.58	58.50
<b>Interaction Style</b>	57.75	38.58
<b>Very Good Communication for Chronic Disease</b>	62.55	40.91
	All Records	Income Problems
<b>Desirable Consequences</b>	1575	297
<b>Aware of Functional Limits</b>	44.41	45.48
<b>Patient Confidence</b>	53.10	26.48
<b>Practice Benchmark</b>	77.87	63.75
<b>Wellness Activities</b>	69.87	54.11
<b>No Hospital or ED use for chronic disease</b>	87.94	73.87
<b>Meds not making ill</b>	80.48	68.24

### Quality Summary Table

This Quality Summary Table is based on categories that illustrate Important Processes and Desirable Consequence of primary care. (The reason for the categories is described in "Patients Use the Internet to Enter the Medical Home." )\*

The Quality Summary categories are all listed as individual measures in the Table below. We indicate which measures go into the Summary Quality category by using letters and such as "A", "Bi, Bii", etc.

The "overall measure" is that of "I receive exactly the care I want and need...";(A) the "medical home processes" is an average of access (Bi), continuity (Bii), efficiency (Biii) and coordination (Biv); "interaction style" refers to an average for MD listens and respects (from CAHPs – not shown in this Table); "communication" is information quality for chronic disease(s)(C); "confidence" refers to patient self-management and health problem solving (D); "aware of functional limits" is an average of MD/Nurse awareness for any of the 6 significantly bothersome functional categories (Ei-vi); "Benchmarks" is an average for age/gender screening (mammograms (Fi), lipid testing (Fii), bowel cancer testing (Fiii)), blood pressure < 150 (Fiv) and cholesterol < 200 for diabetics and those with cardiac or hypertensive disease (Fv), and blood sugar < 140 for diabetics (Fvi); "Wellness" is an average of not smoking (Gi), not having poor eating/health habits (Gii), and exercising regularly (Giii); "No Hospital or ED" is a measure of utilization in last year (H); and "Meds Not Make Ill" is based on patient report of neither "yes" nor "maybe" their medications are making them ill (I).

## Interpreting the Numbers

100 is best. As a measure of equity of care, the Quality Summary lists all patients and those who have financial problems. The difference should be less than 10 absolute points.

In all Tables, "too few" indicates 6 or fewer measures in a cell. Measures are very stable when there are 60 or more; reasonably stable for 20 or more; and crude estimates when < 20.

For the period 2008-2010 the median and cutoff for the top third of over 100 typical clinical settings (in which about half of the patients have a chronic disease of bothersome functional limit) are shown below:

Exactly the Care...: median 30; upper third over 40.  
 Medical Home: median 65; upper third 75.  
 Interaction: median 55; upper third 70.  
 Excellent Information for Chronic Disease(s): median 70; upper third 80.  
 Aware of Functional Limits: median 50; upper third 65.  
 Patient Confident with Self-Management: median 50; upper third 55.  
 Preventive and Clinical Benchmarks: median 75; upper third 80.  
 Patient Habits Generally Healthy: median 70; upper third 75.  
 No ED or Hospital Use in Year: median 90; upper third 92.  
 Patient Convinced Medications for Chronic Disease(s) Not Causing Illness: median 80; upper third 85.

In the Action and Planning Form intended for clinical staff, risk for hospitalization is reported. The risk is based on four measures: 1-burden of illness as described above, 2-lack of confidence with self management, 3-previous avoidable emergency room or hospital use, and 4-perception that medication may be causing illness.

Since most patient-reported health and experience measures worsen with a greater burden of illness, practices that wish to compare their sickest or less sick patient reports to other practices may use the burden of illness categorizer to create truly comparable reports. Burden of illness is based on a sum of number of medications, chronic diseases, and bothersome functional limits. However, except for practices only serving poor and very sick patients (e.g. Medicaid settings) or very healthy (e.g. college students) such adjustment is not necessary. Moreover, a better strategy is to use the Quality Summary to identify domains that are relatively more deficient in order to set improvement objectives. Once a deficiency is targeted the date selector can be used to document change using a "before-after" analysis.

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\* Wasson JH, Benjamin R, Johnson D, Moore LG, and Mackenzie T. Patient Use the Internet to Enter the Medical Home. J.Amb.Care.Mgmt. 2011; 34:38-46

There is a large gap between the promise of patient-centered medical home (PCMH) and our current capacity to define and measure it. The purpose of this paper is to describe the findings of "real-time" patient-reported data about constructs of the PCMH and to demonstrate how an internet-based method can be useful for obtaining patient report about the PCMH.

We find that patients' internet ratings seem stable and demonstrate relationships that fit constructs and models for the PCMH. We also find that current PCMH performance across this sample of 69 clinical settings is highly variable and still leaves a great deal of room for improvement.

### Summary for Individual Survey Items

Selected All Records Since 2011-05-01 00:00:00.00 through Present

	All Records	Women	Men	Younger Women (19-49)	Older Women (50-69)	Younger Men (19-49)	Older Men (50-69)	Hypertension	Hardening of Arteries	Diabetes	Arthritis	Respiratory Disease	Obesity > 15%	Income Problems
<b>Respondent Characteristics</b>	1575	1157	411	709	448	211	200	324	47	137	226	167	276	297
<b>Younger Women</b>	45.02	61.28	0.00	100.00	0.00	0.00	0.00	20.99	21.28	25.55	26.99	44.91	43.12	61.62

<b>Older Women</b>	28.44	38.72	0.00	0.00	100.00	0.00	0.00	45.68	40.43	44.53	47.35	34.13	38.04	19.87
<b>Younger Men</b>	13.40	0.00	51.34	0.00	0.00	100.00	0.00	9.57	10.64	5.11	3.98	13.77	9.06	11.78
<b>Older Men</b>	12.70	0.00	48.66	0.00	0.00	0.00	100.00	23.77	27.66	24.82	21.68	7.19	9.78	6.73
	<b>All Records</b>	<b>Women</b>	<b>Men</b>	<b>Younger Women (19-49)</b>	<b>Older Women (50-69)</b>	<b>Younger Men (19-49)</b>	<b>Older Men (50-69)</b>	<b>Hypertension</b>	<b>Hardening of Arteries</b>	<b>Diabetes</b>	<b>Arthritis</b>	<b>Respiratory Disease</b>	<b>Obesity &gt; 15%</b>	<b>Income Problems</b>
<b>Respondent Diagnoses</b>	1575	1157	411	709	448	211	200	324	47	137	226	167	276	297
<b>% with Hypertension</b>	20.57	18.67	26.28	9.59	33.04	14.69	38.50	100.00	55.32	58.39	40.27	26.35	45.65	19.19
<b>% with Hardening of Arteries</b>	2.98	2.51	4.38	1.41	4.24	2.37	6.50	8.02	100.00	8.76	5.31	4.79	5.43	5.05
<b>% with Diabetes</b>	8.70	8.30	9.98	4.94	13.62	3.32	17.00	24.69	25.53	100.00	15.04	18.56	22.83	10.44
<b>% with Arthritis</b>	14.35	14.52	14.11	8.60	23.88	4.27	24.50	28.09	25.53	24.82	100.00	18.56	26.09	16.50
<b>% with Respiratory Disease</b>	10.60	11.41	8.52	10.58	12.72	10.90	6.00	13.58	17.02	22.63	13.72	100.00	15.94	15.49
<b>% with Obesity &gt; 15%</b>	17.52	19.36	12.65	16.78	23.44	11.85	13.50	38.89	31.91	45.99	31.86	26.35	100.00	28.62
<b>% Income Problems</b>	18.86	20.92	13.38	25.81	13.17	16.59	10.00	17.59	31.91	22.63	21.68	27.54	30.80	100.00
	<b>All Records</b>	<b>Women</b>	<b>Men</b>	<b>Younger Women (19-49)</b>	<b>Older Women (50-69)</b>	<b>Younger Men (19-49)</b>	<b>Older Men (50-69)</b>	<b>Hypertension</b>	<b>Hardening of Arteries</b>	<b>Diabetes</b>	<b>Arthritis</b>	<b>Respiratory Disease</b>	<b>Obesity &gt; 15%</b>	<b>Income Problems</b>
<b>Bothered (often or always) in the Past Month by:</b>	1575	1157	411	709	448	211	200	324	47	137	226	167	276	297
<b>% Limit Daily Activities</b>	6.86	7.17	6.08	6.91	7.59	5.21	7.00	12.65	19.15	13.87	17.26	14.37	14.49	11.78
<b>% Limit by Feelings</b>	10.41	11.15	8.52	12.27	9.38	11.37	5.50	12.04	25.53	8.76	12.39	16.77	15.94	25.25
<b>% Limit Social Activities</b>	5.59	6.31	3.65	5.92	6.92	3.32	4.00	10.19	19.15	13.87	12.83	12.57	11.96	12.79
<b>% Limit by Pain</b>	17.21	18.15	14.84	15.94	21.65	12.32	17.50	25.00	34.04	31.39	40.71	26.35	31.88	29.29
<b>% Limited Social Support</b>	10.10	9.77	11.19	8.46	11.83	14.69	7.50	14.20	8.51	11.68	11.06	13.77	16.30	21.55

<b>% Limited Physical Function</b>	7.24	7.43	6.81	5.78	10.04	5.21	8.50	14.20	25.53	18.98	15.93	14.97	16.30	12.79
<b>% Headaches</b>	13.08	15.56	6.33	18.90	10.27	8.53	4.00	12.04	19.15	8.76	13.72	19.16	15.22	24.58
<b>% Abdominal Pain</b>	8.06	9.16	5.11	11.14	6.03	6.64	3.50	6.79	12.77	9.49	11.06	12.57	10.51	14.14
<b>% Dizzy/Fatigue</b>	19.87	22.47	12.90	23.84	20.31	14.22	11.50	22.22	38.30	20.44	26.55	30.54	29.35	31.99
<b>% Chest Pain</b>	1.08	1.21	0.73	1.83	0.22	0.47	1.00	1.54	4.26	2.19	1.77	1.80	1.45	3.70
<b>% Menstrual or Menopausal</b>	6.16	8.38	0.00	9.87	6.03	0.00	0.00	6.79	2.13	4.38	10.18	9.58	9.78	14.81
<b>% Eating or Weight</b>	27.05	31.46	15.09	29.48	34.60	17.06	13.00	39.81	36.17	40.15	31.86	37.13	71.01	39.39
<b>% Skin</b>	10.35	10.80	9.25	12.41	8.26	10.90	7.50	13.27	12.77	12.41	11.95	8.98	13.77	15.82
<b>% Urination</b>	1.27	1.04	1.95	0.71	1.56	1.42	2.50	2.16	2.13	4.38	2.21	4.79	2.17	2.02
<b>% Sexual</b>	5.33	4.75	7.06	5.78	3.12	4.27	10.00	8.33	17.02	13.14	7.96	10.78	9.42	8.42
<b>% Respiratory</b>	3.30	3.72	2.19	3.67	3.79	1.90	2.50	5.25	8.51	5.84	6.64	20.96	8.33	9.76
<b>% Joint Pain</b>	19.81	20.05	19.46	15.09	27.90	13.27	26.00	31.79	34.04	30.66	54.87	28.74	37.32	29.97
<b>% Backaches</b>	18.48	19.62	15.57	19.18	20.31	13.74	17.50	24.07	31.91	21.17	38.05	24.55	32.61	31.65
<b>% Sleeping</b>	19.49	21.18	15.09	21.86	20.09	12.32	18.00	26.85	31.91	28.47	28.76	28.14	32.61	34.01
<b>% Foot Trouble</b>	11.62	12.27	9.98	10.01	15.85	8.06	12.00	20.06	19.15	19.71	21.24	19.16	27.54	19.87
	<b>All Records</b>	<b>Women</b>	<b>Men</b>	<b>Younger Women (19-49)</b>	<b>Older Women (50-69)</b>	<b>Younger Men (19-49)</b>	<b>Older Men (50-69)</b>	<b>Hypertension</b>	<b>Hardening of Arteries</b>	<b>Diabetes</b>	<b>Arthritis</b>	<b>Respiratory Disease</b>	<b>Obesity &gt; 15%</b>	<b>Income Problems</b>
<b>Concerned About</b>	1575	1157	411	709	448	211	200	324	47	137	226	167	276	297
<b>% Violence or Abuse</b>	1.52	0.86	3.41	1.13	0.45	2.84	4.00	3.40	2.13	5.84	1.77	2.40	1.81	3.70
<b>% Sexual Issues or Birth Control</b>	6.29	5.70	8.03	9.17	0.22	9.00	7.00	6.17	8.51	5.11	6.64	6.59	5.80	7.74
<b>AIDS or STDS</b>	1.59	0.78	3.89	1.27	0.00	5.21	2.50	1.85	2.13	3.65	1.77	4.79	0.72	3.37
<b>Better Health Care</b>	14.22	14.00	15.09	14.10	13.84	15.64	14.50	16.36	23.40	18.98	15.04	16.17	20.65	24.24
<b>Substance Abuse</b>	3.56	2.25	7.30	2.82	1.34	8.06	6.50	4.63	4.26	5.11	2.21	4.79	4.71	4.71

<b>Exercise, Nutrition Needs</b>	44.44	47.28	37.23	48.80	44.87	42.65	31.50	51.54	44.68	53.28	48.23	50.90	69.93	56.90
<b>Preventing Injuries</b>	9.02	9.42	8.03	8.32	11.16	7.58	8.50	8.95	12.77	9.49	12.39	10.78	13.04	12.79
<b>Preventing Cancer or Heart Disease</b>	18.10	18.32	17.76	17.77	19.20	16.59	19.00	23.46	36.17	17.52	19.03	18.56	24.64	19.19
<b>EENT Care</b>	10.41	10.03	11.68	9.31	11.16	11.37	12.00	11.42	14.89	12.41	17.26	10.18	12.32	15.15
	<b>All Records</b>	<b>Women</b>	<b>Men</b>	<b>Younger Women (19-49)</b>	<b>Older Women (50-69)</b>	<b>Younger Men (19-49)</b>	<b>Older Men (50-69)</b>	<b>Hypertension</b>	<b>Hardening of Arteries</b>	<b>Diabetes</b>	<b>Arthritis</b>	<b>Respiratory Disease</b>	<b>Obesity &gt; 15%</b>	<b>Income Problems</b>
<b>Habits</b>	1575	1157	411	709	448	211	200	324	47	137	226	167	276	297
<b>% Current Smoker (Gi)</b>	10.29	9.85	11.68	10.86	8.26	14.69	8.50	10.49	12.77	12.41	11.06	11.38	10.14	18.18
<b>% Smoker Ready to Quit</b>	7.17	6.83	8.27	7.33	6.03	10.90	5.50	8.02	8.51	8.76	9.29	8.38	8.70	13.80
<b>% Good Health Habits (Gii)</b>	76.38	76.58	77.13	73.48	81.47	72.04	82.50	70.68	65.96	68.61	72.57	68.26	57.97	58.59
<b>% ETOH 10 or more/week</b>	6.16	4.58	10.71	3.39	6.47	9.48	12.00	6.17	4.26	3.65	5.75	8.38	5.07	3.70
<b>% Told to Reduce ETOH</b>	6.54	5.01	10.95	5.22	4.69	13.27	8.50	8.33	6.38	6.57	5.75	8.38	7.25	9.09
<b>% Regular Exercise (Giii)</b>	40.89	39.33	45.99	37.38	42.41	43.13	49.00	31.17	36.17	28.47	33.63	29.94	24.28	21.55
<b>% Confident to change a habit</b>	26.57	24.03	34.40	26.60	19.65	32.37	36.94	21.83	21.21	32.73	20.50	22.48	24.34	20.35
	<b>All Records</b>	<b>Women</b>	<b>Men</b>	<b>Younger Women (19-49)</b>	<b>Older Women (50-69)</b>	<b>Younger Men (19-49)</b>	<b>Older Men (50-69)</b>	<b>Hypertension</b>	<b>Hardening of Arteries</b>	<b>Diabetes</b>	<b>Arthritis</b>	<b>Respiratory Disease</b>	<b>Obesity &gt; 15%</b>	<b>Income Problems</b>
<b>Knowledgeable About (age &lt;50)</b>	1575	1157	411	709	448	211	200	324	47	137	226	167	276	297
<b>% Good Education about BCP</b>	43.44	43.44	Too Few	43.44	Too Few	Too Few	Too Few	23.53	20.00	20.00	27.87	40.00	36.13	40.98
<b>% Good Education about STD</b>	44.57	44.57	Too Few	44.57	Too Few	Too Few	Too Few	23.53	20.00	20.00	29.51	42.67	37.82	43.72
<b>% Good Education about</b>	42.60	42.60	Too Few	42.60	Too Few	Too Few	Too Few	64.71	40.00	54.29	42.62	40.00	50.42	37.16

<b>Lipid Test Mammogram</b>														
<b>% Male Education about BCP/STD</b>	68.72	Too Few	68.72	Too Few	Too Few	68.72	Too Few	64.52	Too Few	28.57	33.33	73.91	44.00	51.43
	<b>All Records</b>	<b>Women</b>	<b>Men</b>	<b>Younger Women (19-49)</b>	<b>Older Women (50-69)</b>	<b>Younger Men (19-49)</b>	<b>Older Men (50-69)</b>	<b>Hypertension</b>	<b>Hardening of Arteries</b>	<b>Diabetes</b>	<b>Arthritis</b>	<b>Respiratory Disease</b>	<b>Obesity &gt; 15%</b>	<b>Income Problems</b>
<b>Knowledgeable About (age 50+)</b>	1575	1157	411	709	448	211	200	324	47	137	226	167	276	297
<b>% Good Education about HRT</b>	41.07	41.07	Too Few	Too Few	41.07	Too Few	Too Few	39.19	10.53	32.79	39.25	56.14	35.24	30.51
<b>% Good Education about PSA</b>	67.00	Too Few	67.00	Too Few	Too Few	Too Few	67.00	72.73	53.85	58.82	73.47	58.33	55.56	50.00
	<b>All Records</b>	<b>Women</b>	<b>Men</b>	<b>Younger Women (19-49)</b>	<b>Older Women (50-69)</b>	<b>Younger Men (19-49)</b>	<b>Older Men (50-69)</b>	<b>Hypertension</b>	<b>Hardening of Arteries</b>	<b>Diabetes</b>	<b>Arthritis</b>	<b>Respiratory Disease</b>	<b>Obesity &gt; 15%</b>	<b>Income Problems</b>
<b>Prevention (age &lt;50)</b>	1575	1157	411	709	448	211	200	324	47	137	226	167	276	297
<b>% Male Lipid Test (Fii)</b>	51.66	Too Few	51.66	Too Few	Too Few	51.66	Too Few	77.42	Too Few	85.71	66.67	65.22	72.00	51.43
	<b>All Records</b>	<b>Women</b>	<b>Men</b>	<b>Younger Women (19-49)</b>	<b>Older Women (50-69)</b>	<b>Younger Men (19-49)</b>	<b>Older Men (50-69)</b>	<b>Hypertension</b>	<b>Hardening of Arteries</b>	<b>Diabetes</b>	<b>Arthritis</b>	<b>Respiratory Disease</b>	<b>Obesity &gt; 15%</b>	<b>Income Problems</b>
<b>Prevention (age 50+)</b>	1575	1157	411	709	448	211	200	324	47	137	226	167	276	297
<b>% Mammogram (Fi)</b>	81.47	81.47	Too Few	Too Few	81.47	Too Few	Too Few	80.41	68.42	85.25	85.05	78.95	69.52	69.49
<b>% Women Lipid Test (Fii)</b>	85.49	85.49	Too Few	Too Few	85.49	Too Few	Too Few	89.86	84.21	93.44	88.79	91.23	93.33	83.05
<b>% Women Bowel Cancer Test (Fiii)</b>	63.84	63.84	Too Few	Too Few	63.84	Too Few	Too Few	68.92	57.89	70.49	70.09	61.40	64.76	49.15
<b>% Women 65+ Bone Scan</b>	55.88	55.88	Too Few	Too Few	55.88	Too Few	Too Few	57.14	Too Few	Too Few	63.64	Too Few	70.00	Too Few
<b>% Male Lipid Test (Fii)</b>	83.50	Too Few	83.50	Too Few	Too Few	Too Few	83.50	89.61	92.31	88.24	87.76	66.67	85.19	60.00

<b>% Male Bowel Cancer Test (Fiii)</b>	75.50	Too Few	75.50	Too Few	Too Few	Too Few	75.50	79.22	84.62	73.53	73.47	58.33	59.26	50.00
	<b>All Records</b>	<b>Women</b>	<b>Men</b>	<b>Younger Women (19-49)</b>	<b>Older Women (50-69)</b>	<b>Younger Men (19-49)</b>	<b>Older Men (50-69)</b>	<b>Hypertension</b>	<b>Hardening of Arteries</b>	<b>Diabetes</b>	<b>Arthritis</b>	<b>Respiratory Disease</b>	<b>Obesity &gt; 15%</b>	<b>Income Problems</b>
<b>Prevention Any Age</b>	1575	1157	411	709	448	211	200	324	47	137	226	167	276	297
<b>% Pap Test</b>	74.07	74.07	Too Few	78.42	67.19	Too Few	Too Few	61.57	55.17	63.54	66.67	74.24	63.84	72.73
<b>% Clinical Breast Exam</b>	83.15	83.15	Too Few	80.54	87.28	Too Few	Too Few	81.02	82.76	84.38	82.74	83.33	79.46	80.99
<b>% Breast Self Exam</b>	76.40	76.40	Too Few	74.61	79.24	Too Few	Too Few	79.17	68.97	83.33	77.98	78.79	80.36	76.03
<b>% Women at Risk for Domestic Abuse</b>	7.17	7.17	Too Few	8.89	4.46	Too Few	Too Few	8.33	10.34	4.17	8.33	11.36	9.82	17.36
	<b>All Records</b>	<b>Women</b>	<b>Men</b>	<b>Younger Women (19-49)</b>	<b>Older Women (50-69)</b>	<b>Younger Men (19-49)</b>	<b>Older Men (50-69)</b>	<b>Hypertension</b>	<b>Hardening of Arteries</b>	<b>Diabetes</b>	<b>Arthritis</b>	<b>Respiratory Disease</b>	<b>Obesity &gt; 15%</b>	<b>Income Problems</b>
<b>Family History</b>	1575	1157	411	709	448	211	200	324	47	137	226	167	276	297
<b>% Family History of ASCVD</b>	27.17	27.48	26.76	26.23	29.46	17.54	36.50	35.80	46.81	37.96	36.73	34.13	31.16	29.29
<b>% Family History of Diabetes</b>	19.17	18.93	20.19	17.49	21.21	20.85	19.50	23.46	29.79	47.45	23.89	19.76	27.54	24.24
<b>% Family History of Cancer</b>	24.89	23.94	27.98	21.16	28.35	19.43	37.00	29.63	51.06	34.31	35.40	26.95	22.83	24.24
<b>% Family History of High Lipids</b>	28.76	29.04	28.47	31.17	25.67	27.96	29.00	32.72	38.30	27.74	38.94	32.34	27.54	28.62
<b>% Family History of Another Disease</b>	16.00	16.25	15.57	17.07	14.96	15.64	15.50	16.67	27.66	16.79	25.66	22.16	16.67	14.81
	<b>All Records</b>	<b>Women</b>	<b>Men</b>	<b>Younger Women (19-49)</b>	<b>Older Women (50-69)</b>	<b>Younger Men (19-49)</b>	<b>Older Men (50-69)</b>	<b>Hypertension</b>	<b>Hardening of Arteries</b>	<b>Diabetes</b>	<b>Arthritis</b>	<b>Respiratory Disease</b>	<b>Obesity &gt; 15%</b>	<b>Income Problems</b>

<b>If Limited by Daily Activities</b>	1575	1157	411	709	448	211	200	324	47	137	226	167	276	297
<b>% Clinician Awareness (Ei)</b>	48.11	49.38	44.00	48.94	50.00	27.27	57.14	43.90	22.22	47.37	64.10	66.67	47.50	45.71
<b>% Very Good Explanation</b>	50.00	46.15	63.64	47.83	43.75	Too Few	75.00	52.94	Too Few	44.44	72.00	33.33	44.44	68.75
<b>% Help from Treatment</b>	47.06	50.00	36.36	52.17	47.06	Too Few	25.00	55.56	Too Few	55.56	56.00	43.75	47.37	50.00
	<b>All Records</b>	<b>Women</b>	<b>Men</b>	<b>Younger Women (19-49)</b>	<b>Older Women (50-69)</b>	<b>Younger Men (19-49)</b>	<b>Older Men (50-69)</b>	<b>Hypertension</b>	<b>Hardening of Arteries</b>	<b>Diabetes</b>	<b>Arthritis</b>	<b>Respiratory Disease</b>	<b>Obesity &gt; 15%</b>	<b>Income Problems</b>
<b>If Limited by Feelings</b>	1575	1157	411	709	448	211	200	324	47	137	226	167	276	297
<b>% Clinician Awareness (Eii)</b>	41.10	42.97	34.29	40.23	48.78	20.83	63.64	47.37	25.00	36.36	50.00	46.43	31.82	40.54
<b>% Very Good Explanation</b>	60.61	59.26	66.67	70.59	40.00	Too Few	85.71	55.56	Too Few	Too Few	85.71	76.92	71.43	63.33
<b>% Help from Treatment</b>	64.18	61.82	75.00	62.86	60.00	Too Few	71.43	72.22	Too Few	Too Few	78.57	69.23	78.57	53.33
	<b>All Records</b>	<b>Women</b>	<b>Men</b>	<b>Younger Women (19-49)</b>	<b>Older Women (50-69)</b>	<b>Younger Men (19-49)</b>	<b>Older Men (50-69)</b>	<b>Hypertension</b>	<b>Hardening of Arteries</b>	<b>Diabetes</b>	<b>Arthritis</b>	<b>Respiratory Disease</b>	<b>Obesity &gt; 15%</b>	<b>Income Problems</b>
<b>If Limited by Social Activities</b>	1575	1157	411	709	448	211	200	324	47	137	226	167	276	297
<b>% Clinician Awareness (Eiii)</b>	34.48	34.72	33.33	35.71	33.33	14.29	50.00	34.38	22.22	16.67	34.48	38.10	30.30	40.54
<b>% Very Good Explanation</b>	50.00	44.00	Too Few	46.67	40.00	Too Few	Too Few	36.36	Too Few	Too Few	90.00	62.50	40.00	66.67
<b>% Help from Treatment</b>	50.00	48.00	Too Few	53.33	40.00	Too Few	Too Few	36.36	Too Few	Too Few	90.00	37.50	40.00	46.67
	<b>All Records</b>	<b>Women</b>	<b>Men</b>	<b>Younger Women (19-49)</b>	<b>Older Women (50-69)</b>	<b>Younger Men (19-49)</b>	<b>Older Men (50-69)</b>	<b>Hypertension</b>	<b>Hardening of Arteries</b>	<b>Diabetes</b>	<b>Arthritis</b>	<b>Respiratory Disease</b>	<b>Obesity &gt; 15%</b>	<b>Income Problems</b>
<b>If Limited by Pain</b>	1575	1157	411	709	448	211	200	324	47	137	226	167	276	297
<b>% Clinician Awareness (Eiv)</b>	56.67	61.24	40.98	61.06	61.46	34.62	45.71	58.75	56.25	57.14	61.96	68.18	53.41	61.63
<b>% Very Good Explanation</b>	51.32	46.46	76.00	36.23	58.62	77.78	75.00	61.70	66.67	58.33	59.65	56.67	59.57	37.74

<b>% Help from Treatment</b>	60.84	59.32	68.00	57.63	61.02	88.89	56.25	55.32	66.67	58.33	74.47	83.33	57.45	53.49
	<b>All Records</b>	<b>Women</b>	<b>Men</b>	<b>Younger Women (19-49)</b>	<b>Older Women (50-69)</b>	<b>Younger Men (19-49)</b>	<b>Older Men (50-69)</b>	<b>Hypertension</b>	<b>Hardening of Arteries</b>	<b>Diabetes</b>	<b>Arthritis</b>	<b>Respiratory Disease</b>	<b>Obesity &gt; 15%</b>	<b>Income Problems</b>
<b>If Limited by Social Support</b>	1575	1157	411	709	448	211	200	324	47	137	226	167	276	297
<b>% Clinician Awareness (Ev)</b>	22.44	25.45	15.22	22.41	28.85	3.23	40.00	31.11	Too Few	31.25	26.09	31.82	23.81	29.03
<b>% Very Good Explanation</b>	42.86	39.29	57.14	30.77	46.67	Too Few	Too Few	50.00	Too Few	Too Few	Too Few	28.57	40.00	27.78
<b>% Help from Treatment</b>	40.62	44.44	Too Few	30.77	57.14	Too Few	Too Few	45.45	Too Few	Too Few	Too Few	Too Few	50.00	35.29
	<b>All Records</b>	<b>Women</b>	<b>Men</b>	<b>Younger Women (19-49)</b>	<b>Older Women (50-69)</b>	<b>Younger Men (19-49)</b>	<b>Older Men (50-69)</b>	<b>Hypertension</b>	<b>Hardening of Arteries</b>	<b>Diabetes</b>	<b>Arthritis</b>	<b>Respiratory Disease</b>	<b>Obesity &gt; 15%</b>	<b>Income Problems</b>
<b>If Limited by Physical Function</b>	1575	1157	411	709	448	211	200	324	47	137	226	167	276	297
<b>% Clinician Awareness (Evi)</b>	54.46	53.57	57.14	52.50	54.55	36.36	70.59	48.89	50.00	46.15	58.33	58.33	43.18	50.00
<b>% Very Good Explanation</b>	49.18	44.44	62.50	52.38	37.50	Too Few	58.33	54.55	Too Few	41.67	61.90	28.57	57.89	63.16
<b>% Help from Treatment</b>	45.00	45.45	43.75	47.62	43.48	Too Few	33.33	52.38	Too Few	63.64	47.62	50.00	38.89	42.11
	<b>All Records</b>	<b>Women</b>	<b>Men</b>	<b>Younger Women (19-49)</b>	<b>Older Women (50-69)</b>	<b>Younger Men (19-49)</b>	<b>Older Men (50-69)</b>	<b>Hypertension</b>	<b>Hardening of Arteries</b>	<b>Diabetes</b>	<b>Arthritis</b>	<b>Respiratory Disease</b>	<b>Obesity &gt; 15%</b>	<b>Income Problems</b>
<b>If any Chronic Disease</b>	1575	1157	411	709	448	211	200	324	47	137	226	167	276	297
<b>% Very Good Explanation for Chronic Disease</b>	62.55	59.77	68.83	58.06	61.14	62.50	72.45	66.56	59.57	58.96	63.16	56.29	60.49	40.91
<b>% Good Help for Living with Chronic Disease</b>	44.95	41.37	53.49	31.62	49.12	50.00	55.29	47.39	37.21	51.18	47.06	44.29	46.26	29.47
<b>% Possibly Sick from Medications</b>	19.52	20.96	16.13	24.35	18.75	14.29	16.85	19.30	29.27	25.83	26.21	17.05	25.35	31.76

	All Records	Women	Men	Younger Women (19-49)	Older Women (50-69)	Younger Men (19-49)	Older Men (50-69)	Hypertension	Hardening of Arteries	Diabetes	Arthritis	Respiratory Disease	Obesity > 15%	Income Problems
<b>If Hypertension</b>	1575	1157	411	709	448	211	200	324	47	137	226	167	276	297
<b>% Good Explanation if Dose Missed</b>	62.42	58.49	70.59	50.75	62.07	65.52	72.60	62.42	57.69	61.54	65.52	68.18	62.10	47.27
<b>% Good Explanation about Weight and Salt</b>	64.67	62.44	69.23	54.55	65.99	72.41	68.00	64.67	57.69	62.03	65.17	65.91	65.32	42.59
<b>% Good Explanation for Medication Side Effects</b>	52.60	51.67	54.55	47.69	53.47	51.72	55.71	52.60	50.00	48.65	54.65	43.18	51.22	38.46
<b>% Sometimes or Often Checking Blood Pressure</b>	62.73	62.62	62.96	69.12	59.59	58.06	64.94	62.73	53.85	63.29	50.00	63.64	57.14	48.21
	All Records	Women	Men	Younger Women (19-49)	Older Women (50-69)	Younger Men (19-49)	Older Men (50-69)	Hypertension	Hardening of Arteries	Diabetes	Arthritis	Respiratory Disease	Obesity > 15%	Income Problems
<b>If Diabetes</b>	1575	1157	411	709	448	211	200	324	47	137	226	167	276	297
<b>% Blood Sugar Always or Often 80-150 (4.5-8.3 international units)</b>	60.00	51.06	80.49	31.43	62.71	71.43	82.35	63.29	50.00	60.00	47.06	61.29	57.14	53.33
<b>% Good Explanation for Eye Exam</b>	69.17	64.52	80.00	41.18	77.97	Too Few	82.35	74.68	41.67	69.17	69.70	67.74	63.49	42.86
<b>% Good Explanation for Foot Care</b>	63.16	60.22	70.00	41.18	71.19	Too Few	70.59	64.56	33.33	63.16	63.64	67.74	61.90	42.86
<b>% Good Explanation for Adjustment of Calling for help</b>	53.03	55.91	46.15	41.18	64.41	57.14	43.75	58.44	41.67	53.03	60.61	58.06	53.97	34.48
	All Records	Women	Men	Younger Women (19-49)	Older Women (50-69)	Younger Men (19-49)	Older Men (50-69)	Hypertension	Hardening of Arteries	Diabetes	Arthritis	Respiratory Disease	Obesity > 15%	Income Problems

<b>If Hardening of the Arteries</b>	1575	1157	411	709	448	211	200	324	47	137	226	167	276	297
<b>% Having a Heart Attack History</b>	14.89	10.34	22.22	10.00	10.53	Too Few	15.38	23.08	14.89	33.33	16.67	0.00	13.33	13.33
<b>% of those taking ASA and Beta Blocker</b>	85.71	Too Few	Too Few	Too Few	Too Few	Too Few	Too Few	Too Few	85.71	Too Few	Too Few	Too Few	Too Few	Too Few
<b>% Having a Stroke History</b>	4.35	3.57	5.56	10.00	0.00	Too Few	7.69	3.85	4.35	9.09	8.33	0.00	6.67	13.33
<b>% of those taking ASA or Warfarin</b>	Too Few	Too Few	Too Few	Too Few	Too Few	Too Few	Too Few	Too Few	Too Few	Too Few	Too Few	Too Few	Too Few	Too Few
<b>% Using Nitroglycerin</b>	6.38	6.90	5.56	10.00	5.26	Too Few	0.00	7.69	6.38	25.00	0.00	12.50	6.67	13.33
<b>% of those mostly satisfied with Angina Control</b>	Too Few	Too Few	Too Few	Too Few	Too Few	Too Few	Too Few	Too Few	Too Few	Too Few	Too Few	Too Few	Too Few	Too Few
<b>% Having a History of CHF</b>	8.89	11.11	5.56	20.00	5.88	Too Few	7.69	12.00	8.89	10.00	8.33	0.00	14.29	28.57
<b>% of those Good Explanation about Weight and Salt</b>	Too Few	Too Few	Too Few	Too Few	Too Few	Too Few	Too Few	Too Few	Too Few	Too Few	Too Few	Too Few	Too Few	Too Few
<b>% of those Good Explanation for Self Medication Adjustment</b>	Too Few	Too Few	Too Few	Too Few	Too Few	Too Few	Too Few	Too Few	Too Few	Too Few	Too Few	Too Few	Too Few	Too Few
	<b>All Records</b>	<b>Women</b>	<b>Men</b>	<b>Younger Women (19-49)</b>	<b>Older Women (50-69)</b>	<b>Younger Men (19-49)</b>	<b>Older Men (50-69)</b>	<b>Hypertension</b>	<b>Hardening of Arteries</b>	<b>Diabetes</b>	<b>Arthritis</b>	<b>Respiratory Disease</b>	<b>Obesity &gt; 15%</b>	<b>Income Problems</b>
<b>If Respiratory Disease</b>	1575	1157	411	709	448	211	200	324	47	137	226	167	276	297
<b>% Good Explanation for Adjusting Medications</b>	55.42	58.78	42.86	51.35	68.42	43.48	41.67	54.55	37.50	51.61	51.61	55.42	54.55	40.00
<b>% Good Explanation for Using Inhaler</b>	66.06	69.23	54.29	67.12	71.93	47.83	66.67	62.79	62.50	60.00	64.52	66.06	65.91	55.56

<b>% Using Inhaled Steriod</b>	46.99	51.52	29.41	49.33	54.39	36.36	16.67	51.16	62.50	46.67	35.48	46.99	41.86	41.30
	<b>All Records</b>	<b>Women</b>	<b>Men</b>	<b>Younger Women (19-49)</b>	<b>Older Women (50-69)</b>	<b>Younger Men (19-49)</b>	<b>Older Men (50-69)</b>	<b>Hypertension</b>	<b>Hardening of Arteries</b>	<b>Diabetes</b>	<b>Arthritis</b>	<b>Respiratory Disease</b>	<b>Obesity &gt; 15%</b>	<b>Income Problems</b>
<b>Care Quality Summary</b>	1575	1157	411	709	448	211	200	324	47	137	226	167	276	297
<b>% Taking 3 or more medications</b>	25.46	25.84	24.82	16.64	40.40	12.32	38.00	57.10	65.96	75.18	50.88	45.51	47.10	28.62
<b>% unable to participate fully indaily work- 2 weeks</b>	22.58	23.46	20.10	25.04	20.92	22.12	17.95	22.57	40.43	25.56	33.64	26.51	26.01	44.33
<b>% With Sick Days in 3 Months</b>	19.29	20.47	15.97	22.73	16.82	18.66	13.13	21.30	36.17	25.74	31.42	34.34	27.54	28.38
<b>% Hospitalized or ED for Chronic Disease (H)</b>	12.06	12.25	11.61	14.74	10.26	12.50	11.11	12.96	34.04	19.12	16.67	12.57	18.40	26.13
<b>% Hospitalized for Any Reason in Past Year (H)</b>	8.90	9.24	7.94	9.12	9.45	7.18	8.76	16.51	29.79	25.37	13.45	15.57	16.67	17.23
<b>% Necessary of One Hosp/ED</b>	79.27	81.54	70.59	81.82	81.25	50.00	88.89	71.43	87.50	75.00	64.71	77.78	80.00	71.43
<b>% Necessary of Multi Hosp/ED</b>	65.57	66.67	62.50	57.58	91.67	50.00	75.00	75.00	77.78	57.14	66.67	57.14	61.90	54.55
<b>% Having a PCP (Bii)</b>	77.55	79.60	71.78	73.08	90.11	58.45	85.79	88.24	87.23	83.58	87.61	78.18	82.18	70.10
<b>% Having 2 or more Drs</b>	31.44	31.03	32.59	26.64	38.23	27.75	37.82	46.89	72.34	51.88	45.13	35.93	37.09	29.15
<b>% One in charge (Biv)</b>	80.71	80.80	80.47	74.73	87.73	75.44	84.51	89.86	76.47	76.47	80.00	69.49	86.00	72.62
<b>% Having Specialist Perfect Care</b>	60.92	62.64	56.25	57.53	68.52	50.00	61.11	62.42	64.52	50.00	55.00	47.46	64.36	52.38
<b>% Having Overall Perfect Care</b>	42.40	41.84	43.97	37.02	49.65	41.75	46.35	43.08	31.11	41.79	42.34	36.59	39.34	31.53
<b>% Having Very</b>	51.07	50.09	53.95	45.71	57.18	49.48	58.51	55.24	50.00	47.76	48.21	45.34	52.61	32.75

<b>Easy Access (Bi)</b>														
<b>% Having Confidence in self-management (D)</b>	52.14	50.70	56.19	50.35	51.26	54.37	58.08	41.93	34.04	41.35	36.28	44.31	30.43	25.76
<b>% Seldom Wasted Time (Bii)</b>	76.87	75.36	81.55	70.42	82.73	78.85	83.89	80.91	80.00	72.93	81.34	69.68	75.78	69.11
<b>% Get Exact Care Needed (A)</b>	34.47	33.16	38.40	27.89	41.57	32.63	44.32	37.97	25.53	42.11	34.09	31.10	32.71	20.57
	<b>All Records</b>	<b>Women</b>	<b>Men</b>	<b>Younger Women (19-49)</b>	<b>Older Women (50-69)</b>	<b>Younger Men (19-49)</b>	<b>Older Men (50-69)</b>	<b>Hypertension</b>	<b>Hardening of Arteries</b>	<b>Diabetes</b>	<b>Arthritis</b>	<b>Respiratory Disease</b>	<b>Obesity &gt; 15%</b>	<b>Income Problems</b>
<b>Additional Indicators</b>	1575	1157	411	709	448	211	200	324	47	137	226	167	276	297
<b>% BMI &gt; 30</b>	30.95	32.72	25.99	30.73	35.94	23.44	28.72	50.00	42.55	65.67	44.44	37.13	85.04	45.05
<b>% personal harm in past year</b>	1.59	1.82	0.97	1.69	2.01	1.42	0.50	1.85	0.00	2.19	1.33	3.59	2.90	3.03
<b>% Blood pressure &gt; 150 systolic (Fiv)</b>	6.19	6.51	5.56	4.41	7.48	3.23	6.49	6.19	7.69	10.13	5.49	11.36	11.11	19.64
<b>% Cholesterol &gt; 200 (5.2 international units) (Fv)</b>	14.76	16.48	11.11	11.58	19.19	11.76	10.87	14.60	17.02	15.04	14.71	24.14	16.22	20.51
<b>% Blood sugar &gt; 140 (7.8 international units) (Fvi)</b>	25.45	26.32	23.53	33.33	22.45	Too Few	20.69	28.57	55.56	25.45	34.78	28.00	30.00	36.00
	<b>All Records</b>	<b>Women</b>	<b>Men</b>	<b>Younger Women (19-49)</b>	<b>Older Women (50-69)</b>	<b>Younger Men (19-49)</b>	<b>Older Men (50-69)</b>	<b>Hypertension</b>	<b>Hardening of Arteries</b>	<b>Diabetes</b>	<b>Arthritis</b>	<b>Respiratory Disease</b>	<b>Obesity &gt; 15%</b>	<b>Income Problems</b>
<b>Self Designated Questions</b>	1575	1157	411	709	448	211	200	324	47	137	226	167	276	297
<b>Self designated #1 %yes</b>	46.38	42.33	61.36	38.30	47.83	30.00	87.50	42.31	66.67	46.67	35.48	33.33	37.74	43.86
<b>Self designated #2 %yes</b>	31.53	30.11	38.89	26.98	36.67	33.33	Too Few	37.14	Too Few	25.00	35.29	22.22	34.88	15.79
<b>Self designated</b>	42.86	35.29	Too	46.15	Too	Too Few	Too	Too Few	Too Few	Too Few	Too Few	Too Few	Too	Too Few

#3 %yes			Few		Few		Few						Few	
Self designated #4 % picked 1	50.76	51.45	45.83	50.45	53.23	31.25	75.00	42.31	Too Few	37.50	37.14	47.06	34.29	25.37
Self designated #4 % picked 2	40.61	40.46	41.67	40.54	40.32	56.25	12.50	48.08	Too Few	56.25	60.00	35.29	54.29	67.16
Self designated #4 % picked 3	8.63	8.09	12.50	9.01	6.45	12.50	12.50	9.62	Too Few	6.25	2.86	17.65	11.43	7.46
Self designated #5 % picked 1	14.89	13.01	27.78	15.00	9.30	21.43	Too Few	26.19	Too Few	7.69	10.34	23.08	10.00	20.37
Self designated #5 % picked 2	15.60	17.07	5.56	8.75	32.56	7.14	Too Few	16.67	Too Few	15.38	17.24	7.69	2.86	12.96
Self designated #5 % picked 3	6.38	6.50	5.56	8.75	2.33	0.00	Too Few	4.76	Too Few	7.69	6.90	0.00	4.29	7.41
Self designated #5 % picked 4	9.22	9.76	5.56	10.00	9.30	7.14	Too Few	7.14	Too Few	23.08	6.90	7.69	2.86	7.41
Self designated #5 % picked 5	53.90	53.66	55.56	57.50	46.51	64.29	Too Few	45.24	Too Few	46.15	58.62	61.54	80.00	51.85

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