Press Ganey Patient Satisfaction
Winter 08 - Fall 09 By Health Centers

	Winter 08					Spring 08					Fall 08				
Press Ganey	**Depew**		**All WI08**	**Reg. 2 WI08**	**Freestd WI08**	**Depew**		**All SP08**	**Reg. 2 SP08**	**Freestd SP08**	**Depew**		**All FA08**	**Reg. 2 FA08**	**Freestd FA08**
Question	**Mean**	**n=**	**Rank**	**Rank**	**Rank**	**Mean**	**n=**	**Rank**	**Rank**	**Rank**	**Mean**	**n=**	**Rank**	**Rank**	**Rank**
Std Overall	95.9	73	99	99	99	94.4	116	94	95	95	95.2	119	99	99	99
Std Access to Care	96.3	72	99	99	99	94.9	116	94	95	95	95.5	119	99	99	99
Ease of scheduling appointments	95.8	72	99	98	99	94.4	116	89	89	89	95.1	118	99	99	99
Courtesy of person scheduling appointments	97.9	72	99	99	99	95.9	116	92	92	93	96.2	119	99	99	99
Our helpfulness on the telephone	96.0	68	99	98	99	95.3	107	94	95	95	95.0	110	99	99	99
Our promptness in returning calls	95.1	61	99	99	99	94.4	84	96	97	97	95.5	89	99	99	99
Std Visit	93.0	72	98	97	99	91.4	115	89	90	89	92.9	119	98	99	99
Speed of registration process	93.7	71	98	97	99	91.5	114	74	74	73	92.7	119	95	94	94
Courtesy of registration staff	97.2	71	99	99	99	95.9	115	94	95	95	95.2	119	97	98	99
Waiting area comfort/pleasantness	92.3	71	96	97	99	91.5	115	82	83	81	91.8	119	94	95	94
Wait before going to exam room	92.3	71	99	97	99	88.4	114	84	84	80	91.6	119	99	99	99
Exam room comfort/pleasantness	89.8	71	90	96	92	89.2	113	75	76	75	90.5	118	93	98	92
Wait in exam room to see CP	94.0	67	99	98	99	92.8	111	96	96	97	96.3	115	99	99	99
Std Nurse/Assistant	98.1	67	99	99	99	97.0	108	98	99	99	97.5	111	99	99	99
Friendless/courtesy of nurse/asst	98.1	67	99	99	99	96.9	106	96	98	97	97.5	110	99	99	99
Concern of nurse/asst for problem	98.1	66	99	99	99	97.0	108	99	99	99	97.5	111	99	99	99
Std Care Provider	97.3	72	99	99	99	96.3	115	95	95	96	95.9	116	99	98	99
Friendliness/courtesy of CP	98.6	72	99	98	99	98.5	115	98	98	99	98.1	116	99	99	99
CP explains of prob/condition	97.2	71	99	99	99	96.3	114	93	93	94	94.4	115	90	91	89
CP concern for questions/worries	97.6	72	99	99	99	96.5	114	94	95	95	97.0	116	99	99	99
CP efforts to include in decisions	96.9	72	99	99	99	95.9	110	93	94	95	95.4	114	98	97	99
CP information about medications	96.1	51	99	99	99	93.9	66	81	82	84	92.6	81	78	78	71
CP information for follow-up care	96.4	70	99	99	99	95.1	101	91	91	94	94.4	107	96	94	96
CP spoke using clear language	97.2	71	99	97	99	96.2	112	88	88	91	96.3	116	97	96	98
Time CP send with patient	96.8	70	99	98	99	96.2	113	97	97	98	96.7	115	99	99	99
Patients' confidence in CP	98.2	71	99	99	99	96.9	113	94	94	96	96.3	116	99	99	99
Likelihood of recommending CP	98.3	72	99	99	99	97.4	113	96	96	98	96.8	116	99	99	99
Std Personal Issues	94.0	72	99	98	99	92.3	116	86	87	87	93.1	119	98	99	99
Convenience of office hours	91.3	72	95	97	99	88.3	115	56	63	52	89.7	117	82	95	82
Our sensitivity to patients' needs	94.8	72	99	97	99	93.1	113	88	89	90	94.5	119	99	99	99
Our concern for patients' privacy	95.8	72	99	99	99	95.2	115	94	95	96	95.1	118	98	99	99
Std Overall Assessment	97.5	72	99	99	99	95.4	116	91	93	93	96.6	119	99	99	99
Cheerfulness of practice	97.9	72	99	99	99	94.5	113	90	91	90	96.2	119	99	99	99
Cleanliness of practice	96.5	72	99	98	99	93.1	116	60	65	56	96.2	119	98	99	99
Care received during visit	97.2	71	99	98	99	97.0	116	97	97	97	97.3	119	99	99	99
Likelihood of recommending practice	98.6	71	99	99	99	97.0	115	96	96	97	96.9	119	99	99	99

Press Ganey Patient Satisfaction
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	Winter 09					Spring 09					Fall 09				
Press Ganey	**Depew**		**All WI09**	**Reg. 2 WI09**	**Freestd WI09**	**Depew**		**All SP09**	**Reg. 2 SP09**	**Freestd SP09**	**Depew**		**All FA09**	**Reg. 2 FA09**	**Freestd FA09**
Question	**Mean**	**n=**	**Rank**	**Rank**	**Rank**	**Mean**	**n=**	**Rank**	**Rank**	**Rank**	**Mean**	**n=**	**Rank**	**Rank**	**Rank**
Std Overall	95.3	94	99	99	99	94.9	108	99	97	99	95.2	92	99	99	99
Std Access to Care	95.0	94	99	99	99	95.2	108	99	99	99	96.1	92	99	99	99
Ease of scheduling appointments	93.8	93	96	98	96	94.6	107	97	95	98	96.2	91	99	99	99
Courtesy of person scheduling appointments	96.0	94	98	98	99	95.6	108	97	94	99	97.0	91	99	99	99
Our helpfulness on the telephone	94.8	91	98	99	99	95.3	106	99	99	99	95.9	86	99	99	99
Our promptness in returning calls	94.0	71	99	99	99	95.5	89	99	99	99	94.4	63	99	99	99
Std Visit	92.9	94	98	99	99	92.6	108	98	98	99	92.6	92	99	98	99
Speed of registration process	92.7	93	94	94	97	92.7	106	95	94	96	91.3	89	79	77	78
Courtesy of registration staff	96.8	93	99	99	99	95.6	108	99	95	99	97.3	91	99	99	99
Waiting area comfort/pleasantness	91.5	94	90	94	93	90.7	108	83	85	84	90.5	92	80	81	84
Wait before going to exam room	92.0	94	99	99	99	91.4	107	98	98	99	91.8	91	99	98	99
Exam room comfort/pleasantness	90.7	94	94	95	95	90.1	108	90	89	90	90.5	92	93	92	93
Wait in exam room to see CP	93.4	91	99	99	99	95.1	107	99	99	99	94.7	89	99	99	99
Std Nurse/Assistant	97.6	94	99	99	99	95.7	108	99	99	99	97.4	90	99	99	99
Friendless/courtesy of nurse/asst	97.6	94	99	99	99	96.1	108	98	96	99	98.0	89	99	99	99
Concern of nurse/asst for problem	97.6	92	99	99	99	95.3	107	99	99	99	96.7	90	99	99	99
Std Care Provider	96.8	94	99	99	99	95.9	108	99	97	99	95.7	92	98	95	99
Friendliness/courtesy of CP	99.5	93	99	99	99	97.9	108	99	99	99	97.6	92	99	98	99
CP explains of prob/condition	96.8	94	99	99	99	95.4	108	97	93	99	95.1	92	96	92	99
CP concern for questions/worries	97.6	94	99	99	99	95.6	1083	98	95	99	96.7	91	99	98	99
CP efforts to include in decisions	96.3	94	99	99	99	95.3	102	98	95	99	96.7	90	99	99	99
CP information about medications	92.3	71	69	68	63	93.4	79	90	86	89	92.9	67	81	80	80
CP information for follow-up care	95.3	90	99	99	99	95.3	96	99	96	99	94.4	89	97	94	99
CP spoke using clear language	97.1	94	99	99	99	96.2	106	98	95	99	96.2	91	98	95	98
Time CP send with patient	96.5	94	99	99	99	96.0	107	99	99	99	94.3	92	98	95	99
Patients' confidence in CP	97.6	94	99	99	99	96.3	108	99	95	99	96.5	92	99	96	99
Likelihood of recommending CP	97.9	94	99	99	99	97.0	108	99	97	99	96.5	92	99	96	99
Std Personal Issues	92.8	93	96	99	96	93.7	108	99	99	99	93.5	92	99	98	99
Convenience of office hours	87.4	93	41	59	19	90.7	108	89	90	91	89.4	92	70	81	66
Our sensitivity to patients' needs	95.2	93	99	99	99	95.4	108	99	99	99	95.1	92	99	99	99
Our concern for patients' privacy	95.9	92	99	99	99	95.3	106	99	98	99	95.9	92	99	99	99
Std Overall Assessment	96.7	94	99	99	99	96.3	108	99	99	99	96.3	92	99	95	99
Cheerfulness of practice	96.0	94	98	99	99	96.3	108	99	99	99	96.5	92	99	99	99
Cleanliness of practice	96.5	94	98	99	99	95.1	108	91	90	91	96.2	92	97	94	99
Care received during visit	96.5	94	99	99	99	96.8	108	99	99	99	96.5	92	99	95	99
Likelihood of recommending practice	97.6	94	99	99	99	97.0	107	99	98	99	95.9	92	98	94	99

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	Winter 08					Spring 08					Fall 08				
Press Ganey	**Levittown**		**All facilities WI08**	**AHA Region 2 WI08**	**Freestand WI08**	**Levittown**		**All facilities SP08**	**AHA Region 2 SP08**	**Freestand SP08**	**Levittown**		**All facilities FA08**	**AHA Region 2 FA08**	**Freestand FA08**
Question	**Mean**	**n=**	**Rank**	**Rank**	**Rank**	**Mean**	**n=**	**Rank**	**Rank**	**Rank**	**Mean**	**n=**	**Rank**	**Rank**	**Rank**
Std Overall	95.8	53	99	99	99	96.3	66	99	99	99	96.0	43	99	99	99
Std Access to Care	95.7	53	99	99	99	97.3	65	99	99	99	96.9	43	99	99	99
Ease of scheduling appointments	98.6	53	99	99	99	97.3	65	99	99	99	97.7	43	99	99	99
Courtesy of person scheduling appointments	96.7	53	99	98	99	98.1	65	99	99	99	98.3	43	99	99	99
Our helpfulness on the telephone	94.1	51	96	97	99	97.5	61	99	99	99	96.3	41	99	99	99
Our promptness in returning calls	93.2	44	98	97	99	95.5	50	98	99	99	97.3	37	99	99	99
Std Visit	92.2	52	98	97	99	93.2	65	96	97	97	93.7	43	99	99	99
Speed of registration process	94.4	50	91	93	93	94.1	63	93	93	94	92.4	43	94	94	94
Courtesy of registration staff	91.2	49	93	93	97	97.2	63	98	99	98	97.1	43	99	99	99
Waiting area comfort/pleasantness	92.5	51	91	92	94	89.8	64	68	69	64	94.2	43	98	99	99
Wait before going to exam room	86.8	50	99	98	99	95.0	65	99	99	99	93.5	42	99	99	99
Exam room comfort/pleasantness	96.0	51	60	65	50	87.7	65	62	63	58	88.1	42	72	76	68
Wait in exam room to see CP	98.2	50	99	99	99	96.0	62	99	99	99	97.0	42	99	99	99
Std Nurse/Assistant	97.9	48	99	99	99	97.0	58	98	99	99	98.2	41	99	99	99
Friendless/courtesy of nurse/asst	98.4	48	99	99	99	97.0	58	97	98	97	98.2	41	99	99	99
Concern of nurse/asst for problem	97.3	48	99	99	99	97.0	58	99	99	99	98.2	41	99	99	99
Std Care Provider	99.5	53	99	99	99	97.1	65	98	98	99	95.4	43	98	95	99
Friendliness/courtesy of CP	96.6	53	99	99	99	98.5	65	98	98	99	96.5	43	95	92	96
CP explains of prob/condition	97.6	51	99	97	99	96.5	65	95	95	95	96.4	42	99	98	99
CP concern for questions/worries	95.2	52	99	99	99	97.7	64	99	99	99	97.6	41	99	99	99
CP efforts to include in decisions	96.4	52	98	96	99	96.5	65	96	97	97	96.3	41	99	99	99
CP information about medications	95.9	28	99	99	99	94.5	41	86	87	89	92.9	28	83	85	79
CP information for follow-up care	96.6	43	99	98	99	95.6	57	94	95	96	96.7	38	99	99	99
CP spoke using clear language	97.6	51	99	97	99	96.8	62	93	94	95	95.8	42	95	95	96
Time CP send with patient	97.6	52	99	99	99	98.4	63	99	99	99	97.6	42	99	99	99
Patients' confidence in CP	98.6	52	99	99	99	96.9	65	94	94	96	98.2	42	99	99	99
Likelihood of recommending CP	98.6	53	99	99	99	97.7	64	97	98	98	98.8	42	99	99	99
STD Personal Issues	95.4	53	99	99	99	96.0	66	99	99	99	96.1	43	99	99	99
Convenience of office hours	95.3	53	99	99	99	95.8	66	99	99	99	95.0	40	99	99	99
Our sensitivity to patients' needs	95.8	53	99	99	99	96.9	65	99	99	99	96.5	43	99	99	99
Our concern for patients' privacy	95.3	53	98	98	99	95.9	62	96	97	97	97.0	41	99	99	99
Std Overall Assessment	96.2	53	98	97	99	97.1	66	98	99	98	96.6	43	99	99	99
Cheerfulness of practice	96.7	53	99	98	99	97.4	66	99	99	99	97.7	43	99	99	99
Cleanliness of practice	92.5	53	61	70	54	96.2	66	92	95	93	94.2	43	82	87	80
Care received during visit	97.2	53	99	98	99	96.9	65	96	97	97	97.1	43	99	99	99
Likelihood of recommending practice	98.6	53	99	99	99	98.1	64	99	99	99	98.2	42	99	99	99

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	Winter 09					Spring 09					Fall 09				
Press Ganey	**Levittown**		**All WI09**	**Reg. 2 WI09**	**Freestd WI09**	**Levittown**		**All SP09**	**Reg. 2 SP09**	**Freestd SP09**	**Levittown**		**All FA09**	**Reg. 2 FA09**	**Freestd FA09**
Question	**Mean**	**n=**	**Rank**	**Rank**	**Rank**	**Mean**	**n=**	**Rank**	**Rank**	**Rank**	**Mean**	**n=**	**Rank**	**Rank**	**Rank**
Std Overall	95.7	38	99	99	99	95.9	43	99	99	99	96.6	33	99	99	99
Std Access to Care	95.2	38	99	99	99	97.6	43	99	99	99	96.4	33	99	99	99
Ease of scheduling appointments	96.1	38	99	99	99	98.8	42	99	99	99	97.7	33	99	99	99
Courtesy of person scheduling appointments	98.7	97	99	99	99	98.3	43	99	99	99	97.0	33	99	99	99
Our helpfulness on the telephone	97.1	35	99	99	99	97.0	42	99	99	99	95.3	32	99	99	99
Our promptness in returning calls	92.9	28	97	98	99	96.3	34	99	99	99	96.7	23	99	99	99
Std Visit	94.1	37	99	99	99	93.3	43	99	99	99	93.9	33	99	98	99
Speed of registration process	95.3	37	99	99	99	92.3	42	91	90	90	94.7	33	99	99	99
Courtesy of registration staff	98.7	37	99	99	99	96.4	42	99	99	99	98.5	33	99	99	99
Waiting area comfort/pleasantness	89.9	37	74	80	70	90.7	43	82	85	83	90.9	33	85	83	88
Wait before going to exam room	95.3	37	99	99	99	91.3	43	98	98	99	94.7	33	99	99	99
Exam room comfort/pleasantness	87.8	37	66	75	59	90.1	43	91	89	90	87.1	33	51	63	41
Wait in exam room to see CP	98.0	37	99	99	99	98.8	42	99	99	99	97.7	33	99	99	99
Std Nurse/Assistant	99.3	37	99	99	99	98.3	43	99	99	99	98.1	33	99	99	99
Friendless/courtesy of nurse/asst	99.3	37	99	99	99	98.3	43	99	99	99	98.5	33	99	99	99
Concern of nurse/asst for problem	98.2	37	99	99	99	98.3	43	99	99	99	97.7	33	99	99	99
Std Care Provider	98.2	36	99	99	99	95.5	43	98	96	99	98.3	32	99	99	99
Friendliness/courtesy of CP	99.3	36	99	99	99	97.7	43	99	98	99	98.4	32	99	99	99
CP explains of prob/condition	98.6	36	99	99	99	96.5	43	99	98	99	97.7	32	99	99	99
CP concern for questions/worries	99.3	36	99	99	99	96.5	43	99	97	99	97.7	32	99	99	99
CP efforts to include in decisions	97.1	35	99	99	99	96.4	42	99	99	99	97.7	32	99	99	99
CP information about medications	92.0	25	65	64	60	91.7	36	58	55	50	96.6	22	99	99	99
CP information for follow-up care	99.2	31	99	99	99	93.5	42	91	86	91	98.3	30	99	99	99
CP spoke using clear language	98.5	34	99	99	99	95.9	43	97	94	98	97.7	32	99	99	99
Time CP send with patient	97.9	36	99	99	99	93.6	43	95	91	94	99.2	32	99	99	99
Patients' confidence in CP	99.3	36	99	99	99	95.9	43	97	92	99	99.2	32	99	99	99
Likelihood of recommending CP	99.3	36	99	99	99	95.9	43	98	95	99	100.0	32	99	99	99
STD Personal Issues	94.7	38	99	99	99	95.0	43	99	99	99	95.2	33	99	99	99
Convenience of office hours	92.8	38	99	99	99	91.3	43	93	94	95	92.4	33	97	99	98
Our sensitivity to patients' needs	96.1	38	99	99	99	97.1	43	99	99	99	97.0	33	99	99	99
Our concern for patients' privacy	95.4	38	99	99	99	96.5	43	99	99	99	96.2	33	99	99	99
Std Overall Assessment	97.0	38	99	99	99	95.9	43	98	98	99	97.7	33	99	99	99
Cheerfulness of practice	100.0	37	99	99	99	97.1	43	99	99	99	97.7	33	99	99	99
Cleanliness of practice	94.1	38	80	84	78	95.4	43	93	91	95	94.7	33	86	87	86
Care received during visit	99.3	36	99	99	99	95.4	43	96	91	98	98.5	33	99	99	99
Likelihood of recommending practice	97.4	38	99	99	99	96.4	42	98	96	99	100.0	32	99	99	99

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	Winter 08					Spring 08					Fall 08				
Press Ganey	**Seneca Falls**		**All facilities WI08**	**AHA Region 2 WI08**	**Freestand WI08**	**Seneca Falls**		**All facilities SP08**	**AHA Region 2 SP08**	**Freestand SP08**	**Seneca Falls**		**All facilities FA08**	**AHA Region 2 FA08**	**Freestand FA08**
Question	**Mean**	**n=**	**Rank**	**Rank**	**Rank**	**Mean**	**n=**	**Rank**	**Rank**	**Rank**	**Mean**	**n=**	**Rank**	**Rank**	**Rank**
Std Overall	96.9	53	99	99	99	97.0	104	99	99	99	95.5	92	99	99	99
Std Access to Care	97.0	53	99	99	99	96.4	103	98	98	98	97.0	92	99	99	99
Ease of scheduling appointments	97.6	53	99	99	99	97.8	103	99	99	99	97.3	92	99	99	99
Courtesy of person scheduling appointments	97.1	53	99	98	99	96.3	102	94	94	95	97.8	90	99	99	99
Our helpfulness on the telephone	97.0	51	99	99	99	95.5	99	95	95	96	96.5	78	99	99	99
Our promptness in returning calls	97.4	44	99	99	99	96.8	79	99	99	99	95.6	57	99	99	99
Std Visit	94.8	52	99	99	99	94.6	103	99	99	99	94.1	92	99	99	99
Speed of registration process	94.5	50	99	98	99	93.6	97	90	91	91	93.7	91	98	98	99
Courtesy of registration staff	97.0	49	99	99	99	94.4	102	85	86	86	95.1	91	97	97	99
Waiting area comfort/pleasantness	93.1	51	97	97	99	93.9	103	95	96	96	92.0	91	94	95	95
Wait before going to exam room	94.9	50	99	99	99	94.4	103	99	99	99	93.5	92	99	99	99
Exam room comfort/pleasantness	95.1	51	99	99	99	94.7	103	99	99	99	93.1	90	99	99	99
Wait in exam room to see CP	96.5	50	99	99	99	97.4	95	99	99	99	96.6	89	99	99	99
Std Nurse/Assistant	98.3	48	99	99	99	97.9	96	99	99	99	97.0	86	99	99	99
Friendless/courtesy of nurse/asst	99.0	48	99	99	99	98.4	96	99	99	99	96.5	86	98	99	99
Concern of nurse/asst for problem	97.5	48	99	99	99	97.4	96	99	99	99	97.4	86	99	99	99
Std Care Provider	97.7	53	99	99	99	97.9	101	99	99	99	94.6	90	93	91	94
Friendliness/courtesy of CP	99.0	53	99	99	99	98.8	101	99	99	99	99.2	90	99	99	99
CP explains of prob/condition	97.5	51	99	99	99	98.2	99	99	99	99	93.5	88	76	71	70
CP concern for questions/worries	98.0	52	99	99	99	99.0	99	99	99	99	95.8	89	98	95	99
CP efforts to include in decisions	97.5	52	99	99	99	98.0	98	99	99	99	93.0	89	77	75	71
CP information about medications	95.8	28	99	99	99	97.1	69	98	99	99	94.6	56	97	95	99
CP information for follow-up care	97.7	43	99	99	99	96.2	92	97	97	98	90.7	81	44	37	35
CP spoke using clear language	99.5	51	99	99	99	98.3	100	99	99	99	94.9	89	89	86	82
Time CP send with patient	98.0	52	99	99	99	97.0	100	99	99	99	94.7	90	98	96	99
Patients' confidence in CP	98.5	52	99	99	99	98.0	99	98	98	99	94.9	89	92	88	93
Likelihood of recommending CP	99.0	53	99	99	99	99.0	100	99	99	99	95.6	90	97	95	99
STD Personal Issues	95.3	53	99	99	99	96.8	103	99	99	99	93.8	91	99	99	99
Convenience of office hours	91.7	53	96	98	99	94.1	102	98	98	98	91.2	91	94	99	97
Our sensitivity to patients' needs	96.4	53	99	99	99	98.5	102	99	99	99	95.9	91	99	99	99
Our concern for patients' privacy	97.6	53	99	99	99	97.5	100	99	99	99	94.4	89	97	96	99
Std Overall Assessment	98.8	53	99	99	99	98.5	103	99	99	99	96.2	91	98	99	99
Cheerfulness of practice	98.0	53	99	99	99	98.5	103	99	99	99	96.2	91	99	99	99
Cleanliness of practice	98.5	53	99	99	99	97.8	103	98	99	98	96.4	91	98	99	99
Care received during visit	99.5	53	99	99	99	98.5	103	99	99	99	96.7	91	98	98	99
Likelihood of recommending practice	99.0	53	99	99	99	99.3	103	99	99	99	95.6	91	96	95	98

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	Winter 09					Spring 09					Fall 09				
Press Ganey	**Seneca Falls**		**All WI09**	**Reg. 2 WI09**	**Freestd WI09**	**Seneca Falls**		**All SP09**	**Reg. 2 SP09**	**Freestd SP09**	**Seneca Falls**		**All FA09**	**Reg. 2 FA09**	**Freestd FA09**
Question	**Mean**	**n=**	**Rank**	**Rank**	**Rank**	**Mean**	**n=**	**Rank**	**Rank**	**Rank**	**Mean**	**n=**	**Rank**	**Rank**	**Rank**
Std Overall	95.8	83	99	99	99	95.8	92	99	99	99	96.0	94	99	99	99
Std Access to Care	96.5	82	99	99	99	96.4	92	99	99	99	96.2	94	99	99	99
Ease of scheduling appointments	97.9	82	99	99	99	96.2	92	99	99	99	97.3	93	99	99	99
Courtesy of person scheduling appointments	96.3	82	98	99	99	97.3	92	99	99	99	96.8	94	99	99	99
Our helpfulness on the telephone	95.8	78	99	99	99	96.0	87	99	99	99	95.4	86	99	99	99
Our promptness in returning calls	96.4	56	99	99	99	97.0	66	99	99	99	94.4	63	99	99	99
Std Visit	93.0	82	98	99	99	94.6	92	99	99	99	95.0	94	99	99	99
Speed of registration process	93.4	79	97	96	99	94.5	91	99	99	99	94.4	93	99	99	99
Courtesy of registration staff	94.6	79	95	94	98	95.7	92	99	95	99	95.5	94	98	93	99
Waiting area comfort/pleasantness	91.5	82	90	93	93	94.3	92	99	96	99	93.3	93	97	95	99
Wait before going to exam room	92.7	82	99	99	99	93.7	91	99	99	99	95.0	94	99	99	99
Exam room comfort/pleasantness	89.2	81	82	87	80	92.9	91	99	99	99	94.4	94	99	99	99
Wait in exam room to see CP	97.2	81	99	99	99	96.9	89	99	99	99	97.3	91	99	99	99
Std Nurse/Assistant	98.5	82	99	99	99	98.1	91	99	99	99	98.9	93	99	99	99
Friendless/courtesy of nurse/asst	98.8	81	99	99	99	98.1	91	99	99	99	98.9	93	99	99	99
Concern of nurse/asst for problem	98.2	82	99	99	99	98.1	91	99	99	99	98.9	92	99	99	99
Std Care Provider	96.5	83	99	99	99	95.6	92	99	96	99	95.7	94	98	95	99
Friendliness/courtesy of CP	99.4	93	99	99	99	98.4	92	99	99	99	98.4	94	99	99	99
CP explains of prob/condition	95.1	82	95	92	97	94.5	91	93	85	99	96.0	93	99	98	99
CP concern for questions/worries	97.3	83	99	99	99	96.7	91	99	98	99	97.0	93	99	98	99
CP efforts to include in decisions	95.6	80	99	98	99	93.9	86	91	83	90	95.4	92	98	95	99
CP information about medications	94.5	68	96	95	98	91.5	62	55	53	48	93.5	77	91	88	90
CP information for follow-up care	95.1	72	99	98	99	94.9	78	98	95	99	94.4	85	97	94	99
CP spoke using clear language	96.7	83	99	98	99	97.2	88	99	99	99	95.9	92	96	94	96
Time CP send with patient	96.3	82	99	99	99	95.1	91	99	95	99	96.0	94	99	99	99
Patients' confidence in CP	97.3	83	99	99	99	96.2	91	98	94	99	95.7	94	97	94	99
Likelihood of recommending CP	97.6	83	99	99	99	96.7	91	99	96	99	95.4	93	96	94	97
STD Personal Issues	93.6	83	98	99	99	93.8	92	99	99	99	92.5	94	93	92	95
Convenience of office hours	89.9	82	81	93	79	92.5	90	98	99	99	90.1	93	80	86	77
Our sensitivity to patients' needs	96.0	82	99	99	99	95.3	90	99	99	99	94.4	94	99	98	99
Our concern for patients' privacy	95.1	81	98	99	99	94.2	90	96	95	97	94.8	92	99	98	99
Std Overall Assessment	97.1	83	99	99	99	96.5	92	99	99	99	97.7	94	99	99	99
Cheerfulness of practice	97.0	83	99	99	99	95.9	92	99	98	99	97.9	93	99	99	99
Cleanliness of practice	96.7	82	98	99	99	97.3	92	99	99	99	98.4	94	99	99	99
Care received during visit	97.0	83	99	99	99	96.2	92	98	97	99	98.4	93	99	99	99
Likelihood of recommending practice	97.9	83	99	99	99	96.7	90	99	98	99	96.5	94	98	95	99

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	Winter 08					Spring 08					Fall 08				
Press Ganey	**Campus**		**All facilities WI08**	**AHA Region 2 WI08**	**Freestand WI08**	**Campus**		**All facilities SP08**	**AHA Region 2 SP08**	**Freestand SP08**	**Campus**		**All facilities FA08**	**AHA Region 2 FA08**	**Freestand FA08**
Question	**Mean**	**n=**	**Rank**	**Rank**	**Rank**	**Mean**	**n=**	**Rank**	**Rank**	**Rank**	**Mean**	**n=**	**Rank**	**Rank**	**Rank**
Std Overall	91.1	21	75	81	71	89.0	34	39	43	32	90.9	33	68	72	59
Std Access to Care	89.2	21	54	66	42	87.7	34	34	38	27	90.1	33	59	72	58
Ease of scheduling appointments	90.5	21	64	77	50	89.4	33	45	49	41	90.2	33	55	68	43
Courtesy of person scheduling appointments	90.5	17	30	47	17	90.4	34	32	39	30	93.2	33	71	80	71
Our helpfulness on the telephone	91.2	14	75	81	71	86.7	32	24	28	18	89.8	27	51	60	44
Our promptness in returning calls	89.3	21	87	92	89	87.5	24	62	59	61	86.5	24	61	64	57
Std Visit	88.8	21	82	87	78	87.3	34	56	58	48	88.5	33	75	78	66
Speed of registration process	91.2	17	83	85	83	90.5	29	64	64	60	89.4	33	54	58	49
Courtesy of registration staff	88.2	19	19	29	8	85.5	31	11	15	7	89.4	33	26	42	13
Waiting area comfort/pleasantness	84.2	19	21	33	8	81.8	33	14	17	8	82.6	33	10	23	3
Wait before going to exam room	91.7	21	99	97	99	89.1	32	87	87	85	91.7	33	99	99	99
Exam room comfort/pleasantness	84.5	21	33	42	19	87.5	34	60	61	56	87.5	32	32	70	54
Wait in exam room to see CP	96.3	20	99	99	99	91.2	34	92	92	93	91.7	33	98	99	98
Std Nurse/Assistant	95.0	20	97	97	99	90.7	31	45	49	38	92.5	30	74	81	66
Friendless/courtesy of nurse/asst	93.8	20	78	83	75	91.1	31	34	39	27	92.5	30	51	64	37
Concern of nurse/asst for problem	95.8	18	99	98	99	92.2	29	76	77	78	92.5	30	87	91	85
Std Care Provider	95.2	21	98	96	99	92.5	34	54	54	52	93.5	32	82	84	79
Friendliness/courtesy of CP	97.6	21	99	96	99	95.3	32	66	65	64	94.5	32	58	60	51
CP explains of prob/condition	94.1	21	89	86	87	92.7	34	52	53	51	93.8	32	82	79	78
CP concern for questions/worries	95.0	20	97	95	98	93.2	33	61	63	62	94.5	32	92	93	92
CP efforts to include in decisions	95.0	20	98	96	99	91.2	34	41	43	38	92.2	32	61	61	52
CP information about medications	93.8	12	94	93	96	88.8	20	24	26	20	88.2	19	11	15	6
CP information for follow-up care	92.9	21	85	82	82	91.4	29	51	51	51	95.0	25	98	96	99
CP spoke using clear language	96.4	21	99	97	99	93.4	34	48	49	43	95.3	32	91	92	88
Time CP send with patient	96.4	21	99	98	99	95.5	33	95	95	96	94.5	32	98	95	99
Patients' confidence in CP	95.2	21	94	92	96	92.4	33	42	43	42	93.8	32	72	69	67
Likelihood of recommending CP	96.4	21	99	97	99	93.6	31	62	62	65	93.8	32	79	82	77
STD Personal Issues	84.9	21	10	18	2	83.6	34	9	12	4	88.6	33	42	58	27
Convenience of office hours	76.2	21	1	4	1	72.8	34	1	1	1	79.6	33	3	11	1
Our sensitivity to patients' needs	89.3	21	64	69	58	89.4	33	54	56	53	92.4	33	94	96	95
Our concern for patients' privacy	89.3	21	27	35	18	90.9	33	50	53	49	93.8	32	94	95	95
Std Overall Assessment	94.6	21	95	96	98	92.5	34	60	64	61	92.6	33	67	72	61
Cheerfulness of practice	94.1	21	94	94	96	91.9	34	67	70	68	92.4	33	81	87	77
Cleanliness of practice	92.5	20	61	71	55	90.4	34	30	36	25	93.8	32	74	82	69
Care received during visit	96.3	20	98	97	99	92.7	34	56	58	58	93.8	32	80	81	79
Likelihood of recommending practice	95.0	20	94	93	98	94.9	34	81	83	85	94.5	32	90	92	91

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	Winter 09					Spring 09					Fall 09				
Press Ganey	**Campus**		**All WI09**	**Reg. 2 WI09**	**Freestd WI09**	**Campus**		**All SP09**	**Reg. 2 SP09**	**Freestd SP09**	**Campus**		**All FA09**	**Reg. 2 FA09**	**Freestd FA09**
Question	**Mean**	**n=**	**Rank**	**Rank**	**Rank**	**Mean**	**n=**	**Rank**	**Rank**	**Rank**	**Mean**	**n=**	**Rank**	**Rank**	**Rank**
Std Overall	90.5	37	56	68	48	93.9	23	97	94	98	90.2	19	47	58	32
Std Access to Care	88.1	37	30	41	13	91.1	23	68	76	64	86.5	19	16	27	9
Ease of scheduling appointments	89.2	37	37	54	21	90.9	22	57	70	47	91.7	18	70	81	75
Courtesy of person scheduling appointments	90.5	37	22	35	8	94.6	23	90	92	91	94.4	18	88	92	91
Our helpfulness on the telephone	86.3	31	14	24	5	94.1	21	96	94	98	88.2	17	25	34	15
Our promptness in returning calls	84.8	28	42	47	33	84.4	16	35	38	22	80.0	15	12	16	6
Std Visit	86.9	35	50	63	36	91.1	23	94	91	95	93.4	19	99	98	99
Speed of registration process	85.9	32	15	21	7	93.4	19	96	95	99	89.7	17	50	55	45
Courtesy of registration staff	84.4	32	4	11	1	90.0	20	28	41	14	97.2	18	99	99	99
Waiting area comfort/pleasantness	83.1	34	13	24	6	87.0	23	32	46	16	89.5	19	64	72	60
Wait before going to exam room	91.2	34	98	99	99	96.6	22	99	99	99	96.1	19	99	99	99
Exam room comfort/pleasantness	86.4	35	45	61	35	86.4	22	39	51	22	92.1	19	98	98	99
Wait in exam room to see CP	91.4	35	98	99	99	94.6	23	99	99	99	94.7	19	99	99	99
Std Nurse/Assistant	94.1	36	92	94	95	98.3	22	99	99	99	94.1	19	92	90	91
Friendless/courtesy of nurse/asst	94.4	36	95	88	86	98.9	22	99	99	99	94.7	19	89	88	89
Concern of nurse/asst for problem	93.8	36	94	95	95	97.7	22	99	99	99	93.4	19	93	91	92
Std Care Provider	93.4	36	77	72	75	96.8	23	99	99	99	88.2	19	9	13	4
Friendliness/courtesy of CP	96.5	36	95	94	97	97.8	23	99	99	99	93.4	19	27	28	15
CP explains of prob/condition	92.4	36	50	47	44	96.6	22	99	99	99	85.5	19	4	10	1
CP concern for questions/worries	93.8	36	81	75	77	98.9	22	99	99	99	93.4	19	75	67	69
CP efforts to include in decisions	93.1	36	76	72	73	97.7	22	99	99	99	89.5	19	14	20	8
CP information about medications	88.5	26	13	16	5	95.0	15	98	95	99	76.6	16	1	1	1
CP information for follow-up care	92.9	35	82	81	79	97.5	20	99	99	99	79.2	18	1	1	1
CP spoke using clear language	95.8	36	95	93	93	98.9	22	99	99	99	90.8	19	13	20	6
Time CP send with patient	93.8	36	95	91	96	97.8	23	99	99	99	90.8	19	53	56	45
Patients' confidence in CP	93.1	36	52	50	46	95.7	23	99	92	98	90.8	19	16	22	9
Likelihood of recommending CP	94.4	36	86	84	91	96.7	23	96	96	99	88.2	19	9	14	4
STD Personal Issues	87.6	37	25	37	12	89.5	23	50	61	37	86.8	19	15	27	7
Convenience of office hours	77.7	37	1	1	1	77.2	23	1	3	1	79.0	19	2	7	1
Our sensitivity to patients' needs	92.6	37	94	95	95	96.7	23	99	99	99	89.5	19	52	59	39
Our concern for patients' privacy	92.6	37	78	86	74	94.6	23	98	96	99	92.1	19	70	69	66
Std Overall Assessment	93.2	37	75	81	74	97.0	23	99	99	99	92.4	19	59	63	53
Cheerfulness of practice	92.4	36	77	83	74	95.7	23	98	96	99	95.8	18	99	98	99
Cleanliness of practice	91.0	36	25	42	10	94.6	23	85	85	85	90.8	19	22	36	9
Care received during visit	94.6	37	91	91	90	98.9	23	99	99	99	90.8	19	23	28	11
Likelihood of recommending practice	94.6	37	89	87	91	98.9	23	99	99	99	93.4	19	72	67	72

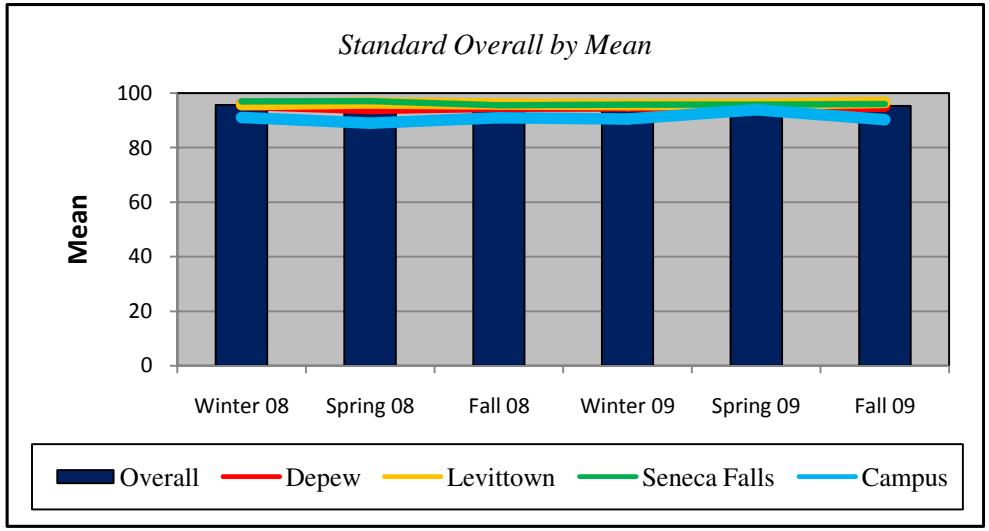
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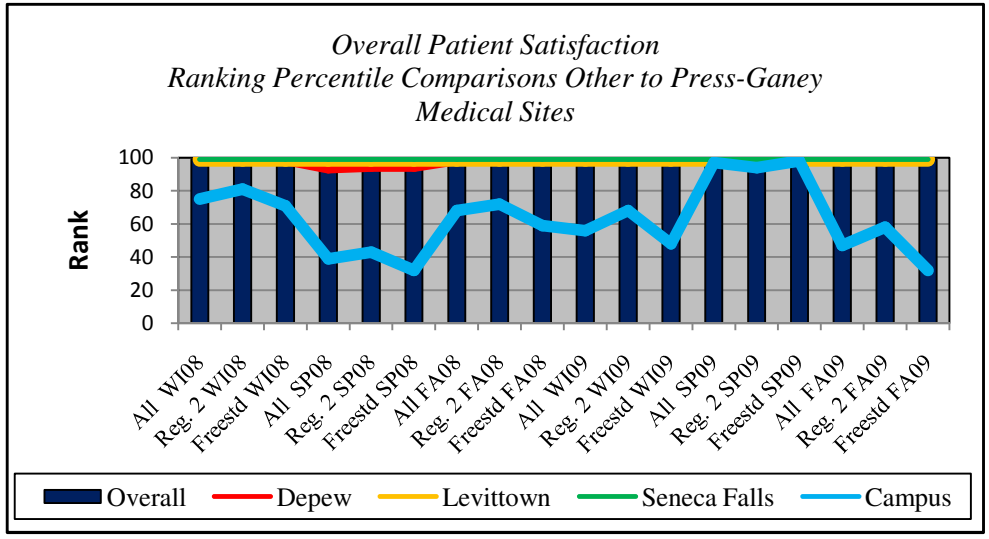
	Winter 08					Spring 08					Fall 08				
Press Ganey	**Overall**		**All facilities WI08**	**AHA Region 2 WI08**	**Freestand WI08**	**Overall**		**All facilities SP08**	**AHA Region 2 SP08**	**Freestand SP08**	**Overall**		**All facilities FA08**	**AHA Region 2 FA08**	**Freestand FA08**
Question	**Mean**	**n=**	**Rank**	**Rank**	**Rank**	**Mean**	**n=**	**Rank**	**Rank**	**Rank**	**Mean**	**n=**	**Rank**	**Rank**	**Rank**
Std Overall	95.6	199	99	99	99	95.1	320	96	97	98	94.9	287	99	99	99
Std Access to Care	95.6	198	99	99	99	95.1	318	95	95	96	95.6	287	99	99	99
Ease of scheduling appointments	96.5	198	99	99	99	95.6	317	95	95	96	95.6	286	99	99	99
Courtesy of person scheduling appointments	96.6	198	99	98	99	95.9	317	91	92	93	96.7	285	99	99	99
Our helpfulness on the telephone	95.3	186	98	97	99	94.9	299	92	92	94	95.1	256	99	99	99
Our promptness in returning calls	94.6	157	99	99	99	94.7	237	97	98	97	94.8	207	99	99	99
Std Visit	92.8	197	98	97	99	92.4	317	93	94	94	92.9	287	98	99	99
Speed of registration process	93.2	188	96	95	98	92.6	303	84	84	84	92.6	286	95	94	94
Courtesy of registration staff	95.5	189	98	97	99	94.6	311	87	87	88	94.8	286	96	95	99
Waiting area comfort/pleasantness	91.4	192	92	92	95	91.0	315	77	79	77	91.2	286	88	93	88
Wait before going to exam room	92.9	191	99	98	99	91.8	314	96	96	97	92.5	286	99	99	99
Exam room comfort/pleasantness	89.8	194	90	96	92	90.5	315	85	86	85	90.6	282	94	98	94
Wait in exam room to see CP	95.5	187	99	99	99	94.7	302	99	99	99	96.0	279	99	99	99
Std Nurse/Assistant	97.9	186	99	99	99	96.6	293	98	99	99	96.9	268	99	99	99
Friendless/courtesy of nurse/asst	97.9	186	99	99	99	96.8	291	96	97	97	96.7	267	99	99	99
Concern of nurse/asst for problem	97.8	182	99	99	99	96.7	291	99	99	99	97.0	268	99	99	99
Std Care Provider	97.2	197	99	99	99	96.6	315	96	97	97	95.1	281	97	95	98
Friendliness/courtesy of CP	98.9	197	99	99	99	98.2	313	97	97	98	97.8	281	99	97	99
CP explains of prob/condition	96.8	193	99	98	99	96.6	312	95	95	95	94.3	277	90	89	89
CP concern for questions/worries	97.4	194	99	99	99	97.2	310	97	97	98	96.4	278	99	95	99
CP efforts to include in decisions	96.4	194	99	99	99	96.2	307	95	95	96	94.4	276	94	93	93
CP information about medications	95.9	127	99	99	99	94.6	196	87	88	90	92.8	184	82	83	77
CP information for follow-up care	96.2	178	99	99	99	95.2	279	92	92	95	93.6	251	92	91	90
CP spoke using clear language	97.5	191	99	98	99	96.7	308	92	93	94	95.7	279	95	95	94
Time CP send with patient	97.3	193	99	99	99	96.8	309	99	99	99	96.0	279	99	98	99
Patients' confidence in CP	98.1	193	99	99	99	96.8	310	93	93	95	95.9	279	98	98	99
Likelihood of recommending CP	98.3	195	99	99	99	97.6	308	97	97	98	96.3	280	98	98	99
STD Personal Issues	93.7	197	99	97	99	93.6	319	93	95	94	93.3	286	98	99	99
Convenience of office hours	90.9	197	92	95	95	90.1	317	76	82	76	89.8	281	82	95	83
Our sensitivity to patients' needs	94.9	195	99	98	99	95.3	313	97	98	98	95.0	286	99	99	99
Our concern for patients' privacy	95.4	197	98	98	99	95.6	310	96	97	97	95.0	280	98	98	99
Std Overall Assessment	97.2	197	99	99	99	96.5	319	96	97	97	96.0	286	98	99	99
Cheerfulness of practice	97.2	197	99	99	99	96.1	316	97	98	97	96.0	286	99	99	99
Cleanliness of practice	95.5	195	96	95	98	95.0	319	82	85	84	95.7	285	97	99	97
Care received during visit	97.7	194	99	99	99	97.0	318	97	97	97	96.7	285	98	98	99
Likelihood of recommending practice	98.3	194	99	99	99	97.7	316	98	99	99	96.4	284	98	98	99

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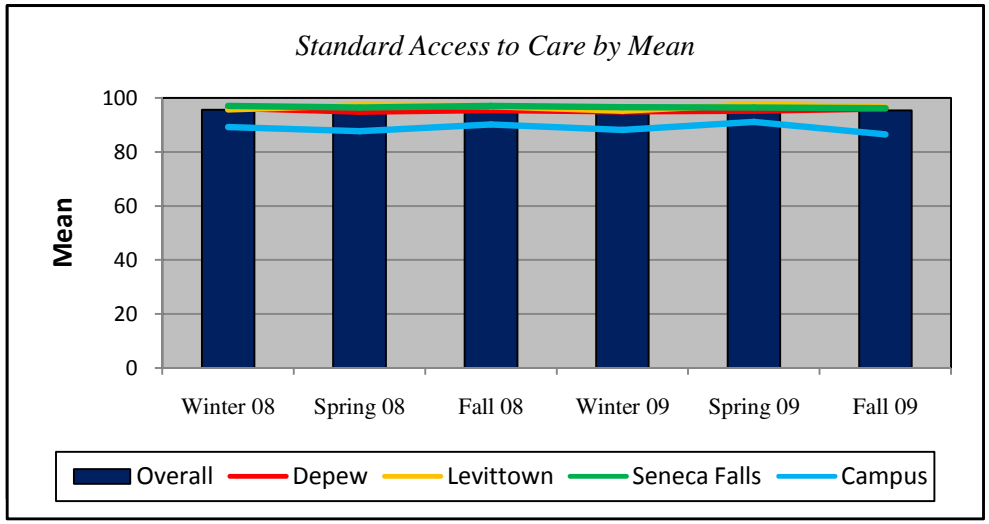
	Winter 09					Spring 09					Fall 09				
Press Ganey	**Overall**		**All WI09**	**Reg. 2 WI09**	**Freestd WI09**	**Overall**		**All SP09**	**Reg. 2 SP09**	**Freestd SP09**	**Overall**		**All FA09**	**Reg. 2 FA09**	**Freestd FA09**
Question	**Mean**	**n=**	**Rank**	**Rank**	**Rank**	**Mean**	**n=**	**Rank**	**Rank**	**Rank**	**Mean**	**n=**	**Rank**	**Rank**	**Rank**
Std Overall	94.8	252	99	99	99	95.3	266	99	99	99	95.3	238	99	99	99
Std Access to Care	94.5	251	98	99	99	95.7	266	99	99	99	95.4	238	99	99	99
Ease of scheduling appointments	94.8	250	98	99	99	95.5	263	99	99	99	96.5	235	99	99	99
Courtesy of person scheduling appointments	95.7	250	97	96	98	96.5	266	99	99	99	96.7	236	99	98	99
Our helpfulness on the telephone	94.4	235	97	97	99	95.7	256	99	99	99	95.0	221	99	98	99
Our promptness in returning calls	93.2	183	98	98	99	95.2	205	99	99	99	93.5	164	99	98	99
Std Visit	92.3	248	98	99	99	93.3	266	99	99	99	93.8	238	99	98	99
Speed of registration process	92.4	241	92	94	95	93.3	258	96	95	91	92.9	232	95	93	96
Courtesy of registration staff	94.7	241	95	94	98	95.3	262	98	94	99	96.7	236	99	99	99
Waiting area comfort/pleasantness	90.1	247	76	80	71	91.6	266	91	90	95	91.6	237	91	91	96
Wait before going to exam room	92.6	247	99	99	99	92.6	263	99	99	99	93.8	237	99	99	99
Exam room comfort/pleasantness	89.2	247	81	87	80	90.7	264	94	93	99	91.7	238	98	97	99
Wait in exam room to see CP	95.1	244	99	99	99	96.3	261	99	99	99	96.1	232	99	99	99
Std Nurse/Assistant	97.6	249	99	99	99	97.2	264	99	99	99	97.8	235	99	99	99
Friendless/courtesy of nurse/asst	97.8	248	99	99	99	97.4	264	99	99	99	98.2	234	99	99	99
Concern of nurse/asst for problem	97.5	247	99	99	99	97.0	263	99	99	99	97.4	234	99	99	99
Std Care Provider	96.4	249	99	99	99	95.8	266	99	97	99	95.4	237	98	95	99
Friendliness/courtesy of CP	99.0	248	99	99	99	98.0	264	99	99	99	97.7	237	99	98	99
CP explains of prob/condition	95.9	248	98	98	99	95.4	264	97	93	99	95.0	236	96	92	99
CP concern for questions/worries	97.2	249	99	99	99	96.4	252	99	97	99	96.7	235	99	98	99
CP efforts to include in decisions	95.7	245	99	99	99	95.2	192	98	94	99	95.7	233	99	95	99
CP information about medications	92.5	190	75	72	72	92.6	236	78	76	68	92.2	182	68	65	61
CP information for follow-up care	95.4	228	99	99	99	95.0	259	98	95	99	93.7	222	91	87	90
CP spoke using clear language	97.0	247	99	99	99	96.7	264	99	98	99	95.8	234	95	93	95
Time CP send with patient	96.3	248	99	99	99	95.5	265	99	97	99	95.4	237	99	97	99
Patients' confidence in CP	97.1	249	99	99	99	96.1	265	98	94	99	96.1	237	98	94	99
Likelihood of recommending CP	97.5	249	99	99	99	96.7	266	99	96	99	95.9	236	98	95	99
STD Personal Issues	92.6	251	95	97	95	93.6	264	99	98	99	92.8	238	96	95	95
Convenience of office hours	87.6	250	43	60	19	90.3	264	84	87	83	89.2	237	68	78	64
Our sensitivity to patients' needs	95.2	250	99	99	99	95.7	262	99	99	99	94.6	238	99	98	99
Our concern for patients' privacy	95.1	248	98	99	99	95.0	266	99	98	99	95.2	236	99	98	99
Std Overall Assessment	96.4	252	99	99	99	96.4	266	99	99	99	96.7	238	99	99	99
Cheerfulness of practice	96.4	250	99	99	99	96.2	266	99	99	99	97.1	236	99	99	99
Cleanliness of practice	95.4	250	94	95	98	95.9	266	97	95	98	96.4	238	99	98	99
Care received during visit	96.8	250	99	99	99	96.5	266	98	98	99	97.1	237	99	98	99
Likelihood of recommending practice	97.2	252	99	99	99	97.0	262	99	98	99	96.5	237	98	95	99

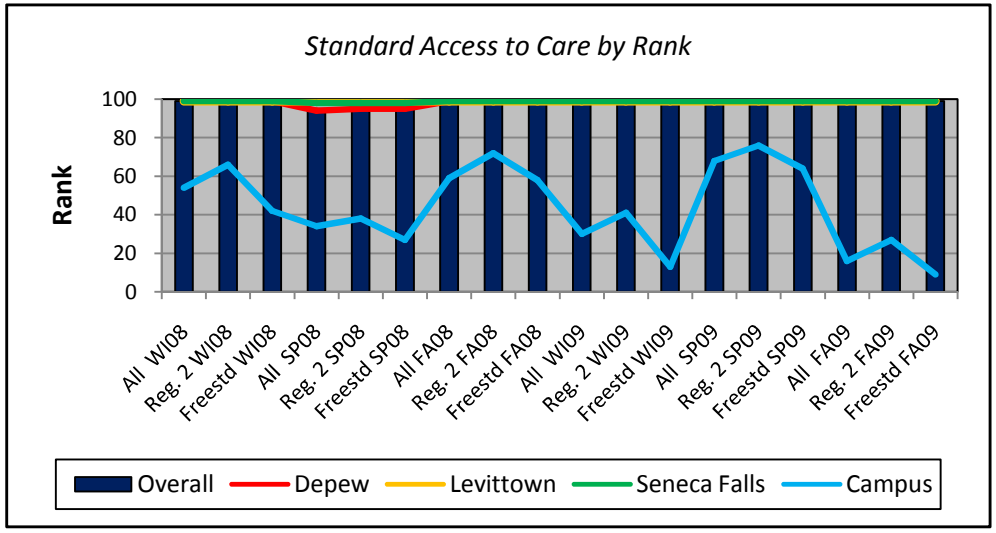
Press Ganey Patient Satisfaction
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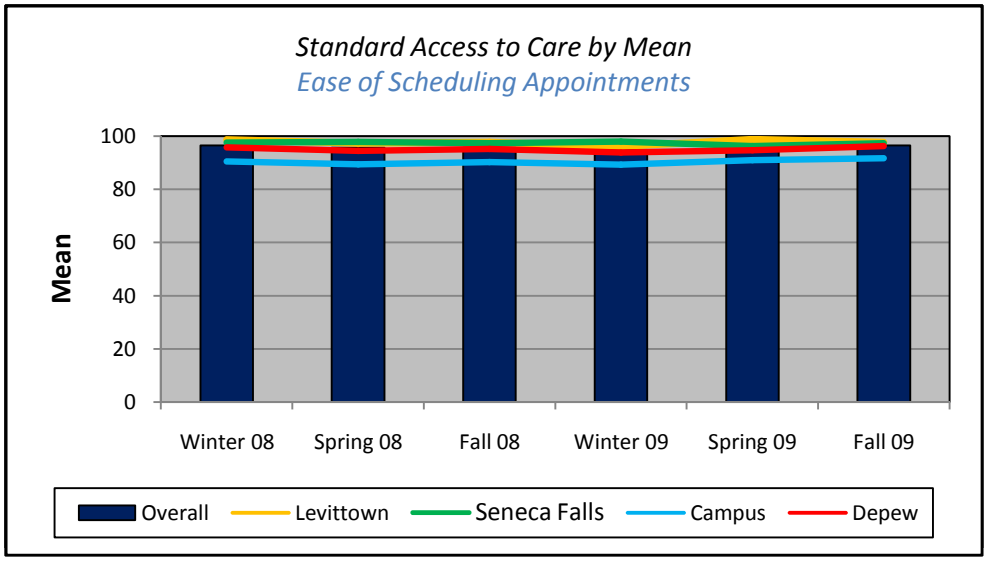


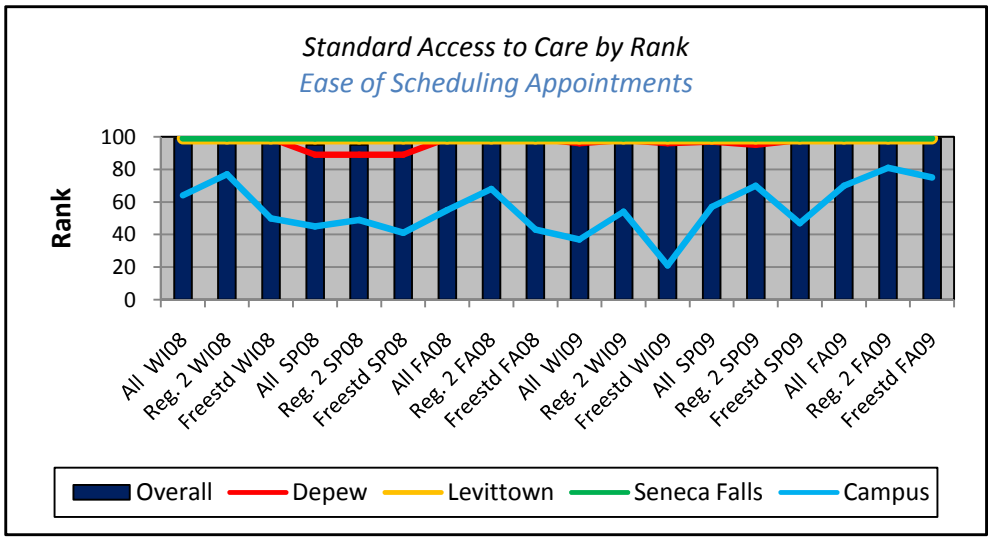
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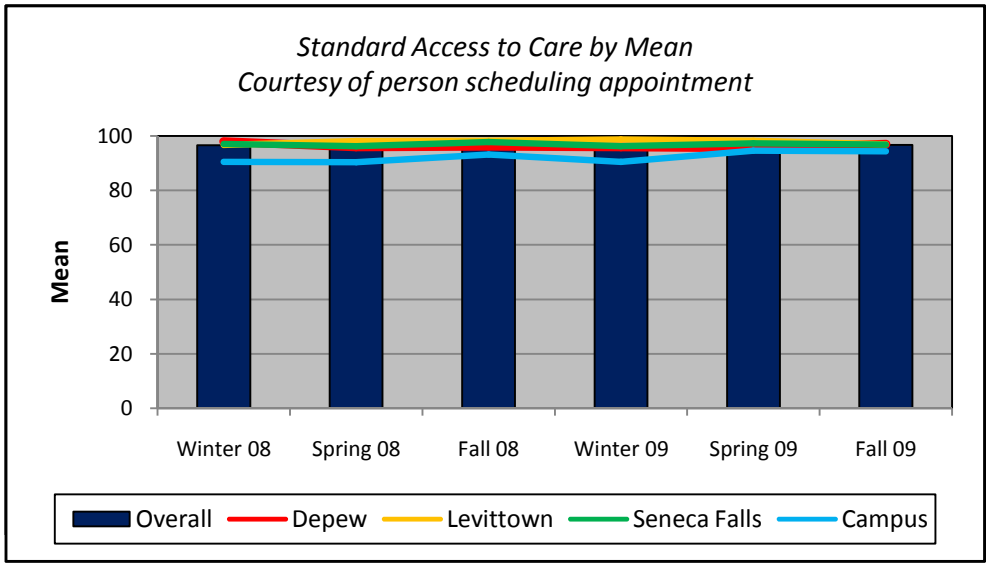


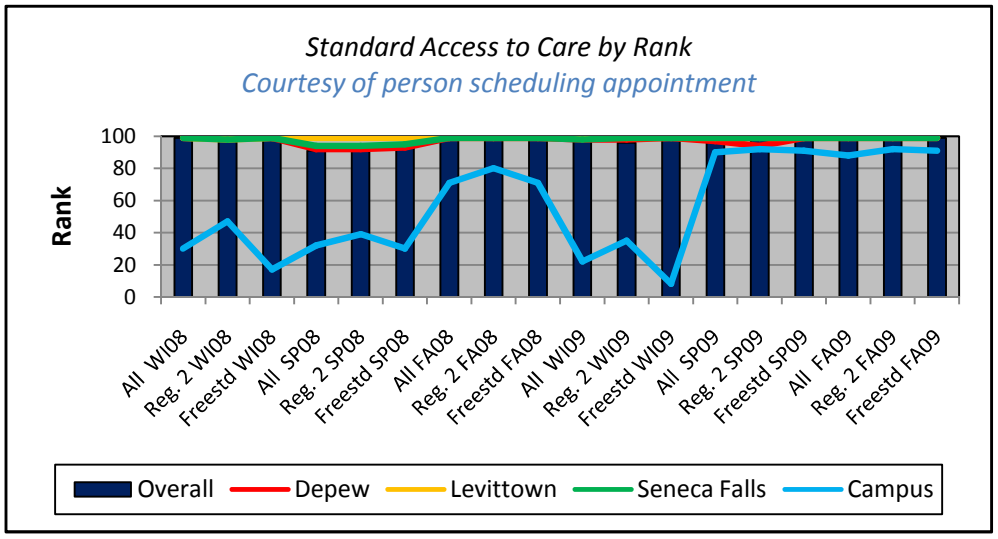
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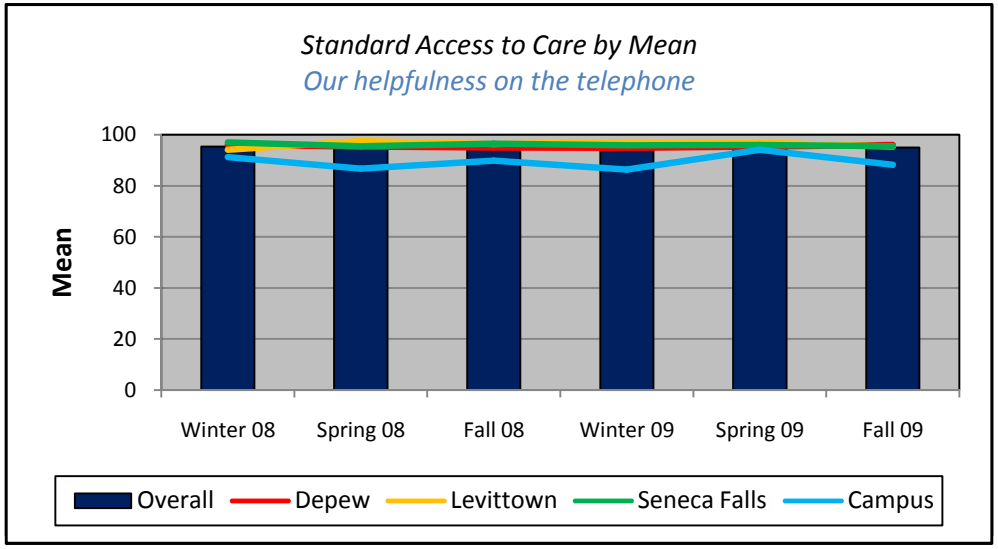


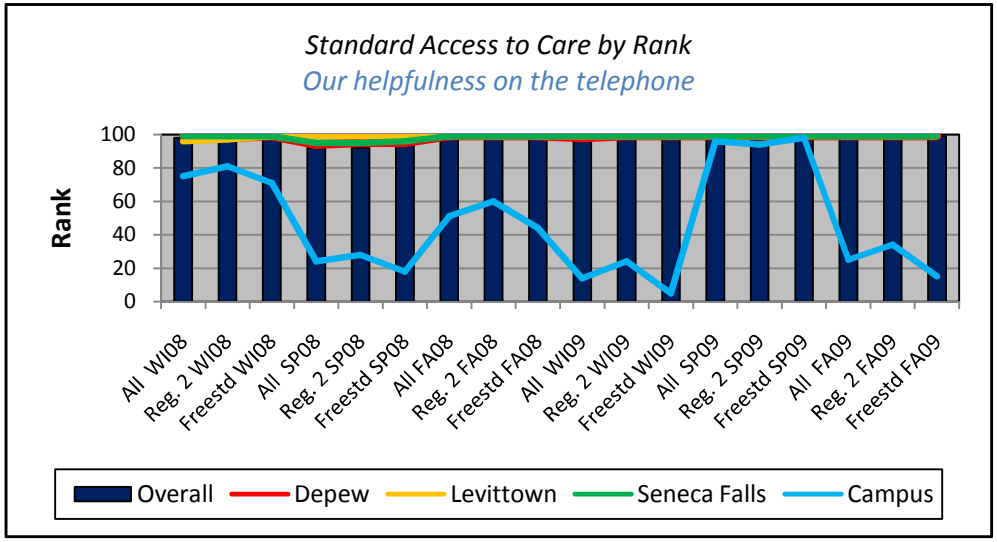
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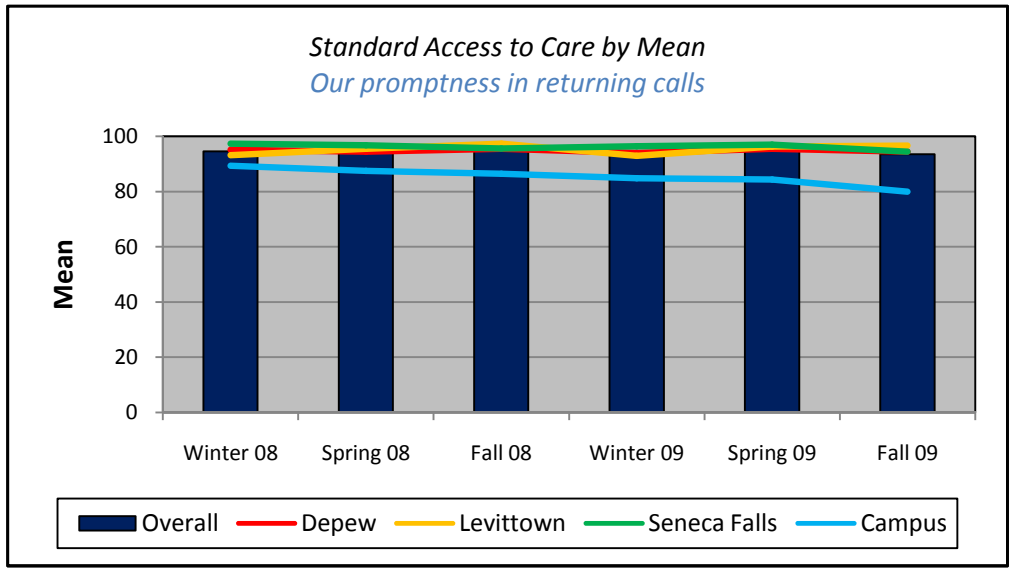


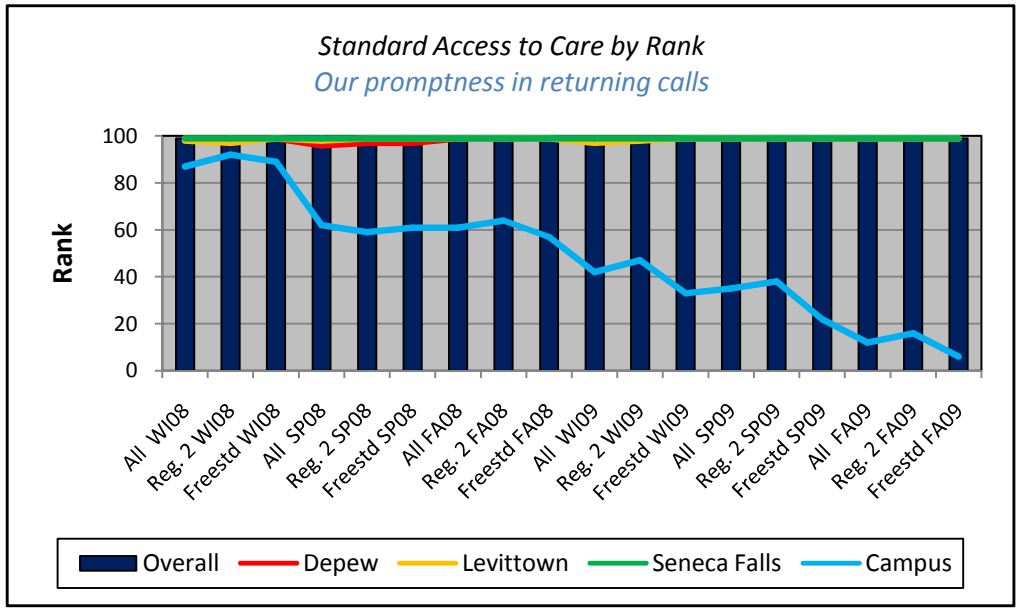
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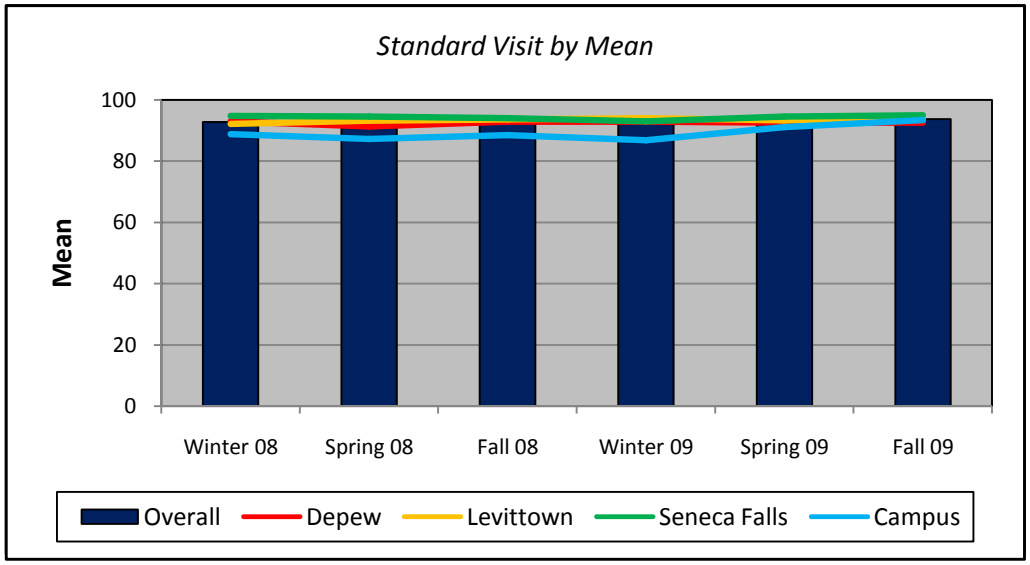


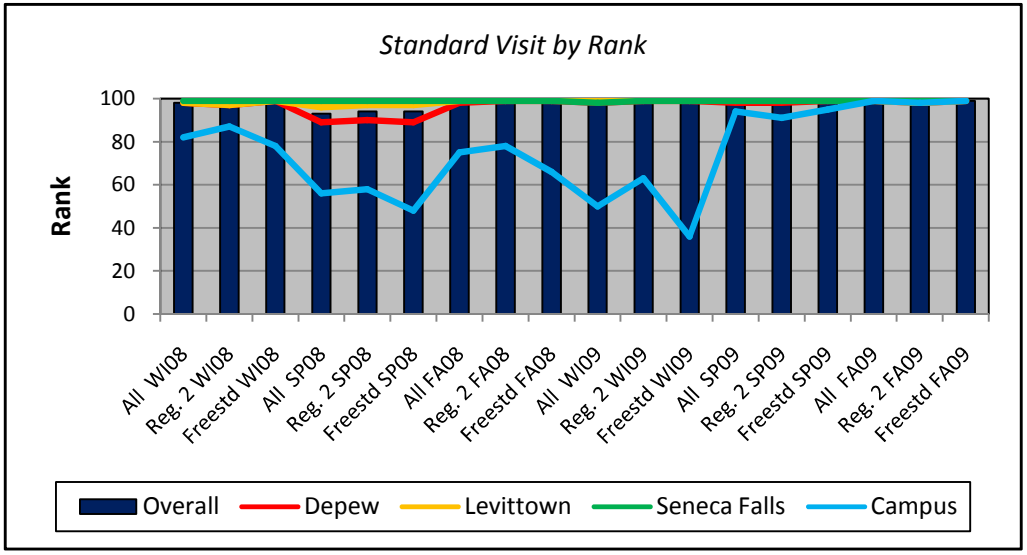
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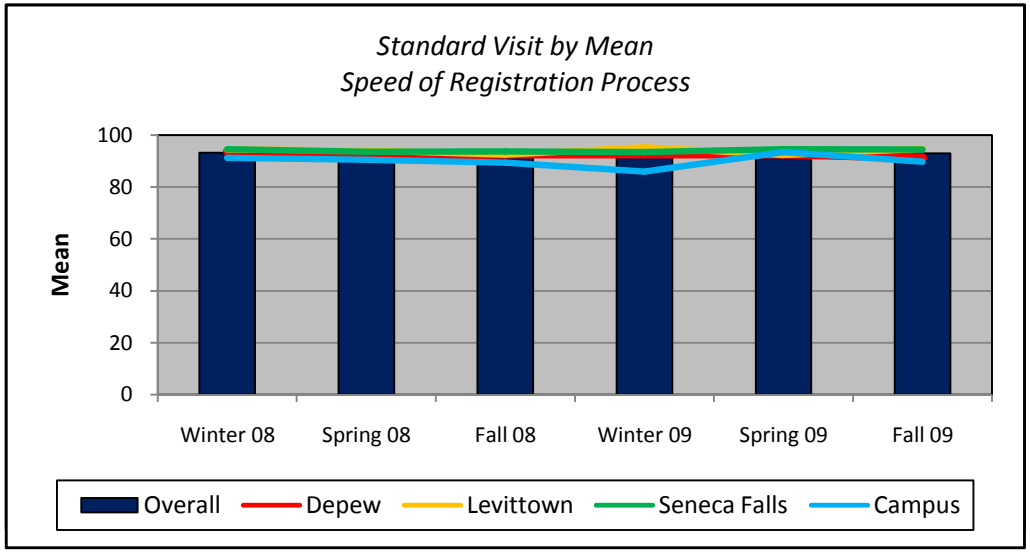


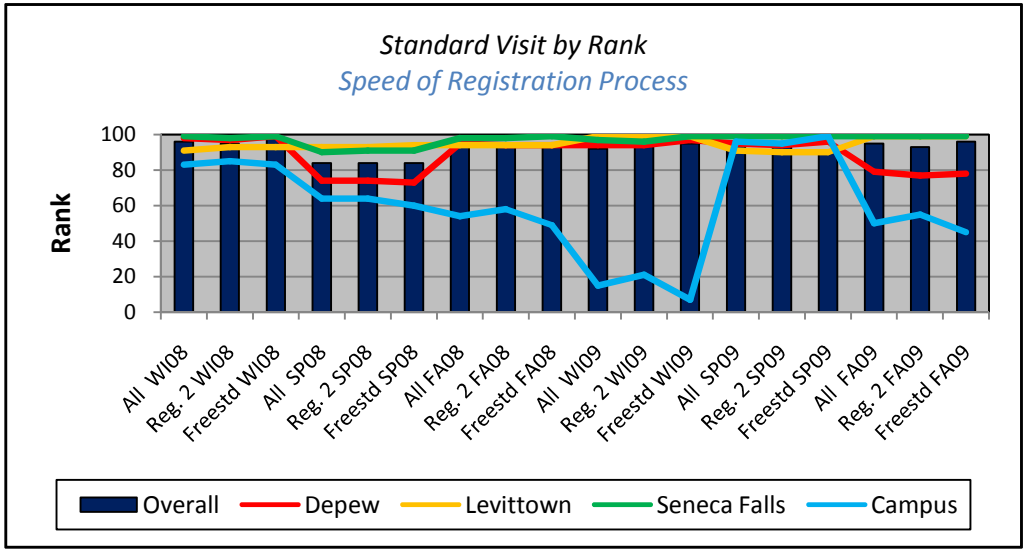
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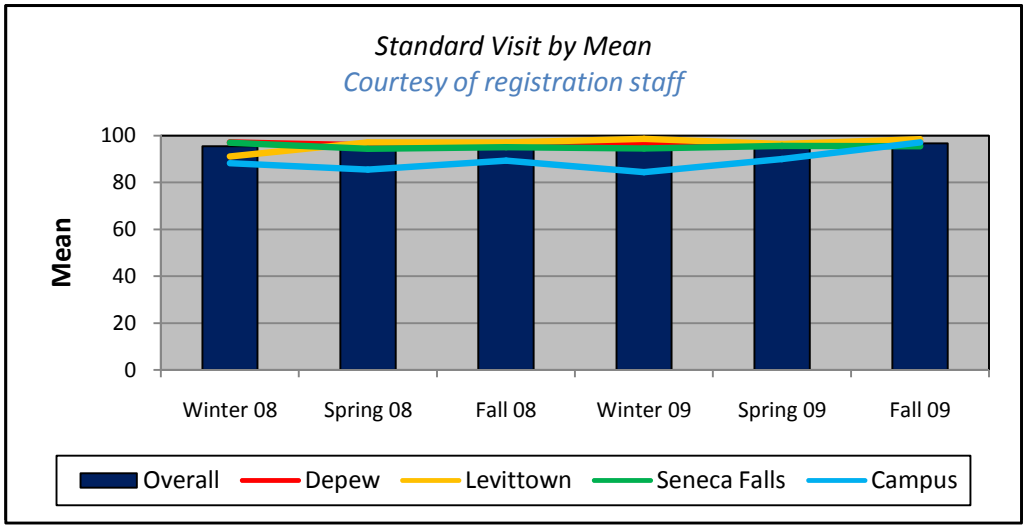


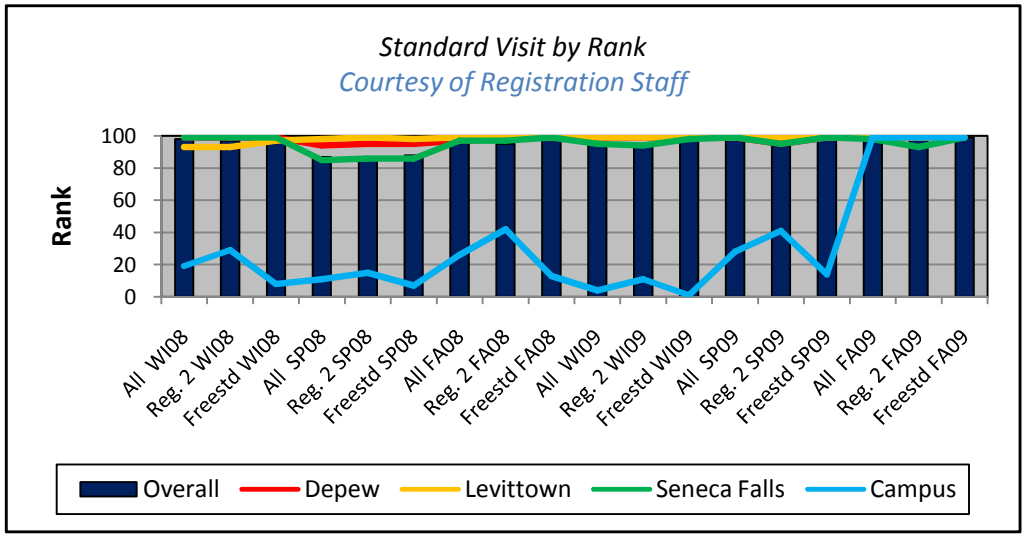
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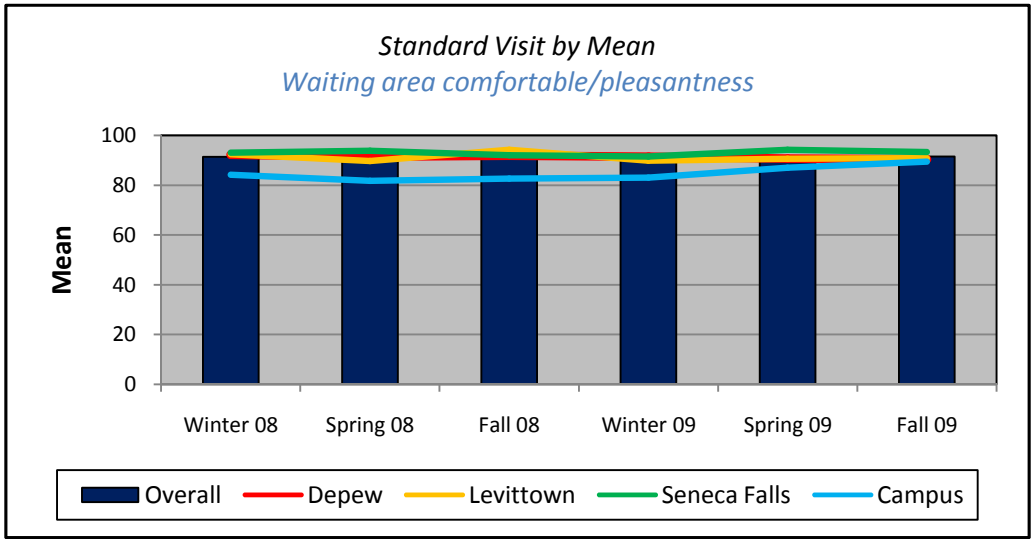


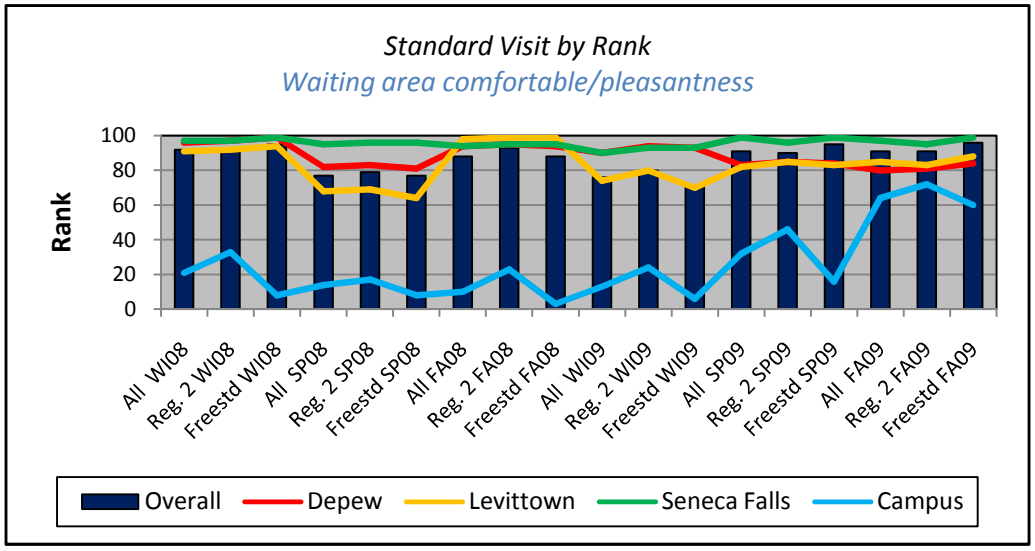
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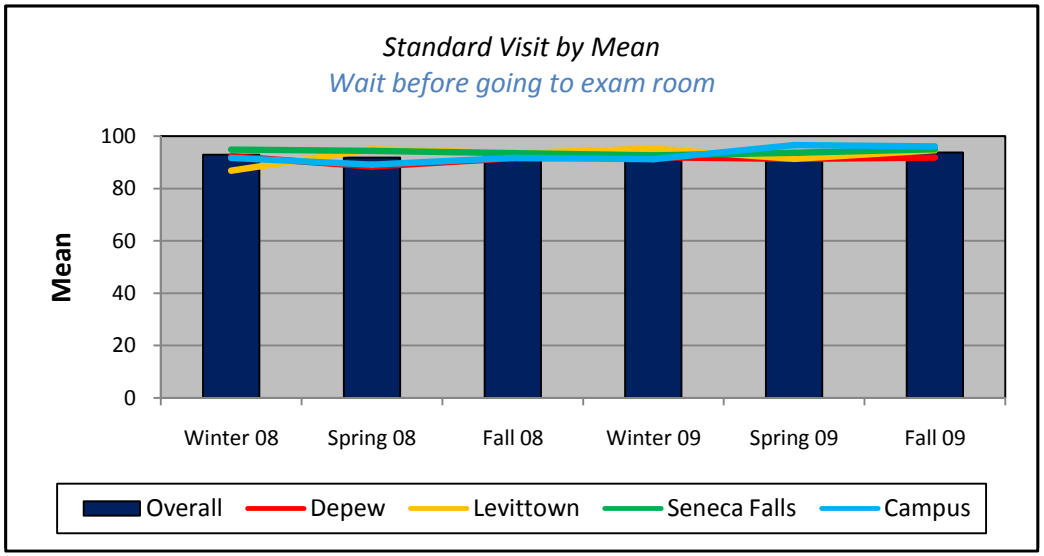


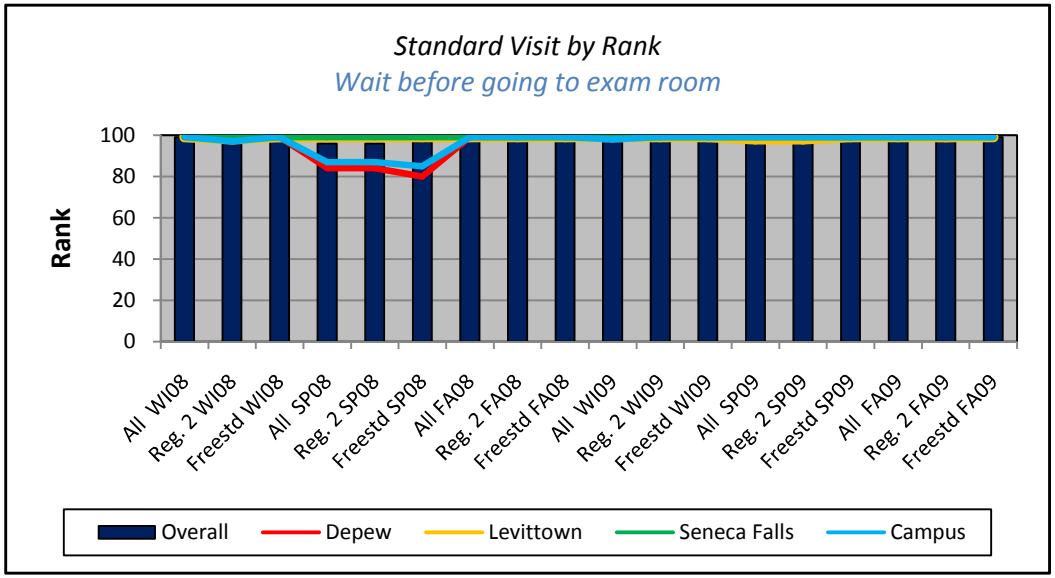
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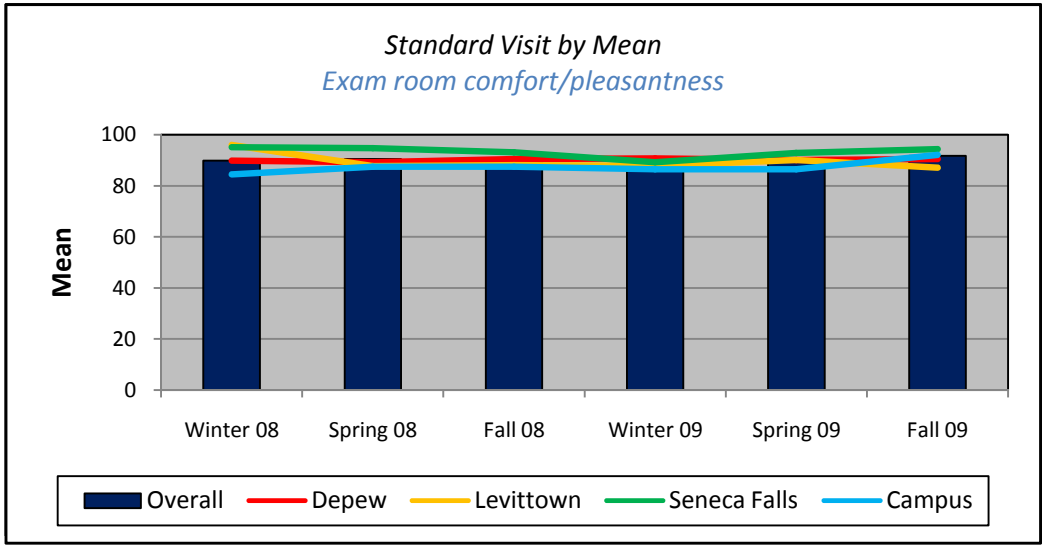


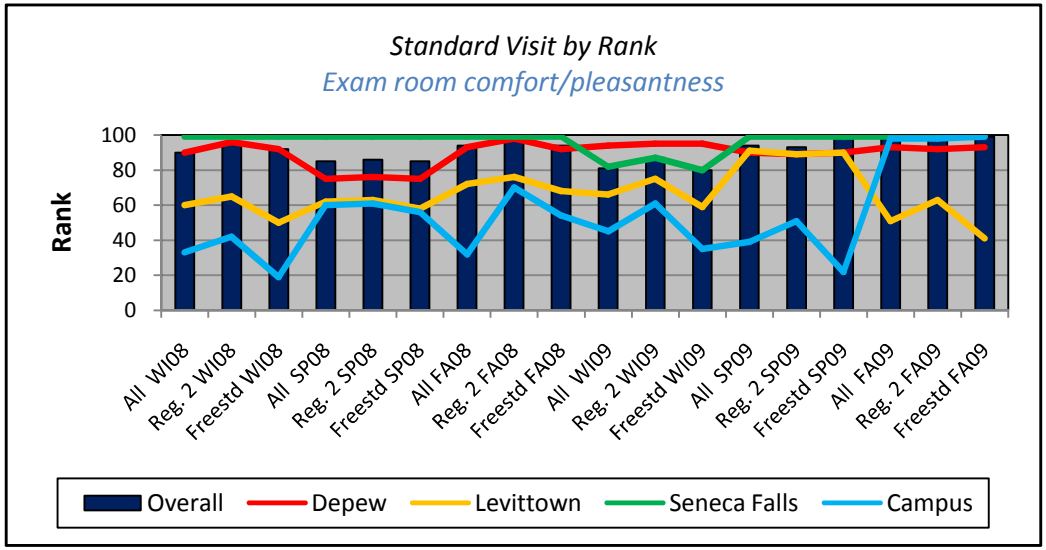
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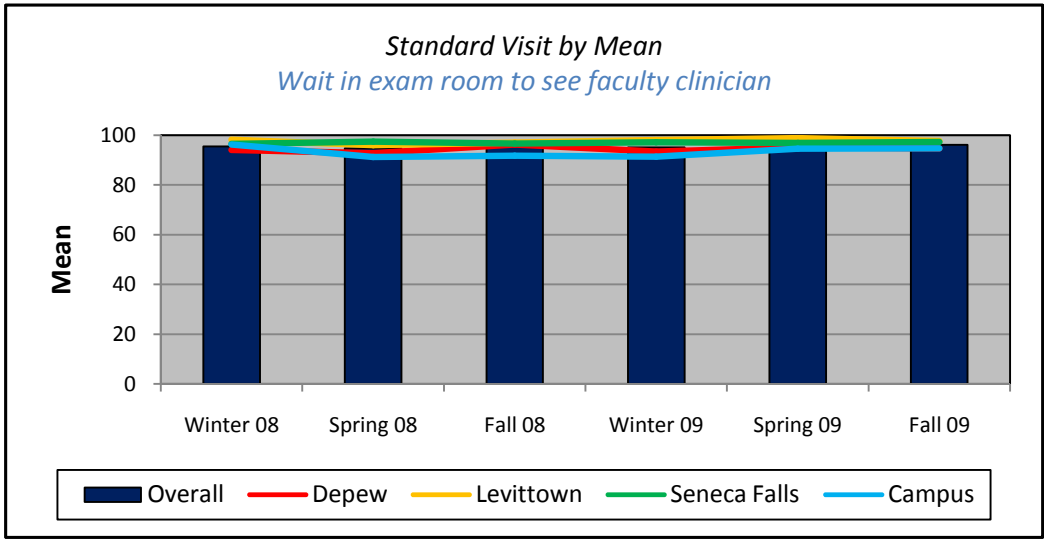


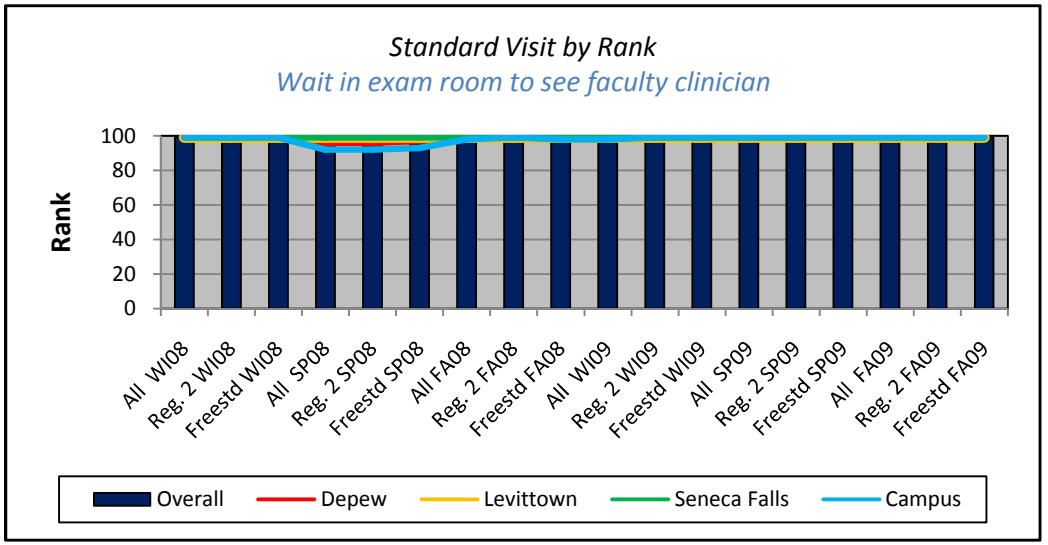
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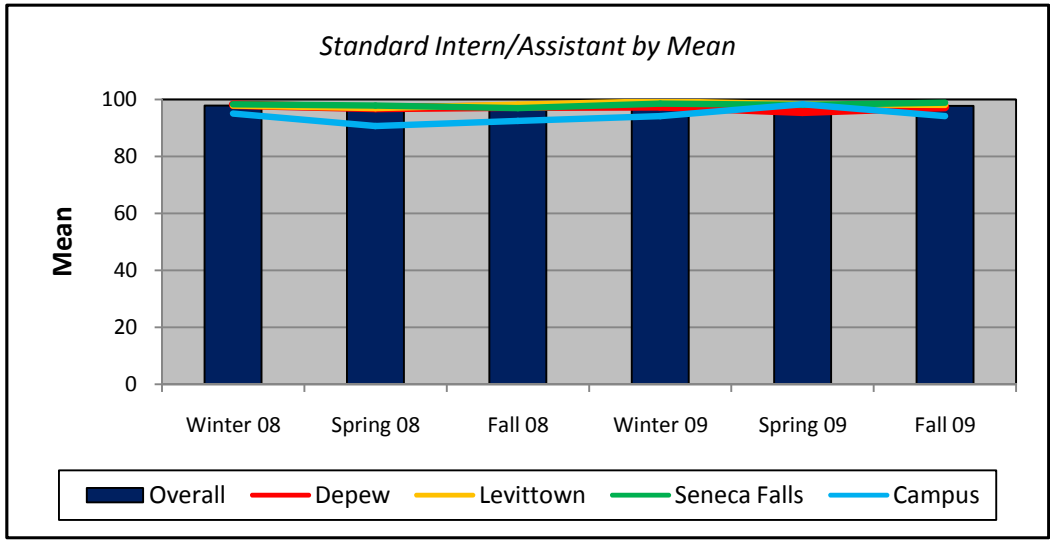


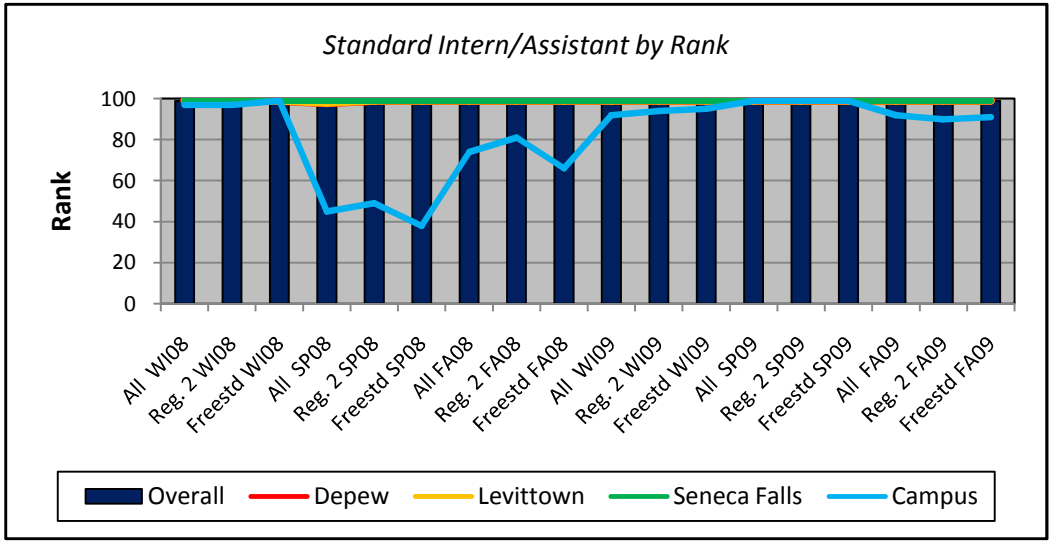
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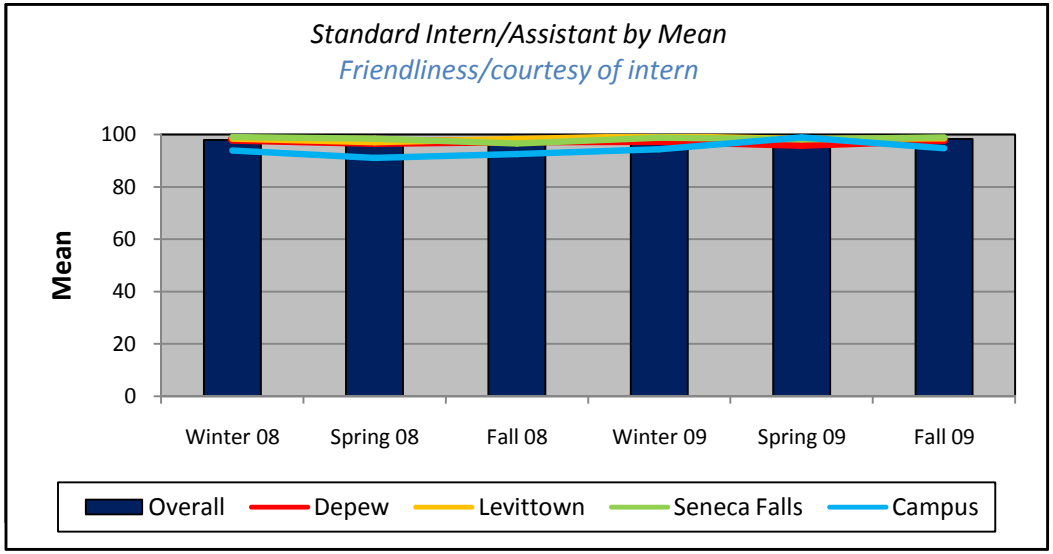


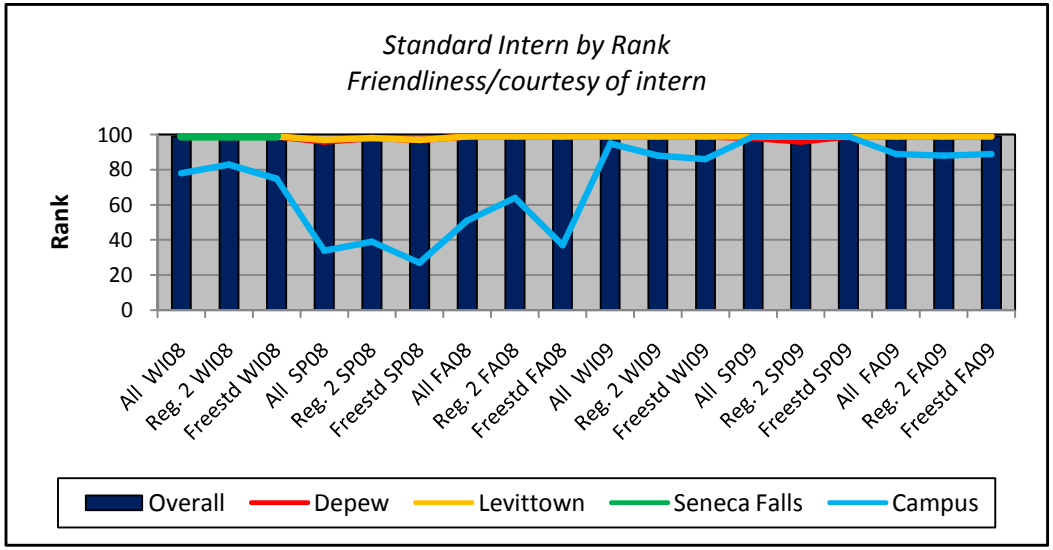
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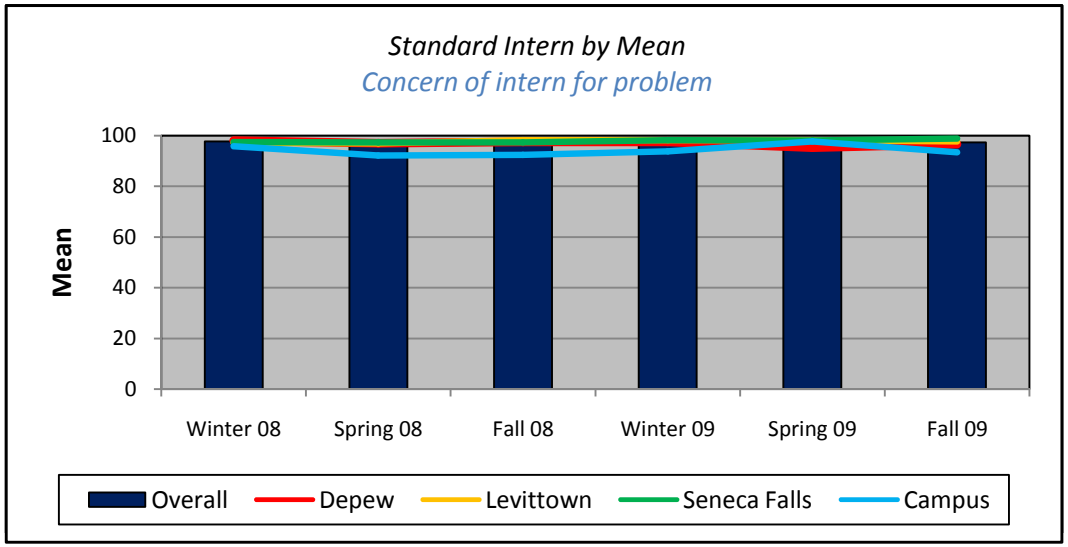


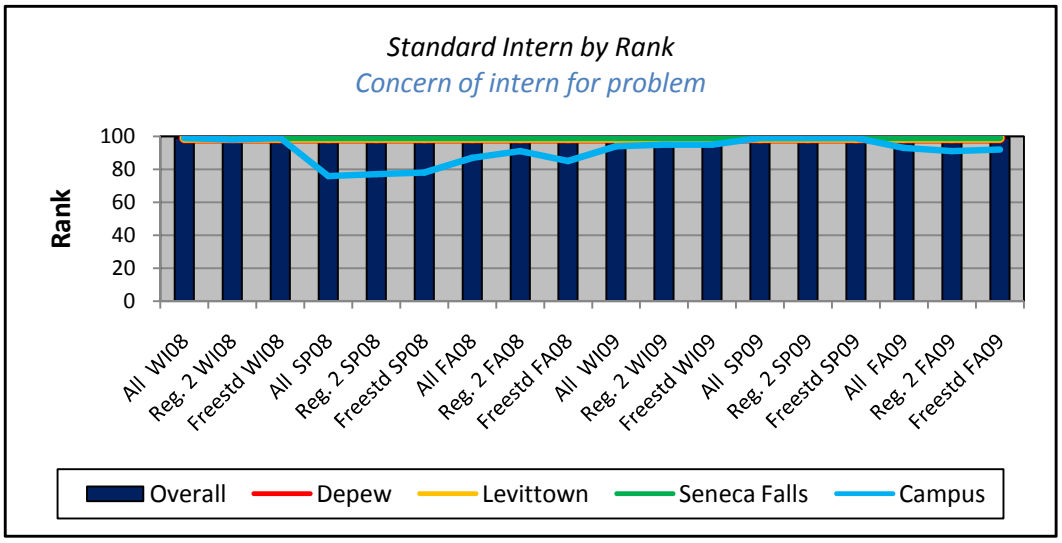
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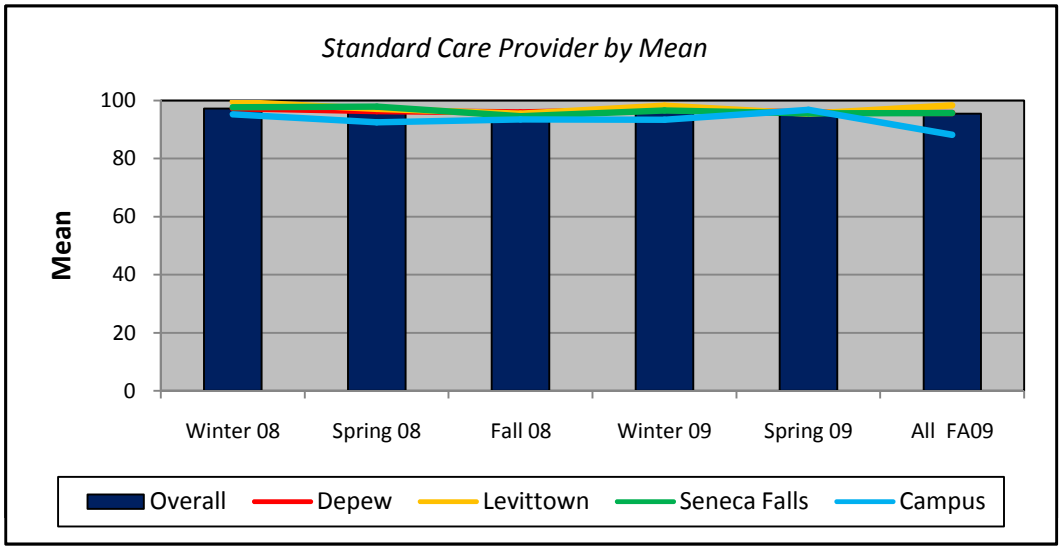


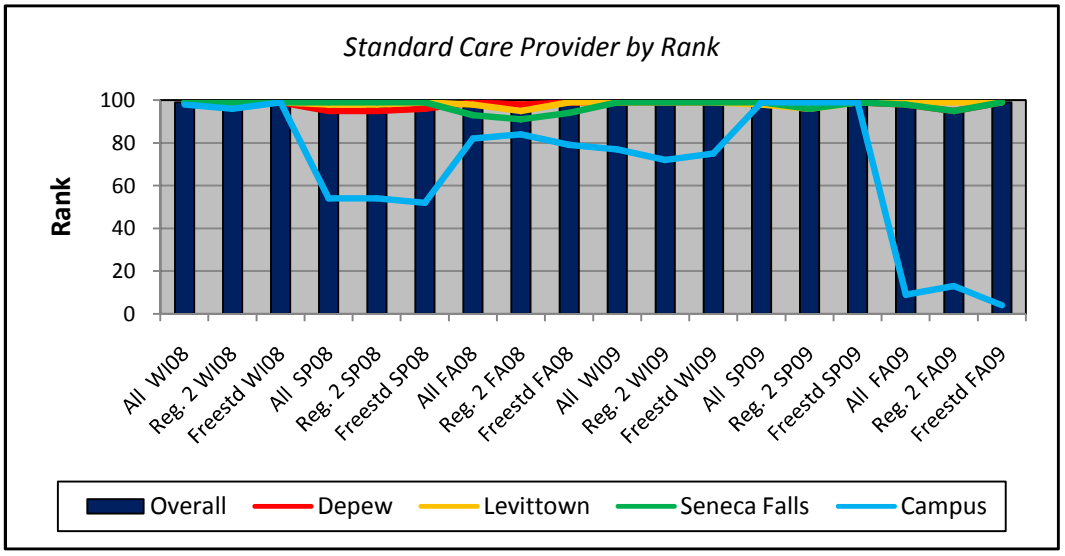
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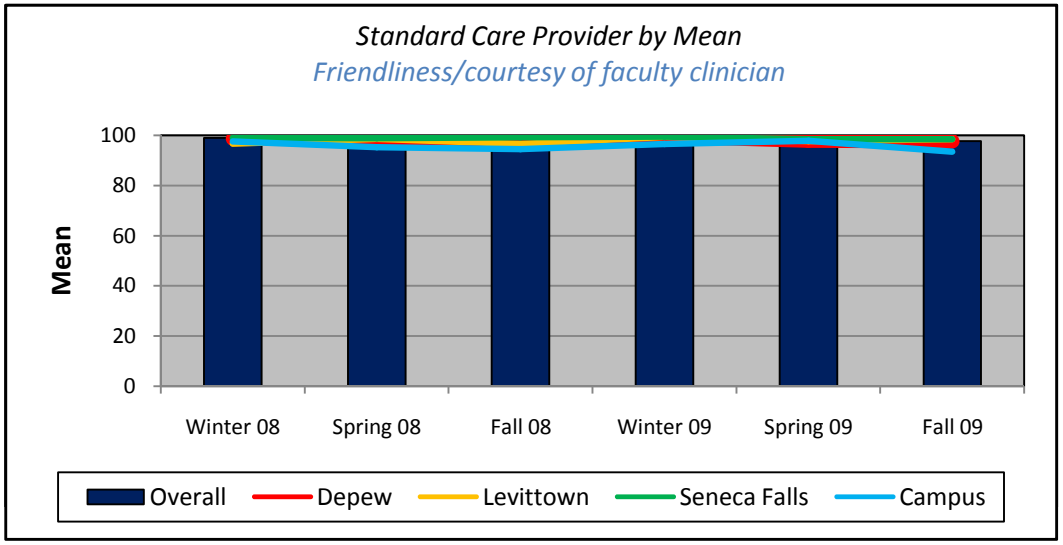


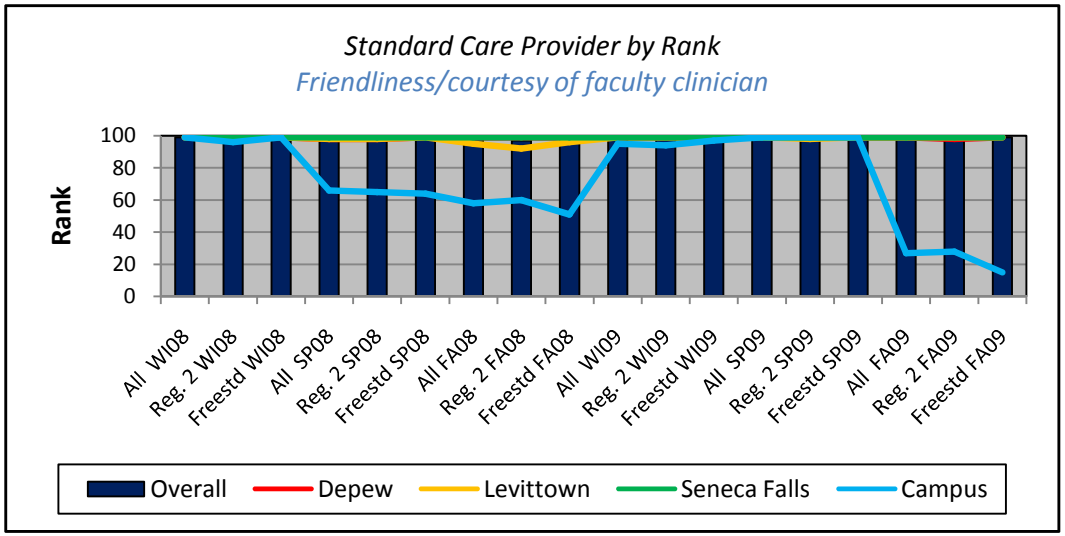
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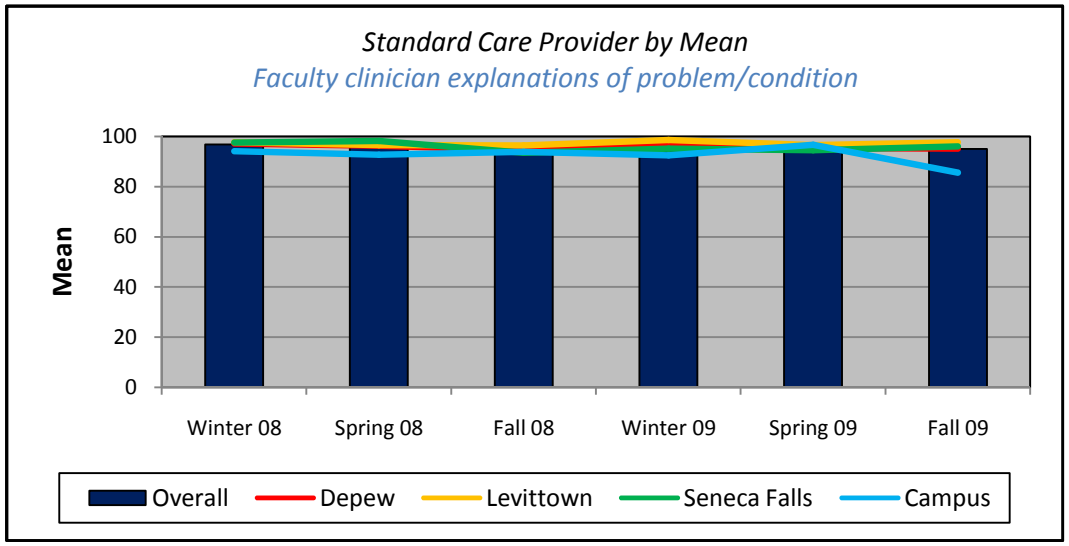


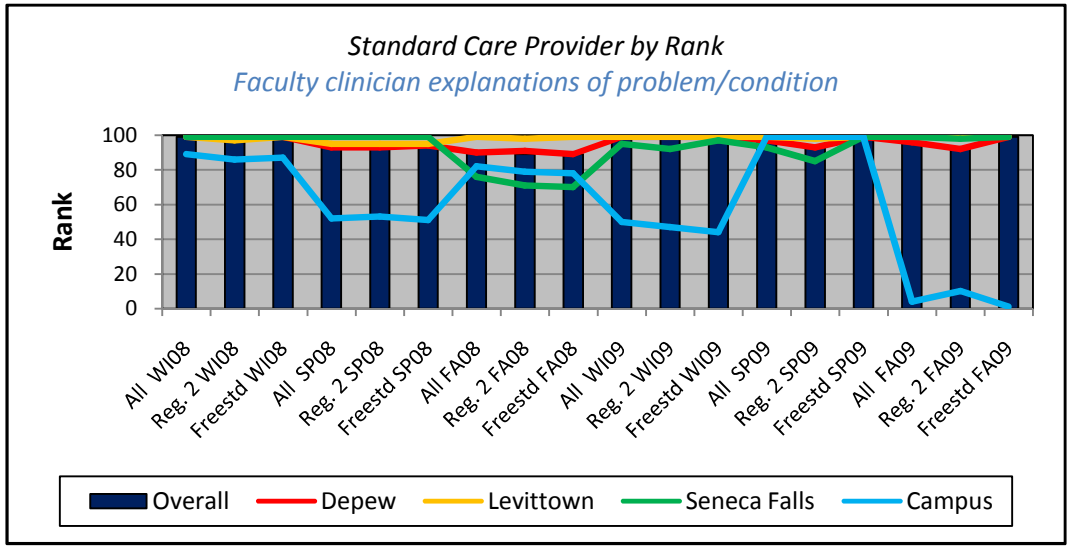
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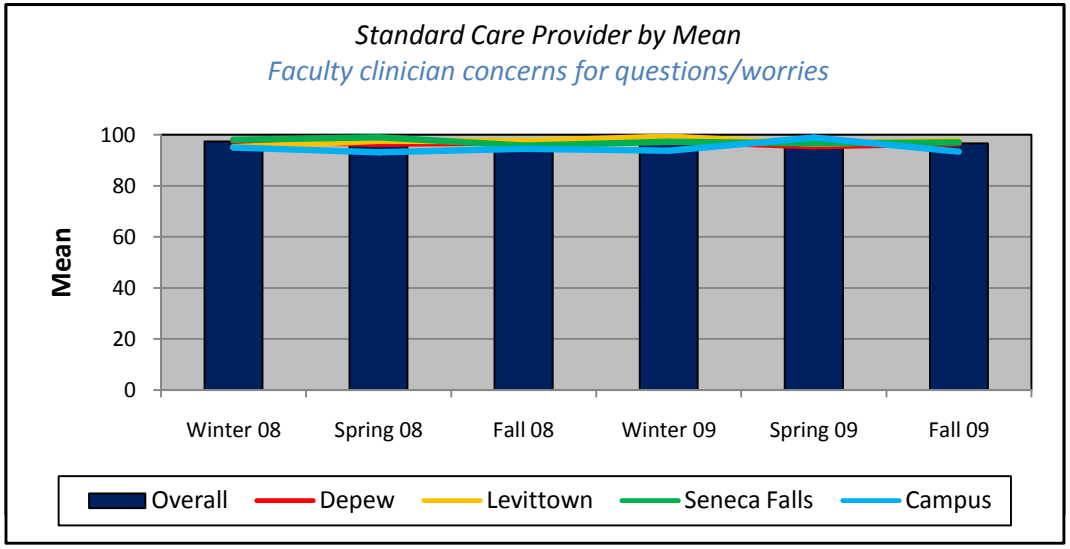


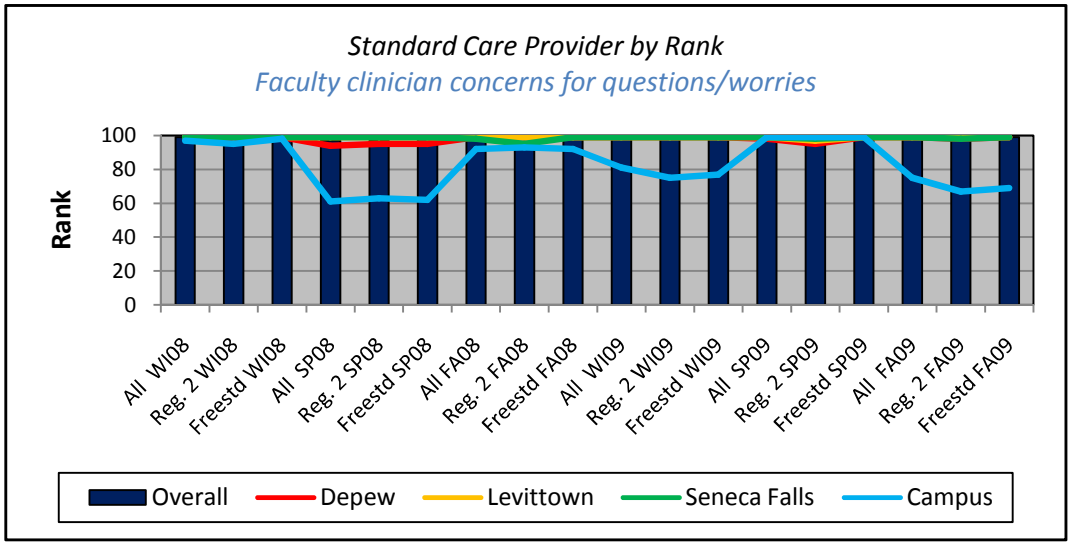
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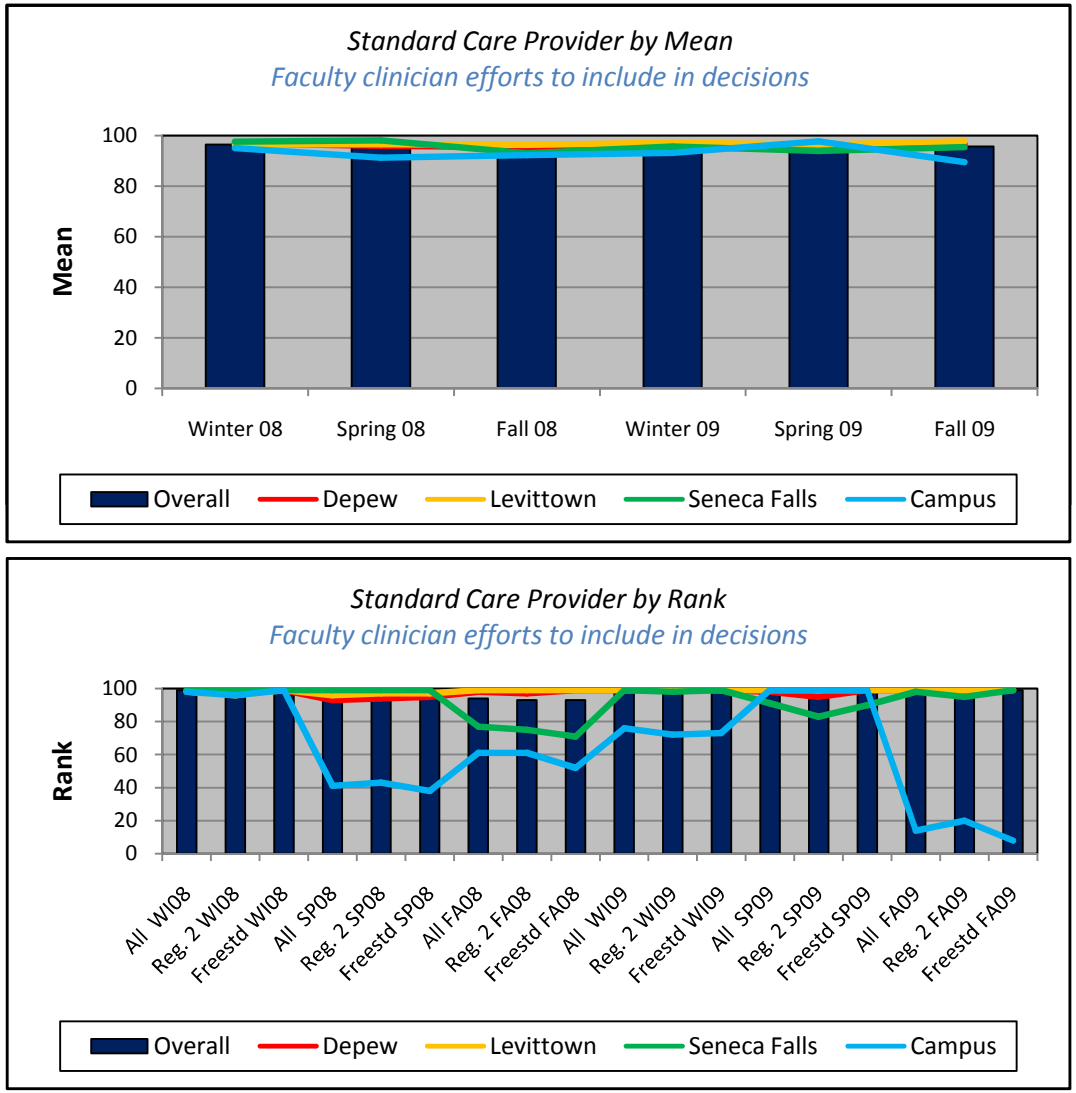


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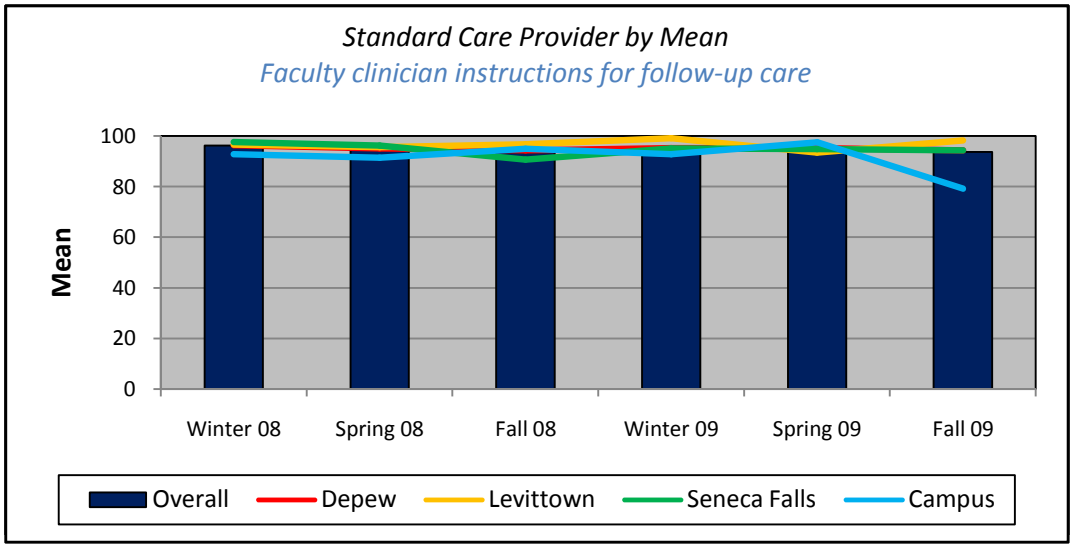


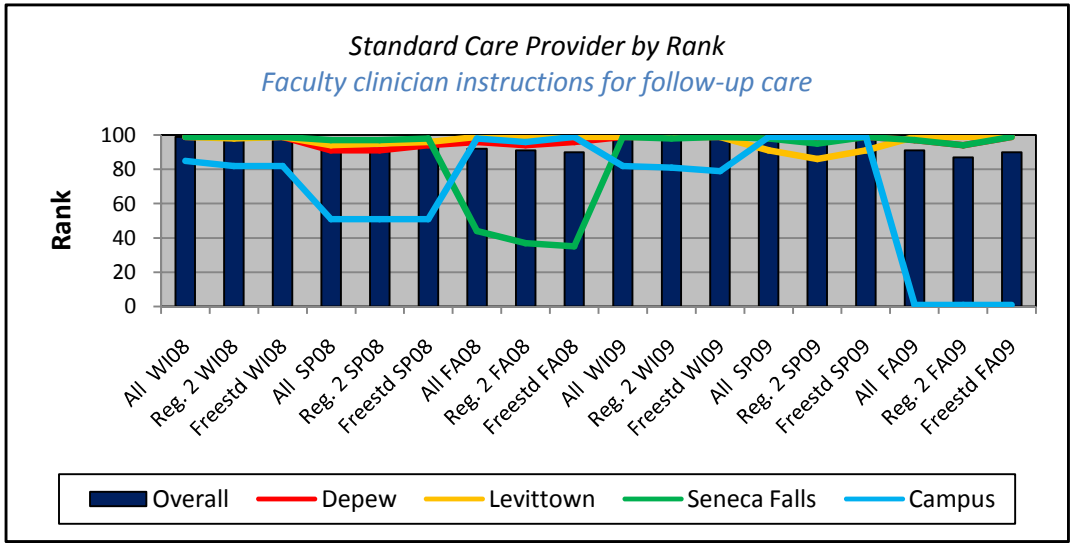


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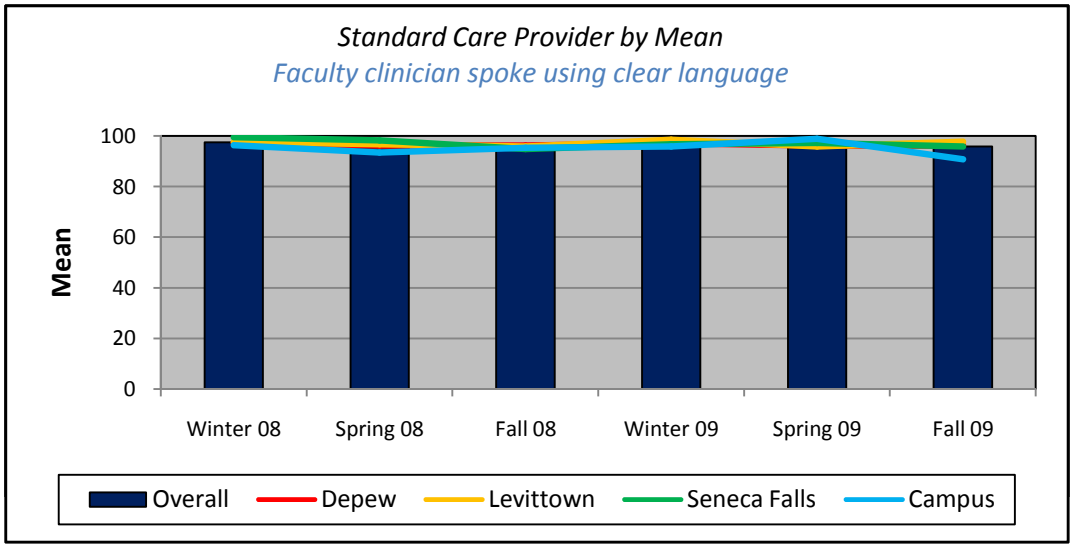


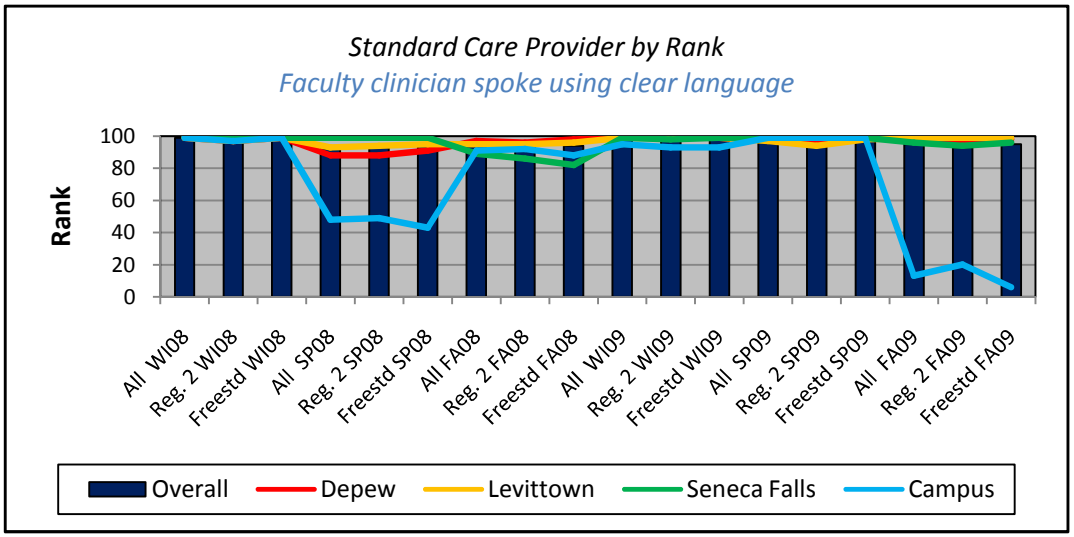
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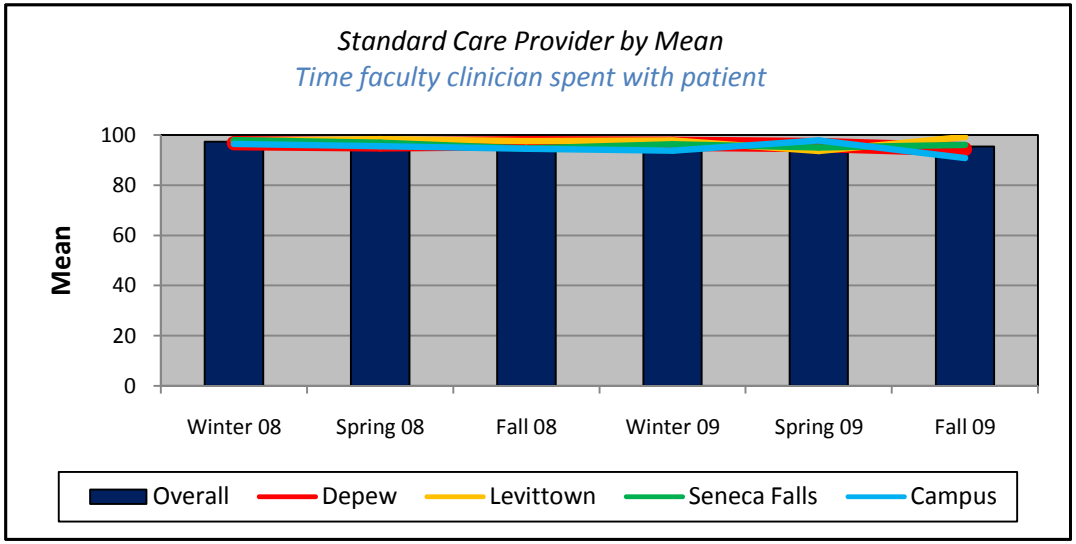


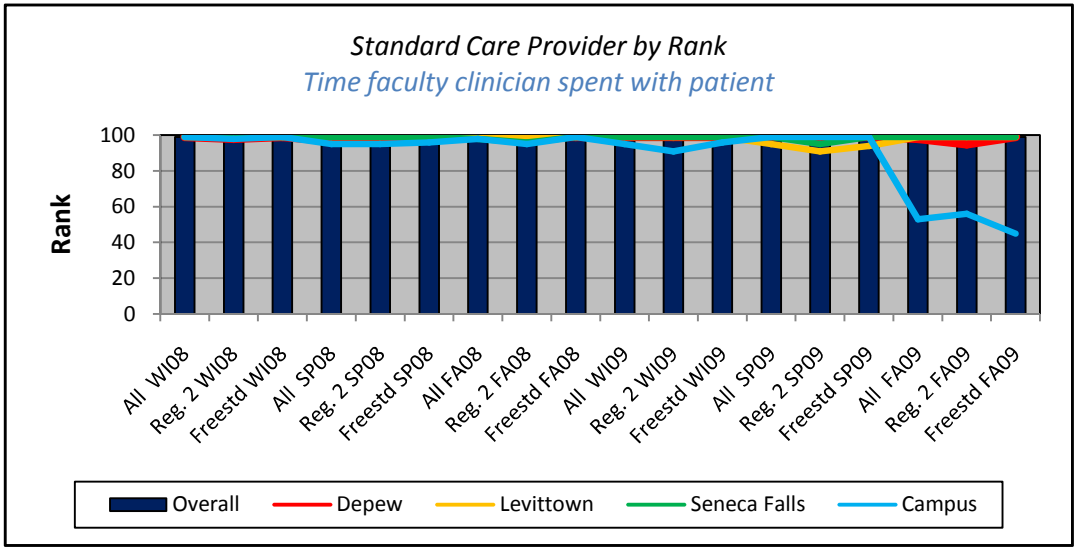
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Winter 08 - Fall 09 By Health Centers



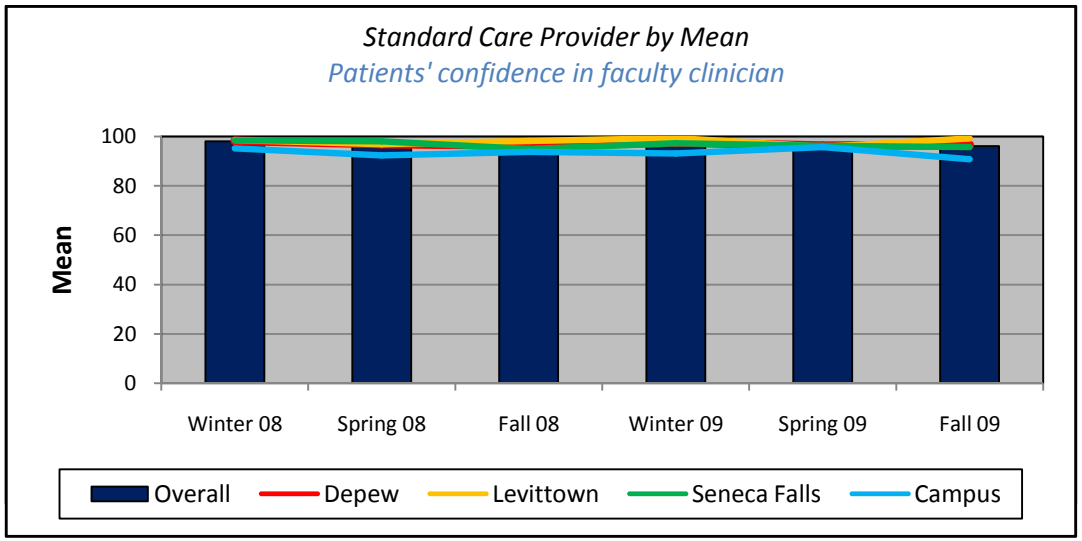


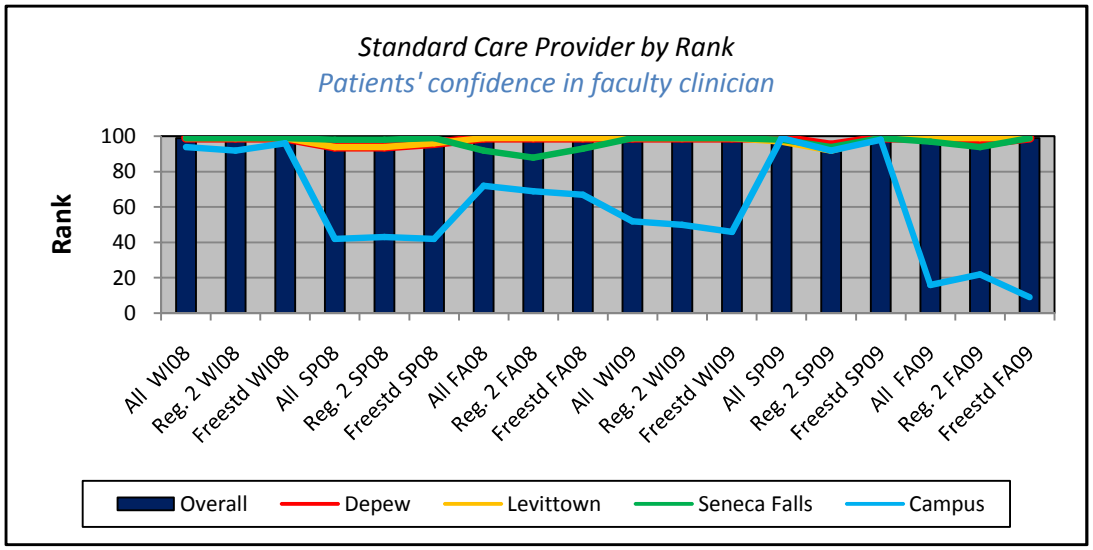
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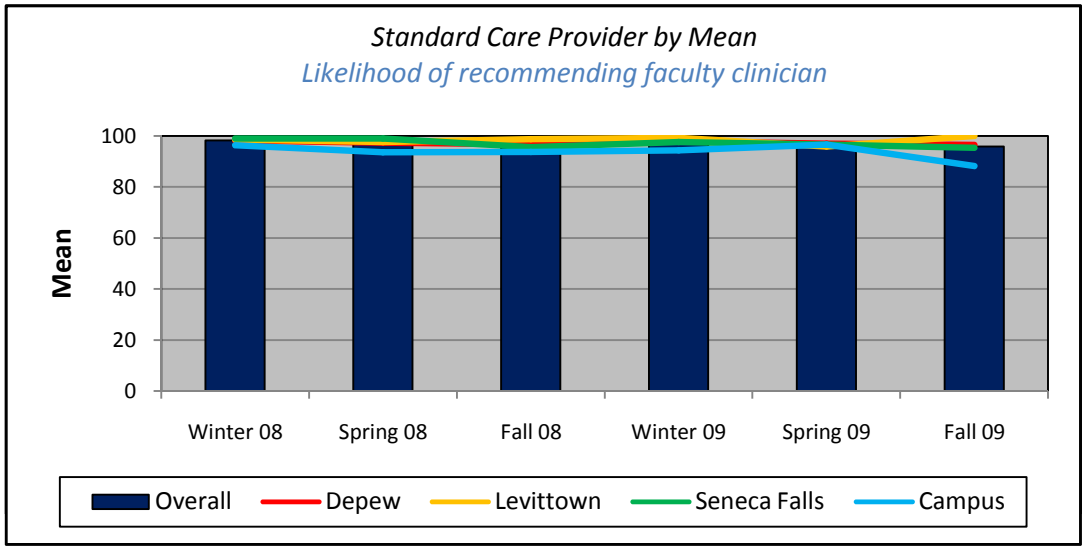


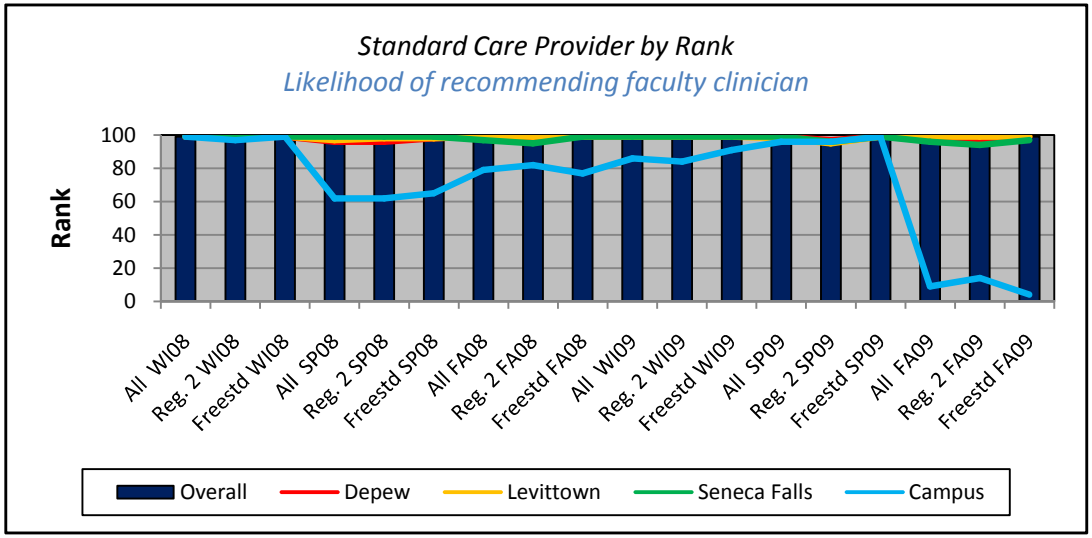
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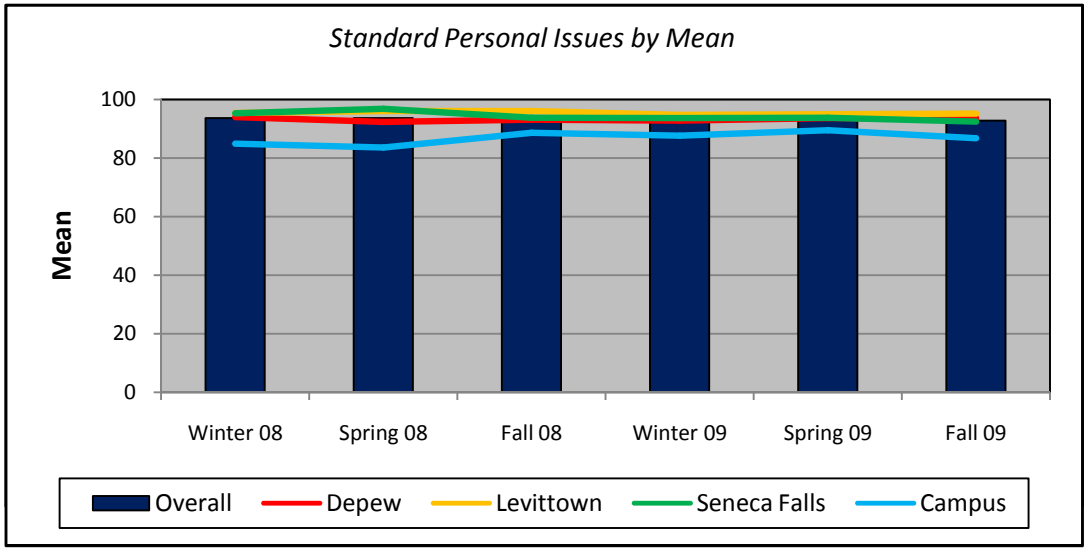


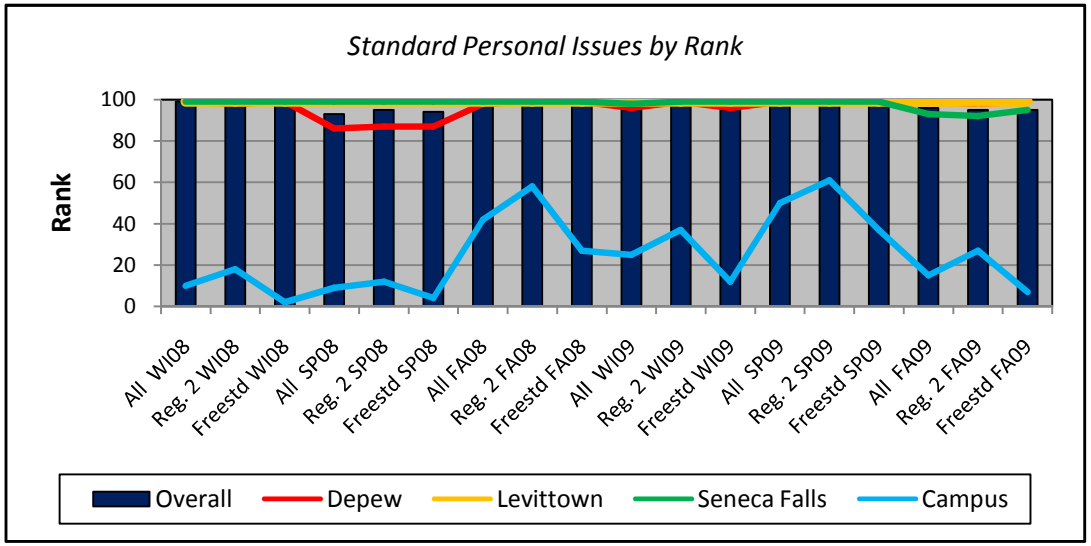
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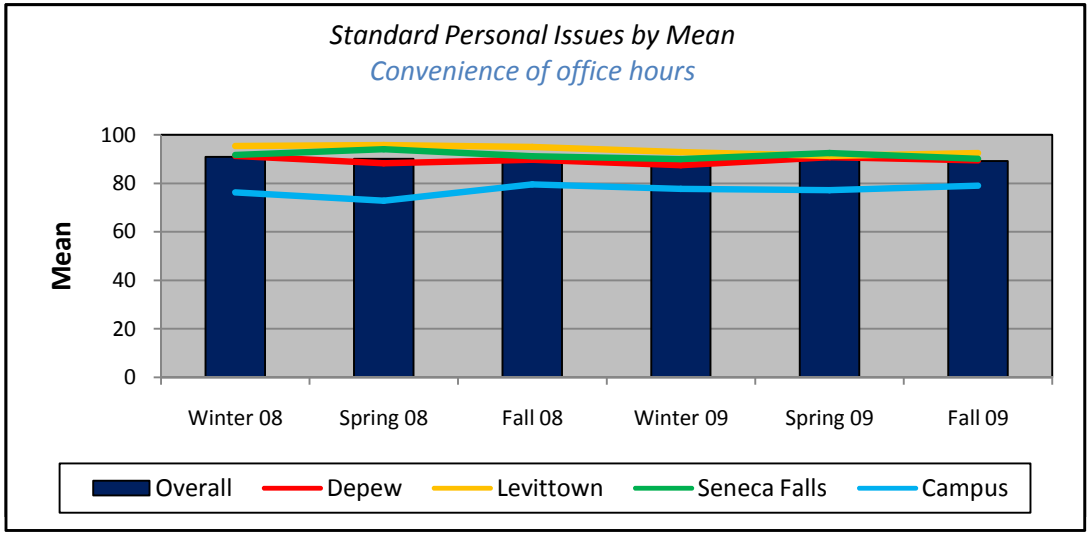


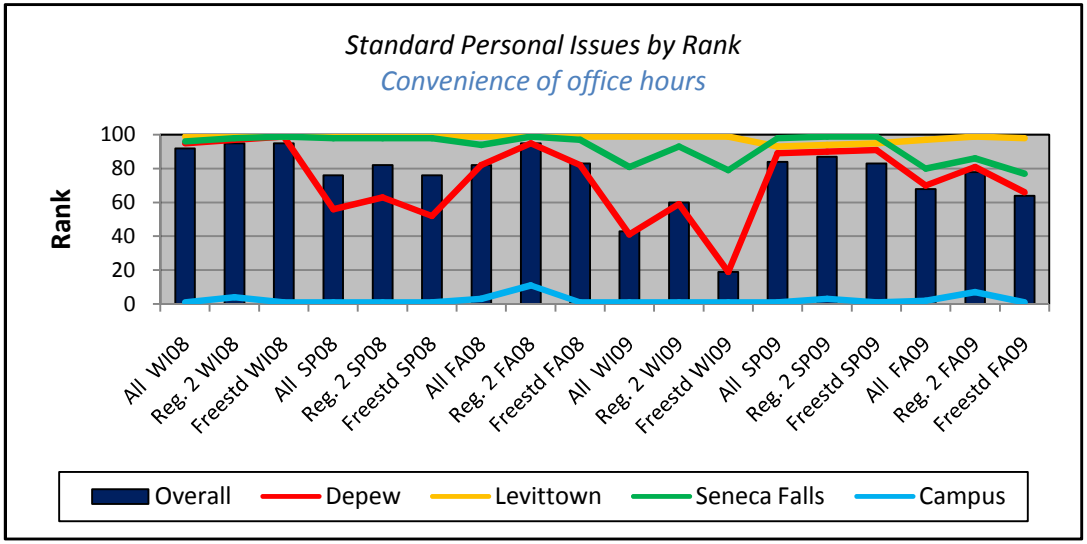
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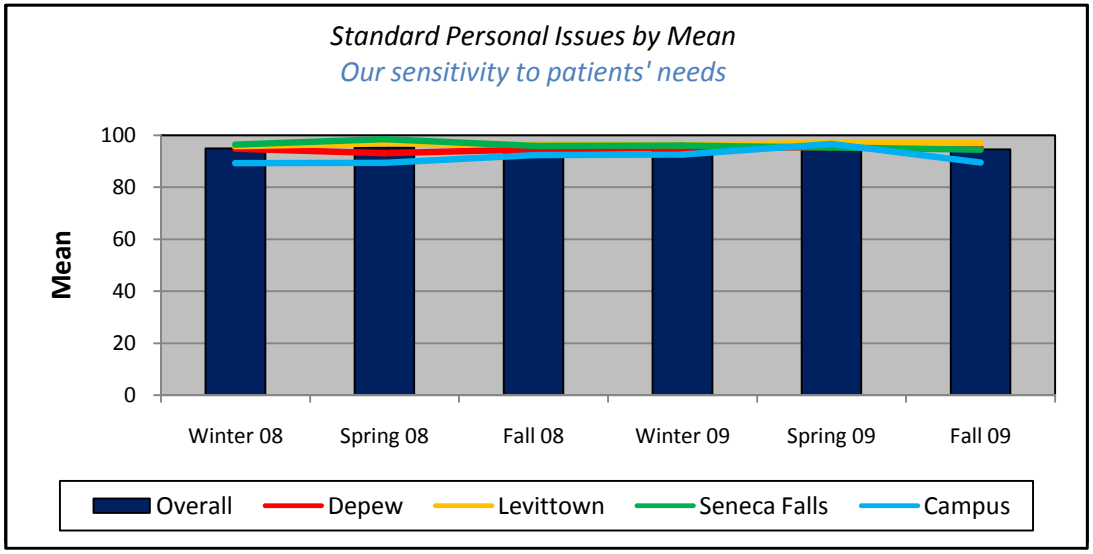


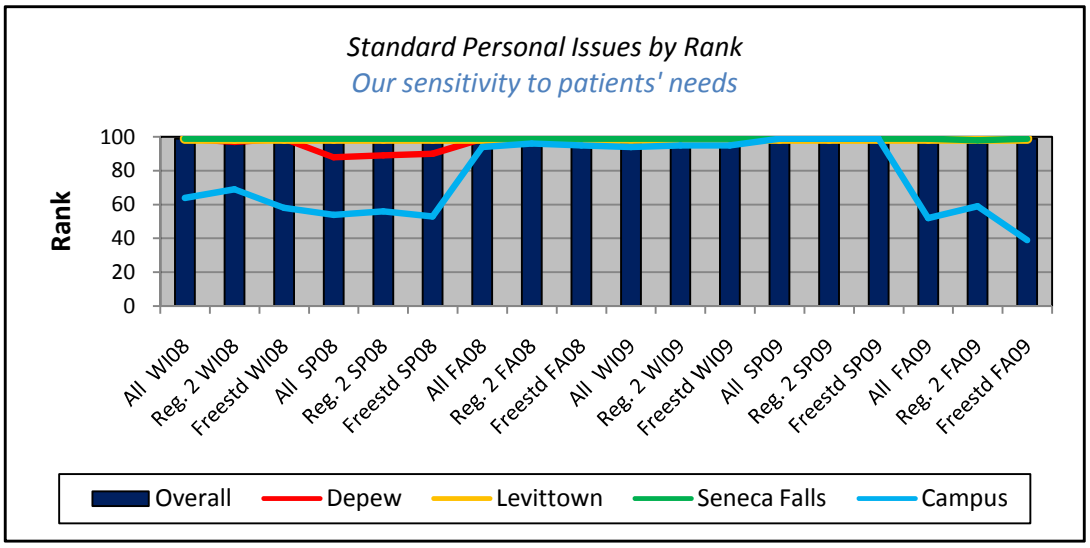
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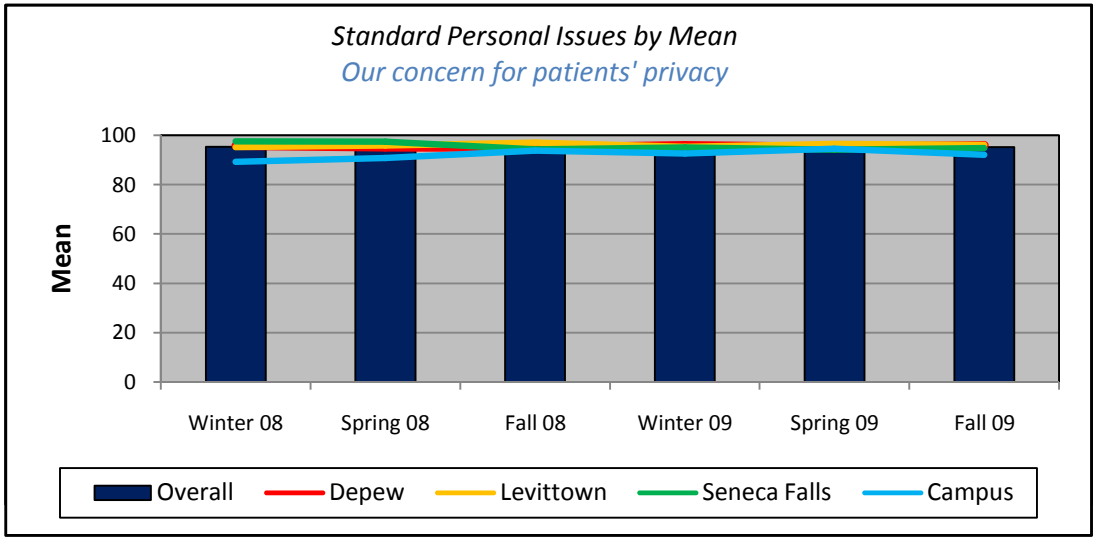


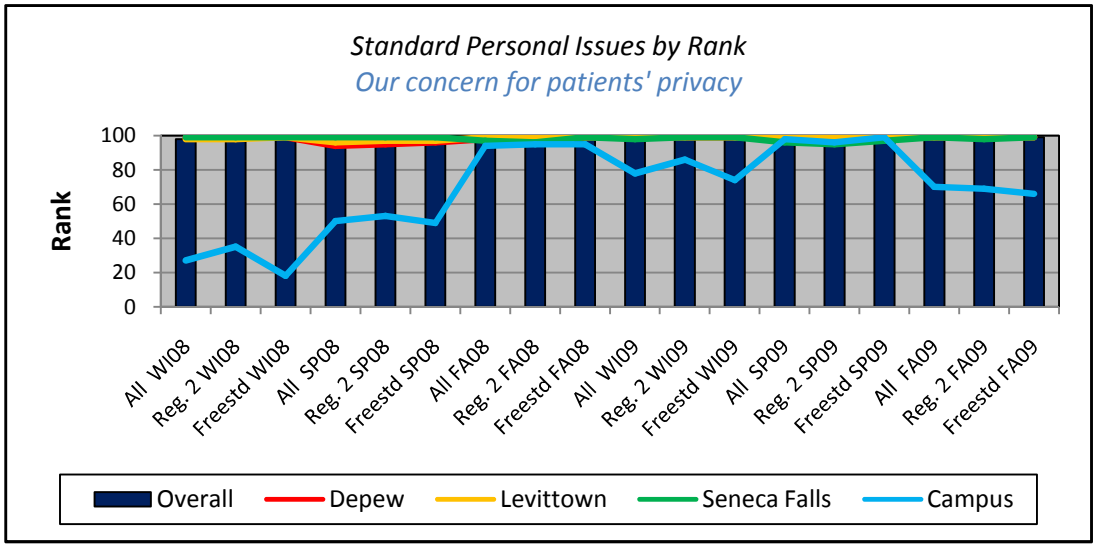
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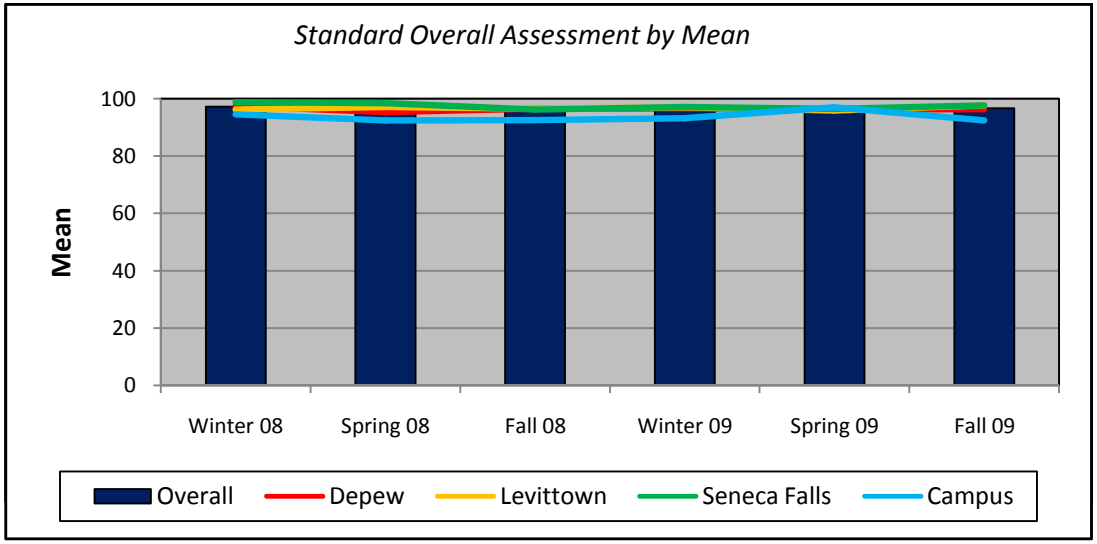


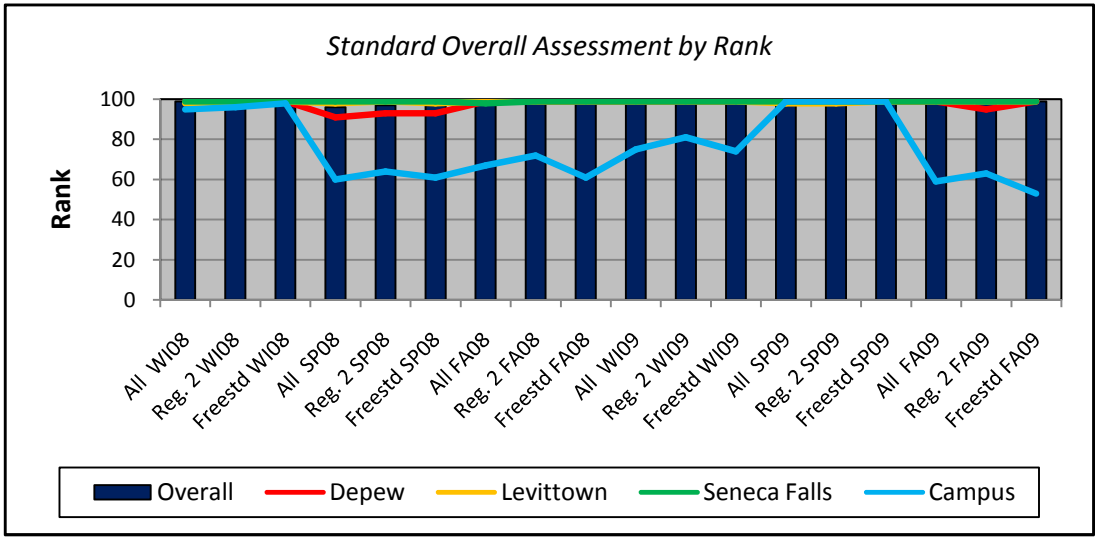
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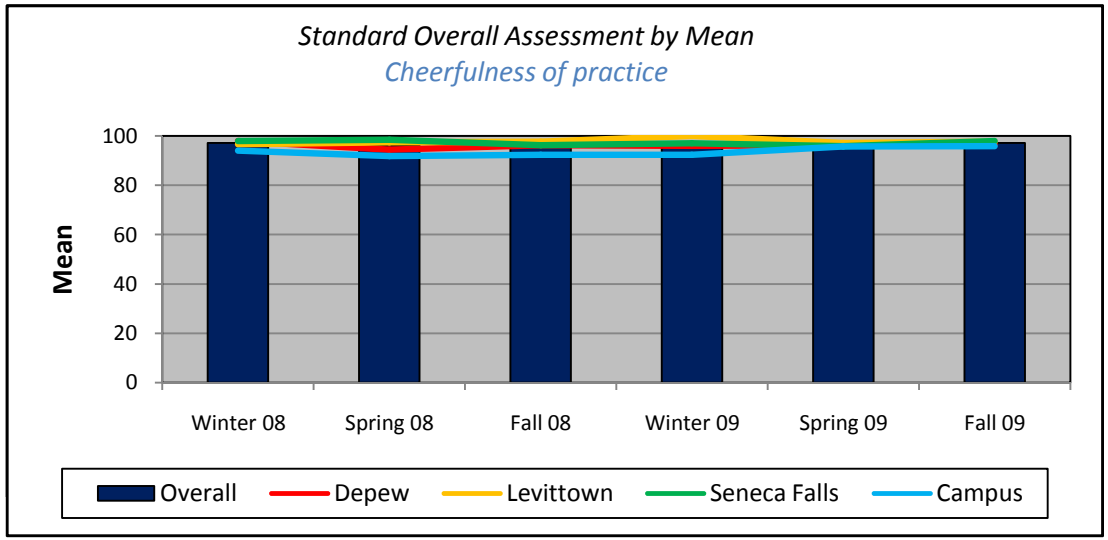


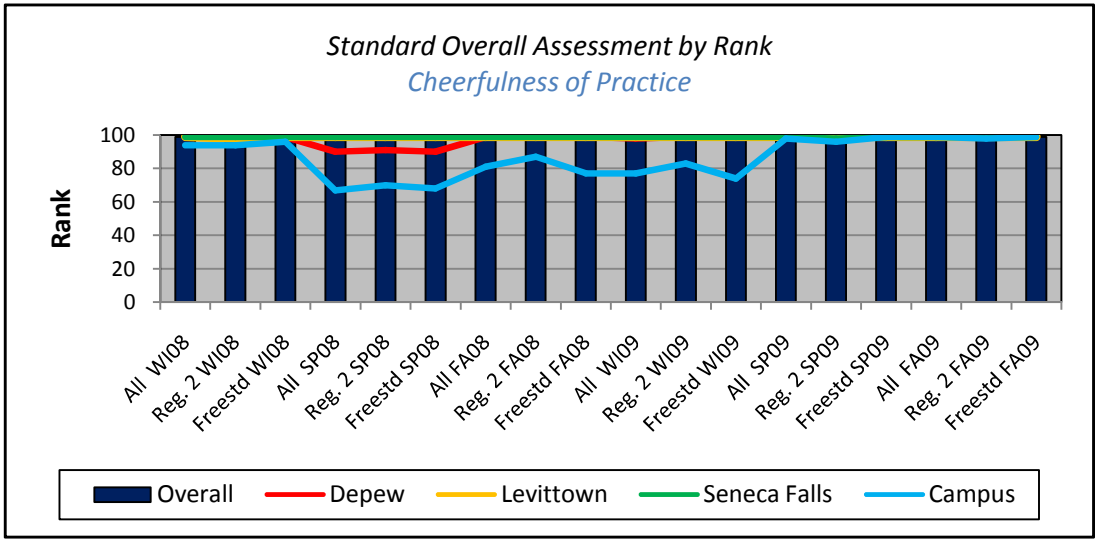
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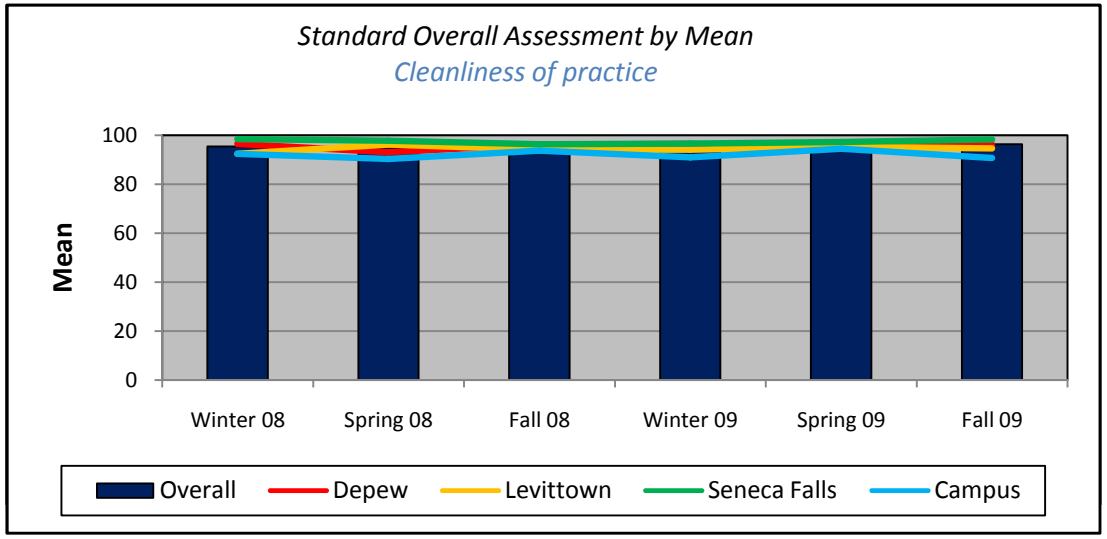


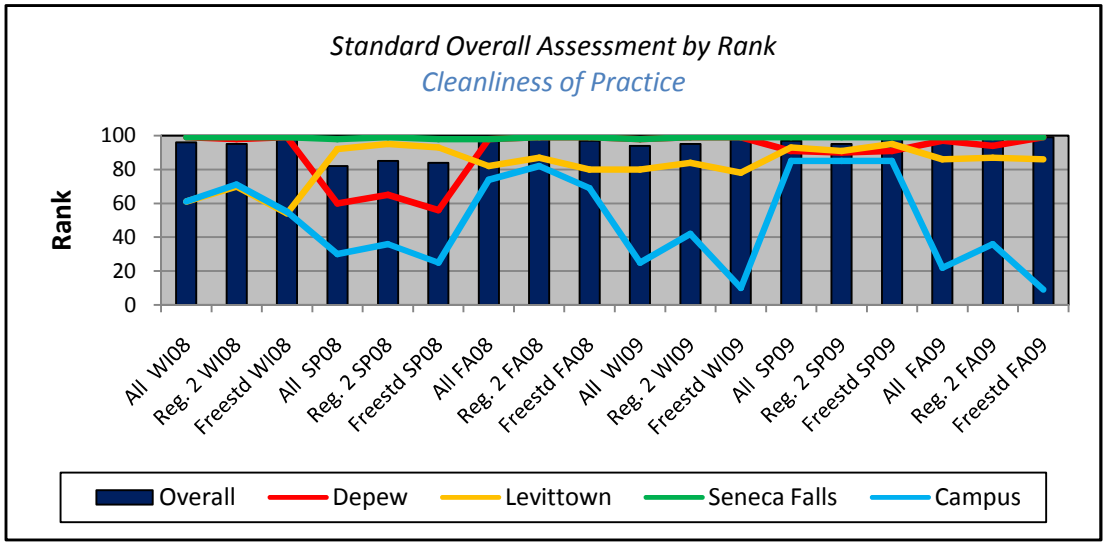
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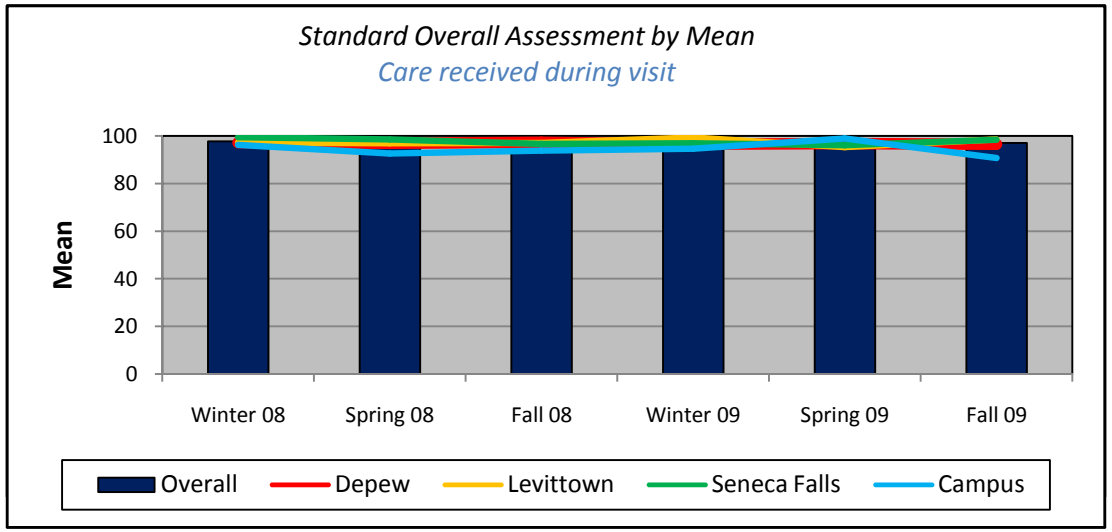


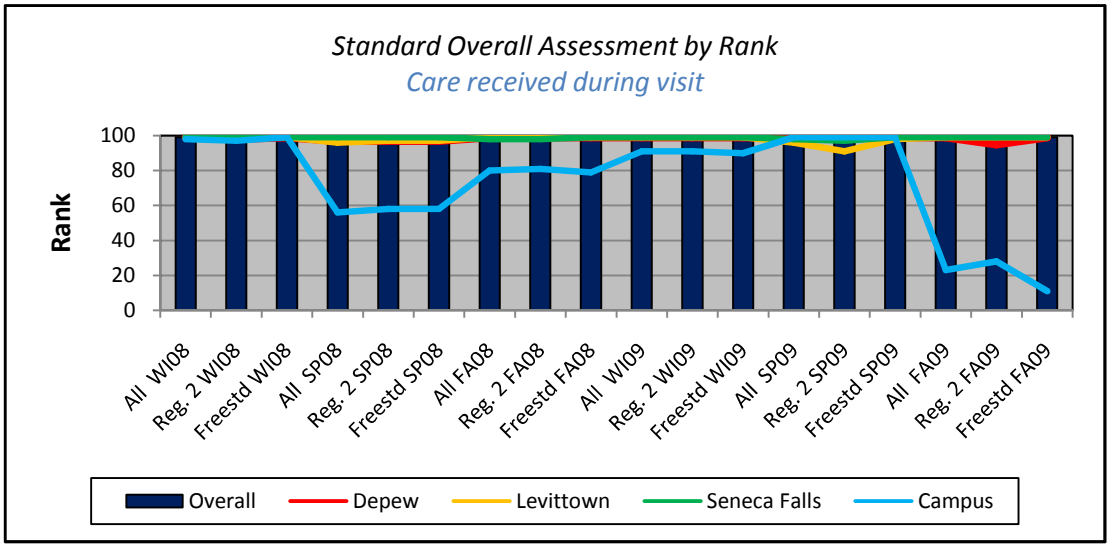
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