

MEDICAL PRACTICE REPORT

Filter Definition

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

MEDICAL PRACTICE REPORT

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

Global DOMAIN Question	n	%	All Sites N = 19119	All Sites N = 19119	Region 5 Sites N = 3855	State of Mi N = 764
Global Rating Item						
Overall Doctor Rating 0-10						
	0	0	0.3	0.3	0.3	0.2
	1	0	0.2	0.2	0.2	0.2
	2	0	0.2	0.2	0.2	0.2
	3	0	0.4	0.4	0.3	0.3
	4	0	0.4	0.4	0.4	0.4
	5	0	1.2	1.2	1.1	1.2
	6	0	0.9	0.9	0.9	0.9
	7	0	2.7	2.7	2.6	2.9
	8	0	8.6	8.6	8.5	9.0
	9-10	3	85.2	85.2	85.5	84.7
	Total	3				
			Top Box			
			%ile rank			
			99	99	99	99
Global Rating Item						
Recommend this provider office						
	No	0	2.3	2.3	2.1	2.2
	Yes, somewhat	0	7.1	7.1	7.2	7.6
	Yes, definitely	3	90.6	90.6	90.7	90.2
	Total	3				
			Top Box			
			%ile rank			
			99	99	99	99
Global Rating Item						
See provider within 15 min of appt						
	No	0	19.5	19.5	16.1	20.2
	Yes	0	80.5	80.5	83.9	79.8
	Total	0				
			Top Box			
			%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	0				
			Top Box			
			%ile rank			
			N/A	N/A	N/A	N/A
Screening Item						
How many times visit this provider						
	None	0	8.2	8.2	8.4	9.0
	1 time	0	28.4	28.4	30.2	33.0
	2	0	24.8	24.8	25.4	23.9
	3	0	15.4	15.4	14.8	14.6
	4	0	10.7	10.7	10.5	9.1
	5 to 9	0	9.3	9.3	8.2	8.0
	10 or more times	0	3.1	3.1	2.5	2.4
	Total	0				

MEDICAL PRACTICE REPORT

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

Global DOMAIN Question	n	%	All Sites N = 19119	All Sites N = 19119	Region 5 Sites N = 3855	State of Mi N = 764	
Screening Item							
Phone for appt for care right away							
	Yes	0	N/A	42.2	42.2	41.8	37.4
	No	0	N/A	57.8	57.8	58.2	62.6
	Total	0					
How often get urgent appt as needed							
	Never	0	N/A	3.8	3.8	2.8	3.2
	Sometimes	0	N/A	7.7	7.7	6.4	11.0
	Usually	0	N/A	21.6	21.6	21.2	26.0
	Always	0	N/A	66.9	66.9	69.6	59.8
	Total	0					
			Top Box				
			%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	0	N/A	5.4	5.4	4.3	7.6
	Usually	0	N/A	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	0	N/A	37.1	37.1	36.7	34.9
	No	0	N/A	62.9	62.9	63.3	65.1
	Total	0					
How often get answer same day							
	Never	0	N/A	4.3	4.3	2.9	3.4
	Sometimes	0	N/A	8.4	8.4	6.7	9.8
	Usually	0	N/A	23.9	23.9	24.2	29.5
	Always	0	N/A	63.3	63.3	66.2	57.3
	Total	0					
			Top Box				
			%ile rank	N/A	N/A	N/A	N/A
Screening Item							
Phone w/question after office hrs							
	Yes	0	N/A	7.0	7.0	6.0	6.1
	No	0	N/A	93.0	93.0	94.0	93.9
	Total	0					

MEDICAL PRACTICE REPORT

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

Global DOMAIN Question	n	%	All Sites N = 19119	All Sites N = 19119	Region 5 Sites N = 3855	State of Mi N = 764
Get answer as soon as needed						
Never	0	N/A	8.7	8.7	8.5	N<7
Sometimes	0	N/A	8.8	8.8	6.7	N<7
Usually	0	N/A	20.5	20.5	19.9	N<7
Always	0	N/A	62.1	62.1	64.9	N<7
Total	0					
			Top Box			
			%ile rank	N/A	N/A	N/A
How often see provider within 15min						
Never	0	N/A	9.3	9.3	6.8	9.2
Sometimes	0	N/A	11.4	11.4	9.2	11.5
Usually	0	N/A	31.0	31.0	30.9	32.7
Always	0	N/A	48.3	48.3	53.1	46.6
Total	0					
			Top Box			
			%ile rank	N/A	N/A	N/A
TEST 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					
			Top Box			
			%ile rank	N/A	N/A	N/A
Screening Item Provider order test for you						
No	0	N/A	46.9	46.9	50.0	55.0
Yes	0	N/A	53.1	53.1	50.0	45.0
Total	0					
Someone follow up with results						
No	0	N/A	20.7	20.7	18.0	18.5
Yes	0	N/A	79.3	79.3	82.0	81.5
Total	0					
			Top Box			
			%ile rank	N/A	N/A	N/A
PHYSICIAN COMM QUALITY						
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	3					
			Top Box			
			%ile rank	63	63	61
Provider expl in way you understand						
No	0	0	0.8	0.8	0.7	0.7
Yes, somewhat	0	0	5.8	5.8	5.6	5.9
Yes, definitely	3	100	93.4	93.4	93.7	93.4
Total	3					
			Top Box			
			%ile rank	99	99	99

MEDICAL PRACTICE REPORT

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

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						
No	0	0	1.0	1.0	0.9	0.9
Yes, somewhat	0	0	4.9	4.9	4.7	5.2
Yes, definitely	3	100	94.2	94.2	94.4	93.9
Total	3					
			Top Box			
			%ile rank	99	99	99
Screening Item						
Talk with provider re prob/concern						
No	0	0	12.0	12.0	13.2	11.6
Yes	3	100	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	0	6.4	6.4	6.4	7.0
Yes, definitely	2	100	92.5	92.5	92.6	92.0
Total	2					
			Top Box			
			%ile rank	99	99	99
Know important info medical history						
No	0	0	2.6	2.6	2.4	2.4
Yes, somewhat	1	33.3	10.9	10.9	10.7	11.5
Yes, definitely	2	66.7	86.5	86.5	86.9	86.2
Total	3					
			Top Box			
			%ile rank	2	2	1
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	3	100	95.4	95.4	95.5	95.4
Total	3					
			Top Box			
			%ile rank	99	99	99
Spend enough time with you						
No	0	0	1.4	1.4	1.2	1.2
Yes, somewhat	0	0	6.0	6.0	5.6	5.6
Yes, definitely	3	100	92.6	92.6	93.2	93.2
Total	3					
			Top Box			
			%ile rank	99	99	99
OFFICE STAFF QUALITY						
No	0	0	0.9	0.9	0.8	0.8
Yes somewhat	0	0	6.4	6.4	5.9	6.0
Yes definitely	3	100	92.7	92.7	93.3	93.3
Total	3					
			Top Box			
			%ile rank	99	99	99

MEDICAL PRACTICE REPORT

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

Global DOMAIN Question	n	%	All Sites N = 19119	All Sites N = 19119	Region 5 Sites N = 3855	State of Mi 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
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

MEDICAL PRACTICE REPORT

CAHPS Summary Information - Visit Date: Total

Global DOMAIN Question	n	%	All Sites N = 19119	All Sites N = 19119	Region 5 Sites N = 3855	State of Mi N = 764
Global Rating Item						
Overall Doctor Rating 0-10						
	0	0	0.3	0.3	0.3	0.2
	1	0	0.2	0.2	0.2	0.2
	2	0	0.2	0.2	0.2	0.2
	3	0	0.4	0.4	0.3	0.3
	4	0	0.4	0.4	0.4	0.4
	5	0	1.2	1.2	1.1	1.2
	6	0	0.9	0.9	0.9	0.9
	7	0	2.7	2.7	2.6	2.9
	8	0	8.6	8.6	8.5	9.0
	9-10	3	85.2	85.2	85.5	84.7
	Total	3				
			Top Box			
			%ile rank			
			99	99	99	99
Global Rating Item						
Recommend this provider office						
	No	0	2.3	2.3	2.1	2.2
	Yes, somewhat	0	7.1	7.1	7.2	7.6
	Yes, definitely	3	90.6	90.6	90.7	90.2
	Total	3				
			Top Box			
			%ile rank			
			99	99	99	99
Global Rating Item						
See provider within 15 min of appt						
	No	0	19.5	19.5	16.1	20.2
	Yes	0	80.5	80.5	83.9	79.8
	Total	0				
			Top Box			
			%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	0				
			Top Box			
			%ile rank			
			N/A	N/A	N/A	N/A
Screening Item						
How many times visit this provider						
	None	0	8.2	8.2	8.4	9.0
	1 time	0	28.4	28.4	30.2	33.0
	2	0	24.8	24.8	25.4	23.9
	3	0	15.4	15.4	14.8	14.6
	4	0	10.7	10.7	10.5	9.1
	5 to 9	0	9.3	9.3	8.2	8.0
	10 or more times	0	3.1	3.1	2.5	2.4
	Total	0				

MEDICAL PRACTICE REPORT

CAHPS Summary Information - Visit Date: Total

Global DOMAIN Question	n	%	All Sites N = 19119	All Sites N = 19119	Region 5 Sites N = 3855	State of Mi N = 764	
Screening Item							
Phone for appt for care right away							
	Yes	0	N/A	42.2	42.2	41.8	37.4
	No	0	N/A	57.8	57.8	58.2	62.6
	Total	0					
How often get urgent appt as needed							
	Never	0	N/A	3.8	3.8	2.8	3.2
	Sometimes	0	N/A	7.7	7.7	6.4	11.0
	Usually	0	N/A	21.6	21.6	21.2	26.0
	Always	0	N/A	66.9	66.9	69.6	59.8
	Total	0					
			Top Box				
			%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	0	N/A	5.4	5.4	4.3	7.6
	Usually	0	N/A	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	0	N/A	37.1	37.1	36.7	34.9
	No	0	N/A	62.9	62.9	63.3	65.1
	Total	0					
How often get answer same day							
	Never	0	N/A	4.3	4.3	2.9	3.4
	Sometimes	0	N/A	8.4	8.4	6.7	9.8
	Usually	0	N/A	23.9	23.9	24.2	29.5
	Always	0	N/A	63.3	63.3	66.2	57.3
	Total	0					
			Top Box				
			%ile rank	N/A	N/A	N/A	N/A
Screening Item							
Phone w/question after office hrs							
	Yes	0	N/A	7.0	7.0	6.0	6.1
	No	0	N/A	93.0	93.0	94.0	93.9
	Total	0					

MEDICAL PRACTICE REPORT

CAHPS Summary Information - Visit Date: Total

Global DOMAIN Question	n	%	All Sites N = 19119	All Sites N = 19119	Region 5 Sites N = 3855	State of Mi N = 764
Get answer as soon as needed						
Never	0	N/A	8.7	8.7	8.5	N<7
Sometimes	0	N/A	8.8	8.8	6.7	N<7
Usually	0	N/A	20.5	20.5	19.9	N<7
Always	0	N/A	62.1	62.1	64.9	N<7
Total	0					
			Top Box			
			%ile rank	N/A	N/A	N/A
How often see provider within 15min						
Never	0	N/A	9.3	9.3	6.8	9.2
Sometimes	0	N/A	11.4	11.4	9.2	11.5
Usually	0	N/A	31.0	31.0	30.9	32.7
Always	0	N/A	48.3	48.3	53.1	46.6
Total	0					
			Top Box			
			%ile rank	N/A	N/A	N/A
TEST 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					
			Top Box			
			%ile rank	N/A	N/A	N/A
Screening Item Provider order test for you						
No	0	N/A	46.9	46.9	50.0	55.0
Yes	0	N/A	53.1	53.1	50.0	45.0
Total	0					
Someone follow up with results						
No	0	N/A	20.7	20.7	18.0	18.5
Yes	0	N/A	79.3	79.3	82.0	81.5
Total	0					
			Top Box			
			%ile rank	N/A	N/A	N/A
PHYSICIAN COMM QUALITY						
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	3					
			Top Box			
			%ile rank	63	63	61
Provider expl in way you understand						
No	0	0	0.8	0.8	0.7	0.7
Yes, somewhat	0	0	5.8	5.8	5.6	5.9
Yes, definitely	3	100	93.4	93.4	93.7	93.4
Total	3					
			Top Box			
			%ile rank	99	99	99

MEDICAL PRACTICE REPORT

CAHPS Summary Information - Visit Date: Total

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						
	No	0	0	1.0	1.0	0.9	0.9
	Yes, somewhat	0	0	4.9	4.9	4.7	5.2
	Yes, definitely	3	100	94.2	94.2	94.4	93.9
	Total	3					
				Top Box			
				%ile rank	99	99	99
Screening Item							
Talk with provider re prob/concern							
No	0	0		12.0	12.0	13.2	11.6
Yes	3	100		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	0		6.4	6.4	6.4	7.0
Yes, definitely	2	100		92.5	92.5	92.6	92.0
Total	2						
				Top Box			
				%ile rank	99	99	99
Know important info medical history							
No	0	0		2.6	2.6	2.4	2.4
Yes, somewhat	1	33.3		10.9	10.9	10.7	11.5
Yes, definitely	2	66.7		86.5	86.5	86.9	86.2
Total	3						
				Top Box			
				%ile rank	2	2	1
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	3	100		95.4	95.4	95.5	95.4
Total	3						
				Top Box			
				%ile rank	99	99	99
Spend enough time with you							
No	0	0		1.4	1.4	1.2	1.2
Yes, somewhat	0	0		6.0	6.0	5.6	5.6
Yes, definitely	3	100		92.6	92.6	93.2	93.2
Total	3						
				Top Box			
				%ile rank	99	99	99
OFFICE STAFF QUALITY							
No	0	0		0.9	0.9	0.8	0.8
Yes somewhat	0	0		6.4	6.4	5.9	6.0
Yes definitely	3	100		92.7	92.7	93.3	93.3
Total	3						
				Top Box			
				%ile rank	99	99	99

MEDICAL PRACTICE REPORT

CAHPS Summary Information - Visit Date: Total

Global DOMAIN Question	n	%	All Sites N = 19119	All Sites N = 19119	Region 5 Sites N = 3855	State of Mi 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