**POSTER #8**

**ASSESSING PATIENTS’ PREFERENCES AND SATISFACTION IN A PEDIATRIC PATIENT-CENTERED MEDICAL HOME**

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**BACKGROUND**: The Patient-Centered Medical Home model strives to improve patient outcomes through coordinated patient-centered services. Engaging patients in their health care management involves understanding their preferences. Measuring patient satisfaction assesses what patients value in health services.

**METHODS**: A convenience sample of pediatric patients or caregivers (N=207) was administered a bilingual (Chinese/English) survey at the Charles B. Wang Community Health Center Pediatric Department in July 2016 to assess patient perspectives of quality care and service. Length of the visit time, continuity of care with primary care provider (PCP), and time spent with doctor were collected to correlate with patient satisfaction.

**RESULTS**: Survey responses were ranked from highest to lowest for health service delivery: good communication (20%), staff attitude (20%), staff helpfulness (16%), clean and comfortable facilities (16%), confidentiality (14%), short visit time (13%). Preferences for quality care were ranked: clear explanation (21%), appropriate care (20%), safety (19%), seeing own doctor (16%), trained staff (13%), time with doctor (12%). Patient satisfaction measures did not directly correlate with visit cycle time or time spent with doctor. When sick, 56% of respondents preferred waiting for their PCP than seeing another doctor.

**CONCLUSIONS**: The findings supported the importance of clear messages and good communication to patients. Interestingly, patients did not rank short waiting/visit cycle time or the length of patient-to-doctor time as top indicators of quality care or service. Over half demonstrated preferences for continuity of care with PCP. During delays in urgent care delivery by their PCP, patients’ preferences should still be assessed, rather than automatic assignment to a different provider. Quality care improvements must account for patient preferences to best meet health needs.

**CONTENT CATEGORY:** patient care

**KEYWORDS:** *patient-centered medical home, survey, patient satisfaction, patient preferences, quality care*