

Domains and Questions	n	Your Top Box Score			All Facilities N = 608	State of MA N = 11		
		Previous % Oct-Mar	Current % Apr-Sep		Percentile Rank	Percentile Rank		
Overall Doctor Rating 0-10	3817	90.5%	89.7%	▼	68	62		
Recommend this provider office	3799	93.2%	92.3%	▼	58	55		
Physician Comm Quality	3838	95.4%	95.0%	▼	80	85		
Provider expl in way you understand	3810	96.7%	96.5%	▼	89	88		
<b><i>Provider listen carefully to you</i></b>	<b>3817</b>	<b>96.4%</b>	<b>95.6%</b>	▼	<b>64</b>	<b>71</b>		
Give easy to understand instruction	3519	95.3%	94.5%	▼	68	60		
Know important info medical history	3802	92.0%	91.6%	▼	87	96		
<b><i>Show respect for what you say</i></b>	<b>3816</b>	<b>97.0%</b>	<b>96.8%</b>	▼	<b>70</b>	<b>76</b>		
<b><i>Spend enough time with you</i></b>	<b>3811</b>	<b>95.2%</b>	<b>94.9%</b>	▼	<b>65</b>	<b>85</b>		
Office Staff Quality	3815	91.8%	93.0%	▲	30	23		
<b><i>Clerks/receptionists helpful</i></b>	<b>3807</b>	<b>90.6%</b>	<b>92.0%</b>	▲	<b>38</b>	<b>36</b>		
<b><i>Clerks treat with courtesy/respect</i></b>	<b>3792</b>	<b>92.9%</b>	<b>94.0%</b>	▲	<b>23</b>	<b>12</b>		
Access to Care 3 month	3838	86.8%	86.9%	▲	89	93		
Right away appt as soon as needed	1087	98.0%	96.9%	▼	88	90		
Routine appt/chk-up soon as needed	2822	96.1%	97.0%	▲	69	65		
Phn during offc hrs answr same day	1574	73.6%	72.2%	▼	85	92		
Phn after offc hrs answr same day	327	74.0%	75.2%	▲	89	87		
See provider w/n 15 min this visit	3819	92.3%	93.3%	▲	82	95		
Care Coordination	3824	75.8%	76.6%	▲	73	97		
Office follow-up w test results	2201	76.4%	78.1%	▲	73	87		
Provider have medical records	3782	98.0%	98.0%	-	91	95		
<b><i>Health team ask about Rx meds</i></b>	<b>2978</b>	<b>53.1%</b>	<b>53.6%</b>	▲	<b>48</b>	<b>86</b>		
Press Ganey Questions								
<b><i>CP concern for questions/worries^</i></b>	<b>3780</b>	<b>87.3%</b>	<b>87.0%</b>	▼				
<b><i>Likelihood of recommending CP^</i></b>	<b>3787</b>	<b>86.3%</b>	<b>85.6%</b>	▼				

**Northeast PHO**

Surveys Returned: April 2022 - September 2022

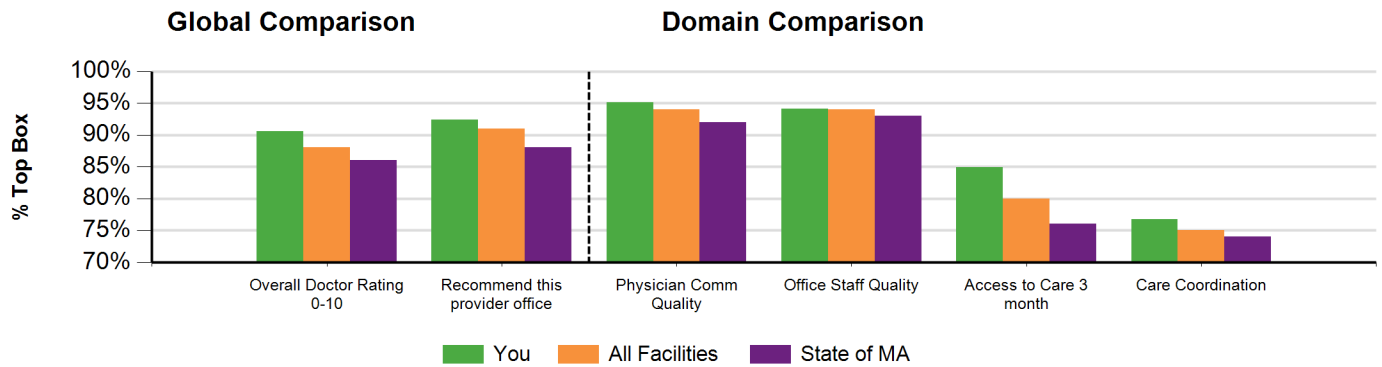
<i>Likelihood of recommending^</i>	<b>3773</b>	<b>84.8%</b>	<b>84.5%</b>	▼				
<i>Patients' confidence in CP</i>	<b>3771</b>	<b>88.1%</b>	<b>87.0%</b>	▼				
<i>Staff worked together care for you^</i>	<b>3755</b>	<b>84.4%</b>	<b>84.7%</b>	▲				

**Survey items are correlated to CG CAHPS Overall Rating 0-10**

Order	Survey Item	Source	All Facilities %ile Rank	Correlation
1	Likelihood of recommending^	PG	56	0.57
2	Likelihood of recommending CP^	PG	62	0.64
3	Patients' confidence in CP	PG	66	0.64
4	CP concern for questions/worries^	PG	65	0.59
5	Staff worked together care for you^	PG	61	0.47
6	Clerks/receptionists helpful	CAHPS	30	0.21
7	Clerks treat with courtesy/respect	CAHPS	19	0.17
7	Provider listen carefully to you	CAHPS	72	0.50
9	Health team ask about Rx meds	CAHPS	45	0.19
10	Spend enough time with you	CAHPS	67	0.46
10	Show respect for what you say	CAHPS	72	0.47

The priority index combines information about your organization's performance and the relative importance of each question to respondents' overall rating. Higher priority is given to those issues that are relatively more important to respondents (higher correlation coefficients) and relatively lower performing (lower percentile rank) for your organization. Questions are listed in decreasing priority. To provide stability, the Priority Index is based on the prior rolling 12 month period.

SPECIALTY COMPARISON	Your Top Box Score Oct 21 - Sep 22		
	Family Medicine	Internal Medicine	Pediatrics
Domains and Questions			
Overall Doctor Rating 0-10	90.6%	88.6%	91.2%
Recommend this provider office	92.4%	91.6%	95.2%
Physician Comm Quality	95.1%	95.1%	95.9%
Provider expl in way you understand	96.5%	96.2%	97.4%
<b><i>Provider listen carefully to you</i></b>	<b>95.8%</b>	<b>96.1%</b>	<b>96.6%</b>
Give easy to understand instruction	94.9%	93.8%	96.4%
Know important info medical history	91.6%	92.3%	92.5%
<b><i>Show respect for what you say</i></b>	<b>96.9%</b>	<b>96.9%</b>	<b>97.3%</b>
<b><i>Spend enough time with you</i></b>	<b>95.0%</b>	<b>95.2%</b>	<b>95.0%</b>
Office Staff Quality	94.1%	94.2%	87.2%
<b><i>Clerks/receptionists helpful</i></b>	<b>92.9%</b>	<b>93.3%</b>	<b>86.3%</b>
<b><i>Clerks treat with courtesy/respect</i></b>	<b>95.3%</b>	<b>95.1%</b>	<b>88.2%</b>
Access to Care 3 month	84.9%	85.7%	89.9%
Right away appt as soon as needed	97.3%	96.3%	98.8%
Routine appt/chk-up soon as needed	96.3%	97.4%	95.9%
Phn during offc hrs answr same day	67.9%	65.5%	85.4%
Phn after offc hrs answr same day	70.1%	74.4%	78.3%
See provider w/n 15 min this visit	92.7%	95.2%	90.9%
Care Coordination	76.7%	75.8%	76.2%
Office follow-up w test results	77.5%	76.1%	82.1%
Provider have medical records	98.5%	98.4%	96.9%
<b><i>Health team ask about Rx meds</i></b>	<b>54.2%</b>	<b>52.9%</b>	<b>49.7%</b>
Press Ganey Questions			
<b><i>Patients' confidence in CP</i></b>	<b>87.7%</b>	<b>85.1%</b>	<b>89.9%</b>
<b><i>CP concern for questions/worries^</i></b>	<b>87.9%</b>	<b>84.7%</b>	<b>87.9%</b>
<b><i>Likelihood of recommending^</i></b>	<b>84.2%</b>	<b>82.7%</b>	<b>88.2%</b>
<b><i>Likelihood of recommending CP^</i></b>	<b>85.8%</b>	<b>83.0%</b>	<b>89.5%</b>
<b><i>Staff worked together care for you^</i></b>	<b>84.4%</b>	<b>82.9%</b>	<b>86.8%</b>



Family Medicine	n	Your Top Box Score			All Facilities N = 435	State of MA N = 8		
		Previous % Oct 20-Sep 21	Current % Oct 21-Sep 22		Percentile Rank	Percentile Rank		
<b>Domains and Questions</b>								
Overall Doctor Rating 0-10	4525	89.2%	90.6%	▲	69	69		
Recommend this provider office	4514	91.0%	92.4%	▲	57	74		
Physician Comm Quality	4552	95.4%	95.1%	▼	64	93		
Provider expl in way you understand	4521	96.3%	96.5%	▲	73	99		
<i><b>Provider listen carefully to you</b></i>	<b>4527</b>	<b>96.8%</b>	<b>95.8%</b>	▼	<b>56</b>	<b>87</b>		
Give easy to understand instruction	4233	94.6%	94.9%	▲	58	93		
Know important info medical history	4525	91.1%	91.6%	▲	66	81		
<i><b>Show respect for what you say</b></i>	<b>4523</b>	<b>97.6%</b>	<b>96.9%</b>	▼	<b>56</b>	<b>86</b>		
<i><b>Spend enough time with you</b></i>	<b>4516</b>	<b>96.1%</b>	<b>95.0%</b>	▼	<b>52</b>	<b>76</b>		
Office Staff Quality	4527	91.8%	94.1%	▲	41	43		
<i><b>Clerks/receptionists helpful</b></i>	<b>4517</b>	<b>90.3%</b>	<b>92.9%</b>	▲	<b>43</b>	<b>56</b>		
<i><b>Clerks treat with courtesy/respect</b></i>	<b>4501</b>	<b>93.3%</b>	<b>95.3%</b>	▲	<b>38</b>	<b>42</b>		
Access to Care 3 month	4552	83.7%	84.9%	▲	76	95		
Right away appt as soon as needed	1249	95.4%	97.3%	▲	82	93		
Routine appt/chk-up soon as needed	3408	95.9%	96.3%	▲	52	54		
Phn during offc hrs answr same day	1699	66.5%	67.9%	▲	71	71		
Phn after offc hrs answr same day	301	65.9%	70.1%	▲	69	N<7		
See provider w/n 15 min this visit	4522	94.8%	92.7%	▼	71	85		
Care Coordination	4540	74.3%	76.7%	▲	58	69		
Office follow-up w test results	3012	73.4%	77.5%	▲	59	59		
Provider have medical records	4475	97.8%	98.5%	▲	79	83		
<i><b>Health team ask about Rx meds</b></i>	<b>3889</b>	<b>51.8%</b>	<b>54.2%</b>	▲	<b>42</b>	<b>82</b>		
Press Ganey Questions								
<i><b>Patients' confidence in CP</b></i>	<b>4478</b>	<b>86.4%</b>	<b>87.7%</b>	▲				
<i><b>CP concern for questions/worries^</b></i>	<b>4493</b>	<b>87.1%</b>	<b>87.9%</b>	▲				
<i><b>Likelihood of recommending^</b></i>	<b>4480</b>	<b>83.2%</b>	<b>84.2%</b>	▲				
<i><b>Likelihood of recommending CP^</b></i>	<b>4496</b>	<b>85.1%</b>	<b>85.8%</b>	▲				

n = number of respondents

Questions that are among this period's top ten priorities appear in bold italics.

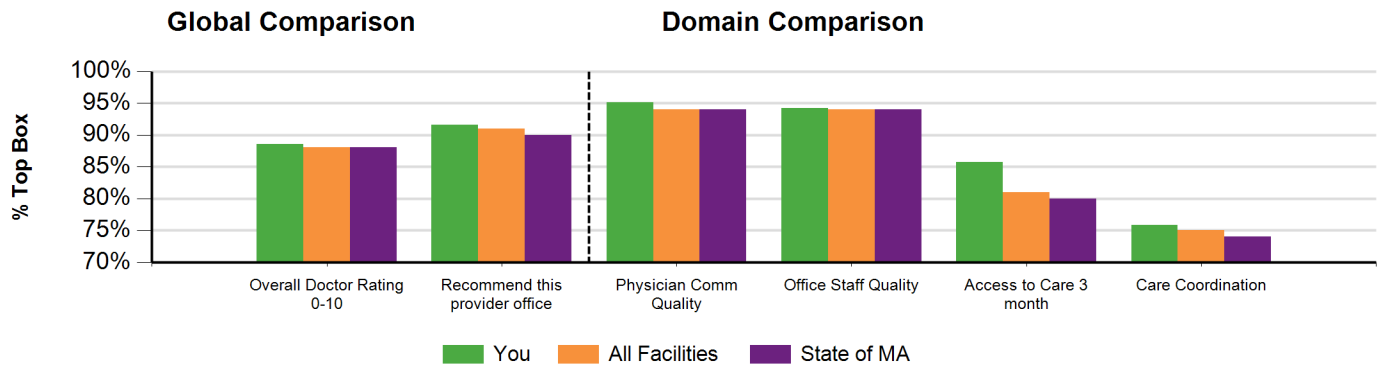
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<i>Staff worked together care for you^</i>	4459	83.3%	84.4%	▲				
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**Survey items are correlated to CGCAHPS Overall Rating 0-10**

Order	Survey Item	Source	All Facilities %ile Rank	Correlation
1	Likelihood of recommending CP^	PG	50	0.65
2	Likelihood of recommending^	PG	48	0.58
3	Patients' confidence in CP	PG	56	0.65
4	Staff worked together care for you^	PG	55	0.47
4	CP concern for questions/worries^	PG	56	0.60
6	Spend enough time with you	CAHPS	52	0.47
7	Clerks/receptionists helpful	CAHPS	43	0.23
7	Provider listen carefully to you	CAHPS	56	0.52
9	Clerks treat with courtesy/respect	CAHPS	38	0.18
9	Health team ask about Rx meds	CAHPS	42	0.19
9	Show respect for what you say	CAHPS	56	0.50

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Internal Medicine	n	Your Top Box Score			All Facilities N = 360	State of MA N = 7		
		Previous % Oct 20-Sep 21	Current % Oct 21-Sep 22		Percentile Rank	Percentile Rank		
<b>Domains and Questions</b>								
Overall Doctor Rating 0-10	1792	86.1%	88.6%	▲	42	58		
Recommend this provider office	1778	90.1%	91.6%	▲	44	78		
Physician Comm Quality	1800	94.8%	95.1%	▲	55	78		
<i>Provider expl in way you understand</i>	<b>1783</b>	<b>95.8%</b>	<b>96.2%</b>	▲	62	81		
<i>Provider listen carefully to you</i>	<b>1786</b>	<b>96.0%</b>	<b>96.1%</b>	▲	55	78		
<i>Give easy to understand instruction</i>	<b>1647</b>	<b>94.0%</b>	<b>93.8%</b>	▼	44	54		
<i>Know important info medical history</i>	<b>1776</b>	<b>92.6%</b>	<b>92.3%</b>	▼	53	77		
<i>Show respect for what you say</i>	<b>1789</b>	<b>96.3%</b>	<b>96.9%</b>	▲	53	64		
<i>Spend enough time with you</i>	<b>1790</b>	<b>94.0%</b>	<b>95.2%</b>	▲	55	87		
Office Staff Quality	1791	93.4%	94.2%	▲	41	54		
<i>Clerks/receptionists helpful</i>	<b>1781</b>	<b>92.1%</b>	<b>93.3%</b>	▲	45	58		
<i>Clerks treat with courtesy/respect</i>	<b>1781</b>	<b>94.6%</b>	<b>95.1%</b>	▲	32	27		
Access to Care 3 month	1801	84.3%	85.7%	▲	72	92		
Right away appt as soon as needed	401	97.0%	96.3%	▼	72	97		
Routine appt/chk-up soon as needed	1479	98.7%	97.4%	▼	63	90		
Phn during offc hrs answr same day	672	65.3%	65.5%	▲	57	97		
Phn after offc hrs answr same day	125	66.1%	74.4%	▲	74	89		
See provider w/n 15 min this visit	1785	94.5%	95.2%	▲	81	93		
Care Coordination	1800	75.0%	75.8%	▲	52	82		
<i>Office follow-up w test results</i>	<b>1316</b>	<b>74.3%</b>	<b>76.1%</b>	▲	57	63		
Provider have medical records	1770	98.4%	98.4%	-	61	82		
<i>Health team ask about Rx meds</i>	<b>1612</b>	<b>52.3%</b>	<b>52.9%</b>	▲	37	68		
Press Ganey Questions								
Patients' confidence in CP	1766	83.4%	85.1%	▲				
CP concern for questions/worries^	1770	83.0%	84.7%	▲				
Likelihood of recommending^	1753	80.9%	82.7%	▲				
Likelihood of recommending CP^	1765	80.9%	83.0%	▲				



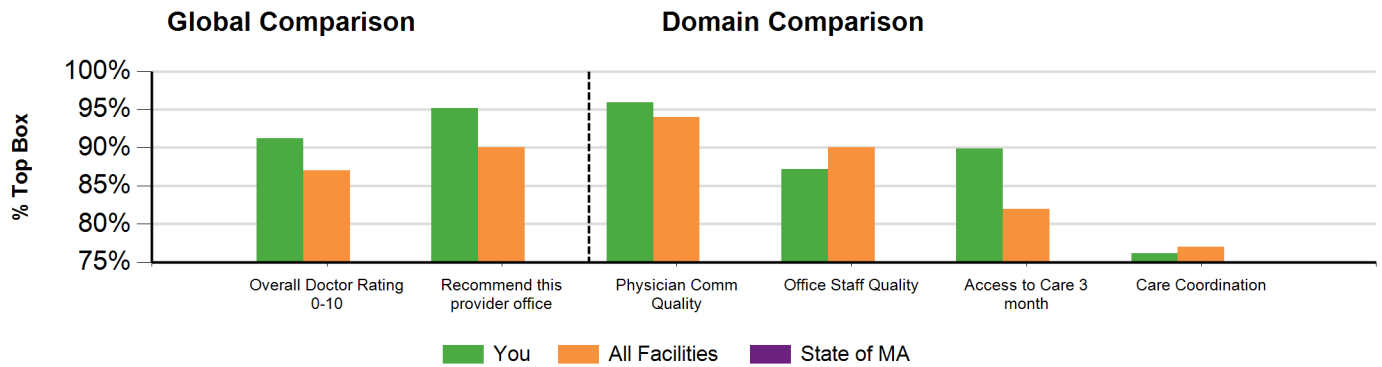
## Northeast PHO

Surveys Returned: October 2021 - September 2022

Staff worked together care for you^	1750	82.3%	82.9%	▲				
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Survey items are correlated to CGCAHPS Overall Rating 0-10			
Order	Survey Item	All Facilities %ile Rank	Correlation
1	Give easy to understand instruction	44	0.43
1	Know important info medical history	53	0.46
3	Provider listen carefully to you	55	0.45
4	Show respect for what you say	53	0.42
4	Spend enough time with you	55	0.44
6	Clerks treat with courtesy/respect	32	0.18
7	Clerks/receptionists helpful	45	0.26
8	Health team ask about Rx meds	37	0.18
9	Office follow-up w test results	57	0.28
9	Provider expl in way you understand	62	0.41

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Pediatrics	n	Your Top Box Score			All Facilities N = 221	State of MA N = 4		
		Previous % Oct 20-Sep 21	Current % Oct 21-Sep 22		Percentile Rank	Percentile Rank		
<b>Domains and Questions</b>								
Overall Doctor Rating 0-10	2075	93.7%	91.2%	▼	69	N<7		
Recommend this provider office	2075	96.6%	95.2%	▼	78	N<7		
Physician Comm Quality	2077	95.9%	95.9%	-	65	N<7		
Provider expl in way you understand	2068	98.0%	97.4%	▼	68	N<7		
<i><b>Provider listen carefully to you</b></i>	<b>2067</b>	<b>97.7%</b>	<b>96.6%</b>	▼	<b>66</b>	<b>N&lt;7</b>		
<i><b>Give easy to understand instruction</b></i>	<b>1805</b>	<b>96.1%</b>	<b>96.4%</b>	▲	<b>64</b>	<b>N&lt;7</b>		
Know important info medical history	2067	92.3%	92.5%	▲	67	N<7		
<i><b>Show respect for what you say</b></i>	<b>2068</b>	<b>97.4%</b>	<b>97.3%</b>	▼	<b>61</b>	<b>N&lt;7</b>		
<i><b>Spend enough time with you</b></i>	<b>2073</b>	<b>94.0%</b>	<b>95.0%</b>	▲	<b>53</b>	<b>N&lt;7</b>		
Office Staff Quality	2069	90.6%	87.2%	▼	21	N<7		
<i><b>Clerks/receptionists helpful</b></i>	<b>2066</b>	<b>89.4%</b>	<b>86.3%</b>	▼	<b>27</b>	<b>N&lt;7</b>		
<i><b>Clerks treat with courtesy/respect</b></i>	<b>2057</b>	<b>91.7%</b>	<b>88.2%</b>	▼	<b>19</b>	<b>N&lt;7</b>		
Access to Care 3 month	2083	93.7%	89.9%	▼	81	N<7		
Right away appt as soon as needed	688	100.0%	98.8%	▼	63	N<7		
Routine appt/chk-up soon as needed	1416	98.8%	95.9%	▼	53	N<7		
Phn during offc hrs answr same day	1196	88.9%	85.4%	▼	84	N<7		
<i><b>Phn after offc hrs answr same day</b></i>	<b>368</b>	<b>88.2%</b>	<b>78.3%</b>	▼	<b>63</b>	<b>N&lt;7</b>		
See provider w/n 15 min this visit	2072	92.3%	90.9%	▼	67	N<7		
Care Coordination	2066	81.7%	76.2%	▼	44	N<7		
<i><b>Office follow-up w test results</b></i>	<b>425</b>	<b>90.5%</b>	<b>82.1%</b>	▼	<b>64</b>	<b>N&lt;7</b>		
<i><b>Provider have medical records</b></i>	<b>2055</b>	<b>99.1%</b>	<b>96.9%</b>	▼	<b>45</b>	<b>N&lt;7</b>		
<i><b>Health team ask about Rx meds</b></i>	<b>765</b>	<b>55.5%</b>	<b>49.7%</b>	▼	<b>24</b>	<b>N&lt;7</b>		
<b>Press Ganey Questions</b>								
Patients' confidence in CP	2054	91.1%	89.9%	▼				
CP concern for questions/worries^	2047	88.8%	87.9%	▼				
Likelihood of recommending^	2056	90.5%	88.2%	▼				
Likelihood of recommending CP^	2060	92.0%	89.5%	▼				

n = number of respondents

Questions that are among this period's top ten priorities appear in bold italics.

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## Northeast PHO

Surveys Returned: October 2021 - September 2022

Staff worked together care for you^	2044	88.9%	86.8%	▼				
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n = number of respondents

Questions that are among this period's top ten priorities appear in bold italics.

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Survey items are correlated to CGCAHPS Overall Rating 0-10			
Order	Survey Item	All Facilities %ile Rank	Correlation
1	Spend enough time with you	53	0.44
2	Show respect for what you say	61	0.44
3	Clerks treat with courtesy/respect	19	0.16
3	Clerks/receptionists helpful	27	0.17
3	Provider listen carefully to you	66	0.46
6	Give easy to understand instruction	64	0.44
7	Health team ask about Rx meds	24	0.15
7	Provider have medical records	45	0.17
9	Phn after offc hrs answr same day	63	0.29
10	Office follow-up w test results	64	0.33

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