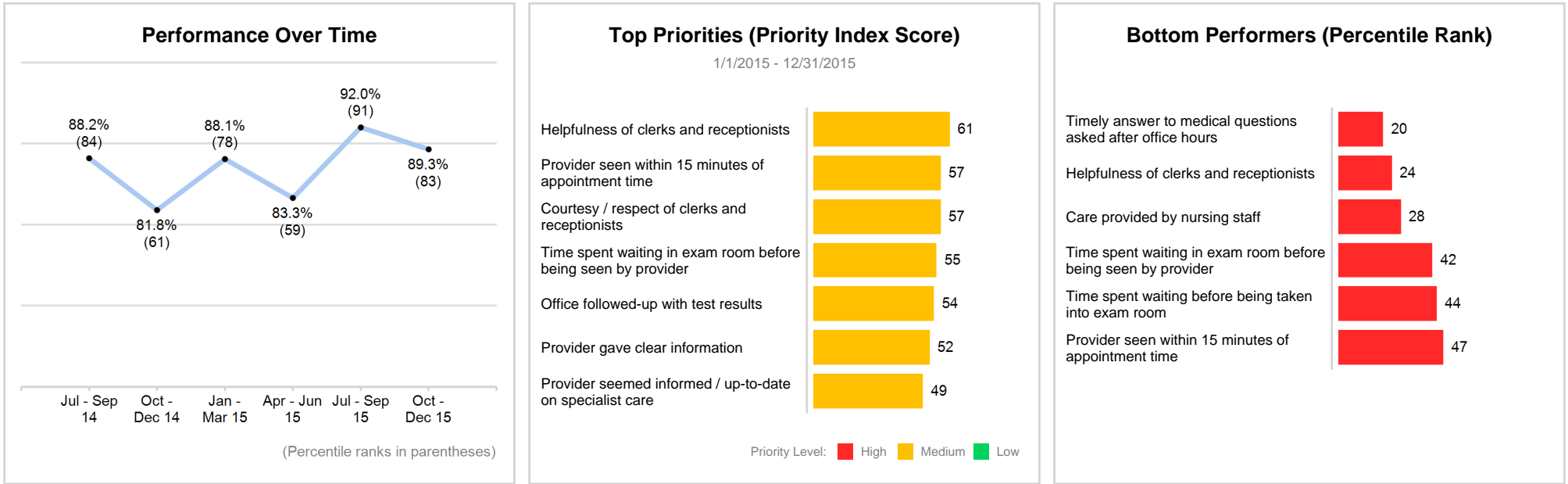
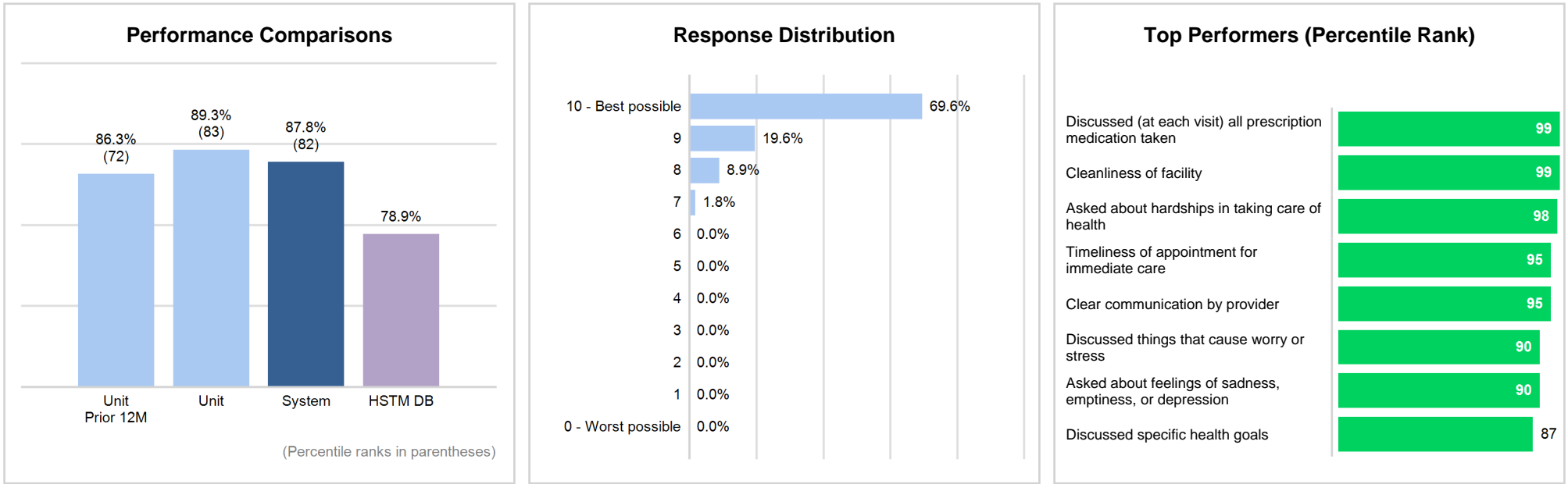


**Gregory Perry, MD**  
Tallahassee Primary Care Associates

**Patient Insights - CG-CAHPS 12M (eSurvey)**  
Oct - Dec 15

Report created 4/18/2016

Provider - Overall Rating






















Provider - Overall Rating


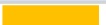








	Oct - Dec 15			Prior 12 Months			Change in Top Box Score	Question Count by Priority Level		
	Number of Completes	Top Box Score	Percentile Rank	Number of Completes	Top Box Score	Percentile Rank		High	Medium	Low
Gregory Perry, MD	57	89.3%	<div><div></div></div> 87	229	86.3%	73	3.0%	1	15	13
Perry, MD, Greg - [HSTM DB = Family Practice]	57	89.3%	<div><div></div></div> 83	229	86.3%	72	3.0%		14	15

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

	Units			
	Gregory Perry, MD (N=57)		Perry, MD, Greg - [HSTM DB = Family Practice] (N=57)	
	Top Box Score	%ile Rank	Top Box Score	%ile Rank
Courtesy / friendliness of registration staff	69.6%	43	69.6%	61
Time spent waiting before being taken into exam room	56.4%	52	56.4%	44
Time spent waiting in exam room before being seen by provider	51.8%	56	51.8%	42
Amount of time spent with provider	78.2%	76	78.2%	73
Thoroughness / completeness of exam or medical treatment	73.2%	61	73.2%	59
Involved in decisions about care	80.7%	83	80.7%	85
Care provided by nursing staff	66.7%	13	66.7%	28
Coordination of care and services	75.0%	70	75.0%	54
Cleanliness of facility	89.3%	99	89.3%	99
<b>Getting Timely Appointments, Care, and Information</b>	<b>68.7%</b>	<b>68</b>	<b>68.7%</b>	<b>82</b>
Timeliness of appointment for immediate care	86.5%	89	86.5%	95
Timeliness of appointment for check-up or routine care	80.8%	66	80.8%	78
Medical questions asked during office hours answered same day	72.4%	67	72.4%	82
Timely answer to medical questions asked after office hours	50.0%	9	50.0%	20
Provider seen within 15 minutes of appointment time	46.4%	40	46.4%	47
<b>How Well Providers Communicate With Patients</b>	<b>91.7%</b>	<b>83</b>	<b>91.7%</b>	<b>84</b>
Clear communication by provider	98.2%	95	98.2%	95
Provider listened carefully	93.0%	81	93.0%	72
Provider gave clear information	88.7%	65	88.7%	63
Provider knew important medical history	82.5%	73	82.5%	77
Provider respected what patient said	96.5%	91	96.5%	85
Provider spent enough time with patient	91.2%	81	91.2%	80
<b>Follow-Up On Test Results</b>	<b>80.0%</b>	<b>55</b>	<b>80.0%</b>	<b>52</b>

	Units			
	Gregory Perry, MD (N=57)		Perry, MD, Greg - [HSTM DB = Family Practice] (N=57)	
	Top Box Score	%ile Rank	Top Box Score	%ile Rank
Office followed-up with test results	80.0%	55	80.0%	52
<b>Patients' Rating of the Provider</b>	<b>89.3%</b>	<b>87</b>	<b>89.3%</b>	<b>83</b>
Provider - Overall Rating	89.3%	87	89.3%	83
<b>Attention to Care from Other Providers (PCMH)</b>	<b>83.9%</b>	<b>--</b>	<b>83.9%</b>	<b>--</b>
Provider seemed informed / up-to-date on specialist care	62.5%	31	62.5%	51
Discussed (at each visit) all prescription medication taken	100.0%	99	100.0%	99
<b>Providers Support You in Taking Care of Your Own Health (PCMH)</b>	<b>71.7%</b>	<b>--</b>	<b>71.7%</b>	<b>--</b>
Discussed specific health goals	78.6%	87	78.6%	87
Asked about hardships in taking care of health	64.9%	98	64.9%	98
<b>Providers Pay Attention to Your Mental or Emotional Health (PCMH)</b>	<b>58.2%</b>	<b>--</b>	<b>58.2%</b>	<b>--</b>
Asked about feelings of sadness, emptiness, or depression	61.4%	78	61.4%	90
Discussed things that cause worry or stress	66.1%	79	66.1%	90
Discussed problems (alcohol, drugs, mental / emotional illness)	47.4%	60	47.4%	81
<b>Helpful, Courteous, And Respectful Office Staff</b>	<b>76.3%</b>	<b>25</b>	<b>76.3%</b>	<b>42</b>
Helpfulness of clerks and receptionists	64.9%	13	64.9%	24
Courtesy / respect of clerks and receptionists	87.7%	48	87.7%	68

	Correlation	Oct - Dec 15 # of Completes = 57			Reporting Group Top Box	Prior 12 Months # of Completes = 229		Change in Top Box	Priority Level
		Top Box Score	HSTM DB Top Box	Percentile Rank		Top Box Score	Percentile Rank		
Courtesy / friendliness of registration staff	0.30	69.6%	68.2%	61	73.6%	69.5%	60	0.2%	 38
Time spent waiting before being taken into exam room	0.32	56.4%	62.9%	44	59.8%	60.2%	47	-3.8%	 35
Time spent waiting in exam room before being seen by provider	0.50	51.8%	58.5%	42	50.9%	48.0%	40	3.8%	 55
Amount of time spent with provider	0.54	78.2%	67.8%	73	69.1%	72.3%	66	5.9%	 42
Thoroughness / completeness of exam or medical treatment	0.68	73.2%	70.2%	59	70.6%	77.0%	71	-3.8%	 44
Involved in decisions about care	0.57	80.7%	72.3%	85	73.9%	77.9%	78	2.8%	 31
Care provided by nursing staff	0.21	66.7%	72.4%	28	75.7%	69.8%	37	-3.1%	 47
Coordination of care and services	0.59	75.0%	71.5%	54	75.6%	74.3%	51	0.7%	 45
Cleanliness of facility	0.10	89.3%	73.2%	99	76.9%	77.4%	69	11.9% ↑	 19
<b>Getting Timely Appointments, Care, and Information</b>	<b>0.34</b>	<b>68.7%</b>	<b>59.6%</b>	<b>82</b>	<b>62.6%</b>	<b>65.8%</b>	<b>76</b>	<b>2.9%</b>	
Timeliness of appointment for immediate care	0.28	86.5%	65.9%	95	71.6%	80.8%	87	5.7%	 38
Timeliness of appointment for check-up or routine care	0.39	80.8%	71.4%	78	79.1%	84.6%	89	-3.8%	 35
Medical questions asked during office hours answered same day	--	72.4%	60.6%	82	55.9%	64.3%	64	8.1%	 48
Timely answer to medical questions asked after office hours	--	50.0%	59.2%	20	56.8%	33.3%	5	16.7%	
Provider seen within 15 minutes of appointment time	0.35	46.4%	46.7%	47	45.9%	41.4%	34	5.0%	 57
<b>How Well Providers Communicate With Patients</b>	<b>0.34</b>	<b>91.7%</b>	<b>85.0%</b>	<b>84</b>	<b>89.1%</b>	<b>91.1%</b>	<b>80</b>	<b>0.6%</b>	
Clear communication by provider	0.11	98.2%	87.8%	95	92.2%	94.2%	81	4.0%	 31
Provider listened carefully	0.41	93.0%	87.5%	72	90.6%	93.8%	77	-0.8%	 32
Provider gave clear information	0.45	88.7%	85.6%	63	89.5%	90.4%	71	-1.8%	 52
Provider knew important medical history	0.44	82.5%	75.0%	77	82.8%	82.3%	76	0.2%	 40
Provider respected what patient said	0.15	96.5%	89.9%	85	95.0%	95.1%	77	1.4%	 38
Provider spent enough time with patient	0.50	91.2%	84.0%	80	84.2%	90.7%	77	0.6%	 46
<b>Follow-Up On Test Results</b>	<b>0.61</b>	<b>80.0%</b>	<b>79.5%</b>	<b>52</b>	<b>74.0%</b>	<b>78.6%</b>	<b>45</b>	<b>1.4%</b>	

	Correlation	Oct - Dec 15 # of Completes = 57			Reporting Group Top Box	Prior 12 Months # of Completes = 229		Change in Top Box	Priority Level
		Top Box Score	HSTM DB Top Box	Percentile Rank		Top Box Score	Percentile Rank		
Office followed-up with test results	0.61	80.0%	79.5%	52	74.0%	78.6%	45	1.4%	 54
<b>Patients' Rating of the Provider</b>	<b>1.00</b>	<b>89.3%</b>	<b>78.9%</b>	<b>83</b>	<b>87.8%</b>	<b>86.3%</b>	<b>72</b>	<b>3.0%</b>	
Provider - Overall Rating	1.00	89.3%	78.9%	83	87.8%	86.3%	72	3.0%	
<b>Attention to Care from Other Providers (PCMH)</b>	<b>0.60</b>	<b>83.9%</b>	--	--	<b>78.4%</b>	<b>82.8%</b>	--	<b>1.0%</b>	
Provider seemed informed / up-to-date on specialist care	0.60	62.5%	64.2%	51	59.3%	63.4%	58	-0.9%	 49
Discussed (at each visit) all prescription medication taken	--	100.0%	88.6%	99	93.5%	97.6%	93	2.4%	 13
<b>Providers Support You in Taking Care of Your Own Health (PCMH)</b>	<b>0.17</b>	<b>71.7%</b>	--	--	<b>62.8%</b>	<b>67.8%</b>	--	<b>3.9%</b>	
Discussed specific health goals	0.11	78.6%	61.4%	87	76.4%	82.7%	91	-4.1%	 22
Asked about hardships in taking care of health	0.23	64.9%	37.4%	98	49.4%	52.9%	94	12.0%	 25
<b>Providers Pay Attention to Your Mental or Emotional Health (PCMH)</b>	<b>0.02</b>	<b>58.2%</b>	--	--	<b>45.1%</b>	<b>48.7%</b>	--	<b>9.6%</b> ↑	
Asked about feelings of sadness, emptiness, or depression	0.03	61.4%	38.6%	90	45.9%	48.4%	75	13.0%	 21
Discussed things that cause worry or stress	0.10	66.1%	45.4%	90	53.6%	57.8%	81	8.3%	 24
Discussed problems (alcohol, drugs, mental / emotional illness)	-0.07	47.4%	33.3%	81	36.0%	39.7%	69	7.6%	 24
<b>Helpful, Courteous, And Respectful Office Staff</b>	<b>0.36</b>	<b>76.3%</b>	<b>76.5%</b>	<b>42</b>	<b>78.9%</b>	<b>72.6%</b>	<b>27</b>	<b>3.7%</b>	
Helpfulness of clerks and receptionists	0.44	64.9%	70.6%	24	71.9%	65.5%	27	-0.6%	 61
Courtesy / respect of clerks and receptionists	0.28	87.7%	82.5%	68	86.0%	--	--	--	 57

	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
Courtesy / friendliness of registration staff	69.6%	61	49.2%	57.6%	62.6%	66.1%	67.1%	67.9%	69.3%	73.0%	76.5%	77.2%	83.4%	84.0%	84.0%
Time spent waiting before being taken into exam room	56.4%	44	22.0%	34.5%	43.2%	47.6%	54.0%	62.2%	65.6%	70.5%	70.8%	72.4%	74.8%	81.2%	81.8%
Time spent waiting in exam room before being seen by provider	51.8%	42	14.3%	23.4%	33.7%	38.7%	47.4%	55.6%	59.4%	69.1%	70.5%	71.2%	76.7%	79.1%	79.7%
Amount of time spent with provider	78.2%	73	51.5%	51.8%	60.6%	61.7%	62.4%	64.4%	67.9%	75.3%	79.3%	82.4%	85.2%	86.6%	86.6%
Thoroughness / completeness of exam or medical treatment	73.2%	59	56.3%	58.8%	61.9%	64.8%	67.0%	70.3%	73.3%	76.3%	78.4%	78.6%	88.2%	89.7%	89.7%
Involved in decisions about care	80.7%	85	57.1%	59.2%	59.9%	68.4%	72.2%	73.6%	74.9%	75.8%	76.7%	78.4%	87.5%	89.6%	89.6%
Care provided by nursing staff	66.7%	28	51.3%	61.5%	64.9%	67.1%	70.5%	73.0%	75.1%	77.0%	77.9%	78.9%	83.4%	84.9%	96.1%
Coordination of care and services	75.0%	54	50.0%	51.8%	59.0%	66.2%	70.5%	73.7%	75.9%	77.1%	78.6%	79.0%	82.8%	88.9%	88.9%
Cleanliness of facility	89.3%	99	47.6%	60.2%	65.2%	70.7%	71.9%	73.5%	75.2%	77.5%	79.2%	80.1%	84.6%	88.0%	88.7%
<b>Getting Timely Appointments, Care, and Information</b>	<b>68.7%</b>	<b>82</b>	<b>35.5%</b>	<b>46.8%</b>	<b>49.8%</b>	<b>54.2%</b>	<b>56.3%</b>	<b>59.4%</b>	<b>61.9%</b>	<b>64.3%</b>	<b>65.0%</b>	<b>67.9%</b>	<b>73.0%</b>	<b>78.5%</b>	<b>82.0%</b>
Timeliness of appointment for immediate care	86.5%	95	30.3%	50.0%	55.2%	60.0%	63.4%	65.9%	69.1%	73.4%	75.0%	76.4%	83.0%	85.9%	93.4%
Timeliness of appointment for check-up or routine care	80.8%	78	33.3%	57.5%	63.2%	66.7%	70.3%	72.7%	75.7%	78.4%	79.7%	81.3%	85.1%	89.1%	95.8%
Medical questions asked during office hours answered same day	72.4%	82	28.0%	44.1%	50.7%	53.6%	56.3%	60.1%	62.5%	66.7%	68.5%	70.5%	77.3%	82.2%	89.3%
Timely answer to medical questions asked after office hours	50.0%	20	18.8%	37.7%	50.0%	54.5%	57.0%	59.1%	61.9%	66.2%	67.9%	71.6%	77.8%	82.8%	98.7%
Provider seen within 15 minutes of appointment time	46.4%	47	11.6%	25.0%	32.7%	39.4%	43.9%	47.3%	51.5%	55.5%	58.7%	60.8%	68.4%	72.3%	82.4%
<b>How Well Providers Communicate With Patients</b>	<b>91.7%</b>	<b>84</b>	<b>58.9%</b>	<b>72.8%</b>	<b>79.0%</b>	<b>81.5%</b>	<b>83.8%</b>	<b>85.8%</b>	<b>87.5%</b>	<b>89.2%</b>	<b>89.8%</b>	<b>91.1%</b>	<b>93.3%</b>	<b>94.8%</b>	<b>98.0%</b>
Clear communication by provider	98.2%	95	62.2%	75.2%	81.8%	85.0%	86.7%	88.2%	90.0%	91.9%	92.9%	93.7%	96.2%	97.6%	100.0%
Provider listened carefully	93.0%	72	61.1%	77.0%	81.5%	84.0%	86.3%	88.8%	90.3%	92.2%	93.4%	94.4%	96.0%	97.8%	100.0%
Provider gave clear information	88.7%	63	52.7%	74.8%	80.0%	82.6%	84.8%	86.8%	88.2%	90.0%	91.3%	91.9%	94.1%	95.6%	100.0%
Provider knew important medical history	82.5%	77	46.3%	58.7%	65.1%	69.0%	72.5%	76.2%	78.3%	80.0%	81.6%	83.3%	87.5%	91.0%	95.4%
Provider respected what patient said	96.5%	85	64.6%	79.6%	84.4%	87.0%	89.4%	91.2%	92.9%	94.0%	94.8%	95.5%	97.0%	98.3%	100.0%
Provider spent enough time with patient	91.2%	80	55.2%	71.9%	76.7%	80.0%	83.3%	85.1%	87.5%	89.2%	90.4%	91.2%	93.8%	95.2%	99.2%
<b>Follow-Up On Test Results</b>	<b>80.0%</b>	<b>52</b>	<b>51.4%</b>	<b>64.4%</b>	<b>70.6%</b>	<b>74.0%</b>	<b>76.9%</b>	<b>79.5%</b>	<b>81.9%</b>	<b>84.7%</b>	<b>86.4%</b>	<b>87.2%</b>	<b>89.6%</b>	<b>93.5%</b>	<b>97.8%</b>



	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
Office followed-up with test results	80.0%	52	51.4%	64.4%	70.6%	74.0%	76.9%	79.5%	81.9%	84.7%	86.4%	87.2%	89.6%	93.5%	97.8%
<b>Patients' Rating of the Provider</b>	<b>89.3%</b>	<b>83</b>	<b>46.5%</b>	<b>61.2%</b>	<b>69.3%</b>	<b>72.7%</b>	<b>76.9%</b>	<b>80.4%</b>	<b>83.5%</b>	<b>85.9%</b>	<b>87.1%</b>	<b>88.4%</b>	<b>91.7%</b>	<b>94.4%</b>	<b>100.0%</b>
Provider - Overall Rating	89.3%	83	46.5%	61.2%	69.3%	72.7%	76.9%	80.4%	83.5%	85.9%	87.1%	88.4%	91.7%	94.4%	100.0%
<b>Attention to Care from Other Providers (PCMH)</b>	<b>83.9%</b>	<b>--</b>	<b>--</b>	<b>--</b>	<b>--</b>	<b>--</b>	<b>--</b>	<b>--</b>	<b>--</b>	<b>--</b>	<b>--</b>	<b>--</b>	<b>--</b>	<b>--</b>	<b>--</b>
Provider seemed informed / up-to-date on specialist care	62.5%	51	32.0%	46.0%	51.7%	55.6%	58.8%	62.2%	64.8%	66.8%	68.9%	72.4%	77.3%	80.7%	89.1%
Discussed (at each visit) all prescription medication taken	100.0%	99	3.7%	7.7%	81.3%	86.6%	89.0%	91.1%	92.6%	94.1%	94.7%	95.0%	97.0%	99.4%	100.0%
<b>Providers Support You in Taking Care of Your Own Health (PCMH)</b>	<b>71.7%</b>	<b>--</b>	<b>--</b>	<b>--</b>	<b>--</b>	<b>--</b>	<b>--</b>	<b>--</b>	<b>--</b>	<b>--</b>	<b>--</b>	<b>--</b>	<b>--</b>	<b>--</b>	<b>--</b>
Discussed specific health goals	78.6%	87	30.3%	43.6%	51.4%	54.4%	57.4%	59.8%	64.5%	68.9%	72.4%	74.4%	80.3%	83.7%	95.0%
Asked about hardships in taking care of health	64.9%	98	12.6%	24.9%	29.7%	33.7%	35.8%	38.5%	40.5%	43.3%	45.1%	46.4%	49.9%	53.8%	68.3%
<b>Providers Pay Attention to Your Mental or Emotional Health (PCMH)</b>	<b>58.2%</b>	<b>--</b>	<b>--</b>	<b>--</b>	<b>--</b>	<b>--</b>	<b>--</b>	<b>--</b>	<b>--</b>	<b>--</b>	<b>--</b>	<b>--</b>	<b>--</b>	<b>--</b>	<b>--</b>
Asked about feelings of sadness, emptiness, or depression	61.4%	90	16.8%	26.5%	30.7%	34.2%	37.0%	38.2%	42.5%	45.8%	48.4%	51.9%	60.4%	64.9%	78.9%
Discussed things that cause worry or stress	66.1%	90	12.4%	32.5%	36.5%	40.0%	42.3%	43.8%	48.1%	52.3%	54.6%	55.6%	65.5%	72.1%	85.1%
Discussed problems (alcohol, drugs, mental / emotional illness)	47.4%	81	11.8%	22.1%	23.7%	26.5%	29.6%	32.8%	36.6%	39.8%	41.8%	46.0%	63.2%	72.0%	89.1%
<b>Helpful, Courteous, And Respectful Office Staff</b>	<b>76.3%</b>	<b>42</b>	<b>55.3%</b>	<b>65.6%</b>	<b>69.9%</b>	<b>73.4%</b>	<b>75.6%</b>	<b>77.5%</b>	<b>79.6%</b>	<b>81.7%</b>	<b>82.8%</b>	<b>84.9%</b>	<b>88.4%</b>	<b>90.4%</b>	<b>96.1%</b>
Helpfulness of clerks and receptionists	64.9%	24	48.2%	58.7%	63.6%	66.5%	68.7%	71.6%	73.7%	75.6%	77.6%	80.3%	84.7%	86.7%	93.9%
Courtesy / respect of clerks and receptionists	87.7%	68	63.6%	73.4%	76.4%	79.2%	81.6%	83.3%	85.5%	88.0%	89.6%	90.4%	93.2%	94.8%	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

Gregory Perry, MD

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

Patient Insights - CG-CAHPS 12M (eSurvey)



Robert A. Frist, Jr.  
CEO, HealthStream



Gregory Perry, MD  
Representative

# Certificate of Achievement

Gregory Perry, MD

Perry, MD, Greg - [HSTM DB = Family Practice]

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

Patient Insights - CG-CAHPS 12M (eSurvey)



Robert A. Frist, Jr.  
CEO, HealthStream



Gregory Perry, MD  
Representative

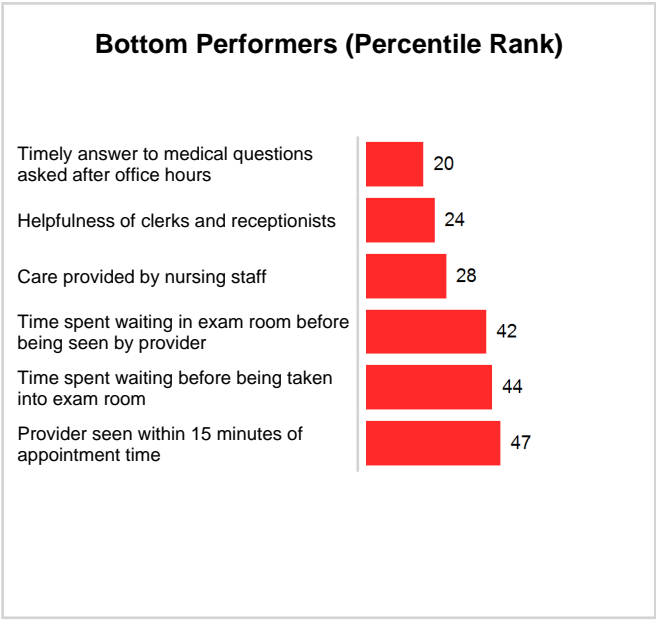
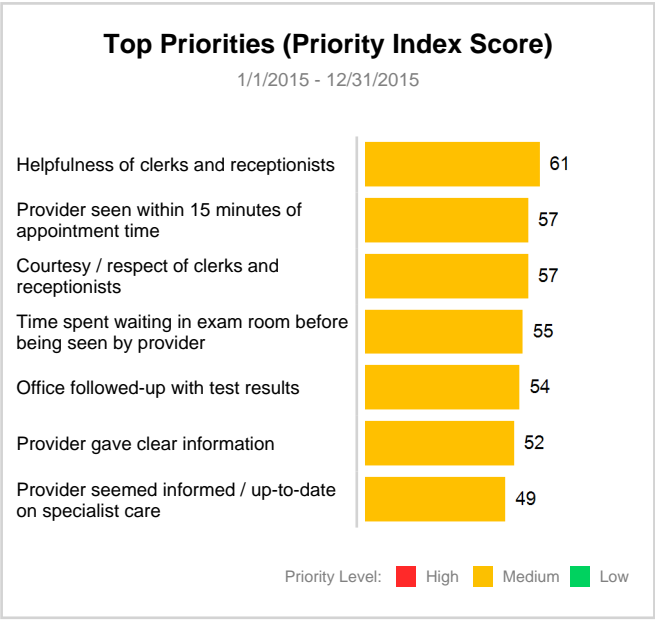
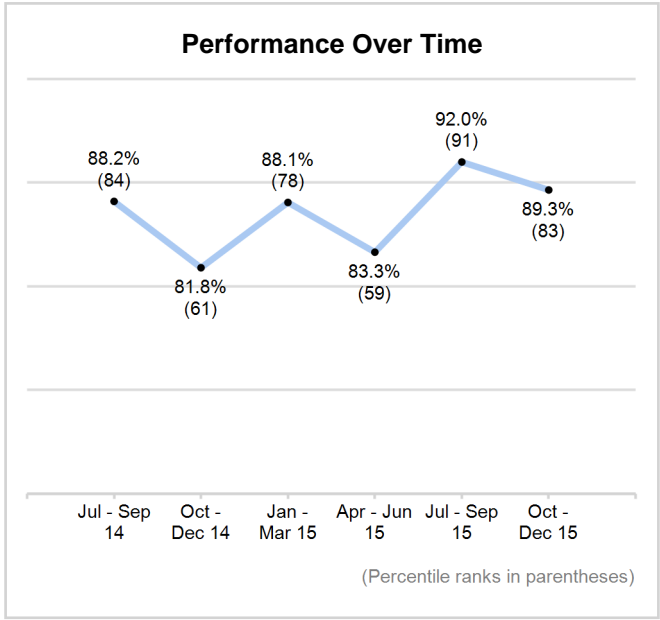
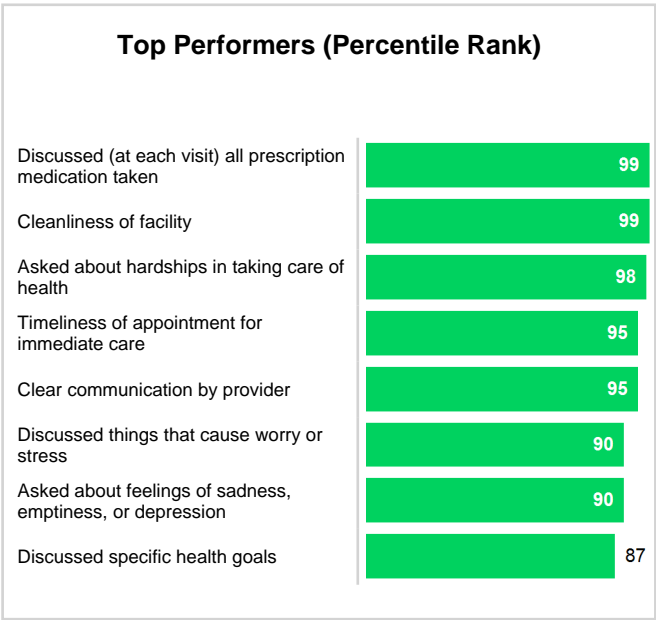
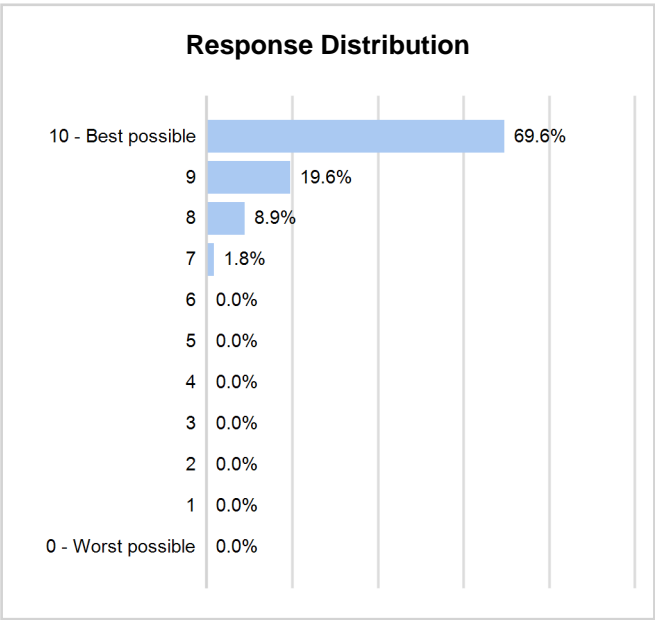
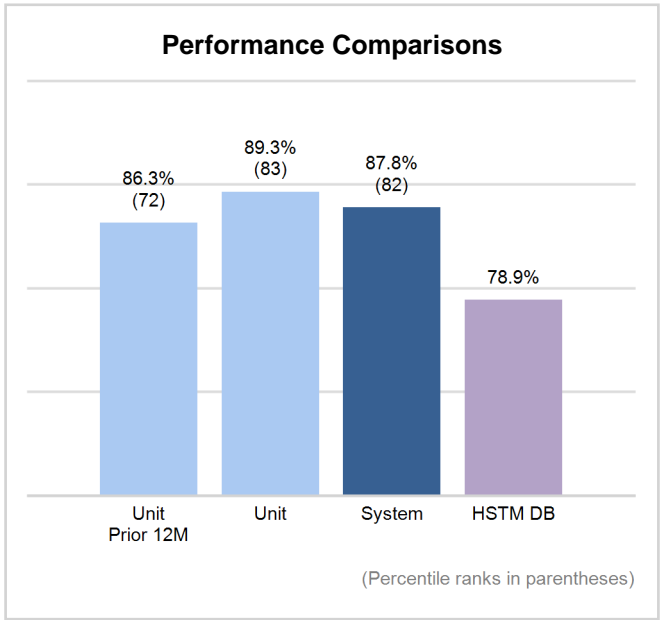
## Perry, MD, Greg - [HSTM DB = Family Practice]




















**Gregory Perry, MD**  
Tallahassee Primary Care Associates

**Patient Insights - CG-CAHPS 12M (eSurvey)**  
Oct - Dec 15

Report created 4/18/2016

Provider - Overall Rating



	Correlation	Oct - Dec 15 # of Completes = 57			Reporting Group Top Box	Prior 12 Months # of Completes = 229		Change in Top Box	Priority Level
		Top Box Score	HSTM DB Top Box	Percentile Rank		Top Box Score	Percentile Rank		
Courtesy / friendliness of registration staff	0.30	69.6%	68.2%	61	73.6%	69.5%	60	0.2%	 38
Time spent waiting before being taken into exam room	0.32	56.4%	62.9%	44	59.8%	60.2%	47	-3.8%	 35
Time spent waiting in exam room before being seen by provider	0.50	51.8%	58.5%	42	50.9%	48.0%	40	3.8%	 55
Amount of time spent with provider	0.54	78.2%	67.8%	73	69.1%	72.3%	66	5.9%	 42
Thoroughness / completeness of exam or medical treatment	0.68	73.2%	70.2%	59	70.6%	77.0%	71	-3.8%	 44
Involved in decisions about care	0.57	80.7%	72.3%	85	73.9%	77.9%	78	2.8%	 31
Care provided by nursing staff	0.21	66.7%	72.4%	28	75.7%	69.8%	37	-3.1%	 47
Coordination of care and services	0.59	75.0%	71.5%	54	75.6%	74.3%	51	0.7%	 45
Cleanliness of facility	0.10	89.3%	73.2%	99	76.9%	77.4%	69	11.9% ↑	 19
<b>Getting Timely Appointments, Care, and Information</b>	<b>0.34</b>	<b>68.7%</b>	<b>59.6%</b>	<b>82</b>	<b>62.6%</b>	<b>65.8%</b>	<b>76</b>	<b>2.9%</b>	
Timeliness of appointment for immediate care	0.28	86.5%	65.9%	95	71.6%	80.8%	87	5.7%	 38
Timeliness of appointment for check-up or routine care	0.39	80.8%	71.4%	78	79.1%	84.6%	89	-3.8%	 35
Medical questions asked during office hours answered same day	--	72.4%	60.6%	82	55.9%	64.3%	64	8.1%	 48
Timely answer to medical questions asked after office hours	--	50.0%	59.2%	20	56.8%	33.3%	5	16.7%	
Provider seen within 15 minutes of appointment time	0.35	46.4%	46.7%	47	45.9%	41.4%	34	5.0%	 57
<b>How Well Providers Communicate With Patients</b>	<b>0.34</b>	<b>91.7%</b>	<b>85.0%</b>	<b>84</b>	<b>89.1%</b>	<b>91.1%</b>	<b>80</b>	<b>0.6%</b>	
Clear communication by provider	0.11	98.2%	87.8%	95	92.2%	94.2%	81	4.0%	 31
Provider listened carefully	0.41	93.0%	87.5%	72	90.6%	93.8%	77	-0.8%	 32
Provider gave clear information	0.45	88.7%	85.6%	63	89.5%	90.4%	71	-1.8%	 52
Provider knew important medical history	0.44	82.5%	75.0%	77	82.8%	82.3%	76	0.2%	 40
Provider respected what patient said	0.15	96.5%	89.9%	85	95.0%	95.1%	77	1.4%	 38
Provider spent enough time with patient	0.50	91.2%	84.0%	80	84.2%	90.7%	77	0.6%	 46
<b>Follow-Up On Test Results</b>	<b>0.61</b>	<b>80.0%</b>	<b>79.5%</b>	<b>52</b>	<b>74.0%</b>	<b>78.6%</b>	<b>45</b>	<b>1.4%</b>	

	Correlation	Oct - Dec 15 # of Completes = 57			Reporting Group Top Box	Prior 12 Months # of Completes = 229		Change in Top Box	Priority Level
		Top Box Score	HSTM DB Top Box	Percentile Rank		Top Box Score	Percentile Rank		
Office followed-up with test results	0.61	80.0%	79.5%	52	74.0%	78.6%	45	1.4%	54
<b>Patients' Rating of the Provider</b>	<b>1.00</b>	<b>89.3%</b>	<b>78.9%</b>	<b>83</b>	<b>87.8%</b>	<b>86.3%</b>	<b>72</b>	<b>3.0%</b>	
Provider - Overall Rating	1.00	89.3%	78.9%	83	87.8%	86.3%	72	3.0%	
<b>Attention to Care from Other Providers (PCMH)</b>	<b>0.60</b>	<b>83.9%</b>	--	--	<b>78.4%</b>	<b>82.8%</b>	--	<b>1.0%</b>	
Provider seemed informed / up-to-date on specialist care	0.60	62.5%	64.2%	51	59.3%	63.4%	58	-0.9%	49
Discussed (at each visit) all prescription medication taken	--	100.0%	88.6%	99	93.5%	97.6%	93	2.4%	13
<b>Providers Support You in Taking Care of Your Own Health (PCMH)</b>	<b>0.17</b>	<b>71.7%</b>	--	--	<b>62.8%</b>	<b>67.8%</b>	--	<b>3.9%</b>	
Discussed specific health goals	0.11	78.6%	61.4%	87	76.4%	82.7%	91	-4.1%	22
Asked about hardships in taking care of health	0.23	64.9%	37.4%	98	49.4%	52.9%	94	12.0%	25
<b>Providers Pay Attention to Your Mental or Emotional Health (PCMH)</b>	<b>0.02</b>	<b>58.2%</b>	--	--	<b>45.1%</b>	<b>48.7%</b>	--	<b>9.6%</b> ↑	
Asked about feelings of sadness, emptiness, or depression	0.03	61.4%	38.6%	90	45.9%	48.4%	75	13.0%	21
Discussed things that cause worry or stress	0.10	66.1%	45.4%	90	53.6%	57.8%	81	8.3%	24
Discussed problems (alcohol, drugs, mental / emotional illness)	-0.07	47.4%	33.3%	81	36.0%	39.7%	69	7.6%	24
<b>Helpful, Courteous, And Respectful Office Staff</b>	<b>0.36</b>	<b>76.3%</b>	<b>76.5%</b>	<b>42</b>	<b>78.9%</b>	<b>72.6%</b>	<b>27</b>	<b>3.7%</b>	
Helpfulness of clerks and receptionists	0.44	64.9%	70.6%	24	71.9%	65.5%	27	-0.6%	61
Courtesy / respect of clerks and receptionists	0.28	87.7%	82.5%	68	86.0%	--	--	--	57



Do you have any additional comments you would like to share in reference to your recent visit with us?

- Does a good job.
- Dr Perry is a very good doctor and his staff is very good also
- Dr Perry's office is great. He always listens to what is being said and is very professional and personable. He and the office staff always remember us when we come in for appointments. He is also willing to work with our family to find a great treatment plan that works for us.
- Dr. Gregory Perry seems to be the "perfect doctor" in every way. He is always attentive. He never rushes me. He always explains everything and gives me "tips" to improve my health. Dr. Perry literally SAVED MY LIFE in 2005 when I was having a major heart attack! He was already in the middle of one emergency, but he somehow was able to rush to my side too. Had he not been so concerned and helping me so quickly, I would have died that very day because my heart was damaged so badly. Had it not been for Dr. Perry's quick thinking, I would not be here today, yet I have managed to live another ten years, thanks to him.  
Dr. Perry's facility is always very immaculate, and his staff always provides the best of services. I love my visits to his office. I am now 73 years old, and I have never in all my life had such wonderful care and treatment that I always have at Dr. Perry's facility.  
I never fail to recommend Dr. Perry. Any patient who is in Dr. Perry's care will always be in good hands!
- Dr. Perry and his office staff are terrific!
- Dr. Perry has been my Dr. for 10 years. He always listens to me before making a decision in my treatment. He has sent me to several specialist and the reason for sending me has been accurate. Dr. Perry is an excellent phycsian.
- Dr. Perry is an exceptional physician who is very thorough, well-informed and personable. He consistently takes time to really understand patients' concerns and involves the patient in the treatment plan. My entire extended family utilizes his services with tremendous satisfaction. Dr. Perry is kind and has excellent bedside manner. I feel fortunate to have him as my PCP.
- Dr.Perry is warm and caring. He is very through and always gets to the problems I am having. He makes referrals as needed and follows up in my progress. I could not ask for a better family doctor and highly recommend him!
- Great Team!!
- I am very pleased with Dr. Perry and his office staff.
- I find that Dr. Perry is a fine and caring doctor.
- I love Dr. Perry! He is an amazing doctor who really cares about his patients. Even though I've only been going to him for 2.5 years, I feel like he has been my doctor my entire life.
- I love this doctor and medical team.
- last two visits the office staff have been more friendly than before
- My recent visit was for lower back pain. Dr. Perry told me it was muscle pain and I needed physical therapy. It ended up being a herniated disc L5-S1. It was causing left leg pain and everything. I had back surgery last month and I feel as if the provider would have listened to the amount of pain I was in an MRI should have been ordered and I would have got this fixed at least 3 weeks prior. That would've been enough time to catch it in time to where I wouldn't have experience nerve damage and numbness, intense muscle spasms and tons of pain. Other than that I like my provider and his staff.
- n/a
- no
- pelvic exam should remain an option even though Pap smear is no longer necessary.
- Regarding the mental health questions, I was satisfied with less pointed questions about how I was doing. I was certainly given entree to these issues if I wanted.
- Survey is to long
- There have been times that I did not appreciate the P.A. & nursing staff attitude and treatment. However, most recently this has not been the case.
- Too many questions...needs to be condensed. many overlap.
- We have been with Dr. Perry for many years and we think he is very thorough and is the most pleasant doctor we have ever had. We wish all doctors were just the same as Dr. Perry.
- We love Dr Perry and his office staff! They take great care of our family! They always treat us like we are the most important patients. We love Dr Perry and his staff!!