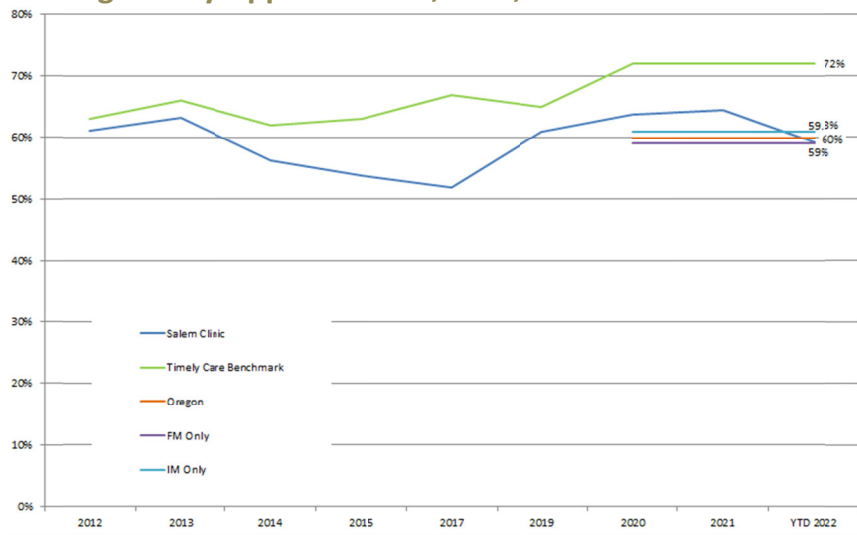


Getting Timely Appointments, Care, and Information



CAHPS Clinician & Group National Survey Data - 2019

Salem Clinic scores in blue.

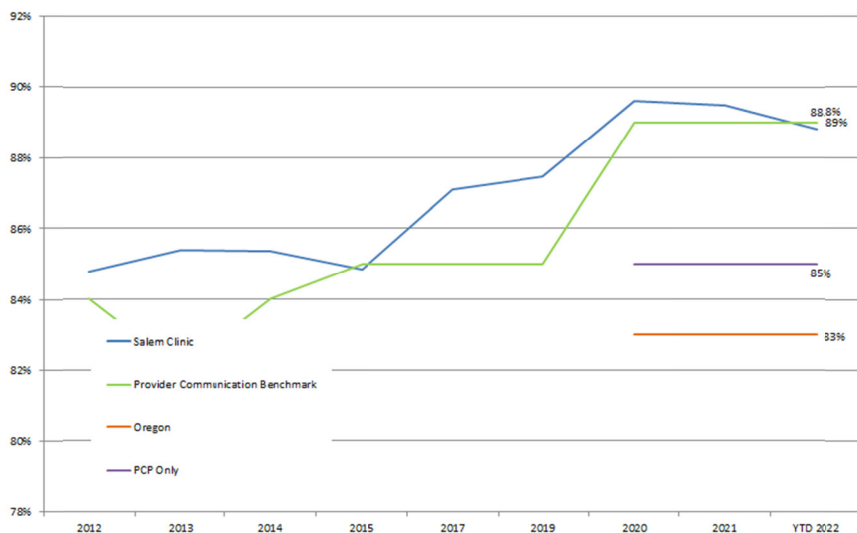
Top-Box Scores by State (Oregon) in orange.

Top-Box Scores by Specialty, Family Medicine (FM) in purple, Internal Medicine (IM) in light blue or Primary Care Provider (PCP) in purple, when the score was the same for both specialties.

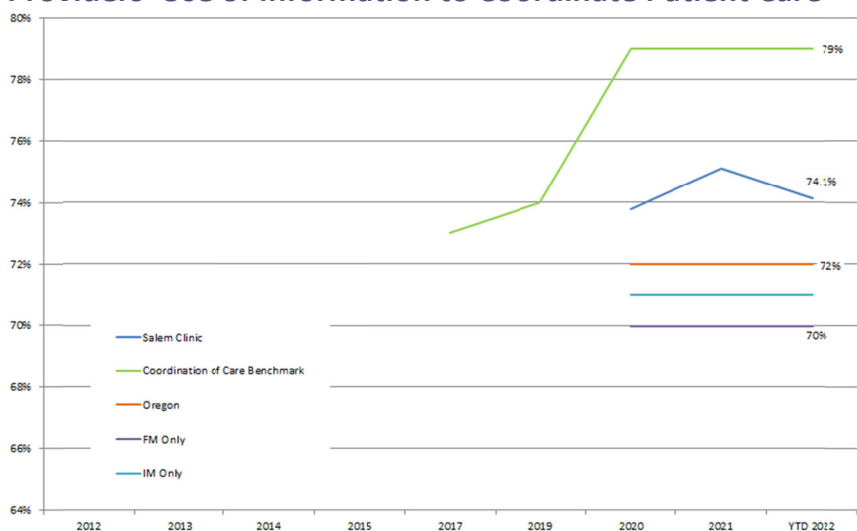
Note: The green benchmark line represents top-box scoring 2012-2019 and 75th percentile 2020-2022.

See *CAHPS Monthly Graphs* PDF for survey question assignments into the five domains graphed in this document.

How Well Providers Communicate with Patients



Providers' Use of Information to Coordinate Patient Care



Helpful, Courteous and Respectful Office Staff



Provider Rating

