

### **Patient Satisfaction QI**

We are interested in our patient experience in our practice. We conducted a survey in July 2015 which focused on different areas of the patient experience in our practice. One of the areas that we wanted to address for improvement in nurse triage experience. The particular area that we wanted to address was getting advice or help when needed during office hours.

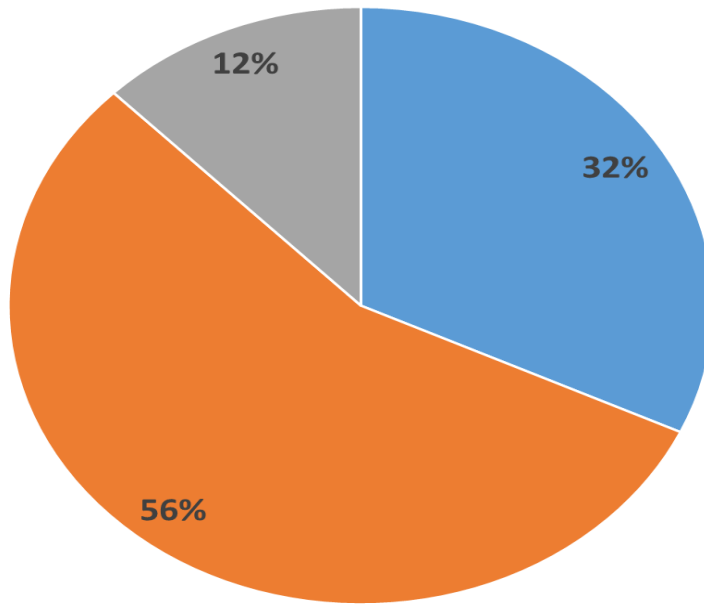
We distributed 100 questioners and received 97 back in July 2015. For this particular area we excluded from analysis the patient that responded n/a to the statement. 94 people graded their experience for this particular subject. 88 out of 94 (93.62%) people reported that they had excellent or very good experience in this area. 1 out of 94 reported that they had a poor experience.

Based on these results, we instituted the role of triage nurse which was assigned every morning and posed in the nursing area.

We distributed 100 questioners and received 95 back in March 2016. 87 people graded their experience for this particular subject. 82 out of 87 (94.25%) people reported that they had excellent or very good experience in this area. There were no reports of a poor experience. This was an improvement of 0.63% from previous survey.

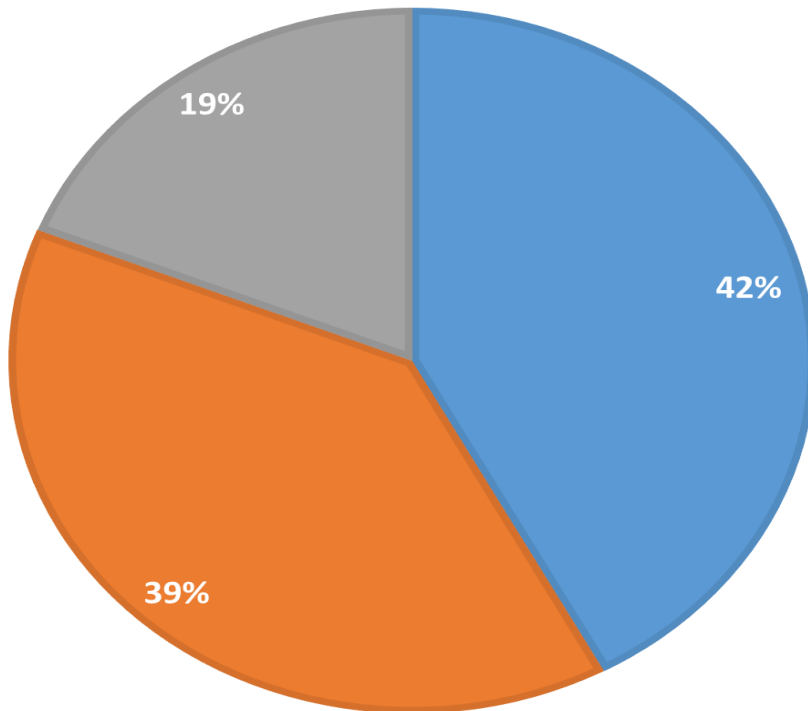
**Chart Type - July 2015**

■ Sick visit ■ Well Visit ■ Other

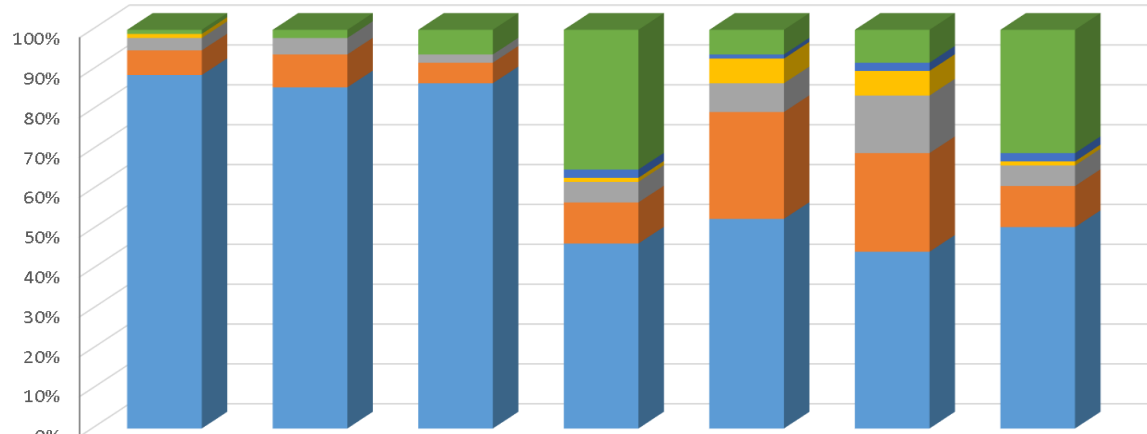


**VISIT TYPE - MARCH 2016**

■ Sick visit ■ Well Visit ■ Other

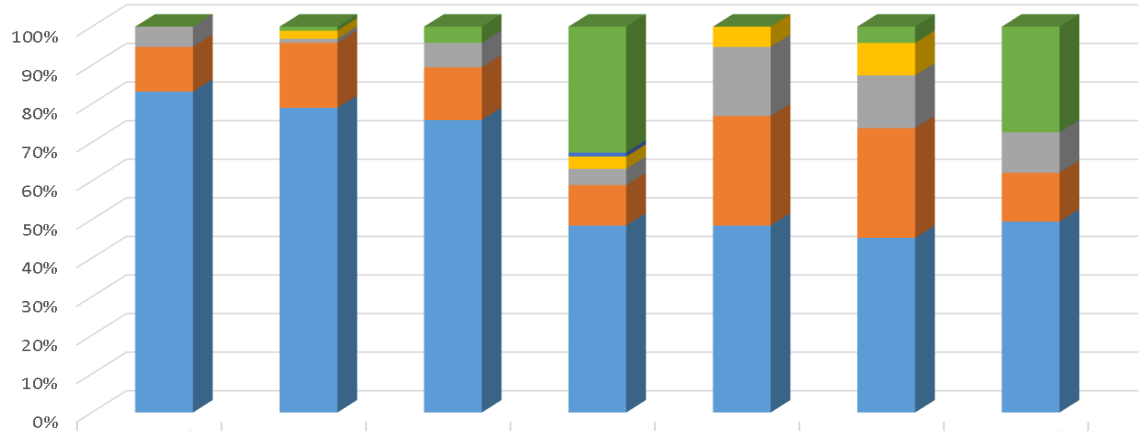


### July 2015



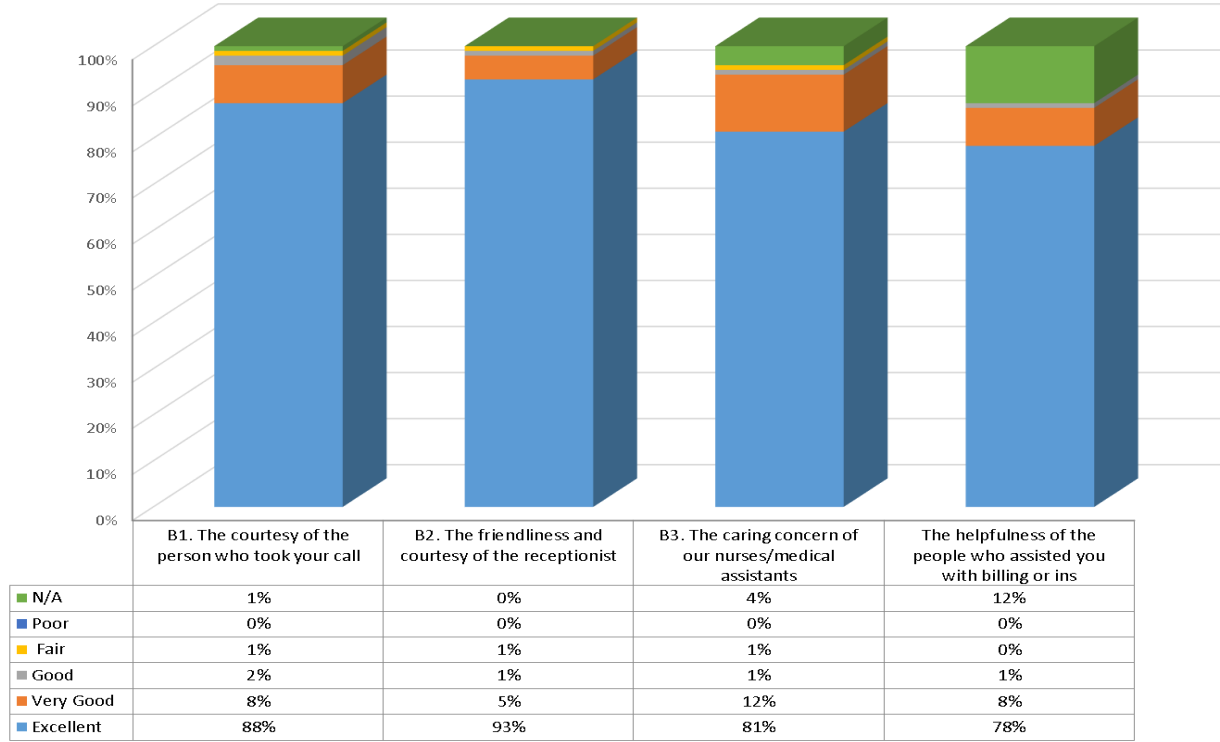
	A1:Ease of making appointments by phone	A2:Appointment available within a reasonable amount of time	A3: Getting care for illness/injury as soon as you wanted it	A4: Getting after-hours care when you needed it	A5: Waiting time in the reception room	A6: Waiting time in the exam room to see your provider	A7: Ease of getting a referral when you needed one
■ N/A	1%	2%	6%	35%	6%	8%	31%
■ Poor	0%	0%	0%	2%	1%	2%	2%
■ Fair	1%	0%	0%	1%	6%	6%	1%
■ Good	3%	4%	2%	5%	7%	14%	5%
■ Very Good	6%	8%	5%	10%	27%	25%	10%
■ Excellent	89%	86%	87%	46%	53%	44%	51%

### March 2016

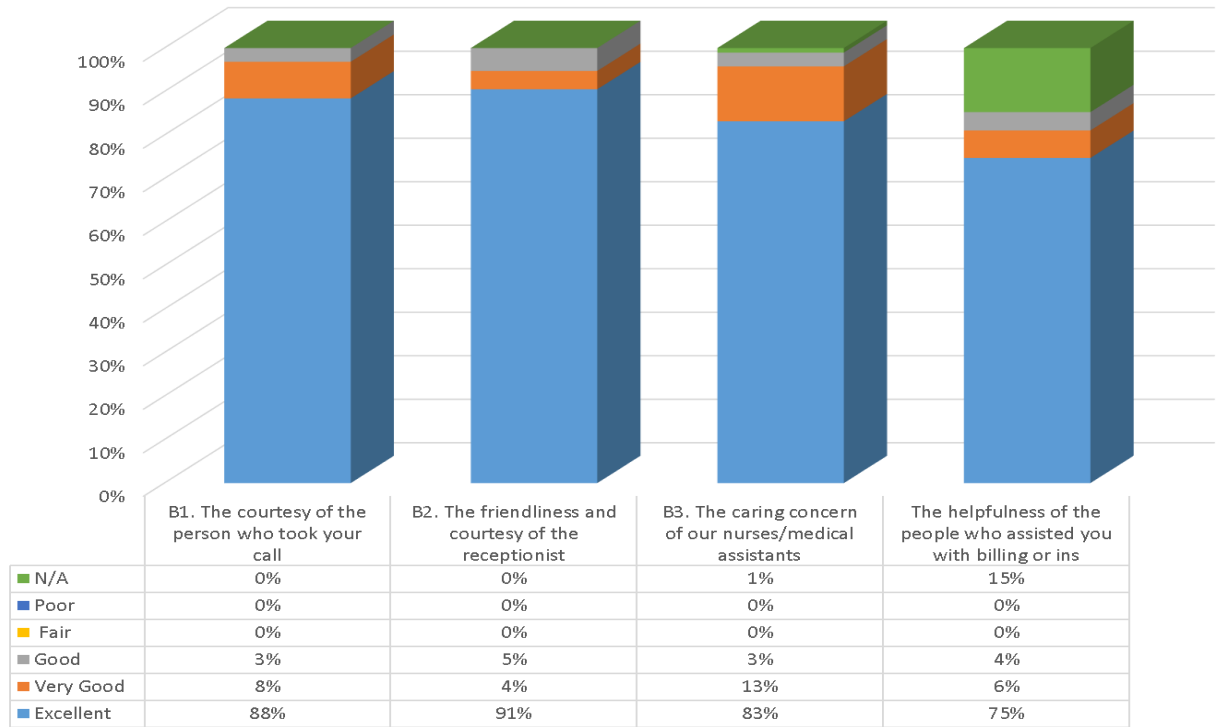


	A1:Ease of making appointments by phone	A2:Appointment available within a reasonable amount of time	A3: Getting care for illness/injury as soon as you wanted it	A4: Getting after-hours care when you needed it	A5: Waiting time in the reception room	A6: Waiting time in the exam room to see your provider	A7: Ease of getting a referral when you needed one
■ N/A	0%	1%	4%	33%	0%	4%	27%
■ Poor	0%	0%	0%	1%	0%	0%	0%
■ Fair	0%	2%	0%	3%	5%	8%	0%
■ Good	5%	1%	6%	4%	18%	14%	11%
■ Very Good	12%	17%	14%	11%	28%	28%	13%
■ Excellent	83%	79%	76%	48%	48%	45%	49%

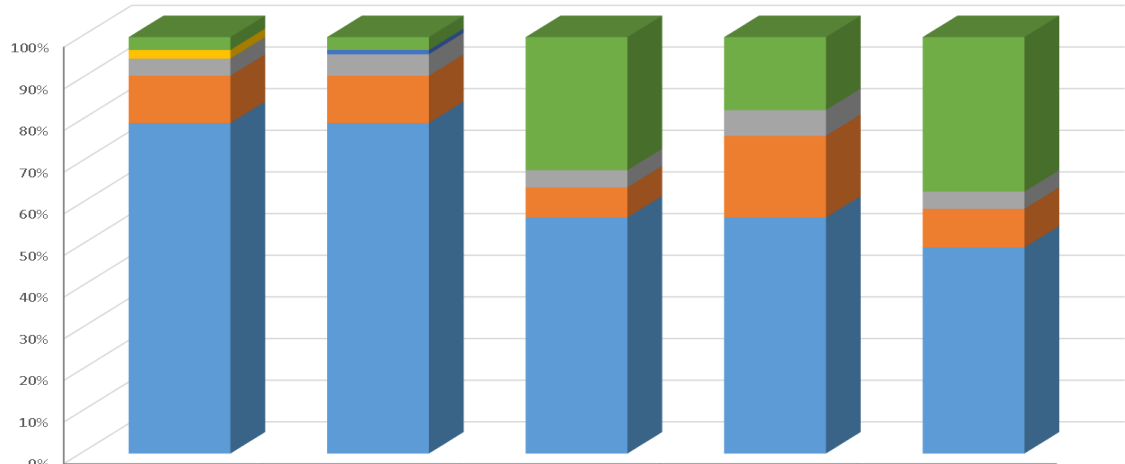
### July 2015



### March 2016

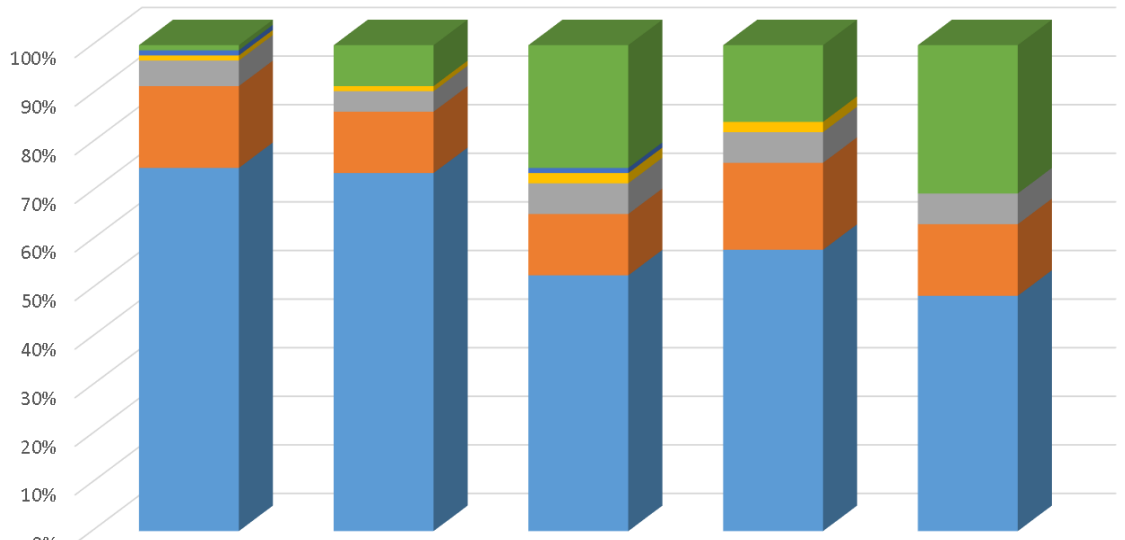


### July 2015



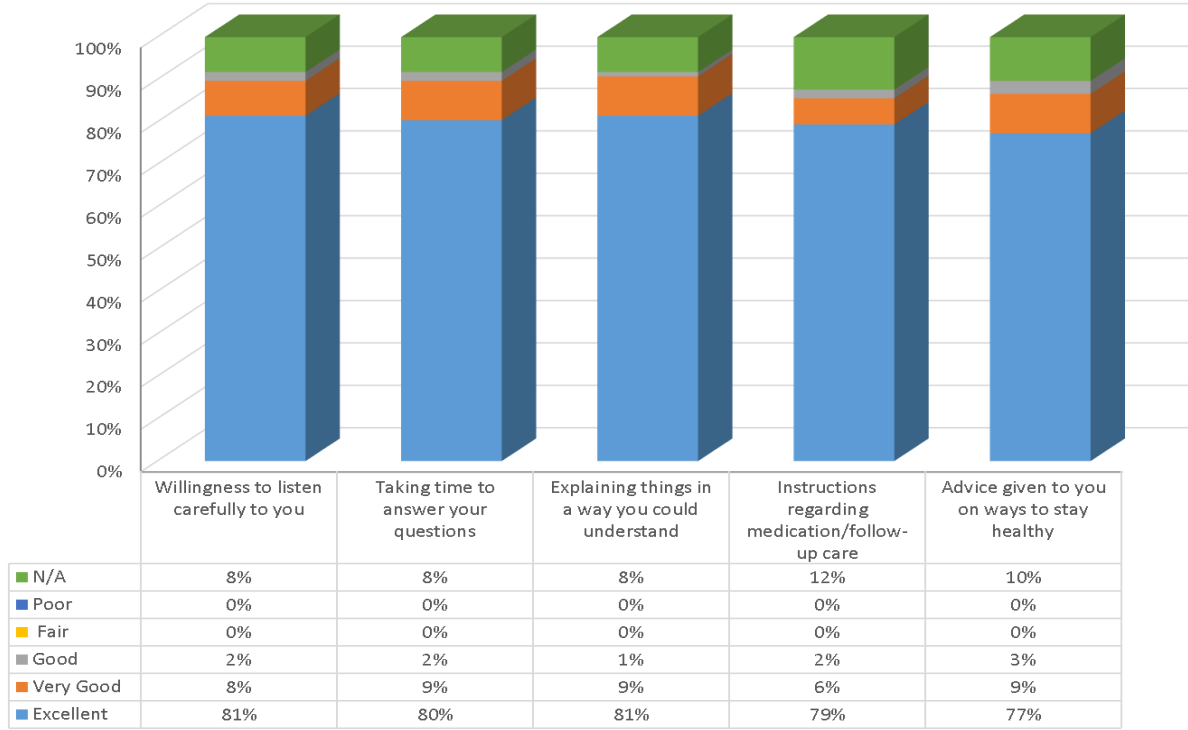
	C1. Your phone calls answered promptly	2. Getting advice or help when needed during office hours	3. Your test results reported in a reasonable amount of time	4. Our ability to return calls in a timely manner	5. Your ability to obtain prescription refills by phone
■ N/A	3%	3%	32%	18%	37%
■ Poor	0%	1%	0%	0%	0%
■ Fair	2%	0%	0%	0%	0%
■ Good	4%	5%	4%	6%	4%
■ Very Good	11%	11%	7%	20%	9%
■ Excellent	79%	79%	57%	57%	49%

### March 2016

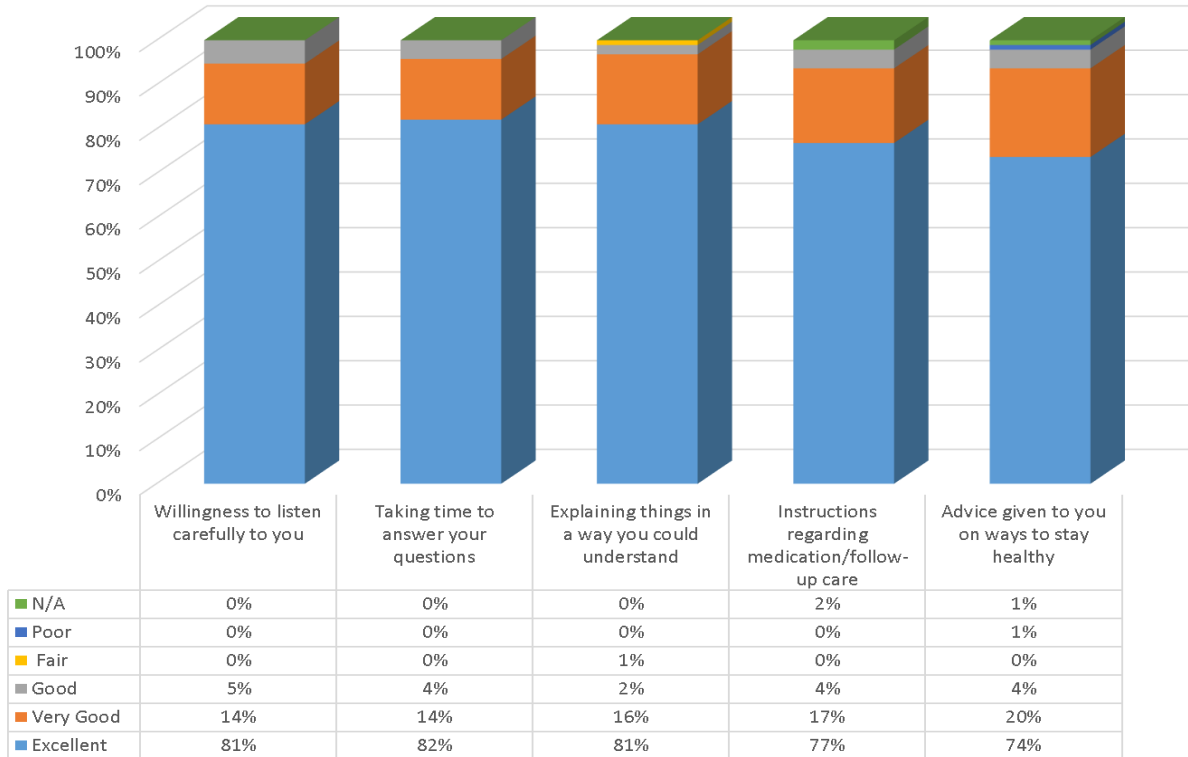


	C1. Your phone calls answered promptly	2. Getting advice or help when needed during office hours	3. Your test results reported in a reasonable amount of time	4. Our ability to return calls in a timely manner	5. Your ability to obtain prescription refills by phone
■ N/A	1%	8%	25%	16%	31%
■ Poor	1%	0%	1%	0%	0%
■ Fair	1%	1%	2%	2%	0%
■ Good	5%	4%	6%	6%	6%
■ Very Good	17%	13%	13%	18%	15%
■ Excellent	75%	74%	53%	58%	48%

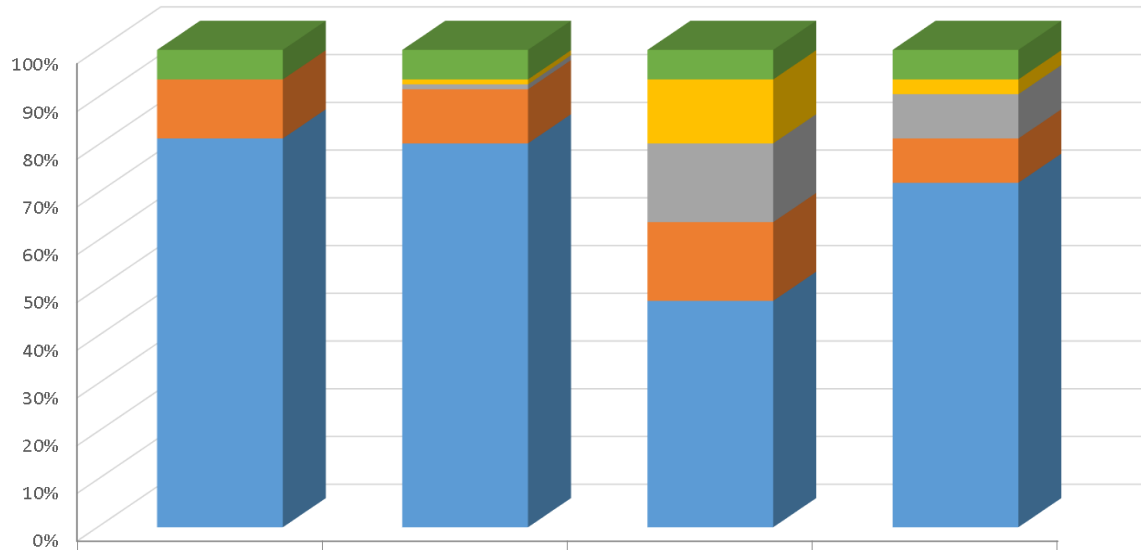
### Doctors ratings - July 2015



### Doctors ratings - March 2016

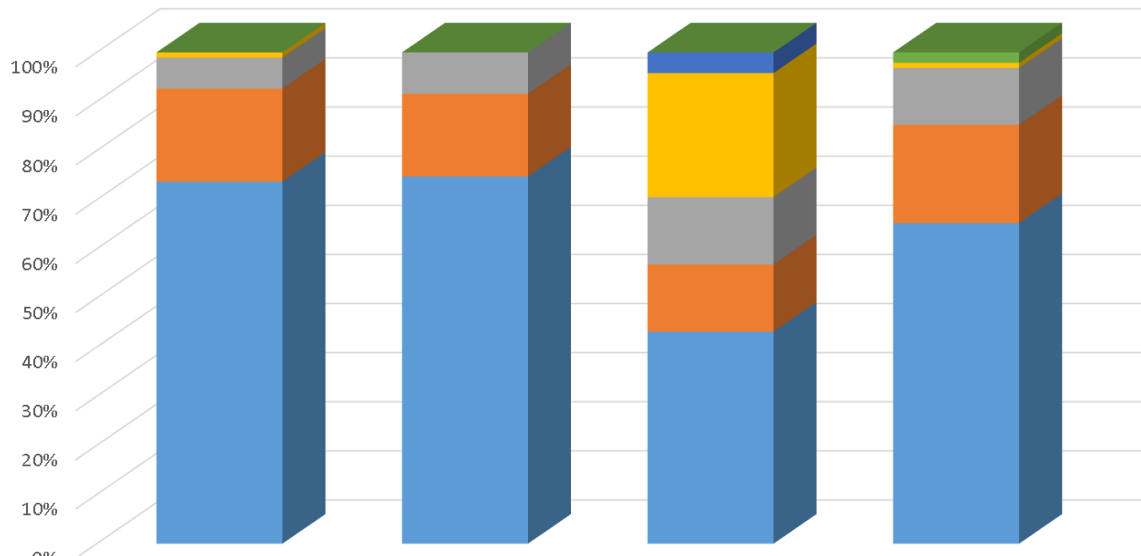


### July 2015



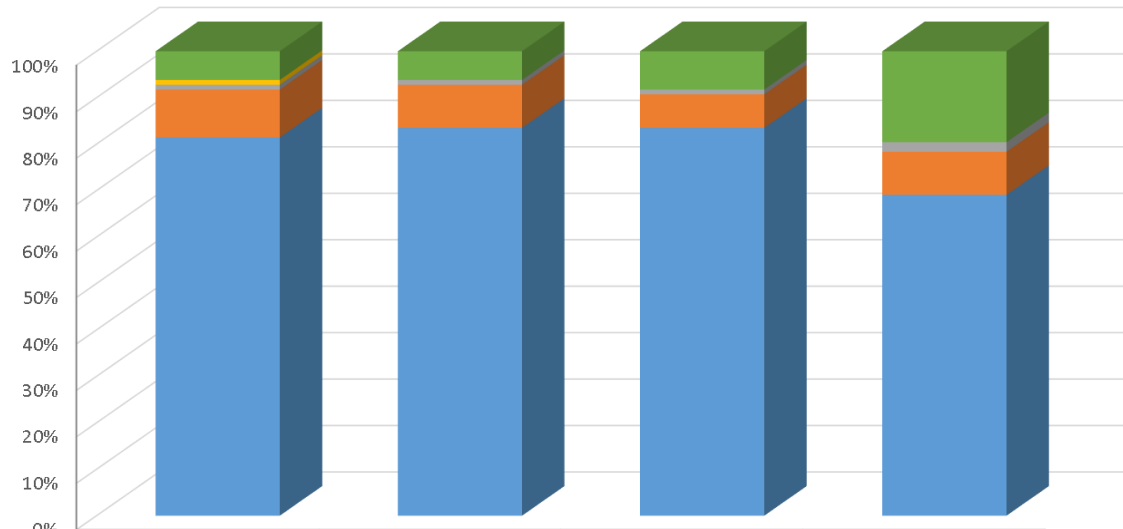
	E1. Hours of operation convenient for you	2. Overall comfort	3. Adequate parking	4. Signage and directions easy to follow
■ N/A	6%	6%	6%	6%
■ Poor	0%	0%	0%	0%
■ Fair	0%	1%	13%	3%
■ Good	0%	1%	16%	9%
■ Very Good	12%	11%	16%	9%
■ Excellent	81%	80%	47%	72%

### March 2016



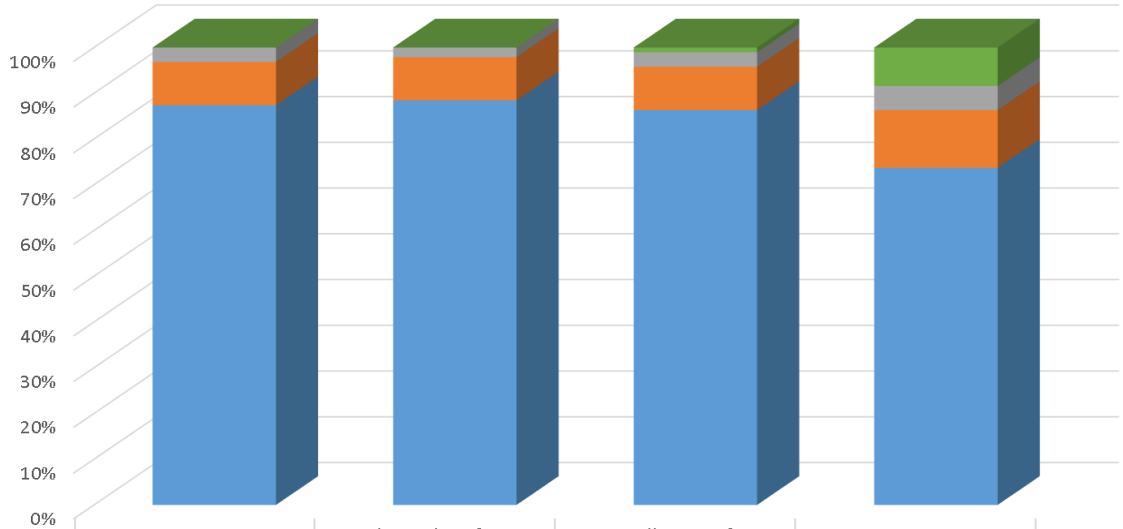
	E1. Hours of operation convenient for you	2. Overall comfort	3. Adequate parking	4. Signage and directions easy to follow
■ N/A	0%	0%	0%	2%
■ Poor	0%	0%	4%	0%
■ Fair	1%	0%	25%	1%
■ Good	6%	8%	14%	12%
■ Very Good	19%	17%	14%	20%
■ Excellent	74%	75%	43%	65%

### July 2015



	1. Our practice	2. The quality of your medical care	3. Overall rating of care from your provider or nurse	4. Are our community resources appropriate for your needs?
■ N/A	6%	6%	8%	20%
■ Poor	0%	0%	0%	0%
■ Fair	1%	0%	0%	0%
■ Good	1%	1%	1%	2%
■ Very Good	10%	9%	7%	9%
■ Excellent	81%	84%	84%	69%

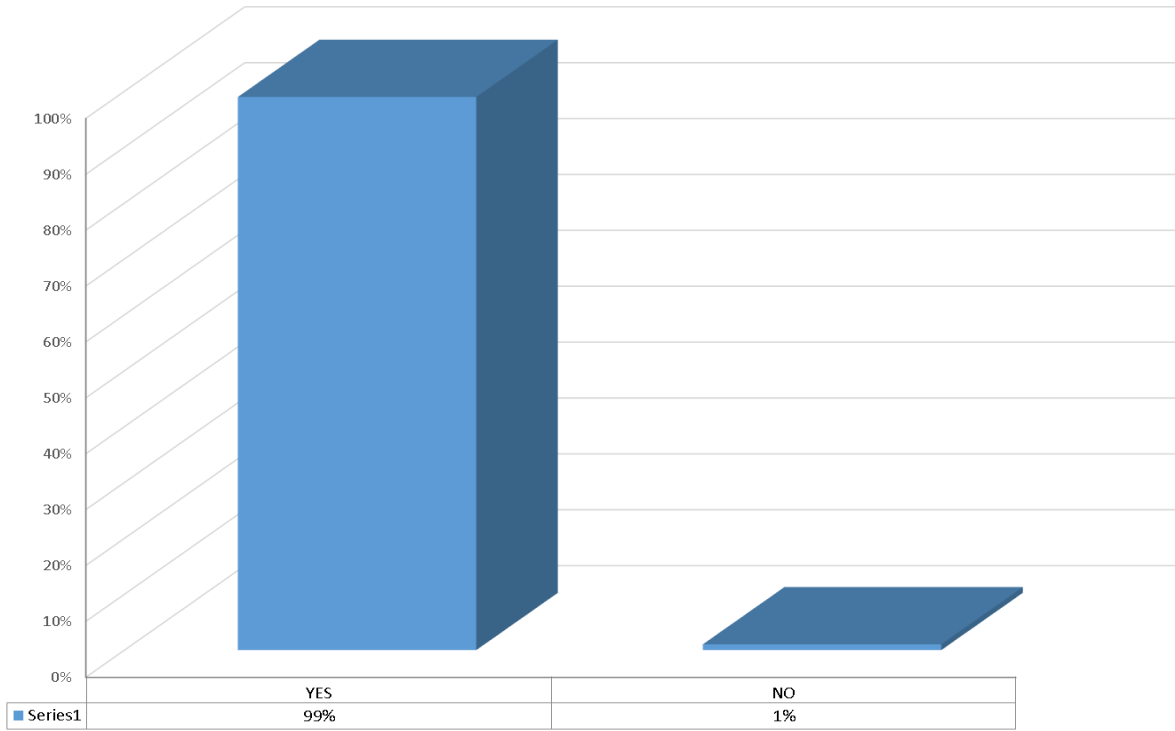
### March 2016



	1. Our practice	2. The quality of your medical care	3. Overall rating of care from your provider or nurse	4. Are our community resources appropriate for your needs?
■ N/A	0%	0%	1%	8%
■ Poor	0%	0%	0%	0%
■ Fair	0%	0%	0%	0%
■ Good	3%	2%	3%	5%
■ Very Good	9%	9%	9%	13%
■ Excellent	87%	88%	86%	74%



### Will you recommend our practice? July 2015



### Will you recommend our practice? March 2016

