

		Your Top Box Score			AHP N = 45	AHP Custom N = 6019		
Domains and Questions	n	Previous % Aug-Jan	Current % Feb-Jul		Percentile Rank	Percentile Rank		
Overall Doctor Rating 0-10	168	98.8%	97.0%	▼	86	96		
Recommend this provider office	168	98.8%	98.8%	-	87	95		
Physician Comm Quality	168	99.4%	97.5%	▼	69	88		
<i>Provider expl in way you understand</i>	168	98.8%	99.4%	▲	76	92		
Provider listen carefully to you	167	100.0%	100.0%	-	99	99		
Give easy to understand instruction	148	99.3%	95.9%	▼	45	71		
Know important info medical history	168	99.4%	91.7%	▼	45	67		
<i>Show respect for what you say</i>	168	99.4%	99.4%	-	75	85		
Spend enough time with you	168	99.4%	98.8%	▼	80	88		
Office Staff Quality	168	97.8%	92.3%	▼	33	34		
<i>Clerks/receptionists helpful</i>	168	96.2%	88.1%	▼	19	22		
Clerks treat with courtesy/respect	168	99.4%	96.4%	▼	61	59		
Access to Care 3 month	168	94.0%	93.5%	▼	82	92		
Right away appt as soon as needed	71	100.0%	100.0%	-	99	99		
Routine appt/chk-up soon as needed	95	97.9%	100.0%	▲	99	99		
Phn during offc hrs answr same day	97	84.0%	87.6%	▲	69	92		
Phn after offc hrs answr same day	29	90.0%	86.2%	▼	77	90		
See provider w/n 15 min this visit	168	98.1%	93.5%	▼	67	73		
Care Coordination	168	85.7%	82.2%	▼	75	85		
Office follow-up w test results	29	92.3%	89.7%	▼	85	89		
Provider have medical records	168	100.0%	98.2%	▼	32	72		
Health team ask about Rx meds	75	64.9%	58.7%	▼	47	58		

n = number of respondents
 Questions that are among this period's top ten priorities appear in bold italics.
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Survey items are correlated to CG CAHPS Overall Rating 0-10				
Order	Survey Item	Source	AHP %ile Rank	Correlation
1	Concern of nurse/asst for problem	PG	58	0.26
2	Friendliness/courtesy of nurse/asst	PG	46	0.25
2	How well staff protect safety	PG	78	0.35
4	Cleanliness of our practice	PG	83	0.39
5	Show respect for what you say	CAHPS	75	0.26
5	CP explanations of prob/condition	PG	89	0.45
7	Courtesy of registration staff	PG	78	0.26
8	Clerks/receptionists helpful	CAHPS	41	0.11
9	CP concern for questions/worries	PG	93	0.55
10	Provider expl in way you understand	CAHPS	73	0.21
10	Ease of scheduling appointments	PG	83	0.32
10	Our sensitivity to patients' needs	PG	90	0.39
10	CP instructions for follow-up care	PG	91	0.43
10	Time CP spent with patient	PG	97	0.62
10	Likelihood of recommending CP	PG	98	0.75

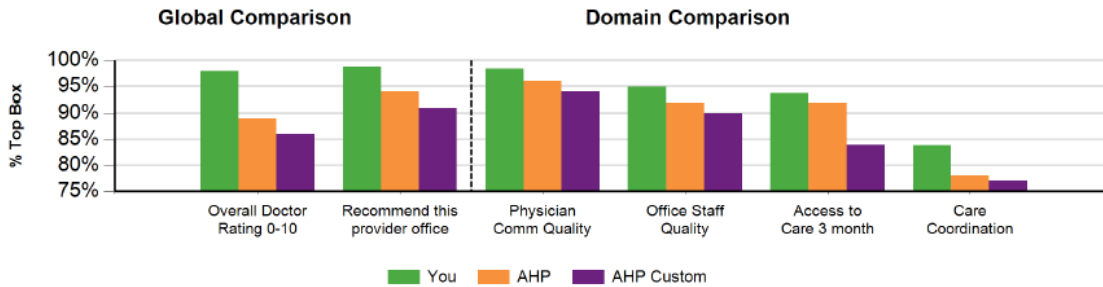
The priority index combines information about your organization's performance and the relative importance of each question to respondents' overall rating. Higher priority is given to those issues that are relatively more important to respondents (higher correlation coefficients) and relatively lower performing (lower percentile rank) for your organization. Questions are listed in decreasing priority. To provide stability, the Priority Index is based on the prior rolling 12 month period.

SPECIALTY COMPARISON	Your Top Box Score Aug 16 - Jul 17
Domains and Questions	Pediatrics
Overall Doctor Rating 0-10	97.9%
Recommend this provider office	98.8%
Physician Comm Quality	98.4%
<i>Provider expl in way you understand</i>	99.1%
Provider listen carefully to you	100.0%
Give easy to understand instruction	97.6%
Know important info medical history	95.4%
<i>Show respect for what you say</i>	99.4%
Spend enough time with you	99.1%
Office Staff Quality	94.9%
<i>Clerks/receptionists helpful</i>	92.0%
Clerks treat with courtesy/respect	97.9%
Access to Care 3 month	93.7%
Right away appt as soon as needed	100.0%
Routine appt/chk-up soon as needed	98.9%
Phn during offc hrs answr same day	85.9%
Phn after offc hrs answr same day	88.1%
See provider w/n 15 min this visit	95.7%
Care Coordination	83.9%
Office follow-up w test results	90.9%
Provider have medical records	99.1%
Health team ask about Rx meds	61.7%

Questions that are among this period's top ten priorities appear in bold italics.

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Pediatrics		Your Top Box Score			AHP N = 20	AHP Custom N = 734
Domains and Questions	n	Previous % Aug 15-Jul 16	Current % Aug 16-Jul 17		Percentile Rank	Percentile Rank
Overall Doctor Rating 0-10	328	99.0%	97.9%	▼	91	94
Recommend this provider office	328	99.5%	98.8%	▼	82	89
Physician Comm Quality	328	98.9%	98.4%	▼	81	89
<i>Provider expl in way you understand</i>	328	100.0%	99.1%	▼	53	73
Provider listen carefully to you	327	100.0%	100.0%	-	99	99
Give easy to understand instruction	292	98.4%	97.6%	▼	67	67
Know important info medical history	327	95.0%	95.4%	▲	80	83
<i>Show respect for what you say</i>	328	100.0%	99.4%	▼	74	70
Spend enough time with you	327	100.0%	99.1%	▼	77	85
Office Staff Quality	326	96.3%	94.9%	▼	70	71
<i>Clerks/receptionists helpful</i>	326	95.0%	92.0%	▼	52	60
Clerks treat with courtesy/respect	326	97.5%	97.9%	▲	86	79
Access to Care 3 month	328	95.7%	93.7%	▼	74	83
Right away appt as soon as needed	135	100.0%	100.0%	-	99	99
Routine appt/chk-up soon as needed	189	100.0%	98.9%	▼	60	56
Phn during offc hrs answr same day	191	88.3%	85.9%	▼	48	65
Phn after offc hrs answr same day	59	97.7%	88.1%	▼	79	75
See provider w/n 15 min this visit	328	92.5%	95.7%	▲	91	87
Care Coordination	328	84.7%	83.9%	▼	90	73
Office follow-up w test results	55	87.5%	90.9%	▲	83	78
Provider have medical records	328	99.0%	99.1%	▲	28	65
Health team ask about Rx meds	149	67.6%	61.7%	▼	89	56

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Survey items are correlated to CGCAHPS Overall Rating 0-10				
Order	Survey Item	Source	AHP %ile Rank	Correlation
1	How well staff protect safety	PG	72	0.35
2	Cleanliness of our practice	PG	79	0.39
3	Concern of nurse/asst for problem	PG	64	0.26
4	Friendliness/courtesy of nurse/asst	PG	60	0.25
5	Our sensitivity to patients' needs	PG	83	0.39
6	CP instructions for follow-up care	PG	86	0.43
7	Provider expl in way you understand	CAHPS	53	0.21
7	Ease of scheduling appointments	PG	81	0.32
9	Show respect for what you say	CAHPS	74	0.26
10	Clerks/receptionists helpful	CAHPS	52	0.11
10	Staff worked together	PG	83	0.34
10	Time CP spent with patient	PG	94	0.62

The priority index combines information about your organization's performance and the relative importance of each question to respondents' overall rating. Higher priority is given to those issues that are relatively more important to respondents (higher correlation coefficients) and relatively lower performing (lower percentile rank) for your organization. Questions are listed in decreasing priority. To provide stability, the Priority Index is based on the prior rolling 12 month period.