



Technical notes

Overall patient experience is the average of the 3 patient experience scores presented in D2D 1.0 (i.e. time spent, involved and ask questions), in case it is useful for teams to consider this as a single measure at least to start conversations. It is not intended to represent all aspects of the patient's experience or otherwise be analogous to questions like "Overall, how did you rate your experience?".

- a. **Definition:** The data used to populate this indicator is the percent of patients who responded "always" or "often" to the following questions on patient experience surveys:
When you see your doctor or nurse practitioner, how often do they or someone else in the office
 - i. give you an opportunity to ask questions about recommended treatment?
 - ii. involve you as much as you want to be in decisions about your care and treatment?
 - iii. spend enough time with you?
- b. **Sample:** The vast majority of patient surveys are done with patients who are actually in the office or have recently been there for a visit with their primary care provider.
- c. **Data source:** Patient experience surveys completed during fiscal 2013-14.