

MEDICAL PRACTICE REPORT

Filter Definition

Filter	Choice(s)
Visit Date	From 04/01/2016 To 03/31/2017

CAHPS Options

CMS View applied

MEDICAL PRACTICE REPORT

CAHPS Summary Information

Global DOMAIN		
Question	n	%
Global Rating Item		
Overall Doctor Rating 0-10		
0	1	1.0
1	0	0
2	3	3.0
3	0	0
4	0	0
5	0	0
6	2	2.0
7	0	0
8	9	9.0
9-10	85	85.0
Total	100	
Global Rating Item		
Recommend this provider office		
No	3	3.0
Yes, somewhat	6	5.9
Yes, definitely	92	91.1
Total	101	
PHYSICIAN COMM QUALITY		
No		2.3
Yes somewhat		3.3
Yes definitely		94.4
Total	102	
Provider expl in way you understand		
No	3	3.0
Yes, somewhat	1	1.0
Yes, definitely	97	96.0
Total	101	
Provider listen carefully to you		
No	3	3.0
Yes, somewhat	2	2.0
Yes, definitely	96	95.0
Total	101	
Screening Item		
Talk with provider re prob/concern		
No	34	33.3
Yes	68	66.7
Total	102	
Give easy to understand instruction		
No	0	0
Yes, somewhat	2	3.0
Yes, definitely	64	97.0
Total	66	

MEDICAL PRACTICE REPORT

CAHPS Summary Information

Global DOMAIN		
Question	n	%
Know important info medical history		
No	4	4.0
Yes, somewhat	9	8.9
Yes, definitely	88	87.1
Total	101	
Show respect for what you say		
No	2	2.0
Yes, somewhat	3	3.0
Yes, definitely	96	95.0
Total	101	
Spend enough time with you		
No	2	2.0
Yes, somewhat	2	2.0
Yes, definitely	98	96.1
Total	102	
OFFICE STAFF QUALITY		
No		0
Yes somewhat		1.5
Yes definitely		98.5
Total	101	
Clerks/receptionists helpful		
No	0	0
Yes, somewhat	2	2.0
Yes, definitely	99	98.0
Total	101	
Clerks treat with courtesy/respect		
No	0	0
Yes, somewhat	1	1.0
Yes, definitely	98	99.0
Total	99	
ACCESS TO CARE 3 MONTH		
Never/No		10.6
Sometimes		0
Usually		10.8
Always/Yes		78.6
Total	102	
Screening Item		
Appt for care right away		
Yes	83	83.0
No	17	17.0
Total	100	

MEDICAL PRACTICE REPORT

CAHPS Summary Information

Global DOMAIN		
Question	n	%
Right away appt as soon as needed		
No	1	1.2
Yes	84	98.8
Total	85	
<u>Screening Item</u>		
Appt for routine care		
Yes	48	48.0
No	52	52.0
Total	100	
Routine appt/chk-up soon as needed		
No	0	0
Yes	49	100
Total	49	
<u>Screening Item</u>		
Phone during reg office hrs		
Yes	26	25.7
No	75	74.3
Total	101	
Phn during offc hrs answr same day		
Never	0	0
Sometimes	0	0
Usually	1	3.8
Always	25	96.2
Total	26	
<u>Screening Item</u>		
Phone after reg office hrs		
Yes	2	2.0
No	99	98.0
Total	101	
Phn after offc hrs answr same day		
Never	1	50.0
Sometimes	0	0
Usually	1	50.0
Always	0	0
Total	2	
See provider w/n 15 min this visit		
No	2	2.0
Yes	100	98.0
Total	102	

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CAHPS Summary Information

Global DOMAIN		
Question	n	%
CARE COORDINATION		
Never/No		23.7
Sometimes		8.1
Usually		10.1
Always/Yes		58.1
Total	100	
Screening Item		
Provider order test in last 3 mths		
Yes	6	6.0
No	94	94.0
Total	100	
Office follow-up w test results		
Never	2	33.3
Sometimes	0	0
Usually	1	16.7
Always	3	50.0
Total	6	
Provider have medical records		
No	18	18.2
Yes	81	81.8
Total	99	
Screening Item		
Take any prescription med		
Yes	67	67.0
No	33	33.0
Total	100	
Health team ask about Rx meds		
Never	13	19.7
Sometimes	16	24.2
Usually	9	13.6
Always	28	42.4
Total	66	
About You Item		
Received care from this provider		
Yes	102	100
No	0	0
Total	102	
About You Item		
Provider you usually see		
Yes	73	74.5
No	25	25.5
Total	98	

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CAHPS Summary Information

Global DOMAIN		
Question	n	%
About You Item		
Rate overall health		
Excellent	17	16.7
Very Good	37	36.3
Good	35	34.3
Fair	12	11.8
Poor	1	1.0
Total	102	
About You Item		
Highest grade or school completed		
<= 8th grade	3	3.0
Some high school	6	6.0
High school grad	35	35.0
Some college	38	38.0
4-yr coll. grad.	13	13.0
4+ yrs college	5	5.0
Total	100	
About You Item		
Hispanic or Latino descent		
Yes, Hisp/Latino	1	1.0
No, not Hisp/Lat	95	99.0
Total	96	
About You Item		
Race-White		
Yes	98	95.1
No	5	4.9
Total	103	
About You Item		
Race-Black/African-American		
Yes	1	1.0
No	102	99.0
Total	103	
About You Item		
Race-Asian		
Yes	0	0
No	103	100
Total	103	
About You Item		
Race-Hawaiian/Pacific Islander		
Yes	1	1.0
No	102	99.0
Total	103	
About You Item		
Race-Amer Indian/Alaska Native		
Yes	0	0
No	103	100
Total	103	

MEDICAL PRACTICE REPORT

CAHPS Summary Information

Global DOMAIN		
Question	n	%
About You Item Race-Other		
Yes	0	0
No	103	100
Total	103	
About You Item Someone help complete survey		
Yes	5	5.1
No	94	94.9
Total	99	
About You Item Help-read questions		
Yes	2	22.2
No	7	77.8
Total	9	
About You Item Help-wrote down answers		
Yes	0	0
No	9	100
Total	9	
About You Item Help-answered questions		
Yes	3	33.3
No	6	66.7
Total	9	
About You Item Help-translated questions		
Yes	0	0
No	9	100
Total	9	
About You Item Help-other		
Yes	0	0
No	9	100
Total	9	
About You Item Rate overall mental/emotional health		
Excellent	32	35.6
Very Good	31	34.4
Good	20	22.2
Fair	7	7.8
Poor	0	0
Total	90	

MEDICAL PRACTICE REPORT

Question Analysis

Overall Section	Mean	n
Question		
Concern of nurse/asst for problem	94.6	60
Friendliness/courtesy of nurse/asst	98.0	62
Std Nurse/Assistant	96.4	63
CP information about medications	93.9	82
How well staff protect safety	94.9	88
Information about delays	95.8	90
Ease of scheduling appointments	96.9	96
CP efforts to include in decisions	94.8	96
Our concern for patients' privacy	96.6	96
Staff worked together	96.6	96
Courtesy of registration staff	98.5	97
Convenience of our office hours	96.1	97
Our sensitivity to patients' needs	96.1	97
Wait time at clinic	96.1	97
Std Access	96.2	99
Std Moving Through Your Visit	95.8	99
Std Overall Assessment	96.2	99
CP instructions for follow-up care	95.5	99
Ease of getting clinic on phone	96.2	99
Likelihood of recommending practice	95.7	99
CP concern for questions/worries	95.5	100
Cleanliness of our practice	97.3	100
Std Personal Issues	96.0	101
Friendliness/courtesy of CP	97.3	101
CP explanations of prob/condition	95.3	101
CP spoke using clear language	96.5	101
Time CP spent with patient	95.3	101
Std Overall	96.1	102
Std Care Provider	95.5	102
Patients' confidence in CP	94.9	102
Likelihood of recommending CP	95.1	102

MEDICAL PRACTICE COMMENT REPORT

Access to Care

Positive

1093317304	I have be to *Dr. Evan's before I moved to MN.
1156556047	it is very easy to get an appointment with Dr. Evans. The wait time is always very short. My daughter came home from Missouri and needed treatment so I had her visit Dr. Evans. Her back problem was helped a lot by Dr. Evans.
1180425698	Excellent if every aspect.
1180425712	5star
1195226081	*Dr. Evans has helped me for the past 7 years with all of the issues I have called about.
1243846072	Excellent care
1243846116	Good.
1244270160	Very good.
1244270174	I have a very easy time getting in for an appointment. I am very happy with Dr. Evans treatment.
1244270190	Good experience.
1294371021	Dr. Evans and Nicole are always very respectful too me.
1294371049	good

Negative

1180425850	Open odd hours, closed over lunch hour.
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MEDICAL PRACTICE COMMENT REPORT

Nurse/Assistant

Positive

1180425698 Excellent

Neutral

1093317304 *Dr. Evan's don't have nurse at all.

1096350421 No nurse

1096350425 He did not have a nurse/assistant.

1104280825 There is no nurse/assistant

1156556056 No nurse.

1180425766 N/A

1195226087 #1. No nurse or assistant.

MEDICAL PRACTICE COMMENT REPORT

Care Provider

Positive

- 1104280825 Dr. Evans and his staff are always friendly and very helpful.
- 1118112918 I feel I have found the perfect provider for my cares here. I have never had any problems with anything here. All very friendly and always helpful.
- 1195226087 Caring dr.
- 1243846116 Good.
- 1244270160 Very good.
- 1244270190 I like *Doc Evans -

Neutral

- 1180425850 Didn't spend much time with me, adjusted me quickly then used the electronic machine on me & sent me home.

MEDICAL PRACTICE COMMENT REPORT

Personal Issues

Positive

1243846116

Good.

MEDICAL PRACTICE COMMENT REPORT

Overall Assessment

Positive

1195226087	Very good.
1243846116	Good.
1294371075	Doctor and receptionist seem to really work well together.

Negative

1118112918	I have recommended them to everyone I know that needs help.
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MEDICAL PRACTICE COMMENT REPORT

Moving Through Your Visit

Positive

1118112897	#1. No delay.
1118112918	I never have a problem at this office. If I did I would not be going here.
1180425698	All Excellent
1180425815	No delays.
1195226042	*Dr. Evans & his receptionist *Nicole where very friendly & prompt.
1195226087	Very good - know what he is doing & is caring.
1243846116	Good.
1244270160	Very good.
1244270174	I never have to wait very long when I go there.
1244270206	No delay.
1270554777	I always have great results.
1270554784	Very good.
1294371049	good

Neutral

1093317297	Laying on the table with a machine I could not even feel on my back/shoulder blade.
1180425850	Sat in waiting room for 25 min., then he took on 2 other patients while I was in the exam room.
1294371075	Upon arrival, the staff always informs me when the Doctor is running late.

MEDICAL PRACTICE COMMENT REPORT

Uncategorized Comments

Positive

1195226087 A very GOOD DOCTOR caring & helpful kind & interest in helping find the answer.

Neutral

1294371061 I don't call after hours.