

MEDICAL PRACTICE REPORT

Filter Definition

| Filter | Choice(s) |
|------------|-------------------------------|
| Visit Date | From 04/01/2016 To 03/31/2017 |

CAHPS Options

CMS View applied

MEDICAL PRACTICE REPORT

CAHPS Summary Information

| Global DOMAIN | | |
|-------------------------------------|-----|------|
| Question | n | % |
| Global Rating Item | | |
| Overall Doctor Rating 0-10 | | |
| 0 | 1 | 1.0 |
| 1 | 0 | 0 |
| 2 | 3 | 3.0 |
| 3 | 0 | 0 |
| 4 | 0 | 0 |
| 5 | 0 | 0 |
| 6 | 2 | 2.0 |
| 7 | 0 | 0 |
| 8 | 9 | 9.0 |
| 9-10 | 85 | 85.0 |
| Total | 100 | |
| Global Rating Item | | |
| Recommend this provider office | | |
| No | 3 | 3.0 |
| Yes, somewhat | 6 | 5.9 |
| Yes, definitely | 92 | 91.1 |
| Total | 101 | |
| PHYSICIAN COMM QUALITY | | |
| No | | 2.3 |
| Yes somewhat | | 3.3 |
| Yes definitely | | 94.4 |
| Total | 102 | |
| Provider expl in way you understand | | |
| No | 3 | 3.0 |
| Yes, somewhat | 1 | 1.0 |
| Yes, definitely | 97 | 96.0 |
| Total | 101 | |
| Provider listen carefully to you | | |
| No | 3 | 3.0 |
| Yes, somewhat | 2 | 2.0 |
| Yes, definitely | 96 | 95.0 |
| Total | 101 | |
| Screening Item | | |
| Talk with provider re prob/concern | | |
| No | 34 | 33.3 |
| Yes | 68 | 66.7 |
| Total | 102 | |
| Give easy to understand instruction | | |
| No | 0 | 0 |
| Yes, somewhat | 2 | 3.0 |
| Yes, definitely | 64 | 97.0 |
| Total | 66 | |

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| Global DOMAIN | | |
|-------------------------------------|-----|------|
| Question | n | % |
| Know important info medical history | | |
| No | 4 | 4.0 |
| Yes, somewhat | 9 | 8.9 |
| Yes, definitely | 88 | 87.1 |
| Total | 101 | |
| Show respect for what you say | | |
| No | 2 | 2.0 |
| Yes, somewhat | 3 | 3.0 |
| Yes, definitely | 96 | 95.0 |
| Total | 101 | |
| Spend enough time with you | | |
| No | 2 | 2.0 |
| Yes, somewhat | 2 | 2.0 |
| Yes, definitely | 98 | 96.1 |
| Total | 102 | |
| OFFICE STAFF QUALITY | | |
| No | | 0 |
| Yes somewhat | | 1.5 |
| Yes definitely | | 98.5 |
| Total | 101 | |
| Clerks/receptionists helpful | | |
| No | 0 | 0 |
| Yes, somewhat | 2 | 2.0 |
| Yes, definitely | 99 | 98.0 |
| Total | 101 | |
| Clerks treat with courtesy/respect | | |
| No | 0 | 0 |
| Yes, somewhat | 1 | 1.0 |
| Yes, definitely | 98 | 99.0 |
| Total | 99 | |
| ACCESS TO CARE 3 MONTH | | |
| Never/No | | 10.6 |
| Sometimes | | 0 |
| Usually | | 10.8 |
| Always/Yes | | 78.6 |
| Total | 102 | |
| Screening Item | | |
| Appt for care right away | | |
| Yes | 83 | 83.0 |
| No | 17 | 17.0 |
| Total | 100 | |

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| Global DOMAIN | | |
|------------------------------------|-----|------|
| Question | n | % |
| Right away appt as soon as needed | | |
| No | 1 | 1.2 |
| Yes | 84 | 98.8 |
| Total | 85 | |
| <u>Screening Item</u> | | |
| Appt for routine care | | |
| Yes | 48 | 48.0 |
| No | 52 | 52.0 |
| Total | 100 | |
| Routine appt/chk-up soon as needed | | |
| No | 0 | 0 |
| Yes | 49 | 100 |
| Total | 49 | |
| <u>Screening Item</u> | | |
| Phone during reg office hrs | | |
| Yes | 26 | 25.7 |
| No | 75 | 74.3 |
| Total | 101 | |
| Phn during offc hrs answr same day | | |
| Never | 0 | 0 |
| Sometimes | 0 | 0 |
| Usually | 1 | 3.8 |
| Always | 25 | 96.2 |
| Total | 26 | |
| <u>Screening Item</u> | | |
| Phone after reg office hrs | | |
| Yes | 2 | 2.0 |
| No | 99 | 98.0 |
| Total | 101 | |
| Phn after offc hrs answr same day | | |
| Never | 1 | 50.0 |
| Sometimes | 0 | 0 |
| Usually | 1 | 50.0 |
| Always | 0 | 0 |
| Total | 2 | |
| See provider w/n 15 min this visit | | |
| No | 2 | 2.0 |
| Yes | 100 | 98.0 |
| Total | 102 | |

MEDICAL PRACTICE REPORT

CAHPS Summary Information

| Global DOMAIN | | |
|------------------------------------|-----|------|
| Question | n | % |
| CARE COORDINATION | | |
| Never/No | | 23.7 |
| Sometimes | | 8.1 |
| Usually | | 10.1 |
| Always/Yes | | 58.1 |
| Total | 100 | |
| Screening Item | | |
| Provider order test in last 3 mths | | |
| Yes | 6 | 6.0 |
| No | 94 | 94.0 |
| Total | 100 | |
| Office follow-up w test results | | |
| Never | 2 | 33.3 |
| Sometimes | 0 | 0 |
| Usually | 1 | 16.7 |
| Always | 3 | 50.0 |
| Total | 6 | |
| Provider have medical records | | |
| No | 18 | 18.2 |
| Yes | 81 | 81.8 |
| Total | 99 | |
| Screening Item | | |
| Take any prescription med | | |
| Yes | 67 | 67.0 |
| No | 33 | 33.0 |
| Total | 100 | |
| Health team ask about Rx meds | | |
| Never | 13 | 19.7 |
| Sometimes | 16 | 24.2 |
| Usually | 9 | 13.6 |
| Always | 28 | 42.4 |
| Total | 66 | |
| About You Item | | |
| Received care from this provider | | |
| Yes | 102 | 100 |
| No | 0 | 0 |
| Total | 102 | |
| About You Item | | |
| Provider you usually see | | |
| Yes | 73 | 74.5 |
| No | 25 | 25.5 |
| Total | 98 | |

MEDICAL PRACTICE REPORT

CAHPS Summary Information

| Global DOMAIN | | |
|-----------------------------------|-----|------|
| Question | n | % |
| About You Item | | |
| Rate overall health | | |
| Excellent | 17 | 16.7 |
| Very Good | 37 | 36.3 |
| Good | 35 | 34.3 |
| Fair | 12 | 11.8 |
| Poor | 1 | 1.0 |
| Total | 102 | |
| About You Item | | |
| Highest grade or school completed | | |
| <= 8th grade | 3 | 3.0 |
| Some high school | 6 | 6.0 |
| High school grad | 35 | 35.0 |
| Some college | 38 | 38.0 |
| 4-yr coll. grad. | 13 | 13.0 |
| 4+ yrs college | 5 | 5.0 |
| Total | 100 | |
| About You Item | | |
| Hispanic or Latino descent | | |
| Yes, Hisp/Latino | 1 | 1.0 |
| No, not Hisp/Lat | 95 | 99.0 |
| Total | 96 | |
| About You Item | | |
| Race-White | | |
| Yes | 98 | 95.1 |
| No | 5 | 4.9 |
| Total | 103 | |
| About You Item | | |
| Race-Black/African-American | | |
| Yes | 1 | 1.0 |
| No | 102 | 99.0 |
| Total | 103 | |
| About You Item | | |
| Race-Asian | | |
| Yes | 0 | 0 |
| No | 103 | 100 |
| Total | 103 | |
| About You Item | | |
| Race-Hawaiian/Pacific Islander | | |
| Yes | 1 | 1.0 |
| No | 102 | 99.0 |
| Total | 103 | |
| About You Item | | |
| Race-Amer Indian/Alaska Native | | |
| Yes | 0 | 0 |
| No | 103 | 100 |
| Total | 103 | |

MEDICAL PRACTICE REPORT

CAHPS Summary Information

| Global DOMAIN | | |
|--|-----|------|
| Question | n | % |
| About You Item Race-Other | | |
| Yes | 0 | 0 |
| No | 103 | 100 |
| Total | 103 | |
| About You Item Someone help complete survey | | |
| Yes | 5 | 5.1 |
| No | 94 | 94.9 |
| Total | 99 | |
| About You Item Help-read questions | | |
| Yes | 2 | 22.2 |
| No | 7 | 77.8 |
| Total | 9 | |
| About You Item Help-wrote down answers | | |
| Yes | 0 | 0 |
| No | 9 | 100 |
| Total | 9 | |
| About You Item Help-answered questions | | |
| Yes | 3 | 33.3 |
| No | 6 | 66.7 |
| Total | 9 | |
| About You Item Help-translated questions | | |
| Yes | 0 | 0 |
| No | 9 | 100 |
| Total | 9 | |
| About You Item Help-other | | |
| Yes | 0 | 0 |
| No | 9 | 100 |
| Total | 9 | |
| About You Item Rate overall mental/emotional health | | |
| Excellent | 32 | 35.6 |
| Very Good | 31 | 34.4 |
| Good | 20 | 22.2 |
| Fair | 7 | 7.8 |
| Poor | 0 | 0 |
| Total | 90 | |

MEDICAL PRACTICE REPORT

Question Analysis

| Overall Section | Mean | n |
|--------------------------------------|------|-----|
| Question | | |
| Concern of nurse/asst for problem | 94.6 | 60 |
| Friendliness/courtesy of nurse/asst | 98.0 | 62 |
| Std Nurse/Assistant | 96.4 | 63 |
| CP information about medications | 93.9 | 82 |
| How well staff protect safety | 94.9 | 88 |
| Information about delays | 95.8 | 90 |
| Ease of scheduling appointments | 96.9 | 96 |
| CP efforts to include in decisions | 94.8 | 96 |
| Our concern for patients' privacy | 96.6 | 96 |
| Staff worked together | 96.6 | 96 |
| Courtesy of registration staff | 98.5 | 97 |
| Convenience of our office hours | 96.1 | 97 |
| Our sensitivity to patients' needs | 96.1 | 97 |
| Wait time at clinic | 96.1 | 97 |
| Std Access | 96.2 | 99 |
| Std Moving Through Your Visit | 95.8 | 99 |
| Std Overall Assessment | 96.2 | 99 |
| CP instructions for follow-up care | 95.5 | 99 |
| Ease of getting clinic on phone | 96.2 | 99 |
| Likelihood of recommending practice | 95.7 | 99 |
| CP concern for questions/worries | 95.5 | 100 |
| Cleanliness of our practice | 97.3 | 100 |
| Std Personal Issues | 96.0 | 101 |
| Friendliness/courtesy of CP | 97.3 | 101 |
| CP explanations of prob/condition | 95.3 | 101 |
| CP spoke using clear language | 96.5 | 101 |
| Time CP spent with patient | 95.3 | 101 |
| Std Overall | 96.1 | 102 |
| Std Care Provider | 95.5 | 102 |
| Patients' confidence in CP | 94.9 | 102 |
| Likelihood of recommending CP | 95.1 | 102 |

MEDICAL PRACTICE COMMENT REPORT

Access to Care

Positive

| | |
|------------|--|
| 1093317304 | I have be to *Dr. Evan's before I moved to MN. |
| 1156556047 | it is very easy to get an appointment with Dr. Evans. The wait time is always very short. My daughter came home from Missouri and needed treatment so I had her visit Dr. Evans. Her back problem was helped a lot by Dr. Evans. |
| 1180425698 | Excellent if every aspect. |
| 1180425712 | 5star |
| 1195226081 | *Dr. Evans has helped me for the past 7 years with all of the issues I have called about. |
| 1243846072 | Excellent care |
| 1243846116 | Good. |
| 1244270160 | Very good. |
| 1244270174 | I have a very easy time getting in for an appointment. I am very happy with Dr. Evans treatment. |
| 1244270190 | Good experience. |
| 1294371021 | Dr. Evans and Nicole are always very respectful too me. |
| 1294371049 | good |

Negative

| | |
|------------|---|
| 1180425850 | Open odd hours, closed over lunch hour. |
|------------|---|

MEDICAL PRACTICE COMMENT REPORT

Nurse/Assistant

Positive

1180425698 Excellent

Neutral

1093317304 *Dr. Evan's don't have nurse at all.

1096350421 No nurse

1096350425 He did not have a nurse/assistant.

1104280825 There is no nurse/assistant

1156556056 No nurse.

1180425766 N/A

1195226087 #1. No nurse or assistant.

MEDICAL PRACTICE COMMENT REPORT

Care Provider

Positive

- 1104280825 Dr. Evans and his staff are always friendly and very helpful.
- 1118112918 I feel I have found the perfect provider for my cares here. I have never had any problems with anything here. All very friendly and always helpful.
- 1195226087 Caring dr.
- 1243846116 Good.
- 1244270160 Very good.
- 1244270190 I like *Doc Evans -

Neutral

- 1180425850 Didn't spend much time with me, adjusted me quickly then used the electronic machine on me & sent me home.

MEDICAL PRACTICE COMMENT REPORT

Personal Issues

Positive

1243846116

Good.

MEDICAL PRACTICE COMMENT REPORT

Overall Assessment

Positive

| | |
|------------|--|
| 1195226087 | Very good. |
| 1243846116 | Good. |
| 1294371075 | Doctor and receptionist seem to really work well together. |

Negative

| | |
|------------|---|
| 1118112918 | I have recommended them to everyone I know that needs help. |
|------------|---|

MEDICAL PRACTICE COMMENT REPORT

Moving Through Your Visit

Positive

| | |
|------------|--|
| 1118112897 | #1. No delay. |
| 1118112918 | I never have a problem at this office. If I did I would not be going here. |
| 1180425698 | All Excellent |
| 1180425815 | No delays. |
| 1195226042 | *Dr. Evans & his receptionist *Nicole where very friendly & prompt. |
| 1195226087 | Very good - know what he is doing & is caring. |
| 1243846116 | Good. |
| 1244270160 | Very good. |
| 1244270174 | I never have to wait very long when I go there. |
| 1244270206 | No delay. |
| 1270554777 | I always have great results. |
| 1270554784 | Very good. |
| 1294371049 | good |

Neutral

| | |
|------------|---|
| 1093317297 | Laying on the table with a machine I could not even feel on my back/shoulder blade. |
| 1180425850 | Sat in waiting room for 25 min., then he took on 2 other patients while I was in the exam room. |
| 1294371075 | Upon arrival, the staff always informs me when the Doctor is running late. |

MEDICAL PRACTICE COMMENT REPORT

Uncategorized Comments

Positive

1195226087 A very GOOD DOCTOR caring & helpful kind & interest in helping find the answer.

Neutral

1294371061 I don't call after hours.