

FY2024	YTD (07/01/23 - 03/31/24)		
	Raw	Adj Raw	N
Inpatient Overall (96th %ile)	83.02	87.80	53
<i>IP Med Surg</i>	87.10	88.00	31
<i>IP Women's Services</i>	72.22	83.33	18
<i>IP ICU & INT</i>	100.00	100.00	4
ER (66th %ile)	68.54	73.29	216
OR (57th %ile)	88.89	89.61	99
Home Health (8th %ile)	78.95	77.78	19
Hospice (99th %ile)	100.00	100.00	2
	Overall	Provider	Staff
Overall (903) 28th %ile	81.91	81.51	74.97
Adult Medicine (64) 97th %ile	92.39	87.07	82.53
Bone & Joint (150) 24th %ile	81.12	80.03	72.98
Family Health Clinic (304) 4th %ile	69.78	73.04	62.82
Foot & Ankle (111) 99th %ile	98.13	93.72	90.14
General Surgery (27) 96th %ile	91.84	88.00	91.31
Internal Medicine (131) 47th %ile	84.69	85.91	78.64
OBGyn (116) 27th %ile	81.67	79.33	76.73

New Query

Inpatient - Overall

Questions	Top Box	n	All PG Database	
			Score	Rank
*Rate hospital 0-10	87.80	41	69.35	96
*Recommend the hospital	80.49	41	68.55	85
*Comm w/ Nurses Domain Performance	89.43	41	78.49	96
*Nurses treat with courtesy/respect	95.12	41	85.27	96
*Nurses listen carefully to you	87.80	41	75.99	96
*Nurses expl in way you understand	85.37	41	74.19	95
*Response of Hosp Staff Domain Performance	85.11	41	62.51	98
*Call button help soon as wanted it	85.37	41	60.97	98
*Help toileting soon as you wanted	84.85	33	63.52	98
*Comm w/ Doctors Domain Performance	84.41	41	78.89	83
*Doctors treat with courtesy/respect	87.80	41	85.03	70
*Doctors listen carefully to you	82.93	41	77.49	80
*Doctors expl in way you understand	82.50	40	74.16	88
*Hospital Environment Domain Performance	81.71	41	64.92	96
*Cleanliness of hospital environment	90.24	41	71.40	98
*Quietness of hospital environment	73.17	41	58.39	91
*Comm About Medicines Domain Performance	82.98	27	59.77	99
*Tell you what new medicine was for	85.19	27	73.56	95
*Staff describe medicine side effect	80.77	26	45.94	99
*Discharge Information Domain Performance	96.12	39	86.22	98
*Staff talk about help when you left	94.87	39	84.57	97
*Info re symptoms/prob to look for	97.37	38	87.89	98
*Care Transitions Domain Performance	64.36	40	51.78	93
*Hosp staff took pref into account	60.00	40	46.24	94
*Good understanding managing health	62.50	40	50.94	91
*Understood purpose of taking meds	70.59	34	58.10	94

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New Query

Med Surg Unit

Questions	Top Box	n	All PG Database	
			Score	Rank
*Rate hospital 0-10	88.00	25	69.35	96
*Recommend the hospital	84.00	25	68.55	91
*Comm w/ Nurses Domain Performance	88.00	25	78.49	95
*Nurses treat with courtesy/respect	96.00	25	85.27	97
*Nurses listen carefully to you	84.00	25	75.99	89
*Nurses expl in way you understand	84.00	25	74.19	93
*Response of Hosp Staff Domain Performance	80.86	25	62.51	96
*Call button help soon as wanted it	76.00	25	60.97	92
*Help toileting soon as you wanted	85.71	21	63.52	98
*Comm w/ Doctors Domain Performance	82.39	25	78.89	73
*Doctors treat with courtesy/respect	88.00	25	85.03	71
*Doctors listen carefully to you	80.00	25	77.49	65
*Doctors expl in way you understand	79.17	24	74.16	79
*Hospital Environment Domain Performance	80.00	25	64.92	95
*Cleanliness of hospital environment	92.00	25	71.40	99
*Quietness of hospital environment	68.00	25	58.39	82
*Comm About Medicines Domain Performance	86.84	19	59.77	99
*Tell you what new medicine was for	89.47	19	73.56	99
*Staff describe medicine side effect	84.21	19	45.94	99
*Discharge Information Domain Performance	93.48	23	86.22	96
*Staff talk about help when you left	91.30	23	84.57	91
*Info re symptoms/prob to look for	95.65	23	87.89	96
*Care Transitions Domain Performance	61.11	24	51.78	88
*Hosp staff took pref into account	58.33	24	46.24	91
*Good understanding managing health	58.33	24	50.94	83
*Understood purpose of taking meds	66.67	21	58.10	86

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Women's Services

Questions	Top Box	n	All PG Database	
			Score	Rank
*Rate hospital 0-10	83.33	12	69.35	92
*Recommend the hospital	83.33	12	68.55	91
*Comm w/ Nurses Domain Performance	91.67	12	78.49	98
*Nurses treat with courtesy/respect	91.67	12	85.27	88
*Nurses listen carefully to you	91.67	12	75.99	98
*Nurses expl in way you understand	91.67	12	74.19	99
*Response of Hosp Staff Domain Performance	87.50	12	62.51	99
*Call button help soon as wanted it	100.00	12	60.97	99
*Help toileting soon as you wanted	75.00	8	63.52	89
*Comm w/ Doctors Domain Performance	91.67	12	78.89	97
*Doctors treat with courtesy/respect	91.67	12	85.03	89
*Doctors listen carefully to you	91.67	12	77.49	97
*Doctors expl in way you understand	91.67	12	74.16	98
*Hospital Environment Domain Performance	91.67	12	64.92	99
*Cleanliness of hospital environment	91.67	12	71.40	99
*Quietness of hospital environment	91.67	12	58.39	99
*Comm About Medicines Domain Performance	80.00	5	59.77	99
*Tell you what new medicine was for	80.00	5	73.56	84
*Staff describe medicine side effect	80.00	5	45.94	99
*Discharge Information Domain Performance	100.00	12	86.22	99
*Staff talk about help when you left	100.00	12	84.57	99
*Info re symptoms/prob to look for	100.00	12	87.89	99
*Care Transitions Domain Performance	73.89	12	51.78	99
*Hosp staff took pref into account	66.67	12	46.24	98
*Good understanding managing health	75.00	12	50.94	99
*Understood purpose of taking meds	80.00	10	58.10	99

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Intermediate Care Unit

Questions	Top Box	n	All PG Database	
			Score	Rank
*Rate hospital 0-10	100.00	4	69.35	99
*Recommend the hospital	50.00	4	68.55	6
*Comm w/ Nurses Domain Performance	91.67	4	78.49	98
*Nurses treat with courtesy/respect	100.00	4	85.27	99
*Nurses listen carefully to you	100.00	4	75.99	99
*Nurses expl in way you understand	75.00	4	74.19	54
*Response of Hosp Staff Domain Performance	100.00	4	62.51	99
*Call button help soon as wanted it	100.00	4	60.97	99
*Help toileting soon as you wanted	100.00	4	63.52	99
*Comm w/ Doctors Domain Performance	75.00	4	78.89	25
*Doctors treat with courtesy/respect	75.00	4	85.03	5
*Doctors listen carefully to you	75.00	4	77.49	34
*Doctors expl in way you understand	75.00	4	74.16	55
*Hospital Environment Domain Performance	62.50	4	64.92	40
*Cleanliness of hospital environment	75.00	4	71.40	65
*Quietness of hospital environment	50.00	4	58.39	22
*Comm About Medicines Domain Performance	58.33	3	59.77	41
*Tell you what new medicine was for	66.67	3	73.56	14
*Staff describe medicine side effect	50.00	2	45.94	73
*Discharge Information Domain Performance	100.00	4	86.22	99
*Staff talk about help when you left	100.00	4	84.57	99
*Info re symptoms/prob to look for	100.00	3	87.89	99
*Care Transitions Domain Performance	55.56	4	51.78	71
*Hosp staff took pref into account	50.00	4	46.24	68
*Good understanding managing health	50.00	4	50.94	47
*Understood purpose of taking meds	66.67	3	58.10	86

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Emergency Department

Questions	Top Box	n	All PG Database	
			Score	Rank
Overall	74.81	163	68.04	74
Overall†	74.81	163		
Arrival Overall	68.15	160	54.29	81
Arrival Overall †	68.15	160		
Waiting time before noticed arrival †	N/A	N/A	N/A	N/A
Helpfulness of first person †	N/A	N/A	N/A	N/A
Comfort of waiting area	62.18	156	48.91	80
Waiting time to treatment area	74.05	158	59.52	80
Waiting time to see doctors †	N/A	N/A	N/A	N/A
Nurses Overall	77.79	163	72.06	70
Nurses Overall †	77.79	163		
Courtesy of nurses	79.38	160	74.42	67
Nurses took time to listen	79.25	159	72.39	75
Nurses' attention to your needs	74.52	157	71.10	61
Nurses kept you informed †	N/A	N/A	N/A	N/A
Nurses' concern for privacy	79.63	162	71.39	78
Nurses' responses to quest/concerns	76.10	159	70.94	68
Doctors Overall	75.85	152	69.14	76
Doctors Overall †	75.85	152		
Courtesy of doctors	78.81	151	72.34	76
Doctors took time to listen	75.34	146	70.47	69
Doctors informative re treatment	74.83	147	67.37	77
Doctors' concern for comfort	74.15	147	67.48	75
Doctors include you trtmt decision	76.03	146	67.92	81
Tests Overall †	N/A	N/A		
Courtesy of person who took blood †	N/A	N/A	N/A	N/A
Concern for comfort blood drawn †	N/A	N/A	N/A	N/A
Waiting time for radiology test †	N/A	N/A	N/A	N/A
Courtesy of radiology staff †	N/A	N/A	N/A	N/A
Concern for comfort radiology test †	N/A	N/A	N/A	N/A
Family or Friends Overall †	N/A	N/A		
Courtesy shown family/friends †	N/A	N/A	N/A	N/A
Staff kept family/friends informed †	N/A	N/A	N/A	N/A
Staff let family/friend be with you †	N/A	N/A	N/A	N/A
Personal/Insurance Info Overall †	N/A	N/A		
Courtesy during pers/insur info †	N/A	N/A	N/A	N/A
Privacy during pers/insur info †	N/A	N/A	N/A	N/A
Ease giving pers/insur info †	N/A	N/A	N/A	N/A
Personal Issues Overall †	N/A	N/A		
Informed about delays †	N/A	N/A	N/A	N/A
How well pain was addressed †	N/A	N/A	N/A	N/A
Information about home care †	N/A	N/A	N/A	N/A
Overall Assessment Overall	73.18	163	68.33	66
Overall Assessment Overall †	73.18	163		
Overall rating of care	73.29	161	68.25	66
Likelihood of recommending	71.25	160	67.60	60
Staff cared about you as person	74.07	162	68.64	68
Staff worked together care for you	74.07	162	68.78	68

New Query

Ambulatory Surgery

Questions	Top Box	n	All PG Database	
			Score	Rank
*Facility rating 0-10	89.61	77	87.92	57
*Recommend the facility	87.01	77	85.23	54
*Communication Domain Performance	95.60	77	92.42	90
*Provided needed info re procedure	97.40	77	92.67	94
*Instructions good re preparation	93.42	76	94.45	31
*Procedure info easy to understand	100.00	77	93.98	99
*Anesthesia info easy to understand	98.59	71	94.59	94
*Anes side effect easy to understand	88.57	70	86.43	65
*Facility/Personal Trtment Domain Performance	99.13	77	97.07	92
*Check-in run smoothly	98.70	77	95.59	89
*Facility clean	100.00	76	97.88	99
*Clerks and receptionists helpful	98.70	77	96.27	83
*Clerks and reception courteous	98.70	77	97.62	68
*Staff treat w/ courtesy, respect	100.00	77	98.11	99
*Staff ensure you were comfortable	98.68	76	96.96	80
*Discharge Domain Performance	99.57	77	96.88	99
*Written discharge instructions	100.00	76	97.71	99
*Instructions regarding recovery	97.40	77	87.98	99
*Information re subsequent pain	100.00	67	98.51	99
*Information re subsequent nausea	100.00	66	98.53	99
*Information re subsequent bleeding	100.00	70	99.01	99
*Info on response to infection	100.00	67	99.54	99

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New Query

Home Health Care

Questions	Top Box	n	All Agency DB	
			Score	Rank
*Rate agency 0-10	77.78	18	87.94	8
*Recommend this agency	72.22	18	81.38	11
*Comm b/t Providers & Pts Domain Performance	90.10	18	87.08	74
*Tell you about care/services	94.12	17	97.09	12
*Keep you informed about arrival	94.44	18	84.53	98
*Explain in way you understand	83.33	18	86.62	22
*Listen carefully to you	77.78	18	87.70	5
*Get help or advice needed	100.00	11	94.20	99
*How long to get help or advice	90.91	11	74.26	99
*Specific Care Issues Domain Performance	74.42	18	83.26	8
*Talk about how to set up home	94.44	18	86.17	93
*Talk about medicines taking	76.47	17	92.04	2
*Ask to see all meds taking	72.22	18	84.00	11
*Talk about pain	77.78	18	92.26	3
*Talk about purpose for taking meds	87.50	8	85.52	55
*Talk about when to take meds	62.50	8	78.04	5
*Talk about side effects of meds	50.00	8	66.66	5
*Care of Patients Domain Performance	85.25	18	89.93	11
*Providers informed about care	75.00	16	76.18	38
*Treat you as gently as possible	88.24	17	92.34	13
*Treat you with courtesy/respect	94.44	18	95.55	28
*Have problems with care	83.33	18	95.70	1

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Clinics - Overall

Questions	Top Box	n	National Facilities		National Sites	
			Score	Rank	Score	Rank
Overall	78.15	621	80.54	25	82.53	21
Access Overall	76.74	613	74.22	57	76.08	49
Ease of scheduling appointments	77.89	606	76.65	51	78.08	45
Ease of contacting	75.59	598	71.76	63	74.04	53
Moving Through Your Visit Overall	66.27	606	68.86	30	72.40	24
Information about delays	66.25	563	69.21	29	72.71	23
Wait time at clinic	66.28	602	68.51	32	72.12	26
Nurse/Assistant Overall	77.49	611	81.16	20	83.05	18
Concern of nurse/asst for problem	76.40	606	79.91	22	82.00	19
How well nurse/asst listen	78.58	607	82.42	19	84.08	18
Care Provider Overall	81.51	614	84.81	20	86.70	17
CP explanations of prob/condition	81.31	610	84.62	20	86.63	18
CP concern for questions/worries	82.35	612	85.41	21	87.37	18
CP efforts to include in decisions	80.76	608	84.67	18	86.53	16
Likelihood of recommending CP	82.27	609	85.66	19	87.32	18
CP discuss treatments	80.86	606	83.68	21	85.65	20
Personal Issues Overall	79.36	613	81.85	24	83.86	20
How well staff protect safety	80.36	606	82.15	27	84.12	24
Our concern for patients' privacy	78.36	610	81.56	22	83.62	17
Overall Assessment Overall	81.91	615	83.66	28	85.38	25
Staff worked together care for you	80.94	614	83.25	25	84.97	23
Likelihood of recommending	82.87	613	84.07	32	85.76	28

Adult Medicine Clinic

Questions	Top Box	n	National Facilities		National Sites	
			Score	Rank	Score	Rank
Overall	85.43	48	80.54	82	82.53	65
Access Overall	86.32	48	74.22	97	76.08	89
Ease of scheduling appointments	85.42	48	76.65	91	78.08	79
Ease of contacting	87.23	47	71.76	98	74.04	94
Moving Through Your Visit Overall	71.91	48	68.86	58	72.40	43
Information about delays	70.73	41	69.21	50	72.71	38
Wait time at clinic	72.92	48	68.51	66	72.12	49
Nurse/Assistant Overall	87.10	47	81.16	88	83.05	71
Concern of nurse/asst for problem	87.23	47	79.91	92	82.00	77
How well nurse/asst listen	86.96	46	82.42	80	84.08	64
Care Provider Overall	87.07	47	84.81	60	86.70	45
CP explanations of prob/condition	87.23	47	84.62	62	86.63	47
CP concern for questions/worries	89.36	47	85.41	74	87.37	56
CP efforts to include in decisions	82.22	45	84.67	23	86.53	21
Likelihood of recommending CP	91.30	46	85.66	90	87.32	71
CP discuss treatments	85.11	47	83.68	52	85.65	40
Personal Issues Overall	84.78	46	81.85	68	83.86	51
How well staff protect safety	84.78	46	82.15	65	84.12	49
Our concern for patients' privacy	84.78	46	81.56	68	83.62	53
Overall Assessment Overall	92.39	46	83.66	97	85.38	88
Staff worked together care for you	93.48	46	83.25	99	84.97	93
Likelihood of recommending	91.30	46	84.07	94	85.76	80

Bone & Joint Clinic

Questions	Top Box	n	National Facilities		National Sites	
			Score	Rank	Score	Rank
Overall	76.49	118	80.54	18	82.53	15
Access Overall	73.82	118	74.22	41	76.08	36
Ease of scheduling appointments	76.07	117	76.65	41	78.08	37
Ease of contacting	71.55	116	71.76	42	74.04	36
Moving Through Your Visit Overall	65.91	116	68.86	29	72.40	23
Information about delays	66.35	104	69.21	29	72.71	23
Wait time at clinic	65.52	116	68.51	29	72.12	23
Nurse/Assistant Overall	72.61	115	81.16	8	83.05	7
Concern of nurse/asst for problem	72.17	115	79.91	11	82.00	9
How well nurse/asst listen	73.04	115	82.42	7	84.08	6
Care Provider Overall	80.03	117	84.81	15	86.70	13
CP explanations of prob/condition	78.45	116	84.62	12	86.63	10
CP concern for questions/worries	81.90	116	85.41	20	87.37	17
CP efforts to include in decisions	78.45	116	84.67	12	86.53	11
Likelihood of recommending CP	82.91	117	85.66	22	87.32	21
CP discuss treatments	78.45	116	83.68	15	85.65	13
Personal Issues Overall	79.57	116	81.85	25	83.86	21
How well staff protect safety	82.61	115	82.15	43	84.12	35
Our concern for patients' privacy	76.52	115	81.56	16	83.62	12
Overall Assessment Overall	81.12	117	83.66	24	85.38	22
Staff worked together care for you	80.34	117	83.25	23	84.97	21
Likelihood of recommending	81.90	116	84.07	27	85.76	24

Family Health Clinic

Questions	Top Box	n	National Facilities		National Sites	
			Score	Rank	Score	Rank
Overall	67.21	185	80.54	5	82.53	2
Access Overall	65.53	179	74.22	14	76.08	12
Ease of scheduling appointments	65.91	176	76.65	9	78.08	10
Ease of contacting	65.14	175	71.76	20	74.04	17
Moving Through Your Visit Overall	50.56	181	68.86	5	72.40	3
Information about delays	52.00	175	69.21	5	72.71	3
Wait time at clinic	49.16	179	68.51	5	72.12	3
Nurse/Assistant Overall	66.20	180	81.16	4	83.05	2
Concern of nurse/asst for problem	65.00	180	79.91	4	82.00	2
How well nurse/asst listen	67.42	178	82.42	4	84.08	2
Care Provider Overall	73.04	183	84.81	6	86.70	4
CP explanations of prob/condition	73.48	181	84.62	6	86.63	4
CP concern for questions/worries	73.63	182	85.41	6	87.37	4
CP efforts to include in decisions	71.82	181	84.67	5	86.53	4
Likelihood of recommending CP	72.93	181	85.66	5	87.32	4
CP discuss treatments	73.33	180	83.68	7	85.65	5
Personal Issues Overall	68.98	183	81.85	5	83.86	2
How well staff protect safety	69.10	178	82.15	4	84.12	3
Our concern for patients' privacy	68.85	183	81.56	5	83.62	3
Overall Assessment Overall	69.78	182	83.66	4	85.38	3
Staff worked together care for you	68.68	182	83.25	4	84.97	2
Likelihood of recommending	70.88	182	84.07	5	85.76	3

Foot & Ankle Clinic

Questions	Top Box	n	National Facilities		National Sites	
			Score	Rank	Score	Rank
Overall	92.46	80	80.54	99	82.53	97
Access Overall	92.99	80	74.22	99	76.08	99
Ease of scheduling appointments	93.67	79	76.65	99	78.08	98
Ease of contacting	92.31	78	71.76	99	74.04	99
Moving Through Your Visit Overall	86.39	76	68.86	99	72.40	94
Information about delays	88.73	71	69.21	99	72.71	97
Wait time at clinic	84.21	76	68.51	98	72.12	90
Nurse/Assistant Overall	91.19	80	81.16	98	83.05	91
Concern of nurse/asst for problem	87.34	79	79.91	92	82.00	78
How well nurse/asst listen	95.00	80	82.42	99	84.08	97
Care Provider Overall	93.72	80	84.81	99	86.70	90
CP explanations of prob/condition	93.75	80	84.62	99	86.63	90
CP concern for questions/worries	93.75	80	85.41	98	87.37	87
CP efforts to include in decisions	95.00	80	84.67	99	86.53	94
Likelihood of recommending CP	92.50	80	85.66	95	87.32	79
CP discuss treatments	93.59	78	83.68	99	85.65	92
Personal Issues Overall	90.00	80	81.85	97	83.86	86
How well staff protect safety	93.75	80	82.15	99	84.12	96
Our concern for patients' privacy	86.25	80	81.56	82	83.62	64
Overall Assessment Overall	98.13	80	83.66	99	85.38	99
Staff worked together care for you	97.50	80	83.25	99	84.97	99
Likelihood of recommending	98.75	80	84.07	99	85.76	99

General Surgery Clinic

Questions	Top Box	n	National Facilities		National Sites	
			Score	Rank	Score	Rank
Overall	90.22	25	80.54	98	82.53	92
Access Overall	95.65	24	74.22	99	76.08	99
Ease of scheduling appointments	95.83	24	76.65	99	78.08	99
Ease of contacting	95.45	22	71.76	99	74.04	99
Moving Through Your Visit Overall	89.58	25	68.86	99	72.40	98
Information about delays	86.96	23	69.21	99	72.71	95
Wait time at clinic	92.00	25	68.51	99	72.12	99
Nurse/Assistant Overall	90.00	25	81.16	97	83.05	86
Concern of nurse/asst for problem	92.00	25	79.91	99	82.00	94
How well nurse/asst listen	88.00	25	82.42	88	84.08	71
Care Provider Overall	88.00	25	84.81	68	86.70	51
CP explanations of prob/condition	88.00	25	84.62	69	86.63	52
CP concern for questions/worries	88.00	25	85.41	61	87.37	46
CP efforts to include in decisions	88.00	25	84.67	69	86.53	53
Likelihood of recommending CP	88.00	25	85.66	61	87.32	47
CP discuss treatments	88.00	25	83.68	78	85.65	59
Personal Issues Overall	90.00	25	81.85	97	83.86	86
How well staff protect safety	92.00	25	82.15	99	84.12	92
Our concern for patients' privacy	88.00	25	81.56	92	83.62	76
Overall Assessment Overall	91.84	25	83.66	96	85.38	86
Staff worked together care for you	91.67	24	83.25	97	84.97	86
Likelihood of recommending	92.00	25	84.07	95	85.76	83

New Query

Internal Medicine Clinic

Questions	Top Box	n	National Facilities		National Sites	
			Score	Rank	Score	Rank
Overall	81.95	105	80.54	52	82.53	41
Access Overall	77.34	104	74.22	61	76.08	52
Ease of scheduling appointments	80.39	102	76.65	65	78.08	56
Ease of contacting	74.26	101	71.76	55	74.04	47
Moving Through Your Visit Overall	69.07	100	68.86	42	72.40	33
Information about delays	68.42	95	69.21	37	72.71	29
Wait time at clinic	69.70	99	68.51	47	72.12	36
Nurse/Assistant Overall	84.31	104	81.16	67	83.05	53
Concern of nurse/asst for problem	84.16	101	79.91	74	82.00	59
How well nurse/asst listen	84.47	103	82.42	59	84.08	48
Care Provider Overall	85.91	102	84.81	47	86.70	37
CP explanations of prob/condition	87.13	101	84.62	61	86.63	46
CP concern for questions/worries	87.25	102	85.41	53	87.37	41
CP efforts to include in decisions	86.14	101	84.67	50	86.53	40
Likelihood of recommending CP	84.00	100	85.66	27	87.32	25
CP discuss treatments	85.00	100	83.68	51	85.65	39
Personal Issues Overall	83.82	103	81.85	57	83.86	44
How well staff protect safety	82.35	102	82.15	41	84.12	33
Our concern for patients' privacy	85.29	102	81.56	73	83.62	57
Overall Assessment Overall	84.69	105	83.66	47	85.38	39
Staff worked together care for you	82.86	105	83.25	37	84.97	31
Likelihood of recommending	86.54	104	84.07	60	85.76	48

Obstetrics & Gynecology Clinic

Questions	Top Box	n	National Facilities		National Sites	
			Score	Rank	Score	Rank
Overall	78.31	60	80.54	26	82.53	22
Access Overall	78.15	60	74.22	65	76.08	56
Ease of scheduling appointments	78.33	60	76.65	53	78.08	47
Ease of contacting	77.97	59	71.76	76	74.04	64
Moving Through Your Visit Overall	70.80	60	68.86	52	72.40	39
Information about delays	66.67	54	69.21	31	72.71	24
Wait time at clinic	74.58	59	68.51	75	72.12	56
Nurse/Assistant Overall	78.15	60	81.16	22	83.05	21
Concern of nurse/asst for problem	76.27	59	79.91	21	82.00	19
How well nurse/asst listen	80.00	60	82.42	25	84.08	23
Care Provider Overall	79.33	60	84.81	14	86.70	12
CP explanations of prob/condition	76.67	60	84.62	9	86.63	8
CP concern for questions/worries	78.33	60	85.41	10	87.37	9
CP efforts to include in decisions	80.00	60	84.67	15	86.53	14
Likelihood of recommending CP	83.33	60	85.66	24	87.32	22
CP discuss treatments	78.33	60	83.68	15	85.65	13
Personal Issues Overall	79.83	60	81.85	27	83.86	22
How well staff protect safety	80.00	60	82.15	25	84.12	22
Our concern for patients' privacy	79.66	59	81.56	27	83.62	22
Overall Assessment Overall	81.67	60	83.66	27	85.38	24
Staff worked together care for you	80.00	60	83.25	21	84.97	19
Likelihood of recommending	83.33	60	84.07	35	85.76	30