

CGCAHPS Stoplight Report

Service Dates From Apr 1, 2017 to Mar 31, 2018



<https://catalyst.nrcpicker.com/MDCHCA/cgcahps6mo/default.aspx>

March 21, 2018

Overall	CAHPS Dimensions	Benchmarks	Rolling Averages up to 1/17/2018	CGCAHPS Overall			
		NRC Average*	6 Months‡	Qtr 1 2018‡	Qtr 4 2017‡	Qtr 3 2017	Qtr 2 2017
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?		83.3% (n=693,453)	81.5% PR=35 (n=313)	83.3%µ (n=24)	81.3% (n=160)	81.4% (n=161)	79.0% (n=176)

Highest Scores		NRC Average*	6 Months‡	Qtr 1 2018‡	Qtr 4 2017‡	Qtr 3 2017	Qtr 2 2017
In the last 6 months, how often did clerks and receptionists at this provider's office treat you with courtesy and respect?	Courteous and Helpful Office Staff	86.9% (n=691,923)	93.0% PR=78 (n=313)	100.0%µ (n=24)	89.4% (n=161)	94.4% (n=160)	93.1% (n=174)
In the last 6 months, how often were clerks and receptionists at this provider's office as helpful as you thought they should be?	Courteous and Helpful Office Staff	76.7% (n=693,142)	86.6% PR=84 (n=314)	100.0%µ (n=24)	83.3% (n=162)	87.5% (n=160)	81.0% (n=174)
In the last 6 months, how often did this provider explain things in a way that was easy to understand?	How Well Your Providers Communicate	86.2% (n=694,110)	87.3% PR=47 (n=314)	100.0%µ (n=24)	83.9% (n=161)	89.3% (n=159)	84.5% (n=174)
In the last 6 months, how often did this provider show respect for what you had to say?	How Well Your Providers Communicate	90.7% (n=692,464)	90.6% PR=39 (n=310)	100.0%µ (n=24)	88.7% (n=159)	92.4% (n=158)	88.4% (n=173)
In the last 6 months, how often did this provider spend enough time with you?	How Well Your Providers Communicate	84.9% (n=691,348)	84.3% PR=39 (n=313)	91.7%µ (n=24)	81.3% (n=160)	87.6% (n=161)	83.7% (n=172)
In the last 6 months, how often did this provider give you easy to understand information about these health questions or concerns?		84.9% (n=168,765)	84.6% PR=43 (n=254)	100.0%µ (n=20)	82.4% (n=136)	84.6% (n=123)	86.2% (n=145)
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?	Getting Timely Care, Appointments, & Information	61.5% (n=241,046)	56.7% PR=34 (n=67)	80.0%µ (n=5)	51.4% (n=37)	60.5% (n=38)	51.4% (n=35)
In the last 6 months, how often did this provider listen carefully to you?	How Well Your Providers Communicate	87.8% (n=692,597)	87.2% PR=38 (n=312)	95.8%µ (n=24)	85.7% (n=161)	87.4% (n=159)	83.2% (n=173)
Wait time includes time spent in the waiting room and exam room. In the last 6 months, how often did you see this provider within 15 minutes of your appointment time?		54.9% (n=456,488)	47.8% PR=31 (n=312)	58.3%µ (n=24)	45.9% (n=159)	46.6% (n=161)	43.4% (n=173)
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?	Getting Timely Care, Appointments, & Information	70.8% (n=481,260)	69.2% PR=42 (n=208)	70.6%µ (n=17)	65.4% (n=104)	73.6% (n=106)	72.2% (n=108)
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?	Getting Timely Care, Appointments, & Information	66.7% (n=277,499)	64.4% PR=38 (n=90)	57.1%µ (n=7)	66.0% (n=50)	68.2% (n=44)	59.4% (n=64)
In the last 6 months, how often did this provider seem to know the important information about your medical history?	Care Coordination	78.4% (n=671,400)	71.3% PR=21 (n=307)	65.2%µ (n=23)	67.1% (n=158)	75.9% (n=158)	62.4% (n=165)

Green - score is equal to or greater than the NRC Average
 Yellow - score is less than the NRC Average, but may not be significantly
 Red - score is significantly less than the NRC Average

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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?	Care Coordination	74.8% (n=465,491)	62.2% PR=12 (n=193)	57.1% μ (n=14)	59.8% (n=97)	66.7% (n=99)	57.1% (n=98)
In the last 6 months, when you phoned this provider's office after regular office hours, how often did you get an answer to your medical question as soon as you needed?		62.4% (n=8,244)	33.3% μ (n=3)	..	33.3% μ (n=3)	..	0.0% μ (n=1)

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