



Bluffton Medical Group

Community Health Systems

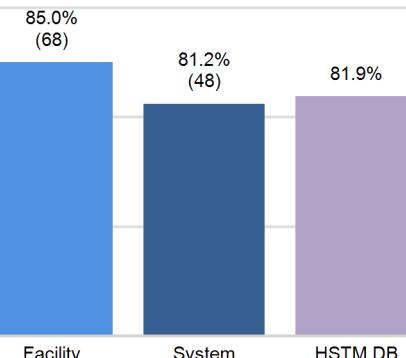
Patient Insights - CG-CAHPS 12M (eSurvey)

Jul - Sep 15

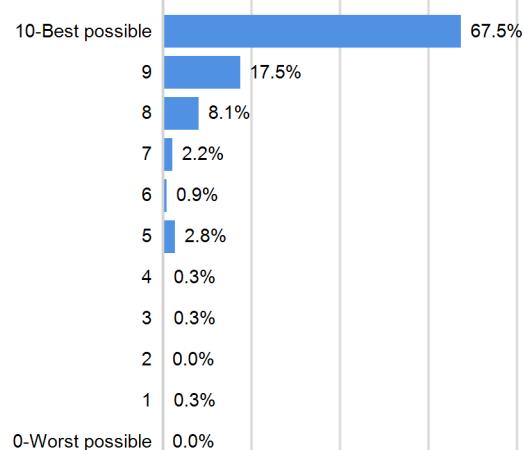
Report created 12/16/2015

Provider - Overall Rating

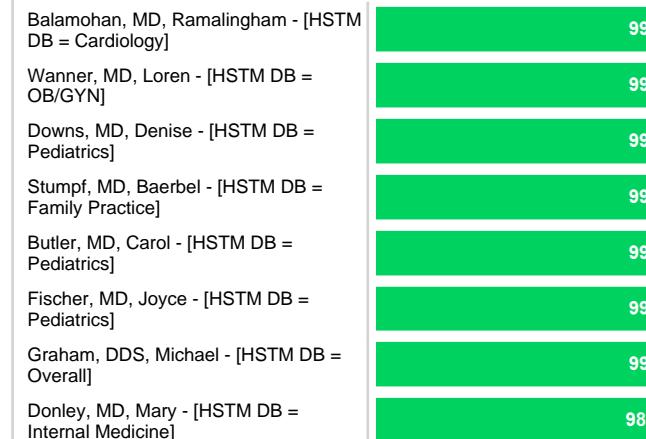
Performance Comparisons



Response Distribution



Top Performers (Percentile Rank)



Performance Over Time

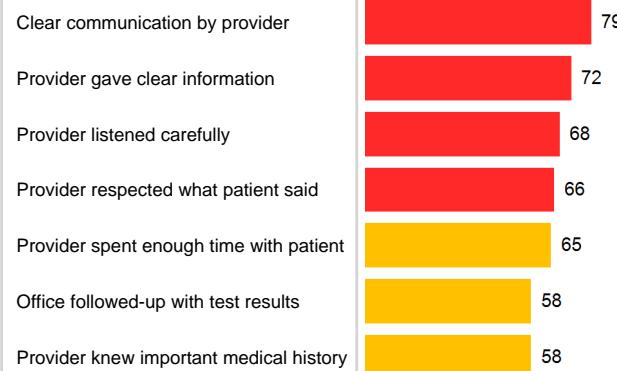
85.0%
(68)

Jul - Sep 15

(Percentile ranks in parentheses)

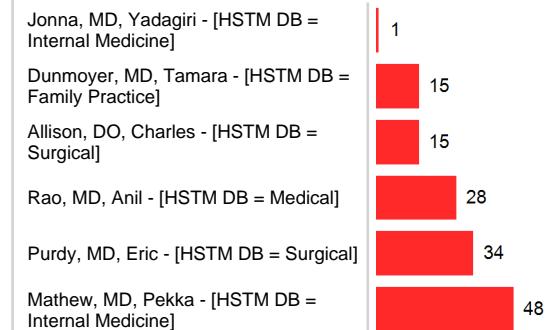
Top Priorities (Priority Index Score)

10/1/2014 - 9/30/2015

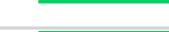


Priority Level: ■ High ■ Medium ■ Low

Bottom Performers (Percentile Rank)



Provider - Overall Rating

	Jul - Sep 15			Prior 12 Months			Change in Top Box Score	Question Count by Priority Level		
	Number of Completes	Top Box Score	Percentile Rank	Number of Completes	Top Box Score	Percentile Rank		High	Medium	Low
Bluffton Medical Group	325	85.0%	 68	--	--	--	--	4	8	1
Balamohan, MD, Ramalingham - [HSTM DB = Cardiology]	35	100.0%	 99	--	--	--	--	3	5	0
Wanner, MD, Loren - [HSTM DB = OB/GYN]	12	100.0%	 99	--	--	--	--	0	0	0
Downs, MD, Denise - [HSTM DB = Pediatrics]	1	100.0%	 99	--	--	--	--	0	0	0
Stumpf, MD, Baerbel - [HSTM DB = Family Practice]	13	100.0%	 99	--	--	--	--	0	0	0
Butler, MD, Carol - [HSTM DB = Pediatrics]	1	100.0%	 99	--	--	--	--	0	0	0
Fischer, MD, Joyce - [HSTM DB = Pediatrics]	1	100.0%	 99	--	--	--	--	0	0	0
Graham, DDS, Michael - [HSTM DB = Overall]	1	100.0%	 99	--	--	--	--	0	0	0
Donley, MD, Mary - [HSTM DB = Internal Medicine]	30	96.6%	 98	--	--	--	--	0	0	0
Panszi, MD, Jose - [HSTM DB = Neurology]	11	90.0%	 94	--	--	--	--	0	0	0
Stogdill, MD, Brian - [HSTM DB = Urology]	32	93.8%	 93	--	--	--	--	1	8	0
Jones, MD, Larry - [HSTM DB = Family Practice]	27	88.9%	 81	--	--	--	--	0	0	0
Ardeshna, MD, Harish - [HSTM DB = Pulmonary]	30	86.7%	 51	--	--	--	--	3	2	1
Mathew, MD, Pekka - [HSTM DB = Internal Medicine]	16	81.3%	 48	--	--	--	--	0	0	0
Purdy, MD, Eric - [HSTM DB = Surgical]	28	81.5%	 34	--	--	--	--	0	0	0
Rao, MD, Anil - [HSTM DB = Medical]	24	78.3%	 28	--	--	--	--	0	0	0
Dummoyer, MD, Tamara - [HSTM DB = Family Practice]	15	66.7%	 15	--	--	--	--	0	0	0
Allison, DO, Charles - [HSTM DB = Surgical]	16	75.0%	 15	--	--	--	--	0	0	0
Jonna, MD, Yadagiri - [HSTM DB = Internal Medicine]	32	53.1%	 1	--	--	--	--	6	2	1

↑ ↓ Statistical differences (p<.05) are marked by up/down arrows.

	Units															
	Bluffton Medical Group (N=325)		Allison, DO, Charles - [HSTM DB = Surgical] (N=16)		Ardeschna, MD, Harish - [HSTM DB = Pulmonary] (N=30)		Balamohan, MD, Ramalingham - [HSTM DB = Cardi (N=35)		Butler, MD, Carol - [HSTM DB = Pediatrics] (N=1)		Donley, MD, Mary - [HSTM DB = Internal Medic (N=30)		Downs, MD, Denise - [HSTM DB = Pediatrics] (N=1)		Dunmoyer, MD, Tamara - [HSTM DB = Family Prac (N=15)	
	Top Box Score	%ile Rank	Top Box Score	%ile Rank	Top Box Score	%ile Rank	Top Box Score	%ile Rank	Top Box Score	%ile Rank	Top Box Score	%ile Rank	Top Box Score	%ile Rank	Top Box Score	%ile Rank
Getting Timely Appointments, Care, and Information	63.3%	41	59.5%	12	72.2%	79	64.9%	56	75.0%	85	70.4%	74	50.0%	9	54.2%	29
Timeliness of appointment for immediate care	74.2%	58	83.3%	54	71.4%	53	80.0%	74	100.0%	99	84.2%	84	100.0%	99	53.8%	16
Timeliness of appointment for check-up or routine care	82.7%	72	90.0%	84	88.9%	99	88.9%	95	100.0%	99	88.9%	90	0.0%	1	78.6%	70
Medical questions asked during office hours answered same day	67.4%	53	60.0%	5	62.5%	19	87.5%	98	100.0%	99	73.7%	69	100.0%	99	33.3%	1
Timely answer to medical questions asked after office hours	69.2%	66	--	--	--	--	100.0%	99	--	--	0.0%	1	--	--	--	--
Provider seen within 15 minutes of appointment time	40.8%	28	31.3%	7	60.0%	50	37.1%	12	0.0%	1	51.7%	53	0.0%	1	40.0%	31
How Well Providers Communicate With Patients	84.1%	38	72.0%	2	79.4%	21	96.6%	93	100.0%	99	92.4%	86	66.7%	1	85.4%	47
Clear communication by provider	82.7%	19	66.7%	1	73.3%	9	97.1%	92	100.0%	99	96.6%	94	100.0%	99	86.7%	40
Provider listened carefully	85.9%	37	75.0%	3	89.7%	54	94.3%	75	100.0%	99	93.1%	82	100.0%	99	86.7%	41
Provider gave clear information	83.8%	32	71.4%	2	81.5%	33	93.5%	81	100.0%	99	92.6%	84	100.0%	99	85.7%	46
Provider knew important medical history	78.9%	57	56.3%	1	66.7%	16	100.0%	99	100.0%	99	93.1%	98	0.0%	1	73.3%	41
Provider respected what patient said	89.1%	42	87.5%	30	86.7%	32	97.1%	87	100.0%	99	93.1%	70	100.0%	99	86.7%	27
Provider spent enough time with patient	84.2%	42	75.0%	4	79.3%	22	97.1%	90	100.0%	99	86.2%	54	0.0%	1	93.3%	88
Follow-Up On Test Results	79.1%	51	100.0%	99	83.3%	52	93.9%	97	--	--	89.7%	94	100.0%	99	50.0%	1
Office followed-up with test results	79.1%	51	100.0%	99	83.3%	52	93.9%	97	--	--	89.7%	94	100.0%	99	50.0%	1
Patients' Rating of the Provider	85.0%	68	75.0%	15	86.7%	51	100.0%	99	100.0%	99	96.6%	98	100.0%	99	66.7%	15
Provider - Overall Rating	85.0%	68	75.0%	15	86.7%	51	100.0%	99	100.0%	99	96.6%	98	100.0%	99	66.7%	15
Helpful, Courteous, And Respectful Office Staff	85.0%	60	81.3%	30	91.7%	87	97.1%	99	100.0%	99	82.8%	49	50.0%	6	73.3%	29
Helpfulness of clerks and receptionists	81.3%	66	75.0%	24	90.0%	90	94.3%	97	100.0%	99	79.3%	57	0.0%	1	66.7%	31
Courtesy / respect of clerks and receptionists	88.8%	54	87.5%	39	93.3%	70	100.0%	99	100.0%	99	86.2%	40	100.0%	99	80.0%	33

	Units															
	Bluffton Medical Group (N=325)		Fischer, MD, Joyce - [HSTM DB = Pediatrics] (N=1)		Graham, DDS, Michael - [HSTM DB = Overall] (N=1)		Jones, MD, Larry - [HSTM DB = Family Practice] (N=27)		Jonna, MD, Yadagiri - [HSTM DB = Internal Med] (N=32)		Mathew, MD, Pekka - [HSTM DB = Internal Medic] (N=16)		Panszi, MD, Jose - [HSTM DB = Neurology] (N=11)		Purdy, MD, Eric - [HSTM DB = Surgical] (N=28)	
	Top Box Score	%ile Rank	Top Box Score	%ile Rank	Top Box Score	%ile Rank	Top Box Score	%ile Rank	Top Box Score	%ile Rank	Top Box Score	%ile Rank	Top Box Score	%ile Rank	Top Box Score	%ile Rank
Getting Timely Appointments, Care, and Information	63.3%	41	100.0%	99	100.0%	99	56.1%	36	58.6%	22	59.6%	26	54.2%	10	42.6%	1
Timeliness of appointment for immediate care	74.2%	58	100.0%	99	100.0%	99	52.6%	13	81.3%	77	72.7%	53	100.0%	99	57.1%	1
Timeliness of appointment for check-up or routine care	82.7%	72	100.0%	99	100.0%	99	76.0%	61	82.8%	72	75.0%	42	57.1%	30	61.9%	2
Medical questions asked during office hours answered same day	67.4%	53	100.0%	99	100.0%	99	81.8%	94	60.0%	28	66.7%	51	60.0%	62	83.3%	64
Timely answer to medical questions asked after office hours	69.2%	66	--	--	--	--	--	--	100.0%	99	100.0%	99	--	--	--	--
Provider seen within 15 minutes of appointment time	40.8%	28	100.0%	99	100.0%	99	29.6%	15	21.9%	7	25.0%	10	40.0%	18	14.8%	1
How Well Providers Communicate With Patients	84.1%	38	100.0%	99	100.0%	99	88.0%	62	65.1%	1	70.2%	4	91.5%	91	76.8%	5
Clear communication by provider	82.7%	19	100.0%	99	100.0%	99	96.2%	90	56.3%	1	68.8%	3	90.0%	84	66.7%	1
Provider listened carefully	85.9%	37	100.0%	99	100.0%	99	84.6%	32	68.8%	3	68.8%	3	100.0%	99	81.5%	15
Provider gave clear information	83.8%	32	100.0%	99	--	--	92.0%	81	62.1%	1	73.3%	7	88.9%	79	84.2%	28
Provider knew important medical history	78.9%	57	100.0%	99	100.0%	99	77.8%	58	68.8%	16	62.5%	8	80.0%	82	69.2%	10
Provider respected what patient said	89.1%	42	100.0%	99	100.0%	99	88.9%	37	71.9%	2	75.0%	4	100.0%	99	88.5%	33
Provider spent enough time with patient	84.2%	42	100.0%	99	100.0%	99	88.9%	67	62.5%	1	73.3%	10	90.0%	85	73.1%	2
Follow-Up On Test Results	79.1%	51	--	--	--	--	85.2%	71	64.5%	10	33.3%	1	66.7%	66	57.1%	4
Office followed-up with test results	79.1%	51	--	--	--	--	85.2%	71	64.5%	10	33.3%	1	66.7%	66	57.1%	4
Patients' Rating of the Provider	85.0%	68	100.0%	99	100.0%	99	88.9%	81	53.1%	1	81.3%	48	90.0%	94	81.5%	34
Provider - Overall Rating	85.0%	68	100.0%	99	100.0%	99	88.9%	81	53.1%	1	81.3%	48	90.0%	94	81.5%	34
Helpful, Courteous, And Respectful Office Staff	85.0%	60	0.0%	1	100.0%	99	72.2%	27	87.5%	74	87.5%	74	77.8%	61	83.3%	39
Helpfulness of clerks and receptionists	81.3%	66	0.0%	1	100.0%	99	66.7%	31	84.4%	79	87.5%	87	77.8%	83	77.8%	36
Courtesy / respect of clerks and receptionists	88.8%	54	0.0%	1	100.0%	99	77.8%	22	90.6%	68	87.5%	47	77.8%	45	88.9%	51

	Units									
	Bluffton Medical Group (N=325)		Rao, MD, Anil - [HSTM DB = Medical] (N=24)		Stogdill, MD, Brian - [HSTM DB = Urology] (N=32)		Stumpf, MD, Baerbel - [HSTM DB = Family Pract (N=13)		Wanner, MD, Loren - [HSTM DB = OB/GYN] (N=12)	
	Top Box Score	%ile Rank	Top Box Score	%ile Rank	Top Box Score	%ile Rank	Top Box Score	%ile Rank	Top Box Score	%ile Rank
Getting Timely Appointments, Care, and Information	63.3%	41	46.6%	1	85.1%	98	71.4%	85	91.7%	99
Timeliness of appointment for immediate care	74.2%	58	71.4%	42	100.0%	99	100.0%	99	--	--
Timeliness of appointment for check-up or routine care	82.7%	72	80.0%	61	89.3%	79	88.9%	94	100.0%	99
Medical questions asked during office hours answered same day	67.4%	53	50.0%	7	87.5%	91	40.0%	5	--	--
Timely answer to medical questions asked after office hours	69.2%	66	100.0%	99	100.0%	99	100.0%	99	--	--
Provider seen within 15 minutes of appointment time	40.8%	28	13.0%	5	78.1%	94	53.8%	66	83.3%	99
How Well Providers Communicate With Patients	84.1%	38	73.3%	6	95.3%	99	94.7%	94	100.0%	99
Clear communication by provider	82.7%	19	69.6%	4	96.9%	94	100.0%	99	100.0%	99
Provider listened carefully	85.9%	37	73.9%	9	96.9%	99	92.3%	70	100.0%	99
Provider gave clear information	83.8%	32	65.0%	2	90.6%	83	92.3%	81	100.0%	99
Provider knew important medical history	78.9%	57	69.6%	18	93.5%	99	83.3%	80	100.0%	99
Provider respected what patient said	89.1%	42	82.6%	11	96.9%	91	100.0%	99	100.0%	99
Provider spent enough time with patient	84.2%	42	78.3%	21	96.9%	99	100.0%	99	100.0%	99
Follow-Up On Test Results	79.1%	51	66.7%	8	100.0%	99	88.9%	87	100.0%	99
Office followed-up with test results	79.1%	51	66.7%	8	100.0%	99	88.9%	87	100.0%	99
Patients' Rating of the Provider	85.0%	68	78.3%	28	93.8%	93	100.0%	99	100.0%	99
Provider - Overall Rating	85.0%	68	78.3%	28	93.8%	93	100.0%	99	100.0%	99
Helpful, Courteous, And Respectful Office Staff	85.0%	60	67.4%	7	95.3%	94	84.6%	79	100.0%	99
Helpfulness of clerks and receptionists	81.3%	66	60.9%	6	93.8%	99	76.9%	73	100.0%	99
Courtesy / respect of clerks and receptionists	88.8%	54	73.9%	7	96.9%	93	92.3%	86	100.0%	99

	Jul - Sep 15 # of Completes = 325				Reporting Group Top Box	Prior 12 Months # of Completes = 0			Change in Top Box	Priority Level
	Correlation	Top Box Score	HSTM DB Top Box	Percentile Rank		Top Box Score	Percentile Rank			
Getting Timely Appointments, Care, and Information	0.41	63.3%	63.2%	41	57.5%	--	--	--		
Timeliness of appointment for immediate care	0.49	74.2%	69.4%	58	60.5%	--	--	--	 53	
Timeliness of appointment for check-up or routine care	0.31	82.7%	73.4%	72	66.0%	--	--	--	 38	
Medical questions asked during office hours answered same day	0.52	67.4%	67.8%	53	55.1%	--	--	--	 57	
Timely answer to medical questions asked after office hours	--	69.2%	65.0%	66	49.0%	--	--	--		
Provider seen within 15 minutes of appointment time	0.34	40.8%	49.4%	28	53.5%	--	--	--	 57	
How Well Providers Communicate With Patients	0.67	84.1%	86.5%	38	84.6%	--	--	--		
Clear communication by provider	0.71	82.7%	88.7%	19	86.5%	--	--	--	 79	
Provider listened carefully	0.63	85.9%	88.1%	37	85.7%	--	--	--	 68	
Provider gave clear information	0.70	83.8%	87.0%	32	85.4%	--	--	--	 72	
Provider knew important medical history	0.68	78.9%	78.3%	57	77.2%	--	--	--	 58	
Provider respected what patient said	0.66	89.1%	90.4%	42	88.9%	--	--	--	 66	
Provider spent enough time with patient	0.60	84.2%	86.0%	42	84.0%	--	--	--	 65	
Follow-Up On Test Results	0.52	79.1%	79.0%	51	69.6%	--	--	--		
Office followed-up with test results	0.52	79.1%	79.0%	51	69.6%	--	--	--	 58	
Patients' Rating of the Provider	1.00	85.0%	81.9%	68	81.2%	--	--	--		
Provider - Overall Rating	1.00	85.0%	81.9%	68	81.2%	--	--	--		
Helpful, Courteous, And Respectful Office Staff	0.32	85.0%	80.7%	60	75.6%	--	--	--		
Helpfulness of clerks and receptionists	0.36	81.3%	74.9%	66	69.5%	--	--	--	 43	
Courtesy / respect of clerks and receptionists	0.28	88.8%	85.9%	54	81.7%	--	--	--	 44	

Reporting Group = Community Health Systems - CHS Legacy CG CAHPS

HSTM DB: Overall

  Statistical differences (p<.05) are marked by up/down arrows.
 Priority Level:  High  Medium  Low - Categories and outcome questions are excluded.

	Top Box Score	HSTM DB Top Box Percentile Rank	HSTM DB Percentile Rank Table												
			1	10	20	30	40	50	60	70	75	80	90	95	99
Getting Timely Appointments, Care, and Information	63.3%	41	42.9%	54.0%	58.0%	60.2%	62.7%	65.0%	66.8%	68.9%	70.7%	72.4%	77.2%	81.3%	87.4%
Timeliness of appointment for immediate care	74.2%	58	34.5%	56.0%	61.5%	65.5%	68.7%	71.2%	74.6%	77.8%	79.7%	82.9%	86.7%	90.2%	96.1%
Timeliness of appointment for check-up or routine care	82.7%	72	49.3%	63.3%	68.5%	72.2%	74.3%	77.1%	79.6%	81.8%	83.1%	84.2%	88.9%	91.6%	96.7%
Medical questions asked during office hours answered same day	67.4%	53	36.6%	50.0%	56.5%	60.8%	63.5%	66.3%	69.8%	73.7%	75.8%	78.5%	83.9%	86.7%	89.7%
Timely answer to medical questions asked after office hours	69.2%	66	21.2%	51.3%	56.7%	61.0%	63.1%	65.2%	66.9%	70.8%	72.0%	75.0%	81.0%	83.3%	89.9%
Provider seen within 15 minutes of appointment time	40.8%	28	10.0%	25.0%	34.7%	41.3%	46.3%	50.0%	54.0%	57.4%	59.1%	62.4%	69.3%	75.0%	86.8%
How Well Providers Communicate With Patients	84.1%	38	62.1%	75.1%	80.9%	82.7%	84.5%	85.8%	87.3%	88.8%	89.4%	90.2%	93.2%	95.0%	98.4%
Clear communication by provider	82.7%	19	61.8%	76.7%	82.8%	85.4%	87.3%	88.3%	89.3%	91.0%	91.8%	92.7%	95.0%	97.5%	100.0%
Provider listened carefully	85.9%	37	59.3%	77.3%	81.5%	84.5%	86.3%	87.8%	89.2%	90.9%	91.4%	92.6%	95.5%	98.1%	100.0%
Provider gave clear information	83.8%	32	64.2%	76.0%	80.4%	83.3%	85.0%	86.6%	87.9%	89.7%	90.4%	91.5%	93.9%	95.3%	100.0%
Provider knew important medical history	78.9%	57	49.1%	63.5%	69.9%	73.0%	75.3%	77.8%	79.5%	81.9%	83.0%	84.1%	86.7%	89.7%	95.1%
Provider respected what patient said	89.1%	42	63.2%	80.1%	84.0%	86.9%	88.6%	89.9%	91.3%	93.1%	93.8%	94.6%	96.2%	99.0%	100.0%
Provider spent enough time with patient	84.2%	42	59.5%	73.1%	78.5%	81.6%	83.8%	85.4%	87.5%	88.9%	90.2%	91.0%	94.0%	96.4%	100.0%
Follow-Up On Test Results	79.1%	51	42.8%	64.1%	69.7%	73.8%	76.5%	78.8%	80.7%	82.7%	83.6%	84.7%	87.6%	90.2%	96.3%
Office followed-up with test results	79.1%	51	42.8%	64.1%	69.7%	73.8%	76.5%	78.8%	80.7%	82.7%	83.6%	84.7%	87.6%	90.2%	96.3%
Patients' Rating of the Provider	85.0%	68	50.0%	66.7%	73.2%	76.5%	79.4%	81.5%	83.3%	85.2%	86.6%	87.4%	91.1%	94.7%	97.8%
Provider - Overall Rating	85.0%	68	50.0%	66.7%	73.2%	76.5%	79.4%	81.5%	83.3%	85.2%	86.6%	87.4%	91.1%	94.7%	97.8%
Helpful, Courteous, And Respectful Office Staff	85.0%	60	59.3%	70.6%	74.4%	78.5%	80.9%	82.9%	85.0%	87.1%	87.8%	89.3%	91.7%	94.0%	98.8%
Helpfulness of clerks and receptionists	81.3%	66	52.1%	63.2%	67.9%	72.2%	75.2%	77.3%	80.0%	82.3%	83.1%	84.5%	88.9%	92.0%	100.0%
Courtesy / respect of clerks and receptionists	88.8%	54	62.7%	76.5%	81.1%	84.0%	86.1%	88.0%	89.8%	91.2%	92.2%	93.3%	95.0%	97.1%	100.0%

Understanding Your Results

Priority Analysis

Top Priorities and Priority Levels presented throughout this report are calculated by HealthStream to identify which attributes would have the greatest impact on the overall scores for your organization, and which attributes are most in need of attention and resources.

Using the simultaneous analysis of importance (correlations), current performance (percentile rankings) and performance over time (trending), a Priority Index Score generates (ranging from 0 to 100 with 100 indicating highest priority). Based on this Index Score, all performance attributes are grouped into three levels of priority – high, medium and low.

To improve reliability, a 12-month lookback period is used when calculating Priority Index Scores. Outcome questions (e.g., likelihood to recommend, overall rating) and demographics are not included in the analysis.

Additional information on the Priority Analysis can be accessed [here](#).

Certificates of Achievement & Excellence

To support your efforts to recognize high performance, this report includes Certificates for each of your facilities and units/providers that achieve one of the following thresholds:

Certificate of Excellence: Given to facilities/units/providers with an overall rating score at or above the 90th percentile in a reporting period.

Certificate of Achievement: Given to facilities/units/providers with an overall rating score between the 75th and 89th percentiles in a reporting period.

At least 30 completed surveys for a reporting period are required to receive a certificate.

Commonly Used Terms

Top Box Score: Top Box is the percentage of respondents who answered a question with the most positive response and is used by CMS when reporting patient survey results.

HSTM DB: HealthStream Database.

Percentile Rank: The percentile indicates a facility's relative position within a benchmark group in terms of the percentage of facilities it scores higher than. For example, a hospital that is ranked at the 80th percentile of the HealthStream Database for a given measure indicates that this hospital has received a score that is higher than the scores of 80% of the hospitals within the HSTM Database.

Correlation Coefficient: Correlation is used to measure the strength of the relationship between two variables. HealthStream looks at the strength of the relationship between the key indicator and other survey items to determine which questions in a survey are most closely related to the key indicator.

Statistical Significance: Statistical differences are provided in various pages of the report and are highlighted with red/green arrows. Statistical testing is only conducted when the sample size for the question is 30 or more.

Additional information on reporting terms can be accessed [here](#).

Insights Dashboard

The Insights Dashboard page provides a summary of findings from your survey results. The page is available both at the facility level and at the unit/provider level.

Additional information on Insights Dashboard can be accessed [here](#).



Certificate of Excellence

Bluffton Medical Group

Balamohan, MD, Ramalingham - [HSTM DB = Cardiology]

Has been recognized for an overall rating score at or above the 90th percentile
of the National Database during Jul - Sep 15

Patient Insights - CG-CAHPS 12M (eSurvey)

Robert A. Frist, Jr.

Robert A. Frist, Jr.
CEO, HealthStream



Bluffton Medical Group
Representative



Certificate of Excellence

Bluffton Medical Group

Donley, MD, Mary - [HSTM DB = Internal Medicine]

Has been recognized for an overall rating score at or above the 90th percentile
of the National Database during Jul - Sep 15

Patient Insights - CG-CAHPS 12M (eSurvey)

Robert A. Frist, Jr.

Robert A. Frist, Jr.
CEO, HealthStream



Bluffton Medical Group
Representative



Certificate of Excellence

Bluffton Medical Group

Stogdill, MD, Brian - [HSTM DB = Urology]

Has been recognized for an overall rating score at or above the 90th percentile
of the National Database during Jul - Sep 15

Patient Insights - CG-CAHPS 12M (eSurvey)

Robert A. Frist, Jr.

Robert A. Frist, Jr.
CEO, HealthStream



Bluffton Medical Group
Representative



Panszi, MD, Jose - [HSTM DB = Neurology]

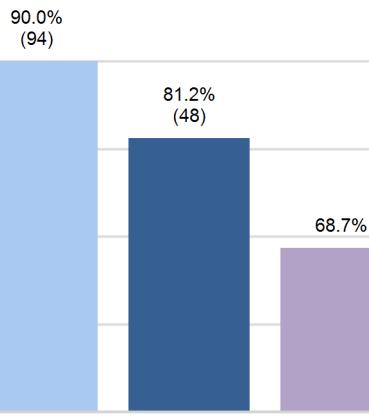
Bluffton Medical Group
Community Health Systems

Patient Insights - CG-CAHPS 12M (eSurvey)
Jul - Sep 15

Report created 12/16/2015

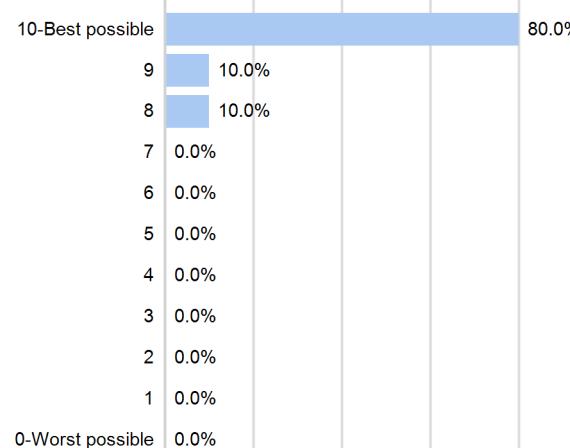
Provider - Overall Rating

Performance Comparisons



(Percentile ranks in parentheses)

Response Distribution



Top Performers (Percentile Rank)

Timeliness of appointment for immediate care



Provider listened carefully



Provider respected what patient said



Provider - Overall Rating



Provider spent enough time with patient



Clear communication by provider



Helpfulness of clerks and receptionists



Provider knew important medical history



Performance Over Time

90.0%
(94)

Jul - Sep 15

(Percentile ranks in parentheses)

Top Priorities (Priority Index Score)

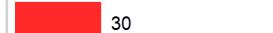
No data available for Priority Analysis.

Bottom Performers (Percentile Rank)

Provider seen within 15 minutes of appointment time



Timeliness of appointment for check-up or routine care



Courtesy / respect of clerks and receptionists



	Correlation	Jul - Sep 15 # of Completes = 11			Reporting Group Top Box	Prior 12 Months # of Completes = 0			Change in Top Box	Priority Level
		Top Box Score	HSTM DB Top Box	Percentile Rank		Top Box Score	Percentile Rank			
Getting Timely Appointments, Care, and Information	--	54.2%	63.2%	10	57.5%	--	--	--	--	
Timeliness of appointment for immediate care	--	100.0%	59.2%	99	60.5%	--	--	--	--	
Timeliness of appointment for check-up or routine care	--	57.1%	62.8%	30	66.0%	--	--	--	--	
Medical questions asked during office hours answered same day	--	60.0%	54.8%	62	55.1%	--	--	--	--	
Provider seen within 15 minutes of appointment time	--	40.0%	51.1%	18	53.5%	--	--	--	--	
How Well Providers Communicate With Patients	--	91.5%	77.3%	91	84.6%	--	--	--	--	
Clear communication by provider	--	90.0%	77.6%	84	86.5%	--	--	--	--	
Provider listened carefully	--	100.0%	79.6%	99	85.7%	--	--	--	--	
Provider gave clear information	--	88.9%	76.5%	79	85.4%	--	--	--	--	
Provider knew important medical history	--	80.0%	70.4%	82	77.2%	--	--	--	--	
Provider respected what patient said	--	100.0%	81.6%	99	88.9%	--	--	--	--	
Provider spent enough time with patient	--	90.0%	78.3%	85	84.0%	--	--	--	--	
Follow-Up On Test Results	--	66.7%	62.1%	66	69.6%	--	--	--	--	
Office followed-up with test results	--	66.7%	62.1%	66	69.6%	--	--	--	--	
Patients' Rating of the Provider	--	90.0%	68.7%	94	81.2%	--	--	--	--	
Provider - Overall Rating	--	90.0%	68.7%	94	81.2%	--	--	--	--	
Helpful, Courteous, And Respectful Office Staff	--	77.8%	74.4%	61	75.6%	--	--	--	--	
Helpfulness of clerks and receptionists	--	77.8%	68.4%	83	69.5%	--	--	--	--	
Courtesy / respect of clerks and receptionists	--	77.8%	80.3%	45	81.7%	--	--	--	--	

Reporting Group = Community Health Systems - CHS Legacy CG CAHPS

HSTM DB: Neurology

  Statistical differences (p<.05) are marked by up/down arrows.
 Priority Level: ■ High ■ Medium ■ Low - Categories and outcome questions are excluded.



Mathew, MD, Pekka - [HSTM DB = Internal Medicine]

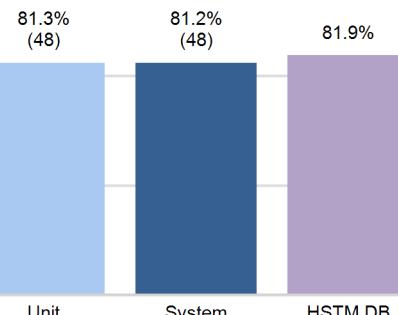
Bluffton Medical Group
Community Health Systems

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Jul - Sep 15

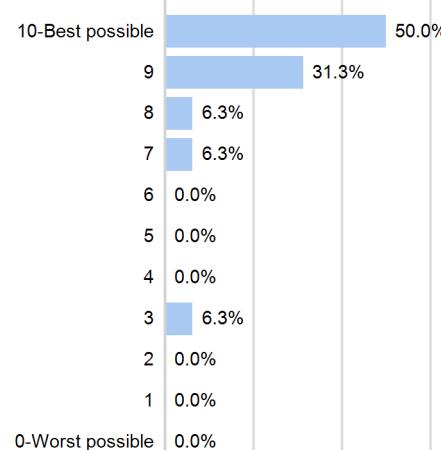
Report created 12/16/2015

Provider - Overall Rating

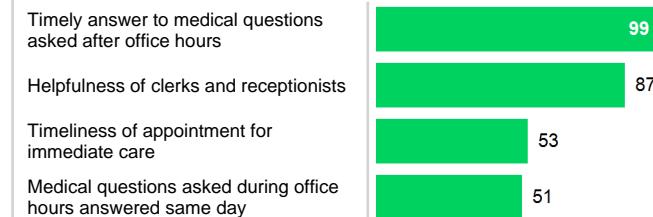
Performance Comparisons



Response Distribution



Top Performers (Percentile Rank)



Performance Over Time

81.3%
(48)

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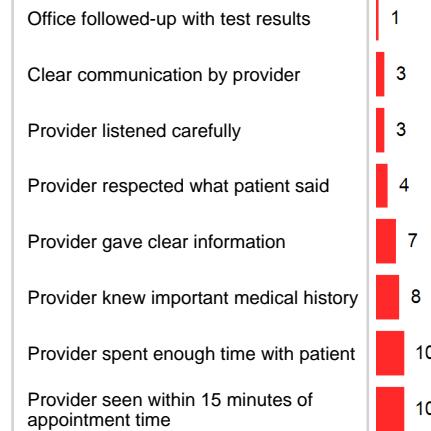
Jul - Sep 15

(Percentile ranks in parentheses)

Top Priorities (Priority Index Score)

No data available for Priority Analysis.

Bottom Performers (Percentile Rank)



	Correlation	Jul - Sep 15 # of Completes = 16			Reporting Group Top Box	Prior 12 Months # of Completes = 0			Change in Top Box	Priority Level
		Top Box Score	HSTM DB Top Box	Percentile Rank		Top Box Score	Percentile Rank			
Getting Timely Appointments, Care, and Information	--	59.6%	63.2%	26	57.5%	--	--	--	--	
Timeliness of appointment for immediate care	--	72.7%	69.4%	53	60.5%	--	--	--	--	
Timeliness of appointment for check-up or routine care	--	75.0%	73.4%	42	66.0%	--	--	--	--	
Medical questions asked during office hours answered same day	--	66.7%	67.8%	51	55.1%	--	--	--	--	
Timely answer to medical questions asked after office hours	--	100.0%	65.0%	99	49.0%	--	--	--	--	
Provider seen within 15 minutes of appointment time	--	25.0%	49.4%	10	53.5%	--	--	--	--	
How Well Providers Communicate With Patients	--	70.2%	86.5%	4	84.6%	--	--	--	--	
Clear communication by provider	--	68.8%	88.7%	3	86.5%	--	--	--	--	
Provider listened carefully	--	68.8%	88.1%	3	85.7%	--	--	--	--	
Provider gave clear information	--	73.3%	87.0%	7	85.4%	--	--	--	--	
Provider knew important medical history	--	62.5%	78.3%	8	77.2%	--	--	--	--	
Provider respected what patient said	--	75.0%	90.4%	4	88.9%	--	--	--	--	
Provider spent enough time with patient	--	73.3%	86.0%	10	84.0%	--	--	--	--	
Follow-Up On Test Results	--	33.3%	79.0%	1	69.6%	--	--	--	--	
Office followed-up with test results	--	33.3%	79.0%	1	69.6%	--	--	--	--	
Patients' Rating of the Provider	--	81.3%	81.9%	48	81.2%	--	--	--	--	
Provider - Overall Rating	--	81.3%	81.9%	48	81.2%	--	--	--	--	
Helpful, Courteous, And Respectful Office Staff	--	87.5%	80.7%	74	75.6%	--	--	--	--	
Helpfulness of clerks and receptionists	--	87.5%	74.9%	87	69.5%	--	--	--	--	
Courtesy / respect of clerks and receptionists	--	87.5%	85.9%	47	81.7%	--	--	--	--	



Purdy, MD, Eric - [HSTM DB = Surgical]

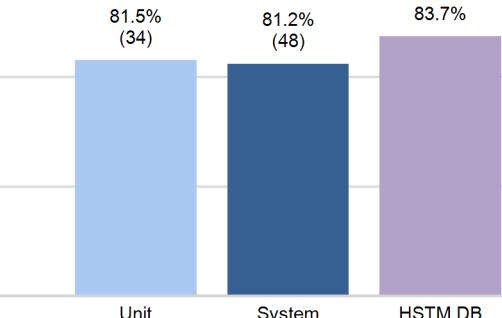
Bluffton Medical Group
Community Health Systems

Patient Insights - CG-CAHPS 12M (eSurvey)
Jul - Sep 15

Report created 12/16/2015

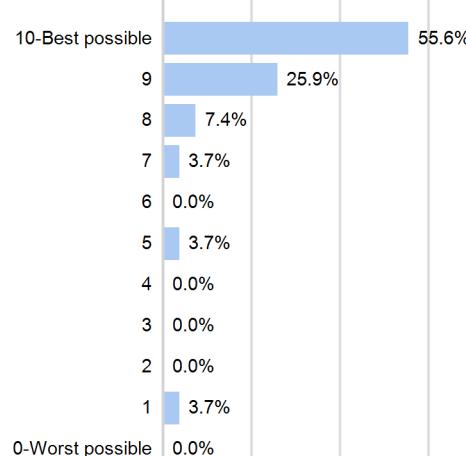
Provider - Overall Rating

Performance Comparisons

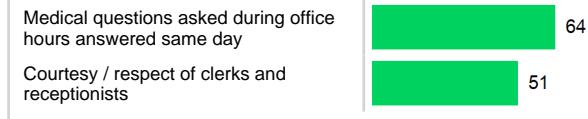


(Percentile ranks in parentheses)

Response Distribution



Top Performers (Percentile Rank)



Performance Over Time

81.5%
(34)

Jul - Sep 15

(Percentile ranks in parentheses)

Top Priorities (Priority Index Score)

No data available for Priority Analysis.

Bottom Performers (Percentile Rank)



	Correlation	Jul - Sep 15 # of Completes = 28			Reporting Group Top Box	Prior 12 Months # of Completes = 0			Change in Top Box	Priority Level
		Top Box Score	HSTM DB Top Box	Percentile Rank		Top Box Score	Percentile Rank			
Getting Timely Appointments, Care, and Information	--	42.6%	70.7%	1	57.5%	--	--	--	--	
Timeliness of appointment for immediate care	--	57.1%	80.4%	1	60.5%	--	--	--	--	
Timeliness of appointment for check-up or routine care	--	61.9%	81.5%	2	66.0%	--	--	--	--	
Medical questions asked during office hours answered same day	--	83.3%	78.6%	64	55.1%	--	--	--	--	
Provider seen within 15 minutes of appointment time	--	14.8%	57.1%	1	53.5%	--	--	--	--	
How Well Providers Communicate With Patients	--	76.8%	86.9%	5	84.6%	--	--	--	--	
Clear communication by provider	--	66.7%	89.0%	1	86.5%	--	--	--	--	
Provider listened carefully	--	81.5%	88.4%	15	85.7%	--	--	--	--	
Provider gave clear information	--	84.2%	88.0%	28	85.4%	--	--	--	--	
Provider knew important medical history	--	69.2%	79.5%	10	77.2%	--	--	--	--	
Provider respected what patient said	--	88.5%	90.1%	33	88.9%	--	--	--	--	
Provider spent enough time with patient	--	73.1%	86.1%	2	84.0%	--	--	--	--	
Follow-Up On Test Results	--	57.1%	79.5%	4	69.6%	--	--	--	--	
Office followed-up with test results	--	57.1%	79.5%	4	69.6%	--	--	--	--	
Patients' Rating of the Provider	--	81.5%	83.7%	34	81.2%	--	--	--	--	
Provider - Overall Rating	--	81.5%	83.7%	34	81.2%	--	--	--	--	
Helpful, Courteous, And Respectful Office Staff	--	83.3%	85.1%	39	75.6%	--	--	--	--	
Helpfulness of clerks and receptionists	--	77.8%	81.1%	36	69.5%	--	--	--	--	
Courtesy / respect of clerks and receptionists	--	88.9%	89.1%	51	81.7%	--	--	--	--	



Ardeshma, MD, Harish - [HSTM DB = Pulmonary]

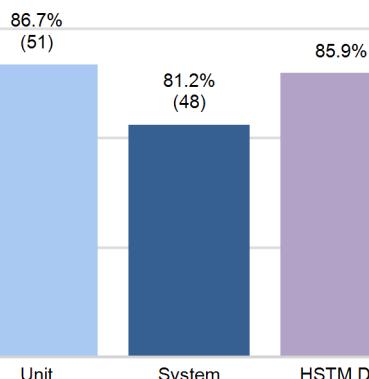
Bluffton Medical Group
Community Health Systems

Patient Insights - CG-CAHPS 12M (eSurvey)
Jul - Sep 15

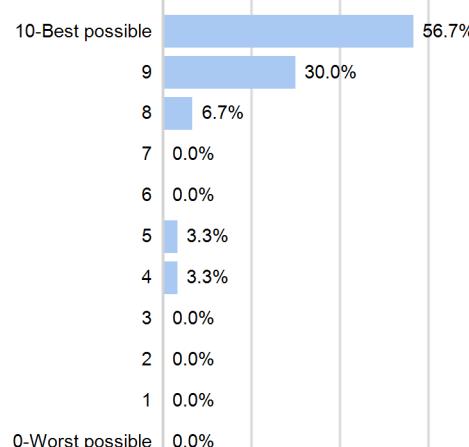
Report created 12/16/2015

Provider - Overall Rating

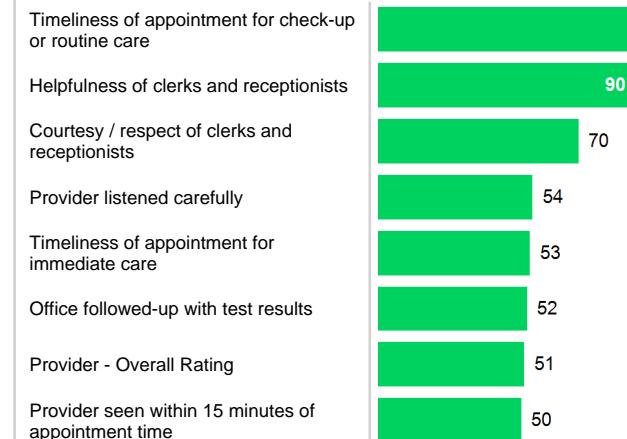
Performance Comparisons



Response Distribution



Top Performers (Percentile Rank)



Performance Over Time

86.7%
(51)

Jul - Sep 15

(Percentile ranks in parentheses)

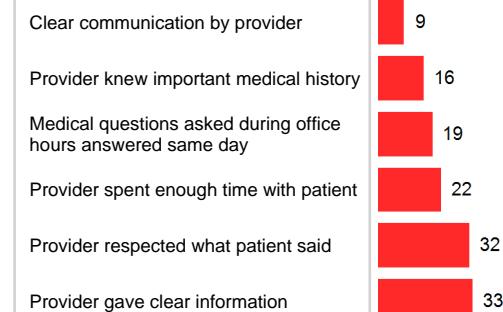
Top Priorities (Priority Index Score)

10/1/2014 - 9/30/2015



Priority Level: ■ High ■ Medium ■ Low

Bottom Performers (Percentile Rank)



Bluffton Medical Group - Ardeshma, MD, Harish - [HSTM DB = Pulmonary]

Question Summary

Patient Insights - CG-CAHPS 12M (eSurvey)

Jul - Sep 15

	Correlation	Jul - Sep 15 # of Completes = 30			Reporting Group Top Box	Prior 12 Months # of Completes = 0			Change in Top Box	Priority Level
		Top Box Score	HSTM DB Top Box	Percentile Rank		Top Box Score	Percentile Rank			
Getting Timely Appointments, Care, and Information	0.41	72.2%	63.2%	79	57.5%	--	--	--		
Timeliness of appointment for immediate care	--	71.4%	71.8%	53	60.5%	--	--	--		
Timeliness of appointment for check-up or routine care	--	88.9%	73.0%	99	66.0%	--	--	--		
Medical questions asked during office hours answered same day	--	62.5%	68.9%	19	55.1%	--	--	--		
Provider seen within 15 minutes of appointment time	0.41	60.0%	57.8%	50	53.5%	--	--	--	 53	
How Well Providers Communicate With Patients	0.66	79.4%	87.9%	21	84.6%	--	--	--		
Clear communication by provider	0.72	73.3%	89.1%	9	86.5%	--	--	--	 85	
Provider listened carefully	--	89.7%	89.8%	54	85.7%	--	--	--		
Provider gave clear information	--	81.5%	87.6%	33	85.4%	--	--	--		
Provider knew important medical history	0.51	66.7%	81.3%	16	77.2%	--	--	--	 72	
Provider respected what patient said	0.76	86.7%	91.7%	32	88.9%	--	--	--	 72	
Provider spent enough time with patient	--	79.3%	88.1%	22	84.0%	--	--	--		
Follow-Up On Test Results	--	83.3%	82.1%	52	69.6%	--	--	--		
Office followed-up with test results	--	83.3%	82.1%	52	69.6%	--	--	--		
Patients' Rating of the Provider	1.00	86.7%	85.9%	51	81.2%	--	--	--		
Provider - Overall Rating	1.00	86.7%	85.9%	51	81.2%	--	--	--		
Helpful, Courteous, And Respectful Office Staff	0.48	91.7%	86.0%	87	75.6%	--	--	--		
Helpfulness of clerks and receptionists	0.44	90.0%	81.5%	90	69.5%	--	--	--	 35	
Courtesy / respect of clerks and receptionists	0.52	93.3%	90.5%	70	81.7%	--	--	--	 48	

Reporting Group = Community Health Systems - CHS Legacy CG CAHPS

HSTM DB: Pulmonary

  Statistical differences (p<.05) are marked by up/down arrows.
 Priority Level:  High  Medium  Low - Categories and outcome questions are excluded.



Dunmoyer, MD, Tamara - [HSTM DB = Family Practice]

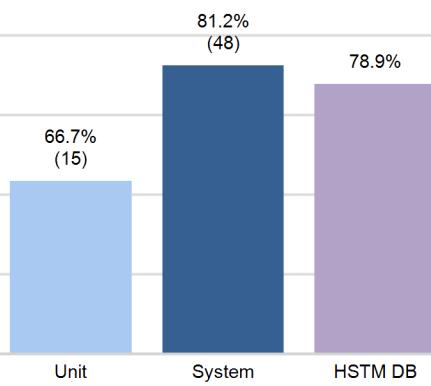
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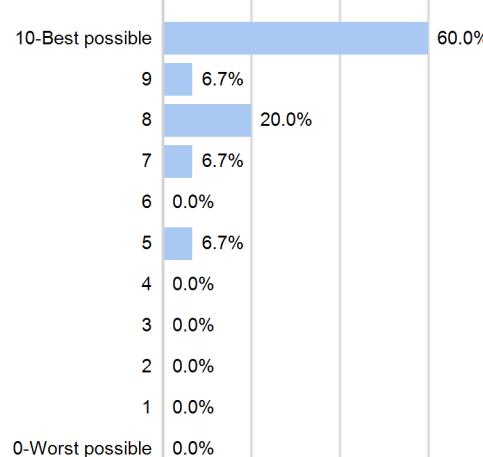
Report created 12/16/2015

Provider - Overall Rating

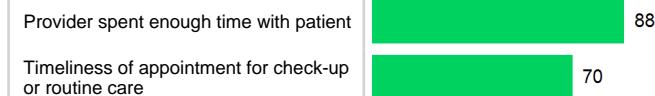
Performance Comparisons



Response Distribution



Top Performers (Percentile Rank)



Performance Over Time

66.7%
(15)

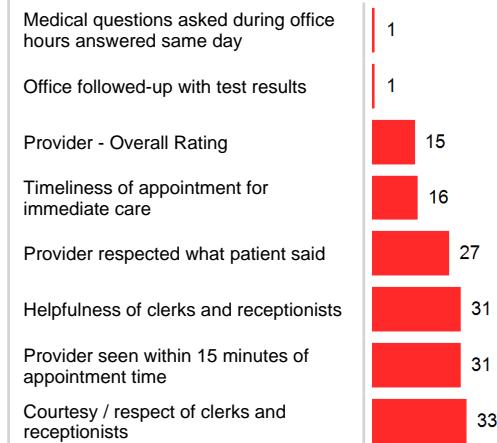
Jul - Sep 15

(Percentile ranks in parentheses)

Top Priorities (Priority Index Score)

No data available for Priority Analysis.

Bottom Performers (Percentile Rank)



Bluffton Medical Group - Dunmoyer, MD, Tamara - [HSTM DB = Family Practice]

Question Summary

Patient Insights - CG-CAHPS 12M (eSurvey)

Jul - Sep 15

	Correlation	Jul - Sep 15 # of Completes = 15			Reporting Group Top Box	Prior 12 Months # of Completes = 0			Change in Top Box	Priority Level
		Top Box Score	HSTM DB Top Box	Percentile Rank		Top Box Score	Percentile Rank			
Getting Timely Appointments, Care, and Information	--	54.2%	59.6%	29	57.5%	--	--	--	--	
Timeliness of appointment for immediate care	--	53.8%	65.9%	16	60.5%	--	--	--	--	
Timeliness of appointment for check-up or routine care	--	78.6%	71.4%	70	66.0%	--	--	--	--	
Medical questions asked during office hours answered same day	--	33.3%	60.6%	1	55.1%	--	--	--	--	
Provider seen within 15 minutes of appointment time	--	40.0%	46.7%	31	53.5%	--	--	--	--	
How Well Providers Communicate With Patients	--	85.4%	85.0%	47	84.6%	--	--	--	--	
Clear communication by provider	--	86.7%	87.8%	40	86.5%	--	--	--	--	
Provider listened carefully	--	86.7%	87.5%	41	85.7%	--	--	--	--	
Provider gave clear information	--	85.7%	85.6%	46	85.4%	--	--	--	--	
Provider knew important medical history	--	73.3%	75.0%	41	77.2%	--	--	--	--	
Provider respected what patient said	--	86.7%	89.9%	27	88.9%	--	--	--	--	
Provider spent enough time with patient	--	93.3%	84.0%	88	84.0%	--	--	--	--	
Follow-Up On Test Results	--	50.0%	79.5%	1	69.6%	--	--	--	--	
Office followed-up with test results	--	50.0%	79.5%	1	69.6%	--	--	--	--	
Patients' Rating of the Provider	--	66.7%	78.9%	15	81.2%	--	--	--	--	
Provider - Overall Rating	--	66.7%	78.9%	15	81.2%	--	--	--	--	
Helpful, Courteous, And Respectful Office Staff	--	73.3%	76.5%	29	75.6%	--	--	--	--	
Helpfulness of clerks and receptionists	--	66.7%	70.6%	31	69.5%	--	--	--	--	
Courtesy / respect of clerks and receptionists	--	80.0%	82.5%	33	81.7%	--	--	--	--	

Reporting Group = Community Health Systems - CHS Legacy CG CAHPS

HSTM DB: Family Practice

↑ ↓ Statistical differences (p<.05) are marked by up/down arrows.
 Priority Level: ■ High ■ Medium ■ Low - Categories and outcome questions are excluded.



Balamohan, MD, Ramalingham - [HSTM DB = Cardiology]

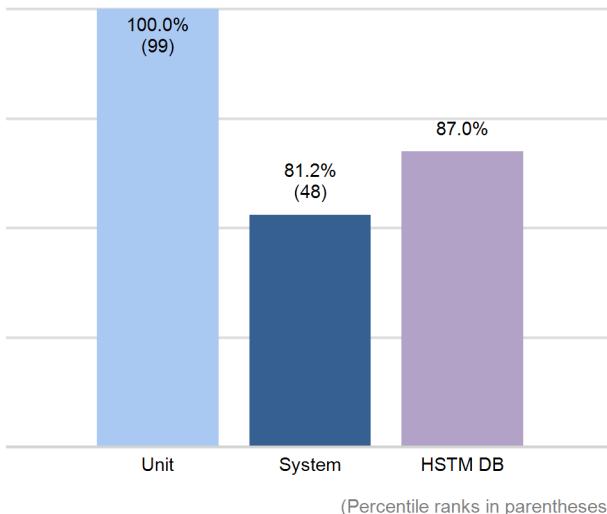
Bluffton Medical Group
Community Health Systems

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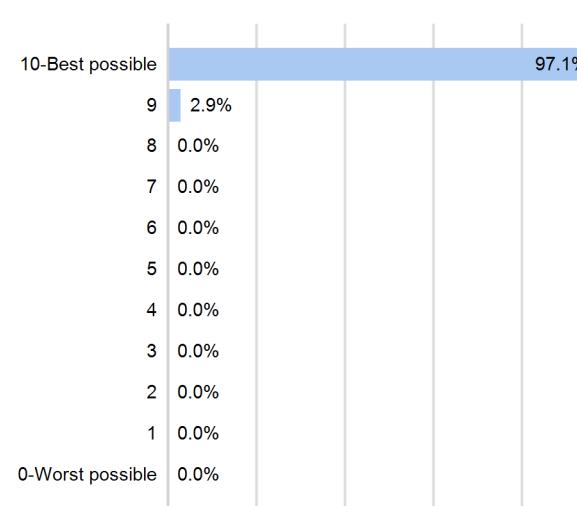
Report created 12/16/2015

Provider - Overall Rating

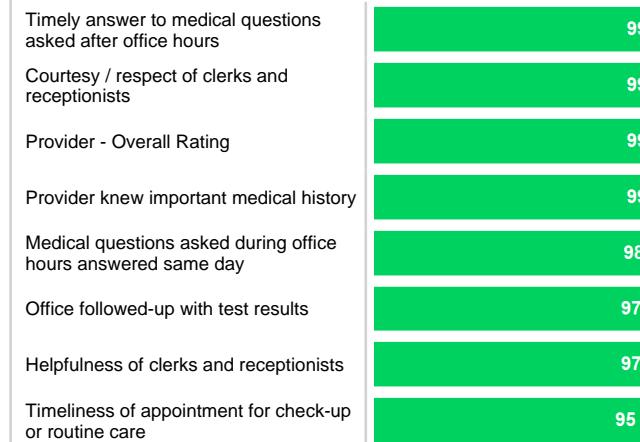
Performance Comparisons



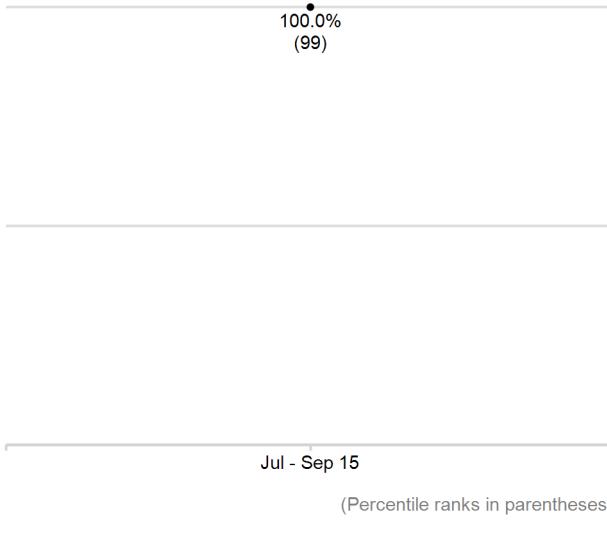
Response Distribution



Top Performers (Percentile Rank)

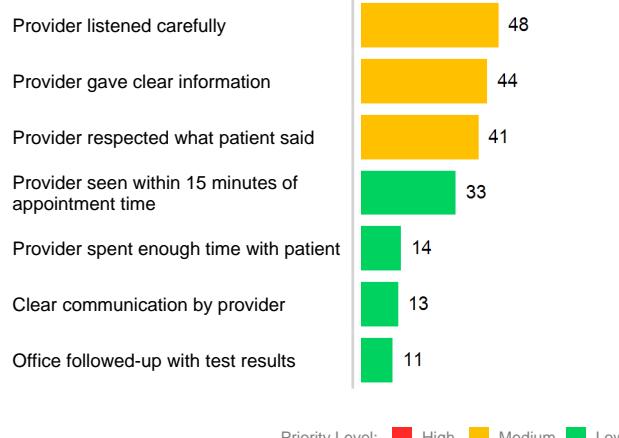


Performance Over Time



Top Priorities (Priority Index Score)

10/1/2014 - 9/30/2015



Bottom Performers (Percentile Rank)



Bluffton Medical Group - Balamohan, MD, Ramalingham - [HSTM DB = Cardiology]

Question Summary

Patient Insights - CG-CAHPS 12M (eSurvey)

Jul - Sep 15

	Correlation	Jul - Sep 15 # of Completes = 35			Reporting Group Top Box	Prior 12 Months # of Completes = 0			Change in Top Box	Priority Level
		Top Box Score	HSTM DB Top Box	Percentile Rank		Top Box Score	Percentile Rank			
Getting Timely Appointments, Care, and Information	-0.18	64.9%	63.3%	56	57.5%	--	--	--	--	
Timeliness of appointment for immediate care	--	80.0%	73.3%	74	60.5%	--	--	--	--	
Timeliness of appointment for check-up or routine care	--	88.9%	75.1%	95	66.0%	--	--	--	--	
Medical questions asked during office hours answered same day	--	87.5%	66.8%	98	55.1%	--	--	--	--	
Timely answer to medical questions asked after office hours	--	100.0%	65.9%	99	49.0%	--	--	--	--	
Provider seen within 15 minutes of appointment time	-0.18	37.1%	50.6%	12	53.5%	--	--	--	33	
How Well Providers Communicate With Patients	0.47	96.6%	88.6%	93	84.6%	--	--	--	--	
Clear communication by provider	-0.03	97.1%	89.3%	92	86.5%	--	--	--	13	
Provider listened carefully	0.70	94.3%	90.2%	75	85.7%	--	--	--	48	
Provider gave clear information	0.70	93.5%	88.1%	81	85.4%	--	--	--	44	
Provider knew important medical history	--	100.0%	83.2%	99	77.2%	--	--	--	--	
Provider respected what patient said	1.00	97.1%	92.1%	87	88.9%	--	--	--	41	
Provider spent enough time with patient	-0.03	97.1%	88.6%	90	84.0%	--	--	--	14	
Follow-Up On Test Results	-0.04	93.9%	78.7%	97	69.6%	--	--	--	--	
Office followed-up with test results	-0.04	93.9%	78.7%	97	69.6%	--	--	--	11	
Patients' Rating of the Provider	1.00	100.0%	87.0%	99	81.2%	--	--	--	--	
Provider - Overall Rating	1.00	100.0%	87.0%	99	81.2%	--	--	--	--	
Helpful, Courteous, And Respectful Office Staff	-0.04	97.1%	85.4%	99	75.6%	--	--	--	--	
Helpfulness of clerks and receptionists	-0.04	94.3%	80.9%	97	69.5%	--	--	--	11	
Courtesy / respect of clerks and receptionists	--	100.0%	89.9%	99	81.7%	--	--	--	--	

Reporting Group = Community Health Systems - CHS Legacy CG CAHPS

HSTM DB: Cardiology

↑ ↓ Statistical differences (p<.05) are marked by up/down arrows.
 Priority Level: ■ High ■ Medium ■ Low - Categories and outcome questions are excluded.



Stogdill, MD, Brian - [HSTM DB = Urology]

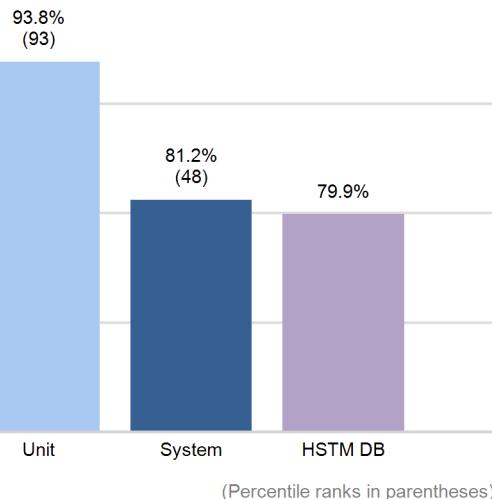
Bluffton Medical Group
Community Health Systems

Patient Insights - CG-CAHPS 12M (eSurvey)
Jul - Sep 15

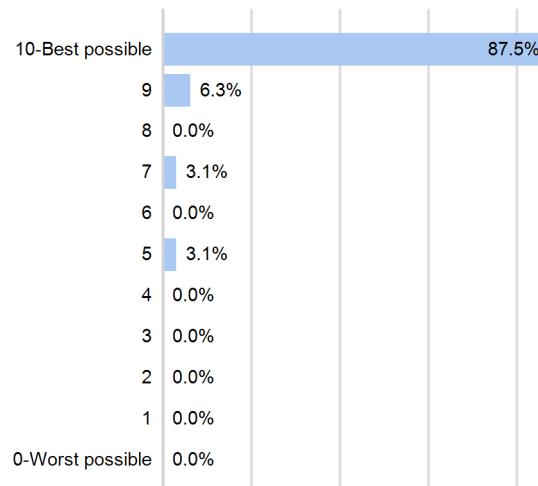
Report created 12/16/2015

Provider - Overall Rating

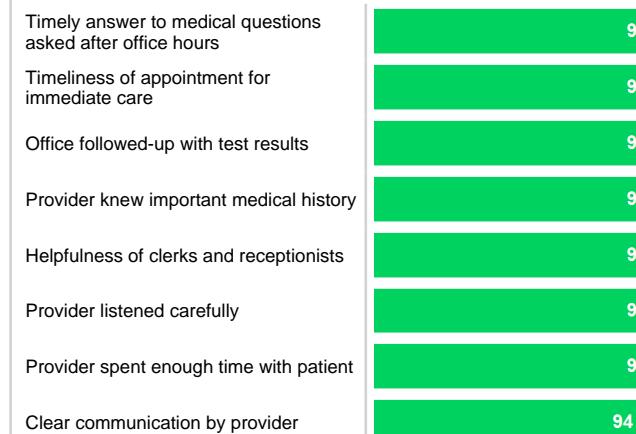
Performance Comparisons



Response Distribution



Top Performers (Percentile Rank)



Performance Over Time

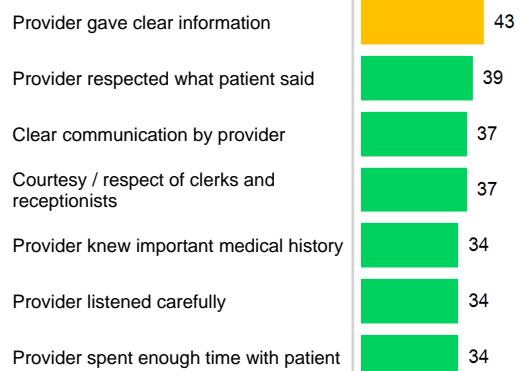
93.8%
(93)

Jul - Sep 15

(Percentile ranks in parentheses)

Top Priorities (Priority Index Score)

10/1/2014 - 9/30/2015



Priority Level: ■ High ■ Medium ■ Low

Bottom Performers (Percentile Rank)

No data meets the specified criteria.

	Correlation	Jul - Sep 15 # of Completes = 32			Reporting Group Top Box	Prior 12 Months # of Completes = 0			Change in Top Box	Priority Level
		Top Box Score	HSTM DB Top Box	Percentile Rank		Top Box Score	Percentile Rank			
Getting Timely Appointments, Care, and Information	0.43	85.1%	63.2%	98	57.5%	--	--	--	--	
Timeliness of appointment for immediate care	--	100.0%	70.1%	99	60.5%	--	--	--	--	
Timeliness of appointment for check-up or routine care	--	89.3%	77.8%	79	66.0%	--	--	--	--	
Medical questions asked during office hours answered same day	--	87.5%	66.6%	91	55.1%	--	--	--	--	
Timely answer to medical questions asked after office hours	--	100.0%	65.0%	99	49.0%	--	--	--	--	
Provider seen within 15 minutes of appointment time	0.43	78.1%	50.1%	94	53.5%	--	--	--	█ 33	
How Well Providers Communicate With Patients	0.83	95.3%	84.4%	99	84.6%	--	--	--	--	
Clear communication by provider	0.83	96.9%	85.5%	94	86.5%	--	--	--	█ 37	
Provider listened carefully	0.83	96.9%	86.0%	99	85.7%	--	--	--	█ 34	
Provider gave clear information	0.75	90.6%	84.1%	83	85.4%	--	--	--	█ 43	
Provider knew important medical history	0.94	93.5%	78.1%	99	77.2%	--	--	--	█ 34	
Provider respected what patient said	0.83	96.9%	88.5%	91	88.9%	--	--	--	█ 39	
Provider spent enough time with patient	0.83	96.9%	83.9%	99	84.0%	--	--	--	█ 34	
Follow-Up On Test Results	--	100.0%	74.9%	99	69.6%	--	--	--	--	
Office followed-up with test results	--	100.0%	74.9%	99	69.6%	--	--	--	--	
Patients' Rating of the Provider	1.00	93.8%	79.9%	93	81.2%	--	--	--	--	
Provider - Overall Rating	1.00	93.8%	79.9%	93	81.2%	--	--	--	--	
Helpful, Courteous, And Respectful Office Staff	0.69	95.3%	82.1%	94	75.6%	--	--	--	--	
Helpfulness of clerks and receptionists	0.56	93.8%	76.9%	99	69.5%	--	--	--	█ 33	
Courtesy / respect of clerks and receptionists	0.83	96.9%	87.3%	93	81.7%	--	--	--	█ 37	



Wanner, MD, Loren - [HSTM DB = OB/GYN]

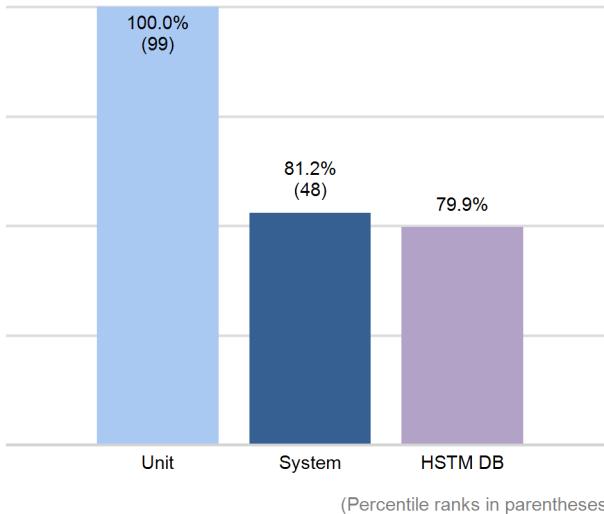
Bluffton Medical Group
Community Health Systems

Patient Insights - CG-CAHPS 12M (eSurvey)
Jul - Sep 15

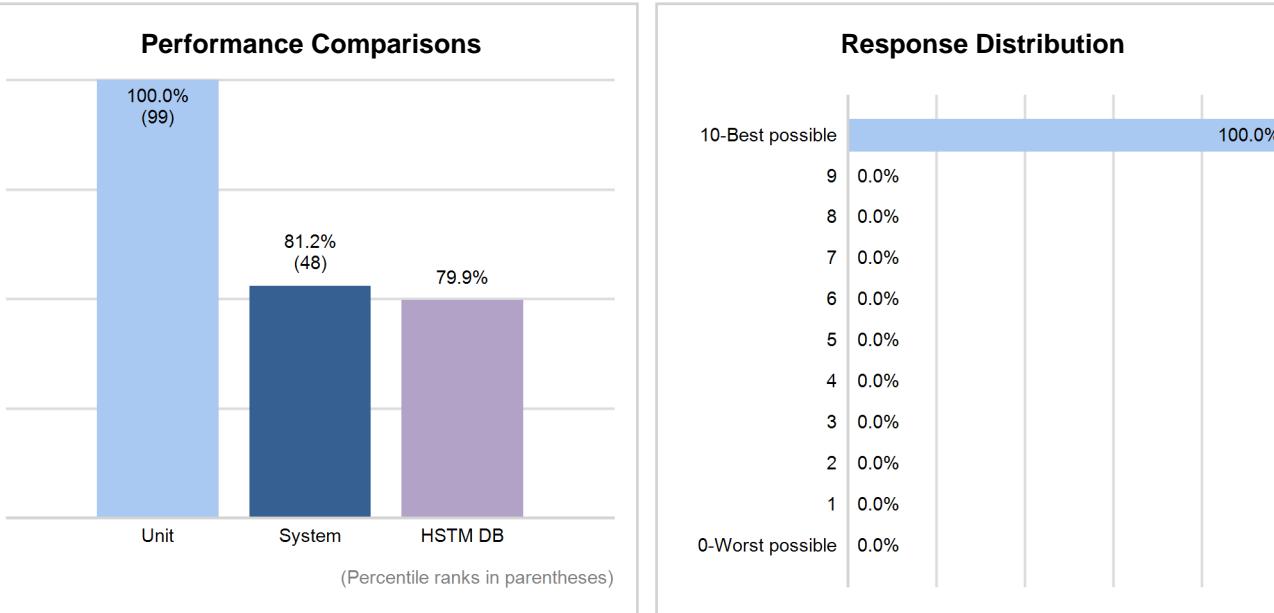
Report created 12/16/2015

Provider - Overall Rating

Performance Comparisons



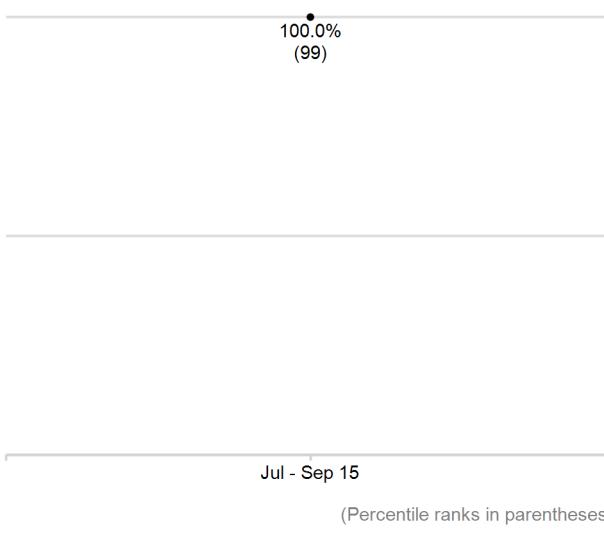
Response Distribution



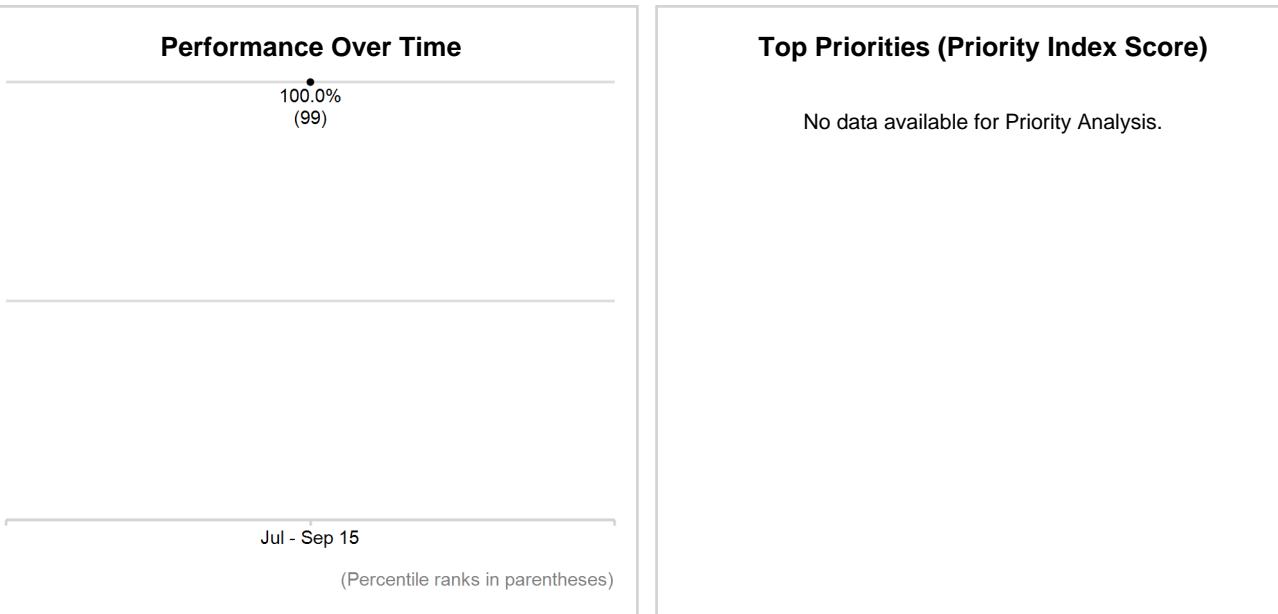
Top Performers (Percentile Rank)

Office followed-up with test results	99
Clear communication by provider	99
Courtesy / respect of clerks and receptionists	99
Helpfulness of clerks and receptionists	99
Provider - Overall Rating	99
Provider gave clear information	99
Provider knew important medical history	99
Provider listened carefully	99

Performance Over Time



Top Priorities (Priority Index Score)



Bottom Performers (Percentile Rank)

No data meets the specified criteria.

	Correlation	Jul - Sep 15 # of Completes = 12			Reporting Group Top Box	Prior 12 Months # of Completes = 0			Change in Top Box	Priority Level
		Top Box Score	HSTM DB Top Box	Percentile Rank		Top Box Score	Percentile Rank			
Getting Timely Appointments, Care, and Information	--	91.7%	59.3%	99	57.5%	--	--	--	--	
Timeliness of appointment for check-up or routine care	--	100.0%	66.4%	99	66.0%	--	--	--	--	
Provider seen within 15 minutes of appointment time	--	83.3%	44.0%	99	53.5%	--	--	--	--	
How Well Providers Communicate With Patients	--	100.0%	84.2%	99	84.6%	--	--	--	--	
Clear communication by provider	--	100.0%	87.1%	99	86.5%	--	--	--	--	
Provider listened carefully	--	100.0%	86.6%	99	85.7%	--	--	--	--	
Provider gave clear information	--	100.0%	86.0%	99	85.4%	--	--	--	--	
Provider knew important medical history	--	100.0%	73.9%	99	77.2%	--	--	--	--	
Provider respected what patient said	--	100.0%	89.5%	99	88.9%	--	--	--	--	
Provider spent enough time with patient	--	100.0%	82.6%	99	84.0%	--	--	--	--	
Follow-Up On Test Results	--	100.0%	70.3%	99	69.6%	--	--	--	--	
Office followed-up with test results	--	100.0%	70.3%	99	69.6%	--	--	--	--	
Patients' Rating of the Provider	--	100.0%	79.9%	99	81.2%	--	--	--	--	
Provider - Overall Rating	--	100.0%	79.9%	99	81.2%	--	--	--	--	
Helpful, Courteous, And Respectful Office Staff	--	100.0%	75.3%	99	75.6%	--	--	--	--	
Helpfulness of clerks and receptionists	--	100.0%	69.5%	99	69.5%	--	--	--	--	
Courtesy / respect of clerks and receptionists	--	100.0%	81.1%	99	81.7%	--	--	--	--	



Downs, MD, Denise - [HSTM DB = Pediatrics]

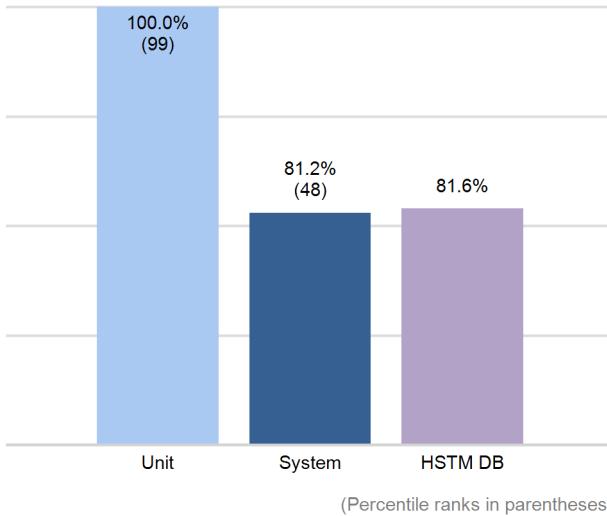
Bluffton Medical Group
Community Health Systems

Patient Insights - CG-CAHPS 12M (eSurvey)
Jul - Sep 15

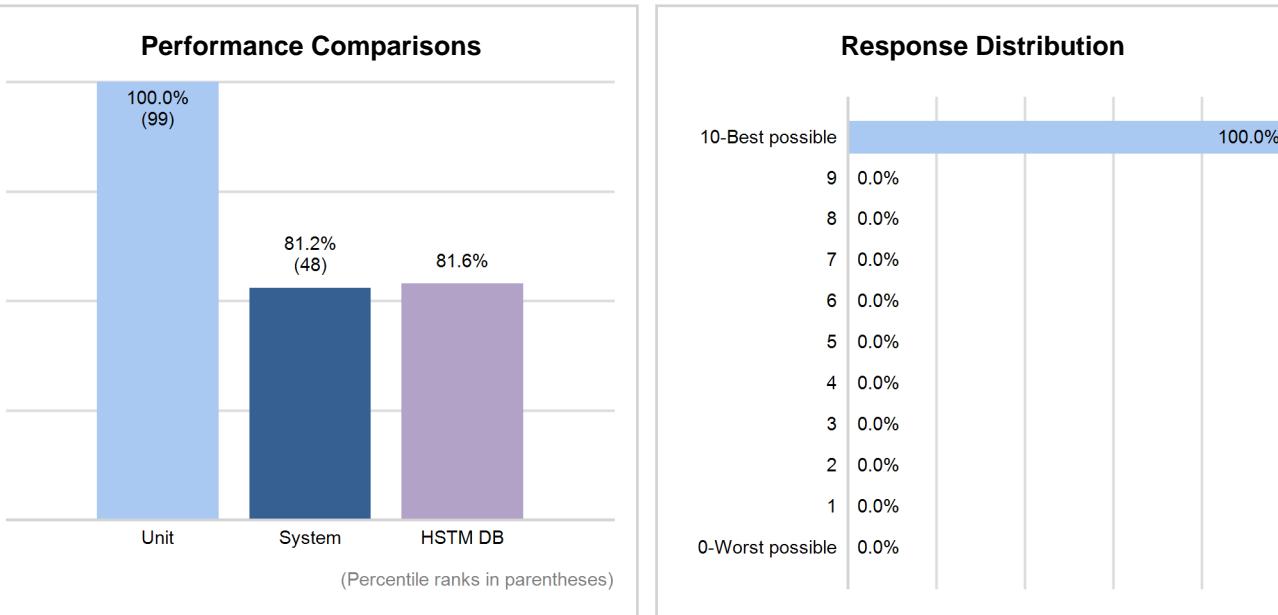
Report created 12/16/2015

Provider - Overall Rating

Performance Comparisons



Response Distribution



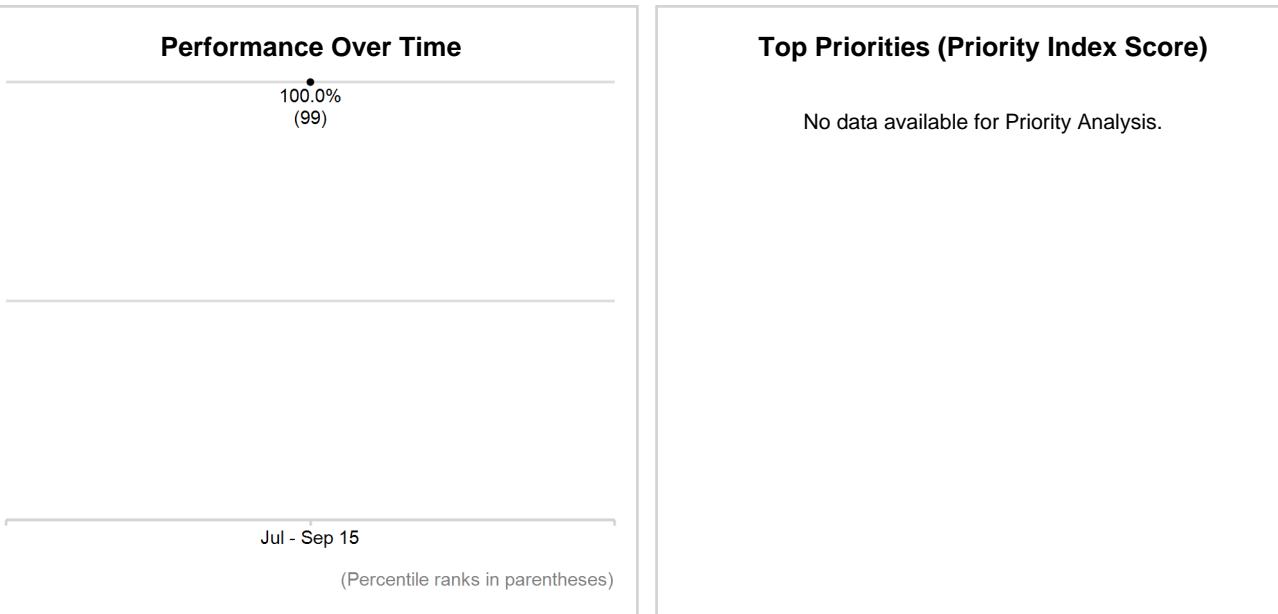
Top Performers (Percentile Rank)

Clear communication by provider	99
Courtesy / respect of clerks and receptionists	99
Medical questions asked during office hours answered same day	99
Office followed-up with test results	99
Provider - Overall Rating	99
Provider gave clear information	99
Provider listened carefully	99
Provider respected what patient said	99

Performance Over Time



Top Priorities (Priority Index Score)



Bottom Performers (Percentile Rank)

Helpfulness of clerks and receptionists	1
Provider knew important medical history	1
Provider seen within 15 minutes of appointment time	1
Provider spent enough time with patient	1
Timeliness of appointment for check-up or routine care	1

Bluffton Medical Group - Downs, MD, Denise - [HSTM DB = Pediatrics]

Question Summary

Patient Insights - CG-CAHPS 12M (eSurvey)

Jul - Sep 15

	Correlation	Jul - Sep 15 # of Completes = 1			Reporting Group Top Box	Prior 12 Months # of Completes = 0			Change in Top Box	Priority Level
		Top Box Score	HSTM DB Top Box	Percentile Rank		Top Box Score	Percentile Rank			
Getting Timely Appointments, Care, and Information	--	50.0%	74.3%	9	57.5%	--	--	--	--	
Timeliness of appointment for immediate care	--	100.0%	74.5%	99	60.5%	--	--	--	--	
Timeliness of appointment for check-up or routine care	--	0.0%	75.4%	1	66.0%	--	--	--	--	
Medical questions asked during office hours answered same day	--	100.0%	82.7%	99	55.1%	--	--	--	--	
Provider seen within 15 minutes of appointment time	--	0.0%	44.7%	1	53.5%	--	--	--	--	
How Well Providers Communicate With Patients	--	66.7%	90.7%	1	84.6%	--	--	--	--	
Clear communication by provider	--	100.0%	93.4%	99	86.5%	--	--	--	--	
Provider listened carefully	--	100.0%	89.2%	99	85.7%	--	--	--	--	
Provider gave clear information	--	100.0%	92.0%	99	85.4%	--	--	--	--	
Provider knew important medical history	--	0.0%	79.1%	1	77.2%	--	--	--	--	
Provider respected what patient said	--	100.0%	92.1%	99	88.9%	--	--	--	--	
Provider spent enough time with patient	--	0.0%	89.5%	1	84.0%	--	--	--	--	
Follow-Up On Test Results	--	100.0%	83.1%	99	69.6%	--	--	--	--	
Office followed-up with test results	--	100.0%	83.1%	99	69.6%	--	--	--	--	
Patients' Rating of the Provider	--	100.0%	81.6%	99	81.2%	--	--	--	--	
Provider - Overall Rating	--	100.0%	81.6%	99	81.2%	--	--	--	--	
Helpful, Courteous, And Respectful Office Staff	--	50.0%	83.6%	6	75.6%	--	--	--	--	
Helpfulness of clerks and receptionists	--	0.0%	65.3%	1	69.5%	--	--	--	--	
Courtesy / respect of clerks and receptionists	--	100.0%	87.8%	99	81.7%	--	--	--	--	

Reporting Group = Community Health Systems - CHS Legacy CG CAHPS

HSTM DB: Pediatrics

↑ ↓ Statistical differences (p<.05) are marked by up/down arrows.
 Priority Level: ■ High ■ Medium ■ Low - Categories and outcome questions are excluded.



Jones, MD, Larry - [HSTM DB = Family Practice]

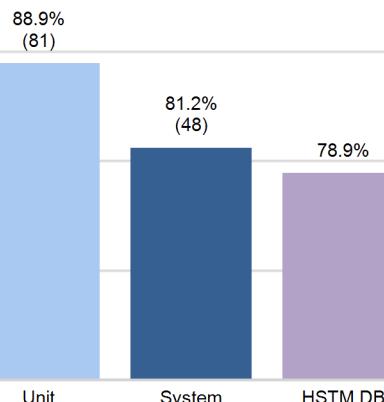
Bluffton Medical Group
Community Health Systems

Patient Insights - CG-CAHPS 12M (eSurvey)
Jul - Sep 15

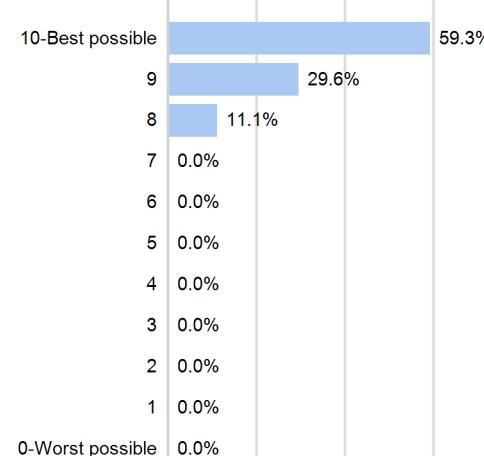
Report created 12/16/2015

Provider - Overall Rating

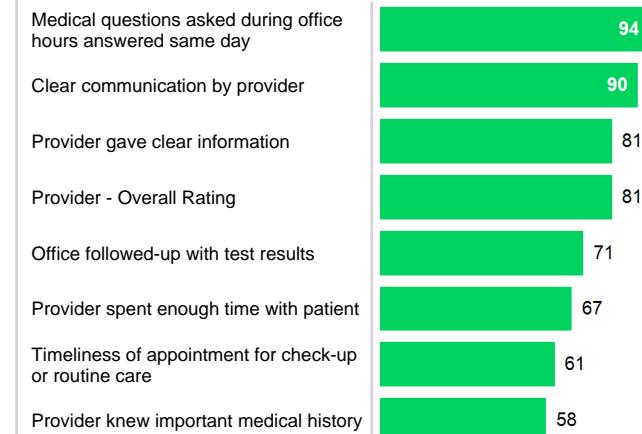
Performance Comparisons



Response Distribution



Top Performers (Percentile Rank)



Performance Over Time

88.9%
(81)

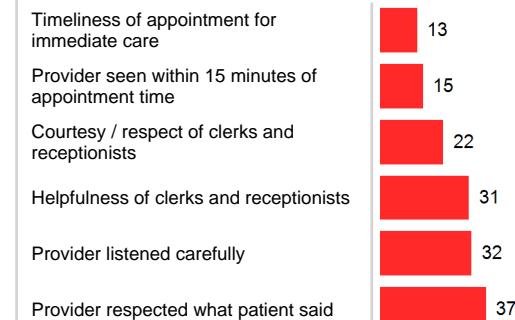
Jul - Sep 15

(Percentile ranks in parentheses)

Top Priorities (Priority Index Score)

No data available for Priority Analysis.

Bottom Performers (Percentile Rank)



	Correlation	Jul - Sep 15 # of Completes = 27			Reporting Group Top Box	Prior 12 Months # of Completes = 0			Change in Top Box	Priority Level
		Top Box Score	HSTM DB Top Box	Percentile Rank		Top Box Score	Percentile Rank			
Getting Timely Appointments, Care, and Information	--	56.1%	59.6%	36	57.5%	--	--	--	--	
Timeliness of appointment for immediate care	--	52.6%	65.9%	13	60.5%	--	--	--	--	
Timeliness of appointment for check-up or routine care	--	76.0%	71.4%	61	66.0%	--	--	--	--	
Medical questions asked during office hours answered same day	--	81.8%	60.6%	94	55.1%	--	--	--	--	
Provider seen within 15 minutes of appointment time	--	29.6%	46.7%	15	53.5%	--	--	--	--	
How Well Providers Communicate With Patients	--	88.0%	85.0%	62	84.6%	--	--	--	--	
Clear communication by provider	--	96.2%	87.8%	90	86.5%	--	--	--	--	
Provider listened carefully	--	84.6%	87.5%	32	85.7%	--	--	--	--	
Provider gave clear information	--	92.0%	85.6%	81	85.4%	--	--	--	--	
Provider knew important medical history	--	77.8%	75.0%	58	77.2%	--	--	--	--	
Provider respected what patient said	--	88.9%	89.9%	37	88.9%	--	--	--	--	
Provider spent enough time with patient	--	88.9%	84.0%	67	84.0%	--	--	--	--	
Follow-Up On Test Results	--	85.2%	79.5%	71	69.6%	--	--	--	--	
Office followed-up with test results	--	85.2%	79.5%	71	69.6%	--	--	--	--	
Patients' Rating of the Provider	--	88.9%	78.9%	81	81.2%	--	--	--	--	
Provider - Overall Rating	--	88.9%	78.9%	81	81.2%	--	--	--	--	
Helpful, Courteous, And Respectful Office Staff	--	72.2%	76.5%	27	75.6%	--	--	--	--	
Helpfulness of clerks and receptionists	--	66.7%	70.6%	31	69.5%	--	--	--	--	
Courtesy / respect of clerks and receptionists	--	77.8%	82.5%	22	81.7%	--	--	--	--	



Stumpf, MD, Baerbel - [HSTM DB = Family Practice]

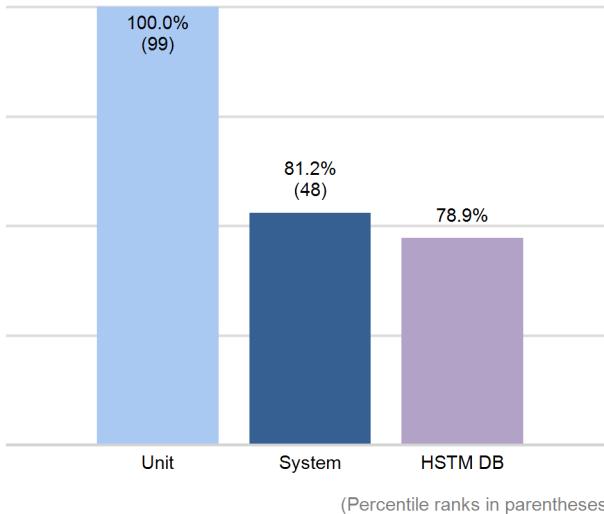
Bluffton Medical Group
Community Health Systems

Patient Insights - CG-CAHPS 12M (eSurvey)
Jul - Sep 15

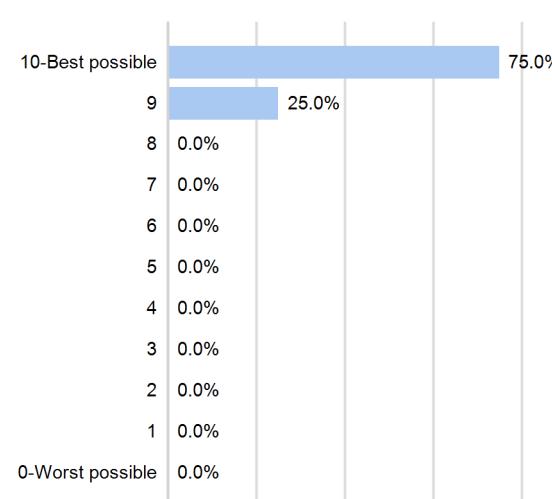
Report created 12/16/2015

Provider - Overall Rating

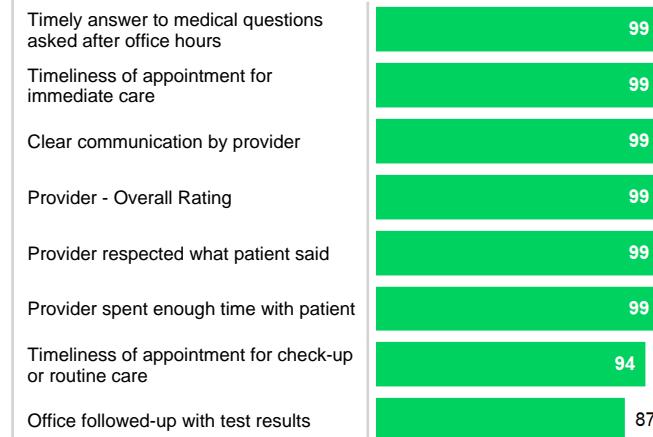
Performance Comparisons



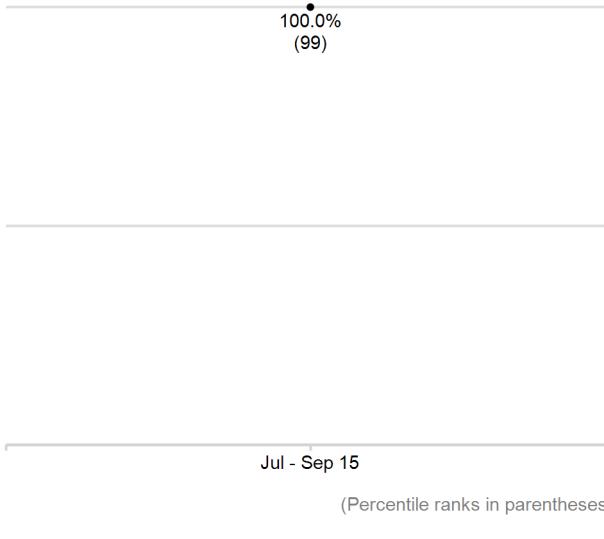
Response Distribution



Top Performers (Percentile Rank)



Performance Over Time



Top Priorities (Priority Index Score)

No data available for Priority Analysis.

Bottom Performers (Percentile Rank)

Medical questions asked during office hours answered same day

5

	Correlation	Jul - Sep 15 # of Completes = 13			Reporting Group Top Box	Prior 12 Months # of Completes = 0			Change in Top Box	Priority Level
		Top Box Score	HSTM DB Top Box	Percentile Rank		Top Box Score	Percentile Rank			
Getting Timely Appointments, Care, and Information	--	71.4%	59.6%	85	57.5%	--	--	--	--	
Timeliness of appointment for immediate care	--	100.0%	65.9%	99	60.5%	--	--	--	--	
Timeliness of appointment for check-up or routine care	--	88.9%	71.4%	94	66.0%	--	--	--	--	
Medical questions asked during office hours answered same day	--	40.0%	60.6%	5	55.1%	--	--	--	--	
Timely answer to medical questions asked after office hours	--	100.0%	59.2%	99	49.0%	--	--	--	--	
Provider seen within 15 minutes of appointment time	--	53.8%	46.7%	66	53.5%	--	--	--	--	
How Well Providers Communicate With Patients	--	94.7%	85.0%	94	84.6%	--	--	--	--	
Clear communication by provider	--	100.0%	87.8%	99	86.5%	--	--	--	--	
Provider listened carefully	--	92.3%	87.5%	70	85.7%	--	--	--	--	
Provider gave clear information	--	92.3%	85.6%	81	85.4%	--	--	--	--	
Provider knew important medical history	--	83.3%	75.0%	80	77.2%	--	--	--	--	
Provider respected what patient said	--	100.0%	89.9%	99	88.9%	--	--	--	--	
Provider spent enough time with patient	--	100.0%	84.0%	99	84.0%	--	--	--	--	
Follow-Up On Test Results	--	88.9%	79.5%	87	69.6%	--	--	--	--	
Office followed-up with test results	--	88.9%	79.5%	87	69.6%	--	--	--	--	
Patients' Rating of the Provider	--	100.0%	78.9%	99	81.2%	--	--	--	--	
Provider - Overall Rating	--	100.0%	78.9%	99	81.2%	--	--	--	--	
Helpful, Courteous, And Respectful Office Staff	--	84.6%	76.5%	79	75.6%	--	--	--	--	
Helpfulness of clerks and receptionists	--	76.9%	70.6%	73	69.5%	--	--	--	--	
Courtesy / respect of clerks and receptionists	--	92.3%	82.5%	86	81.7%	--	--	--	--	



Butler, MD, Carol - [HSTM DB = Pediatrics]

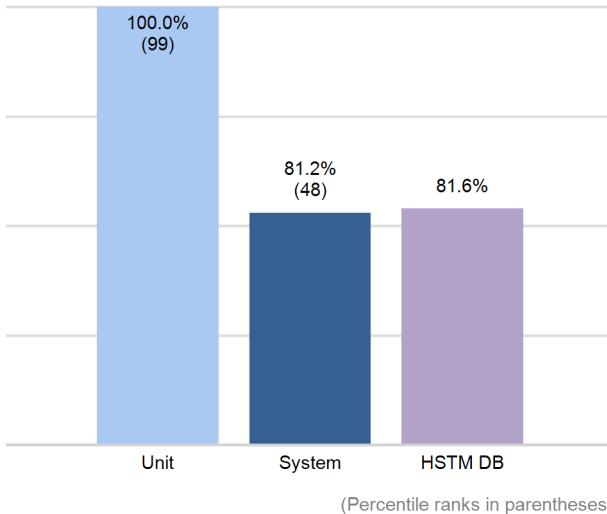
Bluffton Medical Group
Community Health Systems

Patient Insights - CG-CAHPS 12M (eSurvey)
Jul - Sep 15

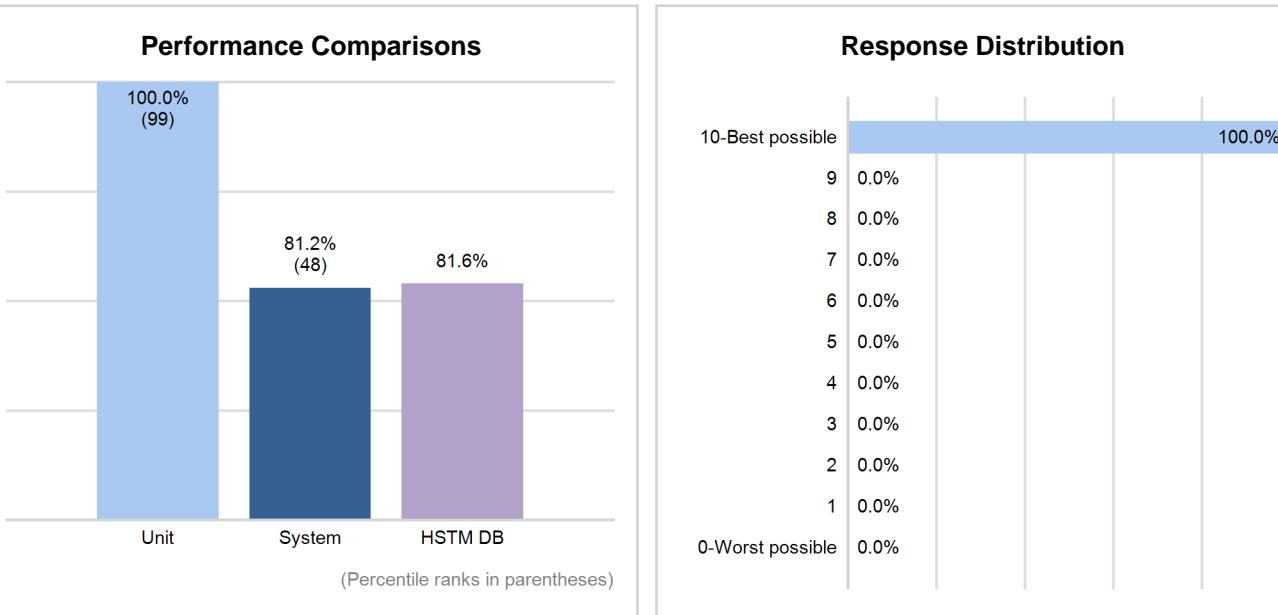
Report created 12/16/2015

Provider - Overall Rating

Performance Comparisons



Response Distribution



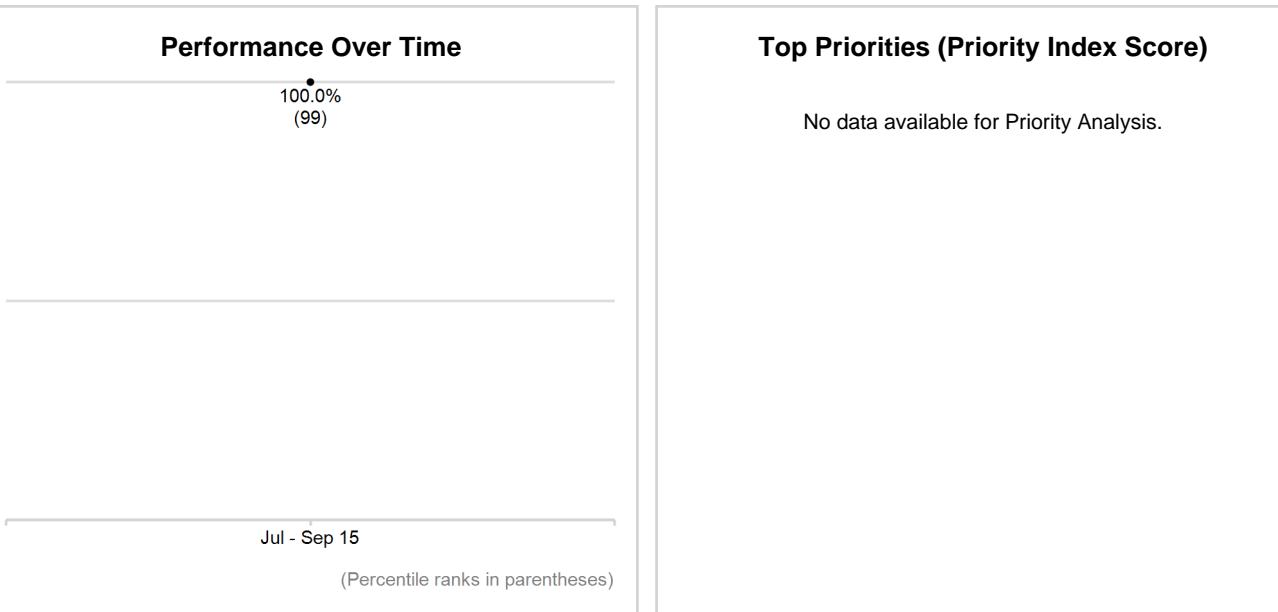
Top Performers (Percentile Rank)

Clear communication by provider	99
Courtesy / respect of clerks and receptionists	99
Helpfulness of clerks and receptionists	99
Medical questions asked during office hours answered same day	99
Provider - Overall Rating	99
Provider gave clear information	99
Provider knew important medical history	99
Provider listened carefully	99

Performance Over Time



Top Priorities (Priority Index Score)



Bottom Performers (Percentile Rank)

Provider seen within 15 minutes of appointment time	1
---	---

Bluffton Medical Group - Butler, MD, Carol - [HSTM DB = Pediatrics]

Question Summary

Patient Insights - CG-CAHPS 12M (eSurvey)

Jul - Sep 15

	Correlation	Jul - Sep 15 # of Completes = 1			Reporting Group Top Box	Prior 12 Months # of Completes = 0			Change in Top Box	Priority Level
		Top Box Score	HSTM DB Top Box	Percentile Rank		Top Box Score	Percentile Rank			
Getting Timely Appointments, Care, and Information	--	75.0%	74.3%	85	57.5%	--	--	--	--	
Timeliness of appointment for immediate care	--	100.0%	74.5%	99	60.5%	--	--	--	--	
Timeliness of appointment for check-up or routine care	--	100.0%	75.4%	99	66.0%	--	--	--	--	
Medical questions asked during office hours answered same day	--	100.0%	82.7%	99	55.1%	--	--	--	--	
Provider seen within 15 minutes of appointment time	--	0.0%	44.7%	1	53.5%	--	--	--	--	
How Well Providers Communicate With Patients	--	100.0%	90.7%	99	84.6%	--	--	--	--	
Clear communication by provider	--	100.0%	93.4%	99	86.5%	--	--	--	--	
Provider listened carefully	--	100.0%	89.2%	99	85.7%	--	--	--	--	
Provider gave clear information	--	100.0%	92.0%	99	85.4%	--	--	--	--	
Provider knew important medical history	--	100.0%	79.1%	99	77.2%	--	--	--	--	
Provider respected what patient said	--	100.0%	92.1%	99	88.9%	--	--	--	--	
Provider spent enough time with patient	--	100.0%	89.5%	99	84.0%	--	--	--	--	
Patients' Rating of the Provider	--	100.0%	81.6%	99	81.2%	--	--	--	--	
Provider - Overall Rating	--	100.0%	81.6%	99	81.2%	--	--	--	--	
Helpful, Courteous, And Respectful Office Staff	--	100.0%	83.6%	99	75.6%	--	--	--	--	
Helpfulness of clerks and receptionists	--	100.0%	65.3%	99	69.5%	--	--	--	--	
Courtesy / respect of clerks and receptionists	--	100.0%	87.8%	99	81.7%	--	--	--	--	

Reporting Group = Community Health Systems - CHS Legacy CG CAHPS

HSTM DB: Pediatrics

↑ ↓ Statistical differences (p<.05) are marked by up/down arrows.
 Priority Level: ■ High ■ Medium ■ Low - Categories and outcome questions are excluded.



Donley, MD, Mary - [HSTM DB = Internal Medicine]

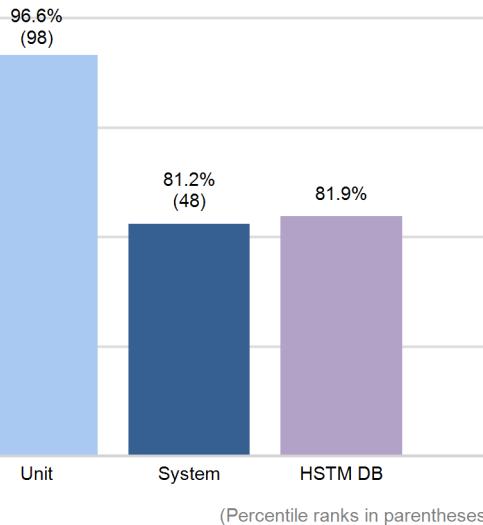
Bluffton Medical Group
Community Health Systems

Patient Insights - CG-CAHPS 12M (eSurvey)
Jul - Sep 15

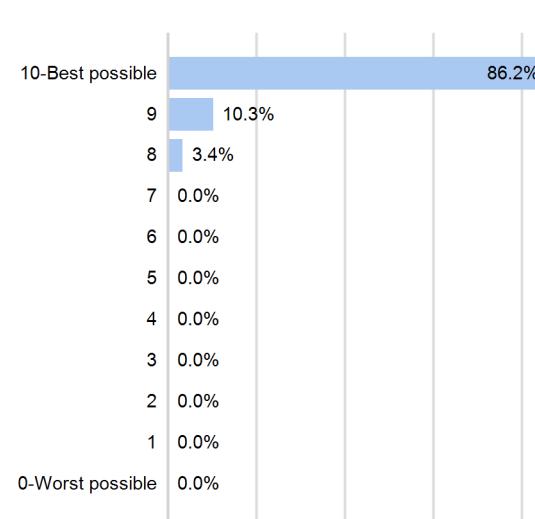
Report created 12/16/2015

Provider - Overall Rating

Performance Comparisons

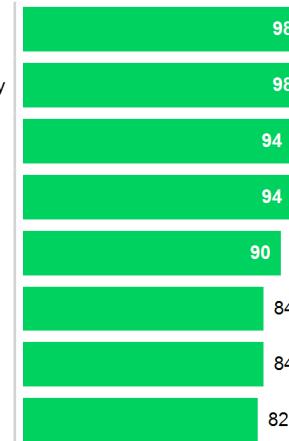


Response Distribution



Top Performers (Percentile Rank)

Provider - Overall Rating



Performance Over Time

96.6%
(98)



Jul - Sep 15

(Percentile ranks in parentheses)

Top Priorities (Priority Index Score)

No data available for Priority Analysis.

Bottom Performers (Percentile Rank)

Timely answer to medical questions asked after office hours



Courtesy / respect of clerks and receptionists



	Correlation	Jul - Sep 15 # of Completes = 30			Reporting Group Top Box	Prior 12 Months # of Completes = 0			Change in Top Box	Priority Level
		Top Box Score	HSTM DB Top Box	Percentile Rank		Top Box Score	Percentile Rank			
Getting Timely Appointments, Care, and Information	--	70.4%	63.2%	74	57.5%	--	--	--	--	
Timeliness of appointment for immediate care	--	84.2%	69.4%	84	60.5%	--	--	--	--	
Timeliness of appointment for check-up or routine care	--	88.9%	73.4%	90	66.0%	--	--	--	--	
Medical questions asked during office hours answered same day	--	73.7%	67.8%	69	55.1%	--	--	--	--	
Timely answer to medical questions asked after office hours	--	0.0%	65.0%	1	49.0%	--	--	--	--	
Provider seen within 15 minutes of appointment time	--	51.7%	49.4%	53	53.5%	--	--	--	--	
How Well Providers Communicate With Patients	--	92.4%	86.5%	86	84.6%	--	--	--	--	
Clear communication by provider	--	96.6%	88.7%	94	86.5%	--	--	--	--	
Provider listened carefully	--	93.1%	88.1%	82	85.7%	--	--	--	--	
Provider gave clear information	--	92.6%	87.0%	84	85.4%	--	--	--	--	
Provider knew important medical history	--	93.1%	78.3%	98	77.2%	--	--	--	--	
Provider respected what patient said	--	93.1%	90.4%	70	88.9%	--	--	--	--	
Provider spent enough time with patient	--	86.2%	86.0%	54	84.0%	--	--	--	--	
Follow-Up On Test Results	--	89.7%	79.0%	94	69.6%	--	--	--	--	
Office followed-up with test results	--	89.7%	79.0%	94	69.6%	--	--	--	--	
Patients' Rating of the Provider	--	96.6%	81.9%	98	81.2%	--	--	--	--	
Provider - Overall Rating	--	96.6%	81.9%	98	81.2%	--	--	--	--	
Helpful, Courteous, And Respectful Office Staff	--	82.8%	80.7%	49	75.6%	--	--	--	--	
Helpfulness of clerks and receptionists	--	79.3%	74.9%	57	69.5%	--	--	--	--	
Courtesy / respect of clerks and receptionists	--	86.2%	85.9%	40	81.7%	--	--	--	--	



Allison, DO, Charles - [HSTM DB = Surgical]

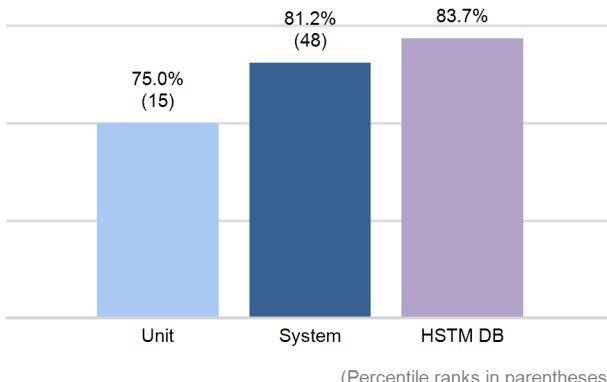
Bluffton Medical Group
Community Health Systems

Patient Insights - CG-CAHPS 12M (eSurvey)
Jul - Sep 15

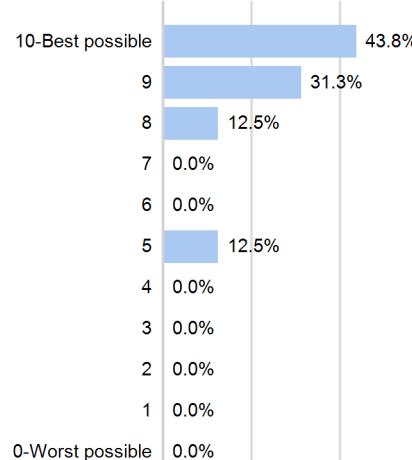
Report created 12/16/2015

Provider - Overall Rating

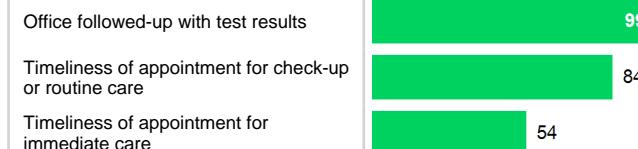
Performance Comparisons



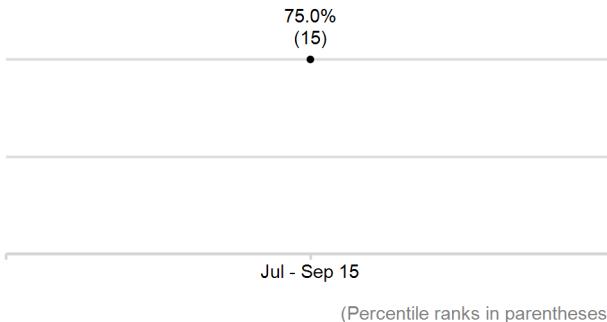
Response Distribution



Top Performers (Percentile Rank)



Performance Over Time



Top Priorities (Priority Index Score)

No data available for Priority Analysis.

Bottom Performers (Percentile Rank)



Bluffton Medical Group - Allison, DO, Charles - [HSTM DB = Surgical]

Question Summary

Patient Insights - CG-CAHPS 12M (eSurvey)

Jul - Sep 15

	Correlation	Jul - Sep 15 # of Completes = 16			Reporting Group Top Box	Prior 12 Months # of Completes = 0			Change in Top Box	Priority Level
		Top Box Score	HSTM DB Top Box	Percentile Rank		Top Box Score	Percentile Rank			
Getting Timely Appointments, Care, and Information	--	59.5%	70.7%	12	57.5%	--	--	--	--	
Timeliness of appointment for immediate care	--	83.3%	80.4%	54	60.5%	--	--	--	--	
Timeliness of appointment for check-up or routine care	--	90.0%	81.5%	84	66.0%	--	--	--	--	
Medical questions asked during office hours answered same day	--	60.0%	78.6%	5	55.1%	--	--	--	--	
Provider seen within 15 minutes of appointment time	--	31.3%	57.1%	7	53.5%	--	--	--	--	
How Well Providers Communicate With Patients	--	72.0%	86.9%	2	84.6%	--	--	--	--	
Clear communication by provider	--	66.7%	89.0%	1	86.5%	--	--	--	--	
Provider listened carefully	--	75.0%	88.4%	3	85.7%	--	--	--	--	
Provider gave clear information	--	71.4%	88.0%	2	85.4%	--	--	--	--	
Provider knew important medical history	--	56.3%	79.5%	1	77.2%	--	--	--	--	
Provider respected what patient said	--	87.5%	90.1%	30	88.9%	--	--	--	--	
Provider spent enough time with patient	--	75.0%	86.1%	4	84.0%	--	--	--	--	
Follow-Up On Test Results	--	100.0%	79.5%	99	69.6%	--	--	--	--	
Office followed-up with test results	--	100.0%	79.5%	99	69.6%	--	--	--	--	
Patients' Rating of the Provider	--	75.0%	83.7%	15	81.2%	--	--	--	--	
Provider - Overall Rating	--	75.0%	83.7%	15	81.2%	--	--	--	--	
Helpful, Courteous, And Respectful Office Staff	--	81.3%	85.1%	30	75.6%	--	--	--	--	
Helpfulness of clerks and receptionists	--	75.0%	81.1%	24	69.5%	--	--	--	--	
Courtesy / respect of clerks and receptionists	--	87.5%	89.1%	39	81.7%	--	--	--	--	

Reporting Group = Community Health Systems - CHS Legacy CG CAHPS

HSTM DB: Surgical

↑ ↓ Statistical differences (p<.05) are marked by up/down arrows.
 Priority Level: ■ High ■ Medium ■ Low - Categories and outcome questions are excluded.



Fischer, MD, Joyce - [HSTM DB = Pediatrics]

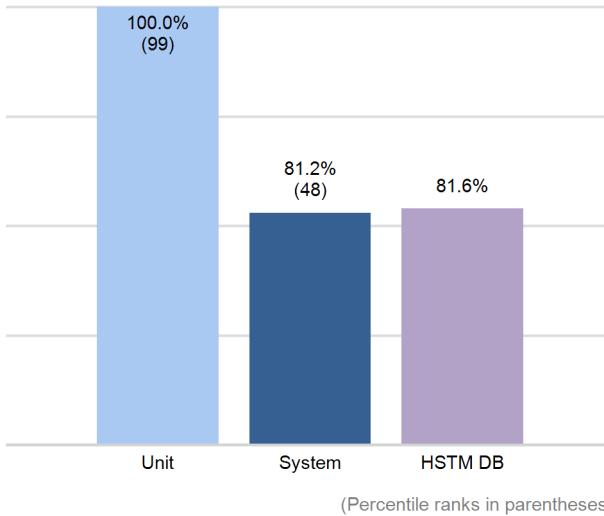
Bluffton Medical Group
Community Health Systems

Patient Insights - CG-CAHPS 12M (eSurvey)
Jul - Sep 15

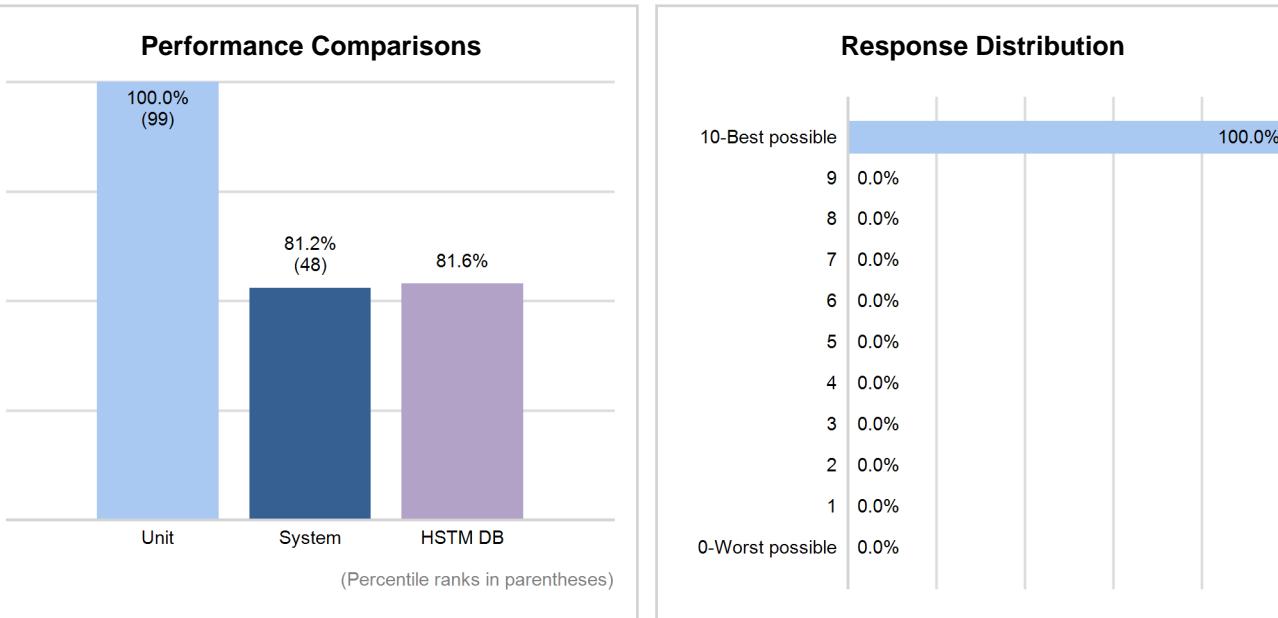
Report created 12/16/2015

Provider - Overall Rating

Performance Comparisons



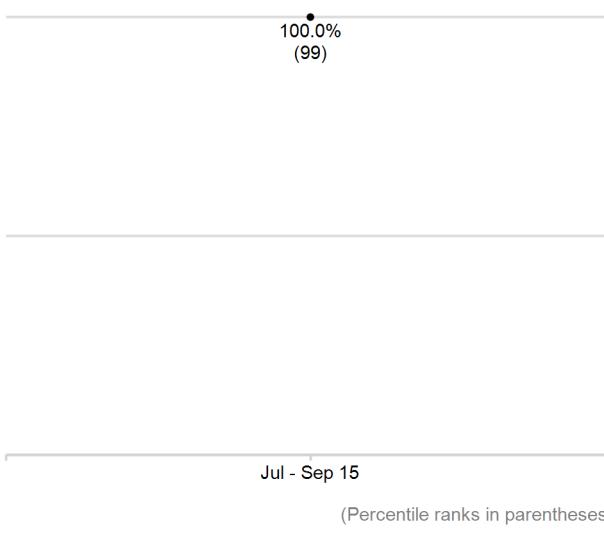
Response Distribution



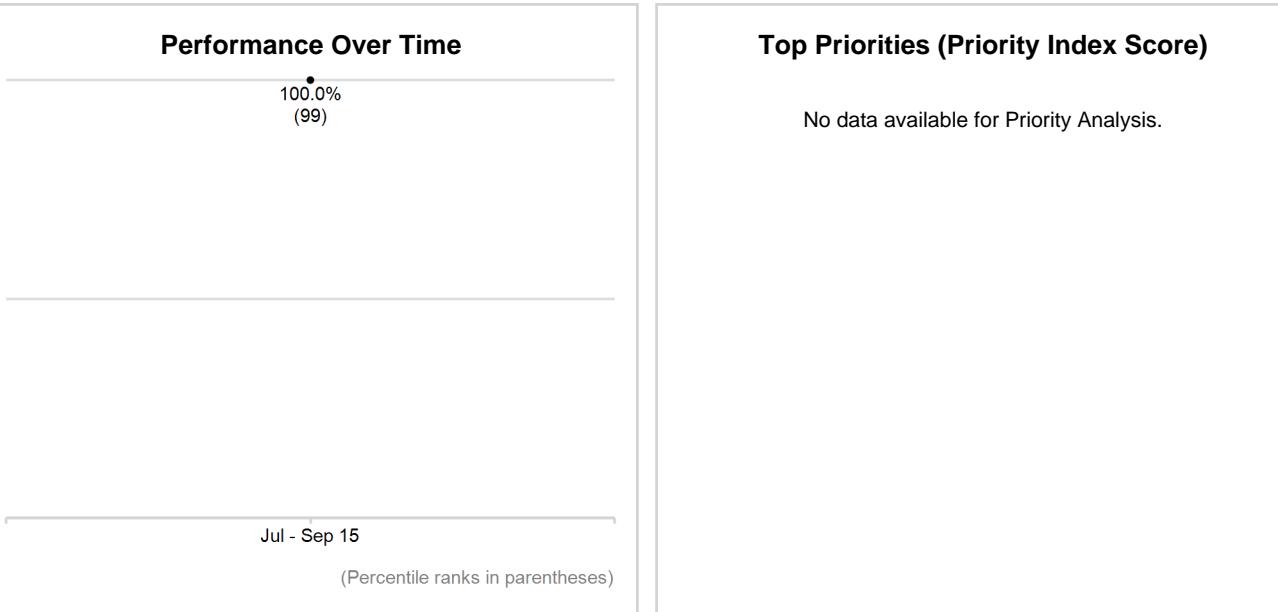
Top Performers (Percentile Rank)

Clear communication by provider	99
Medical questions asked during office hours answered same day	99
Provider - Overall Rating	99
Provider gave clear information	99
Provider knew important medical history	99
Provider listened carefully	99
Provider respected what patient said	99
Provider seen within 15 minutes of appointment time	99

Performance Over Time



Top Priorities (Priority Index Score)



Bottom Performers (Percentile Rank)

Courtesy / respect of clerks and receptionists	1
Helpfulness of clerks and receptionists	1

	Correlation	Jul - Sep 15 # of Completes = 1			Reporting Group Top Box	Prior 12 Months # of Completes = 0			Change in Top Box	Priority Level
		Top Box Score	HSTM DB Top Box	Percentile Rank		Top Box Score	Percentile Rank			
Getting Timely Appointments, Care, and Information	--	100.0%	74.3%	99	57.5%	--	--	--	--	
Timeliness of appointment for immediate care	--	100.0%	74.5%	99	60.5%	--	--	--	--	
Timeliness of appointment for check-up or routine care	--	100.0%	75.4%	99	66.0%	--	--	--	--	
Medical questions asked during office hours answered same day	--	100.0%	82.7%	99	55.1%	--	--	--	--	
Provider seen within 15 minutes of appointment time	--	100.0%	44.7%	99	53.5%	--	--	--	--	
How Well Providers Communicate With Patients	--	100.0%	90.7%	99	84.6%	--	--	--	--	
Clear communication by provider	--	100.0%	93.4%	99	86.5%	--	--	--	--	
Provider listened carefully	--	100.0%	89.2%	99	85.7%	--	--	--	--	
Provider gave clear information	--	100.0%	92.0%	99	85.4%	--	--	--	--	
Provider knew important medical history	--	100.0%	79.1%	99	77.2%	--	--	--	--	
Provider respected what patient said	--	100.0%	92.1%	99	88.9%	--	--	--	--	
Provider spent enough time with patient	--	100.0%	89.5%	99	84.0%	--	--	--	--	
Patients' Rating of the Provider	--	100.0%	81.6%	99	81.2%	--	--	--	--	
Provider - Overall Rating	--	100.0%	81.6%	99	81.2%	--	--	--	--	
Helpful, Courteous, And Respectful Office Staff	--	0.0%	83.6%	1	75.6%	--	--	--	--	
Helpfulness of clerks and receptionists	--	0.0%	65.3%	1	69.5%	--	--	--	--	
Courtesy / respect of clerks and receptionists	--	0.0%	87.8%	1	81.7%	--	--	--	--	



Rao, MD, Anil - [HSTM DB = Medical]

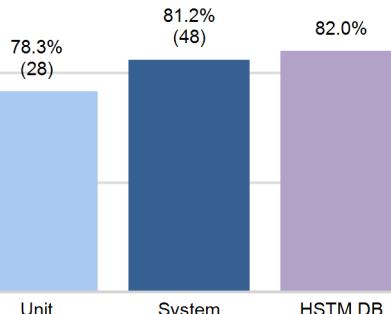
Bluffton Medical Group
Community Health Systems

Patient Insights - CG-CAHPS 12M (eSurvey)
Jul - Sep 15

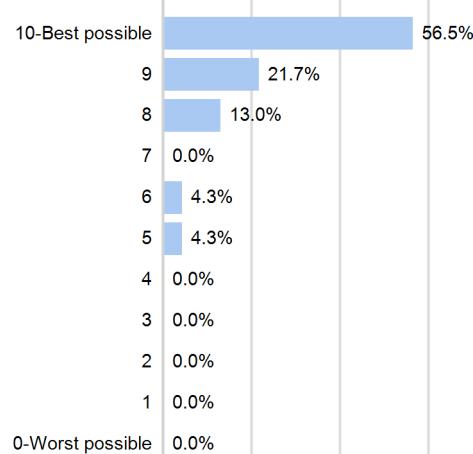
Report created 12/16/2015

Provider - Overall Rating

Performance Comparisons



Response Distribution



Top Performers (Percentile Rank)

Timely answer to medical questions asked after office hours



Timeliness of appointment for check-up or routine care



Performance Over Time

78.3%
(28)

Jul - Sep 15

(Percentile ranks in parentheses)

Top Priorities (Priority Index Score)

No data available for Priority Analysis.

Bottom Performers (Percentile Rank)

Provider gave clear information

2

Clear communication by provider

4

Provider seen within 15 minutes of appointment time

5

Helpfulness of clerks and receptionists

6

Medical questions asked during office hours answered same day

7

Courtesy / respect of clerks and receptionists

7

Office followed-up with test results

8

Provider listened carefully

9

	Correlation	Jul - Sep 15 # of Completes = 24			Reporting Group Top Box	Prior 12 Months # of Completes = 0			Change in Top Box	Priority Level
		Top Box Score	HSTM DB Top Box	Percentile Rank		Top Box Score	Percentile Rank			
Getting Timely Appointments, Care, and Information	--	46.6%	64.6%	1	57.5%	--	--	--	--	
Timeliness of appointment for immediate care	--	71.4%	71.8%	42	60.5%	--	--	--	--	
Timeliness of appointment for check-up or routine care	--	80.0%	74.4%	61	66.0%	--	--	--	--	
Medical questions asked during office hours answered same day	--	50.0%	66.1%	7	55.1%	--	--	--	--	
Timely answer to medical questions asked after office hours	--	100.0%	62.1%	99	49.0%	--	--	--	--	
Provider seen within 15 minutes of appointment time	--	13.0%	54.8%	5	53.5%	--	--	--	--	
How Well Providers Communicate With Patients	--	73.3%	85.7%	6	84.6%	--	--	--	--	
Clear communication by provider	--	69.6%	87.0%	4	86.5%	--	--	--	--	
Provider listened carefully	--	73.9%	87.7%	9	85.7%	--	--	--	--	
Provider gave clear information	--	65.0%	86.2%	2	85.4%	--	--	--	--	
Provider knew important medical history	--	69.6%	78.1%	18	77.2%	--	--	--	--	
Provider respected what patient said	--	82.6%	90.1%	11	88.9%	--	--	--	--	
Provider spent enough time with patient	--	78.3%	85.0%	21	84.0%	--	--	--	--	
Follow-Up On Test Results	--	66.7%	78.7%	8	69.6%	--	--	--	--	
Office followed-up with test results	--	66.7%	78.7%	8	69.6%	--	--	--	--	
Patients' Rating of the Provider	--	78.3%	82.0%	28	81.2%	--	--	--	--	
Provider - Overall Rating	--	78.3%	82.0%	28	81.2%	--	--	--	--	
Helpful, Courteous, And Respectful Office Staff	--	67.4%	82.0%	7	75.6%	--	--	--	--	
Helpfulness of clerks and receptionists	--	60.9%	77.0%	6	69.5%	--	--	--	--	
Courtesy / respect of clerks and receptionists	--	73.9%	86.9%	7	81.7%	--	--	--	--	



Graham, DDS, Michael - [HSTM DB = Overall]

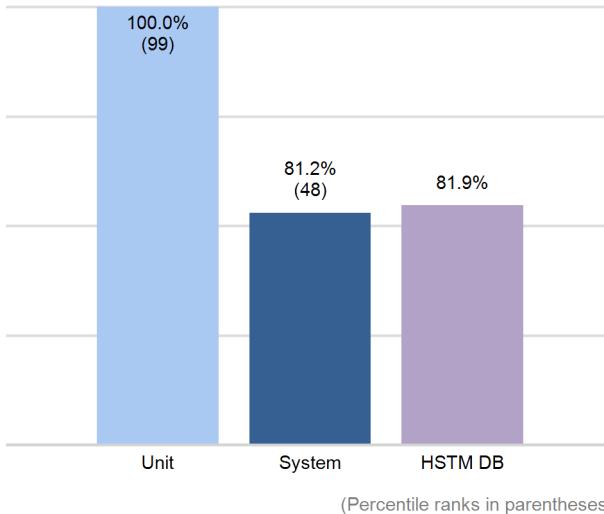
Bluffton Medical Group
Community Health Systems

Patient Insights - CG-CAHPS 12M (eSurvey)
Jul - Sep 15

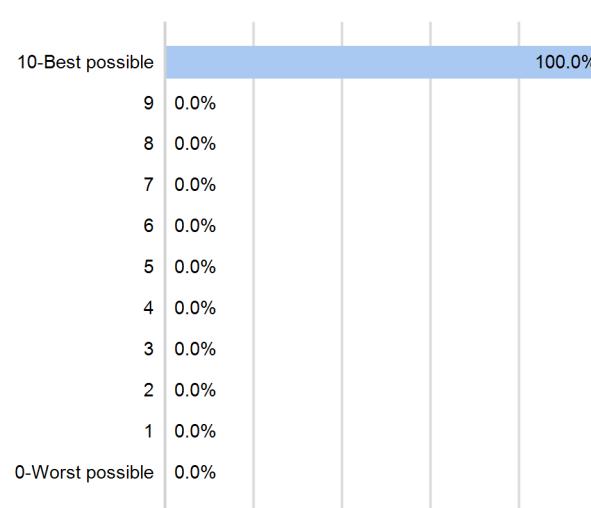
Report created 12/16/2015

Provider - Overall Rating

Performance Comparisons



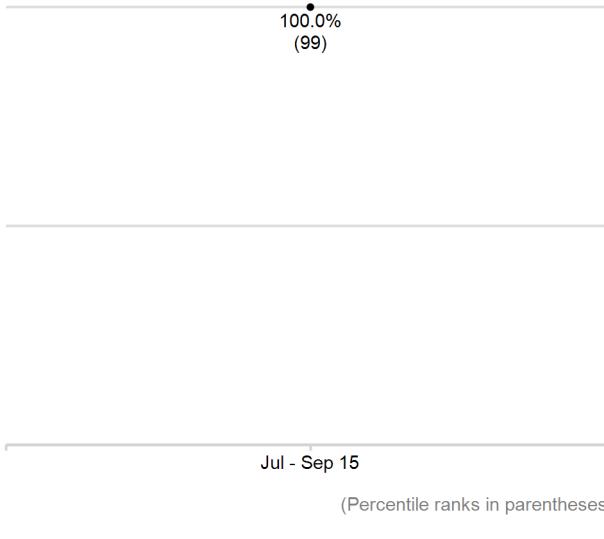
Response Distribution



Top Performers (Percentile Rank)

Clear communication by provider	99
Courtesy / respect of clerks and receptionists	99
Helpfulness of clerks and receptionists	99
Medical questions asked during office hours answered same day	99
Provider - Overall Rating	99
Provider knew important medical history	99
Provider listened carefully	99
Provider respected what patient said	99

Performance Over Time



Top Priorities (Priority Index Score)

No data available for Priority Analysis.

Bottom Performers (Percentile Rank)

No data meets the specified criteria.

	Correlation	Jul - Sep 15 # of Completes = 1			Reporting Group Top Box	Prior 12 Months # of Completes = 0			Change in Top Box	Priority Level
		Top Box Score	HSTM DB Top Box	Percentile Rank		Top Box Score	Percentile Rank			
Getting Timely Appointments, Care, and Information	--	100.0%	63.2%	99	57.5%	--	--	--	--	
Timeliness of appointment for immediate care	--	100.0%	69.4%	99	60.5%	--	--	--	--	
Timeliness of appointment for check-up or routine care	--	100.0%	73.4%	99	66.0%	--	--	--	--	
Medical questions asked during office hours answered same day	--	100.0%	67.8%	99	55.1%	--	--	--	--	
Provider seen within 15 minutes of appointment time	--	100.0%	49.4%	99	53.5%	--	--	--	--	
How Well Providers Communicate With Patients	--	100.0%	86.5%	99	84.6%	--	--	--	--	
Clear communication by provider	--	100.0%	88.7%	99	86.5%	--	--	--	--	
Provider listened carefully	--	100.0%	88.1%	99	85.7%	--	--	--	--	
Provider knew important medical history	--	100.0%	78.3%	99	77.2%	--	--	--	--	
Provider respected what patient said	--	100.0%	90.4%	99	88.9%	--	--	--	--	
Provider spent enough time with patient	--	100.0%	86.0%	99	84.0%	--	--	--	--	
Patients' Rating of the Provider	--	100.0%	81.9%	99	81.2%	--	--	--	--	
Provider - Overall Rating	--	100.0%	81.9%	99	81.2%	--	--	--	--	
Helpful, Courteous, And Respectful Office Staff	--	100.0%	80.7%	99	75.6%	--	--	--	--	
Helpfulness of clerks and receptionists	--	100.0%	74.9%	99	69.5%	--	--	--	--	
Courtesy / respect of clerks and receptionists	--	100.0%	85.9%	99	81.7%	--	--	--	--	



Jonna, MD, Yadagiri - [HSTM DB = Internal Medicine]

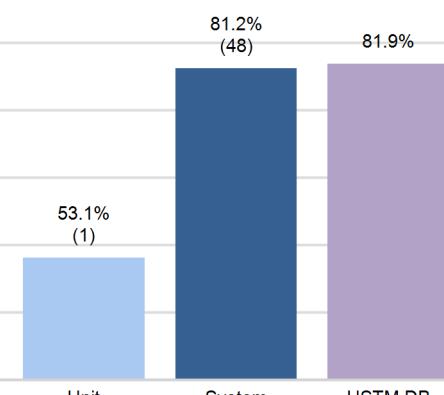
Bluffton Medical Group
Community Health Systems

Patient Insights - CG-CAHPS 12M (eSurvey)
Jul - Sep 15

Report created 12/16/2015

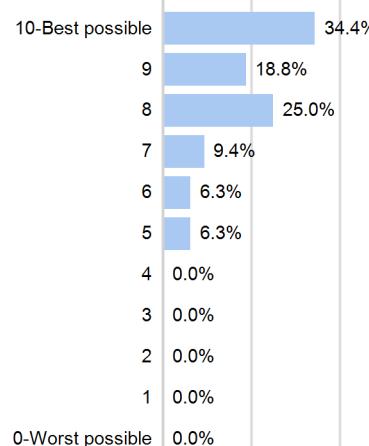
Provider - Overall Rating

Performance Comparisons

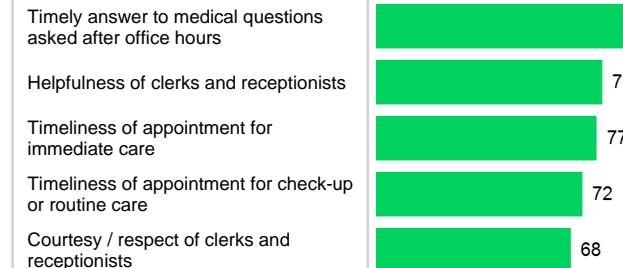


(Percentile ranks in parentheses)

Response Distribution



Top Performers (Percentile Rank)



Performance Over Time

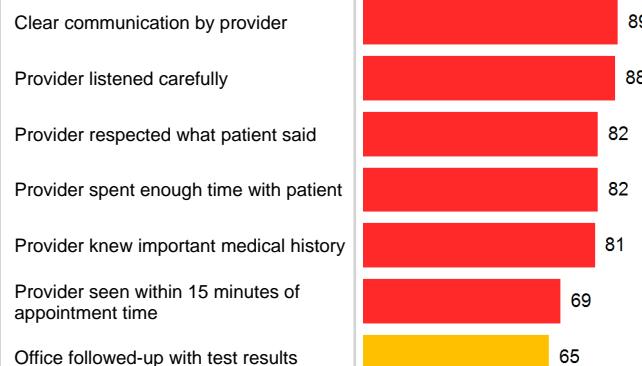
53.1%
(1)

Jul - Sep 15

(Percentile ranks in parentheses)

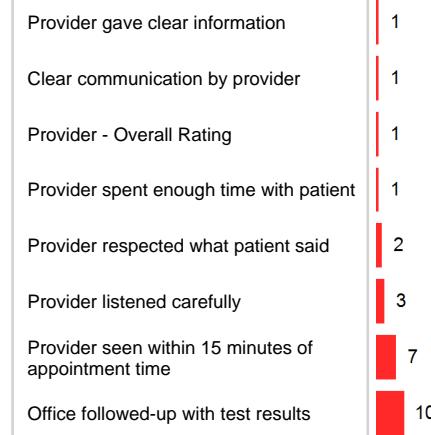
Top Priorities (Priority Index Score)

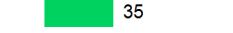
10/1/2014 - 9/30/2015



Priority Level: ■ High ■ Medium ■ Low

Bottom Performers (Percentile Rank)



	Correlation	Jul - Sep 15 # of Completes = 32			Reporting Group Top Box	Prior 12 Months # of Completes = 0			Change in Top Box	Priority Level
		Top Box Score	HSTM DB Top Box	Percentile Rank		Top Box Score	Percentile Rank			
Getting Timely Appointments, Care, and Information	0.45	58.6%	63.2%	22	57.5%	--	--	--		
Timeliness of appointment for immediate care	--	81.3%	69.4%	77	60.5%	--	--	--		
Timeliness of appointment for check-up or routine care	--	82.8%	73.4%	72	66.0%	--	--	--		
Medical questions asked during office hours answered same day	--	60.0%	67.8%	28	55.1%	--	--	--		
Timely answer to medical questions asked after office hours	--	100.0%	65.0%	99	49.0%	--	--	--		
Provider seen within 15 minutes of appointment time	0.45	21.9%	49.4%	7	53.5%	--	--	--	 69	
How Well Providers Communicate With Patients	0.68	65.1%	86.5%	1	84.6%	--	--	--		
Clear communication by provider	0.75	56.3%	88.7%	1	86.5%	--	--	--	 89	
Provider listened carefully	0.70	68.8%	88.1%	3	85.7%	--	--	--	 88	
Provider gave clear information	--	62.1%	87.0%	1	85.4%	--	--	--		
Provider knew important medical history	0.72	68.8%	78.3%	16	77.2%	--	--	--	 81	
Provider respected what patient said	0.60	71.9%	90.4%	2	88.9%	--	--	--	 82	
Provider spent enough time with patient	0.60	62.5%	86.0%	1	84.0%	--	--	--	 82	
Follow-Up On Test Results	0.40	64.5%	79.0%	10	69.6%	--	--	--		
Office followed-up with test results	0.40	64.5%	79.0%	10	69.6%	--	--	--	 65	
Patients' Rating of the Provider	1.00	53.1%	81.9%	1	81.2%	--	--	--		
Provider - Overall Rating	1.00	53.1%	81.9%	1	81.2%	--	--	--		
Helpful, Courteous, And Respectful Office Staff	0.35	87.5%	80.7%	74	75.6%	--	--	--		
Helpfulness of clerks and receptionists	0.31	84.4%	74.9%	79	69.5%	--	--	--	 35	
Courtesy / respect of clerks and receptionists	0.39	90.6%	85.9%	68	81.7%	--	--	--	 44	