



# DEVELOPING DATA

These data from the 2010 Urgent Care Benchmarking Survey are based on responses of 1,691 US urgent care centers; 32% were UCAOA members. The survey was limited to “full-fledged urgent care centers,” the qualifications for which included accepting walk-ins during all hours of operation, as well as having a licensed provider on site, x-ray and labs on site, the ability to administer IV fluids and perform minor procedures, and being open seven days a week, at least four hours per day.

*In this issue:* What percentage of urgent cares measure quality and what percentage measure patient satisfaction using either national recognized or self-developed measures?

## QUALITY AND PATIENT SATISFACTION: WHO MEASURES—AND HOW?

Quality Measures	2008 Percentages	2010 Percentages
Nationally Recognized Measures	31.1	NA
HEDIS <sup>a</sup>		6.1
AQA <sup>b</sup>		1.0
Joint Commission <sup>c</sup>		16.7
PQRI <sup>d</sup>		8.6
Non-national Measures	6.1	5.6
Self-developed Measures	46.3	43.4
None	16.5	5.1

<sup>a</sup>HEDIS = Health Employer Data Improvement Set.

<sup>b</sup>AQA = formerly the Ambulatory Care Alliance.

<sup>c</sup>Joint Commission = formerly the Joint Commission on Accreditation of Hospital Organizations (JCAHO).

<sup>d</sup>PQRI = Physician Quality Reporting Initiative (now known as the “Physician Quality Reporting System”).

In the 2010 Urgent Care Benchmarking Survey, as in the 2008 survey, results showed that a majority of centers, while measuring quality, used internally developed rather than nationally recognized measures, or a combination of both. Self-developed measures let you measure your current performance against your previous performance. Nationally recognized measures let you measure your current performance against that of other urgent cares nationwide.

Patient Satisfaction Measures	2008 Percentages	2010 Percentages
Nationally Recognized Measures (CAHPS, <sup>a</sup> Press Ganey, <sup>b</sup> etc.)	22	23.4
Non-national Measures	6.3	NA
Self-developed Measures	50.8	58.6
None	21.0	18.0

<sup>a</sup>CAHPS = Consumer Assessment of Healthcare Providers and Systems.

<sup>b</sup>Press Ganey = the industry’s recognized leader in healthcare performance improvement.

Results for patient satisfaction were similar to those of quality: a majority of urgent cares use self-developed rather than nationally recognized measures. Note that nearly 20% of urgent cares do not measure patient satisfaction at all. If your center is one of them, be sure to read *Take Patient Satisfaction to the Next Level* on page 29.

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