FY2024 CAHPS SUMMARY

	ADJUSTED				NON ADJUSTED		
	Overall RatingTop Box Raw Score	Total Surveys Receiving Top Box	MCHD Percentile	Total Surveys	Overall RatingTop Box Raw Score	Total Surveys Receiving Top Box	Total Surveys
Inpatient Overall	**87.04**	47	**95**	54	83.82	57	68
IP Med Surg	**87.50**	83	**95**	32	87.18	34	39
IP Women's Services	**88.24**	15	**96**	17	79.17	19	24
IP ICU & INT	**80.00**	4	**83**	5	80	4	5
ER	**75.85**	174	**71**	229	71.29	212	298
OR	**89.57**	103	**56**	115	89.13	123	138
Home Health	**81.82**	18	**16**	22	83.33	20	24
Hospice	100.00	2	99	2	100	2	2

FY2024 CLINIC CAHPS SUMMARY

YTD - 07/01/23 - 06/30/24
PRELIMINARY (Run Date - 07/08/24)

	ADJUSTED				NON ADJUSTED		
	Overall RatingTop Box Raw Score	Total Surveys Receiving Top Box	MCHD Percentile	Total Surveys	Overall RatingTop Box Raw Score	Total Surveys Receiving Top Box	Total Surveys
OVERALL SCORE							
Overall Clinic Score (All Clinics)	**82.82**	718	**31**	867	82.22	1015	1235
Adult Medicine	**91.43**	64	**96**	70	91.06	82	90
Bone & Joint	**84.19**	139	**41**	165	86.77	187	29
Family Health Clinic	**70.18**	160	**4**	228	67.72	256	378
Foot & Ankle	**94.05**	119	**99**	126	94.79	155	163
General Surgery	**91.40**	43	**96**	47	92.08	47	51
Internal Medicine	**84.03**	133	**40**	158	85.22	163	191
OBGyn	**83.56**	61	**37**	73	86.25	126	146
PROVIDER SCORE							
Overall Provider Score (All Clinics)	**83.29**	723	**27**	868	82.71	1022	1236
Adult Medicine	**87.43**	62	**61**	71	86.64	79	91
Bone & Joint	**83.98**	139	**30**	166	85.9	186	31
Family Health Clinic	**73.94**	170	**6**	230	72.26	275	380
Foot & Ankle	**92.83**	117	**98**	126	93.11	152	163
General Surgery	**88.46**	42	**72**	47	89.37	46	51
Internal Medicine	**85.77**	133	**44**	155	86.64	163	188
OBGyn	**81.92**	60	**21**	73	83.56	122	146
STAFF SCORE							
Overall Staff Score (All Clinics)	**76.73**				76.89		
Adult Medicine	**85.19**				84.03		
Bone & Joint	**78.25**				81.02		
Family Health Clinic	**63.12**				63.29		
Foot & Ankle	**87.85**				88.63		
General Surgery	**86.27**				87.12		
Internal Medicine	**78.19**				80.00		
OBGyn	**79.32**				81.07		

INPATIENT OVERALL

GENERATED 7/8/2024 7:08 PM ET
Service Date 07/01/2023 - 06/30/2024
Peer Group N All PG Database CAHPS N = 2388

Questions	ADJUSTED					NON ADJUSTED				DATABASE	
	Top Box	Surveys Top Box	Surveys NOT Top Box	MCHD %ile Rank	n	Top Box	Surveys Top Box	Surveys NOT Top Box	n	All PG Database Score	All PG Database N
*Rate hospital 0-10	87.04	47	7	95	54	83.82	57	11	68	71.19	2382
*Recommend the hospital	79.63	43	11	80	54	75	51	17	68	70.19	2373
*Comm w/ Nurses Domain Performance	90.74	49	5	97	54	85.78	58	10	68	79.74	2390
*Nurses treat with courtesy/respect	96.3	52	2	97	54	89.71	61	7	68	86.4	2389
*Nurses listen carefully to you	88.89	48	6	96	54	85.29	58	10	68	77.31	2387
*Nurses expl in way you understand	87.04	47	7	96	54	82.35	56	12	68	75.5	2383
*Response of Hosp Staff Domain Performance	87.82	47	6	99	53	84.26	57	11	68	64.55	2349
*Call button help soon as wanted it	88.46	46	6	99	52	84.85	56	10	66	63.11	2327
*Help toileting soon as you wanted	87.18	34	5	99	39	83.67	41	8	49	65.19	2076
*Comm w/ Doctors Domain Performance	84.46	46	8	80	54	83.17	57	11	68	79.85	2386
*Doctors treat with courtesy/respect	88.89	48	6	72	54	89.55	60	7	67	85.96	2383
*Doctors listen carefully to you	81.48	44	10	70	54	82.35	56	12	68	78.35	2385
*Doctors expl in way you understand	83.02	44	9	88	53	77.61	52	15	67	75.25	2382
*Hospital Environment Domain Performance	82.41	45	9	96	54	82.35	56	12	68	66.51	2387
*Cleanliness of hospital environment	88.89	48	6	97	54	89.71	61	7	68	73.32	2383
*Quietness of hospital environment	75.93	41	13	93	54	75	51	17	68	59.65	2377
*Comm About Medicines Domain Performance	86.54	29	5	99	34	79.07	35	9	44	60.98	2107
*Tell you what new medicine was for	88.24	30	4	98	34	88.37	38	5	43	74.63	2105
*Staff describe medicine side effect	84.85	28	5	99	33	69.77	30	13	43	47.29	2097
*Discharge Information Domain Performance	96.06	49	2	98	51	93.89	62	4	66	86.85	2331
*Staff talk about help when you left	94.12	48	3	96	51	93.94	62	4	66	85.23	2329
*Info re symptoms/prob to look for	98	49	1	98	50	93.85	61	4	65	88.46	2317
*Care Transitions Domain Performance	67.21	36	17	95	53	60.62	41	26	67	53.07	2383
*Hosp staff took pref into account	64.15	34	19	96	53	54.55	36	30	66	47.55	2376
*Good understanding managing health	64.15	34	19	91	53	58.21	39	28	67	52.29	2378
*Understood purpose of taking meds	73.33	33	12	95	45	69.09	38	17	55	59.36	2288

TOP BOX = Percentage of surveys for that question that received the best score
SURVEYS TOP BOX = Total amount of surveys that received the top box score
SURVEYS NOT TOP BOX = Total amount of surveys that DID NOT receive the top box score
MCHD %ILE RANK = Based on the top box score, this percentile is how MCHD placed out of the entire data base
n = Amount of answers received for that particular question
DATABASE SCORE =The raw score average for all facilities in the database
DATABSE N = Amount of facilites in the database

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MED SURG UNIT

Questions	ADJUSTED					NON ADJUSTED				DATABASE	
	Top Box	Surveys Top Box	Surveys NOT Top Box	MCHD %ile Rank	n	Top Box	Surveys Top Box	Surveys NOT Top Box	n	All PG Database Score	All PG Database N
*Rate hospital 0-10	87.5	83	12	95	32	87.18	34	5	39	71.19	2382
*Recommend the hospital	84.38	77	14	91	32	82.05	32	7	39	70.19	2373
*Comm w/ Nurses Domain Performance	89.58	86	10	96	32	88.03	34	5	39	79.74	2390
*Nurses treat with courtesy/respect	96.88	95	3	98	32	92.31	36	3	39	86.4	2389
*Nurses listen carefully to you	87.5	82	12	94	32	87.18	34	5	39	77.31	2387
*Nurses expl in way you understand	84.38	78	14	92	32	84.62	33	6	39	75.5	2383
*Response of Hosp Staff Domain Performance	84.32	82	15	97	31	80.65	31	8	39	64.55	2349
*Call button help soon as wanted it	80.65	76	18	94	31	76.92	30	9	39	63.11	2327
*Help toileting soon as you wanted	88	87	12	99	25	84.38	27	5	32	65.19	2076
*Comm w/ Doctors Domain Performance	82.09	55	12	67	32	80.88	32	7	39	79.85	2386
*Doctors treat with courtesy/respect	87.5	53	8	61	32	89.47	34	4	38	85.96	2383
*Doctors listen carefully to you	78.13	38	10	48	32	79.49	31	8	39	78.35	2385
*Doctors expl in way you understand	80.65	65	15	80	31	73.68	28	10	38	75.25	2382
*Hospital Environment Domain Performance	82.81	80	17	97	32	83.33	32	7	39	66.51	2387
*Cleanliness of hospital environment	90.63	89	9	98	32	92.31	36	3	39	73.32	2383
*Quietness of hospital environment	75	69	23	92	32	74.36	29	10	39	59.65	2377
*Comm About Medicines Domain Performance	89.58	89	10	99	24	81.49	24	6	30	60.98	2107
*Tell you what new medicine was for	91.67	91	8	99	24	89.66	26	3	29	74.63	2105
*Staff describe medicine side effect	87.5	87	12	99	24	73.33	22	8	30	47.29	2097
*Discharge Information Domain Performance	93.1	87	6	93	29	92.11	35	3	38	86.85	2331
*Staff talk about help when you left	89.66	73	8	81	29	92.11	35	3	38	85.23	2329
*Info re symptoms/prob to look for	96.55	94	3	97	29	92.11	35	3	38	88.46	2317
*Care Transitions Domain Performance	64.32	59	33	92	31	58.19	22	16	38	53.07	2383
*Hosp staff took pref into account	61.29	58	36	94	31	52.63	20	18	38	47.55	2376
*Good understanding managing health	61.29	53	34	87	31	55.26	21	17	38	52.29	2378
*Understood purpose of taking meds	70.37	65	27	92	27	66.67	22	11	33	59.36	2288

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SURVEYS NOT TOP BOX = Total amount of surveys that DID NOT receive the top box score

MCHD %ILE RANK = Based on the top box score, this percentile is how MCHD placed out of the entire data base

n = Amount of answers received for that particular question

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WOMEN'S SERVICES UNIT

GENERATED   7/8/2024 7:10 PM ET
Service Date   07/01/2023 - 06/30/2024
Peer Group N   All PG Database CAHPS N = 2388

Questions	ADJUSTED					NON ADJUSTED				DATABASE	
	Top Box	Surveys Top Box	Surveys NOT Top Box	MCHD %ile Rank	n	Top Box	Surveys Top Box	Surveys NOT Top Box	n	All PG Database Score	All PG Database N
*Rate hospital 0-10	88.24	15	2	96	17	79.17	19	5	24	71.19	2382
*Recommend the hospital	82.35	14	3	87	17	70.83	17	7	24	70.19	2373
*Comm w/ Nurses Domain Performance	94.12	16	1	99	17	81.94	20	4	24	79.74	2390
*Nurses treat with courtesy/respect	94.12	16	1	93	17	83.33	20	4	24	86.4	2389
*Nurses listen carefully to you	94.12	16	1	99	17	83.33	20	4	24	77.31	2387
*Nurses expl in way you understand	94.12	16	1	99	17	79.17	19	5	24	75.5	2383
*Response of Hosp Staff Domain Performance	90	15	2	99	17	86.19	21	3	24	64.55	2349
*Call button help soon as wanted it	100	16	0	99	16	95.45	21	1	22	63.11	2327
*Help toileting soon as you wanted	80	8	2	94	10	76.92	10	3	13	65.19	2076
*Comm w/ Doctors Domain Performance	94.12	16	1	99	17	90.28	22	2	24	79.85	2386
*Doctors treat with courtesy/respect	94.12	16	1	94	17	91.67	22	2	24	85.96	2383
*Doctors listen carefully to you	94.12	16	1	99	17	91.67	22	2	24	78.35	2385
*Doctors expl in way you understand	94.12	16	1	99	17	87.5	21	3	24	75.25	2382
*Hospital Environment Domain Performance	88.24	15	2	99	17	85.42	21	3	24	66.51	2387
*Cleanliness of hospital environment	88.24	15	2	96	17	87.5	21	3	24	73.32	2383
*Quietness of hospital environment	88.24	15	2	99	17	83.33	20	4	24	59.65	2377
*Comm About Medicines Domain Performance	85.71	6	1	99	7	77.27	8	3	11	60.98	2107
*Tell you what new medicine was for	85.71	6	1	95	7	90.91	10	1	11	74.63	2105
*Staff describe medicine side effect	85.71	6	1	99	7	63.64	7	4	11	47.29	2097
*Discharge Information Domain Performance	100	17	0	99	17	95.65	22	1	23	86.85	2331
*Staff talk about help when you left	100	17	0	99	17	95.65	22	1	23	85.23	2329
*Info re symptoms/prob to look for	100	17	0	99	17	95.65	22	1	23	88.46	2317
*Care Transitions Domain Performance	79.55	14	3	99	17	68.44	16	8	24	53.07	2383
*Hosp staff took pref into account	76.47	13	4	99	17	60.87	14	9	23	47.55	2376
*Good understanding managing health	76.47	13	4	99	17	66.67	16	8	24	52.29	2378
*Understood purpose of taking meds	85.71	12	2	99	14	77.78	14	4	18	59.36	2288

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MCHD %ILE RANK = Based on the top box score, this percentile is how MCHD placed out of the entire data base
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INTERMEDIATE CARE UNIT

GENERATED   7/8/2024 7:11 PM ET
Service Date   07/01/2023 - 06/30/2024
Peer Group N   All PG Database CAHPS N = 2388

Questions	ADJUSTED					NON ADJUSTED				DATABASE	
	Top Box	Surveys Top Box	Surveys NOT Top Box	MCHD %ile Rank	n	Top Box	Surveys Top Box	Surveys NOT Top Box	n	All PG Database Score	All PG Database N
*Rate hospital 0-10	80	4	1	83	5	80	4	1	5	71.19	2382
*Recommend the hospital	40	2	3	1	5	40	2	3	5	70.19	2373
*Comm w/ Nurses Domain Performance	86.67	4	1	90	5	86.67	4	1	5	79.74	2390
*Nurses treat with courtesy/respect	100	5	0	99	5	100	5	0	5	86.4	2389
*Nurses listen carefully to you	80	4	1	67	5	80	4	1	5	77.31	2387
*Nurses expl in way you understand	80	4	1	78	5	80	4	1	5	75.5	2383
*Response of Hosp Staff Domain Performance	100	5	0	99	5	100	5	0	5	64.55	2349
*Call button help soon as wanted it	100	5	0	99	5	100	5	0	5	63.11	2327
*Help toileting soon as you wanted	100	4	0	99	4	100	4	0	4	65.19	2076
*Comm w/ Doctors Domain Performance	66.67	3	2	2	5	66.67	3	2	5	79.85	2386
*Doctors treat with courtesy/respect	80	4	1	11	5	80	4	1	5	85.96	2383
*Doctors listen carefully to you	60	3	2	1	5	60	3	2	5	78.35	2385
*Doctors expl in way you understand	60	3	2	1	5	60	3	2	5	75.25	2382
*Hospital Environment Domain Performance	60	3	2	22	5	60	3	2	5	66.51	2387
*Cleanliness of hospital environment	80	4	1	79	5	80	4	1	5	73.32	2383
*Quietness of hospital environment	40	2	3	3	5	40	2	3	5	59.65	2377
*Comm About Medicines Domain Performance	58.33	2	1	34	3	58.33	2	1	3	60.98	2107
*Tell you what new medicine was for	66.67	2	1	9	3	66.67	2	1	3	74.63	2105
*Staff describe medicine side effect	50	1	1	66	2	50	1	1	2	47.29	2097
*Discharge Information Domain Performance	100	5	0	99	5	100	5	0	5	86.85	2331
*Staff talk about help when you left	100	5	0	99	5	100	5	0	5	85.23	2329
*Info re symptoms/prob to look for	100	4	0	99	4	100	4	0	4	88.46	2317
*Care Transitions Domain Performance	43.33	2	3	10	5	43.33	2	3	5	53.07	2383
*Hosp staff took pref into account	40	2	3	19	5	40	2	3	5	47.55	2376
*Good understanding managing health	40	2	3	6	5	40	2	3	5	52.29	2378
*Understood purpose of taking meds	50	2	2	11	4	50	2	2	4	59.36	2288

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EMERGENCY DEPARTMENT

GENERATED	7/8/2024 7:06 PM ET
Service Date	07/01/2023 - 06/30/2024
Peer Group N	All PG Database PG N = 2614

Questions	ADJUSTED					NON ADJUSTED				DATABASE	
	Top Box	Surveys Top Box	Surveys NOT Top Box	MCHD %ile Rank	n	Top Box	Surveys Top Box	Surveys NOT Top Box	n	All PG Database Score	All PG Database N
Overall	75.85	174	55	71	229	71.29	212	86	298	69.78	2591
Overall †	75.85	174	55		229	71.29	212	86	298		
Arrival Overall	70.16	157	67	80	224	68.88	201	91	292	57.23	2580
Arrival Overall †	70.16	157	67		224	68.88	201	91	292		
Waiting time before noticed arrival †	N/A			N/A	N/A	N/A			N/A	N/A	N/A
Helpfulness of first person †	N/A			N/A	N/A	N/A			N/A	N/A	N/A
Comfort of waiting area	65.6	143	75	81	218	63.25	179	104	283	51.82	2570
Waiting time to treatment area	74.66	165	56	77	221	74.39	215	74	289	62.54	2577
Waiting time to see doctors †	N/A			N/A	N/A	N/A			N/A	N/A	N/A
Nurses Overall	78.86	180	48	69	228	73.53	218	79	297	73.71	2590
Nurses Overall †	78.86	180	48		228	73.53	218	79	297		
Courtesy of nurses	80.44	181	44	66	225	75.17	221	73	294	76.05	2588
Nurses took time to listen	79.46	178	46	70	224	74.06	217	76	293	74	2584
Nurses' attention to your needs	76.58	170	52	63	222	71.48	208	83	291	72.84	2586
Nurses kept you informed †	N/A			N/A	N/A	N/A			N/A	N/A	N/A
Nurses' concern for privacy	80.53	182	44	76	226	74.92	221	74	295	73.03	2583
Nurses' responses to quest/concerns	77.23	173	51	67	224	72.01	211	82	293	72.63	2562
Doctors Overall	76.06	162	51	72	213	71.06	200	82	282	70.55	2584
Courtesy of doctors	78.3	166	46	68	212	73.12	204	75	279	73.72	2581
Doctors took time to listen	75.85	157	50	67	207	70.65	195	81	276	71.82	2580
Doctors informative re treatment	75.36	156	51	75	207	70.29	194	82	276	68.82	2578
Doctors' concern for comfort	74.4	154	53	71	207	69.93	193	83	276	69.01	2576
Doctors include you trtmt decision	76.33	158	49	76	207	71.27	196	79	275	69.35	2554
Tests Overall †	N/A				N/A	N/A			N/A		
Courtesy of person who took blood †	N/A			N/A	N/A	N/A			N/A	N/A	N/A
Concern for comfort blood drawn †	N/A			N/A	N/A	N/A			N/A	N/A	N/A
Waiting time for radiology test †	N/A			N/A	N/A	N/A			N/A	N/A	N/A

EMERGENCY DEPARTMENT

GENERATED	7/8/2024 7:06 PM ET
Service Date	07/01/2023 - 06/30/2024
Peer Group N	All PG Database PG N = 2614

Questions	ADJUSTED					NON ADJUSTED				DATABASE	
	Top Box	Surveys Top Box	Surveys NOT Top Box	MCHD %ile Rank	n	Top Box	Surveys Top Box	Surveys NOT Top Box	n	All PG Database Score	All PG Database N
Courtesy of radiology staff †	N/A			N/A	N/A	N/A			N/A	N/A	N/A
Concern for comfort radiology test †	N/A			N/A	N/A	N/A			N/A	N/A	N/A
Family or Friends Overall †	N/A				N/A	N/A			N/A		
Courtesy shown family/friends †	N/A			N/A	N/A	N/A			N/A	N/A	N/A
Staff kept family/friends informed †	N/A			N/A	N/A	N/A			N/A	N/A	N/A
Staff let family/friend be with you †	N/A			N/A	N/A	N/A			N/A	N/A	N/A
Personal/Insurance Info Overall †	N/A				N/A	N/A			N/A		
Courtesy during pers/insur info †	N/A			N/A	N/A	N/A			N/A	N/A	N/A
Privacy during pers/insur info †	N/A			N/A	N/A	N/A			N/A	N/A	N/A
Ease giving pers/insur info †	N/A			N/A	N/A	N/A			N/A	N/A	N/A
Personal Issues Overall †	N/A				N/A	N/A			N/A		
Informed about delays †	N/A			N/A	N/A	N/A			N/A	N/A	N/A
How well pain was addressed †	N/A			N/A	N/A	N/A			N/A	N/A	N/A
Information about home care †	N/A			N/A	N/A	N/A			N/A	N/A	N/A
Overall Assessment Overall	74.64	170	58	65	228	69.96	207	89	296	70.06	2588
Overall rating of care	74.67	168	57	65	225	69.62	204	89	293	70.02	2587
Likelihood of recommending	73.66	165	59	63	224	68.84	201	91	292	69.47	2584
Staff cared about you as person	75.33	171	56	67	227	70.85	209	86	295	70.34	2584
Staff worked together care for you	74.89	170	57	65	227	70.51	208	87	295	70.47	2562

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AMBULATORY SURGERY

GENERATED 7/8/2024 7:04 PM ET
Service Date 07/01/2023 - 06/30/2024
Peer Group N All PG Database CAHPS N = 4164

Questions	ADJUSTED					NON ADJUSTED				DATABASE	
	Top Box	Surveys Top Box	Surveys NOT Top Box	MCHD %ile Rank	n	Top Box	Surveys Top Box	Surveys NOT Top Box	n	All PG Database Score	All PG Database N
*Facility rating 0-10	89.57	103	12	56	115	89.13	123	15	138	87.92	4174
*Recommend the facility	88.6	101	13	65	114	88.32	121	16	137	85.05	4179
*Communication Domain Performance	95.17	109	6	86	115	95.15	131	7	138	92.39	4184
*Provided needed info re procedure	96.49	110	4	88	114	95.62	131	6	137	92.78	4179
*Instructions good re preparation	94.69	107	6	49	113	94.12	128	8	136	94.45	4173
*Procedure info easy to understand	98.26	113	2	95	115	97.83	135	3	138	93.91	4181
*Anesthesia info easy to understand	98.08	102	2	92	104	98.44	126	2	128	94.55	4063
*Anes side effect easy to understand	88.35	91	12	65	103	89.76	114	13	127	86.3	4062
*Facility/Personal Trtment Domain Performance	98.39	113	2	76	115	97.81	135	3	138	97.1	4184
*Check-in run smoothly	98.26	113	2	83	115	98.55	136	2	138	95.61	4184
*Facility clean	99.12	112	1	69	113	98.53	134	2	136	97.93	4181
*Clerks and receptionists helpful	97.37	111	3	60	114	96.35	132	5	137	96.29	4180
*Clerks and reception courteous	98.26	113	2	57	115	98.55	136	2	138	97.65	4182
*Staff treat w/ courtesy, respect	99.12	113	1	74	114	97.81	134	3	137	98.1	4180
*Staff ensure you were comfortable	98.23	111	2	70	113	97.06	132	4	136	97	4177
*Discharge Domain Performance	98.55	113	2	92	115	91.31	126	12	138	96.88	4184
*Written discharge instructions	99.12	112	1	75	113	99.26	135	1	136	97.71	4177
*Instructions regarding recovery	92.17	106	9	83	115	93.48	129	9	138	87.92	4178
*Information re subsequent pain	100	102	0	99	102	92.42	122	10	132	98.49	4126
*Information re subsequent nausea	100	96	0	99	96	85.07	114	20	134	98.59	4036
*Information re subsequent bleeding	100	101	0	99	101	90.3	121	13	134	99.05	4076
*Info on response to infection	100	97	0	99	97	87.31	117	17	134	99.55	4039

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MCHD %ILE RANK = Based on the top box score, this percentile is how MCHD placed out of the entire data base

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HOME HEALTH

GENERATED   7/8/2024 7:07 PM ET
Service Date   07/01/2023 - 06/30/2024
Peer Group N   All Agency DB CAHPS N = 280

Questions	ADJUSTED					NON ADJUSTED				DATABASE	
	Top Box	Surveys Top Box	Surveys NOT Top Box	MCHD %ile Rank	n	Top Box	Surveys Top Box	Surveys NOT Top Box	n	All PG Database Score	All PG Database N
*Rate agency 0-10	81.82	18	4	16	22	83.33	20	4	24	87.49	279
*Recommend this agency	72.73	16	6	12	22	75	18	6	24	81.15	279
*Comm b/t Providers & Pts Domain Performance	88.1	19	3	57	22	87.47	21	3	24	86.7	280
*Tell you about care/services	95.24	20	1	19	21	95.65	22	1	23	96.99	269
*Keep you informed about arrival	95.45	21	1	99	22	87.5	21	3	24	84.22	278
*Explain in way you understand	81.82	18	4	24	22	83.33	20	4	24	86.01	279
*Listen carefully to you	72.73	16	6	1	22	75	18	6	24	87.33	280
*Get help or advice needed	100	12	0	99	12	100	12	0	12	94	111
*How long to get help or advice	83.33	10	2	87	12	83.33	10	2	12	74.52	104
*Specific Care Issues Domain Performance	76.18	17	5	10	22	75.79	18	6	24	83.44	280
*Talk about how to set up home	95.45	21	1	99	22	95.83	23	1	24	85.51	268
*Talk about medicines taking	80.95	17	4	3	21	77.27	17	5	22	92.17	269
*Ask to see all meds taking	75	15	5	13	20	75	15	5	20	84.5	267
*Talk about pain	81.82	18	4	6	22	78.26	18	5	23	92.01	279
*Talk about purpose for taking meds	87.5	7	1	54	8	87.5	7	1	8	85.88	144
*Talk about when to take meds	62.5	5	3	3	8	66.67	6	3	9	78.99	145
*Talk about side effects of meds	50	4	4	5	8	50	5	5	10	66.55	145
*Care of Patients Domain Performance	83.86	18	4	10	22	84.14	20	4	24	89.68	280
*Providers informed about care	63.16	12	7	6	19	61.9	13	8	21	75.75	260
*Treat you as gently as possible	90.48	19	2	28	21	91.3	21	2	23	92	280
*Treat you with courtesy/respect	95.45	21	1	42	22	95.83	23	1	24	95.45	279
*Have problems with care	86.36	19	3	3	22	87.5	21	3	24	95.69	275

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MEDICAL PRACTICES OVERALL

GENERATED 7/8/2024 7:13 PM ET
Service Date 07/01/2023 - 06/30/2024
Peer Group N National Facilities PG N = 1318

Questions	ADJUSTED					NON ADJUSTED				DATABASE	
	Top Box	Surveys Top Box	Surveys NOT Top Box	MCHD %ile Rank	n	Top Box	Surveys Top Box	Surveys NOT Top Box	n	All PG Database Score	All PG Database N
Overall	79.8	698	177	32	875	79.6	989	254	1243	80.89	1318
Access Overall	78.25	675	188	63	863	78.64	965	262	1227	74.84	1318
Ease of scheduling appointments	79.42	679	176	57	855	79.82	973	246	1219	77.25	1318
Ease of contacting	77.07	652	194	69	846	77.45	934	272	1206	72.4	1313
Moving Through Your Visit Overall	68.43	586	271	36	857	68.56	837	384	1221	69.47	1237
Information about delays	68.9	545	246	37	791	69.25	795	353	1148	69.82	1236
Wait time at clinic	68	578	272	36	850	67.9	823	389	1212	69.15	1232
Nurse/Assistant Overall	79.8	689	174	29	863	80.12	985	245	1230	81.52	1232
Concern of nurse/asst for problem	78.69	672	182	30	854	78.92	962	257	1219	80.27	1232
How well nurse/asst listen	80.91	695	164	27	859	81.32	997	229	1226	82.77	1228
Care Provider Overall	83.29	723	145	27	868	82.71	1022	214	1236	85	1318
CP explanations of prob/condition	83.39	718	143	29	861	82.64	1014	213	1227	84.76	1318
CP concern for questions/worries	84.28	729	136	29	865	83.43	1027	204	1231	85.6	1318
CP efforts to include in decisions	82.54	709	150	24	859	82.03	1004	220	1224	84.86	1318
Likelihood of recommending CP	83.84	721	139	24	860	83.17	1018	206	1224	85.9	1318
CP discuss treatments	82.4	707	151	29	858	82.27	1007	217	1224	83.85	1313
Personal Issues Overall	80.43	694	169	27	863	80.25	988	243	1231	82.22	1239
How well staff protect safety	81.34	693	159	31	852	81.21	990	229	1219	82.53	1236
Our concern for patients' privacy	79.53	684	176	24	860	79.3	973	254	1227	81.92	1239
Overall Assessment Overall	82.82	718	149	31	867	82.22	1015	220	1235	83.97	1318
Staff worked together care for you	82.2	711	154	29	865	81.49	1004	228	1232	83.54	1318
Likelihood of recommending	83.45	721	143	33	864	82.94	1021	210	1231	84.4	1318

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ADULT MEDICINE CLINIC

GENERATED | 7/8/2024 7:15 PM ET
Service Date | 07/01/2023 - 06/30/2024
Peer Group N | National Facilities PG N = 1318

Questions	ADJUSTED					NON ADJUSTED				DATABASE	
	Top Box	Surveys Top Box	Surveys NOT Top Box	MCHD %ile Rank	n	Top Box	Surveys Top Box	Surveys NOT Top Box	n	All PG Database Score	All PG Database N
Overall	86.82	63	9	89	72	85.87	79	13	92	80.89	1318
Access Overall	87.41	63	9	97	72	85.79	79	13	92	74.84	1318
Ease of scheduling appointments	88.89	64	8	97	72	88.04	81	11	92	77.25	1318
Ease of contacting	85.92	61	10	98	71	83.52	76	15	91	72.4	1313
Moving Through Your Visit Overall	76.3	55	17	82	72	74.29	68	24	92	69.47	1237
Information about delays	76.19	48	15	79	63	74.7	62	21	83	69.82	1236
Wait time at clinic	76.39	55	17	83	72	73.91	68	24	92	69.15	1232
Nurse/Assistant Overall	90.07	64	7	96	71	89.5	81	10	91	81.52	1232
Concern of nurse/asst for problem	90.14	64	7	98	71	89.01	81	10	91	80.27	1232
How well nurse/asst listen	90	63	7	95	70	90	81	9	90	82.77	1228
Care Provider Overall	87.43	62	9	61	71	86.64	79	12	91	85	1318
CP explanations of prob/condition	88.57	62	8	75	70	86.67	78	12	90	84.76	1318
CP concern for questions/worries	90.14	64	7	81	71	89.01	81	10	91	85.6	1318
CP efforts to include in decisions	84.06	58	11	32	69	83.15	74	15	89	84.86	1318
Likelihood of recommending CP	91.43	64	6	90	70	91.01	81	8	89	85.9	1318
CP discuss treatments	82.86	58	12	31	70	83.33	75	15	90	83.85	1313
Personal Issues Overall	86.96	60	9	84	69	86.52	77	12	89	82.22	1239
How well staff protect safety	88.41	61	8	91	69	87.64	78	11	89	82.53	1236
Our concern for patients' privacy	85.51	59	10	72	69	85.39	76	13	89	81.92	1239
Overall Assessment Overall	91.43	64	6	96	70	91.06	82	8	90	83.97	1318
Staff worked together care for you	92.86	65	5	98	70	91.11	82	8	90	83.54	1318
Likelihood of recommending	90	63	7	88	70	91.01	81	8	89	84.4	1318

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BONE & JOINT CLINIC

GENERATED   7/8/2024 7:16 PM ET
Service Date   07/01/2023 - 06/30/2024
Peer Group N   National Facilities PG N = 1318

Questions	ADJUSTED					NON ADJUSTED				DATABASE	
	Top Box	Surveys Top Box	Surveys NOT Top Box	MCHD %ile Rank	n	Top Box	Surveys Top Box	Surveys NOT Top Box	n	All PG Database Score	All PG Database N
Overall	81.02	135	41	40	167	83.47	182	36	218	80.89	1318
Access Overall	80.55	134	77	78	166	82.98	179	37	216	74.84	1318
Ease of scheduling appointments	82.42	136	74	75	165	85.12	183	32	215	77.25	1318
Ease of contacting	78.66	129	78	78	164	80.84	173	41	214	72.4	1313
Moving Through Your Visit Overall	71.47	118	53	52	165	74.21	160	56	216	69.47	1237
Information about delays	70.95	105	50	47	148	75.13	148	49	197	69.82	1236
Wait time at clinic	71.95	118	55	56	164	73.36	157	57	214	69.15	1232
Nurse/Assistant Overall	78.05	128	21	21	164	81.31	174	40	214	81.52	1232
Concern of nurse/asst for problem	77.44	127	26	25	164	80.84	173	41	214	80.27	1232
How well nurse/asst listen	78.66	129	18	18	164	81.78	175	39	214	82.77	1228
Care Provider Overall	83.98	139	30	30	166	85.9	186	31	217	85	1318
CP explanations of prob/condition	83.64	138	29	30	165	85.65	185	31	216	84.76	1318
CP concern for questions/worries	86.67	143	45	46	165	87.91	189	26	215	85.6	1318
CP efforts to include in decisions	82.32	135	23	23	164	84.65	182	33	215	84.86	1318
Likelihood of recommending CP	84.85	140	30	30	165	86.57	187	29	216	85.9	1318
CP discuss treatments	82.42	136	28	29	165	84.72	183	33	216	83.85	1313
Personal Issues Overall	82.93	137	46	45	165	85.58	185	31	216	82.22	1239
How well staff protect safety	85.37	140	67	68	164	87.91	189	26	215	82.53	1236
Our concern for patients' privacy	80.49	132	29	30	164	83.26	179	36	215	81.92	1239
Overall Assessment Overall	84.19	139	41	41	165	86.77	187	29	216	83.97	1318
Staff worked together care for you	83.64	138	41	41	165	86.11	186	30	216	83.54	1318
Likelihood of recommending	84.76	139	42	41	164	87.44	188	27	215	84.4	1318

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FAMILY HEALTH CLINIC

GENERATED   7/8/2024 7:17 PM ET
Service Date   07/01/2023 - 06/30/2024
Peer Group N   National Facilities PG N = 1318

Questions	ADJUSTED					NON ADJUSTED				DATABASE	
	Top Box	Surveys Top Box	Surveys NOT Top Box	MCHD %ile Rank	n	Top Box	Surveys Top Box	Surveys NOT Top Box	n	All PG Database Score	All PG Database N
Overall	67.75	157	75	5	232	66.91	256	126	382	80.89	1318
Access Overall	65.68	147	77	12	224	66.99	249	122	371	74.84	1318
Ease of scheduling appointments	66.06	146	75	8	221	67.12	247	121	368	77.25	1318
Ease of contacting	65.3	143	76	17	219	66.85	242	120	362	72.4	1313
Moving Through Your Visit Overall	50.23	114	112	4	226	51.63	194	181	375	69.47	1237
Information about delays	52.31	113	103	5	216	53.85	196	168	364	69.82	1236
Wait time at clinic	48.21	108	116	3	224	49.46	184	188	372	69.15	1232
Nurse/Assistant Overall	67.11	152	74	4	226	66.44	250	126	376	81.52	1232
Concern of nurse/asst for problem	65.93	149	77	4	226	64.71	242	132	374	80.27	1232
How well nurse/asst listen	68.3	153	71	4	224	68.18	255	119	374	82.77	1228
Care Provider Overall	73.94	170	60	6	230	72.26	275	105	380	85	1318
CP explanations of prob/condition	74.45	169	58	6	227	72.8	273	102	375	84.76	1318
CP concern for questions/worries	74.56	170	58	6	228	72.68	274	103	377	85.6	1318
CP efforts to include in decisions	73.13	166	61	5	227	71.66	268	106	374	84.86	1318
Likelihood of recommending CP	73.57	167	60	5	227	71.54	269	107	376	85.9	1318
CP discuss treatments	74.01	168	59	7	227	72.61	273	103	376	83.85	1313
Personal Issues Overall	69.47	159	70	5	229	68.09	258	121	379	82.22	1239
How well staff protect safety	69.06	154	69	4	223	68.1	254	119	373	82.53	1236
Our concern for patients' privacy	69.87	160	69	5	229	68.07	258	121	379	81.92	1239
Overall Assessment Overall	70.18	160	68	4	228	67.72	256	122	378	83.97	1318
Staff worked together care for you	69.3	158	70	4	228	66.93	253	125	378	83.54	1318
Likelihood of recommending	71.05	162	66	5	228	68.52	259	119	378	84.4	1318

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FOOT & ANKLE CLINIC

GENERATED 7/8/2024 7:18 PM ET
Service Date 07/01/2023 - 06/30/2024
Peer Group N National Facilities PG N = 1318

Questions	ADJUSTED					NON ADJUSTED				DATABASE	
	Top Box	Surveys Top Box	Surveys NOT Top Box	MCHD %ile Rank	n	Top Box	Surveys Top Box	Surveys NOT Top Box	n	All PG Database Score	All PG Database N
Overall	90.42	114	12	98	126	91.03	148	15	163	80.89	1318
Access Overall	91.94	116	10	99	126	91.93	150	13	163	74.84	1318
Ease of scheduling appointments	92.74	115	9	99	124	93.17	150	11	161	77.25	1318
Ease of contacting	91.13	113	11	99	124	90.68	146	15	161	72.4	1313
Moving Through Your Visit Overall	81.97	100	22	97	122	82.39	129	28	157	69.47	1237
Information about delays	85.71	96	16	99	112	84.83	123	22	145	69.82	1236
Wait time at clinic	78.51	95	26	91	121	80.13	125	31	156	69.15	1232
Nurse/Assistant Overall	90.04	113	13	96	126	91.08	148	15	163	81.52	1232
Concern of nurse/asst for problem	86.4	108	17	88	125	88.27	143	19	162	80.27	1232
How well nurse/asst listen	93.65	118	8	99	126	93.87	153	10	163	82.77	1228
Care Provider Overall	92.83	117	9	98	126	93.11	152	11	163	85	1318
CP explanations of prob/condition	92.86	117	9	98	126	93.25	152	11	163	84.76	1318
CP concern for questions/worries	92.86	117	9	96	126	92.64	151	12	163	85.6	1318
CP efforts to include in decisions	93.65	118	8	98	126	93.87	153	10	163	84.86	1318
Likelihood of recommending CP	92.06	116	10	94	126	92.64	151	12	163	85.9	1318
CP discuss treatments	92.74	115	9	98	124	93.17	150	11	161	83.85	1313
Personal Issues Overall	87.45	108	16	87	124	89.1	143	18	161	82.22	1239
How well staff protect safety	90.24	111	12	96	123	91.25	146	14	160	82.53	1236
Our concern for patients' privacy	84.68	105	19	65	124	86.96	140	21	161	81.92	1239
Overall Assessment Overall	94.05	119	7	99	126	94.79	155	8	163	83.97	1318
Staff worked together care for you	93.65	118	8	99	126	94.48	154	9	163	83.54	1318
Likelihood of recommending	94.44	119	7	99	126	95.09	155	8	163	84.4	1318

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GENERAL SURGERY CLINIC

GENERATED   7/8/2024 7:19 PM ET
Service Date   07/01/2023 - 06/30/2024
Peer Group N   National Facilities PG N = 1318

Questions	ADJUSTED					NON ADJUSTED				DATABASE	
	Top Box	Surveys Top Box	Surveys NOT Top Box	MCHD %ile Rank	n	Top Box	Surveys Top Box	Surveys NOT Top Box	n	All PG Database Score	All PG Database N
Overall	87.7	41	6	93	47	88.55	45	6	51	80.89	1318
Access Overall	86.67	40	6	97	46	87.76	44	6	50	74.84	1318
Ease of scheduling appointments	86.96	40	6	94	46	88	44	6	50	77.25	1318
Ease of contacting	86.36	38	6	98	44	87.5	42	6	48	72.4	1313
Moving Through Your Visit Overall	86.52	41	6	99	47	86.6	44	7	51	69.47	1237
Information about delays	83.33	35	7	97	42	84.78	39	7	46	69.82	1236
Wait time at clinic	89.36	42	5	99	47	88.24	45	6	51	69.15	1232
Nurse/Assistant Overall	85.71	39	7	77	46	86.87	43	7	50	81.52	1232
Concern of nurse/asst for problem	86.67	39	6	89	45	87.76	43	6	49	80.27	1232
How well nurse/asst listen	84.78	39	7	58	46	86	43	7	50	82.77	1228
Care Provider Overall	88.46	42	5	72	47	89.37	46	5	51	85	1318
CP explanations of prob/condition	89.36	42	5	83	47	90.2	46	5	51	84.76	1318
CP concern for questions/worries	87.23	41	6	52	47	88.24	45	6	51	85.6	1318
CP efforts to include in decisions	86.96	40	6	56	46	88	44	6	50	84.86	1318
Likelihood of recommending CP	89.36	42	5	72	47	90.2	46	5	51	85.9	1318
CP discuss treatments	89.36	42	5	88	47	90.2	46	5	51	83.85	1313
Personal Issues Overall	86.17	40	7	77	47	87.25	44	7	51	82.22	1239
How well staff protect safety	87.23	41	6	85	47	88.24	45	6	51	82.53	1236
Our concern for patients' privacy	85.11	40	7	68	47	86.27	44	7	51	81.92	1239
Overall Assessment Overall	91.4	43	4	96	47	92.08	47	4	51	83.97	1318
Staff worked together care for you	91.3	42	4	96	46	92	46	4	50	83.54	1318
Likelihood of recommending	91.49	43	4	94	47	92.16	47	4	51	84.4	1318

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INTERNAL MEDICINE CLINIC

GENERATED   7/8/2024 7:21 PM ET
Service Date   07/01/2023 - 06/30/2024
Peer Group N   National Facilities PG N = 1318

Questions	ADJUSTED					NON ADJUSTED				DATABASE	
	Top Box	Surveys Top Box	Surveys NOT Top Box	MCHD %ile Rank	n	Top Box	Surveys Top Box	Surveys NOT Top Box	n	All PG Database Score	All PG Database N
Overall	81.57	129	29	45	158	82.97	158	33	191	80.89	1318
Access Overall	75.16	117	39	45	156	75.81	143	46	189	74.84	1318
Ease of scheduling appointments	77.92	120	34	48	154	78.61	147	40	187	77.25	1318
Ease of contacting	72.37	110	42	43	152	72.97	135	50	185	72.4	1313
Moving Through Your Visit Overall	69.73	106	46	43	152	72.83	134	50	184	69.47	1237
Information about delays	70.14	101	43	43	144	72.57	127	48	175	69.82	1236
Wait time at clinic	69.33	104	46	41	150	73.08	133	49	182	69.15	1232
Nurse/Assistant Overall	85.06	134	23	71	157	87.17	166	24	190	81.52	1232
Concern of nurse/asst for problem	84.87	129	23	78	152	87.03	161	24	185	80.27	1232
How well nurse/asst listen	85.26	133	23	62	156	87.3	165	24	189	82.77	1228
Care Provider Overall	85.77	133	22	44	155	86.64	163	25	188	85	1318
CP explanations of prob/condition	86.27	132	21	52	153	87.1	162	24	186	84.76	1318
CP concern for questions/worries	87.1	135	20	50	155	87.77	165	23	188	85.6	1318
CP efforts to include in decisions	85.71	132	22	44	154	86.63	162	25	187	84.86	1318
Likelihood of recommending CP	84.87	129	23	30	152	85.79	157	26	183	85.9	1318
CP discuss treatments	84.87	129	23	47	152	85.87	158	26	184	83.85	1313
Personal Issues Overall	82.79	129	27	44	156	84.18	159	30	189	82.22	1239
How well staff protect safety	82.35	126	27	38	153	84.32	156	29	185	82.53	1236
Our concern for patients' privacy	83.23	129	26	51	155	84.04	158	30	188	81.92	1239
Overall Assessment Overall	84.03	133	25	40	158	85.22	163	28	191	83.97	1318
Staff worked together care for you	82.8	130	27	34	157	84.21	160	30	190	83.54	1318
Likelihood of recommending	85.26	133	23	45	156	86.24	163	26	189	84.4	1318

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OBGYN CLINIC

Questions	ADJUSTED					NON ADJUSTED				DATABASE	
	Top Box	Surveys Top Box	Surveys NOT Top Box	MCHD %ile Rank	n	Top Box	Surveys Top Box	Surveys NOT Top Box	n	All PG Database Score	All PG Database N
Overall	80.79	59	14	39	73	82.62	121	25	146	80.89	1318
Access Overall	80	58	15	74	73	82.82	121	25	146	74.84	1318
Ease of scheduling appointments	79.45	58	15	58	73	82.88	121	25	146	77.25	1318
Ease of contacting	80.56	58	14	86	72	82.76	120	25	145	72.4	1313
Moving Through Your Visit Overall	74.64	54	19	73	73	74.56	109	37	146	69.47	1237
Information about delays	71.21	47	19	48	66	72.46	100	38	138	69.82	1236
Wait time at clinic	77.78	56	16	89	72	76.55	111	34	145	69.15	1232
Nurse/Assistant Overall	80.56	59	14	34	73	84.14	123	23	146	81.52	1232
Concern of nurse/asst for problem	78.87	56	15	31	71	82.64	119	25	144	80.27	1232
How well nurse/asst listen	82.19	60	13	36	73	85.62	125	21	146	82.77	1228
Care Provider Overall	81.92	60	13	21	73	83.56	122	24	146	85	1318
CP explanations of prob/condition	79.45	58	15	14	73	80.82	118	28	146	84.76	1318
CP concern for questions/worries	80.82	59	14	16	73	83.56	122	24	146	85.6	1318
CP efforts to include in decisions	82.19	60	13	23	73	82.88	121	25	146	84.86	1318
Likelihood of recommending CP	86.3	63	10	43	73	86.99	127	19	146	85.9	1318
CP discuss treatments	80.82	59	14	21	73	83.56	122	24	146	83.85	1313
Personal Issues Overall	82.07	60	13	38	73	82.76	121	25	146	82.22	1239
How well staff protect safety	82.19	60	13	38	73	83.56	122	24	146	82.53	1236
Our concern for patients' privacy	81.94	59	13	40	72	81.94	118	26	144	81.92	1239
Overall Assessment Overall	83.56	61	12	37	73	86.25	126	20	146	83.97	1318
Staff worked together care for you	82.19	60	13	30	73	84.83	123	22	145	83.54	1318
Likelihood of recommending	84.93	62	11	44	73	87.67	128	18	146	84.4	1318

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