

# MEDICAL PRACTICE REPORT

## Filter Definition

| Filter        | Choice(s)  |
|---------------|--|
| Site          | First Chiropractic Center/Yankton(Site:5)<br>First Chiropractic Center/ Scotland(Site:6)<br>First Chiropractic Cent/Bloomfield(Site:7)<br>First Chiropractic Center/Harting(Site:12) |
| Received Date | From 08/01/2016 To 07/31/2017  |

## CAHPS Options

CMS View applied

# MEDICAL PRACTICE REPORT

## CAHPS Summary Information - Site id: 5

| Global DOMAIN                       |      |      |
|-------------------------------------|------|------|
| Question                            | n    | %    |
| Global Rating Item                  |      |      |
| Overall Doctor Rating 0-10          |      |      |
|                                     | 0    | 0    |
|                                     | 1    | 0    |
|                                     | 2    | 0    |
|                                     | 3    | 0    |
|                                     | 4    | 0    |
|                                     | 5    | 0.8  |
|                                     | 6    | 0.4  |
|                                     | 7    | 2.8  |
|                                     | 8    | 9.6  |
|                                     | 9-10 | 86.4 |
| Total                               | 250  |      |
| Global Rating Item                  |      |      |
| Recommend this provider office      |      |      |
| No                                  | 0    | 0    |
| Yes, somewhat                       | 6    | 2.4  |
| Yes, definitely                     | 243  | 97.6 |
| Total                               | 249  |      |
| PHYSICIAN COMM QUALITY              |      |      |
| No                                  |      | 0.7  |
| Yes somewhat                        |      | 5.5  |
| Yes definitely                      |      | 93.8 |
| Total                               | 252  |      |
| Provider expl in way you understand |      |      |
| No                                  | 1    | 0.4  |
| Yes, somewhat                       | 13   | 5.2  |
| Yes, definitely                     | 237  | 94.4 |
| Total                               | 251  |      |
| Provider listen carefully to you    |      |      |
| No                                  | 1    | 0.4  |
| Yes, somewhat                       | 7    | 2.8  |
| Yes, definitely                     | 244  | 96.8 |
| Total                               | 252  |      |
| Screening Item                      |      |      |
| Talk with provider re prob/concern  |      |      |
| No                                  | 74   | 29.4 |
| Yes                                 | 178  | 70.6 |
| Total                               | 252  |      |
| Give easy to understand instruction |      |      |
| No                                  | 2    | 1.1  |
| Yes, somewhat                       | 9    | 5.1  |
| Yes, definitely                     | 164  | 93.7 |
| Total                               | 175  |      |

# MEDICAL PRACTICE REPORT

## CAHPS Summary Information - Site id: 5

| Global DOMAIN                       |     |      |
|-------------------------------------|-----|------|
| Question                            | n   | %    |
| Know important info medical history |     |      |
| No                                  | 5   | 2.0  |
| Yes, somewhat                       | 31  | 12.6 |
| Yes, definitely                     | 211 | 85.4 |
| Total                               | 247 |      |
| Show respect for what you say       |     |      |
| No                                  | 0   | 0    |
| Yes, somewhat                       | 6   | 2.4  |
| Yes, definitely                     | 245 | 97.6 |
| Total                               | 251 |      |
| Spend enough time with you          |     |      |
| No                                  | 1   | 0.4  |
| Yes, somewhat                       | 12  | 4.8  |
| Yes, definitely                     | 238 | 94.8 |
| Total                               | 251 |      |
| OFFICE STAFF QUALITY                |     |      |
| No                                  | 0   | 0    |
| Yes somewhat                        | 4   | 4.6  |
| Yes definitely                      | 248 | 95.4 |
| Total                               | 252 |      |
| Clerks/receptionists helpful        |     |      |
| No                                  | 0   | 0    |
| Yes, somewhat                       | 14  | 5.6  |
| Yes, definitely                     | 238 | 94.4 |
| Total                               | 252 |      |
| Clerks treat with courtesy/respect  |     |      |
| No                                  | 0   | 0    |
| Yes, somewhat                       | 9   | 3.6  |
| Yes, definitely                     | 242 | 96.4 |
| Total                               | 251 |      |
| ACCESS TO CARE 3 MONTH              |     |      |
| Never/No                            |     | 21.3 |
| Sometimes                           |     | 1.0  |
| Usually                             |     | 1.9  |
| Always/Yes                          |     | 75.9 |
| Total                               | 252 |      |
| Screening Item                      |     |      |
| Appt for care right away            |     |      |
| Yes                                 | 153 | 61.9 |
| No                                  | 94  | 38.1 |
| Total                               | 247 |      |

# MEDICAL PRACTICE REPORT

## CAHPS Summary Information - Site id: 5

| Global DOMAIN                      |     |      |
|------------------------------------|-----|------|
| Question                           | n   | %    |
| Right away appt as soon as needed  |     |      |
| No                                 | 5   | 3.2  |
| Yes                                | 151 | 96.8 |
| Total                              | 156 |      |
| <u>Screening Item</u>              |     |      |
| Appt for routine care              |     |      |
| Yes                                | 132 | 53.9 |
| No                                 | 113 | 46.1 |
| Total                              | 245 |      |
| Routine appt/chk-up soon as needed |     |      |
| No                                 | 1   | 0.7  |
| Yes                                | 135 | 99.3 |
| Total                              | 136 |      |
| <u>Screening Item</u>              |     |      |
| Phone during reg office hrs        |     |      |
| Yes                                | 19  | 7.7  |
| No                                 | 229 | 92.3 |
| Total                              | 248 |      |
| Phn during offc hrs answr same day |     |      |
| Never                              | 0   | 0    |
| Sometimes                          | 1   | 4.8  |
| Usually                            | 2   | 9.5  |
| Always                             | 18  | 85.7 |
| Total                              | 21  |      |
| <u>Screening Item</u>              |     |      |
| Phone after reg office hrs         |     |      |
| Yes                                | 0   | 0    |
| No                                 | 249 | 100  |
| Total                              | 249 |      |
| Phn after offc hrs answr same day  |     |      |
| Never                              | 1   | 100  |
| Sometimes                          | 0   | 0    |
| Usually                            | 0   | 0    |
| Always                             | 0   | 0    |
| Total                              | 1   |      |
| See provider w/n 15 min this visit |     |      |
| No                                 | 6   | 2.4  |
| Yes                                | 245 | 97.6 |
| Total                              | 251 |      |

# MEDICAL PRACTICE REPORT

## CAHPS Summary Information - Site id: 5

| Global DOMAIN                      |     |      |
|------------------------------------|-----|------|
| Question                           | n   | %    |
| <b>CARE COORDINATION</b>           |     |      |
| Never/No                           |     | 14.1 |
| Sometimes                          |     | 8.2  |
| Usually                            |     | 8.2  |
| Always/Yes                         |     | 69.6 |
| Total                              | 249 |      |
| <b>Screening Item</b>              |     |      |
| Provider order test in last 3 mths |     |      |
| Yes                                | 27  | 10.8 |
| No                                 | 222 | 89.2 |
| Total                              | 249 |      |
| Office follow-up w test results    |     |      |
| Never                              | 1   | 3.6  |
| Sometimes                          | 0   | 0    |
| Usually                            | 0   | 0    |
| Always                             | 27  | 96.4 |
| Total                              | 28  |      |
| Provider have medical records      |     |      |
| No                                 | 54  | 23.0 |
| Yes                                | 181 | 77.0 |
| Total                              | 235 |      |
| <b>Screening Item</b>              |     |      |
| Take any prescription med          |     |      |
| Yes                                | 186 | 74.1 |
| No                                 | 65  | 25.9 |
| Total                              | 251 |      |
| Health team ask about Rx meds      |     |      |
| Never                              | 29  | 15.8 |
| Sometimes                          | 45  | 24.5 |
| Usually                            | 45  | 24.5 |
| Always                             | 65  | 35.3 |
| Total                              | 184 |      |
| <b>About You Item</b>              |     |      |
| Received care from this provider   |     |      |
| Yes                                | 250 | 98.8 |
| No                                 | 3   | 1.2  |
| Total                              | 253 |      |
| <b>About You Item</b>              |     |      |
| Provider you usually see           |     |      |
| Yes                                | 175 | 71.4 |
| No                                 | 70  | 28.6 |
| Total                              | 245 |      |

# MEDICAL PRACTICE REPORT

## CAHPS Summary Information - Site id: 5

| Global DOMAIN                     |     |      |
|-----------------------------------|-----|------|
| Question                          | n   | %    |
| About You Item                    |     |      |
| Rate overall health               |     |      |
| Excellent                         | 22  | 8.8  |
| Very Good                         | 104 | 41.6 |
| Good                              | 108 | 43.2 |
| Fair                              | 14  | 5.6  |
| Poor                              | 2   | 0.8  |
| Total                             | 250 |      |
| About You Item                    |     |      |
| Highest grade or school completed |     |      |
| <= 8th grade                      | 7   | 2.8  |
| Some high school                  | 8   | 3.2  |
| High school grad                  | 59  | 23.8 |
| Some college                      | 72  | 29.0 |
| 4-yr coll. grad.                  | 51  | 20.6 |
| 4+ yrs college                    | 51  | 20.6 |
| Total                             | 248 |      |
| About You Item                    |     |      |
| Hispanic or Latino descent        |     |      |
| Yes, Hisp/Latino                  | 4   | 1.7  |
| No, not Hisp/Lat                  | 236 | 98.3 |
| Total                             | 240 |      |
| About You Item                    |     |      |
| Race-White                        |     |      |
| Yes                               | 248 | 98.4 |
| No                                | 4   | 1.6  |
| Total                             | 252 |      |
| About You Item                    |     |      |
| Race-Black/African-American       |     |      |
| Yes                               | 0   | 0    |
| No                                | 252 | 100  |
| Total                             | 252 |      |
| About You Item                    |     |      |
| Race-Asian                        |     |      |
| Yes                               | 1   | 0.4  |
| No                                | 251 | 99.6 |
| Total                             | 252 |      |
| About You Item                    |     |      |
| Race-Hawaiian/Pacific Islander    |     |      |
| Yes                               | 0   | 0    |
| No                                | 252 | 100  |
| Total                             | 252 |      |
| About You Item                    |     |      |
| Race-Amer Indian/Alaska Native    |     |      |
| Yes                               | 3   | 1.2  |
| No                                | 249 | 98.8 |
| Total                             | 252 |      |

# MEDICAL PRACTICE REPORT

## CAHPS Summary Information - Site id: 5

| Global DOMAIN  |     |      |
|--|-----|------|
| Question   | n   | %    |
| About You Item<br>Race-Other                           |     |      |
| Yes  | 1   | 0.4  |
| No   | 251 | 99.6 |
| Total  | 252 |      |
| About You Item<br>Someone help complete survey         |     |      |
| Yes  | 6   | 2.4  |
| No   | 244 | 97.6 |
| Total  | 250 |      |
| About You Item<br>Help-read questions                  |     |      |
| Yes  | 3   | 37.5 |
| No   | 5   | 62.5 |
| Total  | 8   |      |
| About You Item<br>Help-wrote down answers              |     |      |
| Yes  | 4   | 50.0 |
| No   | 4   | 50.0 |
| Total  | 8   |      |
| About You Item<br>Help-answered questions              |     |      |
| Yes  | 1   | 12.5 |
| No   | 7   | 87.5 |
| Total  | 8   |      |
| About You Item<br>Help-translated questions            |     |      |
| Yes  | 0   | 0    |
| No   | 8   | 100  |
| Total  | 8   |      |
| About You Item<br>Help-other                           |     |      |
| Yes  | 1   | 12.5 |
| No   | 7   | 87.5 |
| Total  | 8   |      |
| About You Item<br>Rate overall mental/emotional health |     |      |
| Excellent  | 64  | 25.6 |
| Very Good  | 115 | 46.0 |
| Good   | 59  | 23.6 |
| Fair   | 12  | 4.8  |
| Poor   | 0   | 0    |
| Total  | 250 |      |

# MEDICAL PRACTICE REPORT

## CAHPS Summary Information - Site id: 6

| Global DOMAIN                       |      |      |
|-------------------------------------|------|------|
| Question                            | n    | %    |
| Global Rating Item                  |      |      |
| Overall Doctor Rating 0-10          |      |      |
|                                     | 0    | 0    |
|                                     | 1    | 0    |
|                                     | 2    | 0    |
|                                     | 3    | 0    |
|                                     | 4    | 0    |
|                                     | 5    | 0    |
|                                     | 6    | 0    |
|                                     | 7    | 0    |
|                                     | 8    | 14.0 |
|                                     | 9-10 | 86.0 |
| Total                               | 43   |      |
| Global Rating Item                  |      |      |
| Recommend this provider office      |      |      |
| No                                  | 0    | 0    |
| Yes, somewhat                       | 1    | 2.3  |
| Yes, definitely                     | 42   | 97.7 |
| Total                               | 43   |      |
| PHYSICIAN COMM QUALITY              |      |      |
| No                                  |      | N/A  |
| Yes somewhat                        |      | 4.1  |
| Yes definitely                      |      | 95.9 |
| Total                               | 43   |      |
| Provider expl in way you understand |      |      |
| No                                  | 0    | 0    |
| Yes, somewhat                       | 2    | 4.7  |
| Yes, definitely                     | 41   | 95.3 |
| Total                               | 43   |      |
| Provider listen carefully to you    |      |      |
| No                                  | 0    | 0    |
| Yes, somewhat                       | 1    | 2.4  |
| Yes, definitely                     | 41   | 97.6 |
| Total                               | 42   |      |
| Screening Item                      |      |      |
| Talk with provider re prob/concern  |      |      |
| No                                  | 7    | 16.7 |
| Yes                                 | 35   | 83.3 |
| Total                               | 42   |      |
| Give easy to understand instruction |      |      |
| No                                  | 0    | 0    |
| Yes, somewhat                       | 2    | 5.9  |
| Yes, definitely                     | 32   | 94.1 |
| Total                               | 34   |      |



# MEDICAL PRACTICE REPORT

## CAHPS Summary Information - Site id: 6

| Global DOMAIN                       |    |      |
|-------------------------------------|----|------|
| Question                            | n  | %    |
| Know important info medical history |    |      |
| No                                  | 0  | 0    |
| Yes, somewhat                       | 2  | 4.9  |
| Yes, definitely                     | 39 | 95.1 |
| Total                               | 41 |      |
| Show respect for what you say       |    |      |
| No                                  | 0  | 0    |
| Yes, somewhat                       | 0  | 0    |
| Yes, definitely                     | 43 | 100  |
| Total                               | 43 |      |
| Spend enough time with you          |    |      |
| No                                  | 0  | 0    |
| Yes, somewhat                       | 3  | 7.0  |
| Yes, definitely                     | 40 | 93.0 |
| Total                               | 43 |      |
| OFFICE STAFF QUALITY                |    |      |
| No                                  | 0  | 0    |
| Yes somewhat                        | 2  | 2.3  |
| Yes definitely                      | 41 | 97.7 |
| Total                               | 43 |      |
| Clerks/receptionists helpful        |    |      |
| No                                  | 0  | 0    |
| Yes, somewhat                       | 1  | 2.3  |
| Yes, definitely                     | 42 | 97.7 |
| Total                               | 43 |      |
| Clerks treat with courtesy/respect  |    |      |
| No                                  | 0  | 0    |
| Yes, somewhat                       | 1  | 2.3  |
| Yes, definitely                     | 42 | 97.7 |
| Total                               | 43 |      |
| ACCESS TO CARE 3 MONTH              |    |      |
| Never/No                            | 0  | 7.0  |
| Sometimes                           | 0  | 0    |
| Usually                             | 0  | 8.3  |
| Always/Yes                          | 43 | 84.6 |
| Total                               | 43 |      |
| Screening Item                      |    |      |
| Appt for care right away            |    |      |
| Yes                                 | 19 | 45.2 |
| No                                  | 23 | 54.8 |
| Total                               | 42 |      |

# MEDICAL PRACTICE REPORT

## CAHPS Summary Information - Site id: 6

| Global DOMAIN                      |    |      |
|------------------------------------|----|------|
| Question                           | n  | %    |
| Right away appt as soon as needed  |    |      |
| No                                 | 2  | 10.0 |
| Yes                                | 18 | 90.0 |
| Total                              | 20 |      |
| <u>Screening Item</u>              |    |      |
| Appt for routine care              |    |      |
| Yes                                | 23 | 59.0 |
| No                                 | 16 | 41.0 |
| Total                              | 39 |      |
| Routine appt/chk-up soon as needed |    |      |
| No                                 | 1  | 3.8  |
| Yes                                | 25 | 96.2 |
| Total                              | 26 |      |
| <u>Screening Item</u>              |    |      |
| Phone during reg office hrs        |    |      |
| Yes                                | 8  | 18.6 |
| No                                 | 35 | 81.4 |
| Total                              | 43 |      |
| Phn during offc hrs answr same day |    |      |
| Never                              | 0  | 0    |
| Sometimes                          | 0  | 0    |
| Usually                            | 2  | 25.0 |
| Always                             | 6  | 75.0 |
| Total                              | 8  |      |
| <u>Screening Item</u>              |    |      |
| Phone after reg office hrs         |    |      |
| Yes                                | 5  | 11.9 |
| No                                 | 37 | 88.1 |
| Total                              | 42 |      |
| Phn after offc hrs answr same day  |    |      |
| Never                              | 1  | 16.7 |
| Sometimes                          | 0  | 0    |
| Usually                            | 1  | 16.7 |
| Always                             | 4  | 66.7 |
| Total                              | 6  |      |
| See provider w/n 15 min this visit |    |      |
| No                                 | 2  | 4.7  |
| Yes                                | 41 | 95.3 |
| Total                              | 43 |      |

# MEDICAL PRACTICE REPORT

## CAHPS Summary Information - Site id: 6

| Global DOMAIN                      |    |      |
|------------------------------------|----|------|
| Question                           | n  | %    |
| <b>CARE COORDINATION</b>           |    |      |
| Never/No                           |    | 10.5 |
| Sometimes                          |    | 4.0  |
| Usually                            |    | 11.1 |
| Always/Yes                         |    | 74.3 |
| Total                              | 42 |      |
| <b>Screening Item</b>              |    |      |
| Provider order test in last 3 mths |    |      |
| Yes                                | 3  | 7.1  |
| No                                 | 39 | 92.9 |
| Total                              | 42 |      |
| Office follow-up w test results    |    |      |
| Never                              | 0  | 0    |
| Sometimes                          | 0  | 0    |
| Usually                            | 0  | 0    |
| Always                             | 3  | 100  |
| Total                              | 3  |      |
| Provider have medical records      |    |      |
| No                                 | 8  | 19.5 |
| Yes                                | 33 | 80.5 |
| Total                              | 41 |      |
| <b>Screening Item</b>              |    |      |
| Take any prescription med          |    |      |
| Yes                                | 34 | 79.1 |
| No                                 | 9  | 20.9 |
| Total                              | 43 |      |
| Health team ask about Rx meds      |    |      |
| Never                              | 4  | 12.1 |
| Sometimes                          | 4  | 12.1 |
| Usually                            | 11 | 33.3 |
| Always                             | 14 | 42.4 |
| Total                              | 33 |      |
| <b>About You Item</b>              |    |      |
| Received care from this provider   |    |      |
| Yes                                | 43 | 100  |
| No                                 | 0  | 0    |
| Total                              | 43 |      |
| <b>About You Item</b>              |    |      |
| Provider you usually see           |    |      |
| Yes                                | 30 | 71.4 |
| No                                 | 12 | 28.6 |
| Total                              | 42 |      |

# MEDICAL PRACTICE REPORT

## CAHPS Summary Information - Site id: 6

| Global DOMAIN                     |    |      |
|-----------------------------------|----|------|
| Question                          | n  | %    |
| About You Item                    |    |      |
| Rate overall health               |    |      |
| Excellent                         | 1  | 2.4  |
| Very Good                         | 20 | 48.8 |
| Good                              | 17 | 41.5 |
| Fair                              | 3  | 7.3  |
| Poor                              | 0  | 0    |
| Total                             | 41 |      |
| About You Item                    |    |      |
| Highest grade or school completed |    |      |
| <= 8th grade                      | 3  | 7.3  |
| Some high school                  | 1  | 2.4  |
| High school grad                  | 9  | 22.0 |
| Some college                      | 15 | 36.6 |
| 4-yr coll. grad.                  | 11 | 26.8 |
| 4+ yrs college                    | 2  | 4.9  |
| Total                             | 41 |      |
| About You Item                    |    |      |
| Hispanic or Latino descent        |    |      |
| Yes, Hisp/Latino                  | 0  | 0    |
| No, not Hisp/Lat                  | 38 | 100  |
| Total                             | 38 |      |
| About You Item                    |    |      |
| Race-White                        |    |      |
| Yes                               | 39 | 90.7 |
| No                                | 4  | 9.3  |
| Total                             | 43 |      |
| About You Item                    |    |      |
| Race-Black/African-American       |    |      |
| Yes                               | 0  | 0    |
| No                                | 43 | 100  |
| Total                             | 43 |      |
| About You Item                    |    |      |
| Race-Asian                        |    |      |
| Yes                               | 0  | 0    |
| No                                | 43 | 100  |
| Total                             | 43 |      |
| About You Item                    |    |      |
| Race-Hawaiian/Pacific Islander    |    |      |
| Yes                               | 0  | 0    |
| No                                | 43 | 100  |
| Total                             | 43 |      |
| About You Item                    |    |      |
| Race-Amer Indian/Alaska Native    |    |      |
| Yes                               | 0  | 0    |
| No                                | 43 | 100  |
| Total                             | 43 |      |

# MEDICAL PRACTICE REPORT

## CAHPS Summary Information - Site id: 6

| Global DOMAIN  |   |                                  |
|--|---|----------------------------------|
| Question   | n   | %                                |
| About You Item<br>Race-Other                           | Yes 0<br>No 43<br>Total 43  | 0<br>100                         |
| About You Item<br>Someone help complete survey         | Yes 2<br>No 37<br>Total 39  | 5.1<br>94.9                      |
| About You Item<br>Help-read questions                  | Yes 0<br>No 6<br>Total 6  | 0<br>100                         |
| About You Item<br>Help-wrote down answers              | Yes 1<br>No 5<br>Total 6  | 16.7<br>83.3                     |
| About You Item<br>Help-answered questions              | Yes 0<br>No 6<br>Total 6  | 0<br>100                         |
| About You Item<br>Help-translated questions            | Yes 0<br>No 6<br>Total 6  | 0<br>100                         |
| About You Item<br>Help-other                           | Yes 1<br>No 5<br>Total 6  | 16.7<br>83.3                     |
| About You Item<br>Rate overall mental/emotional health | Excellent 10<br>Very Good 15<br>Good 14<br>Fair 2<br>Poor 0<br>Total 41 | 24.4<br>36.6<br>34.1<br>4.9<br>0 |

# MEDICAL PRACTICE REPORT

## CAHPS Summary Information - Site id: 7

| Global DOMAIN                       |                 |      |
|-------------------------------------|-----------------|------|
| Question                            | n               | %    |
| Global Rating Item                  |                 |      |
| Overall Doctor Rating 0-10          |                 |      |
|                                     | 0               | 0    |
|                                     | 1               | 0    |
|                                     | 2               | 0    |
|                                     | 3               | 0    |
|                                     | 4               | 0    |
|                                     | 5               | 0    |
|                                     | 6               | 0    |
|                                     | 7               | 5.0  |
|                                     | 8               | 15.0 |
|                                     | 9-10            | 80.0 |
|                                     | Total           | 20   |
| Global Rating Item                  |                 |      |
| Recommend this provider office      |                 |      |
|                                     | No              | 0    |
|                                     | Yes, somewhat   | 4.8  |
|                                     | Yes, definitely | 95.2 |
|                                     | Total           | 21   |
| PHYSICIAN COMM QUALITY              |                 |      |
|                                     | No              | 0.8  |
|                                     | Yes somewhat    | 1.6  |
|                                     | Yes definitely  | 97.6 |
|                                     | Total           | 21   |
| Provider expl in way you understand |                 |      |
|                                     | No              | 0    |
|                                     | Yes, somewhat   | 0    |
|                                     | Yes, definitely | 100  |
|                                     | Total           | 21   |
| Provider listen carefully to you    |                 |      |
|                                     | No              | 0    |
|                                     | Yes, somewhat   | 0    |
|                                     | Yes, definitely | 100  |
|                                     | Total           | 21   |
| Screening Item                      |                 |      |
| Talk with provider re prob/concern  |                 |      |
|                                     | No              | 5.0  |
|                                     | Yes             | 95.0 |
|                                     | Total           | 20   |
| Give easy to understand instruction |                 |      |
|                                     | No              | 0    |
|                                     | Yes, somewhat   | 0    |
|                                     | Yes, definitely | 100  |
|                                     | Total           | 19   |

# MEDICAL PRACTICE REPORT

## CAHPS Summary Information - Site id: 7

| Global DOMAIN                       |    |      |
|-------------------------------------|----|------|
| Question                            | n  | %    |
| Know important info medical history |    |      |
| No                                  | 1  | 4.8  |
| Yes, somewhat                       | 2  | 9.5  |
| Yes, definitely                     | 18 | 85.7 |
| Total                               | 21 |      |
| Show respect for what you say       |    |      |
| No                                  | 0  | 0    |
| Yes, somewhat                       | 0  | 0    |
| Yes, definitely                     | 21 | 100  |
| Total                               | 21 |      |
| Spend enough time with you          |    |      |
| No                                  | 0  | 0    |
| Yes, somewhat                       | 0  | 0    |
| Yes, definitely                     | 21 | 100  |
| Total                               | 21 |      |
| OFFICE STAFF QUALITY                |    |      |
| No                                  |    | 0    |
| Yes somewhat                        |    | 2.4  |
| Yes definitely                      |    | 97.6 |
| Total                               | 21 |      |
| Clerks/receptionists helpful        |    |      |
| No                                  | 0  | 0    |
| Yes, somewhat                       | 1  | 4.8  |
| Yes, definitely                     | 20 | 95.2 |
| Total                               | 21 |      |
| Clerks treat with courtesy/respect  |    |      |
| No                                  | 0  | 0    |
| Yes, somewhat                       | 0  | 0    |
| Yes, definitely                     | 21 | 100  |
| Total                               | 21 |      |
| ACCESS TO CARE 3 MONTH              |    |      |
| Never/No                            |    | 1.6  |
| Sometimes                           |    | 0    |
| Usually                             |    | 0    |
| Always/Yes                          |    | 98.4 |
| Total                               | 21 |      |
| Screening Item                      |    |      |
| Appt for care right away            |    |      |
| Yes                                 | 14 | 66.7 |
| No                                  | 7  | 33.3 |
| Total                               | 21 |      |

# MEDICAL PRACTICE REPORT

## CAHPS Summary Information - Site id: 7

| Global DOMAIN                      |    |      |
|------------------------------------|----|------|
| Question                           | n  | %    |
| Right away appt as soon as needed  |    |      |
| No                                 | 0  | 0    |
| Yes                                | 14 | 100  |
| Total                              | 14 |      |
| <u>Screening Item</u>              |    |      |
| Appt for routine care              |    |      |
| Yes                                | 12 | 57.1 |
| No                                 | 9  | 42.9 |
| Total                              | 21 |      |
| Routine appt/chk-up soon as needed |    |      |
| No                                 | 0  | 0    |
| Yes                                | 12 | 100  |
| Total                              | 12 |      |
| <u>Screening Item</u>              |    |      |
| Phone during reg office hrs        |    |      |
| Yes                                | 0  | 0    |
| No                                 | 21 | 100  |
| Total                              | 21 |      |
| Phn during offc hrs answr same day |    |      |
| Never                              | 0  | N/A  |
| Sometimes                          | 0  | N/A  |
| Usually                            | 0  | N/A  |
| Always                             | 0  | N/A  |
| Total                              | 0  |      |
| <u>Screening Item</u>              |    |      |
| Phone after reg office hrs         |    |      |
| Yes                                | 0  | 0    |
| No                                 | 21 | 100  |
| Total                              | 21 |      |
| Phn after offc hrs answr same day  |    |      |
| Never                              | 0  | N/A  |
| Sometimes                          | 0  | N/A  |
| Usually                            | 0  | N/A  |
| Always                             | 0  | N/A  |
| Total                              | 0  |      |
| See provider w/n 15 min this visit |    |      |
| No                                 | 1  | 4.8  |
| Yes                                | 20 | 95.2 |
| Total                              | 21 |      |



# MEDICAL PRACTICE REPORT

## CAHPS Summary Information - Site id: 7

| Global DOMAIN                      |    |      |
|------------------------------------|----|------|
| Question                           | n  | %    |
| <b>CARE COORDINATION</b>           |    |      |
| Never/No                           |    | 13.6 |
| Sometimes                          |    | 10.7 |
| Usually                            |    | 14.3 |
| Always/Yes                         |    | 61.4 |
| Total                              | 21 |      |
| <b>Screening Item</b>              |    |      |
| Provider order test in last 3 mths |    |      |
| Yes                                | 0  | 0    |
| No                                 | 21 | 100  |
| Total                              | 21 |      |
| Office follow-up w test results    |    |      |
| Never                              | 0  | N/A  |
| Sometimes                          | 0  | N/A  |
| Usually                            | 0  | N/A  |
| Always                             | 0  | N/A  |
| Total                              | 0  |      |
| Provider have medical records      |    |      |
| No                                 | 4  | 20.0 |
| Yes                                | 16 | 80.0 |
| Total                              | 20 |      |
| <b>Screening Item</b>              |    |      |
| Take any prescription med          |    |      |
| Yes                                | 14 | 66.7 |
| No                                 | 7  | 33.3 |
| Total                              | 21 |      |
| Health team ask about Rx meds      |    |      |
| Never                              | 1  | 7.1  |
| Sometimes                          | 3  | 21.4 |
| Usually                            | 4  | 28.6 |
| Always                             | 6  | 42.9 |
| Total                              | 14 |      |
| <b>About You Item</b>              |    |      |
| Received care from this provider   |    |      |
| Yes                                | 21 | 100  |
| No                                 | 0  | 0    |
| Total                              | 21 |      |
| <b>About You Item</b>              |    |      |
| Provider you usually see           |    |      |
| Yes                                | 13 | 61.9 |
| No                                 | 8  | 38.1 |
| Total                              | 21 |      |

# MEDICAL PRACTICE REPORT

## CAHPS Summary Information - Site id: 7

| Global DOMAIN                     |    |      |
|-----------------------------------|----|------|
| Question                          | n  | %    |
| About You Item                    |    |      |
| Rate overall health               |    |      |
| Excellent                         | 3  | 14.3 |
| Very Good                         | 8  | 38.1 |
| Good                              | 8  | 38.1 |
| Fair                              | 2  | 9.5  |
| Poor                              | 0  | 0    |
| Total                             | 21 |      |
| About You Item                    |    |      |
| Highest grade or school completed |    |      |
| <= 8th grade                      | 0  | 0    |
| Some high school                  | 0  | 0    |
| High school grad                  | 7  | 33.3 |
| Some college                      | 9  | 42.9 |
| 4-yr coll. grad.                  | 1  | 4.8  |
| 4+ yrs college                    | 4  | 19.0 |
| Total                             | 21 |      |
| About You Item                    |    |      |
| Hispanic or Latino descent        |    |      |
| Yes, Hisp/Latino                  | 0  | 0    |
| No, not Hisp/Lat                  | 20 | 100  |
| Total                             | 20 |      |
| About You Item                    |    |      |
| Race-White                        |    |      |
| Yes                               | 21 | 100  |
| No                                | 0  | 0    |
| Total                             | 21 |      |
| About You Item                    |    |      |
| Race-Black/African-American       |    |      |
| Yes                               | 0  | 0    |
| No                                | 21 | 100  |
| Total                             | 21 |      |
| About You Item                    |    |      |
| Race-Asian                        |    |      |
| Yes                               | 0  | 0    |
| No                                | 21 | 100  |
| Total                             | 21 |      |
| About You Item                    |    |      |
| Race-Hawaiian/Pacific Islander    |    |      |
| Yes                               | 0  | 0    |
| No                                | 21 | 100  |
| Total                             | 21 |      |
| About You Item                    |    |      |
| Race-Amer Indian/Alaska Native    |    |      |
| Yes                               | 0  | 0    |
| No                                | 21 | 100  |
| Total                             | 21 |      |

# MEDICAL PRACTICE REPORT

## CAHPS Summary Information - Site id: 7

| Global DOMAIN  |   |                                |
|--|---|--------------------------------|
| Question   | n   | %                              |
| About You Item<br>Race-Other                           | Yes 0<br>No 21<br>Total 21  | 0<br>100                       |
| About You Item<br>Someone help complete survey         | Yes 0<br>No 21<br>Total 21  | 0<br>100                       |
| About You Item<br>Help-read questions                  | Yes 0<br>No 0<br>Total 0  | N/A<br>N/A                     |
| About You Item<br>Help-wrote down answers              | Yes 0<br>No 0<br>Total 0  | N/A<br>N/A                     |
| About You Item<br>Help-answered questions              | Yes 0<br>No 0<br>Total 0  | N/A<br>N/A                     |
| About You Item<br>Help-translated questions            | Yes 0<br>No 0<br>Total 0  | N/A<br>N/A                     |
| About You Item<br>Help-other                           | Yes 0<br>No 0<br>Total 0  | N/A<br>N/A                     |
| About You Item<br>Rate overall mental/emotional health | Excellent 10<br>Very Good 7<br>Good 4<br>Fair 0<br>Poor 0<br>Total 21 | 47.6<br>33.3<br>19.0<br>0<br>0 |

# MEDICAL PRACTICE REPORT

## CAHPS Summary Information - Site id: 12

| Global DOMAIN                       |      |      |
|-------------------------------------|------|------|
| Question                            | n    | %    |
| Global Rating Item                  |      |      |
| Overall Doctor Rating 0-10          |      |      |
|                                     | 0    | 0    |
|                                     | 1    | 0    |
|                                     | 2    | 0    |
|                                     | 3    | 0    |
|                                     | 4    | 0    |
|                                     | 5    | 0    |
|                                     | 6    | 0    |
|                                     | 7    | 0    |
|                                     | 8    | 11.1 |
|                                     | 9-10 | 88.9 |
| Total                               | 9    |      |
| Global Rating Item                  |      |      |
| Recommend this provider office      |      |      |
| No                                  | 0    | 0    |
| Yes, somewhat                       | 0    | 0    |
| Yes, definitely                     | 10   | 100  |
| Total                               | 10   |      |
| PHYSICIAN COMM QUALITY              |      |      |
| No                                  |      | N/A  |
| Yes somewhat                        |      | 1.7  |
| Yes definitely                      |      | 98.3 |
| Total                               | 10   |      |
| Provider expl in way you understand |      |      |
| No                                  | 0    | 0    |
| Yes, somewhat                       | 0    | 0    |
| Yes, definitely                     | 10   | 100  |
| Total                               | 10   |      |
| Provider listen carefully to you    |      |      |
| No                                  | 0    | 0    |
| Yes, somewhat                       | 0    | 0    |
| Yes, definitely                     | 10   | 100  |
| Total                               | 10   |      |
| Screening Item                      |      |      |
| Talk with provider re prob/concern  |      |      |
| No                                  | 3    | 30.0 |
| Yes                                 | 7    | 70.0 |
| Total                               | 10   |      |
| Give easy to understand instruction |      |      |
| No                                  | 0    | 0    |
| Yes, somewhat                       | 0    | 0    |
| Yes, definitely                     | 7    | 100  |
| Total                               | 7    |      |

# MEDICAL PRACTICE REPORT

## CAHPS Summary Information - Site id: 12

| Global DOMAIN                       |    |      |
|-------------------------------------|----|------|
| Question                            | n  | %    |
| Know important info medical history |    |      |
| No                                  | 0  | 0    |
| Yes, somewhat                       | 1  | 10.0 |
| Yes, definitely                     | 9  | 90.0 |
| Total                               | 10 |      |
| Show respect for what you say       |    |      |
| No                                  | 0  | 0    |
| Yes, somewhat                       | 0  | 0    |
| Yes, definitely                     | 10 | 100  |
| Total                               | 10 |      |
| Spend enough time with you          |    |      |
| No                                  | 0  | 0    |
| Yes, somewhat                       | 0  | 0    |
| Yes, definitely                     | 10 | 100  |
| Total                               | 10 |      |
| OFFICE STAFF QUALITY                |    |      |
| No                                  | 0  | 0    |
| Yes somewhat                        | 0  | 0    |
| Yes definitely                      | 10 | 100  |
| Total                               | 10 |      |
| Clerks/receptionists helpful        |    |      |
| No                                  | 0  | 0    |
| Yes, somewhat                       | 0  | 0    |
| Yes, definitely                     | 10 | 100  |
| Total                               | 10 |      |
| Clerks treat with courtesy/respect  |    |      |
| No                                  | 0  | 0    |
| Yes, somewhat                       | 0  | 0    |
| Yes, definitely                     | 10 | 100  |
| Total                               | 10 |      |
| ACCESS TO CARE 3 MONTH              |    |      |
| Never/No                            | 0  | 0    |
| Sometimes                           | 0  | 0    |
| Usually                             | 0  | 0    |
| Always/Yes                          | 10 | 100  |
| Total                               | 10 |      |
| Screening Item                      |    |      |
| Appt for care right away            |    |      |
| Yes                                 | 5  | 50.0 |
| No                                  | 5  | 50.0 |
| Total                               | 10 |      |

# MEDICAL PRACTICE REPORT

## CAHPS Summary Information - Site id: 12

| Global DOMAIN                      |    |      |
|------------------------------------|----|------|
| Question                           | n  | %    |
| Right away appt as soon as needed  |    |      |
| No                                 | 0  | 0    |
| Yes                                | 5  | 100  |
| Total                              | 5  |      |
| <u>Screening Item</u>              |    |      |
| Appt for routine care              |    |      |
| Yes                                | 7  | 70.0 |
| No                                 | 3  | 30.0 |
| Total                              | 10 |      |
| Routine appt/chk-up soon as needed |    |      |
| No                                 | 0  | 0    |
| Yes                                | 7  | 100  |
| Total                              | 7  |      |
| <u>Screening Item</u>              |    |      |
| Phone during reg office hrs        |    |      |
| Yes                                | 1  | 10.0 |
| No                                 | 9  | 90.0 |
| Total                              | 10 |      |
| Phn during offc hrs answr same day |    |      |
| Never                              | 0  | 0    |
| Sometimes                          | 0  | 0    |
| Usually                            | 0  | 0    |
| Always                             | 1  | 100  |
| Total                              | 1  |      |
| <u>Screening Item</u>              |    |      |
| Phone after reg office hrs         |    |      |
| Yes                                | 0  | 0    |
| No                                 | 10 | 100  |
| Total                              | 10 |      |
| Phn after offc hrs answr same day  |    |      |
| Never                              | 0  | N/A  |
| Sometimes                          | 0  | N/A  |
| Usually                            | 0  | N/A  |
| Always                             | 0  | N/A  |
| Total                              | 0  |      |
| See provider w/n 15 min this visit |    |      |
| No                                 | 0  | 0    |
| Yes                                | 10 | 100  |
| Total                              | 10 |      |

# MEDICAL PRACTICE REPORT

## CAHPS Summary Information - Site id: 12

| Global DOMAIN                      |    |      |
|------------------------------------|----|------|
| Question                           | n  | %    |
| <b>CARE COORDINATION</b>           |    |      |
| Never/No                           |    | 16.7 |
| Sometimes                          |    | 0    |
| Usually                            |    | 16.7 |
| Always/Yes                         |    | 66.7 |
| Total                              | 10 |      |
| <b>Screening Item</b>              |    |      |
| Provider order test in last 3 mths |    |      |
| Yes                                | 1  | 10.0 |
| No                                 | 9  | 90.0 |
| Total                              | 10 |      |
| Office follow-up w test results    |    |      |
| Never                              | 0  | 0    |
| Sometimes                          | 0  | 0    |
| Usually                            | 0  | 0    |
| Always                             | 1  | 100  |
| Total                              | 1  |      |
| Provider have medical records      |    |      |
| No                                 | 5  | 50.0 |
| Yes                                | 5  | 50.0 |
| Total                              | 10 |      |
| <b>Screening Item</b>              |    |      |
| Take any prescription med          |    |      |
| Yes                                | 3  | 30.0 |
| No                                 | 7  | 70.0 |
| Total                              | 10 |      |
| Health team ask about Rx meds      |    |      |
| Never                              | 0  | 0    |
| Sometimes                          | 0  | 0    |
| Usually                            | 1  | 50.0 |
| Always                             | 1  | 50.0 |
| Total                              | 2  |      |
| <b>About You Item</b>              |    |      |
| Received care from this provider   |    |      |
| Yes                                | 10 | 100  |
| No                                 | 0  | 0    |
| Total                              | 10 |      |
| <b>About You Item</b>              |    |      |
| Provider you usually see           |    |      |
| Yes                                | 4  | 40.0 |
| No                                 | 6  | 60.0 |
| Total                              | 10 |      |

# MEDICAL PRACTICE REPORT

## CAHPS Summary Information - Site id: 12

| Global DOMAIN                     |    |      |
|-----------------------------------|----|------|
| Question                          | n  | %    |
| About You Item                    |    |      |
| Rate overall health               |    |      |
| Excellent                         | 1  | 10.0 |
| Very Good                         | 6  | 60.0 |
| Good                              | 3  | 30.0 |
| Fair                              | 0  | 0    |
| Poor                              | 0  | 0    |
| Total                             | 10 |      |
| About You Item                    |    |      |
| Highest grade or school completed |    |      |
| <= 8th grade                      | 1  | 10.0 |
| Some high school                  | 0  | 0    |
| High school grad                  | 2  | 20.0 |
| Some college                      | 3  | 30.0 |
| 4-yr coll. grad.                  | 4  | 40.0 |
| 4+ yrs college                    | 0  | 0    |
| Total                             | 10 |      |
| About You Item                    |    |      |
| Hispanic or Latino descent        |    |      |
| Yes, Hisp/Latino                  | 0  | 0    |
| No, not Hisp/Lat                  | 10 | 100  |
| Total                             | 10 |      |
| About You Item                    |    |      |
| Race-White                        |    |      |
| Yes                               | 10 | 90.9 |
| No                                | 1  | 9.1  |
| Total                             | 11 |      |
| About You Item                    |    |      |
| Race-Black/African-American       |    |      |
| Yes                               | 0  | 0    |
| No                                | 11 | 100  |
| Total                             | 11 |      |
| About You Item                    |    |      |
| Race-Asian                        |    |      |
| Yes                               | 0  | 0    |
| No                                | 11 | 100  |
| Total                             | 11 |      |
| About You Item                    |    |      |
| Race-Hawaiian/Pacific Islander    |    |      |
| Yes                               | 0  | 0    |
| No                                | 11 | 100  |
| Total                             | 11 |      |
| About You Item                    |    |      |
| Race-Amer Indian/Alaska Native    |    |      |
| Yes                               | 0  | 0    |
| No                                | 11 | 100  |
| Total                             | 11 |      |



# MEDICAL PRACTICE REPORT

## CAHPS Summary Information - Site id: 12

| Global DOMAIN  |   |                                |
|--|---|--------------------------------|
| Question   | n   | %                              |
| About You Item<br>Race-Other                           | Yes 0<br>No 11<br>Total 11  | 0<br>100                       |
| About You Item<br>Someone help complete survey         | Yes 1<br>No 9<br>Total 10   | 10.0<br>90.0                   |
| About You Item<br>Help-read questions                  | Yes 0<br>No 2<br>Total 2  | 0<br>100                       |
| About You Item<br>Help-wrote down answers              | Yes 0<br>No 2<br>Total 2  | 0<br>100                       |
| About You Item<br>Help-answered questions              | Yes 1<br>No 1<br>Total 2  | 50.0<br>50.0                   |
| About You Item<br>Help-translated questions            | Yes 0<br>No 2<br>Total 2  | 0<br>100                       |
| About You Item<br>Help-other                           | Yes 0<br>No 2<br>Total 2  | 0<br>100                       |
| About You Item<br>Rate overall mental/emotional health | Excellent 2<br>Very Good 5<br>Good 2<br>Fair 0<br>Poor 0<br>Total 9 | 22.2<br>55.6<br>22.2<br>0<br>0 |

# MEDICAL PRACTICE REPORT

## CAHPS Summary Information - Site id: Total

| Global DOMAIN                       |      |      |
|-------------------------------------|------|------|
| Question                            | n    | %    |
| Global Rating Item                  |      |      |
| Overall Doctor Rating 0-10          |      |      |
|                                     | 0    | 0    |
|                                     | 1    | 0    |
|                                     | 2    | 0    |
|                                     | 3    | 0    |
|                                     | 4    | 0    |
|                                     | 5    | 0.6  |
|                                     | 6    | 0.3  |
|                                     | 7    | 2.5  |
|                                     | 8    | 10.6 |
|                                     | 9-10 | 86.0 |
| Total                               | 322  |      |
| Global Rating Item                  |      |      |
| Recommend this provider office      |      |      |
| No                                  | 0    | 0    |
| Yes, somewhat                       | 8    | 2.5  |
| Yes, definitely                     | 315  | 97.5 |
| Total                               | 323  |      |
| PHYSICIAN COMM QUALITY              |      |      |
| No                                  |      | 0.6  |
| Yes somewhat                        |      | 4.9  |
| Yes definitely                      |      | 94.5 |
| Total                               | 326  |      |
| Provider expl in way you understand |      |      |
| No                                  | 1    | 0.3  |
| Yes, somewhat                       | 15   | 4.6  |
| Yes, definitely                     | 309  | 95.1 |
| Total                               | 325  |      |
| Provider listen carefully to you    |      |      |
| No                                  | 1    | 0.3  |
| Yes, somewhat                       | 8    | 2.5  |
| Yes, definitely                     | 316  | 97.2 |
| Total                               | 325  |      |
| Screening Item                      |      |      |
| Talk with provider re prob/concern  |      |      |
| No                                  | 85   | 26.2 |
| Yes                                 | 239  | 73.8 |
| Total                               | 324  |      |
| Give easy to understand instruction |      |      |
| No                                  | 2    | 0.9  |
| Yes, somewhat                       | 11   | 4.7  |
| Yes, definitely                     | 222  | 94.5 |
| Total                               | 235  |      |

# MEDICAL PRACTICE REPORT

## CAHPS Summary Information - Site id: Total

| Global DOMAIN                       |     |      |
|-------------------------------------|-----|------|
| Question                            | n   | %    |
| Know important info medical history |     |      |
| No                                  | 6   | 1.9  |
| Yes, somewhat                       | 36  | 11.3 |
| Yes, definitely                     | 277 | 86.8 |
| Total                               | 319 |      |
| Show respect for what you say       |     |      |
| No                                  | 0   | 0    |
| Yes, somewhat                       | 6   | 1.8  |
| Yes, definitely                     | 319 | 98.2 |
| Total                               | 325 |      |
| Spend enough time with you          |     |      |
| No                                  | 1   | 0.3  |
| Yes, somewhat                       | 15  | 4.6  |
| Yes, definitely                     | 309 | 95.1 |
| Total                               | 325 |      |
| OFFICE STAFF QUALITY                |     |      |
| No                                  | 0   | 0    |
| Yes somewhat                        | 4   | 4.0  |
| Yes definitely                      | 322 | 96.0 |
| Total                               | 326 |      |
| Clerks/receptionists helpful        |     |      |
| No                                  | 0   | 0    |
| Yes, somewhat                       | 16  | 4.9  |
| Yes, definitely                     | 310 | 95.1 |
| Total                               | 326 |      |
| Clerks treat with courtesy/respect  |     |      |
| No                                  | 0   | 0    |
| Yes, somewhat                       | 10  | 3.1  |
| Yes, definitely                     | 315 | 96.9 |
| Total                               | 325 |      |
| ACCESS TO CARE 3 MONTH              |     |      |
| Never/No                            | 7   | 7.2  |
| Sometimes                           | 1   | 0.7  |
| Usually                             | 18  | 5.5  |
| Always/Yes                          | 200 | 86.6 |
| Total                               | 326 |      |
| Screening Item                      |     |      |
| Appt for care right away            |     |      |
| Yes                                 | 191 | 59.7 |
| No                                  | 129 | 40.3 |
| Total                               | 320 |      |

# MEDICAL PRACTICE REPORT

## CAHPS Summary Information - Site id: Total

| Global DOMAIN                      |     |      |
|------------------------------------|-----|------|
| Question                           | n   | %    |
| Right away appt as soon as needed  |     |      |
| No                                 | 7   | 3.6  |
| Yes                                | 188 | 96.4 |
| Total                              | 195 |      |
| <u>Screening Item</u>              |     |      |
| Appt for routine care              |     |      |
| Yes                                | 174 | 55.2 |
| No                                 | 141 | 44.8 |
| Total                              | 315 |      |
| Routine appt/chk-up soon as needed |     |      |
| No                                 | 2   | 1.1  |
| Yes                                | 179 | 98.9 |
| Total                              | 181 |      |
| <u>Screening Item</u>              |     |      |
| Phone during reg office hrs        |     |      |
| Yes                                | 28  | 8.7  |
| No                                 | 294 | 91.3 |
| Total                              | 322 |      |
| Phn during offc hrs answr same day |     |      |
| Never                              | 0   | 0    |
| Sometimes                          | 1   | 3.3  |
| Usually                            | 4   | 13.3 |
| Always                             | 25  | 83.3 |
| Total                              | 30  |      |
| <u>Screening Item</u>              |     |      |
| Phone after reg office hrs         |     |      |
| Yes                                | 5   | 1.6  |
| No                                 | 317 | 98.4 |
| Total                              | 322 |      |
| Phn after offc hrs answr same day  |     |      |
| Never                              | 2   | 28.6 |
| Sometimes                          | 0   | 0    |
| Usually                            | 1   | 14.3 |
| Always                             | 4   | 57.1 |
| Total                              | 7   |      |
| See provider w/n 15 min this visit |     |      |
| No                                 | 9   | 2.8  |
| Yes                                | 316 | 97.2 |
| Total                              | 325 |      |

# MEDICAL PRACTICE REPORT

## CAHPS Summary Information - Site id: Total

| Global DOMAIN                      |     |      |
|------------------------------------|-----|------|
| Question                           | n   | %    |
| <b>CARE COORDINATION</b>           |     |      |
| Never/No                           |     | 13.6 |
| Sometimes                          |     | 7.4  |
| Usually                            |     | 8.7  |
| Always/Yes                         |     | 70.2 |
| Total                              | 322 |      |
| <u>Screening Item</u>              |     |      |
| Provider order test in last 3 mths |     |      |
| Yes                                | 31  | 9.6  |
| No                                 | 291 | 90.4 |
| Total                              | 322 |      |
| Office follow-up w test results    |     |      |
| Never                              | 1   | 3.1  |
| Sometimes                          | 0   | 0    |
| Usually                            | 0   | 0    |
| Always                             | 31  | 96.9 |
| Total                              | 32  |      |
| Provider have medical records      |     |      |
| No                                 | 71  | 23.2 |
| Yes                                | 235 | 76.8 |
| Total                              | 306 |      |
| <u>Screening Item</u>              |     |      |
| Take any prescription med          |     |      |
| Yes                                | 237 | 72.9 |
| No                                 | 88  | 27.1 |
| Total                              | 325 |      |
| Health team ask about Rx meds      |     |      |
| Never                              | 34  | 14.6 |
| Sometimes                          | 52  | 22.3 |
| Usually                            | 61  | 26.2 |
| Always                             | 86  | 36.9 |
| Total                              | 233 |      |
| <u>About You Item</u>              |     |      |
| Received care from this provider   |     |      |
| Yes                                | 324 | 99.1 |
| No                                 | 3   | 0.9  |
| Total                              | 327 |      |
| <u>About You Item</u>              |     |      |
| Provider you usually see           |     |      |
| Yes                                | 222 | 69.8 |
| No                                 | 96  | 30.2 |
| Total                              | 318 |      |

# MEDICAL PRACTICE REPORT

## CAHPS Summary Information - Site id: Total

| Global DOMAIN                     |     |      |
|-----------------------------------|-----|------|
| Question                          | n   | %    |
| About You Item                    |     |      |
| Rate overall health               |     |      |
| Excellent                         | 27  | 8.4  |
| Very Good                         | 138 | 42.9 |
| Good                              | 136 | 42.2 |
| Fair                              | 19  | 5.9  |
| Poor                              | 2   | 0.6  |
| Total                             | 322 |      |
| About You Item                    |     |      |
| Highest grade or school completed |     |      |
| <= 8th grade                      | 11  | 3.4  |
| Some high school                  | 9   | 2.8  |
| High school grad                  | 77  | 24.1 |
| Some college                      | 99  | 30.9 |
| 4-yr coll. grad.                  | 67  | 20.9 |
| 4+ yrs college                    | 57  | 17.8 |
| Total                             | 320 |      |
| About You Item                    |     |      |
| Hispanic or Latino descent        |     |      |
| Yes, Hisp/Latino                  | 4   | 1.3  |
| No, not Hisp/Lat                  | 304 | 98.7 |
| Total                             | 308 |      |
| About You Item                    |     |      |
| Race-White                        |     |      |
| Yes                               | 318 | 97.2 |
| No                                | 9   | 2.8  |
| Total                             | 327 |      |
| About You Item                    |     |      |
| Race-Black/African-American       |     |      |
| Yes                               | 0   | 0    |
| No                                | 327 | 100  |
| Total                             | 327 |      |
| About You Item                    |     |      |
| Race-Asian                        |     |      |
| Yes                               | 1   | 0.3  |
| No                                | 326 | 99.7 |
| Total                             | 327 |      |
| About You Item                    |     |      |
| Race-Hawaiian/Pacific Islander    |     |      |
| Yes                               | 0   | 0    |
| No                                | 327 | 100  |
| Total                             | 327 |      |
| About You Item                    |     |      |
| Race-Amer Indian/Alaska Native    |     |      |
| Yes                               | 3   | 0.9  |
| No                                | 324 | 99.1 |
| Total                             | 327 |      |

# MEDICAL PRACTICE REPORT

## CAHPS Summary Information - Site id: Total

| Global DOMAIN  |     |      |
|--|-----|------|
| Question   | n   | %    |
| About You Item<br>Race-Other                           |     |      |
| Yes  | 1   | 0.3  |
| No   | 326 | 99.7 |
| Total  | 327 |      |
| About You Item<br>Someone help complete survey         |     |      |
| Yes  | 9   | 2.8  |
| No   | 311 | 97.2 |
| Total  | 320 |      |
| About You Item<br>Help-read questions                  |     |      |
| Yes  | 3   | 18.8 |
| No   | 13  | 81.2 |
| Total  | 16  |      |
| About You Item<br>Help-wrote down answers              |     |      |
| Yes  | 5   | 31.2 |
| No   | 11  | 68.8 |
| Total  | 16  |      |
| About You Item<br>Help-answered questions              |     |      |
| Yes  | 2   | 12.5 |
| No   | 14  | 87.5 |
| Total  | 16  |      |
| About You Item<br>Help-translated questions            |     |      |
| Yes  | 0   | 0    |
| No   | 16  | 100  |
| Total  | 16  |      |
| About You Item<br>Help-other                           |     |      |
| Yes  | 2   | 12.5 |
| No   | 14  | 87.5 |
| Total  | 16  |      |
| About You Item<br>Rate overall mental/emotional health |     |      |
| Excellent  | 86  | 26.8 |
| Very Good  | 142 | 44.2 |
| Good   | 79  | 24.6 |
| Fair   | 14  | 4.4  |
| Poor   | 0   | 0    |
| Total  | 321 |      |

# MEDICAL PRACTICE REPORT

## Question Analysis

| Overall Section                      | Site id |     |      |    |      |    |       |    |
|--------------------------------------|---------|-----|------|----|------|----|-------|----|
|                                      | 5       |     | 6    |    | 7    |    | 12    |    |
| Question                             | Mean    | n   | Mean | n  | Mean | n  | Mean  | n  |
| <b>Std Overall</b>                   | 94.9    | 251 | 93.6 | 42 | 92.5 | 21 | 97.2  | 10 |
| <b>Std Access</b>                    | 96.1    | 249 | 92.0 | 41 | 91.1 | 19 | 97.7  | 10 |
| Ease of getting clinic on phone      | 96.7    | 246 | 95.0 | 40 | 97.4 | 19 | 100.0 | 8  |
| Convenience of our office hours      | 94.6    | 245 | 87.2 | 39 | 79.0 | 19 | 95.0  | 10 |
| Ease of scheduling appointments      | 96.7    | 246 | 94.9 | 39 | 90.8 | 19 | 97.5  | 10 |
| Courtesy of registration staff       | 96.8    | 246 | 97.4 | 38 | 97.4 | 19 | 100.0 | 10 |
| <b>Std Moving Through Your Visit</b> | 92.7    | 247 | 92.5 | 40 | 90.0 | 20 | 100.0 | 9  |
| Information about delays             | 92.6    | 208 | 93.2 | 37 | 88.2 | 17 | 100.0 | 8  |
| Wait time at clinic                  | 93.1    | 243 | 94.7 | 38 | 92.1 | 19 | 100.0 | 9  |
| <b>Std Nurse/Assistant</b>           | 94.9    | 248 | 94.1 | 42 | 93.1 | 20 | 97.5  | 10 |
| Friendliness/courtesy of nurse/asst  | 96.0    | 246 | 95.2 | 42 | 93.4 | 19 | 100.0 | 9  |
| Concern of nurse/asst for problem    | 93.9    | 246 | 92.7 | 41 | 92.5 | 20 | 95.0  | 10 |
| <b>Std Care Provider</b>             | 94.9    | 249 | 94.2 | 42 | 92.6 | 21 | 96.8  | 10 |
| Friendliness/courtesy of CP          | 96.8    | 249 | 96.4 | 42 | 92.5 | 20 | 100.0 | 10 |
| CP explanations of prob/condition    | 94.6    | 245 | 93.5 | 42 | 94.1 | 21 | 97.5  | 10 |
| CP concern for questions/worries     | 95.5    | 244 | 95.7 | 41 | 92.9 | 21 | 97.5  | 10 |
| CP efforts to include in decisions   | 94.4    | 242 | 91.0 | 39 | 91.7 | 21 | 97.5  | 10 |
| CP information about medications     | 92.8    | 167 | 94.8 | 29 | 90.0 | 15 | 100.0 | 5  |
| CP instructions for follow-up care   | 93.9    | 224 | 95.4 | 38 | 91.7 | 21 | 94.4  | 9  |
| CP spoke using clear language        | 95.7    | 243 | 93.9 | 41 | 94.1 | 21 | 97.5  | 10 |
| Time CP spent with patient           | 93.7    | 245 | 91.5 | 41 | 91.7 | 21 | 95.0  | 10 |
| Patients' confidence in CP           | 96.5    | 246 | 95.2 | 42 | 92.9 | 21 | 95.0  | 10 |
| Likelihood of recommending CP        | 96.2    | 244 | 95.6 | 40 | 92.9 | 21 | 95.0  | 10 |
| <b>Std Personal Issues</b>           | 94.4    | 250 | 93.0 | 41 | 92.8 | 21 | 93.8  | 10 |
| How well staff protect safety        | 92.2    | 230 | 91.5 | 38 | 91.7 | 18 | 90.0  | 10 |
| Our sensitivity to patients' needs   | 94.3    | 244 | 92.3 | 39 | 93.8 | 20 | 92.5  | 10 |
| Our concern for patients' privacy    | 94.8    | 244 | 92.5 | 40 | 91.3 | 20 | 95.0  | 10 |
| Cleanliness of our practice          | 96.5    | 247 | 95.1 | 41 | 94.1 | 21 | 97.5  | 10 |
| <b>Std Overall Assessment</b>        | 96.0    | 248 | 95.5 | 42 | 94.6 | 21 | 97.5  | 10 |
| Staff worked together                | 95.2    | 247 | 96.4 | 42 | 94.1 | 21 | 97.5  | 10 |
| Likelihood of recommending practice  | 96.9    | 246 | 94.6 | 42 | 95.2 | 21 | 97.5  | 10 |

Continued...



# MEDICAL PRACTICE REPORT

## Question Analysis

| Overall<br>Section<br>Question       | Site id |                   |
|--------------------------------------|---------|-------------------|
|                                      | Mean    | Total<br><i>n</i> |
| <b>Std Overall</b>                   | 94.6    | 324               |
| <b>Std Access</b>                    | 95.3    | 319               |
| Ease of getting clinic on phone      | 96.6    | 313               |
| Convenience of our office hours      | 92.7    | 313               |
| Ease of scheduling appointments      | 96.1    | 314               |
| Courtesy of registration staff       | 97.0    | 313               |
| <b>Std Moving Through Your Visit</b> | 92.7    | 316               |
| Information about delays             | 92.6    | 270               |
| Wait time at clinic                  | 93.5    | 309               |
| <b>Std Nurse/Assistant</b>           | 94.8    | 320               |
| Friendliness/courtesy of nurse/asst  | 95.9    | 316               |
| Concern of nurse/asst for problem    | 93.7    | 317               |
| <b>Std Care Provider</b>             | 94.7    | 322               |
| Friendliness/courtesy of CP          | 96.6    | 321               |
| CP explanations of prob/condition    | 94.5    | 318               |
| CP concern for questions/worries     | 95.4    | 316               |
| CP efforts to include in decisions   | 93.9    | 312               |
| CP information about medications     | 93.1    | 216               |
| CP instructions for follow-up care   | 93.9    | 292               |
| CP spoke using clear language        | 95.4    | 315               |
| Time CP spent with patient           | 93.3    | 317               |
| Patients' confidence in CP           | 96.1    | 319               |
| Likelihood of recommending CP        | 95.9    | 315               |
| <b>Std Personal Issues</b>           | 94.1    | 322               |
| How well staff protect safety        | 92.0    | 296               |
| Our sensitivity to patients' needs   | 93.9    | 313               |
| Our concern for patients' privacy    | 94.3    | 314               |
| Cleanliness of our practice          | 96.2    | 319               |
| <b>Std Overall Assessment</b>        | 95.9    | 321               |
| Staff worked together                | 95.4    | 320               |
| Likelihood of recommending practice  | 96.5    | 319               |

# MEDICAL PRACTICE COMMENT REPORT

Access to Care

Site id: 5

## Positive

1160978838 Great staff here and very friendly. I always send people here that need chiropractic health work. We see Sheila for all health issues for the whole family.

1160978860 Very Good

1160978875 ALL GOOD EXPERIENCE.

1164672048 Excellent health care.

1168311024 I would highly recommend this clinic and Dr. Sheila

1180090019 I love everything about this clinic and their staff!! My whole family frequents this practice. We are all very pleased.

1220775168 very good very nice.

1230107798 Had a great experience here and was provided answers instead of a quick adjustment and out the door...

1257137705 excellent experience

1262552422 I feel very comfortable at my visits.

1262552439 always feel "comfortable"with the staff&dr as they treat me with respect.

1266732662 I consistently have a positive experience with this clinic

1274471482 Always friendly & helpful.

1316065897 have received excellent care when I have appointments

1326537274 There is always a high concern for all individuals that enter First Chiropractic's Clinic. It is always fun to stop, know you'll be treated with care and concern for all individuals who come enter its doors.

## Negative

1176326747 Nurse was not that good. Seemed tired and uninterested. I had to ask to use the water table.

1257137762 Once in a while one receptionist seems to not notice clients.

1320208563 3. But had longer wait for appt. then preferred - Requested waiting list.

1347568376 It took way too long to complete all the forms. I was perturbed by that. I was only there for an emergency appointment because I was attending a 3-day conference in Yankton. All those forms were unnecessary.

## Mixed

1283267766 I have very bad allergies which I indicated on my health questionnaire. Dr. Sheila put essential oils on me without asking. I didn't really have time to stop it while I figured out what was happening. I did not expect essential oils to be a part of chiropractic care and I happen to be allergic to the oils she chose. She did apologize and offer to give me acuwith allergies are still allergic to them even though they are natural or "pure." I truly hate to completely lie, because I really like Sheila, but I do think allergies are something to consider if oils are going to be used in chiropractic care.

## Neutral

1192582250 they understand that I am hard of hearing&make the point to look directly at me when asking questions.

1240959158 I actually saw Dr. Jim Fitzgerald this time, not Dr. Tom Stotz

1283267778 Nurse helped me fill out papers.

1301571360 everything went as planned

1304191526 Dr. Sheila is the only Chiro I use!

Site id: 6

## Positive

1234156593 Very satisfied.

1234156599 they have all been good experiences.

1318343072 Excellence

# MEDICAL PRACTICE COMMENT REPORT

**Access to Care**

Site id: 7

**Positive**

|            |                                    |
|------------|------------------------------------|
| 1164672013 | Very courteous and a great dr.!    |
| 1274471490 | Always excellent care and service. |
| 1301571436 | Care is excellent!                 |

Site id: 12

**Positive**

|            |   |
|------------|---|
| 1292639603 | Very friendly and very helpful filling out the mountain of paperwork. |
| 1343133515 | wonderful   |

# MEDICAL PRACTICE COMMENT REPORT

Nurse/Assistant \_\_\_\_\_

Site id: 5 \_\_\_\_\_

**Positive**

- 1160978838 they are great they people by name and care about them and dont hide behind a computer or desk.
- 1160978860 Very Good!
- 1160978875 ALLGOOD.
- 1164672048 Very professional, friendly,and knowledgeable.
- 1176326747 tried to bypass water table and that relaxes me for adjustment
- 1192582250 take time to ask how you are;if have any questions;polite
- 1220775168 very good
- 1230107776 They ask appropriate questions to clarify any information.
- 1257137705 excellent experience
- 1283267778 1. Nurse filled out papers. Nurse got glass of water. Nurse called family for me for a ride home.
- 1301571368 Very considerate nurse who offered much support & understanding.
- 1322534963 All staff very excellent.

**Mixed**

- 1257137762 It has varied a bit; one I experience earlier was very good (now on maternity leave); last one (now) is young & "learning."
- 1343134710 She wasn't the best. She could have been friendlier and showed more concern.

**Neutral**

- 1215295492 Always shows concern & rechecks on previous appointments.
- 1262552422 Always asking how I've been doing and what all has been going on since last visit.
- 1262552439 don't treat me as just a "number" but with respect&courtesy

Site id: 6 \_\_\_\_\_

**Positive**

- 1180088685 They were very nice & helpful.

Site id: 7 \_\_\_\_\_

**Neutral**

- 1274471490 There is no nurse or assistant.

Site id: 12 \_\_\_\_\_

**Positive**

- 1351614032 Performed in a professional manner.

# MEDICAL PRACTICE COMMENT REPORT

Care Provider \_\_\_\_\_

Site id: 5 \_\_\_\_\_

## Positive

1160978838 We love her and the staff  
 1160978860 Very Good!  
 1160978875 ALL GOOD.  
 1164672048 Super Doctor.  
 1215295492 I have seen \*Dr. Stotz since 1984 & I have never seen anyone else.  
 1220775168 good  
 1230107776 I seek \*Dr. Jim first when I hurt my back. He is very informational and easy to understand when explaining things. He is easy to talk to about my health issues. He acts like I am his only patient and gives me his individual attention & recommend to everyone, all the time.  
 1257137705 excellent experience  
 1262552422 Very comfortable with him and his staff.  
 1274471482 She has always helped me reach a positive outcome to what ever problem I might have.  
 1320208536 Very good provider - Only one I will see for back and neck problems.  
 1326537247 I have recommend to many people. Unless there has been a problem such as a fall. Mostly he will not set up a return appointment. He will say give me a call when you need too!

## Mixed

1146246330 #6-7. Good. #8. Depends on what he was doing.  
 1172423583 At this particular visit, Dr. Tom Stotz seemed rushed. He was friendly, but he did much less work on me than usual, without any explanation, and he scheduled an appointment with me in one week when I had expected I might be getting two a week -- again, without explanation. I still have utmost confidence in him, but I was surprised at how the visit went.  
 1257137762 Once in a while he seems rushed (maybe he is!) but usually h communicate well, answers questions, explains things well.

## Neutral

1168311040 #5. No medication necessary.  
 1192582250 why does the provider spend only 15 minutes with person??is this just part of the service?  
 1204871682 #5. None given.  
 1270029068 5. Did not come up.  
 1283267766 my comments about my experience are in an earlier field. Sorry! I wasn't able to easily copy and paste them here and didn't want to retype them. :)

Site id: 6 \_\_\_\_\_

## Positive

1180088685 I had \*Dr. Tom Stotz tops in his field - hold him in high regard.

## Negative

1153412470 Was not given a definitive diagnosis until my 3rd or 4th visit with little explanation, had to ask.

Site id: 7 \_\_\_\_\_

## Positive

1204871685 Wonderful care at the assisted living place. Would recommend to anyone -

Site id: 12 \_\_\_\_\_

## Positive

1271596211 Excellent!  
 1292639603 I basically went to \*Dr. Erlandson because he was new & I hadn't seen a chiropractor for years. Liked him a lot.

Continued...

# MEDICAL PRACTICE COMMENT REPORT

Care Provider \_\_\_\_\_

Site id: 12 \_\_\_\_\_

## Positive

1304191472

Dr. Matt is very upbeat and personable. He is willing to listen and I appreciate him educating me. He seems to truly want to help a person feel better.

# MEDICAL PRACTICE COMMENT REPORT

**Personal Issues**

Site id: 5

**Positive**

|            |  |
|------------|--|
| 1160978838 | clean and caring about health issues for all |
| 1160978860 | Very Good!                                   |
| 1160978875 | ALL GOOD.                                    |
| 1164672048 | Great!                                       |
| 1215295492 | Always - spotless.                           |
| 1257137705 | very good                                    |
| 1301571368 | neat tidy clean environment                  |
| 1322534963 | Could not have been more pleased.            |

**Negative**

|            |                           |
|------------|---------------------------|
| 1146246292 | Bathroom floor was dirty. |
|------------|---------------------------|

**Mixed**

|            |   |
|------------|---|
| 1257137762 | The room is sometimes chilly - they put on a space heater sometimes - but I get cold very easily. |
|------------|---|

**Neutral**

|            |  |
|------------|--|
| 1139392669 | #1. None concerning number 1.                                      |
| 1220775168 | gokd   |
| 1283267766 | just the allergy stuff I mentioned before.                         |
| 1320208503 | traction machine is somewhat public. not an issue for me, however. |

Site id: 6

**Positive**

|            |                |
|------------|----------------|
| 1234156593 | No complaints. |
|------------|----------------|

**Negative**

|            |  |
|------------|--|
| 1164672003 | #1. Never saw this done. #2. Neck was "treated" resulting in pain 90% of time. |
|------------|--|

# MEDICAL PRACTICE COMMENT REPORT

**Overall Assessment**

Site id: 5

| Positive   |   |
|------------|---|
| 1160978838 | I do recommend this clinic to others. I liked working with Kerry for PT she has done great with me  |
| 1160978860 | Very Good!  |
| 1160978875 | ALL GOOD.   |
| 1192582250 | have always been treated with courtesy.have recommended others to the practice.   |
| 1220775168 | great   |
| 1230107776 | I recommend this dr. to all friends, family and co-workers.   |
| 1257137705 | very good   |
| 1257137762 | Acupuncture & probiotics got my acid reflux under control so that I no longer take any prescription medication for it. Helped back pain a lot also. |
| 1266732662 | I have recommended this clinic to several people  |
| 1320208536 | I have recommended him to my brother - sister-in-law - 2 nephews & 3 of their children from my 2 nephews. (Also my friend.) I helps us all.         |

| Negative   |                                      |
|------------|--------------------------------------|
| 1304191526 | Some of the question are repetitive. |

| Mixed      |  |
|------------|--|
| 1347568376 | Again, I felt the paperwork was unnecessary. I also think this extensive, long survey was unnecessary for my visit. I was there once. I won't be back, unless I am in Yankton again with a chiropractic need. This and the office paperwork took way too much time for a one-time visit. |

| Neutral    |                                     |
|------------|-------------------------------------|
| 1304191540 | Felt better when I left the office. |

Site id: 6

| Positive   |                 |
|------------|-----------------|
| 1180088685 | Well satisfied. |

| Negative   |                                       |
|------------|---------------------------------------|
| 1164672003 | I felt "treatment" on neck too rough. |



# MEDICAL PRACTICE COMMENT REPORT

Moving Through Your Visit

Site id: 5

## Positive

|            |  |
|------------|--|
| 1139392669 | No delays.   |
| 1153412519 | 1. No delays.  |
| 1160978860 | Very Good!   |
| 1160978875 | ALL ON TIME.   |
| 1164672048 | The staff was excellent in getting me in to see the Dr.  |
| 1204871682 | #1. No delays.   |
| 1215295477 | was very happy with my experience and found it to be helpful for my discomfort.  |
| 1215295492 | Never a delay & no waiting.  |
| 1220775168 | good   |
| 1230107776 | I never have to wait to be seen.   |
| 1230107798 | Always timely  |
| 1245216257 | Very concerned about what was wrong. And helped.   |
| 1257137705 | excellent experience   |
| 1262552422 | If they are running behind I'm informed when I check in.   |
| 1270029060 | there were no delays   |
| 1270029068 | 1. There were no delays.   |
| 1274471505 | No delays.   |
| 1316065897 | always get in, in a timely manner  |
| 1320208503 | Always on time.  |
| 1320208536 | #1. No delays.   |
| 1322534963 | #1. No delays.   |
| 1326537247 | Good - I suffer from head aches. Chiropractic care helps to alleviate the pain. I will normally call in the a.m. and will get an appointment for later in the day. Go home, rest, feel better. #2. Within 30-45 min. |
| 1326537274 | Always a fine office to visit. It is up-to-date both in the fine building, the organization that is obvious in the way I am treated with more than adequate notes and back ground information on me.                 |

## Mixed

|            |  |
|------------|--|
| 1172423583 | Sometimes I get right in; this time, I was slow getting in to the room, and then the doctor was very slow getting to me. The difference may be that I usually have an early morning appointment; this one, by necessity, was late morning. |
| 1196356818 | There is never excessive wait times and the place of business is very courteous every time   |

## Neutral

|            |  |
|------------|--|
| 1257137762 | I usually get in within a couple of minutes of appointment time. |
| 1320208542 | Always in 15 minutes.  |

Site id: 6

## Positive

|            |                              |
|------------|------------------------------|
| 1180088685 | Very satisfying - very good. |
| 1234156593 | No complaints at all.        |

Site id: 7

## Positive

|            |                |
|------------|----------------|
| 1301571312 | Had no delays. |
|------------|----------------|

Continued...

# MEDICAL PRACTICE COMMENT REPORT

Moving Through Your Visit

Site id: 12

## Positive

|            |  |
|------------|--|
| 1274458469 | New clinic- right in every time.       |
| 1292639603 | Everything was on time and no waiting. |
| 1343133515 | felt good when done                    |

# MEDICAL PRACTICE COMMENT REPORT

**Uncategorized Comments**

Site id: 5

**Positive**

1283267778

\*Dr. Stotz is a GOOD DOCTOR. He has helped me a lot. So why did you send me a survey to fill out? You waste too much paper. Maybe it would help you have your money if you used the whole paper. You didn't even send me a letter about the increase in premium! I'm 82 years old so I won't look for any other insurance policy.

1316065798

\*Sheila is the BEST in every way her staff is perfect.

1326537247

I am so thankful that my ins. covers chiropractic care. I require services from them much more than from a medical dr. Prefer more of a holistic approach as compared to taking medications.

**Neutral**

1146246294

You asked the same questions so many times that's nuts!!

Site id: 6

**Positive**

1164672003

This was very much appreciated.

1234156593

I would highly recommend this facility. \*Dr. Stotz is a great professional, don't usually consider anyone else, only in an emergency.

Site id: 7

**Positive**

1176326750

Always have been able to get an appt. when it is possible at my convenience. I was always able to get in for my appt. & out again.