

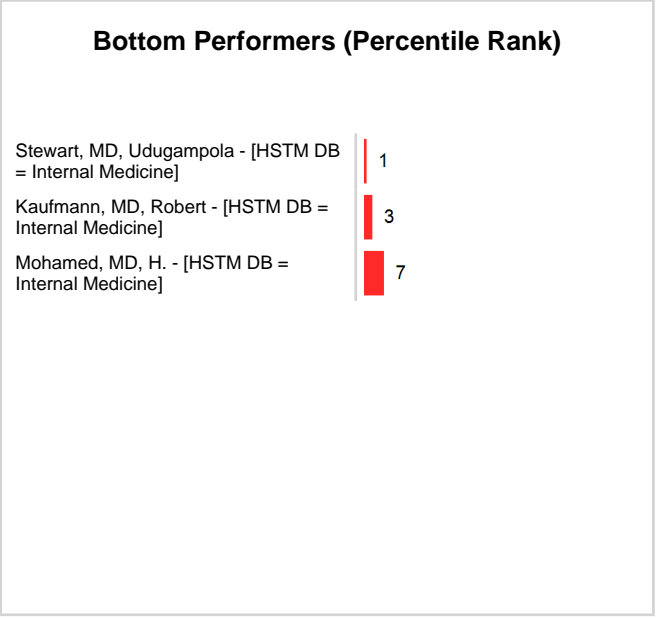
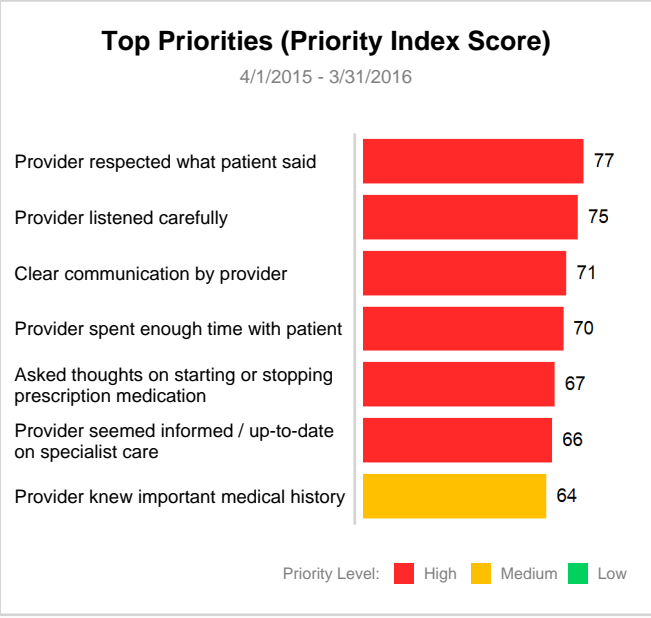
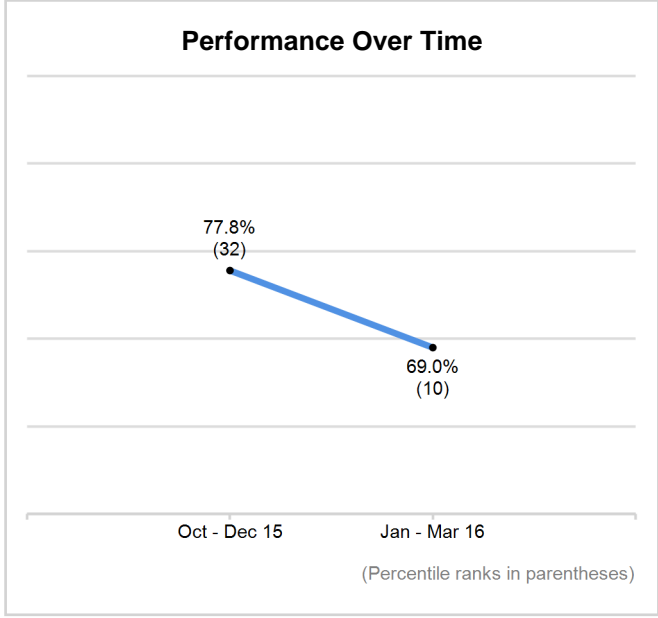
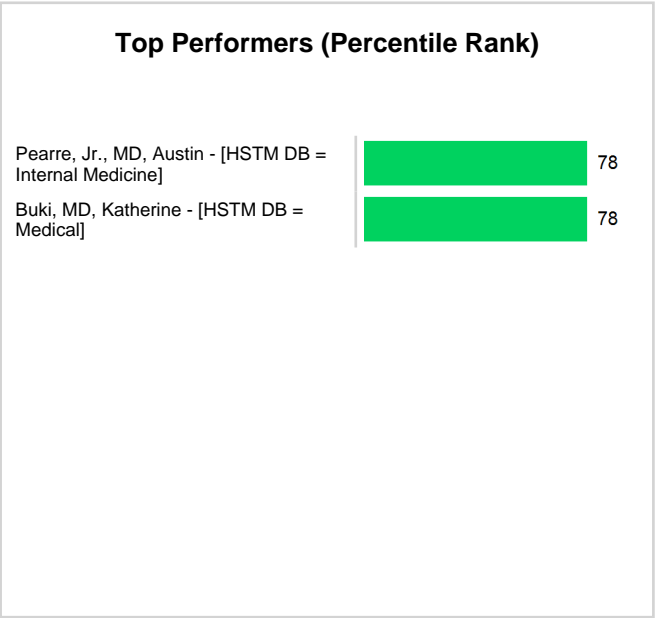
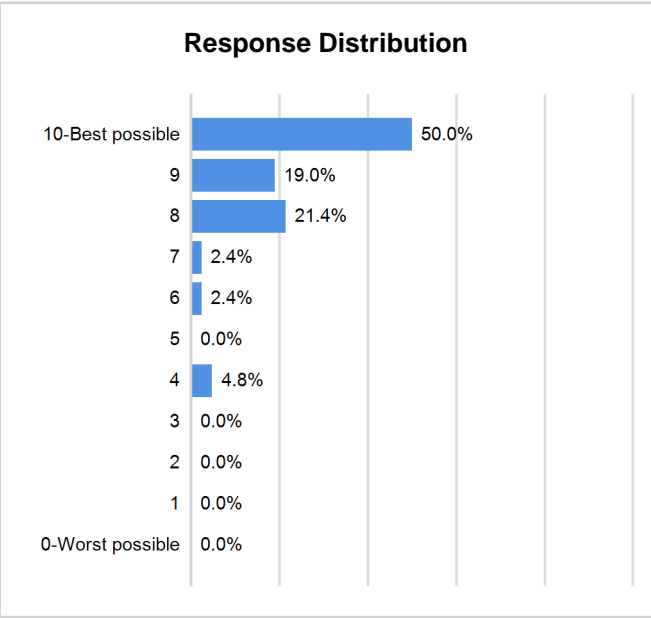
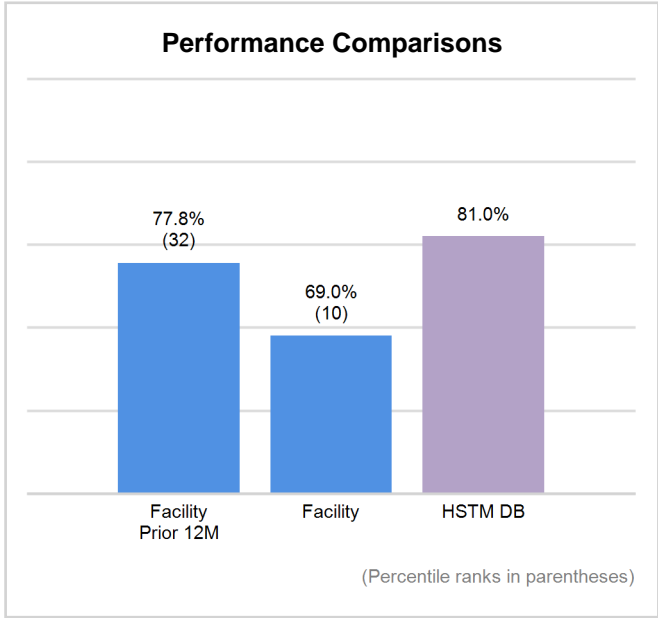
MHP Internal Medicine Associates

Frederick Memorial Hospital

Patient Insights - CG-CAHPS PCMH (Phone)
Jan - Mar 16

Report created 4/19/2016

Provider - Overall Rating
















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
MHP Internal Medicine Associates	42	69.0%	<div><div></div></div> 10	64	77.8%	32	-8.7%	6	14	3
Pearre, Jr., MD, Austin - [HSTM DB = Internal Medicine]	8	87.5%	<div><div></div></div> 78	13	76.9%	27	10.6%			
Buki, MD, Katherine - [HSTM DB = Medical]	8	87.5%	<div><div></div></div> 78	12	100.0%	99	-12.5%			
Mohamed, MD, H. - [HSTM DB = Internal Medicine]	9	66.7%	<div><div></div></div> 7	13	46.2%	1	20.5%			
Kaufmann, MD, Robert - [HSTM DB = Internal Medicine]	8	62.5%	<div><div></div></div> 3	13	75.0%	21	-12.5%			
Stewart, MD, Udugampola - [HSTM DB = Internal Medicine]	9	44.4%	<div><div></div></div> 1	13	92.3%	95	-47.9%			

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

	Units											
	MHP Internal Medicine Associates (N=42)		Buki, MD, Katherine - [HSTM DB = Medical] (N=8)		Kaufmann, MD, Robert - [HSTM DB = Internal Me] (N=8)		Mohamed, MD, H. - [HSTM DB = Internal Medicin] (N=9)		Pearre, Jr., MD, Austin - [HSTM DB = Internal] (N=8)		Stewart, MD, Udugampola - [HSTM DB = Internal] (N=9)	
	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	52.3%	16	55.6%	23	38.1%	1	66.7%	63	54.2%	21	50.0%	10
Timeliness of appointment for immediate care	70.6%	55	100.0%	99	50.0%	6	100.0%	99	0.0%	1	100.0%	99
Timeliness of appointment for check-up or routine care	72.4%	47	80.0%	72	71.4%	44	33.3%	1	83.3%	83	75.0%	56
Medical questions asked during office hours answered same day	47.1%	9	66.7%	60	0.0%	1	100.0%	99	33.3%	1	60.0%	38
Timely answer to medical questions asked after office hours	0.0%	1	--	--	--	--	--	--	0.0%	1	0.0%	1
Provider seen within 15 minutes of appointment time	36.6%	21	25.0%	7	12.5%	1	50.0%	50	75.0%	95	22.2%	4
Access To Care (PCMH)	25.0%	--	--	--	0.0%	--	100.0%	--	--	--	0.0%	--
Received care evenings, weekends, or holidays	25.0%	20	--	--	0.0%	1	100.0%	99	--	--	0.0%	1
How Well Providers Communicate With Patients	76.9%	9	89.1%	81	72.3%	4	74.1%	6	93.8%	96	57.7%	1
Clear communication by provider	78.6%	10	75.0%	6	75.0%	6	77.8%	8	100.0%	99	66.7%	1
Provider listened carefully	76.2%	6	87.5%	48	75.0%	5	66.7%	1	100.0%	99	55.6%	1
Provider gave clear information	84.2%	48	100.0%	99	71.4%	4	88.9%	73	100.0%	99	62.5%	1
Provider knew important medical history	61.9%	5	87.5%	94	50.0%	1	55.6%	1	62.5%	6	55.6%	1
Provider respected what patient said	78.6%	4	100.0%	99	75.0%	2	77.8%	3	100.0%	99	44.4%	1
Provider spent enough time with patient	82.9%	40	87.5%	69	87.5%	69	77.8%	19	100.0%	99	62.5%	1
Follow-Up On Test Results	79.3%	64	100.0%	99	75.0%	44	100.0%	99	83.3%	80	57.1%	6
Office followed-up with test results	79.3%	64	100.0%	99	75.0%	44	100.0%	99	83.3%	80	57.1%	6
Providers Discuss Medication Decisions (PCMH)	62.0%	23	100.0%	99	57.1%	10	83.3%	98	33.3%	1	44.4%	1
Provider discussed reasons to take a medication	88.2%	98	100.0%	99	85.7%	97	100.0%	99	100.0%	99	66.7%	43
Provider discussed reasons NOT to take a medication	41.2%	19	100.0%	99	14.3%	1	100.0%	99	0.0%	1	33.3%	5
Asked thoughts on starting or stopping prescription medication	56.3%	1	100.0%	99	71.4%	9	50.0%	1	0.0%	1	33.3%	1
Patients' Rating of the Provider	69.0%	10	87.5%	78	62.5%	3	66.7%	7	87.5%	78	44.4%	1
Provider - Overall Rating	69.0%	10	87.5%	78	62.5%	3	66.7%	7	87.5%	78	44.4%	1
Attention to Care from Other Providers (PCMH)	74.0%	--	71.4%	--	75.0%	--	91.7%	--	78.6%	--	58.8%	--

	Units											
	MHP Internal Medicine Associates (N=42)		Buki, MD, Katherine - [HSTM DB = Medical] (N=8)		Kaufmann, MD, Robert - [HSTM DB = Internal Me (N=8)		Mohamed, MD, H. - [HSTM DB = Internal Medicin (N=9)		Pearre, Jr., MD, Austin - [HSTM DB = Internal (N=8)		Stewart, MD, Udugampola - [HSTM DB = Internal (N=9)	
	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	55.9%	12	62.5%	32	62.5%	32	75.0%	79	50.0%	5	37.5%	1
Discussed (at each visit) all prescription medication taken	89.7%	60	83.3%	26	87.5%	45	100.0%	99	100.0%	99	77.8%	12
Providers Support You in Taking Care of Your Own Health (PCMH)	41.0%	12	75.0%	94	43.8%	20	35.3%	4	25.0%	1	27.8%	1
Discussed specific health goals	54.8%	19	75.0%	88	75.0%	88	33.3%	1	37.5%	1	55.6%	22
Asked about hardships in taking care of health	26.8%	7	75.0%	95	12.5%	1	37.5%	40	12.5%	1	0.0%	1
Providers Pay Attention to Your Mental or Emotional Health (PCMH)	39.3%	21	66.7%	87	50.0%	43	25.0%	4	34.8%	13	22.2%	3
Asked about feelings of sadness, emptiness, or depression	46.3%	24	75.0%	77	62.5%	50	37.5%	10	50.0%	28	11.1%	1
Discussed things that cause worry or stress	45.0%	24	75.0%	95	62.5%	71	12.5%	1	42.9%	20	33.3%	8
Discussed problems (alcohol, drugs, mental / emotional illness)	26.8%	18	50.0%	85	25.0%	15	25.0%	15	12.5%	2	22.2%	11
Helpful, Courteous, And Respectful Office Staff	81.7%	46	93.8%	95	68.8%	9	93.8%	95	75.0%	22	77.8%	30
Helpfulness of clerks and receptionists	75.6%	46	100.0%	99	62.5%	12	87.5%	88	50.0%	2	77.8%	54
Courtesy / respect of clerks and receptionists	87.8%	46	87.5%	46	75.0%	8	100.0%	99	100.0%	99	77.8%	11

	Correlation	Jan - Mar 16 # of Completes = 42			Reporting Group Top Box	Prior 12 Months # of Completes = 64		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	0.44	52.3%	63.0%	16	54.9%	60.0%	37	-7.7%	
Timeliness of appointment for immediate care	--	70.6%	69.0%	55	63.7%	77.8%	75	-7.2%	 42
Timeliness of appointment for check-up or routine care	--	72.4%	73.0%	47	70.5%	78.3%	69	-5.8%	 37
Medical questions asked during office hours answered same day	--	47.1%	63.0%	9	57.6%	60.0%	38	-12.9%	 62
Timely answer to medical questions asked after office hours	--	0.0%	61.0%	1	53.3%	80.0%	86	-80.0%	
Provider seen within 15 minutes of appointment time	0.44	36.6%	49.0%	21	37.2%	37.1%	22	-0.5%	 46
Access To Care (PCMH)	--	25.0%	--	--	19.5%	30.0%	--	-5.0%	
Received care evenings, weekends, or holidays	--	25.0%	38.0%	20	19.5%	30.0%	34	-5.0%	
How Well Providers Communicate With Patients	0.83	76.9%	84.0%	9	83.6%	84.7%	48	-7.7%	 71
Clear communication by provider	0.84	78.6%	86.0%	10	85.5%	84.1%	34	-5.6%	 75
Provider listened carefully	0.82	76.2%	87.0%	6	85.5%	87.5%	48	-11.3%	 62
Provider gave clear information	0.84	84.2%	84.0%	48	86.0%	84.0%	43	0.2%	 64
Provider knew important medical history	0.78	61.9%	75.0%	5	73.6%	78.3%	63	-16.4%	 77
Provider respected what patient said	0.88	78.6%	90.0%	4	90.2%	92.2%	66	-13.6%	 70
Provider spent enough time with patient	0.79	82.9%	83.0%	40	81.3%	81.3%	35	1.7%	
Follow-Up On Test Results	--	79.3%	75.0%	64	74.0%	77.8%	56	1.5%	
Office followed-up with test results	--	79.3%	75.0%	64	74.0%	77.8%	56	1.5%	 36
Providers Discuss Medication Decisions (PCMH)	--	62.0%	67.0%	23	66.9%	67.9%	55	-5.9%	
Provider discussed reasons to take a medication	--	88.2%	68.0%	98	75.5%	74.1%	80	14.2%	 57
Provider discussed reasons NOT to take a medication	--	41.2%	49.0%	19	46.9%	48.3%	48	-7.1%	 67
Asked thoughts on starting or stopping prescription medication	--	56.3%	83.0%	1	78.1%	82.1%	42	-25.9%	
Patients' Rating of the Provider	1.00	69.0%	81.0%	10	76.0%	77.8%	32	-8.7%	
Provider - Overall Rating	1.00	69.0%	81.0%	10	76.0%	77.8%	32	-8.7%	

	Correlation	Jan - Mar 16 # of Completes = 42			Reporting Group Top Box	Prior 12 Months # of Completes = 64		Change in Top Box	Priority Level
		Top Box Score	HSTM DB Top Box	Percentile Rank		Top Box Score	Percentile Rank		
Attention to Care from Other Providers (PCMH)	0.46	74.0%	--	--	74.7%	72.4%	--	1.6%	
Provider seemed informed / up-to-date on specialist care	0.49	55.9%	67.0%	12	55.2%	63.8%	36	-7.9%	66
Discussed (at each visit) all prescription medication taken	0.43	89.7%	84.0%	60	89.0%	79.3%	16	10.4%	48
Providers Support You in Taking Care of Your Own Health (PCMH)	0.24	41.0%	52.0%	12	45.1%	42.1%	17	-1.1%	
Discussed specific health goals	0.34	54.8%	62.0%	19	57.8%	54.0%	17	0.8%	57
Asked about hardships in taking care of health	0.13	26.8%	42.0%	7	32.3%	30.2%	16	-3.3%	52
Providers Pay Attention to Your Mental or Emotional Health (PCMH)	0.20	39.3%	51.0%	21	40.5%	35.1%	15	4.2%	
Asked about feelings of sadness, emptiness, or depression	0.36	46.3%	61.0%	24	47.1%	35.5%	9	10.9%	58
Discussed things that cause worry or stress	0.15	45.0%	54.0%	24	45.9%	39.7%	15	5.3%	47
Discussed problems (alcohol, drugs, mental / emotional illness)	0.09	26.8%	39.0%	18	28.6%	30.2%	27	-3.3%	42
Helpful, Courteous, And Respectful Office Staff	0.55	81.7%	81.0%	46	80.4%	76.6%	27	5.1%	
Helpfulness of clerks and receptionists	0.43	75.6%	75.0%	46	73.3%	64.1%	15	11.5%	42
Courtesy / respect of clerks and receptionists	0.67	87.8%	87.0%	46	87.5%	89.1%	59	-1.3%	48

	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	52.3%	16	38.0%	50.0%	54.0%	58.0%	60.0%	63.0%	66.0%	69.0%	70.0%	72.0%	78.0%	83.0%	90.0%
Timeliness of appointment for immediate care	70.6%	55	37.0%	54.0%	59.0%	62.0%	66.0%	69.0%	72.0%	75.0%	77.0%	80.0%	85.0%	89.0%	100.0%
Timeliness of appointment for check-up or routine care	72.4%	47	46.0%	59.0%	64.0%	67.0%	70.0%	73.0%	76.0%	79.0%	80.0%	82.0%	87.0%	90.0%	100.0%
Medical questions asked during office hours answered same day	47.1%	9	30.0%	48.0%	53.0%	57.0%	60.0%	63.0%	66.0%	70.0%	71.0%	74.0%	80.0%	85.0%	100.0%
Timely answer to medical questions asked after office hours	0.0%	1	17.0%	40.0%	48.0%	53.0%	57.0%	61.0%	67.0%	70.0%	72.0%	75.0%	83.0%	88.0%	100.0%
Provider seen within 15 minutes of appointment time	36.6%	21	12.0%	28.0%	36.0%	41.0%	46.0%	50.0%	54.0%	58.0%	60.0%	63.0%	69.0%	75.0%	85.0%
Access To Care (PCMH)	25.0%	--	--	--	--	--	--	--	--	--	--	--	--	--	--
Received care evenings, weekends, or holidays	25.0%	20	0.0%	17.0%	25.0%	29.0%	32.0%	36.0%	41.0%	45.0%	50.0%	52.0%	60.0%	73.0%	86.0%
How Well Providers Communicate With Patients	76.9%	9	66.0%	77.0%	80.0%	82.0%	83.0%	85.0%	86.0%	88.0%	88.0%	89.0%	91.0%	93.0%	96.0%
Clear communication by provider	78.6%	10	67.0%	78.0%	82.0%	84.0%	85.0%	87.0%	88.0%	90.0%	90.0%	91.0%	93.0%	95.0%	100.0%
Provider listened carefully	76.2%	6	68.0%	79.0%	82.0%	85.0%	86.0%	88.0%	89.0%	90.0%	91.0%	92.0%	94.0%	96.0%	100.0%
Provider gave clear information	84.2%	48	64.0%	76.0%	79.0%	81.0%	83.0%	85.0%	86.0%	88.0%	89.0%	90.0%	92.0%	94.0%	98.0%
Provider knew important medical history	61.9%	5	53.0%	65.0%	69.0%	72.0%	74.0%	76.0%	78.0%	80.0%	81.0%	82.0%	85.0%	88.0%	93.0%
Provider respected what patient said	78.6%	4	71.0%	83.0%	86.0%	88.0%	89.0%	90.0%	92.0%	93.0%	93.0%	94.0%	96.0%	97.0%	100.0%
Provider spent enough time with patient	82.9%	40	60.0%	74.0%	78.0%	80.0%	82.0%	84.0%	86.0%	88.0%	88.0%	90.0%	92.0%	94.0%	98.0%
Follow-Up On Test Results	79.3%	64	46.0%	60.0%	66.0%	70.0%	73.0%	76.0%	78.0%	81.0%	82.0%	83.0%	86.0%	90.0%	96.0%
Office followed-up with test results	79.3%	64	46.0%	60.0%	66.0%	70.0%	73.0%	76.0%	78.0%	81.0%	82.0%	83.0%	86.0%	90.0%	96.0%
Providers Discuss Medication Decisions (PCMH)	62.0%	23	48.0%	57.0%	61.0%	63.0%	65.0%	67.0%	68.0%	70.0%	71.0%	72.0%	75.0%	79.0%	86.0%
Provider discussed reasons to take a medication	88.2%	98	44.0%	56.0%	60.0%	63.0%	66.0%	68.0%	70.0%	72.0%	73.0%	74.0%	79.0%	83.0%	89.0%
Provider discussed reasons NOT to take a medication	41.2%	19	25.0%	37.0%	42.0%	44.0%	47.0%	49.0%	51.0%	54.0%	55.0%	57.0%	62.0%	67.0%	80.0%
Asked thoughts on starting or stopping prescription medication	56.3%	1	61.0%	72.0%	77.0%	80.0%	82.0%	84.0%	85.0%	87.0%	88.0%	89.0%	92.0%	94.0%	100.0%
Patients' Rating of the Provider	69.0%	10	55.0%	69.0%	74.0%	77.0%	79.0%	82.0%	84.0%	86.0%	87.0%	88.0%	90.0%	92.0%	96.0%
Provider - Overall Rating	69.0%	10	55.0%	69.0%	74.0%	77.0%	79.0%	82.0%	84.0%	86.0%	87.0%	88.0%	90.0%	92.0%	96.0%
Attention to Care from Other Providers (PCMH)	74.0%	--	--	--	--	--	--	--	--	--	--	--	--	--	--

	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
Provider seemed informed / up-to-date on specialist care	55.9%	12	39.0%	54.0%	58.0%	62.0%	64.0%	67.0%	69.0%	71.0%	73.0%	75.0%	80.0%	82.0%	90.0%
Discussed (at each visit) all prescription medication taken	89.7%	60	0.0%	75.0%	81.0%	84.0%	86.0%	88.0%	89.0%	91.0%	91.0%	92.0%	94.0%	96.0%	100.0%
Providers Support You in Taking Care of Your Own Health (PCMH)	41.0%	12	29.0%	39.0%	43.0%	47.0%	49.0%	51.0%	53.0%	56.0%	57.0%	59.0%	66.0%	78.0%	86.0%
Discussed specific health goals	54.8%	19	33.0%	50.0%	55.0%	58.0%	60.0%	62.0%	64.0%	67.0%	68.0%	70.0%	76.0%	81.0%	91.0%
Asked about hardships in taking care of health	26.8%	7	19.0%	28.0%	32.0%	35.0%	37.0%	40.0%	43.0%	46.0%	47.0%	50.0%	57.0%	75.0%	84.0%
Providers Pay Attention to Your Mental or Emotional Health (PCMH)	39.3%	21	18.0%	31.0%	39.0%	44.0%	49.0%	52.0%	55.0%	59.0%	60.0%	62.0%	69.0%	75.0%	82.0%
Asked about feelings of sadness, emptiness, or depression	46.3%	24	20.0%	37.0%	44.0%	51.0%	57.0%	62.0%	67.0%	71.0%	74.0%	77.0%	83.0%	87.0%	91.0%
Discussed things that cause worry or stress	45.0%	24	19.0%	35.0%	42.0%	48.0%	51.0%	55.0%	59.0%	62.0%	64.0%	65.0%	71.0%	75.0%	82.0%
Discussed problems (alcohol, drugs, mental / emotional illness)	26.8%	18	9.0%	22.0%	28.0%	32.0%	35.0%	38.0%	41.0%	44.0%	45.0%	48.0%	54.0%	72.0%	86.0%
Helpful, Courteous, And Respectful Office Staff	81.7%	46	56.0%	69.0%	74.0%	77.0%	80.0%	82.0%	84.0%	86.0%	87.0%	88.0%	91.0%	93.0%	97.0%
Helpfulness of clerks and receptionists	75.6%	46	47.0%	61.0%	67.0%	71.0%	74.0%	76.0%	79.0%	81.0%	83.0%	84.0%	88.0%	91.0%	95.0%
Courtesy / respect of clerks and receptionists	87.8%	46	64.0%	77.0%	81.0%	84.0%	86.0%	88.0%	90.0%	91.0%	92.0%	93.0%	95.0%	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](#).

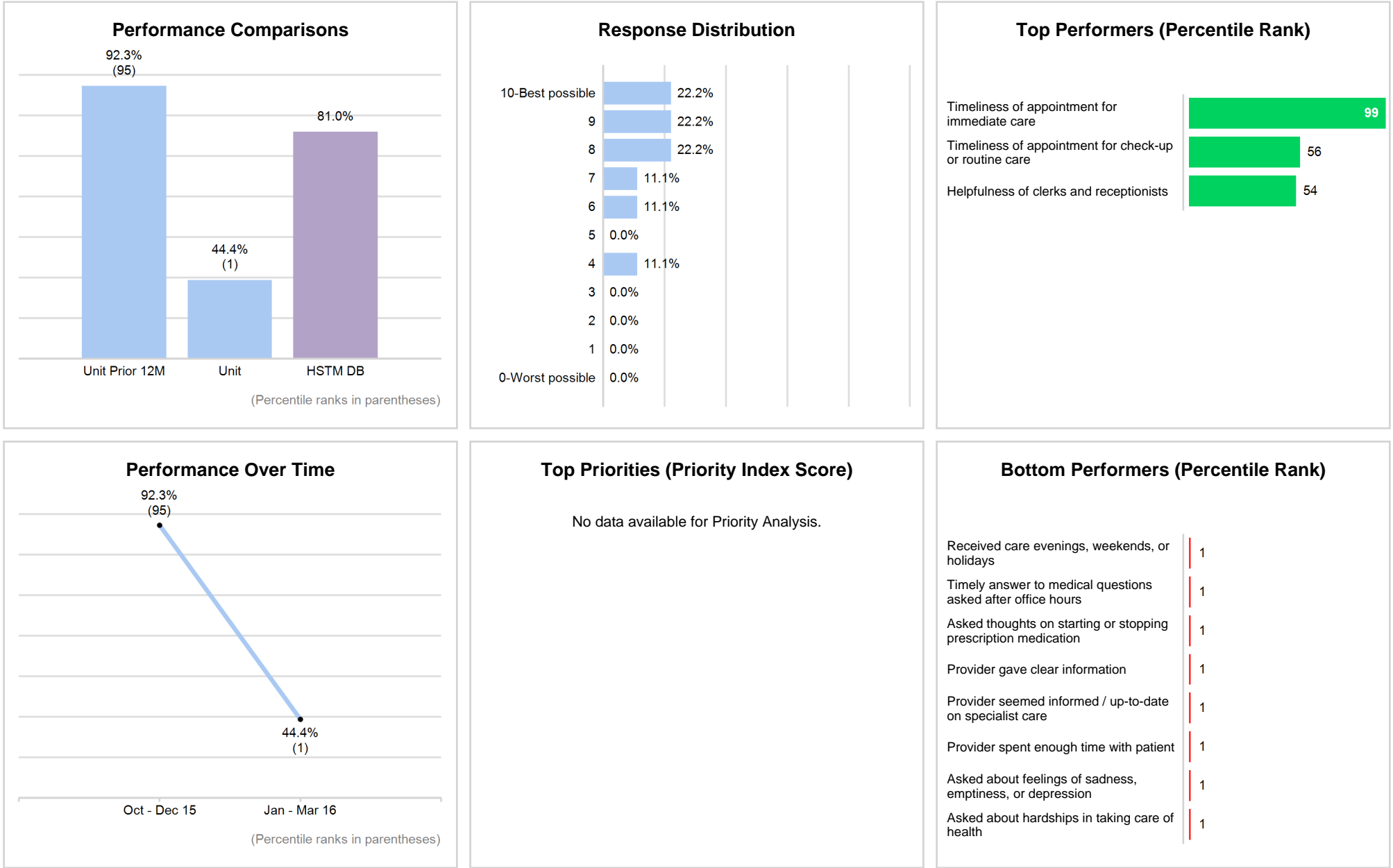
Stewart, MD, Udugampola - [HSTM DB = Internal Medicine]

MHP Internal Medicine Associates
Frederick Memorial Hospital

Patient Insights - CG-CAHPS PCMH (Phone)
Jan - Mar 16

Report created 4/19/2016

Provider - Overall Rating



	Correlation	Jan - Mar 16 # of Completes = 9			Reporting Group Top Box	Prior 12 Months # of Completes = 13		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%	63.0%	10	54.9%	43.6%	3	6.4%	
Timeliness of appointment for immediate care	--	100.0%	69.0%	99	63.7%	71.4%	58	28.6%	
Timeliness of appointment for check-up or routine care	--	75.0%	73.0%	56	70.5%	54.5%	4	20.5%	
Medical questions asked during office hours answered same day	--	60.0%	63.0%	38	57.6%	42.9%	4	17.1%	
Timely answer to medical questions asked after office hours	--	0.0%	61.0%	1	53.3%	100.0%	99	-100.0%	
Provider seen within 15 minutes of appointment time	--	22.2%	49.0%	4	37.2%	15.4%	1	6.8%	
Access To Care (PCMH)	--	0.0%	--	--	19.5%	50.0%	--	-50.0%	
Received care evenings, weekends, or holidays	--	0.0%	38.0%	1	19.5%	50.0%	74	-50.0%	
How Well Providers Communicate With Patients	--	57.7%	84.0%	1	83.6%	86.8%	62	-29.1%	↓
Clear communication by provider	--	66.7%	86.0%	1	85.5%	92.3%	86	-25.6%	
Provider listened carefully	--	55.6%	87.0%	1	85.5%	84.6%	29	-29.1%	
Provider gave clear information	--	62.5%	84.0%	1	86.0%	91.7%	87	-29.2%	
Provider knew important medical history	--	55.6%	75.0%	1	73.6%	66.7%	12	-11.1%	
Provider respected what patient said	--	44.4%	90.0%	1	90.2%	100.0%	99	-55.6%	
Provider spent enough time with patient	--	62.5%	83.0%	1	81.3%	84.6%	51	-22.1%	
Follow-Up On Test Results	--	57.1%	75.0%	6	74.0%	83.3%	80	-26.2%	
Office followed-up with test results	--	57.1%	75.0%	6	74.0%	83.3%	80	-26.2%	
Providers Discuss Medication Decisions (PCMH)	--	44.4%	67.0%	1	66.9%	60.0%	16	-15.6%	
Provider discussed reasons to take a medication	--	66.7%	68.0%	43	75.5%	75.0%	81	-8.3%	
Provider discussed reasons NOT to take a medication	--	33.3%	49.0%	5	46.9%	44.4%	31	-11.1%	
Asked thoughts on starting or stopping prescription medication	--	33.3%	83.0%	1	78.1%	62.5%	1	-29.2%	
Patients' Rating of the Provider	--	44.4%	81.0%	1	76.0%	92.3%	95	-47.9%	
Provider - Overall Rating	--	44.4%	81.0%	1	76.0%	92.3%	95	-47.9%	

	Correlation	Jan - Mar 16 # of Completes = 9			Reporting Group Top Box	Prior 12 Months # of Completes = 13		Change in Top Box	Priority Level
		Top Box Score	HSTM DB Top Box	Percentile Rank		Top Box Score	Percentile Rank		
Attention to Care from Other Providers (PCMH)	--	58.8%	--	--	74.7%	87.0%	--	-28.1%	
Provider seemed informed / up-to-date on specialist care	--	37.5%	67.0%	1	55.2%	90.0%	99	-52.5%	
Discussed (at each visit) all prescription medication taken	--	77.8%	84.0%	12	89.0%	84.6%	30	-6.8%	
Providers Support You in Taking Care of Your Own Health (PCMH)	--	27.8%	52.0%	1	45.1%	40.0%	11	-12.2%	
Discussed specific health goals	--	55.6%	62.0%	22	57.8%	53.8%	17	1.7%	
Asked about hardships in taking care of health	--	0.0%	42.0%	1	32.3%	25.0%	6	-25.0%	
Providers Pay Attention to Your Mental or Emotional Health (PCMH)	--	22.2%	51.0%	3	40.5%	39.5%	21	-17.3%	
Asked about feelings of sadness, emptiness, or depression	--	11.1%	61.0%	1	47.1%	25.0%	2	-13.9%	
Discussed things that cause worry or stress	--	33.3%	54.0%	8	45.9%	53.8%	44	-20.5%	
Discussed problems (alcohol, drugs, mental / emotional illness)	--	22.2%	39.0%	11	28.6%	38.5%	51	-16.2%	
Helpful, Courteous, And Respectful Office Staff	--	77.8%	81.0%	30	80.4%	61.5%	2	16.2%	
Helpfulness of clerks and receptionists	--	77.8%	75.0%	54	73.3%	46.2%	1	31.6%	
Courtesy / respect of clerks and receptionists	--	77.8%	87.0%	11	87.5%	76.9%	9	0.9%	

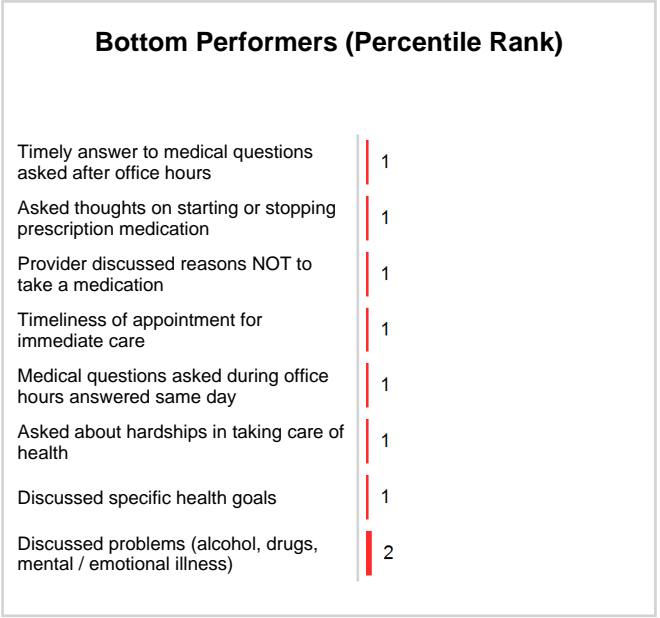
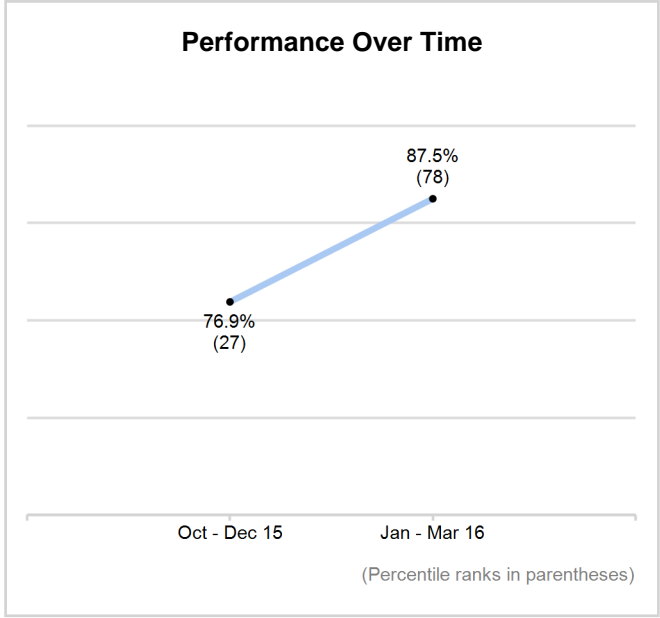
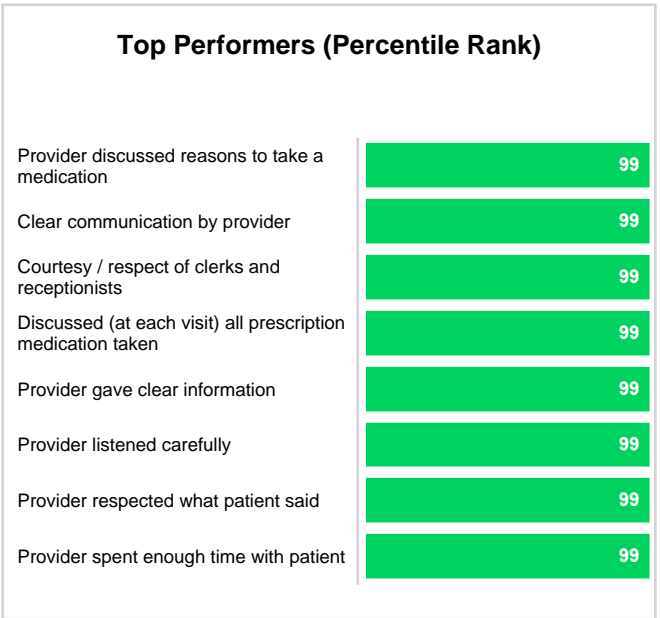
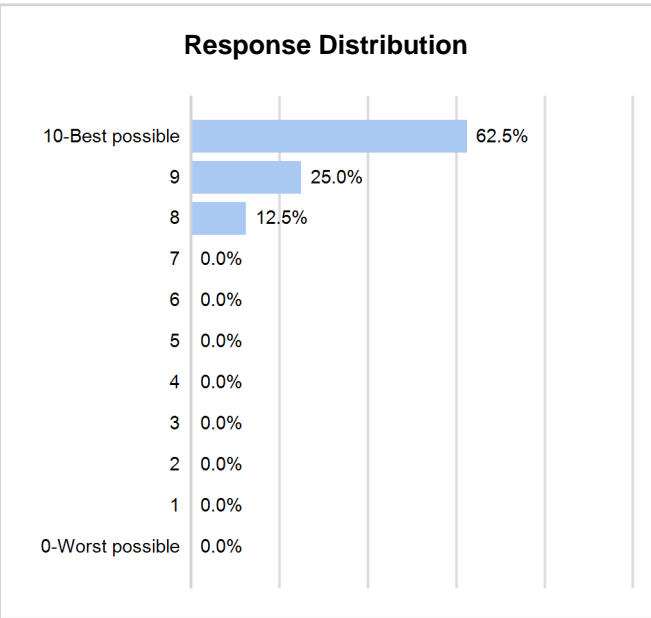
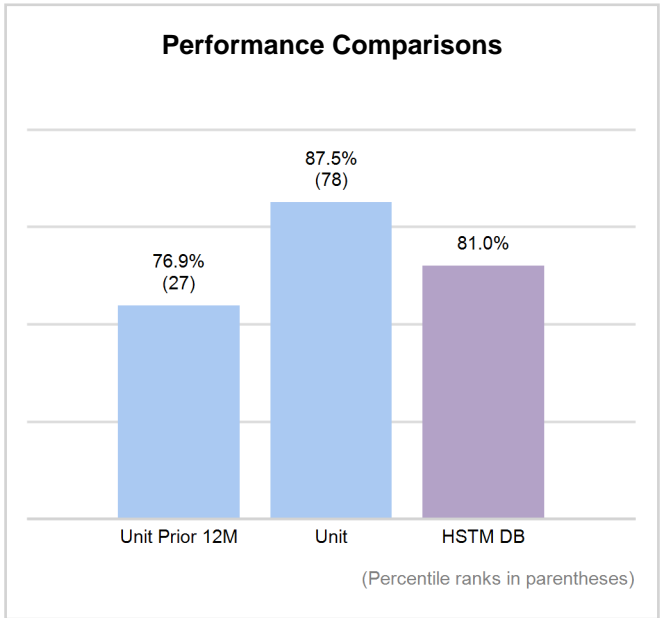
Pearre, Jr., MD, Austin - [HSTM DB = Internal Medicine]

MHP Internal Medicine Associates
Frederick Memorial Hospital

Patient Insights - CG-CAHPS PCMH (Phone)
Jan - Mar 16

Report created 4/19/2016

Provider - Overall Rating



	Correlation	Jan - Mar 16 # of Completes = 8			Reporting Group Top Box	Prior 12 Months # of Completes = 13		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%	63.0%	21	54.9%	70.3%	75	-16.1%	
Timeliness of appointment for immediate care	--	0.0%	69.0%	1	63.7%	80.0%	80	-80.0%	
Timeliness of appointment for check-up or routine care	--	83.3%	73.0%	83	70.5%	91.7%	95	-8.3%	
Medical questions asked during office hours answered same day	--	33.3%	63.0%	1	57.6%	66.7%	60	-33.3%	
Timely answer to medical questions asked after office hours	--	0.0%	61.0%	1	53.3%	100.0%	99	-100.0%	
Provider seen within 15 minutes of appointment time	--	75.0%	49.0%	95	37.2%	46.2%	42	28.8%	
How Well Providers Communicate With Patients	--	93.8%	84.0%	96	83.6%	93.3%	96	0.4%	
Clear communication by provider	--	100.0%	86.0%	99	85.5%	92.3%	86	7.7%	
Provider listened carefully	--	100.0%	87.0%	99	85.5%	92.3%	82	7.7%	
Provider gave clear information	--	100.0%	84.0%	99	86.0%	90.0%	79	10.0%	
Provider knew important medical history	--	62.5%	75.0%	6	73.6%	92.3%	98	-29.8%	
Provider respected what patient said	--	100.0%	90.0%	99	90.2%	100.0%	99	0.0%	
Provider spent enough time with patient	--	100.0%	83.0%	99	81.3%	92.3%	90	7.7%	
Follow-Up On Test Results	--	83.3%	75.0%	80	74.0%	83.3%	80	0.0%	
Office followed-up with test results	--	83.3%	75.0%	80	74.0%	83.3%	80	0.0%	
Providers Discuss Medication Decisions (PCMH)	--	33.3%	67.0%	1	66.9%	93.3%	99	-60.0%	
Provider discussed reasons to take a medication	--	100.0%	68.0%	99	75.5%	80.0%	92	20.0%	
Provider discussed reasons NOT to take a medication	--	0.0%	49.0%	1	46.9%	100.0%	99	-100.0%	
Asked thoughts on starting or stopping prescription medication	--	0.0%	83.0%	1	78.1%	100.0%	99	-100.0%	
Patients' Rating of the Provider	--	87.5%	81.0%	78	76.0%	76.9%	27	10.6%	
Provider - Overall Rating	--	87.5%	81.0%	78	76.0%	76.9%	27	10.6%	
Attention to Care from Other Providers (PCMH)	--	78.6%	--	--	74.7%	77.3%	--	1.3%	
Provider seemed informed / up-to-date on specialist care	--	50.0%	67.0%	5	55.2%	70.0%	62	-20.0%	

	Correlation	Jan - Mar 16 # of Completes = 8			Reporting Group Top Box	Prior 12 Months # of Completes = 13		Change in Top Box	Priority Level
		Top Box Score	HSTM DB Top Box	Percentile Rank		Top Box Score	Percentile Rank		
Discussed (at each visit) all prescription medication taken	--	100.0%	84.0%	99	89.0%	83.3%	26	16.7%	
Providers Support You in Taking Care of Your Own Health (PCMH)	--	25.0%	52.0%	1	45.1%	53.8%	61	-28.8%	
Discussed specific health goals	--	37.5%	62.0%	1	57.8%	61.5%	45	-24.0%	
Asked about hardships in taking care of health	--	12.5%	42.0%	1	32.3%	46.2%	72	-33.7%	
Providers Pay Attention to Your Mental or Emotional Health (PCMH)	--	34.8%	51.0%	13	40.5%	41.0%	24	-6.2%	
Asked about feelings of sadness, emptiness, or depression	--	50.0%	61.0%	28	47.1%	61.5%	48	-11.5%	
Discussed things that cause worry or stress	--	42.9%	54.0%	20	45.9%	30.8%	6	12.1%	
Discussed problems (alcohol, drugs, mental / emotional illness)	--	12.5%	39.0%	2	28.6%	30.8%	27	-18.3%	
Helpful, Courteous, And Respectful Office Staff	--	75.0%	81.0%	22	80.4%	76.9%	27	-1.9%	
Helpfulness of clerks and receptionists	--	50.0%	75.0%	2	73.3%	53.8%	3	-3.8%	
Courtesy / respect of clerks and receptionists	--	100.0%	87.0%	99	87.5%	100.0%	99	0.0%	

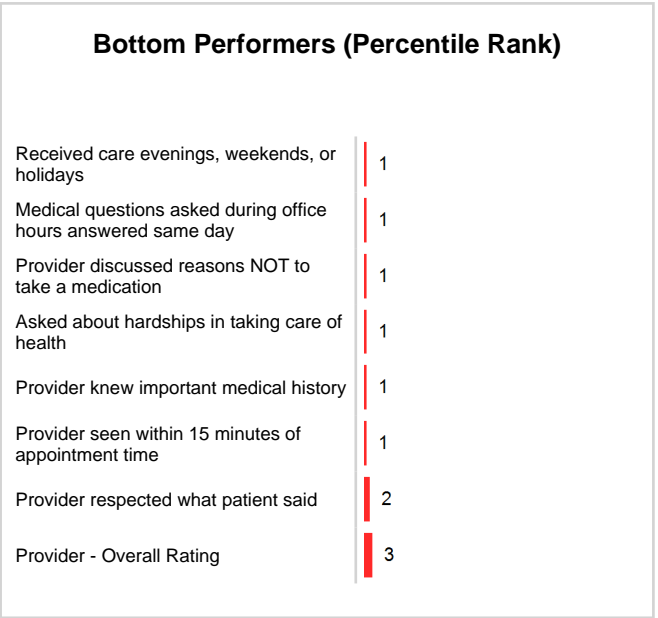
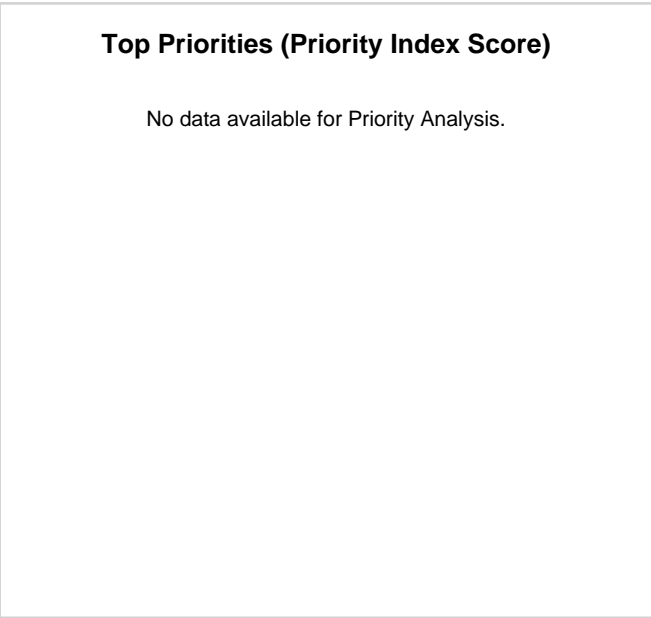
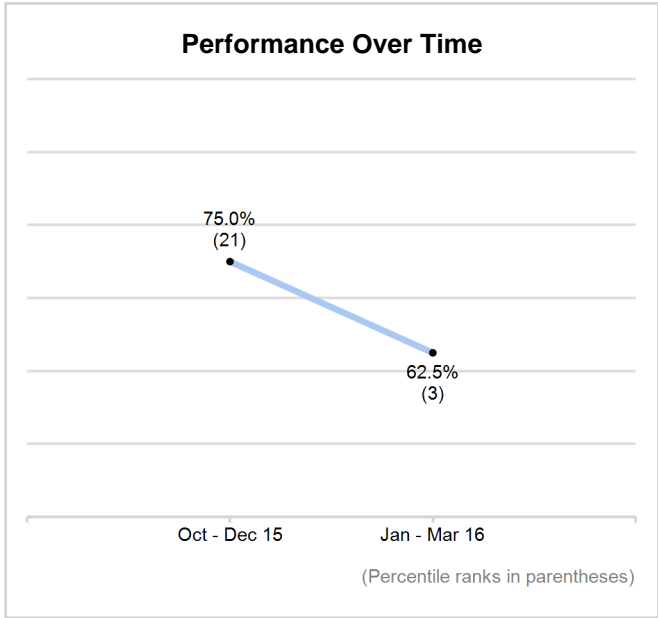
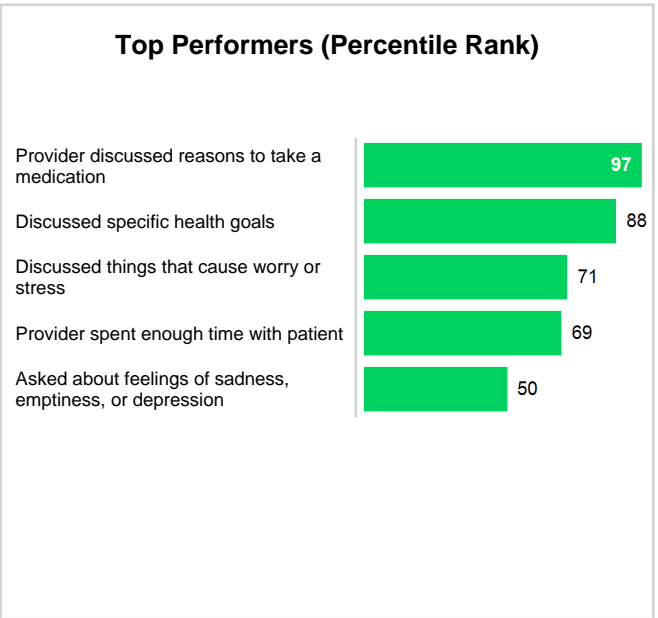
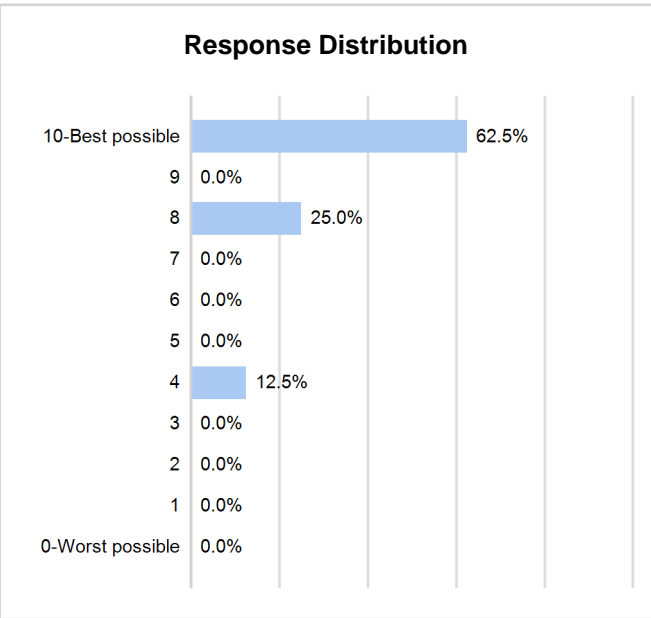
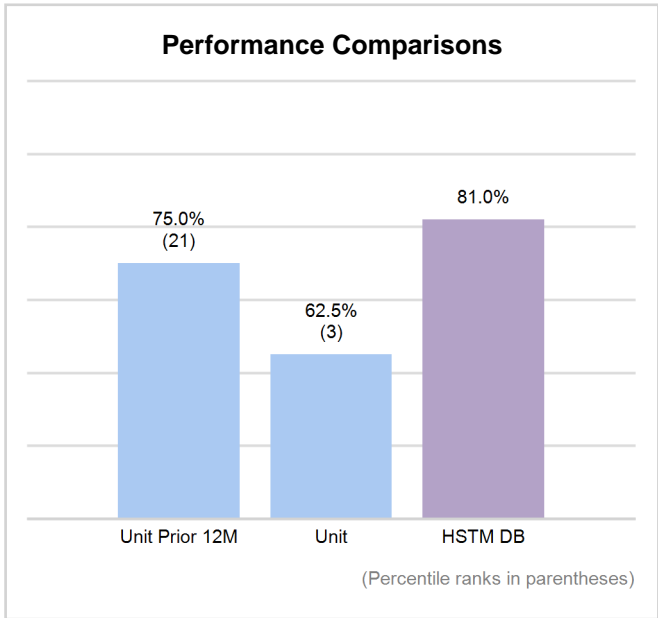
Kaufmann, MD, Robert - [HSTM DB = Internal Medicine]

MHP Internal Medicine Associates
Frederick Memorial Hospital

Patient Insights - CG-CAHPS PCMH (Phone)
Jan - Mar 16

Report created 4/19/2016

Provider - Overall Rating



	Correlation	Jan - Mar 16 # of Completes = 8			Reporting Group Top Box	Prior 12 Months # of Completes = 13		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	--	38.1%	63.0%	1	54.9%	61.0%	40	-22.9%	
Timeliness of appointment for immediate care	--	50.0%	69.0%	6	63.7%	87.5%	92	-37.5%	
Timeliness of appointment for check-up or routine care	--	71.4%	73.0%	44	70.5%	100.0%	99	-28.6%	
Medical questions asked during office hours answered same day	--	0.0%	63.0%	1	57.6%	66.7%	60	-66.7%	
Provider seen within 15 minutes of appointment time	--	12.5%	49.0%	1	37.2%	8.3%	1	4.2%	
Access To Care (PCMH)	--	0.0%	--	--	19.5%	0.0%	--	0.0%	
Received care evenings, weekends, or holidays	--	0.0%	38.0%	1	19.5%	0.0%	1	0.0%	
How Well Providers Communicate With Patients	--	72.3%	84.0%	4	83.6%	86.7%	62	-14.3%	↓
Clear communication by provider	--	75.0%	86.0%	6	85.5%	84.6%	34	-9.6%	
Provider listened carefully	--	75.0%	87.0%	5	85.5%	84.6%	29	-9.6%	
Provider gave clear information	--	71.4%	84.0%	4	86.0%	90.9%	83	-19.5%	
Provider knew important medical history	--	50.0%	75.0%	1	73.6%	75.0%	44	-25.0%	
Provider respected what patient said	--	75.0%	90.0%	2	90.2%	100.0%	99	-25.0%	
Provider spent enough time with patient	--	87.5%	83.0%	69	81.3%	84.6%	51	2.9%	
Follow-Up On Test Results	--	75.0%	75.0%	44	74.0%	90.9%	95	-15.9%	
Office followed-up with test results	--	75.0%	75.0%	44	74.0%	90.9%	95	-15.9%	
Providers Discuss Medication Decisions (PCMH)	--	57.1%	67.0%	10	66.9%	71.4%	76	-14.3%	
Provider discussed reasons to take a medication	--	85.7%	68.0%	97	75.5%	85.7%	97	0.0%	
Provider discussed reasons NOT to take a medication	--	14.3%	49.0%	1	46.9%	42.9%	23	-28.6%	
Asked thoughts on starting or stopping prescription medication	--	71.4%	83.0%	9	78.1%	85.7%	60	-14.3%	
Patients' Rating of the Provider	--	62.5%	81.0%	3	76.0%	75.0%	21	-12.5%	
Provider - Overall Rating	--	62.5%	81.0%	3	76.0%	75.0%	21	-12.5%	
Attention to Care from Other Providers (PCMH)	--	75.0%	--	--	74.7%	63.6%	--	11.4%	
Provider seemed informed / up-to-date on specialist care	--	62.5%	67.0%	32	55.2%	44.4%	2	18.1%	

	Correlation	Jan - Mar 16 # of Completes = 8			Reporting Group Top Box	Prior 12 Months # of Completes = 13		Change in Top Box	Priority Level
		Top Box Score	HSTM DB Top Box	Percentile Rank		Top Box Score	Percentile Rank		
Discussed (at each visit) all prescription medication taken	--	87.5%	84.0%	45	89.0%	76.9%	11	10.6%	
Providers Support You in Taking Care of Your Own Health (PCMH)	--	43.8%	52.0%	20	45.1%	24.0%	1	19.8%	
Discussed specific health goals	--	75.0%	62.0%	88	57.8%	33.3%	1	41.7%	
Asked about hardships in taking care of health	--	12.5%	42.0%	1	32.3%	15.4%	1	-2.9%	
Providers Pay Attention to Your Mental or Emotional Health (PCMH)	--	50.0%	51.0%	43	40.5%	32.4%	10	17.6%	
Asked about feelings of sadness, emptiness, or depression	--	62.5%	61.0%	50	47.1%	30.8%	4	31.7%	
Discussed things that cause worry or stress	--	62.5%	54.0%	71	45.9%	33.3%	8	29.2%	
Discussed problems (alcohol, drugs, mental / emotional illness)	--	25.0%	39.0%	15	28.6%	33.3%	34	-8.3%	
Helpful, Courteous, And Respectful Office Staff	--	68.8%	81.0%	9	80.4%	76.9%	27	-8.2%	
Helpfulness of clerks and receptionists	--	62.5%	75.0%	12	73.3%	69.2%	26	-6.7%	
Courtesy / respect of clerks and receptionists	--	75.0%	87.0%	8	87.5%	84.6%	32	-9.6%	

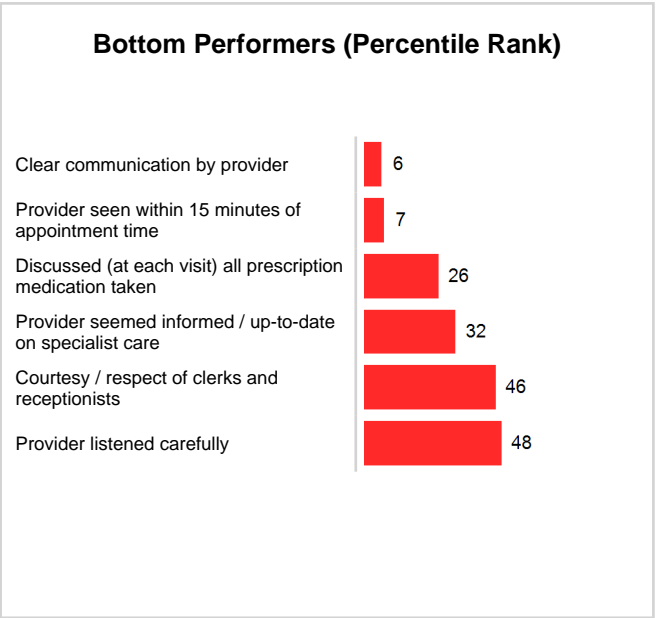
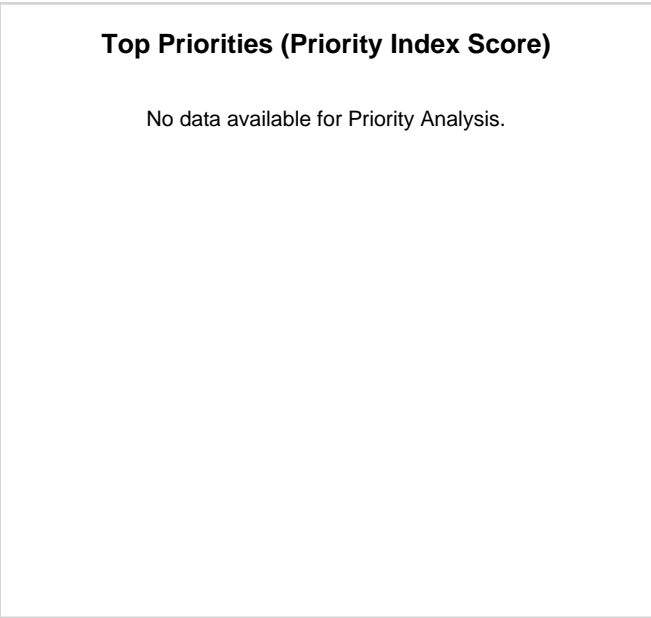
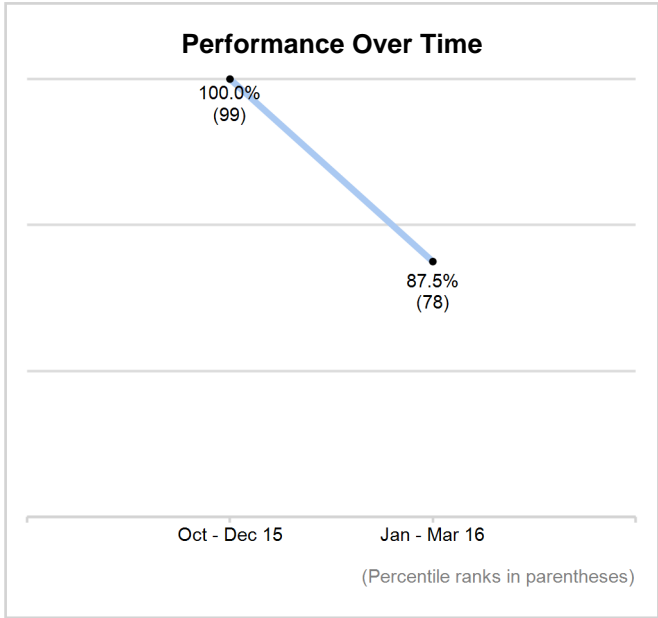
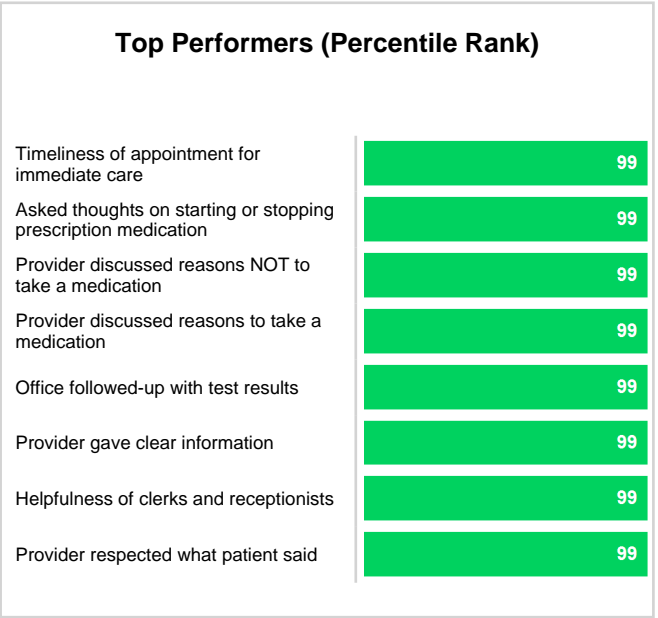
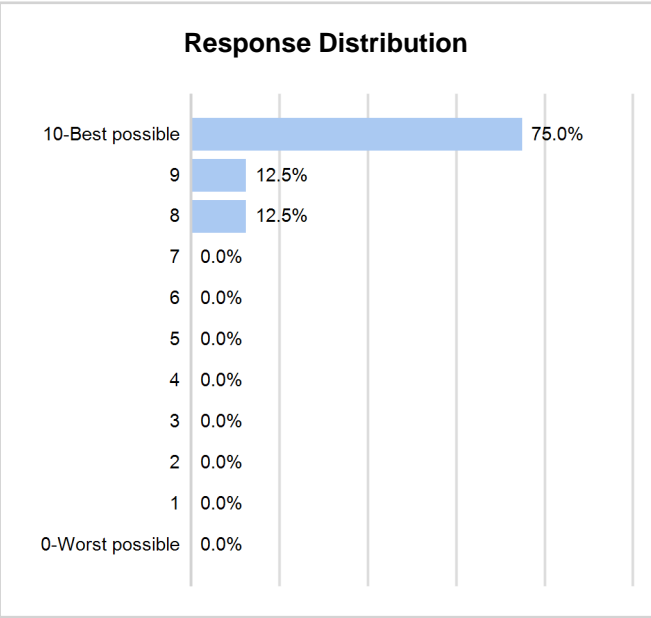
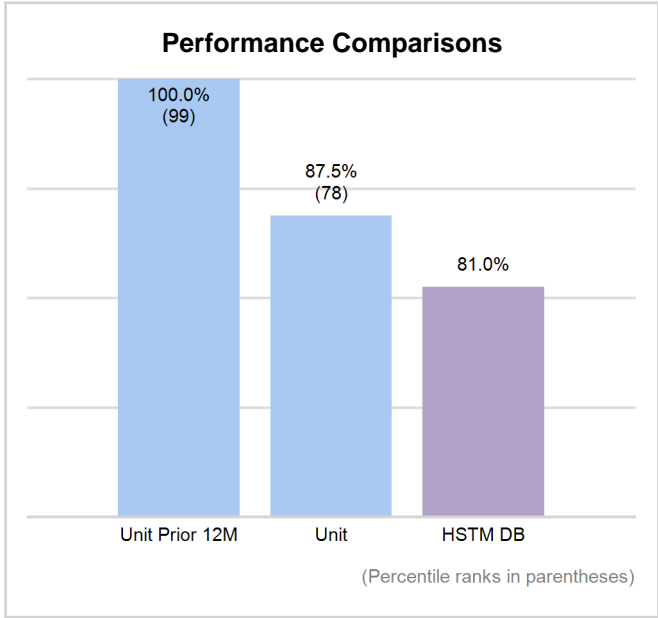
Buki, MD, Katherine - [HSTM DB = Medical]

MHP Internal Medicine Associates
Frederick Memorial Hospital

Patient Insights - CG-CAHPS PCMH (Phone)
Jan - Mar 16

Report created 4/19/2016

Provider - Overall Rating



	Correlation	Jan - Mar 16 # of Completes = 8			Reporting Group Top Box	Prior 12 Months # of Completes = 12		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	--	55.6%	63.0%	23	54.9%	66.7%	63	-11.1%	
Timeliness of appointment for immediate care	--	100.0%	69.0%	99	63.7%	--	--	--	
Timeliness of appointment for check-up or routine care	--	80.0%	73.0%	72	70.5%	71.4%	44	8.6%	
Medical questions asked during office hours answered same day	--	66.7%	63.0%	60	57.6%	75.0%	81	-8.3%	
Provider seen within 15 minutes of appointment time	--	25.0%	49.0%	7	37.2%	58.3%	70	-33.3%	
How Well Providers Communicate With Patients	--	89.1%	84.0%	81	83.6%	92.6%	93	-3.5%	
Clear communication by provider	--	75.0%	86.0%	6	85.5%	91.7%	81	-16.7%	
Provider listened carefully	--	87.5%	87.0%	48	85.5%	100.0%	99	-12.5%	
Provider gave clear information	--	100.0%	84.0%	99	86.0%	77.8%	13	22.2%	
Provider knew important medical history	--	87.5%	75.0%	94	73.6%	100.0%	99	-12.5%	
Provider respected what patient said	--	100.0%	90.0%	99	90.2%	91.7%	59	8.3%	
Provider spent enough time with patient	--	87.5%	83.0%	69	81.3%	91.7%	87	-4.2%	
Follow-Up On Test Results	--	100.0%	75.0%	99	74.0%	60.0%	10	40.0%	
Office followed-up with test results	--	100.0%	75.0%	99	74.0%	60.0%	10	40.0%	
Providers Discuss Medication Decisions (PCMH)	--	100.0%	67.0%	99	66.9%	77.8%	93	22.2%	
Provider discussed reasons to take a medication	--	100.0%	68.0%	99	75.5%	100.0%	99	0.0%	
Provider discussed reasons NOT to take a medication	--	100.0%	49.0%	99	46.9%	33.3%	5	66.7%	
Asked thoughts on starting or stopping prescription medication	--	100.0%	83.0%	99	78.1%	100.0%	99	0.0%	
Patients' Rating of the Provider	--	87.5%	81.0%	78	76.0%	100.0%	99	-12.5%	
Provider - Overall Rating	--	87.5%	81.0%	78	76.0%	100.0%	99	-12.5%	
Attention to Care from Other Providers (PCMH)	--	71.4%	--	--	74.7%	82.4%	--	-10.9%	
Provider seemed informed / up-to-date on specialist care	--	62.5%	67.0%	32	55.2%	66.7%	49	-4.2%	
Discussed (at each visit) all prescription medication taken	--	83.3%	84.0%	26	89.0%	100.0%	99	-16.7%	

	Correlation	Jan - Mar 16 # of Completes = 8			Reporting Group Top Box	Prior 12 Months # of Completes = 12		Change in Top Box	Priority Level
		Top Box Score	HSTM DB Top Box	Percentile Rank		Top Box Score	Percentile Rank		
Providers Support You in Taking Care of Your Own Health (PCMH)	--	75.0%	52.0%	94	45.1%	66.7%	90	8.3%	
Discussed specific health goals	--	75.0%	62.0%	88	57.8%	66.7%	67	8.3%	
Asked about hardships in taking care of health	--	75.0%	42.0%	95	32.3%	66.7%	93	8.3%	
Providers Pay Attention to Your Mental or Emotional Health (PCMH)	--	66.7%	51.0%	87	40.5%	51.4%	46	15.2%	
Asked about feelings of sadness, emptiness, or depression	--	75.0%	61.0%	77	47.1%	54.5%	34	20.5%	
Discussed things that cause worry or stress	--	75.0%	54.0%	95	45.9%	66.7%	82	8.3%	
Discussed problems (alcohol, drugs, mental / emotional illness)	--	50.0%	39.0%	85	28.6%	33.3%	34	16.7%	
Helpful, Courteous, And Respectful Office Staff	--	93.8%	81.0%	95	80.4%	83.3%	56	10.4%	
Helpfulness of clerks and receptionists	--	100.0%	75.0%	99	73.3%	75.0%	43	25.0%	
Courtesy / respect of clerks and receptionists	--	87.5%	87.0%	46	87.5%	91.7%	72	-4.2%	

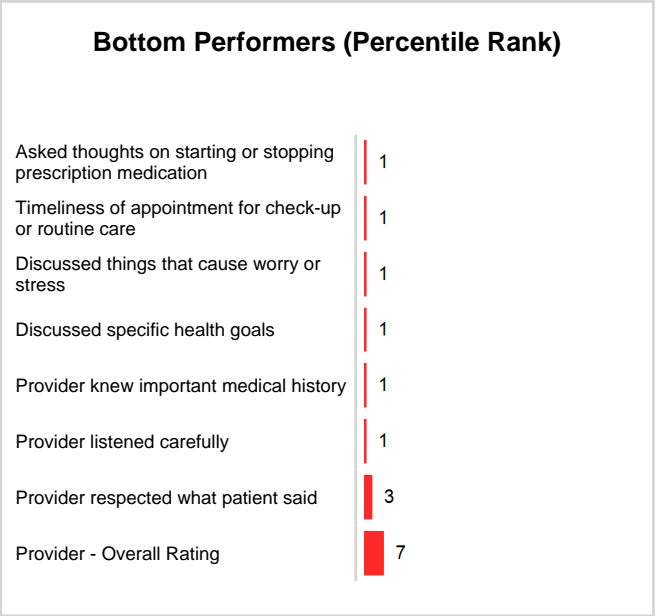
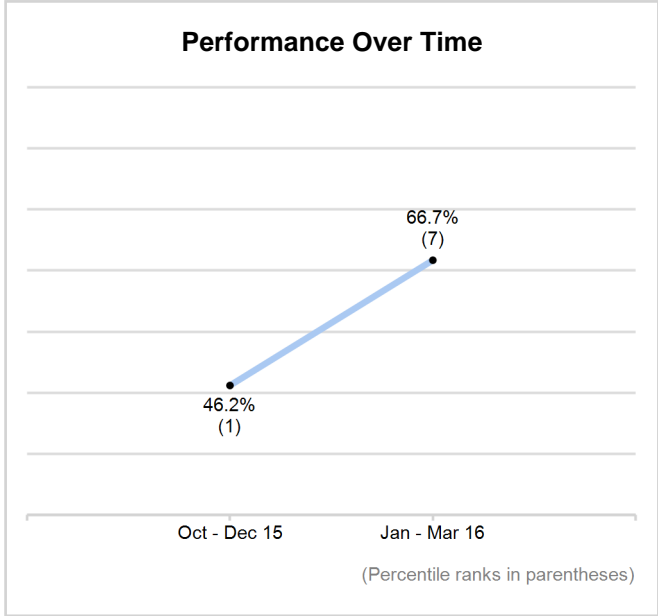
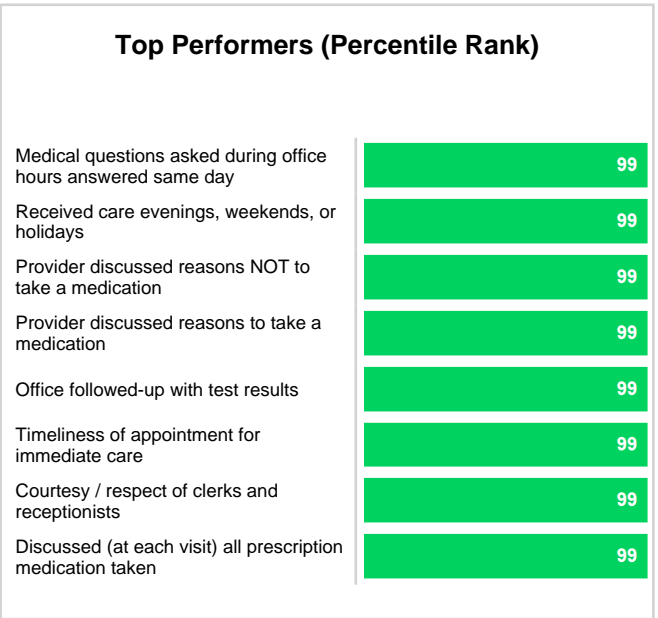
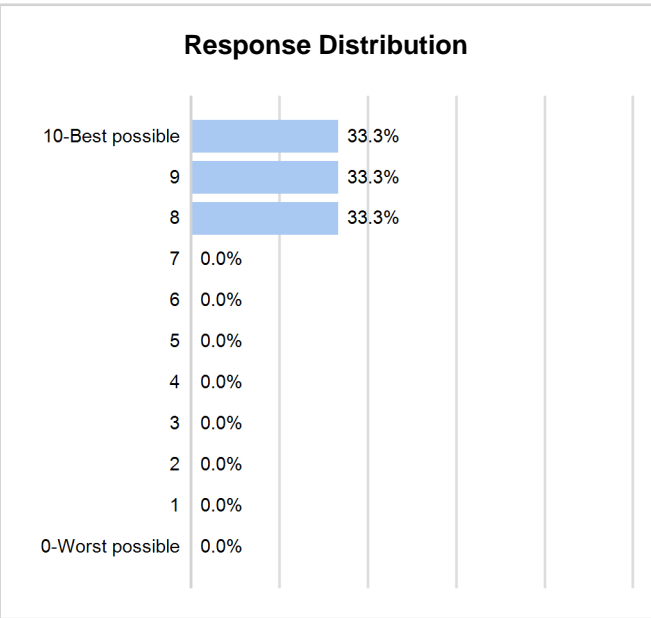
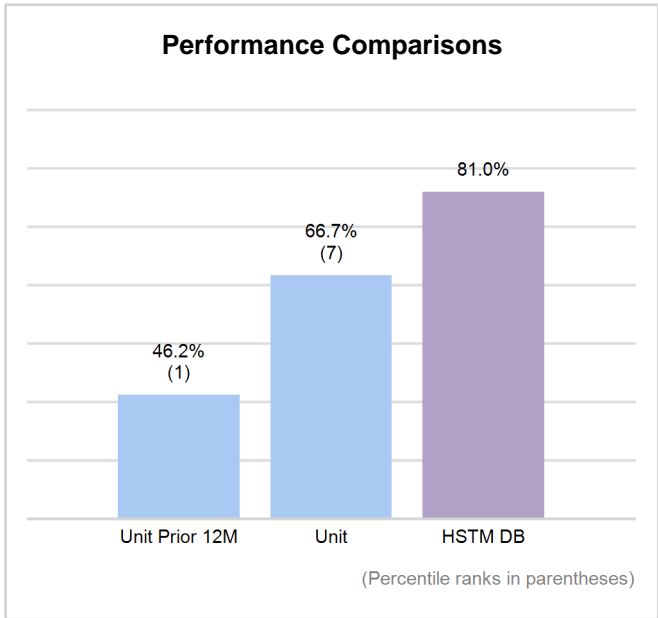
Mohamed, MD, H. - [HSTM DB = Internal Medicine]

MHP Internal Medicine Associates
Frederick Memorial Hospital

Patient Insights - CG-CAHPS PCMH (Phone)
Jan - Mar 16

Report created 4/19/2016

Provider - Overall Rating



	Correlation	Jan - Mar 16 # of Completes = 9			Reporting Group Top Box	Prior 12 Months # of Completes = 13		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	--	66.7%	63.0%	63	54.9%	62.1%	48	4.6%	
Timeliness of appointment for immediate care	--	100.0%	69.0%	99	63.7%	71.4%	58	28.6%	
Timeliness of appointment for check-up or routine care	--	33.3%	73.0%	1	70.5%	66.7%	26	-33.3%	
Medical questions asked during office hours answered same day	--	100.0%	63.0%	99	57.6%	50.0%	13	50.0%	
Provider seen within 15 minutes of appointment time	--	50.0%	49.0%	50	37.2%	58.3%	70	-8.3%	
Access To Care (PCMH)	--	100.0%	--	--	19.5%	0.0%	--	100.0%	
Received care evenings, weekends, or holidays	--	100.0%	38.0%	99	19.5%	0.0%	1	100.0%	
How Well Providers Communicate With Patients	--	74.1%	84.0%	6	83.6%	63.4%	1	10.7%	
Clear communication by provider	--	77.8%	86.0%	8	85.5%	58.3%	1	19.4%	
Provider listened carefully	--	66.7%	87.0%	1	85.5%	76.9%	6	-10.3%	
Provider gave clear information	--	88.9%	84.0%	73	86.0%	62.5%	1	26.4%	
Provider knew important medical history	--	55.6%	75.0%	1	73.6%	58.3%	2	-2.8%	
Provider respected what patient said	--	77.8%	90.0%	3	90.2%	69.2%	1	8.5%	
Provider spent enough time with patient	--	77.8%	83.0%	19	81.3%	53.8%	1	23.9%	
Follow-Up On Test Results	--	100.0%	75.0%	99	74.0%	40.0%	1	60.0%	
Office followed-up with test results	--	100.0%	75.0%	99	74.0%	40.0%	1	60.0%	
Providers Discuss Medication Decisions (PCMH)	--	83.3%	67.0%	98	66.9%	42.9%	1	40.5%	
Provider discussed reasons to take a medication	--	100.0%	68.0%	99	75.5%	25.0%	1	75.0%	
Provider discussed reasons NOT to take a medication	--	100.0%	49.0%	99	46.9%	20.0%	1	80.0%	
Asked thoughts on starting or stopping prescription medication	--	50.0%	83.0%	1	78.1%	80.0%	29	-30.0%	
Patients' Rating of the Provider	--	66.7%	81.0%	7	76.0%	46.2%	1	20.5%	
Provider - Overall Rating	--	66.7%	81.0%	7	76.0%	46.2%	1	20.5%	
Attention to Care from Other Providers (PCMH)	--	91.7%	--	--	74.7%	52.4%	--	39.3%	
Provider seemed informed / up-to-date on specialist care	--	75.0%	67.0%	79	55.2%	44.4%	2	30.6%	

	Correlation	Jan - Mar 16 # of Completes = 9			Reporting Group Top Box	Prior 12 Months # of Completes = 13		Change in Top Box	Priority Level
		Top Box Score	HSTM DB Top Box	Percentile Rank		Top Box Score	Percentile Rank		
Discussed (at each visit) all prescription medication taken	--	100.0%	84.0%	99	89.0%	58.3%	3	41.7%	
Providers Support You in Taking Care of Your Own Health (PCMH)	--	35.3%	52.0%	4	45.1%	26.9%	1	8.4%	
Discussed specific health goals	--	33.3%	62.0%	1	57.8%	53.8%	17	-20.5%	
Asked about hardships in taking care of health	--	37.5%	42.0%	40	32.3%	0.0%	1	37.5%	
Providers Pay Attention to Your Mental or Emotional Health (PCMH)	--	25.0%	51.0%	4	40.5%	12.8%	1	12.2%	
Asked about feelings of sadness, emptiness, or depression	--	37.5%	61.0%	10	47.1%	7.7%	1	29.8%	
Discussed things that cause worry or stress	--	12.5%	54.0%	1	45.9%	15.4%	1	-2.9%	
Discussed problems (alcohol, drugs, mental / emotional illness)	--	25.0%	39.0%	15	28.6%	15.4%	4	9.6%	
Helpful, Courteous, And Respectful Office Staff	--	93.8%	81.0%	95	80.4%	84.6%	61	9.1%	
Helpfulness of clerks and receptionists	--	87.5%	75.0%	88	73.3%	76.9%	50	10.6%	
Courtesy / respect of clerks and receptionists	--	100.0%	87.0%	99	87.5%	92.3%	78	7.7%	