

FY2025 CAHPS SUMMARY

BOARD OF DIRECTORS
1st QTR - 07/01/24 - 09/30/2024

	<i>ADJUSTED</i>				<i>NON ADJUSTED</i>		
	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	100.00	15	99	15	94.74	18	19
<i>IP Med Surg</i>	100.00	5	99	5	<i>100</i>	7	7
<i>IP Women's Services</i>	100.00	7	99	7	<i>88.89</i>	8	9
<i>IP ICU & INT</i>	100.00	3	99	3	<i>100</i>	3	3
ER	72.29	46	58	63	70.05	70	100
OR	90.32	28	61	31	87.8	36	41
Hospice	N/A	N/A	N/A	N/A	N	N/A	N/A

FY2025 CAHPS SUMMARY

BOARD OF DIRECTORS
1st QTR - 07/01/24 - 09/30/2024

	<i>ADJUSTED</i>				<i>NON ADJUSTED</i>		
	Overall Rating Raw Score	Total Surveys Receiving Top Box	MCHD Percentile	Total Surveys	Overall Rating Raw Score	Total Surveys Receiving Top Box	Total Surveys
OVERALL SCORE							
Overall Clinic Score (All Clinics)	86.67	242	64	279	84.23	355	421
Adult Medicine	86.84	16	65	19	93.24	34	37
Bone & Joint	97.00	49	99	51	93.75	61	4
Family Health Clinic	75.20	47	8	63	71	82	116
Foot & Ankle	97.06	50	99	51	96.97	64	66
General Surgery	100.00	12	99	12	100	14	14
Internal Medicine	77.42	48	12	62	76.54	63	82
OBGyn	90.48	19	93	21	87.8	36	41
PROVIDER SCORE							
Overall Provider Score (All Clinics)	86.74	243	51	280	85.45	361	422
Adult Medicine	84.21	17	31	20	91.8	35	38
Bone & Joint	95.24	49	99	51	92.52	60	5
Family Health Clinic	77.12	49	9	63	73.72	86	116
Foot & Ankle	95.28	49	99	51	94.83	63	66
General Surgery	100.00	12	99	12	100	14	14
Internal Medicine	81.82	51	19	62	84.07	69	82
OBGyn	82.86	17	24	21	83.9	34	41
STAFF SCORE							
Overall Staff Score (All Clinics)	81.25				79.45		
Adult Medicine	84.00				88.34		
Bone & Joint	88.50				86.50		
Family Health Clinic	67.39				66.36		
Foot & Ankle	89.61				90.07		
General Surgery	97.04				96.61		
Internal Medicine	77.07				75.55		
OBGyn	84.39				81.16		

INPATIENT OVERALL

GENERATED

10/21/2024 6:44 PM ET

Service Date

07/01/2024 - 09/30/2024

Peer Group N

All PG Database CAHPS N = 2389

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	100.00	15	0	99	15	94.74	18	1	19	70.29	2317
*Recommend the hospital	80.00	12	3	83	15	78.95	15	4	19	69.29	2309
*Comm w/ Nurses Domain Performance	97.78	15	0	99	15	98.25	19	0	19	79.08	2325
*Nurses treat with courtesy/respect	100.00	15	0	99	15	100.00	19	0	19	85.67	2322
*Nurses listen carefully to you	100.00	15	0	99	15	100.00	19	0	19	76.48	2322
*Nurses expl in way you understand	93.33	14	1	99	15	94.74	18	1	19	75.07	2321
*Response of Hosp Staff Domain Performance	85.95	13	2	99	15	88.54	17	2	19	63.78	2274
*Call button help soon as wanted it	93.33	14	1	99	15	94.74	18	1	19	62.14	2246
*Help toileting soon as you wanted	78.57	11	3	92	14	82.35	14	3	17	65.00	2023
*Comm w/ Doctors Domain Performance	93.33	14	1	99	15	91.23	17	2	19	79.58	2323
*Doctors treat with courtesy/respect	93.33	14	1	93	15	94.74	18	1	19	85.59	2320
*Doctors listen carefully to you	93.33	14	1	98	15	89.47	17	2	19	78.09	2318
*Doctors expl in way you understand	93.33	14	1	99	15	89.47	17	2	19	75.08	2312
*Hospital Environment Domain Performance	83.33	12	3	97	15	86.84	16	3	19	66.10	2320
*Cleanliness of hospital environment	86.67	13	2	94	15	89.47	17	2	19	72.41	2315
*Quietness of hospital environment	80.00	12	3	96	15	84.21	16	3	19	59.77	2312
*Comm About Medicines Domain Performance	80.91	9	2	99	11	79.81	10	3	13	60.71	2052
*Tell you what new medicine was for	81.82	9	2	88	11	84.62	11	2	13	74.39	2047
*Staff describe medicine side effect	80.00	8	2	99	10	75.00	9	3	12	46.98	2045
*Discharge Information Domain Performance	100.00	15	0	99	15	92.11	18	1	19	86.28	2252
*Staff talk about help when you left	100.00	15	0	99	15	94.74	18	1	19	84.34	2246
*Info re symptoms/prob to look for	100.00	15	0	99	15	89.47	17	2	19	88.23	2247
*Care Transitions Domain Performance	75.56	11	4	99	15	59.65	11	8	19	52.45	2317
*Hosp staff took pref into account	66.67	10	5	98	15	52.63	10	9	19	46.88	2305
*Good understanding managing health	73.33	11	4	98	15	57.89	11	8	19	51.68	2307
*Understood purpose of taking meds	86.67	13	2	99	15	68.42	13	6	19	58.82	2211

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

* CMS dictates that survey administrators adjust which surveys are used based on CMS criteria. Adjusted numbers are those available to the public.

MED SURG UNIT

GENERATED

Service Date

Peer Group N

10/21/2024 6:45 PM ET

07/01/2024 - 09/30/2024

All PG Database CAHPS N = 2389

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	100.00	5	0	99	5	100.00	7	0	7	70.29	2317
*Recommend the hospital	80.00	4	1	83	5	85.71	6	1	7	69.29	2309
*Comm w/ Nurses Domain Performance	100.00	5	0	99	5	100.00	7	0	7	79.08	2325
*Nurses treat with courtesy/respect	100.00	5	0	99	5	100.00	7	0	7	85.67	2322
*Nurses listen carefully to you	100.00	5	0	99	5	100.00	7	0	7	76.48	2322
*Nurses expl in way you understand	100.00	5	0	99	5	100.00	7	0	7	75.07	2321
*Response of Hosp Staff Domain Performance	80.00	4	1	94	5	85.71	6	1	7	63.78	2274
*Call button help soon as wanted it	80.00	4	1	95	5	85.71	6	1	7	62.14	2246
*Help toileting soon as you wanted	80.00	4	1	94	5	85.71	6	1	7	65	2023
*Comm w/ Doctors Domain Performance	100.00	5	0	99	5	90.48	6	1	7	79.58	2323
*Doctors treat with courtesy/respect	100.00	5	0	99	5	100.00	7	0	7	85.59	2320
*Doctors listen carefully to you	100.00	5	0	99	5	85.71	6	1	7	78.09	2318
*Doctors expl in way you understand	100.00	5	0	99	5	85.71	6	1	7	75.08	2312
*Hospital Environment Domain Performance	80.00	4	1	94	5	85.71	6	1	7	66.1	2320
*Cleanliness of hospital environment	80.00	4	1	81	5	85.71	6	1	7	72.41	2315
*Quietness of hospital environment	80.00	4	1	96	5	85.71	6	1	7	59.77	2312
*Comm About Medicines Domain Performance	80.00	4	1	99	5	83.33	5	1	6	60.71	2052
*Tell you what new medicine was for	80.00	4	1	82	5	83.33	5	1	6	74.39	2047
*Staff describe medicine side effect	80.00	4	1	99	5	83.33	5	1	6	46.98	2045
*Discharge Information Domain Performance	100.00	5	0	99	5	92.86	7	0	7	86.28	2252
*Staff talk about help when you left	100.00	5	0	99	5	100.00	7	0	7	84.34	2246
*Info re symptoms/prob to look for	100.00	5	0	99	5	85.71	6	1	7	88.23	2247
*Care Transitions Domain Performance	86.67	4	1	99	5	61.90	4	3	7	52.45	2317
*Hosp staff took pref into account	80.00	4	1	99	5	57.14	4	3	7	46.88	2305
*Good understanding managing health	80.00	4	1	99	5	57.14	4	3	7	51.68	2307
*Understood purpose of taking meds	100.00	5	0	99	5	71.43	5	2	7	58.82	2211

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WOMEN'S SERVICES UNIT

GENERATED
Service Date
Peer Group N

10/21/2024 6:46 PM ET
07/01/2024 - 09/30/2024
All PG Database CAHPS N = 2389

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	100.00	7	0	99	7	88.89	8	1	9	70.29	2317
*Recommend the hospital	100.00	7	0	99	7	88.89	8	1	9	69.29	2309
*Comm w/ Nurses Domain Performance	100.00	7	0	99	7	100.00	9	0	9	79.08	2325
*Nurses treat with courtesy/respect	100.00	7	0	99	7	100.00	9	0	9	85.67	2322
*Nurses listen carefully to you	100.00	7	0	99	7	100.00	9	0	9	76.48	2322
*Nurses expl in way you understand	100.00	7	0	99	7	100.00	9	0	9	75.07	2321
*Response of Hosp Staff Domain Performance	83.33	6	1	97	7	85.71	8	1	9	63.78	2274
*Call button help soon as wanted it	100.00	7	0	99	7	100.00	9	0	9	62.14	2246
*Help toileting soon as you wanted	66.67	4	2	58	6	71.43	5	2	7	65	2023
*Comm w/ Doctors Domain Performance	100.00	7	0	99	7	100.00	9	0	9	79.58	2323
*Doctors treat with courtesy/respect	100.00	7	0	99	7	100.00	9	0	9	85.59	2320
*Doctors listen carefully to you	100.00	7	0	99	7	100.00	9	0	9	78.09	2318
*Doctors expl in way you understand	100.00	7	0	99	7	100.00	9	0	9	75.08	2312
*Hospital Environment Domain Performance	100.00	7	0	99	7	100.00	9	0	9	66.1	2320
*Cleanliness of hospital environment	100.00	7	0	99	7	100.00	9	0	9	72.41	2315
*Quietness of hospital environment	100.00	7	0	99	7	100.00	9	0	9	59.77	2312
*Comm About Medicines Domain Performance	100.00	N/A	N/A	99	3	87.50	N/A	N/A	4	60.71	2052
*Tell you what new medicine was for	100.00	N/A	N/A	99	3	100.00	N/A	N/A	4	74.39	2047
*Staff describe medicine side effect	100.00	N/A	N/A	99	3	75.00	N/A	N/A	4	46.98	2045
*Discharge Information Domain Performance	100.00	7	0	99	7	88.89	8	1	9	86.28	2252
*Staff talk about help when you left	100.00	7	0	99	7	88.89	8	1	9	84.34	2246
*Info re symptoms/prob to look for	100.00	7	0	99	7	88.89	8	1	9	88.23	2247
*Care Transitions Domain Performance	80.95	6	1	99	7	62.96	6	3	9	52.45	2317
*Hosp staff took pref into account	71.43	5	2	99	7	55.56	5	4	9	46.88	2305
*Good understanding managing health	85.71	6	1	99	7	66.67	6	3	9	51.68	2307
*Understood purpose of taking meds	85.71	6	1	99	7	66.67	6	3	9	58.82	2211

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INTERMEDIATE CARE UNIT

GENERATED
Service Date
Peer Group N

10/21/2024 6:47 PM ET
07/01/2024 - 09/30/2024
All PG Database CAHPS N = 2389

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	100.00	3	0	99	3	100.00	3	0	3	70.29	2317
*Recommend the hospital	33.33	1	2	1	3	33.33	1	2	3	69.29	2309
*Comm w/ Nurses Domain Performance	88.89	3	0	95	3	88.89	3	0	3	79.08	2325
*Nurses treat with courtesy/respect	100.00	3	0	99	3	100.00	3	0	3	85.67	2322
*Nurses listen carefully to you	100.00	3	0	99	3	100.00	3	0	3	76.48	2322
*Nurses expl in way you understand	66.67	2	1	9	3	66.67	2	1	3	75.07	2321
*Response of Hosp Staff Domain Performance	100.00	3	0	99	3	100.00	3	0	3	63.78	2274
*Call button help soon as wanted it	100.00	3	0	99	3	100.00	3	0	3	62.14	2246
*Help toileting soon as you wanted	100.00	3	0	99	3	100.00	3	0	3	65.00	2023
*Comm w/ Doctors Domain Performance	66.67	2	1	2	3	66.67	2	1	3	79.58	2323
*Doctors treat with courtesy/respect	66.67	2	1	1	3	66.67	2	1	3	85.59	2320
*Doctors listen carefully to you	66.67	2	1	5	3	66.67	2	1	3	78.09	2318
*Doctors expl in way you understand	66.67	2	1	10	3	66.67	2	1	3	75.08	2312
*Hospital Environment Domain Performance	50.00	2	2	3	3	50.00	2	2	3	66.10	2320
*Cleanliness of hospital environment	66.67	2	1	25	3	66.67	2	1	3	72.41	2315
*Quietness of hospital environment	33.33	1	2	1	3	33.33	1	2	3	59.77	2312
*Comm About Medicines Domain Performance	58.33	2	1	35	3	58.33	2	1	3	60.71	2052
*Tell you what new medicine was for	66.67	2	1	11	3	66.67	2	1	3	74.39	2047
*Staff describe medicine side effect	50.00	1	1	68	2	50.00	1	1	2	46.98	2045
*Discharge Information Domain Performance	100.00	3	0	99	3	100.00	3	0	3	86.28	2252
*Staff talk about help when you left	100.00	3	0	99	3	100.00	3	0	3	84.34	2246
*Info re symptoms/prob to look for	100.00	3	0	99	3	100.00	3	0	3	88.23	2247
*Care Transitions Domain Performance	44.44	1	2	15	3	44.44	1	2	3	52.45	2317
*Hosp staff took pref into account	33.33	1	2	6	3	33.33	1	2	3	46.88	2305
*Good understanding managing health	33.33	1	2	2	3	33.33	1	2	3	51.68	2307
*Understood purpose of taking meds	66.67	2	1	85	3	66.67	2	1	3	58.82	2211

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EMERGENCY DEPARTMENT

GENERATED
Service Date
Peer Group N

10/21/2024 6:43 PM ET
07/01/2024 - 09/30/2024
All PG Database PG N = 2575

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	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	N/A	N/A	N/A	N/A
Family or Friends Overall †	N/A	N/A	N/A		N/A	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	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	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	N/A	N/A	N/A	N/A
Personal/Insurance Info Overall †	N/A	N/A	N/A		N/A	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	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	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	N/A	N/A	N/A	N/A
Personal Issues Overall †	N/A	N/A	N/A		N/A	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	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	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	N/A	N/A	N/A	N/A
Overall Assessment Overall	70.45	44	18	50	62	67.95	67	31	98	69.87	2573
Overall rating of care	69.35	43	19	46	62	68.37	67	31	98	69.84	2570
Likelihood of recommending	68.85	42	19	47	61	67.71	65	31	96	69.23	2568
Staff cared about you as person	72.58	45	17	57	62	67.35	66	32	98	70.17	2565
Staff worked together care for you	70.97	44	18	50	62	68.37	67	31	98	70.25	2546

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n = Amount of answers received for that particular question

DATABASE SCORE =The raw score average for all facilities in the database

DATABASE N = Amount of facilities in the database

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AMBULATORY SURGERY

GENERATED

Service Date

Peer Group N

10/21/2024 6:41 PM ET

07/01/2024 - 09/30/2024

All PG Database CAHPS N = 4289

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	90.32	28	3	61	31	87.80	36	5	41	88.21	3683
*Recommend the facility	90.32	28	3	74	31	87.80	36	5	41	85.43	3692
*Communication Domain Performance	94.71	29	2	82	31	95.09	39	2	41	92.33	3701
*Provided needed info re procedure	96.77	30	1	91	31	95.12	39	2	41	92.57	3697
*Instructions good re preparation	87.1	27	4	2	31	87.80	36	5	41	94.4	3694
*Procedure info easy to understand	100	31	0	99	31	100.00	41	0	41	93.89	3701
*Anesthesia info easy to understand	100	29	0	99	29	100.00	40	0	40	94.52	3596
*Anes side effect easy to understand	89.66	26	3	74	29	92.50	37	3	40	86.2	3593
*Facility/Personal Trtment Domain Performance	98.39	31	0	76	31	97.15	40	1	41	97.16	3700
*Check-in run smoothly	96.77	30	1	60	31	97.56	40	1	41	95.59	3699
*Facility clean	100	31	0	99	31	100.00	41	0	41	98.05	3699
*Clerks and receptionists helpful	96.77	30	1	49	31	92.68	38	3	41	96.4	3700
*Clerks and reception courteous	96.77	30	1	25	31	97.56	40	1	41	97.74	3697
*Staff treat w/ courtesy, respect	100	31	0	99	31	97.56	40	1	41	98.11	3697
*Staff ensure you were comfortable	100	31	0	99	31	97.56	40	1	41	97.05	3690
*Discharge Domain Performance	99.46	31	0	99	31	93.01	38	3	41	96.8	3700
*Written discharge instructions	100	31	0	99	31	100.00	41	0	41	97.55	3689
*Instructions regarding recovery	96.77	30	1	98	31	97.56	40	1	41	87.85	3695
*Information re subsequent pain	100	27	0	99	27	90.24	37	4	41	98.39	3648
*Information re subsequent nausea	100	27	0	99	27	87.50	35	5	40	98.5	3547
*Information re subsequent bleeding	100	28	0	99	28	92.50	37	3	40	98.98	3582
*Info on response to infection	100	28	0	99	28	90.24	37	4	41	99.54	3558

TOP BOX = Percentage of surveys for that question that received the best score

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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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DATABASE N = Amount of facilities in the database

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MEDICAL PRACTICES OVERALL

GENERATED

Service Date

Peer Group N

10/21/2024 6:48 PM ET

07/01/2024 - 09/30/2024

National Facilities PG N = 1292

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	83.85	237	46	65	283	82.14	350	76	426	81.04	1292
Access Overall	81.75	230	51	83	281	81.38	344	79	423	74.98	1292
Ease of scheduling appointments	83.57	234	46	81	280	81.43	342	78	420	77.33	1292
Ease of contacting	79.93	223	56	83	279	81.34	340	78	418	72.60	1287
Moving Through Your Visit Overall	74.29	205	71	67	276	70.56	294	123	417	69.95	1219
Information about delays	72.83	185	69	55	254	70.59	276	115	391	70.27	1218
Wait time at clinic	75.64	208	67	77	275	70.53	292	122	414	69.63	1214
Nurse/Assistant Overall	85.43	237	41	72	278	84.38	354	66	420	81.84	1214
Concern of nurse/asst for problem	85.29	232	40	80	272	83.82	347	67	414	80.60	1214
How well nurse/asst listen	85.56	237	40	62	277	84.93	355	63	418	83.08	1210
Care Provider Overall	86.74	243	37	51	280	85.45	361	61	422	85.08	1292
CP explanations of prob/condition	87.36	242	35	61	277	86.33	360	57	417	84.85	1292
CP concern for questions/worries	86.64	240	37	44	277	85.41	357	61	418	85.72	1292
CP efforts to include in decisions	86.23	238	38	48	276	85.61	357	60	417	84.94	1292
Likelihood of recommending CP	88.45	245	32	64	277	85.92	360	59	419	85.92	1292
CP discuss treatments	84.98	232	41	46	273	83.98	346	66	412	83.97	1287
Personal Issues Overall	83.54	234	46	48	280	81.46	344	78	422	82.43	1221
How well staff protect safety	84.00	231	44	51	275	81.73	340	76	416	82.72	1217
Our concern for patients' privacy	83.09	231	47	46	278	81.19	341	79	420	82.15	1221
Overall Assessment Overall	86.67	242	37	64	279	84.23	355	66	421	84.07	1292
Staff worked together care for you	85.97	239	39	61	278	83.25	348	70	418	83.62	1292
Likelihood of recommending	87.36	242	35	65	277	85.20	357	62	419	84.51	1292

TOP BOX = Percentage of surveys for that question that received the best score

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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

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DATABASE N = Amount of facilities in the database

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ADULT MEDICINE CLINIC

GENERATED

Service Date

Peer Group N

10/21/2024 6:49 PM ET

07/01/2024 - 09/30/2024

National Facilities PG N = 1292

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	84.54	18	3	72	21	90.16	35	4	39	81.04	1292
Access Overall	88.10	19	2	98	21	91.03	36	3	39	74.98	1292
Ease of scheduling appointments	90.48	19	2	99	21	92.31	36	3	39	77.33	1292
Ease of contacting	85.71	18	3	97	21	89.74	35	4	39	72.60	1287
Moving Through Your Visit Overall	73.68	15	6	63	21	75.68	30	9	39	69.95	1219
Information about delays	76.47	13	4	79	17	80.00	28	7	35	70.27	1218
Wait time at clinic	71.43	15	6	50	21	71.79	28	11	39	69.63	1214
Nurse/Assistant Overall	84.21	16	3	60	19	91.89	34	3	37	81.84	1214
Concern of nurse/asst for problem	84.21	16	3	69	19	91.89	34	3	37	80.60	1214
How well nurse/asst listen	84.21	16	3	49	19	91.89	34	3	37	83.08	1210
Care Provider Overall	84.21	17	3	31	20	91.80	35	3	38	85.08	1292
CP explanations of prob/condition	84.21	16	3	33	19	91.67	33	3	36	84.85	1292
CP concern for questions/worries	84.21	16	3	27	19	91.89	34	3	37	85.72	1292
CP efforts to include in decisions	89.47	17	2	82	19	94.59	35	2	37	84.94	1292
Likelihood of recommending CP	85.00	17	3	31	20	92.11	35	3	38	85.92	1292
CP discuss treatments	77.78	14	4	12	18	88.57	31	4	35	83.97	1287
Personal Issues Overall	90.00	18	2	96	20	94.74	36	2	38	82.43	1221
How well staff protect safety	90.00	18	2	96	20	94.74	36	2	38	82.72	1217
Our concern for patients' privacy	90.00	18	2	96	20	94.74	36	2	38	82.15	1221
Overall Assessment Overall	86.84	16	3	65	19	93.24	34	3	37	84.07	1292
Staff worked together care for you	89.47	17	2	90	19	94.59	35	2	37	83.62	1292
Likelihood of recommending	84.21	16	3	37	19	91.89	34	3	37	84.51	1292

TOP BOX = Percentage of surveys for that question that received the best score

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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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DATABASE N = Amount of facilities in the database

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BONE & JOINT CLINIC

GENERATED

Service Date

Peer Group N

10/21/2024 6:50 PM ET

07/01/2024 - 09/30/2024

National Facilities PG N = 1292

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	91.90	47	4	99	51	89.49	58	7	65	81.04	1292
Access Overall	89.22	46	5	99	51	87.69	57	8	65	74.98	1292
Ease of scheduling appointments	92.16	47	4	99	51	89.23	58	7	65	77.33	1292
Ease of contacting	86.27	44	7	98	51	86.15	56	9	65	72.60	1287
Moving Through Your Visit Overall	81.63	42	9	97	51	81.60	53	12	65	69.95	1219
Information about delays	78.72	37	10	89	47	78.69	48	13	61	70.27	1218
Wait time at clinic	84.31	43	8	98	51	84.38	54	10	64	69.63	1214
Nurse/Assistant Overall	92.93	47	4	99	51	90.55	59	6	65	81.84	1214
Concern of nurse/asst for problem	93.75	45	3	99	48	90.32	56	6	62	80.60	1214
How well nurse/asst listen	92.16	47	4	98	51	90.77	59	6	65	83.08	1210
Care Provider Overall	95.24	49	2	99	51	92.52	60	5	65	85.08	1292
CP explanations of prob/condition	94.12	48	3	99	51	92.31	60	5	65	84.85	1292
CP concern for questions/worries	96.08	49	2	99	51	92.31	60	5	65	85.72	1292
CP efforts to include in decisions	94.12	48	3	99	51	90.77	59	6	65	84.94	1292
Likelihood of recommending CP	98.00	49	1	99	50	95.31	61	3	64	85.92	1292
CP discuss treatments	93.88	46	3	99	49	91.94	57	5	62	83.97	1287
Personal Issues Overall	90.20	46	5	97	51	86.15	56	9	65	82.43	1221
How well staff protect safety	90.20	46	5	96	51	86.15	56	9	65	82.72	1217
Our concern for patients' privacy	90.20	46	5	97	51	86.15	56	9	65	82.15	1221
Overall Assessment Overall	97.00	49	2	99	51	93.75	61	4	65	84.07	1292
Staff worked together care for you	96.00	48	2	99	50	92.19	59	5	64	83.62	1292
Likelihood of recommending	98.00	49	1	99	50	95.31	61	3	64	84.51	1292

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

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DATABASE N = Amount of facilities in the database

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FAMILY HEALTH CLINIC

GENERATED

Service Date

Peer Group N

10/21/2024 6:51 PM ET

07/01/2024 - 09/30/2024

National Facilities PG N = 1292

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	71.74	45	18	8	63	69.46	81	36	117	81.04	1292
Access Overall	68.85	43	19	19	62	70.54	81	34	115	74.98	1292
Ease of scheduling appointments	69.35	43	19	13	62	68.14	77	36	113	77.33	1292
Ease of contacting	68.33	41	19	25	60	72.97	81	30	111	72.60	1287
Moving Through Your Visit Overall	54.17	34	28	6	62	51.11	59	56	115	69.95	1219
Information about delays	53.45	31	27	5	58	53.64	59	51	110	70.27	1218
Wait time at clinic	54.84	34	28	7	62	48.70	56	59	115	69.63	1214
Nurse/Assistant Overall	75.81	48	15	13	63	74.78	87	29	116	81.84	1214
Concern of nurse/asst for problem	73.77	45	16	12	61	73.68	84	30	114	80.60	1214
How well nurse/asst listen	77.78	49	14	14	63	75.86	88	28	116	83.08	1210
Care Provider Overall	77.12	49	14	9	63	73.72	86	30	116	85.08	1292
CP explanations of prob/condition	78.69	48	13	12	61	75.22	85	28	113	84.85	1292
CP concern for questions/worries	77.05	47	14	9	61	74.34	84	29	113	85.72	1292
CP efforts to include in decisions	75.41	46	15	8	61	73.45	83	30	113	84.94	1292
Likelihood of recommending CP	77.42	48	14	8	62	72.17	83	32	115	85.92	1292
CP discuss treatments	77.05	47	14	11	61	73.45	83	30	113	83.97	1287
Personal Issues Overall	70.73	45	18	5	63	69.00	80	36	116	82.43	1221
How well staff protect safety	70.97	44	18	5	62	69.57	80	35	115	82.72	1217
Our concern for patients' privacy	70.49	43	18	5	61	68.42	78	36	114	82.15	1221
Overall Assessment Overall	75.20	47	16	8	63	71.00	82	34	116	84.07	1292
Staff worked together care for you	73.02	46	17	6	63	68.97	80	36	116	83.62	1292
Likelihood of recommending	77.42	48	14	11	62	73.04	84	31	115	84.51	1292

TOP BOX = Percentage of surveys for that question that received the best score

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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

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DATABASE N = Amount of facilities in the database

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FOOT & ANKLE CLINIC

GENERATED

Service Date

Peer Group N

10/21/2024 6:52 PM ET

07/01/2024 - 09/30/2024

National Facilities PG N = 1292

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	92.53	48	4	99	52	92.60	62	5	67	81.04	1292
Access Overall	92.31	48	4	99	52	92.54	62	5	67	74.98	1292
Ease of scheduling appointments	92.31	48	4	99	52	92.54	62	5	67	77.33	1292
Ease of contacting	92.31	48	4	99	52	92.54	62	5	67	72.60	1287
Moving Through Your Visit Overall	81.82	43	9	97	52	83.72	56	11	67	69.95	1219
Information about delays	78.72	37	10	89	47	82.26	51	11	62	70.27	1218
Wait time at clinic	84.62	44	8	99	52	85.07	57	10	67	69.63	1214
Nurse/Assistant Overall	91.18	47	4	98	51	91.60	60	6	66	81.84	1214
Concern of nurse/asst for problem	92.16	47	4	99	51	92.42	61	5	66	80.60	1214
How well nurse/asst listen	90.20	46	5	95	51	90.77	59	6	65	83.08	1210
Care Provider Overall	95.28	49	2	99	51	94.83	63	3	66	85.08	1292
CP explanations of prob/condition	96.08	49	2	99	51	95.45	63	3	66	84.85	1292
CP concern for questions/worries	94.12	48	3	99	51	93.94	62	4	66	85.72	1292
CP efforts to include in decisions	96.00	48	2	99	50	95.38	62	3	65	84.94	1292
Likelihood of recommending CP	96.08	49	2	99	51	95.45	63	3	66	85.92	1292
CP discuss treatments	94.12	48	3	99	51	93.94	62	4	66	83.97	1287
Personal Issues Overall	93.14	48	3	99	51	92.42	61	5	66	82.43	1221
How well staff protect safety	92.16	47	4	99	51	90.91	60	6	66	82.72	1217
Our concern for patients' privacy	94.12	48	3	99	51	93.94	62	4	66	82.15	1221
Overall Assessment Overall	97.06	50	1	99	51	96.97	64	2	66	84.07	1292
Staff worked together care for you	96.08	49	2	99	51	95.45	63	3	66	83.62	1292
Likelihood of recommending	98.04	50	1	99	51	98.48	65	1	66	84.51	1292

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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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GENERAL SURGERY CLINIC

GENERATED

Service Date

Peer Group N

10/21/2024 6:53 PM ET

07/01/2024 - 09/30/2024

National Facilities PG N = 1292

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	98.34	13	0	99	13	98.10	15	0	15	81.04	1292
Access Overall	92.31	12	1	99	13	90.00	14	2	15	74.98	1292
Ease of scheduling appointments	92.31	12	1	99	13	86.67	13	2	15	77.33	1292
Ease of contacting	92.31	12	1	99	13	93.33	14	1	15	72.60	1287
Moving Through Your Visit Overall	95.83	12	1	99	13	96.43	14	1	15	69.95	1219
Information about delays	90.91	10	1	99	11	92.31	12	1	13	70.27	1218
Wait time at clinic	100.00	13	0	99	13	100.00	15	0	15	69.63	1214
Nurse/Assistant Overall	100.00	12	0	99	12	100.00	14	0	14	81.84	1214
Concern of nurse/asst for problem	100.00	11	0	99	11	100.00	13	0	13	80.60	1214
How well nurse/asst listen	100.00	12	0	99	12	100.00	14	0	14	83.08	1210
Care Provider Overall	100.00	12	0	99	12	100.00	14	0	14	85.08	1292
CP explanations of prob/condition	100.00	12	0	99	12	100.00	14	0	14	84.85	1292
CP concern for questions/worries	100.00	12	0	99	12	100.00	14	0	14	85.72	1292
CP efforts to include in decisions	100.00	12	0	99	12	100.00	14	0	14	84.94	1292
Likelihood of recommending CP	100.00	12	0	99	12	100.00	14	0	14	85.92	1292
CP discuss treatments	100.00	12	0	99	12	100.00	14	0	14	83.97	1287
Personal Issues Overall	100.00	12	0	99	12	100.00	14	0	14	82.43	1221
How well staff protect safety	100.00	12	0	99	12	100.00	14	0	14	82.72	1217
Our concern for patients' privacy	100.00	12	0	99	12	100.00	14	0	14	82.15	1221
Overall Assessment Overall	100.00	12	0	99	12	100.00	14	0	14	84.07	1292
Staff worked together care for you	100.00	12	0	99	12	100.00	14	0	14	83.62	1292
Likelihood of recommending	100.00	12	0	99	12	100.00	14	0	14	84.51	1292

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INTERNAL MEDICINE CLINIC

GENERATED

Service Date

Peer Group N

10/21/2024 6:53 PM ET

07/01/2024 - 09/30/2024

National Facilities PG N = 1292

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	78.74	49	13	25	62	78.66	65	17	82	81.04	1292
Access Overall	73.55	45	16	37	61	73.75	60	21	81	74.98	1292
Ease of scheduling appointments	78.33	47	13	51	60	76.25	61	19	80	77.33	1292
Ease of contacting	68.85	42	19	26	61	71.25	57	23	80	72.60	1287
Moving Through Your Visit Overall	77.06	43	13	84	56	70.34	53	22	75	69.95	1219
Information about delays	77.78	42	12	85	54	69.44	50	22	72	70.27	1218
Wait time at clinic	76.36	42	13	81	55	71.23	52	21	73	69.63	1214
Nurse/Assistant Overall	80.17	49	12	30	61	80.12	65	16	81	81.84	1214
Concern of nurse/asst for problem	80.33	49	12	38	61	79.01	64	17	81	80.60	1214
How well nurse/asst listen	80.00	48	12	22	60	81.25	65	15	80	83.08	1210
Care Provider Overall	81.82	51	11	19	62	84.07	69	13	82	85.08	1292
CP explanations of prob/condition	80.65	50	12	17	62	84.15	69	13	82	84.85	1292
CP concern for questions/worries	82.26	51	11	19	62	84.15	69	13	82	85.72	1292
CP efforts to include in decisions	80.65	50	12	16	62	84.15	69	13	82	84.94	1292
Likelihood of recommending CP	83.61	51	10	23	61	83.95	68	13	81	85.92	1292
CP discuss treatments	81.97	50	11	25	61	83.95	68	13	81	83.97	1287
Personal Issues Overall	77.50	48	14	15	62	77.99	64	18	82	82.43	1221
How well staff protect safety	77.59	45	13	14	58	77.92	60	17	77	82.72	1217
Our concern for patients' privacy	77.42	48	14	16	62	78.05	64	18	82	82.15	1221
Overall Assessment Overall	77.42	48	14	12	62	76.54	63	19	82	84.07	1292
Staff worked together care for you	77.42	48	14	12	62	76.25	61	19	80	83.62	1292
Likelihood of recommending	77.42	48	14	11	62	76.83	63	19	82	84.51	1292

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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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OBGYN CLINIC

GENERATED

Service Date

Peer Group N

10/21/2024 6:55 PM ET

07/01/2024 - 09/30/2024

National Facilities PG N = 1292

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	84.71	18	3	74	21	83.01	34	7	41	81.04	1292
Access Overall	85.71	18	3	96	21	85.37	35	6	41	74.98	1292
Ease of scheduling appointments	85.71	18	3	91	21	85.37	35	6	41	77.33	1292
Ease of contacting	85.71	18	3	97	21	85.37	35	6	41	72.60	1287
Moving Through Your Visit Overall	78.05	16	5	87	21	73.42	30	11	41	69.95	1219
Information about delays	75.00	15	5	69	20	73.68	28	10	38	70.27	1218
Wait time at clinic	80.95	17	4	95	21	73.17	30	11	41	69.63	1214
Nurse/Assistant Overall	90.48	19	2	97	21	86.59	36	5	41	81.84	1214
Concern of nurse/asst for problem	90.48	19	2	98	21	85.37	35	6	41	80.60	1214
How well nurse/asst listen	90.48	19	2	96	21	87.80	36	5	41	83.08	1210
Care Provider Overall	82.86	17	4	24	21	83.90	34	7	41	85.08	1292
CP explanations of prob/condition	90.48	19	2	90	21	87.80	36	5	41	84.85	1292
CP concern for questions/worries	80.95	17	4	15	21	82.93	34	7	41	85.72	1292
CP efforts to include in decisions	80.95	17	4	17	21	85.37	35	6	41	84.94	1292
Likelihood of recommending CP	90.48	19	2	84	21	87.80	36	5	41	85.92	1292
CP discuss treatments	71.43	15	6	5	21	75.61	31	10	41	83.97	1287
Personal Issues Overall	83.33	17	4	46	21	79.27	33	8	41	82.43	1221
How well staff protect safety	90.48	19	2	97	21	82.93	34	7	41	82.72	1217
Our concern for patients' privacy	76.19	16	5	13	21	75.61	31	10	41	82.15	1221
Overall Assessment Overall	90.48	19	2	93	21	87.80	36	5	41	84.07	1292
Staff worked together care for you	90.48	19	2	95	21	87.80	36	5	41	83.62	1292
Likelihood of recommending	90.48	19	2	91	21	87.80	36	5	41	84.51	1292

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

DATABASE N = Amount of facilities in the database

* CMS dictates that survey administrators adjust which surveys are used based on CMS criteria. Adjusted numbers are those available to the public.