



Mid Dakota Clinic - Kirkwood Pediatrics

Mid Dakota Clinic

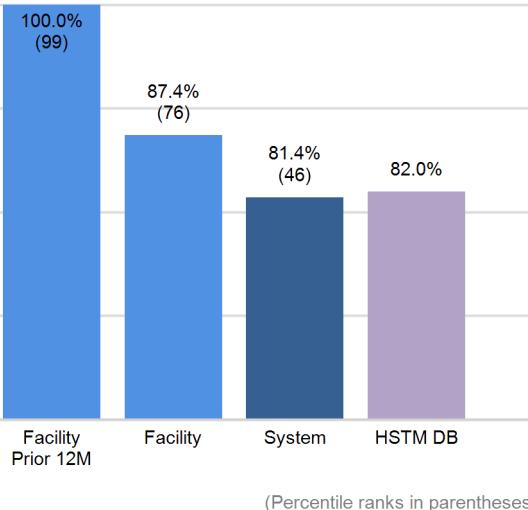
Patient Insights - NCQA PCMH Child (eSurvey)

Jan - Mar 16

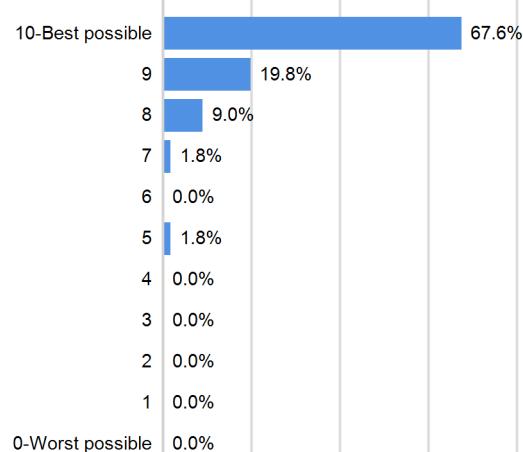
Report created 4/19/2016

Provider - Overall Rating

Performance Comparisons



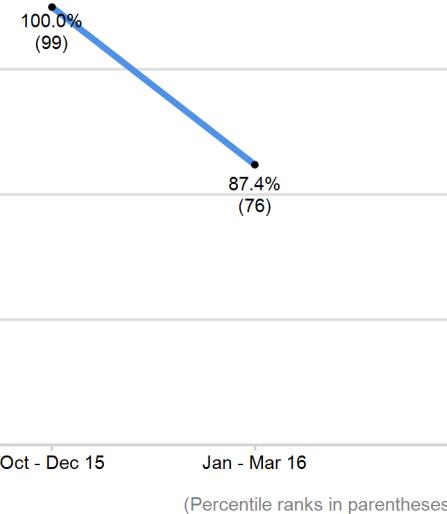
Response Distribution



Top Performers (Percentile Rank)

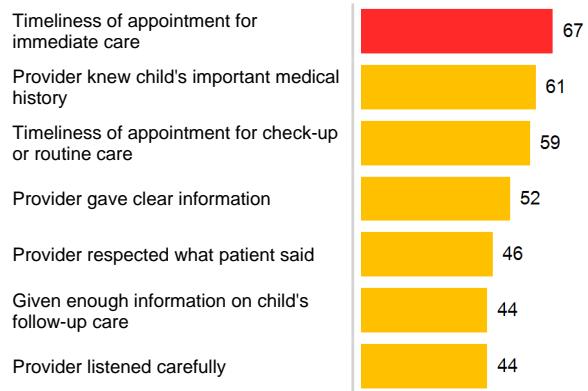
Zacher, MD, FAAP , Carla - [HSTM DB = Pediatrics]	99
Juelson, MD, FAAP , Amy - [HSTM DB = Pediatrics]	88
Toman, DO, FAAP , Kristie - [HSTM DB = Pediatrics]	85
Anderson, MD, FAAP , Kathy - [HSTM DB = Pediatrics]	61

Performance Over Time



Top Priorities (Priority Index Score)

4/1/2015 - 3/31/2016



Priority Level: ■ High ■ Medium ■ Low

Bottom Performers (Percentile Rank)

Dramko, MD, Joseph - [HSTM DB = Pediatrics]	7
---	---

Provider - Overall Rating

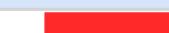
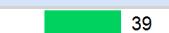
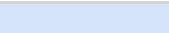
	Jan - Mar 16			Prior 12 Months			Change in Top Box Score	Question Count by Priority Level		
	Number of Completes	Top Box Score	Percentile Rank	Number of Completes	Top Box Score	Percentile Rank		High	Medium	Low
Mid Dakota Clinic - Kirkwood Pediatrics	112	87.4%	<div style="width: 76%;">76</div>	2	100.0%	99	-12.6%	1	9	20
Zacher, MD, FAAP , Carla - [HSTM DB = Pediatrics]	4	100.0%	<div style="width: 99%;">99</div>	--	--	--	--			
Juelson, MD, FAAP , Amy - [HSTM DB = Pediatrics]	12	91.7%	<div style="width: 88%;">88</div>	--	--	--	--			
Toman, DO, FAAP , Kristie - [HSTM DB = Pediatrics]	44	90.7%	<div style="width: 85%;">85</div>	--	--	--	--	6		18
Anderson, MD, FAAP , Kathy - [HSTM DB = Pediatrics]	42	85.7%	<div style="width: 61%;">61</div>	2	100.0%	99	-14.3%	1	7	16
Dramko, MD, Joseph - [HSTM DB = Pediatrics]	10	70.0%	<div style="width: 7%;">7</div>	--	--	--	--			

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

	Units											
	Mid Dakota Clinic - Kirkwood Pediatrics (N=112)		Anderson, MD, FAAP , Kathy - [HSTM DB = Pedi (N=42)		Dramko, MD, Joseph - [HSTM DB = Pediatrics] (N=10)		Juelson, MD, FAAP , Amy - [HSTM DB = Pediatr (N=12)		Toman, DO, FAAP , Kristie - [HSTM DB = Pedia (N=44)		Zacher, MD, FAAP , Carla - [HSTM DB = Pediat (N=4)	
	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
Communication - Child Only	94.2%	--	92.9%	--	87.5%	--	95.0%	--	95.1%	--	100.0%	--
Provider communicated clearly with child	82.1%	--	77.8%	--	50.0%	--	83.3%	--	87.5%	--	100.0%	--
Provider listened carefully to child	96.4%	--	100.0%	--	100.0%	--	100.0%	--	87.5%	--	100.0%	--
Given enough information on child's follow-up care	98.4%	--	95.8%	--	100.0%	--	100.0%	--	100.0%	--	100.0%	--
Getting Timely Appointments, Care, and Information	58.6%	21	55.5%	15	67.6%	53	56.9%	15	60.2%	28	57.9%	17
Timeliness of appointment for immediate care	55.4%	12	45.5%	5	83.3%	72	50.0%	9	56.0%	12	75.0%	54
Timeliness of appointment for check-up or routine care	61.9%	17	46.3%	1	100.0%	99	66.7%	28	66.7%	28	100.0%	99
Received care evenings, weekends, or holidays	11.5%	3	11.1%	3	0.0%	1	25.0%	19	12.5%	3	0.0%	1
Medical questions asked during office hours answered same day	85.7%	84	84.4%	81	85.7%	84	87.5%	88	85.3%	84	100.0%	99
Timely answer to medical questions asked after office hours	76.0%	59	55.6%	16	100.0%	99	100.0%	99	81.8%	73	100.0%	99
Provider seen within 15 minutes of appointment time	55.0%	69	66.7%	88	60.0%	79	41.7%	31	48.8%	51	25.0%	7
Access to Care	11.5%	--	11.1%	--	0.0%	--	25.0%	--	12.5%	--	0.0%	--
How Well Providers Communicate With Patients	89.7%	62	88.0%	47	80.0%	10	93.1%	86	92.2%	83	95.7%	95
Clear communication by provider	91.9%	54	90.5%	49	80.0%	5	100.0%	99	93.0%	70	100.0%	99
Provider listened carefully	93.6%	72	95.2%	84	80.0%	6	100.0%	99	92.7%	64	100.0%	99
Provider gave clear information	89.9%	54	87.8%	37	80.0%	9	100.0%	99	90.7%	60	100.0%	99
Provider knew child's important medical history	78.2%	51	78.0%	51	70.0%	18	66.7%	10	83.7%	69	75.0%	29
Provider respected what patient said	94.6%	69	92.9%	52	90.0%	31	91.7%	45	97.7%	90	100.0%	99
Provider spent enough time with patient	90.0%	68	82.9%	27	80.0%	19	100.0%	99	95.3%	94	100.0%	99
Follow-Up On Test Results	97.6%	95	100.0%	99	100.0%	99	100.0%	99	93.3%	92	100.0%	99
Office followed-up with test results	97.6%	95	100.0%	99	100.0%	99	100.0%	99	93.3%	92	100.0%	99
Patients' Rating of the Provider	87.4%	76	85.7%	61	70.0%	7	91.7%	88	90.7%	85	100.0%	99
Provider - Overall Rating	87.4%	76	85.7%	61	70.0%	7	91.7%	88	90.7%	85	100.0%	99
PCMH - Coordination of Care	86.9%	--	79.2%	--	88.9%	--	95.5%	--	91.1%	--	77.8%	--

	Units											
	Mid Dakota Clinic - Kirkwood Pediatrics (N=112)		Anderson, MD, FAAP , Kathy - [HSTM DB = Pedi (N=42)		Dramko, MD, Joseph - [HSTM DB = Pediatrics] (N=10)		Juelson, MD, FAAP , Amy - [HSTM DB = Pediatr (N=12)		Toman, DO, FAAP , Kristie - [HSTM DB = Pedia (N=44)		Zacher, MD, FAAP , Carla - [HSTM DB = Pediat (N=4)	
	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
Provider seemed informed / up-to-date on specialist care	63.9%	44	45.5%	8	66.7%	55	83.3%	95	69.2%	62	66.7%	55
Discussed (at each visit) all prescription medication taken	92.0%	54	84.0%	12	88.9%	34	100.0%	99	100.0%	99	75.0%	1
Attention to Care from Other Providers	82.9%	--	72.2%	--	83.3%	--	93.3%	--	90.2%	--	71.4%	--
PCMH - Comprehensiveness/Whole Person Care — Child Developmental	70.5%	--	70.0%	--	49.0%	--	88.3%	--	72.4%	--	55.0%	--
Discussed child's learning ability	49.1%	43	52.4%	49	22.2%	6	75.0%	97	44.2%	32	50.0%	44
Discussed behaviors normal for child's age	89.2%	96	90.5%	97	60.0%	25	100.0%	99	93.0%	99	75.0%	65
Discussed how child's body is growing	93.7%	94	92.9%	93	80.0%	47	100.0%	99	97.7%	99	75.0%	33
Discussed child's moods / emotions	68.2%	75	64.3%	63	30.0%	6	91.7%	99	76.2%	93	50.0%	25
Discussed how child gets along with others	52.3%	60	50.0%	53	50.0%	53	75.0%	98	51.2%	56	25.0%	8
Provider's Attention to Your Child's Growth and Development	65.8%	69	65.5%	69	49.2%	24	86.1%	99	65.8%	69	50.0%	25
PCMH - Comprehensiveness/Whole Person Care — Child Prevention	66.6%	--	69.0%	--	50.8%	--	84.5%	--	65.4%	--	41.7%	--
Discussed how to keep child from getting injured	80.0%	98	81.0%	98	60.0%	54	91.7%	99	83.3%	99	50.0%	26
Given information on how to keep child from getting injured	76.4%	97	78.6%	98	44.4%	28	83.3%	99	81.4%	99	50.0%	46
Discussed how much time child spends on computer or TV	42.3%	46	42.9%	46	50.0%	61	75.0%	99	32.6%	27	25.0%	15
Discussed how much or what kind of food child eats	90.7%	91	87.5%	81	90.0%	88	100.0%	99	95.3%	99	50.0%	9
Discussed how much or what kind of exercise child gets	56.0%	38	60.0%	50	30.0%	5	83.3%	98	53.5%	31	25.0%	4
Discussed household problems that might affect child	55.0%	73	64.3%	89	30.0%	17	75.0%	98	46.5%	54	50.0%	61
Provider's Advice on Keeping Your Child Safe and Healthy	71.5%	91	74.3%	95	51.0%	29	86.4%	99	72.0%	91	45.0%	17
PCMH - Self Management Support	52.8%	--	54.2%	--	42.1%	--	62.5%	--	51.2%	--	50.0%	--
Discussed child's specific health goals	62.4%	91	61.9%	91	66.7%	93	66.7%	93	60.5%	87	66.7%	93
Asked about hardships in taking care of child's health	43.1%	90	46.3%	93	20.0%	35	58.3%	99	41.9%	89	33.3%	73
Providers Support You in Taking Care of Your Child's Health (PCMH)	52.8%	92	54.2%	95	42.1%	71	62.5%	98	51.2%	90	50.0%	89
Helpful, Courteous, And Respectful Office Staff	70.7%	29	66.7%	19	75.0%	44	83.3%	78	69.8%	28	75.0%	44

	Units											
	Mid Dakota Clinic - Kirkwood Pediatrics (N=112)		Anderson, MD, FAAP , Kathy - [HSTM DB = Pedi (N=42)		Dramko, MD, Joseph - [HSTM DB = Pediatrics] (N=10)		Juelson, MD, FAAP , Amy - [HSTM DB = Pediatr (N=12)		Toman, DO, FAAP , Kristie - [HSTM DB = Pedia (N=44)		Zacher, MD, FAAP , Carla - [HSTM DB = Pediat (N=4)	
	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
Helpfulness of clerks and receptionists	65.8%	34	59.5%	20	70.0%	46	75.0%	67	67.4%	38	75.0%	67
Courtesy / respect of clerks and receptionists	75.7%	27	73.8%	23	80.0%	43	91.7%	84	72.1%	19	75.0%	25

	Correlation	Jan - Mar 16 # of Completes = 112			Reporting Group Top Box	Prior 12 Months # of Completes = 2			Change in Top Box	Priority Level
		Top Box Score	HSTM DB Top Box	Percentile Rank		Top Box Score	Percentile Rank			
Communication - Child Only	0.35	94.2%	--	--	93.7%	100.0%	--	-5.8%		
Provider communicated clearly with child	--	82.1%	--	--	87.9%	--	--	--		
Provider listened carefully to child	--	96.4%	--	--	93.1%	--	--	--		
Given enough information on child's follow-up care	0.35	98.4%	--	--	97.0%	100.0%	--	-1.6%	 44	
Getting Timely Appointments, Care, and Information	0.29	58.6%	66.0%	21	57.5%	30.0%	1	28.6%		
Timeliness of appointment for immediate care	0.43	55.4%	72.0%	12	54.4%	0.0%	1	55.4%	 67	
Timeliness of appointment for check-up or routine care	0.34	61.9%	72.0%	17	64.2%	0.0%	1	61.9%	 59	
Received care evenings, weekends, or holidays	0.02	11.5%	46.0%	3	13.9%	0.0%	1	11.5%	 35	
Medical questions asked during office hours answered same day	0.32	85.7%	74.0%	84	84.3%	100.0%	99	-14.3%	 32	
Timely answer to medical questions asked after office hours	--	76.0%	70.0%	59	75.8%	0.0%	1	76.0%		
Provider seen within 15 minutes of appointment time	0.35	55.0%	48.0%	69	50.3%	50.0%	55	5.0%	 42	
Access to Care	--	11.5%	--	--	13.9%	0.0%	--	11.5%		
How Well Providers Communicate With Patients	0.45	89.7%	87.0%	62	86.2%	100.0%	99	-10.3%		
Clear communication by provider	0.23	91.9%	90.0%	54	89.8%	100.0%	99	-8.1%	 39	
Provider listened carefully	0.45	93.6%	90.0%	72	89.1%	100.0%	99	-6.4%	 44	
Provider gave clear information	0.50	89.9%	88.0%	54	87.4%	100.0%	99	-10.1%	 52	
Provider knew child's important medical history	0.66	78.2%	78.0%	51	76.0%	100.0%	99	-21.8%	 61	
Provider respected what patient said	0.46	94.6%	91.0%	69	89.3%	100.0%	99	-5.4%	 46	
Provider spent enough time with patient	0.39	90.0%	86.0%	68	85.8%	100.0%	99	-10.0%	 41	
Follow-Up On Test Results	0.22	97.6%	78.0%	95	95.5%	--	--	--		
Office followed-up with test results	0.22	97.6%	78.0%	95	95.5%	--	--	--	 24	
Patients' Rating of the Provider	1.00	87.4%	82.0%	76	81.4%	100.0%	--	-12.6%		
Provider - Overall Rating	1.00	87.4%	82.0%	76	81.4%	100.0%	99	-12.6%		
PCMH - Coordination of Care	-0.01	86.9%	--	--	85.8%	100.0%	--	-13.1%		

Reporting Group = Mid Dakota Clinic - Clinics (NCQA PCMH)

HSTM DB: Overall

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

	Correlation	Jan - Mar 16 # of Completes = 112			Reporting Group Top Box	Prior 12 Months # of Completes = 2			Change in Top Box	Priority Level
		Top Box Score	HSTM DB Top Box	Percentile Rank		Top Box Score	Percentile Rank			
Provider seemed informed / up-to-date on specialist care	0.02	63.9%	65.0%	44	60.4%	100.0%	99	-36.1%	 30	
Discussed (at each visit) all prescription medication taken	-0.03	92.0%	91.0%	54	91.7%	100.0%	99	-8.0%	 24	
Attention to Care from Other Providers	--	82.9%	--	--	82.1%	100.0%	--	-17.1%		
PCMH - Comprehensiveness/Whole Person Care — Child Developmental	0.10	70.5%	--	--	66.1%	90.0%	--	-19.5%		
Discussed child's learning ability	-0.01	49.1%	49.0%	43	45.5%	50.0%	44	-0.9%	 28	
Discussed behaviors normal for child's age	0.11	89.2%	66.0%	96	83.1%	100.0%	99	-10.8%	 18	
Discussed how child's body is growing	0.17	93.7%	77.0%	94	86.4%	100.0%	99	-6.3%	 22	
Discussed child's moods / emotions	0.18	68.2%	57.0%	75	65.3%	100.0%	99	-31.8%	 30	
Discussed how child gets along with others	0.06	52.3%	48.0%	60	50.3%	100.0%	99	-47.7%	 28	
Provider's Attention to Your Child's Growth and Development	--	65.8%	57.0%	69	62.5%	83.3%	99	-17.5%		
PCMH - Comprehensiveness/Whole Person Care — Child Prevention	0.08	66.6%	--	--	62.7%	66.7%	--	-0.1%		
Discussed how to keep child from getting injured	0.13	80.0%	56.0%	98	72.0%	100.0%	99	-20.0%	 18	
Given information on how to keep child from getting injured	0.14	76.4%	50.0%	97	67.6%	100.0%	99	-23.6%	 19	
Discussed how much time child spends on computer or TV	0.11	42.3%	44.0%	46	44.3%	50.0%	61	-7.7%	 36	
Discussed how much or what kind of food child eats	0.02	90.7%	72.0%	91	85.0%	100.0%	99	-9.3%	 15	
Discussed how much or what kind of exercise child gets	0.06	56.0%	58.0%	38	54.6%	50.0%	26	6.0%	 34	
Discussed household problems that might affect child	0.02	55.0%	44.0%	73	53.1%	0.0%	1	55.0%	 21	
Provider's Advice on Keeping Your Child Safe and Healthy	--	71.5%	56.0%	91	66.4%	70.0%	87	1.5%		
PCMH - Self Management Support	0.11	52.8%	--	--	46.1%	75.0%	--	-22.2%		
Discussed child's specific health goals	0.13	62.4%	49.0%	91	55.7%	100.0%	99	-37.6%	 21	
Asked about hardships in taking care of child's health	0.09	43.1%	25.0%	90	36.6%	50.0%	96	-6.9%	 20	
Providers Support You in Taking Care of Your Child's Health (PCMH)	--	52.8%	37.0%	92	46.1%	75.0%	99	-22.2%		

Reporting Group = Mid Dakota Clinic - Clinics (NCQA PCMH)

HSTM DB: Overall

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

	Jan - Mar 16 # of Completes = 112				Reporting Group Top Box	Prior 12 Months # of Completes = 2			Change in Top Box	Priority Level
	Correlation	Top Box Score	HSTM DB Top Box	Percentile Rank		Top Box Score	Percentile Rank			
Helpful, Courteous, And Respectful Office Staff	0.12	70.7%	75.0%	29	69.1%	100.0%	99	-29.3%		
Helpfulness of clerks and receptionists	0.15	65.8%	69.0%	34	65.3%	100.0%	99	-34.2%	▲ 41	
Courtesy / respect of clerks and receptionists	0.09	75.7%	81.0%	27	72.9%	100.0%	99	-24.3%	▼ 38	

	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
Communication - Child Only	94.2%	--	--	--	--	--	--	--	--	--	--	--	--	--	--
Provider communicated clearly with child	82.1%	--	--	--	--	--	--	--	--	--	--	--	--	--	--
Provider listened carefully to child	96.4%	--	--	--	--	--	--	--	--	--	--	--	--	--	--
Given enough information on child's follow-up care	98.4%	--	--	--	--	--	--	--	--	--	--	--	--	--	--
Getting Timely Appointments, Care, and Information	58.6%	21	32.0%	52.0%	58.0%	61.0%	64.0%	67.0%	70.0%	74.0%	76.0%	77.0%	80.0%	83.0%	88.0%
Timeliness of appointment for immediate care	55.4%	12	35.0%	54.0%	61.0%	65.0%	68.0%	72.0%	77.0%	82.0%	85.0%	87.0%	91.0%	95.0%	100.0%
Timeliness of appointment for check-up or routine care	61.9%	17	49.0%	57.0%	62.0%	67.0%	70.0%	71.0%	75.0%	78.0%	80.0%	82.0%	87.0%	91.0%	100.0%
Received care evenings, weekends, or holidays	11.5%	3	0.0%	20.0%	25.0%	33.0%	39.0%	45.0%	50.0%	56.0%	61.0%	65.0%	73.0%	84.0%	91.0%
Medical questions asked during office hours answered same day	85.7%	84	35.0%	57.0%	66.0%	71.0%	73.0%	76.0%	79.0%	81.0%	82.0%	83.0%	88.0%	93.0%	100.0%
Timely answer to medical questions asked after office hours	76.0%	59	14.0%	47.0%	60.0%	63.0%	67.0%	71.0%	76.0%	81.0%	82.0%	83.0%	90.0%	100.0%	100.0%
Provider seen within 15 minutes of appointment time	55.0%	69	14.0%	28.0%	36.0%	41.0%	45.0%	48.0%	51.0%	55.0%	57.0%	60.0%	68.0%	74.0%	88.0%
Access to Care	11.5%	--	--	--	--	--	--	--	--	--	--	--	--	--	--
How Well Providers Communicate With Patients	89.7%	62	72.0%	80.0%	83.0%	85.0%	86.0%	88.0%	89.0%	90.0%	91.0%	92.0%	94.0%	95.0%	97.0%
Clear communication by provider	91.9%	54	72.0%	82.0%	85.0%	88.0%	89.0%	91.0%	92.0%	93.0%	94.0%	95.0%	97.0%	98.0%	100.0%
Provider listened carefully	93.6%	72	74.0%	82.0%	86.0%	87.0%	89.0%	91.0%	92.0%	93.0%	94.0%	95.0%	97.0%	99.0%	100.0%
Provider gave clear information	89.9%	54	69.0%	80.0%	83.0%	86.0%	88.0%	89.0%	90.0%	92.0%	93.0%	94.0%	96.0%	100.0%	100.0%
Provider knew child's important medical history	78.2%	51	48.0%	66.0%	70.0%	75.0%	77.0%	78.0%	81.0%	84.0%	85.0%	86.0%	89.0%	92.0%	100.0%
Provider respected what patient said	94.6%	69	76.0%	85.0%	88.0%	89.0%	91.0%	92.0%	93.0%	95.0%	95.0%	96.0%	97.0%	99.0%	100.0%
Provider spent enough time with patient	90.0%	68	65.0%	77.0%	80.0%	83.0%	85.0%	87.0%	88.0%	90.0%	91.0%	92.0%	94.0%	96.0%	100.0%
Follow-Up On Test Results	97.6%	95	45.0%	60.0%	67.0%	73.0%	76.0%	79.0%	82.0%	85.0%	87.0%	89.0%	92.0%	97.0%	100.0%
Office followed-up with test results	97.6%	95	45.0%	60.0%	67.0%	73.0%	76.0%	79.0%	82.0%	85.0%	87.0%	89.0%	92.0%	97.0%	100.0%
Patients' Rating of the Provider	87.4%	76	55.0%	72.0%	75.0%	77.0%	80.0%	83.0%	85.0%	87.0%	87.0%	88.0%	92.0%	94.0%	100.0%
Provider - Overall Rating	87.4%	76	55.0%	72.0%	75.0%	77.0%	80.0%	83.0%	85.0%	87.0%	87.0%	88.0%	92.0%	94.0%	100.0%
PCMH - Coordination of Care	86.9%	--	--	--	--	--	--	--	--	--	--	--	--	--	--

	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
Provider seemed informed / up-to-date on specialist care	63.9%	44	20.0%	47.0%	55.0%	60.0%	62.0%	65.0%	68.0%	71.0%	74.0%	78.0%	81.0%	83.0%	91.0%
Discussed (at each visit) all prescription medication taken	92.0%	54	78.0%	83.0%	86.0%	88.0%	89.0%	91.0%	93.0%	94.0%	94.0%	95.0%	96.0%	100.0%	100.0%
Attention to Care from Other Providers	82.9%	--	--	--	--	--	--	--	--	--	--	--	--	--	--
PCMH - Comprehensiveness/Whole Person Care — Child Developmental	70.5%	--	--	--	--	--	--	--	--	--	--	--	--	--	--
Discussed child's learning ability	49.1%	43	5.0%	29.0%	40.0%	44.0%	48.0%	53.0%	55.0%	58.0%	59.0%	61.0%	65.0%	70.0%	85.0%
Discussed behaviors normal for child's age	89.2%	96	13.0%	42.0%	57.0%	63.0%	67.0%	69.0%	73.0%	76.0%	78.0%	81.0%	85.0%	88.0%	93.0%
Discussed how child's body is growing	93.7%	94	12.0%	60.0%	68.0%	74.0%	78.0%	81.0%	84.0%	86.0%	87.0%	89.0%	92.0%	94.0%	96.0%
Discussed child's moods / emotions	68.2%	75	9.0%	38.0%	48.0%	52.0%	56.0%	59.0%	63.0%	66.0%	68.0%	70.0%	75.0%	78.0%	87.0%
Discussed how child gets along with others	52.3%	60	7.0%	28.0%	35.0%	41.0%	45.0%	49.0%	52.0%	58.0%	61.0%	62.0%	67.0%	71.0%	80.0%
Provider's Attention to Your Child's Growth and Development	65.8%	69	13.0%	38.0%	47.0%	52.0%	57.0%	60.0%	63.0%	66.0%	67.0%	70.0%	73.0%	75.0%	80.0%
PCMH - Comprehensiveness/Whole Person Care — Child Prevention	66.6%	--	--	--	--	--	--	--	--	--	--	--	--	--	--
Discussed how to keep child from getting injured	80.0%	98	18.0%	31.0%	46.0%	51.0%	56.0%	59.0%	62.0%	66.0%	68.0%	70.0%	74.0%	76.0%	82.0%
Given information on how to keep child from getting injured	76.4%	97	11.0%	26.0%	39.0%	45.0%	48.0%	51.0%	55.0%	58.0%	60.0%	63.0%	68.0%	73.0%	79.0%
Discussed how much time child spends on computer or TV	42.3%	46	3.0%	20.0%	29.0%	34.0%	39.0%	44.0%	49.0%	57.0%	60.0%	61.0%	67.0%	70.0%	74.0%
Discussed how much or what kind of food child eats	90.7%	91	10.0%	50.0%	62.0%	67.0%	73.0%	77.0%	80.0%	82.0%	84.0%	86.0%	90.0%	92.0%	95.0%
Discussed how much or what kind of exercise child gets	56.0%	38	10.0%	40.0%	47.0%	53.0%	56.0%	60.0%	64.0%	67.0%	69.0%	70.0%	74.0%	78.0%	85.0%
Discussed household problems that might affect child	55.0%	73	5.0%	23.0%	32.0%	38.0%	42.0%	44.0%	49.0%	52.0%	55.0%	58.0%	65.0%	68.0%	78.0%
Provider's Advice on Keeping Your Child Safe and Healthy	71.5%	91	13.0%	39.0%	46.0%	52.0%	56.0%	59.0%	62.0%	64.0%	66.0%	67.0%	71.0%	74.0%	78.0%
PCMH - Self Management Support	52.8%	--	--	--	--	--	--	--	--	--	--	--	--	--	--
Discussed child's specific health goals	62.4%	91	18.0%	35.0%	39.0%	42.0%	47.0%	49.0%	52.0%	55.0%	56.0%	58.0%	61.0%	68.0%	77.0%
Asked about hardships in taking care of child's health	43.1%	90	0.0%	13.0%	15.0%	19.0%	21.0%	23.0%	26.0%	30.0%	34.0%	36.0%	43.0%	48.0%	54.0%
Providers Support You in Taking Care of Your Child's Health (PCMH)	52.8%	92	15.0%	24.0%	28.0%	31.0%	34.0%	37.0%	39.0%	42.0%	44.0%	46.0%	50.0%	54.0%	63.0%
Helpful, Courteous, And Respectful Office Staff	70.7%	29	46.0%	61.0%	67.0%	71.0%	73.0%	76.0%	79.0%	81.0%	82.0%	84.0%	89.0%	93.0%	96.0%

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	
Helpfulness of clerks and receptionists	65.8%	34	38.0%	53.0%	59.0%	64.0%	68.0%	70.0%	73.0%	76.0%	78.0%	80.0%	85.0%	90.0%	94.0%
Courtesy / respect of clerks and receptionists	75.7%	27	53.0%	69.0%	73.0%	77.0%	79.0%	82.0%	84.0%	86.0%	87.0%	90.0%	94.0%	96.0%	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 Achievement

Mid Dakota Clinic - Kirkwood Pediatrics

Has been recognized for an overall rating score at or above the 75th percentile
of the National Database during Jan - Mar 16

Patient Insights - NCQA PCMH Child (eSurvey)

A handwritten signature in black ink that reads "Robert A. Frist, Jr." It is written in a cursive script and is positioned above a solid horizontal line.

Robert A. Frist, Jr.
CEO, HealthStream



Mid Dakota Clinic - Kirkwood Pediatrics
Representative



Certificate of Achievement

Mid Dakota Clinic - Kirkwood Pediatrics

Toman, DO, FAAP , Kristie - [HSTM DB = Pediatrics]

Has been recognized for an overall rating score at or above the 75th percentile
of the National Database during Jan - Mar 16

Patient Insights - NCQA PCMH Child (eSurvey)

A handwritten signature in black ink that reads "Robert A. Frist, Jr." It is written in a cursive script and is positioned above a solid horizontal line.

Robert A. Frist, Jr.
CEO, HealthStream



Mid Dakota Clinic - Kirkwood Pediatrics
Representative



Dramko, MD, Joseph - [HSTM DB = Pediatrics]

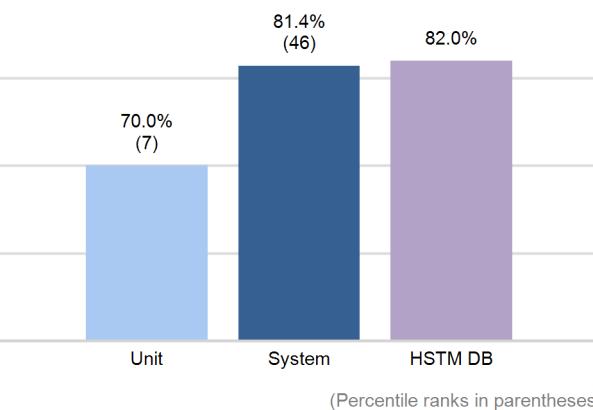
Mid Dakota Clinic - Kirkwood Pediatrics
Mid Dakota Clinic

Patient Insights - NCQA PCMH Child (eSurvey)
Jan - Mar 16

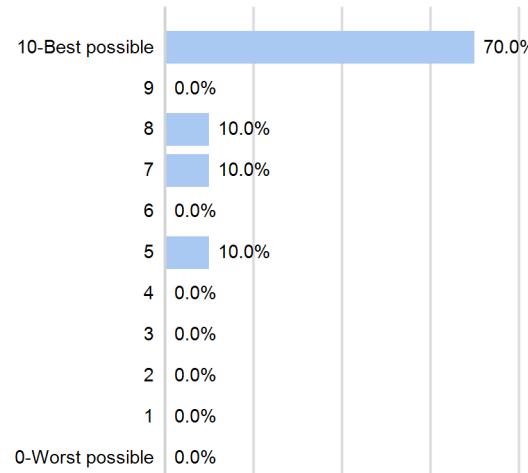
Report created 4/19/2016

Provider - Overall Rating

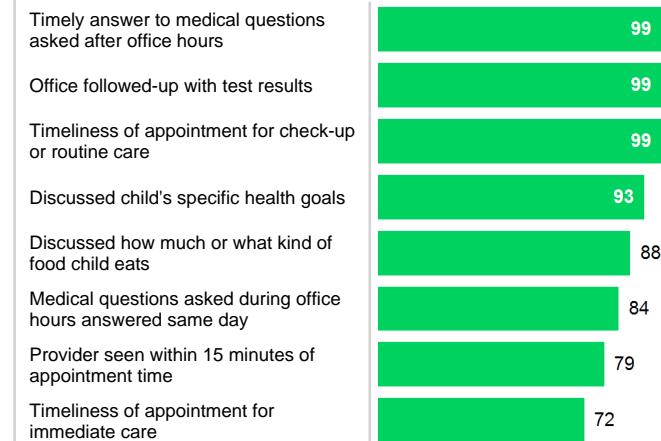
Performance Comparisons



Response Distribution



Top Performers (Percentile Rank)



Performance Over Time

70.0%
(7)

Jan - Mar 16

(Percentile ranks in parentheses)

Top Priorities (Priority Index Score)

No data available for Priority Analysis.

Bottom Performers (Percentile Rank)



	Correlation	Jan - Mar 16 # of Completes = 10			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			
Communication - Child Only	--	87.5%	--	--	93.7%	--	--	--	--	
Provider communicated clearly with child	--	50.0%	--	--	87.9%	--	--	--	--	
Provider listened carefully to child	--	100.0%	--	--	93.1%	--	--	--	--	
Given enough information on child's follow-up care	--	100.0%	--	--	97.0%	--	--	--	--	
Getting Timely Appointments, Care, and Information	--	67.6%	66.0%	53	57.5%	--	--	--	--	
Timeliness of appointment for immediate care	--	83.3%	72.0%	72	54.4%	--	--	--	--	
Timeliness of appointment for check-up or routine care	--	100.0%	72.0%	99	64.2%	--	--	--	--	
Received care evenings, weekends, or holidays	--	0.0%	46.0%	1	13.9%	--	--	--	--	
Medical questions asked during office hours answered same day	--	85.7%	74.0%	84	84.3%	--	--	--	--	
Timely answer to medical questions asked after office hours	--	100.0%	70.0%	99	75.8%	--	--	--	--	
Provider seen within 15 minutes of appointment time	--	60.0%	48.0%	79	50.3%	--	--	--	--	
Access to Care	--	0.0%	--	--	13.9%	--	--	--	--	
How Well Providers Communicate With Patients	--	80.0%	87.0%	10	86.2%	--	--	--	--	
Clear communication by provider	--	80.0%	90.0%	5	89.8%	--	--	--	--	
Provider listened carefully	--	80.0%	90.0%	6	89.1%	--	--	--	--	
Provider gave clear information	--	80.0%	88.0%	9	87.4%	--	--	--	--	
Provider knew child's important medical history	--	70.0%	78.0%	18	76.0%	--	--	--	--	
Provider respected what patient said	--	90.0%	91.0%	31	89.3%	--	--	--	--	
Provider spent enough time with patient	--	80.0%	86.0%	19	85.8%	--	--	--	--	
Follow-Up On Test Results	--	100.0%	78.0%	99	95.5%	--	--	--	--	
Office followed-up with test results	--	100.0%	78.0%	99	95.5%	--	--	--	--	
Patients' Rating of the Provider	--	70.0%	82.0%	7	81.4%	--	--	--	--	
Provider - Overall Rating	--	70.0%	82.0%	7	81.4%	--	--	--	--	
PCMH - Coordination of Care	--	88.9%	--	--	85.8%	--	--	--	--	

Reporting Group = Mid Dakota Clinic - Clinics (NCQA PCMH)

HSTM DB: Overall

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

	Correlation	Jan - Mar 16 # of Completes = 10			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			
Provider seemed informed / up-to-date on specialist care	--	66.7%	65.0%	55	60.4%	--	--	--	--	
Discussed (at each visit) all prescription medication taken	--	88.9%	91.0%	34	91.7%	--	--	--	--	
Attention to Care from Other Providers	--	83.3%	--	--	82.1%	--	--	--	--	
PCMH - Comprehensiveness/Whole Person Care — Child Developmental	--	49.0%	--	--	66.1%	--	--	--	--	
Discussed child's learning ability	--	22.2%	49.0%	6	45.5%	--	--	--	--	
Discussed behaviors normal for child's age	--	60.0%	66.0%	25	83.1%	--	--	--	--	
Discussed how child's body is growing	--	80.0%	77.0%	47	86.4%	--	--	--	--	
Discussed child's moods / emotions	--	30.0%	57.0%	6	65.3%	--	--	--	--	
Discussed how child gets along with others	--	50.0%	48.0%	53	50.3%	--	--	--	--	
Provider's Attention to Your Child's Growth and Development	--	49.2%	57.0%	24	62.5%	--	--	--	--	
PCMH - Comprehensiveness/Whole Person Care — Child Prevention	--	50.8%	--	--	62.7%	--	--	--	--	
Discussed how to keep child from getting injured	--	60.0%	56.0%	54	72.0%	--	--	--	--	
Given information on how to keep child from getting injured	--	44.4%	50.0%	28	67.6%	--	--	--	--	
Discussed how much time child spends on computer or TV	--	50.0%	44.0%	61	44.3%	--	--	--	--	
Discussed how much or what kind of food child eats	--	90.0%	72.0%	88	85.0%	--	--	--	--	
Discussed how much or what kind of exercise child gets	--	30.0%	58.0%	5	54.6%	--	--	--	--	
Discussed household problems that might affect child	--	30.0%	44.0%	17	53.1%	--	--	--	--	
Provider's Advice on Keeping Your Child Safe and Healthy	--	51.0%	56.0%	29	66.4%	--	--	--	--	
PCMH - Self Management Support	--	42.1%	--	--	46.1%	--	--	--	--	
Discussed child's specific health goals	--	66.7%	49.0%	93	55.7%	--	--	--	--	
Asked about hardships in taking care of child's health	--	20.0%	25.0%	35	36.6%	--	--	--	--	
Providers Support You in Taking Care of Your Child's Health (PCMH)	--	42.1%	37.0%	71	46.1%	--	--	--	--	

Reporting Group = Mid Dakota Clinic - Clinics (NCQA PCMH)

HSTM DB: Overall

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

	Jan - Mar 16 # of Completes = 10				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			
Helpful, Courteous, And Respectful Office Staff	--	75.0%	75.0%	44	69.1%	--	--	--	--	
Helpfulness of clerks and receptionists	--	70.0%	69.0%	46	65.3%	--	--	--	--	
Courtesy / respect of clerks and receptionists	--	80.0%	81.0%	43	72.9%	--	--	--	--	

What one thing could the provider or office have done better?

- Better evening and weekend hours would be helpful.
- Honestly, we are beyond happy with everyone at the clinic. We have been thru many pediatricians but we were never happy until we tried Dr Dramko. We are so happy with the care he gives all 3 of our kids. I have preemie twins and he was so helpful from day one. He is a huge asset to MidDakota Clinic. His nurse Tammy is an amazing nurse and always so friendly. I am very happy with the care we get from Tammy and Dr Dramko. The receptionists are always so nice to me and my kids. I don't think there is anything I would change. We are very very happy!
- Our normal doctor is never available if our child gets sick. We usually end up with a different doctor than our regular doctor.
- They do more than is expected, I have no problem getting my child to the provider.



Toman, DO, FAAP , Kristie - [HSTM DB = Pediatrics]

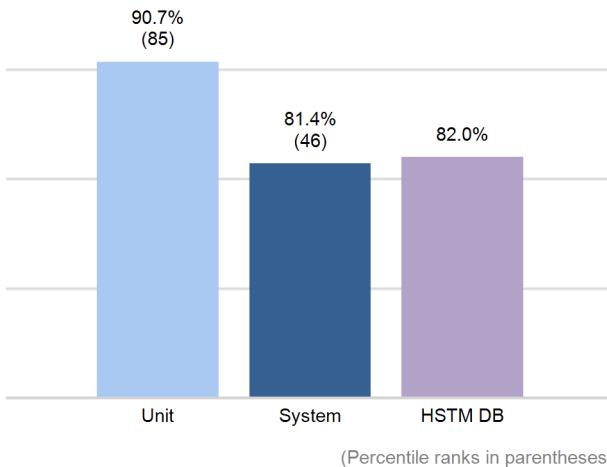
Mid Dakota Clinic - Kirkwood Pediatrics
Mid Dakota Clinic

Patient Insights - NCQA PCMH Child (eSurvey)
Jan - Mar 16

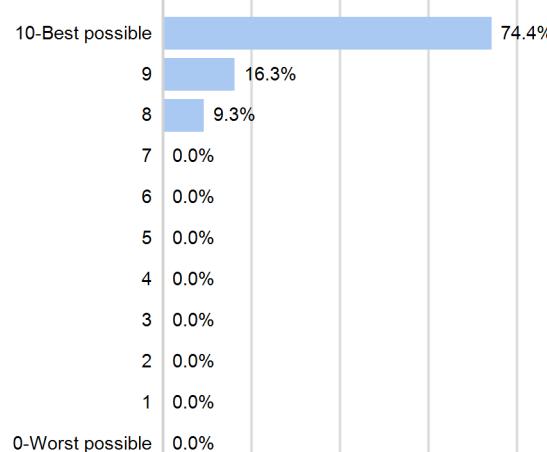
Report created 4/19/2016

Provider - Overall Rating

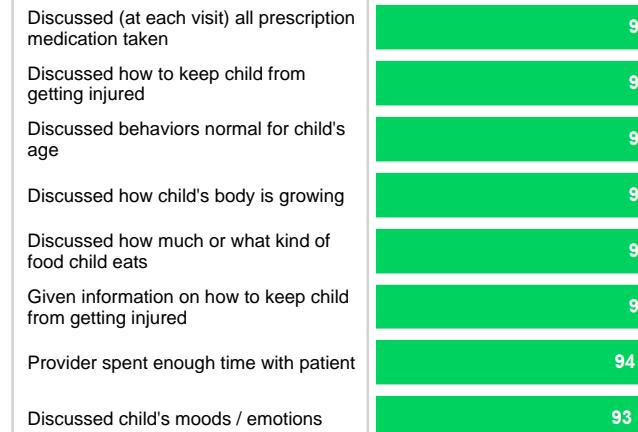
Performance Comparisons



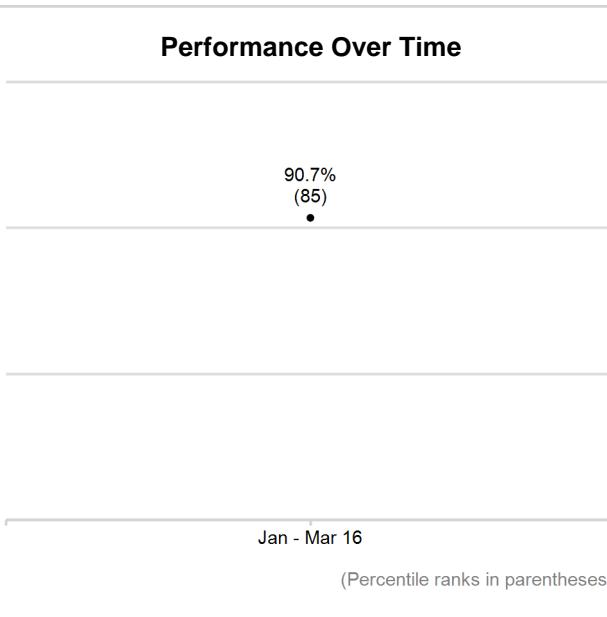
Response Distribution



Top Performers (Percentile Rank)

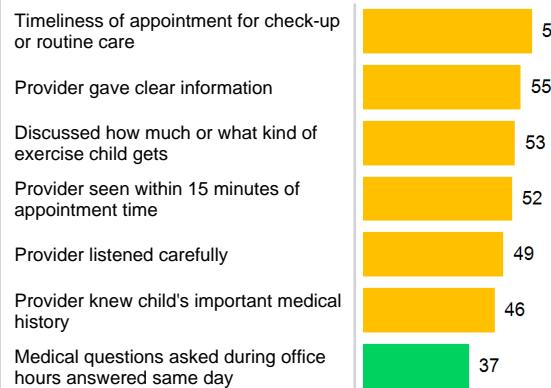


Performance Over Time

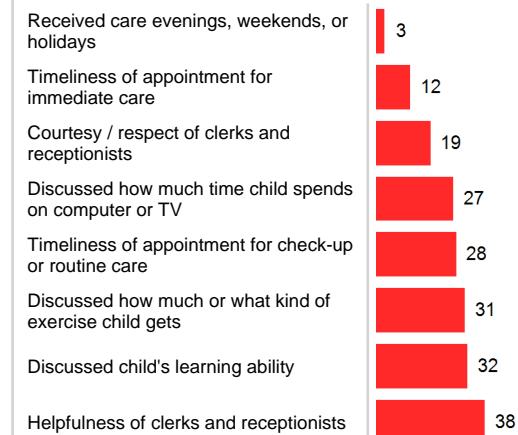


Top Priorities (Priority Index Score)

4/1/2015 - 3/31/2016

Priority Level: ■ High ■ Medium ■ Low

Bottom Performers (Percentile Rank)



	Correlation	Jan - Mar 16 # of Completes = 44			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			
Communication - Child Only	--	95.1%	--	--	93.7%	--	--	--	--	
Provider communicated clearly with child	--	87.5%	--	--	87.9%	--	--	--	--	
Provider listened carefully to child	--	87.5%	--	--	93.1%	--	--	--	--	
Given enough information on child's follow-up care	--	100.0%	--	--	97.0%	--	--	--	--	
Getting Timely Appointments, Care, and Information	0.39	60.2%	66.0%	28	57.5%	--	--	--	--	
Timeliness of appointment for immediate care	--	56.0%	72.0%	12	54.4%	--	--	--	--	
Timeliness of appointment for check-up or routine care	0.37	66.7%	72.0%	28	64.2%	--	--	--	59	
Received care evenings, weekends, or holidays	--	12.5%	46.0%	3	13.9%	--	--	--	--	
Medical questions asked during office hours answered same day	0.41	85.3%	74.0%	84	84.3%	--	--	--	37	
Timely answer to medical questions asked after office hours	--	81.8%	70.0%	73	75.8%	--	--	--	--	
Provider seen within 15 minutes of appointment time	0.40	48.8%	48.0%	51	50.3%	--	--	--	52	
Access to Care	--	12.5%	--	--	13.9%	--	--	--	--	
How Well Providers Communicate With Patients	0.40	92.2%	87.0%	83	86.2%	--	--	--	--	
Clear communication by provider	0.09	93.0%	90.0%	70	89.8%	--	--	--	27	
Provider listened carefully	0.46	92.7%	90.0%	64	89.1%	--	--	--	49	
Provider gave clear information	0.59	90.7%	88.0%	60	87.4%	--	--	--	55	
Provider knew child's important medical history	0.45	83.7%	78.0%	69	76.0%	--	--	--	46	
Provider respected what patient said	0.40	97.7%	91.0%	90	89.3%	--	--	--	33	
Provider spent enough time with patient	0.40	95.3%	86.0%	94	85.8%	--	--	--	31	
Follow-Up On Test Results	--	93.3%	78.0%	92	95.5%	--	--	--	--	
Office followed-up with test results	--	93.3%	78.0%	92	95.5%	--	--	--	--	
Patients' Rating of the Provider	1.00	90.7%	82.0%	85	81.4%	--	--	--	--	
Provider - Overall Rating	1.00	90.7%	82.0%	85	81.4%	--	--	--	--	
PCMH - Coordination of Care	--	91.1%	--	--	85.8%	--	--	--	--	

Reporting Group = Mid Dakota Clinic - Clinics (NCQA PCMH)

HSTM DB: Overall

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

	Correlation	Jan - Mar 16 # of Completes = 44			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			
Provider seemed informed / up-to-date on specialist care	--	69.2%	65.0%	62	60.4%	--	--	--	--	
Discussed (at each visit) all prescription medication taken	--	100.0%	91.0%	99	91.7%	--	--	--	--	
Attention to Care from Other Providers	--	90.2%	--	--	82.1%	--	--	--	--	
PCMH - Comprehensiveness/Whole Person Care — Child Developmental	-0.02	72.4%	--	--	66.1%	--	--	--	--	
Discussed child's learning ability	-0.03	44.2%	49.0%	32	45.5%	--	--	--	31	
Discussed behaviors normal for child's age	-0.15	93.0%	66.0%	99	83.1%	--	--	--	10	
Discussed how child's body is growing	-0.08	97.7%	77.0%	99	86.4%	--	--	--	10	
Discussed child's moods / emotions	0.12	76.2%	57.0%	93	65.3%	--	--	--	20	
Discussed how child gets along with others	0.05	51.2%	48.0%	56	50.3%	--	--	--	29	
Provider's Attention to Your Child's Growth and Development	--	65.8%	57.0%	69	62.5%	--	--	--		
PCMH - Comprehensiveness/Whole Person Care — Child Prevention	0.11	65.4%	--	--	62.7%	--	--	--		
Discussed how to keep child from getting injured	0.05	83.3%	56.0%	99	72.0%	--	--	--	13	
Given information on how to keep child from getting injured	0.02	81.4%	50.0%	99	67.6%	--	--	--	12	
Discussed how much time child spends on computer or TV	0.07	32.6%	44.0%	27	44.3%	--	--	--	37	
Discussed how much or what kind of food child eats	0.22	95.3%	72.0%	99	85.0%	--	--	--	22	
Discussed how much or what kind of exercise child gets	0.29	53.5%	58.0%	31	54.6%	--	--	--	53	
Discussed household problems that might affect child	0.00	46.5%	44.0%	54	53.1%	--	--	--	26	
Provider's Advice on Keeping Your Child Safe and Healthy	--	72.0%	56.0%	91	66.4%	--	--	--		
PCMH - Self Management Support	0.12	51.2%	--	--	46.1%	--	--	--		
Discussed child's specific health goals	0.15	60.5%	49.0%	87	55.7%	--	--	--	24	
Asked about hardships in taking care of child's health	0.09	41.9%	25.0%	89	36.6%	--	--	--	20	
Providers Support You in Taking Care of Your Child's Health (PCMH)	--	51.2%	37.0%	90	46.1%	--	--	--		

	Jan - Mar 16 # of Completes = 44				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			
Helpful, Courteous, And Respectful Office Staff	0.06	69.8%	75.0%	28	69.1%	--	--	--		
Helpfulness of clerks and receptionists	0.10	67.4%	69.0%	38	65.3%	--	--	--	37	
Courtesy / respect of clerks and receptionists	0.02	72.1%	81.0%	19	72.9%	--	--	--	34	

What one thing could the provider or office have done better?

- Absolutely nothing! They are perfect!
- I am overall very happy with all of the staff. There was one instance where the receptionist was a bit rude on the phone, but I understand that they get busy.
- I enjoy taking my children to Mid Dakota pediatrics as they have always been considerate and helpful. Dr. Toman has always been more than helpful and makes me and my kids feel comfortable there. She answers my questions fully in a way i can understand and we always feel we have been treated well. I reccomend her and their office to others and we will continue to see her as a primary doctor. I have never felt there was something that could have gone better or that she was lacking in anyway. We are 100% satisfied with our experiences with Dr.Kristie Toman and Mid Dakota Pediatrics facility.
- I truly enjoy this office as it is very friendly and welcoming everytime that I visit. Whenever I have a question about my child someone usually gets back to me about my question within the hour. It is a great place!
- More appointments available so I can bring child in the day of an illness.
- NA(3)
- none(2)
- Nothing! She is always great!!!!
- Nothing, my son and I enjoy this doctors office and the staff is amazing
- Nothing, they're terrific
- Nothing.
- Older Front desk lady could be less nasty if showed up early, but not quite 20 minutes prior to appt. She usually is okay, but often is not the most friendly.
- Receptionists are rude and not friendly. They seem far too busy
- Receptionists be more considerate and not chew out new parents who may not be 15 minutes early every time for small amounts of paperwork.
- Stay on time. Took longer than usual to see the doctor.
- They did Very Well!!
Thank you
- Took a little more time on a specific concern I had about my child
- We have had wonderful experiences every time we have gone in. Efficient and friendly staff!



Juelson, MD, FAAP , Amy - [HSTM DB = Pediatrics]

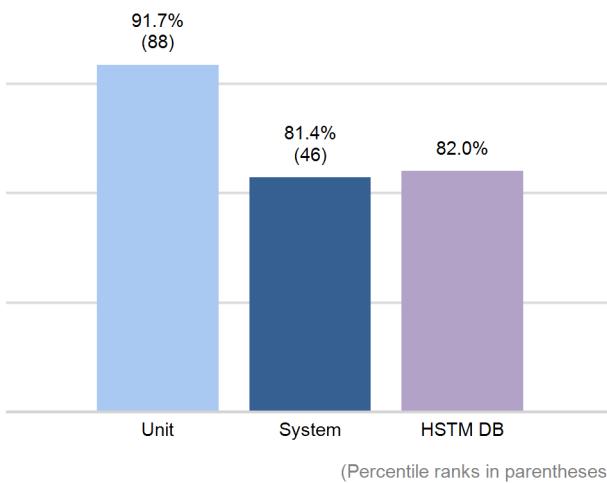
Mid Dakota Clinic - Kirkwood Pediatrics
Mid Dakota Clinic

Patient Insights - NCQA PCMH Child (eSurvey)
Jan - Mar 16

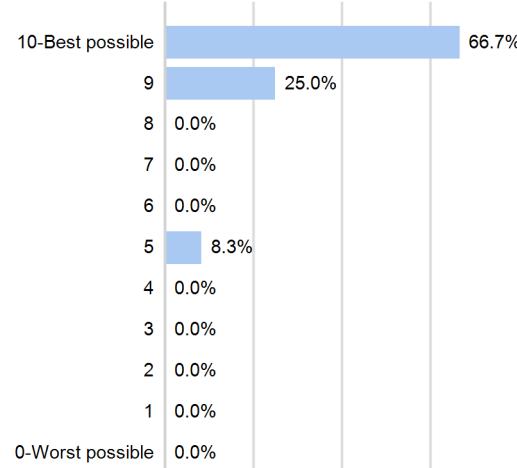
Report created 4/19/2016

Provider - Overall Rating

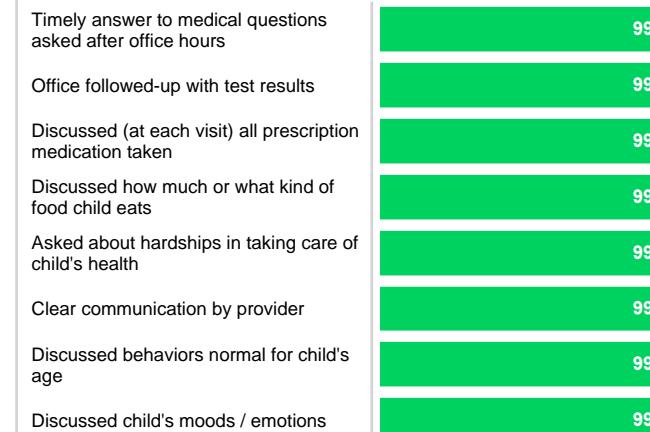
Performance Comparisons



Response Distribution



Top Performers (Percentile Rank)



Performance Over Time

91.7%
(88)
•

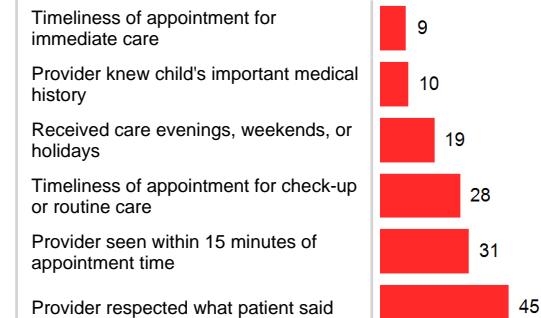
Jan - Mar 16

(Percentile ranks in parentheses)

Top Priorities (Priority Index Score)

No data available for Priority Analysis.

Bottom Performers (Percentile Rank)



	Correlation	Jan - Mar 16 # 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			
Communication - Child Only	--	95.0%	--	--	93.7%	--	--	--	--	
Provider communicated clearly with child	--	83.3%	--	--	87.9%	--	--	--	--	
Provider listened carefully to child	--	100.0%	--	--	93.1%	--	--	--	--	
Given enough information on child's follow-up care	--	100.0%	--	--	97.0%	--	--	--	--	
Getting Timely Appointments, Care, and Information	--	56.9%	66.0%	15	57.5%	--	--	--	--	
Timeliness of appointment for immediate care	--	50.0%	72.0%	9	54.4%	--	--	--	--	
Timeliness of appointment for check-up or routine care	--	66.7%	72.0%	28	64.2%	--	--	--	--	
Received care evenings, weekends, or holidays	--	25.0%	46.0%	19	13.9%	--	--	--	--	
Medical questions asked during office hours answered same day	--	87.5%	74.0%	88	84.3%	--	--	--	--	
Timely answer to medical questions asked after office hours	--	100.0%	70.0%	99	75.8%	--	--	--	--	
Provider seen within 15 minutes of appointment time	--	41.7%	48.0%	31	50.3%	--	--	--	--	
Access to Care	--	25.0%	--	--	13.9%	--	--	--	--	
How Well Providers Communicate With Patients	--	93.1%	87.0%	86	86.2%	--	--	--	--	
Clear communication by provider	--	100.0%	90.0%	99	89.8%	--	--	--	--	
Provider listened carefully	--	100.0%	90.0%	99	89.1%	--	--	--	--	
Provider gave clear information	--	100.0%	88.0%	99	87.4%	--	--	--	--	
Provider knew child's important medical history	--	66.7%	78.0%	10	76.0%	--	--	--	--	
Provider respected what patient said	--	91.7%	91.0%	45	89.3%	--	--	--	--	
Provider spent enough time with patient	--	100.0%	86.0%	99	85.8%	--	--	--	--	
Follow-Up On Test Results	--	100.0%	78.0%	99	95.5%	--	--	--	--	
Office followed-up with test results	--	100.0%	78.0%	99	95.5%	--	--	--	--	
Patients' Rating of the Provider	--	91.7%	82.0%	88	81.4%	--	--	--	--	
Provider - Overall Rating	--	91.7%	82.0%	88	81.4%	--	--	--	--	
PCMH - Coordination of Care	--	95.5%	--	--	85.8%	--	--	--	--	

Reporting Group = Mid Dakota Clinic - Clinics (NCQA PCMH)

HSTM DB: Overall

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

	Correlation	Jan - Mar 16 # 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			
Provider seemed informed / up-to-date on specialist care	--	83.3%	65.0%	95	60.4%	--	--	--	--	
Discussed (at each visit) all prescription medication taken	--	100.0%	91.0%	99	91.7%	--	--	--	--	
Attention to Care from Other Providers	--	93.3%	--	--	82.1%	--	--	--	--	
PCMH - Comprehensiveness/Whole Person Care — Child Developmental	--	88.3%	--	--	66.1%	--	--	--	--	
Discussed child's learning ability	--	75.0%	49.0%	97	45.5%	--	--	--	--	
Discussed behaviors normal for child's age	--	100.0%	66.0%	99	83.1%	--	--	--	--	
Discussed how child's body is growing	--	100.0%	77.0%	99	86.4%	--	--	--	--	
Discussed child's moods / emotions	--	91.7%	57.0%	99	65.3%	--	--	--	--	
Discussed how child gets along with others	--	75.0%	48.0%	98	50.3%	--	--	--	--	
Provider's Attention to Your Child's Growth and Development	--	86.1%	57.0%	99	62.5%	--	--	--	--	
PCMH - Comprehensiveness/Whole Person Care — Child Prevention	--	84.5%	--	--	62.7%	--	--	--	--	
Discussed how to keep child from getting injured	--	91.7%	56.0%	99	72.0%	--	--	--	--	
Given information on how to keep child from getting injured	--	83.3%	50.0%	99	67.6%	--	--	--	--	
Discussed how much time child spends on computer or TV	--	75.0%	44.0%	99	44.3%	--	--	--	--	
Discussed how much or what kind of food child eats	--	100.0%	72.0%	99	85.0%	--	--	--	--	
Discussed how much or what kind of exercise child gets	--	83.3%	58.0%	98	54.6%	--	--	--	--	
Discussed household problems that might affect child	--	75.0%	44.0%	98	53.1%	--	--	--	--	
Provider's Advice on Keeping Your Child Safe and Healthy	--	86.4%	56.0%	99	66.4%	--	--	--	--	
PCMH - Self Management Support	--	62.5%	--	--	46.1%	--	--	--	--	
Discussed child's specific health goals	--	66.7%	49.0%	93	55.7%	--	--	--	--	
Asked about hardships in taking care of child's health	--	58.3%	25.0%	99	36.6%	--	--	--	--	
Providers Support You in Taking Care of Your Child's Health (PCMH)	--	62.5%	37.0%	98	46.1%	--	--	--	--	

	Correlation	Jan - Mar 16 # 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			
Helpful, Courteous, And Respectful Office Staff	--	83.3%	75.0%	78	69.1%	--	--	--	--	
Helpfulness of clerks and receptionists	--	75.0%	69.0%	67	65.3%	--	--	--	--	
Courtesy / respect of clerks and receptionists	--	91.7%	81.0%	84	72.9%	--	--	--	--	

What one thing could the provider or office have done better?

- Dr. Juelson is a wonderful doc. No complaints. Very happy with her attentive care of our son.
- Nothing
- The wait time was too long! Dr. Juelson talked to us as if we were tiny children, she needs to tailor her conversation with whomever she is talking to. I felt like I was being talked down to.



Anderson, MD, FAAP , Kathy - [HSTM DB = Pediatrics]

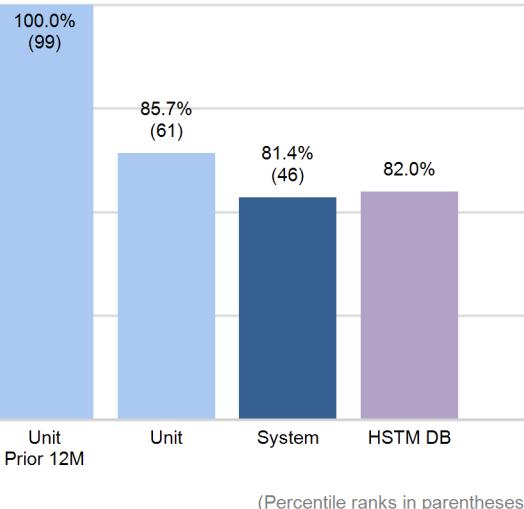
Mid Dakota Clinic - Kirkwood Pediatrics
Mid Dakota Clinic

Patient Insights - NCQA PCMH Child (eSurvey)
Jan - Mar 16

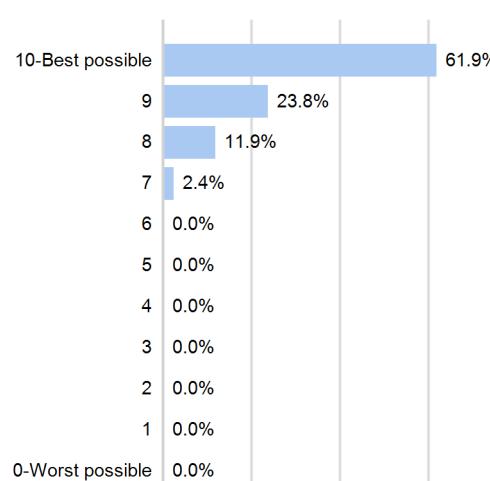
Report created 4/19/2016

Provider - Overall Rating

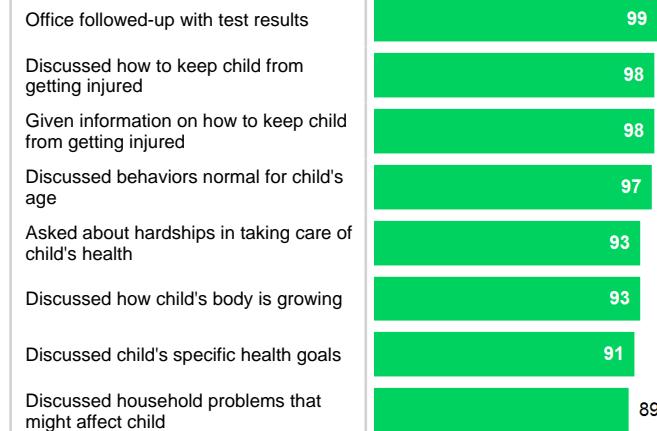
Performance Comparisons



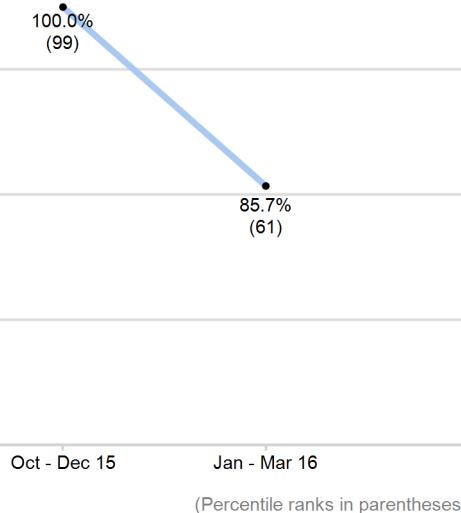
Response Distribution



Top Performers (Percentile Rank)

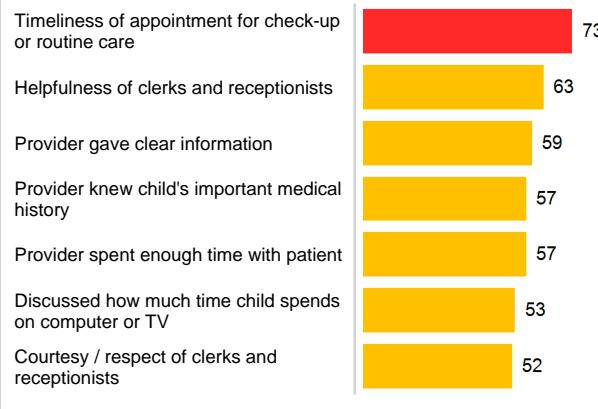


Performance Over Time

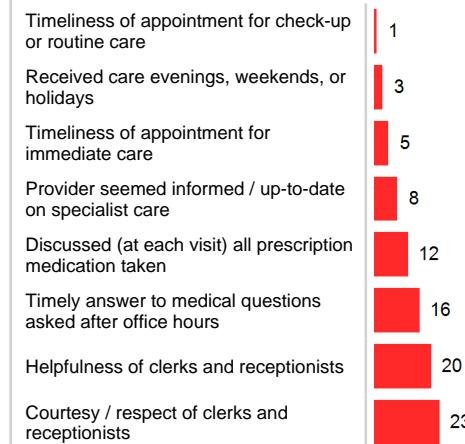


Top Priorities (Priority Index Score)

4/1/2015 - 3/31/2016



Bottom Performers (Percentile Rank)



	Correlation	Jan - Mar 16 # of Completes = 42			Reporting Group Top Box	Prior 12 Months # of Completes = 2			Change in Top Box	Priority Level
		Top Box Score	HSTM DB Top Box	Percentile Rank		Top Box Score	Percentile Rank			
Communication - Child Only	--	92.9%	--	--	93.7%	100.0%	--	-7.1%		
Provider communicated clearly with child	--	77.8%	--	--	87.9%	--	--	--		
Provider listened carefully to child	--	100.0%	--	--	93.1%	--	--	--		
Given enough information on child's follow-up care	--	95.8%	--	--	97.0%	100.0%	--	-4.2%		
Getting Timely Appointments, Care, and Information	0.39	55.5%	66.0%	15	57.5%	30.0%	1	25.5%		
Timeliness of appointment for immediate care	--	45.5%	72.0%	5	54.4%	0.0%	1	45.5%		
Timeliness of appointment for check-up or routine care	0.53	46.3%	72.0%	1	64.2%	0.0%	1	46.3%	73	
Received care evenings, weekends, or holidays	--	11.1%	46.0%	3	13.9%	0.0%	1	11.1%		
Medical questions asked during office hours answered same day	0.34	84.4%	74.0%	81	84.3%	100.0%	99	-15.6%	34	
Timely answer to medical questions asked after office hours	--	55.6%	70.0%	16	75.8%	0.0%	1	55.6%		
Provider seen within 15 minutes of appointment time	0.31	66.7%	48.0%	88	50.3%	50.0%	55	16.7%	32	
Access to Care	--	11.1%	--	--	13.9%	0.0%	--	11.1%		
How Well Providers Communicate With Patients	0.36	88.0%	87.0%	47	86.2%	100.0%	99	-12.0%		
Clear communication by provider	0.19	90.5%	90.0%	49	89.8%	100.0%	99	-9.5%	40	
Provider listened carefully	0.41	95.2%	90.0%	84	89.1%	100.0%	99	-4.8%	37	
Provider gave clear information	0.50	87.8%	88.0%	37	87.4%	100.0%	99	-12.2%	59	
Provider knew child's important medical history	0.59	78.0%	78.0%	51	76.0%	100.0%	99	-22.0%	57	
Provider respected what patient said	0.16	92.9%	91.0%	52	89.3%	100.0%	99	-7.1%	33	
Provider spent enough time with patient	0.35	82.9%	86.0%	27	85.8%	100.0%	99	-17.1%	57	
Follow-Up On Test Results	--	100.0%	78.0%	99	95.5%	--	--	--		
Office followed-up with test results	--	100.0%	78.0%	99	95.5%	--	--	--		
Patients' Rating of the Provider	1.00	85.7%	82.0%	61	81.4%	100.0%	--	-14.3%		
Provider - Overall Rating	1.00	85.7%	82.0%	61	81.4%	100.0%	99	-14.3%		
PCMH - Coordination of Care	--	79.2%	--	--	85.8%	100.0%	--	-20.8%		

Reporting Group = Mid Dakota Clinic - Clinics (NCQA PCMH)

HSTM DB: Overall

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

	Correlation	Jan - Mar 16 # of Completes = 42			Reporting Group Top Box	Prior 12 Months # of Completes = 2			Change in Top Box	Priority Level
		Top Box Score	HSTM DB Top Box	Percentile Rank		Top Box Score	Percentile Rank			
Provider seemed informed / up-to-date on specialist care	--	45.5%	65.0%	8	60.4%	100.0%	99	-54.5%		
Discussed (at each visit) all prescription medication taken	--	84.0%	91.0%	12	91.7%	100.0%	99	-16.0%		
Attention to Care from Other Providers	--	72.2%	--	--	82.1%	100.0%	--	-27.8%		
PCMH - Comprehensiveness/Whole Person Care — Child Developmental	0.09	70.0%	--	--	66.1%	90.0%	--	-20.0%		
Discussed child's learning ability	0.00	52.4%	49.0%	49	45.5%	50.0%	44	2.4%	█ 29	
Discussed behaviors normal for child's age	-0.02	90.5%	66.0%	97	83.1%	100.0%	99	-9.5%	█ 11	
Discussed how child's body is growing	0.16	92.9%	77.0%	93	86.4%	100.0%	99	-7.1%	█ 21	
Discussed child's moods / emotions	0.17	64.3%	57.0%	63	65.3%	100.0%	99	-35.7%	█ 33	
Discussed how child gets along with others	0.15	50.0%	48.0%	53	50.3%	100.0%	99	-50.0%	█ 34	
Provider's Attention to Your Child's Growth and Development	--	65.5%	57.0%	69	62.5%	83.3%	99	-17.9%		
PCMH - Comprehensiveness/Whole Person Care — Child Prevention	0.10	69.0%	--	--	62.7%	66.7%	--	2.3%		
Discussed how to keep child from getting injured	0.12	81.0%	56.0%	98	72.0%	100.0%	99	-19.0%	█ 18	
Given information on how to keep child from getting injured	0.08	78.6%	50.0%	98	67.6%	100.0%	99	-21.4%	█ 15	
Discussed how much time child spends on computer or TV	0.36	42.9%	44.0%	46	44.3%	50.0%	61	-7.1%	█ 53	
Discussed how much or what kind of food child eats	0.02	87.5%	72.0%	81	85.0%	100.0%	99	-12.5%	█ 16	
Discussed how much or what kind of exercise child gets	-0.05	60.0%	58.0%	50	54.6%	50.0%	26	10.0%	█ 27	
Discussed household problems that might affect child	0.05	64.3%	44.0%	89	53.1%	0.0%	1	64.3%	█ 18	
Provider's Advice on Keeping Your Child Safe and Healthy	--	74.3%	56.0%	95	66.4%	70.0%	87	4.3%		
PCMH - Self Management Support	0.09	54.2%	--	--	46.1%	75.0%	--	-20.8%		
Discussed child's specific health goals	0.01	61.9%	49.0%	91	55.7%	100.0%	99	-38.1%	█ 14	
Asked about hardships in taking care of child's health	0.17	46.3%	25.0%	93	36.6%	50.0%	96	-3.7%	█ 24	
Providers Support You in Taking Care of Your Child's Health (PCMH)	--	54.2%	37.0%	95	46.1%	75.0%	99	-20.8%		

	Jan - Mar 16 # of Completes = 42				Reporting Group Top Box	Prior 12 Months # of Completes = 2			Change in Top Box	Priority Level
	Correlation	Top Box Score	HSTM DB Top Box	Percentile Rank		Top Box Score	Percentile Rank			
Helpful, Courteous, And Respectful Office Staff	0.34	66.7%	75.0%	19	69.1%	100.0%	99	-33.3%		
Helpfulness of clerks and receptionists	0.41	59.5%	69.0%	20	65.3%	100.0%	99	-40.5%	63	
Courtesy / respect of clerks and receptionists	0.27	73.8%	81.0%	23	72.9%	100.0%	99	-26.2%	52	

What one thing could the provider or office have done better?

- Clerk receptionist be more friendly
- Dr. Anderson was gone A LOT, so my daughter saw another pediatrician in the clinic just as often as she saw her actual pediatrician. That was frustrating because the continuity of care was interrupted. There were more issues with scheduling as well, where a receptionist scheduled an appointment for my daughter during a time when our pediatrician was scheduled to be gone, but we weren't notified of that so we showed up for the appointment anyway. We were squeezed in by someone else that same day, which was good.
- hire another pediatrician, with my three children I have never once been able to see their regular pediatrician when they have been sick or for the follow up after they have been sick
- I really think there should be an after hours/weekend Peds clinic. Our "competitor" has one and I really feel it would be beneficial for all of Mid Dakota's patients.
- It's very good there. Dr. Anderson and her team, specifically Natalie, are amazing.
- Keep a couple appointments free each day for urgent sick visits.
- None
- None. Dr. Anderson is a wonderful provider and a great asset to Mid Dakota Clinic.
- Provide more time with the doctor. I felt rushed or told she told us she didn't have time to visit with me about all our issues. She wanted us to come back to visit about some of the issues I didn't get a chance to talk with her about. Didn't feel this was right as we had to wait weeks just to get into see her and then was rushed and told she didn't have enough time for the visit and to visit about all our issues. She is an outstanding doctor but just not enough time allowed for the visits.
We have been with her for years (more than 13 years) and it seems like when we really need to get in to see her we can't...have to wait weeks. It would be nice if she would stop taking "new" clients so she can focus on the ones she has to give the current clients quality time and thus not feel rushed or told you need to come back to talk about issues you never got to discuss with her.
- Some of the exam rooms were a bit small when you get mom,dad and child in the room.
- Spent a little more time, appointment felt rushed.
- The one receptionist was very rude to us at the first appt. Our baby was 4 days old, we hadn't left the house yet. She is our first child & we arrived only 15 min ahead of appt instead of the half hr. She told me from now on if I am late the dr won't see us. I wasn't late & had my paperwork partially filled out when the nurse came for us. The nurse was so nice & said it wasn't a big deal. The receptionist needs to be more friendly & have better customer service. From now on I will wait to see the other receptionist because she has way better customer service.
- The only thing would be to be able to get in more quickly but I know she has a lot of patients
- They all do an excellent job. I have no complains.
- Timing on appointments, and better treatment to the customer.
- We love Dr. Anderson!
- We LOVE Dr. Anderson. She is the best pediatrician and I could not ask for a better doctor for both my children.



Zacher, MD, FAAP , Carla - [HSTM DB = Pediatrics]

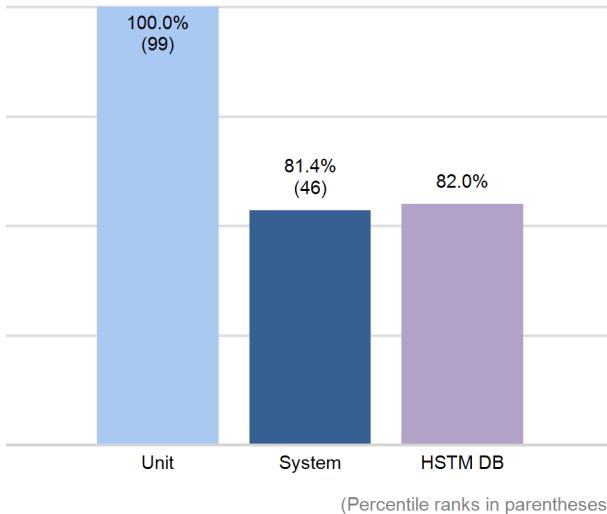
Mid Dakota Clinic - Kirkwood Pediatrics
Mid Dakota Clinic

Patient Insights - NCQA PCMH Child (eSurvey)
Jan - Mar 16

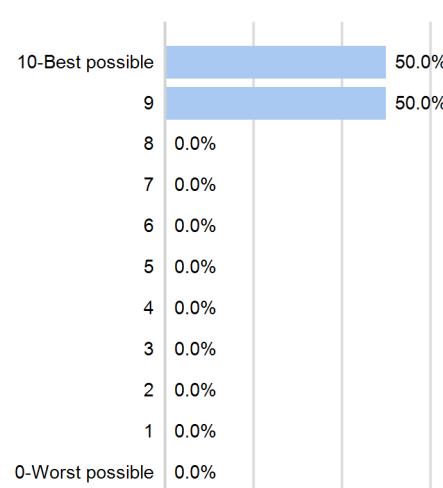
Report created 4/19/2016

Provider - Overall Rating

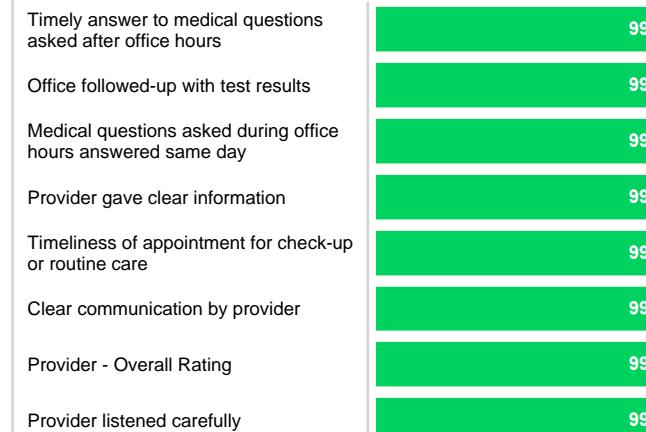
Performance Comparisons



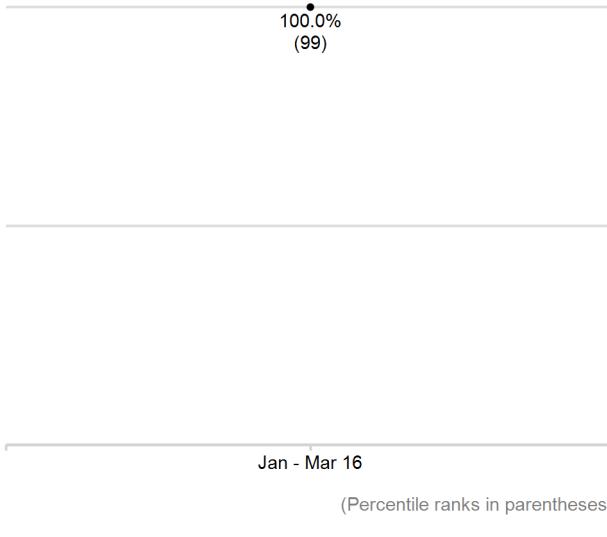
Response Distribution



Top Performers (Percentile Rank)



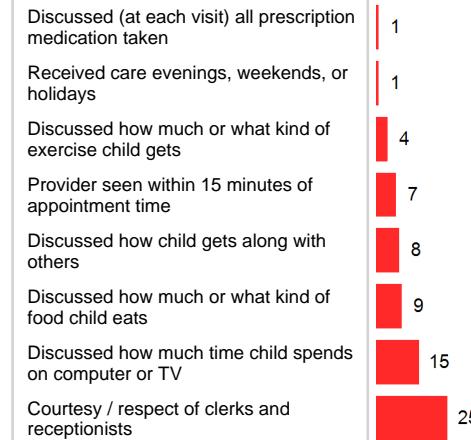
Performance Over Time



Top Priorities (Priority Index Score)

No data available for Priority Analysis.

Bottom Performers (Percentile Rank)



	Correlation	Jan - Mar 16 # of Completes = 4			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			
Communication - Child Only	--	100.0%	--	--	93.7%	--	--	--	--	
Provider communicated clearly with child	--	100.0%	--	--	87.9%	--	--	--	--	
Provider listened carefully to child	--	100.0%	--	--	93.1%	--	--	--	--	
Given enough information on child's follow-up care	--	100.0%	--	--	97.0%	--	--	--	--	
Getting Timely Appointments, Care, and Information	--	57.9%	66.0%	17	57.5%	--	--	--	--	
Timeliness of appointment for immediate care	--	75.0%	72.0%	54	54.4%	--	--	--	--	
Timeliness of appointment for check-up or routine care	--	100.0%	72.0%	99	64.2%	--	--	--	--	
Received care evenings, weekends, or holidays	--	0.0%	46.0%	1	13.9%	--	--	--	--	
Medical questions asked during office hours answered same day	--	100.0%	74.0%	99	84.3%	--	--	--	--	
Timely answer to medical questions asked after office hours	--	100.0%	70.0%	99	75.8%	--	--	--	--	
Provider seen within 15 minutes of appointment time	--	25.0%	48.0%	7	50.3%	--	--	--	--	
Access to Care	--	0.0%	--	--	13.9%	--	--	--	--	
How Well Providers Communicate With Patients	--	95.7%	87.0%	95	86.2%	--	--	--	--	
Clear communication by provider	--	100.0%	90.0%	99	89.8%	--	--	--	--	
Provider listened carefully	--	100.0%	90.0%	99	89.1%	--	--	--	--	
Provider gave clear information	--	100.0%	88.0%	99	87.4%	--	--	--	--	
Provider knew child's important medical history	--	75.0%	78.0%	29	76.0%	--	--	--	--	
Provider respected what patient said	--	100.0%	91.0%	99	89.3%	--	--	--	--	
Provider spent enough time with patient	--	100.0%	86.0%	99	85.8%	--	--	--	--	
Follow-Up On Test Results	--	100.0%	78.0%	99	95.5%	--	--	--	--	
Office followed-up with test results	--	100.0%	78.0%	99	95.5%	--	--	--	--	
Patients' Rating of the Provider	--	100.0%	82.0%	99	81.4%	--	--	--	--	
Provider - Overall Rating	--	100.0%	82.0%	99	81.4%	--	--	--	--	
PCMH - Coordination of Care	--	77.8%	--	--	85.8%	--	--	--	--	

Reporting Group = Mid Dakota Clinic - Clinics (NCQA PCMH)

HSTM DB: Overall

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

	Correlation	Jan - Mar 16 # of Completes = 4			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			
Provider seemed informed / up-to-date on specialist care	--	66.7%	65.0%	55	60.4%	--	--	--	--	
Discussed (at each visit) all prescription medication taken	--	75.0%	91.0%	1	91.7%	--	--	--	--	
Attention to Care from Other Providers	--	71.4%	--	--	82.1%	--	--	--	--	
PCMH - Comprehensiveness/Whole Person Care — Child Developmental	--	55.0%	--	--	66.1%	--	--	--	--	
Discussed child's learning ability	--	50.0%	49.0%	44	45.5%	--	--	--	--	
Discussed behaviors normal for child's age	--	75.0%	66.0%	65	83.1%	--	--	--	--	
Discussed how child's body is growing	--	75.0%	77.0%	33	86.4%	--	--	--	--	
Discussed child's moods / emotions	--	50.0%	57.0%	25	65.3%	--	--	--	--	
Discussed how child gets along with others	--	25.0%	48.0%	8	50.3%	--	--	--	--	
Provider's Attention to Your Child's Growth and Development	--	50.0%	57.0%	25	62.5%	--	--	--	--	
PCMH - Comprehensiveness/Whole Person Care — Child Prevention	--	41.7%	--	--	62.7%	--	--	--	--	
Discussed how to keep child from getting injured	--	50.0%	56.0%	26	72.0%	--	--	--	--	
Given information on how to keep child from getting injured	--	50.0%	50.0%	46	67.6%	--	--	--	--	
Discussed how much time child spends on computer or TV	--	25.0%	44.0%	15	44.3%	--	--	--	--	
Discussed how much or what kind of food child eats	--	50.0%	72.0%	9	85.0%	--	--	--	--	
Discussed how much or what kind of exercise child gets	--	25.0%	58.0%	4	54.6%	--	--	--	--	
Discussed household problems that might affect child	--	50.0%	44.0%	61	53.1%	--	--	--	--	
Provider's Advice on Keeping Your Child Safe and Healthy	--	45.0%	56.0%	17	66.4%	--	--	--	--	
PCMH - Self Management Support	--	50.0%	--	--	46.1%	--	--	--	--	
Discussed child's specific health goals	--	66.7%	49.0%	93	55.7%	--	--	--	--	
Asked about hardships in taking care of child's health	--	33.3%	25.0%	73	36.6%	--	--	--	--	
Providers Support You in Taking Care of Your Child's Health (PCMH)	--	50.0%	37.0%	89	46.1%	--	--	--	--	

Reporting Group = Mid Dakota Clinic - Clinics (NCQA PCMH)

HSTM DB: Overall

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

	Correlation	Jan - Mar 16 # of Completes = 4			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			
Helpful, Courteous, And Respectful Office Staff	--	75.0%	75.0%	44	69.1%	--	--	--	--	
Helpfulness of clerks and receptionists	--	75.0%	69.0%	67	65.3%	--	--	--	--	
Courtesy / respect of clerks and receptionists	--	75.0%	81.0%	25	72.9%	--	--	--	--	

What one thing could the provider or office have done better?

- The receptionist could have had a more pleasant attitude, she made it feel uncomfortable being there. Otherwise everyone else was very friendly and helpful.