

Enterprise Equity: A Report on Patient Experience of Care

A Logistic Mixed Effect Models Approach

PROCESS

- Outpatient survey data from March 2022 – Feb 2023 across six service lines (AS,ON,OS,IN,VV,UC) for two key survey questions: Likelihood to Recommend (LTR) (n=70,507) and Staff Worked Together (SWT) (n=69,449).
- Sexual Orientation and Gender Identification data (n=32,849) was linked to survey data for analysis.

Characteristic		Likelihood to Recommend (LTR) n (%)	Staff Worked Together (SWT) n (%)
Number of Surveys		70507	69449
Number of Patients		33378	32769
Age			
	15-24	107 (0.32)	108 (0.33)
	25-34	402 (1.2)	394 (1.2)
	35-44	1239 (3.71)	1230 (3.75)
	45-54	3072 (9.2)	3048 (9.3)
	55-64	7306 (21.89)	7213 (22.01)
	65-74	12570 (37.66)	12323 (37.61)
	75-84	7695 (23.05)	7495 (22.87)
	>=85	987 (2.96)	958 (2.92)
Sex			
	Female	17877 (53.56)	17505 (53.42)
	Male	15501 (46.44)	15264 (46.58)
Ethnicity			
	Non-Spanish; Non Hispanic	28318 (84.84)	27740 (84.65)
	Spanish;Hispanic	2488 (7.45)	2444 (7.46)
	Unknown	2572 (7.71)	2585 (7.89)
Race			
	White	29442 (88.21)	28906 (88.21)
	Black/African American	1867 (5.59)	1836 (5.6)
	More Than One Race/Other	891 (2.67)	868 (2.65)
	Asian/Pacific Islander	565 (1.69)	556 (1.7)
	American Indian or Alaska Native	67 (0.2)	70 (0.21)
	Unknown	546 (1.64)	533 (1.63)
Insurance			
	Medicare	20114 (60.26)	19603 (59.82)
	HMOPPO	9887 (29.62)	9763 (29.79)
	OtherIns	873 (2.62)	869 (2.65)
	Medicaid	569 (1.7)	548 (1.67)
	Charity	413 (1.24)	421 (1.28)
	SelfPay	255 (0.76)	259 (0.79)
	Unknown	1267 (3.8)	1306 (3.99)
Preferred Language			
	English	31884 (95.52)	31923 (97.42)
	Spanish	739 (2.21)	739 (2.26)
	Other	106 (0.32)	106 (0.32)
	Unknown	649 (1.94)	1 (0)
Sexual Orientation			
	Heterosexual	19842 (59.45)	19867 (60.63)
	Homosexual	441 (1.32)	441 (1.35)
	Something else	154 (0.46)	154 (0.47)
	Bisexual	97 (0.29)	98 (0.3)
	Unknown	12844 (38.48)	12209 (37.26)
Gender Identification			
	Female	17440 (52.25)	17470 (53.31)
	Male	15226 (45.62)	15235 (46.49)
	Transgender	7 (0.02)	7 (0.02)
	Genderqueer Nonbinary	4 (0.01)	4 (0.01)
	Unknown	701 (2.1)	53 (0.16)

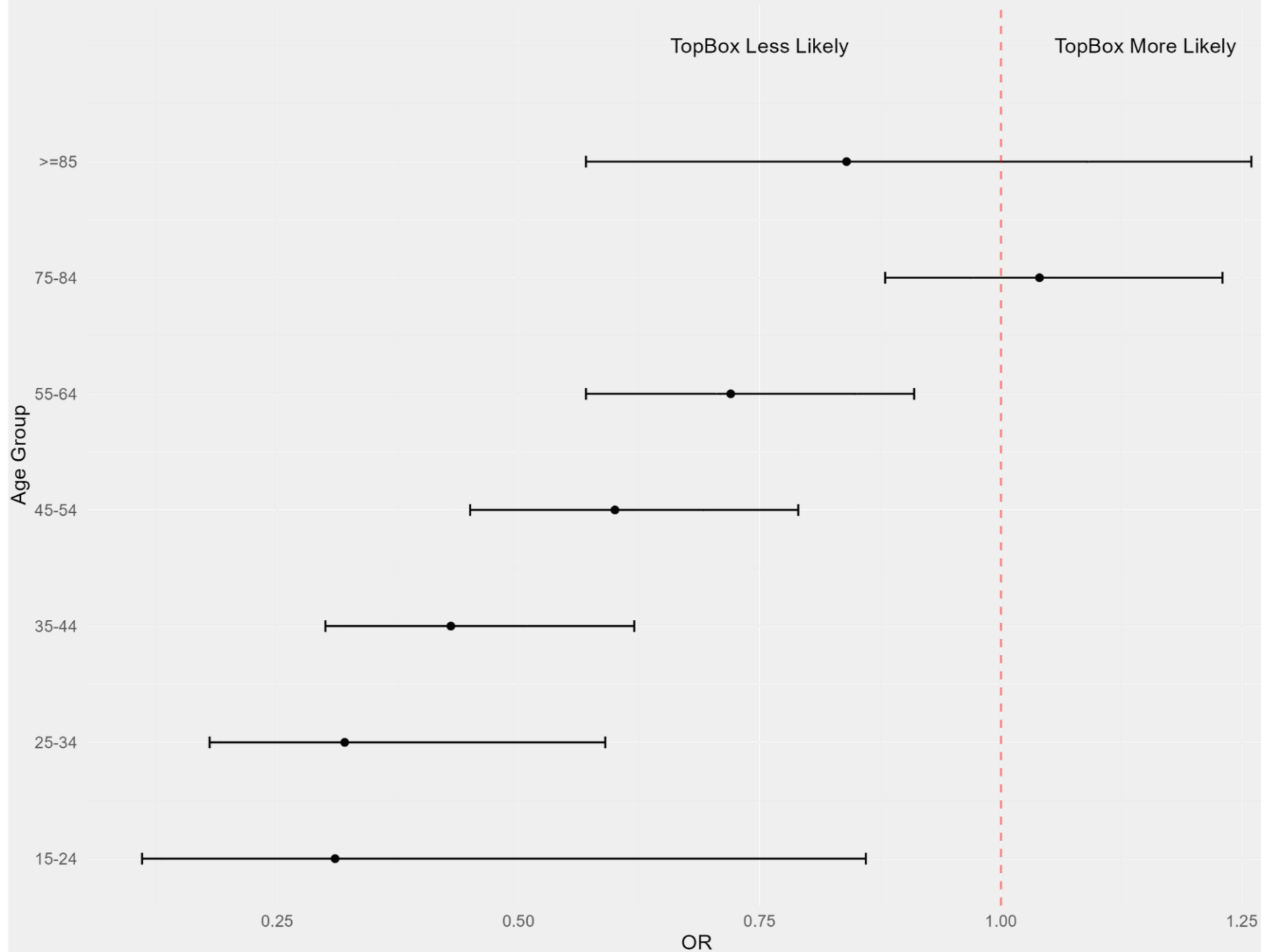
Likelihood to Recommend		Number of Surveys: 42126		Number of Patients: 19380	
Comparison Group	Parameter	Estimate	Std. Error	p-value	Odds Ratio
	(Intercept)	4.0895	0.0899	< 2e-16	59.71
Age Group: 65-74 yr olds	15-24	-1.16	0.52	0.02	0.31
	25-34	-1.13	0.30	0.00	0.32
	35-44	-0.84	0.19	0.00	0.43
	45-54	-0.52	0.14	0.00	0.60
	55-64	-0.33	0.12	0.01	0.72
	75-84	0.04	0.09	0.64	1.04
	>=85	-0.17	0.20	0.41	0.84
Sex: Female	Male	-0.06	0.06	0.39	0.95
Ethnicity: Non-Hispanic	Spanish;Hispanic	0.27	0.14	0.07	1.30
Race: White	Black/African American	-0.36	0.14	0.01	0.70
	More Than One Race/Other	-0.78	0.21	0.00	0.46
	Asian/Pacific Islander	-0.72	0.22	0.00	0.49
	American Indian or Alaska Native	-0.29	0.66	0.66	0.75
Insurance: Medicare	HMO/PO	0.10	0.11	0.40	1.10
	Other Insurance	-0.11	0.18	0.54	0.89
	Medicaid	-0.04	0.25	0.88	0.96
	Charity	0.86	0.33	0.01	2.37
	SelfPay	-0.29	0.35	0.40	0.74
Language: English	Spanish	0.56	0.33	0.09	1.75
	Other	-0.39	0.56	0.49	0.68
Sexual Orientation: Heterosexual	Homosexual	-0.34	0.20	0.10	0.71
	Something else	-0.35	0.37	0.34	0.70
	Bisexual	-0.08	0.45	0.87	0.93

- Those that are between the **age** of 15 and 64 are significantly **less likely** to give Top Box for LTR than 65–74-year-olds.
- Those that identify their **race** as either Asian/Pacific Islander, Multiracial, and Black/African American are significantly **less likely** to give a Top Box score for LTR than those that identify as White. (More than One Race/Other is less than half as likely)
- Those that received **Charity** were significantly **more likely (2.37 times more likely)** to give a Top Box for LTR than those that were on Medicare

Note:
Odds Ratio ≈ 1 -> **as likely** to choose Top Box as the comparison group
Odds Ratio < 1 -> **less likely** to choose Top Box than comparison group
Odds Ratio > 1 -> **more likely** to choose Top Box than comparison group

Likelihood to Recommend by Age Group

Comparison Group: 65-74 yr olds



The chart displays the 95% confidence intervals for the odds ratios.

The dot on the line represents the odd ratio for the group.

Any group that crosses OR=1 does not indicate a statistically significant result.

For example: Those that are >=85 are not statistically different from the comparison group 65-74 year olds.

35 – 44 year olds are significantly less likely to give a Top Box score than 65-74 year olds.

Likelihood to Recommend by Race

Comparison Group: White

TopBox Less Likely

TopBox More Likely

Race

American Indian or Alaska Native

Asian/Pacific Islander

More Than One Race/Other

Black/African American

0.5

1.0

1.5

2.0

2.5

OR

Likelihood to Recommend by Language

Comparison Group: English

TopBox Less Likely

TopBox More Likely

Language

Other

Spanish

0.5

1.0

1.5

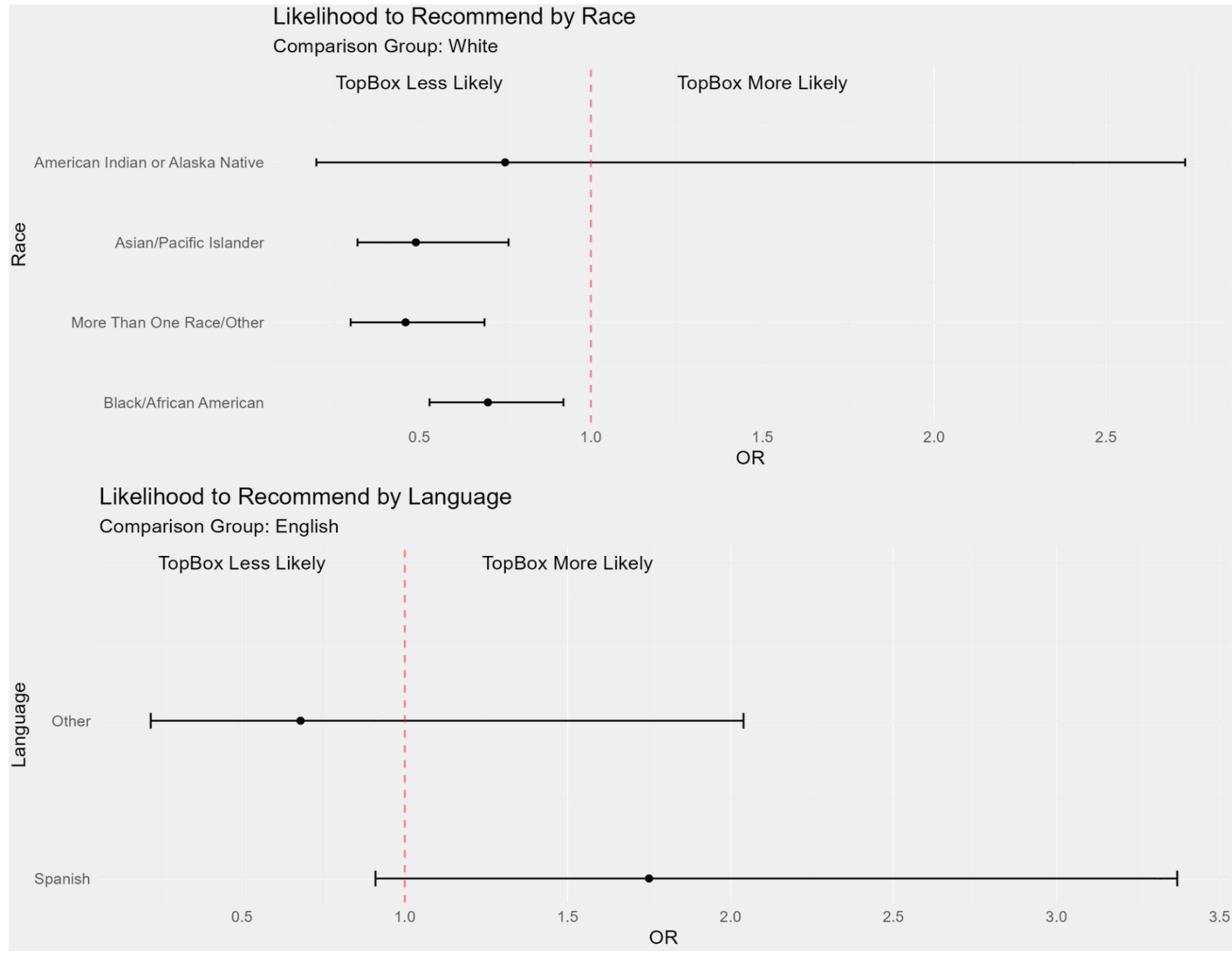
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2.5

3.0

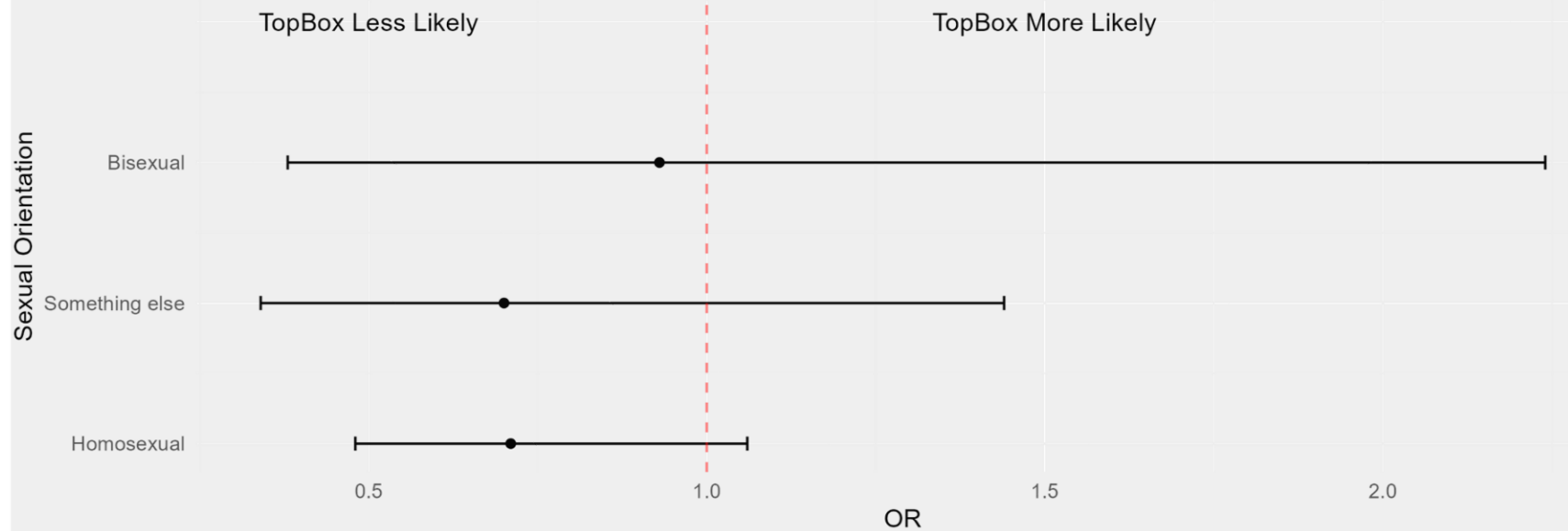
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OR



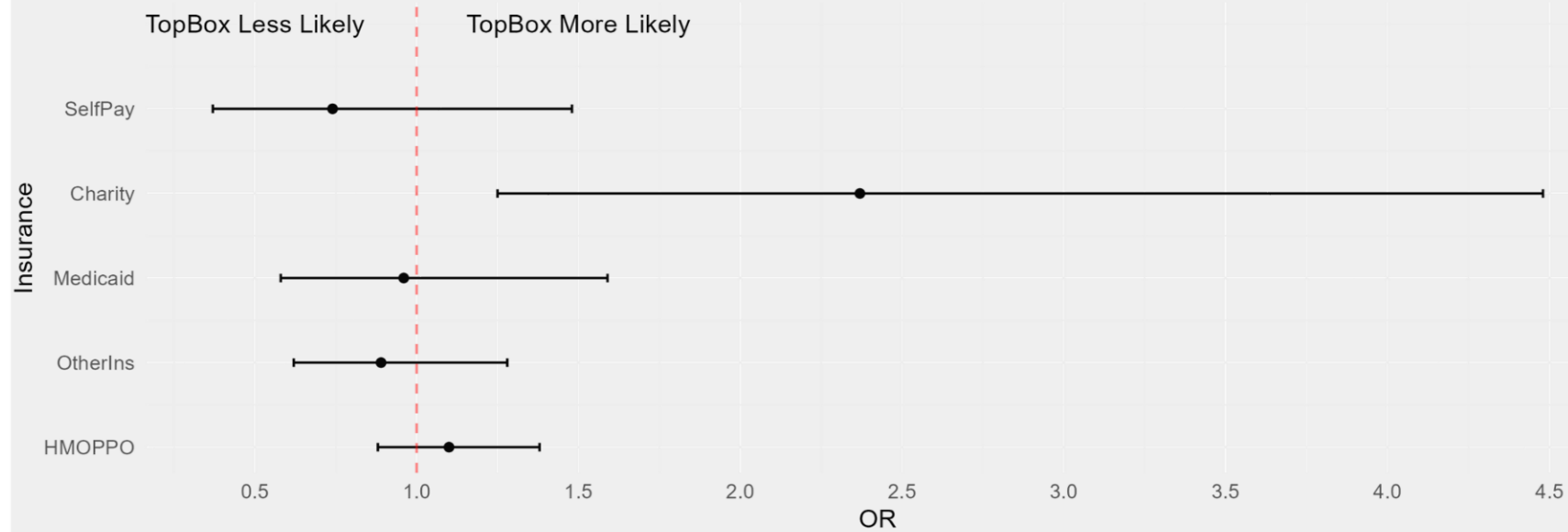
Likelihood to Recommend by Sexual Orientation

Comparison Group: Heterosexual



Likelihood to Recommend by Payer

Comparison Group: Medicare



Staff Worked Together		Number of Surveys: 41716		Number of Patients: 19393	
Comparison Group	Parameter	Estimate	Std. Error	p-value	Odds Ratio
	(Intercept)	3.48	0.08	< 2e-16	32.57
Age Group: 65-74 yr olds	15-24	-0.11	0.55	0.84	0.89
	25-34	-0.81	0.29	0.00	0.44
	35-44	-0.62	0.17	0.00	0.54
	45-54	-0.29	0.13	0.03	0.75
	55-64	-0.27	0.11	0.01	0.76
	75-84	-0.04	0.08	0.60	0.96
	>=85	-0.21	0.18	0.26	0.81
Sex: Female	Male	-0.09	0.06	0.12	0.91
Ethnicity: Non-Hispanic	Spanish;Hispanic	0.28	0.13	0.04	1.32
Race: White	Black/African American	-0.26	0.13	0.05	0.77
	More Than One Race/Other	-0.80	0.19	0.00	0.45
	Asian/Pacific Islander	-0.63	0.21	0.00	0.53
	American Indian or Alaska Native	-0.01	0.66	0.99	0.99
Insurance: Medicare	HMOPPO	0.18	0.10	0.08	1.20
	Other Insurance	-0.21	0.17	0.21	0.81
	Medicaid	-0.32	0.23	0.16	0.73
	Charity	0.52	0.28	0.07	1.68
	SelfPay	-0.35	0.32	0.28	0.70
Language: English	Spanish	0.45	0.30	0.13	1.56
	Other	-0.15	0.54	0.78	0.86
Sexual Orientation: Heterosexual	Homosexual	-0.28	0.19	0.13	0.75
	Something else	-0.45	0.33	0.18	0.64
	Bisexual	0.03	0.42	0.94	1.04

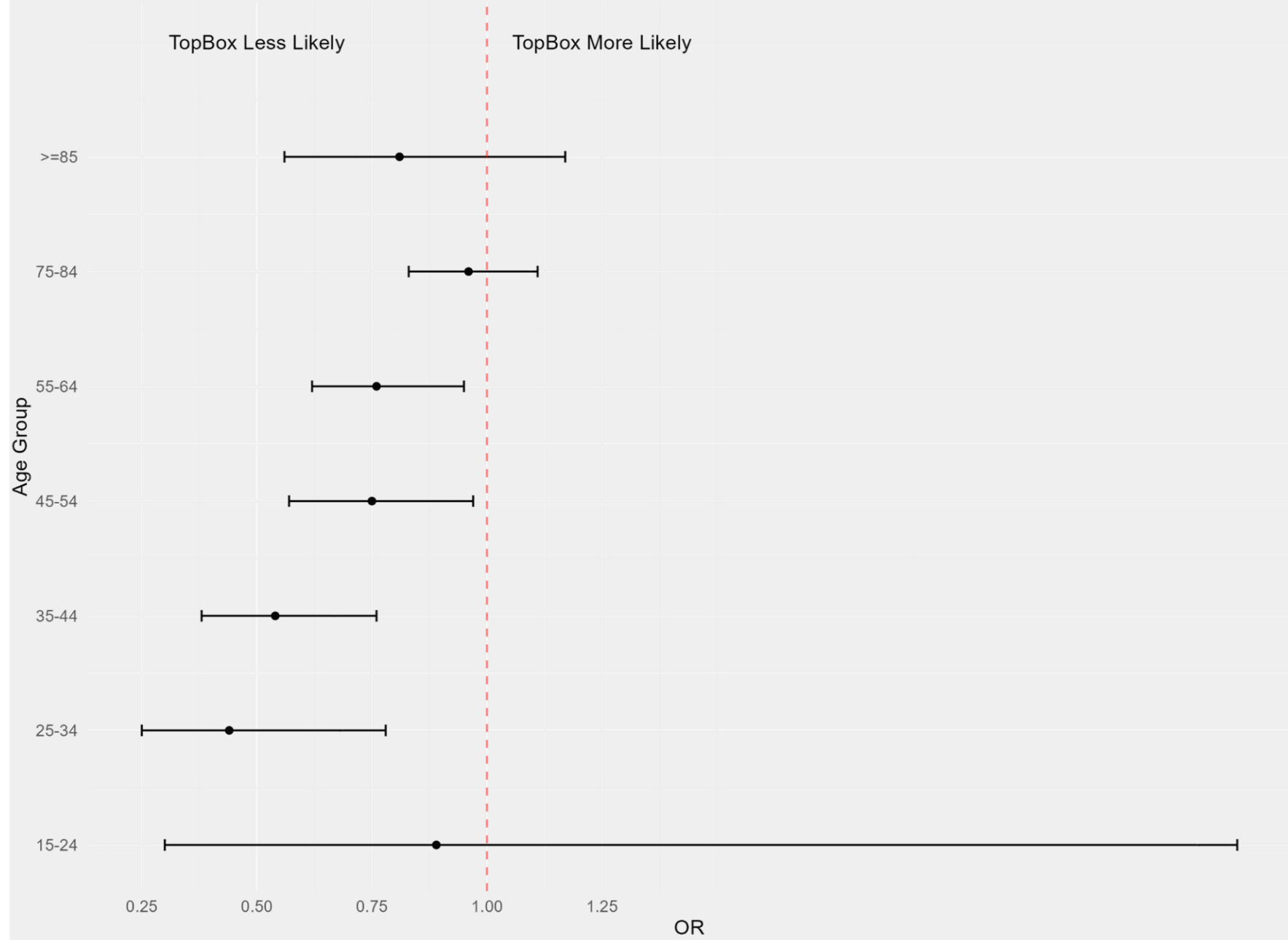
- Those that are between the **age** of 25 and 64 are significantly **less likely** to give Top Box score for SWT than 65–74-year-olds.
- Those that identify **ethnically** as Spanish,Hispanic are significantly **more likely** (1.32 times likely) to give TopBox scores for SWT than Non-Hispanics
- Those that identify their **race** as either Asian/Pacific Islander, Multiracial, and Black/African American are **less likely** to give a TopBox score for SWT than those that identify as White.

Note:

Odds Ratio ≈ 1 -> **as likely** to choose Top Box as the comparison group
Odds Ratio << 1 -> **less likely** to choose Top Box than comparison group
Odds Ratio >> 1 -> **more likely** to choose Top Box than comparison group

Staff Worked Together by Age Group

Comparison Group: 65-74 yr olds



Staff Worked Together by Race

Comparison Group: White

TopBox Less Likely

TopBox More Likely

Race

American Indian or Alaska Native

Asian/Pacific Islander

More Than One Race/Other

Black/African American

0.5 1.0 1.5 2.0 2.5 3.0 3.5
OR

Staff Worked Together by Language

Comparison Group: English

TopBox Less Likely

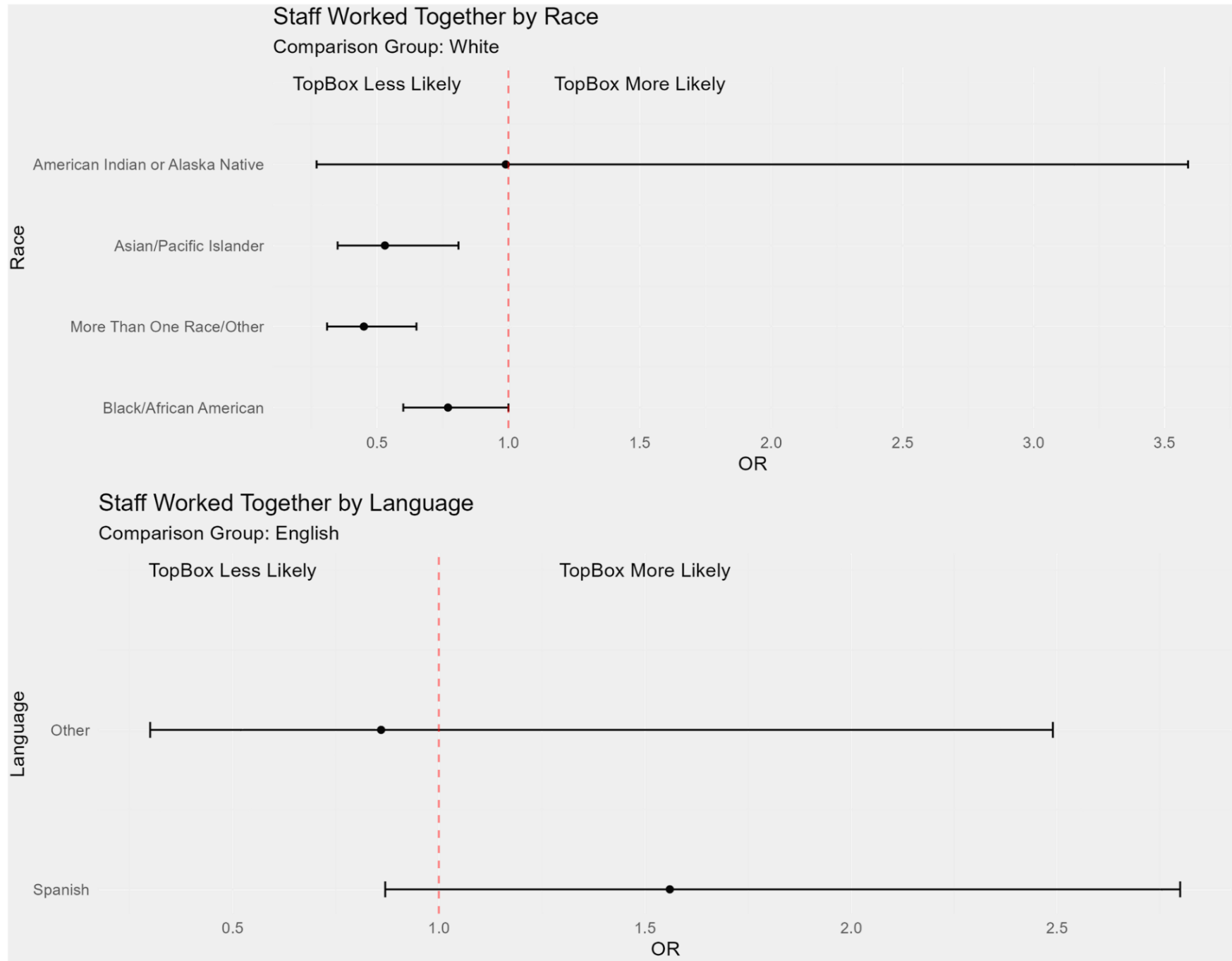
TopBox More Likely

Language

Other

Spanish

0.5 1.0 1.5 2.0 2.5
OR



Staff Worked Together by Sexual Orientation

Comparison Group: Heterosexual

TopBox Less Likely

TopBox More Likely

Sexual Orientation

Bisexual

Something else

Homosexual

0.5

1.0

1.5

2.0

OR

Staff Worked Together by Payer

Comparison Group: Medicare

TopBox Less Likely

TopBox More Likely

Insurance

SelfPay

Charity

Medicaid

OtherIns

HMOPPO

0.5

1.0

1.5

2.0

2.5

3.0

OR

