

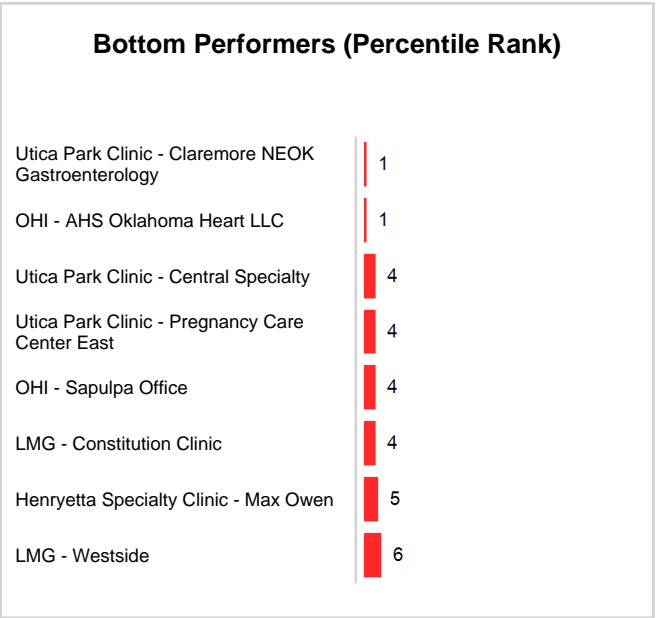
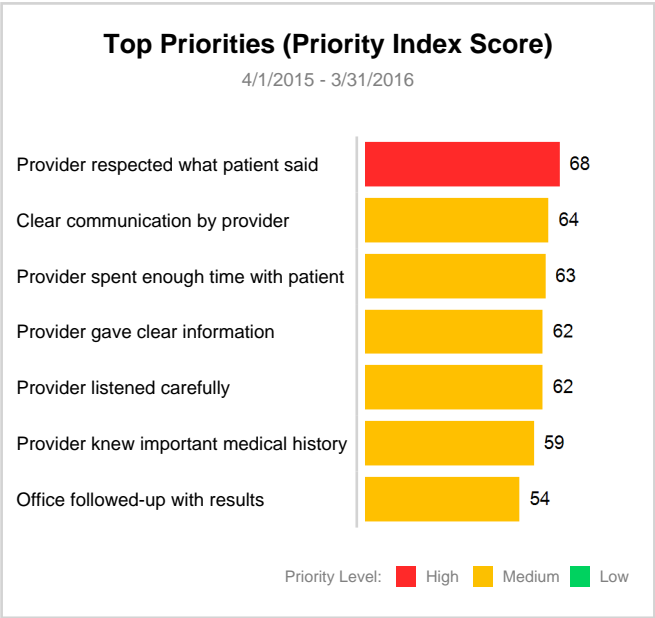
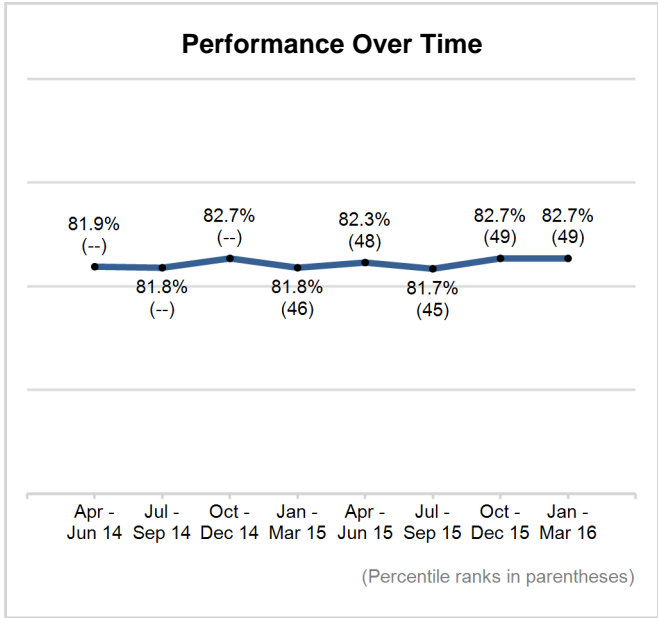
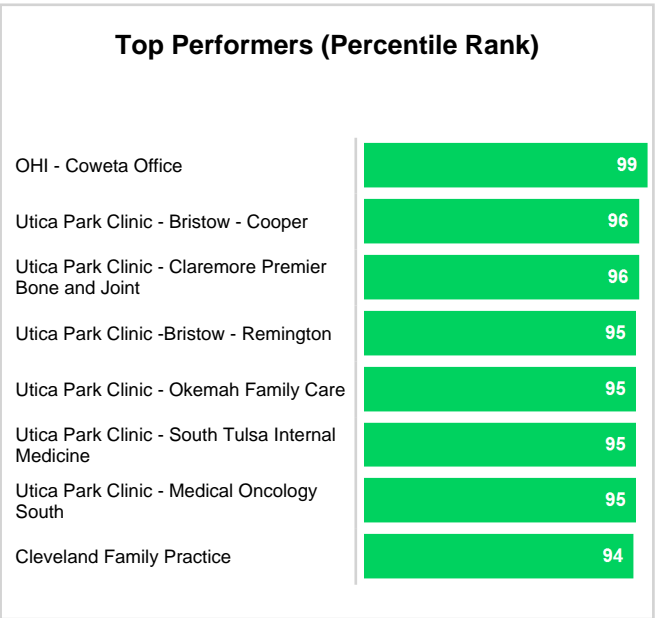
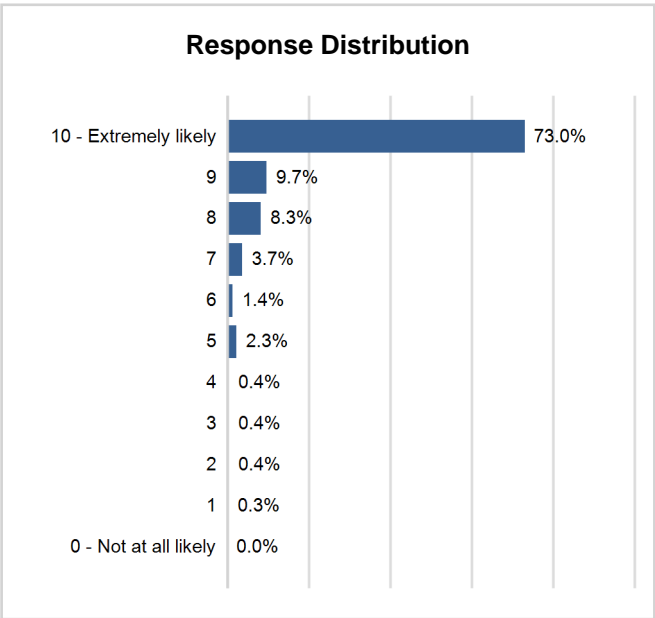
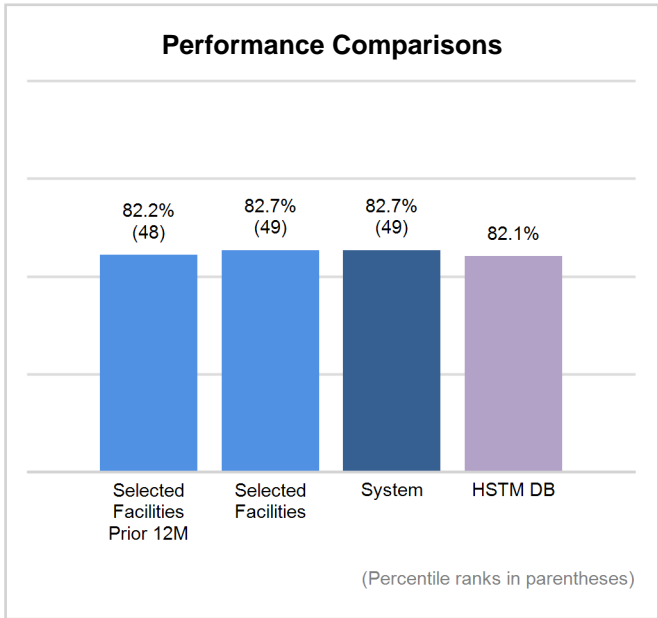
# Ardent Health Services

## Patient Insights - CG-CAHPS Visit (eSurvey)























Jan - Mar 16

Report created 3/28/2016

Patient advocacy (likelihood to recommend)



### Patient advocacy (likelihood to recommend)

	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
Ardent Health Services - CG CAHPS	17,169	82.7%	 49	51,349	82.2%	48	0.6%	1	6	3
OHI - Coweta Office	5	100.0%	 99	8	100.0%	99	0.0%			
Utica Park Clinic - Claremore Premier Bone and Joint	68	97.0%	 96	237	90.1%	84	6.9%	5		5
Utica Park Clinic - Bristow - Cooper	73	97.2%	 96	224	95.0%	95	2.2%		9	
Utica Park Clinic -Bristow - Remington	43	95.2%	 95	167	94.0%	94	1.2%		10	
Utica Park Clinic - South Tulsa Internal Medicine	263	95.2%	 95	1,002	92.8%	94	2.5%	1	9	
Utica Park Clinic - Okemah Family Care	38	94.7%	 95	145	88.2%	72	6.5%	3	7	
Utica Park Clinic - Medical Oncology South	20	95.0%	 95	21	95.2%	95	-0.2%	6		3
Utica Park Clinic - South Memorial Family Physicians	310	92.5%	 94	1,017	92.1%	92	0.4%	3	7	
Cleveland Family Practice	59	93.0%	 94	134	91.5%	91	1.4%	5		5
Utica Park Clinic - South Lewis Pediatrics	77	92.2%	 93	387	92.5%	94	-0.3%	3	7	
Utica Park Clinic - Broken Arrow South	78	92.2%	 93	127	92.0%	92	0.2%	3	7	
Utica Park Clinic - Okmulgee	38	92.1%	 92	51	78.4%	30	13.7%	5		5
Utica Park Clinic - Harris OB/GYN	114	92.1%	 92	441	91.0%	90	1.1%	5		5
LMG - LMC Pulmonology Clinic	88	91.8%	 91	166	77.6%	27	14.1% ↑	4	5	1
Utica Park Clinic - Henryetta Family Care	243	90.7%	 85	423	88.8%	76	2.0%	8		2
OHI - Vinita Office	32	90.6%	 85	55	85.2%	56	5.4%	3	7	
Utica Park Clinic - Kaiser Clinic	20	90.0%	 84	64	78.3%	29	11.7%	7		2
Utica Park Clinic -Mingo Valley Medical Group	416	89.5%	 80	1,339	82.0%	46	7.5% ↑	5	5	
Utica Park Clinic - Owasso 2nd Floor Specialty	470	89.3%	 79	1,282	83.8%	53	5.6% ↑	7		3
Utica Park Clinic - Cushing Famly Practice	259	88.7%	 75	785	87.5%	67	1.2%	8		2
Utica Park Clinic - Cushing Medical Specialists	200	88.2%	 73	656	88.8%	76	-0.5%	2	4	4





















































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

## Patient advocacy (likelihood to recommend)

	Jan - Mar 16			Prior 12 Months			Change in Top Box Score	Question Count by Priority Level High Medium Low
	Number of Completes	Top Box Score	Percentile Rank	Number of Completes	Top Box Score	Percentile Rank		
Utica Park Clinic - General Surgery South	42	88.1%	<div><div></div></div> 72	205	82.1%	47	6.0%	<div><div></div><div></div><div></div></div> 7 3
Utica Park Clinic - Claremore Internal Medicine	185	88.1%	<div><div></div></div> 72	1,065	86.2%	61	1.9%	<div><div></div><div></div><div></div></div> 6 4
Utica Park Clinic - Women's Health Center	351	87.8%	<div><div></div></div> 70	1,067	85.8%	60	2.0%	<div><div></div><div></div><div></div></div> 8 2
Utica Park Clinic - Lung Center at Hillcrest	107	87.9%	<div><div></div></div> 70	316	80.4%	36	7.5%	<div><div></div><div></div><div></div></div> 1 8 1
Utica Park Clinic - Central 3E	297	87.6%	<div><div></div></div> 68	815	76.5%	24	11.1% ↑	<div><div></div><div></div><div></div></div> 8 2
Utica Park Clinic - Pregnancy Care Center North	17	87.5%	<div><div></div></div> 67	43	97.7%	96	-10.2%	<div><div></div><div></div><div></div></div> 7
LMG - Bariatric Clinic	50	87.5%	<div><div></div></div> 67	128	90.7%	85	-3.2%	<div><div></div><div></div><div></div></div> 5 3 2
Utica Park Clinic - Claremore Family and Sports Medicine	275	87.1%	<div><div></div></div> 63	314	87.9%	70	-0.8%	<div><div></div><div></div><div></div></div> 5 5
Utica Park Clinic - Cedar Ridge Internal Medicine	236	87.1%	<div><div></div></div> 63	838	89.3%	79	-2.2%	<div><div></div><div></div><div></div></div> 3 7
Utica Park Clinic - South Tulsa ENT Center	234	86.6%	<div><div></div></div> 61	793	83.7%	53	2.9%	<div><div></div><div></div><div></div></div> 8 2
Utica Park Clinic - Jenks	371	86.3%	<div><div></div></div> 61	1,429	82.3%	48	4.0%	<div><div></div><div></div><div></div></div> 6 4
Utica Park Clinic - South Tulsa	253	86.5%	<div><div></div></div> 61	943	83.7%	53	2.8%	<div><div></div><div></div><div></div></div> 5 5
Utica Park Clinic - Claremore NEOK Women's Center	132	86.2%	<div><div></div></div> 60	466	89.8%	83	-3.6%	<div><div></div><div></div><div></div></div> 5 5
OHI - Henryetta Office	21	85.7%	<div><div></div></div> 60	24	70.8%	5	14.9%	<div><div></div><div></div><div></div></div> 5 3
OHI - Fairfax Clinic Office Charges	14	85.7%	<div><div></div></div> 60	17	94.1%	95	-8.4%	<div><div></div><div></div><div></div></div> 2 6
Elliott Medical Plaza	516	85.8%	<div><div></div></div> 60	1,824	86.9%	62	-1.0%	<div><div></div><div></div><div></div></div> 8 2
Utica Park Clinic -Bristow - Carl Smith	97	85.4%	<div><div></div></div> 58	324	89.4%	80	-4.0%	<div><div></div><div></div><div></div></div> 3 7
Utica Park Clinic - Medical Oncology	183	85.5%	<div><div></div></div> 58	464	87.2%	64	-1.7%	<div><div></div><div></div><div></div></div> 8 2
Utica Park Clinic - South Tulsa OB/GYN	101	85.0%	<div><div></div></div> 55	343	80.2%	35	4.8%	<div><div></div><div></div><div></div></div> 1 8 1
OHI - Cleveland Office	13	84.6%	<div><div></div></div> 55	13	53.8%	1	30.8%	
Utica Park Clinic - Dermatology South	188	84.4%	<div><div></div></div> 54	716	82.5%	49	1.9%	<div><div></div><div></div><div></div></div> 1 6 3
Utica Park Clinic - Broken Arrow Adults	378	83.8%	<div><div></div></div> 53	1,370	78.3%	29	5.6% ↑	<div><div></div><div></div><div></div></div> 7 3
OHI - Oklahoma Heart Utica Office	1,020	83.5%	<div><div></div></div> 52	1,513	83.2%	49	0.2%	<div><div></div><div></div><div></div></div> 7 3
OHI - Wagoner Office	12	83.3%	<div><div></div></div> 50	13	92.3%	94	-9.0%	

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

## Patient advocacy (likelihood to recommend)

	Jan - Mar 16			Prior 12 Months			Change in Top Box Score	Question Count by Priority Level High Medium Low
	Number of Completes	Top Box Score	Percentile Rank	Number of Completes	Top Box Score	Percentile Rank		
Utica Park Clinic - South Creek Internal Medicine	167	82.8%	 49	546	81.8%	46	1.0%	
Utica Park Clinic - Oologah	77	82.4%	 48	218	88.3%	73	-5.9%	
Utica Park Clinic - Broken Arrow PEDS	71	82.4%	 48	282	77.1%	26	5.2%	
Utica Park Clinic - Owasso Adults	712	82.1%	 47	3,179	81.1%	43	1.0%	
Utica Park Clinic - Glenpool	323	82.0%	 46	1,110	82.6%	49	-0.7%	
Utica Park Clinic - Central 2W	177	82.0%	 46	683	86.7%	61	-4.7%	
Utica Park Clinic - Midtown	351	81.4%	 44	738	77.0%	26	4.4%	
Utica Park Clinic - General Surgery	110	81.5%	 44	286	77.9%	28	3.6%	
Utica Park Clinic - Claremore Family Medicine	311	81.4%	 44	913	79.9%	33	1.5%	
Utica Park Clinic - Central 2E	189	81.4%	 44	648	78.0%	28	3.5%	
Utica Park Clinic - GI South	90	80.9%	 43	443	83.0%	49	-2.1%	
OHI - Oklahoma Heart South Pointe	1,296	80.6%	 39	1,433	81.9%	46	-1.4%	
Utica Park Clinic - South Lewis	303	80.4%	 36	1,443	77.0%	26	3.4%	
OHI - Cushing Office Charges	41	80.5%	 36	53	83.0%	49	-2.5%	
Utica Park Clinic - The Center for Bariatrics at BA	136	79.4%	 32	247	83.1%	49	-3.7%	
OHI - Owasso Outreach Clinic	113	79.5%	 32	137	83.8%	53	-4.4%	
Utica Park Clinic - Sapulpa	63	79.3%	 31	310	77.9%	28	1.4%	
Utica Park Clinic - Broken Arrow North	319	79.3%	 31	1,388	79.5%	32	-0.2%	
OHI - Claremore	186	78.1%	 29	220	81.8%	45	-3.6%	
Utica Park Clinic - South Podiatric Medicine and Surgery	90	77.8%	 27	233	77.4%	27	0.3%	
LMG - SMA Northside	1,343	77.5%	 27	2,577	75.1%	14	2.4%	
Utica Park Clinic - Urology	215	77.3%	 26	595	76.1%	18	1.2%	
Surgical Specialists of Cushing	22	77.3%	 26	106	84.2%	54	-6.9%	
LMG - Paseo Del Norte Clinic	145	77.2%	 26	371	73.1%	8	4.2%	
Utica Park Clinic - Sand Springs	258	76.9%	 25	909	77.5%	27	-0.6%	
Utica Park Clinic - Oklahoma Surgery at Bailey	48	76.6%	 24	203	78.6%	30	-2.0%	

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

### Patient advocacy (likelihood to recommend)

	Jan - Mar 16			Prior 12 Months			Change in Top Box Score	Question Count by Priority Level High Medium Low
	Number of Completes	Top Box Score	Percentile Rank	Number of Completes	Top Box Score	Percentile Rank		
Utica Park Clinic - Catoosa	119	76.3%	22	416	81.9%	46	-5.6%	7 3
CMC Child and Adolescent Neurology	63	76.2%	20	239	73.1%	8	3.1%	5 4 1
Utica Park Clinic - Gearhart Family Practices	70	75.7%	15	343	82.0%	46	-6.3%	9 1
Utica Park Clinic - Owasso Pediatrics	213	74.9%	14	669	81.3%	44	-6.4% ↓	1 7 2
LMG - Lovelace Health Care Center Roswell	59	75.0%	14	139	74.2%	12	0.8%	5 5
Utica Park Clinic - Urgent Care	314	74.5%	13	1,027	75.2%	15	-0.8%	10
Nunley General Surgery Clinic	48	74.5%	13	142	85.8%	60	-11.3%	3 2 5
Utica Park Clinic - Gastroenterology	174	74.3%	12	653	71.0%	5	3.3%	4 6
OHI - Grove Office	108	72.4%	7	169	80.2%	35	-7.9%	8 2
LMG - Westside	388	71.8%	6	958	77.1%	26	-5.3% ↓	6 3 1
Henryetta Specialty Clinic - Max Owen	29	71.4%	5	86	84.9%	55	-13.5%	6 3 1
Utica Park Clinic - Pregnancy Care Center East	6	66.7%	4	42	77.5%	27	-10.8%	3 3 3
Utica Park Clinic - Central Specialty	183	66.3%	4	658	68.9%	5	-2.6%	6 3 1
OHI - Sapulpa Office	9	66.7%	4	10	100.0%	99	-33.3%	
LMG - Constitution Clinic	177	67.7%	4	218	60.5%	1	7.2%	6 4
Utica Park Clinic - Claremore NEOK Gastroenterology	39	57.9%	1	156	74.8%	14	-16.9% ↓	6 4
OHI - AHS Oklahoma Heart LLC	7	57.1%	1	5	80.0%	33	-22.9%	

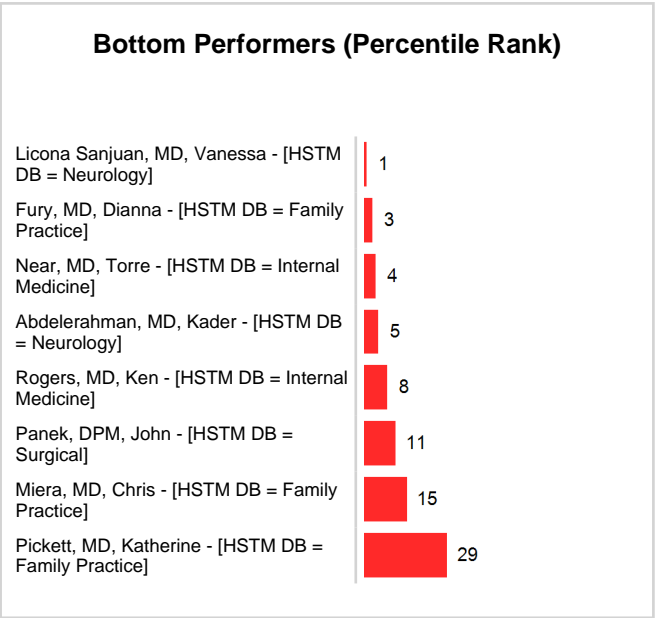
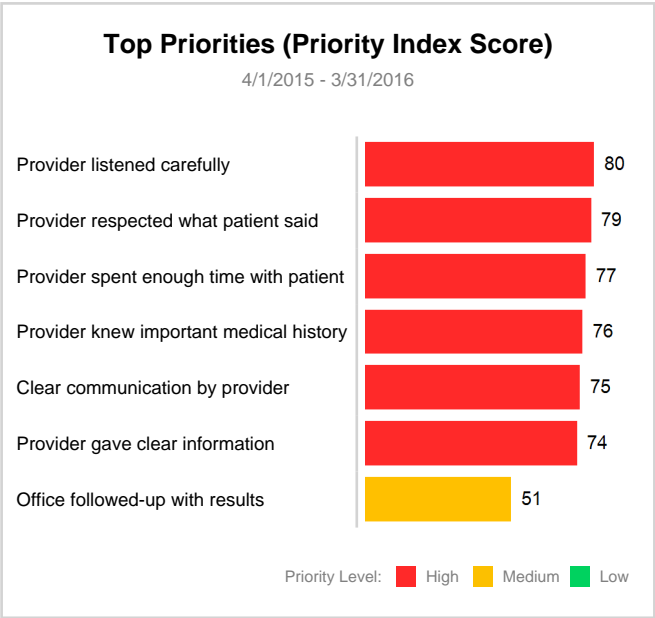
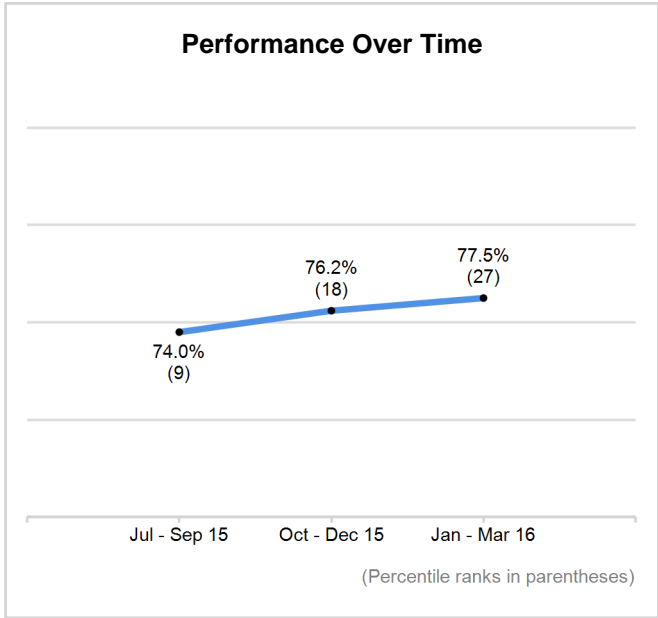
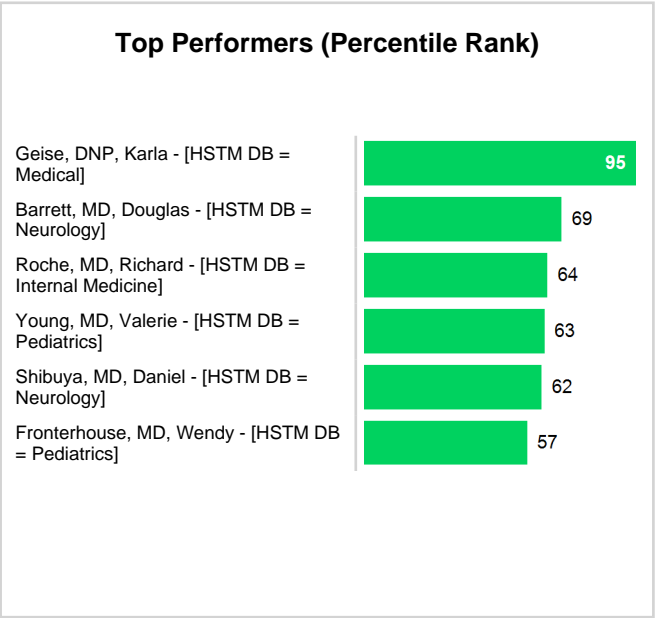
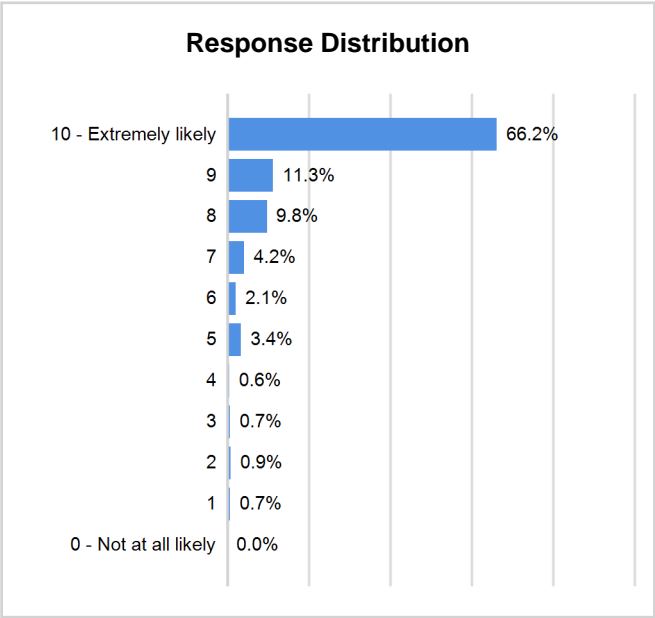
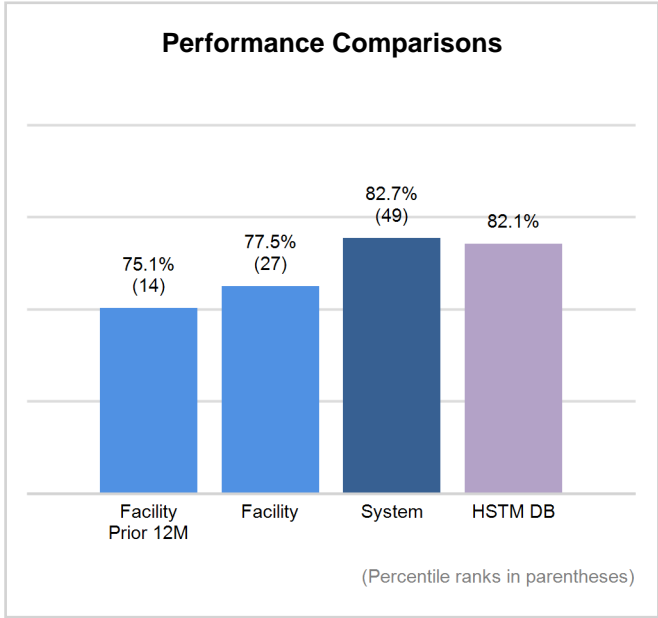
↑ ↓ Statistical differences (p<.05) are marked by up/down arrows.

	Jan - Mar 16 # of Completes = 17,169				Prior 12 Months # of Completes = 51,349		Change in Top Box		Priority Level
	Correlation	Top Box Score	HSTM DB Top Box	Percentile Rank	Top Box Score	Percentile Rank			
Provider seen within 15 minutes of appt time during recent visit	0.15	82.7%	--	--	67.1%	--	15.6%	↑	29
<b>Willingness to Recommend (C)</b>	<b>1.00</b>	<b>82.7%</b>	--	--	<b>82.2%</b>	--	<b>0.6%</b>		
Patient advocacy (likelihood to recommend)	1.00	82.7%	82.1%	49	82.2%	48	0.6%		
<b>Getting Timely Appointments, Care, and Information (C)</b>	--	<b>82.7%</b>	--	--	<b>81.0%</b>	--	<b>1.7%</b>	↑	
<b>How Well Providers Communicate With Patients</b>	<b>0.50</b>	<b>90.7%</b>	<b>90.2%</b>	<b>40</b>	<b>90.2%</b>	<b>39</b>	<b>0.4%</b>	↑	
Clear communication by provider	0.49	93.4%	93.0%	45	93.2%	42	0.2%		64
Provider listened carefully	0.54	92.9%	92.1%	50	92.7%	47	0.2%		62
Provider gave clear information	0.49	90.4%	90.1%	45	90.0%	44	0.3%		62
Provider knew important medical history	0.46	82.2%	81.7%	46	81.2%	39	1.0%	↑	59
Provider respected what patient said	0.52	94.2%	93.7%	43	93.8%	40	0.4%		68
Provider spent enough time with patient	0.47	90.8%	90.3%	42	90.3%	40	0.5%		63
<b>Follow-Up On Test Results</b>	<b>0.14</b>	<b>76.6%</b>	<b>83.4%</b>	<b>25</b>	<b>80.6%</b>	<b>32</b>	<b>-4.0%</b>	↓	
Office followed-up with results	0.14	76.6%	83.4%	25	80.6%	32	-4.0%	↓	54
<b>Helpful, Courteous, And Respectful Office Staff</b>	<b>0.16</b>	<b>90.6%</b>	<b>89.1%</b>	<b>57</b>	<b>89.5%</b>	<b>51</b>	<b>1.2%</b>	↑	
Helpfulness of clerks and receptionists	0.18	89.0%	87.0%	59	87.4%	48	1.6%	↑	31
Courtesy / respect of clerks and receptionists	0.14	92.3%	91.3%	53	91.5%	48	0.7%	↑	30






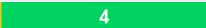























































	Top Box Score	HSTM DB Top Box Percentile Rank	HSTM DB Percentile Rank Table												
			1	10	20	30	40	50	60	70	75	80	90	95	99
<b>Willingness to Recommend (C)</b>	<b>82.7%</b>	--	--	--	--	--	--	--	--	--	--	--	--	--	--
Patient advocacy (likelihood to recommend)	82.7%	49	64.3%	74.0%	76.2%	78.4%	80.6%	83.3%	85.7%	87.8%	88.6%	89.4%	91.0%	94.1%	100.0%
<b>Getting Timely Appointments, Care, and Information (C)</b>	<b>82.7%</b>	--	--	--	--	--	--	--	--	--	--	--	--	--	--
Provider seen within 15 minutes of appt time during recent visit	82.7%	--	--	--	--	--	--	--	--	--	--	--	--	--	--
<b>How Well Providers Communicate With Patients</b>	<b>90.7%</b>	<b>40</b>	<b>72.3%</b>	<b>85.2%</b>	<b>86.9%</b>	<b>88.8%</b>	<b>90.3%</b>	<b>91.2%</b>	<b>91.9%</b>	<b>92.8%</b>	<b>93.2%</b>	<b>94.1%</b>	<b>96.2%</b>	<b>98.8%</b>	<b>100.0%</b>
Clear communication by provider	93.4%	45	75.0%	87.6%	90.7%	91.7%	93.0%	93.9%	94.6%	95.2%	95.8%	96.2%	98.2%	100.0%	100.0%
Provider listened carefully	92.9%	50	70.0%	86.6%	90.2%	91.1%	91.7%	92.9%	94.2%	95.0%	95.3%	96.1%	99.9%	100.0%	100.0%
Provider gave clear information	90.4%	45	66.7%	84.0%	86.7%	88.1%	89.5%	91.1%	91.8%	92.5%	93.1%	94.4%	96.8%	99.9%	100.0%
Provider knew important medical history	82.2%	46	57.6%	72.5%	76.2%	78.7%	81.4%	83.3%	85.2%	87.7%	88.7%	89.3%	92.3%	97.3%	100.0%
Provider respected what patient said	94.2%	43	73.9%	88.3%	91.5%	92.6%	93.8%	94.4%	95.7%	96.5%	97.2%	97.5%	100.0%	100.0%	100.0%
Provider spent enough time with patient	90.8%	42	71.8%	83.4%	85.7%	88.3%	90.0%	91.5%	92.6%	93.4%	94.4%	95.3%	97.2%	100.0%	100.0%
<b>Follow-Up On Test Results</b>	<b>76.6%</b>	<b>25</b>	<b>44.4%</b>	<b>66.1%</b>	<b>74.8%</b>	<b>78.6%</b>	<b>82.1%</b>	<b>83.7%</b>	<b>86.1%</b>	<b>89.3%</b>	<b>90.5%</b>	<b>91.5%</b>	<b>94.2%</b>	<b>95.4%</b>	<b>100.0%</b>
Office followed-up with results	76.6%	25	44.4%	66.1%	74.8%	78.6%	82.1%	83.7%	86.1%	89.3%	90.5%	91.5%	94.2%	95.4%	100.0%
<b>Helpful, Courteous, And Respectful Office Staff</b>	<b>90.6%</b>	<b>57</b>	<b>69.0%</b>	<b>83.4%</b>	<b>85.4%</b>	<b>87.2%</b>	<b>88.5%</b>	<b>89.4%</b>	<b>90.9%</b>	<b>93.0%</b>	<b>93.3%</b>	<b>94.5%</b>	<b>96.4%</b>	<b>97.9%</b>	<b>100.0%</b>
Helpfulness of clerks and receptionists	89.0%	59	62.1%	80.0%	83.2%	84.9%	85.8%	87.7%	89.1%	91.5%	92.1%	92.5%	96.2%	97.3%	100.0%
Courtesy / respect of clerks and receptionists	92.3%	53	76.0%	85.6%	87.8%	89.6%	90.4%	91.8%	93.5%	94.5%	95.3%	96.2%	97.4%	99.9%	100.0%



Patient advocacy (likelihood to recommend)



## Patient advocacy (likelihood to recommend)

	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
<b>LMG - SMA Northside</b>	1,343	77.5%	 27	2,577	75.1%	14	2.4%	 6	 4	
Geise, DNP, Karla - [HSTM DB = Medical]	25	96.0%	 95	46	86.7%	61	9.3%	 5	 4	
Barrett, MD, Douglas - [HSTM DB = Neurology]	59	87.7%	 69	112	84.7%	55	3.0%	 2	 5	 3
Roche, MD, Richard - [HSTM DB = Internal Medicine]	137	87.3%	 64	237	82.8%	49	4.6%	 5	 5	
Young, MD, Valerie - [HSTM DB = Pediatrics]	64	87.1%	 63	66	86.7%	61	0.4%	 3	 4	 3
Shibuya, MD, Daniel - [HSTM DB = Neurology]	77	86.8%	 62	159	83.2%	49	3.6%	 1	 8	 1
Fronterhouse, MD, Wendy - [HSTM DB = Pediatrics]	62	85.2%	 57	83	86.3%	61	-1.0%	 3	 7	
Gross, MD, Tom - [HSTM DB = Family Practice]	93	83.9%	 46	197	86.2%	54	-2.4%	 10		
Sanchez, MD, Angela - [HSTM DB = Family Practice]	95	83.9%	 46	188	78.3%	30	5.5%	 1	 9	
Walters, PA-C, Bradley - [HSTM DB = Family Practice]	35	82.4%	 41	65	75.8%	22	6.5%	 3	 4	 3
Black, CNP, Keri - [HSTM DB = Family Practice]	5	80.0%	 36	15	76.9%	25	3.1%			
Pickett, MD, Katherine - [HSTM DB = Family Practice]	100	78.0%	 29	236	70.9%	16	7.2%	 6	 4	
Miera, MD, Chris - [HSTM DB = Family Practice]	94	69.4%	 15	219	59.5%	3	9.9%	 6	 4	
Panek, DPM, John - [HSTM DB = Surgical]	59	75.9%	 11	89	82.6%	50	-6.7%	 3	 3	 4
Rogers, MD, Ken - [HSTM DB = Internal Medicine]	112	73.4%	 8	199	69.1%	5	4.3%	 4	 3	 3
Abdelerahman, MD, Kader - [HSTM DB = Neurology]	52	70.0%	 5	100	75.0%	14	-5.0%	 6	 4	
Near, MD, Torre - [HSTM DB = Internal Medicine]	110	68.0%	 4	171	74.1%	11	-6.1%	 6	 1	 3
Fury, MD, Dianna - [HSTM DB = Family Practice]	106	62.0%	 3	185	59.4%	3	2.6%	 3	 7	
Licona Sanjuan, MD, Vanessa - [HSTM DB = Neurology]	58	49.0%	 1	85	55.1%	1	-6.1%	 6	 4	

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