

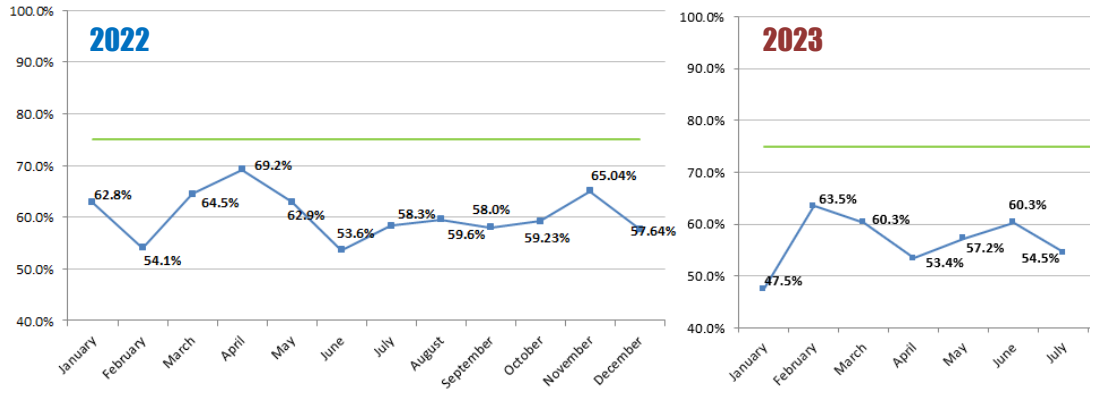
Patient Experience Survey Results

Monthly Comparisons – 1/1/22 – 7/31/23

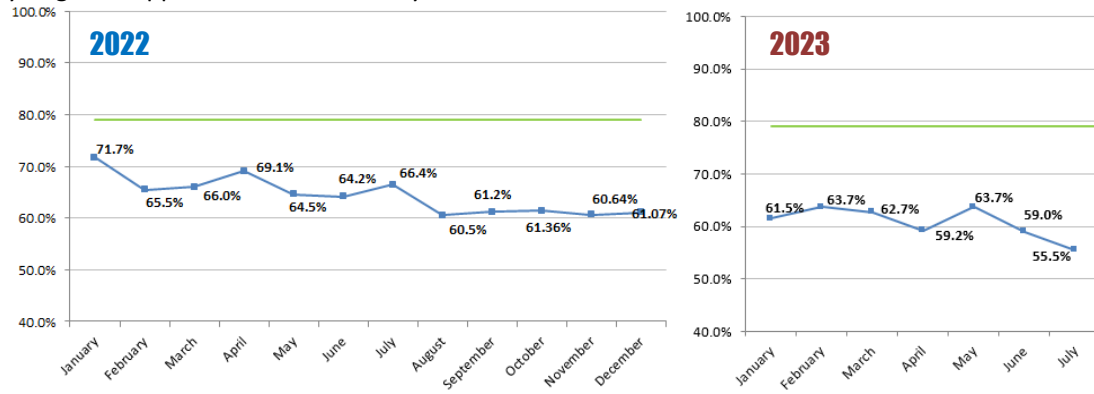
Getting Timely Appointments, Care, and Information

CAHPS Benchmarks					Getting Timely Appointments, Care, and Information			
					75.0%	79.0%	67.0%	72.0%
Provider	Dept	Panel	N	%	Q6	Q8	Q10	—
Totals by Practice								
Main	SCM	25,729	1,433	6%	54.3%	62.0%	53.0%	56.4%
South	SCS	16,199	802	5%	58.8%	65.0%	43.4%	55.7%
SCIS	SCIS	8,414	479	6%	60.2%	59.8%	54.3%	58.1%
PCP Clinic Total		50,342	2,714	5%	56.8%	62.4%	50.4%	56.5%

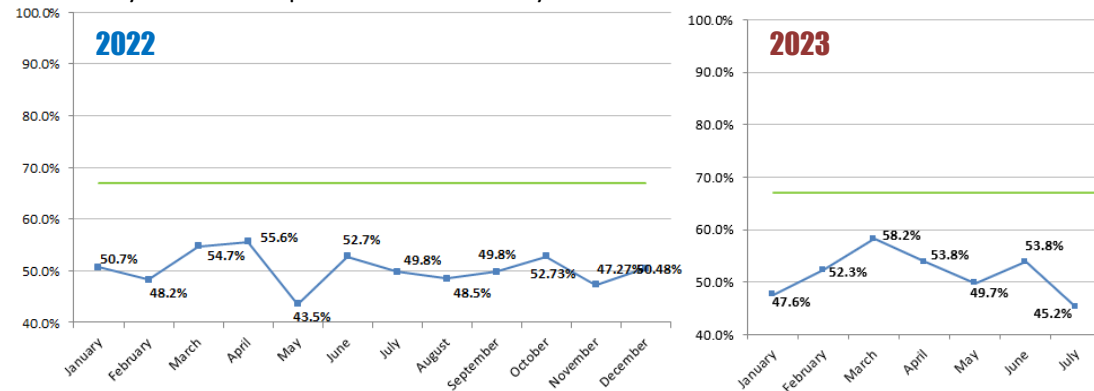
Q6. In the last 6 months, when you contacted this provider’s office to get an appointment for care you needed right away, how often did you get an appointment as soon as you needed? **Benchmark 75%**



Q8. In the last 6 months, when you made an appointment for a check-up or routine care with this provider, how often did you get an appointment as soon as you needed? **Benchmark 79%**



Q10. In the last 6 months, when you contacted this provider’s office during regular office hours, how often did you get an answer to your medical question that same day? **Benchmark 67%**

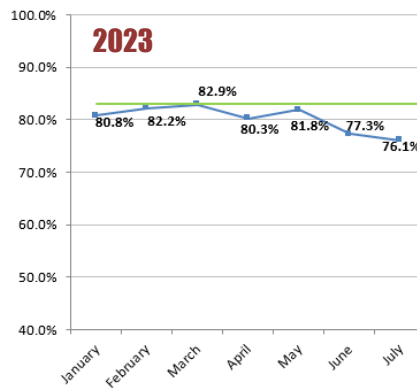
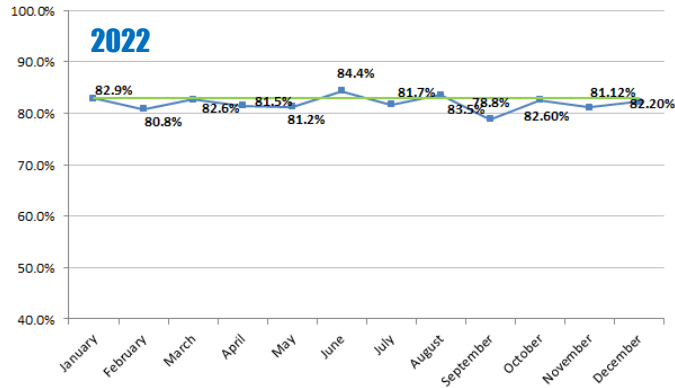


Providers' Use of Information to Coordinate Patient Care

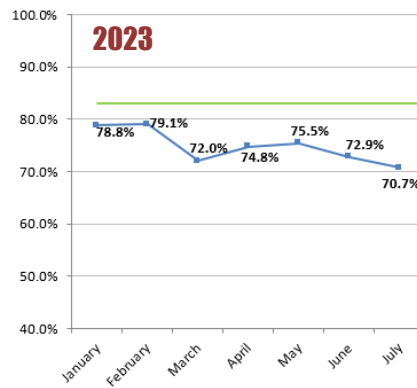
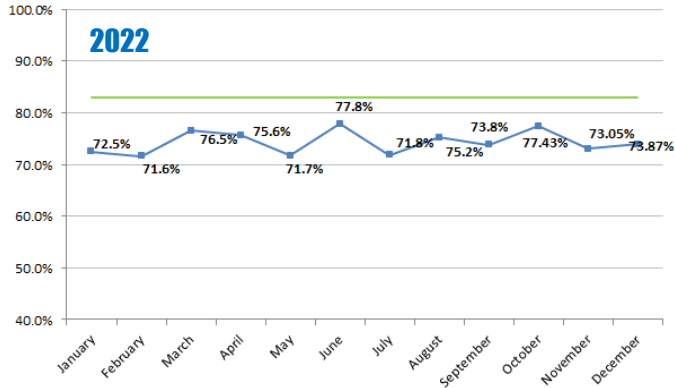
					Providers' Use of Information to Coordinate Patient Care			
CAHPS Benchmarks					83.0%	83.0%	74.0%	79.0%
Provider	Dept	Panel	N	%	Q13	Q17	Q24	—
Totals by Practice								
Main	SCM	25,729	1,433	6%	81.1%	73.6%	66.7%	73.8%
South	SCS	16,199	802	5%	76.3%	72.8%	66.9%	72.0%
SCIS	SCIS	8,414	479	6%	79.5%	75.2%	65.1%	73.3%
PCP Clinic Total		50,342	2,714	5%	79.4%	73.7%	66.5%	73.2%

Q13. In the last 6 months, how often did this provider seem to know the important information about your medical history?

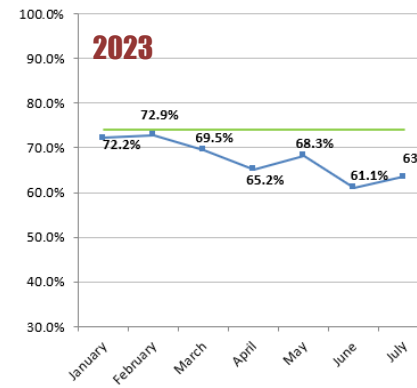
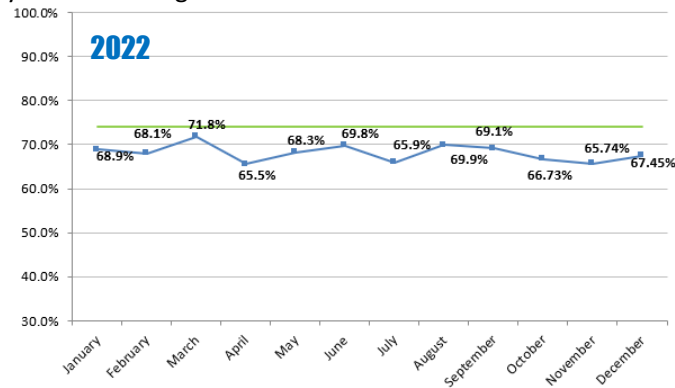
Benchmark 83%



Q17. In the last 6 months, when this provider ordered a blood test, x-ray, or other test for you, how often did someone from this provider's office follow up to give you those results? **Benchmark 83%**



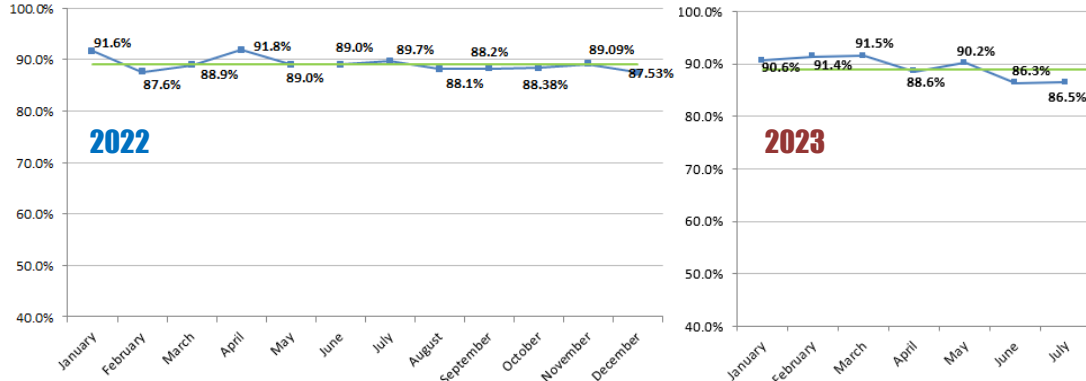
Q24. In the last 6 months, how often did you and someone from this provider's office talk about all the prescription medicines you were taking? **Benchmark 74%**



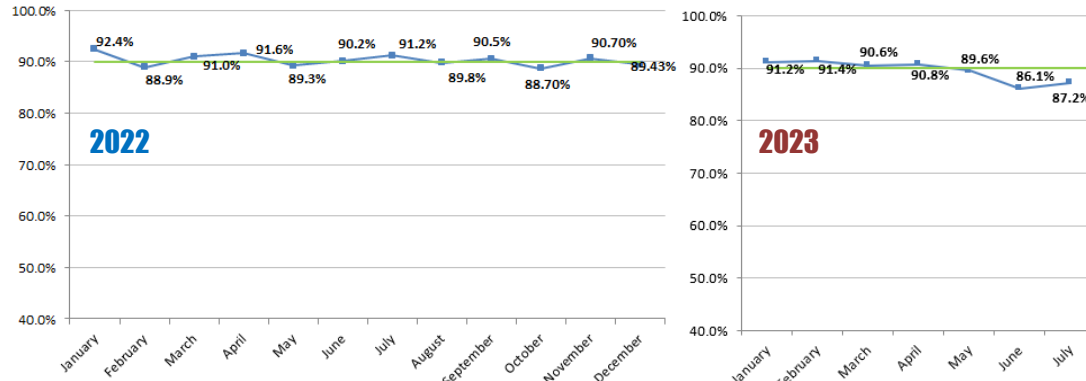
How Well Providers Communicate with Patients

CAHPS Benchmarks					How Well Providers Communicate with Patients				
Provider	Dept	Panel	N	%	89.0%	90.0%	92.0%	87.0%	89.0%
					Q11.	Q12.	Q14.	Q15.	—
Totals by Practice									
Main	SCM	25,729	1,433	6%	90.3%	90.7%	93.0%	87.7%	90.4%
South	SCS	16,199	802	5%	85.4%	85.5%	89.8%	83.7%	86.1%
SCIS	SCIS	8,414	479	6%	85.9%	85.3%	89.4%	83.8%	86.1%
PCP Clinic Total					88.1%	88.2%	91.4%	85.8%	88.4%

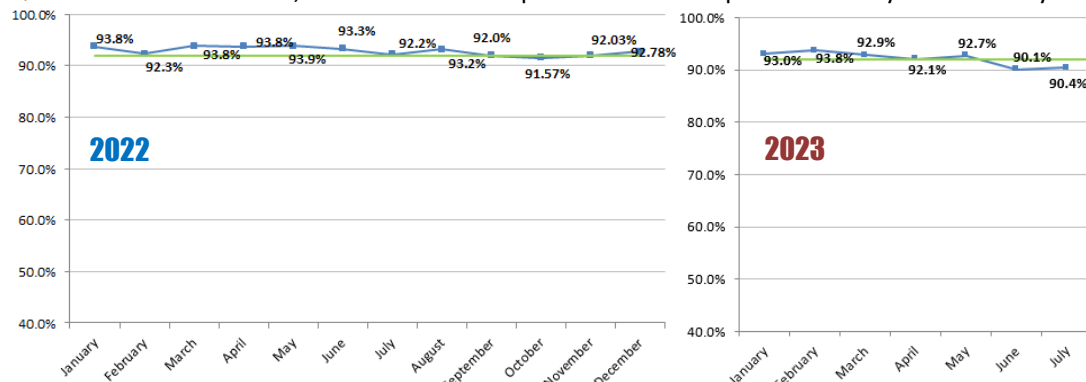
Q11. In the last 6 months, how often did this provider explain things in a way that was easy to understand? **Benchmark 89%**



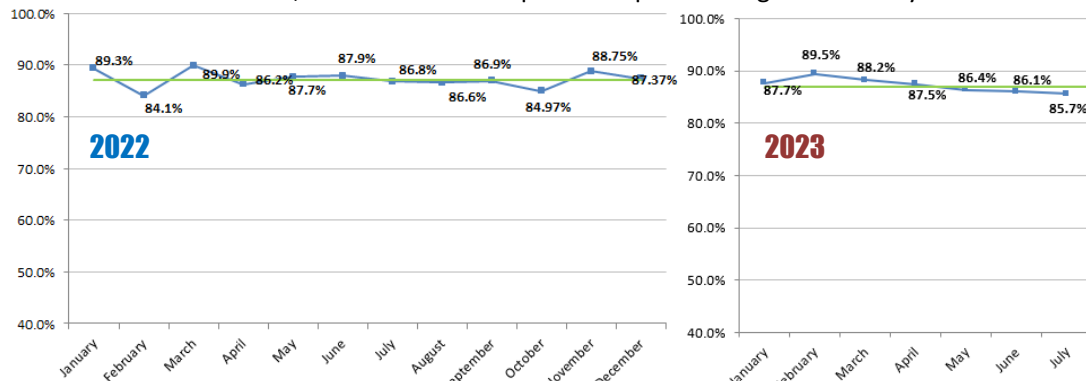
Q12. In the last 6 months, how often did this provider listen carefully to you? **Benchmark 90%**



Q14. In the last 6 months, how often did this provider show respect for what you had to say? **Benchmark 92%**



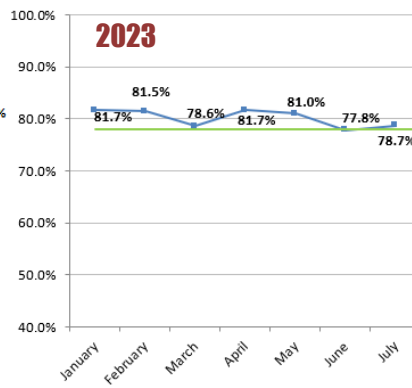
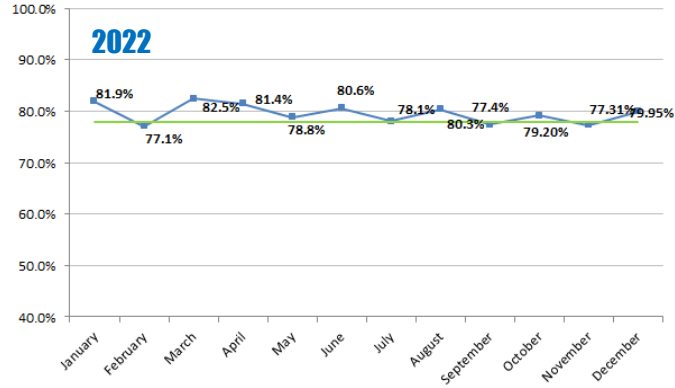
Q15. In the last 6 months, how often did this provider spend enough time with you? **Benchmark 87%**



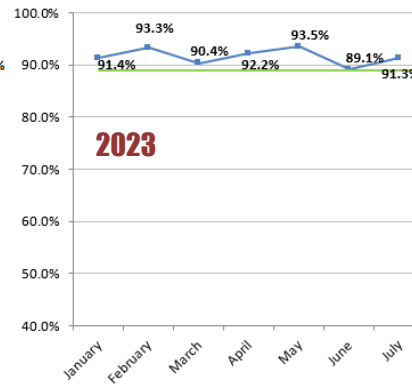
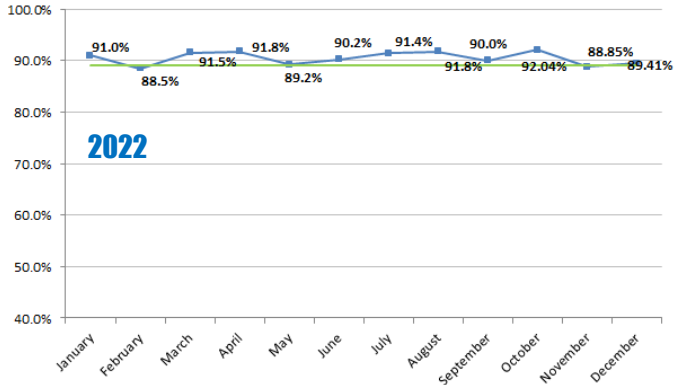
Helpful, Courteous and Respectful Office Staff

					Helpful, Courteous and Respectful Office Staff		
CAHPS Benchmarks					78.0%	89.0%	84.0%
Provider	Dept	Panel	N	%	Q25	Q26	—
Totals by Practice							
Main	SCM	25,729	1,433	6%	80.3%	91.9%	86.1%
South	SCS	16,199	802	5%	78.0%	90.2%	84.1%
SCIS	SCIS	8,414	479	6%	81.4%	93.0%	87.2%
PCP Clinic Total		50,342	2,714	5%	79.8%	91.6%	85.7%

Q25. In the last 6 months, how often were clerks and receptionists at this provider's office as helpful as you thought they should be? **Benchmark 78%**



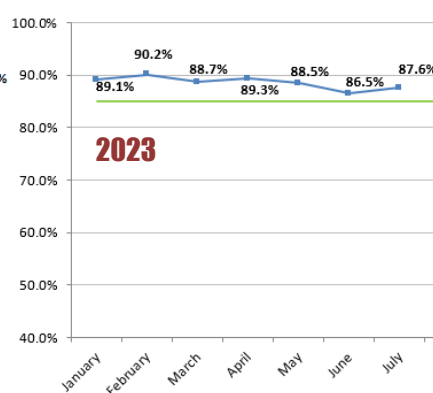
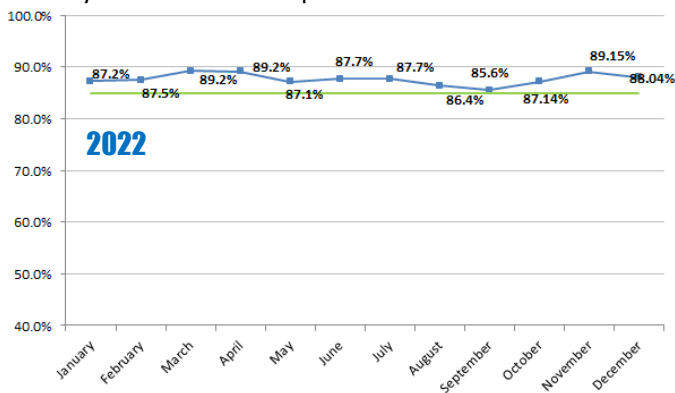
Q26. In the last 6 months, how often did clerks and receptionists at this provider's office treat you with courtesy and respect? **Benchmark 89%**



Provider Rating

					Provider Rating
CAHPS Benchmarks					85.0%
Provider	Dept	Panel	N	%	Q18
Totals by Practice					
Main	SCM	25,729	1,433	6%	89.0%
South	SCS	16,199	802	5%	85.7%
SCIS	SCIS	8,414	479	6%	84.3%
PCP Clinic Total		50,342	2,714	5%	87.2%

Q18. Using any number from 0 to 10, where 0 is the worst provider possible and 10 is the best provider possible, what number would you use to rate this provider? **Benchmark 85%**



Self-Management Support

			<i>Self-Management Support</i>		
PCF PECS Domain			—	—	53.32%
<i>Provider</i>	<i>Dept</i>	<i>N</i>	<i>Q21.</i>	<i>Q22.</i>	—
Totals by Practice					
Main	SCM	1,433	56.43%	42.14%	49.29%
South	SCS	802	53.02%	34.93%	43.98%
SCIS	SCIS	479	61.69%	39.30%	50.50%
PCP Clinic Total		2,714	56.35%	39.51%	47.93%

Q21. In the last 6 months, did someone from this provider's office talk with you about specific goals for your health?

Q22. In the last 6 months, did someone from this provider's office ask you if there are things that make it hard for you to take care of your health?

Combined Benchmark 53.32%

