

DEMO CLINIC - SAMPLE

Network: Sample PT Network



PATIENT SATISFACTION CATEGORY REPORT

4th Quarter 2012

Patient Satisfaction: Treating Practitioner

Total Surveys: 121

(Bar-Coded Surveys: 121)

<u>Treating Practitioner</u>	<u>Cases</u>	<u>Bar-Coded Count</u>		<u>Facility</u>	<u>Off. Helpful</u>	<u>Off. Sched</u>	<u>Off. Caring</u>	<u>Clin. Caring</u>	<u>Clin. QA</u>	<u>Clin. Resrc</u>	<u>Tx Prog.</u>	<u>NPS</u>	<u>Ins. Serv.</u>	<u>Ins. Cov.</u>	<u>Off. Staff</u>	<u>Clinician</u>
Practitioner A			Mean	5.00	4.82	4.89	4.82	5.00	5.00	5.00	4.82		4.20	4.08	4.85	5.00
	28	28	% Exclnt	100%	89%	93%	89%	100%	100%	100%	86%	96%	48%	40%	90%	100%
Practitioner B			Mean	5.00	4.96	4.92	5.00	5.00	5.00	4.96	4.81		4.58	4.42	4.96	4.99
	26	26	% Exclnt	100%	96%	92%	100%	100%	100%	96%	88%	100%	71%	63%	96%	99%
Practitioner C			Mean	5.00	4.97	4.87	4.97	5.00	5.00	5.00	4.80		4.37	4.19	4.93	5.00
	30	30	% Exclnt	100%	97%	90%	97%	100%	100%	100%	87%	100%	56%	50%	94%	100%
Practitioner D			Mean	4.97	4.97	4.89	4.97	5.00	5.00	4.95	4.78		4.18	4.12	4.95	4.98
	37	37	% Exclnt	97%	97%	92%	97%	100%	100%	95%	81%	92%	47%	44%	95%	98%
Clinic Quarter			Mean	4.99	4.93	4.89	4.94	5.00	5.00	4.98	4.80		4.32	4.19	4.92	4.99
	121	121	% Exclnt	99%	95%	92%	96%	100%	100%	98%	85%	97%	55%	49%	94%	99%
Clinic Rolling Year			Mean	4.99	4.93	4.89	4.94	5.00	5.00	4.98	4.80		4.32	4.19	4.92	4.99
	121	121	% Exclnt	99%	95%	92%	96%	100%	100%	98%	85%	97%	55%	49%	94%	99%
Network Quarter			Mean	4.92	4.94	4.91	4.95	4.97	4.97	4.94	4.80		4.24	4.20	4.93	4.96
	2849	2843	% Exclnt	93%	95%	92%	96%	97%	97%	95%	85%	96%	51%	50%	94%	97%
Network Rolling Year			Mean	4.92	4.94	4.91	4.95	4.97	4.97	4.94	4.80		4.24	4.20	4.93	4.96
	2849	2843	% Exclnt	93%	95%	92%	96%	97%	97%	95%	85%	96%	51%	50%	94%	97%
National Rolling Year			Mean	4.87	4.91	4.88	4.92	4.95	4.95	4.93	4.78		4.25	4.22	4.90	4.94
	11598	9189	% Exclnt	90%	92%	90%	93%	96%	96%	94%	83%	95%	53%	53%	92%	95%