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-1	lter	110	tin	11+1	On.

Filter Choice(s)

Visit Date From 08/01/2016 To 08/31/2016

Benchmarking Definition

Benchmarking Period 03/01/2016 To 08/31/2016

Benchmarking Group All Respondents

Distribution Site

CAHPS Options

CMS View applied

09/11/2016 17:21:05 EST

For a list of filter and benchmark definitions, click here.



CAHPS Summary Information - Visit Date: 8/1/16-8/31/16

CAHPS Sum	iliai y ili	TOTTILA	.1011 -	VISIL L	ale. o	11110-01	31/10
Global			All	All	Region	State	
DOMAIN Question	n %		Sites	Sites N = 19119	5 Sites N = 3855	of Mi N = 764	
Global Rating Item	11 /0	`	1 - 131131	1 = 13113	14 = 3033	14 = 704	
Overall Doctor Rating 0-10							
0	0 0		0.3	0.3	0.3	0.2	
1	0 0		0.2	0.2	0.2	0.2	
2 3	0 0		0.2 0.4	0.2	0.2	0.2	
3 4	0 0 0		0.4	0.4 0.4	0.3 0.4	0.3 0.4	
5	0 0		1.2	1.2	1.1	1.2	
6	0 0		0.9	0.9	0.9	0.9	
7	0 0		2.7	2.7	2.6	2.9	
8	0 0		8.6	8.6	8.5	9.0	
9-10			85.2	85.2	85.5	84.7	
Total	3	Top Box	99	00	99	99	
Global Rating Item		%ile rank	99	99	99	99	
Recommend this provider office							
No	0 0		2.3	2.3	2.1	2.2	
Yes, somewhat			7.1	7.1	7.2	7.6	
Yes, definitely			90.6	90.6	90.7	90.2	
Total	3	Top Box	00	00	00	00	
Global Rating Item		%ile rank	99	99	99	99_	
See provider within 15 min of appt							
. No	0 N/A		19.5	19.5	16.1	20.2	
Yes			80.5	80.5	83.9	79.8	
Total	0	Тор Вох					
ACCESS TO CARE		%ile rank	N/A	N/A	N/A	N/A	
Never	N/A		5.3	5.3	4.2	5.4	
Sometimes	N/A		8.0	8.0	6.6	8.6	
Usually	N/A		22.4	22.4	22.1	23.9	
Always	N/A		60.9	60.9	62.5	55.4	
Total	0	Top Box	. 1/4	. / A	. 1/4		
Caraaning Itam		%ile rank	N/A	N/A	N/A	N/A	
Screening Item How many times visit this provider							
None	0 N/A		8.2	8.2	8.4	9.0	
1 time			28.4	28.4	30.2	33.0	
2	0 N/A		24.8	24.8	25.4	23.9	
	0 N/A		15.4	15.4	14.8	14.6	
	0 N/A		10.7	10.7	10.5	9.1	
5 to 9 10 or more times			9.3 3.1	9.3 3.1	8.2 2.5	8.0 2.4	
To of more times			3.1	3.1	2.3	۷.4	
rotar	•	1					



CAHPS Summary Information - Visit Date: 8/1/16-8/31/16

NI = I= = I				A 11	A !!	D'	01-1
Global				All	All	Region	State
DOMAIN		0./		Sites	Sites	5 Sites	of Mi
Question	n	%		N = 19119	N = 19119	N = 3855	N = 764
Screening Item Phone for appt for care right away							
Yes	0	N/A		42.2	42.2	41.8	37.4
No		N/A		57.8	57.8	58.2	62.6
Total		11//		37.0	37.0	30.2	02.0
How often get urgent appt as needed							
Never	0	N/A		3.8	3.8	2.8	3.2
Sometimes		N/A		7.7	7.7	6.4	11.0
Usually		N/A		21.6	21.6	21.2	26.0
Always		N/A		66.9	66.9	69.6	59.8
Total			Тор Вох				
			%ile rank	N/A	N/A	N/A	N/A
Screening Item							
Make appt for check-up/routine care							
Yes		N/A		74.1	74.1	73.7	72.2
No		N/A		25.9	25.9	26.3	27.8
Total	0						
How often get appt soon as needed	0	N1/A		4.7	4.7	4.0	0.0
Never		N/A		1.7	1.7	1.2	2.2
Sometimes		N/A N/A		5.4 20.4	5.4 20.4	4.3 20.2	7.6 24.2
Usually Always		N/A		72.6	72.6	74.2	66.0
Total		IN//	Тор Вох	12.0	12.0	14.2	00.0
rotar	· ·		%ile rank	N/A	N/A	N/A	N/A
Screening Item			70.10 10.111	14/71	,,	14/1	,
Phone w/question during office hrs							
Yes		N/A		37.1	37.1	36.7	34.9
No		N/A		62.9	62.9	63.3	65.1
Total	0						
How often get answer same day					, -		
Never		N/A		4.3	4.3	2.9	3.4
Sometimes		N/A		8.4	8.4	6.7	9.8
Usually		N/A		23.9	23.9	24.2	29.5
Always Total		N/A	Тор Вох	63.3	63.3	66.2	57.3
Total	U		%ile rank	N/A	N/A	N/A	N/A
Screening Item			70116 TATIK	IN/A	IN/A	1N/ <i>I</i> A	1 11/71
Phone w/question after office hrs							
Yes	0	N/A		7.0	7.0	6.0	6.1
			I				
No	0	N/A		93.0	93.0	94.0	93.9



CAHPS Summary Information - Visit Date: 8/1/16-8/31/16

——— CAHPS Sum	mary in	Torma	tion -	VISIT L	vate: 8	/1/16-8	3/31/1
Global			All	All	Region	State	
DOMAIN			Sites	Sites	5 Sites	of Mi	
Question	n %	N	N = 19119 N	N = 19119	N = 3855	N = 764	
Get answer as soon as needed	0 11/4		0.7	0.7	0.5	N. 7	
Never			8.7	8.7	8.5	N<7	
Sometimes			8.8	8.8	6.7	N<7	
Usually			20.5	20.5	19.9	N<7	
Always		Тор Вох	62.1	62.1	64.9	N<7	
Total	U	%ile rank	N/A	N/A	N/A	N/A	
low often see provider within 15min							
Never	0 N/A		9.3	9.3	6.8	9.2	
Sometimes			11.4	11.4	9.2	11.5	
Usually			31.0	31.0	30.9	32.7	
Always			48.3	48.3	53.1	46.6	
Total		Тор Вох					
		%ile rank	N/A	N/A	N/A	N/A	
ST RESULTS							
No	N/A		20.7	20.7	18.0	18.5	
Yes	N/A		79.3	79.3	82.0	81.5	
Total	0	Тор Вох					
		%ile rank	N/A	N/A	N/A	N/A	
creening Item							
rovider order test for you							
No			46.9	46.9	50.0	55.0	
Yes			53.1	53.1	50.0	45.0	
Total	0						
Someone follow up with results	0 11/4		00.7	00.7	40.0	40.5	
No			20.7	20.7	18.0	18.5	
Yes		Ton Pour	79.3	79.3	82.0	81.5	
Total	U	Top Box	NI/A	NI/A	NI/A	NI/A	
YSICIAN COMM QUALITY		%ile rank	N/A	N/A	N/A	N/A	
No	0		1.3	1.3	1.2	1.2	
Yes somewhat	5.6		6.3	6.3	6.1	6.5	
Yes definitely	94.4		92.4	92.4	92.7	92.3	
Total		Тор Вох	32.4	3∠.4	32.1	32.3	
Total	J	%ile rank	63	63	61	68	
rovider expl in way you understand		70110 Tarik	- 03	- 00	- 01	- 00	
No	0 0		0.8	0.8	0.7	0.7	
Yes, somewhat			5.8	5.8	5.6	5.9	
Yes, definitely			93.4	93.4	93.7	93.4	
Total		Тор Вох	оо. т	00.4	00.7	00. r	
rotar	-	%ile rank	99	99	99	99	



CAHPS Summary Information - Visit Date: 8/1/16-8/31/16

——— CAHPS Sum	mary in	itorma	tion -	VISIT L	vate: 8	/1/16-8	3/31/
Global			All	All	Region	State	
DOMAIN	n %	١.,	Sites N = 19119 N	Sites	5 Sites	of Mi	
Question Provider listen carefully to you	n %		N = 19119 r	1 = 19119	N = 3800	N = 764	
No	0 0		1.0	1.0	0.9	0.9	
Yes, somewhat		1	4.9	4.9	4.7	5.2	
Yes, definitely			94.2	94.2	94.4	93.9	
Total		Тор Вох					_
		%ile rank	99	99	99	99	
Screening Item							
Talk with provider re prob/concern							
No			12.0	12.0	13.2	11.6	
Yes			88.0	88.0	86.8	88.4	
Total	3						
Give easy to understand instruction					_	_	
No	-		1.1	1.1	1.0	1.0	
Yes, somewhat			6.4	6.4	6.4	7.0	
Yes, definitely			92.5	92.5	92.6	92.0	_
Total	2	Top Box	00	00	00	00	
Know important info medical history		%ile rank	99	99	99	99	_
No	0 0		2.6	2.6	2.4	2.4	
Yes, somewhat	-		10.9	10.9	10.7	11.5	
Yes, definitely			86.5	86.5	86.9	86.2	
Total		Тор Вох	00.0	00.0	00.0	00.2	-
. 313.		%ile rank	2	2	2	1	
Show respect for what you say							
No	0 0	1	0.9	0.9	0.8	0.8	
Yes, somewhat	0 0		3.7	3.7	3.7	3.9	
Yes, definitely	3 100		95.4	95.4	95.5	95.4	_
Total	3	Top Box					
		%ile rank	99	99	99	99	_
Spend enough time with you							
No			1.4	1.4	1.2	1.2	
Yes, somewhat			6.0	6.0	5.6	5.6	
Yes, definitely			92.6	92.6	93.2	93.2	-
Total	3	Top Box	00	00	00	00	
OFFICE STAFF QUALITY		%ile rank	99	99	99	99	
OFFICE STAFF QUALITY No	0		0.9	0.9	0.8	0.8	
Yes somewhat	0		6.4	6.4	5.9	6.0	
Yes definitely	100	1	92.7	92.7	93.3	93.3	
Total		Тор Вох	52.1	52.1	55.5	55.5	-
. O.C.	-	%ile rank	99	99	99	99	
							-



CAHPS Summary Information - Visit Date: 8/1/16-8/31/16

Global			All	All	Region	State	
DOMAIN			Sites	Sites	5 Sites	of Mi	
Question	n %		N = 19119	N = 19119	N = 3855	N = 764	
Clerks/receptionists helpful							
No	0 0		1.2	1.2	1.1	1.1	
Yes, somewhat	0 0		7.8	7.8	7.3	7.3	
Yes, definitely	3 100		91.0	91.0	91.6	91.6	
Total	3	Top Box					
		%ile rank	99	99	99	99	
Clerks treat with courtesy/respect							
No	0 0		0.6	0.6	0.5	0.5	
Yes, somewhat	0 0		4.9	4.9	4.6	4.6	
Yes, definitely	3 100		94.5	94.5	94.9	94.9	
Total	3	Top Box					
		%ile rank	99	99	99	99	

CAHPS Summary Information - Visit Date: Total

CAHPS	Summa	ry Intorn	natio	n - Vi	isit Da	te: Total
Global			AII .	AII	Region	State
DOMAIN			tes	Sites	5 Sites	of Mi
Question	n %	N = 1	19119 N	= 19119	N = 3855	N = 764
Global Rating Item						
Overall Doctor Rating 0-10						
0	0 0		0.3	0.3	0.3	0.2
1	0 0		0.2	0.2	0.2	0.2
2	0 0		0.2	0.2	0.2	0.2
3	0 0		0.4	0.4	0.3	0.3
4	0 0		0.4	0.4	0.4	0.4
5	0 0		1.2	1.2	1.1	1.2
6	0 0		0.9	0.9	0.9	0.9
7	0 0		2.7	2.7	2.6	2.9
8	0 0		8.6	8.6	8.5	9.0
9-10			85.2	85.2	85.5	84.7
Total		Тор Вох			22.0	
		%ile rank	99	99	99	99
Global Rating Item Recommend this provider office						
No	0 0		2.3	2.3	2.1	2.2
Yes, somewhat			7.1	7.1	7.2	7.6
Yes, definitely			90.6	90.6	90.7	90.2
Total		Тор Вох				
. 313.		%ile rank	99	99	99	99
Global Rating Item See provider within 15 min of appt		,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,				
No	0 N/A		19.5	19.5	16.1	20.2
Yes			80.5	80.5	83.9	79.8
Total		Тор Вох				
		%ile rank	N/A	N/A	N/A	N/A
ACCESS TO CARE						
Never	N/A		5.3	5.3	4.2	5.4
Sometimes	N/A		8.0	8.0	6.6	8.6
Usually	N/A		22.4	22.4	22.1	23.9
Always	N/A		60.9	60.9	62.5	55.4
Total		Тор Вох				
		%ile rank	N/A	N/A	N/A	N/A
Screening Item						
How many times visit this provider						
None	0 N/A		8.2	8.2	8.4	9.0
1 time			28.4	28.4	30.2	33.0
	0 N/A		24.8	24.8	25.4	23.9
	0 N/A		15.4	15.4	14.8	14.6
	0 N/A		10.7	10.7	10.5	9.1
5 to 9			9.3	9.3	8.2	8.0
10 or more times			3.1	3.1	2.5	2.4
Total						
		•				



CAHPS Summary Information - Visit Date: Total

———— CAHPS	Summa	ry into	rmatio	on - V	isit Da	te: Total	
Global DOMAIN	.,		All Sites	All Sites	Region 5 Sites	State of Mi	
Question	n %		N = 19119 I	N = 19119	N = 3855	N = 764	
Screening Item							
Phone for appt for care right away	O N/A		40.0	40.0	44.0	27.4	
Yes No			42.2 57.8	42.2 57.8	41.8 58.2	37.4 62.6	
Total			37.0	37.0	30.2	02.0	
How often get urgent appt as needed	U						
Never	0 N/A		3.8	3.8	2.8	3.2	
Sometimes			7.7	7.7	6.4	11.0	
Usually			21.6	21.6	21.2	26.0	
Always			66.9	66.9	69.6	59.8	
Total		Тор Вох					
· - · · ·		%ile rank	N/A	N/A	N/A	N/A	
Screening Item							
Make appt for check-up/routine care							
Yes	0 N/A		74.1	74.1	73.7	72.2	
No	0 N/A		25.9	25.9	26.3	27.8	
Total	0						
How often get appt soon as needed							
Never	0 N/A		1.7	1.7	1.2	2.2	
Sometimes			5.4	5.4	4.3	7.6	
Usually			20.4	20.4	20.2	24.2	
Always	0 N/A		72.6	72.6	74.2	66.0	
Total	0	Top Box					
		%ile rank	N/A	N/A	N/A	N/A_	
Screening Item							
Phone w/question during office hrs							
Yes			37.1	37.1	36.7	34.9	
No			62.9	62.9	63.3	65.1	
Total	U						
How often get answer same day	0 N/A		4.2	4.2	2.0	3.4	
Never Sometimes			4.3 8.4	4.3 8.4	2.9 6.7	3.4 9.8	
Usually			23.9	23.9	24.2	9.6 29.5	
Always			63.3	63.3	66.2	29.5 57.3	
Total		Тор Вох	03.3	03.3	00.2	31.3	
Total	J	%ile rank	N/A	N/A	N/A	N/A	
Screening Item		7011C TATIK	1 11/17	IN//A	111/7	1 1/7	
Phone w/question after office hrs							
Yes	0 N/A		7.0	7.0	6.0	6.1	
No			93.0	93.0	94.0	93.9	
Total				22.0	2		
		•					

1-800-232-8032

CAHPS Summary Information - Visit Date: Total

———— CAHPS	Summa	ry into	ormatic	on - V	isit Da	te: Tota
Global			All	All	Region	State
DOMAIN			Sites	Sites	5 Sites	of Mi
Question	n %		N = 19119 N	l = 19119	N = 3855	N = 764
Get answer as soon as needed						
Never			8.7	8.7	8.5	N<7
Sometimes			8.8	8.8	6.7	N<7
Usually			20.5	20.5	19.9	N<7
Always			62.1	62.1	64.9	N<7
Total	U	Top Box %ile rank	N/A	N/A	N/A	N/A
How often see provider within 15min						
Never	-		9.3	9.3	6.8	9.2
Sometimes			11.4	11.4	9.2	11.5
Usually			31.0	31.0	30.9	32.7
Always			48.3	48.3	53.1	46.6
Total	0	Top Box				
TEST DESIGN TO		%ile rank	N/A	N/A	N/A	N/A
TEST RESULTS	N 1/A		00.7	00.7	40.0	40.5
No	N/A	1	20.7	20.7	18.0	18.5
Yes Total	N/A		79.3	79.3	82.0	81.5
Total	U	Top Box %ile rank	N/A	N/A	N/A	N/A
Screening Item						
Provider order test for you						
No			46.9	46.9	50.0	55.0
Yes			53.1	53.1	50.0	45.0
Total	0					
Someone follow up with results						
No			20.7	20.7	18.0	18.5
Yes			79.3	79.3	82.0	81.5
Total	U	Top Box	N1/A	N 1 / A	N 1 / A	N1/A
PHYSICIAN COMM QUALITY		%ile rank	N/A	N/A	N/A	N/A
No	O		1.3	1.3	1.2	1.2
Yes somewhat	5.6		6.3	6.3	6.1	6.5
Yes definitely	94.4		92.4	92.4	92.7	92.3
Total		Тор Вох	02.7	02.7	02.1	02.0
rotar		%ile rank	63	63	61	68
Provider expl in way you understand						
No	0 0		0.8	8.0	0.7	0.7
Yes, somewhat	0 0		5.8	5.8	5.6	5.9
Yes, definitely			93.4	93.4	93.7	93.4
Total		Тор Вох				
		%ile rank	99	99	99	99



CAHPS Summary Information - Visit Date: Total

CAHPS	Summ	ary in	rormati	on - v	isit Da	te: Tota
Global DOMAIN Question	n %		All Sites N = 19119	All Sites N = 19119	Region 5 Sites N = 3855	State of Mi N = 764
Provider listen carefully to you	,0		–	101.10	0000	
No	0	0	1.0	1.0	0.9	0.9
Yes, somewhat		ő	4.9		4.7	5.2
Yes, definitely			94.2	94.2	94.4	93.9
Total	3	Top Bo				
		%ile rar	nk 99	99	99	99_
Screening Item						
Talk with provider re prob/concern						
No		0	12.0			11.6
Yes	3 10	0	88.0	88.0	86.8	88.4
Total	3					
Give easy to understand instruction						
No	0	0	1.1	1.1	1.0	1.0
Yes, somewhat		0	6.4			7.0
Yes, definitely			92.5		92.6	92.0
Total		Top Bo		52.0	32.0	32.0
rotar	2	%ile rar		99	99	99
Know important info medical history		7011E Tal	ik 99	99	99	99
•	0	<u>، ا</u>	2.6	2.6	2.4	2.4
No		0	2.6		2.4	2.4
Yes, somewhat			10.9		10.7	11.5
Yes, definitely			86.5	86.5	86.9	86.2
Total	3	Top Bo				
		%ile rar	nk 2	2	2	11
Show respect for what you say						
No	0	0	0.9	0.9	0.8	0.8
Yes, somewhat	0	0	3.7	3.7	3.7	3.9
Yes, definitely			95.4		95.5	95.4
Total		Top Bo				
	-	%ile rar		99	99	99
Spend enough time with you		70.10 10.1				
No	0	0	1.4	1.4	1.2	1.2
Yes, somewhat		o	6.0			5.6
			92.6			
Yes, definitely				92.6	93.2	93.2
Total	3	Top Bo		00	00	00
OFFICE OTAFF OLIVIETY		%ile rar	nk 99	99	99	99
OFFICE STAFF QUALITY			_	_	_	
No		0	0.9		0.8	0.8
Yes somewhat		0	6.4			6.0
Yes definitely	10		92.7	92.7	93.3	93.3
Total	3	Top Bo	x			
		%ile rar		99	99	99



CAHPS Summary Information - Visit Date: Total

Global			All	All	Region	State
DOMAIN			Sites	Sites	5 Sites	of Mi
Question	n %		N = 19119	N = 19119	N = 3855	N = 764
Clerks/receptionists helpful						
No	0)	1.2	1.2	1.1	1.1
Yes, somewhat	0)	7.8	7.8	7.3	7.3
Yes, definitely	3 100) [91.0	91.0	91.6	91.6
Total	3	Top Box				
		%ile rank	99	99	99	99
Clerks treat with courtesy/respect						
No	0)	0.6	0.6	0.5	0.5
Yes, somewhat	0)	4.9	4.9	4.6	4.6
Yes, definitely	3 100		94.5	94.5	94.9	94.9
Total	3	Top Box				
		%ile rank	99	99	99	99