



Wilkes-Barre Intermountain Clinic, LLC

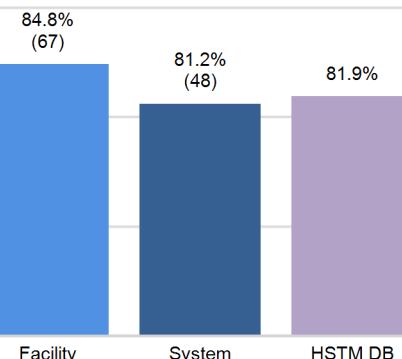
Community Health Systems

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

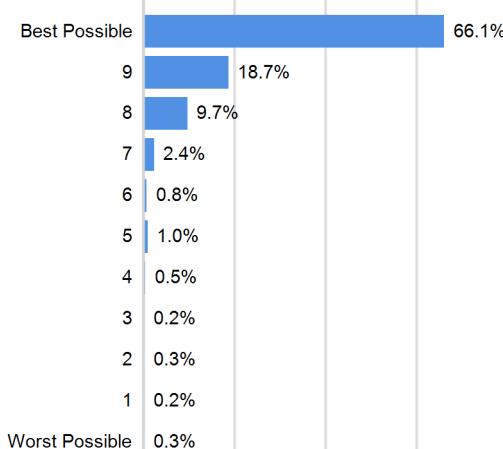
Report created 12/16/2015

Provider - Overall Rating

Performance Comparisons



Response Distribution



Top Performers (Percentile Rank)

Carey, M.D., John L. - [HSTM DB = Internal Medicine]	99
Citti, M.D., John G. - [HSTM DB = Internal Medicine]	99
Fasciana, M.D., Guy M. - [HSTM DB = Family Practice]	99
Mott, M.D., Brian - [HSTM DB = Surgical]	99
Khan, M.D., Sumaria - [HSTM DB = Family Practice]	99
Kuchemba, M.D., Leonard A. - [HSTM DB = Internal Medicine]	99
Scott, M.D., Durelle T. - [HSTM DB = Pulmonary]	99
Shroff, M.D., Farook - [HSTM DB = Cardiology]	99

Performance Over Time

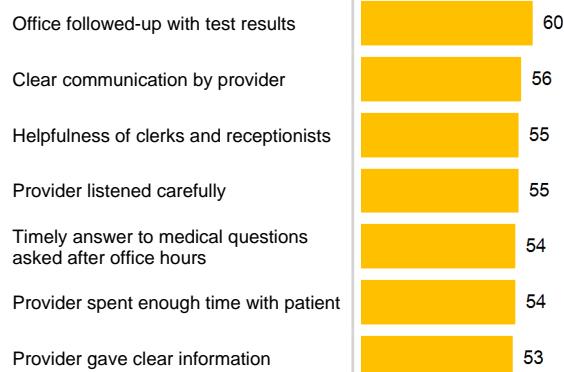
84.8%
(67)

Jul - Sep 15

(Percentile ranks in parentheses)

Top Priorities (Priority Index Score)

10/1/2014 - 9/30/2015



Priority Level: ■ High ■ Medium ■ Low

Bottom Performers (Percentile Rank)

Kumari, M.D., Seema - [HSTM DB = Family Practice]	1
Hiscox, D.O., Richard - [HSTM DB = Family Practice]	1
Langieri, M.D., Gary - [HSTM DB = Cardiology]	6
Talati, M.D., Dineshkumar - [HSTM DB = Pulmonary]	6
Boukarrou, M.D., Latifa - [HSTM DB = Neurology]	10
Bobbeck, M.D., John J. - [HSTM DB = Family Practice]	15
Czwalina, D.O., Robert - [HSTM DB = Family Practice]	15
Grasso, M.D., Michael - [HSTM DB = Internal Medicine]	19

Provider - Overall Rating

	Jul - Sep 15			Prior 12 Months			Change in Top Box Score	Question Count by Priority Level
	Number of Completes	Top Box Score	Percentile Rank	Number of Completes	Top Box Score	Percentile Rank		
Wilkes-Barre Intermountain Clinic, LLC	1,800	84.8%	67	--	--	--	--	14
Carey, M.D., John L. - [HSTM DB = Internal Medicine]	16	100.0%	99	--	--	--	--	
Citti, M.D., John G. - [HSTM DB = Internal Medicine]	10	100.0%	99	--	--	--	--	
Fasciana, M.D., Guy M. - [HSTM DB = Family Practice]	8	100.0%	99	--	--	--	--	
Mott, M.D., Brian - [HSTM DB = Surgical]	2	100.0%	99	--	--	--	--	
Khan, M.D., Sumaria - [HSTM DB = Family Practice]	3	100.0%	99	--	--	--	--	
Kuchemba, M.D., Leonard A. - [HSTM DB = Internal Medicine]	3	100.0%	99	--	--	--	--	
Scott, M.D., Durelle T. - [HSTM DB = Pulmonary]	12	100.0%	99	--	--	--	--	
Shroff, M.D., Farook - [HSTM DB = Cardiology]	24	100.0%	99	--	--	--	--	
Patel, M.D., Krishnakant - [HSTM DB = Family Practice]	39	97.4%	97	--	--	--	2	3 4
Nardell, M.D., Ronald - [HSTM DB = Family Practice]	42	95.2%	96	--	--	--	3	6
Fino, M.D., Gregory J. - [HSTM DB = Family Practice]	63	95.1%	95	--	--	--	2	11
Solomon, M.D., Cynthia A. - [HSTM DB = Internal Medicine]	14	92.9%	92	--	--	--	--	
Julius, M.D., Ernest - [HSTM DB = Family Practice]	55	92.7%	92	--	--	--	3	10
Patel, M.D., Kamlesh - [HSTM DB = Family Practice]	24	91.3%	88	--	--	--	--	
Stachowiak, M.D., Edward J. - [HSTM DB = Internal Medicine]	32	90.6%	88	--	--	--	1 2	6
Anselmi, M.D., Lanning A. - [HSTM DB = Family Practice]	11	90.9%	86	--	--	--	--	
Kish, D.O., John - [HSTM DB = Family Practice]	54	90.7%	86	--	--	--	4	7

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

Provider - Overall Rating

	Jul - Sep 15			Prior 12 Months			Change in Top Box Score	Question Count by Priority Level		
	Number of Completes	Top Box Score	Percentile Rank	Number of Completes	Top Box Score	Percentile Rank		High	Medium	Low
Menio, M.D., John N. - [HSTM DB = Family Practice]	82	90.1%	<div style="width: 85%;">85</div>	--	--	--	--	6	7	
Galasso, III , D.O., James. W. - [HSTM DB = Family Practice]	70	88.6%	<div style="width: 80%;">80</div>	--	--	--	--	5	8	
Adler, M.D., Michael - [HSTM DB = Endocrinology]	78	92.2%	<div style="width: 80%;">80</div>	--	--	--	--	4	8	
Blidner, M.D., Martin - [HSTM DB = Medical]	51	90.2%	<div style="width: 79%;">79</div>	--	--	--	--	1	1	9
Rupp, M.D., Michael - [HSTM DB = Cardiology]	14	92.9%	<div style="width: 78%;">78</div>	--	--	--	--			
Boonin, M.D., Alan L. - [HSTM DB = Family Practice]	33	87.9%	<div style="width: 77%;">77</div>	--	--	--	--	4	7	
Radzwilka, D.O., Joseph F. - [HSTM DB = Family Practice]	8	87.5%	<div style="width: 76%;">76</div>	--	--	--	--			
Hottenstein, M.D., William - [HSTM DB = Internal Medicine]	61	86.9%	<div style="width: 76%;">76</div>	--	--	--	--	2	5	6
Szustak, D.O., Joseph J. - [HSTM DB = Internal Medicine]	30	86.7%	<div style="width: 75%;">75</div>	--	--	--	--	1	5	
Catena, M.D., Michelle - [HSTM DB = Family Practice]	15	86.7%	<div style="width: 73%;">73</div>	--	--	--	--			
Nothstein, D.O., Gary D. - [HSTM DB = Family Practice]	46	86.7%	<div style="width: 73%;">73</div>	--	--	--	--	8	4	
Kilduff, D.O., Patrick - [HSTM DB = Internal Medicine]	42	85.7%	<div style="width: 71%;">71</div>	--	--	--	--		11	
Anistranski, M.D., Joseph A. - [HSTM DB = Family Practice]	14	85.7%	<div style="width: 69%;">69</div>	--	--	--	--			
Briskie, D.O., Joseph - [HSTM DB = Cardiology]	22	90.9%	<div style="width: 69%;">69</div>	--	--	--	--			
Cain, D.O., Jacqueline F. - [HSTM DB = Internal Medicine]	18	83.3%	<div style="width: 61%;">61</div>	--	--	--	--			
Plucknett, M.D., Barbara - [HSTM DB = OB/GYN]	33	84.8%	<div style="width: 59%;">59</div>	--	--	--	--	1	7	1
Carey, D.O., Kevin J. - [HSTM DB = Family Practice]	72	81.9%	<div style="width: 56%;">56</div>	--	--	--	--	2	10	1
Fath, D.O., Michael - [HSTM DB = Family Practice]	48	80.9%	<div style="width: 52%;">52</div>	--	--	--	--	4	7	

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

Provider - Overall Rating

	Jul - Sep 15			Prior 12 Months			Change in Top Box Score	Question Count by Priority Level
	Number of Completes	Top Box Score	Percentile Rank	Number of Completes	Top Box Score	Percentile Rank		
Freiman, M.D., Michael - [HSTM DB = Surgical]	30	85.7%	52	--	--	--	--	
Breakstone, M.D., Louise A. - [HSTM DB = Family Practice]	47	80.9%	52	--	--	--	--	5 High 5 Medium 3 Low
Argenio, D.O., Lauren P. - [HSTM DB = Family Practice]	10	80.0%	49	--	--	--	--	
Ramos , M.D., Julio - [HSTM DB = Medical]	48	83.3%	49	--	--	--	--	3 High 8 Medium
Kozicki, , Matthew - [HSTM DB = Family Practice]	57	78.6%	45	--	--	--	--	7 High 4 Medium 1 Low
Evans, D.O., Mark - [HSTM DB = Family Practice]	9	77.8%	42	--	--	--	--	
Shamsedeen, Ahamed - [HSTM DB = Family Practice]	9	77.8%	42	--	--	--	--	
Amini, M.D., Javid R. - [HSTM DB = Cardiology]	22	85.7%	40	--	--	--	--	
Turcan, D.O., Elaine C. - [HSTM DB = Family Practice]	13	76.9%	40	--	--	--	--	
Paffenberger, M.D., Mark W. - [HSTM DB = Family Practice]	42	76.9%	40	--	--	--	--	6 High 5 Medium
Parkih, M.D., Rupen R. - [HSTM DB = Cardiology]	20	85.0%	36	--	--	--	--	
Biscotti, M.D., Mauer - [HSTM DB = Internal Medicine]	9	77.8%	35	--	--	--	--	
Garg, M.D., Sanjeev G. - [HSTM DB = Neurology]	7	66.7%	34	--	--	--	--	
Patel, , Gnanesh - [HSTM DB = Medical]	54	77.8%	24	--	--	--	--	4 High 3 Medium 4 Low
Berbaro, , Recaredo - [HSTM DB = Endocrinology]	27	74.1%	22	--	--	--	--	
Michelstein, M.D., Richard - [HSTM DB = Gastroenterology]	4	75.0%	22	--	--	--	--	
Fenster, M.D., Bradley D. - [HSTM DB = Cardiology]	30	81.5%	21	--	--	--	--	
Dudrick, M.D., Daniel - [HSTM DB = Family Practice]	69	69.7%	20	--	--	--	--	9 High 3 Medium
Grasso, M.D., Michael - [HSTM DB = Internal Medicine]	41	73.2%	19	--	--	--	--	4 High 5 Medium 2 Low

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

Provider - Overall Rating

	Jul - Sep 15			Prior 12 Months			Change in Top Box Score	Question Count by Priority Level
	Number of Completes	Top Box Score	Percentile Rank	Number of Completes	Top Box Score	Percentile Rank		
Bobeck, M.D., John J. - [HSTM DB = Family Practice]	3	66.7%	<div style="width: 66.7%;"><div style="width: 15px; background-color: red;"></div></div> 15	--	--	--	--	
Czwalina, D.O., Robert - [HSTM DB = Family Practice]	3	66.7%	<div style="width: 66.7%;"><div style="width: 15px; background-color: red;"></div></div> 15	--	--	--	--	
Boukarrou, M.D., Latifa - [HSTM DB = Neurology]	3	50.0%	<div style="width: 50%;"><div style="width: 10px; background-color: red;"></div></div> 10	--	--	--	--	
Langieri, M.D., Gary - [HSTM DB = Cardiology]	7	71.4%	<div style="width: 71.4%;"><div style="width: 6px; background-color: red;"></div></div> 6	--	--	--	--	
Talati, M.D., Dineshkumar - [HSTM DB = Pulmonary]	63	69.8%	<div style="width: 69.8%;"><div style="width: 6px; background-color: red;"></div></div> 6	--	--	--	--	9 1
Kumari, M.D., Seema - [HSTM DB = Family Practice]	15	40.0%	<div style="width: 40%;"><div style="width: 1px; background-color: red;"></div></div> 1	--	--	--	--	
Hiscox, D.O., Richard - [HSTM DB = Family Practice]	9	44.4%	<div style="width: 44.4%;"><div style="width: 1px; background-color: red;"></div></div> 1	--	--	--	--	

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

Wilkes-Barre Intermountain Clinic, LLC

Unit Matrix

Patient Insights - CG-CAHPS 12M (eSurvey)

Jul - Sep 15

	Units															
	Wilkes-Barre Intermountain Clinic, LLC (N=1,800)		Adler, M.D., Michael - [HSTM DB = Endocrinolo (N=78)		Amini, M.D., Javid R. - [HSTM DB = Cardiology (N=22)		Anistranski, M.D., Joseph A. - [HSTM DB = Fam (N=14)		Anselmi, M.D., Lanning A. - [HSTM DB = Family (N=11)		Argenio, D.O., Lauren P. - [HSTM DB = Family (N=10)		Berbaro, Recaredo - [HSTM DB = Endocrinolog (N=27)		Biscotti, M.D., Mauer - [HSTM DB = Internal M (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	Top Box Score	%ile Rank	Top Box Score	%ile Rank
Getting Timely Appointments, Care, and Information	67.6%	63	68.6%	68	51.0%	15	87.0%	99	51.4%	22	67.9%	79	44.9%	1	60.7%	31
Timeliness of appointment for immediate care	76.7%	66	78.6%	84	80.0%	74	100.0%	99	50.0%	10	85.7%	94	40.0%	1	87.5%	92
Timeliness of appointment for check-up or routine care	80.7%	66	74.2%	53	76.5%	53	100.0%	99	66.7%	30	100.0%	99	59.1%	27	80.0%	63
Medical questions asked during office hours answered same day	72.0%	66	83.3%	93	33.3%	1	70.0%	78	85.7%	97	66.7%	68	46.7%	3	100.0%	99
Timely answer to medical questions asked after office hours	67.1%	60	85.7%	96	--	--	--	--	50.0%	20	--	--	--	--	0.0%	1
Provider seen within 15 minutes of appointment time	49.6%	48	54.5%	40	28.6%	3	78.6%	97	18.2%	3	30.0%	15	33.3%	1	11.1%	1
How Well Providers Communicate With Patients	88.6%	68	95.4%	87	86.3%	33	78.6%	18	98.5%	99	91.2%	81	82.0%	29	94.2%	93
Clear communication by provider	89.5%	60	93.5%	73	76.2%	3	78.6%	12	100.0%	99	100.0%	99	85.2%	27	100.0%	99
Provider listened carefully	89.6%	62	94.8%	76	90.5%	48	78.6%	12	100.0%	99	90.0%	58	85.2%	30	88.9%	58
Provider gave clear information	88.7%	65	97.1%	90	85.0%	28	71.4%	6	100.0%	99	85.7%	46	84.6%	33	100.0%	99
Provider knew important medical history	83.4%	76	92.2%	82	90.0%	81	85.7%	86	90.9%	94	90.0%	93	70.4%	14	88.9%	93
Provider respected what patient said	92.4%	66	97.4%	91	90.5%	31	85.7%	24	100.0%	99	100.0%	99	85.2%	23	100.0%	99
Provider spent enough time with patient	88.2%	64	97.4%	99	85.7%	30	71.4%	9	100.0%	99	80.0%	29	81.5%	27	88.9%	70
Follow-Up On Test Results	74.5%	32	80.3%	51	75.0%	28	84.6%	69	81.8%	59	70.0%	18	70.4%	1	100.0%	99
Office followed-up with test results	74.5%	32	80.3%	51	75.0%	28	84.6%	69	81.8%	59	70.0%	18	70.4%	1	100.0%	99
Patients' Rating of the Provider	84.8%	67	92.2%	80	85.7%	40	85.7%	69	90.9%	86	80.0%	49	74.1%	22	77.8%	35
Provider - Overall Rating	84.8%	67	92.2%	80	85.7%	40	85.7%	69	90.9%	86	80.0%	49	74.1%	22	77.8%	35
Helpful, Courteous, And Respectful Office Staff	81.4%	42	88.2%	94	73.8%	2	89.3%	92	63.6%	4	84.2%	78	69.8%	8	77.8%	27
Helpfulness of clerks and receptionists	76.2%	44	86.8%	99	57.1%	1	85.7%	92	45.5%	1	77.8%	76	59.3%	1	66.7%	15
Courtesy / respect of clerks and receptionists	86.7%	42	89.6%	84	90.5%	51	92.9%	88	81.8%	41	90.0%	78	80.8%	22	88.9%	55

Wilkes-Barre Intermountain Clinic, LLC

Unit Matrix

Patient Insights - CG-CAHPS 12M (eSurvey)

Jul - Sep 15

	Units															
	Wilkes-Barre Intermountain Clinic, LLC (N=1,800)		Blidner, M.D., Martin - [HSTM DB = Medical] (N=51)		Bobeck, M.D., John J. - [HSTM DB = Family Pra (N=3)		Boonin, M.D., Alan L. - [HSTM DB = Family Pra (N=33)		Boukarrou, M.D., Latifa - [HSTM DB = Neurolog (N=3)		Breakstone, M.D., Louise A. - [HSTM DB = Fami (N=47)		Briskie, D.O., Joseph - [HSTM DB = Cardiology (N=22)		Cain, D.O., Jacqueline F. - [HSTM DB = Intern (N=18)	
	Top Box Score	%ile Rank	Top Box Score	%ile Rank	Top Box Score	%ile Rank	Top Box Score	%ile Rank	Top Box Score	%ile Rank	Top Box Score	%ile Rank	Top Box Score	%ile Rank	Top Box Score	%ile Rank
Getting Timely Appointments, Care, and Information	67.6%	63	88.6%	99	37.5%	2	42.2%	5	75.0%	87	74.3%	91	83.3%	99	56.5%	15
Timeliness of appointment for immediate care	76.7%	66	93.3%	92	--	--	64.7%	44	100.0%	99	83.9%	90	75.0%	58	76.9%	68
Timeliness of appointment for check-up or routine care	80.7%	66	92.7%	94	33.3%	1	71.0%	43	100.0%	99	85.7%	91	85.0%	89	71.4%	27
Medical questions asked during office hours answered same day	72.0%	66	93.8%	97	100.0%	99	44.4%	10	--	--	80.0%	93	100.0%	99	41.7%	2
Timely answer to medical questions asked after office hours	67.1%	60	--	--	--	--	50.0%	20	--	--	100.0%	99	100.0%	99	40.0%	4
Provider seen within 15 minutes of appointment time	49.6%	48	82.4%	96	0.0%	1	0.0%	1	50.0%	58	52.2%	60	77.3%	99	44.4%	37
How Well Providers Communicate With Patients	88.6%	68	93.0%	92	66.7%	2	92.3%	86	100.0%	99	79.1%	20	92.1%	73	92.5%	87
Clear communication by provider	89.5%	60	92.2%	78	66.7%	2	93.9%	80	100.0%	99	87.2%	42	95.5%	84	94.4%	88
Provider listened carefully	89.6%	62	92.2%	70	66.7%	1	97.0%	93	100.0%	99	80.4%	16	90.5%	48	100.0%	99
Provider gave clear information	88.7%	65	95.7%	93	66.7%	3	90.6%	73	100.0%	99	84.4%	38	94.4%	86	88.9%	66
Provider knew important medical history	83.4%	76	88.2%	90	66.7%	23	90.9%	94	100.0%	99	70.2%	34	90.9%	84	88.9%	93
Provider respected what patient said	92.4%	66	96.1%	90	66.7%	1	93.8%	67	100.0%	99	76.1%	5	90.9%	33	94.4%	78
Provider spent enough time with patient	88.2%	64	94.1%	89	66.7%	2	87.9%	61	100.0%	99	76.6%	19	90.9%	62	88.2%	64
Follow-Up On Test Results	74.5%	32	65.9%	7	66.7%	12	80.0%	52	33.3%	1	65.1%	10	85.0%	81	75.0%	33
Office followed-up with test results	74.5%	32	65.9%	7	66.7%	12	80.0%	52	33.3%	1	65.1%	10	85.0%	81	75.0%	33
Patients' Rating of the Provider	84.8%	67	90.2%	79	66.7%	15	87.9%	77	50.0%	10	80.9%	52	90.9%	69	83.3%	61
Provider - Overall Rating	84.8%	67	90.2%	79	66.7%	15	87.9%	77	50.0%	10	80.9%	52	90.9%	69	83.3%	61
Helpful, Courteous, And Respectful Office Staff	81.4%	42	95.1%	95	100.0%	99	76.9%	47	100.0%	99	82.6%	74	95.5%	99	86.1%	64
Helpfulness of clerks and receptionists	76.2%	44	94.1%	94	100.0%	99	68.8%	40	100.0%	99	78.3%	76	90.9%	94	83.3%	75
Courtesy / respect of clerks and receptionists	86.7%	42	96.1%	89	100.0%	99	84.8%	55	100.0%	99	87.0%	67	100.0%	99	88.9%	55

Wilkes-Barre Intermountain Clinic, LLC

Unit Matrix

Patient Insights - CG-CAHPS 12M (eSurvey)

Jul - Sep 15

	Units															
	Wilkes-Barre Intermountain Clinic, LLC (N=1,800)		Carey, D.O., Kevin J. - [HSTM DB = Family Pra (N=72)		Carey, M.D., John L. - [HSTM DB = Internal Me (N=16)		Catena, M.D., Michelle - [HSTM DB = Family Pr (N=15)		Citti, M.D., John G. - [HSTM DB = Internal Me (N=10)		Czwalina, D.O., Robert - [HSTM DB = Family Pr (N=3)		Dudrick, M.D., Daniel - [HSTM DB = Family Pra (N=69)		Evans, D.O., Mark - [HSTM DB = Family Practic (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	Top Box Score	%ile Rank	Top Box Score	%ile Rank
Getting Timely Appointments, Care, and Information	67.6%	63	71.6%	85	61.7%	34	64.6%	72	79.4%	92	66.7%	76	48.6%	13	77.8%	93
Timeliness of appointment for immediate care	76.7%	66	66.7%	52	80.0%	76	77.8%	83	100.0%	99	100.0%	99	51.5%	11	100.0%	99
Timeliness of appointment for check-up or routine care	80.7%	66	77.9%	68	93.3%	97	85.7%	91	90.0%	92	100.0%	99	65.5%	26	100.0%	99
Medical questions asked during office hours answered same day	72.0%	66	71.1%	81	66.7%	51	44.4%	10	62.5%	36	100.0%	99	54.5%	33	83.3%	95
Timely answer to medical questions asked after office hours	67.1%	60	75.0%	82	--	--	0.0%	1	--	--	--	--	25.0%	2	0.0%	1
Provider seen within 15 minutes of appointment time	49.6%	48	68.1%	89	18.8%	4	53.3%	64	70.0%	90	0.0%	1	31.8%	18	50.0%	57
How Well Providers Communicate With Patients	88.6%	68	88.0%	62	100.0%	99	89.9%	75	100.0%	99	55.6%	1	81.3%	29	77.4%	15
Clear communication by provider	89.5%	60	91.5%	68	100.0%	99	86.7%	40	100.0%	99	33.3%	1	89.6%	56	66.7%	2
Provider listened carefully	89.6%	62	84.7%	32	100.0%	99	93.3%	74	100.0%	99	66.7%	1	82.1%	21	77.8%	11
Provider gave clear information	88.7%	65	87.9%	57	100.0%	99	92.9%	84	100.0%	99	33.3%	1	82.1%	27	77.8%	13
Provider knew important medical history	83.4%	76	86.1%	87	100.0%	99	80.0%	68	100.0%	99	66.7%	23	64.2%	18	77.8%	58
Provider respected what patient said	92.4%	66	91.7%	52	100.0%	99	93.3%	62	100.0%	99	66.7%	1	86.6%	26	75.0%	4
Provider spent enough time with patient	88.2%	64	85.9%	52	100.0%	99	93.3%	88	100.0%	99	66.7%	2	83.6%	40	88.9%	67
Follow-Up On Test Results	74.5%	32	54.4%	1	80.0%	55	72.7%	24	100.0%	99	66.7%	12	55.6%	2	62.5%	8
Office followed-up with test results	74.5%	32	54.4%	1	80.0%	55	72.7%	24	100.0%	99	66.7%	12	55.6%	2	62.5%	8
Patients' Rating of the Provider	84.8%	67	81.9%	56	100.0%	99	86.7%	73	100.0%	99	66.7%	15	69.7%	20	77.8%	42
Provider - Overall Rating	84.8%	67	81.9%	56	100.0%	99	86.7%	73	100.0%	99	66.7%	15	69.7%	20	77.8%	42
Helpful, Courteous, And Respectful Office Staff	81.4%	42	76.9%	47	84.4%	57	93.3%	96	65.0%	3	100.0%	99	66.2%	10	77.8%	52
Helpfulness of clerks and receptionists	76.2%	44	71.8%	51	81.3%	66	86.7%	94	70.0%	26	100.0%	99	57.6%	8	66.7%	31
Courtesy / respect of clerks and receptionists	86.7%	42	81.9%	41	87.5%	47	100.0%	99	60.0%	1	100.0%	99	74.6%	13	88.9%	72

	Units															
	Wilkes-Barre Intermountain Clinic, LLC (N=1,800)		Fasciana, M.D., Guy M. - [HSTM DB = Family Pr (N=8)]		Fath, D.O., Michael - [HSTM DB = Family Pract (N=48)]		Fenster, M.D., Bradley D. - [HSTM DB = Cardio (N=30)]		Fino, M.D., Gregory J. - [HSTM DB = Family Pr (N=63)]		Freiman, M.D., Michael - [HSTM DB = Surgical] (N=30)		Galasso, III , D.O., James W. - [HSTM DB = (N=70)]		Garg, M.D., Sanjeev G. - [HSTM DB = Neurology (N=7)]	
	Top Box Score	%ile Rank	Top Box Score	%ile Rank	Top Box Score	%ile Rank	Top Box Score	%ile Rank	Top Box Score	%ile Rank	Top Box Score	%ile Rank	Top Box Score	%ile Rank	Top Box Score	%ile Rank
Getting Timely Appointments, Care, and Information	67.6%	63	45.8%	7	86.5%	99	55.1%	25	75.6%	92	94.9%	99	64.9%	74	55.6%	14
Timeliness of appointment for immediate care	76.7%	66	75.0%	75	84.6%	93	100.0%	99	82.2%	88	100.0%	99	79.1%	84	100.0%	99
Timeliness of appointment for check-up or routine care	80.7%	66	57.1%	9	95.5%	98	77.3%	60	84.9%	89	100.0%	99	90.8%	96	100.0%	99
Medical questions asked during office hours answered same day	72.0%	66	50.0%	18	90.9%	99	76.9%	85	55.9%	37	100.0%	99	93.0%	99	0.0%	1
Timely answer to medical questions asked after office hours	67.1%	60	0.0%	1	100.0%	99	--	--	50.0%	20	100.0%	99	85.7%	95	--	--
Provider seen within 15 minutes of appointment time	49.6%	48	25.0%	9	76.1%	97	17.9%	1	77.0%	97	85.7%	97	12.9%	1	50.0%	58
How Well Providers Communicate With Patients	88.6%	68	95.8%	96	89.6%	73	88.8%	48	95.8%	96	96.4%	95	93.3%	89	94.4%	93
Clear communication by provider	89.5%	60	100.0%	99	95.7%	88	89.3%	48	96.7%	91	96.4%	89	92.8%	74	100.0%	99
Provider listened carefully	89.6%	62	100.0%	99	83.0%	25	85.7%	22	96.7%	92	96.4%	87	94.2%	79	100.0%	99
Provider gave clear information	88.7%	65	100.0%	99	88.4%	61	91.7%	75	94.8%	93	96.2%	92	95.5%	94	100.0%	99
Provider knew important medical history	83.4%	76	87.5%	90	85.1%	85	85.2%	60	93.1%	96	96.4%	99	88.6%	91	66.7%	33
Provider respected what patient said	92.4%	66	87.5%	32	91.5%	51	92.6%	47	96.7%	87	100.0%	99	97.1%	90	100.0%	99
Provider spent enough time with patient	88.2%	64	100.0%	99	93.6%	88	88.9%	46	96.7%	98	92.9%	79	91.4%	80	100.0%	99
Follow-Up On Test Results	74.5%	32	42.9%	1	74.5%	30	79.2%	53	81.8%	59	94.1%	97	93.8%	96	80.0%	92
Office followed-up with test results	74.5%	32	42.9%	1	74.5%	30	79.2%	53	81.8%	59	94.1%	97	93.8%	96	80.0%	92
Patients' Rating of the Provider	84.8%	67	100.0%	99	80.9%	52	81.5%	21	95.1%	95	85.7%	52	88.6%	80	66.7%	34
Provider - Overall Rating	84.8%	67	100.0%	99	80.9%	52	81.5%	21	95.1%	95	85.7%	52	88.6%	80	66.7%	34
Helpful, Courteous, And Respectful Office Staff	81.4%	42	93.8%	97	86.0%	83	90.6%	81	77.5%	49	94.6%	89	89.3%	92	50.0%	5
Helpfulness of clerks and receptionists	76.2%	44	87.5%	95	83.0%	86	88.5%	86	71.7%	50	89.3%	84	85.7%	92	50.0%	7
Courtesy / respect of clerks and receptionists	86.7%	42	100.0%	99	89.1%	72	92.6%	71	83.3%	50	100.0%	99	92.9%	88	50.0%	4

Wilkes-Barre Intermountain Clinic, LLC

Unit Matrix

Patient Insights - CG-CAHPS 12M (eSurvey)

Jul - Sep 15

	Units															
	Wilkes-Barre Intermountain Clinic, LLC (N=1,800)		Grasso, M.D., Michael - [HSTM DB = Internal M (N=41)]		Hiscox, D.O., Richard - [HSTM DB = Family Pra (N=9)]		Hottenstein, M.D., William - [HSTM DB = Inter (N=61)]		Julius, M.D., Ernest - [HSTM DB = Family Pract (N=55)]		Khan, M.D., Sumaria - [HSTM DB = Family Pract (N=3)]		Kilduff, D.O., Patrick - [HSTM DB = Internal (N=42)]		Kish, D.O., John - [HSTM DB = Family Practice (N=54)]	
	Top Box Score	%ile Rank	Top Box Score	%ile Rank	Top Box Score	%ile Rank	Top Box Score	%ile Rank	Top Box Score	%ile Rank	Top Box Score	%ile Rank	Top Box Score	%ile Rank	Top Box Score	%ile Rank
Getting Timely Appointments, Care, and Information	67.6%	63	46.5%	2	40.7%	4	88.5%	99	69.5%	83	75.0%	92	56.1%	15	67.8%	79
Timeliness of appointment for immediate care	76.7%	66	66.7%	33	33.3%	1	85.3%	87	77.4%	82	66.7%	52	62.5%	22	75.9%	78
Timeliness of appointment for check-up or routine care	80.7%	66	68.4%	19	75.0%	58	92.7%	95	78.4%	70	66.7%	30	65.7%	12	79.2%	73
Medical questions asked during office hours answered same day	72.0%	66	37.5%	1	25.0%	1	88.6%	98	80.6%	93	66.7%	68	63.2%	38	85.7%	97
Timely answer to medical questions asked after office hours	67.1%	60	50.0%	9	--	--	71.4%	72	50.0%	20	--	--	100.0%	99	71.4%	79
Provider seen within 15 minutes of appointment time	49.6%	48	19.5%	4	22.2%	5	88.5%	99	52.7%	63	100.0%	99	38.1%	23	42.6%	36
How Well Providers Communicate With Patients	88.6%	68	75.9%	10	63.5%	1	85.4%	46	92.9%	88	100.0%	99	88.0%	64	92.1%	85
Clear communication by provider	89.5%	60	75.6%	7	50.0%	1	85.0%	28	89.1%	54	100.0%	99	88.1%	45	96.2%	90
Provider listened carefully	89.6%	62	78.0%	10	66.7%	1	86.9%	44	90.7%	62	100.0%	99	90.5%	66	94.4%	80
Provider gave clear information	88.7%	65	77.8%	13	66.7%	3	86.8%	52	94.2%	90	100.0%	99	87.8%	59	89.6%	67
Provider knew important medical history	83.4%	76	70.7%	22	55.6%	6	77.0%	46	90.9%	94	100.0%	99	78.6%	55	88.7%	91
Provider respected what patient said	92.4%	66	87.8%	35	62.5%	1	90.2%	52	98.2%	94	100.0%	99	92.9%	69	96.3%	84
Provider spent enough time with patient	88.2%	64	65.9%	1	77.8%	21	86.9%	57	94.5%	93	100.0%	99	90.5%	77	87.0%	57
Follow-Up On Test Results	74.5%	32	78.4%	48	44.4%	1	67.8%	17	88.9%	87	66.7%	12	70.0%	20	94.3%	98
Office followed-up with test results	74.5%	32	78.4%	48	44.4%	1	67.8%	17	88.9%	87	66.7%	12	70.0%	20	94.3%	98
Patients' Rating of the Provider	84.8%	67	73.2%	19	44.4%	1	86.9%	76	92.7%	92	100.0%	99	85.7%	71	90.7%	86
Provider - Overall Rating	84.8%	67	73.2%	19	44.4%	1	86.9%	76	92.7%	92	100.0%	99	85.7%	71	90.7%	86
Helpful, Courteous, And Respectful Office Staff	81.4%	42	85.4%	62	38.9%	1	94.2%	95	95.5%	98	100.0%	99	72.6%	14	90.7%	96
Helpfulness of clerks and receptionists	76.2%	44	80.5%	63	22.2%	1	91.8%	94	94.5%	99	100.0%	99	61.9%	8	87.0%	95
Courtesy / respect of clerks and receptionists	86.7%	42	90.2%	64	55.6%	1	96.7%	93	96.4%	96	100.0%	99	83.3%	27	94.4%	94

	Units															
	Wilkes-Barre Intermountain Clinic, LLC (N=1,800)		Kozicki, , Matthew - [HSTM DB = Family Practi (N=57)]		Kuchemba, M.D., Leonard A. - [HSTM DB = Inter (N=3)]		Kumari, M.D., Seema - [HSTM DB = Family Pract (N=15)]		Langieri, M.D., Gary - [HSTM DB = Cardiology] (N=7)		Menio, M.D., John N. - [HSTM DB = Family Prac (N=82)]		Michelstein, M.D., Richard - [HSTM DB = Gastr (N=4)]		Mott, M.D., Brian - [HSTM DB = Surgical] (N=2)	
	Top Box Score	%ile Rank	Top Box Score	%ile Rank	Top Box Score	%ile Rank	Top Box Score	%ile Rank	Top Box Score	%ile Rank	Top Box Score	%ile Rank	Top Box Score	%ile Rank	Top Box Score	%ile Rank
Getting Timely Appointments, Care, and Information	67.6%	63	64.7%	73	100.0%	99	38.6%	2	85.7%	99	83.5%	99	50.0%	3	75.0%	60
Timeliness of appointment for immediate care	76.7%	66	57.9%	25	100.0%	99	57.1%	23	100.0%	99	92.2%	98	100.0%	99	--	--
Timeliness of appointment for check-up or routine care	80.7%	66	75.0%	58	100.0%	99	46.2%	1	80.0%	72	94.7%	98	100.0%	99	100.0%	99
Medical questions asked during office hours answered same day	72.0%	66	57.1%	43	100.0%	99	42.9%	8	100.0%	99	86.0%	97	50.0%	12	--	--
Timely answer to medical questions asked after office hours	67.1%	60	60.0%	52	--	--	50.0%	20	100.0%	99	100.0%	99	0.0%	1	--	--
Provider seen within 15 minutes of appointment time	49.6%	48	66.1%	87	100.0%	99	20.0%	4	71.4%	97	65.4%	87	25.0%	1	50.0%	29
How Well Providers Communicate With Patients	88.6%	68	80.8%	25	100.0%	99	44.9%	1	97.6%	96	90.8%	78	81.8%	23	50.0%	1
Clear communication by provider	89.5%	60	83.9%	26	100.0%	99	46.7%	1	100.0%	99	90.0%	60	100.0%	99	50.0%	1
Provider listened carefully	89.6%	62	83.9%	29	100.0%	99	46.7%	1	85.7%	22	92.6%	71	100.0%	99	50.0%	1
Provider gave clear information	88.7%	65	79.2%	17	100.0%	99	40.0%	1	100.0%	99	91.8%	78	100.0%	99	50.0%	1
Provider knew important medical history	83.4%	76	64.3%	18	100.0%	99	35.7%	1	100.0%	99	86.4%	87	75.0%	28	50.0%	1
Provider respected what patient said	92.4%	66	89.3%	39	100.0%	99	53.3%	1	100.0%	99	93.8%	68	75.0%	6	50.0%	1
Provider spent enough time with patient	88.2%	64	83.9%	41	100.0%	99	46.7%	1	100.0%	99	90.1%	72	50.0%	1	50.0%	1
Follow-Up On Test Results	74.5%	32	73.8%	27	100.0%	99	38.5%	1	100.0%	99	93.2%	94	--	--	50.0%	1
Office followed-up with test results	74.5%	32	73.8%	27	100.0%	99	38.5%	1	100.0%	99	93.2%	94	--	--	50.0%	1
Patients' Rating of the Provider	84.8%	67	78.6%	45	100.0%	99	40.0%	1	71.4%	6	90.1%	85	75.0%	22	100.0%	99
Provider - Overall Rating	84.8%	67	78.6%	45	100.0%	99	40.0%	1	71.4%	6	90.1%	85	75.0%	22	100.0%	99
Helpful, Courteous, And Respectful Office Staff	81.4%	42	63.4%	4	83.3%	52	43.3%	1	85.7%	50	89.5%	92	87.5%	70	50.0%	1
Helpfulness of clerks and receptionists	76.2%	44	55.4%	4	66.7%	15	26.7%	1	85.7%	74	85.2%	90	75.0%	23	50.0%	1
Courtesy / respect of clerks and receptionists	86.7%	42	71.4%	6	100.0%	99	60.0%	1	85.7%	18	93.8%	93	100.0%	99	50.0%	1

Wilkes-Barre Intermountain Clinic, LLC

Unit Matrix

Patient Insights - CG-CAHPS 12M (eSurvey)

Jul - Sep 15

	Units															
	Wilkes-Barre Intermountain Clinic, LLC (N=1,800)		Nardell, M.D., Ronald - [HSTM DB = Family Pra (N=42)		Nothstein, D.O., Gary D. - [HSTM DB = Family (N=46)		Parkih, M.D., Rupen R. - [HSTM DB = Cardiolog (N=20)		Patel, , Gnanesh - [HSTM DB = Medical] (N=54)		Patel, M.D., Kamlesh - [HSTM DB = Family Prac (N=24)		Patel, M.D., Krishnakant - [HSTM DB = Family (N=39)		Plucknett, M.D., Barbara - [HSTM DB = OB/GYN] (N=33)	
	Top Box Score	%ile Rank	Top Box Score	%ile Rank	Top Box Score	%ile Rank	Top Box Score	%ile Rank	Top Box Score	%ile Rank	Top Box Score	%ile Rank	Top Box Score	%ile Rank	Top Box Score	%ile Rank
Getting Timely Appointments, Care, and Information	67.6%	63	74.3%	91	69.2%	83	60.5%	36	72.9%	82	70.3%	84	63.8%	67	40.9%	1
Timeliness of appointment for immediate care	76.7%	66	89.7%	97	68.8%	58	33.3%	1	77.8%	61	93.3%	98	61.5%	33	77.8%	55
Timeliness of appointment for check-up or routine care	80.7%	66	87.5%	93	77.5%	65	85.7%	91	74.5%	46	95.7%	98	78.1%	68	65.5%	23
Medical questions asked during office hours answered same day	72.0%	66	75.0%	87	69.6%	76	60.0%	25	94.4%	99	54.5%	33	58.8%	47	42.9%	5
Timely answer to medical questions asked after office hours	67.1%	60	66.7%	72	100.0%	99	0.0%	1	100.0%	99	100.0%	99	66.7%	72	0.0%	1
Provider seen within 15 minutes of appointment time	49.6%	48	52.4%	62	60.0%	78	50.0%	42	61.1%	60	34.8%	21	55.3%	68	12.1%	4
How Well Providers Communicate With Patients	88.6%	68	97.6%	98	89.3%	70	97.5%	95	83.4%	31	98.5%	99	95.5%	96	86.7%	64
Clear communication by provider	89.5%	60	100.0%	99	86.4%	38	100.0%	99	85.2%	45	95.7%	88	94.6%	83	90.9%	71
Provider listened carefully	89.6%	62	97.6%	94	91.1%	64	95.0%	78	87.0%	42	100.0%	99	100.0%	99	90.9%	76
Provider gave clear information	88.7%	65	97.6%	97	87.2%	52	94.7%	88	80.4%	24	100.0%	99	97.2%	97	86.7%	50
Provider knew important medical history	83.4%	76	92.9%	96	86.4%	87	100.0%	99	77.8%	46	95.7%	99	86.8%	88	75.8%	57
Provider respected what patient said	92.4%	66	100.0%	99	95.6%	80	100.0%	99	87.0%	23	100.0%	99	100.0%	99	93.9%	72
Provider spent enough time with patient	88.2%	64	97.6%	98	88.9%	67	95.0%	82	83.0%	30	100.0%	99	94.7%	94	81.8%	36
Follow-Up On Test Results	74.5%	32	85.4%	71	93.0%	93	66.7%	6	43.1%	1	82.6%	63	72.7%	24	65.2%	26
Office followed-up with test results	74.5%	32	85.4%	71	93.0%	93	66.7%	6	43.1%	1	82.6%	63	72.7%	24	65.2%	26
Patients' Rating of the Provider	84.8%	67	95.2%	96	86.7%	73	85.0%	36	77.8%	24	91.3%	88	97.4%	97	84.8%	59
Provider - Overall Rating	84.8%	67	95.2%	96	86.7%	73	85.0%	36	77.8%	24	91.3%	88	97.4%	97	84.8%	59
Helpful, Courteous, And Respectful Office Staff	81.4%	42	77.4%	49	71.1%	23	77.5%	6	84.9%	57	91.3%	96	65.3%	9	89.4%	91
Helpfulness of clerks and receptionists	76.2%	44	71.4%	49	66.7%	31	75.0%	16	81.1%	61	87.0%	95	59.5%	11	87.9%	93
Courtesy / respect of clerks and receptionists	86.7%	42	83.3%	50	75.6%	17	80.0%	4	88.7%	44	95.7%	95	71.1%	6	90.9%	81

	Units															
	Wilkes-Barre Intermountain Clinic, LLC (N=1,800)		Puffenberger, M.D., Mark W. - [HSTM DB = Family (N=42)]		Radzwilka, D.O., Joseph F. - [HSTM DB = Family (N=8)]		Ramos , M.D., Julio - [HSTM DB = Medical] (N=48)		Rupp, M.D., Michael - [HSTM DB = Cardiology] (N=14)		Scott, M.D., Durelle T. - [HSTM DB = Pulmonary] (N=12)		Shamsedeen, Ahamed - [HSTM DB = Family Practi (N=9)]		Shroff, M.D., Farook - [HSTM DB = Cardiology] (N=24)	
	Top Box Score	%ile Rank	Top Box Score	%ile Rank	Top Box Score	%ile Rank	Top Box Score	%ile Rank	Top Box Score	%ile Rank	Top Box Score	%ile Rank	Top Box Score	%ile Rank	Top Box Score	%ile Rank
Getting Timely Appointments, Care, and Information	67.6%	63	48.3%	11	72.0%	86	60.1%	34	61.1%	38	78.8%	92	79.2%	97	82.1%	99
Timeliness of appointment for immediate care	76.7%	66	69.6%	61	75.0%	75	72.7%	46	66.7%	20	100.0%	99	100.0%	99	66.7%	20
Timeliness of appointment for check-up or routine care	80.7%	66	71.9%	45	71.4%	44	70.0%	27	66.7%	15	91.7%	99	100.0%	99	90.0%	96
Medical questions asked during office hours answered same day	72.0%	66	52.6%	26	80.0%	93	72.7%	66	83.3%	96	100.0%	99	75.0%	87	88.9%	98
Timely answer to medical questions asked after office hours	67.1%	60	50.0%	20	50.0%	20	66.7%	61	100.0%	99	100.0%	99	100.0%	99	--	--
Provider seen within 15 minutes of appointment time	49.6%	48	13.2%	1	71.4%	94	39.6%	27	42.9%	23	50.0%	14	55.6%	70	75.0%	98
How Well Providers Communicate With Patients	88.6%	68	79.7%	20	97.9%	98	86.1%	51	97.6%	96	98.6%	99	76.5%	13	98.6%	98
Clear communication by provider	89.5%	60	74.4%	9	100.0%	99	89.6%	66	92.9%	73	100.0%	99	77.8%	11	100.0%	99
Provider listened carefully	89.6%	62	82.1%	21	100.0%	99	89.6%	58	100.0%	99	100.0%	99	77.8%	11	100.0%	99
Provider gave clear information	88.7%	65	77.8%	13	87.5%	56	78.7%	20	91.7%	75	100.0%	99	85.7%	46	100.0%	99
Provider knew important medical history	83.4%	76	79.5%	66	100.0%	99	79.2%	52	100.0%	99	100.0%	99	62.5%	16	95.8%	97
Provider respected what patient said	92.4%	66	84.6%	20	100.0%	99	89.6%	45	100.0%	99	100.0%	99	77.8%	7	100.0%	99
Provider spent enough time with patient	88.2%	64	79.5%	28	100.0%	99	89.6%	85	100.0%	99	91.7%	60	77.8%	21	95.8%	86
Follow-Up On Test Results	74.5%	32	56.3%	2	85.7%	73	64.4%	6	81.8%	68	91.7%	87	100.0%	99	78.9%	52
Office followed-up with test results	74.5%	32	56.3%	2	85.7%	73	64.4%	6	81.8%	68	91.7%	87	100.0%	99	78.9%	52
Patients' Rating of the Provider	84.8%	67	76.9%	40	87.5%	76	83.3%	49	92.9%	78	100.0%	99	77.8%	42	100.0%	99
Provider - Overall Rating	84.8%	67	76.9%	40	87.5%	76	83.3%	49	92.9%	78	100.0%	99	77.8%	42	100.0%	99
Helpful, Courteous, And Respectful Office Staff	81.4%	42	70.5%	21	81.3%	68	67.4%	7	89.3%	75	100.0%	99	88.9%	91	93.8%	94
Helpfulness of clerks and receptionists	76.2%	44	61.5%	14	75.0%	67	60.4%	6	78.6%	34	100.0%	99	88.9%	96	87.5%	81
Courtesy / respect of clerks and receptionists	86.7%	42	79.5%	31	87.5%	68	74.5%	7	100.0%	99	100.0%	99	88.9%	72	100.0%	99

Wilkes-Barre Intermountain Clinic, LLC

Unit Matrix

Patient Insights - CG-CAHPS 12M (eSurvey)

Jul - Sep 15

	Units											
	Wilkes-Barre Intermountain Clinic, LLC (N=1,800)		Solomon, M.D., Cynthia A. - [HSTM DB = Intern (N=14)]		Stachowiak, M.D., Edward J. - [HSTM DB = Intern (N=32)]		Szustak, D.O., Joseph J. - [HSTM DB = Interna (N=30)]		Talati, M.D., Dineshkumar - [HSTM DB = Pulmon (N=63)]		Turcan, D.O., Elaine C. - [HSTM DB = Family P (N=13)]	
	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	67.6%	63	79.1%	92	68.3%	67	82.7%	96	53.1%	9	60.5%	54
Timeliness of appointment for immediate care	76.7%	66	83.3%	81	76.9%	68	88.2%	93	63.6%	12	71.4%	65
Timeliness of appointment for check-up or routine care	80.7%	66	92.3%	95	80.0%	63	96.4%	98	72.9%	41	80.0%	76
Medical questions asked during office hours answered same day	72.0%	66	77.8%	78	68.8%	57	89.5%	98	60.0%	17	75.0%	87
Timely answer to medical questions asked after office hours	67.1%	60	100.0%	99	100.0%	99	75.0%	80	100.0%	99	--	--
Provider seen within 15 minutes of appointment time	49.6%	48	64.3%	83	50.0%	50	63.3%	81	33.3%	5	30.8%	16
How Well Providers Communicate With Patients	88.6%	68	97.6%	98	95.8%	96	96.1%	96	73.7%	4	91.0%	79
Clear communication by provider	89.5%	60	100.0%	99	96.9%	94	100.0%	99	69.8%	4	92.3%	72
Provider listened carefully	89.6%	62	100.0%	99	96.9%	93	96.7%	93	76.2%	1	84.6%	32
Provider gave clear information	88.7%	65	100.0%	99	96.7%	97	96.4%	97	68.1%	1	100.0%	99
Provider knew important medical history	83.4%	76	92.9%	98	90.6%	95	86.7%	90	71.0%	19	84.6%	84
Provider respected what patient said	92.4%	66	100.0%	99	96.9%	91	100.0%	99	85.7%	25	92.3%	57
Provider spent enough time with patient	88.2%	64	92.3%	85	96.9%	96	96.7%	96	69.8%	1	92.3%	83
Follow-Up On Test Results	74.5%	32	71.4%	22	53.8%	3	62.1%	8	82.1%	46	69.2%	16
Office followed-up with test results	74.5%	32	71.4%	22	53.8%	3	62.1%	8	82.1%	46	69.2%	16
Patients' Rating of the Provider	84.8%	67	92.9%	92	90.6%	88	86.7%	75	69.8%	6	76.9%	40
Provider - Overall Rating	84.8%	67	92.9%	92	90.6%	88	86.7%	75	69.8%	6	76.9%	40
Helpful, Courteous, And Respectful Office Staff	81.4%	42	75.0%	21	70.3%	9	95.0%	96	76.8%	1	76.0%	41
Helpfulness of clerks and receptionists	76.2%	44	71.4%	28	62.5%	9	93.3%	96	69.4%	4	66.7%	31
Courtesy / respect of clerks and receptionists	86.7%	42	78.6%	12	78.1%	11	96.7%	93	84.1%	6	84.6%	55

	Jul - Sep 15 # of Completes = 1,800				Reporting Group Top Box	Prior 12 Months # of Completes = 0			Change in Top Box	Priority Level
	Correlation	Top Box Score	HSTM DB Top Box	Percentile Rank		Top Box Score	Percentile Rank			
Getting Timely Appointments, Care, and Information	0.43	67.6%	63.2%	63	57.5%	--	--	--		
Timeliness of appointment for immediate care	0.41	76.7%	69.4%	66	60.5%	--	--	--	 46	
Timeliness of appointment for check-up or routine care	0.37	80.7%	73.4%	66	66.0%	--	--	--	 44	
Medical questions asked during office hours answered same day	0.52	72.0%	67.8%	66	55.1%	--	--	--	 50	
Timely answer to medical questions asked after office hours	0.55	67.1%	65.0%	60	49.0%	--	--	--	 54	
Provider seen within 15 minutes of appointment time	0.31	49.6%	49.4%	48	53.5%	--	--	--	 49	
How Well Providers Communicate With Patients	0.65	88.6%	86.5%	68	84.6%	--	--	--		
Clear communication by provider	0.63	89.5%	88.7%	60	86.5%	--	--	--	 56	
Provider listened carefully	0.69	89.6%	88.1%	62	85.7%	--	--	--	 55	
Provider gave clear information	0.68	88.7%	87.0%	65	85.4%	--	--	--	 53	
Provider knew important medical history	0.62	83.4%	78.3%	76	77.2%	--	--	--	 46	
Provider respected what patient said	0.65	92.4%	90.4%	66	88.9%	--	--	--	 52	
Provider spent enough time with patient	0.64	88.2%	86.0%	64	84.0%	--	--	--	 54	
Follow-Up On Test Results	0.40	74.5%	79.0%	32	69.6%	--	--	--		
Office followed-up with test results	0.40	74.5%	79.0%	32	69.6%	--	--	--	 60	
Patients' Rating of the Provider	1.00	84.8%	81.9%	67	81.2%	--	--	--		
Provider - Overall Rating	1.00	84.8%	81.9%	67	81.2%	--	--	--		
Helpful, Courteous, And Respectful Office Staff	0.36	81.4%	80.7%	42	75.6%	--	--	--		
Helpfulness of clerks and receptionists	0.40	76.2%	74.9%	44	69.5%	--	--	--	 55	
Courtesy / respect of clerks and receptionists	0.32	86.7%	85.9%	42	81.7%	--	--	--	 51	

Reporting Group = Community Health Systems - CHS Legacy CG CAHPS

HSTM DB: Overall

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

	Top Box Score	HSTM DB Top Box Percentile Rank	HSTM DB Percentile Rank Table												
			1	10	20	30	40	50	60	70	75	80	90	95	99
Getting Timely Appointments, Care, and Information	67.6%	63	42.9%	54.0%	58.0%	60.2%	62.7%	65.0%	66.8%	68.9%	70.7%	72.4%	77.2%	81.3%	87.4%
Timeliness of appointment for immediate care	76.7%	66	34.5%	56.0%	61.5%	65.5%	68.7%	71.2%	74.6%	77.8%	79.7%	82.9%	86.7%	90.2%	96.1%
Timeliness of appointment for check-up or routine care	80.7%	66	49.3%	63.3%	68.5%	72.2%	74.3%	77.1%	79.6%	81.8%	83.1%	84.2%	88.9%	91.6%	96.7%
Medical questions asked during office hours answered same day	72.0%	66	36.6%	50.0%	56.5%	60.8%	63.5%	66.3%	69.8%	73.7%	75.8%	78.5%	83.9%	86.7%	89.7%
Timely answer to medical questions asked after office hours	67.1%	60	21.2%	51.3%	56.7%	61.0%	63.1%	65.2%	66.9%	70.8%	72.0%	75.0%	81.0%	83.3%	89.9%
Provider seen within 15 minutes of appointment time	49.6%	48	10.0%	25.0%	34.7%	41.3%	46.3%	50.0%	54.0%	57.4%	59.1%	62.4%	69.3%	75.0%	86.8%
How Well Providers Communicate With Patients	88.6%	68	62.1%	75.1%	80.9%	82.7%	84.5%	85.8%	87.3%	88.8%	89.4%	90.2%	93.2%	95.0%	98.4%
Clear communication by provider	89.5%	60	61.8%	76.7%	82.8%	85.4%	87.3%	88.3%	89.3%	91.0%	91.8%	92.7%	95.0%	97.5%	100.0%
Provider listened carefully	89.6%	62	59.3%	77.3%	81.5%	84.5%	86.3%	87.8%	89.2%	90.9%	91.4%	92.6%	95.5%	98.1%	100.0%
Provider gave clear information	88.7%	65	64.2%	76.0%	80.4%	83.3%	85.0%	86.6%	87.9%	89.7%	90.4%	91.5%	93.9%	95.3%	100.0%
Provider knew important medical history	83.4%	76	49.1%	63.5%	69.9%	73.0%	75.3%	77.8%	79.5%	81.9%	83.0%	84.1%	86.7%	89.7%	95.1%
Provider respected what patient said	92.4%	66	63.2%	80.1%	84.0%	86.9%	88.6%	89.9%	91.3%	93.1%	93.8%	94.6%	96.2%	99.0%	100.0%
Provider spent enough time with patient	88.2%	64	59.5%	73.1%	78.5%	81.6%	83.8%	85.4%	87.5%	88.9%	90.2%	91.0%	94.0%	96.4%	100.0%
Follow-Up On Test Results	74.5%	32	42.8%	64.1%	69.7%	73.8%	76.5%	78.8%	80.7%	82.7%	83.6%	84.7%	87.6%	90.2%	96.3%
Office followed-up with test results	74.5%	32	42.8%	64.1%	69.7%	73.8%	76.5%	78.8%	80.7%	82.7%	83.6%	84.7%	87.6%	90.2%	96.3%
Patients' Rating of the Provider	84.8%	67	50.0%	66.7%	73.2%	76.5%	79.4%	81.5%	83.3%	85.2%	86.6%	87.4%	91.1%	94.7%	97.8%
Provider - Overall Rating	84.8%	67	50.0%	66.7%	73.2%	76.5%	79.4%	81.5%	83.3%	85.2%	86.6%	87.4%	91.1%	94.7%	97.8%
Helpful, Courteous, And Respectful Office Staff	81.4%	42	59.3%	70.6%	74.4%	78.5%	80.9%	82.9%	85.0%	87.1%	87.8%	89.3%	91.7%	94.0%	98.8%
Helpfulness of clerks and receptionists	76.2%	44	52.1%	63.2%	67.9%	72.2%	75.2%	77.3%	80.0%	82.3%	83.1%	84.5%	88.9%	92.0%	100.0%
Courtesy / respect of clerks and receptionists	86.7%	42	62.7%	76.5%	81.1%	84.0%	86.1%	88.0%	89.8%	91.2%	92.2%	93.3%	95.0%	97.1%	100.0%

Understanding Your Results

Priority Analysis

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

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

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

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

Certificates of Achievement & Excellence

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

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

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

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

Commonly Used Terms

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

HSTM DB: HealthStream Database.

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

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

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

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

Insights Dashboard

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

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



Certificate of Achievement

Wilkes-Barre Intermountain Clinic, LLC

Adler, M.D., Michael - [HSTM DB = Endocrinology]

Has been recognized for an overall rating score at or above the 75th percentile
of the National Database during Jul - Sep 15

Patient Insights - CG-CAHPS 12M (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



Wilkes-Barre Intermountain Clinic, LLC
Representative



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Blidner, M.D., Martin - [HSTM DB = Medical]

Has been recognized for an overall rating score at or above the 75th percentile
of the National Database during Jul - Sep 15

Patient Insights - CG-CAHPS 12M (eSurvey)

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Robert A. Frist, Jr.
CEO, HealthStream



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Representative



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Boonin, M.D., Alan L. - [HSTM DB = Family Practice]

Has been recognized for an overall rating score at or above the 75th percentile
of the National Database during Jul - Sep 15

Patient Insights - CG-CAHPS 12M (eSurvey)

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CEO, HealthStream



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Fino, M.D., Gregory J. - [HSTM DB = Family Practice]

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

Patient Insights - CG-CAHPS 12M (eSurvey)

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.

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CEO, HealthStream



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Galasso, III , D.O., James. W. - [HSTM DB = Family Practice]

Has been recognized for an overall rating score at or above the 75th percentile
of the National Database during Jul - Sep 15

Patient Insights - CG-CAHPS 12M (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.

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CEO, HealthStream



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Hottenstein, M.D., William - [HSTM DB = Internal Medicine]

Has been recognized for an overall rating score at or above the 75th percentile
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CEO, HealthStream



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Julius, M.D., Ernest - [HSTM DB = Family Practice]

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

Patient Insights - CG-CAHPS 12M (eSurvey)

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.

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CEO, HealthStream



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Kish, D.O., John - [HSTM DB = Family Practice]

Has been recognized for an overall rating score at or above the 75th percentile
of the National Database during Jul - Sep 15

Patient Insights - CG-CAHPS 12M (eSurvey)

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Menio, M.D., John N. - [HSTM DB = Family Practice]

Has been recognized for an overall rating score at or above the 75th percentile
of the National Database during Jul - Sep 15

Patient Insights - CG-CAHPS 12M (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.

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CEO, HealthStream



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Representative



Certificate of Excellence

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Nardell, M.D., Ronald - [HSTM DB = Family Practice]

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

Patient Insights - CG-CAHPS 12M (eSurvey)

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.

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CEO, HealthStream



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Representative



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Patel, M.D., Krishnakant - [HSTM DB = Family Practice]

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

Patient Insights - CG-CAHPS 12M (eSurvey)

Robert A. Frist, Jr.

Robert A. Frist, Jr.
CEO, HealthStream



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Representative



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Stachowiak, M.D., Edward J. - [HSTM DB = Internal Medicine]

Has been recognized for an overall rating score at or above the 75th percentile
of the National Database during Jul - Sep 15

Patient Insights - CG-CAHPS 12M (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



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Representative



Certificate of Achievement

Wilkes-Barre Intermountain Clinic, LLC

Szustak, D.O., Joseph J. - [HSTM DB = Internal Medicine]

Has been recognized for an overall rating score at or above the 75th percentile
of the National Database during Jul - Sep 15

Patient Insights - CG-CAHPS 12M (eSurvey)

A handwritten signature in black ink that reads "Robert A. Frist, Jr." It is written in a cursive style with a long, sweeping line for the last name.

Robert A. Frist, Jr.
CEO, HealthStream



Wilkes-Barre Intermountain Clinic, LLC
Representative



Anistranski, M.D., Joseph A. - [HSTM DB = Family Practice]

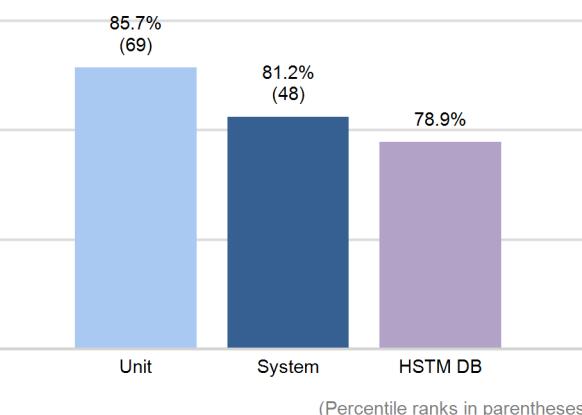
Wilkes-Barre Intermountain Clinic, LLC
Community Health Systems

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

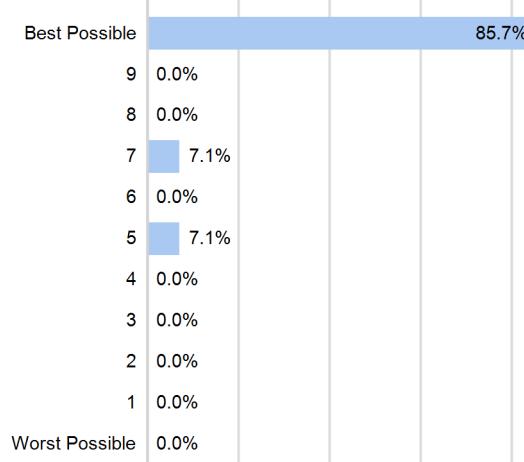
Report created 12/16/2015

Provider - Overall Rating

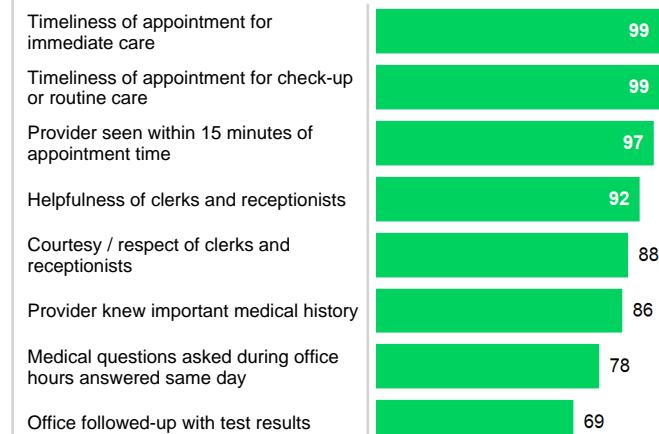
Performance Comparisons



Response Distribution



Top Performers (Percentile Rank)



Performance Over Time

85.7%
(69)

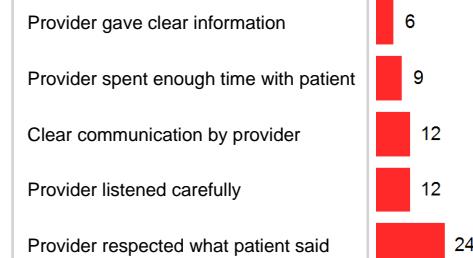
Jul - Sep 15

(Percentile ranks in parentheses)

Top Priorities (Priority Index Score)

No data available for Priority Analysis.

Bottom Performers (Percentile Rank)



	Correlation	Jul - Sep 15 # of Completes = 14			Reporting Group Top Box	Prior 12 Months # of Completes = 0			Change in Top Box	Priority Level
		Top Box Score	HSTM DB Top Box	Percentile Rank		Top Box Score	Percentile Rank			
Getting Timely Appointments, Care, and Information	--	87.0%	59.6%	99	57.5%	--	--	--	--	
Timeliness of appointment for immediate care	--	100.0%	65.9%	99	60.5%	--	--	--	--	
Timeliness of appointment for check-up or routine care	--	100.0%	71.4%	99	66.0%	--	--	--	--	
Medical questions asked during office hours answered same day	--	70.0%	60.6%	78	55.1%	--	--	--	--	
Provider seen within 15 minutes of appointment time	--	78.6%	46.7%	97	53.5%	--	--	--	--	
How Well Providers Communicate With Patients	--	78.6%	85.0%	18	84.6%	--	--	--	--	
Clear communication by provider	--	78.6%	87.8%	12	86.5%	--	--	--	--	
Provider listened carefully	--	78.6%	87.5%	12	85.7%	--	--	--	--	
Provider gave clear information	--	71.4%	85.6%	6	85.4%	--	--	--	--	
Provider knew important medical history	--	85.7%	75.0%	86	77.2%	--	--	--	--	
Provider respected what patient said	--	85.7%	89.9%	24	88.9%	--	--	--	--	
Provider spent enough time with patient	--	71.4%	84.0%	9	84.0%	--	--	--	--	
Follow-Up On Test Results	--	84.6%	79.5%	69	69.6%	--	--	--	--	
Office followed-up with test results	--	84.6%	79.5%	69	69.6%	--	--	--	--	
Patients' Rating of the Provider	--	85.7%	78.9%	69	81.2%	--	--	--	--	
Provider - Overall Rating	--	85.7%	78.9%	69	81.2%	--	--	--	--	
Helpful, Courteous, And Respectful Office Staff	--	89.3%	76.5%	92	75.6%	--	--	--	--	
Helpfulness of clerks and receptionists	--	85.7%	70.6%	92	69.5%	--	--	--	--	
Courtesy / respect of clerks and receptionists	--	92.9%	82.5%	88	81.7%	--	--	--	--	

Reporting Group = Community Health Systems - CHS Legacy CG CAHPS

HSTM DB: Family Practice

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



Amini, M.D., Javid R. - [HSTM DB = Cardiology]

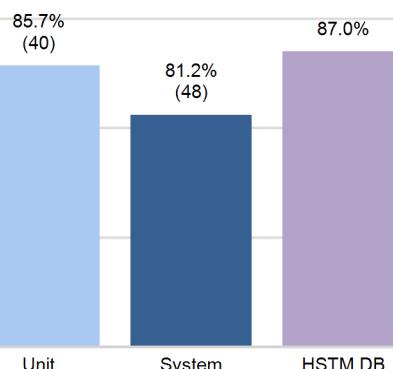
Wilkes-Barre Intermountain Clinic, LLC
Community Health Systems

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

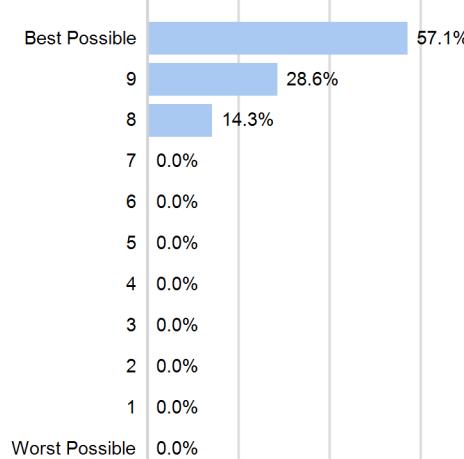
Report created 12/16/2015

Provider - Overall Rating

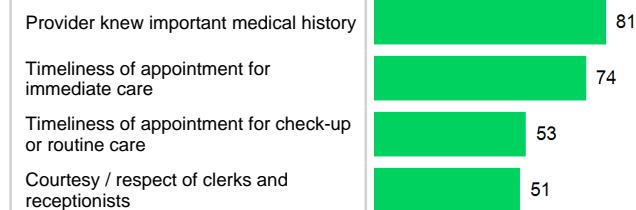
Performance Comparisons



Response Distribution



Top Performers (Percentile Rank)



Performance Over Time

85.7%
(40)

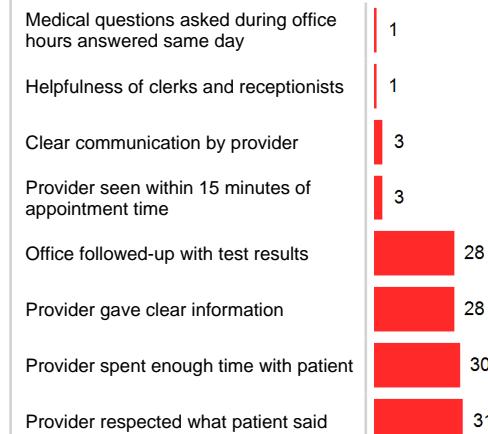
Jul - Sep 15

(Percentile ranks in parentheses)

Top Priorities (Priority Index Score)

No data available for Priority Analysis.

Bottom Performers (Percentile Rank)



	Correlation	Jul - Sep 15 # of Completes = 22			Reporting Group Top Box	Prior 12 Months # of Completes = 0			Change in Top Box	Priority Level
		Top Box Score	HSTM DB Top Box	Percentile Rank		Top Box Score	Percentile Rank			
Getting Timely Appointments, Care, and Information	--	51.0%	63.3%	15	57.5%	--	--	--	--	
Timeliness of appointment for immediate care	--	80.0%	73.3%	74	60.5%	--	--	--	--	
Timeliness of appointment for check-up or routine care	--	76.5%	75.1%	53	66.0%	--	--	--	--	
Medical questions asked during office hours answered same day	--	33.3%	66.8%	1	55.1%	--	--	--	--	
Provider seen within 15 minutes of appointment time	--	28.6%	50.6%	3	53.5%	--	--	--	--	
How Well Providers Communicate With Patients	--	86.3%	88.6%	33	84.6%	--	--	--	--	
Clear communication by provider	--	76.2%	89.3%	3	86.5%	--	--	--	--	
Provider listened carefully	--	90.5%	90.2%	48	85.7%	--	--	--	--	
Provider gave clear information	--	85.0%	88.1%	28	85.4%	--	--	--	--	
Provider knew important medical history	--	90.0%	83.2%	81	77.2%	--	--	--	--	
Provider respected what patient said	--	90.5%	92.1%	31	88.9%	--	--	--	--	
Provider spent enough time with patient	--	85.7%	88.6%	30	84.0%	--	--	--	--	
Follow-Up On Test Results	--	75.0%	78.7%	28	69.6%	--	--	--	--	
Office followed-up with test results	--	75.0%	78.7%	28	69.6%	--	--	--	--	
Patients' Rating of the Provider	--	85.7%	87.0%	40	81.2%	--	--	--	--	
Provider - Overall Rating	--	85.7%	87.0%	40	81.2%	--	--	--	--	
Helpful, Courteous, And Respectful Office Staff	--	73.8%	85.4%	2	75.6%	--	--	--	--	
Helpfulness of clerks and receptionists	--	57.1%	80.9%	1	69.5%	--	--	--	--	
Courtesy / respect of clerks and receptionists	--	90.5%	89.9%	51	81.7%	--	--	--	--	



Anselmi, M.D., Lanning A. - [HSTM DB = Family Practice]

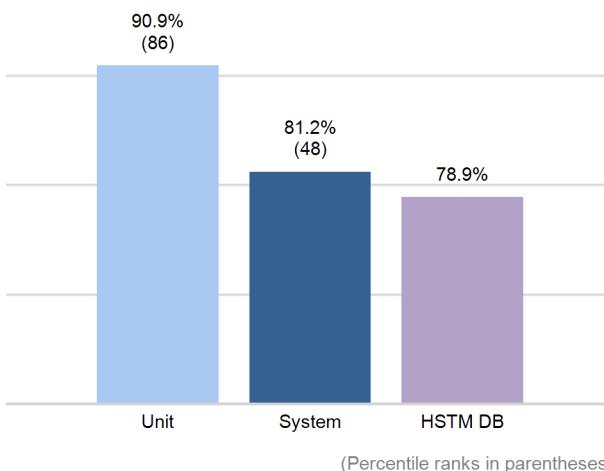
Wilkes-Barre Intermountain Clinic, LLC
Community Health Systems

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

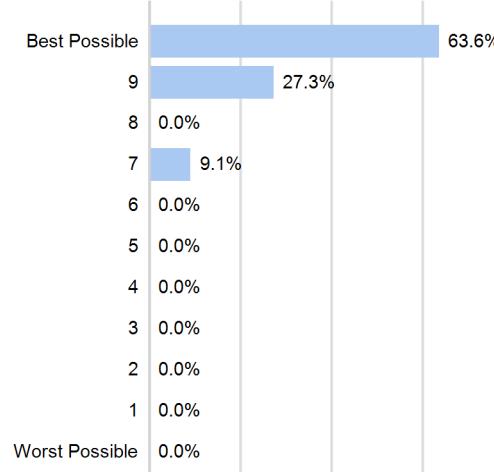
Report created 12/16/2015

Provider - Overall Rating

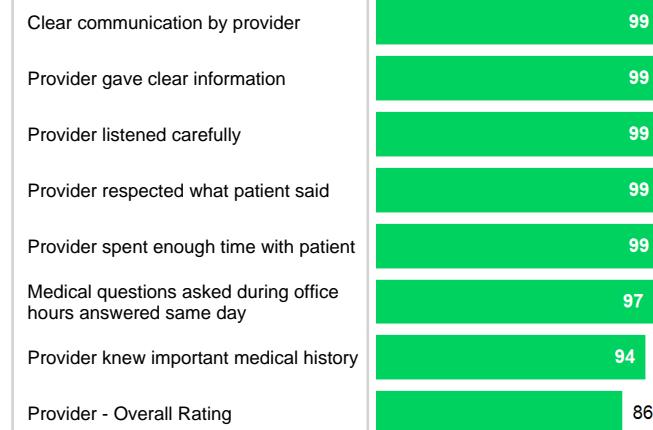
Performance Comparisons



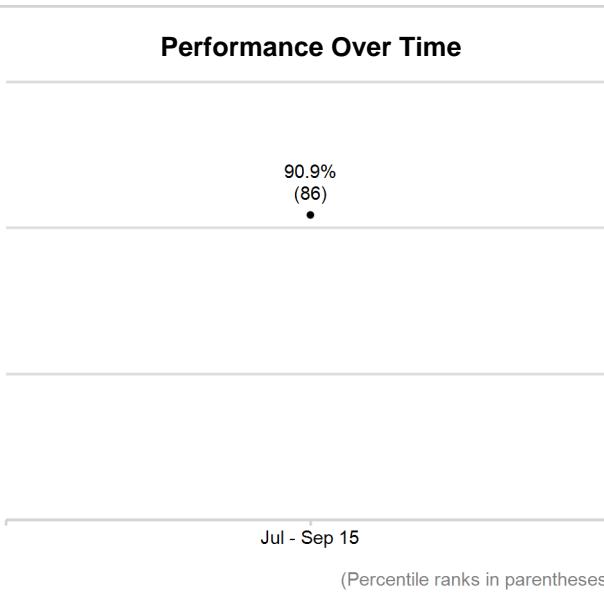
Response Distribution



Top Performers (Percentile Rank)



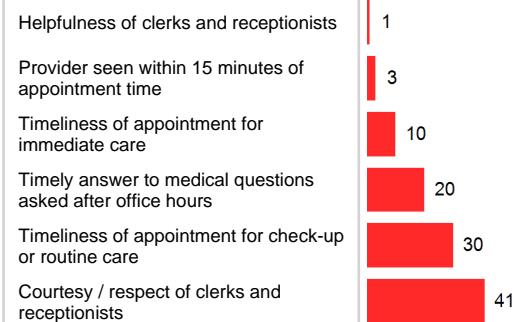
Performance Over Time



Top Priorities (Priority Index Score)

No data available for Priority Analysis.

Bottom Performers (Percentile Rank)



	Correlation	Jul - Sep 15 # of Completes = 11			Reporting Group Top Box	Prior 12 Months # of Completes = 0			Change in Top Box	Priority Level
		Top Box Score	HSTM DB Top Box	Percentile Rank		Top Box Score	Percentile Rank			
Getting Timely Appointments, Care, and Information										
Timeliness of appointment for immediate care	--	50.0%	65.9%	10	60.5%	--	--	--	--	
Timeliness of appointment for check-up or routine care	--	66.7%	71.4%	30	66.0%	--	--	--	--	
Medical questions asked during office hours answered same day	--	85.7%	60.6%	97	55.1%	--	--	--	--	
Timely answer to medical questions asked after office hours	--	50.0%	59.2%	20	49.0%	--	--	--	--	
Provider seen within 15 minutes of appointment time	--	18.2%	46.7%	3	53.5%	--	--	--	--	
How Well Providers Communicate With Patients										
Clear communication by provider	--	100.0%	87.8%	99	86.5%	--	--	--	--	
Provider listened carefully	--	100.0%	87.5%	99	85.7%	--	--	--	--	
Provider gave clear information	--	100.0%	85.6%	99	85.4%	--	--	--	--	
Provider knew important medical history	--	90.9%	75.0%	94	77.2%	--	--	--	--	
Provider respected what patient said	--	100.0%	89.9%	99	88.9%	--	--	--	--	
Provider spent enough time with patient	--	100.0%	84.0%	99	84.0%	--	--	--	--	
Follow-Up On Test Results										
Office followed-up with test results	--	81.8%	79.5%	59	69.6%	--	--	--	--	
Patients' Rating of the Provider										
Provider - Overall Rating	--	90.9%	78.9%	86	81.2%	--	--	--	--	
Helpful, Courteous, And Respectful Office Staff										
Helpfulness of clerks and receptionists	--	45.5%	70.6%	1	69.5%	--	--	--	--	
Courtesy / respect of clerks and receptionists	--	81.8%	82.5%	41	81.7%	--	--	--	--	



Argenio, D.O., Lauren P. - [HSTM DB = Family Practice]

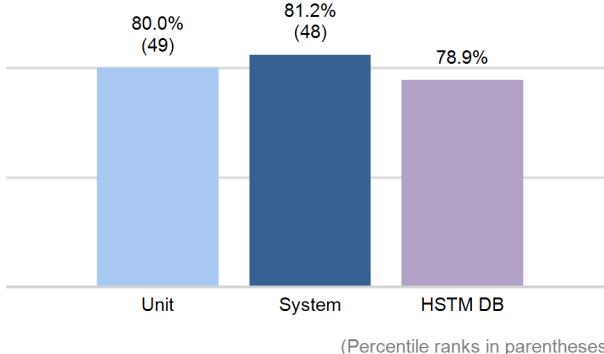
Wilkes-Barre Intermountain Clinic, LLC
Community Health Systems

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

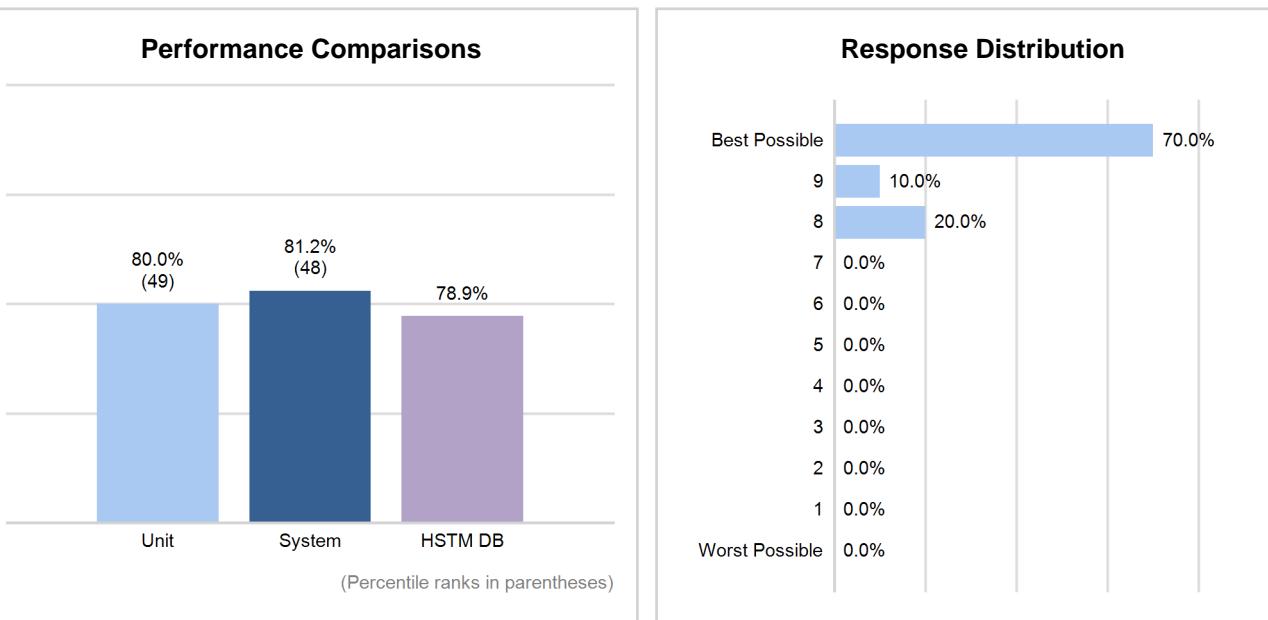
Report created 12/16/2015

Provider - Overall Rating

Performance Comparisons



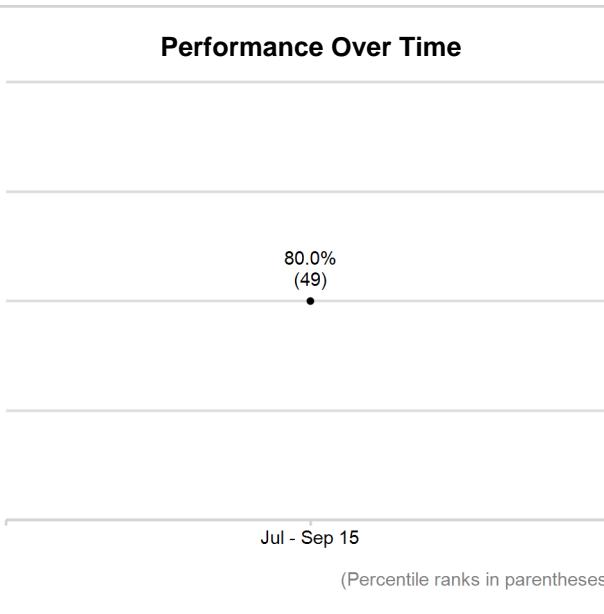
Response Distribution



Top Performers (Percentile Rank)



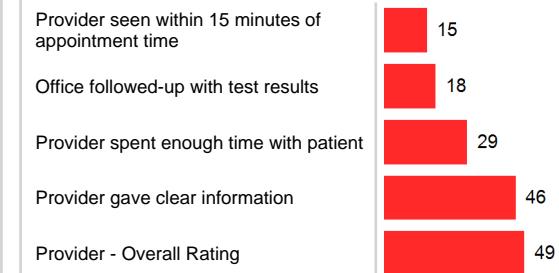
Performance Over Time



Top Priorities (Priority Index Score)

No data available for Priority Analysis.

Bottom Performers (Percentile Rank)



	Correlation	Jul - Sep 15 # 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			
Getting Timely Appointments, Care, and Information	--	67.9%	59.6%	79	57.5%	--	--	--	--	
Timeliness of appointment for immediate care	--	85.7%	65.9%	94	60.5%	--	--	--	--	
Timeliness of appointment for check-up or routine care	--	100.0%	71.4%	99	66.0%	--	--	--	--	
Medical questions asked during office hours answered same day	--	66.7%	60.6%	68	55.1%	--	--	--	--	
Provider seen within 15 minutes of appointment time	--	30.0%	46.7%	15	53.5%	--	--	--	--	
How Well Providers Communicate With Patients	--	91.2%	85.0%	81	84.6%	--	--	--	--	
Clear communication by provider	--	100.0%	87.8%	99	86.5%	--	--	--	--	
Provider listened carefully	--	90.0%	87.5%	58	85.7%	--	--	--	--	
Provider gave clear information	--	85.7%	85.6%	46	85.4%	--	--	--	--	
Provider knew important medical history	--	90.0%	75.0%	93	77.2%	--	--	--	--	
Provider respected what patient said	--	100.0%	89.9%	99	88.9%	--	--	--	--	
Provider spent enough time with patient	--	80.0%	84.0%	29	84.0%	--	--	--	--	
Follow-Up On Test Results	--	70.0%	79.5%	18	69.6%	--	--	--	--	
Office followed-up with test results	--	70.0%	79.5%	18	69.6%	--	--	--	--	
Patients' Rating of the Provider	--	80.0%	78.9%	49	81.2%	--	--	--	--	
Provider - Overall Rating	--	80.0%	78.9%	49	81.2%	--	--	--	--	
Helpful, Courteous, And Respectful Office Staff	--	84.2%	76.5%	78	75.6%	--	--	--	--	
Helpfulness of clerks and receptionists	--	77.8%	70.6%	76	69.5%	--	--	--	--	
Courtesy / respect of clerks and receptionists	--	90.0%	82.5%	78	81.7%	--	--	--	--	

Reporting Group = Community Health Systems - CHS Legacy CG CAHPS

HSTM DB: Family Practice

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



Fath, D.O., Michael - [HSTM DB = Family Practice]

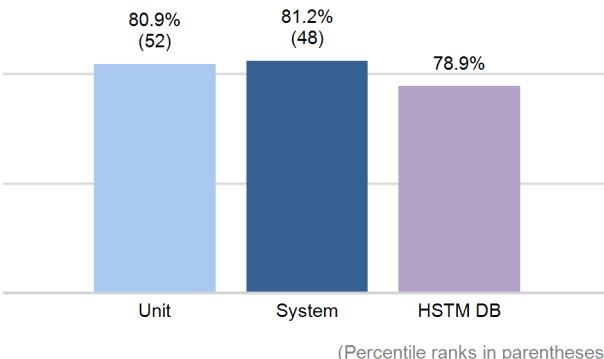
Wilkes-Barre Intermountain Clinic, LLC
Community Health Systems

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

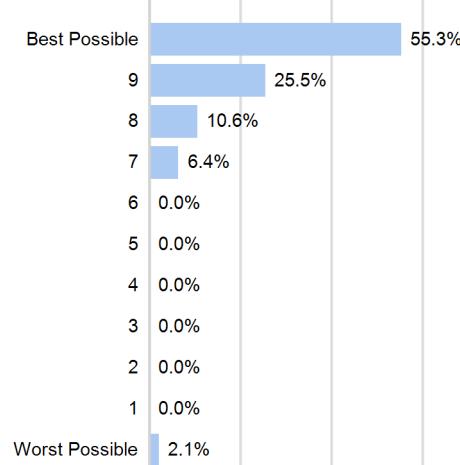
Report created 12/16/2015

Provider - Overall Rating

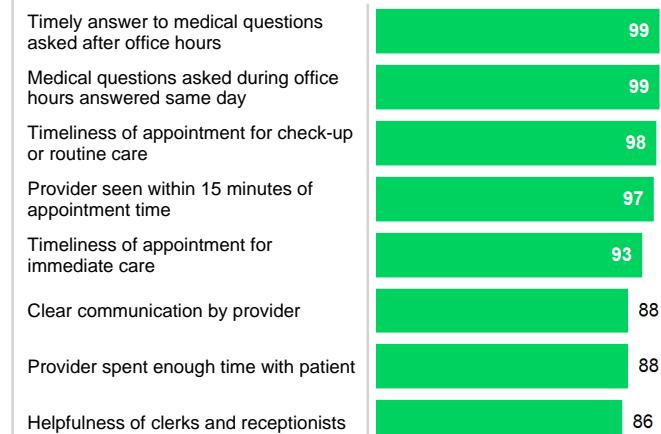
Performance Comparisons



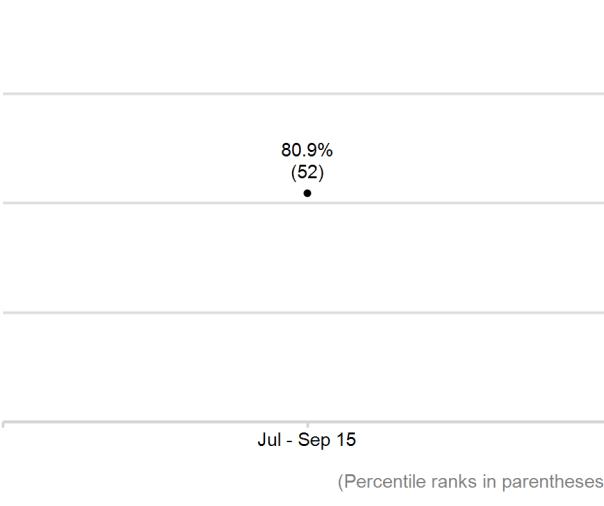
Response Distribution



Top Performers (Percentile Rank)

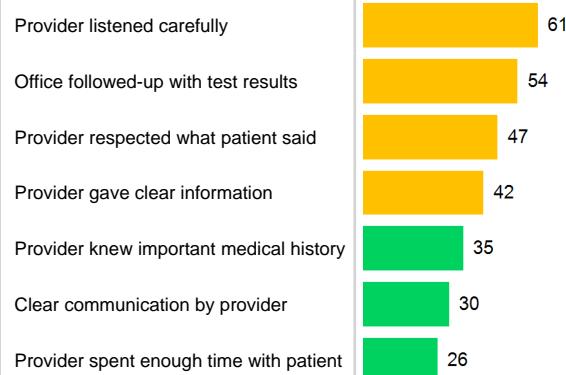


Performance Over Time



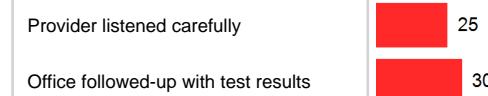
Top Priorities (Priority Index Score)

10/1/2014 - 9/30/2015



Priority Level: ■ High ■ Medium ■ Low

Bottom Performers (Percentile Rank)



	Correlation	Jul - Sep 15 # of Completes = 48			Reporting Group Top Box	Prior 12 Months # of Completes = 0			Change in Top Box	Priority Level
		Top Box Score	HSTM DB Top Box	Percentile Rank		Top Box Score	Percentile Rank			
Getting Timely Appointments, Care, and Information	0.06	86.5%	59.6%	99	57.5%	--	--	--	--	
Timeliness of appointment for immediate care	--	84.6%	65.9%	93	60.5%	--	--	--	--	
Timeliness of appointment for check-up or routine care	-0.05	95.5%	71.4%	98	66.0%	--	--	--	11	
Medical questions asked during office hours answered same day	--	90.9%	60.6%	99	55.1%	--	--	--	--	
Timely answer to medical questions asked after office hours	--	100.0%	59.2%	99	49.0%	--	--	--	--	
Provider seen within 15 minutes of appointment time	0.16	76.1%	46.7%	97	53.5%	--	--	--	20	
How Well Providers Communicate With Patients	0.30	89.6%	85.0%	73	84.6%	--	--	--	--	
Clear communication by provider	0.28	95.7%	87.8%	88	86.5%	--	--	--	30	
Provider listened carefully	0.39	83.0%	87.5%	25	85.7%	--	--	--	61	
Provider gave clear information	0.28	88.4%	85.6%	61	85.4%	--	--	--	42	
Provider knew important medical history	0.37	85.1%	75.0%	85	77.2%	--	--	--	35	
Provider respected what patient said	0.31	91.5%	89.9%	51	88.9%	--	--	--	47	
Provider spent enough time with patient	0.21	93.6%	84.0%	88	84.0%	--	--	--	26	
Follow-Up On Test Results	0.30	74.5%	79.5%	30	69.6%	--	--	--	--	
Office followed-up with test results	0.30	74.5%	79.5%	30	69.6%	--	--	--	54	
Patients' Rating of the Provider	1.00	80.9%	78.9%	52	81.2%	--	--	--	--	
Provider - Overall Rating	1.00	80.9%	78.9%	52	81.2%	--	--	--	--	
Helpful, Courteous, And Respectful Office Staff	0.08	86.0%	76.5%	83	75.6%	--	--	--	--	
Helpfulness of clerks and receptionists	0.14	83.0%	70.6%	86	69.5%	--	--	--	24	
Courtesy / respect of clerks and receptionists	0.02	89.1%	82.5%	72	81.7%	--	--	--	22	

Reporting Group = Community Health Systems - CHS Legacy CG CAHPS

HSTM DB: Family Practice

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



Kozicki, , Matthew - [HSTM DB = Family Practice]

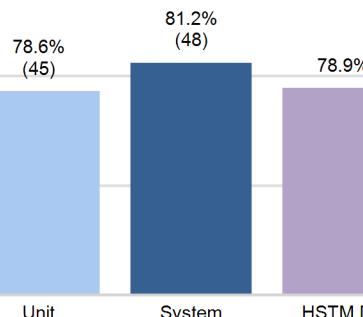
Wilkes-Barre Intermountain Clinic, LLC
Community Health Systems

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

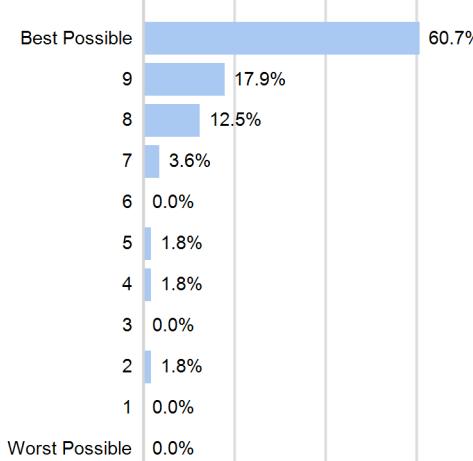
Report created 12/16/2015

Provider - Overall Rating

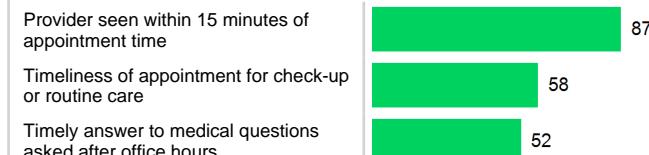
Performance Comparisons



Response Distribution



Top Performers (Percentile Rank)



Performance Over Time

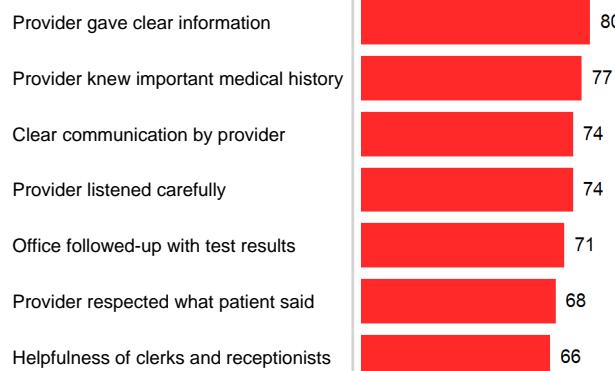
78.6%
(45)

Jul - Sep 15

(Percentile ranks in parentheses)

Top Priorities (Priority Index Score)

10/1/2014 - 9/30/2015



Priority Level: ■ High ■ Medium ■ Low

Bottom Performers (Percentile Rank)

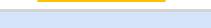


Wilkes-Barre Intermountain Clinic, LLC - Kozicki, , Matthew - [HSTM DB = Family]

Question Summary

Patient Insights - CG-CAHPS 12M (eSurvey)

Jul - Sep 15

	Correlation	Jul - Sep 15 # of Completes = 57			Reporting Group Top Box	Prior 12 Months # of Completes = 0			Change in Top Box	Priority Level
		Top Box Score	HSTM DB Top Box	Percentile Rank		Top Box Score	Percentile Rank			
Getting Timely Appointments, Care, and Information	0.33	64.7%	59.6%	73	57.5%	--	--	--		
Timeliness of appointment for immediate care	0.34	57.9%	65.9%	25	60.5%	--	--	--	 58	
Timeliness of appointment for check-up or routine care	0.33	75.0%	71.4%	58	66.0%	--	--	--	 46	
Medical questions asked during office hours answered same day	--	57.1%	60.6%	43	55.1%	--	--	--		
Timely answer to medical questions asked after office hours	--	60.0%	59.2%	52	49.0%	--	--	--		
Provider seen within 15 minutes of appointment time	0.31	66.1%	46.7%	87	53.5%	--	--	--	 31	
How Well Providers Communicate With Patients	0.70	80.8%	85.0%	25	84.6%	--	--	--		
Clear communication by provider	0.63	83.9%	87.8%	26	86.5%	--	--	--	 74	
Provider listened carefully	0.75	83.9%	87.5%	29	85.7%	--	--	--	 74	
Provider gave clear information	0.80	79.2%	85.6%	17	85.4%	--	--	--	 80	
Provider knew important medical history	0.60	64.3%	75.0%	18	77.2%	--	--	--	 77	
Provider respected what patient said	0.83	89.3%	89.9%	39	88.9%	--	--	--	 68	
Provider spent enough time with patient	0.59	83.9%	84.0%	41	84.0%	--	--	--	 65	
Follow-Up On Test Results	0.56	73.8%	79.5%	27	69.6%	--	--	--		
Office followed-up with test results	0.56	73.8%	79.5%	27	69.6%	--	--	--	 71	
Patients' Rating of the Provider	1.00	78.6%	78.9%	45	81.2%	--	--	--		
Provider - Overall Rating	1.00	78.6%	78.9%	45	81.2%	--	--	--		
Helpful, Courteous, And Respectful Office Staff	0.37	63.4%	76.5%	4	75.6%	--	--	--		
Helpfulness of clerks and receptionists	0.41	55.4%	70.6%	4	69.5%	--	--	--	 66	
Courtesy / respect of clerks and receptionists	0.33	71.4%	82.5%	6	81.7%	--	--	--	 60	

Reporting Group = Community Health Systems - CHS Legacy CG CAHPS

HSTM DB: Family Practice

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



Carey, M.D., John L. - [HSTM DB = Internal Medicine]

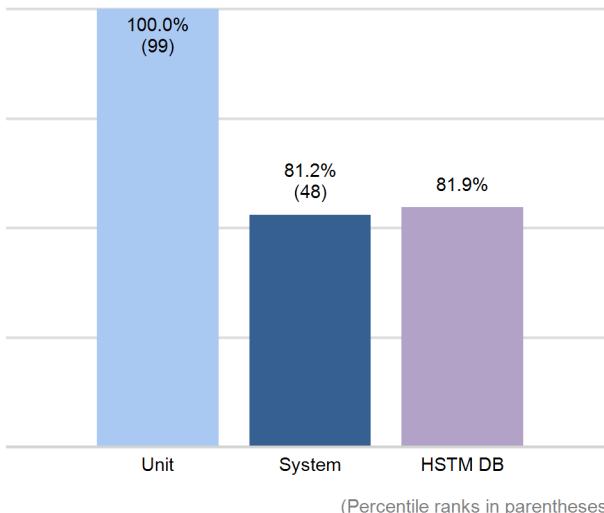
Wilkes-Barre Intermountain Clinic, LLC
Community Health Systems

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

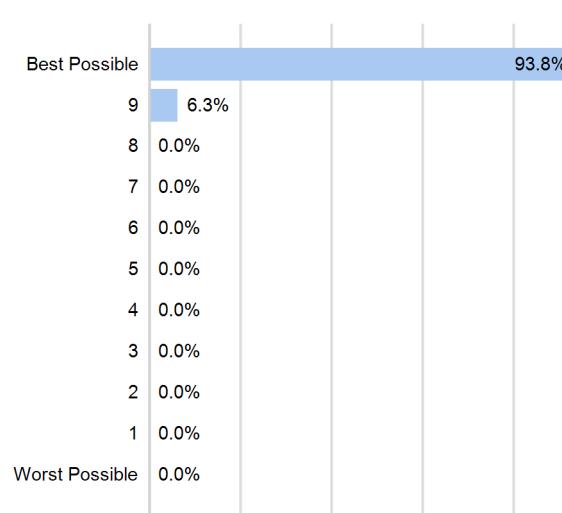
Report created 12/16/2015

Provider - Overall Rating

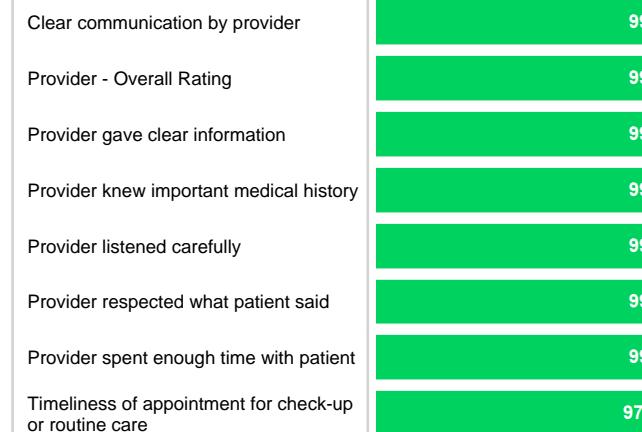
Performance Comparisons



Response Distribution



Top Performers (Percentile Rank)



Performance Over Time

100.0%
(99)

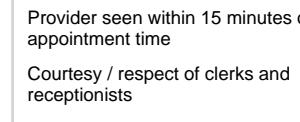
Jul - Sep 15

(Percentile ranks in parentheses)

Top Priorities (Priority Index Score)

No data available for Priority Analysis.

Bottom Performers (Percentile Rank)



	Correlation	Jul - Sep 15 # of Completes = 16			Reporting Group Top Box	Prior 12 Months # of Completes = 0			Change in Top Box	Priority Level
		Top Box Score	HSTM DB Top Box	Percentile Rank		Top Box Score	Percentile Rank			
Getting Timely Appointments, Care, and Information	--	61.7%	63.2%	34	57.5%	--	--	--	--	
Timeliness of appointment for immediate care	--	80.0%	69.4%	76	60.5%	--	--	--	--	
Timeliness of appointment for check-up or routine care	--	93.3%	73.4%	97	66.0%	--	--	--	--	
Medical questions asked during office hours answered same day	--	66.7%	67.8%	51	55.1%	--	--	--	--	
Provider seen within 15 minutes of appointment time	--	18.8%	49.4%	4	53.5%	--	--	--	--	
How Well Providers Communicate With Patients	--	100.0%	86.5%	99	84.6%	--	--	--	--	
Clear communication by provider	--	100.0%	88.7%	99	86.5%	--	--	--	--	
Provider listened carefully	--	100.0%	88.1%	99	85.7%	--	--	--	--	
Provider gave clear information	--	100.0%	87.0%	99	85.4%	--	--	--	--	
Provider knew important medical history	--	100.0%	78.3%	99	77.2%	--	--	--	--	
Provider respected what patient said	--	100.0%	90.4%	99	88.9%	--	--	--	--	
Provider spent enough time with patient	--	100.0%	86.0%	99	84.0%	--	--	--	--	
Follow-Up On Test Results	--	80.0%	79.0%	55	69.6%	--	--	--	--	
Office followed-up with test results	--	80.0%	79.0%	55	69.6%	--	--	--	--	
Patients' Rating of the Provider	--	100.0%	81.9%	99	81.2%	--	--	--	--	
Provider - Overall Rating	--	100.0%	81.9%	99	81.2%	--	--	--	--	
Helpful, Courteous, And Respectful Office Staff	--	84.4%	80.7%	57	75.6%	--	--	--	--	
Helpfulness of clerks and receptionists	--	81.3%	74.9%	66	69.5%	--	--	--	--	
Courtesy / respect of clerks and receptionists	--	87.5%	85.9%	47	81.7%	--	--	--	--	

Reporting Group = Community Health Systems - CHS Legacy CG CAHPS

HSTM DB: Internal Medicine

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



Citti, M.D., John G. - [HSTM DB = Internal Medicine]

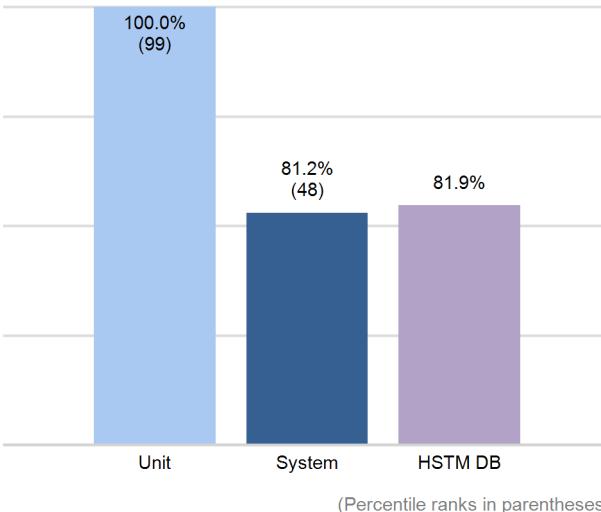
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Community Health Systems

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Jul - Sep 15

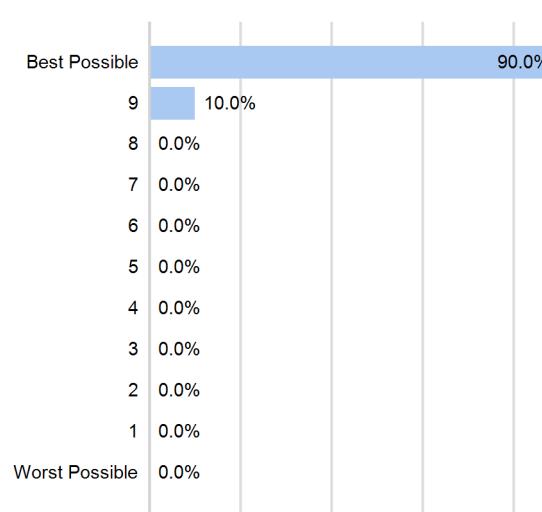
Report created 12/16/2015

Provider - Overall Rating

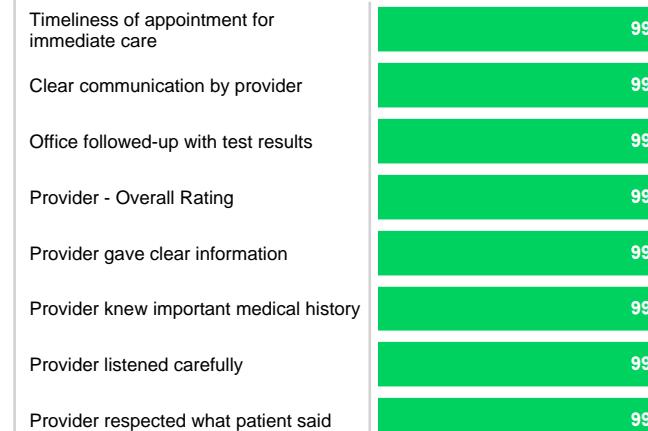
Performance Comparisons



Response Distribution



Top Performers (Percentile Rank)



Performance Over Time

100.0%
(99)

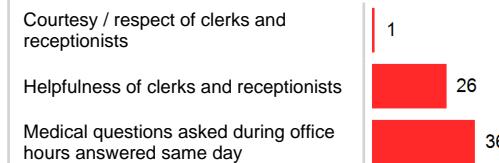
Jul - Sep 15

(Percentile ranks in parentheses)

Top Priorities (Priority Index Score)

No data available for Priority Analysis.

Bottom Performers (Percentile Rank)



	Correlation	Jul - Sep 15 # of Completes = 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			
Getting Timely Appointments, Care, and Information	--	79.4%	63.2%	92	57.5%	--	--	--	--	
Timeliness of appointment for immediate care	--	100.0%	69.4%	99	60.5%	--	--	--	--	
Timeliness of appointment for check-up or routine care	--	90.0%	73.4%	92	66.0%	--	--	--	--	
Medical questions asked during office hours answered same day	--	62.5%	67.8%	36	55.1%	--	--	--	--	
Provider seen within 15 minutes of appointment time	--	70.0%	49.4%	90	53.5%	--	--	--	--	
How Well Providers Communicate With Patients	--	100.0%	86.5%	99	84.6%	--	--	--	--	
Clear communication by provider	--	100.0%	88.7%	99	86.5%	--	--	--	--	
Provider listened carefully	--	100.0%	88.1%	99	85.7%	--	--	--	--	
Provider gave clear information	--	100.0%	87.0%	99	85.4%	--	--	--	--	
Provider knew important medical history	--	100.0%	78.3%	99	77.2%	--	--	--	--	
Provider respected what patient said	--	100.0%	90.4%	99	88.9%	--	--	--	--	
Provider spent enough time with patient	--	100.0%	86.0%	99	84.0%	--	--	--	--	
Follow-Up On Test Results	--	100.0%	79.0%	99	69.6%	--	--	--	--	
Office followed-up with test results	--	100.0%	79.0%	99	69.6%	--	--	--	--	
Patients' Rating of the Provider	--	100.0%	81.9%	99	81.2%	--	--	--	--	
Provider - Overall Rating	--	100.0%	81.9%	99	81.2%	--	--	--	--	
Helpful, Courteous, And Respectful Office Staff	--	65.0%	80.7%	3	75.6%	--	--	--	--	
Helpfulness of clerks and receptionists	--	70.0%	74.9%	26	69.5%	--	--	--	--	
Courtesy / respect of clerks and receptionists	--	60.0%	85.9%	1	81.7%	--	--	--	--	

Reporting Group = Community Health Systems - CHS Legacy CG CAHPS

HSTM DB: Internal Medicine

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



Fino, M.D., Gregory J. - [HSTM DB = Family Practice]

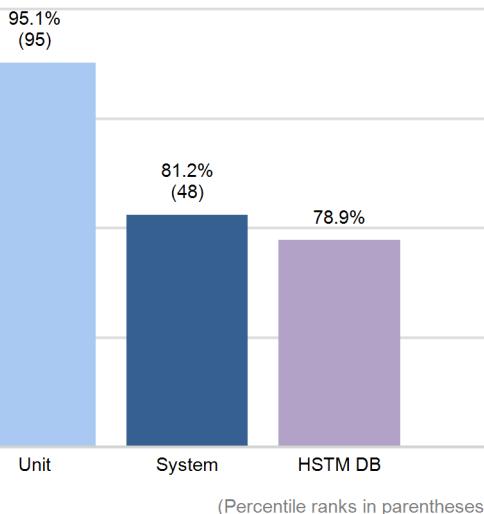
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Jul - Sep 15

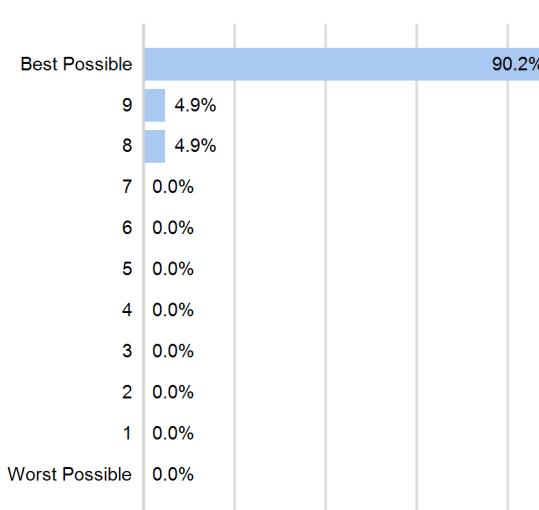
Report created 12/16/2015

Provider - Overall Rating

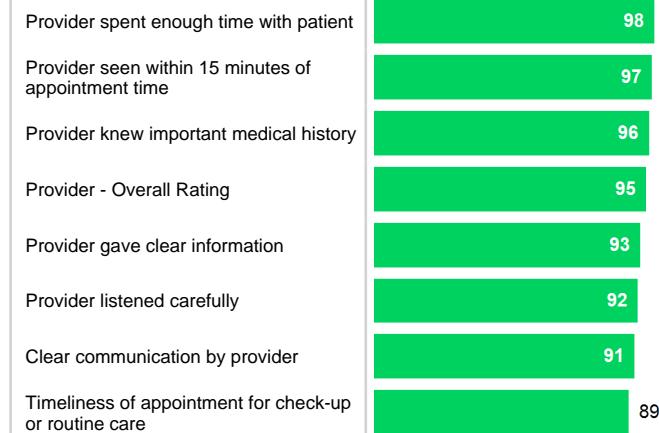
Performance Comparisons



Response Distribution



Top Performers (Percentile Rank)



Performance Over Time

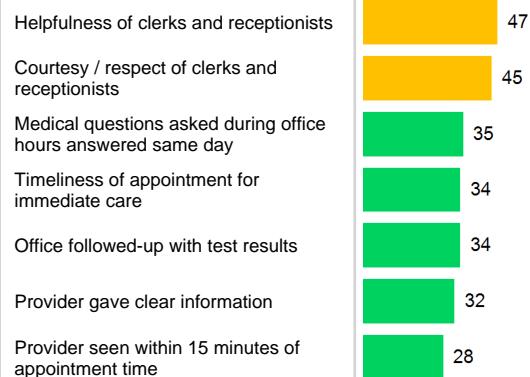
95.1%
(95)

Jul - Sep 15

(Percentile ranks in parentheses)

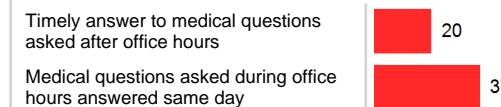
Top Priorities (Priority Index Score)

10/1/2014 - 9/30/2015



Priority Level: ■ High ■ Medium ■ Low

Bottom Performers (Percentile Rank)



	Correlation	Jul - Sep 15 # of Completes = 63			Reporting Group Top Box	Prior 12 Months # of Completes = 0			Change in Top Box	Priority Level
		Top Box Score	HSTM DB Top Box	Percentile Rank		Top Box Score	Percentile Rank			
Getting Timely Appointments, Care, and Information										
Timeliness of appointment for immediate care	0.20	75.6%	59.6%	92	57.5%	--	--	--	34	
Timeliness of appointment for check-up or routine care	0.38	82.2%	65.9%	88	60.5%	--	--	--	14	
Medical questions asked during office hours answered same day	-0.01	84.9%	71.4%	89	66.0%	--	--	--	35	
Timely answer to medical questions asked after office hours	0.07	55.9%	60.6%	37	55.1%	--	--	--	28	
Provider seen within 15 minutes of appointment time	--	50.0%	59.2%	20	49.0%	--	--	--		
Provider seen within 15 minutes of appointment time	0.35	77.0%	46.7%	97	53.5%	--	--	--	21	
How Well Providers Communicate With Patients										
Clear communication by provider	0.19	95.8%	85.0%	96	84.6%	--	--	--	21	
Provider listened carefully	0.14	96.7%	87.8%	91	86.5%	--	--	--	21	
Provider gave clear information	0.14	96.7%	87.5%	92	85.7%	--	--	--	32	
Provider knew important medical history	0.41	94.8%	85.6%	93	85.4%	--	--	--	22	
Provider respected what patient said	0.19	93.1%	75.0%	96	77.2%	--	--	--	23	
Provider spent enough time with patient	0.14	96.7%	89.9%	87	88.9%	--	--	--	18	
Provider spent enough time with patient	--	96.7%	84.0%	98	84.0%	--	--	--		
Follow-Up On Test Results										
Office followed-up with test results	0.14	81.8%	79.5%	59	69.6%	--	--	--	34	
Patients' Rating of the Provider										
Provider - Overall Rating	1.00	95.1%	78.9%	95	81.2%	--	--	--		
Helpful, Courteous, And Respectful Office Staff										
Helpfulness of clerks and receptionists	0.29	77.5%	76.5%	49	75.6%	--	--	--	47	
Courtesy / respect of clerks and receptionists	0.30	71.7%	70.6%	50	69.5%	--	--	--	45	
Courtesy / respect of clerks and receptionists	--	83.3%	82.5%	50	81.7%	--	--	--		

Reporting Group = Community Health Systems - CHS Legacy CG CAHPS

HSTM DB: Family Practice

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



Plucknett, M.D., Barbara - [HSTM DB = OB/GYN]

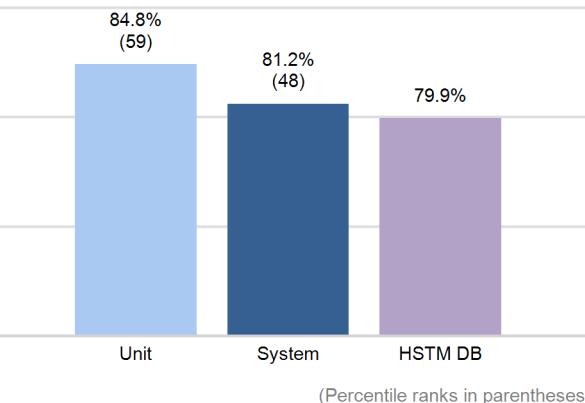
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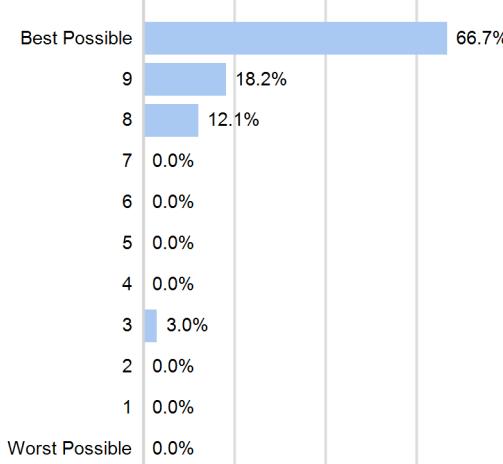
Report created 12/16/2015

Provider - Overall Rating

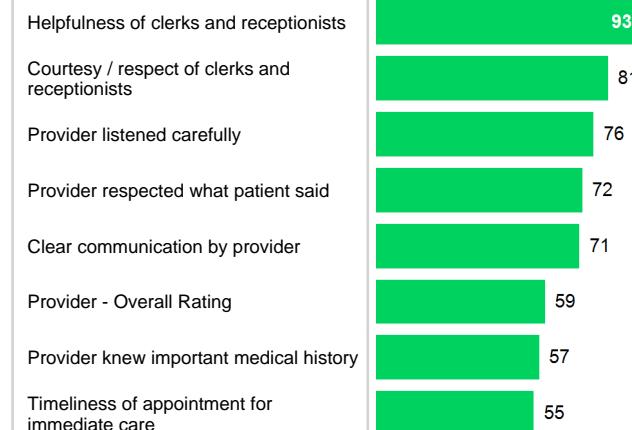
Performance Comparisons



Response Distribution



Top Performers (Percentile Rank)



Performance Over Time

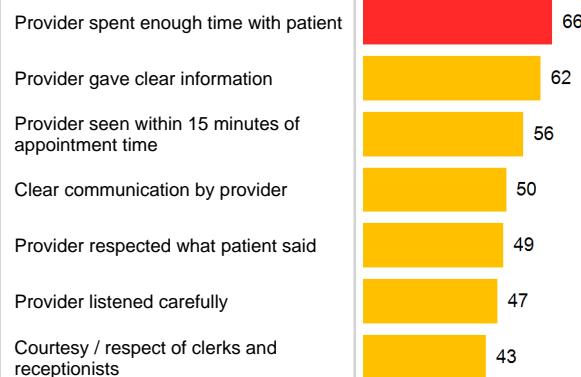
84.8%
(59)

Jul - Sep 15

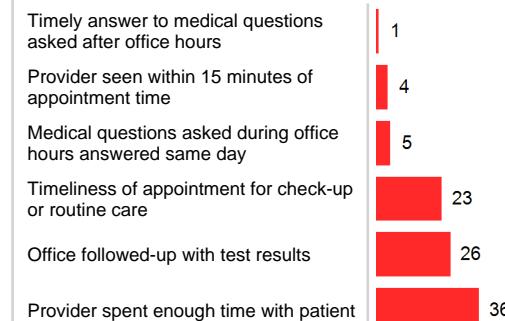
(Percentile ranks in parentheses)

Top Priorities (Priority Index Score)

10/1/2014 - 9/30/2015

Priority Level: ■ High ■ Medium ■ Low

Bottom Performers (Percentile Rank)



	Correlation	Jul - Sep 15 # of Completes = 33			Reporting Group Top Box	Prior 12 Months # of Completes = 0			Change in Top Box	Priority Level
		Top Box Score	HSTM DB Top Box	Percentile Rank		Top Box Score	Percentile Rank			
Getting Timely Appointments, Care, and Information	0.28	40.9%	59.3%	1	57.5%	--	--	--		
Timeliness of appointment for immediate care	--	77.8%	70.7%	55	60.5%	--	--	--		
Timeliness of appointment for check-up or routine care	--	65.5%	66.4%	23	66.0%	--	--	--		
Medical questions asked during office hours answered same day	--	42.9%	67.1%	5	55.1%	--	--	--		
Timely answer to medical questions asked after office hours	--	0.0%	74.2%	1	49.0%	--	--	--		
Provider seen within 15 minutes of appointment time	0.28	12.1%	44.0%	4	53.5%	--	--	--	56	
How Well Providers Communicate With Patients	0.65	86.7%	84.2%	64	84.6%	--	--	--		
Clear communication by provider	0.81	90.9%	87.1%	71	86.5%	--	--	--	50	
Provider listened carefully	0.81	90.9%	86.6%	76	85.7%	--	--	--	47	
Provider gave clear information	0.73	86.7%	86.0%	50	85.4%	--	--	--	62	
Provider knew important medical history	0.23	75.8%	73.9%	57	77.2%	--	--	--	40	
Provider respected what patient said	0.79	93.9%	89.5%	72	88.9%	--	--	--	49	
Provider spent enough time with patient	0.55	81.8%	82.6%	36	84.0%	--	--	--	66	
Follow-Up On Test Results	--	65.2%	70.3%	26	69.6%	--	--	--		
Office followed-up with test results	--	65.2%	70.3%	26	69.6%	--	--	--		
Patients' Rating of the Provider	1.00	84.8%	79.9%	59	81.2%	--	--	--		
Provider - Overall Rating	1.00	84.8%	79.9%	59	81.2%	--	--	--		
Helpful, Courteous, And Respectful Office Staff	0.72	89.4%	75.3%	91	75.6%	--	--	--		
Helpfulness of clerks and receptionists	0.88	87.9%	69.5%	93	69.5%	--	--	--	37	
Courtesy / respect of clerks and receptionists	0.57	90.9%	81.1%	81	81.7%	--	--	--	43	



Szustak, D.O., Joseph J. - [HSTM DB = Internal Medicine]

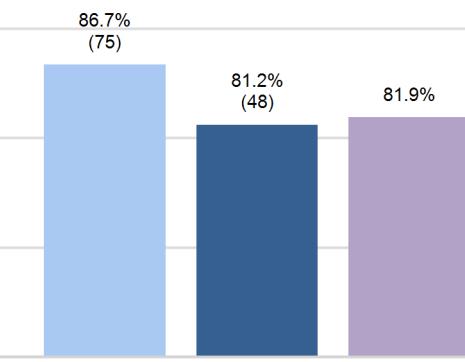
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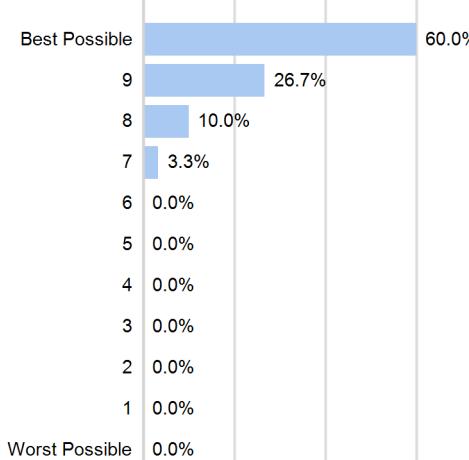
Report created 12/16/2015

Provider - Overall Rating

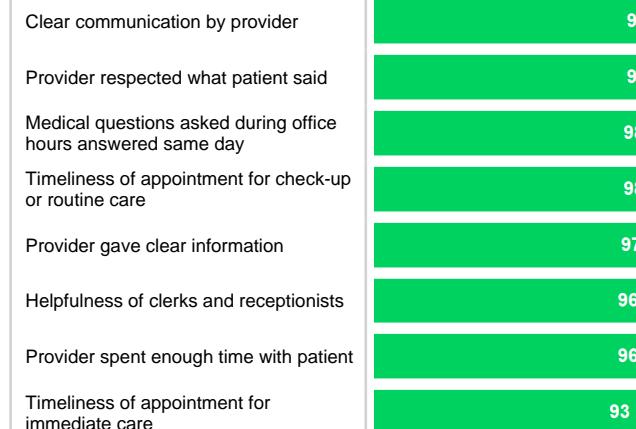
Performance Comparisons



Response Distribution



Top Performers (Percentile Rank)



Performance Over Time

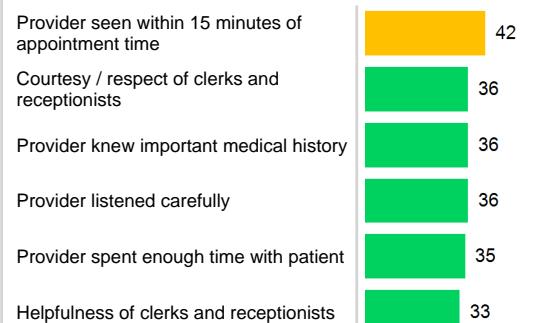
86.7%
(75)

Jul - Sep 15

(Percentile ranks in parentheses)

Top Priorities (Priority Index Score)

10/1/2014 - 9/30/2015

Priority Level: ■ High ■ Medium ■ Low

Bottom Performers (Percentile Rank)

Office followed-up with test results ■ 8

	Correlation	Jul - Sep 15 # of Completes = 30			Reporting Group Top Box	Prior 12 Months # of Completes = 0			Change in Top Box	Priority Level
		Top Box Score	HSTM DB Top Box	Percentile Rank		Top Box Score	Percentile Rank			
Getting Timely Appointments, Care, and Information	0.52	82.7%	63.2%	96	57.5%	--	--	--		
Timeliness of appointment for immediate care	--	88.2%	69.4%	93	60.5%	--	--	--		
Timeliness of appointment for check-up or routine care	--	96.4%	73.4%	98	66.0%	--	--	--		
Medical questions asked during office hours answered same day	--	89.5%	67.8%	98	55.1%	--	--	--		
Timely answer to medical questions asked after office hours	--	75.0%	65.0%	80	49.0%	--	--	--		
Provider seen within 15 minutes of appointment time	0.52	63.3%	49.4%	81	53.5%	--	--	--	42	
How Well Providers Communicate With Patients	0.53	96.1%	86.5%	96	84.6%	--	--	--		
Clear communication by provider	--	100.0%	88.7%	99	86.5%	--	--	--		
Provider listened carefully	0.56	96.7%	88.1%	93	85.7%	--	--	--	36	
Provider gave clear information	--	96.4%	87.0%	97	85.4%	--	--	--		
Provider knew important medical history	0.47	86.7%	78.3%	90	77.2%	--	--	--	36	
Provider respected what patient said	--	100.0%	90.4%	99	88.9%	--	--	--		
Provider spent enough time with patient	0.56	96.7%	86.0%	96	84.0%	--	--	--	35	
Follow-Up On Test Results	--	62.1%	79.0%	8	69.6%	--	--	--		
Office followed-up with test results	--	62.1%	79.0%	8	69.6%	--	--	--		
Patients' Rating of the Provider	1.00	86.7%	81.9%	75	81.2%	--	--	--		
Provider - Overall Rating	1.00	86.7%	81.9%	75	81.2%	--	--	--		
Helpful, Courteous, And Respectful Office Staff	0.52	95.0%	80.7%	96	75.6%	--	--	--		
Helpfulness of clerks and receptionists	0.48	93.3%	74.9%	96	69.5%	--	--	--	33	
Courtesy / respect of clerks and receptionists	0.56	96.7%	85.9%	93	81.7%	--	--	--	36	



Solomon, M.D., Cynthia A. - [HSTM DB = Internal Medicine]

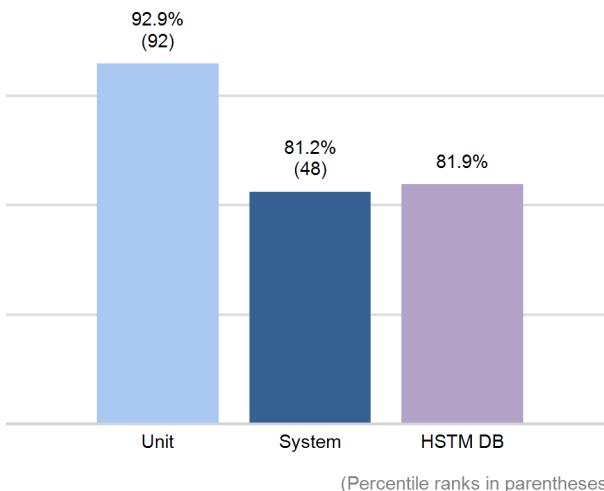
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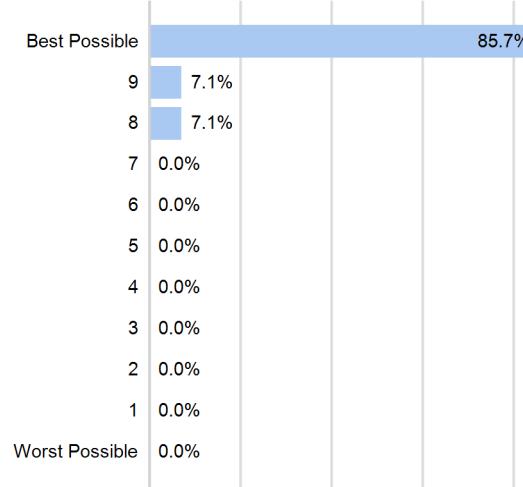
Report created 12/16/2015

Provider - Overall Rating

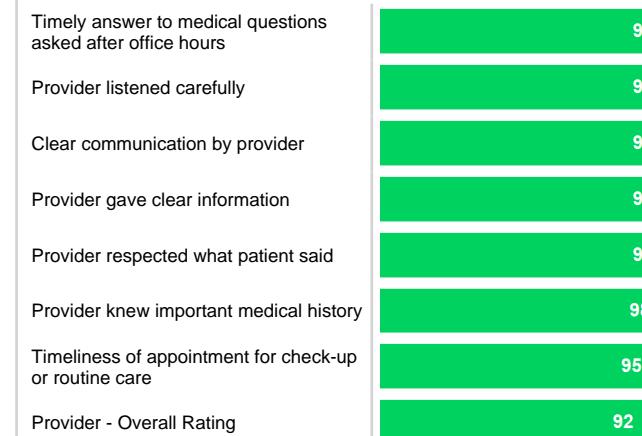
Performance Comparisons



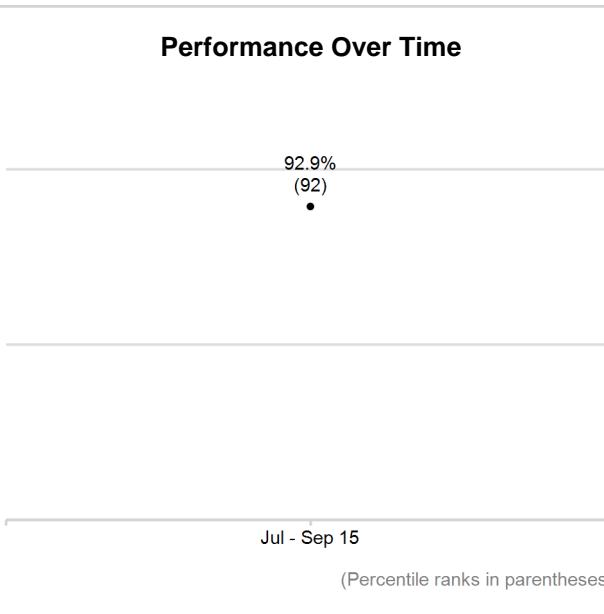
Response Distribution



Top Performers (Percentile Rank)



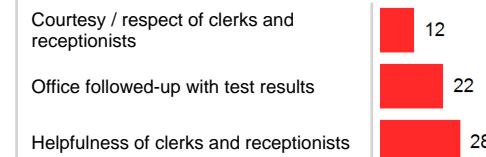
Performance Over Time



Top Priorities (Priority Index Score)

No data available for Priority Analysis.

Bottom Performers (Percentile Rank)



	Correlation	Jul - Sep 15 # of Completes = 14			Reporting Group Top Box	Prior 12 Months # of Completes = 0			Change in Top Box	Priority Level
		Top Box Score	HSTM DB Top Box	Percentile Rank		Top Box Score	Percentile Rank			
Getting Timely Appointments, Care, and Information	--	79.1%	63.2%	92	57.5%	--	--	--	--	
Timeliness of appointment for immediate care	--	83.3%	69.4%	81	60.5%	--	--	--	--	
Timeliness of appointment for check-up or routine care	--	92.3%	73.4%	95	66.0%	--	--	--	--	
Medical questions asked during office hours answered same day	--	77.8%	67.8%	78	55.1%	--	--	--	--	
Timely answer to medical questions asked after office hours	--	100.0%	65.0%	99	49.0%	--	--	--	--	
Provider seen within 15 minutes of appointment time	--	64.3%	49.4%	83	53.5%	--	--	--	--	
How Well Providers Communicate With Patients	--	97.6%	86.5%	98	84.6%	--	--	--	--	
Clear communication by provider	--	100.0%	88.7%	99	86.5%	--	--	--	--	
Provider listened carefully	--	100.0%	88.1%	99	85.7%	--	--	--	--	
Provider gave clear information	--	100.0%	87.0%	99	85.4%	--	--	--	--	
Provider knew important medical history	--	92.9%	78.3%	98	77.2%	--	--	--	--	
Provider respected what patient said	--	100.0%	90.4%	99	88.9%	--	--	--	--	
Provider spent enough time with patient	--	92.3%	86.0%	85	84.0%	--	--	--	--	
Follow-Up On Test Results	--	71.4%	79.0%	22	69.6%	--	--	--	--	
Office followed-up with test results	--	71.4%	79.0%	22	69.6%	--	--	--	--	
Patients' Rating of the Provider	--	92.9%	81.9%	92	81.2%	--	--	--	--	
Provider - Overall Rating	--	92.9%	81.9%	92	81.2%	--	--	--	--	
Helpful, Courteous, And Respectful Office Staff	--	75.0%	80.7%	21	75.6%	--	--	--	--	
Helpfulness of clerks and receptionists	--	71.4%	74.9%	28	69.5%	--	--	--	--	
Courtesy / respect of clerks and receptionists	--	78.6%	85.9%	12	81.7%	--	--	--	--	



Catena, M.D., Michelle - [HSTM DB = Family Practice]

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

Report created 12/16/2015

Provider - Overall Rating

Performance Comparisons

86.7%
(73)81.2%
(48)

78.9%

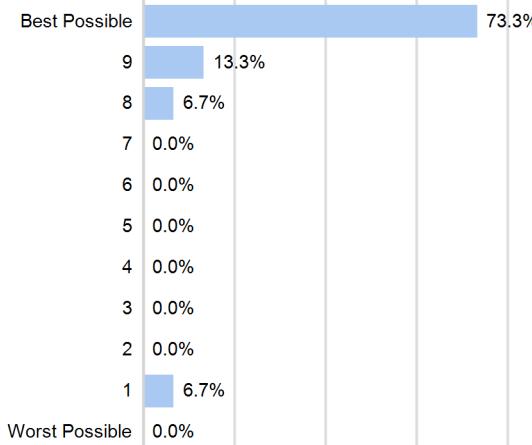
Unit

System

HSTM DB

(Percentile ranks in parentheses)

Response Distribution



Top Performers (Percentile Rank)

Courtesy / respect of clerks and receptionists

99

Helpfulness of clerks and receptionists

94

Timeliness of appointment for check-up or routine care

91

Provider spent enough time with patient

88

Provider gave clear information

84

Timeliness of appointment for immediate care

83

Provider listened carefully

74

Provider - Overall Rating

73

Performance Over Time

86.7%
(73)

Jul - Sep 15

(Percentile ranks in parentheses)

Top Priorities (Priority Index Score)

No data available for Priority Analysis.

Bottom Performers (Percentile Rank)

Timely answer to medical questions asked after office hours

1

Medical questions asked during office hours answered same day

10

Office followed-up with test results

24

Clear communication by provider

40

	Correlation	Jul - Sep 15 # of Completes = 15			Reporting Group Top Box	Prior 12 Months # of Completes = 0			Change in Top Box	Priority Level
		Top Box Score	HSTM DB Top Box	Percentile Rank		Top Box Score	Percentile Rank			
Getting Timely Appointments, Care, and Information	--	64.6%	59.6%	72	57.5%	--	--	--	--	
Timeliness of appointment for immediate care	--	77.8%	65.9%	83	60.5%	--	--	--	--	
Timeliness of appointment for check-up or routine care	--	85.7%	71.4%	91	66.0%	--	--	--	--	
Medical questions asked during office hours answered same day	--	44.4%	60.6%	10	55.1%	--	--	--	--	
Timely answer to medical questions asked after office hours	--	0.0%	59.2%	1	49.0%	--	--	--	--	
Provider seen within 15 minutes of appointment time	--	53.3%	46.7%	64	53.5%	--	--	--	--	
How Well Providers Communicate With Patients	--	89.9%	85.0%	75	84.6%	--	--	--	--	
Clear communication by provider	--	86.7%	87.8%	40	86.5%	--	--	--	--	
Provider listened carefully	--	93.3%	87.5%	74	85.7%	--	--	--	--	
Provider gave clear information	--	92.9%	85.6%	84	85.4%	--	--	--	--	
Provider knew important medical history	--	80.0%	75.0%	68	77.2%	--	--	--	--	
Provider respected what patient said	--	93.3%	89.9%	62	88.9%	--	--	--	--	
Provider spent enough time with patient	--	93.3%	84.0%	88	84.0%	--	--	--	--	
Follow-Up On Test Results	--	72.7%	79.5%	24	69.6%	--	--	--	--	
Office followed-up with test results	--	72.7%	79.5%	24	69.6%	--	--	--	--	
Patients' Rating of the Provider	--	86.7%	78.9%	73	81.2%	--	--	--	--	
Provider - Overall Rating	--	86.7%	78.9%	73	81.2%	--	--	--	--	
Helpful, Courteous, And Respectful Office Staff	--	93.3%	76.5%	96	75.6%	--	--	--	--	
Helpfulness of clerks and receptionists	--	86.7%	70.6%	94	69.5%	--	--	--	--	
Courtesy / respect of clerks and receptionists	--	100.0%	82.5%	99	81.7%	--	--	--	--	



Radzwilka, D.O., Joseph F. - [HSTM DB = Family Practice]

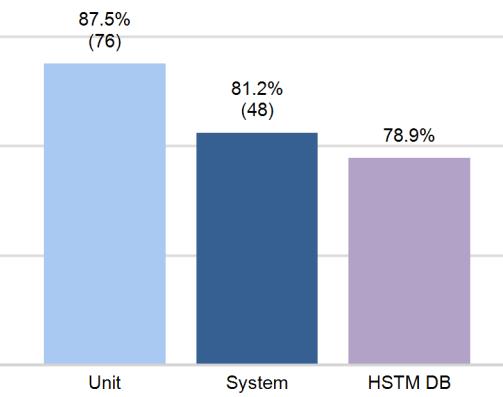
Wilkes-Barre Intermountain Clinic, LLC
Community Health Systems

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

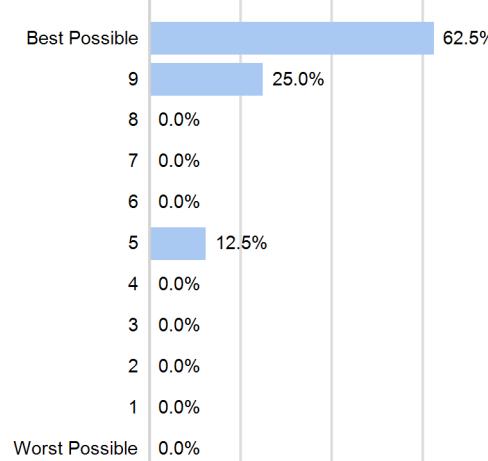
Report created 12/16/2015

Provider - Overall Rating

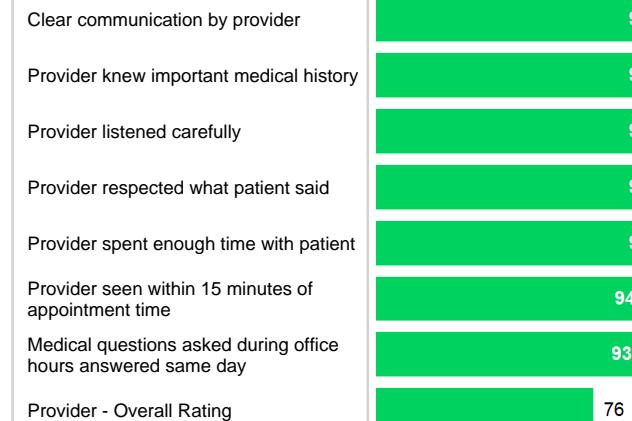
Performance Comparisons



Response Distribution



Top Performers (Percentile Rank)



Performance Over Time

87.5%
(76)

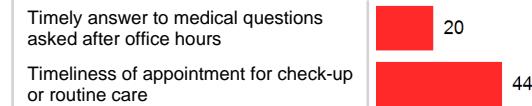
Jul - Sep 15

(Percentile ranks in parentheses)

Top Priorities (Priority Index Score)

No data available for Priority Analysis.

Bottom Performers (Percentile Rank)



	Correlation	Jul - Sep 15 # of Completes = 8			Reporting Group Top Box	Prior 12 Months # of Completes = 0			Change in Top Box	Priority Level
		Top Box Score	HSTM DB Top Box	Percentile Rank		Top Box Score	Percentile Rank			
Getting Timely Appointments, Care, and Information	--	72.0%	59.6%	86	57.5%	--	--	--	--	
Timeliness of appointment for immediate care	--	75.0%	65.9%	75	60.5%	--	--	--	--	
Timeliness of appointment for check-up or routine care	--	71.4%	71.4%	44	66.0%	--	--	--	--	
Medical questions asked during office hours answered same day	--	80.0%	60.6%	93	55.1%	--	--	--	--	
Timely answer to medical questions asked after office hours	--	50.0%	59.2%	20	49.0%	--	--	--	--	
Provider seen within 15 minutes of appointment time	--	71.4%	46.7%	94	53.5%	--	--	--	--	
How Well Providers Communicate With Patients	--	97.9%	85.0%	98	84.6%	--	--	--	--	
Clear communication by provider	--	100.0%	87.8%	99	86.5%	--	--	--	--	
Provider listened carefully	--	100.0%	87.5%	99	85.7%	--	--	--	--	
Provider gave clear information	--	87.5%	85.6%	56	85.4%	--	--	--	--	
Provider knew important medical history	--	100.0%	75.0%	99	77.2%	--	--	--	--	
Provider respected what patient said	--	100.0%	89.9%	99	88.9%	--	--	--	--	
Provider spent enough time with patient	--	100.0%	84.0%	99	84.0%	--	--	--	--	
Follow-Up On Test Results	--	85.7%	79.5%	73	69.6%	--	--	--	--	
Office followed-up with test results	--	85.7%	79.5%	73	69.6%	--	--	--	--	
Patients' Rating of the Provider	--	87.5%	78.9%	76	81.2%	--	--	--	--	
Provider - Overall Rating	--	87.5%	78.9%	76	81.2%	--	--	--	--	
Helpful, Courteous, And Respectful Office Staff	--	81.3%	76.5%	68	75.6%	--	--	--	--	
Helpfulness of clerks and receptionists	--	75.0%	70.6%	67	69.5%	--	--	--	--	
Courtesy / respect of clerks and receptionists	--	87.5%	82.5%	68	81.7%	--	--	--	--	

Reporting Group = Community Health Systems - CHS Legacy CG CAHPS

HSTM DB: Family Practice

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



Dudrick, M.D., Daniel - [HSTM DB = Family Practice]

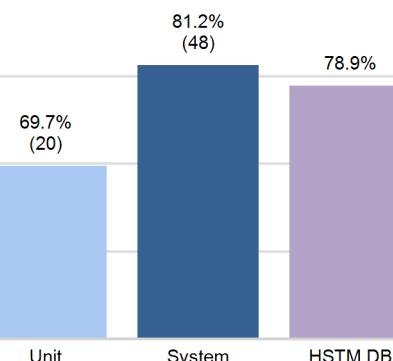
Wilkes-Barre Intermountain Clinic, LLC
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Patient Insights - CG-CAHPS 12M (eSurvey)
Jul - Sep 15

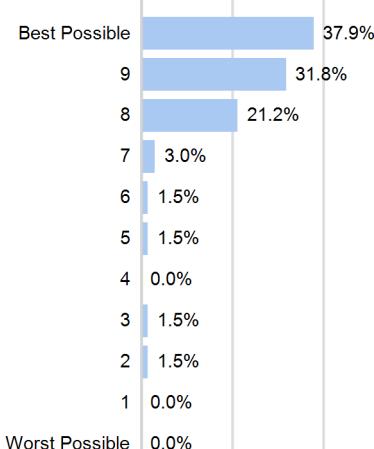
Report created 12/16/2015

Provider - Overall Rating

Performance Comparisons



Response Distribution



Top Performers (Percentile Rank)

Clear communication by provider



Performance Over Time

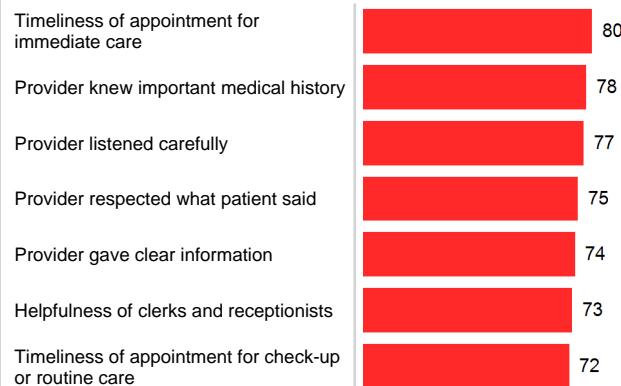
69.7%
(20)

Jul - Sep 15

(Percentile ranks in parentheses)

Top Priorities (Priority Index Score)

10/1/2014 - 9/30/2015

Priority Level: ■ High ■ Medium ■ Low

Bottom Performers (Percentile Rank)

Timely answer to medical questions asked after office hours



Office followed-up with test results



Helpfulness of clerks and receptionists



Timeliness of appointment for immediate care



Courtesy / respect of clerks and receptionists



Provider seen within 15 minutes of appointment time

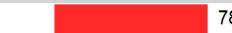


Provider knew important medical history



Provider - Overall Rating



	Jul - Sep 15 # of Completes = 69				Reporting Group Top Box	Prior 12 Months # of Completes = 0			Change in Top Box	Priority Level
	Correlation	Top Box Score	HSTM DB Top Box	Percentile Rank		Top Box Score	Percentile Rank			
Getting Timely Appointments, Care, and Information	0.51	48.6%	59.6%	13	57.5%	--	--	--		
Timeliness of appointment for immediate care	0.60	51.5%	65.9%	11	60.5%	--	--	--	 80	
Timeliness of appointment for check-up or routine care	0.58	65.5%	71.4%	26	66.0%	--	--	--	 72	
Medical questions asked during office hours answered same day	--	54.5%	60.6%	33	55.1%	--	--	--		
Timely answer to medical questions asked after office hours	--	25.0%	59.2%	2	49.0%	--	--	--		
Provider seen within 15 minutes of appointment time	0.35	31.8%	46.7%	18	53.5%	--	--	--	 60	
How Well Providers Communicate With Patients	0.67	81.3%	85.0%	29	84.6%	--	--	--		
Clear communication by provider	0.69	89.6%	87.8%	56	86.5%	--	--	--	 58	
Provider listened carefully	0.63	82.1%	87.5%	21	85.7%	--	--	--	 77	
Provider gave clear information	0.63	82.1%	85.6%	27	85.4%	--	--	--	 74	
Provider knew important medical history	0.61	64.2%	75.0%	18	77.2%	--	--	--	 78	
Provider respected what patient said	0.68	86.6%	89.9%	26	88.9%	--	--	--	 75	
Provider spent enough time with patient	0.80	83.6%	84.0%	40	84.0%	--	--	--	 67	
Follow-Up On Test Results	0.29	55.6%	79.5%	2	69.6%	--	--	--		
Office followed-up with test results	0.29	55.6%	79.5%	2	69.6%	--	--	--	 57	
Patients' Rating of the Provider	1.00	69.7%	78.9%	20	81.2%	--	--	--		
Provider - Overall Rating	1.00	69.7%	78.9%	20	81.2%	--	--	--		
Helpful, Courteous, And Respectful Office Staff	0.48	66.2%	76.5%	10	75.6%	--	--	--		
Helpfulness of clerks and receptionists	0.50	57.6%	70.6%	8	69.5%	--	--	--	 73	
Courtesy / respect of clerks and receptionists	0.46	74.6%	82.5%	13	81.7%	--	--	--	 70	

Reporting Group = Community Health Systems - CHS Legacy CG CAHPS

HSTM DB: Family Practice

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



Evans, D.O., Mark - [HSTM DB = Family Practice]

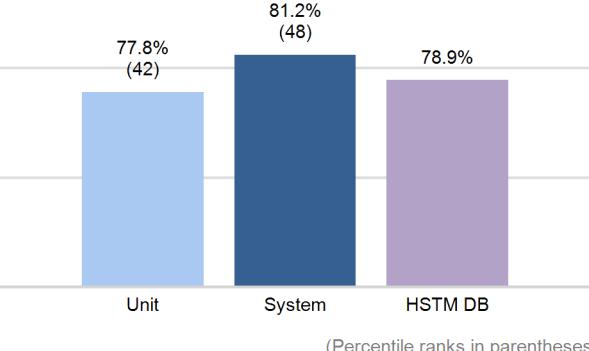
Wilkes-Barre Intermountain Clinic, LLC
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Patient Insights - CG-CAHPS 12M (eSurvey)
Jul - Sep 15

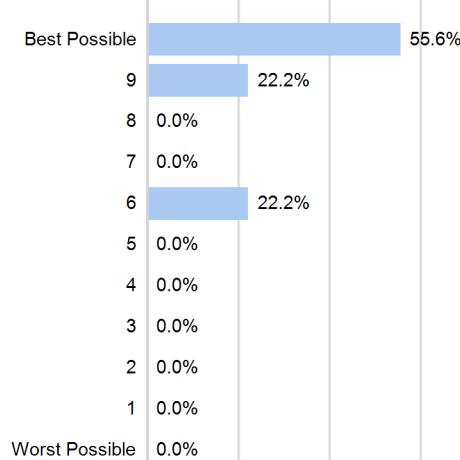
Report created 12/16/2015

Provider - Overall Rating

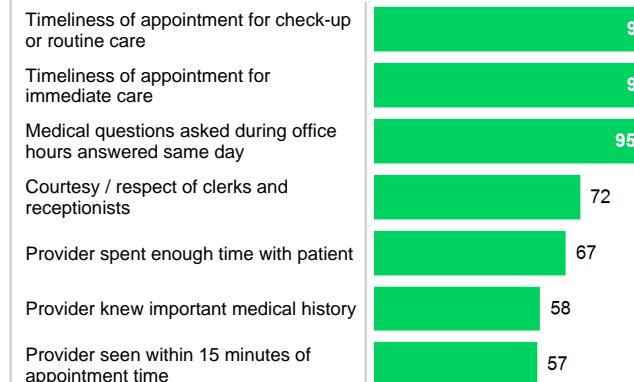
Performance Comparisons



Response Distribution



Top Performers (Percentile Rank)



Performance Over Time

77.8%
(42)

Jul - Sep 15

(Percentile ranks in parentheses)

Top Priorities (Priority Index Score)

No data available for Priority Analysis.

Bottom Performers (Percentile Rank)



	Correlation	Jul - Sep 15 # of Completes = 9			Reporting Group Top Box	Prior 12 Months # of Completes = 0			Change in Top Box	Priority Level
		Top Box Score	HSTM DB Top Box	Percentile Rank		Top Box Score	Percentile Rank			
Getting Timely Appointments, Care, and Information	--	77.8%	59.6%	93	57.5%	--	--	--	--	
Timeliness of appointment for immediate care	--	100.0%	65.9%	99	60.5%	--	--	--	--	
Timeliness of appointment for check-up or routine care	--	100.0%	71.4%	99	66.0%	--	--	--	--	
Medical questions asked during office hours answered same day	--	83.3%	60.6%	95	55.1%	--	--	--	--	
Timely answer to medical questions asked after office hours	--	0.0%	59.2%	1	49.0%	--	--	--	--	
Provider seen within 15 minutes of appointment time	--	50.0%	46.7%	57	53.5%	--	--	--	--	
How Well Providers Communicate With Patients	--	77.4%	85.0%	15	84.6%	--	--	--	--	
Clear communication by provider	--	66.7%	87.8%	2	86.5%	--	--	--	--	
Provider listened carefully	--	77.8%	87.5%	11	85.7%	--	--	--	--	
Provider gave clear information	--	77.8%	85.6%	13	85.4%	--	--	--	--	
Provider knew important medical history	--	77.8%	75.0%	58	77.2%	--	--	--	--	
Provider respected what patient said	--	75.0%	89.9%	4	88.9%	--	--	--	--	
Provider spent enough time with patient	--	88.9%	84.0%	67	84.0%	--	--	--	--	
Follow-Up On Test Results	--	62.5%	79.5%	8	69.6%	--	--	--	--	
Office followed-up with test results	--	62.5%	79.5%	8	69.6%	--	--	--	--	
Patients' Rating of the Provider	--	77.8%	78.9%	42	81.2%	--	--	--	--	
Provider - Overall Rating	--	77.8%	78.9%	42	81.2%	--	--	--	--	
Helpful, Courteous, And Respectful Office Staff	--	77.8%	76.5%	52	75.6%	--	--	--	--	
Helpfulness of clerks and receptionists	--	66.7%	70.6%	31	69.5%	--	--	--	--	
Courtesy / respect of clerks and receptionists	--	88.9%	82.5%	72	81.7%	--	--	--	--	

Reporting Group = Community Health Systems - CHS Legacy CG CAHPS

HSTM DB: Family Practice

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

 Priority Level: ■ High ■ Medium ■ Low - Categories and outcome questions are excluded.



Fasciana, M.D., Guy M. - [HSTM DB = Family Practice]

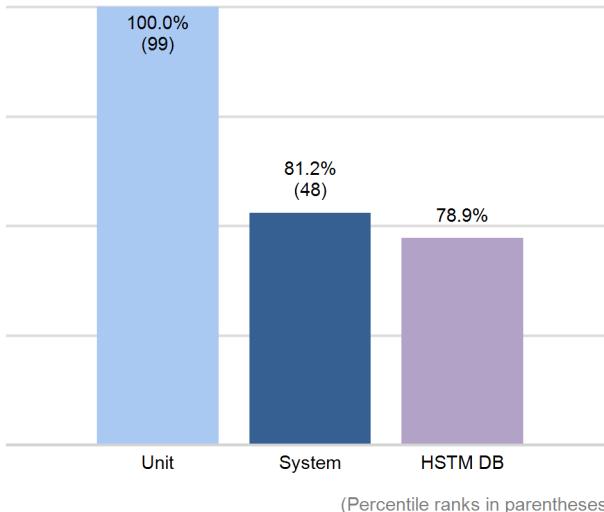
Wilkes-Barre Intermountain Clinic, LLC
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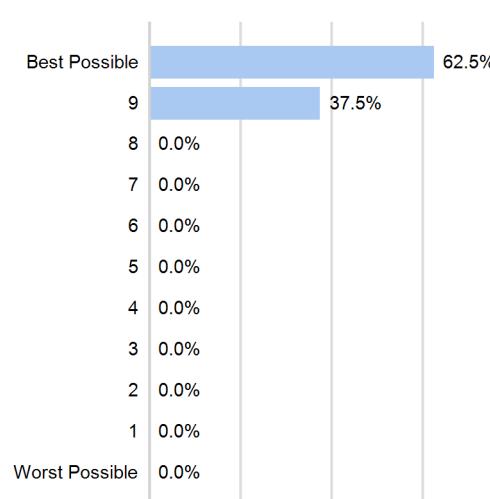
Report created 12/16/2015

Provider - Overall Rating

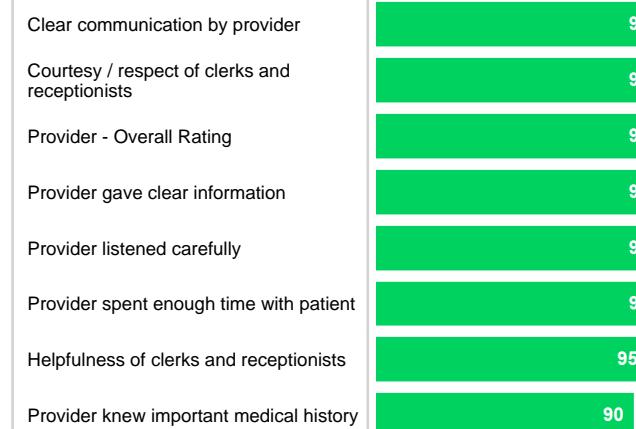
Performance Comparisons



Response Distribution



Top Performers (Percentile Rank)



Performance Over Time

100.0%
(99)

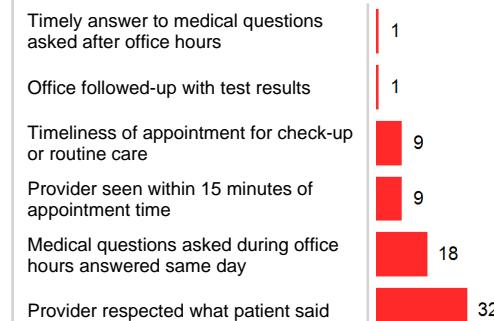
Jul - Sep 15

(Percentile ranks in parentheses)

Top Priorities (Priority Index Score)

No data available for Priority Analysis.

Bottom Performers (Percentile Rank)



	Correlation	Jul - Sep 15 # of Completes = 8			Reporting Group Top Box	Prior 12 Months # of Completes = 0			Change in Top Box	Priority Level
		Top Box Score	HSTM DB Top Box	Percentile Rank		Top Box Score	Percentile Rank			
Getting Timely Appointments, Care, and Information	--	45.8%	59.6%	7	57.5%	--	--	--	--	
Timeliness of appointment for immediate care	--	75.0%	65.9%	75	60.5%	--	--	--	--	
Timeliness of appointment for check-up or routine care	--	57.1%	71.4%	9	66.0%	--	--	--	--	
Medical questions asked during office hours answered same day	--	50.0%	60.6%	18	55.1%	--	--	--	--	
Timely answer to medical questions asked after office hours	--	0.0%	59.2%	1	49.0%	--	--	--	--	
Provider seen within 15 minutes of appointment time	--	25.0%	46.7%	9	53.5%	--	--	--	--	
How Well Providers Communicate With Patients	--	95.8%	85.0%	96	84.6%	--	--	--	--	
Clear communication by provider	--	100.0%	87.8%	99	86.5%	--	--	--	--	
Provider listened carefully	--	100.0%	87.5%	99	85.7%	--	--	--	--	
Provider gave clear information	--	100.0%	85.6%	99	85.4%	--	--	--	--	
Provider knew important medical history	--	87.5%	75.0%	90	77.2%	--	--	--	--	
Provider respected what patient said	--	87.5%	89.9%	32	88.9%	--	--	--	--	
Provider spent enough time with patient	--	100.0%	84.0%	99	84.0%	--	--	--	--	
Follow-Up On Test Results	--	42.9%	79.5%	1	69.6%	--	--	--	--	
Office followed-up with test results	--	42.9%	79.5%	1	69.6%	--	--	--	--	
Patients' Rating of the Provider	--	100.0%	78.9%	99	81.2%	--	--	--	--	
Provider - Overall Rating	--	100.0%	78.9%	99	81.2%	--	--	--	--	
Helpful, Courteous, And Respectful Office Staff	--	93.8%	76.5%	97	75.6%	--	--	--	--	
Helpfulness of clerks and receptionists	--	87.5%	70.6%	95	69.5%	--	--	--	--	
Courtesy / respect of clerks and receptionists	--	100.0%	82.5%	99	81.7%	--	--	--	--	



Boonin, M.D., Alan L. - [HSTM DB = Family Practice]

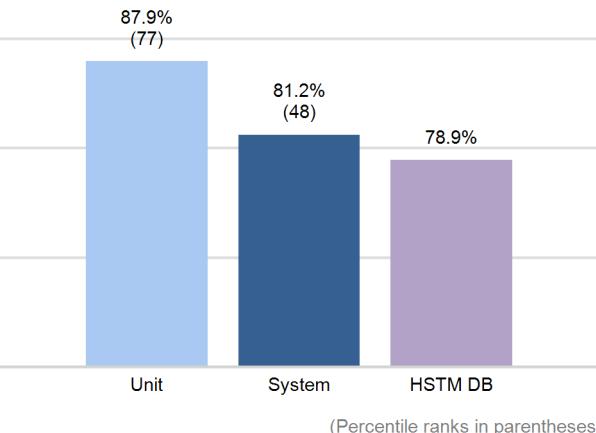
Wilkes-Barre Intermountain Clinic, LLC
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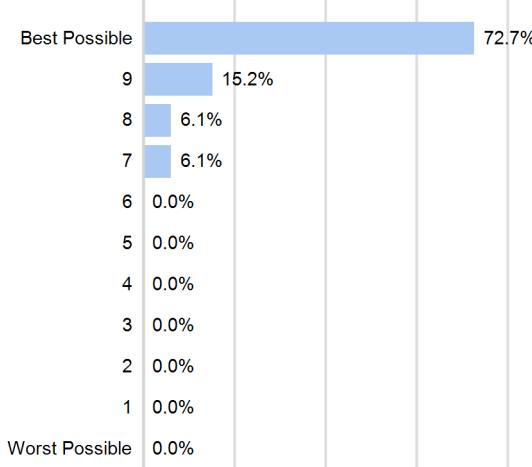
Report created 12/16/2015

Provider - Overall Rating

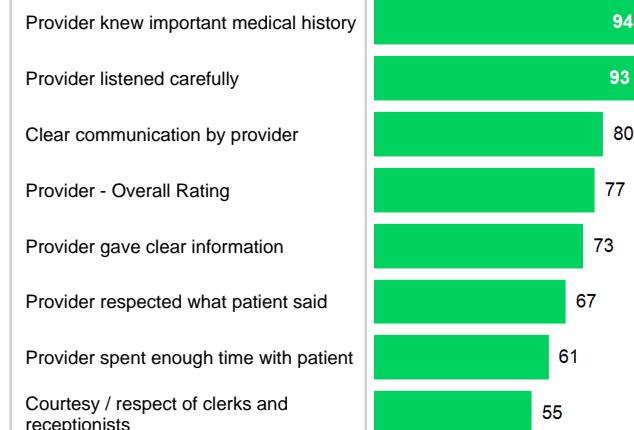
Performance Comparisons



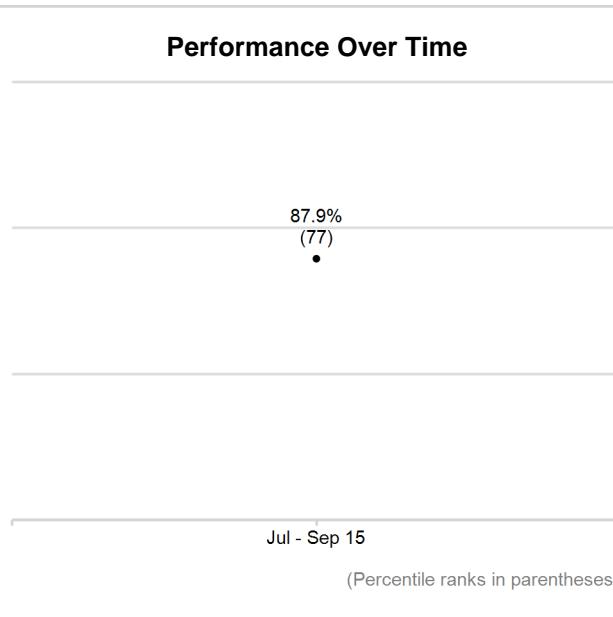
Response Distribution



Top Performers (Percentile Rank)

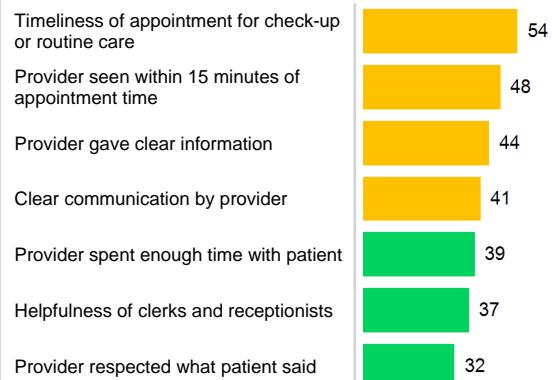


Performance Over Time

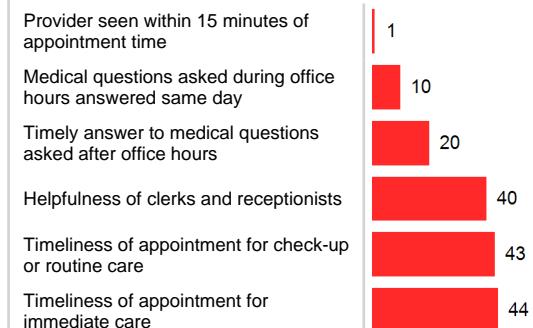


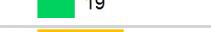
Top Priorities (Priority Index Score)

10/1/2014 - 9/30/2015

Priority Level: ■ High ■ Medium ■ Low

Bottom Performers (Percentile Rank)



	Jul - Sep 15 # of Completes = 33				Reporting Group Top Box	Prior 12 Months # of Completes = 0			Change in Top Box	Priority Level
	Correlation	Top Box Score	HSTM DB Top Box	Percentile Rank		Top Box Score	Percentile Rank			
Getting Timely Appointments, Care, and Information	0.28	42.2%	59.6%	5	57.5%	--	--	--	--	
Timeliness of appointment for immediate care	--	64.7%	65.9%	44	60.5%	--	--	--	--	
Timeliness of appointment for check-up or routine care	0.38	71.0%	71.4%	43	66.0%	--	--	--	 54	
Medical questions asked during office hours answered same day	--	44.4%	60.6%	10	55.1%	--	--	--	--	
Timely answer to medical questions asked after office hours	--	50.0%	59.2%	20	49.0%	--	--	--	--	
Provider seen within 15 minutes of appointment time	0.18	0.0%	46.7%	1	53.5%	--	--	--	 48	
How Well Providers Communicate With Patients	0.27	92.3%	85.0%	86	84.6%	--	--	--	--	
Clear communication by provider	0.46	93.9%	87.8%	80	86.5%	--	--	--	 41	
Provider listened carefully	0.11	97.0%	87.5%	93	85.7%	--	--	--	 19	
Provider gave clear information	0.46	90.6%	85.6%	73	85.4%	--	--	--	 44	
Provider knew important medical history	0.20	90.9%	75.0%	94	77.2%	--	--	--	 23	
Provider respected what patient said	0.16	93.8%	89.9%	67	88.9%	--	--	--	 32	
Provider spent enough time with patient	0.24	87.9%	84.0%	61	84.0%	--	--	--	 39	
Follow-Up On Test Results	-0.15	80.0%	79.5%	52	69.6%	--	--	--	--	
Office followed-up with test results	-0.15	80.0%	79.5%	52	69.6%	--	--	--	 26	
Patients' Rating of the Provider	1.00	87.9%	78.9%	77	81.2%	--	--	--	--	
Provider - Overall Rating	1.00	87.9%	78.9%	77	81.2%	--	--	--	--	
Helpful, Courteous, And Respectful Office Staff	0.09	76.9%	76.5%	47	75.6%	--	--	--	--	
Helpfulness of clerks and receptionists	0.10	68.8%	70.6%	40	69.5%	--	--	--	 37	
Courtesy / respect of clerks and receptionists	0.07	84.8%	82.5%	55	81.7%	--	--	--	 30	

Reporting Group = Community Health Systems - CHS Legacy CG CAHPS

HSTM DB: Family Practice

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



Nardell, M.D., Ronald - [HSTM DB = Family Practice]

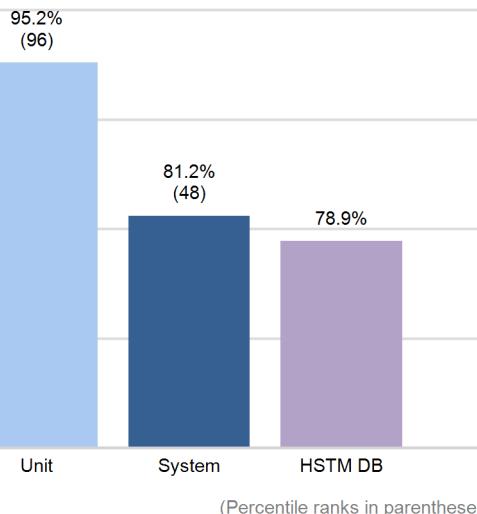
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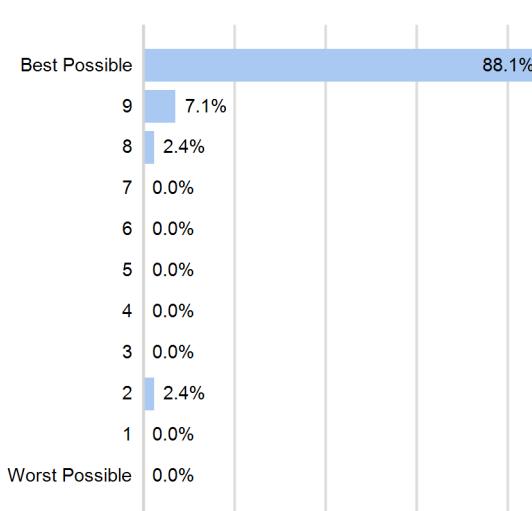
Report created 12/16/2015

Provider - Overall Rating

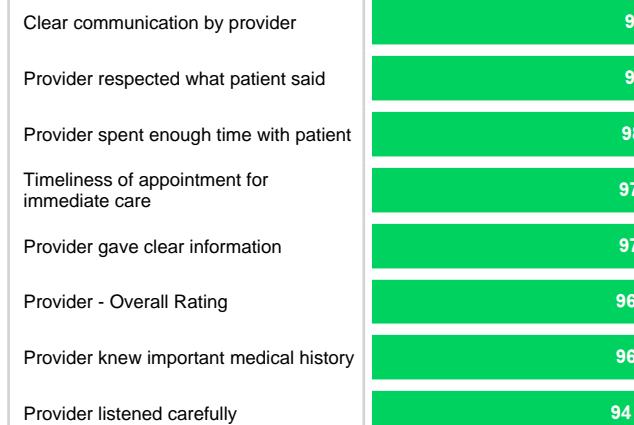
Performance Comparisons



Response Distribution



Top Performers (Percentile Rank)



Performance Over Time

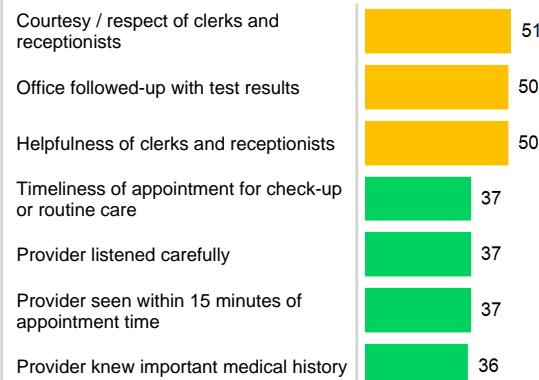
95.2%
(96)

Jul - Sep 15

(Percentile ranks in parentheses)

Top Priorities (Priority Index Score)

10/1/2014 - 9/30/2015

Priority Level: ■ High ■ Medium ■ Low

Bottom Performers (Percentile Rank)

Helpfulness of clerks and receptionists ■ 49

	Correlation	Jul - Sep 15 # of Completes = 42			Reporting Group Top Box	Prior 12 Months # of Completes = 0			Change in Top Box	Priority Level
		Top Box Score	HSTM DB Top Box	Percentile Rank		Top Box Score	Percentile Rank			
Getting Timely Appointments, Care, and Information	0.48	74.3%	59.6%	91	57.5%	--	--	--	--	
Timeliness of appointment for immediate care	--	89.7%	65.9%	97	60.5%	--	--	--	--	
Timeliness of appointment for check-up or routine care	0.74	87.5%	71.4%	93	66.0%	--	--	--	37	
Medical questions asked during office hours answered same day	--	75.0%	60.6%	87	55.1%	--	--	--	--	
Timely answer to medical questions asked after office hours	--	66.7%	59.2%	72	49.0%	--	--	--	--	
Provider seen within 15 minutes of appointment time	0.21	52.4%	46.7%	62	53.5%	--	--	--	37	
How Well Providers Communicate With Patients	0.48	97.6%	85.0%	98	84.6%	--	--	--	--	
Clear communication by provider	--	100.0%	87.8%	99	86.5%	--	--	--	--	
Provider listened carefully	0.95	97.6%	87.5%	94	85.7%	--	--	--	37	
Provider gave clear information	0.08	97.6%	85.6%	97	85.4%	--	--	--	16	
Provider knew important medical history	0.81	92.9%	75.0%	96	77.2%	--	--	--	36	
Provider respected what patient said	--	100.0%	89.9%	99	88.9%	--	--	--	--	
Provider spent enough time with patient	0.09	97.6%	84.0%	98	84.0%	--	--	--	16	
Follow-Up On Test Results	0.70	85.4%	79.5%	71	69.6%	--	--	--	--	
Office followed-up with test results	0.70	85.4%	79.5%	71	69.6%	--	--	--	50	
Patients' Rating of the Provider	1.00	95.2%	78.9%	96	81.2%	--	--	--	--	
Provider - Overall Rating	1.00	95.2%	78.9%	96	81.2%	--	--	--	--	
Helpful, Courteous, And Respectful Office Staff	0.36	77.4%	76.5%	49	75.6%	--	--	--	--	
Helpfulness of clerks and receptionists	0.35	71.4%	70.6%	49	69.5%	--	--	--	50	
Courtesy / respect of clerks and receptionists	0.38	83.3%	82.5%	50	81.7%	--	--	--	51	

Reporting Group = Community Health Systems - CHS Legacy CG CAHPS

HSTM DB: Family Practice

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



Kumari, M.D., Seema - [HSTM DB = Family Practice]

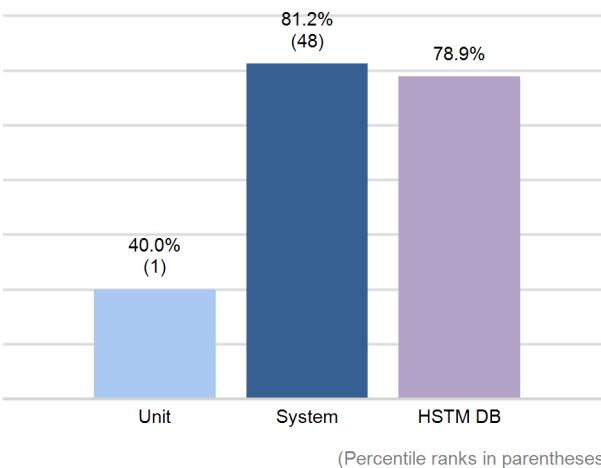
Wilkes-Barre Intermountain Clinic, LLC
Community Health Systems

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

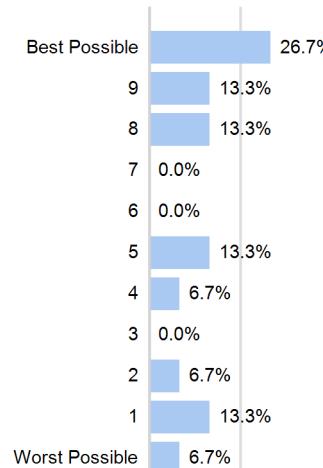
Report created 12/16/2015

Provider - Overall Rating

Performance Comparisons



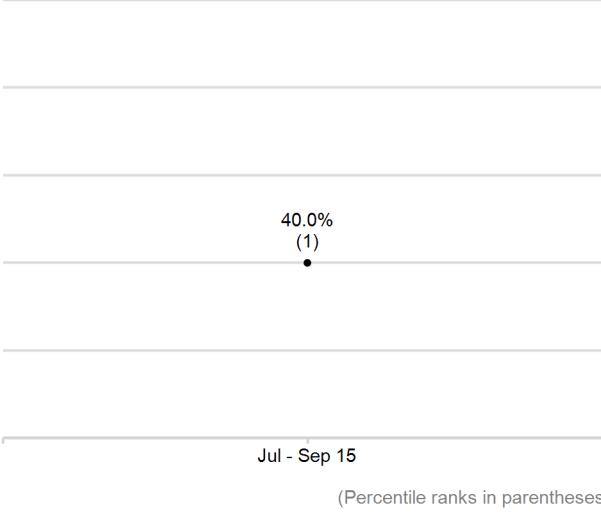
Response Distribution



Top Performers (Percentile Rank)

No data meets the specified criteria.

Performance Over Time



Top Priorities (Priority Index Score)

No data available for Priority Analysis.

Bottom Performers (Percentile Rank)

Office followed-up with test results	1
Timeliness of appointment for check-up or routine care	1
Provider knew important medical history	1
Clear communication by provider	1
Courtesy / respect of clerks and receptionists	1
Helpfulness of clerks and receptionists	1
Provider - Overall Rating	1
Provider gave clear information	1

	Correlation	Jul - Sep 15 # of Completes = 15			Reporting Group Top Box	Prior 12 Months # of Completes = 0			Change in Top Box	Priority Level
		Top Box Score	HSTM DB Top Box	Percentile Rank		Top Box Score	Percentile Rank			
Getting Timely Appointments, Care, and Information	--	38.6%	59.6%	2	57.5%	--	--	--	--	
Timeliness of appointment for immediate care	--	57.1%	65.9%	23	60.5%	--	--	--	--	
Timeliness of appointment for check-up or routine care	--	46.2%	71.4%	1	66.0%	--	--	--	--	
Medical questions asked during office hours answered same day	--	42.9%	60.6%	8	55.1%	--	--	--	--	
Timely answer to medical questions asked after office hours	--	50.0%	59.2%	20	49.0%	--	--	--	--	
Provider seen within 15 minutes of appointment time	--	20.0%	46.7%	4	53.5%	--	--	--	--	
How Well Providers Communicate With Patients	--	44.9%	85.0%	1	84.6%	--	--	--	--	
Clear communication by provider	--	46.7%	87.8%	1	86.5%	--	--	--	--	
Provider listened carefully	--	46.7%	87.5%	1	85.7%	--	--	--	--	
Provider gave clear information	--	40.0%	85.6%	1	85.4%	--	--	--	--	
Provider knew important medical history	--	35.7%	75.0%	1	77.2%	--	--	--	--	
Provider respected what patient said	--	53.3%	89.9%	1	88.9%	--	--	--	--	
Provider spent enough time with patient	--	46.7%	84.0%	1	84.0%	--	--	--	--	
Follow-Up On Test Results	--	38.5%	79.5%	1	69.6%	--	--	--	--	
Office followed-up with test results	--	38.5%	79.5%	1	69.6%	--	--	--	--	
Patients' Rating of the Provider	--	40.0%	78.9%	1	81.2%	--	--	--	--	
Provider - Overall Rating	--	40.0%	78.9%	1	81.2%	--	--	--	--	
Helpful, Courteous, And Respectful Office Staff	--	43.3%	76.5%	1	75.6%	--	--	--	--	
Helpfulness of clerks and receptionists	--	26.7%	70.6%	1	69.5%	--	--	--	--	
Courtesy / respect of clerks and receptionists	--	60.0%	82.5%	1	81.7%	--	--	--	--	



Langieri, M.D., Gary - [HSTM DB = Cardiology]

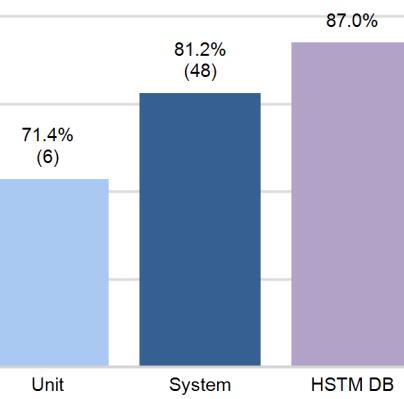
Wilkes-Barre Intermountain Clinic, LLC
Community Health Systems

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

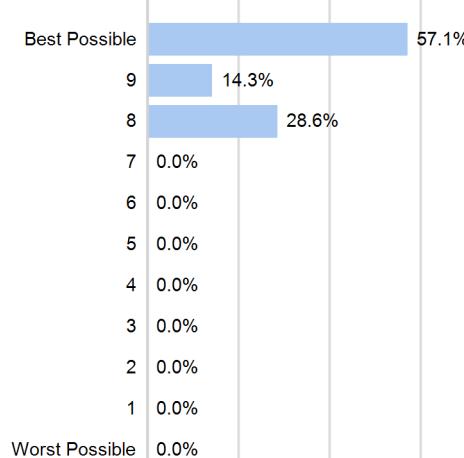
Report created 12/16/2015

Provider - Overall Rating

Performance Comparisons



Response Distribution



Top Performers (Percentile Rank)



Performance Over Time

71.4%
(6)

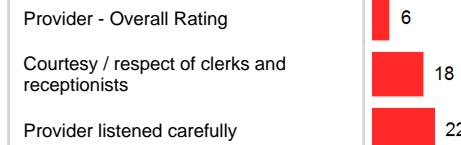
Jul - Sep 15

(Percentile ranks in parentheses)

Top Priorities (Priority Index Score)

No data available for Priority Analysis.

Bottom Performers (Percentile Rank)



	Correlation	Jul - Sep 15 # of Completes = 7			Reporting Group Top Box	Prior 12 Months # of Completes = 0			Change in Top Box	Priority Level
		Top Box Score	HSTM DB Top Box	Percentile Rank		Top Box Score	Percentile Rank			
Getting Timely Appointments, Care, and Information	--	85.7%	63.3%	99	57.5%	--	--	--	--	
Timeliness of appointment for immediate care	--	100.0%	73.3%	99	60.5%	--	--	--	--	
Timeliness of appointment for check-up or routine care	--	80.0%	75.1%	72	66.0%	--	--	--	--	
Medical questions asked during office hours answered same day	--	100.0%	66.8%	99	55.1%	--	--	--	--	
Timely answer to medical questions asked after office hours	--	100.0%	65.9%	99	49.0%	--	--	--	--	
Provider seen within 15 minutes of appointment time	--	71.4%	50.6%	97	53.5%	--	--	--	--	
How Well Providers Communicate With Patients	--	97.6%	88.6%	96	84.6%	--	--	--	--	
Clear communication by provider	--	100.0%	89.3%	99	86.5%	--	--	--	--	
Provider listened carefully	--	85.7%	90.2%	22	85.7%	--	--	--	--	
Provider gave clear information	--	100.0%	88.1%	99	85.4%	--	--	--	--	
Provider knew important medical history	--	100.0%	83.2%	99	77.2%	--	--	--	--	
Provider respected what patient said	--	100.0%	92.1%	99	88.9%	--	--	--	--	
Provider spent enough time with patient	--	100.0%	88.6%	99	84.0%	--	--	--	--	
Follow-Up On Test Results	--	100.0%	78.7%	99	69.6%	--	--	--	--	
Office followed-up with test results	--	100.0%	78.7%	99	69.6%	--	--	--	--	
Patients' Rating of the Provider	--	71.4%	87.0%	6	81.2%	--	--	--	--	
Provider - Overall Rating	--	71.4%	87.0%	6	81.2%	--	--	--	--	
Helpful, Courteous, And Respectful Office Staff	--	85.7%	85.4%	50	75.6%	--	--	--	--	
Helpfulness of clerks and receptionists	--	85.7%	80.9%	74	69.5%	--	--	--	--	
Courtesy / respect of clerks and receptionists	--	85.7%	89.9%	18	81.7%	--	--	--	--	



Ramos , M.D., Julio - [HSTM DB = Medical]

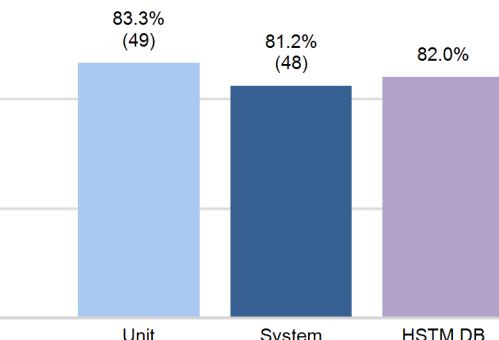
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Jul - Sep 15

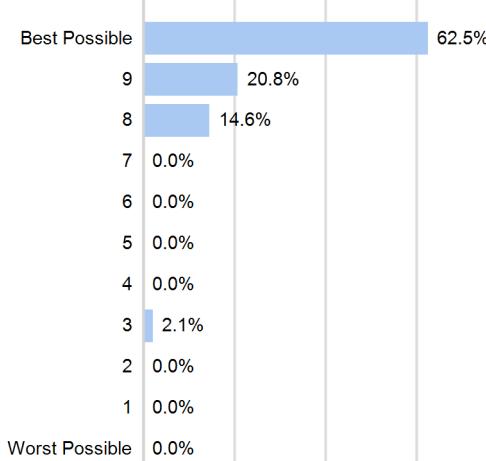
Report created 12/16/2015

Provider - Overall Rating

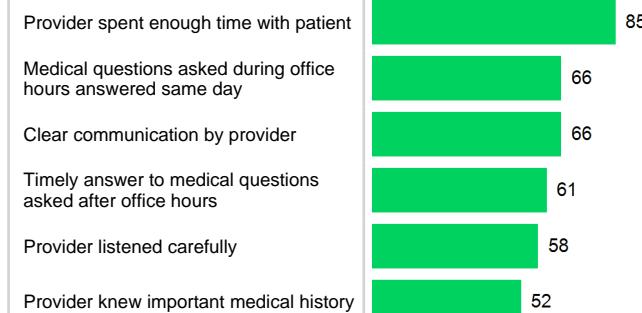
Performance Comparisons



Response Distribution



Top Performers (Percentile Rank)



Performance Over Time

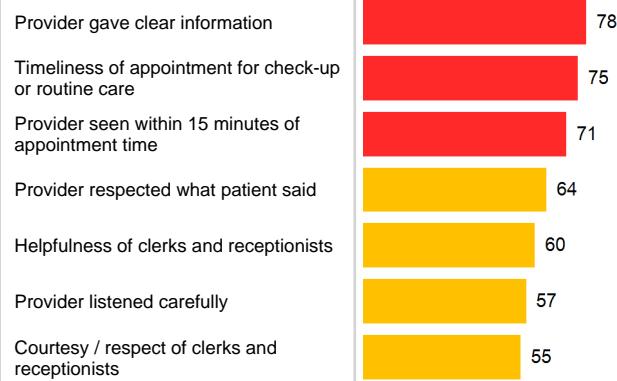
83.3%
(49)

Jul - Sep 15

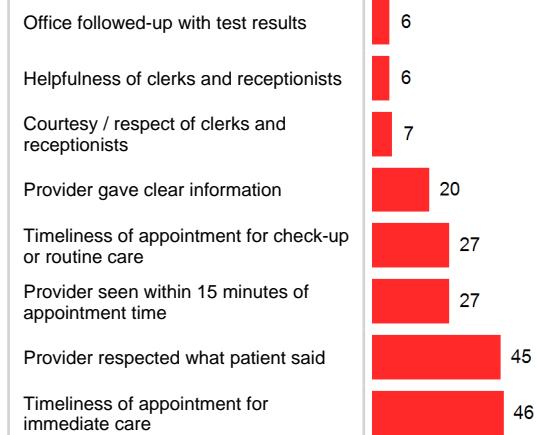
(Percentile ranks in parentheses)

Top Priorities (Priority Index Score)

10/1/2014 - 9/30/2015

Priority Level: ■ High ■ Medium ■ Low

Bottom Performers (Percentile Rank)



	Correlation	Jul - Sep 15 # of Completes = 48			Reporting Group Top Box	Prior 12 Months # of Completes = 0			Change in Top Box	Priority Level
		Top Box Score	HSTM DB Top Box	Percentile Rank		Top Box Score	Percentile Rank			
Getting Timely Appointments, Care, and Information	0.63	60.1%	64.6%	34	57.5%	--	--	--	--	
Timeliness of appointment for immediate care	--	72.7%	71.8%	46	60.5%	--	--	--	--	
Timeliness of appointment for check-up or routine care	0.70	70.0%	74.4%	27	66.0%	--	--	--	75	
Medical questions asked during office hours answered same day	--	72.7%	66.1%	66	55.1%	--	--	--	--	
Timely answer to medical questions asked after office hours	--	66.7%	62.1%	61	49.0%	--	--	--	--	
Provider seen within 15 minutes of appointment time	0.56	39.6%	54.8%	27	53.5%	--	--	--	71	
How Well Providers Communicate With Patients	0.66	86.1%	85.7%	51	84.6%	--	--	--	--	
Clear communication by provider	0.68	89.6%	87.0%	66	86.5%	--	--	--	53	
Provider listened carefully	0.68	89.6%	87.7%	58	85.7%	--	--	--	57	
Provider gave clear information	0.67	78.7%	86.2%	20	85.4%	--	--	--	78	
Provider knew important medical history	0.45	79.2%	78.1%	52	77.2%	--	--	--	54	
Provider respected what patient said	0.68	89.6%	90.1%	45	88.9%	--	--	--	64	
Provider spent enough time with patient	0.78	89.6%	85.0%	85	84.0%	--	--	--	42	
Follow-Up On Test Results	0.26	64.4%	78.7%	6	69.6%	--	--	--	--	
Office followed-up with test results	0.26	64.4%	78.7%	6	69.6%	--	--	--	54	
Patients' Rating of the Provider	1.00	83.3%	82.0%	49	81.2%	--	--	--	--	
Provider - Overall Rating	1.00	83.3%	82.0%	49	81.2%	--	--	--	--	
Helpful, Courteous, And Respectful Office Staff	0.30	67.4%	82.0%	7	75.6%	--	--	--	--	
Helpfulness of clerks and receptionists	0.33	60.4%	77.0%	6	69.5%	--	--	--	60	
Courtesy / respect of clerks and receptionists	0.27	74.5%	86.9%	7	81.7%	--	--	--	55	

Reporting Group = Community Health Systems - CHS Legacy CG CAHPS

HSTM DB: Medical

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



Patel, M.D., Kamlesh - [HSTM DB = Family Practice]

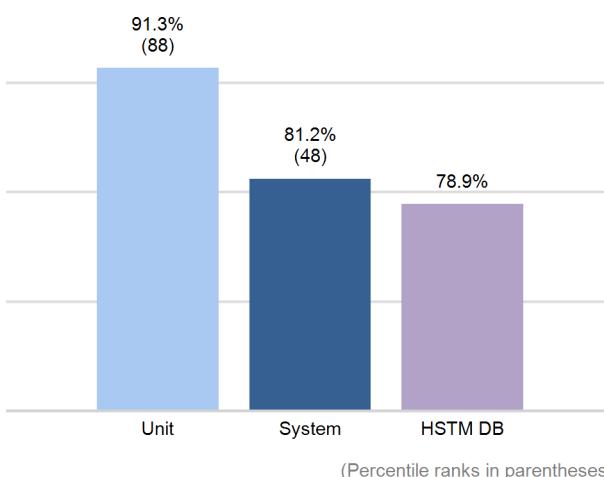
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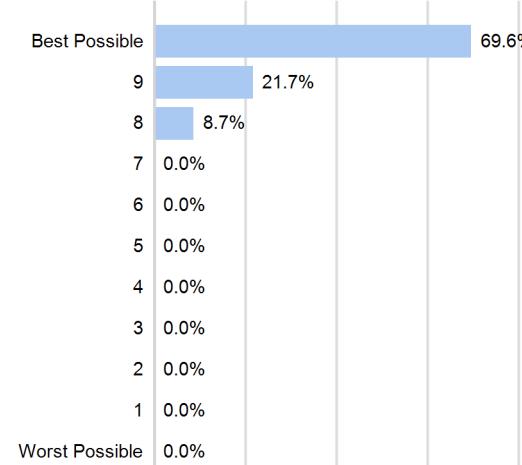
Report created 12/16/2015

Provider - Overall Rating

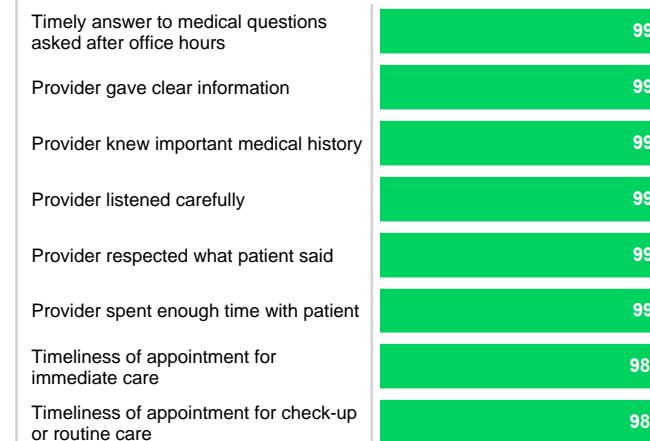
Performance Comparisons



Response Distribution



Top Performers (Percentile Rank)



Performance Over Time

91.3%
(88)

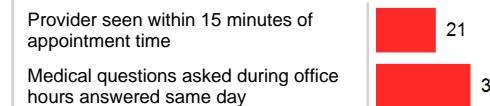
Jul - Sep 15

(Percentile ranks in parentheses)

Top Priorities (Priority Index Score)

No data available for Priority Analysis.

Bottom Performers (Percentile Rank)



	Correlation	Jul - Sep 15 # of Completes = 24			Reporting Group Top Box	Prior 12 Months # of Completes = 0			Change in Top Box	Priority Level
		Top Box Score	HSTM DB Top Box	Percentile Rank		Top Box Score	Percentile Rank			
Getting Timely Appointments, Care, and Information	--	70.3%	59.6%	84	57.5%	--	--	--	--	
Timeliness of appointment for immediate care	--	93.3%	65.9%	98	60.5%	--	--	--	--	
Timeliness of appointment for check-up or routine care	--	95.7%	71.4%	98	66.0%	--	--	--	--	
Medical questions asked during office hours answered same day	--	54.5%	60.6%	33	55.1%	--	--	--	--	
Timely answer to medical questions asked after office hours	--	100.0%	59.2%	99	49.0%	--	--	--	--	
Provider seen within 15 minutes of appointment time	--	34.8%	46.7%	21	53.5%	--	--	--	--	
How Well Providers Communicate With Patients	--	98.5%	85.0%	99	84.6%	--	--	--	--	
Clear communication by provider	--	95.7%	87.8%	88	86.5%	--	--	--	--	
Provider listened carefully	--	100.0%	87.5%	99	85.7%	--	--	--	--	
Provider gave clear information	--	100.0%	85.6%	99	85.4%	--	--	--	--	
Provider knew important medical history	--	95.7%	75.0%	99	77.2%	--	--	--	--	
Provider respected what patient said	--	100.0%	89.9%	99	88.9%	--	--	--	--	
Provider spent enough time with patient	--	100.0%	84.0%	99	84.0%	--	--	--	--	
Follow-Up On Test Results	--	82.6%	79.5%	63	69.6%	--	--	--	--	
Office followed-up with test results	--	82.6%	79.5%	63	69.6%	--	--	--	--	
Patients' Rating of the Provider	--	91.3%	78.9%	88	81.2%	--	--	--	--	
Provider - Overall Rating	--	91.3%	78.9%	88	81.2%	--	--	--	--	
Helpful, Courteous, And Respectful Office Staff	--	91.3%	76.5%	96	75.6%	--	--	--	--	
Helpfulness of clerks and receptionists	--	87.0%	70.6%	95	69.5%	--	--	--	--	
Courtesy / respect of clerks and receptionists	--	95.7%	82.5%	95	81.7%	--	--	--	--	

Reporting Group = Community Health Systems - CHS Legacy CG CAHPS

HSTM DB: Family Practice

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



Galasso, III , D.O., James. W. - [HSTM DB = Family Practice]

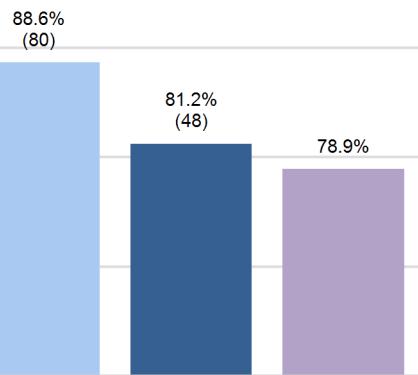
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Jul - Sep 15

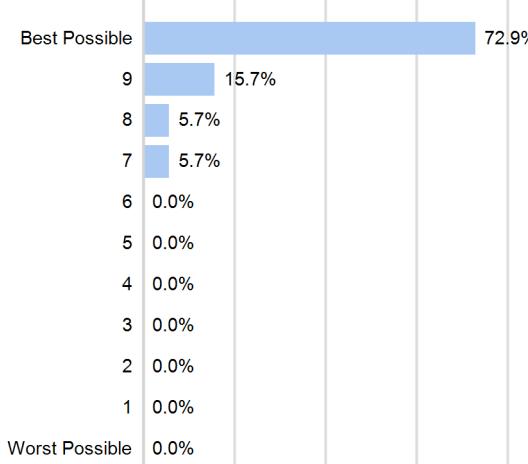
Report created 12/16/2015

Provider - Overall Rating

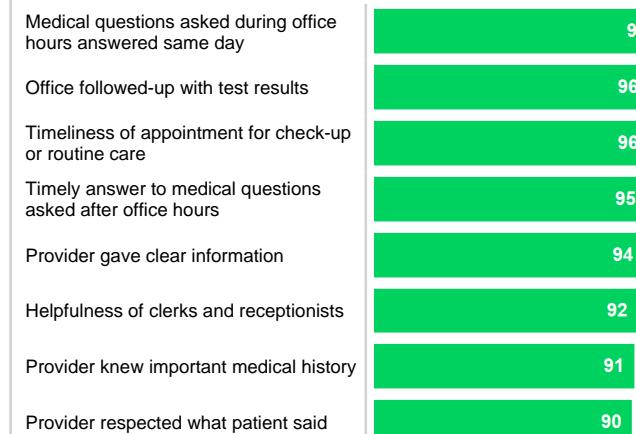
Performance Comparisons



Response Distribution



Top Performers (Percentile Rank)



Performance Over Time

88.6%

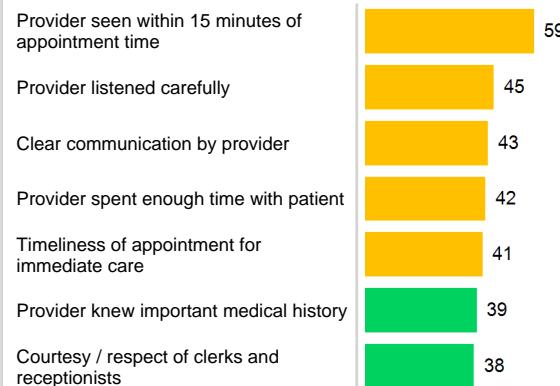
(80)

Jul - Sep 15

(Percentile ranks in parentheses)

Top Priorities (Priority Index Score)

10/1/2014 - 9/30/2015

Priority Level: ■ High ■ Medium ■ Low

Bottom Performers (Percentile Rank)

Provider seen within 15 minutes of appointment time

1

	Jul - Sep 15 # of Completes = 70				Reporting Group Top Box	Prior 12 Months # of Completes = 0			Change in Top Box	Priority Level
	Correlation	Top Box Score	HSTM DB Top Box	Percentile Rank		Top Box Score	Percentile Rank			
Getting Timely Appointments, Care, and Information	0.27	64.9%	59.6%	74	57.5%	--	--	--		
Timeliness of appointment for immediate care	0.57	79.1%	65.9%	84	60.5%	--	--	--	 41	
Timeliness of appointment for check-up or routine care	0.14	90.8%	71.4%	96	66.0%	--	--	--	 19	
Medical questions asked during office hours answered same day	0.07	93.0%	60.6%	99	55.1%	--	--	--	 14	
Timely answer to medical questions asked after office hours	--	85.7%	59.2%	95	49.0%	--	--	--		
Provider seen within 15 minutes of appointment time	0.31	12.9%	46.7%	1	53.5%	--	--	--	 59	
How Well Providers Communicate With Patients	0.57	93.3%	85.0%	89	84.6%	--	--	--		
Clear communication by provider	0.45	92.8%	87.8%	74	86.5%	--	--	--	 43	
Provider listened carefully	0.60	94.2%	87.5%	79	85.7%	--	--	--	 45	
Provider gave clear information	0.64	95.5%	85.6%	94	85.4%	--	--	--	 37	
Provider knew important medical history	0.72	88.6%	75.0%	91	77.2%	--	--	--	 39	
Provider respected what patient said	0.52	97.1%	89.9%	90	88.9%	--	--	--	 37	
Provider spent enough time with patient	0.51	91.4%	84.0%	80	84.0%	--	--	--	 42	
Follow-Up On Test Results	0.23	93.8%	79.5%	96	69.6%	--	--	--		
Office followed-up with test results	0.23	93.8%	79.5%	96	69.6%	--	--	--	 24	
Patients' Rating of the Provider	1.00	88.6%	78.9%	80	81.2%	--	--	--		
Provider - Overall Rating	1.00	88.6%	78.9%	80	81.2%	--	--	--		
Helpful, Courteous, And Respectful Office Staff	0.47	89.3%	76.5%	92	75.6%	--	--	--		
Helpfulness of clerks and receptionists	0.43	85.7%	70.6%	92	69.5%	--	--	--	 34	
Courtesy / respect of clerks and receptionists	0.51	92.9%	82.5%	88	81.7%	--	--	--	 38	

Reporting Group = Community Health Systems - CHS Legacy CG CAHPS

HSTM DB: Family Practice

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



Turcan, D.O., Elaine C. - [HSTM DB = Family Practice]

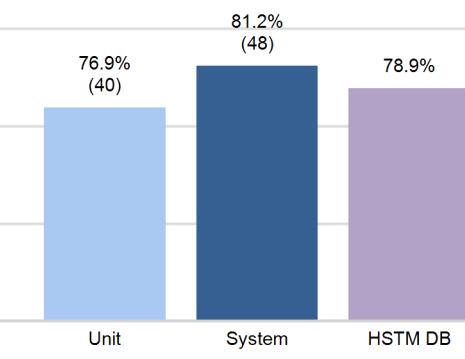
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Community Health Systems

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

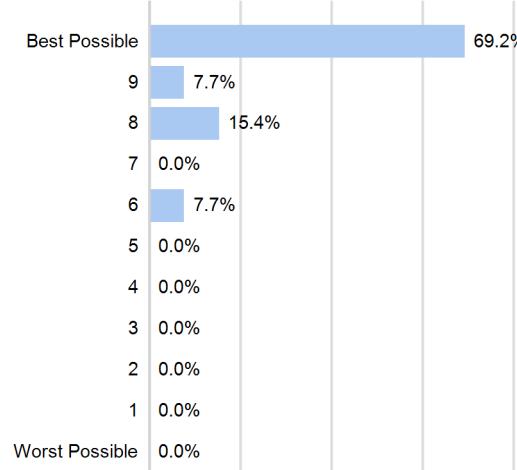
Report created 12/16/2015

Provider - Overall Rating

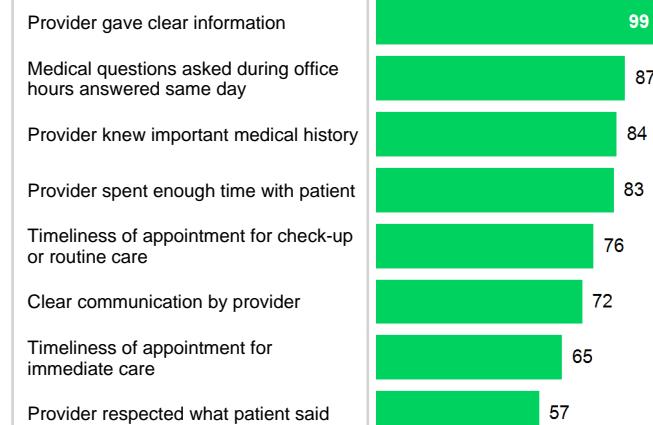
Performance Comparisons



Response Distribution



Top Performers (Percentile Rank)



Performance Over Time

76.9%
(40)

•

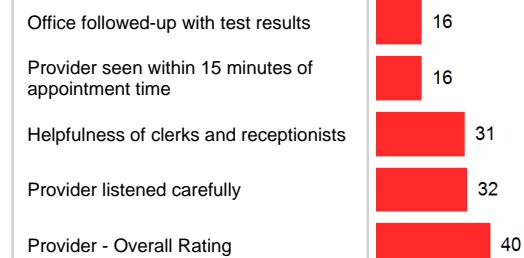
Jul - Sep 15

(Percentile ranks in parentheses)

Top Priorities (Priority Index Score)

No data available for Priority Analysis.

Bottom Performers (Percentile Rank)



	Correlation	Jul - Sep 15 # of Completes = 13			Reporting Group Top Box	Prior 12 Months # of Completes = 0			Change in Top Box	Priority Level
		Top Box Score	HSTM DB Top Box	Percentile Rank		Top Box Score	Percentile Rank			
Getting Timely Appointments, Care, and Information	--	60.5%	59.6%	54	57.5%	--	--	--	--	
Timeliness of appointment for immediate care	--	71.4%	65.9%	65	60.5%	--	--	--	--	
Timeliness of appointment for check-up or routine care	--	80.0%	71.4%	76	66.0%	--	--	--	--	
Medical questions asked during office hours answered same day	--	75.0%	60.6%	87	55.1%	--	--	--	--	
Provider seen within 15 minutes of appointment time	--	30.8%	46.7%	16	53.5%	--	--	--	--	
How Well Providers Communicate With Patients	--	91.0%	85.0%	79	84.6%	--	--	--	--	
Clear communication by provider	--	92.3%	87.8%	72	86.5%	--	--	--	--	
Provider listened carefully	--	84.6%	87.5%	32	85.7%	--	--	--	--	
Provider gave clear information	--	100.0%	85.6%	99	85.4%	--	--	--	--	
Provider knew important medical history	--	84.6%	75.0%	84	77.2%	--	--	--	--	
Provider respected what patient said	--	92.3%	89.9%	57	88.9%	--	--	--	--	
Provider spent enough time with patient	--	92.3%	84.0%	83	84.0%	--	--	--	--	
Follow-Up On Test Results	--	69.2%	79.5%	16	69.6%	--	--	--	--	
Office followed-up with test results	--	69.2%	79.5%	16	69.6%	--	--	--	--	
Patients' Rating of the Provider	--	76.9%	78.9%	40	81.2%	--	--	--	--	
Provider - Overall Rating	--	76.9%	78.9%	40	81.2%	--	--	--	--	
Helpful, Courteous, And Respectful Office Staff	--	76.0%	76.5%	41	75.6%	--	--	--	--	
Helpfulness of clerks and receptionists	--	66.7%	70.6%	31	69.5%	--	--	--	--	
Courtesy / respect of clerks and receptionists	--	84.6%	82.5%	55	81.7%	--	--	--	--	

Reporting Group = Community Health Systems - CHS Legacy CG CAHPS

HSTM DB: Family Practice

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



Kish, D.O., John - [HSTM DB = Family Practice]

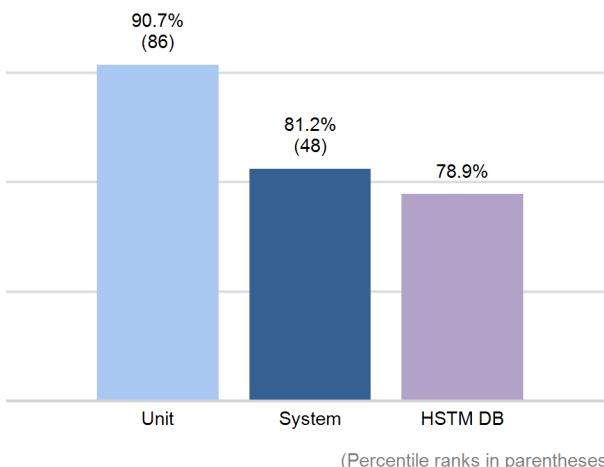
Wilkes-Barre Intermountain Clinic, LLC
Community Health Systems

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

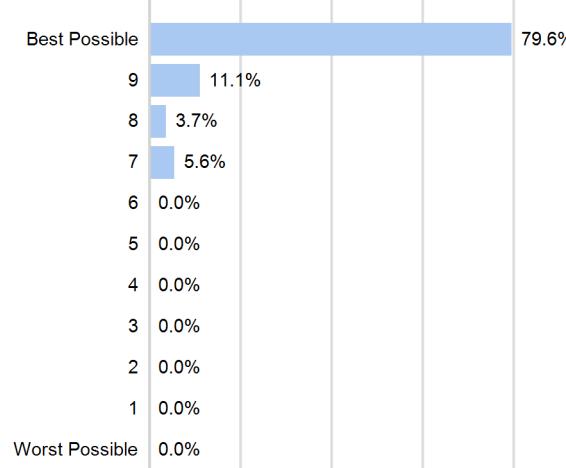
Report created 12/16/2015

Provider - Overall Rating

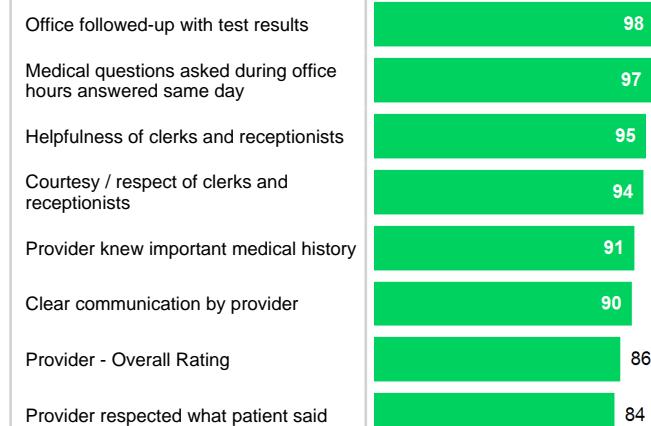
Performance Comparisons



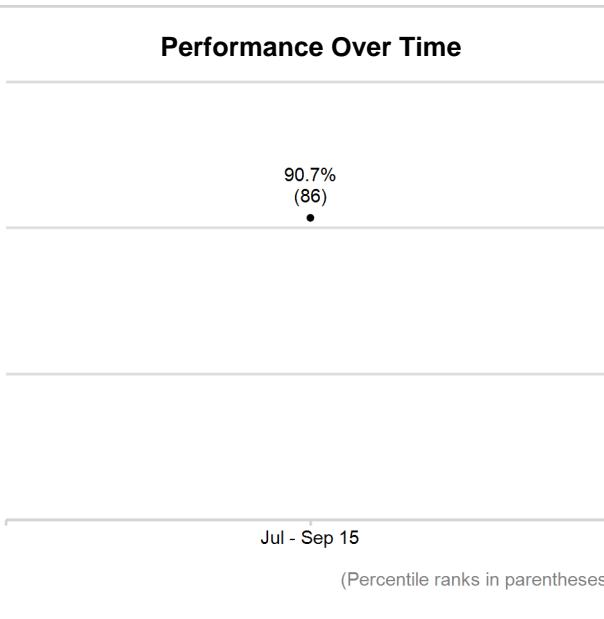
Response Distribution



Top Performers (Percentile Rank)

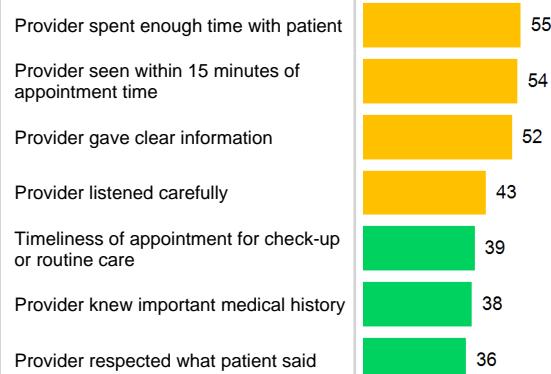


Performance Over Time



Top Priorities (Priority Index Score)

10/1/2014 - 9/30/2015

Priority Level: ■ High ■ Medium ■ Low

Bottom Performers (Percentile Rank)

Provider seen within 15 minutes of appointment time



	Correlation	Jul - Sep 15 # of Completes = 54			Reporting Group Top Box	Prior 12 Months # of Completes = 0			Change in Top Box	Priority Level
		Top Box Score	HSTM DB Top Box	Percentile Rank		Top Box Score	Percentile Rank			
Getting Timely Appointments, Care, and Information	0.34	67.8%	59.6%	79	57.5%	--	--	--	--	
Timeliness of appointment for immediate care	--	75.9%	65.9%	78	60.5%	--	--	--	--	
Timeliness of appointment for check-up or routine care	0.34	79.2%	71.4%	73	66.0%	--	--	--	 39	
Medical questions asked during office hours answered same day	--	85.7%	60.6%	97	55.1%	--	--	--	--	
Timely answer to medical questions asked after office hours	--	71.4%	59.2%	79	49.0%	--	--	--	--	
Provider seen within 15 minutes of appointment time	0.33	42.6%	46.7%	36	53.5%	--	--	--	 54	
How Well Providers Communicate With Patients	0.51	92.1%	85.0%	85	84.6%	--	--	--	--	
Clear communication by provider	0.28	96.2%	87.8%	90	86.5%	--	--	--	 29	
Provider listened carefully	0.54	94.4%	87.5%	80	85.7%	--	--	--	 43	
Provider gave clear information	0.67	89.6%	85.6%	67	85.4%	--	--	--	 52	
Provider knew important medical history	0.66	88.7%	75.0%	91	77.2%	--	--	--	 38	
Provider respected what patient said	0.38	96.3%	89.9%	84	88.9%	--	--	--	 36	
Provider spent enough time with patient	0.53	87.0%	84.0%	57	84.0%	--	--	--	 55	
Follow-Up On Test Results	0.04	94.3%	79.5%	98	69.6%	--	--	--	--	
Office followed-up with test results	0.04	94.3%	79.5%	98	69.6%	--	--	--	 13	
Patients' Rating of the Provider	1.00	90.7%	78.9%	86	81.2%	--	--	--	--	
Provider - Overall Rating	1.00	90.7%	78.9%	86	81.2%	--	--	--	--	
Helpful, Courteous, And Respectful Office Staff	0.22	90.7%	76.5%	96	75.6%	--	--	--	--	
Helpfulness of clerks and receptionists	0.39	87.0%	70.6%	95	69.5%	--	--	--	 31	
Courtesy / respect of clerks and receptionists	0.04	94.4%	82.5%	94	81.7%	--	--	--	 15	

Reporting Group = Community Health Systems - CHS Legacy CG CAHPS

HSTM DB: Family Practice

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



Biscotti, M.D., Mauer - [HSTM DB = Internal Medicine]

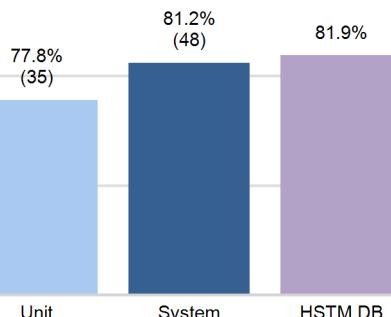
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Community Health Systems

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Jul - Sep 15

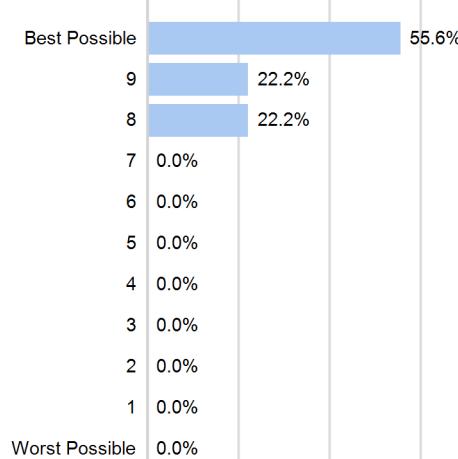
Report created 12/16/2015

Provider - Overall Rating

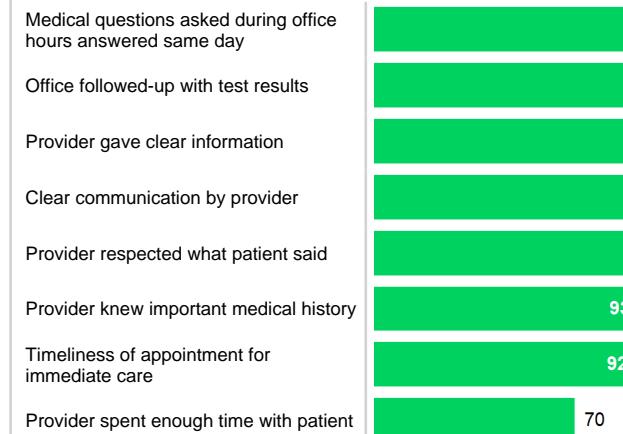
Performance Comparisons



Response Distribution



Top Performers (Percentile Rank)



Performance Over Time

77.8%
(35)

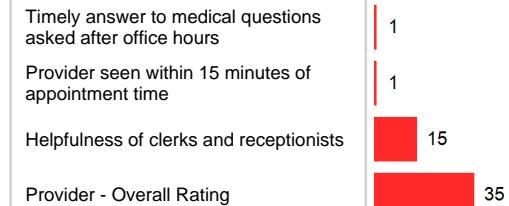
Jul - Sep 15

(Percentile ranks in parentheses)

Top Priorities (Priority Index Score)

No data available for Priority Analysis.

Bottom Performers (Percentile Rank)



	Correlation	Jul - Sep 15 # of Completes = 9			Reporting Group Top Box	Prior 12 Months # of Completes = 0			Change in Top Box	Priority Level
		Top Box Score	HSTM DB Top Box	Percentile Rank		Top Box Score	Percentile Rank			
Getting Timely Appointments, Care, and Information	--	60.7%	63.2%	31	57.5%	--	--	--	--	
Timeliness of appointment for immediate care	--	87.5%	69.4%	92	60.5%	--	--	--	--	
Timeliness of appointment for check-up or routine care	--	80.0%	73.4%	63	66.0%	--	--	--	--	
Medical questions asked during office hours answered same day	--	100.0%	67.8%	99	55.1%	--	--	--	--	
Timely answer to medical questions asked after office hours	--	0.0%	65.0%	1	49.0%	--	--	--	--	
Provider seen within 15 minutes of appointment time	--	11.1%	49.4%	1	53.5%	--	--	--	--	
How Well Providers Communicate With Patients	--	94.2%	86.5%	93	84.6%	--	--	--	--	
Clear communication by provider	--	100.0%	88.7%	99	86.5%	--	--	--	--	
Provider listened carefully	--	88.9%	88.1%	58	85.7%	--	--	--	--	
Provider gave clear information	--	100.0%	87.0%	99	85.4%	--	--	--	--	
Provider knew important medical history	--	88.9%	78.3%	93	77.2%	--	--	--	--	
Provider respected what patient said	--	100.0%	90.4%	99	88.9%	--	--	--	--	
Provider spent enough time with patient	--	88.9%	86.0%	70	84.0%	--	--	--	--	
Follow-Up On Test Results	--	100.0%	79.0%	99	69.6%	--	--	--	--	
Office followed-up with test results	--	100.0%	79.0%	99	69.6%	--	--	--	--	
Patients' Rating of the Provider	--	77.8%	81.9%	35	81.2%	--	--	--	--	
Provider - Overall Rating	--	77.8%	81.9%	35	81.2%	--	--	--	--	
Helpful, Courteous, And Respectful Office Staff	--	77.8%	80.7%	27	75.6%	--	--	--	--	
Helpfulness of clerks and receptionists	--	66.7%	74.9%	15	69.5%	--	--	--	--	
Courtesy / respect of clerks and receptionists	--	88.9%	85.9%	55	81.7%	--	--	--	--	

Reporting Group = Community Health Systems - CHS Legacy CG CAHPS

HSTM DB: Internal Medicine

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



Bobeck, M.D., John J. - [HSTM DB = Family Practice]

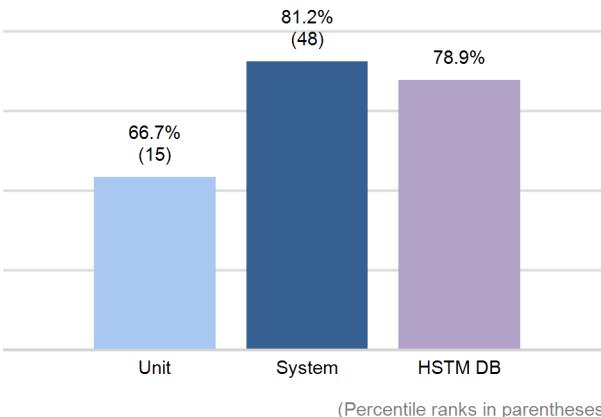
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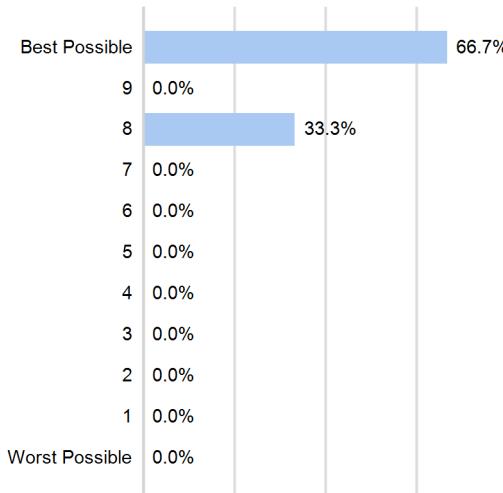
Report created 12/16/2015

Provider - Overall Rating

Performance Comparisons



Response Distribution



Top Performers (Percentile Rank)

Medical questions asked during office hours answered same day



Courtesy / respect of clerks and receptionists



Helpfulness of clerks and receptionists



Performance Over Time

66.7%
(15)

Jul - Sep 15

(Percentile ranks in parentheses)

Top Priorities (Priority Index Score)

No data available for Priority Analysis.

Bottom Performers (Percentile Rank)

Provider listened carefully

1

Provider respected what patient said

1

Provider seen within 15 minutes of appointment time

1

Timeliness of appointment for check-up or routine care

1

Clear communication by provider

2

Provider spent enough time with patient

2

Provider gave clear information

3

Office followed-up with test results

12

	Correlation	Jul - Sep 15 # of Completes = 3			Reporting Group Top Box	Prior 12 Months # of Completes = 0			Change in Top Box	Priority Level
		Top Box Score	HSTM DB Top Box	Percentile Rank		Top Box Score	Percentile Rank			
Getting Timely Appointments, Care, and Information	--	37.5%	59.6%	2	57.5%	--	--	--	--	
Timeliness of appointment for check-up or routine care	--	33.3%	71.4%	1	66.0%	--	--	--	--	
Medical questions asked during office hours answered same day	--	100.0%	60.6%	99	55.1%	--	--	--	--	
Provider seen within 15 minutes of appointment time	--	0.0%	46.7%	1	53.5%	--	--	--	--	
How Well Providers Communicate With Patients	--	66.7%	85.0%	2	84.6%	--	--	--	--	
Clear communication by provider	--	66.7%	87.8%	2	86.5%	--	--	--	--	
Provider listened carefully	--	66.7%	87.5%	1	85.7%	--	--	--	--	
Provider gave clear information	--	66.7%	85.6%	3	85.4%	--	--	--	--	
Provider knew important medical history	--	66.7%	75.0%	23	77.2%	--	--	--	--	
Provider respected what patient said	--	66.7%	89.9%	1	88.9%	--	--	--	--	
Provider spent enough time with patient	--	66.7%	84.0%	2	84.0%	--	--	--	--	
Follow-Up On Test Results	--	66.7%	79.5%	12	69.6%	--	--	--	--	
Office followed-up with test results	--	66.7%	79.5%	12	69.6%	--	--	--	--	
Patients' Rating of the Provider	--	66.7%	78.9%	15	81.2%	--	--	--	--	
Provider - Overall Rating	--	66.7%	78.9%	15	81.2%	--	--	--	--	
Helpful, Courteous, And Respectful Office Staff	--	100.0%	76.5%	99	75.6%	--	--	--	--	
Helpfulness of clerks and receptionists	--	100.0%	70.6%	99	69.5%	--	--	--	--	
Courtesy / respect of clerks and receptionists	--	100.0%	82.5%	99	81.7%	--	--	--	--	

Reporting Group = Community Health Systems - CHS Legacy CG CAHPS

HSTM DB: Family Practice

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



Julius, M.D., Ernest - [HSTM DB = Family Practice]

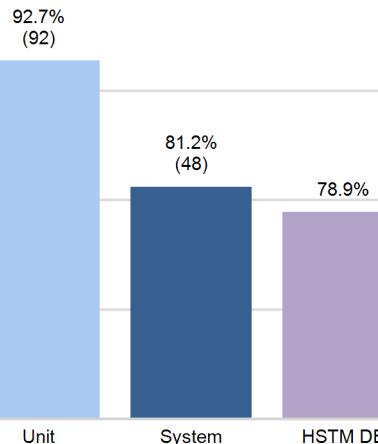
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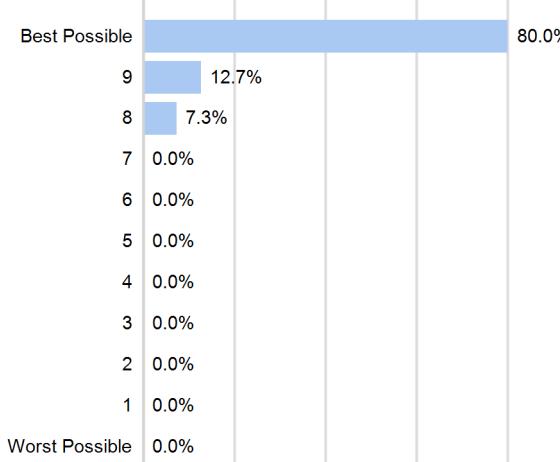
Report created 12/16/2015

Provider - Overall Rating

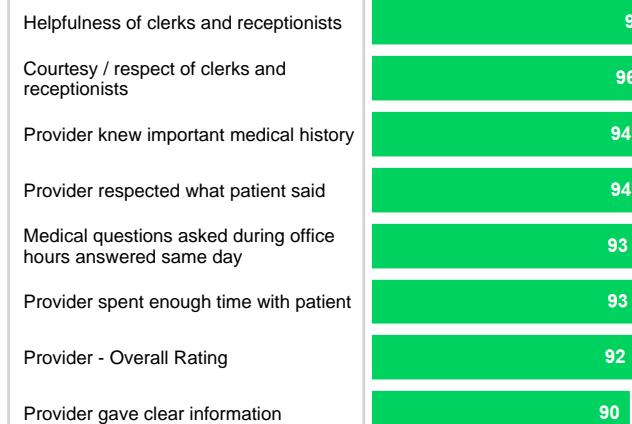
Performance Comparisons



Response Distribution



Top Performers (Percentile Rank)



Performance Over Time

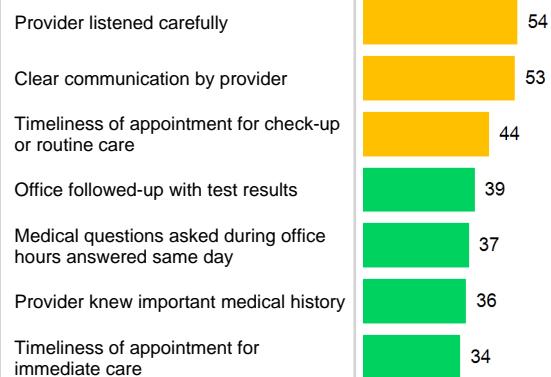
92.7%
(92)

Jul - Sep 15

(Percentile ranks in parentheses)

Top Priorities (Priority Index Score)

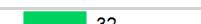
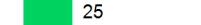
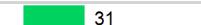
10/1/2014 - 9/30/2015

Priority Level: ■ High ■ Medium ■ Low

Bottom Performers (Percentile Rank)

Timely answer to medical questions asked after office hours

20

	Correlation	Jul - Sep 15 # of Completes = 55			Reporting Group Top Box	Prior 12 Months # of Completes = 0			Change in Top Box	Priority Level
		Top Box Score	HSTM DB Top Box	Percentile Rank		Top Box Score	Percentile Rank			
Getting Timely Appointments, Care, and Information	0.37	69.5%	59.6%	83	57.5%	--	--	--		
Timeliness of appointment for immediate care	0.31	77.4%	65.9%	82	60.5%	--	--	--	 34	
Timeliness of appointment for check-up or routine care	0.40	78.4%	71.4%	70	66.0%	--	--	--	 44	
Medical questions asked during office hours answered same day	0.60	80.6%	60.6%	93	55.1%	--	--	--	 37	
Timely answer to medical questions asked after office hours	--	50.0%	59.2%	20	49.0%	--	--	--		
Provider seen within 15 minutes of appointment time	0.15	52.7%	46.7%	63	53.5%	--	--	--	 33	
How Well Providers Communicate With Patients	0.43	92.9%	85.0%	88	84.6%	--	--	--		
Clear communication by provider	0.43	89.1%	87.8%	54	86.5%	--	--	--	 53	
Provider listened carefully	0.61	90.7%	87.5%	62	85.7%	--	--	--	 54	
Provider gave clear information	0.23	94.2%	85.6%	90	85.4%	--	--	--	 26	
Provider knew important medical history	0.61	90.9%	75.0%	94	77.2%	--	--	--	 36	
Provider respected what patient said	0.40	98.2%	89.9%	94	88.9%	--	--	--	 32	
Provider spent enough time with patient	0.30	94.5%	84.0%	93	84.0%	--	--	--	 28	
Follow-Up On Test Results	0.53	88.9%	79.5%	87	69.6%	--	--	--		
Office followed-up with test results	0.53	88.9%	79.5%	87	69.6%	--	--	--	 39	
Patients' Rating of the Provider	1.00	92.7%	78.9%	92	81.2%	--	--	--		
Provider - Overall Rating	1.00	92.7%	78.9%	92	81.2%	--	--	--		
Helpful, Courteous, And Respectful Office Staff	0.35	95.5%	76.5%	98	75.6%	--	--	--		
Helpfulness of clerks and receptionists	0.30	94.5%	70.6%	99	69.5%	--	--	--	 25	
Courtesy / respect of clerks and receptionists	0.41	96.4%	82.5%	96	81.7%	--	--	--	 31	

Reporting Group = Community Health Systems - CHS Legacy CG CAHPS

HSTM DB: Family Practice

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



Kilduff, D.O., Patrick - [HSTM DB = Internal Medicine]

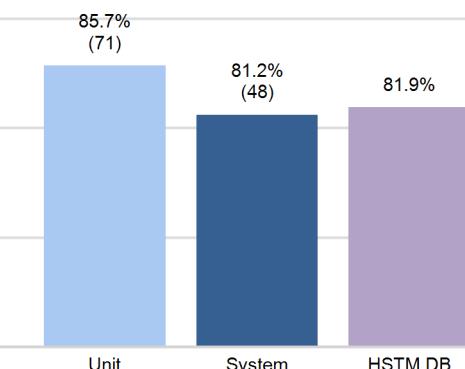
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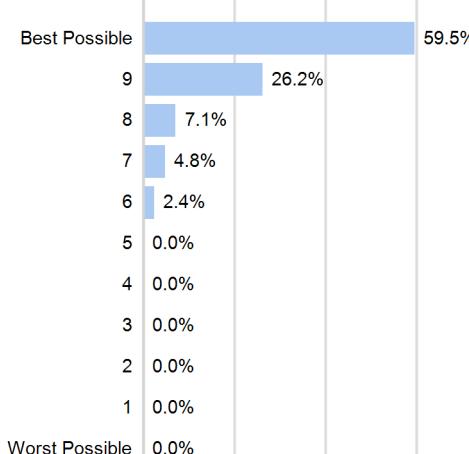
Report created 12/16/2015

Provider - Overall Rating

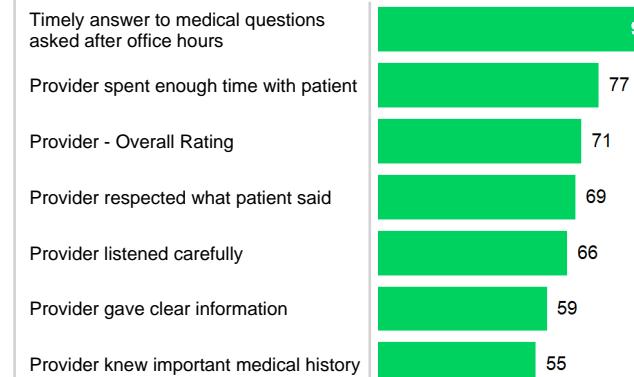
Performance Comparisons



Response Distribution



Top Performers (Percentile Rank)



Performance Over Time

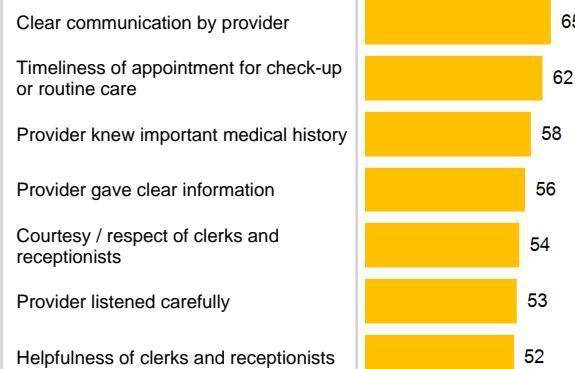
85.7%
(71)

Jul - Sep 15

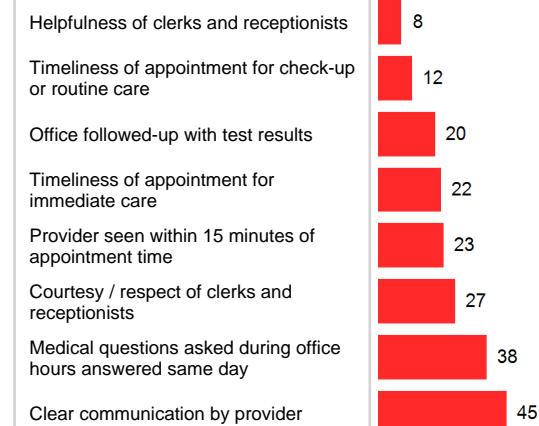
(Percentile ranks in parentheses)

Top Priorities (Priority Index Score)

10/1/2014 - 9/30/2015

Priority Level: ■ High ■ Medium ■ Low

Bottom Performers (Percentile Rank)



	Correlation	Jul - Sep 15 # of Completes = 42			Reporting Group Top Box	Prior 12 Months # of Completes = 0			Change in Top Box	Priority Level
		Top Box Score	HSTM DB Top Box	Percentile Rank		Top Box Score	Percentile Rank			
Getting Timely Appointments, Care, and Information	0.26	56.1%	63.2%	15	57.5%	--	--	--	--	
Timeliness of appointment for immediate care	--	62.5%	69.4%	22	60.5%	--	--	--	--	
Timeliness of appointment for check-up or routine care	0.37	65.7%	73.4%	12	66.0%	--	--	--	62	
Medical questions asked during office hours answered same day	--	63.2%	67.8%	38	55.1%	--	--	--	--	
Timely answer to medical questions asked after office hours	--	100.0%	65.0%	99	49.0%	--	--	--	--	
Provider seen within 15 minutes of appointment time	0.16	38.1%	49.4%	23	53.5%	--	--	--	45	
How Well Providers Communicate With Patients	0.72	88.0%	86.5%	64	84.6%	--	--	--	--	
Clear communication by provider	0.74	88.1%	88.7%	45	86.5%	--	--	--	65	
Provider listened carefully	0.80	90.5%	88.1%	66	85.7%	--	--	--	53	
Provider gave clear information	0.62	87.8%	87.0%	59	85.4%	--	--	--	56	
Provider knew important medical history	0.59	78.6%	78.3%	55	77.2%	--	--	--	58	
Provider respected what patient said	0.77	92.9%	90.4%	69	88.9%	--	--	--	51	
Provider spent enough time with patient	0.79	90.5%	86.0%	77	84.0%	--	--	--	46	
Follow-Up On Test Results	0.22	70.0%	79.0%	20	69.6%	--	--	--	--	
Office followed-up with test results	0.22	70.0%	79.0%	20	69.6%	--	--	--	50	
Patients' Rating of the Provider	1.00	85.7%	81.9%	71	81.2%	--	--	--	--	
Provider - Overall Rating	1.00	85.7%	81.9%	71	81.2%	--	--	--	--	
Helpful, Courteous, And Respectful Office Staff	0.26	72.6%	80.7%	14	75.6%	--	--	--	--	
Helpfulness of clerks and receptionists	0.23	61.9%	74.9%	8	69.5%	--	--	--	52	
Courtesy / respect of clerks and receptionists	0.30	83.3%	85.9%	27	81.7%	--	--	--	54	



Menio, M.D., John N. - [HSTM DB = Family Practice]

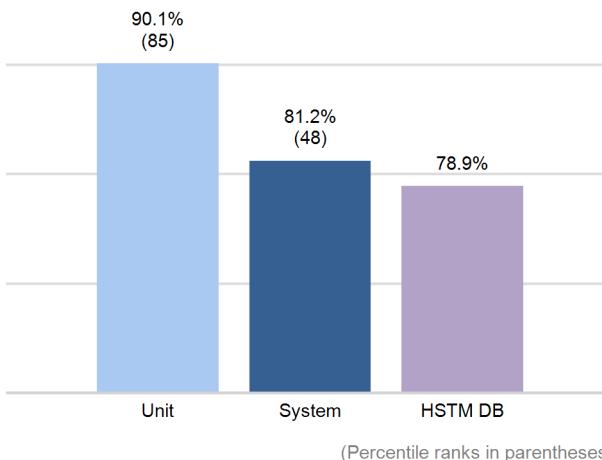
Wilkes-Barre Intermountain Clinic, LLC
Community Health Systems

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

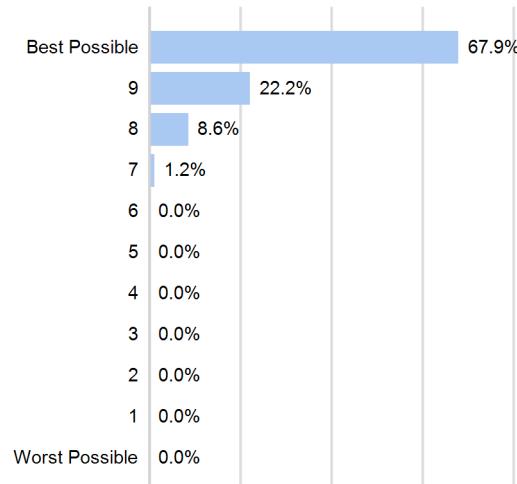
Report created 12/16/2015

Provider - Overall Rating

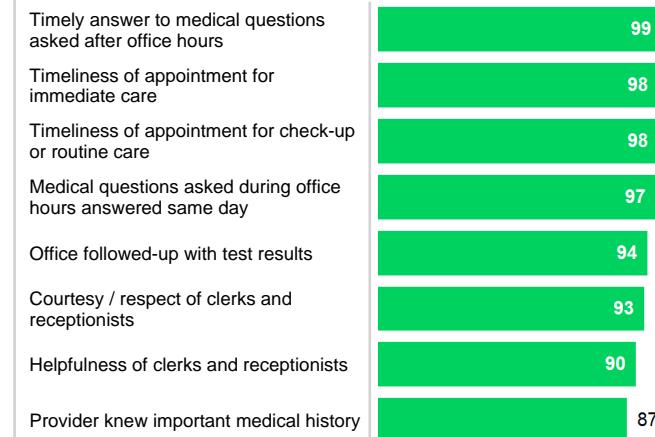
Performance Comparisons



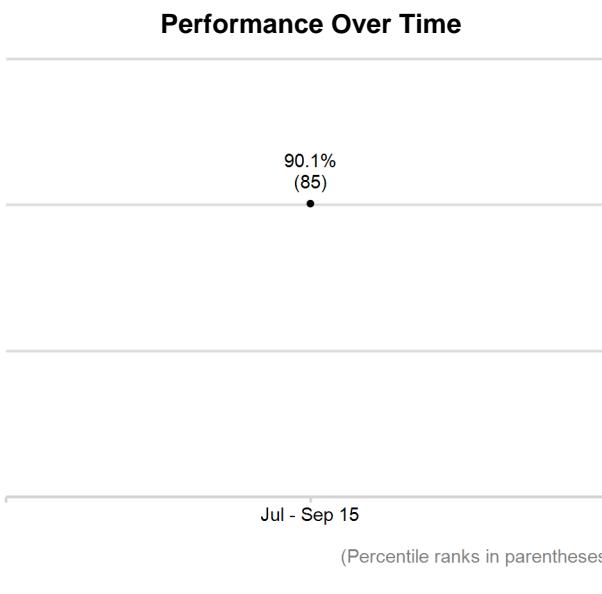
Response Distribution



Top Performers (Percentile Rank)

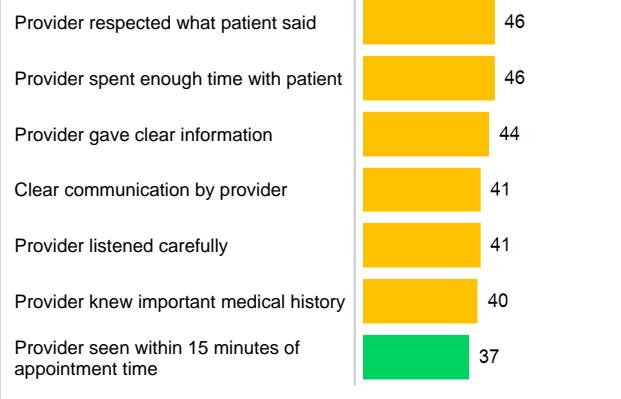


Performance Over Time



Top Priorities (Priority Index Score)

10/1/2014 - 9/30/2015

Priority Level: ■ High ■ Medium ■ Low

Bottom Performers (Percentile Rank)

No data meets the specified criteria.

	Jul - Sep 15 # of Completes = 82				Reporting Group Top Box	Prior 12 Months # of Completes = 0			Change in Top Box	Priority Level
	Correlation	Top Box Score	HSTM DB Top Box	Percentile Rank		Top Box Score	Percentile Rank			
Getting Timely Appointments, Care, and Information	0.37	83.5%	59.6%	99	57.5%	--	--	--		
Timeliness of appointment for immediate care	0.01	92.2%	65.9%	98	60.5%	--	--	--	█ 11	
Timeliness of appointment for check-up or routine care	0.31	94.7%	71.4%	98	66.0%	--	--	--	█ 26	
Medical questions asked during office hours answered same day	0.72	86.0%	60.6%	97	55.1%	--	--	--	█ 35	
Timely answer to medical questions asked after office hours	--	100.0%	59.2%	99	49.0%	--	--	--		
Provider seen within 15 minutes of appointment time	0.44	65.4%	46.7%	87	53.5%	--	--	--	█ 37	
How Well Providers Communicate With Patients	0.45	90.8%	85.0%	78	84.6%	--	--	--		
Clear communication by provider	0.27	90.0%	87.8%	60	86.5%	--	--	--	█ 41	
Provider listened carefully	0.36	92.6%	87.5%	71	85.7%	--	--	--	█ 41	
Provider gave clear information	0.52	91.8%	85.6%	78	85.4%	--	--	--	█ 44	
Provider knew important medical history	0.63	86.4%	75.0%	87	77.2%	--	--	--	█ 40	
Provider respected what patient said	0.43	93.8%	89.9%	68	88.9%	--	--	--	█ 46	
Provider spent enough time with patient	0.50	90.1%	84.0%	72	84.0%	--	--	--	█ 46	
Follow-Up On Test Results	0.13	93.2%	79.5%	94	69.6%	--	--	--		
Office followed-up with test results	0.13	93.2%	79.5%	94	69.6%	--	--	--	█ 20	
Patients' Rating of the Provider	1.00	90.1%	78.9%	85	81.2%	--	--	--		
Provider - Overall Rating	1.00	90.1%	78.9%	85	81.2%	--	--	--		
Helpful, Courteous, And Respectful Office Staff	0.46	89.5%	76.5%	92	75.6%	--	--	--		
Helpfulness of clerks and receptionists	0.49	85.2%	70.6%	90	69.5%	--	--	--	█ 36	
Courtesy / respect of clerks and receptionists	0.43	93.8%	82.5%	93	81.7%	--	--	--	█ 33	

Reporting Group = Community Health Systems - CHS Legacy CG CAHPS

HSTM DB: Family Practice

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



Mott, M.D., Brian - [HSTM DB = Surgical]

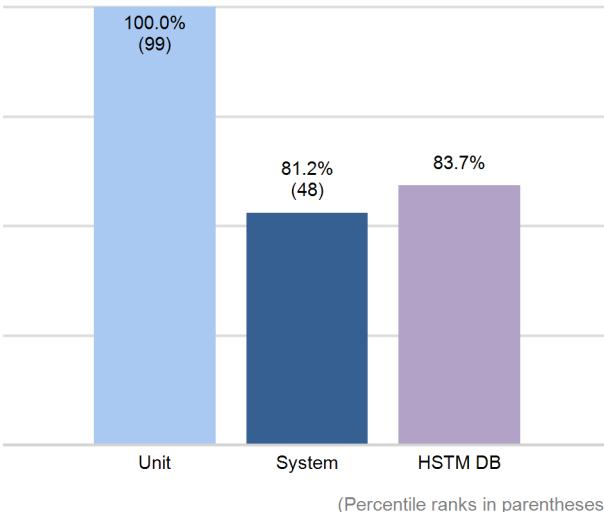
Wilkes-Barre Intermountain Clinic, LLC
Community Health Systems

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

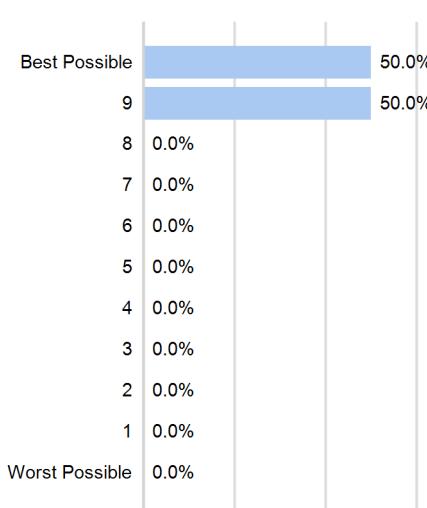
Report created 12/16/2015

Provider - Overall Rating

Performance Comparisons



Response Distribution



Top Performers (Percentile Rank)

Provider - Overall Rating



Timeliness of appointment for check-up or routine care



Performance Over Time

100.0%
(99)

Jul - Sep 15

(Percentile ranks in parentheses)

Top Priorities (Priority Index Score)

No data available for Priority Analysis.

Bottom Performers (Percentile Rank)

Clear communication by provider	1
Courtesy / respect of clerks and receptionists	1
Helpfulness of clerks and receptionists	1
Office followed-up with test results	1
Provider gave clear information	1
Provider knew important medical history	1
Provider listened carefully	1
Provider respected what patient said	1

	Correlation	Jul - Sep 15 # of Completes = 2			Reporting Group Top Box	Prior 12 Months # of Completes = 0			Change in Top Box	Priority Level
		Top Box Score	HSTM DB Top Box	Percentile Rank		Top Box Score	Percentile Rank			
Getting Timely Appointments, Care, and Information	--	75.0%	70.7%	60	57.5%	--	--	--	--	
Timeliness of appointment for check-up or routine care	--	100.0%	81.5%	99	66.0%	--	--	--	--	
Provider seen within 15 minutes of appointment time	--	50.0%	57.1%	29	53.5%	--	--	--	--	
How Well Providers Communicate With Patients	--	50.0%	86.9%	1	84.6%	--	--	--	--	
Clear communication by provider	--	50.0%	89.0%	1	86.5%	--	--	--	--	
Provider listened carefully	--	50.0%	88.4%	1	85.7%	--	--	--	--	
Provider gave clear information	--	50.0%	88.0%	1	85.4%	--	--	--	--	
Provider knew important medical history	--	50.0%	79.5%	1	77.2%	--	--	--	--	
Provider respected what patient said	--	50.0%	90.1%	1	88.9%	--	--	--	--	
Provider spent enough time with patient	--	50.0%	86.1%	1	84.0%	--	--	--	--	
Follow-Up On Test Results	--	50.0%	79.5%	1	69.6%	--	--	--	--	
Office followed-up with test results	--	50.0%	79.5%	1	69.6%	--	--	--	--	
Patients' Rating of the Provider	--	100.0%	83.7%	99	81.2%	--	--	--	--	
Provider - Overall Rating	--	100.0%	83.7%	99	81.2%	--	--	--	--	
Helpful, Courteous, And Respectful Office Staff	--	50.0%	85.1%	1	75.6%	--	--	--	--	
Helpfulness of clerks and receptionists	--	50.0%	81.1%	1	69.5%	--	--	--	--	
Courtesy / respect of clerks and receptionists	--	50.0%	89.1%	1	81.7%	--	--	--	--	



Briskie, D.O., Joseph - [HSTM DB = Cardiology]

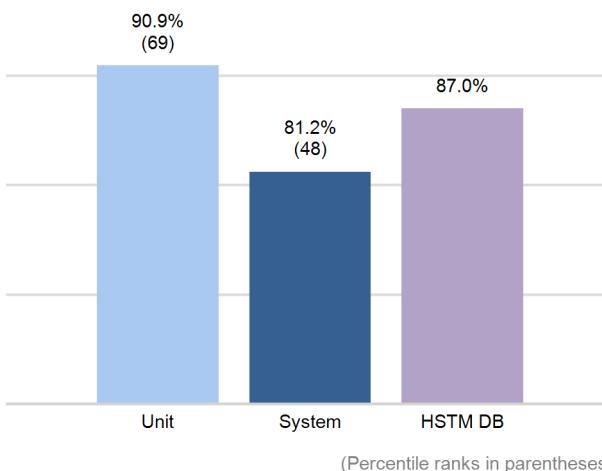
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Jul - Sep 15

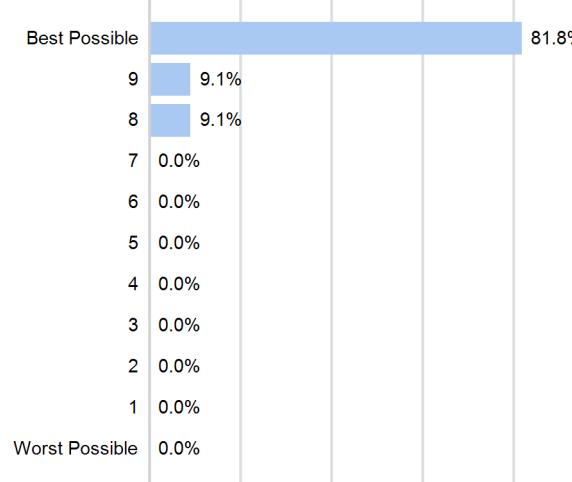
Report created 12/16/2015

Provider - Overall Rating

Performance Comparisons



Response Distribution



Top Performers (Percentile Rank)



Performance Over Time

90.9%
(69)

Jul - Sep 15

(Percentile ranks in parentheses)

Top Priorities (Priority Index Score)

No data available for Priority Analysis.

Bottom Performers (Percentile Rank)

Provider respected what patient said

33

Provider listened carefully

48

	Correlation	Jul - Sep 15 # of Completes = 22			Reporting Group Top Box	Prior 12 Months # of Completes = 0			Change in Top Box	Priority Level
		Top Box Score	HSTM DB Top Box	Percentile Rank		Top Box Score	Percentile Rank			
Getting Timely Appointments, Care, and Information	--	83.3%	63.3%	99	57.5%	--	--	--	--	
Timeliness of appointment for immediate care	--	75.0%	73.3%	58	60.5%	--	--	--	--	
Timeliness of appointment for check-up or routine care	--	85.0%	75.1%	89	66.0%	--	--	--	--	
Medical questions asked during office hours answered same day	--	100.0%	66.8%	99	55.1%	--	--	--	--	
Timely answer to medical questions asked after office hours	--	100.0%	65.9%	99	49.0%	--	--	--	--	
Provider seen within 15 minutes of appointment time	--	77.3%	50.6%	99	53.5%	--	--	--	--	
How Well Providers Communicate With Patients	--	92.1%	88.6%	73	84.6%	--	--	--	--	
Clear communication by provider	--	95.5%	89.3%	84	86.5%	--	--	--	--	
Provider listened carefully	--	90.5%	90.2%	48	85.7%	--	--	--	--	
Provider gave clear information	--	94.4%	88.1%	86	85.4%	--	--	--	--	
Provider knew important medical history	--	90.9%	83.2%	84	77.2%	--	--	--	--	
Provider respected what patient said	--	90.9%	92.1%	33	88.9%	--	--	--	--	
Provider spent enough time with patient	--	90.9%	88.6%	62	84.0%	--	--	--	--	
Follow-Up On Test Results	--	85.0%	78.7%	81	69.6%	--	--	--	--	
Office followed-up with test results	--	85.0%	78.7%	81	69.6%	--	--	--	--	
Patients' Rating of the Provider	--	90.9%	87.0%	69	81.2%	--	--	--	--	
Provider - Overall Rating	--	90.9%	87.0%	69	81.2%	--	--	--	--	
Helpful, Courteous, And Respectful Office Staff	--	95.5%	85.4%	99	75.6%	--	--	--	--	
Helpfulness of clerks and receptionists	--	90.9%	80.9%	94	69.5%	--	--	--	--	
Courtesy / respect of clerks and receptionists	--	100.0%	89.9%	99	81.7%	--	--	--	--	



Adler, M.D., Michael - [HSTM DB = Endocrinology]

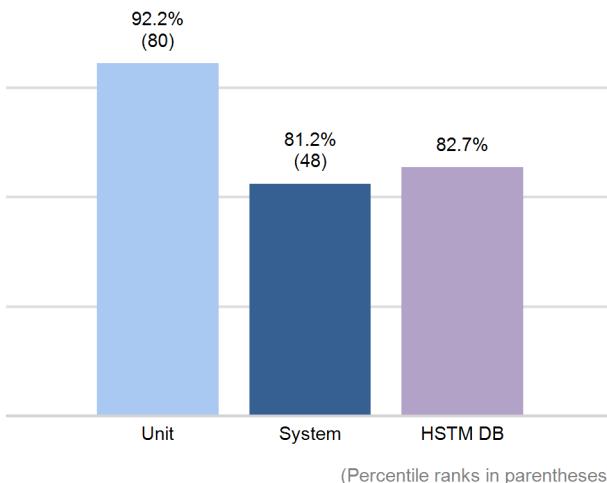
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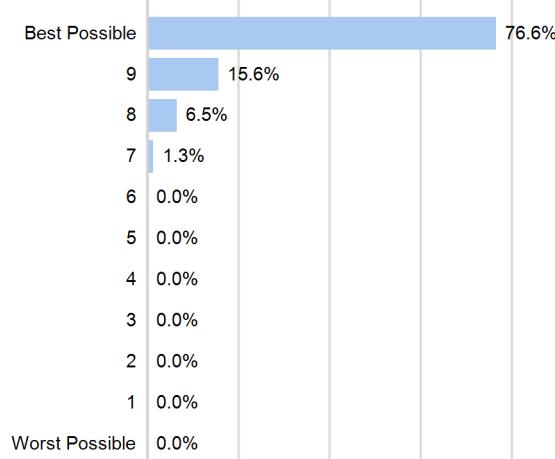
Report created 12/16/2015

Provider - Overall Rating

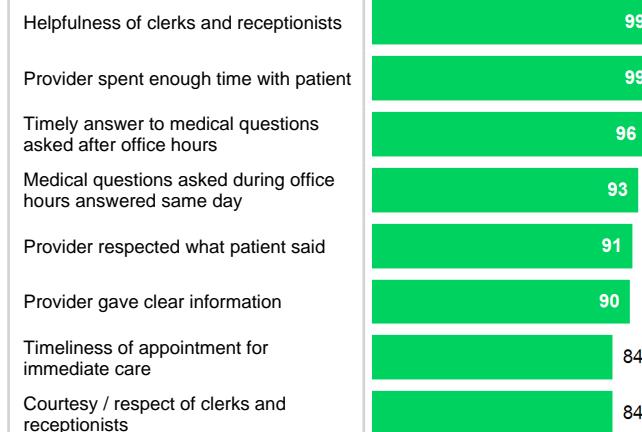
Performance Comparisons



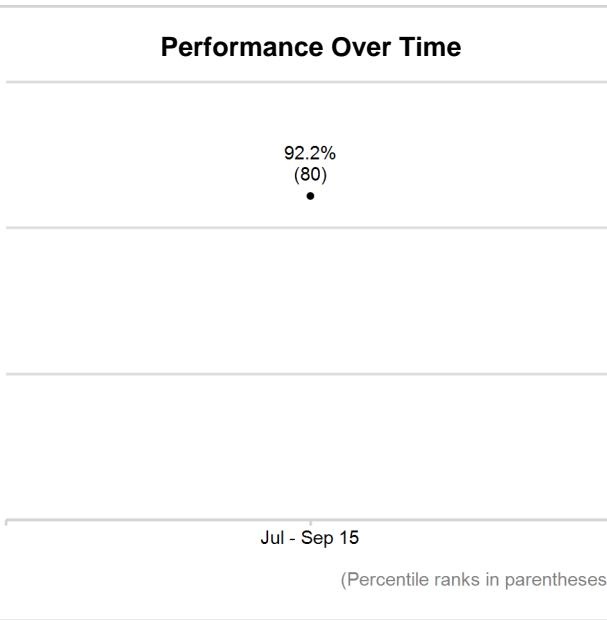
Response Distribution



Top Performers (Percentile Rank)

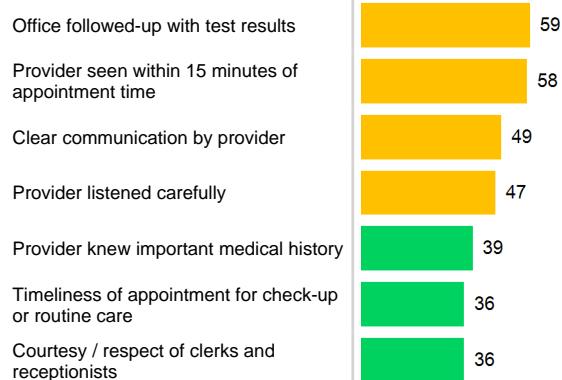


Performance Over Time



Top Priorities (Priority Index Score)

10/1/2014 - 9/30/2015

Priority Level: ■ High ■ Medium ■ Low

Bottom Performers (Percentile Rank)

Provider seen within 15 minutes of appointment time



	Correlation	Jul - Sep 15 # of Completes = 78			Reporting Group Top Box	Prior 12 Months # of Completes = 0			Change in Top Box	Priority Level
		Top Box Score	HSTM DB Top Box	Percentile Rank		Top Box Score	Percentile Rank			
Getting Timely Appointments, Care, and Information	0.25	68.6%	63.2%	68	57.5%	--	--	--	--	
Timeliness of appointment for immediate care	--	78.6%	60.4%	84	60.5%	--	--	--	--	
Timeliness of appointment for check-up or routine care	0.14	74.2%	65.9%	53	66.0%	--	--	--	 36	
Medical questions asked during office hours answered same day	0.20	83.3%	64.5%	93	55.1%	--	--	--	 24	
Timely answer to medical questions asked after office hours	--	85.7%	65.0%	96	49.0%	--	--	--		
Provider seen within 15 minutes of appointment time	0.41	54.5%	62.2%	40	53.5%	--	--	--	 58	
How Well Providers Communicate With Patients	0.51	95.4%	86.9%	87	84.6%	--	--	--		
Clear communication by provider	0.77	93.5%	89.0%	73	86.5%	--	--	--	 49	
Provider listened carefully	0.63	94.8%	88.3%	76	85.7%	--	--	--	 47	
Provider gave clear information	0.24	97.1%	86.3%	90	85.4%	--	--	--	 27	
Provider knew important medical history	0.45	92.2%	81.0%	82	77.2%	--	--	--	 39	
Provider respected what patient said	0.42	97.4%	90.7%	91	88.9%	--	--	--	 34	
Provider spent enough time with patient	0.55	97.4%	86.1%	99	84.0%	--	--	--	 33	
Follow-Up On Test Results	0.55	80.3%	81.0%	51	69.6%	--	--	--		
Office followed-up with test results	0.55	80.3%	81.0%	51	69.6%	--	--	--	 59	
Patients' Rating of the Provider	1.00	92.2%	82.7%	80	81.2%	--	--	--		
Provider - Overall Rating	1.00	92.2%	82.7%	80	81.2%	--	--	--		
Helpful, Courteous, And Respectful Office Staff	0.42	88.2%	80.4%	94	75.6%	--	--	--		
Helpfulness of clerks and receptionists	0.46	86.8%	75.4%	99	69.5%	--	--	--	 31	
Courtesy / respect of clerks and receptionists	0.39	89.6%	85.4%	84	81.7%	--	--	--	 36	



Blidner, M.D., Martin - [HSTM DB = Medical]

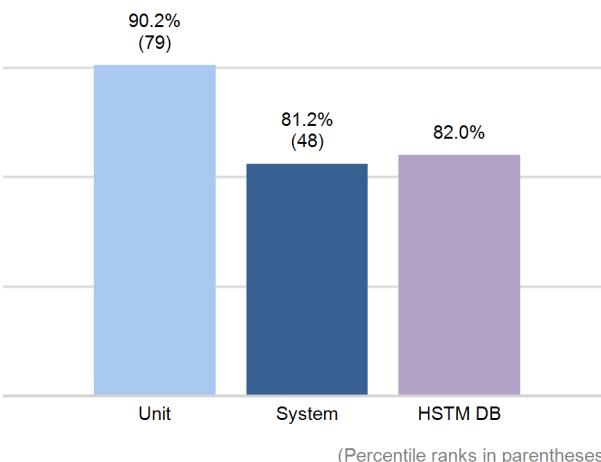
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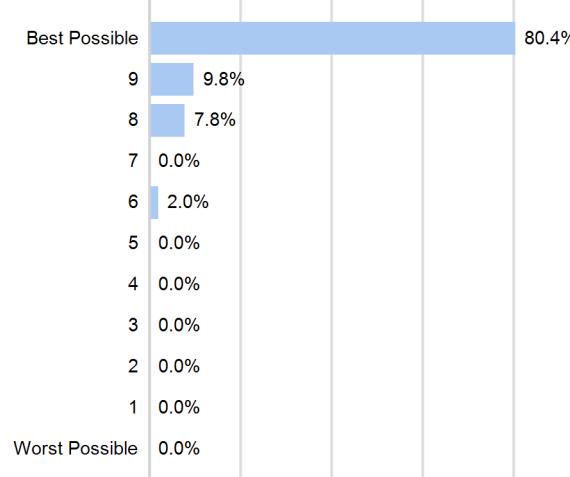
Report created 12/16/2015

Provider - Overall Rating

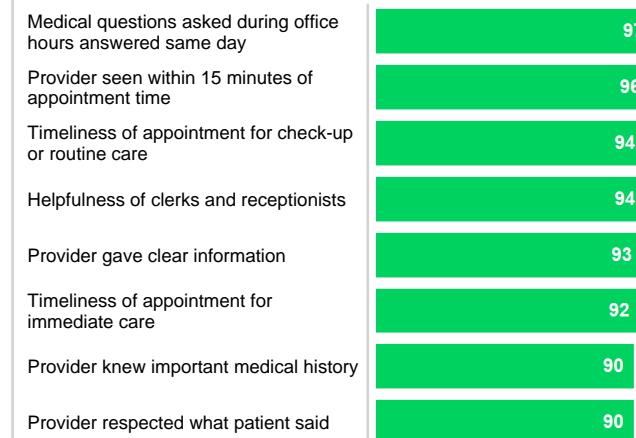
Performance Comparisons



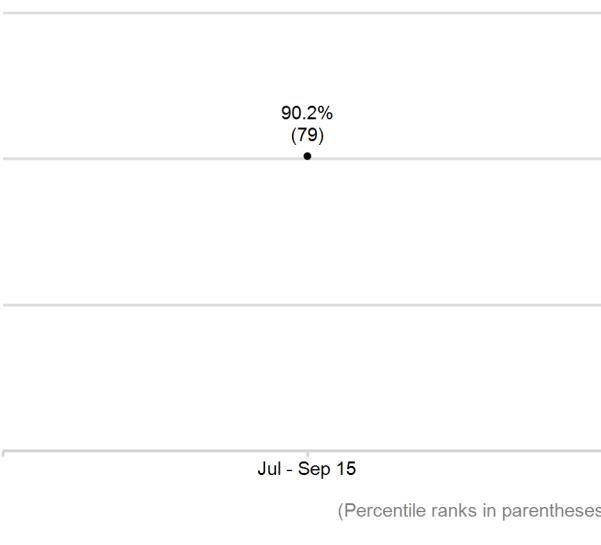
Response Distribution



Top Performers (Percentile Rank)

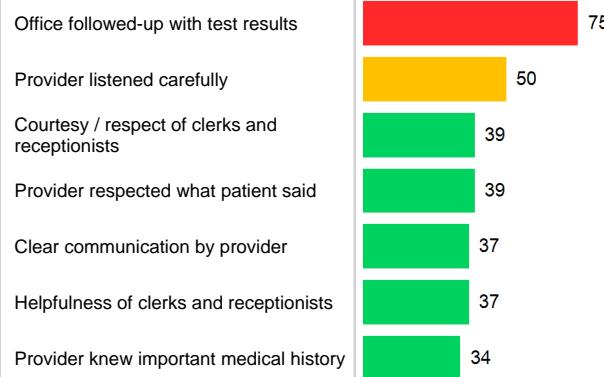


Performance Over Time

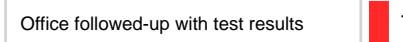


Top Priorities (Priority Index Score)

10/1/2014 - 9/30/2015



Bottom Performers (Percentile Rank)



	Correlation	Jul - Sep 15 # of Completes = 51			Reporting Group Top Box	Prior 12 Months # of Completes = 0			Change in Top Box	Priority Level
		Top Box Score	HSTM DB Top Box	Percentile Rank		Top Box Score	Percentile Rank			
Getting Timely Appointments, Care, and Information	0.09	88.6%	64.6%	99	57.5%	--	--	--	--	
Timeliness of appointment for immediate care	--	93.3%	71.8%	92	60.5%	--	--	--	--	
Timeliness of appointment for check-up or routine care	0.12	92.7%	74.4%	94	66.0%	--	--	--	19	
Medical questions asked during office hours answered same day	--	93.8%	66.1%	97	55.1%	--	--	--	--	
Provider seen within 15 minutes of appointment time	0.07	82.4%	54.8%	96	53.5%	--	--	--	15	
How Well Providers Communicate With Patients	0.45	93.0%	85.7%	92	84.6%	--	--	--	--	
Clear communication by provider	0.34	92.2%	87.0%	78	86.5%	--	--	--	37	
Provider listened carefully	0.62	92.2%	87.7%	70	85.7%	--	--	--	50	
Provider gave clear information	0.43	95.7%	86.2%	93	85.4%	--	--	--	33	
Provider knew important medical history	0.42	88.2%	78.1%	90	77.2%	--	--	--	34	
Provider respected what patient said	0.69	96.1%	90.1%	90	88.9%	--	--	--	39	
Provider spent enough time with patient	0.20	94.1%	85.0%	89	84.0%	--	--	--	25	
Follow-Up On Test Results	0.52	65.9%	78.7%	7	69.6%	--	--	--	--	
Office followed-up with test results	0.52	65.9%	78.7%	7	69.6%	--	--	--	75	
Patients' Rating of the Provider	1.00	90.2%	82.0%	79	81.2%	--	--	--	--	
Provider - Overall Rating	1.00	90.2%	82.0%	79	81.2%	--	--	--	--	
Helpful, Courteous, And Respectful Office Staff	0.65	95.1%	82.0%	95	75.6%	--	--	--	--	
Helpfulness of clerks and receptionists	0.65	94.1%	77.0%	94	69.5%	--	--	--	37	
Courtesy / respect of clerks and receptionists	0.65	96.1%	86.9%	89	81.7%	--	--	--	39	

Reporting Group = Community Health Systems - CHS Legacy CG CAHPS

HSTM DB: Medical

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



Freiman, M.D., Michael - [HSTM DB = Surgical]

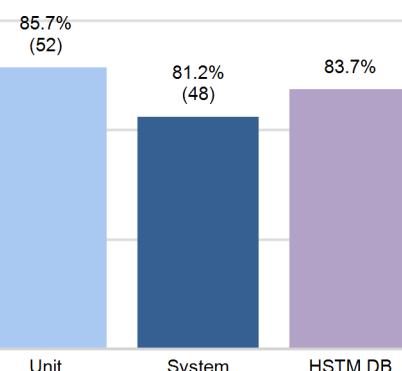
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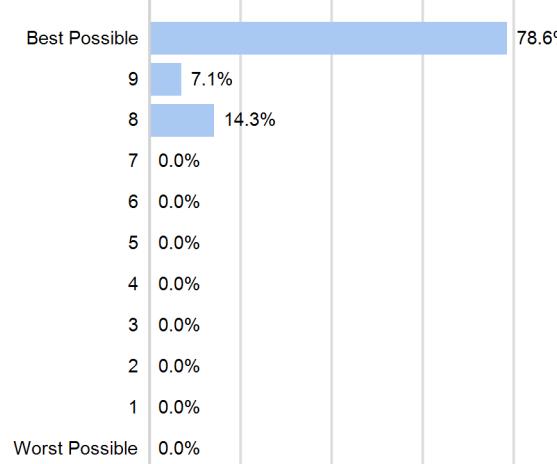
Report created 12/16/2015

Provider - Overall Rating

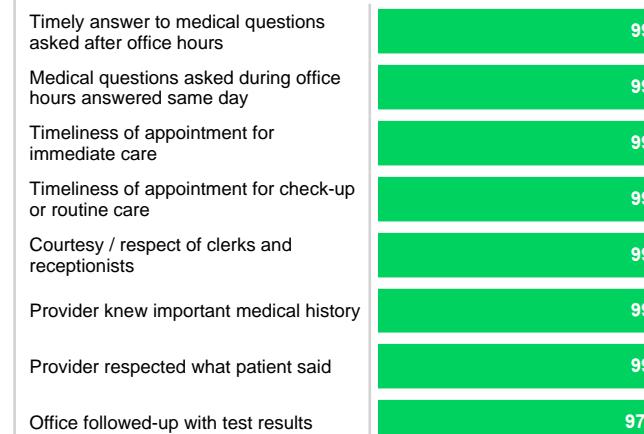
Performance Comparisons



Response Distribution



Top Performers (Percentile Rank)



Performance Over Time

85.7%
(52)

Jul - Sep 15

(Percentile ranks in parentheses)

Top Priorities (Priority Index Score)

No data available for Priority Analysis.

Bottom Performers (Percentile Rank)

No data meets the specified criteria.

	Correlation	Jul - Sep 15 # of Completes = 30			Reporting Group Top Box	Prior 12 Months # of Completes = 0			Change in Top Box	Priority Level
		Top Box Score	HSTM DB Top Box	Percentile Rank		Top Box Score	Percentile Rank			
Getting Timely Appointments, Care, and Information	--	94.9%	70.7%	99	57.5%	--	--	--	--	
Timeliness of appointment for immediate care	--	100.0%	80.4%	99	60.5%	--	--	--	--	
Timeliness of appointment for check-up or routine care	--	100.0%	81.5%	99	66.0%	--	--	--	--	
Medical questions asked during office hours answered same day	--	100.0%	78.6%	99	55.1%	--	--	--	--	
Timely answer to medical questions asked after office hours	--	100.0%	69.2%	99	49.0%	--	--	--	--	
Provider seen within 15 minutes of appointment time	--	85.7%	57.1%	97	53.5%	--	--	--	--	
How Well Providers Communicate With Patients	--	96.4%	86.9%	95	84.6%	--	--	--	--	
Clear communication by provider	--	96.4%	89.0%	89	86.5%	--	--	--	--	
Provider listened carefully	--	96.4%	88.4%	87	85.7%	--	--	--	--	
Provider gave clear information	--	96.2%	88.0%	92	85.4%	--	--	--	--	
Provider knew important medical history	--	96.4%	79.5%	99	77.2%	--	--	--	--	
Provider respected what patient said	--	100.0%	90.1%	99	88.9%	--	--	--	--	
Provider spent enough time with patient	--	92.9%	86.1%	79	84.0%	--	--	--	--	
Follow-Up On Test Results	--	94.1%	79.5%	97	69.6%	--	--	--	--	
Office followed-up with test results	--	94.1%	79.5%	97	69.6%	--	--	--	--	
Patients' Rating of the Provider	--	85.7%	83.7%	52	81.2%	--	--	--	--	
Provider - Overall Rating	--	85.7%	83.7%	52	81.2%	--	--	--	--	
Helpful, Courteous, And Respectful Office Staff	--	94.6%	85.1%	89	75.6%	--	--	--	--	
Helpfulness of clerks and receptionists	--	89.3%	81.1%	84	69.5%	--	--	--	--	
Courtesy / respect of clerks and receptionists	--	100.0%	89.1%	99	81.7%	--	--	--	--	

Reporting Group = Community Health Systems - CHS Legacy CG CAHPS

HSTM DB: Surgical

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



Khan, M.D., Sumaria - [HSTM DB = Family Practice]

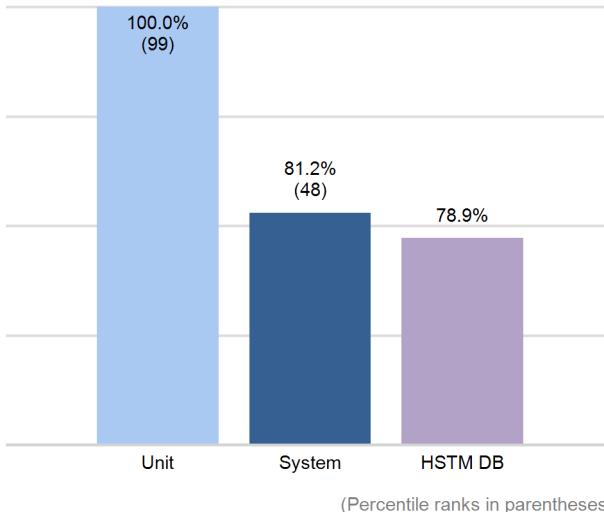
Wilkes-Barre Intermountain Clinic, LLC
Community Health Systems

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

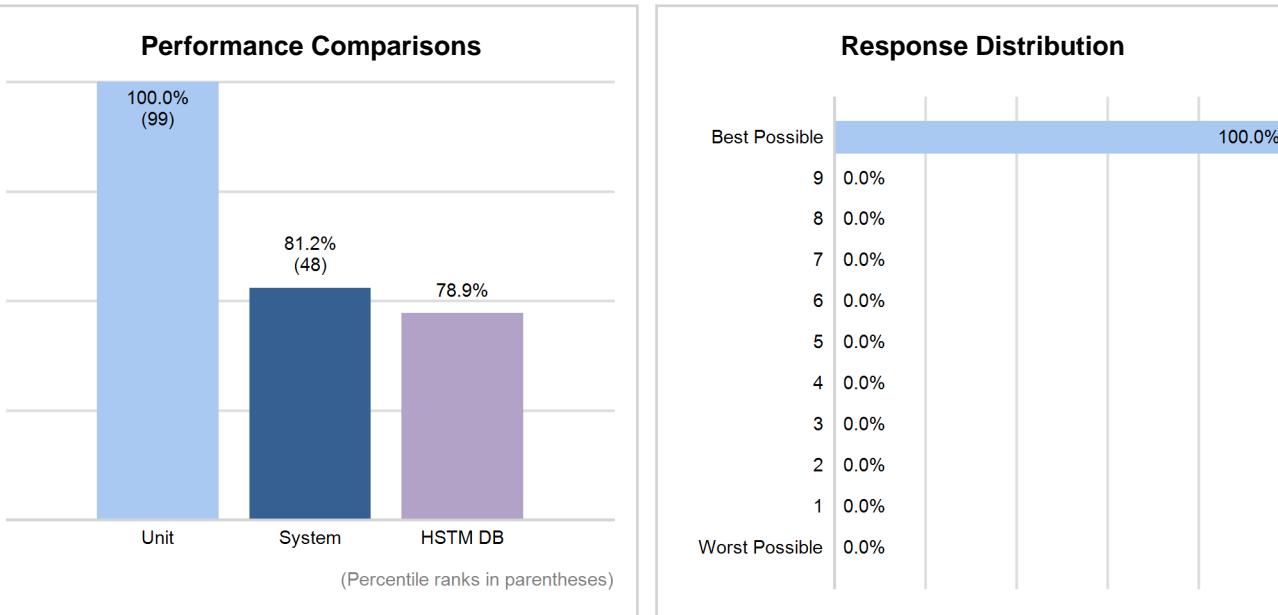
Report created 12/16/2015

Provider - Overall Rating

Performance Comparisons



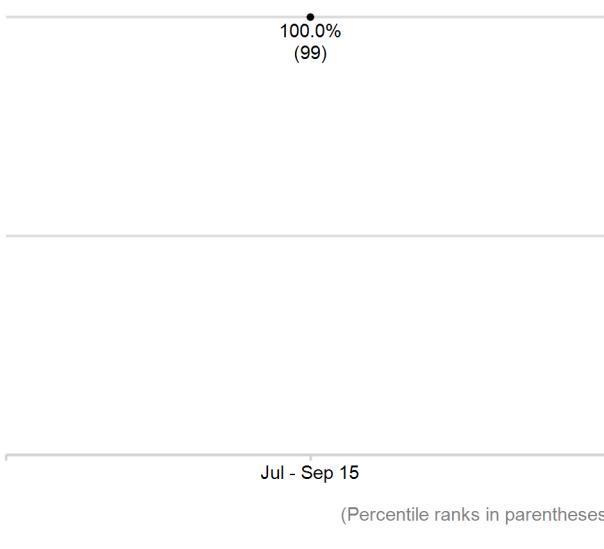
Response Distribution



Top Performers (Percentile Rank)



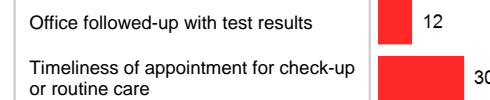
Performance Over Time



Top Priorities (Priority Index Score)

No data available for Priority Analysis.

Bottom Performers (Percentile Rank)



	Correlation	Jul - Sep 15 # of Completes = 3			Reporting Group Top Box	Prior 12 Months # of Completes = 0			Change in Top Box	Priority Level
		Top Box Score	HSTM DB Top Box	Percentile Rank		Top Box Score	Percentile Rank			
Getting Timely Appointments, Care, and Information	--	75.0%	59.6%	92	57.5%	--	--	--	--	
Timeliness of appointment for immediate care	--	66.7%	65.9%	52	60.5%	--	--	--	--	
Timeliness of appointment for check-up or routine care	--	66.7%	71.4%	30	66.0%	--	--	--	--	
Medical questions asked during office hours answered same day	--	66.7%	60.6%	68	55.1%	--	--	--	--	
Provider seen within 15 minutes of appointment time	--	100.0%	46.7%	99	53.5%	--	--	--	--	
How Well Providers Communicate With Patients	--	100.0%	85.0%	99	84.6%	--	--	--	--	
Clear communication by provider	--	100.0%	87.8%	99	86.5%	--	--	--	--	
Provider listened carefully	--	100.0%	87.5%	99	85.7%	--	--	--	--	
Provider gave clear information	--	100.0%	85.6%	99	85.4%	--	--	--	--	
Provider knew important medical history	--	100.0%	75.0%	99	77.2%	--	--	--	--	
Provider respected what patient said	--	100.0%	89.9%	99	88.9%	--	--	--	--	
Provider spent enough time with patient	--	100.0%	84.0%	99	84.0%	--	--	--	--	
Follow-Up On Test Results	--	66.7%	79.5%	12	69.6%	--	--	--	--	
Office followed-up with test results	--	66.7%	79.5%	12	69.6%	--	--	--	--	
Patients' Rating of the Provider	--	100.0%	78.9%	99	81.2%	--	--	--	--	
Provider - Overall Rating	--	100.0%	78.9%	99	81.2%	--	--	--	--	
Helpful, Courteous, And Respectful Office Staff	--	100.0%	76.5%	99	75.6%	--	--	--	--	
Helpfulness of clerks and receptionists	--	100.0%	70.6%	99	69.5%	--	--	--	--	
Courtesy / respect of clerks and receptionists	--	100.0%	82.5%	99	81.7%	--	--	--	--	

Reporting Group = Community Health Systems - CHS Legacy CG CAHPS

HSTM DB: Family Practice

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



Puffenberger, M.D., Mark W. - [HSTM DB = Family Practice]

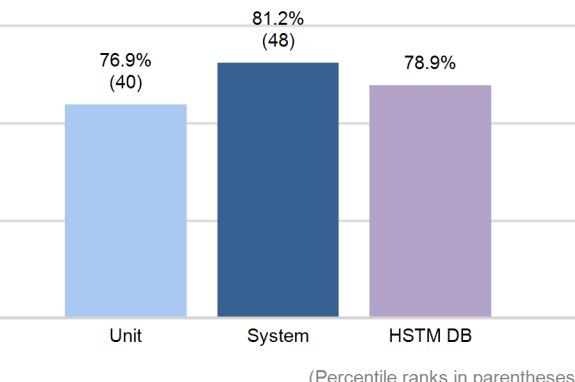
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Jul - Sep 15

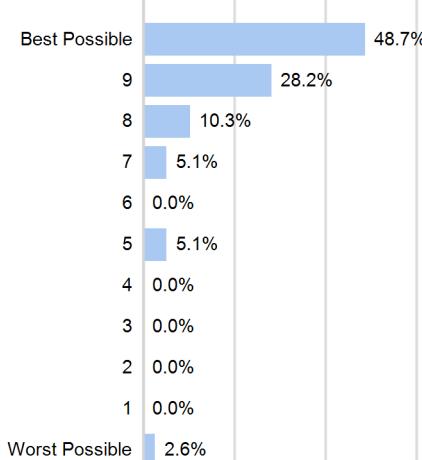
Report created 12/16/2015

Provider - Overall Rating

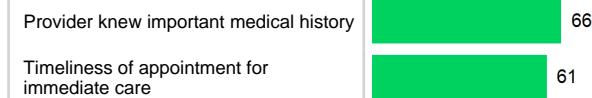
Performance Comparisons



Response Distribution



Top Performers (Percentile Rank)



Performance Over Time

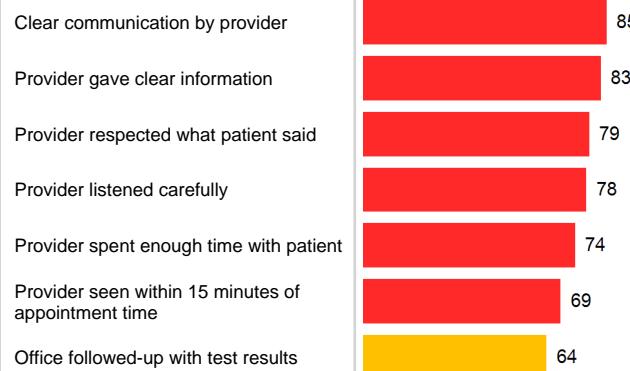
76.9%
(40)

Jul - Sep 15

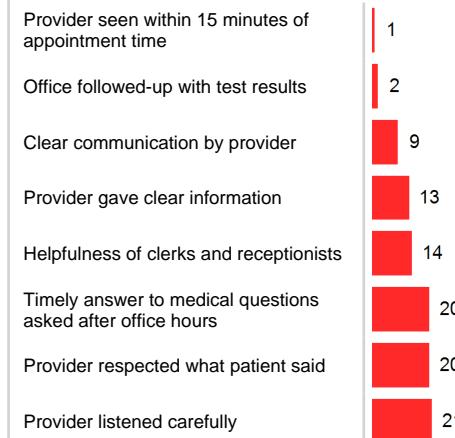
(Percentile ranks in parentheses)

Top Priorities (Priority Index Score)

10/1/2014 - 9/30/2015



Bottom Performers (Percentile Rank)



	Correlation	Jul - Sep 15 # of Completes = 42			Reporting Group Top Box	Prior 12 Months # of Completes = 0			Change in Top Box	Priority Level
		Top Box Score	HSTM DB Top Box	Percentile Rank		Top Box Score	Percentile Rank			
Getting Timely Appointments, Care, and Information	0.46	48.3%	59.6%	11	57.5%	--	--	--	--	
Timeliness of appointment for immediate care	--	69.6%	65.9%	61	60.5%	--	--	--	--	
Timeliness of appointment for check-up or routine care	0.47	71.9%	71.4%	45	66.0%	--	--	--	 59	
Medical questions asked during office hours answered same day	--	52.6%	60.6%	26	55.1%	--	--	--	--	
Timely answer to medical questions asked after office hours	--	50.0%	59.2%	20	49.0%	--	--	--	--	
Provider seen within 15 minutes of appointment time	0.44	13.2%	46.7%	1	53.5%	--	--	--	 69	
How Well Providers Communicate With Patients	0.82	79.7%	85.0%	20	84.6%	--	--	--	--	
Clear communication by provider	0.86	74.4%	87.8%	9	86.5%	--	--	--	 85	
Provider listened carefully	0.86	82.1%	87.5%	21	85.7%	--	--	--	 78	
Provider gave clear information	0.76	77.8%	85.6%	13	85.4%	--	--	--	 83	
Provider knew important medical history	0.77	79.5%	75.0%	66	77.2%	--	--	--	 53	
Provider respected what patient said	0.86	84.6%	89.9%	20	88.9%	--	--	--	 79	
Provider spent enough time with patient	0.83	79.5%	84.0%	28	84.0%	--	--	--	 74	
Follow-Up On Test Results	0.38	56.3%	79.5%	2	69.6%	--	--	--	--	
Office followed-up with test results	0.38	56.3%	79.5%	2	69.6%	--	--	--	 64	
Patients' Rating of the Provider	1.00	76.9%	78.9%	40	81.2%	--	--	--	--	
Provider - Overall Rating	1.00	76.9%	78.9%	40	81.2%	--	--	--	--	
Helpful, Courteous, And Respectful Office Staff	0.13	70.5%	76.5%	21	75.6%	--	--	--	--	
Helpfulness of clerks and receptionists	0.10	61.5%	70.6%	14	69.5%	--	--	--	 41	
Courtesy / respect of clerks and receptionists	0.16	79.5%	82.5%	31	81.7%	--	--	--	 43	

Reporting Group = Community Health Systems - CHS Legacy CG CAHPS

HSTM DB: Family Practice

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



Stachowiak, M.D., Edward J. - [HSTM DB = Internal Medicine]

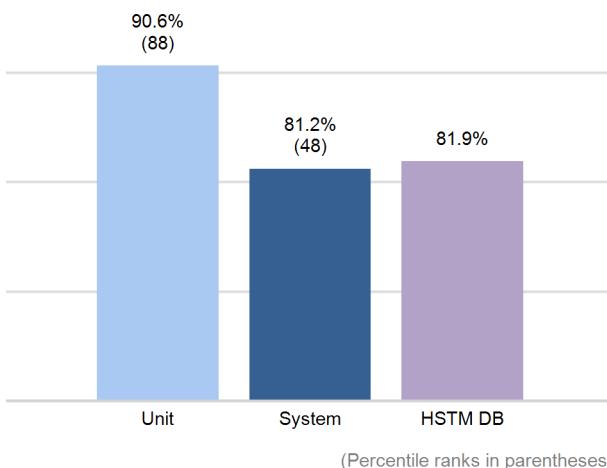
Wilkes-Barre Intermountain Clinic, LLC
Community Health Systems

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Jul - Sep 15

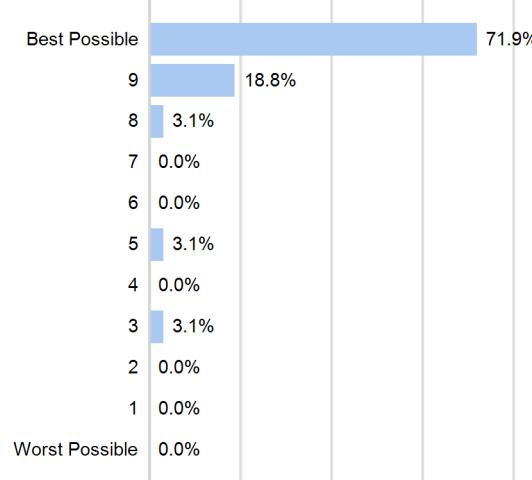
Report created 12/16/2015

Provider - Overall Rating

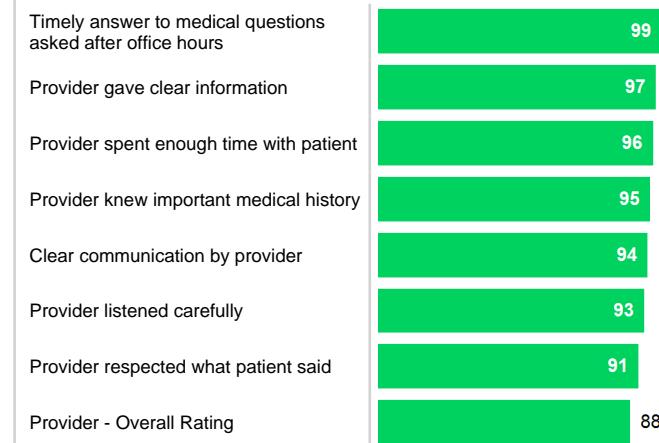
Performance Comparisons



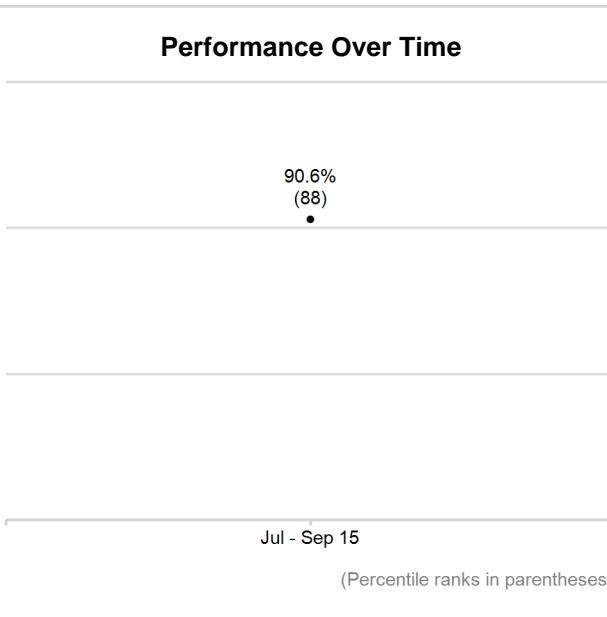
Response Distribution



Top Performers (Percentile Rank)

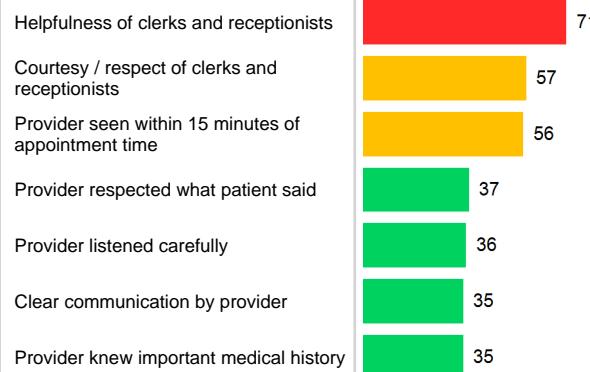


Performance Over Time



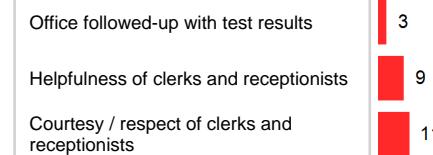
Top Priorities (Priority Index Score)

10/1/2014 - 9/30/2015



Priority Level: ■ High ■ Medium ■ Low

Bottom Performers (Percentile Rank)



	Correlation	Jul - Sep 15 # of Completes = 32			Reporting Group Top Box	Prior 12 Months # of Completes = 0			Change in Top Box	Priority Level
		Top Box Score	HSTM DB Top Box	Percentile Rank		Top Box Score	Percentile Rank			
Getting Timely Appointments, Care, and Information	0.47	68.3%	63.2%	67	57.5%	--	--	--	--	
Timeliness of appointment for immediate care	--	76.9%	69.4%	68	60.5%	--	--	--	--	
Timeliness of appointment for check-up or routine care	--	80.0%	73.4%	63	66.0%	--	--	--	--	
Medical questions asked during office hours answered same day	--	68.8%	67.8%	57	55.1%	--	--	--	--	
Timely answer to medical questions asked after office hours	--	100.0%	65.0%	99	49.0%	--	--	--	--	
Provider seen within 15 minutes of appointment time	0.47	50.0%	49.4%	50	53.5%	--	--	--	 56	
How Well Providers Communicate With Patients	0.53	95.8%	86.5%	96	84.6%	--	--	--	--	
Clear communication by provider	0.53	96.9%	88.7%	94	86.5%	--	--	--	 35	
Provider listened carefully	0.53	96.9%	88.1%	93	85.7%	--	--	--	 36	
Provider gave clear information	0.53	96.7%	87.0%	97	85.4%	--	--	--	 33	
Provider knew important medical history	0.55	90.6%	78.3%	95	77.2%	--	--	--	 35	
Provider respected what patient said	0.53	96.9%	90.4%	91	88.9%	--	--	--	 37	
Provider spent enough time with patient	0.53	96.9%	86.0%	96	84.0%	--	--	--	 34	
Follow-Up On Test Results	--	53.8%	79.0%	3	69.6%	--	--	--	--	
Office followed-up with test results	--	53.8%	79.0%	3	69.6%	--	--	--	--	
Patients' Rating of the Provider	1.00	90.6%	81.9%	88	81.2%	--	--	--	--	
Provider - Overall Rating	1.00	90.6%	81.9%	88	81.2%	--	--	--	--	
Helpful, Courteous, And Respectful Office Staff	0.38	70.3%	80.7%	9	75.6%	--	--	--	--	
Helpfulness of clerks and receptionists	0.47	62.5%	74.9%	9	69.5%	--	--	--	 71	
Courtesy / respect of clerks and receptionists	0.29	78.1%	85.9%	11	81.7%	--	--	--	 57	

Reporting Group = Community Health Systems - CHS Legacy CG CAHPS

HSTM DB: Internal Medicine

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



Carey, D.O., Kevin J. - [HSTM DB = Family Practice]

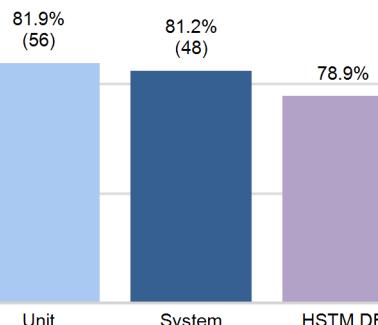
Wilkes-Barre Intermountain Clinic, LLC
Community Health Systems

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

Report created 12/16/2015

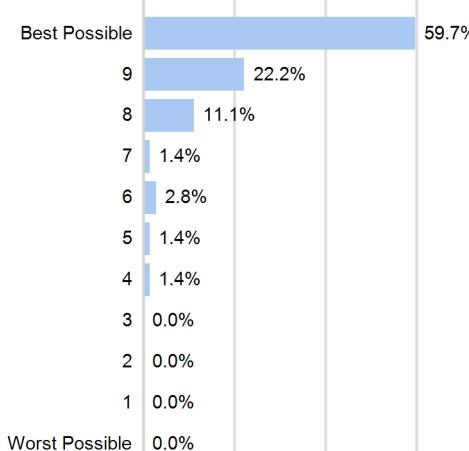
Provider - Overall Rating

Performance Comparisons



(Percentile ranks in parentheses)

Response Distribution



Top Performers (Percentile Rank)



Performance Over Time

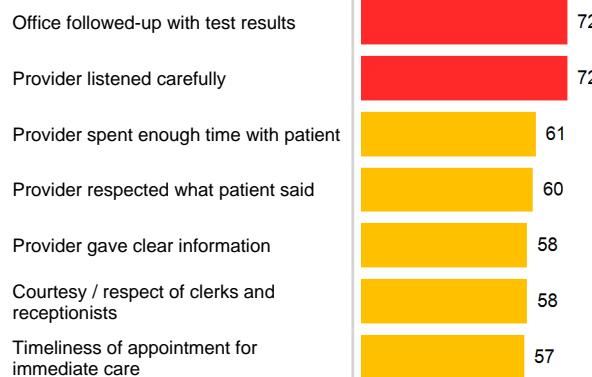
81.9%
(56)

Jul - Sep 15

(Percentile ranks in parentheses)

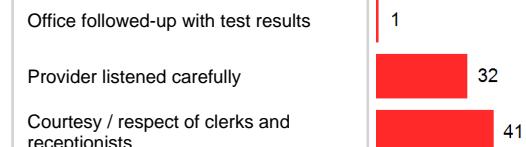
Top Priorities (Priority Index Score)

10/1/2014 - 9/30/2015



Priority Level: ■ High ■ Medium ■ Low

Bottom Performers (Percentile Rank)



Wilkes-Barre Intermountain Clinic, LLC - Carey, D.O., Kevin J. - [HSTM DB = Family]

Question Summary

Patient Insights - CG-CAHPS 12M (eSurvey)

Jul - Sep 15

	Correlation	Jul - Sep 15 # of Completes = 72			Reporting Group Top Box	Prior 12 Months # of Completes = 0			Change in Top Box	Priority Level
		Top Box Score	HSTM DB Top Box	Percentile Rank		Top Box Score	Percentile Rank			
Getting Timely Appointments, Care, and Information	0.47	71.6%	59.6%	85	57.5%	--	--	--		
Timeliness of appointment for immediate care	0.50	66.7%	65.9%	52	60.5%	--	--	--	57	
Timeliness of appointment for check-up or routine care	0.43	77.9%	71.4%	68	66.0%	--	--	--	46	
Medical questions asked during office hours answered same day	0.44	71.1%	60.6%	81	55.1%	--	--	--	40	
Timely answer to medical questions asked after office hours	--	75.0%	59.2%	82	49.0%	--	--	--		
Provider seen within 15 minutes of appointment time	0.49	68.1%	46.7%	89	53.5%	--	--	--	37	
How Well Providers Communicate With Patients	0.71	88.0%	85.0%	62	84.6%	--	--	--		
Clear communication by provider	0.72	91.5%	87.8%	68	86.5%	--	--	--	52	
Provider listened carefully	0.66	84.7%	87.5%	32	85.7%	--	--	--	72	
Provider gave clear information	0.77	87.9%	85.6%	57	85.4%	--	--	--	58	
Provider knew important medical history	0.72	86.1%	75.0%	87	77.2%	--	--	--	41	
Provider respected what patient said	0.66	91.7%	89.9%	52	88.9%	--	--	--	60	
Provider spent enough time with patient	0.72	85.9%	84.0%	52	84.0%	--	--	--	61	
Follow-Up On Test Results	0.48	54.4%	79.5%	1	69.6%	--	--	--		
Office followed-up with test results	0.48	54.4%	79.5%	1	69.6%	--	--	--	72	
Patients' Rating of the Provider	1.00	81.9%	78.9%	56	81.2%	--	--	--		
Provider - Overall Rating	1.00	81.9%	78.9%	56	81.2%	--	--	--		
Helpful, Courteous, And Respectful Office Staff	0.43	76.9%	76.5%	47	75.6%	--	--	--		
Helpfulness of clerks and receptionists	0.43	71.8%	70.6%	51	69.5%	--	--	--	54	
Courtesy / respect of clerks and receptionists	0.43	81.9%	82.5%	41	81.7%	--	--	--	58	

Reporting Group = Community Health Systems - CHS Legacy CG CAHPS

HSTM DB: Family Practice

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



Breakstone, M.D., Louise A. - [HSTM DB = Family Practice]

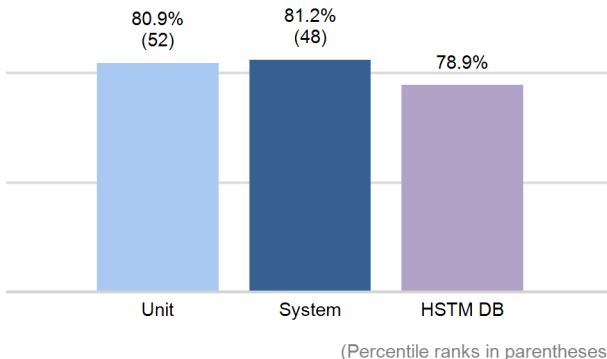
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Jul - Sep 15

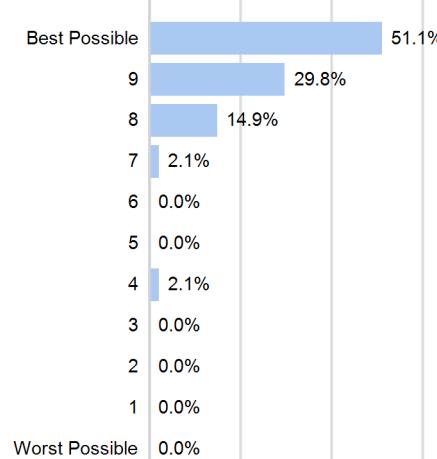
Report created 12/16/2015

Provider - Overall Rating

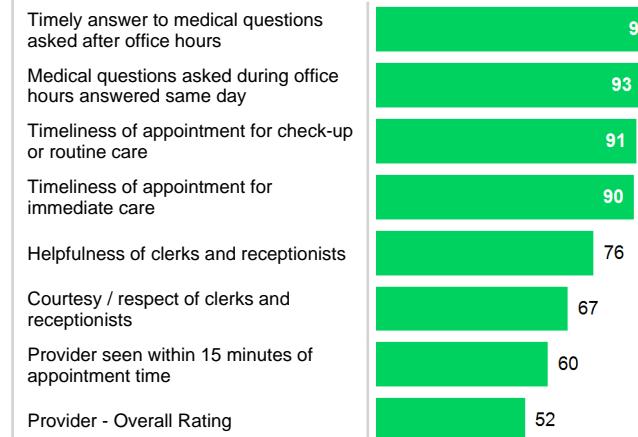
Performance Comparisons



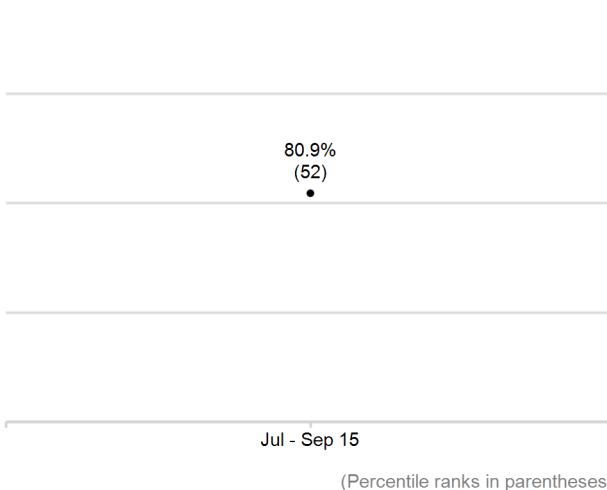
Response Distribution



Top Performers (Percentile Rank)

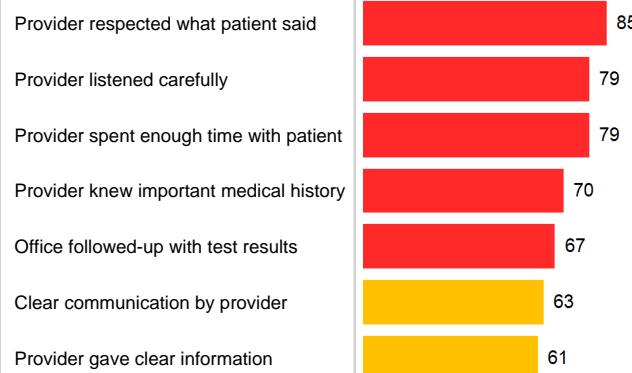


Performance Over Time

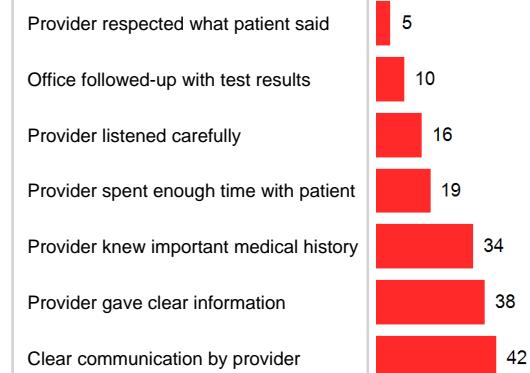


Top Priorities (Priority Index Score)

10/1/2014 - 9/30/2015

Priority Level: ■ High ■ Medium ■ Low

Bottom Performers (Percentile Rank)



	Jul - Sep 15 # of Completes = 47				Reporting Group Top Box	Prior 12 Months # of Completes = 0			Change in Top Box	Priority Level
	Correlation	Top Box Score	HSTM DB Top Box	Percentile Rank		Top Box Score	Percentile Rank			
Getting Timely Appointments, Care, and Information	0.34	74.3%	59.6%	91	57.5%	--	--	--		
Timeliness of appointment for immediate care	0.08	83.9%	65.9%	90	60.5%	--	--	--	19	
Timeliness of appointment for check-up or routine care	0.37	85.7%	71.4%	91	66.0%	--	--	--	32	
Medical questions asked during office hours answered same day	0.31	80.0%	60.6%	93	55.1%	--	--	--	29	
Timely answer to medical questions asked after office hours	--	100.0%	59.2%	99	49.0%	--	--	--		
Provider seen within 15 minutes of appointment time	0.57	52.2%	46.7%	60	53.5%	--	--	--	54	
How Well Providers Communicate With Patients	0.59	79.1%	85.0%	20	84.6%	--	--	--		
Clear communication by provider	0.53	87.2%	87.8%	42	86.5%	--	--	--	63	
Provider listened carefully	0.61	80.4%	87.5%	16	85.7%	--	--	--	79	
Provider gave clear information	0.47	84.4%	85.6%	38	85.4%	--	--	--	61	
Provider knew important medical history	0.63	70.2%	75.0%	34	77.2%	--	--	--	70	
Provider respected what patient said	0.64	76.1%	89.9%	5	88.9%	--	--	--	85	
Provider spent enough time with patient	0.67	76.6%	84.0%	19	84.0%	--	--	--	79	
Follow-Up On Test Results	0.42	65.1%	79.5%	10	69.6%	--	--	--		
Office followed-up with test results	0.42	65.1%	79.5%	10	69.6%	--	--	--	67	
Patients' Rating of the Provider	1.00	80.9%	78.9%	52	81.2%	--	--	--		
Provider - Overall Rating	1.00	80.9%	78.9%	52	81.2%	--	--	--		
Helpful, Courteous, And Respectful Office Staff	0.58	82.6%	76.5%	74	75.6%	--	--	--		
Helpfulness of clerks and receptionists	0.62	78.3%	70.6%	76	69.5%	--	--	--	47	
Courtesy / respect of clerks and receptionists	0.54	87.0%	82.5%	67	81.7%	--	--	--	50	

Reporting Group = Community Health Systems - CHS Legacy CG CAHPS

HSTM DB: Family Practice

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



Cain, D.O., Jacqueline F. - [HSTM DB = Internal Medicine]

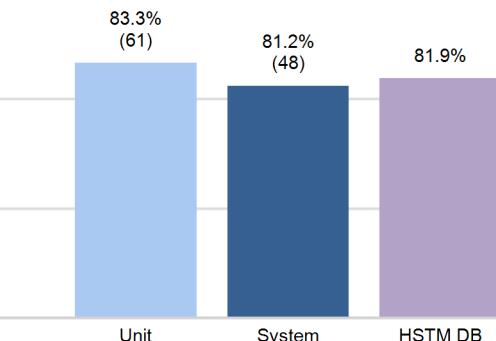
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Jul - Sep 15

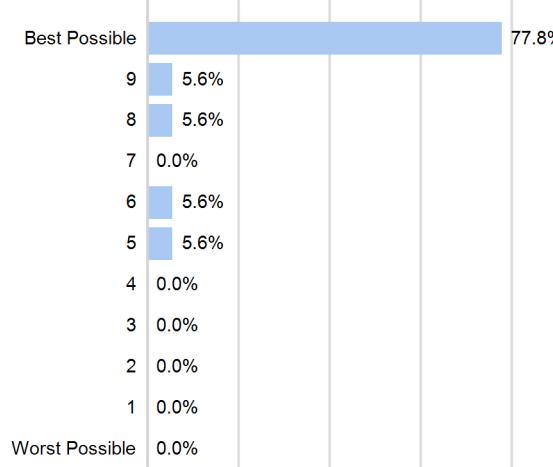
Report created 12/16/2015

Provider - Overall Rating

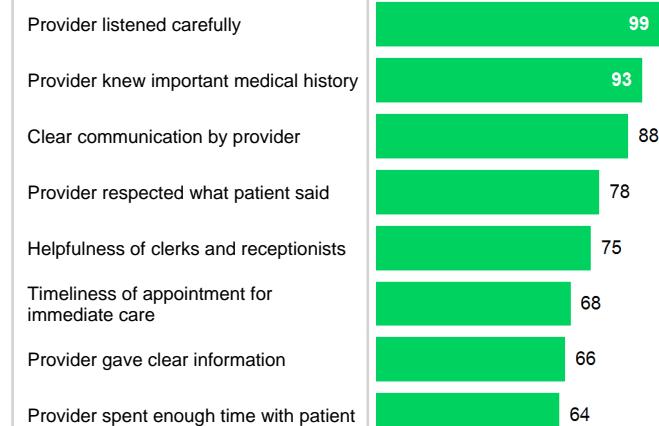
Performance Comparisons



Response Distribution



Top Performers (Percentile Rank)



Performance Over Time

83.3%
(61)

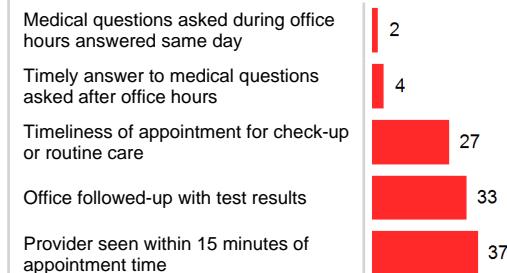
Jul - Sep 15

(Percentile ranks in parentheses)

Top Priorities (Priority Index Score)

No data available for Priority Analysis.

Bottom Performers (Percentile Rank)



	Correlation	Jul - Sep 15 # of Completes = 18			Reporting Group Top Box	Prior 12 Months # of Completes = 0			Change in Top Box	Priority Level
		Top Box Score	HSTM DB Top Box	Percentile Rank		Top Box Score	Percentile Rank			
Getting Timely Appointments, Care, and Information	--	56.5%	63.2%	15	57.5%	--	--	--	--	
Timeliness of appointment for immediate care	--	76.9%	69.4%	68	60.5%	--	--	--	--	
Timeliness of appointment for check-up or routine care	--	71.4%	73.4%	27	66.0%	--	--	--	--	
Medical questions asked during office hours answered same day	--	41.7%	67.8%	2	55.1%	--	--	--	--	
Timely answer to medical questions asked after office hours	--	40.0%	65.0%	4	49.0%	--	--	--	--	
Provider seen within 15 minutes of appointment time	--	44.4%	49.4%	37	53.5%	--	--	--	--	
How Well Providers Communicate With Patients	--	92.5%	86.5%	87	84.6%	--	--	--	--	
Clear communication by provider	--	94.4%	88.7%	88	86.5%	--	--	--	--	
Provider listened carefully	--	100.0%	88.1%	99	85.7%	--	--	--	--	
Provider gave clear information	--	88.9%	87.0%	66	85.4%	--	--	--	--	
Provider knew important medical history	--	88.9%	78.3%	93	77.2%	--	--	--	--	
Provider respected what patient said	--	94.4%	90.4%	78	88.9%	--	--	--	--	
Provider spent enough time with patient	--	88.2%	86.0%	64	84.0%	--	--	--	--	
Follow-Up On Test Results	--	75.0%	79.0%	33	69.6%	--	--	--	--	
Office followed-up with test results	--	75.0%	79.0%	33	69.6%	--	--	--	--	
Patients' Rating of the Provider	--	83.3%	81.9%	61	81.2%	--	--	--	--	
Provider - Overall Rating	--	83.3%	81.9%	61	81.2%	--	--	--	--	
Helpful, Courteous, And Respectful Office Staff	--	86.1%	80.7%	64	75.6%	--	--	--	--	
Helpfulness of clerks and receptionists	--	83.3%	74.9%	75	69.5%	--	--	--	--	
Courtesy / respect of clerks and receptionists	--	88.9%	85.9%	55	81.7%	--	--	--	--	

Reporting Group = Community Health Systems - CHS Legacy CG CAHPS

HSTM DB: Internal Medicine

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



Grasso, M.D., Michael - [HSTM DB = Internal Medicine]

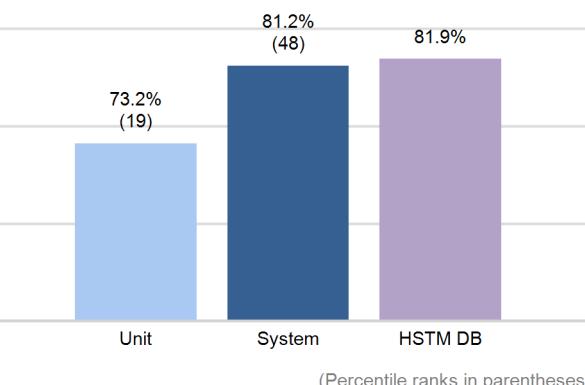
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Community Health Systems

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Jul - Sep 15

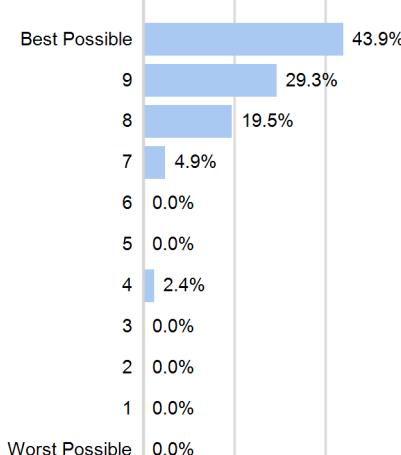
Report created 12/16/2015

Provider - Overall Rating

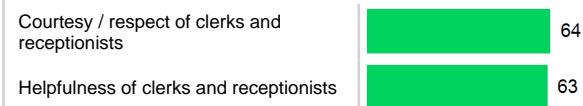
Performance Comparisons



Response Distribution



Top Performers (Percentile Rank)



Performance Over Time

73.2%

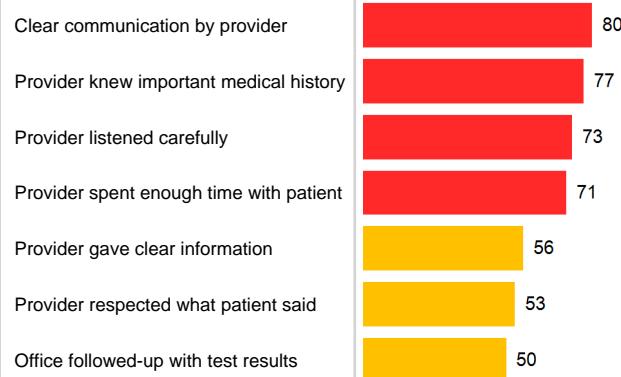
(19)

Jul - Sep 15

(Percentile ranks in parentheses)

Top Priorities (Priority Index Score)

10/1/2014 - 9/30/2015

Priority Level: ■ High ■ Medium ■ Low

Bottom Performers (Percentile Rank)



	Correlation	Jul - Sep 15 # of Completes = 41			Reporting Group Top Box	Prior 12 Months # of Completes = 0			Change in Top Box	Priority Level
		Top Box Score	HSTM DB Top Box	Percentile Rank		Top Box Score	Percentile Rank			
Getting Timely Appointments, Care, and Information	0.09	46.5%	63.2%	2	57.5%	--	--	--	--	
Timeliness of appointment for immediate care	--	66.7%	69.4%	33	60.5%	--	--	--	--	
Timeliness of appointment for check-up or routine care	0.15	68.4%	73.4%	19	66.0%	--	--	--	 45	
Medical questions asked during office hours answered same day	--	37.5%	67.8%	1	55.1%	--	--	--	--	
Timely answer to medical questions asked after office hours	--	50.0%	65.0%	9	49.0%	--	--	--	--	
Provider seen within 15 minutes of appointment time	0.03	19.5%	49.4%	4	53.5%	--	--	--	 36	
How Well Providers Communicate With Patients	0.47	75.9%	86.5%	10	84.6%	--	--	--	--	
Clear communication by provider	0.59	75.6%	88.7%	7	86.5%	--	--	--	 80	
Provider listened carefully	0.50	78.0%	88.1%	10	85.7%	--	--	--	 73	
Provider gave clear information	0.29	77.8%	87.0%	13	85.4%	--	--	--	 56	
Provider knew important medical history	0.64	70.7%	78.3%	22	77.2%	--	--	--	 77	
Provider respected what patient said	0.32	87.8%	90.4%	35	88.9%	--	--	--	 53	
Provider spent enough time with patient	0.47	65.9%	86.0%	1	84.0%	--	--	--	 71	
Follow-Up On Test Results	0.33	78.4%	79.0%	48	69.6%	--	--	--	--	
Office followed-up with test results	0.33	78.4%	79.0%	48	69.6%	--	--	--	 50	
Patients' Rating of the Provider	1.00	73.2%	81.9%	19	81.2%	--	--	--	--	
Provider - Overall Rating	1.00	73.2%	81.9%	19	81.2%	--	--	--	--	
Helpful, Courteous, And Respectful Office Staff	0.28	85.4%	80.7%	62	75.6%	--	--	--	--	
Helpfulness of clerks and receptionists	0.40	80.5%	74.9%	63	69.5%	--	--	--	 47	
Courtesy / respect of clerks and receptionists	0.16	90.2%	85.9%	64	81.7%	--	--	--	 33	



Parkih, M.D., Rupen R. - [HSTM DB = Cardiology]

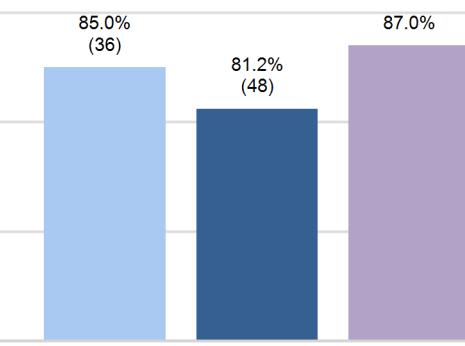
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Jul - Sep 15

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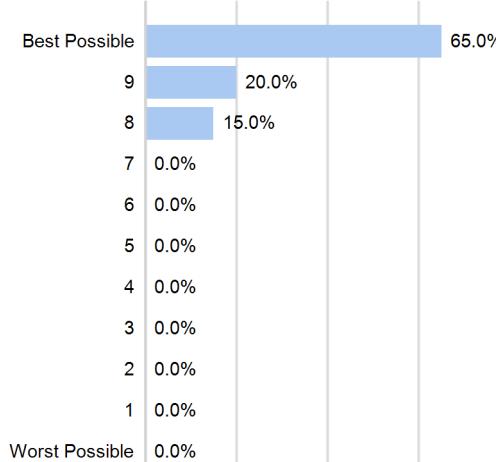
Provider - Overall Rating

Performance Comparisons

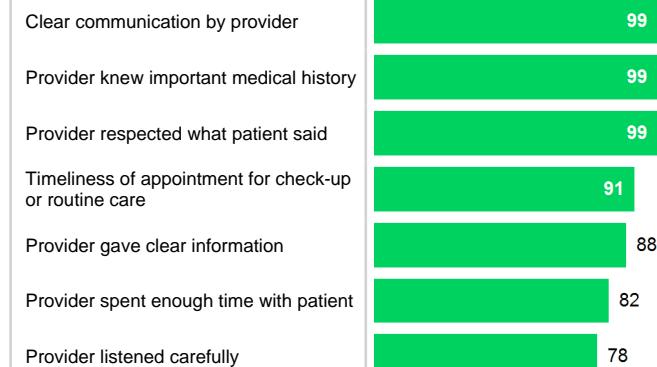


(Percentile ranks in parentheses)

Response Distribution



Top Performers (Percentile Rank)



Performance Over Time

85.0%
(36)

Jul - Sep 15

(Percentile ranks in parentheses)

Top Priorities (Priority Index Score)

No data available for Priority Analysis.

Bottom Performers (Percentile Rank)



	Correlation	Jul - Sep 15 # of Completes = 20			Reporting Group Top Box	Prior 12 Months # of Completes = 0			Change in Top Box	Priority Level
		Top Box Score	HSTM DB Top Box	Percentile Rank		Top Box Score	Percentile Rank			
Getting Timely Appointments, Care, and Information	--	60.5%	63.3%	36	57.5%	--	--	--	--	
Timeliness of appointment for immediate care	--	33.3%	73.3%	1	60.5%	--	--	--	--	
Timeliness of appointment for check-up or routine care	--	85.7%	75.1%	91	66.0%	--	--	--	--	
Medical questions asked during office hours answered same day	--	60.0%	66.8%	25	55.1%	--	--	--	--	
Timely answer to medical questions asked after office hours	--	0.0%	65.9%	1	49.0%	--	--	--	--	
Provider seen within 15 minutes of appointment time	--	50.0%	50.6%	42	53.5%	--	--	--	--	
How Well Providers Communicate With Patients	--	97.5%	88.6%	95	84.6%	--	--	--	--	
Clear communication by provider	--	100.0%	89.3%	99	86.5%	--	--	--	--	
Provider listened carefully	--	95.0%	90.2%	78	85.7%	--	--	--	--	
Provider gave clear information	--	94.7%	88.1%	88	85.4%	--	--	--	--	
Provider knew important medical history	--	100.0%	83.2%	99	77.2%	--	--	--	--	
Provider respected what patient said	--	100.0%	92.1%	99	88.9%	--	--	--	--	
Provider spent enough time with patient	--	95.0%	88.6%	82	84.0%	--	--	--	--	
Follow-Up On Test Results	--	66.7%	78.7%	6	69.6%	--	--	--	--	
Office followed-up with test results	--	66.7%	78.7%	6	69.6%	--	--	--	--	
Patients' Rating of the Provider	--	85.0%	87.0%	36	81.2%	--	--	--	--	
Provider - Overall Rating	--	85.0%	87.0%	36	81.2%	--	--	--	--	
Helpful, Courteous, And Respectful Office Staff	--	77.5%	85.4%	6	75.6%	--	--	--	--	
Helpfulness of clerks and receptionists	--	75.0%	80.9%	16	69.5%	--	--	--	--	
Courtesy / respect of clerks and receptionists	--	80.0%	89.9%	4	81.7%	--	--	--	--	



Berbano, , Recaredo - [HSTM DB = Endocrinology]

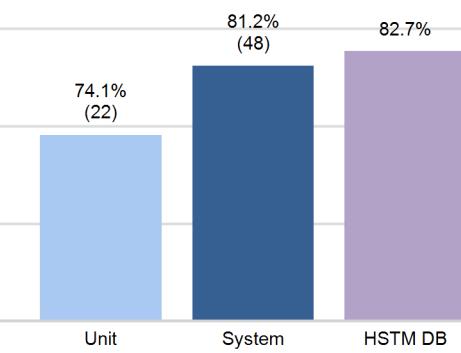
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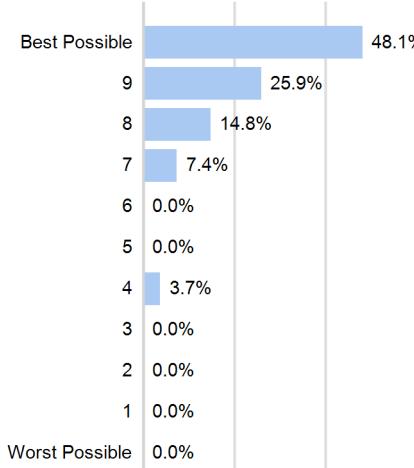
Report created 12/16/2015

Provider - Overall Rating

Performance Comparisons



Response Distribution



Top Performers (Percentile Rank)

No data meets the specified criteria.

Performance Over Time

74.1%
(22)

Jul - Sep 15

(Percentile ranks in parentheses)

Top Priorities (Priority Index Score)

No data available for Priority Analysis.

Bottom Performers (Percentile Rank)



	Correlation	Jul - Sep 15 # of Completes = 27			Reporting Group Top Box	Prior 12 Months # of Completes = 0			Change in Top Box	Priority Level
		Top Box Score	HSTM DB Top Box	Percentile Rank		Top Box Score	Percentile Rank			
Getting Timely Appointments, Care, and Information	--	44.9%	63.2%	1	57.5%	--	--	--	--	
Timeliness of appointment for immediate care	--	40.0%	60.4%	1	60.5%	--	--	--	--	
Timeliness of appointment for check-up or routine care	--	59.1%	65.9%	27	66.0%	--	--	--	--	
Medical questions asked during office hours answered same day	--	46.7%	64.5%	3	55.1%	--	--	--	--	
Provider seen within 15 minutes of appointment time	--	33.3%	62.2%	1	53.5%	--	--	--	--	
How Well Providers Communicate With Patients	--	82.0%	86.9%	29	84.6%	--	--	--	--	
Clear communication by provider	--	85.2%	89.0%	27	86.5%	--	--	--	--	
Provider listened carefully	--	85.2%	88.3%	30	85.7%	--	--	--	--	
Provider gave clear information	--	84.6%	86.3%	33	85.4%	--	--	--	--	
Provider knew important medical history	--	70.4%	81.0%	14	77.2%	--	--	--	--	
Provider respected what patient said	--	85.2%	90.7%	23	88.9%	--	--	--	--	
Provider spent enough time with patient	--	81.5%	86.1%	27	84.0%	--	--	--	--	
Follow-Up On Test Results	--	70.4%	81.0%	1	69.6%	--	--	--	--	
Office followed-up with test results	--	70.4%	81.0%	1	69.6%	--	--	--	--	
Patients' Rating of the Provider	--	74.1%	82.7%	22	81.2%	--	--	--	--	
Provider - Overall Rating	--	74.1%	82.7%	22	81.2%	--	--	--	--	
Helpful, Courteous, And Respectful Office Staff	--	69.8%	80.4%	8	75.6%	--	--	--	--	
Helpfulness of clerks and receptionists	--	59.3%	75.4%	1	69.5%	--	--	--	--	
Courtesy / respect of clerks and receptionists	--	80.8%	85.4%	22	81.7%	--	--	--	--	



Kuchemba, M.D., Leonard A. - [HSTM DB = Internal Medicine]

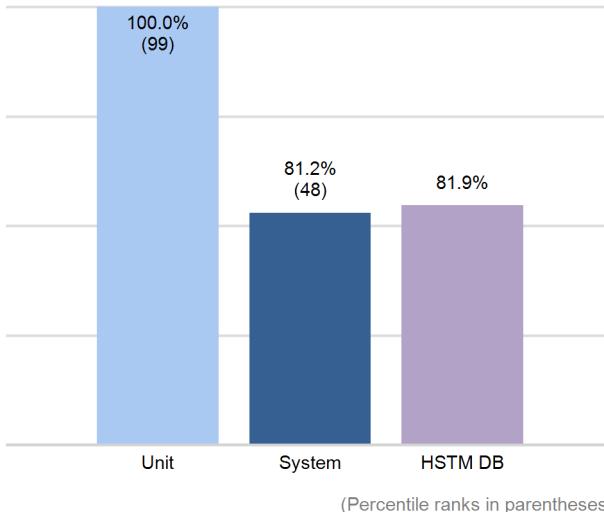
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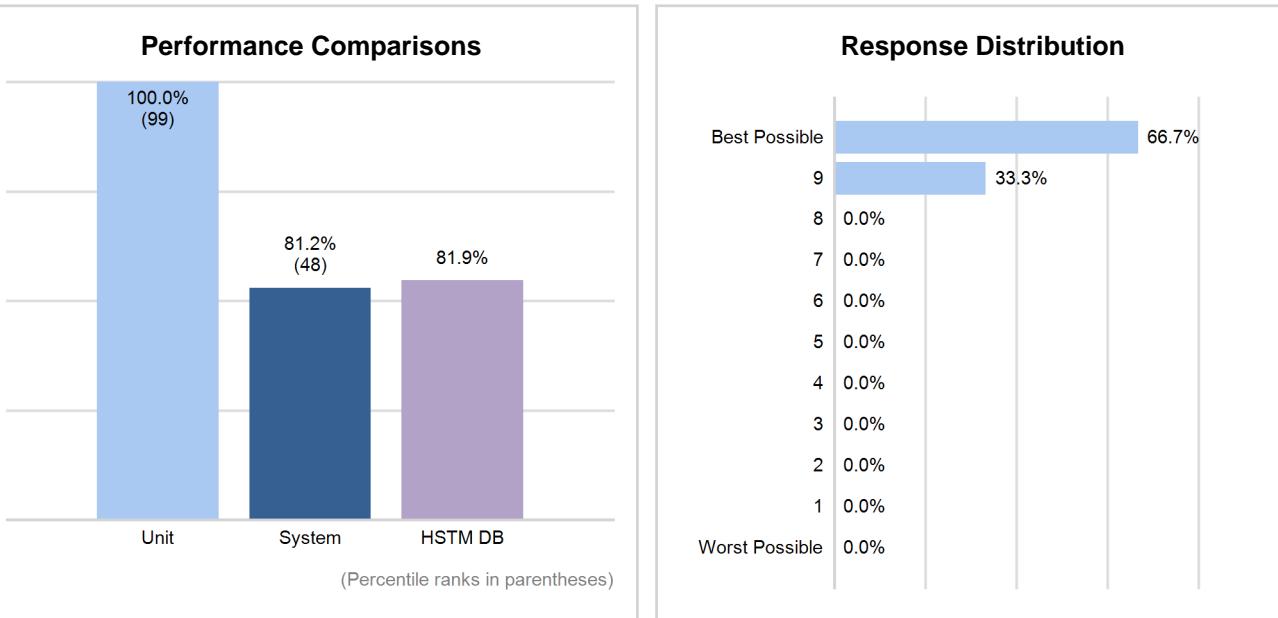
Report created 12/16/2015

Provider - Overall Rating

Performance Comparisons



Response Distribution



Top Performers (Percentile Rank)

Timeliness of appointment for immediate care	99
Office followed-up with test results	99
Timeliness of appointment for check-up or routine care	99
Clear communication by provider	99
Courtesy / respect of clerks and receptionists	99
Medical questions asked during office hours answered same day	99
Provider - Overall Rating	99
Provider gave clear information	99

Performance Over Time

100.0%
(99)

Jul - Sep 15

(Percentile ranks in parentheses)

Top Priorities (Priority Index Score)

No data available for Priority Analysis.

Bottom Performers (Percentile Rank)

Helpfulness of clerks and receptionists 15

	Correlation	Jul - Sep 15 # of Completes = 3			Reporting Group Top Box	Prior 12 Months # of Completes = 0			Change in Top Box	Priority Level
		Top Box Score	HSTM DB Top Box	Percentile Rank		Top Box Score	Percentile Rank			
Getting Timely Appointments, Care, and Information	--	100.0%	63.2%	99	57.5%	--	--	--	--	
Timeliness of appointment for immediate care	--	100.0%	69.4%	99	60.5%	--	--	--	--	
Timeliness of appointment for check-up or routine care	--	100.0%	73.4%	99	66.0%	--	--	--	--	
Medical questions asked during office hours answered same day	--	100.0%	67.8%	99	55.1%	--	--	--	--	
Provider seen within 15 minutes of appointment time	--	100.0%	49.4%	99	53.5%	--	--	--	--	
How Well Providers Communicate With Patients	--	100.0%	86.5%	99	84.6%	--	--	--	--	
Clear communication by provider	--	100.0%	88.7%	99	86.5%	--	--	--	--	
Provider listened carefully	--	100.0%	88.1%	99	85.7%	--	--	--	--	
Provider gave clear information	--	100.0%	87.0%	99	85.4%	--	--	--	--	
Provider knew important medical history	--	100.0%	78.3%	99	77.2%	--	--	--	--	
Provider respected what patient said	--	100.0%	90.4%	99	88.9%	--	--	--	--	
Provider spent enough time with patient	--	100.0%	86.0%	99	84.0%	--	--	--	--	
Follow-Up On Test Results	--	100.0%	79.0%	99	69.6%	--	--	--	--	
Office followed-up with test results	--	100.0%	79.0%	99	69.6%	--	--	--	--	
Patients' Rating of the Provider	--	100.0%	81.9%	99	81.2%	--	--	--	--	
Provider - Overall Rating	--	100.0%	81.9%	99	81.2%	--	--	--	--	
Helpful, Courteous, And Respectful Office Staff	--	83.3%	80.7%	52	75.6%	--	--	--	--	
Helpfulness of clerks and receptionists	--	66.7%	74.9%	15	69.5%	--	--	--	--	
Courtesy / respect of clerks and receptionists	--	100.0%	85.9%	99	81.7%	--	--	--	--	

Reporting Group = Community Health Systems - CHS Legacy CG CAHPS

HSTM DB: Internal Medicine

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



Rupp, M.D., Michael - [HSTM DB = Cardiology]

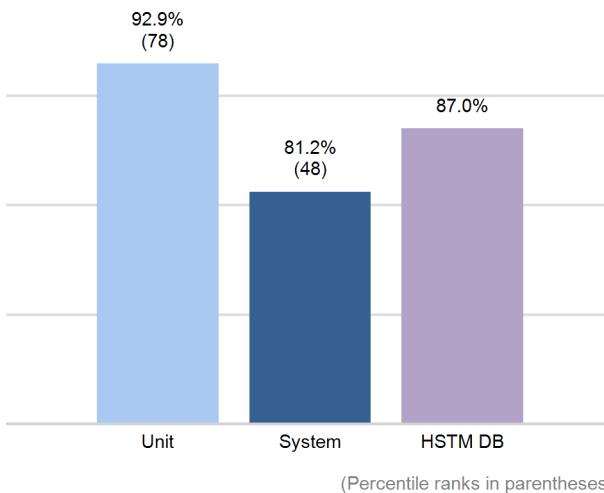
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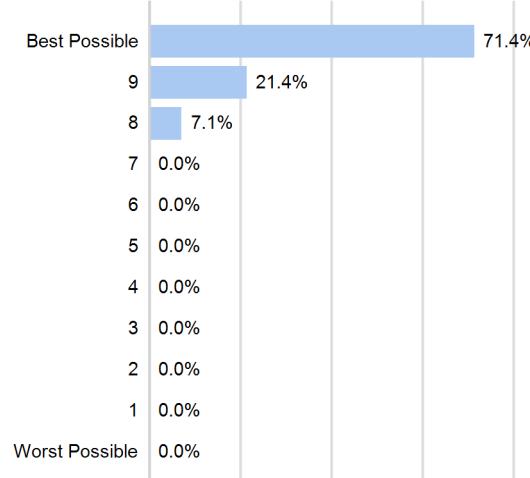
Report created 12/16/2015

Provider - Overall Rating

Performance Comparisons



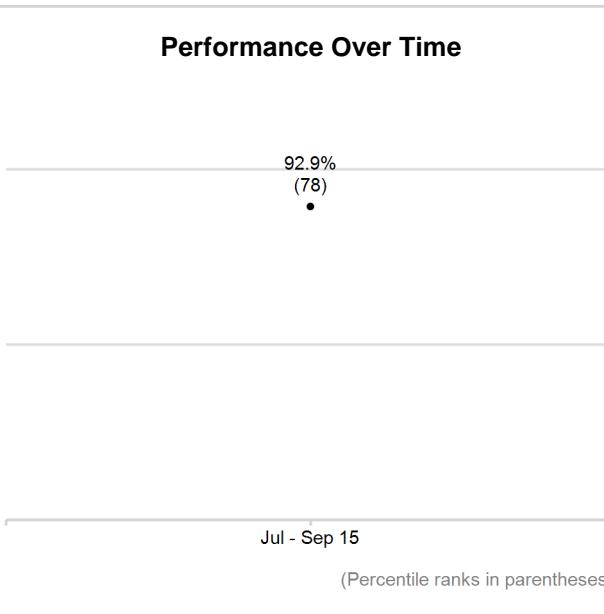
Response Distribution



Top Performers (Percentile Rank)



Performance Over Time



Top Priorities (Priority Index Score)

No data available for Priority Analysis.

Bottom Performers (Percentile Rank)



	Correlation	Jul - Sep 15 # of Completes = 14			Reporting Group Top Box	Prior 12 Months # of Completes = 0			Change in Top Box	Priority Level
		Top Box Score	HSTM DB Top Box	Percentile Rank		Top Box Score	Percentile Rank			
Getting Timely Appointments, Care, and Information	--	61.1%	63.3%	38	57.5%	--	--	--	--	
Timeliness of appointment for immediate care	--	66.7%	73.3%	20	60.5%	--	--	--	--	
Timeliness of appointment for check-up or routine care	--	66.7%	75.1%	15	66.0%	--	--	--	--	
Medical questions asked during office hours answered same day	--	83.3%	66.8%	96	55.1%	--	--	--	--	
Timely answer to medical questions asked after office hours	--	100.0%	65.9%	99	49.0%	--	--	--	--	
Provider seen within 15 minutes of appointment time	--	42.9%	50.6%	23	53.5%	--	--	--	--	
How Well Providers Communicate With Patients	--	97.6%	88.6%	96	84.6%	--	--	--	--	
Clear communication by provider	--	92.9%	89.3%	73	86.5%	--	--	--	--	
Provider listened carefully	--	100.0%	90.2%	99	85.7%	--	--	--	--	
Provider gave clear information	--	91.7%	88.1%	75	85.4%	--	--	--	--	
Provider knew important medical history	--	100.0%	83.2%	99	77.2%	--	--	--	--	
Provider respected what patient said	--	100.0%	92.1%	99	88.9%	--	--	--	--	
Provider spent enough time with patient	--	100.0%	88.6%	99	84.0%	--	--	--	--	
Follow-Up On Test Results	--	81.8%	78.7%	68	69.6%	--	--	--	--	
Office followed-up with test results	--	81.8%	78.7%	68	69.6%	--	--	--	--	
Patients' Rating of the Provider	--	92.9%	87.0%	78	81.2%	--	--	--	--	
Provider - Overall Rating	--	92.9%	87.0%	78	81.2%	--	--	--	--	
Helpful, Courteous, And Respectful Office Staff	--	89.3%	85.4%	75	75.6%	--	--	--	--	
Helpfulness of clerks and receptionists	--	78.6%	80.9%	34	69.5%	--	--	--	--	
Courtesy / respect of clerks and receptionists	--	100.0%	89.9%	99	81.7%	--	--	--	--	



Scott, M.D., Durelle T. - [HSTM DB = Pulmonary]

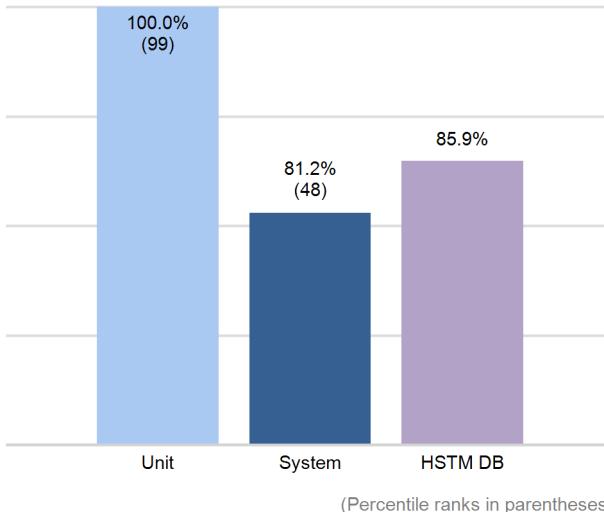
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Jul - Sep 15

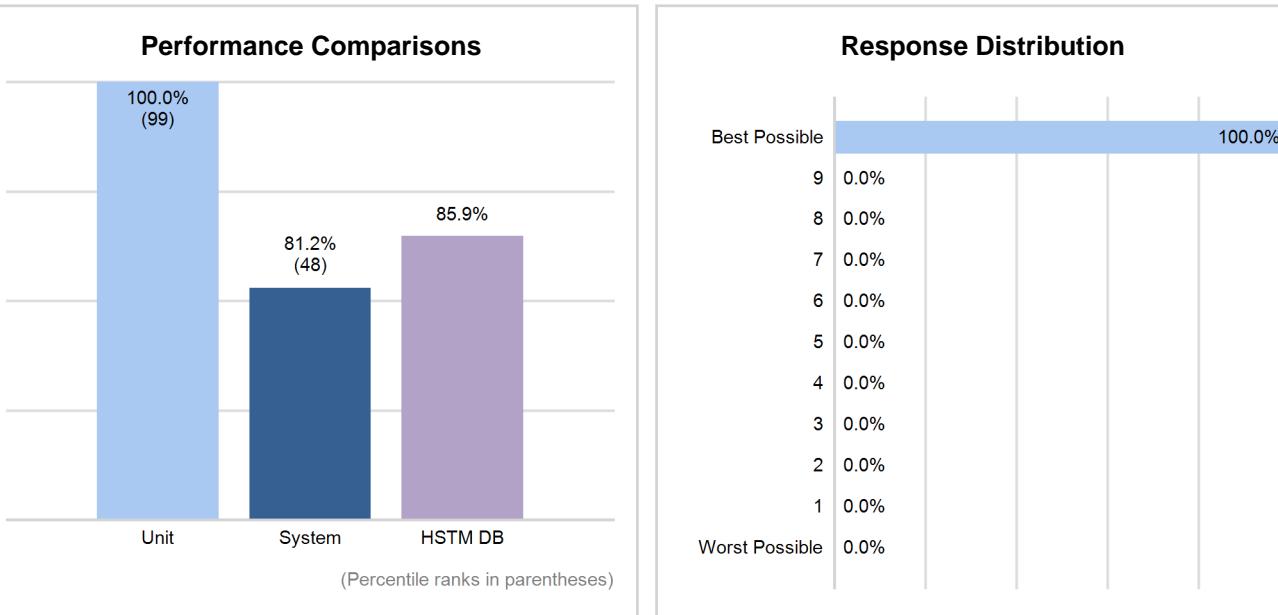
Report created 12/16/2015

Provider - Overall Rating

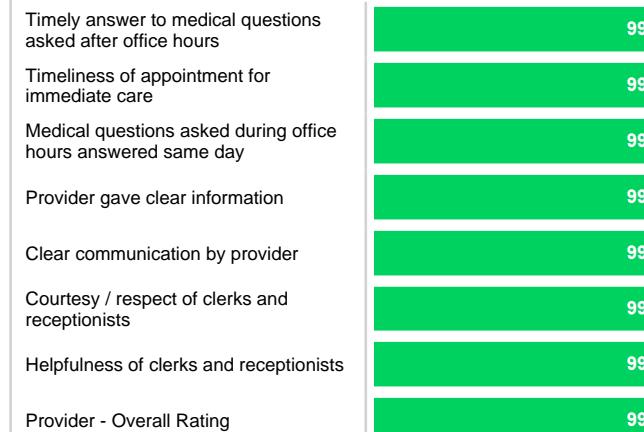
Performance Comparisons



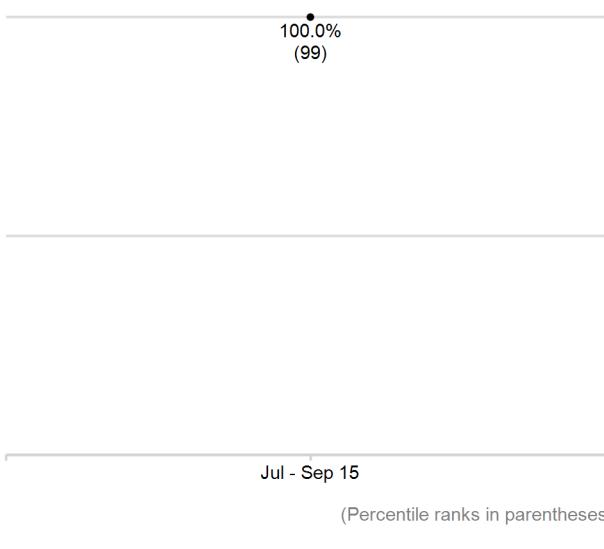
Response Distribution



Top Performers (Percentile Rank)



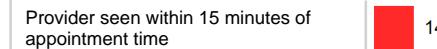
Performance Over Time



Top Priorities (Priority Index Score)

No data available for Priority Analysis.

Bottom Performers (Percentile Rank)



	Correlation	Jul - Sep 15 # of Completes = 12			Reporting Group Top Box	Prior 12 Months # of Completes = 0			Change in Top Box	Priority Level
		Top Box Score	HSTM DB Top Box	Percentile Rank		Top Box Score	Percentile Rank			
Getting Timely Appointments, Care, and Information	--	78.8%	63.2%	92	57.5%	--	--	--	--	
Timeliness of appointment for immediate care	--	100.0%	71.8%	99	60.5%	--	--	--	--	
Timeliness of appointment for check-up or routine care	--	91.7%	73.0%	99	66.0%	--	--	--	--	
Medical questions asked during office hours answered same day	--	100.0%	68.9%	99	55.1%	--	--	--	--	
Timely answer to medical questions asked after office hours	--	100.0%	65.0%	99	49.0%	--	--	--	--	
Provider seen within 15 minutes of appointment time	--	50.0%	57.8%	14	53.5%	--	--	--	--	
How Well Providers Communicate With Patients	--	98.6%	87.9%	99	84.6%	--	--	--	--	
Clear communication by provider	--	100.0%	89.1%	99	86.5%	--	--	--	--	
Provider listened carefully	--	100.0%	89.8%	99	85.7%	--	--	--	--	
Provider gave clear information	--	100.0%	87.6%	99	85.4%	--	--	--	--	
Provider knew important medical history	--	100.0%	81.3%	99	77.2%	--	--	--	--	
Provider respected what patient said	--	100.0%	91.7%	99	88.9%	--	--	--	--	
Provider spent enough time with patient	--	91.7%	88.1%	60	84.0%	--	--	--	--	
Follow-Up On Test Results	--	91.7%	82.1%	87	69.6%	--	--	--	--	
Office followed-up with test results	--	91.7%	82.1%	87	69.6%	--	--	--	--	
Patients' Rating of the Provider	--	100.0%	85.9%	99	81.2%	--	--	--	--	
Provider - Overall Rating	--	100.0%	85.9%	99	81.2%	--	--	--	--	
Helpful, Courteous, And Respectful Office Staff	--	100.0%	86.0%	99	75.6%	--	--	--	--	
Helpfulness of clerks and receptionists	--	100.0%	81.5%	99	69.5%	--	--	--	--	
Courtesy / respect of clerks and receptionists	--	100.0%	90.5%	99	81.7%	--	--	--	--	

Reporting Group = Community Health Systems - CHS Legacy CG CAHPS

HSTM DB: Pulmonary

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



Talati, M.D., Dineshkumar - [HSTM DB = Pulmonary]

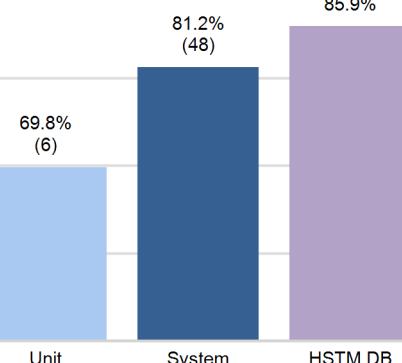
Wilkes-Barre Intermountain Clinic, LLC
Community Health Systems

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

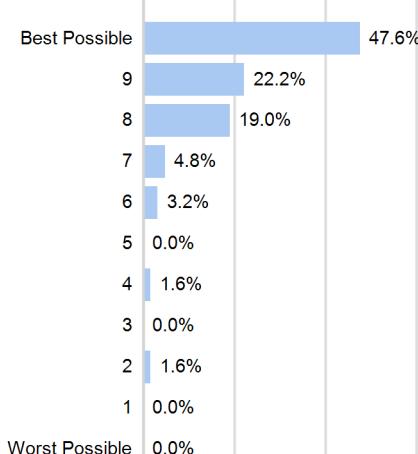
Report created 12/16/2015

Provider - Overall Rating

Performance Comparisons



Response Distribution



Top Performers (Percentile Rank)

Timely answer to medical questions asked after office hours



Performance Over Time

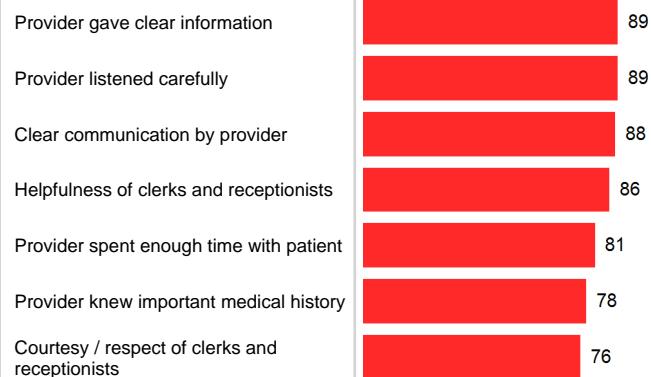
69.8%
(6)

Jul - Sep 15

(Percentile ranks in parentheses)

Top Priorities (Priority Index Score)

10/1/2014 - 9/30/2015



Priority Level: ■ High ■ Medium ■ Low

Bottom Performers (Percentile Rank)

Provider gave clear information

1

Provider listened carefully

1

Provider spent enough time with patient

1

Helpfulness of clerks and receptionists

4

Clear communication by provider

4

Provider seen within 15 minutes of appointment time

5

Courtesy / respect of clerks and receptionists

6

Provider - Overall Rating

6

	Correlation	Jul - Sep 15 # of Completes = 63			Reporting Group Top Box	Prior 12 Months # of Completes = 0			Change in Top Box	Priority Level
		Top Box Score	HSTM DB Top Box	Percentile Rank		Top Box Score	Percentile Rank			
Getting Timely Appointments, Care, and Information	0.26	53.1%	63.2%	9	57.5%	--	--	--	--	
Timeliness of appointment for immediate care	--	63.6%	71.8%	12	60.5%	--	--	--	--	
Timeliness of appointment for check-up or routine care	0.12	72.9%	73.0%	41	66.0%	--	--	--	▲ 38	
Medical questions asked during office hours answered same day	--	60.0%	68.9%	17	55.1%	--	--	--	--	
Timely answer to medical questions asked after office hours	--	100.0%	65.0%	99	49.0%	--	--	--	--	
Provider seen within 15 minutes of appointment time	0.41	33.3%	57.8%	5	53.5%	--	--	--	▼ 66	
How Well Providers Communicate With Patients	0.68	73.7%	87.9%	4	84.6%	--	--	--	--	
Clear communication by provider	0.72	69.8%	89.1%	4	86.5%	--	--	--	▼ 88	
Provider listened carefully	0.75	76.2%	89.8%	1	85.7%	--	--	--	▼ 89	
Provider gave clear information	0.73	68.1%	87.6%	1	85.4%	--	--	--	▼ 89	
Provider knew important medical history	0.65	71.0%	81.3%	19	77.2%	--	--	--	▼ 78	
Provider respected what patient said	0.65	85.7%	91.7%	25	88.9%	--	--	--	▼ 75	
Provider spent enough time with patient	0.59	69.8%	88.1%	1	84.0%	--	--	--	▼ 81	
Follow-Up On Test Results	--	82.1%	82.1%	46	69.6%	--	--	--	--	
Office followed-up with test results	--	82.1%	82.1%	46	69.6%	--	--	--	--	
Patients' Rating of the Provider	1.00	69.8%	85.9%	6	81.2%	--	--	--	--	
Provider - Overall Rating	1.00	69.8%	85.9%	6	81.2%	--	--	--	--	
Helpful, Courteous, And Respectful Office Staff	0.59	76.8%	86.0%	1	75.6%	--	--	--	--	
Helpfulness of clerks and receptionists	0.66	69.4%	81.5%	4	69.5%	--	--	--	▼ 86	
Courtesy / respect of clerks and receptionists	0.53	84.1%	90.5%	6	81.7%	--	--	--	▼ 76	

Reporting Group = Community Health Systems - CHS Legacy CG CAHPS

HSTM DB: Pulmonary

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



Garg, M.D., Sanjeev G. - [HSTM DB = Neurology]

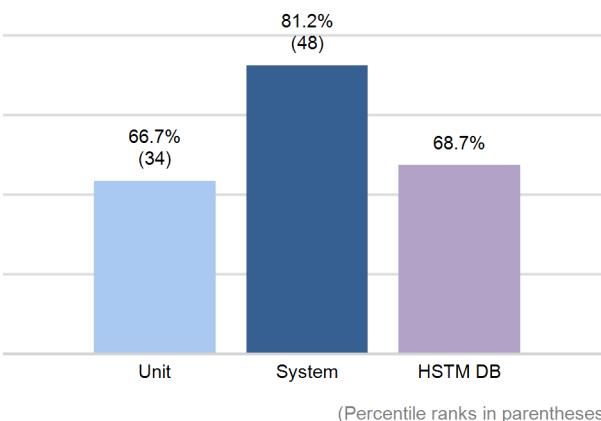
Wilkes-Barre Intermountain Clinic, LLC
Community Health Systems

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Jul - Sep 15

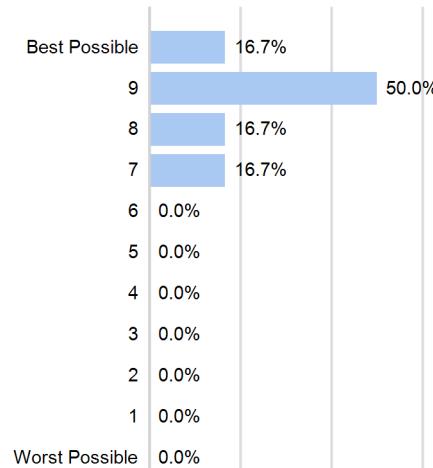
Report created 12/16/2015

Provider - Overall Rating

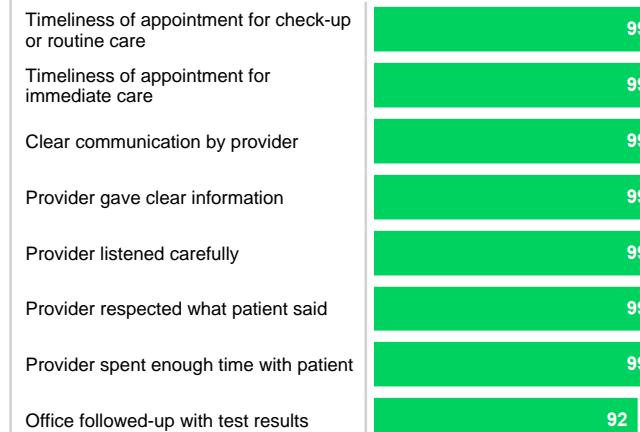
Performance Comparisons



Response Distribution



Top Performers (Percentile Rank)



Performance Over Time

66.7%
(34)

•

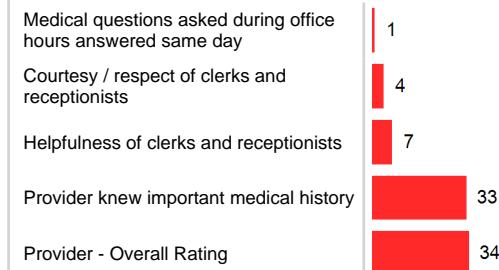
Jul - Sep 15

(Percentile ranks in parentheses)

Top Priorities (Priority Index Score)

No data available for Priority Analysis.

Bottom Performers (Percentile Rank)



	Correlation	Jul - Sep 15 # of Completes = 7			Reporting Group Top Box	Prior 12 Months # of Completes = 0			Change in Top Box	Priority Level
		Top Box Score	HSTM DB Top Box	Percentile Rank		Top Box Score	Percentile Rank			
Getting Timely Appointments, Care, and Information	--	55.6%	63.2%	14	57.5%	--	--	--	--	
Timeliness of appointment for immediate care	--	100.0%	59.2%	99	60.5%	--	--	--	--	
Timeliness of appointment for check-up or routine care	--	100.0%	62.8%	99	66.0%	--	--	--	--	
Medical questions asked during office hours answered same day	--	0.0%	54.8%	1	55.1%	--	--	--	--	
Provider seen within 15 minutes of appointment time	--	50.0%	51.1%	58	53.5%	--	--	--	--	
How Well Providers Communicate With Patients	--	94.4%	77.3%	93	84.6%	--	--	--	--	
Clear communication by provider	--	100.0%	77.6%	99	86.5%	--	--	--	--	
Provider listened carefully	--	100.0%	79.6%	99	85.7%	--	--	--	--	
Provider gave clear information	--	100.0%	76.5%	99	85.4%	--	--	--	--	
Provider knew important medical history	--	66.7%	70.4%	33	77.2%	--	--	--	--	
Provider respected what patient said	--	100.0%	81.6%	99	88.9%	--	--	--	--	
Provider spent enough time with patient	--	100.0%	78.3%	99	84.0%	--	--	--	--	
Follow-Up On Test Results	--	80.0%	62.1%	92	69.6%	--	--	--	--	
Office followed-up with test results	--	80.0%	62.1%	92	69.6%	--	--	--	--	
Patients' Rating of the Provider	--	66.7%	68.7%	34	81.2%	--	--	--	--	
Provider - Overall Rating	--	66.7%	68.7%	34	81.2%	--	--	--	--	
Helpful, Courteous, And Respectful Office Staff	--	50.0%	74.4%	5	75.6%	--	--	--	--	
Helpfulness of clerks and receptionists	--	50.0%	68.4%	7	69.5%	--	--	--	--	
Courtesy / respect of clerks and receptionists	--	50.0%	80.3%	4	81.7%	--	--	--	--	



Hiscox, D.O., Richard - [HSTM DB = Family Practice]

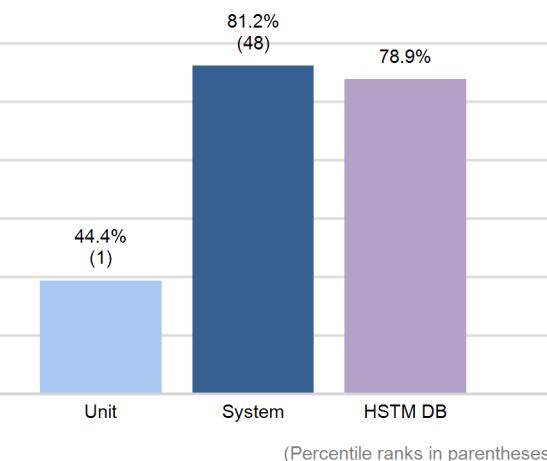
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Jul - Sep 15

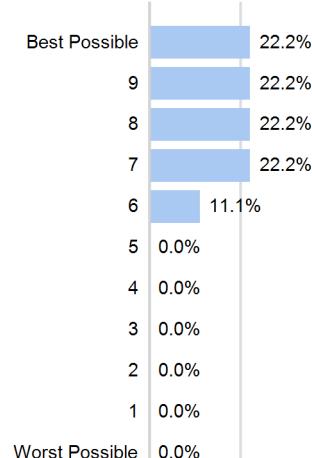
Report created 12/16/2015

Provider - Overall Rating

Performance Comparisons



Response Distribution



Top Performers (Percentile Rank)

Timeliness of appointment for check-up or routine care

58

Performance Over Time

44.4%
(1)

Jul - Sep 15

(Percentile ranks in parentheses)

Top Priorities (Priority Index Score)

No data available for Priority Analysis.

Bottom Performers (Percentile Rank)

Medical questions asked during office hours answered same day	1
Timeliness of appointment for immediate care	1
Clear communication by provider	1
Provider respected what patient said	1
Courtesy / respect of clerks and receptionists	1
Helpfulness of clerks and receptionists	1
Office followed-up with test results	1
Provider - Overall Rating	1

	Correlation	Jul - Sep 15 # of Completes = 9			Reporting Group Top Box	Prior 12 Months # of Completes = 0			Change in Top Box	Priority Level
		Top Box Score	HSTM DB Top Box	Percentile Rank		Top Box Score	Percentile Rank			
Getting Timely Appointments, Care, and Information	--	40.7%	59.6%	4	57.5%	--	--	--	--	
Timeliness of appointment for immediate care	--	33.3%	65.9%	1	60.5%	--	--	--	--	
Timeliness of appointment for check-up or routine care	--	75.0%	71.4%	58	66.0%	--	--	--	--	
Medical questions asked during office hours answered same day	--	25.0%	60.6%	1	55.1%	--	--	--	--	
Provider seen within 15 minutes of appointment time	--	22.2%	46.7%	5	53.5%	--	--	--	--	
How Well Providers Communicate With Patients	--	63.5%	85.0%	1	84.6%	--	--	--	--	
Clear communication by provider	--	50.0%	87.8%	1	86.5%	--	--	--	--	
Provider listened carefully	--	66.7%	87.5%	1	85.7%	--	--	--	--	
Provider gave clear information	--	66.7%	85.6%	3	85.4%	--	--	--	--	
Provider knew important medical history	--	55.6%	75.0%	6	77.2%	--	--	--	--	
Provider respected what patient said	--	62.5%	89.9%	1	88.9%	--	--	--	--	
Provider spent enough time with patient	--	77.8%	84.0%	21	84.0%	--	--	--	--	
Follow-Up On Test Results	--	44.4%	79.5%	1	69.6%	--	--	--	--	
Office followed-up with test results	--	44.4%	79.5%	1	69.6%	--	--	--	--	
Patients' Rating of the Provider	--	44.4%	78.9%	1	81.2%	--	--	--	--	
Provider - Overall Rating	--	44.4%	78.9%	1	81.2%	--	--	--	--	
Helpful, Courteous, And Respectful Office Staff	--	38.9%	76.5%	1	75.6%	--	--	--	--	
Helpfulness of clerks and receptionists	--	22.2%	70.6%	1	69.5%	--	--	--	--	
Courtesy / respect of clerks and receptionists	--	55.6%	82.5%	1	81.7%	--	--	--	--	

Reporting Group = Community Health Systems - CHS Legacy CG CAHPS

HSTM DB: Family Practice

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



Nothstein, D.O., Gary D. - [HSTM DB = Family Practice]

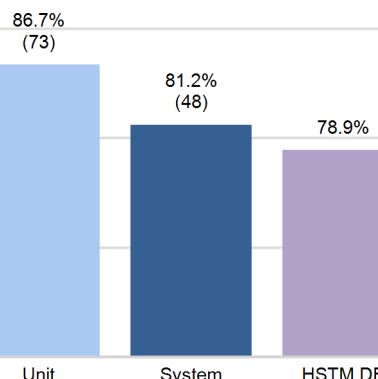
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Jul - Sep 15

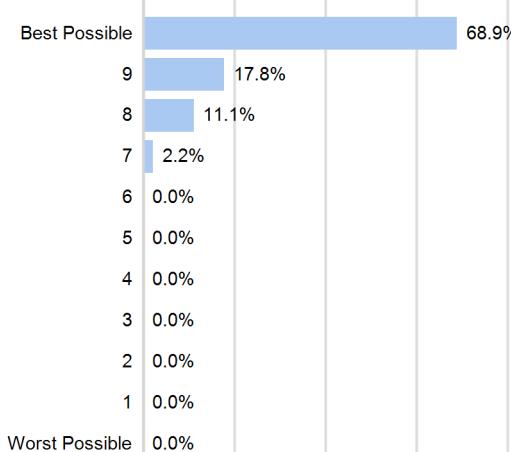
Report created 12/16/2015

Provider - Overall Rating

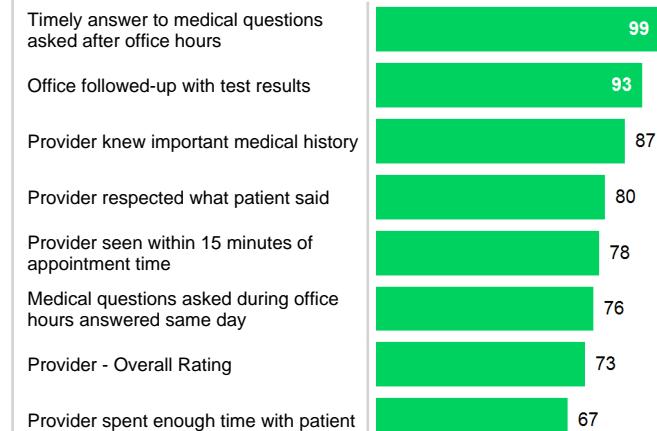
Performance Comparisons



Response Distribution



Top Performers (Percentile Rank)



Performance Over Time

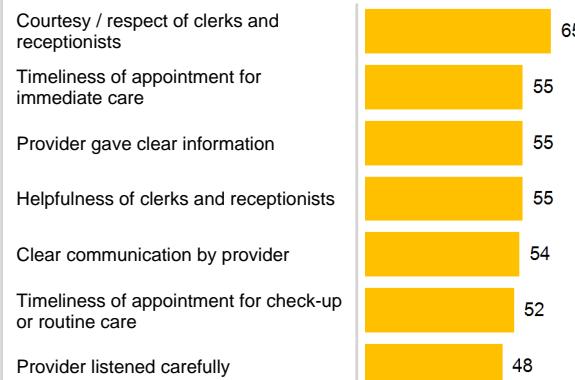
86.7%
(73)

Jul - Sep 15

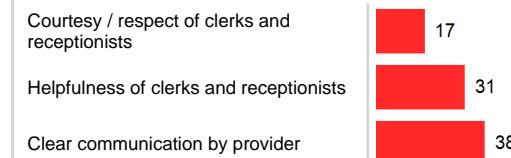
(Percentile ranks in parentheses)

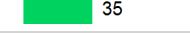
Top Priorities (Priority Index Score)

10/1/2014 - 9/30/2015

Priority Level: ■ High ■ Medium ■ Low

Bottom Performers (Percentile Rank)



	Jul - Sep 15 # of Completes = 46				Reporting Group Top Box	Prior 12 Months # of Completes = 0			Change in Top Box	Priority Level
	Correlation	Top Box Score	HSTM DB Top Box	Percentile Rank		Top Box Score	Percentile Rank			
Getting Timely Appointments, Care, and Information	0.50	69.2%	59.6%	83	57.5%	--	--	--		
Timeliness of appointment for immediate care	0.54	68.8%	65.9%	58	60.5%	--	--	--	 55	
Timeliness of appointment for check-up or routine care	0.59	77.5%	71.4%	65	66.0%	--	--	--	 52	
Medical questions asked during office hours answered same day	--	69.6%	60.6%	76	55.1%	--	--	--		
Timely answer to medical questions asked after office hours	--	100.0%	59.2%	99	49.0%	--	--	--		
Provider seen within 15 minutes of appointment time	0.37	60.0%	46.7%	78	53.5%	--	--	--	 38	
How Well Providers Communicate With Patients	0.38	89.3%	85.0%	70	84.6%	--	--	--		
Clear communication by provider	0.35	86.4%	87.8%	38	86.5%	--	--	--	 54	
Provider listened carefully	0.43	91.1%	87.5%	64	85.7%	--	--	--	 48	
Provider gave clear information	0.47	87.2%	85.6%	52	85.4%	--	--	--	 55	
Provider knew important medical history	0.39	86.4%	75.0%	87	77.2%	--	--	--	 35	
Provider respected what patient said	0.32	95.6%	89.9%	80	88.9%	--	--	--	 35	
Provider spent enough time with patient	0.33	88.9%	84.0%	67	84.0%	--	--	--	 42	
Follow-Up On Test Results	-0.05	93.0%	79.5%	93	69.6%	--	--	--		
Office followed-up with test results	-0.05	93.0%	79.5%	93	69.6%	--	--	--	 13	
Patients' Rating of the Provider	1.00	86.7%	78.9%	73	81.2%	--	--	--		
Provider - Overall Rating	1.00	86.7%	78.9%	73	81.2%	--	--	--		
Helpful, Courteous, And Respectful Office Staff	0.37	71.1%	76.5%	23	75.6%	--	--	--		
Helpfulness of clerks and receptionists	0.32	66.7%	70.6%	31	69.5%	--	--	--	 55	
Courtesy / respect of clerks and receptionists	0.41	75.6%	82.5%	17	81.7%	--	--	--	 65	

Reporting Group = Community Health Systems - CHS Legacy CG CAHPS

HSTM DB: Family Practice

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



Patel, , Gnanesh - [HSTM DB = Medical]

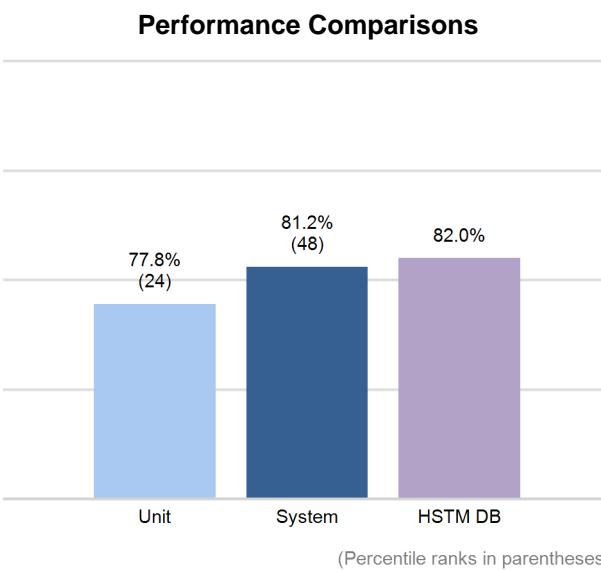
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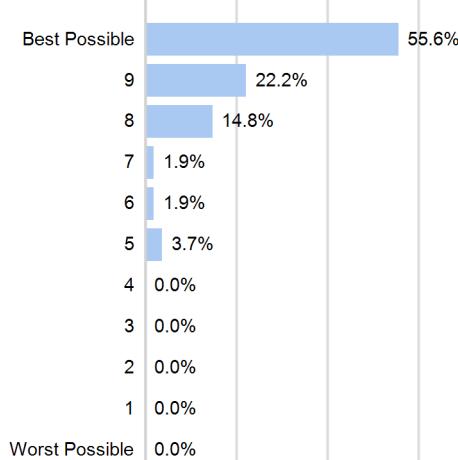
Report created 12/16/2015

Provider - Overall Rating

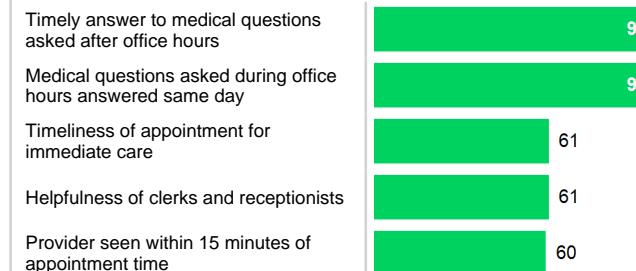
Performance Comparisons



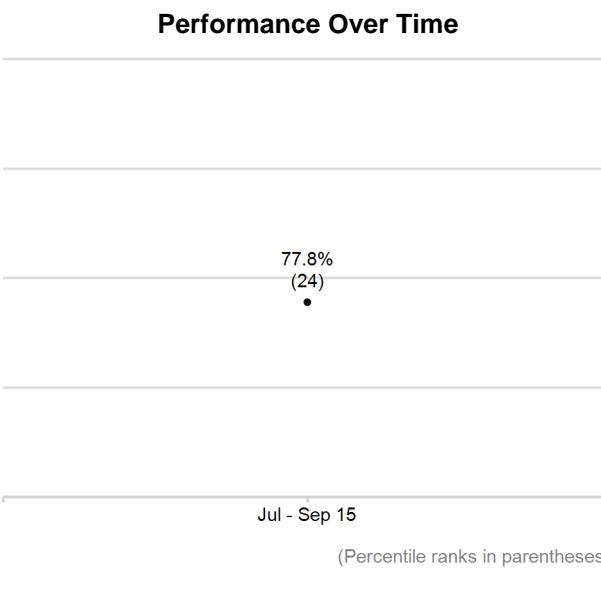
Response Distribution



Top Performers (Percentile Rank)

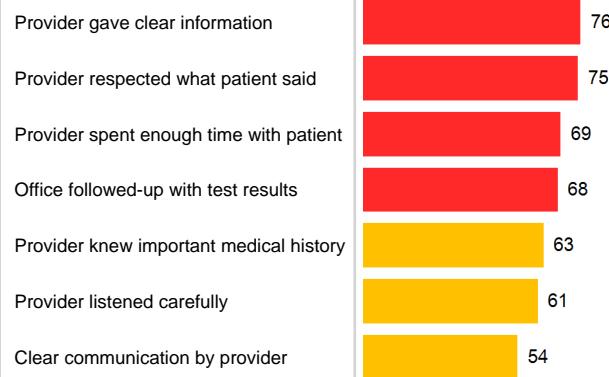


Performance Over Time

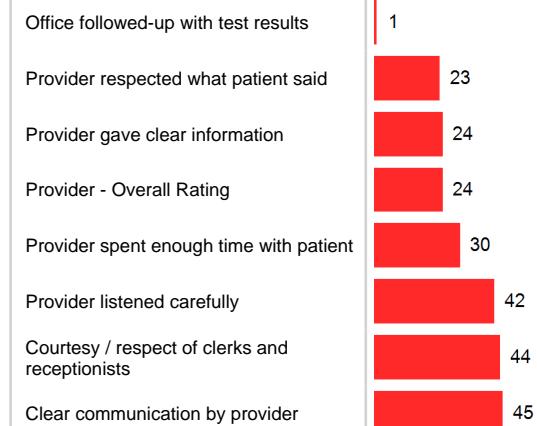


Top Priorities (Priority Index Score)

10/1/2014 - 9/30/2015

Priority Level: ■ High ■ Medium ■ Low

Bottom Performers (Percentile Rank)



	Correlation	Jul - Sep 15 # of Completes = 54			Reporting Group Top Box	Prior 12 Months # of Completes = 0			Change in Top Box	Priority Level
		Top Box Score	HSTM DB Top Box	Percentile Rank		Top Box Score	Percentile Rank			
Getting Timely Appointments, Care, and Information	0.15	72.9%	64.6%	82	57.5%	--	--	--	--	
Timeliness of appointment for immediate care	--	77.8%	71.8%	61	60.5%	--	--	--	--	
Timeliness of appointment for check-up or routine care	0.13	74.5%	74.4%	46	66.0%	--	--	--	 37	
Medical questions asked during office hours answered same day	--	94.4%	66.1%	99	55.1%	--	--	--	--	
Timely answer to medical questions asked after office hours	--	100.0%	62.1%	99	49.0%	--	--	--	--	
Provider seen within 15 minutes of appointment time	0.16	61.1%	54.8%	60	53.5%	--	--	--	 34	
How Well Providers Communicate With Patients	0.56	83.4%	85.7%	31	84.6%	--	--	--	--	
Clear communication by provider	0.38	85.2%	87.0%	45	86.5%	--	--	--	 54	
Provider listened carefully	0.50	87.0%	87.7%	42	85.7%	--	--	--	 61	
Provider gave clear information	0.70	80.4%	86.2%	24	85.4%	--	--	--	 76	
Provider knew important medical history	0.62	77.8%	78.1%	46	77.2%	--	--	--	 63	
Provider respected what patient said	0.60	87.0%	90.1%	23	88.9%	--	--	--	 75	
Provider spent enough time with patient	0.55	83.0%	85.0%	30	84.0%	--	--	--	 69	
Follow-Up On Test Results	0.42	43.1%	78.7%	1	69.6%	--	--	--	--	
Office followed-up with test results	0.42	43.1%	78.7%	1	69.6%	--	--	--	 68	
Patients' Rating of the Provider	1.00	77.8%	82.0%	24	81.2%	--	--	--	--	
Provider - Overall Rating	1.00	77.8%	82.0%	24	81.2%	--	--	--	--	
Helpful, Courteous, And Respectful Office Staff	0.07	84.9%	82.0%	57	75.6%	--	--	--	--	
Helpfulness of clerks and receptionists	0.14	81.1%	77.0%	61	69.5%	--	--	--	 33	
Courtesy / respect of clerks and receptionists	0.00	88.7%	86.9%	44	81.7%	--	--	--	 28	

Reporting Group = Community Health Systems - CHS Legacy CG CAHPS

HSTM DB: Medical

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



Hottenstein, M.D., William - [HSTM DB = Internal Medicine]

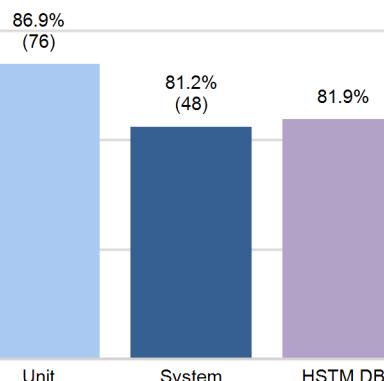
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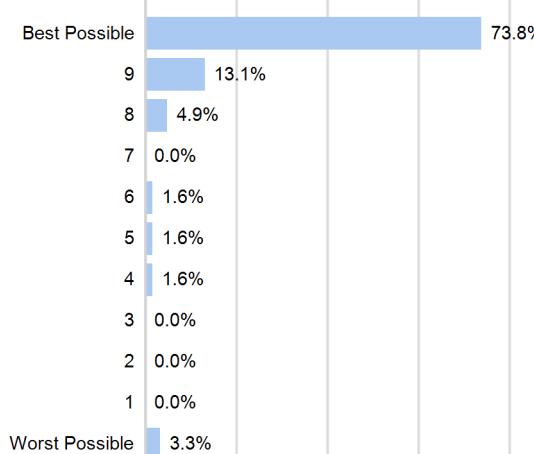
Report created 12/16/2015

Provider - Overall Rating

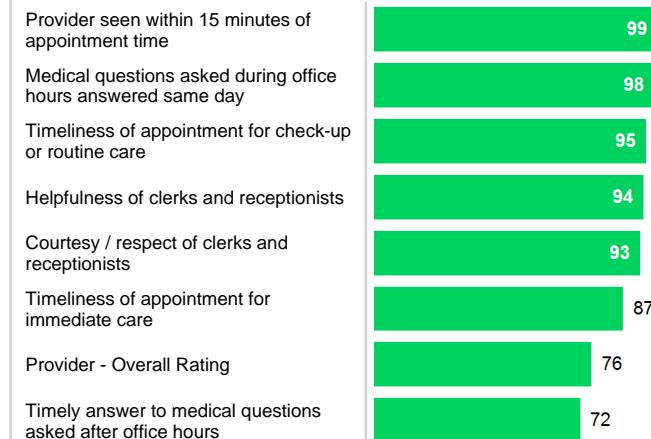
Performance Comparisons



Response Distribution



Top Performers (Percentile Rank)



Performance Over Time

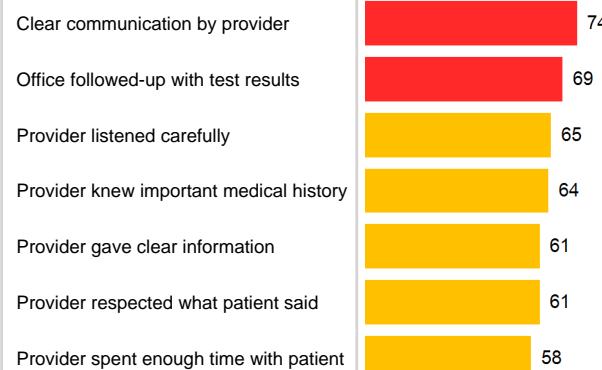
86.9%
(76)

Jul - Sep 15

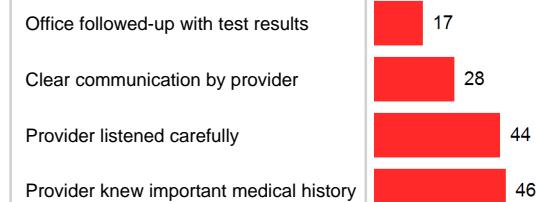
(Percentile ranks in parentheses)

Top Priorities (Priority Index Score)

10/1/2014 - 9/30/2015

Priority Level: ■ High ■ Medium ■ Low

Bottom Performers (Percentile Rank)



Wilkes-Barre Intermountain Clinic, LLC - Hottenstein, M.D., William - [HSTM DB =

Question Summary

Patient Insights - CG-CAHPS 12M (eSurvey)

Jul - Sep 15

	Correlation	Jul - Sep 15 # of Completes = 61			Reporting Group Top Box	Prior 12 Months # of Completes = 0			Change in Top Box	Priority Level
		Top Box Score	HSTM DB Top Box	Percentile Rank		Top Box Score	Percentile Rank			
Getting Timely Appointments, Care, and Information	0.27	88.5%	63.2%	99	57.5%	--	--	--		
Timeliness of appointment for immediate care	0.25	85.3%	69.4%	87	60.5%	--	--	--	▲ 29	
Timeliness of appointment for check-up or routine care	0.24	92.7%	73.4%	95	66.0%	--	--	--	▲ 25	
Medical questions asked during office hours answered same day	0.54	88.6%	67.8%	98	55.1%	--	--	--	▲ 33	
Timely answer to medical questions asked after office hours	--	71.4%	65.0%	72	49.0%	--	--	--		
Provider seen within 15 minutes of appointment time	0.03	88.5%	49.4%	99	53.5%	--	--	--	▲ 12	
How Well Providers Communicate With Patients	0.84	85.4%	86.5%	46	84.6%	--	--	--		
Clear communication by provider	0.68	85.0%	88.7%	28	86.5%	--	--	--	▼ 74	
Provider listened carefully	0.91	86.9%	88.1%	44	85.7%	--	--	--	▲ 65	
Provider gave clear information	0.89	86.8%	87.0%	52	85.4%	--	--	--	▲ 61	
Provider knew important medical history	0.77	77.0%	78.3%	46	77.2%	--	--	--	▲ 64	
Provider respected what patient said	0.90	90.2%	90.4%	52	88.9%	--	--	--	▲ 61	
Provider spent enough time with patient	0.87	86.9%	86.0%	57	84.0%	--	--	--	▲ 58	
Follow-Up On Test Results	0.46	67.8%	79.0%	17	69.6%	--	--	--		
Office followed-up with test results	0.46	67.8%	79.0%	17	69.6%	--	--	--	▼ 69	
Patients' Rating of the Provider	1.00	86.9%	81.9%	76	81.2%	--	--	--		
Provider - Overall Rating	1.00	86.9%	81.9%	76	81.2%	--	--	--		
Helpful, Courteous, And Respectful Office Staff	0.19	94.2%	80.7%	95	75.6%	--	--	--		
Helpfulness of clerks and receptionists	0.23	91.8%	74.9%	94	69.5%	--	--	--	▲ 25	
Courtesy / respect of clerks and receptionists	0.14	96.7%	85.9%	93	81.7%	--	--	--	▲ 21	

Reporting Group = Community Health Systems - CHS Legacy CG CAHPS

HSTM DB: Internal Medicine

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



Fenster, M.D., Bradley D. - [HSTM DB = Cardiology]

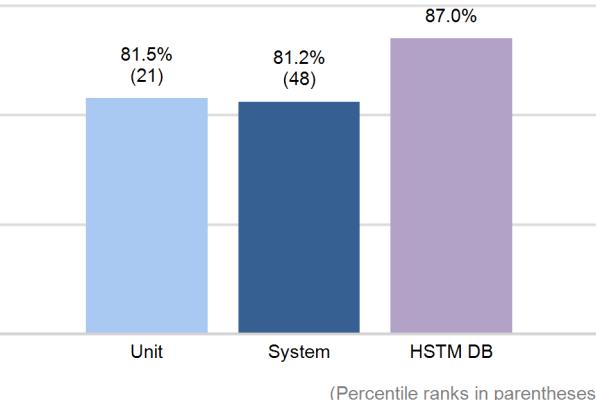
Wilkes-Barre Intermountain Clinic, LLC
Community Health Systems

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

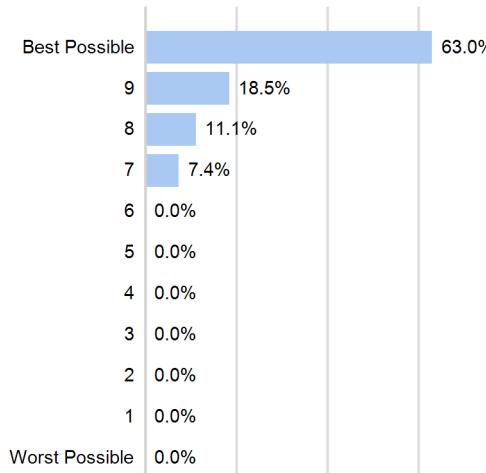
Report created 12/16/2015

Provider - Overall Rating

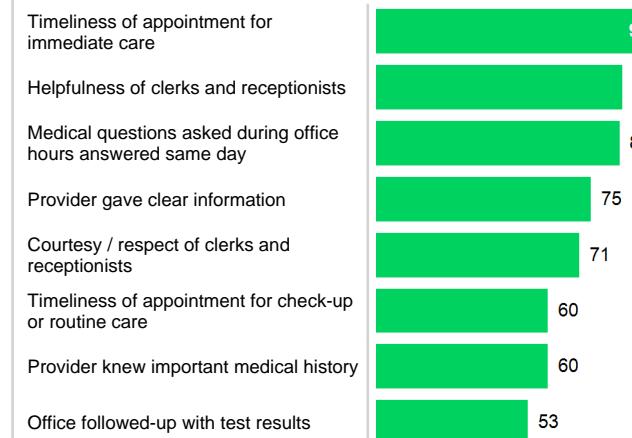
Performance Comparisons



Response Distribution



Top Performers (Percentile Rank)



Performance Over Time

81.5%
(21)

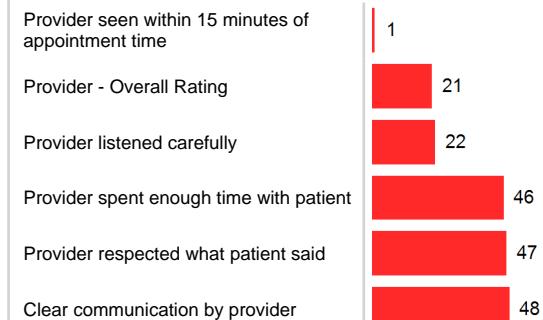
Jul - Sep 15

(Percentile ranks in parentheses)

Top Priorities (Priority Index Score)

No data available for Priority Analysis.

Bottom Performers (Percentile Rank)



	Correlation	Jul - Sep 15 # of Completes = 30			Reporting Group Top Box	Prior 12 Months # of Completes = 0			Change in Top Box	Priority Level
		Top Box Score	HSTM DB Top Box	Percentile Rank		Top Box Score	Percentile Rank			
Getting Timely Appointments, Care, and Information	--	55.1%	63.3%	25	57.5%	--	--	--	--	
Timeliness of appointment for immediate care	--	100.0%	73.3%	99	60.5%	--	--	--	--	
Timeliness of appointment for check-up or routine care	--	77.3%	75.1%	60	66.0%	--	--	--	--	
Medical questions asked during office hours answered same day	--	76.9%	66.8%	85	55.1%	--	--	--	--	
Provider seen within 15 minutes of appointment time	--	17.9%	50.6%	1	53.5%	--	--	--	--	
How Well Providers Communicate With Patients	--	88.8%	88.6%	48	84.6%	--	--	--	--	
Clear communication by provider	--	89.3%	89.3%	48	86.5%	--	--	--	--	
Provider listened carefully	--	85.7%	90.2%	22	85.7%	--	--	--	--	
Provider gave clear information	--	91.7%	88.1%	75	85.4%	--	--	--	--	
Provider knew important medical history	--	85.2%	83.2%	60	77.2%	--	--	--	--	
Provider respected what patient said	--	92.6%	92.1%	47	88.9%	--	--	--	--	
Provider spent enough time with patient	--	88.9%	88.6%	46	84.0%	--	--	--	--	
Follow-Up On Test Results	--	79.2%	78.7%	53	69.6%	--	--	--	--	
Office followed-up with test results	--	79.2%	78.7%	53	69.6%	--	--	--	--	
Patients' Rating of the Provider	--	81.5%	87.0%	21	81.2%	--	--	--	--	
Provider - Overall Rating	--	81.5%	87.0%	21	81.2%	--	--	--	--	
Helpful, Courteous, And Respectful Office Staff	--	90.6%	85.4%	81	75.6%	--	--	--	--	
Helpfulness of clerks and receptionists	--	88.5%	80.9%	86	69.5%	--	--	--	--	
Courtesy / respect of clerks and receptionists	--	92.6%	89.9%	71	81.7%	--	--	--	--	



Michelstein, M.D., Richard - [HSTM DB = Gastroenterology]

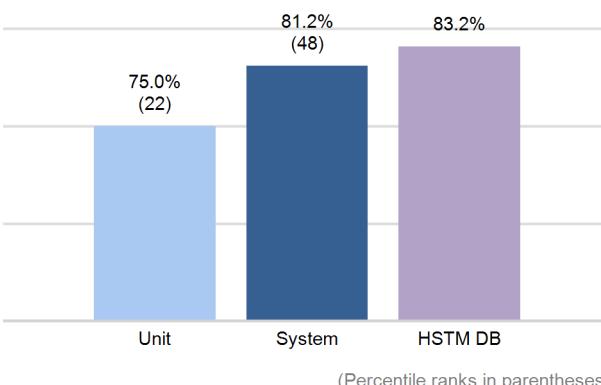
Wilkes-Barre Intermountain Clinic, LLC
Community Health Systems

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

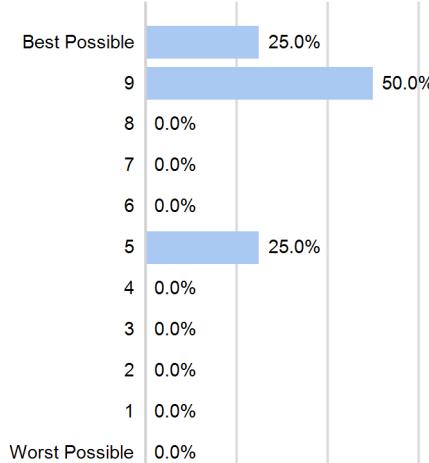
Report created 12/16/2015

Provider - Overall Rating

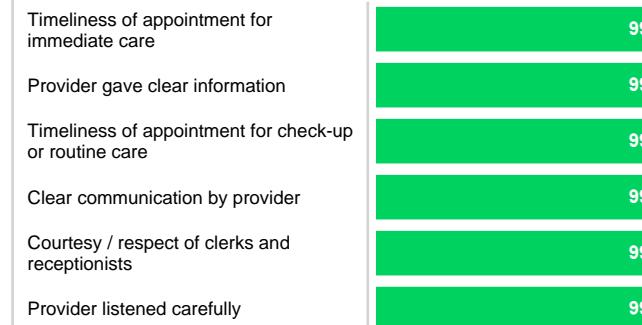
Performance Comparisons



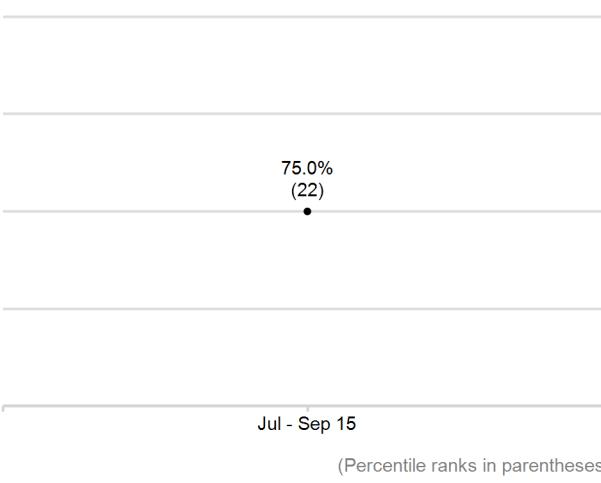
Response Distribution



Top Performers (Percentile Rank)



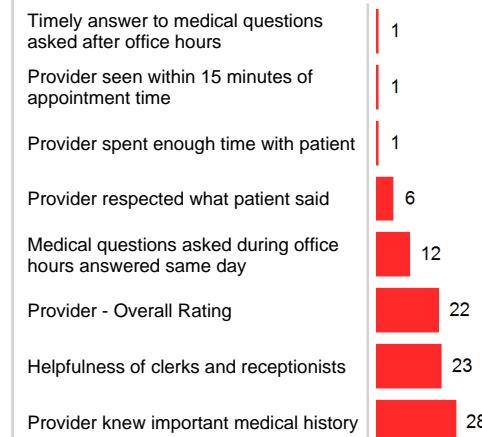
Performance Over Time



Top Priorities (Priority Index Score)

No data available for Priority Analysis.

Bottom Performers (Percentile Rank)



	Correlation	Jul - Sep 15 # 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			
Getting Timely Appointments, Care, and Information	--	50.0%	63.2%	3	57.5%	--	--	--	--	
Timeliness of appointment for immediate care	--	100.0%	67.4%	99	60.5%	--	--	--	--	
Timeliness of appointment for check-up or routine care	--	100.0%	72.0%	99	66.0%	--	--	--	--	
Medical questions asked during office hours answered same day	--	50.0%	67.4%	12	55.1%	--	--	--	--	
Timely answer to medical questions asked after office hours	--	0.0%	65.0%	1	49.0%	--	--	--	--	
Provider seen within 15 minutes of appointment time	--	25.0%	60.8%	1	53.5%	--	--	--	--	
How Well Providers Communicate With Patients	--	81.8%	87.7%	23	84.6%	--	--	--	--	
Clear communication by provider	--	100.0%	90.0%	99	86.5%	--	--	--	--	
Provider listened carefully	--	100.0%	88.6%	99	85.7%	--	--	--	--	
Provider gave clear information	--	100.0%	88.5%	99	85.4%	--	--	--	--	
Provider knew important medical history	--	75.0%	79.9%	28	77.2%	--	--	--	--	
Provider respected what patient said	--	75.0%	90.8%	6	88.9%	--	--	--	--	
Provider spent enough time with patient	--	50.0%	88.4%	1	84.0%	--	--	--	--	
Patients' Rating of the Provider	--	75.0%	83.2%	22	81.2%	--	--	--	--	
Provider - Overall Rating	--	75.0%	83.2%	22	81.2%	--	--	--	--	
Helpful, Courteous, And Respectful Office Staff	--	87.5%	84.7%	70	75.6%	--	--	--	--	
Helpfulness of clerks and receptionists	--	75.0%	81.0%	23	69.5%	--	--	--	--	
Courtesy / respect of clerks and receptionists	--	100.0%	88.3%	99	81.7%	--	--	--	--	

Reporting Group = Community Health Systems - CHS Legacy CG CAHPS

HSTM DB: Gastroenterology

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



Patel, M.D., Krishnakant - [HSTM DB = Family Practice]

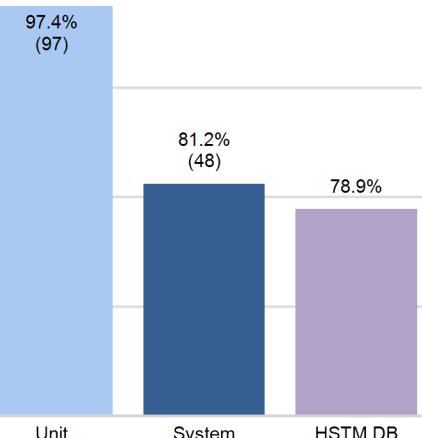
Wilkes-Barre Intermountain Clinic, LLC
Community Health Systems

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

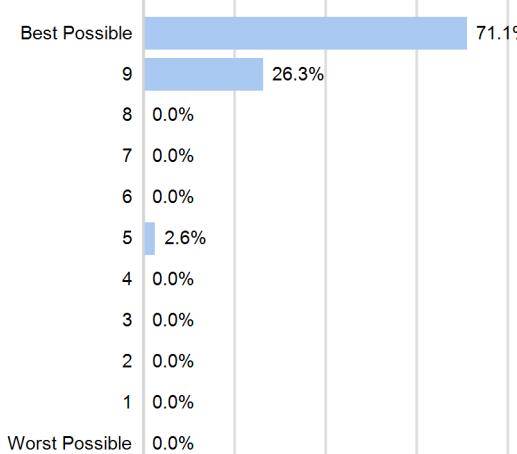
Report created 12/16/2015

Provider - Overall Rating

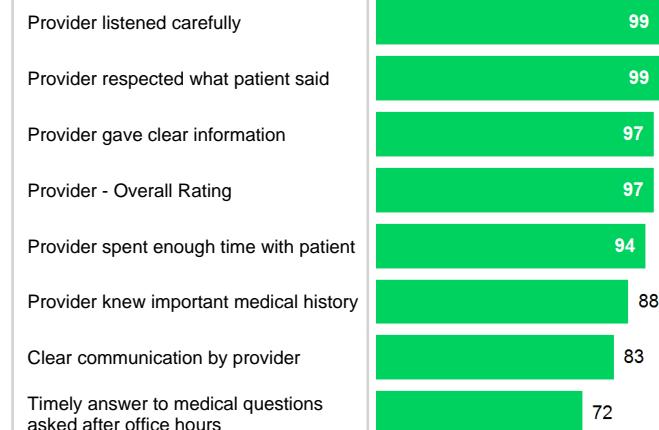
Performance Comparisons



Response Distribution



Top Performers (Percentile Rank)



Performance Over Time

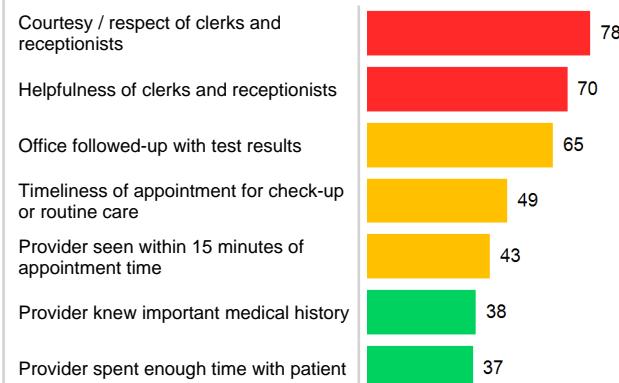
97.4%
(97)

Jul - Sep 15

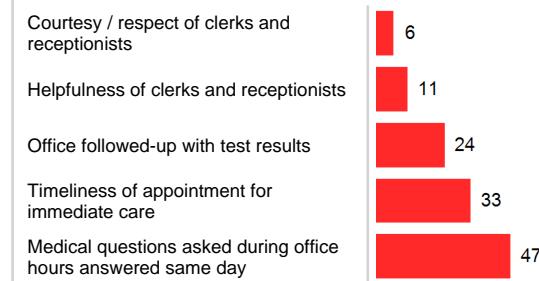
(Percentile ranks in parentheses)

Top Priorities (Priority Index Score)

10/1/2014 - 9/30/2015

Priority Level: ■ High ■ Medium ■ Low

Bottom Performers (Percentile Rank)



	Correlation	Jul - Sep 15 # of Completes = 39			Reporting Group Top Box	Prior 12 Months # of Completes = 0			Change in Top Box	Priority Level
		Top Box Score	HSTM DB Top Box	Percentile Rank		Top Box Score	Percentile Rank			
Getting Timely Appointments, Care, and Information	0.44	63.8%	59.6%	67	57.5%	--	--	--	--	
Timeliness of appointment for immediate care	--	61.5%	65.9%	33	60.5%	--	--	--	--	
Timeliness of appointment for check-up or routine care	0.51	78.1%	71.4%	68	66.0%	--	--	--	 49	
Medical questions asked during office hours answered same day	--	58.8%	60.6%	47	55.1%	--	--	--	--	
Timely answer to medical questions asked after office hours	--	66.7%	59.2%	72	49.0%	--	--	--	--	
Provider seen within 15 minutes of appointment time	0.36	55.3%	46.7%	68	53.5%	--	--	--	 43	
How Well Providers Communicate With Patients	0.38	95.5%	85.0%	96	84.6%	--	--	--	--	
Clear communication by provider	0.16	94.6%	87.8%	83	86.5%	--	--	--	 26	
Provider listened carefully	--	100.0%	87.5%	99	85.7%	--	--	--	--	
Provider gave clear information	0.11	97.2%	85.6%	97	85.4%	--	--	--	 17	
Provider knew important medical history	0.54	86.8%	75.0%	88	77.2%	--	--	--	 38	
Provider respected what patient said	--	100.0%	89.9%	99	88.9%	--	--	--	--	
Provider spent enough time with patient	0.70	94.7%	84.0%	94	84.0%	--	--	--	 37	
Follow-Up On Test Results	0.44	72.7%	79.5%	24	69.6%	--	--	--	--	
Office followed-up with test results	0.44	72.7%	79.5%	24	69.6%	--	--	--	 65	
Patients' Rating of the Provider	1.00	97.4%	78.9%	97	81.2%	--	--	--	--	
Provider - Overall Rating	1.00	97.4%	78.9%	97	81.2%	--	--	--	--	
Helpful, Courteous, And Respectful Office Staff	0.51	65.3%	76.5%	9	75.6%	--	--	--	--	
Helpfulness of clerks and receptionists	0.46	59.5%	70.6%	11	69.5%	--	--	--	 70	
Courtesy / respect of clerks and receptionists	0.55	71.1%	82.5%	6	81.7%	--	--	--	 78	

Reporting Group = Community Health Systems - CHS Legacy CG CAHPS

HSTM DB: Family Practice

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



Boukarrou, M.D., Latifa - [HSTM DB = Neurology]

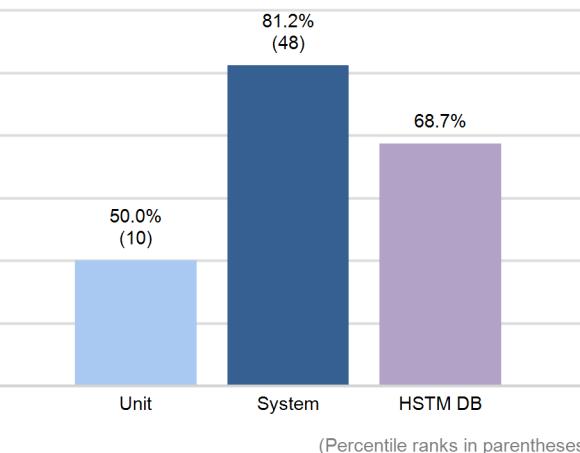
Wilkes-Barre Intermountain Clinic, LLC
Community Health Systems

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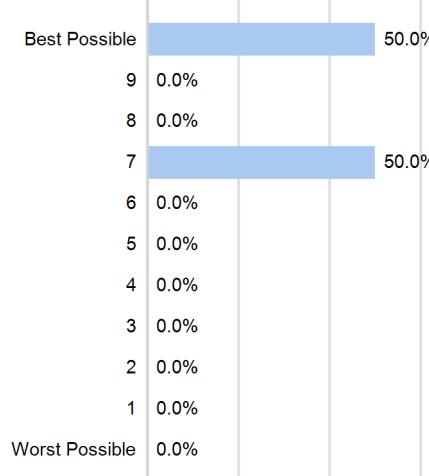
Report created 12/16/2015

Provider - Overall Rating

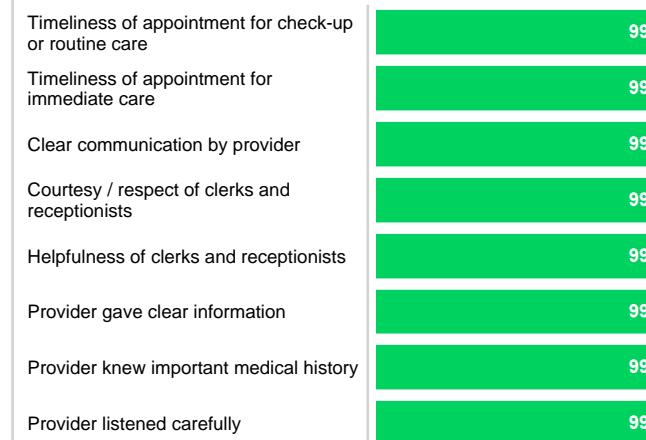
Performance Comparisons



Response Distribution



Top Performers (Percentile Rank)



Performance Over Time

50.0%
(10)

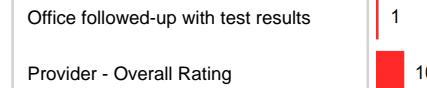
Jul - Sep 15

(Percentile ranks in parentheses)

Top Priorities (Priority Index Score)

No data available for Priority Analysis.

Bottom Performers (Percentile Rank)



	Correlation	Jul - Sep 15 # of Completes = 3			Reporting Group Top Box	Prior 12 Months # of Completes = 0			Change in Top Box	Priority Level
		Top Box Score	HSTM DB Top Box	Percentile Rank		Top Box Score	Percentile Rank			
Getting Timely Appointments, Care, and Information	--	75.0%	63.2%	87	57.5%	--	--	--	--	
Timeliness of appointment for immediate care	--	100.0%	59.2%	99	60.5%	--	--	--	--	
Timeliness of appointment for check-up or routine care	--	100.0%	62.8%	99	66.0%	--	--	--	--	
Provider seen within 15 minutes of appointment time	--	50.0%	51.1%	58	53.5%	--	--	--	--	
How Well Providers Communicate With Patients	--	100.0%	77.3%	99	84.6%	--	--	--	--	
Clear communication by provider	--	100.0%	77.6%	99	86.5%	--	--	--	--	
Provider listened carefully	--	100.0%	79.6%	99	85.7%	--	--	--	--	
Provider gave clear information	--	100.0%	76.5%	99	85.4%	--	--	--	--	
Provider knew important medical history	--	100.0%	70.4%	99	77.2%	--	--	--	--	
Provider respected what patient said	--	100.0%	81.6%	99	88.9%	--	--	--	--	
Provider spent enough time with patient	--	100.0%	78.3%	99	84.0%	--	--	--	--	
Follow-Up On Test Results	--	33.3%	62.1%	1	69.6%	--	--	--	--	
Office followed-up with test results	--	33.3%	62.1%	1	69.6%	--	--	--	--	
Patients' Rating of the Provider	--	50.0%	68.7%	10	81.2%	--	--	--	--	
Provider - Overall Rating	--	50.0%	68.7%	10	81.2%	--	--	--	--	
Helpful, Courteous, And Respectful Office Staff	--	100.0%	74.4%	99	75.6%	--	--	--	--	
Helpfulness of clerks and receptionists	--	100.0%	68.4%	99	69.5%	--	--	--	--	
Courtesy / respect of clerks and receptionists	--	100.0%	80.3%	99	81.7%	--	--	--	--	

Reporting Group = Community Health Systems - CHS Legacy CG CAHPS

HSTM DB: Neurology

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



Czwalina, D.O., Robert - [HSTM DB = Family Practice]

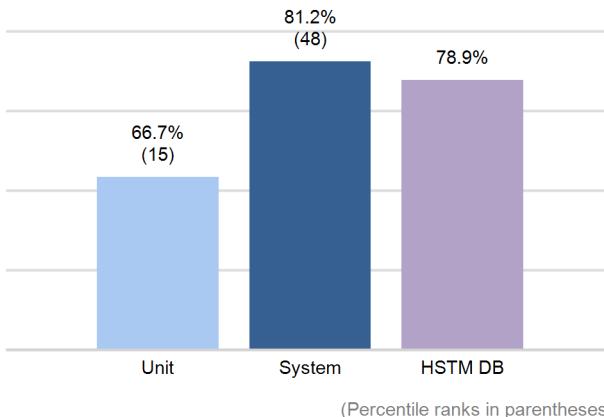
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Jul - Sep 15

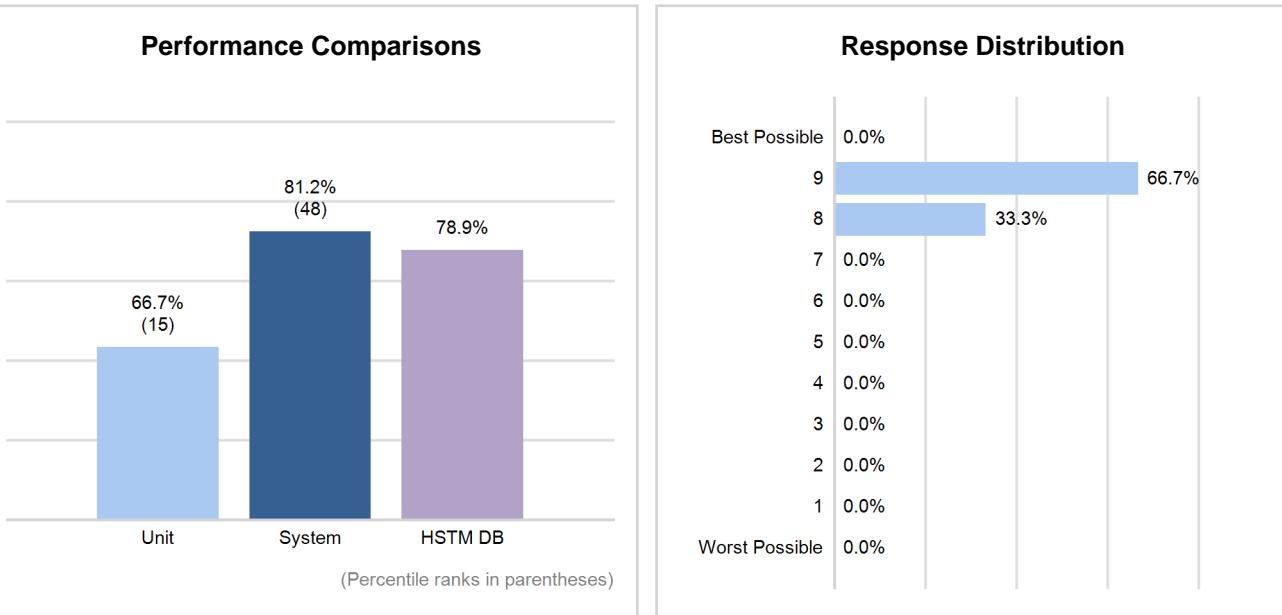
Report created 12/16/2015

Provider - Overall Rating

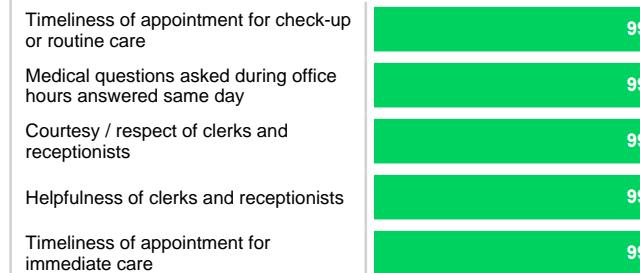
Performance Comparisons



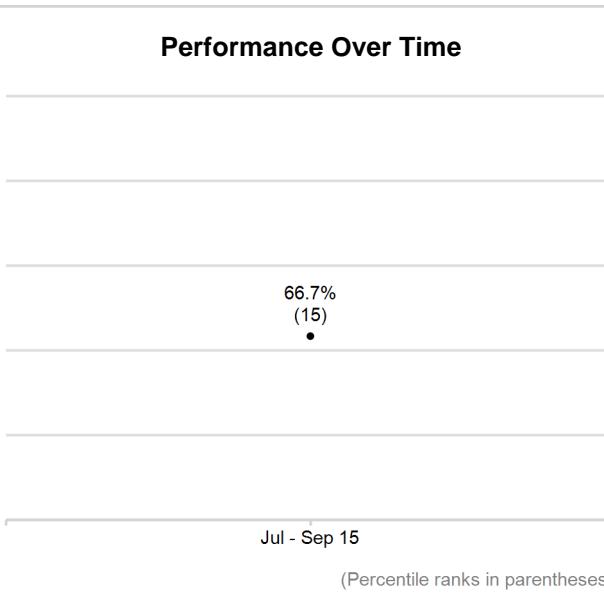
Response Distribution



Top Performers (Percentile Rank)



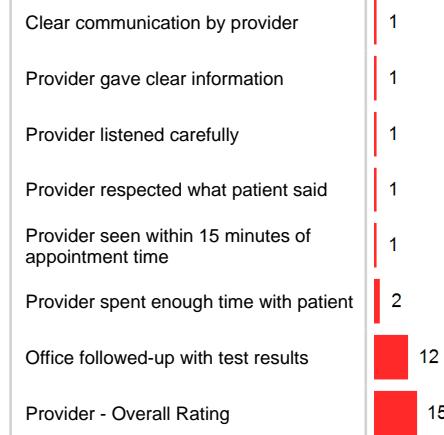
Performance Over Time



Top Priorities (Priority Index Score)

No data available for Priority Analysis.

Bottom Performers (Percentile Rank)



	Correlation	Jul - Sep 15 # of Completes = 3			Reporting Group Top Box	Prior 12 Months # of Completes = 0			Change in Top Box	Priority Level
		Top Box Score	HSTM DB Top Box	Percentile Rank		Top Box Score	Percentile Rank			
Getting Timely Appointments, Care, and Information	--	66.7%	59.6%	76	57.5%	--	--	--	--	
Timeliness of appointment for immediate care	--	100.0%	65.9%	99	60.5%	--	--	--	--	
Timeliness of appointment for check-up or routine care	--	100.0%	71.4%	99	66.0%	--	--	--	--	
Medical questions asked during office hours answered same day	--	100.0%	60.6%	99	55.1%	--	--	--	--	
Provider seen within 15 minutes of appointment time	--	0.0%	46.7%	1	53.5%	--	--	--	--	
How Well Providers Communicate With Patients	--	55.6%	85.0%	1	84.6%	--	--	--	--	
Clear communication by provider	--	33.3%	87.8%	1	86.5%	--	--	--	--	
Provider listened carefully	--	66.7%	87.5%	1	85.7%	--	--	--	--	
Provider gave clear information	--	33.3%	85.6%	1	85.4%	--	--	--	--	
Provider knew important medical history	--	66.7%	75.0%	23	77.2%	--	--	--	--	
Provider respected what patient said	--	66.7%	89.9%	1	88.9%	--	--	--	--	
Provider spent enough time with patient	--	66.7%	84.0%	2	84.0%	--	--	--	--	
Follow-Up On Test Results	--	66.7%	79.5%	12	69.6%	--	--	--	--	
Office followed-up with test results	--	66.7%	79.5%	12	69.6%	--	--	--	--	
Patients' Rating of the Provider	--	66.7%	78.9%	15	81.2%	--	--	--	--	
Provider - Overall Rating	--	66.7%	78.9%	15	81.2%	--	--	--	--	
Helpful, Courteous, And Respectful Office Staff	--	100.0%	76.5%	99	75.6%	--	--	--	--	
Helpfulness of clerks and receptionists	--	100.0%	70.6%	99	69.5%	--	--	--	--	
Courtesy / respect of clerks and receptionists	--	100.0%	82.5%	99	81.7%	--	--	--	--	

Reporting Group = Community Health Systems - CHS Legacy CG CAHPS

HSTM DB: Family Practice

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



Shroff, M.D., Farook - [HSTM DB = Cardiology]

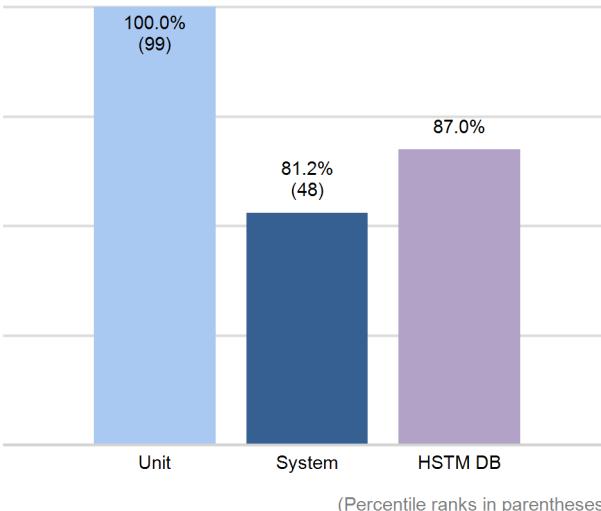
Wilkes-Barre Intermountain Clinic, LLC
Community Health Systems

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

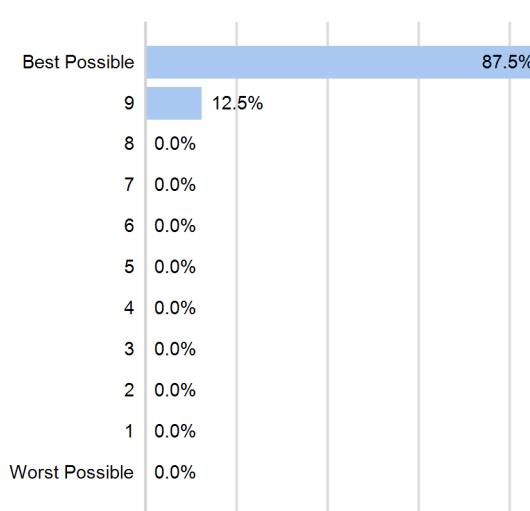
Report created 12/16/2015

Provider - Overall Rating

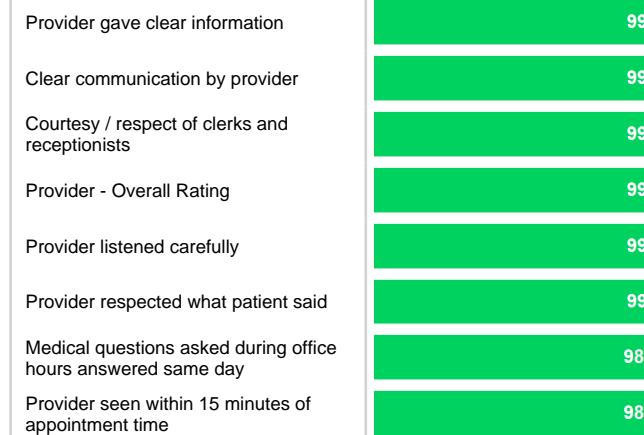
Performance Comparisons



Response Distribution



Top Performers (Percentile Rank)



Performance Over Time

100.0%
(99)

Jul - Sep 15

(Percentile ranks in parentheses)

Top Priorities (Priority Index Score)

No data available for Priority Analysis.

Bottom Performers (Percentile Rank)

Timeliness of appointment for immediate care

20

	Correlation	Jul - Sep 15 # of Completes = 24			Reporting Group Top Box	Prior 12 Months # of Completes = 0			Change in Top Box	Priority Level
		Top Box Score	HSTM DB Top Box	Percentile Rank		Top Box Score	Percentile Rank			
Getting Timely Appointments, Care, and Information	--	82.1%	63.3%	99	57.5%	--	--	--	--	
Timeliness of appointment for immediate care	--	66.7%	73.3%	20	60.5%	--	--	--	--	
Timeliness of appointment for check-up or routine care	--	90.0%	75.1%	96	66.0%	--	--	--	--	
Medical questions asked during office hours answered same day	--	88.9%	66.8%	98	55.1%	--	--	--	--	
Provider seen within 15 minutes of appointment time	--	75.0%	50.6%	98	53.5%	--	--	--	--	
How Well Providers Communicate With Patients	--	98.6%	88.6%	98	84.6%	--	--	--	--	
Clear communication by provider	--	100.0%	89.3%	99	86.5%	--	--	--	--	
Provider listened carefully	--	100.0%	90.2%	99	85.7%	--	--	--	--	
Provider gave clear information	--	100.0%	88.1%	99	85.4%	--	--	--	--	
Provider knew important medical history	--	95.8%	83.2%	97	77.2%	--	--	--	--	
Provider respected what patient said	--	100.0%	92.1%	99	88.9%	--	--	--	--	
Provider spent enough time with patient	--	95.8%	88.6%	86	84.0%	--	--	--	--	
Follow-Up On Test Results	--	78.9%	78.7%	52	69.6%	--	--	--	--	
Office followed-up with test results	--	78.9%	78.7%	52	69.6%	--	--	--	--	
Patients' Rating of the Provider	--	100.0%	87.0%	99	81.2%	--	--	--	--	
Provider - Overall Rating	--	100.0%	87.0%	99	81.2%	--	--	--	--	
Helpful, Courteous, And Respectful Office Staff	--	93.8%	85.4%	94	75.6%	--	--	--	--	
Helpfulness of clerks and receptionists	--	87.5%	80.9%	81	69.5%	--	--	--	--	
Courtesy / respect of clerks and receptionists	--	100.0%	89.9%	99	81.7%	--	--	--	--	



Shamsedeen, Ahamed - [HSTM DB = Family Practice]

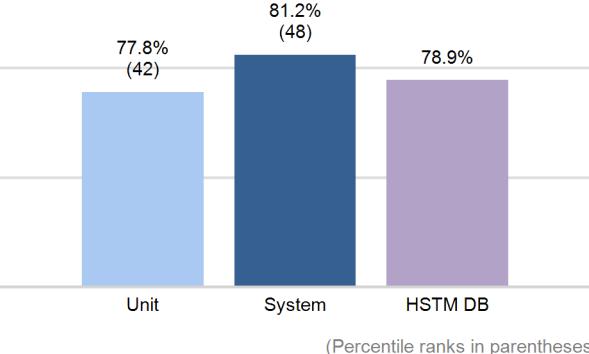
Wilkes-Barre Intermountain Clinic, LLC
Community Health Systems

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

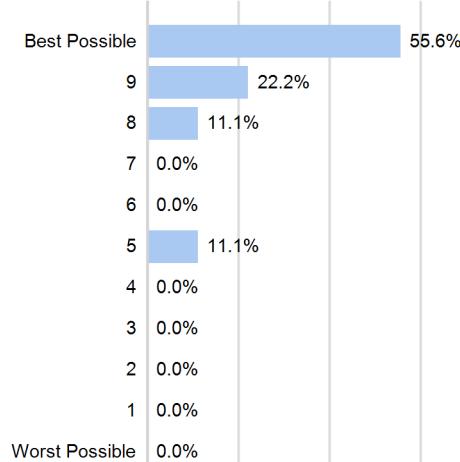
Report created 12/16/2015

Provider - Overall Rating

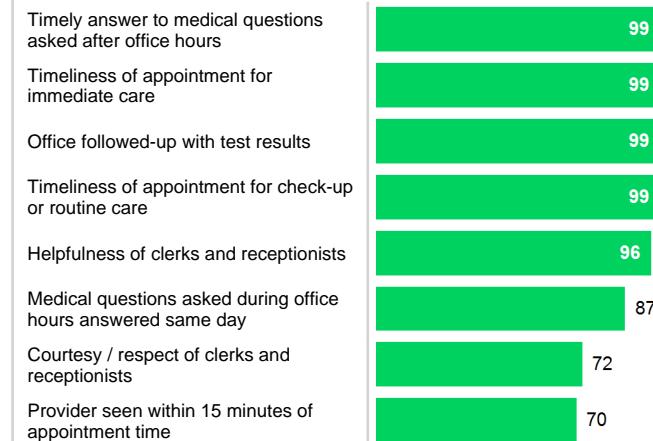
Performance Comparisons



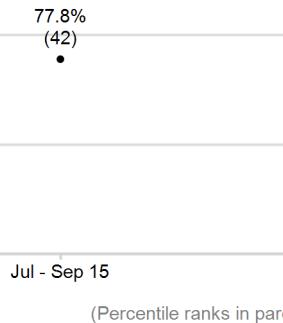
Response Distribution



Top Performers (Percentile Rank)



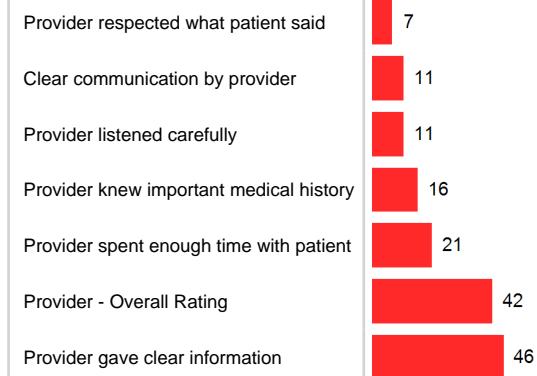
Performance Over Time



Top Priorities (Priority Index Score)

No data available for Priority Analysis.

Bottom Performers (Percentile Rank)



	Correlation	Jul - Sep 15 # of Completes = 9			Reporting Group Top Box	Prior 12 Months # of Completes = 0			Change in Top Box	Priority Level
		Top Box Score	HSTM DB Top Box	Percentile Rank		Top Box Score	Percentile Rank			
Getting Timely Appointments, Care, and Information	--	79.2%	59.6%	97	57.5%	--	--	--	--	
Timeliness of appointment for immediate care	--	100.0%	65.9%	99	60.5%	--	--	--	--	
Timeliness of appointment for check-up or routine care	--	100.0%	71.4%	99	66.0%	--	--	--	--	
Medical questions asked during office hours answered same day	--	75.0%	60.6%	87	55.1%	--	--	--	--	
Timely answer to medical questions asked after office hours	--	100.0%	59.2%	99	49.0%	--	--	--	--	
Provider seen within 15 minutes of appointment time	--	55.6%	46.7%	70	53.5%	--	--	--	--	
How Well Providers Communicate With Patients	--	76.5%	85.0%	13	84.6%	--	--	--	--	
Clear communication by provider	--	77.8%	87.8%	11	86.5%	--	--	--	--	
Provider listened carefully	--	77.8%	87.5%	11	85.7%	--	--	--	--	
Provider gave clear information	--	85.7%	85.6%	46	85.4%	--	--	--	--	
Provider knew important medical history	--	62.5%	75.0%	16	77.2%	--	--	--	--	
Provider respected what patient said	--	77.8%	89.9%	7	88.9%	--	--	--	--	
Provider spent enough time with patient	--	77.8%	84.0%	21	84.0%	--	--	--	--	
Follow-Up On Test Results	--	100.0%	79.5%	99	69.6%	--	--	--	--	
Office followed-up with test results	--	100.0%	79.5%	99	69.6%	--	--	--	--	
Patients' Rating of the Provider	--	77.8%	78.9%	42	81.2%	--	--	--	--	
Provider - Overall Rating	--	77.8%	78.9%	42	81.2%	--	--	--	--	
Helpful, Courteous, And Respectful Office Staff	--	88.9%	76.5%	91	75.6%	--	--	--	--	
Helpfulness of clerks and receptionists	--	88.9%	70.6%	96	69.5%	--	--	--	--	
Courtesy / respect of clerks and receptionists	--	88.9%	82.5%	72	81.7%	--	--	--	--	

Reporting Group = Community Health Systems - CHS Legacy CG CAHPS

HSTM DB: Family Practice

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