

# MEDICAL PRACTICE REPORT

## Filter Definition

Filter	Choice(s)
Visit Date	From 02/01/2016 To 01/31/2017

## CAHPS Options

CMS View applied

# MEDICAL PRACTICE REPORT

## CAHPS Summary Information

Global DOMAIN		
Question	n	%
Global Rating Item		
Overall Doctor Rating 0-10		
	0	0
	1	0
	2	0
	3	0
	4	0.5
	5	0.5
	6	0
	7	1.6
	8	6.0
	9-10	167
		91.3
	Total	183
Global Rating Item		
Recommend this provider office		
	No	1
		0.6
	Yes, somewhat	3
		1.7
	Yes, definitely	177
		97.8
	Total	181
PHYSICIAN COMM QUALITY		
	No	0.4
	Yes somewhat	4.6
	Yes definitely	95.0
	Total	183
Provider expl in way you understand		
	No	0
		0
	Yes, somewhat	9
		4.9
	Yes, definitely	173
		95.1
	Total	182
Provider listen carefully to you		
	No	0
		0
	Yes, somewhat	3
		1.7
	Yes, definitely	178
		98.3
	Total	181
Screening Item		
Talk with provider re prob/concern		
	No	49
		27.2
	Yes	131
		72.8
	Total	180
Give easy to understand instruction		
	No	0
		0
	Yes, somewhat	9
		6.8
	Yes, definitely	123
		93.2
	Total	132

# MEDICAL PRACTICE REPORT

## CAHPS Summary Information

Global DOMAIN		
Question	n	%
Know important info medical history		
No	3	1.6
Yes, somewhat	15	8.2
Yes, definitely	164	90.1
Total	182	
Show respect for what you say		
No	0	0
Yes, somewhat	5	2.7
Yes, definitely	177	97.3
Total	182	
Spend enough time with you		
No	1	0.6
Yes, somewhat	6	3.3
Yes, definitely	173	96.1
Total	180	
OFFICE STAFF QUALITY		
No	0	0
Yes somewhat	4	4.4
Yes definitely	179	95.6
Total	183	
Clerks/receptionists helpful		
No	0	0
Yes, somewhat	10	5.5
Yes, definitely	173	94.5
Total	183	
Clerks treat with courtesy/respect		
No	0	0
Yes, somewhat	6	3.3
Yes, definitely	177	96.7
Total	183	
ACCESS TO CARE 3 MONTH		
Never/No	1	1.2
Sometimes	5	5.0
Usually	15	8.5
Always/Yes	162	85.3
Total	183	
Screening Item		
Appt for care right away		
Yes	91	50.3
No	90	49.7
Total	181	

# MEDICAL PRACTICE REPORT

## CAHPS Summary Information

Global DOMAIN		
Question	n	%
Right away appt as soon as needed		
No	2	2.2
Yes	90	97.8
Total	92	
<u>Screening Item</u>		
Appt for routine care		
Yes	104	58.4
No	74	41.6
Total	178	
Routine appt/chk-up soon as needed		
No	1	0.9
Yes	105	99.1
Total	106	
<u>Screening Item</u>		
Phone during reg office hrs		
Yes	17	9.4
No	163	90.6
Total	180	
Phn during offc hrs answr same day		
Never	0	0
Sometimes	0	0
Usually	3	17.6
Always	14	82.4
Total	17	
<u>Screening Item</u>		
Phone after reg office hrs		
Yes	4	2.2
No	178	97.8
Total	182	
Phn after offc hrs answr same day		
Never	0	0
Sometimes	1	25.0
Usually	1	25.0
Always	2	50.0
Total	4	
See provider w/n 15 min this visit		
No	5	2.7
Yes	178	97.3
Total	183	

# MEDICAL PRACTICE REPORT

## CAHPS Summary Information

Global DOMAIN		
Question	n	%
<b>CARE COORDINATION</b>		
Never/No		11.1
Sometimes		9.4
Usually		20.8
Always/Yes		58.6
Total	181	
<b>Screening Item</b>		
Provider order test in last 3 mths		
Yes	2	1.1
No	177	98.9
Total	179	
Office follow-up w test results		
Never	0	0
Sometimes	0	0
Usually	1	33.3
Always	2	66.7
Total	3	
Provider have medical records		
No	42	24.0
Yes	133	76.0
Total	175	
<b>Screening Item</b>		
Take any prescription med		
Yes	130	71.4
No	52	28.6
Total	182	
Health team ask about Rx meds		
Never	12	9.4
Sometimes	36	28.3
Usually	37	29.1
Always	42	33.1
Total	127	
<b>About You Item</b>		
Received care from this provider		
Yes	183	100
No	0	0
Total	183	
<b>About You Item</b>		
Provider you usually see		
Yes	111	63.4
No	64	36.6
Total	175	

# MEDICAL PRACTICE REPORT

## CAHPS Summary Information

Global DOMAIN		
Question	n	%
About You Item		
Rate overall health		
Excellent	34	18.9
Very Good	72	40.0
Good	60	33.3
Fair	13	7.2
Poor	1	0.6
Total	180	
About You Item		
Highest grade or school completed		
<= 8th grade	12	6.7
Some high school	3	1.7
High school grad	43	24.2
Some college	64	36.0
4-yr coll. grad.	25	14.0
4+ yrs college	31	17.4
Total	178	
About You Item		
Hispanic or Latino descent		
Yes, Hisp/Latino	2	1.2
No, not Hisp/Lat	171	98.8
Total	173	
About You Item		
Race-White		
Yes	179	97.3
No	5	2.7
Total	184	
About You Item		
Race-Black/African-American		
Yes	0	0
No	184	100
Total	184	
About You Item		
Race-Asian		
Yes	0	0
No	184	100
Total	184	
About You Item		
Race-Hawaiian/Pacific Islander		
Yes	0	0
No	184	100
Total	184	
About You Item		
Race-Amer Indian/Alaska Native		
Yes	0	0
No	184	100
Total	184	

# MEDICAL PRACTICE REPORT

## CAHPS Summary Information

Global DOMAIN		
Question	n	%
About You Item Race-Other		
Yes	0	0
No	184	100
Total	184	
About You Item Someone help complete survey		
Yes	12	6.8
No	165	93.2
Total	177	
About You Item Help-read questions		
Yes	2	10.5
No	17	89.5
Total	19	
About You Item Help-wrote down answers		
Yes	0	0
No	19	100
Total	19	
About You Item Help-answered questions		
Yes	5	26.3
No	14	73.7
Total	19	
About You Item Help-translated questions		
Yes	1	5.3
No	18	94.7
Total	19	
About You Item Help-other		
Yes	4	21.1
No	15	78.9
Total	19	
About You Item Rate overall mental/emotional heat		
Excellent	45	36.0
Very Good	55	44.0
Good	21	16.8
Fair	4	3.2
Poor	0	0
Total	125	

# MEDICAL PRACTICE REPORT

## Question Analysis

Overall Section	Mean	n
Question		
<b>Std Overall</b>	95.7	181
<b>Std Access</b>	96.2	178
Ease of getting clinic on phone	97.5	177
Convenience of our office hours	93.4	178
Ease of scheduling appointments	96.4	175
Courtesy of registration staff	97.7	176
<b>Std Moving Through Your Visit</b>	94.1	178
Information about delays	94.0	158
Wait time at clinic	94.3	175
<b>Std Nurse/Assistant</b>	95.6	179
Friendliness/courtesy of nurse/asst	96.2	179
Concern of nurse/asst for problem	94.9	178
<b>Std Care Provider</b>	96.5	181
Friendliness/courtesy of CP	97.4	181
CP explanations of prob/condition	95.7	179
CP concern for questions/worries	96.5	180
CP efforts to include in decisions	95.9	176
CP information about medications	95.5	128
CP instructions for follow-up care	95.7	168
CP spoke using clear language	97.2	177
Time CP spent with patient	96.4	180
Patients' confidence in CP	97.2	179
Likelihood of recommending CP	97.9	178
<b>Std Personal Issues</b>	95.2	181
How well staff protect safety	93.3	171
Our sensitivity to patients' needs	96.2	178
Our concern for patients' privacy	96.1	172
Cleanliness of our practice	96.5	179
<b>Std Overall Assessment</b>	96.6	179
Staff worked together	96.0	179
Likelihood of recommending practice	97.2	176



# MEDICAL PRACTICE COMMENT REPORT

## Access to Care

Positive	
1068983040	If I call 2 days ahead I can get a very convenient appointment time.
1086540564	I've never had any problems with getting in for an appointment.
1093287955	Staff is always very friendly.
1100957573	very nice
1107990351	Fantastic experience. The office staff was very friendly and called me by name when I walked in. (my first visit in the clinic in over ten years)
1107990405	Always very friendly helpful.
1118652753	it was a very good first time experience if something should occur I will be back there in a heartbeat thank you
1149391393	I had very good because receptionist worked my work schedule.
1149391397	Always a great experience!
1171845825	Very professional.
1183464853	I've gone to *Dr. Thompson for at least ten years now. He & his staff are great.
1183464870	always friendly
1187796651	Fast & Courtiest
1187796658	I love that they answer the phone with a cheerful tone. They treat you like they have know you for a long time. They always have a smile on their face.
1187796701	Very satisfied with clinic.
1192218842	I have recommended her to too many people, she is much busier than she used to be. She is really, really good for my family.
1200750775	Dr. Kim and her staff are amazing and make sure her patients are taken care of with respect and understanding
1204610703	I've been coming here for years and have always been treated well and felt welcome.
1209242633	Very good.
1209242723	Good.
1213549080	Always greeted with a smile and cheerful hello.
1220546869	Always good.
1237097994	Did not see my usual provider in this office because of holiday scheduling but had excellent care by the provider I saw, and would use him again if needed.
1237098017	I have had wonderful successful treatments and really appreciate the medical help provided!
Negative	
1097243565	I did not feel better after & was last appointment. I do not like the drop table.
1107990373	it would be nice if they had at least one night they ran later or Saturday's to accommodate athletes
1167861898	I now am on Medicare so they can't work on limbs. That is very disappointing because I had issues with a foot and knee also. They are not covered. It is not her fault. But that is frustrating to me SO I guess it doesn't matter what happens to us after age 65.
Mixed	
1065518516	I have never had such good service. All the staff that I have had anything to do with were absolutely great, and helpful. I have sent a lot of people to this clinic not only family members but others as well. I am very, very satisfied.
Neutral	
1061708154	They don't work weekends.
1111785228	There was very little waiting time in the waiting room.
1229818003	possibly let FIRST TIME patients know that the FIRST APT would be a hour+.

# MEDICAL PRACTICE COMMENT REPORT

## Nurse/Assistant

### Positive

1061708130	Always friendly.
1065518516	They listen to all my aches and pains. They are really, really good.
1086540564	Always great.
1097243556	The nurses are very kind and ask about my concerns as well as I have answers.
1100957573	good
1132457461	Good always.
1171845825	Very concerned.
1179855650	Good.
1204610703	Very attentive.
1209242633	All nurses very nice.
1213549088	Excellent.
1237098017	Everyone is personable and friendly.

# MEDICAL PRACTICE COMMENT REPORT

Care Provider

**Positive**

1061708130	Has recommended exercise - which helped. #5. None ordered by him.
1072138488	Dr. T and his staff are first rate. I have recommended him in the past and will continue to do so. You ask questions that don't apply to a one size fits most.
1079787642	I often recommend Dr. Juracek to friends.
1083407486	I have already spread the word don Brandon he has done such a great job!
1086540557	Dr Jurassic and her staff are always pleasant and helpful. I would recommend this clinic to others.
1100957573	It was a very good experience.
1118652694	VERY GOOD
1132457461	Good.
1171845825	Great doctor.
1179855650	Good.
1187796658	Dr. Cazer is always friendly he always asks me about my kids and how they are doing.
1204610698	This is a medical facility you can feel good about going to!
1204610703	Dr. Thompson has been outstanding.
1209242633	Overall, very good service.
1209242731	#10. Always do.
1213549088	Very good.
1220546869	Always concern about my condition.
1225253734	Very good at what he does.

**Negative**

1072138480	Repetition of questions here
1079787648	Why are all the questions on this survey repeated two or three times. Not worth taking, honestly.
1097243565	I do not think the drop-table method works.
1192218842	I just don't want her to get so busy that she doesn't have time for my family.

**Mixed**

1065518516	I think it takes a little while for her and myself to get to know each other, but she is wonderful once you keep going and can talk about more things. When I say that, it isn't much time, but I am a little bashful at first. My husband also really enjoys her.
1107990351	Very happy I switched from my previous provider this this one! Should have done this a year ago!!
1179855627	Dr. Cazer does talk really fast. I can understand him, but if I was less of a quick thinker I might have trouble.

**Neutral**

1153150853	Has to be careful because I have arthritis.
1209242723	9. He cannot make me young again.

# MEDICAL PRACTICE COMMENT REPORT

## Personal Issues

### Positive

1061708130	Very helpful.
1065518516	Very clean always.
1100957573	good
1118652694	GOOD
1171845825	A +.
1179855650	Good.
1209242633	Very good.
1213549088	All good.
1220546869	Always concern for my privacy.

# MEDICAL PRACTICE COMMENT REPORT

## Overall Assessment

### Positive

1061708130	Friendly, helpful.
1083407486	Already have recommended your practice! :)
1100957573	good
1107990351	Very positive experience overall!
1118652694	GOOD
1121691404	The whole staff is great! They are all very helpful with my boys (ages 3 & 2), keeping them entertained during our appts.
1132457461	Good.
1171845825	Would definitely recommend to others.
1179855650	Good.
1213549088	Highly recommend.
1220546869	Staff always concerned my condition.

### Mixed

1065518516	I have already, and know a lot of people that are very satisfied. I don't know of anyone that was disappointed.
------------	---

# MEDICAL PRACTICE COMMENT REPORT

## Moving Through Your Visit

### Positive

- 1065518451 #1. No real problems.
- 1065518516 I have never had any delays at all, so haven't experienced anything like that.
- 1079787642 There were no delays.
- 1086540557 Did not experience delays during last visit.
- 1097243542 I usually do not have to wait long at all.
- 1097243556 I been having a good experience seeing a doctor in this clinic.
- 1100957573 good
- 1118652694 I ALWAYS WAS TREATED VERY NICE AND WAS ALWAYS ON TIME. DR. THOMPSON WAS VERY GOOD AND HE HELPED ME A LOT
- 1149391393 I don't have wait for very long. The wait time is very short.
- 1157247475 no delays
- 1171845825 Very quick.
- 1179855650 Good.
- 1192218842 She is always on time.
- 1204610703 Usually right on time.
- 1209242723 No delays.
- 1209242731 Never have had any delays.
- 1213549088 Excellent staff & care, very professional.
- 1220546869 Always on time.
- 1240622557 All good experience except V.A. Worked 45 min for cardiologist who was not busy.

### Neutral

- 1068983040 Seldom have to wait more than 5 minutes
- 1086540564 Has never been more than 5 to 15 minutes.
- 1209242633 Never there for more than an hour.

# MEDICAL PRACTICE COMMENT REPORT

## Uncategorized Comments

### Neutral

1118652690	I received & hard impact on my lower back in 1974 - since then I've taken pain injections from 1995 to 1999 when I had back surgery. Prior to 1995 I visited a chiropractic office for alignment treatments often. *Brandon keeps my lower back aligned and neck area also, to keep me going. John Shaw
1204610698	Tri-Care does not cover chiropractic care.