



Results from the Women's Medicine Collaborative CAHPS® PCMH Survey provide a tool for assessing a patient's experience with our patient-centered medical home (PCMH). For example, these results reflect our achievement in the following areas as compared to the average scores of other PCMHs in the state of Rhode Island:

- (1) **ACCESS** (access to provider for appointments or a phone call)
- (2) **COMUNICATION** (quality of communication between patient and provider)
- (3) **OFFICE STAFF** (the staff was helpful and courteous)
- (4) **SELF MANAGEMENT** (provider and/or team provided the patient with needed support to achieve health-related goals)
- (5) **SHARED DECISION MAKING** (provider worked with the patient to make the best decisions regarding her plan of care)
- (6) **ADULT BEHAVIORAL** (provider and/or team discussed the patient's well-being with her)

