



		Your Top Box Score			All Facilities N = 541	State of MA N = 18		
Domains and Questions	n	Previous % Sep-Feb	Current % Mar-Aug		Percentile Rank	Percentile Rank		
Overall Doctor Rating 0-10	3	86.9%	100.0%	▲	99	99		
Recommend this provider office	3	91.0%	100.0%	▲	99	99		
Test Results	2416	81.4%	80.5%	▼	99	99		
Someone follow up with results	2416	81.4%	80.5%	▼	99	99		
Physician Comm Quality	4534	94.7%	97.0%	▲	96	96		
Provider expl in way you understand	4524	95.8%	97.2%	▲	91	85		
<b><i>Provider listen carefully to you</i></b>	<b>4524</b>	<b>95.3%</b>	<b>96.8%</b>	▲	<b>80</b>	<b>79</b>		
<b><i>Give easy to understand instruction</i></b>	<b>3</b>	<b>92.7%</b>	<b>100.0%</b>	▲	<b>99</b>	<b>99</b>		
Know important info medical history	4522	93.4%	95.1%	▲	96	99		
<b><i>Show respect for what you say</i></b>	<b>4519</b>	<b>96.4%</b>	<b>97.4%</b>	▲	<b>79</b>	<b>84</b>		
Spend enough time with you	4520	94.8%	95.7%	▲	73	69		
Office Staff Quality	4136	94.1%	96.0%	▲	71	68		
<b><i>Clerks/receptionists helpful</i></b>	<b>4128</b>	<b>92.9%</b>	<b>94.8%</b>	▲	<b>68</b>	<b>64</b>		
Clerks treat with courtesy/respect	4114	95.4%	97.2%	▲	75	65		
Access to Care 3 month	3	85.7%	100.0%	▲	99	99		
Right away appt as soon as needed	n<3	98.7%	N/A	-	N/A	N/A		
Routine appt/chk-up soon as needed	3	97.4%	100.0%	▲	99	99		
Phn during offc hrs answr same day	n<3	69.3%	N/A	-	N/A	N/A		
<b><i>Phn after offc hrs answr same day</i></b>	<b>n&lt;3</b>	<b>69.8%</b>	<b>N/A</b>	-	<b>N/A</b>	<b>N/A</b>		
See provider w/n 15 min this visit	3	93.5%	100.0%	▲	99	99		
Care Coordination	3	76.2%	83.3%	▲	97	99		
<b><i>Office follow-up w test results</i></b>	<b>n&lt;3</b>	<b>76.7%</b>	<b>N/A</b>	-	<b>N/A</b>	<b>N/A</b>		
Provider have medical records	3	98.7%	100.0%	▲	99	99		
<b><i>Health team ask about Rx meds</i></b>	<b>n&lt;3</b>	<b>53.1%</b>	<b>N/A</b>	-	<b>N/A</b>	<b>N/A</b>		
Press Ganey Questions								
CP concern for questions/worries^	3	85.6%	100.0%	▲				

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: March 2023 - August 2023

CP discuss treatments^	4332	85.7%	87.7%	▲				
CP efforts to include in decisions^	4423	88.4%	89.4%	▲				
<b><i>Likelihood of recommending CP^</i></b>	<b>4461</b>	<b>86.6%</b>	<b>88.8%</b>	▲				
<b><i>Likelihood of recommending^</i></b>	<b>4448</b>	<b>85.7%</b>	<b>88.2%</b>	▲				
Patients' confidence in CP	3	84.8%	100.0%	▲				
<b><i>Staff worked together care for you^</i></b>	<b>4414</b>	<b>84.5%</b>	<b>86.7%</b>	▲				

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 CG CAHPS Overall Rating 0-10**

Order	Survey Item	Source	All Facilities %ile Rank	Correlation
1	Give easy to understand instruction	CAHPS	29	0.53
2	Staff worked together care for you^	PG	60	0.49
2	Provider listen carefully to you	CAHPS	63	0.51
2	Likelihood of recommending^	PG	65	0.61
2	Likelihood of recommending CP^	PG	66	0.68
6	Show respect for what you say	CAHPS	60	0.45
7	Health team ask about Rx meds	CAHPS	36	0.21
7	Clerks/receptionists helpful	CAHPS	50	0.23
9	Phn after offc hrs answr same day	CAHPS	70	0.49
10	Office follow-up w test results	CAHPS	61	0.35

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 Sep 22 - Aug 23		
Domains and Questions	Family Medicine	Internal Medicine	Pediatrics
Overall Doctor Rating 0-10	87.5%	82.6%	94.2%
Recommend this provider office	91.4%	86.6%	96.8%
Test Results	79.7%	83.0%	88.4%
Someone follow up with results	79.7%	83.0%	88.4%
Physician Comm Quality	95.8%	93.7%	96.3%
Provider expl in way you understand	97.1%	94.9%	97.3%
<b><i>Provider listen carefully to you</i></b>	<b>96.3%</b>	<b>95.8%</b>	<b>96.4%</b>
<b><i>Give easy to understand instruction</i></b>	<b>93.6%</b>	<b>88.4%</b>	<b>96.5%</b>
Know important info medical history	94.8%	92.7%	95.3%
<b><i>Show respect for what you say</i></b>	<b>97.1%</b>	<b>96.5%</b>	<b>97.2%</b>
Spend enough time with you	95.8%	94.2%	95.2%
Office Staff Quality	95.6%	95.1%	93.6%
<b><i>Clerks/receptionists helpful</i></b>	<b>94.4%</b>	<b>93.6%</b>	<b>92.2%</b>
Clerks treat with courtesy/respect	96.7%	96.5%	95.0%
Access to Care 3 month	81.4%	86.7%	91.0%
Right away appt as soon as needed	98.3%	97.9%	100.0%
Routine appt/chk-up soon as needed	96.5%	98.7%	98.1%
Phn during offc hrs answr same day	62.4%	68.3%	84.1%
<b><i>Phn after offc hrs answr same day</i></b>	<b>57.1%</b>	<b>72.2%</b>	<b>79.2%</b>
See provider w/n 15 min this visit	92.6%	96.4%	93.6%
Care Coordination	76.3%	76.2%	79.0%
<b><i>Office follow-up w test results</i></b>	<b>74.4%</b>	<b>77.5%</b>	<b>94.1%</b>
Provider have medical records	98.9%	98.4%	99.4%
<b><i>Health team ask about Rx meds</i></b>	<b>55.7%</b>	<b>52.6%</b>	<b>43.4%</b>
Press Ganey Questions			
Patients' confidence in CP	84.4%	83.6%	90.3%
CP concern for questions/worries^	85.8%	85.2%	88.2%
CP efforts to include in decisions^	89.6%	87.0%	90.1%
<b><i>Likelihood of recommending^</i></b>	<b>87.3%</b>	<b>85.2%</b>	<b>90.2%</b>
<b><i>Likelihood of recommending CP^</i></b>	<b>88.4%</b>	<b>84.6%</b>	<b>91.1%</b>