



YOUR OFFICE / PRACTICE

1. The telephone system works satisfactorily for patients and others calling my facility.
2. Overall, the Centricity Business patient scheduling system is effective for my practice.
3. I am able to obtain patient records (paper or electronic) when I need them.
4. Patient Perceptions of Quality (PPO) survey results provide helpful information.
5. The financial information I receive about my clinic is adequate.
6. I am satisfied with the available patient information and electronic reference databases included in the clinical information systems (CW and HELP2 CD).
7. I am satisfied with the speed and stability of the clinical information systems (HELP2 CD).
8. Ancillary testing services, e.g. lab and imaging, meet the needs of my practice.
9. In general, staffing needs and problems are well managed.
10. Clinicians and the manager in my facility work effectively as a team.
11. The staff who work closely with me are effective in their roles.
12. Patients that come to my clinic receive extraordinary care.
13. The financial assistance policy is appropriate for my practice.

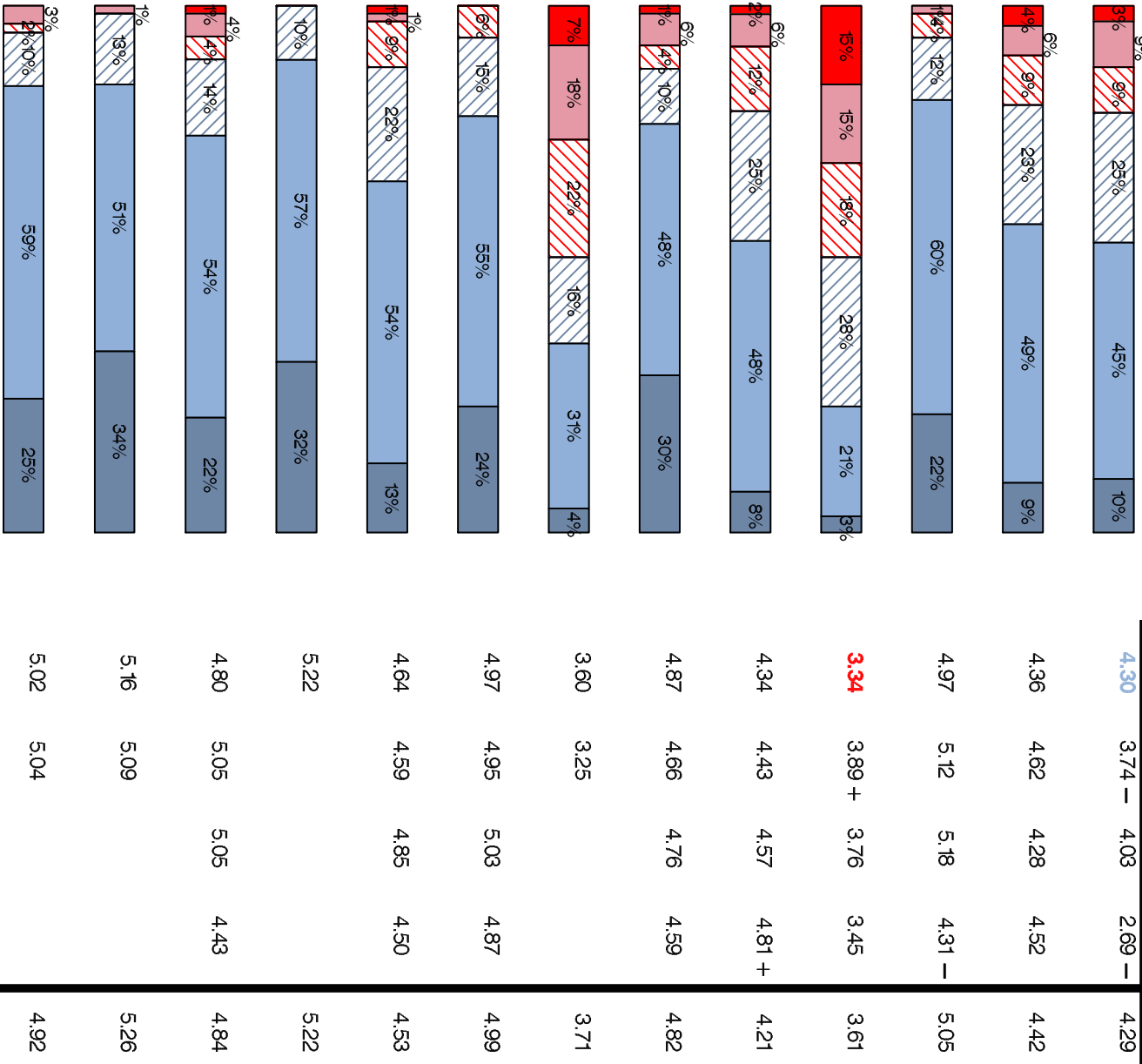
Webster/NORTH DAVIS

69 Completed Questionnaires in 2010

Average Ratings

REGION

GROUP



+ or - Indicates a significant difference between that score and the 2010 region score

Blue = significant increase from 2007 Red = significant decrease from 2007

Clinician Survey
WEBER/NORTH DAVIS

Average Ratings

69 Completed Questionnaires in 2010

REGION

GROUP



YOUR OFFICE / PRACTICE (continued)

14. In my office/practice, we have the materials and supplies we need to do our work effectively.



5.03 4.96

4.87

INTERMOUNTAIN MEDICAL GROUP

1. Intermountain Medical Group Leadership is effective in representing the Intermountain Medical Group within Intermountain Healthcare.



4.73 4.84 4.63 4.94

4.83

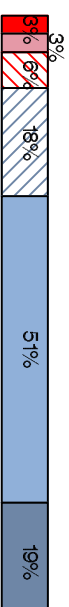
2. Intermountain Medical Group Leadership is responsive to issues and concerns raised by physicians.



4.55 4.60 4.41 4.69

4.53

3. Overall, Intermountain Medical Group Leadership does a good job.



4.69 4.91 4.69 5.00

4.82

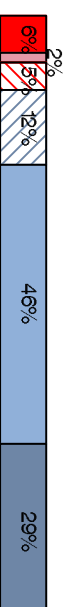
4. The Medical Director follows through on what he says he'll do.



4.75 5.00 5.05 5.03

4.99

5. Overall, the Medical Director does a good job.



4.78 5.11 5.08 4.88

4.98

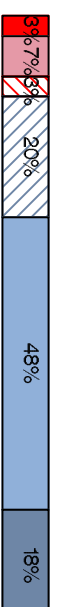
6. The Operations Director follows through on what s/he says s/he will do.



4.64 4.60 4.69 4.52

4.77

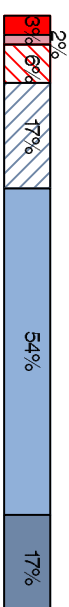
7. Overall, the Operations Director does a good job.



4.58 4.63 4.64 4.45

4.78

8. I am adequately informed about issues addressed by the Intermountain Medical Group Board.



4.70 4.82 4.56 4.71

4.51

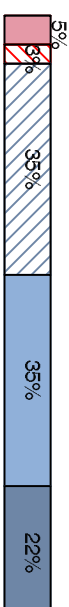
9. Overall, the Intermountain Medical Group Board does a good job.



4.80 5.00 4.79 4.68

4.74

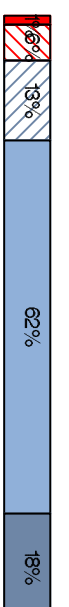
10. The Clinical Programs initiatives are having a positive impact on my practice.



4.67 4.72 4.94 5.00

4.44

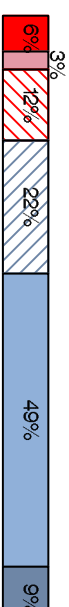
11. Overall, I have sufficient organizational support and resources to practice medicine effectively.



4.87

4.81

12. I have the opportunity to give input on decisions that affect me.



4.31 4.63 4.46 4.56

4.24

+ or - Indicates a significant difference between that score and the 2007 score

Blue = significant increase from 2007 Red = significant decrease from 2007