



LMG - SMA Northside

Ardent Health Services

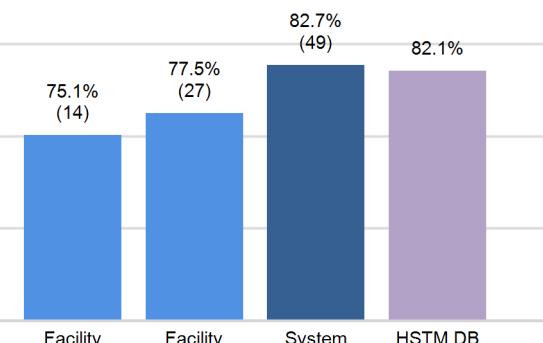
Patient Insights - CG-CAHPS Visit (eSurvey)

Jan - Mar 16

Report created 3/28/2016

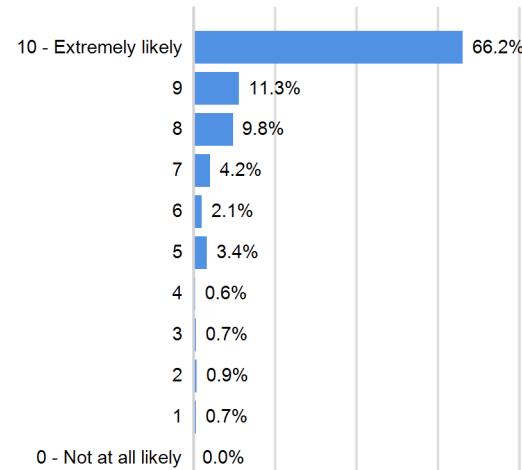
Patient advocacy (likelihood to recommend)

Performance Comparisons

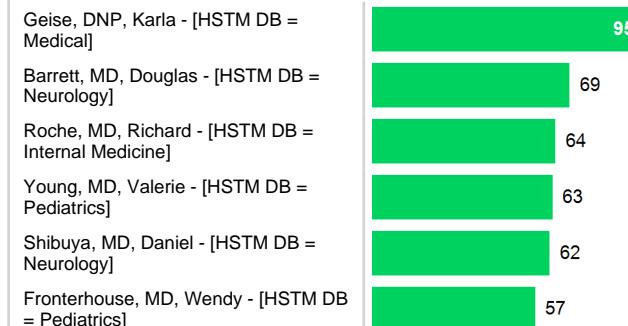


(Percentile ranks in parentheses)

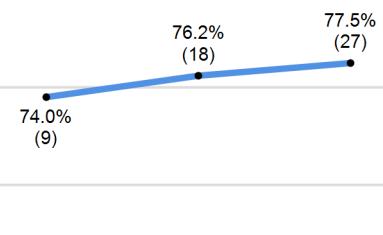
Response Distribution



Top Performers (Percentile Rank)



Performance Over Time



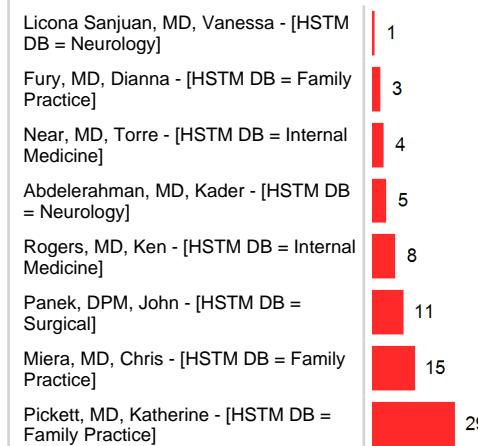
(Percentile ranks in parentheses)

Top Priorities (Priority Index Score)

4/1/2015 - 3/31/2016

Priority Level: ■ High ■ Medium ■ Low

Bottom Performers (Percentile Rank)



Patient advocacy (likelihood to recommend)

	Jan - Mar 16			Prior 12 Months			Change in Top Box Score	Question Count by Priority Level
	Number of Completes	Top Box Score	Percentile Rank	Number of Completes	Top Box Score	Percentile Rank		
LMG - SMA Northside	1,343	77.5%	27	2,577	75.1%	14	2.4%	6 High 4 Medium
Geise, DNP, Karla - [HSTM DB = Medical]	25	96.0%	95	46	86.7%	61	9.3%	5 Medium 4 Low
Barrett, MD, Douglas - [HSTM DB = Neurology]	59	87.7%	69	112	84.7%	55	3.0%	2 High 5 Medium 3 Low
Roche, MD, Richard - [HSTM DB = Internal Medicine]	137	87.3%	64	237	82.8%	49	4.6%	5 Medium 5 Low
Young, MD, Valerie - [HSTM DB = Pediatrics]	64	87.1%	63	66	86.7%	61	0.4%	3 High 4 Medium 3 Low
Shibuya, MD, Daniel - [HSTM DB = Neurology]	77	86.8%	62	159	83.2%	49	3.6%	1 High 8 Medium 1 Low
Fronterhouse, MD, Wendy - [HSTM DB = Pediatrics]	62	85.2%	57	83	86.3%	61	-1.0%	3 Medium 7 Low
Gross, MD, Tom - [HSTM DB = Family Practice]	93	83.9%	46	197	86.2%	54	-2.4%	10 Medium
Sanchez, MD, Angela - [HSTM DB = Family Practice]	95	83.9%	46	188	78.3%	30	5.5%	1 High 9 Medium
Walters, PA-C, Bradley - [HSTM DB = Family Practice]	35	82.4%	41	65	75.8%	22	6.5%	3 High 4 Medium 3 Low
Black, CNP, Keri - [HSTM DB = Family Practice]	5	80.0%	36	15	76.9%	25	3.1%	
Pickett, MD, Katherine - [HSTM DB = Family Practice]	100	78.0%	29	236	70.9%	16	7.2%	6 High 4 Medium
Miera, MD, Chris - [HSTM DB = Family Practice]	94	69.4%	15	219	59.5%	3	9.9%	6 High 4 Medium
Panek, DPM, John - [HSTM DB = Surgical]	59	75.9%	11	89	82.6%	50	-6.7%	3 Medium 4 Low
Rogers, MD, Ken - [HSTM DB = Internal Medicine]	112	73.4%	8	199	69.1%	5	4.3%	4 High 3 Medium 3 Low
Abdelerahman, MD, Kader - [HSTM DB = Neurology]	52	70.0%	5	100	75.0%	14	-5.0%	6 High 4 Medium
Near, MD, Torre - [HSTM DB = Internal Medicine]	110	68.0%	4	171	74.1%	11	-6.1%	6 High 1 Medium 3 Low
Fury, MD, Dianna - [HSTM DB = Family Practice]	106	62.0%	3	185	59.4%	3	2.6%	3 Medium 7 Low
Licona Sanjuan, MD, Vanessa - [HSTM DB = Neurology]	58	49.0%	1	85	55.1%	1	-6.1%	6 High 4 Medium

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

	Units															
	LMG - SMA Northside (N=1,343)		Abdelelahman, MD, Kader - [HSTM DB = Neurolog (N=52)]		Barrett, MD, Douglas - [HSTM DB = Neurology] (N=59)		Black, CNP, Keri - [HSTM DB = Family Practice (N=5)]		Fronterhouse, MD, Wendy - [HSTM DB = Pediatri (N=62)]		Fury, MD, Dianna - [HSTM DB = Family Practice (N=106)]		Geise, DNP, Karla - [HSTM DB = Medical] (N=25)		Gross, MD, Tom - [HSTM DB = Family Practice] (N=93)	
	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
Provider seen within 15 minutes of appt time during recent visit	89.5%	--	98.0%	--	96.6%	--	80.0%	--	93.2%	--	65.4%	--	96.0%	--	93.5%	--
Willingness to Recommend (C)	77.5%	--	70.0%	--	87.7%	--	80.0%	--	85.2%	--	62.0%	--	96.0%	--	83.9%	--
Patient advocacy (likelihood to recommend)	77.5%	27	70.0%	5	87.7%	69	80.0%	36	85.2%	57	62.0%	3	96.0%	95	83.9%	46
Getting Timely Appointments, Care, and Information (C)	89.5%	--	98.0%	--	96.6%	--	80.0%	--	93.2%	--	65.4%	--	96.0%	--	93.5%	--
How Well Providers Communicate With Patients	86.0%	12	73.8%	1	90.1%	39	93.3%	61	95.8%	88	85.7%	20	99.3%	96	89.9%	42
Clear communication by provider	90.6%	18	78.0%	1	89.7%	14	100.0%	99	98.3%	90	92.3%	31	100.0%	99	92.5%	33
Provider listened carefully	89.0%	16	75.5%	1	93.1%	52	100.0%	99	100.0%	99	91.3%	35	100.0%	99	92.5%	44
Provider gave clear information	87.0%	21	73.5%	3	87.5%	26	100.0%	99	96.7%	89	87.0%	27	100.0%	99	88.2%	33
Provider knew important medical history	74.1%	12	65.3%	5	82.1%	45	60.0%	10	82.8%	48	65.7%	16	95.8%	94	84.6%	52
Provider respected what patient said	89.6%	14	76.0%	2	94.8%	52	100.0%	99	100.0%	99	92.2%	28	100.0%	99	93.4%	37
Provider spent enough time with patient	85.6%	17	74.5%	2	93.0%	64	100.0%	99	96.7%	87	85.6%	18	100.0%	99	87.9%	25
Follow-Up On Test Results	71.1%	16	50.0%	1	76.5%	25	80.0%	21	100.0%	99	40.4%	1	76.2%	24	82.2%	27
Office followed-up with results	71.1%	16	50.0%	1	76.5%	25	80.0%	21	100.0%	99	40.4%	1	76.2%	24	82.2%	27
Helpful, Courteous, And Respectful Office Staff	87.8%	31	89.0%	46	90.5%	57	90.0%	59	74.2%	1	83.1%	16	90.0%	55	86.4%	31
Helpfulness of clerks and receptionists	85.8%	41	88.0%	50	87.9%	50	80.0%	18	70.0%	1	82.7%	26	88.0%	50	82.6%	26
Courtesy / respect of clerks and receptionists	89.7%	30	90.0%	32	93.1%	58	100.0%	99	78.3%	1	83.5%	11	92.0%	51	90.2%	46

	Units															
	LMG - SMA Northside (N=1,343)		Licona Sanjuan, MD, Vanessa - [HSTM DB = Neur (N=58)]		Miera, MD, Chris - [HSTM DB = Family Practice (N=94)]		Near, MD, Torre - [HSTM DB = Internal Medicin (N=110)]		Panek, DPM, John - [HSTM DB = Surgical] (N=59)		Pickett, MD, Katherine - [HSTM DB = Family Pr (N=100)]		Roche, MD, Richard - [HSTM DB = Internal Medi (N=137)]		Rogers, MD, Ken - [HSTM DB = Internal Medicin (N=112)]	
	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
Provider seen within 15 minutes of appt time during recent visit	89.5%	--	75.9%	--	93.5%	--	96.4%	--	83.1%	--	82.3%	--	93.4%	--	95.5%	--
Willingness to Recommend (C)	77.5%	--	49.0%	--	69.4%	--	68.0%	--	75.9%	--	78.0%	--	87.3%	--	73.4%	--
Patient advocacy (likelihood to recommend)	77.5%	27	49.0%	1	69.4%	15	68.0%	4	75.9%	11	78.0%	29	87.3%	64	73.4%	8
Getting Timely Appointments, Care, and Information (C)	89.5%	--	75.9%	--	93.5%	--	96.4%	--	83.1%	--	82.3%	--	93.4%	--	95.5%	--
How Well Providers Communicate With Patients	86.0%	12	55.8%	1	81.2%	11	75.6%	2	82.9%	8	84.2%	17	95.6%	86	86.6%	17
Clear communication by provider	90.6%	18	59.6%	1	89.2%	18	84.4%	6	88.1%	19	89.6%	19	96.3%	81	92.8%	36
Provider listened carefully	89.0%	16	63.2%	1	82.8%	8	77.1%	1	88.1%	14	87.6%	18	98.5%	88	87.4%	12
Provider gave clear information	87.0%	21	55.2%	1	85.6%	20	79.2%	4	84.5%	11	88.3%	34	94.7%	80	88.2%	30
Provider knew important medical history	74.1%	12	39.7%	1	64.1%	13	59.4%	2	65.5%	1	64.9%	14	94.8%	93	74.5%	13
Provider respected what patient said	89.6%	14	63.8%	1	85.9%	8	78.0%	2	86.4%	8	90.7%	22	96.2%	66	89.2%	10
Provider spent enough time with patient	85.6%	17	53.4%	1	79.3%	10	75.2%	3	84.5%	15	84.4%	15	93.3%	69	87.2%	23
Follow-Up On Test Results	71.1%	16	50.0%	1	46.2%	1	87.1%	62	87.5%	75	59.2%	1	86.2%	60	93.6%	86
Office followed-up with results	71.1%	16	50.0%	1	46.2%	1	87.1%	62	87.5%	75	59.2%	1	86.2%	60	93.6%	86
Helpful, Courteous, And Respectful Office Staff	87.8%	31	79.1%	4	91.8%	68	94.5%	79	86.4%	15	88.7%	49	93.7%	76	87.4%	31
Helpfulness of clerks and receptionists	85.8%	41	77.2%	5	90.1%	69	92.7%	80	83.1%	10	85.6%	41	92.5%	80	87.4%	48
Courtesy / respect of clerks and receptionists	89.7%	30	81.0%	4	93.5%	68	96.4%	80	89.8%	17	91.8%	61	94.9%	72	87.5%	17

	Units									
	LMG - SMA Northside (N=1,343)		Sanchez, MD, Angela - [HSTM DB = Family Pract (N=95)		Shibuya, MD, Daniel - [HSTM DB = Neurology] (N=77)		Walters, PA-C, Bradley - [HSTM DB = Family Pr (N=35)		Young, MD, Valerie - [HSTM DB = Pediatrics] (N=64)	
	Top Box Score	%ile Rank	Top Box Score	%ile Rank	Top Box Score	%ile Rank	Top Box Score	%ile Rank	Top Box Score	%ile Rank
Provider seen within 15 minutes of appt time during recent visit	89.5%	--	97.8%	--	96.1%	--	91.4%	--	76.6%	--
Willingness to Recommend (C)	77.5%	--	83.9%	--	86.8%	--	82.4%	--	87.1%	--
Patient advocacy (likelihood to recommend)	77.5%	27	83.9%	46	86.8%	62	82.4%	41	87.1%	63
Getting Timely Appointments, Care, and Information (C)	89.5%	--	97.8%	--	96.1%	--	91.4%	--	76.6%	--
How Well Providers Communicate With Patients	86.0%	12	93.2%	61	92.6%	67	89.1%	37	88.2%	26
Clear communication by provider	90.6%	18	97.8%	72	97.4%	86	94.1%	46	92.1%	33
Provider listened carefully	89.0%	16	94.6%	58	98.7%	89	94.1%	57	87.5%	12
Provider gave clear information	87.0%	21	91.4%	49	93.4%	76	90.9%	44	89.1%	37
Provider knew important medical history	74.1%	12	92.4%	80	75.0%	15	64.7%	14	82.8%	48
Provider respected what patient said	89.6%	14	95.6%	57	96.1%	62	94.1%	46	90.6%	17
Provider spent enough time with patient	85.6%	17	87.1%	22	94.7%	76	97.0%	81	87.3%	24
Follow-Up On Test Results	71.1%	16	67.8%	6	51.9%	2	62.5%	2	94.4%	91
Office followed-up with results	71.1%	16	67.8%	6	51.9%	2	62.5%	2	94.4%	91
Helpful, Courteous, And Respectful Office Staff	87.8%	31	91.4%	66	90.2%	56	87.1%	36	75.8%	1
Helpfulness of clerks and receptionists	85.8%	41	89.2%	61	88.3%	51	88.6%	59	73.4%	2
Courtesy / respect of clerks and receptionists	89.7%	30	93.5%	68	92.1%	52	85.7%	16	78.1%	1

	Correlation	Jan - Mar 16 # of Completes = 1,343			Reporting Group Top Box	Prior 12 Months # of Completes = 2,577			Change in Top Box	Priority Level
		Top Box Score	HSTM DB Top Box	Percentile Rank		Top Box Score	Percentile Rank			
Provider seen within 15 minutes of appt time during recent visit	0.19	89.5%	--	--	82.7%	89.1%	--	0.4%	 48	
Willingness to Recommend (C)	1.00	77.5%	--	--	82.7%	75.1%	--	2.4%		
Patient advocacy (likelihood to recommend)	1.00	77.5%	82.1%	27	82.7%	75.1%	14	2.4%		
Getting Timely Appointments, Care, and Information (C)	--	89.5%	--	--	82.7%	89.1%	--	0.4%		
How Well Providers Communicate With Patients	0.54	86.0%	90.2%	12	90.7%	83.8%	8	2.2%		
Clear communication by provider	0.51	90.6%	93.0%	18	93.4%	88.0%	10	2.6%	 75	
Provider listened carefully	0.57	89.0%	92.1%	16	92.9%	87.0%	10	2.1%	 80	
Provider gave clear information	0.49	87.0%	90.1%	21	90.4%	84.5%	11	2.4%		
Provider knew important medical history	0.54	74.1%	81.7%	12	82.2%	72.7%	10	1.5%	 76	
Provider respected what patient said	0.60	89.6%	93.7%	14	94.2%	87.8%	8	1.8%	 79	
Provider spent enough time with patient	0.55	85.6%	90.3%	17	90.8%	82.7%	7	2.9%		
Follow-Up On Test Results	0.21	71.1%	83.4%	16	76.6%	68.2%	12	2.9%		
Office followed-up with results	0.21	71.1%	83.4%	16	76.6%	68.2%	12	2.9%	 51	
Helpful, Courteous, And Respectful Office Staff	0.11	87.8%	89.1%	31	90.6%	85.9%	22	1.8%		
Helpfulness of clerks and receptionists	0.12	85.8%	87.0%	41	89.0%	83.3%	21	2.5%		
Courtesy / respect of clerks and receptionists	0.10	89.7%	91.3%	30	92.3%	88.5%	22	1.2%	 42	

Reporting Group = Ardent Health Services - 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
Provider seen within 15 minutes of appt time during recent visit	89.5%	--	--	--	--	--	--	--	--	--	--	--	--	--	--
Willingness to Recommend (C)	77.5%	--	--	--	--	--	--	--	--	--	--	--	--	--	--
Patient advocacy (likelihood to recommend)	77.5%	27	64.3%	74.0%	76.2%	78.4%	80.6%	83.3%	85.7%	87.8%	88.6%	89.4%	91.0%	94.1%	100.0%
Getting Timely Appointments, Care, and Information (C)	89.5%	--	--	--	--	--	--	--	--	--	--	--	--	--	--
How Well Providers Communicate With Patients	86.0%	12	72.3%	85.2%	86.9%	88.8%	90.3%	91.2%	91.9%	92.8%	93.2%	94.1%	96.2%	98.8%	100.0%
Clear communication by provider	90.6%	18	75.0%	87.6%	90.7%	91.7%	93.0%	93.9%	94.6%	95.2%	95.8%	96.2%	98.2%	100.0%	100.0%
Provider listened carefully	89.0%	16	70.0%	86.6%	90.2%	91.1%	91.7%	92.9%	94.2%	95.0%	95.3%	96.1%	99.9%	100.0%	100.0%
Provider gave clear information	87.0%	21	66.7%	84.0%	86.7%	88.1%	89.5%	91.1%	91.8%	92.5%	93.1%	94.4%	96.8%	99.9%	100.0%
Provider knew important medical history	74.1%	12	57.6%	72.5%	76.2%	78.7%	81.4%	83.3%	85.2%	87.7%	88.7%	89.3%	92.3%	97.3%	100.0%
Provider respected what patient said	89.6%	14	73.9%	88.3%	91.5%	92.6%	93.8%	94.4%	95.7%	96.5%	97.2%	97.5%	100.0%	100.0%	100.0%
Provider spent enough time with patient	85.6%	17	71.8%	83.4%	85.7%	88.3%	90.0%	91.5%	92.6%	93.4%	94.4%	95.3%	97.2%	100.0%	100.0%
Follow-Up On Test Results	71.1%	16	44.4%	66.1%	74.8%	78.6%	82.1%	83.7%	86.1%	89.3%	90.5%	91.5%	94.2%	95.4%	100.0%
Office followed-up with results	71.1%	16	44.4%	66.1%	74.8%	78.6%	82.1%	83.7%	86.1%	89.3%	90.5%	91.5%	94.2%	95.4%	100.0%
Helpful, Courteous, And Respectful Office Staff	87.8%	31	69.0%	83.4%	85.4%	87.2%	88.5%	89.4%	90.9%	93.0%	93.3%	94.5%	96.4%	97.9%	100.0%
Helpfulness of clerks and receptionists	85.8%	41	62.1%	80.0%	83.2%	84.9%	85.8%	87.7%	89.1%	91.5%	92.1%	92.5%	96.2%	97.3%	100.0%
Courtesy / respect of clerks and receptionists	89.7%	30	76.0%	85.6%	87.8%	89.6%	90.4%	91.8%	93.5%	94.5%	95.3%	96.2%	97.4%	99.9%	100.0%

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](#).



Licona Sanjuan, MD, Vanessa - [HSTM DB = Neurology]

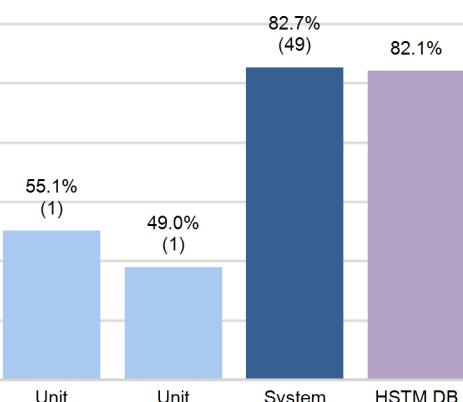
LMG - SMA Northside
Ardent Health Services

Patient Insights - CG-CAHPS Visit (eSurvey)
Jan - Mar 16

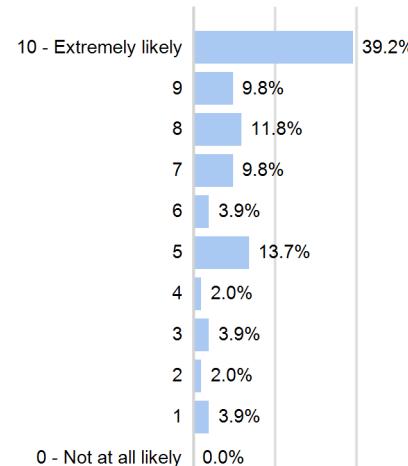
Report created 3/28/2016

Patient advocacy (likelihood to recommend)

Performance Comparisons



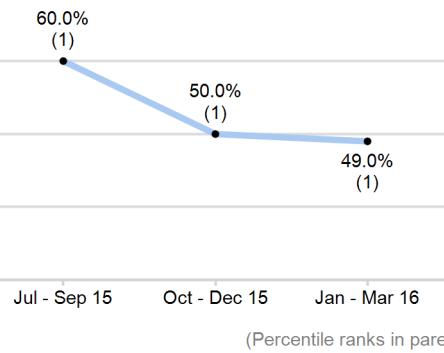
Response Distribution



Top Performers (Percentile Rank)

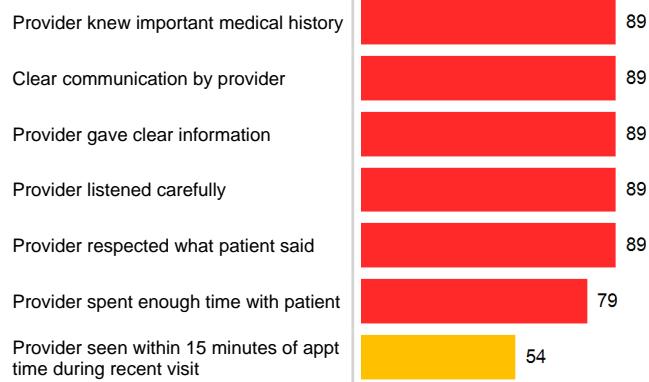
No data meets the specified criteria.

Performance Over Time



Top Priorities (Priority Index Score)

4/1/2015 - 3/31/2016



Bottom Performers (Percentile Rank)

Office followed-up with results	1
Patient advocacy (likelihood to recommend)	1
Clear communication by provider	1
Provider listened carefully	1
Provider gave clear information	1
Provider knew important medical history	1
Provider respected what patient said	1
Provider spent enough time with patient	1

	Correlation	Jan - Mar 16 # of Completes = 58			Reporting Group Top Box	Prior 12 Months # of Completes = 85			Change in Top Box	Priority Level
		Top Box Score	HSTM DB Top Box	Percentile Rank		Top Box Score	Percentile Rank			
Provider seen within 15 minutes of appt time during recent visit	0.11	75.9%	--	--	82.7%	80.7%	--	-4.9%	█	54
Willingness to Recommend (C)	1.00	49.0%	--	--	82.7%	55.1%	--	-6.1%		
Patient advocacy (likelihood to recommend)	1.00	49.0%	82.1%	1	82.7%	55.1%	1	-6.1%		
Getting Timely Appointments, Care, and Information (C)	--	75.9%	--	--	82.7%	80.7%	--	-4.9%		
How Well Providers Communicate With Patients	0.75	55.8%	90.2%	1	90.7%	61.1%	1	-5.3%		
Clear communication by provider	0.71	59.6%	93.0%	1	93.4%	60.7%	1	-1.1%	█	89
Provider listened carefully	0.79	63.2%	92.1%	1	92.9%	64.7%	1	-1.5%	█	89
Provider gave clear information	0.78	55.2%	90.1%	1	90.4%	53.6%	1	1.6%	█	89
Provider knew important medical history	0.77	39.7%	81.7%	1	82.2%	53.7%	1	-14.0%	█	89
Provider respected what patient said	0.81	63.8%	93.7%	1	94.2%	71.4%	1	-7.6%	█	89
Provider spent enough time with patient	0.65	53.4%	90.3%	1	90.8%	62.2%	1	-8.7%	█	79
Follow-Up On Test Results	--	50.0%	83.4%	1	76.6%	35.7%	1	14.3%		
Office followed-up with results	--	50.0%	83.4%	1	76.6%	35.7%	1	14.3%	█	48
Helpful, Courteous, And Respectful Office Staff	0.17	79.1%	89.1%	4	90.6%	82.1%	6	-3.0%		
Helpfulness of clerks and receptionists	0.19	77.2%	87.0%	5	89.0%	78.6%	6	-1.4%	█	49
Courtesy / respect of clerks and receptionists	0.15	81.0%	91.3%	4	92.3%	85.7%	10	-4.7%	█	54

Reporting Group = Ardent Health Services - 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.

In what ways can the provider improve?

- Be on time for appointments.
- Consistency and familiarity with insurance standards. Definitely a better referral and procedure approval system.
- did not talk with Dr. San Juan on last visit, just EEG
- Do not ever ignore your patients. There is no excuse for that. Even a simple message saying "I got your message" and wanted to talk would have been nice. Please note, this was a while back.
- I have no complaint at all.
- I'm aware that doctors are busy. I waited 65 min. in the treatment room before she came in. After a half hour, several staff stood in the hallway not far from the room chitchatting for more than 10 minutes. I was watching the clock as I had a commitment. I was able to hear their conversation clearly. Fortunately, they didn't violate HIPPA. It would have been helpful if I was told she was running late. I was about to get up and try to speak with someone that I was going to leave shortly. Then she came in. She was focused on two questions which I was not experiencing. She did not ask me what I was experiencing. I had to initiate that. She listened briefly and became a bit more present. As a nurse, I'm more able to speak up than many patients. We were less than 10 minutes. Knowing what a patient's current symptoms are for the condition the doctor is seeing them for, even if they are not within a specific few key symptoms that a specialist is looking for, is critical to treatment plans.
- Listen to patient thoroughly instead of thinking of making their quota of patients for the day and provide other alternative solutions before pushing medicine
- more patience, there is more than pills and different approaches to heal someone. instead of her approach of just to give pills that have horrendous side effects or possible long terms side effects or issues.
- More time spent on the issues and answering questions, it was very quick in and out for a neurologist.
- N/A (2)
- NA
- None
- None that I can think of at this time. It was a good visit and the reception staff was friendly and prompt, too.
- not rush during the visit. be patient.
- Not so much the provider but the referral department needs to be looked at. Dr Licona ordered physical therapy and after three weeks, I had still not heard from them after contacting them once after the first week. I saw Dr Licona today and mentioned I was still waiting for the referral department to call me. She seemed very annoyed and indicated she would put in another order and if I did not hear back in two days, I was to call her directly and let her know.
- Not sure yet
- Not sure, I have only seen her once
- Pay attention to the patient while in the office come prepared for the visit she kept leaving the room to find the nurse tools or other things she needed
- Provide the good news first and then go on to the bad news. Provide more time for questions, and listen to the questions and provide reasonable answers. Reasonable answers include saying "I don't know but I will find out and get back to you."
- respond to patient calls and listen to medical history as well as not giving a diagnosis before examination
- She can explain better what next steps are. I did not know for sure if an MRI was to be scheduled until I asked at the front desk.
- She is doing everything perfect.
- She was great, no improvement needed.
- She's excellent no improvement needed ??
- Slow down
- Slow down and don't worry about quantity of patients but quality!

In what ways can the provider improve?

- there was not one document of any kind in English. I expect and encourage Spanish and English but I was offended that I could not find anything to read while I waited 30 minutes past my scheduled time to be seen. I might say that I was 15 minutes early for that time as was requested.
- They could make the billing practices better known and have the same practices as my other Love Lace doctors I use.
- To allow the patient to finish their thoughts and sentences before speaking back to them.

What is the primary reason for the score you just gave to this provider?

- Because of her accent she was difficult to understand. And although she did listen to me I felt she kinda dismissed some of my concerns.
- Because wen I ask questions about my illness, she has da rite answers.N gives me any information I need to know. N she is always honest n welcoming.
- Both appointments I've had were rushed and she had not reviewed my records before meeting with me. Did not realize the drugs she was prescribing me were not to be used with what I was already taken. Should know these things as a Doctor and especially a prescribing one.
- Doctor seemed very competent.
- EEG done on Jan 7, didn't hear back so i called asking for results, still don't know if anything abnormal on EEG over 2 weeks later. Was told she wanted to see MRI results also which is scheduled. Feel like I am left hanging with no information whatsoever in the meantime.
- Essential tremor
- First time seeing her. Have not formed any opinion yet
- from my first visit she seemed nice, after having a mri and a eeg done and having her reading the results she seemed mad, short tempered, and insisted on having me on pills that do not help, or were needed with my condition. after i asked a question she was mad and for her being a specialist i felt like i was at urgent care because she had in me in an out of the room in a jiffy with what appereared to be any concern for my health at all. so that is why i gave her a 0. if she treats me like shit why would i recommend for my friends and acquaintances to go to her.
- Haven't seen her enough to really say.
- Her bedside manner is very pleasant and she seems very knowledgeable in her area.
- I felt comfortable with Dr. Licona and she explained the reasons I needed a referrals to an ENT for special tests.
- I have only seen her once as an introductory visit. She has ordered a test outside the facility. She seems nice enough but I've not had enough contact with her to be able to properly score her.
- I saw this doctor for an ER and Hospital follow up. She did NOT review any of my hospital records before my appointment. She was quick to prescribe me medications and send me on my way stating she would call me if she found anything when she reviewed the records.
- I was almost thrown out when I said I was not interested in surgery.
- lack of supportive "bedside manner" and failure to listen to medical history
- Listens to all I had to say. And we found a solution to my problem
- More time spent on the patients questions and providing more options for me.
- Mostly because the follow up to schedule an MRI was not handled very well. I had to reschedule my MRI twice because the insurance company hadn't preapproved it because the didn't have the information from the doctor. My condition is painful and I am hoping the MRI sheds some light on the cause. The doctor did provide a script for a pain medication, but that isn't the same as finding out what the cause of the pain is.
- My family lives in California
- My primary care doctor referred me to Dr.Licona. As far as I can tell, she was very competent; and she was very personable, too. However, I really don't know enough about her to recommend her to a family member or friend. I only saw her for 5 minutes.
- Professional, respectful and smart. She seemed very up to date and expedited investigating my problem thoroughly.
- Provider did not stay in the room long and only wanted to provide medicine instead of offering alternative solutions
- Referred after emergency room visit for migraine.
- She didn't explain why she was making certain changes to my medications or how it would benefit me. She did offer other options and but did not follow through with further information in regards to these options
- She didn't give me an opportunity to ask questions and seemed very rushed. She also delivered the bad news first and I had to ask for the results of 2 of the 3 tests she ordered.
- She is excellent and actually cares refreshing most providers have horrible bed side manner. She is really good and thorough.

What is the primary reason for the score you just gave to this provider?

- She is very empathetic and listens.
- She is very knowledgeable and listens well.
- She is very professional but talks very fast and moves the appointment along very quickly.
- she knows what she is doing. she listens to her patients.
of all the neurologist i have dealt with,she is the only one who found the problem. this includes barrett, he didn't find anything wrong...she is a keeper.
- She listens, follows up and I trust her advice.
- She made sure I knew that she valued my feedback to her questions, and also listened to me.
- She seemed knowledgeable about medications and symptoms and how they all can effect one another and what might be more effective treatment for my migraines.
- She seems knowledgeable. I appreciated that she provided me with nutrition and life style recommendations for my circumstances.
- She was good
- She was helpful and thorough. Explained test results and options.
- She was such in a hurry to get me out the room, she didnt take her time to see what I had to say. Treated me like a number not sick patient.
- She was very astute and seems to be very knowledgeable, but was quite brusque. In fact she left the exam room and I didn't know if the appointment was over! She just walked out.
- She was very attentive and answered all my questions and knew my history.
- She was very attentive and listened to every word I said.
- She was very attentive and listened to my questions.
- She was very thorough in her exam and explained meds and treatment options well. Unfortunately, she ran out of time during our appt. and she became very rushed and hurried in the end. First she told me I would have to fail 2 meds for insurance to provide Botox and then the next appt. she decided I had to fail 3 drugs. I think the office just failed to obtain approval for the treatment and that was an excuse. I have actually failed 4 different treatments for headaches. But she gave me ONE more drug to try for another month and delayed the Botox treatment even more. I also was supposed to receive 2 referrals for MRIs and a Sleep study/EEG and the MRI referrals took over 2 weeks and the Sleep study/EEG has not been put through yet.
- The test she gave me to test my pain or strength in my wrist wasn't what I expected. She flew through it in about 1 minute. I don't see how that test was supposed to diagnose my pain. Thanks
- There was a period of time when Dr. Licona ignored me and my messages to get regarding medical leave paperwork from my workplace. There was also a period of time where she was excessively out of the office and unavailable to assist me with the same paperwork. No one else in that office would sign my disability paperwork when the deadline was coming up. I had to escalate the matter twice to get her attention.
Please note, this was a while back.
- This Doctor is very nice, quick, listens extremely well and is very efficient!
- This provider made me feel very rushed by not allowing me to explain my symptoms and needs clearly and concisely, without interruption. I felt like she was trying to finish my sentences and rush me out the door. I realize I was late and that she didn't have to see me, but she didn't seem willing to listen carefully.
- Vanessa is very thorough and gives a lot of insight on medical treatments.
- Very good Dr. very knowledgeable
- Very professional and shows care in my situation
- Well my problem is that I was charged a co-pay and I don't have co-pay for any of my other Drs including primary and specialist! The time before I went there, my first visit I was not charged a co-pay! I told the lady at the front that and she said I had to pay anyways! I got her to bill me, they wanted some weird amount like 41.00. So I will just make payments on it! I can't afford to pay that, I live on a fixed income, and she said they could only bill me one time and next time I will have to pay up front. So I will ask my primary Dr to send me somewhere else maybe UNMH, I already see a specialist there for urology and do not get charged a co-pay!



Rogers, MD, Ken - [HSTM DB = Internal Medicine]

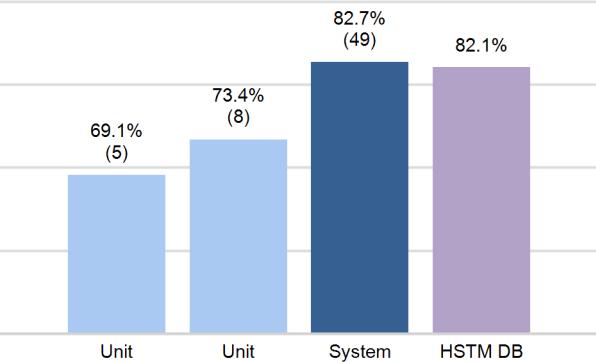
LMG - SMA Northside
Ardent Health Services

Patient Insights - CG-CAHPS Visit (eSurvey)
Jan - Mar 16

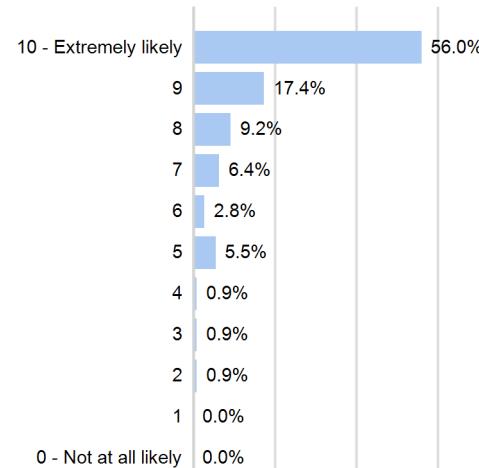
Report created 3/28/2016

Patient advocacy (likelihood to recommend)

Performance Comparisons



Response Distribution

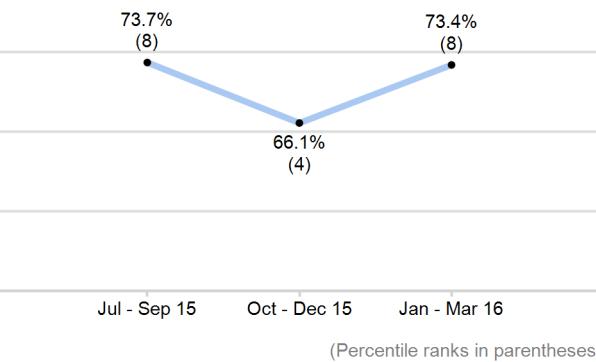


Top Performers (Percentile Rank)

Office followed-up with results

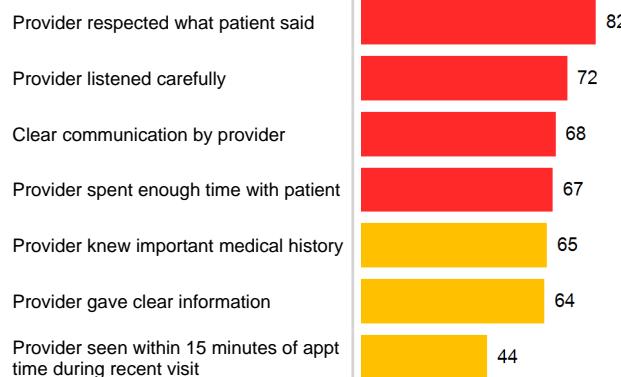


Performance Over Time



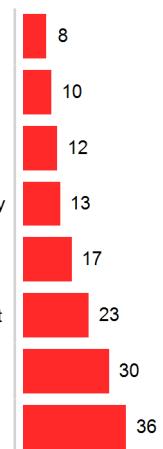
Top Priorities (Priority Index Score)

4/1/2015 - 3/31/2016

Priority Level: ■ High ■ Medium ■ Low

Bottom Performers (Percentile Rank)

Patient advocacy (likelihood to recommend)



	Correlation	Jan - Mar 16 # of Completes = 112			Reporting Group Top Box	Prior 12 Months # of Completes = 199			Change in Top Box	Priority Level
		Top Box Score	HSTM DB Top Box	Percentile Rank		Top Box Score	Percentile Rank			
Provider seen within 15 minutes of appt time during recent visit	0.16	95.5%	--	--	82.7%	91.3%	--	4.2%	 44	
Willingness to Recommend (C)	1.00	73.4%	--	--	82.7%	69.1%	--	4.3%		
Patient advocacy (likelihood to recommend)	1.00	73.4%	82.1%	8	82.7%	69.1%	5	4.3%		
Getting Timely Appointments, Care, and Information (C)	--	95.5%	--	--	82.7%	91.3%	--	4.2%		
How Well Providers Communicate With Patients	0.56	86.6%	90.2%	17	90.7%	87.2%	22	-0.7%		
Clear communication by provider	0.55	92.8%	93.0%	36	93.4%	90.9%	21	1.9%	 68	
Provider listened carefully	0.59	87.4%	92.1%	12	92.9%	89.8%	18	-2.4%	 72	
Provider gave clear information	0.48	88.2%	90.1%	30	90.4%	87.7%	26	0.5%	 64	
Provider knew important medical history	0.57	74.5%	81.7%	13	82.2%	77.7%	25	-3.2%	 65	
Provider respected what patient said	0.66	89.2%	93.7%	10	94.2%	88.7%	10	0.5%	 82	
Provider spent enough time with patient	0.53	87.2%	90.3%	23	90.8%	88.3%	29	-1.2%	 67	
Follow-Up On Test Results	0.22	93.6%	83.4%	86	76.6%	86.6%	60	7.0%		
Office followed-up with results	0.22	93.6%	83.4%	86	76.6%	86.6%	60	7.0%	 30	
Helpful, Courteous, And Respectful Office Staff	0.20	87.4%	89.1%	31	90.6%	92.1%	64	-4.7%		
Helpfulness of clerks and receptionists	0.21	87.4%	87.0%	48	89.0%	89.8%	64	-2.4%	 32	
Courtesy / respect of clerks and receptionists	0.18	87.5%	91.3%	17	92.3%	94.4%	69	-6.9% 	 35	

Reporting Group = Ardent Health Services - 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.

In what ways can the provider improve?

- --
- ?
- A little more warmth in approach of trying to diagnose a possible medical issue.
- As I reflected on the visit hours later, I realized this Dr. didn't know the spine. He was giving me misinformation. Because of back problems in the last year, I've been learning about my spine. He was incorrect. I realized he's a general practitioner and with my bcbs insurance I don't have to see a primary care Dr. first.
To improve:
 - 1 Keep studying medicine. He's not keeping up with the field (incompetent in what I went in for)
 - 2.Take anger management classes. (I wish I had filmed him. UNBELIEVABLE)
 - 3.Take cultural competency classes. I'm a female Latina. I suspect he is abusive to women and he's racist.
 4. Only work with White Males with privilege, as some of us Latina Ph.D.s will no longer tolerate this kind of abuse.
 5. Learn to not ask questions, if he doesn't want answers.
 6. Take classes on listening.
 7. Retire. People in the caring profession these days should be competent AND care.If I were to treat my UNM students anywhere near the way I was treated, I'd be fired!
- Be less formal
- Be not so gruff
- Develop a person to person attitude, rather than a doctor to patient attitude. The nurse should be more responsive when there is a question about coding on a medical test.
- Don'T know.
- For your own sake, fire the man!
- Friendliness of staff on that return call.
- Give Doc Rogers' nurse a smile pill
- He did great!
- He is a little "dry", but gets the job done.
- He was OK. I had bronchitis and he treated me when I couldn't get in to see my regular physician.
- I believe he is just fine as he is.
- I DO NOT KNOW.
- I had not been in for about 24 months due to good health and the appointment call center would not allow me to make an appointment saying I was not a patient any longer. Dr. Rogers nurse Johnny was contacted and she was able to re-approve me but I should not be removed as a patient simply for having good health.
- I have no recommendations on how he can improve.
- I hear you're getting a new office building - that will be great!
- idk
- Last visit was a nurse visit only
- Mimic Julies kind and caring ways of dealing with people. He did say one very odd thing to me. I explained that I was sure I had a torn meniscus (Since I had one before I knew exactly how it felt). He said there is basically nothing that can be done for it, when I know it can be operated on.
- N/A(3)
- NA

In what ways can the provider improve?

- none(10)
- None.
- Not sure, but a lump on the shoulder isn't just "nothing". Going to a specialist is better than seeing a regular family doctor. May cost more but at least I get results.
- nothing more
- Nothing that I can think of.
- One visit does not provide enough information to properly comment
- Other ways? I haven't mentioned any. He listens, explains, and answers all my questions.
- Patients are customers. These signs are messages are restrictive to the patient who comes for medical advice. This doctor seems to want it a one way street and is practicing back in the 1950's. Medicine today is an integrated profession with participation of many modalities.
- Providing free service to me.
- Stop wasting my time sending out these stupid surveys. I'm very pleased with Dr. Rogers as my primary care doctor and I'm not interested in wasting my time filling out these useless surveys everytime I go and see him.
- Support staff interactions to sick pt impacts pt confidrnce of md and trust in treatmentd & diagnosis
- Unable to come with any suggestions at present.

What is the primary reason for the score you just gave to this provider?

- A very competent physician.
- Appointment was on time and thorough. He took time to discuss concerns. Felt cared for.
- Bed side manner. Explanation of diagnosis and suggested medications
- Before I met him he had offensive signs on his walls: the first sign was: "Office Rules, my office my rules." The second sign was: "I will be asking you a series of 'Yes' or 'No' questions. Please cooperate by simply answering "Yes" or "No."
- When I did meet him he seemed annoyed I was there, he seemed angry with a condescending attitude. He really appeared to have a hard time listening to me or even wanting to know what I had to say. He finally did order a x-ray per my request. This was the second follow-up to Dr. Chavez visit because I did not have any improvement. I finally said, " I am not here to complain about Dr. Chavez treatment, I am here because I am still hurting and in pain."
- Cares about me
- Detaild explanation of issues and it is never a problem getting an appointment
- Didn't get the diagnosis I expected.
- Didn't like the plaques he had hung in his room that said ".my office and I make the rules and another about just answer yes or no. Not very sensitive
- DOCTOR ROGERS GAVE ME A VERY HELPFUL AND THOROUGH EXPLANATION OF MY PARTICULAR HEALTH PROBLEM AND RECOMMENDATIONS FOR FUTURE TREATMENTS.
- Don't know him. He spent a total of 3 to 5 minutes talking to me. Then went outside the door and talked to the nurse about an after work function.
- DR ROCHE IS MY PRIMARY AND I JUST SEE THIS GUY WHEN I AM IN A PINCH.....I DO NOT PERSONALLY LIKE HIS ATTITUDE NOR HIS BED SIDE MANNERS. HE SEEMS NOT TO LISTEN TO MY CONCERNS OR COMMENTS AND SEEMS TO BUSY TO RESPOND TO MY QUESTIONS AND DOES NOT HAVE A LOT OF TIME FOR ME WHEN I END UP SEEING HIM. HE SEEMS TO JUST LIKE TO LISTEN TO HIMSELF TALK.
- Dr Rogers answered my question about my back pain.
- Dr Rogers appears to be competent, caring and thorough in his assessment of my condition. Although he is not my primary physician, I would be comfortable with him if he were.
- dr rogers has been my doctor for 30 years. he listens to me, he talks to me as a friend, and i am never looked at as a statistic. when my appointment is over i feel confident that my best interests have been met
- Dr Rogers has been my primary care dr for 25 plus years. Based on my knowledge of him and care he has provided to me and my family members, business partners and others, he is accessible,thoughtful and highly skilled in his profession. I recommend him to others without any reservation all the time.
- Dr Rogers is a down to earth doctor. He is interested in treating the whole person not just a specific ailment
- Dr Rogers is very comprehensive and through in his exams and advice.
- Dr Rogers was very informative about my symptoms and listened to me. He did not dismiss my symptoms. He is very personable
- Dr. Roger has been our doctor for 30 years. He gives excellent care and really cares about us.
- Dr. Rogers has overseen he care of my entire family for 20 years.
- Dr. Rogers is a very good doctor and listens to me. He treats me like an adult in making health decisions for me.
- Dr. Rogers is a very good listner and gives his attention. He does not make you feel being rushed. He makes you fell you can share anyting with him. Most of all he is very competent and excelelent doctor.
- Dr. Rogers is always extremely straightforward and forthcoming. He doesn't dance around issues or patronize me regarding my illness or injury - instead he offers concise, clear medical treatment, advice and explanations in terms that I understand. In short, I trust him. On the occasions that I have called in with medical questions or concerns, Dr. Rogers, a nurse, or the on-call physician has ALWAYS gotten back to me in a reasonable time frame with very sound advice. I like the level of service and care that I receive from Lovelace Medical Group very much. Thank you.
- Dr. Rogers is an excellent Physician and in fact I just recommended him to a friend.

What is the primary reason for the score you just gave to this provider?

- Dr. Rogers is attentive to my concerns, pays careful attention to lab results etc., asks clear questions, and provides clear answers. It is not hard to get appointments with him and he and his medical assistant Joni are always accessible, returning my calls promptly and responding quickly to my pharmacist.
- Dr. Rogers is very thorough and takes the time to explain everything and to listen to his patients. He is an excellent doctor.
- Dr. Rogers gave me outstanding patient care during my recent visit. He was patient and thorough for my exam. He did a great job.
- Excellent doctor. Answers all my questions. I am confident in the care I receive from Dr. Rogers.
- Experience
- Explains his diagnosis and treatment plan thoroughly. Has always been correct in assessing my problems and providing a course of treatment. His office is run with extreme efficiency. I am always able to see him on one or two days notice and he is always on time--the only doctor I have ever dealt with who can manage this. I know that he truly cares about the health of my three family members who are his patients.
- Extremely intelligent, keeps up with current trends and attentive. He listens to my concerns and acts on them.
- good doctor
- Good doctor. Good listener. Explains things well. Not faddish. Stays with tradition as well as staying up-to-date with new methods and discoveries.
- Good Dr
- Great diagnostician. Explains everything thoroughly.
- Great doctor
- Great skills
- He and his staff are attentive and provide excellent, personalized service.
- he and his staff are friendly and work with me on my medical issues.
- He explains the cause(s) of the problem very well and gets your input on which of the various possible courses of action you as patient would prefer.
- he gives me very helpful information and explains very well easy to discuss with my problems
- He had very good ideas for intervention. He has very good interpersonal skills.
- He has good bedside manner. He took his time to listen and was very informative. He is very caring, concerned and wonderful!!
- He is friendly and thorough.
- He is knowledgeable and experienced but also takes the time to listen. He explains things in a way that I can understand.
- He is not my normal physician and I would rather recommend my regular physician.
- He is thorough and informative.
- He is thorough in his assessment.
- he is very good at explaining things and helpful in solving my problems
- He is very good, listened well
- He is very personable and knowledgeable
- He is very professional.
- He listens and talks to you.

What is the primary reason for the score you just gave to this provider?

- He met my medical needs was caring and listened in therapeutic healing manner. HIS NURSE HOWEVER was not any of the above and was impatient huttied not caring in both word and actions toward me when i disclosed symptoms of feeling sick.
- He provided a good clear understanding of my issue
- He quickly became angry. Was upsetI don't like pain medications.I confirmed that information, the visit was pretty much over. (I had stroke on birth control pills at 20 was completely paralyzed on left side. I have many allergies-am highly cautious of any meds.)He asked me questions about how I was feeling, was dismissive about my answers. He wanted to see if I had shingles (???) I've had shingles recently and that is on my record. I know shingles and did not have them. I felt I was being scolded for having gone in. I really don't like to go see Dr.s except acupuncture. My friends convince me to go because of my symptoms, and I'm better off not having gone in.I said I was glad that I didn't have anything wrong and again the voice went up. I asked what to do for the pain(he told me all thingsI was doing). angry again, didn't want to hear me, but asked if I wanted to hear the options for pain meds. More yelling.thought he was going to attack me. I said we're done.he kept being rude.
- He was friendly, listened to the complaint and quickly assessed the problem and issued appropriate treatment for the problem.
- He's a good doctor
- He's a great doctor who is very knowledgeable. He tells you how it is and I feel he truly cares for his patients.
- He's an excellent and compassionate physician
- His remedy worked, he was very informative
- I can see the doctor on short notice.
- i dont know
- I feel he is not competent and has no business being a health care provider
- I generally don't give really high scores. Dr. Rogers had always shown great professionalism and skill set.
- I have been going to Dr. Rogers since the early 80's. He is always very professional and knowledgeable about whatever I am seeing him for.
- I have consistently received excellent care from him.
- I normally don't go around recommending providers unless someone asks.
- I recommend this office, but I do not believe Ken Rogers is taking new patients.
- I trust him
- I'm treated with respect. He has always been able to address any issue I have brought to him. I have always gotten good results.
- It took 3 phone calls and over 48 hours to get a return call regarding the illness I had saw him for. Two weeks later I continued to feel bad.
- Knowledgeable caring Doc
- Last visit was a nurse visit only
- Listens and answers directly on point.
- MY provider was not available for an acute care visit. Dr Rogers assessed my medical problem quickly, order appropriate tests and arranged for follow up care. Dr. Rogers and nurse were compassionate , knowledgeable and very helpful!
- My regular provider is Julie Nipp. She was not available when I needed to see her so I was scheduled with DR. Rogers. I'm a scientist and he gave me some good explanations for my questions which I really appreciated. He was just fine but no one has the "bedside manor" as Julie.
- Not only does Dr. Rogers know my health extremely well, he has always expressed an interest in my well being and has answered any and all questions completely and professionally. I consider his "bed side manner" to be among the best and his willingness to take the time to discuss my health questions and provide answers exceeds that of any other Dr. that I have visited. In my estimation, he is 'Tops'!
- professional, skilled and listening

What is the primary reason for the score you just gave to this provider?

- Sinus infection. I could not get an appointment with my PCP Dr. Roche.
- STRAIGHT TALK, NO BULL SHIT
- Thorough
- thorough complete care
- Very Experenced and knowledgable
- Very helpful
- Very thorough and easy explanations for what I needed and why. Did not hesitate in for an xray. Very happy.
- Very thorough in trying to figure out the reason for my headaches and vertigo
- Was not keen on style of check-up. Felt rushed. Did appreciate the quick facts that he did give however.



Panek, DPM, John - [HSTM DB = Surgical]

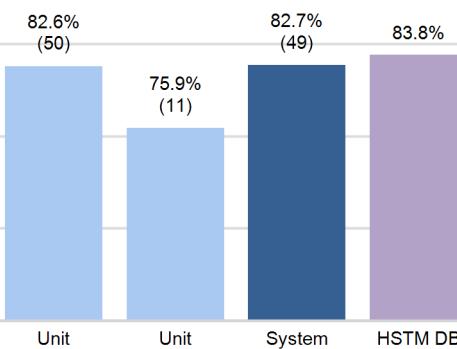
LMG - SMA Northside
Ardent Health Services

Patient Insights - CG-CAHPS Visit (eSurvey)
Jan - Mar 16

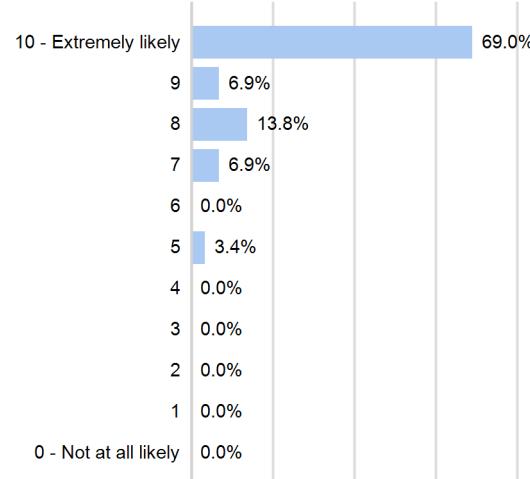
Report created 3/28/2016

Patient advocacy (likelihood to recommend)

Performance Comparisons



Response Distribution

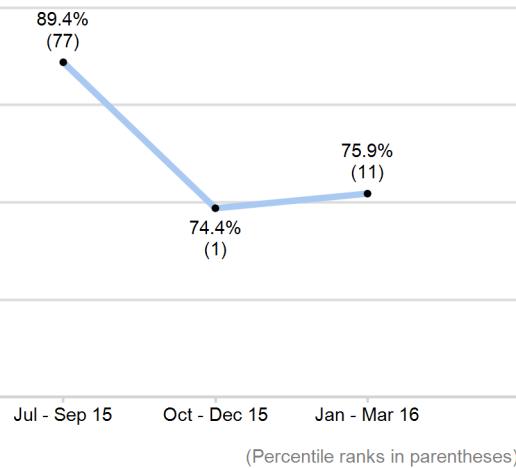


Top Performers (Percentile Rank)

Office followed-up with results

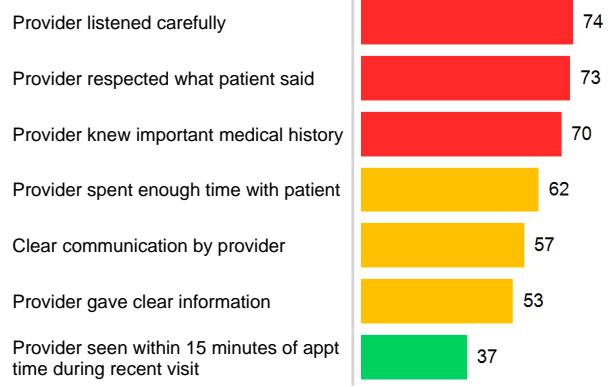


Performance Over Time



Top Priorities (Priority Index Score)

4/1/2015 - 3/31/2016



Bottom Performers (Percentile Rank)



	Correlation	Jan - Mar 16 # of Completes = 59			Reporting Group Top Box	Prior 12 Months # of Completes = 89			Change in Top Box	Priority Level
		Top Box Score	HSTM DB Top Box	Percentile Rank		Top Box Score	Percentile Rank			
Provider seen within 15 minutes of appt time during recent visit	0.02	83.1%	--	--	82.7%	87.2%	--	-4.2%	 37	
Willingness to Recommend (C)	1.00	75.9%	--	--	82.7%	82.6%	--	-6.7%		
Patient advocacy (likelihood to recommend)	1.00	75.9%	83.8%	11	82.7%	82.6%	50	-6.7%		
Getting Timely Appointments, Care, and Information (C)	--	83.1%	--	--	82.7%	87.2%	--	-4.2%		
How Well Providers Communicate With Patients	0.54	82.9%	90.3%	8	90.7%	89.1%	29	-6.2% 		
Clear communication by provider	0.57	88.1%	92.6%	19	93.4%	94.3%	49	-6.2%	 57	
Provider listened carefully	0.57	88.1%	93.2%	14	92.9%	92.0%	27	-3.9%	 74	
Provider gave clear information	0.47	84.5%	89.8%	11	90.4%	90.9%	57	-6.4%	 53	
Provider knew important medical history	0.52	65.5%	82.2%	1	82.2%	78.8%	46	-13.3%	 70	
Provider respected what patient said	0.60	86.4%	94.0%	8	94.2%	90.8%	17	-4.4%	 73	
Provider spent enough time with patient	0.49	84.5%	90.0%	15	90.8%	87.4%	18	-2.9%	 62	
Follow-Up On Test Results	--	87.5%	76.3%	75	76.6%	94.7%	99	-7.2%		
Office followed-up with results	--	87.5%	76.3%	75	76.6%	94.7%	99	-7.2%	 34	
Helpful, Courteous, And Respectful Office Staff	0.04	86.4%	92.7%	15	90.6%	88.1%	16	-1.6%		
Helpfulness of clerks and receptionists	0.06	83.1%	91.2%	10	89.0%	87.5%	19	-4.4%	 33	
Courtesy / respect of clerks and receptionists	0.02	89.8%	94.3%	17	92.3%	88.6%	12	1.2%	 33	

Reporting Group = Ardent Health Services - 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.

In what ways can the provider improve?

- ?
- Be a bit more open and personable.
- Give more information
- good as is
- I really can't think of any.
- Let the patient speak.
- Make sure the office accepts my New Mexico Medicaid insurance.
- move office closer to me
- N/A(2)
- Na
- No changes
- No room for improvement he's a great doctor already.
- None(2)
- not at this time.
- Other ways? This question seems to be out of order.
- Provide instructions for home care after a procedure.
- Siempre me atiende lo más rápido posible y muy alegre. Con buena actitud.
- Spend more time with patients. Dr Panek only spent less than 5 minutes total with me and I was a new pt to him.
- The appointment seemed rushed and I felt like he listened to what I was saying but really didn't believe what I was telling him.
- Unsure

What is the primary reason for the score you just gave to this provider?

- a good visit.
- Amiable, direct and clearly knowledgeable.
- Care is good, waits are typically short, and his staff are excellent.
- competent doctor
- Doctor was extremely helpful and knowledgeable
- Dr Panek cares about his patients and seems to take all the time needed to solve the issue. He explains and is willing to try various solutions to foot pain.
- Dr Panek has been wonderful to work with and has performed an amazing operation to straighten all the toes on my left foot. He is very empathetic, caring and easy to talk to and discuss my foot issues.
- Dr. Panek and his staff listened to me, gave me options regarding my treatment, treated me in a respectful manner, and took my lifestyle into account in relation to the treatment modalities and options that were offered to me. If I have had a more pleasant, efficient, professional, and empathetic encounter with a Provider at any time in my life, I certainly don't remember it. Dr. Panek has a fine reputation here, and I actually referred a friend of mine to him prior to my own appointment with him. My friend was very pleased and optimistic after seeing Dr. Panek, and as you may gather from my comments above, I was as well. Additionally, please note that my wife had referred me to Dr. Panek as she has been a patient of his, and was very pleased with her treatment. Please recognize this outstanding Provider in some way.
- Dr. Panek is thorough, easy to communicate with and available.
- Dr. Panek showed me he cared about my medical issues. Very easy to talk to
- Dr. Panek was extremely knowledgeable, friendly and explained everything that was happening so I could get a clear understanding of my procedure and what to expect.
- Dr. Panek was very patient with me, explaining my circumstance in detail and detailing possible options for relief.
- Dr. Panek was very pleasant and to the point. He explained to me what was wrong and how he would correct it in plain English.
- Dr. Panek was very professional. He took time to explain my foot problem and what it would take to heal and I am following his advice.
- Dr. Panek
is knowledgeable, courteous, caring and he listens to the patient.
His nurse was also very helpful and caring
- Excellent service
- Exceptional care, interested in my well-being, listens to my observations and symptoms.
- Fantastic doctor and wonderful demeanor !
- Foot pain is much better.
- Foot Surgery
- Gave information on foot cream needed. Have not heard from doctor in two weeks.
- Good dr
- Good patient care
- good service
- Great manners and knowledge
- He and staff are great i just think he needs to look at us as individuals and that we may have issues that need to be addressed. Not every surgery will have the same outcome someone like myself has issues and is not thrilled that her foot is worse now than pre op
- He is knowledgeable and helpful. He also doesn't recommend unneeded procedures but tries to treat symptoms first.

What is the primary reason for the score you just gave to this provider?

- He is very concerned about your condition and shows compassion is informative and has a great personality and he knows what he is doing. The nursing staff is also very professional and courteous and helpful.
- He know what he is doing and communicates it well
- He listens and will assist you in any way he can to make you feel comfortable. Pain free if possible
- He was clear in his explanations
- He was efficient, checked my problem thoroughly and offered good advice, in my opinion.
- He was knowledgeable, friendly, and gave me confidence that the problem could be corrected. He suggested homework that I could do on a daily basis that would help my medical issue and perhaps reverse it. I understood everything he told me and he took the time to explain just what was wrong and how we could help the situation.
- He was nice
- His high level of skill and his warm and friendly personality
- history with provider
- I believe his it best at was he does, because of him my uncle can walk on foot
- I felt my problem was addressed.
- I have only seen this doctor one time, so I'm not sure if I would refer others to him.
- I have seen this specialist one time. I think I received good advice.
- It was a better check up this time.
- Just like any other doctor sums up your diaignosis.
- Knowledgeable, focused, caring
- N /A
- Nice friendly manner. Seemed very knowledgeable.
- Only visit; can't recommend someone I've seen only once!
- Porque él es muy profesional y de la forma tan amable y respetuoso que me trata me da confianza.
- Satisfied
- Thorough. Friendly. Explanatory. Good listener
- trust
- Very nice and helpful
- very nice Dr and very knowledgeable
- While he ultimately offered a good list of options for how to deal with my situation, he wasn't particularly friendly and seemed to take offense at some of the things I had mentioned to him.



Abdelerahman, MD, Kader - [HSTM DB = Neurology]

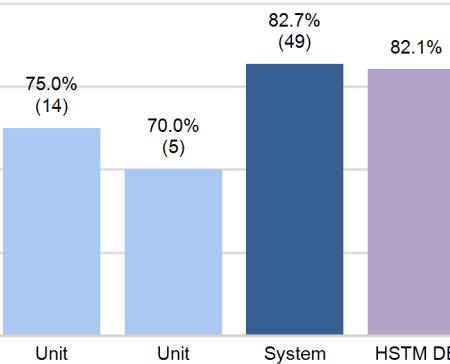
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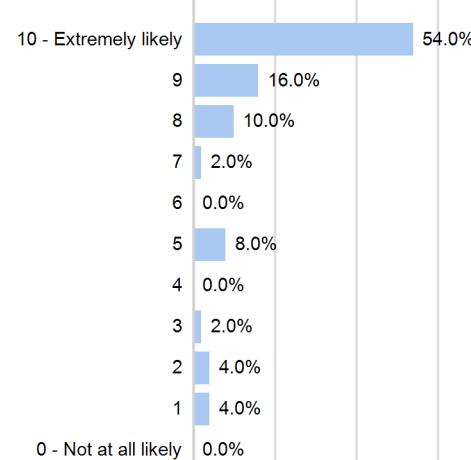
Report created 3/28/2016

Patient advocacy (likelihood to recommend)

Performance Comparisons



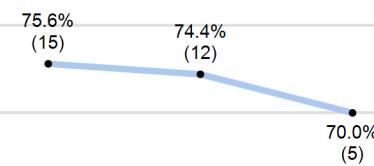
Response Distribution



Top Performers (Percentile Rank)



Performance Over Time



(Percentile ranks in parentheses)

Top Priorities (Priority Index Score)

4/1/2015 - 3/31/2016



Priority Level: ■ High ■ Medium ■ Low

Bottom Performers (Percentile Rank)



	Correlation	Jan - Mar 16 # of Completes = 52			Reporting Group Top Box	Prior 12 Months # of Completes = 100			Change in Top Box	Priority Level
		Top Box Score	HSTM DB Top Box	Percentile Rank		Top Box Score	Percentile Rank			
Provider seen within 15 minutes of appt time during recent visit	0.35	98.0%	--	--	82.7%	86.7%	--	11.3%	 48	
Willingness to Recommend (C)	1.00	70.0%	--	--	82.7%	75.0%	--	-5.0%		
Patient advocacy (likelihood to recommend)	1.00	70.0%	82.1%	5	82.7%	75.0%	14	-5.0%		
Getting Timely Appointments, Care, and Information (C)	--	98.0%	--	--	82.7%	86.7%	--	11.3% 		
How Well Providers Communicate With Patients	0.76	73.8%	90.2%	1	90.7%	75.8%	2	-2.0%		
Clear communication by provider	0.68	78.0%	93.0%	1	93.4%	80.6%	3	-2.6%	 81	
Provider listened carefully	0.75	75.5%	92.1%	1	92.9%	78.1%	2	-2.6%	 85	
Provider gave clear information	0.77	73.5%	90.1%	3	90.4%	81.6%	6	-8.2%	 85	
Provider knew important medical history	0.72	65.3%	81.7%	5	82.2%	61.9%	3	3.5%	 84	
Provider respected what patient said	0.88	76.0%	93.7%	2	94.2%	77.1%	2	-1.1%	 89	
Provider spent enough time with patient	0.77	74.5%	90.3%	2	90.8%	75.3%	3	-0.8%	 83	
Follow-Up On Test Results	--	50.0%	83.4%	1	76.6%	57.5%	2	-7.5%		
Office followed-up with results	--	50.0%	83.4%	1	76.6%	57.5%	2	-7.5%	 45	
Helpful, Courteous, And Respectful Office Staff	0.02	89.0%	89.1%	46	90.6%	85.7%	21	3.3%		
Helpfulness of clerks and receptionists	0.09	88.0%	87.0%	50	89.0%	81.6%	13	6.4%	 50	
Courtesy / respect of clerks and receptionists	-0.04	90.0%	91.3%	32	92.3%	89.8%	30	0.2%	 41	

Reporting Group = Ardent Health Services - 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.

In what ways can the provider improve?

- Be more thorough with patients with their test results.
- Bedside manner is a little lacking.
- Better parking
- He is just fine the way he is. He was punctual and personable
- He was great
- He was great in every way.
- I am still a new patient so cannot address this question fully at this time.
- I am sure he is very busy, he is a doctor, but just to take a little more time to make sure all questions are answered and answered politely.
- In my opinion had he even feigned interest in what I had to say, and offered some sort of explanation or coping method, I would have at least felt the visit worthwhile. However, I realize our relationship is newly established, and I'm willing to give adequate chance to see if he will be a useful practitioner for me during subsequent appointments.
- n a
- N/A
- No comment
- no improvement needed! he's great!!
- No recommendations
- no suggestions
- none(2)
- None that I can think of.
- Prepare and put effort into work.
- Results should be sent when a patient is told by phone that he may have a serious illness so that proper follow up can be arranged. For peace of mind if nothing else.

What is the primary reason for the score you just gave to this provider?

- ?
- a good man
- Actually talk to us and was happy to answer questions and was kid friendly thank you so much for that.
- Correct meds for epilepsy. Knows what he is doing.
- Dr. Raman has not been able to correctly pinpoint what would help my headaches. Everything is trial and error.
- Exam was very good.
- Extremely caring explains in detail any questions you have very helpful
- follow-up appointment as a new patient after discharge from hospital - 1st visit
- Good care, listens, very little wait time to be seen and ease of making an appointment.
- Great and understands me.
- He is a great doctor and he takes time to listen to my concerns!
- He is extremely knowledgeable and professional.
- he is very caring, knowledgeable and thorough.
- He is very knowledgeable & conscientious.
- He is very knowledgeable and I feel comfortable that he knows best how to help me. He is confident in his knowledge. I feel confident in his diagnosis and treatment.
- He listened, he explained what he was doing, and what I would experience.
- He took the time to hear and read old results I brought with me.
- He was a great listener, seemed to care about my problems. Very knowledgeable.
- He was friendly. He took the time to really listen to what was wrong.
- He was on schedule which is important to me. He was thorough in his exam and went above my expectations in the testing that he did. My return visit he checked to see if he treatment was working to my satisfaction. I would return to see him if I have another neurological problem.
- He was very knowledgeable about MS and took the time to look at a previous MRI I had with me from California.
- Head and neck trauma after a slip and fall
- I felt rushed to describe my symptoms and experiences, and he seemed dismissive or unwilling hear me out,or explain possible reasons for my experiences, ie changes in my condition,or possible medication side effects. Nor did he offer ways to possibly cope with said side effects. He almost seemed doubtful of my description of events, hence dismissive and consequently unhelpful.
- I have had one appointment with Dr. Rahmen, my initial appointment. I found him to be extremely receptive, able and willing to answer all my questions. I found him willing to discuss alternative therapies so that I could understand how and why he prescribed the course of treatment he did. One week later, I phoned and left a message with a question regarding test results and medication side effects and he returned my call within two hours.
- I hope none if my family members will have medical problems.
- I liked him very much, he explained everything he was going to do.
- Impinged nerve in my neck. I was referred to him.
- Knowledgeable and friendly.
- Listens to you as a patient and explains options without being condescending and we can decide together what is the best treatment. Not the experience I've had with other providers.

What is the primary reason for the score you just gave to this provider?

- On follow up the docotor seemed unprepared. He had sent me on my way after telling me the same thing he did on the last visit then remembered that there were other test results and told me to stay while he went to go get them from his office.
- On my latest visit everything was very vague. I did get areferal for ct scan but she I asked about my blood results I didn't get a very good answer. My last neurologist sent me a complete report through mail back in 2007 and she was with Lovelace on Gibson also she had me I'd done on my complete spine and found the spinal stenosis on my C-6 andC-7 along with moderate arthritis on my lumbar spine. She also found nerve damage on my whole left side from my second mini stroke. Dr. Harris was very thorough with me then. I had a Ct scan done most recent and haven't heard anything on results. Also Dr. Rahman did not remember me being on Coumadin/Warfarin from my initial visit nor did he remember why I was on it.
- Overall he's a good doctor, he's knowledgeable and listens, but honestly doesn't seem very invested in my well being.
- Parking at office not ideal
- tbi
- The doctor listened to me very well and helped to diagnose a problem I had been suffering with for five years.
- The doctor visit room are small.
- The doctor was very patient and unhurried as well as attentive.
- The results of my tests were not forwarded to my primary care giver nor my referring physician. Therefore my appointment with my primary was a waste of everyone's time. The referring physician had to have her office call to this office and they were told it was unknown how long it would take to transmit the information. Fortunately it did arrive but the appointment was unnecessarily long for all involved.
These appointments were made after a call from this doctor to me that I had a high reading in my blood work possibly indicating lupus and that I should see my primary for a referral to a rheumatologist. So there was about a week between the call to me and my subsequent doctors' visits. Time for the pertinent information to b sent.
- This physician seems to be capable, but not overly impressive and certainly does not have a warmth or enthusiasm in connecting to the patient. I have seen him two times and felt the same way both times.
- Very efficient and nice



Gross, MD, Tom - [HSTM DB = Family Practice]

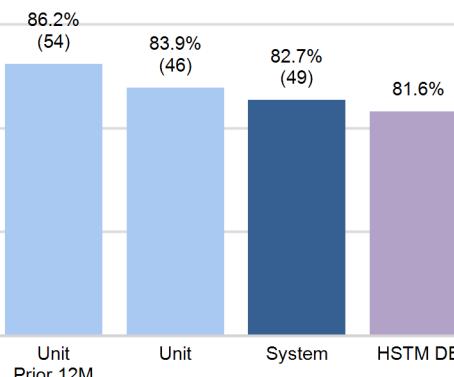
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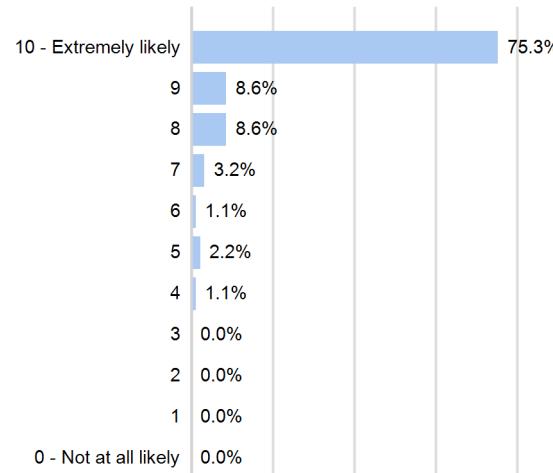
Report created 3/28/2016

Patient advocacy (likelihood to recommend)

Performance Comparisons



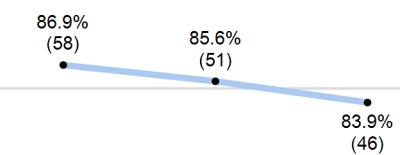
Response Distribution



Top Performers (Percentile Rank)

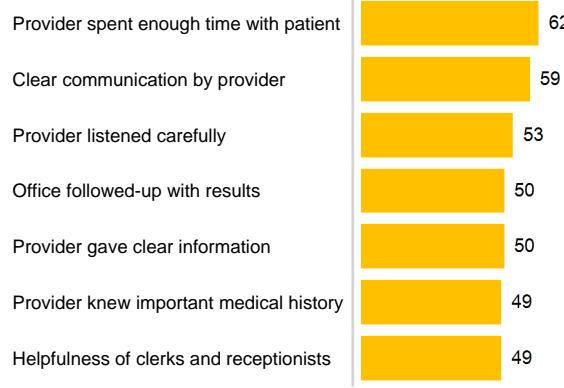


Performance Over Time

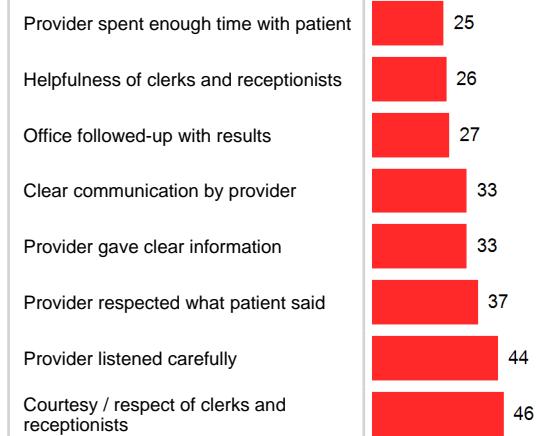


Top Priorities (Priority Index Score)

4/1/2015 - 3/31/2016



Bottom Performers (Percentile Rank)



	Correlation	Jan - Mar 16 # of Completes = 93			Reporting Group Top Box	Prior 12 Months # of Completes = 197			Change in Top Box	Priority Level
		Top Box Score	HSTM DB Top Box	Percentile Rank		Top Box Score	Percentile Rank			
Provider seen within 15 minutes of appt time during recent visit	0.31	93.5%	--	--	82.7%	97.4%	--	-3.8%	 43	
Willingness to Recommend (C)	1.00	83.9%	--	--	82.7%	86.2%	--	-2.4%		
Patient advocacy (likelihood to recommend)	1.00	83.9%	81.6%	46	82.7%	86.2%	54	-2.4%		
Getting Timely Appointments, Care, and Information (C)	--	93.5%	--	--	82.7%	97.4%	--	-3.8%		
How Well Providers Communicate With Patients	0.44	89.9%	90.1%	42	90.7%	92.8%	59	-2.9% 		
Clear communication by provider	0.50	92.5%	93.6%	33	93.4%	95.3%	55	-2.8%	 59	
Provider listened carefully	0.43	92.5%	92.3%	44	92.9%	95.9%	67	-3.4%	 53	
Provider gave clear information	0.51	88.2%	90.2%	33	90.4%	93.7%	61	-5.5%	 50	
Provider knew important medical history	0.46	84.6%	80.3%	52	82.2%	84.4%	52	0.2%	 49	
Provider respected what patient said	0.34	93.4%	94.0%	37	94.2%	96.9%	65	-3.5%	 40	
Provider spent enough time with patient	0.42	87.9%	90.3%	25	90.8%	90.6%	39	-2.7%	 62	
Follow-Up On Test Results	-0.02	82.2%	84.9%	27	76.6%	77.0%	15	5.2%		
Office followed-up with results	-0.02	82.2%	84.9%	27	76.6%	77.0%	15	5.2%	 50	
Helpful, Courteous, And Respectful Office Staff	0.25	86.4%	88.4%	31	90.6%	87.7%	43	-1.3%		
Helpfulness of clerks and receptionists	0.21	82.6%	86.1%	26	89.0%	85.4%	40	-2.8%	 49	
Courtesy / respect of clerks and receptionists	0.29	90.2%	90.6%	46	92.3%	90.1%	44	0.2%	 42	

Reporting Group = Ardent Health Services - 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.

In what ways can the provider improve?

- ? - ?
- Can not think of any thing
- Dr Gross does not need improvement. Getting access to him needs improvement. It is often the case that we are not able to see him and have to see another provider at SWMA. This has been consistently a problem since Lovelace took over SWMA.
- Dr. Gross does not need to improve. He is great just as he is.
- Easier to make appointment
- Follow up by his nurse
- He has always been excellent...In my case no improvement is necessary
- His office needs to update their computer equipment. For example, I brought an image on a disc and he was unable to open it.
- I can't really think of anything. He's doing a great job.
- I don't of any.
- I think he spends the time necessary to catch up and make recommendations in the context of past issues that I have had. Keep doing this.
- I think that over years of seeing him that it's become a little comfortable and we don't go far enough into diagnosis. This may also be because I feel like I don't need to/want to over explain things, or that I still see him as an authority figure since I've been seeing him since I was a child.
- I'm satisfied with the time he spend with me and scheduling a follow-up visit to keep me on track.
- I'm very satisfied
- It is hard to get appointments on short notice. This is a porblem without a solution.
- Its more of an issue with the support structure and transition. Had several prescriptions that never got to Walgreens during the SW Medical Associates transition to Lovelace and I know that Dr. Gross submitted them so think it was on Walgreens side. Last scripts from this visit went thru no problem to CVS and they were all there! Not really sure on how the referral process works though.
- Keep people informed about the tests that they scheduled
- N/A
- NA(4)
- No comment.
- none (6)
- None come to mind.
- Not much-better reading material
- Nothing negative as of yet. I had issues with the phone staff of the medical center, but nothing but positive things to say about Dr Gross and his staff.
- Nothing. Dr gross is the best doctor at southwest medical.
- On this visit...not much.
- Promise he will never retire?
- recent change in his assistance was a good change.

In what ways can the provider improve?

- Sleep study recommended, but his office staff is having trouble getting it arranged.
Ointment verbally prescribed...said it would be called in to Walgreens, but hasn't yet happened. There's confusion (by his staff) regarding what was prescribed. Still waiting.
Extra points ...
Provide a WRITTEN summary of solutions suggested & prescriptions.
- Telephone return calls procedure! Multiple calls necessary for a response, if any.
- The administration of his office is frustrating. Making an appointment and or getting a message to Dr. Gross is difficult and confusing. There have been times where my messages have not been returned after 3 days. This is generally the fault of the office not conveying the message to Dr. Gross.

What is the primary reason for the score you just gave to this provider?

- a very caring professional
- All doctors are busy, it seems like that when you go in. Not just my doctor.
- attentive to my concerns
- Disappointed in how he treated my need for additional help for diabetes. Didn't express the need for immediate action.
- Dr Gross is a great doctor who is willing to listen to your health problems.
- Dr Gross is easy to talk with, personable and answers all my questions. He doesn't rush the appointment.
- Dr Gross is great and very thorough. I would highly recommend him.
- Dr. Gross has been my Doctor for over 20 years, I'm very happy with him
- Dr. Gross has been my primary for over 10 years. I trust him to provide excellent medical advice and recommendations
- Dr. Gross is a great doctor! He takes the time to care for his patients and I trust his opinions highly. Through the years he has taken very good care of my health. He is dedicated and has a wonderful sense of humor. I couldn't ask for a better doctor.
- Dr. Gross is an engaging, responsive, and caring provider. He always listens to concerns and is positive in his responses. He is eager to listen to me and my husband and provides down-to-earth and reliable advice.
- Dr. Gross is an excellent doctor, very knowledgeable and has an extremely kind bedside manner. I have recommended him to others!
- Dr. Gross is compassionate and understanding. Of course he is brilliant, but the great thing is that his bedside manner is fantastic!
- Dr. Gross is competent, direct, and cares for his patients.
- Dr. Gross is smart and funny...my wife and we highly trust him.
- Dr. Gross is very experienced and listens closely.
- Dr. Gross takes the time to listen and is very personable and knowledgeable. I feel confident in the medical advice he gives. He seems genuinely concerned about my well being. I don't feel rushed during my office visits with Dr. Gross.
- Dr. Gross took time with me explaining and asking me questions.
- Dr. Gross's ability to convey all possible options along with his personal recommendation, in addition to timelines to address achievement/failure, are much appreciated. He is matter of fact and has good support staff.
- Dr. Gross provides me with excellent care. He is always up-to-date on new drugs and treatments. Dr. Gross was able to give me an early diagnosis of diabetes and prostate cancer and referred me to the proper specialists which saved my life. He is always prompt, professional, understanding, and displays a great sense of humor. He is a great doctor!
- Excellent doctor advice given.
- Good
- Good Doctor
- Have had excellent care with Dr. Gross for 30+ years
- He cares about what's going on, so I think he's a good doctor, but I think he can be a little flip with people and not everyone can communicate in this way and comfortably ask the questions they need to ask.
- He does his job well.
- He has always diagnosed any problems excellently and provided wonderful care.
- He is a excellent physician.

What is the primary reason for the score you just gave to this provider?

- He is a great primary care physician.
- he is an excellent Doctor
- He is awesome.
- He is compassionate and clearly the best diagnostician in Albuquerque. Also his assistant Tammy is wonderful, efficient, and caring
- He is easy to talk to about any issue.
- He is honest with me and takes the time to explain everything
- He is knowledgeable, capable and caring.
- He is professional, competent, and intelligent
- He is the only doctor at southwest medical that I have seen that actually listen. Most providers I went to were in and out in minutes, and would just throw pain killers at me in hopes I wouldn't come back it seemed.
- He tries to treat the actual cause of the problem not just the the outcome. He is straight to the point and very easy to deal with.
- He is very smart and straight forward. I trust and appreciate his opinion. He listens to my questions. He doesn't rush me or make me feel bad for asking questions.
- He knows my medical history.,
- he listens
- he listens, he knows me, he knows his medicines, he is smart and kind
- He takes time to listen to me and explain what could be wrong as well as treatment options
- He talks to you and listens (puts up with my (probably) dumb question)
- he's a good doctor, very helpful
- His is thorough
- I don't generally recommend physicians
- I feel he is thorough, cares and knows his profession well.
- I LIKE DR. GROSS
- I saw as an rapid care type apt. He was good, but I don't know him enough to recommend him. I would hope to have faith in all of the Dr's at my clinic or healthcare setting.
- I think Dr. Gross is a wonderful doctor. He has taken care of me for over 5 years now and he always listens to me. He helps keep me on track and keeps me in the best of health as possible. He is very patient and I'm glad he his my primary.
- I trust him. I feel he listens, reviews my history and bases advise/ treatment on all the information- including my concerns.
- illing to listen and help
- intelligent, efficient, hard working, easy to talk with
- I've been going to Dr. Gross for a long time and trust him.
- I've been seeing him a long time and like his attitude toward medicine. He is very well informed on medical conditions so I have a lot of confidence in his advice and treatment. Also, he doesn't order a lot of unneeded labs, scans, etc.
- Kind, acknowledged and experienced
- Knowledge, competence, trustability

What is the primary reason for the score you just gave to this provider?

- Listens, educated, experienced, and all around great person
- Listens, understands and explains clearly, very accurate.
- Only saw him once.
- Our family has been under Dr Gross's care since Dr Pierce left SWMA. We prefer to see him because of this long standing relationship. Dr Gross knows our family and our medical history incredibly well and is a professional medical provider.
- Personable and very easy to talk to. After not seeing any Doctors for years, I had some anxiety. He made me feel comfortable even after being diagnosed with diabetes the follow ups have been very positive and he and his staff are supportive and in the last 6 months my condition has improved tremendously.
- Really hard to get in to see him at times.
- Spends needed time. Explains everything. Listens
- The professionalism and courteousness of him as well as his staff.
- This provider doesn't send out test results or ask you to come back to get the results of tests.
- This was my first visit but I was impressed by his knowledge and in depth discussion we had.
- Through, reliable, good diagnostician
- Trust
- Very caring and smart. Well informed about everything and very knowledgeable. Easy to speak with and really cares about his patients. Takes the time to make sure he covers everything...very thorough!
- very good for general health or physicals , end up going to specialist for anything else
- Very knowledgeable, professional, and provides good assessments. Dr. Gross has been my PCP for approximately 20 years, and I have been very satisfied with him.
- Very knowledgeable and professional
- years of his service



Miera, MD, Chris - [HSTM DB = Family Practice]

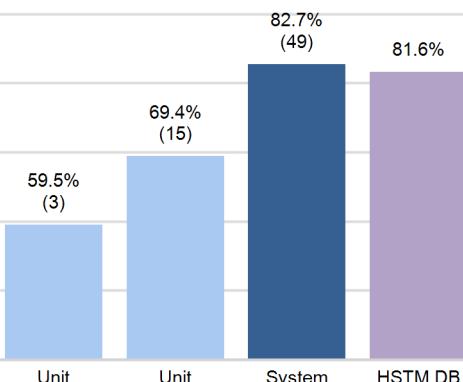
LMG - SMA Northside
Ardent Health Services

Patient Insights - CG-CAHPS Visit (eSurvey)
Jan - Mar 16

Report created 3/28/2016

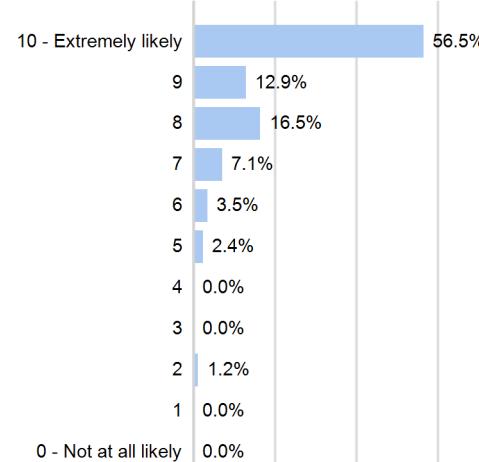
Patient advocacy (likelihood to recommend)

Performance Comparisons

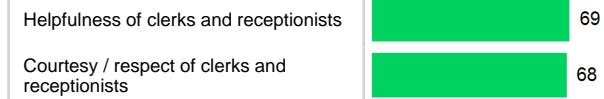


(Percentile ranks in parentheses)

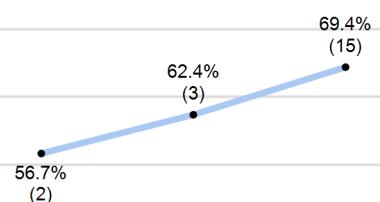
Response Distribution



Top Performers (Percentile Rank)



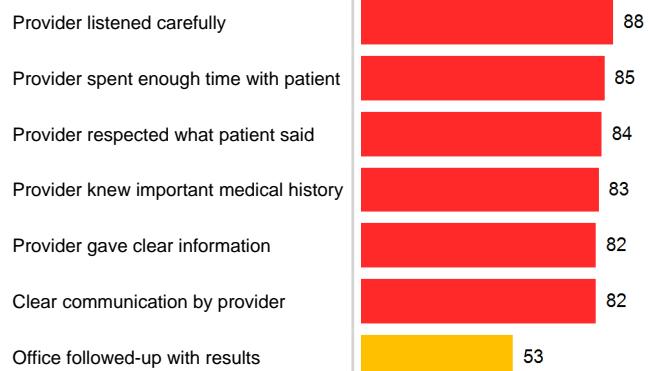
Performance Over Time



(Percentile ranks in parentheses)

Top Priorities (Priority Index Score)

4/1/2015 - 3/31/2016

Priority Level: ■ High ■ Medium ■ Low

Bottom Performers (Percentile Rank)



	Correlation	Jan - Mar 16 # of Completes = 94			Reporting Group Top Box	Prior 12 Months # of Completes = 219			Change in Top Box	Priority Level
		Top Box Score	HSTM DB Top Box	Percentile Rank		Top Box Score	Percentile Rank			
Provider seen within 15 minutes of appt time during recent visit	0.25	93.5%	--	--	82.7%	90.6%	--	2.9%	 43	
Willingness to Recommend (C)	1.00	69.4%	--	--	82.7%	59.5%	--	9.9%		
Patient advocacy (likelihood to recommend)	1.00	69.4%	81.6%	15	82.7%	59.5%	3	9.9%		
Getting Timely Appointments, Care, and Information (C)	--	93.5%	--	--	82.7%	90.6%	--	2.9%		
How Well Providers Communicate With Patients	0.50	81.2%	90.1%	11	90.7%	70.0%	2	11.1%		
Clear communication by provider	0.53	89.2%	93.6%	18	93.4%	76.1%	2	13.2%	 82	
Provider listened carefully	0.41	82.8%	92.3%	8	92.9%	73.0%	2	9.8%	 88	
Provider gave clear information	0.45	85.6%	90.2%	20	90.4%	73.5%	2	12.1%		
Provider knew important medical history	0.67	64.1%	80.3%	13	82.2%	54.0%	4	10.1%	 83	
Provider respected what patient said	0.33	85.9%	94.0%	8	94.2%	74.3%	2	11.6%		
Provider spent enough time with patient	0.63	79.3%	90.3%	10	90.8%	69.3%	2	10.0%	 85	
Follow-Up On Test Results	0.28	46.2%	84.9%	1	76.6%	45.8%	1	0.4%		
Office followed-up with results	0.28	46.2%	84.9%	1	76.6%	45.8%	1	0.4%	 53	
Helpful, Courteous, And Respectful Office Staff	0.29	91.8%	88.4%	68	90.6%	86.5%	31	5.3%		
Helpfulness of clerks and receptionists	0.18	90.1%	86.1%	69	89.0%	84.2%	31	5.9%	 44	
Courtesy / respect of clerks and receptionists	0.39	93.5%	90.6%	68	92.3%	88.8%	29	4.6%	 48	

Reporting Group = Ardent Health Services - 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.

How did that person help you? (other)

- Entered answers as I answered them.

In what ways can the provider improve?

- ?
- Act like he cares, and give some attention to the patient.
- Ask to take a look at the form I filled out for my initial visit and review the history and medications so there could be a foundation for discussing my current and possible future needs.
- Call insurance ahead of time to make sure the blood work is covered. A\$200 bill is not nice to get
- Can't think of any
- Clone himself
- Don't like scheduling process. Afternoon reserved for urgent appointments? Morning only for regular check-up or non urgent visit?
- Dr Maria has no need to change anything his system is set
- Dr Miera is a great listener but he doesn't always do an exam.
- Dr. is a good provider. No improvement necessary
- First vist went well, so no recommendations yet
- Had major complaint that resulted in a cardio eval and this was not discussed in followup visit with DR Miera.
- Have a little more time to talk and to listen.
- He did a great job.
- He is fine the way things are.
- He provides sufficient care. I don't think he needs to improve.
- I can return and get to know him better.
- I do not want this provider. I am an LPN... I have never worked for a health care system where you couldn't change your provider.
- I don't know
- I dont know yet
- I happy with my visits
- I have no specific recommendations at this time.
- I have no specific suggestions at this time.
- I WOULD RATHER NOT GO INTO IT!!
- improve interpersonal relationships with all of his patients
- Keep doing what he is doing.
- Listen to the client. See if his plan will work for the person he's talking to.
- My Dr. doing a great job!
- n/a(5)
- no problems known.
- None(2)

In what ways can the provider improve?

- None that I can think of
- None that I can think of.
- None. He's got this down to a science.
- Not be afraid of sick people.
- not sure
- Not with provider long enough to assess
- Unknown. Seems like a very competent and dependable provider.

What is the primary reason for the score you just gave to this provider?

- 1st visit. 15min. Did not review my records or diagnosis. Recommended marijuana. SAID I WAS A DRUG SEEKER.
- A great and caring Dr and a true friend.
- Adequate care but not exemplary.
- communicates well. Personable.
- Don't know this doctor since I only had one appt. because of a sore throat.
- Dr Miera I feel really listens and has a genuine level of sympathy for me and my situation.
- Dr Miera is a good doctor but I have to say that I don't always agree with him.
- Dr. Miera allowed sufficient time I didn't feel rushed. He listened to what I had to say and based his assessment on that.
- Dr. Miera has been my primary care doctor, off and on for several years, he knows me and I'm very comfortable with him.
- Dr. Miera has been my primary care physician for over 25 years. In the last year, his vigilance led to the detection of a large cancerous tumor, the removal of which in September saved my life.
- Dr. Miera has professional yet friendly manner which makes it easy to communicate my concerns. He answers my questions in a clear professional manner.
- Dr. Miera is great - he listens to my concerns and questions, then answered in a way that I understand. His availability is generally very good (1-2 days).
- Dr. Miera is professional, caring physician. He listens well and provides up to date information beyond simply prescribing medications
- Dr. Miera is very thorough and professional.
- Dr. Miera took the time to talk to me about myself and any concerns I had.
- Dr. Miera was good at listening to a patient's needs didn't try to rush his time with me and was very compassionate.
- Dr. Mierra has been my primary physician for almost 25 years.
Dr. Mierra has been my Primary for almost 25 years. We understand each other, he listens to me & I to him. He is the best primary Dr. I have ever had.
- easy for appointment and service.
- familiar
- Felt real comfortable
- First visit
- Friendly, listened.
- General Health Practitioner- Internist
- Good Doctor. Listens to my needs.
- Good listener
- good listening skills mostly on time
- Got blood work done as part of the physical that insurance didn't cover
- Great bedside manner
- He did not seem to care about my health.
- He has been my provider for 20 years and always gives me good advice and care.
- he is a good doctor and keeps up with current medications and treatments

What is the primary reason for the score you just gave to this provider?

- He is a good doctor, but it is not that easy to get an appointment to see him in less than a few days.
- He is a great doctor but already seems to have a lot of patients.
- He is thorough & very polite.
- He is very smart and listens.
- He is very understanding and listens to your problems and explains your problem up against. Another thing is that he is from New Mexico understands the people that are native to the area which is a big plus to New Mexico
- He listened to my concerns and reviewed my records before my visit.
- He listens and understands all the different aspects of my life impacting my health.
- He took time to answer my questions
- He was a very good match for me, but I am not sure for others.
- HE WAS THE WORST DOCTOR I HAVE EVER SEEN. HE WAS COMBATIVE. SAID HE REFUSED TO GIVE ME THE STRENGTH OF A MEDICATION I HAVE BEEN TAKING FOR MANY YEARS. DIDN'T TALK NICELY ABOUT WHY HE THOUGHT I SHOULD DECREASE IT. JUST SAID "I AM NOT GIVING IT TO YOU, YOU CAN FIND ANOTHER DOCTOR OUT THERE WHO WILL". I HAD TO ASK HIM TWICE WHY HE WAS ACTING LIKE HE WAS MAD AT ME-THIS WAS A NEW PATIENT CONSULT. WOW-I WAS TREATED LIKE I WAS TREATING HIS MEDICAL LICENSE. DIDN'T EVEN ASK HOW I FELT, CONCERNS OR ANYTHING. IF MY MEDICATION WASN'T RUNNING OUT IN A FEW DAYS. I WOULD HAVE LEFT!! HE SURE DIDN'T ACT LIKE A CARING PERSON THAT A DOCTOR SHOULD BE. THEN HE SAID HE HAD OTHER PATIENTS TO SEE AFTER BEING IN THE ROOM FOR 15 MINUTES. I SAID MY APPT. HAD BEEN RE-SCHEDULED THREE TIMES SO I WOULD BE GIVEN 1/2 HOUR. HE SAID I ALREADY USED UP THAT TIME. NO-I WAS WITH THE NURSE, NOT HIM. I DIDN'T KNOW WHETHER TO CRY OR JUST BE ANGRY ABOUT HOW I WAS TREATED.
THANKS FOR THE CHANCE TO LET YOU KNOW.
- He's smart
- His bedside manners
- His conduct during first visit
- I actually followed Chris Miera from Presbyterian HMO. I have had Dr. Miera for over 20 years. I have already recommended him to both family members and friends.
- I did not know the name of the doctor. I went to urgent care. I had an unpleasant visit. The doctor scolded me on two accounts; 1) he asked why I was there after only one day of coughing -I went on a Sunday morning because I knew I was ill, more than just a head cold. As it was, I was diagnosed with influenza- and 2) he said he had a lot of sick people, and that's why I had had to wait an unusually long time although the assistant had told me that the doctor had only one patient ahead of me and I hadn't seen but about two or three more patients in the waiting area. When the doctor came in and I was scolded, I told him that I was not used to being scolded by a doctor as I am a retired professor. I started to walk out with the comment that I would try to see my primary physician the following day. He insisted I stay until he treated me and I did. He prescribed Tamiflu. Perhaps Tamiflu helped me but up until yesterday I was still weak and sometimes nauseous.
- I didn't care for the vibe I got. I didn't think he cared.
- I do not recommend health providers to friends or family.
- I DON'T DO ANY RECOMMENDATIONS.
- I like him.
- I saw this provider and am hoping he can become my primary care physician. I was happy with the visit. I would like to see him a couple more times before giving a higher score.
- I waited 45 minutes to see him. I saw him for less than 5 minutes. He did his best to stay away from me. Didn't look at my ears or listen to my lungs even though I had a bad cold. He was supposed to send a prescription for me to Walgreens but he never did.
- IT took three tries to get prescriptions sent to Optum.
- Just met him for the first time.
- Knowledgeable in both traditional medicine and in using food/supplements. Conservative treatments.

What is the primary reason for the score you just gave to this provider?

- Listen's to my problems, gives options, and talks in a way I can understand.
- Most individuals I know would not want to change from their current PCP.
- Professional, courteous, and thoughtful care. I was given full attention to my concerns.
- Provider listens with empathy and applied critical thought.
- seems knolegable and caring
- Smart and very caring.
- The doctor didn't seem to have any interest in me. He seemed like he was in a rush, and wanted to get me out of the door as soon as possible. I had blood work done that his office ordered, and he said he didn't think he could print them. The portal didn't work. So I had to call and request a copy be sent to me in the mail. I will not be returning to this doctor. I am extremely dissatisfied.
- The doctor really listened to what I had to say and how I was feeling
- This visit was a follow up, after treatment for pneumonia. He was aware of the details of my previous visits and I felt that he took all aspects of my illness and history into consideration. I felt that he also took my input into account, and treated me with the type of respect and care I expect. Since this was my only interaction with this provider I do not feel I know enough to give a 10.
- This was my first meeting with Dr. Miera. He was attentive and followed through on the two items that he said he would and did so right away. That is huge as far as credibility goes in my book.
- this was my first visit with him and he was very accomodating. I used to go to Dr. Phau and he moved, Before that Dr Easter and he retired
- Very helpful and took the time to discuss my medical issues with me.
- Very knowledgeable and helpful. Also fun to interact with.
- Very professional and down to earth.
- Very professional. Very cordial, informative and provided answers to all my questions. Very easy to talk to. Felt very comfortable with him as my doctor.
- very satisfied



Pickett, MD, Katherine - [HSTM DB = Family Practice]

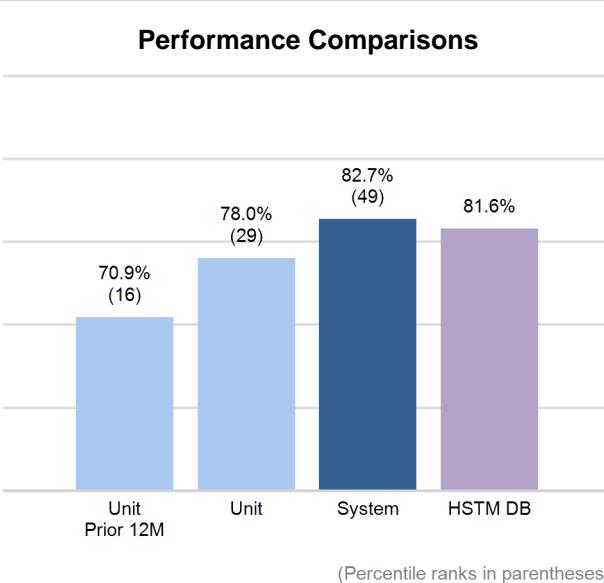
LMG - SMA Northside
Ardent Health Services

Patient Insights - CG-CAHPS Visit (eSurvey)
Jan - Mar 16

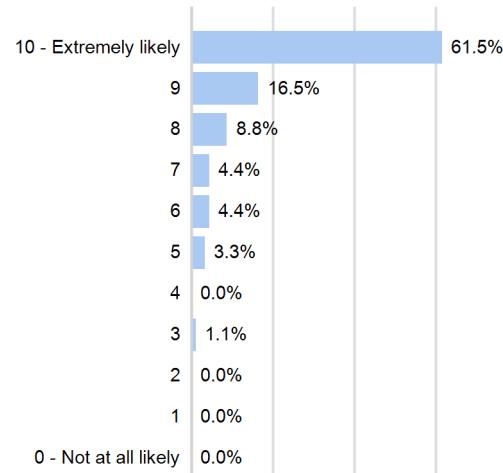
Report created 3/28/2016

Patient advocacy (likelihood to recommend)

Performance Comparisons



Response Distribution

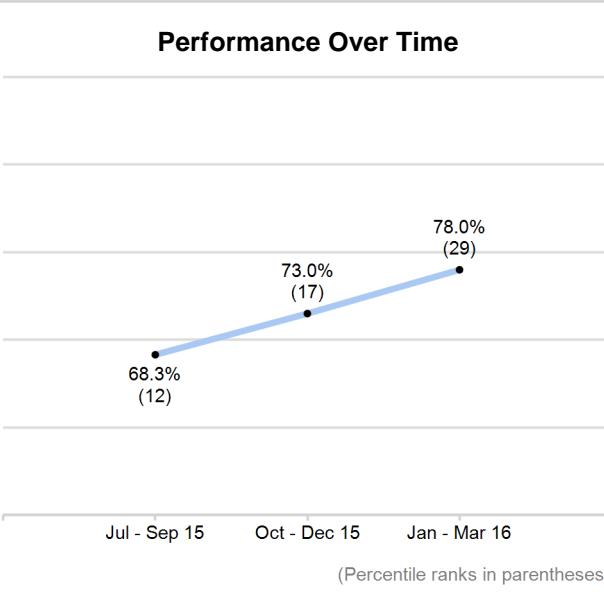


Top Performers (Percentile Rank)

Courtesy / respect of clerks and receptionists

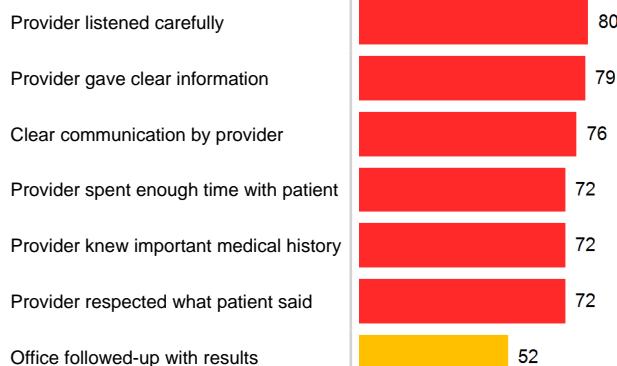


Performance Over Time



Top Priorities (Priority Index Score)

4/1/2015 - 3/31/2016



Bottom Performers (Percentile Rank)

Office followed-up with results



Provider knew important medical history



Provider spent enough time with patient



Provider listened carefully



Clear communication by provider



Provider respected what patient said

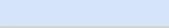


Patient advocacy (likelihood to recommend)



Provider gave clear information



	Correlation	Jan - Mar 16 # of Completes = 100			Reporting Group Top Box	Prior 12 Months # of Completes = 236			Change in Top Box	Priority Level
		Top Box Score	HSTM DB Top Box	Percentile Rank		Top Box Score	Percentile Rank			
Provider seen within 15 minutes of appt time during recent visit	0.04	82.3%	--	--	82.7%	84.5%	--	-2.2%	 49	
Willingness to Recommend (C)	1.00	78.0%	--	--	82.7%	70.9%	--	7.2%		
Patient advocacy (likelihood to recommend)	1.00	78.0%	81.6%	29	82.7%	70.9%	16	7.2%		
Getting Timely Appointments, Care, and Information (C)	--	82.3%	--	--	82.7%	84.5%	--	-2.2%		
How Well Providers Communicate With Patients	0.36	84.2%	90.1%	17	90.7%	80.0%	10	4.3%		
Clear communication by provider	0.38	89.6%	93.6%	19	93.4%	84.6%	8	5.0%	 76	
Provider listened carefully	0.47	87.6%	92.3%	18	92.9%	85.0%	13	2.7%	 80	
Provider gave clear information	0.33	88.3%	90.2%	34	90.4%	80.3%	11	7.9%	 79	
Provider knew important medical history	0.44	64.9%	80.3%	14	82.2%	63.7%	13	1.3%	 72	
Provider respected what patient said	0.31	90.7%	94.0%	22	94.2%	87.6%	12	3.1%	 72	
Provider spent enough time with patient	0.24	84.4%	90.3%	15	90.8%	78.5%	9	5.8%	 72	
Follow-Up On Test Results	0.18	59.2%	84.9%	1	76.6%	56.7%	1	2.5%		
Office followed-up with results	0.18	59.2%	84.9%	1	76.6%	56.7%	1	2.5%	 52	
Helpful, Courteous, And Respectful Office Staff	0.13	88.7%	88.4%	49	90.6%	86.7%	33	2.0%		
Helpfulness of clerks and receptionists	0.19	85.6%	86.1%	41	89.0%	85.5%	40	0.1%	 41	
Courtesy / respect of clerks and receptionists	0.08	91.8%	90.6%	61	92.3%	87.9%	25	3.8%	 42	

Reporting Group = Ardent Health Services - 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.

In what ways can the provider improve?

- Answer phone calls; provide results in a timely manner; explain results to patient; answer questions.
- Better visible signs that indicate where the office is specifically located would help.
- Can't think of anything. She's a doctor I can talk to freely.
- Don't know
- Focus less on a prescription solution.
- I can't think of any. I am completely satisfied. The office staff could use some work. A few times they failed to send my information to the Dr. Office and I waited a while.
- I don't know.
- I had to wait over 30 minutes in the exam room. She raced into the room and apologized. She laughed when I told her I was going to charge her an "inconvenience fee" since I was taking time off work for the appointment.
- I wouldn't want her to change at all.
- Improvement isn't necessary--it's a question of whether or not I know of anyone who needs a primary care provider.
- Less of a waiting time
- NA
- No
- No improvement necessary.
- No ways
- None(3)
- None at this time.
- none.
- None---she was perfect!
- Not sure
- Nothing I can think of.
- Nothing to suggest at this time.
- Nothing. I've only seen her once.
- Ok as is
- Really look at the patient,try to establish a rapport
- Retire. Honestly. ...
- She is an excellent provider.
- She is perfect
- She is spot on!
- She seemed fine and I appreciate that she seemed to listen to my symptoms and try to find the problem. She can continue to listen to patients
- Take the time to research things that are not common.

In what ways can the provider improve?

- Take time to understand the patient's information and requests. Particularly with regard to getting prescriptions right. She has cost me a lot of time and money to straighten out her and her office's errors.
- The provider being the doctor is fine, the provider being Lovelace Medical Group can improve in ways too numerous to mention here.
- -uncertain

What is the primary reason for the score you just gave to this provider?

- Always shows concern and offers referrals if you have a need for additional opinions.
- Answers my questions and refers me to the proper doctors, if need to.
- Attentive
- Bedside Manner good. Concerned.
- Caring person, listens to the patient. Didn't rush to get the patient out of the visit. Honest in discussion with patient.
- Don't know her just one time only
- Dr Pickett has always taken care of the issue at hand and wants to help me with the issues I am having. She gives me friendly advice however she is not pushy. I really like her a lot.
- Dr Pickett is easy to talk to and listens to what you have to say. I think she is a good doctor
- Dr. Pickett listens to me and supports me in being a partner in my own health care.
- Dr. Pickett provided my mom with care and attention to her questions.
- Dr. Pickette is so personable. I feel very at ease when I discuss medical issues with her. I feel she has a good feel for my issues.
- Easy to talk to,listens to me
- First time meeting doctor. She was very nice and professional. But I do not have enough experience with her to give a 10
- Friendly, caring, takes time to listen to my needs.
- Friendly, knowledgeable, quick, efficient, no waiting time and antibiotics prescribed worked quickly.
- Friendly, listened and provided an action plan.
- Good doctor
- good provider
- Great doctor!
- Great service, excellent care
- Hard to get in to see her but she is good.
- I can talk to her and ask any quesyiond
- I fell and injured myself in June 2015 and was still receiving physical therapy into the first of the year. Had an mri which did not show anything serious. Attempting to return to work and still having some discomfort, I went to see her about continuing p/t and she told me she doesn't know why I am in pain and should request a new PCP. I asked her if she read the reports from my p/t? She should know. I don't feel like she ever took the time to look into my injury at all. I have a pelvic floor injury.
- I had to wait several months for an initial appointment with Dr. Pickett. I selected her to be my primary care physician. She was efficient, thorough, and genuinely concerned about my health care issues. She took time to talk to me regarding all my medications and adult immunizations. I think I will be very pleased having her as my primary care provider.
- I have only seen her once but she seemed to listen to my concerns without automatically prescribing medicine.
- I like Dr. Pickett and have no complaints, I simply do not know her well enough yet to be extremely highly to recommend her to a friend.
- I love Dr. Pickett, she is very thorough, caring and considerate
- I love her
- In all the years I have been seeing Dr. Pickett she has done everything possible to help me and if it means directing me to a specialist or tests to see what's wrong. She has always listened to my concerns.

What is the primary reason for the score you just gave to this provider?

- Knowledgeable, skilled, experienced, responsive, personable
- Listens, people-oriented
- My wife is very comfortable and satisfied with the care she has received from Dr. Pickett. Hiroko doesn't use a computer so these electronic surveys aren't a good way to communicate with her.
- Not very thorough. Asked only basic questions
- Only had 1 visit, don't know her that well
- Quick in and out, informative.
- She actually listens to my concerns and takes time to review all options.
- She always follow through on what she has promise to do for me
- She doesn't take into account that I know my body issues. She usually will not listen to what you have to say or possibly what works better for me.
- She focused on prescriptions for the symptoms(I ended up with 5) rather than taking the time to try and discuss what was causing the problem.
- She is a nice blend of experience and bedside manner
- She is an excellent doctor. I have expressed concerns abut my lab work not being requested before my physical, as I would like to go over the results with her and not try to figure out the results on my own. This might be an important discussion.
- She is an excellent provider
- She is attentive, pleasant, professional and nice.
- She is better than average for listening skills.
- She is disorganized and not knowledgeable, especially with regard to insurance and prescriptions. I don't feel like I'm getting good care.
- She is friendly and I feel comfortable with her.
- She is gentle and sweet. She explains things to me very well and is a very good listener.
- She is inconsiderate and somewhat rude.
- She is personable and genuinely concerned with my well being. She was also very professional and knowledgeable and gave me immediate relief for my issue. I have requested to have my primary provider changed from Dr. Roche to Dr. Pickett
- She is personable and reasonable.
- She is very approachable. She listens to my issues and readily answers questions. I'm very comfortable with her.
In my experience she has provided solutions and in my case more than one way to work with my health.
- She is very personable and seems to genuinely care for her patient's well-being and health.
- she is very professional and personable
- She is well informed and friendly.
- She listens to my needs and is not in a hurry to end the visit. She is always in a cheerful mood and prescribes what I need done to help me feel better.
- She listens to my problem and finds a solution.
- She provides excellent service and resolves my concerns.
- She seems to really care about my overall well being.I have already recommended her to at least three people who now see her. She's one of the best!
- She takes good care of me and my family

What is the primary reason for the score you just gave to this provider?

- she takes her time with you , I don't feel rushed and she listens to my concerns.
- She was attentive to giving me a thourogh exam and attentive to my questions and concerns.
- She was so very pleasant and thorough. She listened to my concerns and explained things in language I could understand.
- She was very helpful, gave me appropriate medication that I knew would work for me, and has worked very well in the past!
- She's very good
- She's very nice, listens well, and knowledgeable
- The Doctor had already diagnosed my condition before she walked in the room. I went there looking for some sort of interaction as to my condition but the Doctor took what the nurse recorded and reached a conclusion before talking to me. I was concerned that she had jumped to a conclusion about my pain so I continued to give her information that may have steered her away from her conclusion but she stuck with it. At one point she made a motion to do an examine but moved on. Very disappointing and a WASTE of my money. I ended up seeing another provider at Presbyterian the next day who actually did an examine and provided what appears to be a more accurate diagnosis. This is a case where the Doctor either thinks they cannot do any wrong and is always right. Maybe she felt pressure to move more patients through her office.
- The doctor is not returning my calls to explain reason for blood tests being repeated or to explain results I have questions about. Also it took over 2 weeks to even get the initial results. I have yet to receive radiology report and blood results I asked her office assistant to send to my home; which she assured me she would.
- The receptionist, nurse/assistant, and Dr. Pickett were very nice, honest, and helpful during my scheduled appointment.
- There are no other female family members in Albuquerque; the majority of my friends already have their own primary care providers. Also, there's no place to put the following regarding recommended lab work: Doctor recommended I not go in for the labs until this week. I am confident the doctor will follow up with me once the results are in.
- THoughtful caring doctor that helps get to the bottom of any issue.
- very attentive, good listener
- Very caring - not in a hurry. I saw her for the first time as she was available for my follow-up after going to the ER for acute sinusitis. I plan to use her as my primary doctor as I am not very happy with my current doctor at Rio Grande Family Medicine on Encino.
- Very engaged, listened and replied in a reassuring manner.
- Very knowledgeable and considerate. Takes time to listen to the patient. Explains what she is recommending or prescribing.
- Well I am just getting to know her. My opinion my change in the future.
- Went in for meet and greet. Didn't feel she cared for me as a person, just what was on the computer.



Fury, MD, Dianna - [HSTM DB = Family Practice]

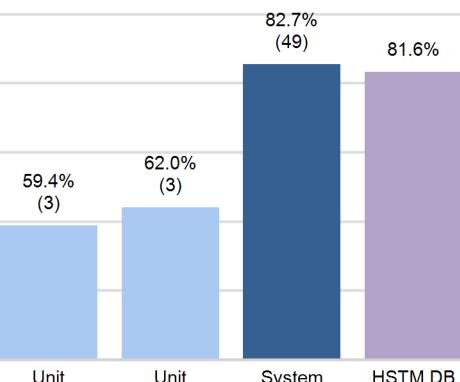
LMG - SMA Northside
Ardent Health Services

Patient Insights - CG-CAHPS Visit (eSurvey)
Jan - Mar 16

Report created 3/28/2016

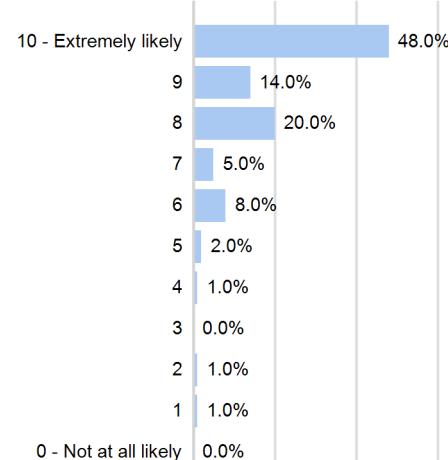
Patient advocacy (likelihood to recommend)

Performance Comparisons



(Percentile ranks in parentheses)

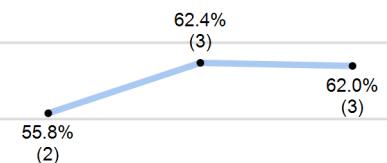
Response Distribution



Top Performers (Percentile Rank)

No data meets the specified criteria.

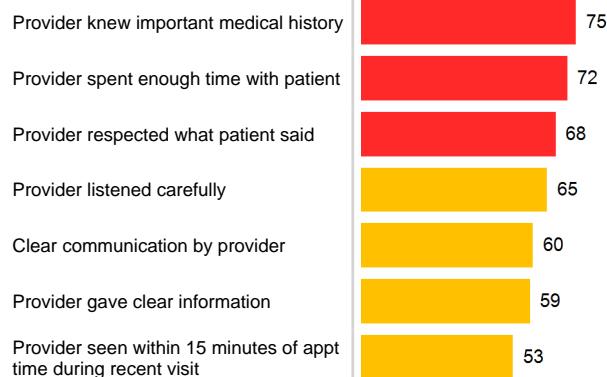
Performance Over Time



(Percentile ranks in parentheses)

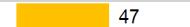
Top Priorities (Priority Index Score)

4/1/2015 - 3/31/2016

Priority Level: ■ High ■ Medium ■ Low

Bottom Performers (Percentile Rank)



	Correlation	Jan - Mar 16 # of Completes = 106			Reporting Group Top Box	Prior 12 Months # of Completes = 185			Change in Top Box	Priority Level
		Top Box Score	HSTM DB Top Box	Percentile Rank		Top Box Score	Percentile Rank			
Provider seen within 15 minutes of appt time during recent visit	0.36	65.4%	--	--	82.7%	69.3%	--	-3.9%	 53	
Willingness to Recommend (C)	1.00	62.0%	--	--	82.7%	59.4%	--	2.6%		
Patient advocacy (likelihood to recommend)	1.00	62.0%	81.6%	3	82.7%	59.4%	3	2.6%		
Getting Timely Appointments, Care, and Information (C)	--	65.4%	--	--	82.7%	69.3%	--	-3.9%		
How Well Providers Communicate With Patients	0.29	85.7%	90.1%	20	90.7%	80.4%	11	5.3%		
Clear communication by provider	0.15	92.3%	93.6%	31	93.4%	87.3%	13	5.0%	 60	
Provider listened carefully	0.21	91.3%	92.3%	35	92.9%	86.2%	14	5.2%	 65	
Provider gave clear information	0.28	87.0%	90.2%	27	90.4%	81.8%	12	5.2%	 59	
Provider knew important medical history	0.32	65.7%	80.3%	16	82.2%	58.0%	9	7.7%	 75	
Provider respected what patient said	0.35	92.2%	94.0%	28	94.2%	86.9%	9	5.2%	 68	
Provider spent enough time with patient	0.45	85.6%	90.3%	18	90.8%	81.8%	13	3.8%	 72	
Follow-Up On Test Results	0.08	40.4%	84.9%	1	76.6%	45.2%	1	-4.8%		
Office followed-up with results	0.08	40.4%	84.9%	1	76.6%	45.2%	1	-4.8%	 45	
Helpful, Courteous, And Respectful Office Staff	0.19	83.1%	88.4%	16	90.6%	82.7%	15	0.4%		
Helpfulness of clerks and receptionists	0.20	82.7%	86.1%	26	89.0%	79.9%	17	2.8%	 47	
Courtesy / respect of clerks and receptionists	0.19	83.5%	90.6%	11	92.3%	85.6%	16	-2.1%	 47	

Reporting Group = Ardent Health Services - 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.

How did that person help you? (other)

- operated mouse

In what ways can the provider improve?

-
- Address the issue they patient came for only
- Allow more time with each patient. Schedule them 30 minutes apart.
- At this point, everything is good as it is.
- Being able to contact or get a message to her is difficult
- better go-between communications between staff, doctor and patient
- Can't think of any.
- Communication could improve. I had a blood test done more than two weeks ago and have not received the results. I have emailed her through the portal but have received no response after 2 days. She also said she would send me a referral for a bone scan which I have not received.
- follow-up, as I finished my antibiotic and was still having issues. It would have been nice to have a follow up call to figure out next steps
- had to rebook once because she was too far behind schedule and couldn't wait.
- Help with pain management when needed.
- I agreed to have an intern participate However she asked most of the same questions the tech asked. Then we reviewed it all again eithe the doctor
- I am pleased with her the way she is.
- I can't think of any.
- I have had issues getting her office to get my prescription called in and they do not return phone calls. I went in last Wednesday the 24th for my biometrics and they need to fill out paperwork when my labs come back so I can fax them to Humana; I have not received anything yet. The lady at the lab said it would take one day and Dr. Fury's office said it would take three days? Dr. Fury seems nice, but I'm not sure if I want to stay with her.
- I like her openness, feel I can talk to her frankly. I made my appointment for 8:00 in the morning, and it was quite a long while before the provider was able to come into my room to see me. Like a half hour? Thought a morning appointment would be faster. Its always possible she had an emergency. dont know.
- I signed a document stating that if I was more than 15 minutes late I would be charged a visit fee and rescheduled, however I am not shown that same courtesy. I waited over an hour to see Dr Fury. I understand emergencies come up now and again, however her office should have been more pro-active and asked if I could be rescheduled. I was told she was running 15-20 behind and then left to wait in a room for over an hour which is disrespectful of my time.
- I think she could be more proactive when I mention health concerns and not just say, well it's probably this or that and not do anything more.
- Inform patient when there is no coverage.
- I've seen the doctor only one time before for Adhesive Capsulitis, Frozen Shoulder. She referred me to a pain management center. She never asked how I was doing with my therapy. Then I asked if I could get another inhaler and she acted dumb founded. So I took out my pro air inhaler and showed her what I wanted.
- Keep up the good work
- Manage time better, always runs late
- Maybe next time I see her she can have some follow-up tests on my head to make sure there are not gonna be consequences after my concussion.
- n/a(4)
- NA
- NA.
- No recommendations
- None(3)

In what ways can the provider improve?

- None-she does very well now.
- Nothing
- Nothing specific comes to mind.
- Obviously, after one meeting with Dr. Fury, I have no reason to believe she needs improvement in any way.
- Perhaps use a exam checklist to ensure typical questions are asked and answered. I was first seen by a PA in training who asked many questions and took notes. Then I saw both her and the doctor and talked with both of them. After I left, I realized that no one had checked my heart rate or blood pressure, which I thought odd.
- She has always been good about listening to my issues and acting upon them. How can you improve on that.
- She was attentive to me on this most recent visit as she had been on previous visits and I got the medical care I needed.
- Sometimes the wait time is a little long, not a huge deal but I think EVERY doctor's office is guilty of this; if I make an appointment at a specific time and I am late, I get penalized. But if the tables are turned and the Dr. is late, there never is any recourse. My time is just as valuable as the doctor's. Again, not that I've had an issue with Dr. Fury doing this, I just thought now would be a good time to let someone know my feelings on the subject.
- The wait was a little long, over 30 minutes, but I understand that these things happen. It would have helped if someone came out and told me, or if they wrote it on the white board on the door (that they have there already)
- Time management.
- Took nearly a month to get my blood results and never received a phone call to discuss blood results as I requested when I left a message

What is the primary reason for the score you just gave to this provider?

- Always easy to talk with and response to my medical needs.
- Caring, willing to listen
- Check my thyroid issue with
- Comfort level with her and she appeared to be listening to me
- Communication is key and she knew how to do it!
- Dianna is good about listening to my issues. I actually have referred her to others.
- Dr Fury is easy to talk too, professional and kind.
- Dr Fury is very personalbe, takes time to talk with me and provides great care
- Dr has always been thorough in dealing with me. I trust her medical knowledge and decision making.
- Dr is personable and thorough
- Dr. Fury and her nurses are very polite, fast and efficient.
- Dr. Fury cares about her patients.
- Dr. Fury is an excellent doctor. She has the gift of accurately diagnosing the problem, and is always most caring and, SHE LISTENS.
- Dr. Fury listens to my concerns and works with me to come up with a solution that I can and will implement. She doesn't use scare tactics to get me to address my health concerns. She is truly a partner in my health matters.
- Dr. Fury takes the time to go over questions and concerns. Also stays on top of prescription refills. Through exams.
- Dr. Fury was extremely attentive, patient, and willing to spend time with me to answer my questions.
- Fantastic Doctor when you're in the room with her. Horrific wait times and office is not good about calling back.
- Good communication
- Good listener.
- good service
- Got in and out fast
- Great dr just always behind. Usuall wait 30-45 minutes past scheduled appt.
- Her thoughtfulness and knowledge
- I do not have confidence that she if very thorough in her exams of me, not at all like my previous physician, Diane Combs.
- I don't have a reason to recommend a primary provider to anyone.
- I had blood tests done and an ultrasound. I called the office three different times and left messages for the provider or her nurse to call me back about the results. This has still not happened.
- I have only seen her two times and I'm not sure if I am going to stay with her? Dr. Fury is very friendly and she seems knowledgeable but she is very overweight and that concerns me.
- I have seen her only a few times.
- I just like how she interacts with me as a patient.
- i just met her at my initial visit. she is my new primary Doctor. i like her. and am looking forward to an ongoing Doctor Patient relationship with her.
- I like the way she interacts with me and that she uses technology and data to inform decisions.

What is the primary reason for the score you just gave to this provider?

- I liked Dr Fury but it was my first visit. I was told to be there 30 min early. I was not seen until 15 min after my appointment time. So I had edited 45 min. I did not receive one of the referrals she had recommended. I had to call and request it. Then when I went to pick it up it could not be found. Turned out it was filed under my first name
- I really like Dr Fury and would refer her from a professional standpoint, however the wait times can be ridiculous
- I really like her, but I've only seen her twice in a year and a half.
- I was not made aware of the Tetanus shot not being covered by my health plan. Other than that, it has been okay.
- I'm a new patient of Dr. Fury. She is pleasant and listened to me, but I don't know her very well yet.
- I'm was establishing myself as a new, first time patient, after moving to ABQ. Dr Fury was very thorough going through my medical history, listened carefully to my concerns, answered all of my questions and took time to do all of this without making me feel rushed or like she had to get to her next patient immediately. I appreciate that she is going to follow up on a few of my health concerns and not just ignoring them Thank you, Dr Fury!
- Interaction with client.Never acts hurried. Sits, looks at client, and on first visit ever, even changed chairs to sit next to me for part of interview. Very good communication skills.
- Liked dr fury right away
- Listens and rakes time to answer questions!!!
- Long wait times.
- Love her, she listens.
- My husband and I had been with Jacobi for years and then Phau, so this visit was set up to have her be our new main provider. Thoroughly enjoyed her personality and her grasp of the nature of care now days and medical knowledge. We were ready to leave this group all together when Phau's office cancelled an appointment I had made just a half hour before I was to arrive because I had been given a 15 min appointment rather than 30 min that was deemed needed. I did get seen at a later time but I was not pleased with how Phau's office handled it.
- nice .
- Not helpful, not knowledgeable
- Personable
- provides a great service and was highly recommended.
- Question her experience and lack of Dr addressing areas addressed by previous Dr, during annual physical
- Really good healthcare
- Seemed competent and easy to talk to.
- She does a poor job of responding to calls. Recently it took me 3 weeks and about 7 calls to get a letter prescribing over the counterallergy meds so I could get reimbursement from my flexible spending account. Also, previously the pharmacist had called her office to request refills on a 2 medications and they did not respond to the pharmacist. On this most recent visit, she prescribed antibiotics, since I've had trouble in the past with communication around prescriptions I was very specific with her during the visit where it needed to go. I called twice that afternoon and my call was not returned. When I called the next morning to inquire about the prescription it had just been faxed to a completely different pharmacy I've never been too. I called again and did not hear from them until later that day.
- She does an excellent job.
- She gives you the time to talk and she listens!
- She has a great bedside manner. Always very friendly and caring.
- She is a good listener and always takes her time to answer questions.
- She is a very good doctor. She spends enough time to address all my health issues.
- She is a warm caring person and a competent M.D..

What is the primary reason for the score you just gave to this provider?

- She is awesome!
- She is compassionate, skilled and trustworthy.
- She is not a doctor who holds themselves above their patients-she's real!
- She is not great with pain management since she is more concerned with drug seeking behavior than helping alleviate pain. Other than that, she is an amazing doctor.
- She is understanding polite
- She is very understanding and she listens to me.
- She listened to my health issues and was great at finding a solution for my problem.
- she listens
- She listens, but doesn't seem really concerned with my health.
- She listens, provides good advice and I can usually get an appointment fairly quickly.
- She pays attention to details. It was very easy to get an immediate appointment this time.
- She seemed to really listen to what I was telling her. She gave me detailed information on what she was doing and what I would need in the future.
- She spends the time needed with patients to understand the issues and listen
- She took her time, was thoughtful in her diagnosis.
- She was excellent .great listener, great feedback, positive outlook
- She was professional, accessible (friendly) and her support staff was really nice.
- She was very good at figuring out what was wrong with me, and helping me fight it.
- She was very nice and knew what she was doing and asking since this was my first visit.
- She was very thorough on my physical
- She's a good listener and I feel she knows me and my issues.
- She's very good doctor
- Sits down and listens to what going on with my health
- Still don't know her well enough to score too high yet. I didn't have a bad experience, so I imagine with time the score would improve.
- Still getting to know provider. Haven't been with her long.
- Takes care of my medical needs
- The doctor had a cancellation that day for 11:15. I was in the waiting room with one person ahead of me. Two more people came after me and they were called first. Then when I did get a room I was in their 45 minutes. The girl told me it would be 20 minutes, their was one person in front of me. I finally got out of my room and talked to the girl asking if they forgot I was there. She said no. I asked her, if she was still with the one patient in front of me and she said no, she's seen other patients.
- There have been times when I needed to repeatedly call and leave messages to get test results.
- this was first appointment with Dr. Fury - therefore I don't have enough info to recommend yet...
- Thoroughness, presentation, professional demeanor. This was an initial visit as she she is my new PCP.
- Took several weeks to get an appointment with her. Receptionist said that is common with Dr. Fury. I have been going to Southwest Medical for over 25 years and do not like it when it takes so long to get in to see my Dr.

What is the primary reason for the score you just gave to this provider?

- Treats patients very well, and listens to their concerns.
- Very good service, good listener, wants to make sure all of the concerns are addressed
- Very thorough and personable doctor. She made me feel like she truly cares for me.



Walters, PA-C, Bradley - [HSTM DB = Family Practice]

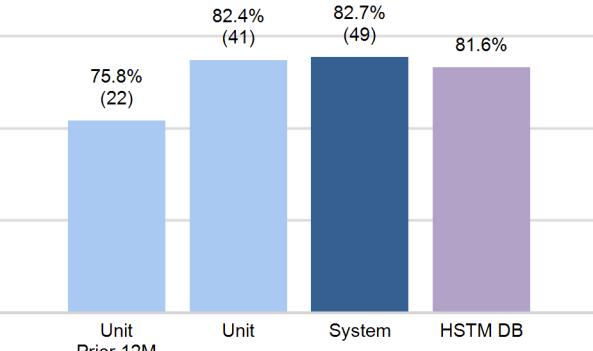
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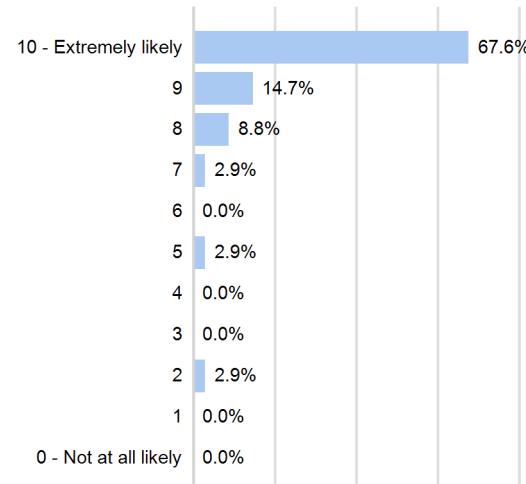
Report created 3/28/2016

Patient advocacy (likelihood to recommend)

Performance Comparisons



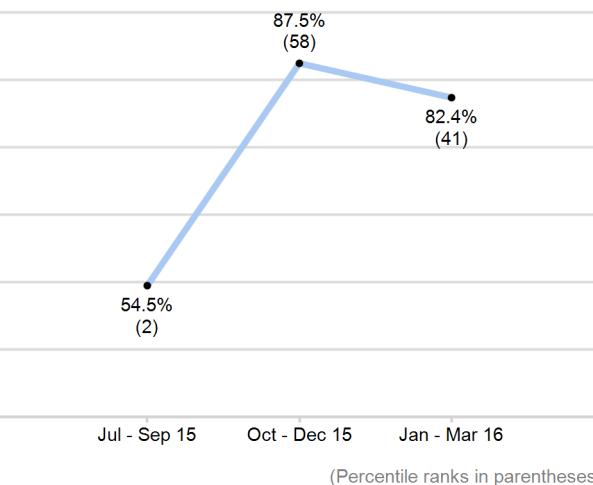
Response Distribution



Top Performers (Percentile Rank)

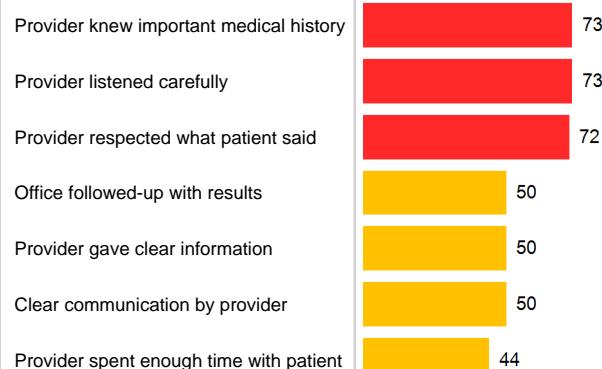


Performance Over Time



Top Priorities (Priority Index Score)

4/1/2015 - 3/31/2016

Priority Level: ■ High ■ Medium ■ Low

Bottom Performers (Percentile Rank)



	Correlation	Jan - Mar 16 # of Completes = 35			Reporting Group Top Box	Prior 12 Months # of Completes = 65			Change in Top Box	Priority Level
		Top Box Score	HSTM DB Top Box	Percentile Rank		Top Box Score	Percentile Rank			
Provider seen within 15 minutes of appt time during recent visit	-0.02	91.4%	--	--	82.7%	80.0%	--	11.4%	█ 36	
Willingness to Recommend (C)	1.00	82.4%	--	--	82.7%	75.8%	--	6.5%		
Patient advocacy (likelihood to recommend)	1.00	82.4%	81.6%	41	82.7%	75.8%	22	6.5%		
Getting Timely Appointments, Care, and Information (C)	--	91.4%	--	--	82.7%	80.0%	--	11.4%		
How Well Providers Communicate With Patients	0.41	89.1%	90.1%	37	90.7%	84.3%	17	4.8%		
Clear communication by provider	0.44	94.1%	93.6%	46	93.4%	92.3%	31	1.8%	█ 50	
Provider listened carefully	0.44	94.1%	92.3%	57	92.9%	86.2%	14	8.0%	█ 73	
Provider gave clear information	0.44	90.9%	90.2%	44	90.4%	87.5%	30	3.4%	█ 50	
Provider knew important medical history	0.31	64.7%	80.3%	14	82.2%	60.0%	10	4.7%	█ 73	
Provider respected what patient said	0.44	94.1%	94.0%	46	94.2%	87.7%	12	6.4%	█ 72	
Provider spent enough time with patient	--	97.0%	90.3%	81	90.8%	92.2%	50	4.8%	█ 44	
Follow-Up On Test Results	--	62.5%	84.9%	2	76.6%	56.8%	1	5.7%		
Office followed-up with results	--	62.5%	84.9%	2	76.6%	56.8%	1	5.7%	█ 50	
Helpful, Courteous, And Respectful Office Staff	-0.18	87.1%	88.4%	36	90.6%	81.5%	12	5.6%		
Helpfulness of clerks and receptionists	-0.16	88.6%	86.1%	59	89.0%	80.0%	18	8.6%	█ 31	
Courtesy / respect of clerks and receptionists	-0.20	85.7%	90.6%	16	92.3%	83.1%	10	2.6%	█ 33	

In what ways can the provider improve?

- Communication, follow-through to prevent malpractice, and listen to the patient needs. I know my body best.
- Ensure that prescribed medications are called in
- Follow through with a phone call etc. to make sure all needs were met.
- Follow up with patient after ordered testing.
- I consider the service provided adequate for my for my needs. Dr. Walters will always point one in the right direction for additional follow-ups.
As far as I'm concerned there are no needs for improvement.
- I scheduled an appointment with Brad Walters on 12/28 at 9:15am. I was called over the weekend to reschedule the appt time and I asked for 1pm. On the 28th I arrived before 1pm and was told that I missed my appt at 10:45am. I told the receptionist that my appt was at 1pm, but she was not willing to help me. I was told I could not be seen that day. Rebecca offered to help, but was unable to get me in to see Brad.
- I think he good.
- Improve wait time in exam room
- None(3)
- None that I can see of as yet
- None that I can think of.(3)
- Not at the moment
- Really liked him. Wasn't a big fan of the nurse. She wasn't very friendly.

What is the primary reason for the score you just gave to this provider?

- Already referred my wife
- Always willing to help and provide efficient service.
- Brad takes the time to listen to me instead of thinking he knows better.
- Brad was quick and caring about my concerns and issues. Very helpful in providing me treatment and referrals.
- Determine dx in a timely manner
- Does not pass judgement, and listens to concern
- Dr. Walters is very personable & patient.
- ear infection
- Every issue was addressed and a resolved quickly. He listens and asks questions to understand before making a plan of action.
- Explains details and options. Comfortable not intimidating manner.
- Friendly, honest and knowledgeable.
- good care
- good communicator
- Great provider good listener
- He cared about my health. He also gave me options to take care of all or most of needs in one visit.
- He cares & is very professional
- He is a good Doctor
- He is a very good doctor but I thinks he tends to give too many prescriptions
- He is always very kind, and is willing to go the extra mile to make you feel better!
- He is very professional and approachable.
- He listens to my concerns, is thorough and patient
- He lost the blood work of a friend who I recommended and never called him to inform him.
When I called him for help/referral to allergy treatment, he referred me to UAS but never notified me. Thankfully, he got me set up, but would have been nice to receive a call informing me.
- I went to the doctor for a UTI on 2/25. He took a urine sample & said he was going to send it to the lab & would call within the next day or two. He prescribed a pill for pain, but did not give antibiotics. I continued to have pain & called on two different occasions. I never received a return call from Bradley Walters or his nurse. I finally called 3/8 & Samantha the nurse called me & left a message in the morning. She said there were no lab results. I called because I was confused & asked for a phone call by the end of the day. I tried to contact them again at 4:50pm & was informed that they had left for the day. I still, to this day (3/15) have not received a phone call from either one of them. I was scheduled that night in rapid care. Dr. Sanchez looked at the notes & verified my attempts to contact, & it stated that the intent was to send the urine sample to culture. None of this was done and I continued to be in pain for weeks beyond what was necessary.
- Long wait time in exam room. I had to ask when I was going to be seen.
- Mr. Walters was very knowledgeable, timely, helpful, and affable. I have already recommended him, in fact.
- My doctor is awesome he listens to me, and educates me on what's going on instead of just prescribing meds.
- This was my first visit, as Dr. Pfau has moved away. I needed to establish myself with a new provider. Brad Walters came across as very knowledgeable, professional and sat down for a couple minutes to ask questions in a calm, non-hurried approach. I felt confident that I made a good choice with my new primary health care provider.
- Very friendly and helpful

What is the primary reason for the score you just gave to this provider?

- Very helpful and listens well to my issues
- very helpful and pleasant
- Very helpful, very patient
- Very knowledgeable and professional.
- Very professional, explained every step of exam.



Barrett, MD, Douglas - [HSTM DB = Neurology]

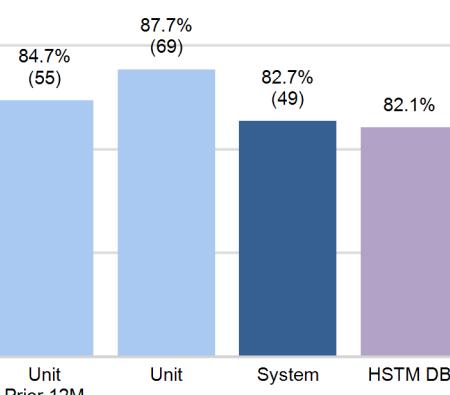
LMG - SMA Northside
Ardent Health Services

Patient Insights - CG-CAHPS Visit (eSurvey)
Jan - Mar 16

Report created 3/28/2016

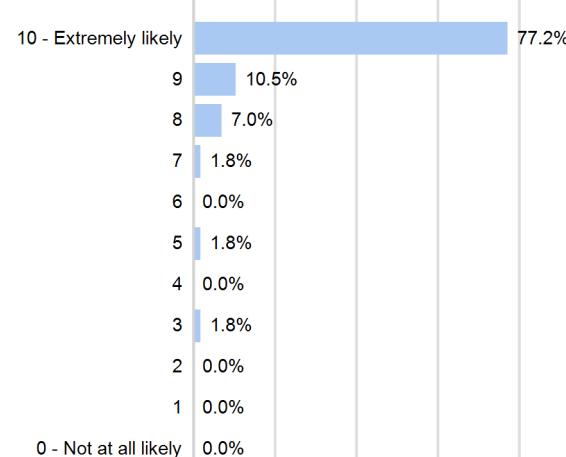
Patient advocacy (likelihood to recommend)

Performance Comparisons

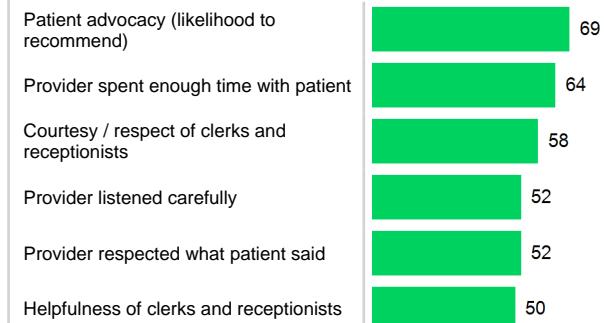


(Percentile ranks in parentheses)

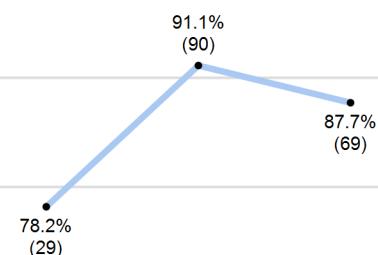
Response Distribution



Top Performers (Percentile Rank)



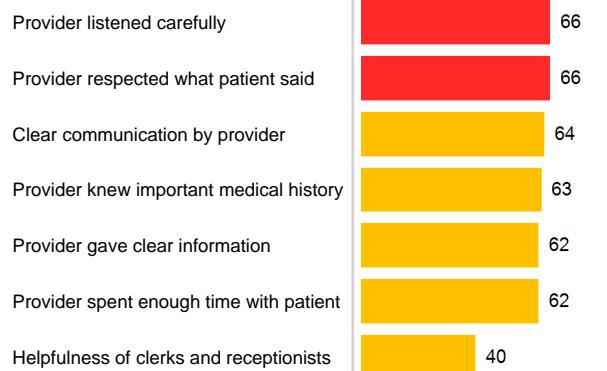
Performance Over Time



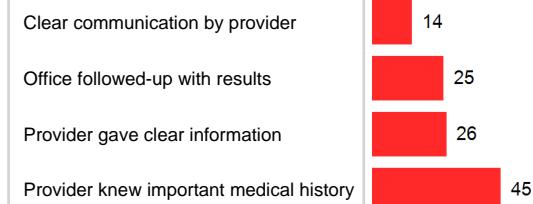
(Percentile ranks in parentheses)

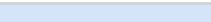
Top Priorities (Priority Index Score)

4/1/2015 - 3/31/2016

Priority Level: ■ High ■ Medium ■ Low

Bottom Performers (Percentile Rank)



	Correlation	Jan - Mar 16 # of Completes = 59			Reporting Group Top Box	Prior 12 Months # of Completes = 112			Change in Top Box	Priority Level
		Top Box Score	HSTM DB Top Box	Percentile Rank		Top Box Score	Percentile Rank			
Provider seen within 15 minutes of appt time during recent visit	-0.08	96.6%	--	--	82.7%	86.4%	--	10.2%	 34	
Willingness to Recommend (C)	1.00	87.7%	--	--	82.7%	84.7%	--	3.0%		
Patient advocacy (likelihood to recommend)	1.00	87.7%	82.1%	69	82.7%	84.7%	55	3.0%		
Getting Timely Appointments, Care, and Information (C)	--	96.6%	--	--	82.7%	86.4%	--	10.2%		
How Well Providers Communicate With Patients	0.64	90.1%	90.2%	39	90.7%	90.4%	40	-0.3%		
Clear communication by provider	0.68	89.7%	93.0%	14	93.4%	95.5%	72	-5.8%	 64	
Provider listened carefully	0.77	93.1%	92.1%	52	92.9%	91.9%	41	1.2%	 66	
Provider gave clear information	0.41	87.5%	90.1%	26	90.4%	91.1%	49	-3.6%	 62	
Provider knew important medical history	0.65	82.1%	81.7%	45	82.2%	81.7%	41	0.5%	 63	
Provider respected what patient said	0.84	94.8%	93.7%	52	94.2%	93.7%	39	1.1%	 66	
Provider spent enough time with patient	0.52	93.0%	90.3%	64	90.8%	88.4%	31	4.6%	 62	
Follow-Up On Test Results	--	76.5%	83.4%	25	76.6%	65.9%	8	10.6%		
Office followed-up with results	--	76.5%	83.4%	25	76.6%	65.9%	8	10.6%	 34	
Helpful, Courteous, And Respectful Office Staff	-0.09	90.5%	89.1%	57	90.6%	83.0%	7	7.6%		
Helpfulness of clerks and receptionists	-0.07	87.9%	87.0%	50	89.0%	81.3%	12	6.7%	 40	
Courtesy / respect of clerks and receptionists	-0.11	93.1%	91.3%	58	92.3%	84.7%	8	8.4%	 39	

Reporting Group = Ardent Health Services - 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.

In what ways can the provider improve?

- Accessibility can be an issue with his office.
- D/N/A
- Don't see any at this time
- Dr Barrett is the best neurologist that I've had. His work is always improved, and outstanding to best fit my needs.
- Face the person to whom he is speaking. Don't interrupt. Show some compassion.
- Have some empathy for people in chronic pain. Do them the courtesy (and offer the medical service) of asking about their pain level and other symptoms. Encourage and support their efforts to get better. Treat the person who is in front of you. Listen to the patient and understand who the patient is. Listen to the patient and understand who the patient is. Listen to the patient and understand who the patient is. Listen to the patient....
- He could be a little softer.
- He is as close to ideal as he can get.
- He is very busy. Any way he could train staff to take on more of his lesser tasks to free his time would be helpful.
- I can't think of any. I am very pleased.
- I don't think this can be helped because he provides patient care, however, he is not always punctual.
- I don't want him to retire
- I wouldn't want him to change anything.
- My Dr. D. Van Willigan in Taos has to date not received the Dr.s report. I did go the the lovelace patient portal and didi see the Drs indications but the diagnosis was expressed in two words---not sufficient!
- Non
- None(2)
- Spend more time discussing the tests performed and perhaps get a little more history. Just my thought.
- The warmer, more concerned interaction is definitely desired and needs,to continue.

What is the primary reason for the score you just gave to this provider?

- Best doctor I've met in NM bar none.
- diagnosis for Parkinsons
- Doctor Barrett always takes time to answer my questions. He wrote a letter for me concerning medication that I need. I appreciated his taking the time to write it directing doctors in an emergency to not change my seizure medication.
- Dr Barrett is excellent. Thorough. Professional. Knowledgeable. Kind. Empathic.
- Dr Barrett is the only neurologist, out of five that I had over the years, that best fits my health concerns. Goes over my lab results, to let me know how much I been improving.
- Dr, Barrett is very good at what he does! He is very through in his exams and really listens to what you have to say. And the fact that he actually comes out to the waiting room to get his patients is absolutely wonderful. I have had no other doctor ever do that.
- Dr. Barrett is great - very kind and always listens
- Dr. Barrett is thorough, professional, skilled, likable, approachable, and dependable.
- Dr. Barrett turns his back to me and types on his computer almost during the entire visit. He also missed an obvious diagnosis, which caused me months of difficulty.
- Dr. Barrett was very kind and listened to my questions and patiently answered each one.
- Every visit he ptakes time. To ask questions about my health and for changes if any. Plus is receptive to any questions I have taking time to answer puts me at ease and is an immense improvement over the previous doc I had takes care of any ex needs I might have
- Excellent care and follow up care
- Excellent Dr. who understands migraine headaches and is very knowledge in treating them.I have been to many Dr. for my migraines and Dr. Barrett in the only Dr. who cares and understands his patients care...
- First Dr. to listen about my concerns re: migraines and what was not working.
- Good neurologist.
- Great doctor (2)
- Great neurologist
- Great neurologist!
- Has always helped me with my medical questions and concerns.
- He called back when he got results from tests. NO other has called personally.
- He is a good listener, thorough and provided good information.
- He is a superior and excellent neurologist.
- He is an amazing physician.
- He is good and friendly.
- He is informative in helping me with my migraines
- He is the best!
- He is thorough, pleasant, and knowledgeable.
- He is very friendly and will call me after hours to work with me to help me with my migraines.
- He is very knowledgeable, kind and caring.

What is the primary reason for the score you just gave to this provider?

- He listened. He gave straight up info. Nothing wishywashy. Great info and advice. Good "bedside manner"
- He listens and advises.
- He listens and is very caring and considerate.
- He listens well. He explains both what the conditions is and what it definitely is not.
- He took everything seriously and is running tests. He's excellent and precise. His interaction is warmer and more personal than in years past. He still maintains his professionalism. I've known him 34 years. His peers have great respect for him.
- He was thorough and instilled me with a lot of confidence
- He's an intelligent and perceptive neurologist who is willing to explain his theory of diagnosis.
- He's honest, very skilled in neurology, and actually cares about his patients
- his apparent competence, he spent as much time as Nancy needed, was very pleasant---a rather old fashion and welcome change.
- I am comfortable about asking questions and not uncomfortable if I don't understand and have to ask for further explanation
- I am not sure he completely communicated his opinions to me about my current issues. He said I had no apparent nerve impediment however, my arm and hand tremble, sometimes don't work and in a certain position lack strength. I also have a lot of pain very often. From what I gathered, he felt there is not nerve damage, however, he stated it was mostly soft tissue damage that was causing the problems. I am not sure why that was concluded and both visits left me with more questions and referrals elsewhere. He was personable and seemed attentive, however I am not sure he explained his conclusions completely as was the case in the previous visit. I learned of his assessment from the report provided to my PCP and again, I had questions that I would like to have been able to discuss with this doc but I didn't actually hear from him what his conclusions were entirely.
- I got on very well with Dr. Barrett. He was attentive and concerned about my condition.
- I have been very pleased with our doctor patient relationship for the issues I called upon Dr. Barrett.
- I have seen Dr. Barrett for a long time and know what an excellent doctor he is.
- Ongoing care of neurologic complaints, migraine and visual snow syndrome.
- Skilled doctor
- stupid question
- That is about as high as I would ever rate any allopathic medical practitioner.
- The doctor was very attentive to my needs, questions and concerns.
- This provider has worked with me for many years and we have a good patient-doctor relationship.
He returns phone calls, will attempt to assist his patients in whatever way he can, and tries different medications to help alleviate their symptoms.
- This provider was extremely brusque and argumentative, and this was not the only occasion he exhibited this tone. He said several times that I had failed to follow his advice, which was incorrect. I explained each time that I had followed his directions exactly. He also incorrectly told me that I was simply making excuses because I decided against an expensive alternate therapy that is not FDA approved for my condition. I have not found any data, nor did he offer any, showing that the device has any beneficial effect for my condition.
- We respect Dr. Barrett's expertise.



Shibuya, MD, Daniel - [HSTM DB = Neurology]

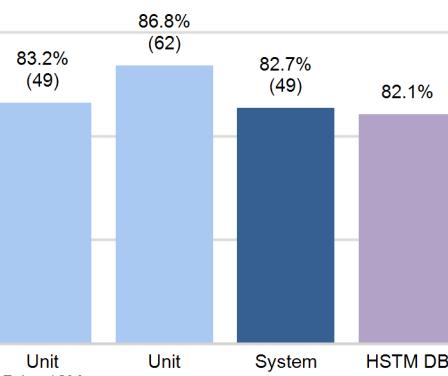
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Report created 3/28/2016

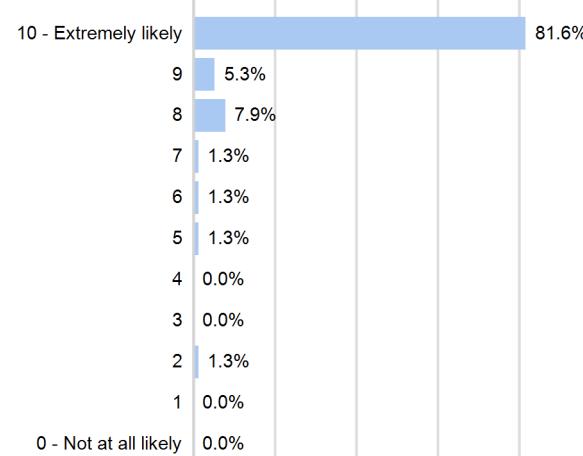
Patient advocacy (likelihood to recommend)

Performance Comparisons

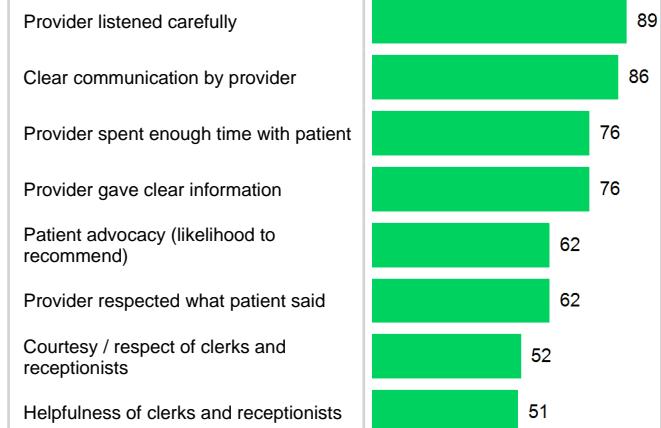


(Percentile ranks in parentheses)

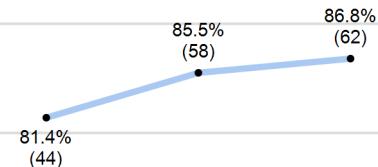
Response Distribution



Top Performers (Percentile Rank)



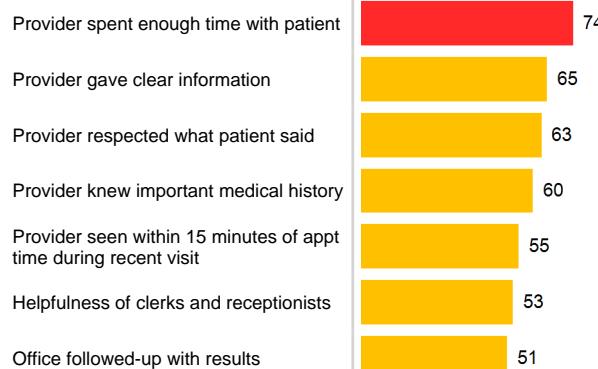
Performance Over Time



(Percentile ranks in parentheses)

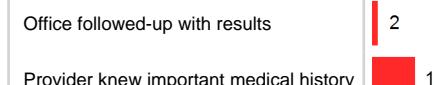
Top Priorities (Priority Index Score)

4/1/2015 - 3/31/2016



Priority Level: ■ High ■ Medium ■ Low

Bottom Performers (Percentile Rank)



	Correlation	Jan - Mar 16 # of Completes = 77			Reporting Group Top Box	Prior 12 Months # of Completes = 159			Change in Top Box	Priority Level
		Top Box Score	HSTM DB Top Box	Percentile Rank		Top Box Score	Percentile Rank			
Provider seen within 15 minutes of appt time during recent visit	-0.07	96.1%	--	--	82.7%	88.0%	--	8.1%	↑	55
Willingness to Recommend (C)	1.00	86.8%	--	--	82.7%	83.2%	--	3.6%		
Patient advocacy (likelihood to recommend)	1.00	86.8%	82.1%	62	82.7%	83.2%	49	3.6%		
Getting Timely Appointments, Care, and Information (C)	--	96.1%	--	--	82.7%	88.0%	--	8.1%	↑	
How Well Providers Communicate With Patients	0.21	92.6%	90.2%	67	90.7%	89.1%	30	3.5%	↑	
Clear communication by provider	0.13	97.4%	93.0%	86	93.4%	94.9%	64	2.5%		40
Provider listened carefully	0.23	98.7%	92.1%	89	92.9%	95.5%	76	3.2%		37
Provider gave clear information	0.11	93.4%	90.1%	76	90.4%	85.9%	16	7.5%		65
Provider knew important medical history	0.19	75.0%	81.7%	15	82.2%	81.7%	42	-6.7%		60
Provider respected what patient said	0.35	96.1%	93.7%	62	94.2%	92.9%	32	3.2%		63
Provider spent enough time with patient	0.23	94.7%	90.3%	76	90.8%	83.5%	10	11.1%	↑	74
Follow-Up On Test Results	--	51.9%	83.4%	2	76.6%	58.9%	2	-7.1%		
Office followed-up with results	--	51.9%	83.4%	2	76.6%	58.9%	2	-7.1%		51
Helpful, Courteous, And Respectful Office Staff	0.18	90.2%	89.1%	56	90.6%	82.9%	7	7.3%	↑	
Helpfulness of clerks and receptionists	0.28	88.3%	87.0%	51	89.0%	79.0%	7	9.3%		53
Courtesy / respect of clerks and receptionists	0.08	92.1%	91.3%	52	92.3%	86.7%	12	5.4%		51

In what ways can the provider improve?

- Better schedule times.
- By follow up with this condition.
- Can help me understand about the seizure clusters I have?
- Can't think of any.
- Dr Shibuya is great needs no improvement
- Dr. Shibuya is great, Lovelace could improve by not putting so many blocks between him and his patients. He does not get all my messages or my paperwork I leave with the front offices. The appointments are made so far out that it is difficult as a patient to get the care we need as well. Lovelace has greatly impeded the care Dr. Shibuya has always offered and continues to try to offer. Make him available to his patients!!! I do not want to discuss my personal health issues with receptionist, and then HOPE the message gets to my doctor. Dr. Shibuya is worth it, but if I had not already known and trusted him, I would have nothing to do with this location due to the incompetence of the administration.
- He could be more knowledgeable about current research
- He is perfect!!!!
- he is the best!
- he needs no improvement
- I don't believe he needs improvement
- keep being awesome
- Lovelace can accept Cigna insurance
- My other doctor was more prone to using combined prescriptions for therapy. Dr Shebuya seems more cautious to do this. I don't know if he is as educated on available medications or combo therapies or if he just doesn't like to do them.
- N/a(5)
- na
- No be so busy that I have to schedule so far out. (I know this will not happen, just saying)
- No improvements needed
- No just keep up the good work.
- None(2)
- None known
- none...great service
- not sure yet
- Pictures, or a 3D spine to better visualize the problem area.
I called 10 days before my appointment to make sure my outside records arrived, and was told they had. That was incorrect. Records and not been received and then and Dr. Shibuya had to go in "blind." Also the front desk staff represents the entire office. The two people staffing the desk were efficient but not overly welcoming or friendly.
- print out appointment notes to give to client. dr appointment are stressful and hard to remember everything dr says.
- So far, I can't think of any.

What is the primary reason for the score you just gave to this provider?

- Attentive, talented, well-researched, great bedside manner
- competent and helpful
- Difficult to reach by phone and my calls and messages are not always returned
- Doctor provided good care
- Dr Shibuya is very intelligent and personable. I always feel comfortable speaking with him and he explains this to me in a way I can understand. He's willing to go above and beyond to hep me get the best treatment available for my disease
- Dr Shibuya listens to me and gives me good recommendations
- Dr. Shibuya has been thoughtful and considerate in my care and I trust and respect him
- Dr. Shibuya is a great doctor and has helped me over the years.
- Dr. Shibuya is a very knowledgeable and caring neurologist. I am very pleased with how well he takes care of me. He goes beyond what other doctors do. Even returning my calls on the weekend.
- Dr. Shibuya is a wonderful Dr. He is a knowledgable and compassionate doctor.
- Dr. Shibuya listens, offers suggestions, and provides the necessary treatment.
- Dr. Shibuya was a good listener and wasn't rushed.
- Easy to speak with and did a great job in examining me for my illness.
- epilepsy and peripheral neuropathy
- Good diagnostician, listens to my concerns
- good overall
- Great communication
- Great Dr he listens and spend the time with us to explain everything
- He always follows up and calls back when that is appropriate
- He has worked collaboratively with me to deal with my rather complex problems.
- He is A good listener and always explains things very well
- He is an awesome Dr, he listens and really trys to improve your health. He also makes sure you understand what he is saying.
- He is extremely knowledgeable and competent
- He is much better keeping in touch with me than my previous neurologist. His office makes an effort to contact me at least once a year rather than just refilling prescriptions. He has had my blood levels checked several times as well, which my previous dr did not have me do.
- He is trying to help me, and is very thorough and professional in his treatment, as well as compassionate.
- He is very good but very hard to get an appointment to see.
- He is very professional and cares about his patients, he speaks in a way that I understand and can follow his instructions.
- He is very understanding
- He listened to me, and asked questions that applied to my complaints and concerns. He also followed up promptly when I emailed about new and worrisome symptoms.
- He listens to me and provides alternatives

What is the primary reason for the score you just gave to this provider?

- He seemed Knowledgeable and I was able to communicate with him.
- He seems concerned.
- He was extremely knowledgeable and listened to what I had to say. After a thorough exam we came up with a good course of action.
- He was very attentive, listened to our concerns, and answered all our questions. Then gave us a way forward.
- He was very thorough and took his time to assess my problem
- He. Listened.
- Hi mannerism, his concern and care and never in a hurry. Never have had a long wait.
- Highly competent.
- I appreciate that Dr Shibuya really listens to me when I see him. I'm finding that really rare these days.
- I can get in when I need to see him & if not I can call him & he will call me back that night to discuss my issues. He is easy to talk to and does not disregard my health issues. I trust him.
- I feel that he is a caring and a good doctor.
- I have been seeing him for memory problems. He has been of great help and I have recommended him to other people.
- I have sent many patients to him because he is an excellent provider that listens to the patient and is knowledgeable.
- I looked for a neurologist online since nobody could recommend any in Santa Fe. Dr. Shibuya seemed to be the "best". I had just been under the care of a neurosurgeon after a subdural hematoma had resulted in 2 drainage tubes. I thought it important to see a 2nd doctor who could help us with post-op concerns.
- I never meet a doctor like this really cool that he even calls you back personally really cool ! And have heard nothing but good from other doctors!
- I think he has a good understanding of tremors and is willing to work with the patient to get medicine dosage correct. If I call Dr Shibuya, I am confident that he'll call me back that day.
- insight , knowledge, helpful , competence
- I've seen Dr. Shibuya twice and liked him very much. He is personable; he took time to explain things very well. My son was with me, and he, too, thought highly of the doctor.
- knowledgeable MD
- Knowledgeable & concern for patient
- knowledgeable , concerned, with advice on, and suggested action for, problem
- knowledgeable and very concerned about one's health!
- Listens to me
- My doctor listens to me about my health issues and does not make me take rx that could or could not help me which I like. He listens to me and when I'm finished he then answers my questions or gives me advise.
- N/A
- neurological eval
- personality, and knowledge of the brain
- Professional, excellent "people skills"
- Professional, kind, listens intently, honest, clearly explains what is happening, stays up to date in his field,
- provider is very personal, and speaks to me in language I can understand.

What is the primary reason for the score you just gave to this provider?

- Shoulder and upper body weakness
- The doctor listened to our concerns and explained everything well.
- The first time I saw him he was very thorough and comforting regarding my concerns. the next time I saw him I felt somewhat rushed and left feeling less optimistic about my condition. Considering that the medication I'm taking, which he prescribed can affect blood pressure and heart rate I was surprised/disappointed that neither he nor the nurse took my blood pressure or checked my pulse.
- Thorough exam with good communication skills.
- Very friendly. took time to explain his diagnosis and answer any questions I had.
- Very nice doctor and listens well to my problems.
- Without receiving the MRI and other records, he was able to determine which lumbar disc was herniated.



Geise, DNP, Karla - [HSTM DB = Medical]

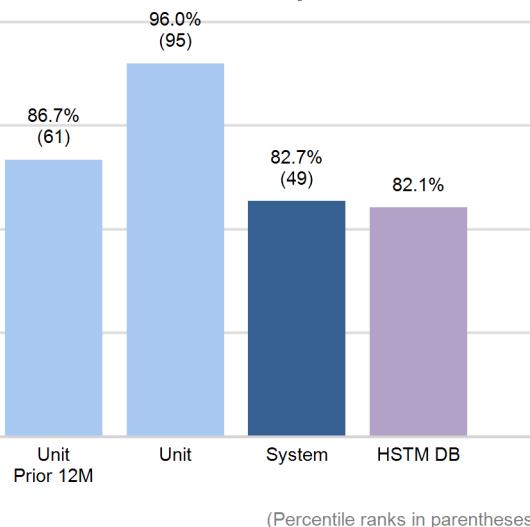
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Patient Insights - CG-CAHPS Visit (eSurvey)
Jan - Mar 16

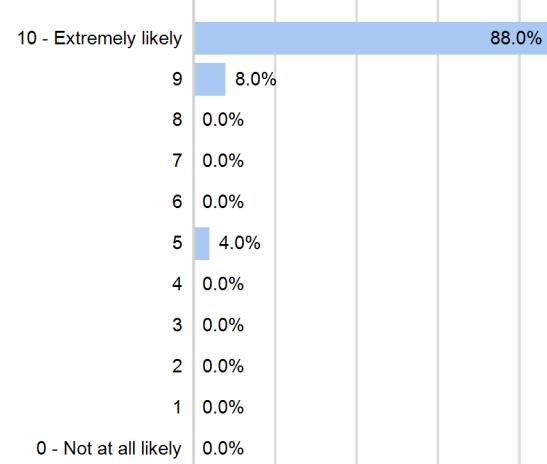
Report created 3/28/2016

Patient advocacy (likelihood to recommend)

Performance Comparisons



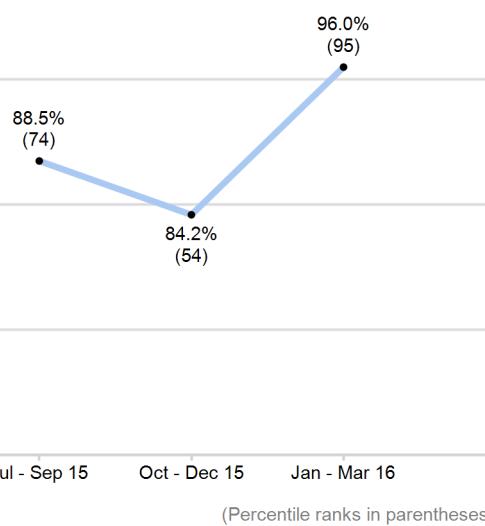
Response Distribution



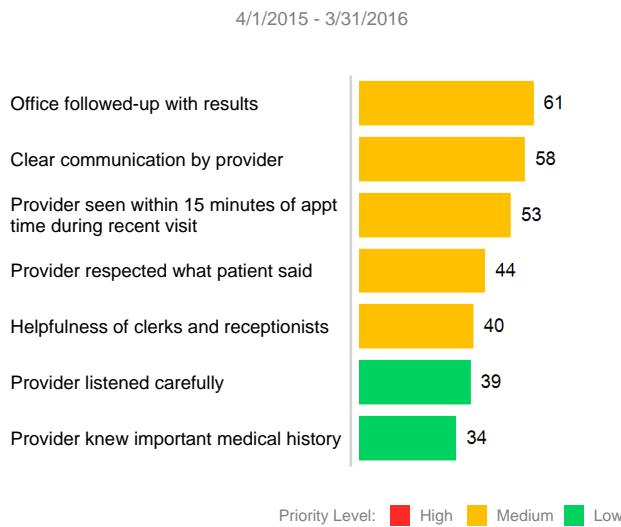
Top Performers (Percentile Rank)



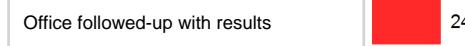
Performance Over Time

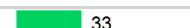


Top Priorities (Priority Index Score)



Bottom Performers (Percentile Rank)



	Correlation	Jan - Mar 16 # of Completes = 25			Reporting Group Top Box	Prior 12 Months # of Completes = 46			Change in Top Box	Priority Level
		Top Box Score	HSTM DB Top Box	Percentile Rank		Top Box Score	Percentile Rank			
Provider seen within 15 minutes of appt time during recent visit	--	96.0%	--	--	82.7%	100.0%	--	-4.0%	 53	
Willingness to Recommend (C)	--	96.0%	--	--	82.7%	86.7%	--	9.3%		
Patient advocacy (likelihood to recommend)	--	96.0%	82.1%	95	82.7%	86.7%	61	9.3%		
Getting Timely Appointments, Care, and Information (C)	--	96.0%	--	--	82.7%	100.0%	--	-4.0%		
How Well Providers Communicate With Patients	--	99.3%	90.2%	96	90.7%	93.1%	74	6.2% 		
Clear communication by provider	--	100.0%	93.0%	99	93.4%	91.3%	26	8.7%	 58	
Provider listened carefully	--	100.0%	92.1%	99	92.9%	95.7%	78	4.3%	 39	
Provider gave clear information	--	100.0%	90.1%	99	90.4%	89.1%	38	10.9%	 34	
Provider knew important medical history	--	95.8%	81.7%	94	82.2%	89.1%	77	6.7%	 34	
Provider respected what patient said	--	100.0%	93.7%	99	94.2%	95.7%	58	4.3%	 44	
Provider spent enough time with patient	--	100.0%	90.3%	99	90.8%	97.8%	90	2.2%		
Follow-Up On Test Results	--	76.2%	83.4%	24	76.6%	73.7%	18	2.5%		
Office followed-up with results	--	76.2%	83.4%	24	76.6%	73.7%	18	2.5%	 61	
Helpful, Courteous, And Respectful Office Staff	--	90.0%	89.1%	55	90.6%	75.0%	1	15.0% 		
Helpfulness of clerks and receptionists	--	88.0%	87.0%	50	89.0%	71.7%	1	16.3%	 40	
Courtesy / respect of clerks and receptionists	--	92.0%	91.3%	51	92.3%	78.3%	1	13.7%	 33	

In what ways can the provider improve?

- Can't think of any.
- Don't know
- I think she is doing great!!
- Maybe learn about the not so common diabetes diseases like calcioflaxis. This one is very rare but I was told it usually only affects people with severe diabetes.
- Maybe slow down somewhat to explain more
- more of the same
- N/A
- NO
- None
- she is GREAT.

What is the primary reason for the score you just gave to this provider?

- excellent service
- Exceptional care and listened before prescribing medications.
- Great Practitioner
- Her knowledge
- I feel she cares about her patients. Listens to my concerns and needs. Treat me with respect.
- I go to Karla for my diabetes. Through her treatment and classes I have lowered my A1C from 10.3 to 6.0.....and lost 50 more pounds for a total of 70.
- Karla and her team are wonderful. I also feel my needs are addressed.
- Karla really knows her stuff; she's professional, courteous and efficient. I gave a 9 because she is a specialist for diabetics so not just anyone can go to her.
- Knowledgeable concerned kind
- polite, professional, knowldgeable, caring and compassionate
- She appeared competent, was up on latest information and listened to what I had to say.
- She is a wonderful provider and listens and is truly there to help her patients. Her nurse is also incredibly caring and wonderful.
- She is attentive and listens. Always follows up quickly. Like her bedside manner.
- She is AWESOME and really listens and cares!
- She is great!
- She is the only doctor that I have had that will set down with me and explain to me about Diabetes, and I like that.
- She knows what she is doing!
- She takes time to explain in detail any questions about diabetes.
- She very helpful and knowledge of my health. Very caring
- She was very nice and concerned.
- she's competent
- VERY UNDERSTANDING .



Sanchez, MD, Angela - [HSTM DB = Family Practice]

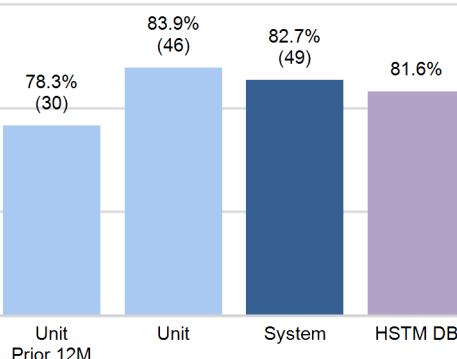
LMG - SMA Northside
Ardent Health Services

Patient Insights - CG-CAHPS Visit (eSurvey)
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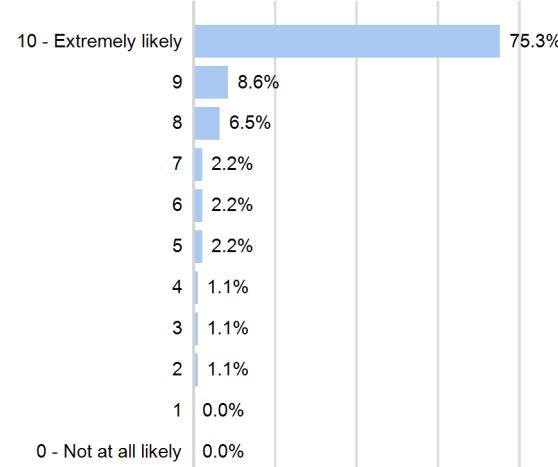
Report created 3/28/2016

Patient advocacy (likelihood to recommend)

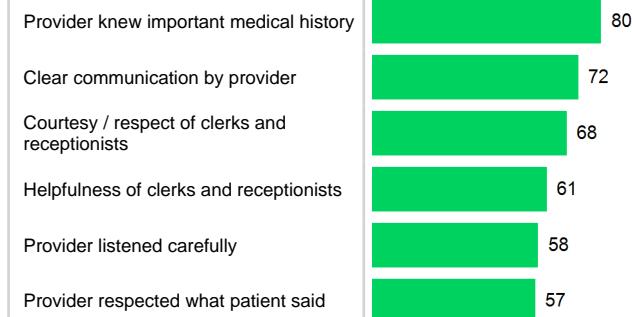
Performance Comparisons



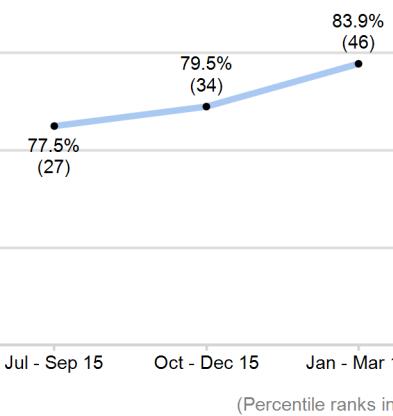
Response Distribution



Top Performers (Percentile Rank)

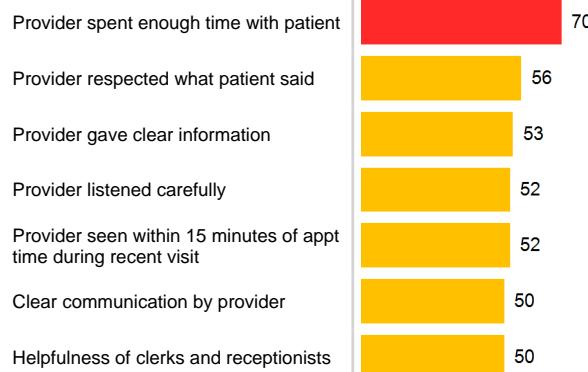


Performance Over Time

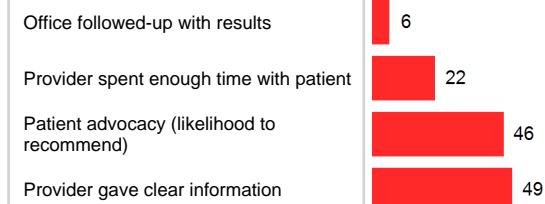


Top Priorities (Priority Index Score)

4/1/2015 - 3/31/2016

Priority Level: ■ High ■ Medium ■ Low

Bottom Performers (Percentile Rank)



	Correlation	Jan - Mar 16 # of Completes = 95			Reporting Group Top Box	Prior 12 Months # of Completes = 188			Change in Top Box	Priority Level
		Top Box Score	HSTM DB Top Box	Percentile Rank		Top Box Score	Percentile Rank			
Provider seen within 15 minutes of appt time during recent visit	0.45	97.8%	--	--	82.7%	94.0%	--	3.8%	 52	
Willingness to Recommend (C)	1.00	83.9%	--	--	82.7%	78.3%	--	5.5%		
Patient advocacy (likelihood to recommend)	1.00	83.9%	81.6%	46	82.7%	78.3%	30	5.5%		
Getting Timely Appointments, Care, and Information (C)	--	97.8%	--	--	82.7%	94.0%	--	3.8%		
How Well Providers Communicate With Patients	0.45	93.2%	90.1%	61	90.7%	91.2%	50	1.9%		
Clear communication by provider	0.35	97.8%	93.6%	72	93.4%	94.5%	48	3.4%	 50	
Provider listened carefully	0.49	94.6%	92.3%	58	92.9%	95.1%	59	-0.5%	 52	
Provider gave clear information	0.51	91.4%	90.2%	49	90.4%	92.9%	55	-1.5%	 53	
Provider knew important medical history	0.46	92.4%	80.3%	80	82.2%	86.3%	57	6.1%	 46	
Provider respected what patient said	0.41	95.6%	94.0%	57	94.2%	93.4%	37	2.2%	 56	
Provider spent enough time with patient	0.45	87.1%	90.3%	22	90.8%	85.3%	18	1.8%	 70	
Follow-Up On Test Results	0.12	67.8%	84.9%	6	76.6%	75.8%	15	-8.0%		
Office followed-up with results	0.12	67.8%	84.9%	6	76.6%	75.8%	15	-8.0%	 44	
Helpful, Courteous, And Respectful Office Staff	0.13	91.4%	88.4%	66	90.6%	82.8%	15	8.6%	 ↑	
Helpfulness of clerks and receptionists	0.11	89.2%	86.1%	61	89.0%	78.6%	12	10.7%	 50	
Courtesy / respect of clerks and receptionists	0.16	93.5%	90.6%	68	92.3%	87.0%	19	6.5%	 44	

In what ways can the provider improve?

- Allow more time with patients.
- As with many providers in the local area (with the exception of dentists), she seems time pressured by her workload. Patients in this environment must be extraordinarily proactive in support of their own health and how best to care for it. Despite that time pressure, Dr. Sanchez does a quality job delivering preventive healthcare. She is supported by an excellent PA in Crystal, by good "front of the house" organization and by the new web interface for patients.
- Be allowed to have her own receptionists
- Be in her office more than a couple days a week
- Be more attentive to my concerns
- Be more available.
- Can't fix perfection.
- Can't think of any
- Can't think of anything
- Clone her and hire the clone!
- Clone herself so she can be more available. She's a great doctor and in high demand.
- Continue how she relates to patients.
- Easier to get in to see would be nice.
- I have no problems with the now.
- I think she is doing a good job with me
- I would love to see a system that allows scheduling via the internet. Not sure how feasible that is in health care, but it would be useful. A common theme in medical offices is to be unable to talk to anyone truly close to the doctor without jumping through hoops. If those layers are going to be there regardless, I'd rather work through email or internet scheduling (for issues other than emergencies which require same day care).
- It can take weeks to month to get in. Sometimes she can see us right away. wish it were more consistent that we can see her right away.
- It is difficult to get in to see her.
- I've had no issues, so I can't provide any suggestions
- Keep appointments at 15 to 20 minutes at least
- n/a
- N/A She's great. Wish she was full time!
- No comment
- None(4)
- None she is a great primary care physician.
- Not be so rushed.
- Not her but reception service could be improved.
- Nothing that I can add.
- Provide more time to see patients.

In what ways can the provider improve?

- She always does a great job.
- She is a very good doctor, very thorough and patient. She just needs a clone.
- She is so popular that her availability is limited, but I will wait for her if at all possible. She is worth it!
- Spend more time on physical. It took approximately 4 or 5 months to get an appointment and physical lasted no more than 10 to 15 minutes.
- Stay in Albuquerque so I can keep her as my primary!
- The person who schedules appointments with radiology and other doctors is probably taking care of too many requests, but the person should try to return phone calls with a patient.
- The stethoscope her assistant used was not working. Quality equipment is very important
- There are times when I would like more time with her to get wisdom on how to deal with weight problem or other issues.
- Time is always an issue, but if she takes time to give me good care, I understand that she is doing the same with other patients and that she is in great demand.
- Uhh - she could be issued a halo?
- Unfortunately, cloning is probably not an option but would be great.
- well I don't like the fact that it takes a long time to get in to see her for a yearly physical

What is the primary reason for the score you just gave to this provider?

- Amazing Dr just very hard to get in to
- Angela Sanchez, M.D. is a very caring and knowledgeable physician. I actually like going to see the doctor when she's the doctor!
- Appears to care and listens.
- Because she listens and she is great
- Because she works limited hours and that makes it difficult to get an appointment with her in a timely manner.
- Bedside manner. Professional care. Care for the patient. I can't begin to express my trust and confidence in Dr. Sanchez!
- Compassionate, sincere, makes time to let me express myself, open to my opinions, intelligent...cannot say enough about her!!
- competent professional
- Considerate, knowledgeable and attentive person
- Dr sanchez communicates well, is concerned about my health. her staff is friendly and efficient
- Dr Sanchez is attentive and responsive, and I like her manner w/ me as a patient
- Dr Sanchez is thorough and yet stays on time. She keeps up with other medical issues such as specialist visits, shots, lab tests, mammogram, etc.
- Dr. Sanchez always listens to my concerns and provides me with knowledgeable answers. I trust her. I never feel rushed. Her nurse, Crystal is also "the best." She returns calls in a timely manner and is always personable and helpful.
- Dr. Sanchez exceeds all expectations. She is knowledgeable, personable and almost makes it fun to go to the doctor.
- Dr. Sanchez is a great doctor who listens to her patients and takes time to explain to them all well.
- Dr. Sanchez is always very professional, thorough and personable.
- Dr. Sanchez is an excellent physician.
- Dr. Sanchez is compassionate and easy to understand. Offers full explanation.
- Dr. Sanchez is engaged and empathetic to whatever the issue may be that requires care. She is down to earth and knowledgeable, both characteristics I appreciate in a provider.
- Dr. Sanchez is through and answers all my questions. She listens well and provides sound advise to help me with my concerns.
- Dr. Sanchez is very thorough and answers all questions. She has a bed side manner that makes you feel comfortable in all situations.
- Dr. Sanchez listens to me. She reads my file and knows what has been happening with me. She asks questions. Dr. Sanchez is caring and genuinely concerned about my health. She is a fantastic, loving doctor!!!!She does not keep me waiting.
- During my last visit for my annual physical Dr. Sanchez was very pleasant and thorough with my exam. I appreciated the information provided and helpful information why it is important for to have certain test performed.
- Excellent diagnostician. Cares about me as a patient and a person. Professional in demeanor and approach to care
- Excellent professional care
- Friendly and has an excellent knowledge of medical matters; office staff are efficient and nice;
- Friendly, concerned & helpful.
- Great doctor and super listener! Love her!
- I feel she is a kind and compassionate Doctor, and is not in a hurry with you.

What is the primary reason for the score you just gave to this provider?

- I like Dr. Sanchez. She listens to my concerns and gives me reasonable advice. I have noticed that she goes for the most likely diagnosis, but I have had a few instances where the diagnosis wasn't correct which I learned from seeing specialists. I would have made the same decisions, I'm certain. She did advise me to see those specialists...
- I like her and feel comfortable with her care.
- I like her as a doctor, but her office procedures are difficult and hard to manage. I often have to end up calling multiple times to get an appointment. Not too customer service oriented.
- I like her patient care style
- I like her, but it takes a long time to get an appointment with her.
- I think Dr. Sanchez is a good dr. I just think it takes me a while to get in to see her and the visits feel rushed.
- I think she's a great doctor. I don't have to wait, when I make an appointment,she's there and doesn't make me wait. She's got a great bedside manner.
- If it is something that she feels you need a specialist she doesn't hesitate to let you know.
- Intelligent, up to date, insightful, practical, views a patient as a whole person rather than a sum of various potential risks or past injuries.
- It is difficult to get an appointment with the PCP when sudden things come up. Also, you have to plan 6 or more months down the road to get an appointment for physical if needed. I think she has a lot of patients she sees.
- Knowledgeable and personable.
- No comment
- Personal and professional
- She actually cares!
- She always takes time to listen and asks questions to see how I am doing. Also very good at giving good advice.
- She can be unavailable at times and contemptuous about giving me the ability to see specialists.
- She cares about me.
- She cares.
- She is a doctor that actually LISTENS to her patients - shows very genuine care and is always there when problems arise
- She is a great doctor. I wish it wasn't so hard to get in to see her.
- She is a terrific Doctor that I feel I can trust!
- She is an excellent communicator and I feel that she has my best health interests when I see her. Not that she's prescribing to move on to the next pt.
- She is extremely knowledgeable, personable, and her recommendations are right on.
- She is friendly, kind and knowledgeable. She listens.
- She is very attentive when you visit, she listens to what I have to say and offers help
- She is very caring and understanding
- She is very knowledgeable and spends quality time with her patients.
- She is very nice and attentive
- she is very personably. even though visits are far between she always seems very familiar with my history
- She is very professional and can answer all my questions. She takes care of the issues and gives me choices about my care.

What is the primary reason for the score you just gave to this provider?

- She is very sincere and wants to help
- She is very thorough with me and is concerned for my health and keeping up to date with tests and blood work. She listens to me and does not rush through my exams. Very nice to work with. Great personality.
- She is very thorough, a good listener, and is concerned about her patients.
- She is warm, welcoming, and willing to talk with me about my health questions.
- She isn't available, has taken on more admin duties from what I understand
- She listens to me , spends the time with me does not rush me, is understanding and supportive .
- She skips over issues, got me mixed up with another client.
- She takes her time and truly listens to what you are asking.
- She takes time to hear my concerns and then she is extremely knowledgeable about the issues. I feel safe and confident following her advise.
- She's a good provider
- She's always in a hurry, she rushes to see you, then you are out in about 10 minutes or less
- She's friendly and competent but overly reliant on pharmaceutical & surgical responses rather than holistic care. She could definitely broaden her horizons.
- She's prompt, , listens well, and proactive in my care.
- Smart and caring
- smart, kind, helpful even though she is unbelievably busy!
- Takes time to deal with any concerns
- Very capable physician with a pleasant personality who listens, explains, and answers all questions.
- very knowledgeable
- Very knowledgeable doctor and a very kind considerate person
- Very professional and will take the time to talk to you



Young, MD, Valerie - [HSTM DB = Pediatrics]

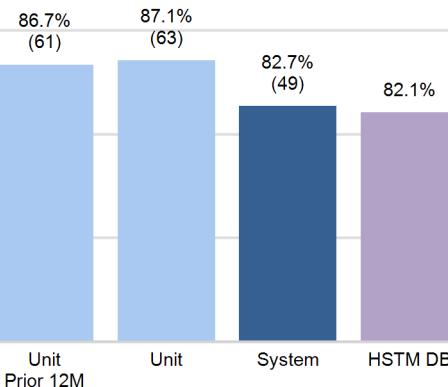
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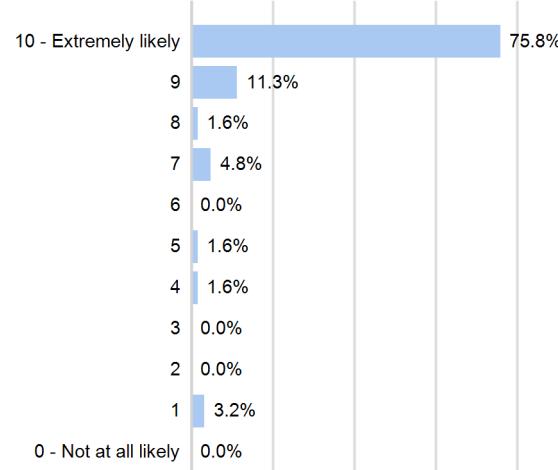
Report created 3/28/2016

Patient advocacy (likelihood to recommend)

Performance Comparisons



Response Distribution

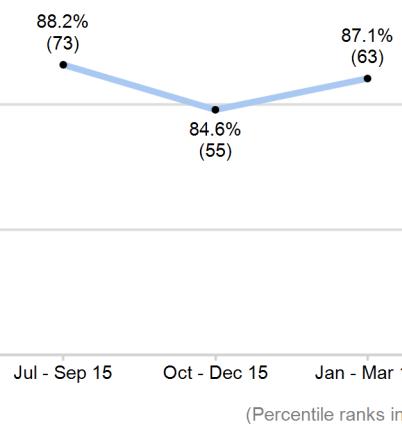


Top Performers (Percentile Rank)

Office followed-up with results
Patient advocacy (likelihood to recommend)

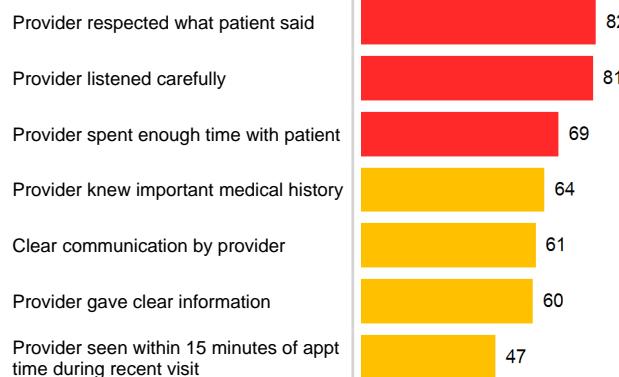


Performance Over Time



Top Priorities (Priority Index Score)

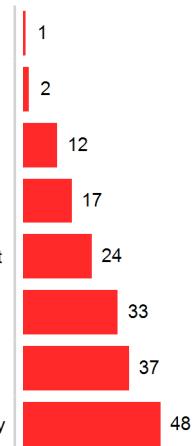
4/1/2015 - 3/31/2016



Priority Level: ■ High ■ Medium ■ Low

Bottom Performers (Percentile Rank)

Courtesy / respect of clerks and receptionists
Helpfulness of clerks and receptionists
Provider listened carefully
Provider respected what patient said
Provider spent enough time with patient
Clear communication by provider
Provider gave clear information
Provider knew important medical history



	Correlation	Jan - Mar 16 # of Completes = 64			Reporting Group Top Box	Prior 12 Months # of Completes = 66			Change in Top Box	Priority Level
		Top Box Score	HSTM DB Top Box	Percentile Rank		Top Box Score	Percentile Rank			
Provider seen within 15 minutes of appt time during recent visit	0.25	76.6%	--	--	82.7%	82.5%	--	-6.0%	 47	
Willingness to Recommend (C)	1.00	87.1%	--	--	82.7%	86.7%	--	0.4%		
Patient advocacy (likelihood to recommend)	1.00	87.1%	82.1%	63	82.7%	86.7%	61	0.4%		
Getting Timely Appointments, Care, and Information (C)	--	76.6%	--	--	82.7%	82.5%	--	-6.0%		
How Well Providers Communicate With Patients	0.58	88.2%	90.2%	26	90.7%	88.3%	27	-0.1%		
Clear communication by provider	0.31	92.1%	93.0%	33	93.4%	91.8%	31	0.3%	 61	
Provider listened carefully	0.67	87.5%	92.1%	12	92.9%	90.2%	19	-2.7%	 81	
Provider gave clear information	0.45	89.1%	90.1%	37	90.4%	90.2%	45	-1.1%	 60	
Provider knew important medical history	0.57	82.8%	81.7%	48	82.2%	80.6%	37	2.2%	 64	
Provider respected what patient said	0.81	90.6%	93.7%	17	94.2%	88.7%	10	1.9%	 82	
Provider spent enough time with patient	0.66	87.3%	90.3%	24	90.8%	88.7%	32	-1.4%	 69	
Follow-Up On Test Results	--	94.4%	83.4%	91	76.6%	90.9%	77	3.5%		
Office followed-up with results	--	94.4%	83.4%	91	76.6%	90.9%	77	3.5%	 23	
Helpful, Courteous, And Respectful Office Staff	-0.10	75.8%	89.1%	1	90.6%	82.5%	7	-6.8%		
Helpfulness of clerks and receptionists	-0.11	73.4%	87.0%	2	89.0%	76.2%	4	-2.8%	 33	
Courtesy / respect of clerks and receptionists	-0.08	78.1%	91.3%	1	92.3%	88.9%	25	-10.8%	 33	

In what ways can the provider improve?

- At this time I do not see a need for improvement. They got us in on short notice. Almost zero waiting time in reception. She listened. She helped. When it comes to help down the road I don't think their is anyone on the staff at this facility that I would not hesitate to ask a question of.
- Be on time
- I don't see her wash her hands before visits. Maybe she is doing it outside of the room, and she is pretty good about washing them after touching the kids. It would be nice if she washed them when she walked into the room.
- I see no need for improvement.
- If opinions on parenting are given, may clear that they are not the only way.
- Improvements could be made on Southwest Medicals side, but no complaints on the practitioners side.
- Learn about sensitivity towards unique family situations.
- Listen and be nice.
- N/a(2)
- No
- None
- None.
- None. She's great.
- none. They are great. Dr down to assistants!
- None; she's great.
- Return phone calls in more timely manner
- Review patient history before visit
- Send the paperwork out in advance so we don't feel crunched for time when trying to do the growth and development form.
- She is perfect
- She's already so good!
- She's amazing at what she does.
- She's very quiet!
- Take a little more time with patient.
- Wait time could be improved, my child often gets impatient when we have to wait more than 20 minutes in the exam room.
- We love her, but the practice leaves some things to be desired. I severely dislike the new way of checking in and waiting to be seen. The old setup was a LOT better and quicker.
- Written information about care

What is the primary reason for the score you just gave to this provider?

- Always helpful and friendly. Offers advice and tips for the baby every visit!
- Because I trust our doctor and she's really great with my child
- Dr young is a good doctor. Work will with me and my concern.
- Dr Young is very thorough and professional, she speaks to my son in a way that he can understand.
- Dr Young is wonderful with children. She is very knowledgeable and instills confidence in her patients and us as parents.
- Dr Young was very informative regarding the reason for the visit. She was patient with my daughter that is ADHD.
- Dr. Young always takes time to listen to my daughter with patience. Never feel rushed. And always asks about her school and activities. You can tell she cares about her health. And makes sure my daughter understands how important taking care of herself is. She is quick to follow up with calls.
- Dr. Young and her staff are the most professional and efficient doctors, nurses that I have ever dealt with here in Abq and even in the East Coast. Love how good, personable and careful Dr. Young is.
- Dr. Young graciously provides exceptional medical care to my child. She speaks to my daughter directly and provides helpful lifestyle suggestions in addition to the medical treatment. She has significantly assisted my daughter throughout the time my daughter was under her care.
- Dr. Young is a great doctor, she listens and asks questions and is very concerned for overall health
- Dr. Young is an awesome pediatrician. She is practical and to the point. I trust her expertise and judgement.
- Dr. Young is an excellent provider that is very knowledgeable in pediatric medicine. What I truly enjoy about her to most is the fact that she always speaks to my daughter and myself in a caring and informative manner. She goes above and beyond to discuss topics of health and what my daughter can expect to see as she becomes a young lady.
- Dr. Young is great! Very knowledgeable and friendly.
- Dr. Young is so good with my children, she always listens and talks to them so they feel comfortable and always look forward to seeing her when they are sick or have a medical issue. I love how thorough she is!
- Dr. Young is very knowledgeable. She is not over diagnostic, but will refer to specialists when the time is right.
- Excellent doctor for our twin sons
- Good doctor
- Great doctor!
- I asked about a certain condition I noticed on my son and she never answered or gave me any insight on the matter. The only reason we ask questions is to get "Professional" advice not a reticent attitude.
- I felt like I was finally listened too. My daughter and I have been fighting with her ADD for a while now. Now that she is 12 and hormonal and school has become very difficult. Dr. Young listen to us and hopefully we are now on our way to managing it with help.
- I have been going to Dr. Valerie Young since 2002 with my children and now taking my grandchildren to see her. I highly recommend to anyone that is looking for a pediatrician to take their child/children to see her as she is caring and will listen to all your needs for your child. She has the patience to answer all your questions. Her nurses are also amazing!
- I love Dr Young's advice, insight, ability to relate to my kids and her sense of humor. She is an exemplary Doctor.
- I love Dr. Young. She takes the time to explain things thoroughly. She takes the time to answer my all my questions and she is genuinely concerned about the well being of my children. In my opinion SWMA has a wonderful asset with Dr. Young.
- I love the way she cares about her patients.
- I really like both doctors my child sees.
- Our child is a foster child who sees another provider at this practice. Dr. Young made insensitive comments about the situation and requested the CYFD paperwork which has already been provided.
- Provider needs to work on time management

What is the primary reason for the score you just gave to this provider?

- She has always been a great to my child, and listens to my concerns.
- She has been our dr fr years
- She is a great provider. She has found small issues that could have become bigger if not diagnosed early. I never feel like I'm being pressured into visits or procedures. She is great with my kids and very helpful when I need her.
- She is always extremely informative and takes time to answer all questions we have. We never feel rushed seeing her.
- She is good provider
- She is great
- She is just awesome ??
- She is very thorough and explains things in detail. She has a good sense of humor and can relate to parents with kids of different ages.
- She is wonderful at addressing both the parents and the children. She also takes the time necessary to address concerns and assess the child.
- She isn't my child's primary provider.
- She knows what she is doing. She listens to the problems and gives many things we can do about it.
- She listens to us and gives us an appropriate amount of time. She seems to have a lot of common sense, and she has a sense of humor, which is important when you're dealing with kids.
- She listens to your concerns and is very thorough in answering questions.
- She really knows how to talk to the kids and keep them calm.
- She really listens and seems to know her stuff.
- She seemed genuinely concerned about my daughters issues. Also, I liked the interaction she had with my daughter.
- She's awesome
- Took much longer to be seen than with my regular PED. The doctor even heard my daughter throwing a fit because she had held her patience for over 40 minutes from her scheduled appt time. Still, I continued to wait.
- Usually very long wait times. This past visit was 2 hrs.
- Very friendly. Very informative. Not afraid to answer questions. Makes you feel comfortable.
- Very knowledgeable and patient
- We love dr young. She is knowledgeable and always shows concern
- When I mentioned that we sometimes spank our daughter when did something that could be dangerous, I felt very judged based on her comments. I think a doctors office should be a place one should feel safe, and not made to feel a bad parent.
- When my child's primary care doctor is not available I will choose to take them to someone other than Dr. Young. If there is no one else I will see her. She was quite rude and didn't listen to what I had to say about my sons cough. She has improved a little bit since then (this was several years ago) but it left a bad taste in my mouth.



Roche, MD, Richard - [HSTM DB = Internal Medicine]

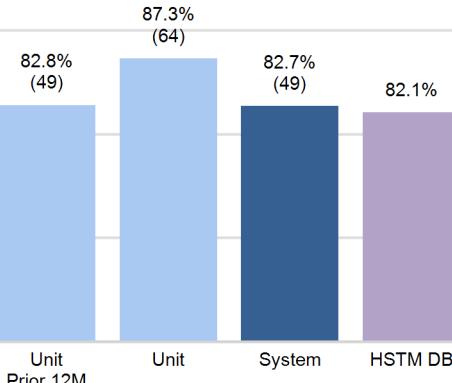
LMG - SMA Northside
Ardent Health Services

Patient Insights - CG-CAHPS Visit (eSurvey)
Jan - Mar 16

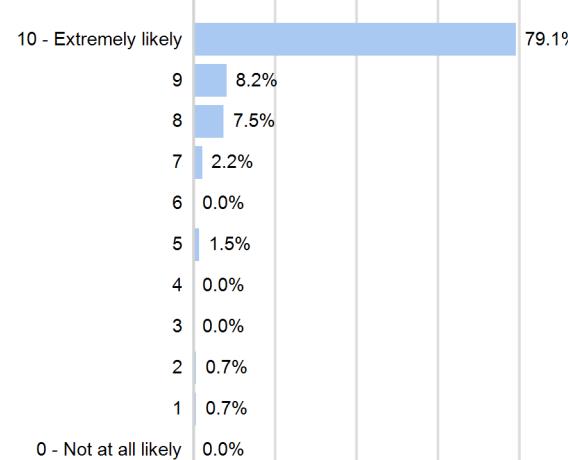
Report created 3/28/2016

Patient advocacy (likelihood to recommend)

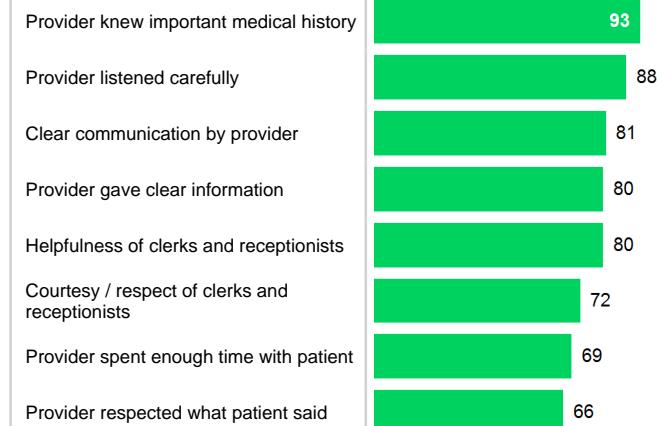
Performance Comparisons



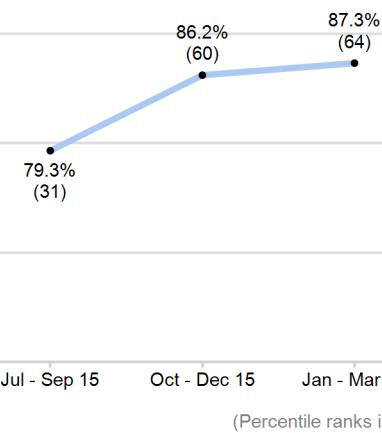
Response Distribution



Top Performers (Percentile Rank)

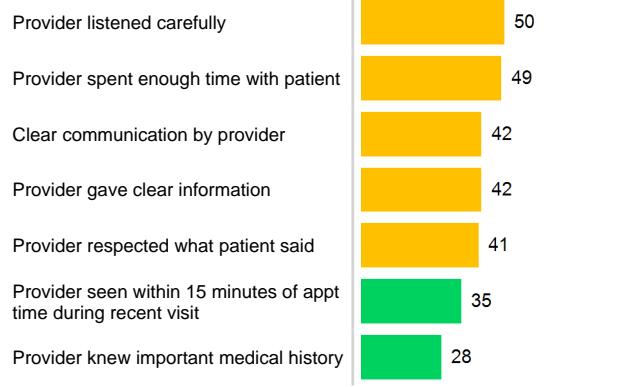


Performance Over Time



Top Priorities (Priority Index Score)

4/1/2015 - 3/31/2016

Priority Level: ■ High ■ Medium ■ Low

Bottom Performers (Percentile Rank)

No data meets the specified criteria.

	Correlation	Jan - Mar 16 # of Completes = 137			Reporting Group Top Box	Prior 12 Months # of Completes = 237			Change in Top Box	Priority Level
		Top Box Score	HSTM DB Top Box	Percentile Rank		Top Box Score	Percentile Rank			
Provider seen within 15 minutes of appt time during recent visit	0.19	93.4%	--	--	82.7%	92.2%	--	1.1%		35
Willingness to Recommend (C)	1.00	87.3%	--	--	82.7%	82.8%	--	4.6%		
Patient advocacy (likelihood to recommend)	1.00	87.3%	82.1%	64	82.7%	82.8%	49	4.6%		
Getting Timely Appointments, Care, and Information (C)	--	93.4%	--	--	82.7%	92.2%	--	1.1%		
How Well Providers Communicate With Patients	0.11	95.6%	90.2%	86	90.7%	92.4%	66	3.2%		↑
Clear communication by provider	0.20	96.3%	93.0%	81	93.4%	93.9%	50	2.4%		42
Provider listened carefully	-0.05	98.5%	92.1%	88	92.9%	91.0%	29	7.5%		50
Provider gave clear information	0.07	94.7%	90.1%	80	90.4%	90.5%	45	4.3%		42
Provider knew important medical history	0.17	94.8%	81.7%	93	82.2%	91.7%	88	3.0%		28
Provider respected what patient said	0.20	96.2%	93.7%	66	94.2%	96.1%	63	0.1%		41
Provider spent enough time with patient	0.09	93.3%	90.3%	69	90.8%	91.3%	48	2.0%		49
Follow-Up On Test Results	0.03	86.2%	83.4%	60	76.6%	90.7%	76	-4.5%		
Office followed-up with results	0.03	86.2%	83.4%	60	76.6%	90.7%	76	-4.5%		24
Helpful, Courteous, And Respectful Office Staff	0.20	93.7%	89.1%	76	90.6%	92.5%	66	1.2%		
Helpfulness of clerks and receptionists	0.16	92.5%	87.0%	80	89.0%	90.9%	66	1.6%		27
Courtesy / respect of clerks and receptionists	0.24	94.9%	91.3%	72	92.3%	94.0%	64	0.9%		27

Reporting Group = Ardent Health Services - 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.

In what ways can the provider improve?

- Address the issues mentioned above.
- All of your doctors need to be freed up to pay more attention to lifestyle issues, focusing on prevention rather than treatment. Your system has diminished a doctor's ability to spend enough time with patients.
- Appointment should be longer so he isn't rushed.
- as always, more time with patient
- At this time I cannot make any recommendations.
- Can't think of anything. I get great service everytime I'm there.
- Clone him?
- Don't know.
- Dr. Roche doesn't need improvement. He's a good doctor.
- Dr. Roche nails it in all regards.
- Dr. Roche's service is excellent. I can not think of anything to suggest about his work. However, the move to Lovelace Medical Group of Southwest Medical Associates has not been good. Prescription refill line is less than good. His office doesn't always get the messages and when they do the messages are sometimes corrupted.
- explain terms better
- From the patient perspective, not much since all the suggested items were followed up 100% by he and his immediate staff for referral recommendations, contact & appointment thereto and medication to the pharmacy.
- Get more attentive "front desk" people out in the lobby and on the phone.
- He does not need improvement.
- He doesn't need to improve on excellence.
- Heard Lovelace planning a new facility at Jefferson & ohuna might improve customer service.
- He's fine.
- I am happy with my provider.
- I am very satisfied with the care Dr. Roche provides.
- I believe he is doing a job well done!
- I can't think of any
- I can't think of any.
- I do not see that there needs any improvement.
- I don't know.
- I have had no bad experiences or problems with Dr. Roche. Just keep on doing what you're doing.
- I hope he does not retire early.
- If he had more time, but 'modern'practices don't allow that.
- If there is an emergent health issue it would be nice if an appointment to be seen sooner rather than several days out would be appreciated. When I am ill, I do need to see my doctor soon as possible as I do operate my own business, have several employees who rely on me to provide work for them.

In what ways can the provider improve?

- I'm not sure how but I wish it were easier to get in to see him when I need to rather than seeing another doctor or going to the clinic.
- In my opinion, there are no other improvements he could make.
- Just keep on being there for me and others. He is a great Dr.
- Keep being there for us
- lighter patient load - but that is the crux of the health care clinical pattern - we need more physicians.
- More available through telephone.
- My only wish is that Dr. Roche never retire.
- N/A(5)
- Na
- Never retire
- no
- No answer
- NO IMPROVEMENT NEEDED(2)
- No other ways needed.
- No suggestions for improvement.
- None(8)
- None for Dr. Roche. For the practice, keep your current management running as they are. Please don't ever go back to that precious management mindset and system
- None that I can think of.
- None.
- Not his fault but wish he had a bigger office
- Patient rooms could be spiffed up
- provider shares reasons for selecting specific medicines and/or therapies
- Seriously, he needs a magic wand to make sure all cancer cells are gone and won't return. Securing a magic wand will do it as far as I'm concerned.
- Sometimes it's difficult to get a nurse to call you when you have a question or a request.
- xoxoxo

What is the primary reason for the score you just gave to this provider?

- Access to seeing the doctor. He listens to me discuss my concerns.
- Always attentive and listens. His referrals to specialists have consistently been the right choice.
- Always direct and to the point with answers to any of my questions - heavy workload limits time for much discussion of options
- availability, willingness to listen to pt concerns
- Availability & follow up
- Caring, professional, listens, friendly, great staff
- Competence, personal interest in my health
- consistent, pragmatic, supportive, yet provides alternatives even if his recommendations aren't exactly what I support. Excellent knowledge and manner.
- Correct diagnosis and treatment
- Dr Roche and I have been working together since 1998 and he has always been wise in his counsel.
- DR Roche has cared for my health needs extremely well for yrs.
- Dr Roche is a caring, knowledgeable, thorough, patient physician. He is the ONLY reason we remain with Lovelace/Blue Cross health Insurance
- Dr Roche is efficient, kind, thoughtful and patient.
- Dr Roche is one of the best Doctors in Albuquerque.
- Dr Roche is outstanding. He is brilliant, understanding, very organized and pleasant. Not real happy with SW Medical.
- Dr Roche is very supportive and gives good insights for general questions.
- Dr Roche really listens & is very thorough.
- Dr Roche was recommended to me a close friend who also liked him. He listens and takes time to talk to me.
- Dr. Roche always prepares for my visit. He observes me, asks why I came, and references any relevant information from the file he has on me. Four years ago he saved my wife's life just by being on top of her problem and spotting a blood report that was not hers because he knows her health well. He is the captain of our health team.
- Dr. Roche gives excellent care. He never rushes me out of the office like some doctors. He is intelligent and quiet. He searches for an answer. I always feel like I seen the doctor.
- Dr. Roche has been the primary care physician for me and my late husband for many years and has always given us very good care. In all those years Dr. Roche has always been very prompt and I doubt that I have ever had to wait more than 15 minutes to be seen. That is very important to me. He is just what I consider a very fine and knowledgeable physician.
- Dr. Roche is a caring and highly professional doctor!
- Dr. Roche is a great primary Dr.
- Dr. Roche is attentive, listens, is amiable, has always recommended excellent specialists if needed. I have full confidence in him as my Primary Care Provider. I have recommended him to friends in the past.
- Dr. Roche is extremely committed, professional, respectful, caring. I trust he will always treat me in the best possible way. His commitment to his patients is beyond measure.
- Dr. Roche is FANTASTIC - he listens to me and always provides the best care possible - I choose my insurance based on what his office accepts. He has an excellent medical network and always directs me to the best specialists in town.
- Dr. Roche is knowledgeable, thorough, and easy to talk to. I trust him to give me excellent care.
- Dr. Roche is very friendly and listens to your problems, and discussed them thoroughly and thoughtfully.
- Dr. Roche is very knowledgeable.

What is the primary reason for the score you just gave to this provider?

- Dr. Roche is very thorough and easy to talk to. He is extremely knowledgeable about a wide variety of medical situations and always gives referrals to excellent providers. He is my lifetime trusted advisor with respect to my physical well-being.
- Dr. Roche listens
- Dr. Roche listens to your concerns without rushing you.
- Dr. Roche listens attentively, assesses, and proposes appropriate treatment. Always.
- Efficient and thorough
- excellent no-nonsense physician. pragmatic. excellent reputation
- Good combination of medical skills and people skills.
- great doctor. answers all questions. very thorough & easy to talk to.
- Great Dr. Answers all my questions and advises me on any issues.
- Great Dr.! Dr. Roche listens carefully and his diagnoses are spot on. He is open minded and regards this patient as intelligent; the patient/Dr. relationship becomes one of collaboration. He is always available and treats the total patient's health, not just the symptom causing the reason for the visit.
- he deserves the rating!
- He has provided me with consistently good care.
- He is a caring and attentive doctor
- He is a caring doctor
- He is a Doctor that pays attention to your opinion, of the medications you are on.
- He is a good listener, has practical suggestions for primary care, & doesn't just refer me to someone else. I trust him. I have already recommended him to friends.
- He is a prime example of what a doctor should be thorough, kind, caring and attentive. Pay him well he is a keeper!
- He is a reasonable, good, thoughtful doctor.
- He is a very good doctor.
- He is a very likable and knowledgeable person. He listens and helps to solve your problem and addresses it promptly.
- He is a very nice person and capable. MD
- HE IS A VERY SMART DIAGNOSTICIAN
- He is caring and listens to your concerns.
- He is intelligent, caring, well informed, professional, and makes good recommendations.
- He is knowledgeable on many of my issues and seems to genuinely want to help.
- he is pleasant and knowledgeable
- He is the best doctor I have ever seen!
- He is the consummate professional in every way.
- He is thorough and takes care of my needs
- He is very friendly and professional

What is the primary reason for the score you just gave to this provider?

- He listens and gives good advice.
- He listens and his treatments and advice are not generic.
- He listens and is very complete when following-up
- He listens and offers advise
- he listens and sends me where I need to go if I need additional help
- He listens and so far all treatments options have been in my best interest.
- He listens to me and does the most to provide care that solves my problems.
- He listens to my concerns. Provides excellent care & advise. Is always on time for scheduled appointments.
- He listens to you.
- He listens.
- He paid attention.,
- He really listens. I have great confidence in Dr. Roche.
- He seems to care and be genuinely concerned about my problems and my health.
- He takes good care of me.
- He takes his time and listens to you completely. He discusses options of tx with you.
- Helpful, understanding and patient
- Helpfull service very exserenced
- He's a good Doctor
- He's a very knowledgeable and conscientious Doctor.
- He's very honest, engaged, knowledgeable and through, and has great interpersonal skills and a great sense of humor. My only concern in recommending him is that his calendar will totally fill up, as it did a couple of years ago under the previous practice senior management, and I would lose access to him, as I did then. Under that prior management I was virtually unable to get access to him, even when I needed surgery and wanted his evaluation of my surgeon options.
- He's well qualified, personable, and attentive.
- His referral for a scan probably saved my life. I am eternally grateful for his proactive approach and technical know-how.
- I appreciate his competency, thoroughness, clinical judgement.
- I do not want him to have any more patients. It is hard enough to get a timely appointment.
- I felt like my concerns were received in a respectful way and I was given good advice.
- I find Dr Roche very helpful and responsive. He has helped me to find specialists when I needed them, has worked with me for years to find the best solution for my cholesterol issues, and so on.
- I found him to be knowledgeable, engaged, and personable.
- I have been going to Dr Roche about 20 years . I have been very pleased with the care I have recovered from Dr Roche
- I HAVE CONFIDENCE IN HIM AND I AM COMFORTABLE WITH HIM.
- I recently left the care of the VA because I was NOT getting the proper care!!!!
Dr.Roche, listens, follows up when required and schedules referrals when/as needed promptly.

What is the primary reason for the score you just gave to this provider?

- I think he is a very good doctor. I trust and respect his care and his guidance.
- I think he provides excellent medical care.
- I've only seen him twice, for physicals, and he seemed thorough and competent
- Knowledge, bedside manner, considerate to facts in the circumstance of consideration.
- Knowledge.
- Knowledge. Always able to treat my health problem
- Listens to his patience
- listens to patient; willing to talk about options; seems to know what he is doing; friendly and professional
- Most family & friends established with Presbyterian Health Insurance.
- My wife and I have gone to Dr. Roche for over fifteen years. He's helped us through several health issues including a handful of surgeries. His attention to detail on a PSA test in 2011 helped to detect prostate cancer (I'm convinced) in time to save my life. He's a capable, caring Doc. You need more like him.
- Proactive approach to my health care.
- Professional, friendly, communicative, on time, caring and great staff
- Professional, well trained, good listener
- provider shares information and shares findings with patient
- Roche might be a fine Dr but he acts more like a bureaucratic "primary care-giver" as there is no addressing concerns outside the "box". He fails to take initiative in discussing (my) health problems and defaults to the SW Medical Group system as good coverage. The SW Medical Group - as a Group - is an unsatisfactory health environment: personnel in "Quest" labs are abrupt, rude and poor blood drawers; the "diabetes" counseling group are completely incompetent; administration of bills is unclear and inconsistent; follow-up is spotty to nonexistent. Reception staff is pleasant, competent and efficient. Roche seems like a good fellow but has aligned himself with crippled medical group. I hate saying this stuff - I usually do not complain. I am looking into rejoining the ABQ Health Group.
- routine f/u, by my PCP
- seems truly concern with your problems, and a excellent doctor
- Smart man. Listens. Good track record with me.
- some times it's hard to get in when you have to get in.
- Takes time to answer questions
- The entire office is friendly and very professional.
- thorough
- Thorough, pleasant, informative. No long waits.
- Very accommodating
- Very good doc.
- Very knowledgeable, good listener, excellent follow through
- Very thorough annual checkup.
- Well, he's pretty up front about my options.
- You'd be hard pressed to find a better doctor than Richard Roche.



Fronterhouse, MD, Wendy - [HSTM DB = Pediatrics]

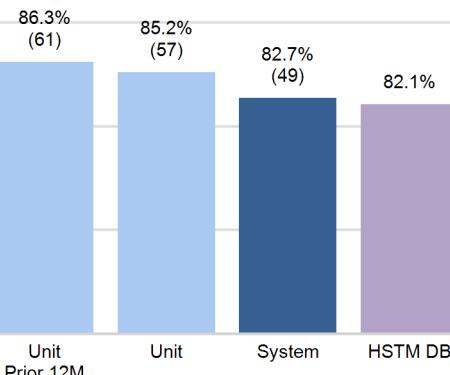
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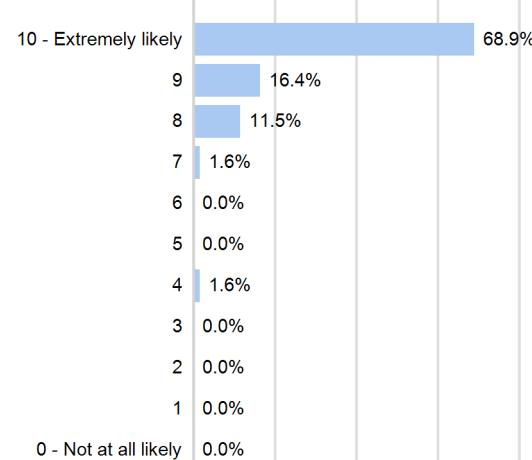
Report created 3/28/2016

Patient advocacy (likelihood to recommend)

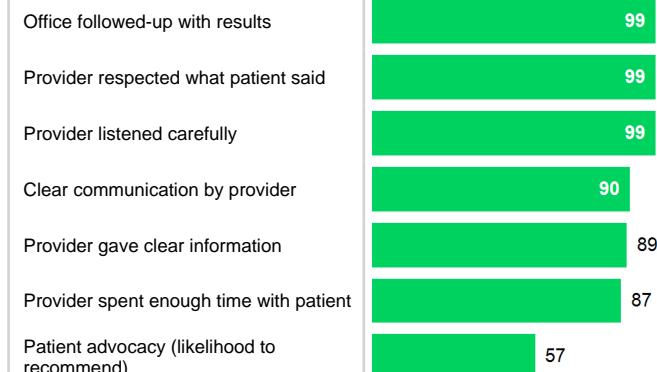
Performance Comparisons



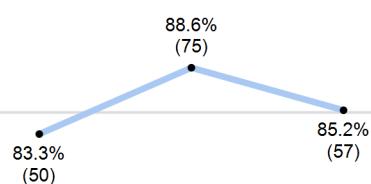
Response Distribution



Top Performers (Percentile Rank)

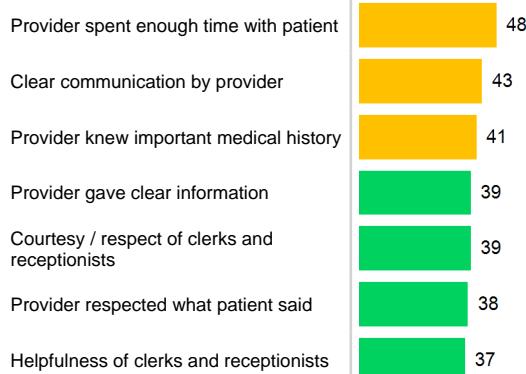


Performance Over Time

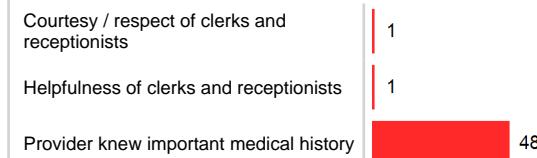


Top Priorities (Priority Index Score)

4/1/2015 - 3/31/2016



Bottom Performers (Percentile Rank)



	Correlation	Jan - Mar 16 # of Completes = 62			Reporting Group Top Box	Prior 12 Months # of Completes = 83			Change in Top Box	Priority Level
		Top Box Score	HSTM DB Top Box	Percentile Rank		Top Box Score	Percentile Rank			
Provider seen within 15 minutes of appt time during recent visit	0.18	93.2%	--	--	82.7%	95.0%	--	-1.8%	34	
Willingness to Recommend (C)	1.00	85.2%	--	--	82.7%	86.3%	--	-1.0%		
Patient advocacy (likelihood to recommend)	1.00	85.2%	82.1%	57	82.7%	86.3%	61	-1.0%		
Getting Timely Appointments, Care, and Information (C)	--	93.2%	--	--	82.7%	95.0%	--	-1.8%		
How Well Providers Communicate With Patients	0.19	95.8%	90.2%	88	90.7%	91.0%	46	4.8%	▲	
Clear communication by provider	-0.07	98.3%	93.0%	90	93.4%	92.6%	35	5.7%	43	
Provider listened carefully	--	100.0%	92.1%	99	92.9%	93.8%	56	6.2%	36	
Provider gave clear information	0.17	96.7%	90.1%	89	90.4%	91.0%	49	5.6%	39	
Provider knew important medical history	0.38	82.8%	81.7%	48	82.2%	86.1%	63	-3.3%	41	
Provider respected what patient said	--	100.0%	93.7%	99	94.2%	93.7%	39	6.3%	38	
Provider spent enough time with patient	0.26	96.7%	90.3%	87	90.8%	88.9%	33	7.8%	48	
Follow-Up On Test Results	--	100.0%	83.4%	99	76.6%	89.5%	71	10.5%		
Office followed-up with results	--	100.0%	83.4%	99	76.6%	89.5%	71	10.5%	34	
Helpful, Courteous, And Respectful Office Staff	0.05	74.2%	89.1%	1	90.6%	80.9%	5	-6.7%		
Helpfulness of clerks and receptionists	0.03	70.0%	87.0%	1	89.0%	77.8%	5	-7.8%	37	
Courtesy / respect of clerks and receptionists	0.08	78.3%	91.3%	1	92.3%	84.0%	5	-5.6%	39	

In what ways can the provider improve?

- Cut the wait time sitting in a room and increase patient and provider time.
- I would like more guidance on like what foods to start when, how to help her developmentally etc.
- I'm not sure she was very familiar with his condition, and from the research I've done, her information may be incomplete. It would be nice if providers sometimes stepped out for a moment and did a quick computer search on a patient's condition. (I don't expect them to know the latest info on all conditions.)
- Keep up the good work.
- Keep up thwith good work.
- NA
- No complaints and we are totally pleased with Dr. Fronterhouse.Our doctor for 9 years.
- No ways to improve, she's great!
- None(2)
- None. She does a perfect job.
- Scheduling same day appts
- She was great, so I don't have any suggestions. Administratively, it would be nice to receive a print-out with my child's stats for that visit.
- She's great!
- Start to see my kids as adults and me as well! We love her!
- stop sending me these surveys
- The wait time in the examination room.
- There are ways for everyone to improve but in this case I would tell Dr.Fronterhouse to keep on as she's doing. She's great.
- There is no need to improve the Dr. but there is a receptionist who is very challenging to work with. She is extremely slow and does not follow logic and conversation. For example she will say you need to sign three forms and then slowly (VERY SLOWLY) give you two forms and then space out. Then when you ask about the third form she looks dazed and eventually gives you the other form. If you happen to get her as your check in receptionist it can take 4-5 times longer to check in. You get to stand and watch lots of other people get helped and finished before you are done. It is a slow painful process!

What is the primary reason for the score you just gave to this provider?

- Both she and Dr. Young are excellent.
- Dr Fronterhouse is amazing. We love how she talks to our children about what's going on and asks them the questions. She makes us feel valued
- Dr. F. is very good with parents and kids. She is a very good listener and gives information on diagnosis and treatment. She is energetic and compassionate.
- Dr. Fronterhouse always makes you feel as though your input is important. She takes the time to listen and to take a lot of things into consideration. She is excellent at interacting with kids too.
- Dr. Fronterhouse has been caring for my children since they were born. She shows great concern for their well being and always listens to my concerns.
- Dr. Fronterhouse is a fantastic doctor. She is aware of current research in her field and on top of providing evidence-based care, she is empathetic and kind. She listens to our concerns and treats our child with respect. I could not be happier with her.
- Dr. Fronterhouse is a great doctor. She takes her time with my children. She is very caring and understanding. My children really like her.
- Dr. Fronterhouse is a wonderful and personable Doctor. Enjoy meeting with her
- Dr. Fronterhouse is patient, knowledgeable, and respectful of both child and parent. She interacts well with my daughter, she engages her in her own medical needs and values her concerns. She is awesome!
- Dr. Fronterhouse is wonderful and patient with the kids. She take time to explain what's going on to the parents.
- Fast friendly service
- Fever, soar throat, cough and congestion
- Friendly, listens well
- Great communication skills. Really listens.
- Great personality and knowledgable
- Great provider very understandable
- I don't feel strongly either way about this question.
- I trust her- she's corrected a few misdiagnosis.
- My daughter is very comfortable with her, and I respect her as a doctor, over the years she has never given bad advice.
- My kids like her and trust her, I like her and trust her. She's very knowledgeable and cares about her patients.
- She always listens closely & is very caring, takes every concern seriously.
- She cares! Dr.Fronterhouse is a really awesome provider.
- She gives genuine answers to my concerns and has evidence in articles to back it up.
- She is a great listener and makes us comfortable while tending to our needs.
- She is a great provider who listens to our concerns. She is almost always on time and takes her time with my child. He feels very comfortable with her.
- She is a terrific pediatrician! Great interaction with my kids, and listens to my concerns. Doesn't rush us out the door.
- She is a very knowledgeable and understanding.
- She is friendly to my son and makes him feel comfortable. I also like that she speaks to the child as well as the adult regarding health questions and care.
- She is great with kids. She listens to my concerns and never pressures me or makes me feel like a bad parent. Very knowledgeable.
- She is knowledgeable, thorough and friendly. She never rushes you and makes efforts to get to know you.

What is the primary reason for the score you just gave to this provider?

- She is really thorough, answers all questions, do above and beyond to help us out with regards to how to manage our child while she is sick and what to expect on next few days.
- She is responsive, and very complete in diagnosing. She talks to my child, not just to me. I feel my child is very safe in her hands.
- She took time to listen to my concerns and to help problem-solve and brainstorm with me. I didn't feel rushed and "brushed off" like at other providers' offices
- She was through and a good diagnostician. The wait was reasonable to see her.
- She's a great provider and wonderful to my kids.
- She's always been attentive to our needs, and I don't feel rushed when discussing issues that have come up for my children.
- She's been our pediatrician for both of our children for the last 8 years. She doesn't just jump to the first diagnosis she makes sure she eliminates all possibilities and doesn't jump to writing a prescription for something.
- She's been seeing my kids for years. She's patient and attentive and genuine. She seems to have very good intuition about their medical needs. I couldn't be happier with her.
- She's great always listens, give good advice. Trustworthy. I am an RN and am picky about my physicians.
- The doctor is really good, does follow ups making sure our daughter is doing fine and doing accurate diagnosis and treatment.
- The time she takes with us for our appointments.
- The wait time for the provider to come in the room is somewhere between 15 to 30 minutes and then you get 10 minutes of there time.
- Through visit, gave explanations and discussed child's health and needs
- Top knotch doctor in every way.
- Very knowledgeable, gentle manner, thorough.
- Warm, approachable, and knowledgeable about what's best for children at the appropriate age. She takes a genuine interest in my child.
- We like her as an alternative to the other Pediatrician at the practice.
- We liked her a lot, and she answered our questions and really seemed to care about our son.
- We love Wendy! So sad that Sydney will be aging out of pediatric visits! She the best!



Black, CNP, Keri - [HSTM DB = Family Practice]

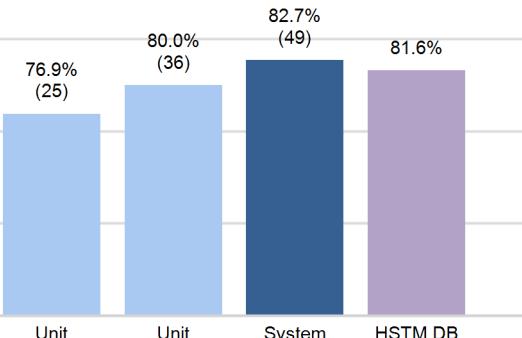
LMG - SMA Northside
Ardent Health Services

Patient Insights - CG-CAHPS Visit (eSurvey)
Jan - Mar 16

Report created 3/28/2016

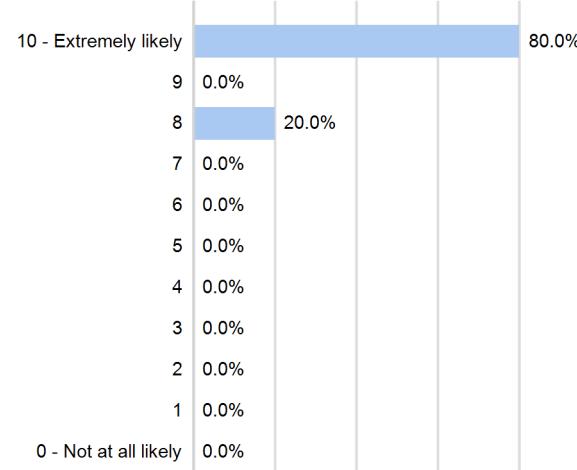
Patient advocacy (likelihood to recommend)

Performance Comparisons

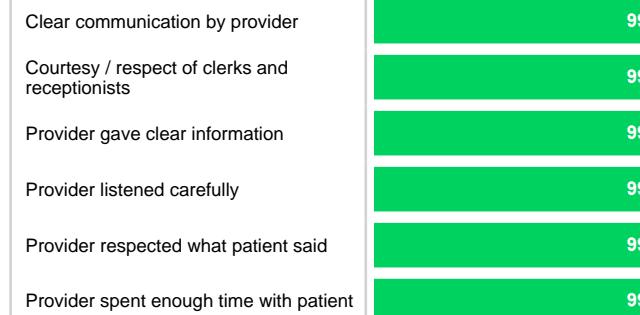


(Percentile ranks in parentheses)

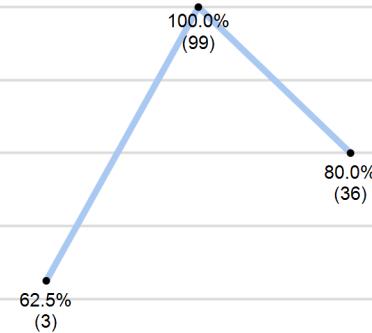
Response Distribution



Top Performers (Percentile Rank)



Performance Over Time

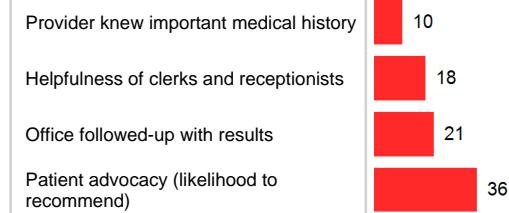


(Percentile ranks in parentheses)

Top Priorities (Priority Index Score)

No data available for Priority Analysis.

Bottom Performers (Percentile Rank)



	Correlation	Jan - Mar 16 # of Completes = 5			Reporting Group Top Box	Prior 12 Months # of Completes = 15			Change in Top Box	Priority Level
		Top Box Score	HSTM DB Top Box	Percentile Rank		Top Box Score	Percentile Rank			
Provider seen within 15 minutes of appt time during recent visit	--	80.0%	--	--	82.7%	100.0%	--	-20.0%		
Willingness to Recommend (C)	--	80.0%	--	--	82.7%	76.9%	--	3.1%		
Patient advocacy (likelihood to recommend)	--	80.0%	81.6%	36	82.7%	76.9%	25	3.1%		
Getting Timely Appointments, Care, and Information (C)	--	80.0%	--	--	82.7%	100.0%	--	-20.0%		
How Well Providers Communicate With Patients	--	93.3%	90.1%	61	90.7%	84.6%	17	8.7%		
Clear communication by provider	--	100.0%	93.6%	99	93.4%	84.6%	8	15.4%		
Provider listened carefully	--	100.0%	92.3%	99	92.9%	92.3%	43	7.7%		
Provider gave clear information	--	100.0%	90.2%	99	90.4%	84.6%	18	15.4%		
Provider knew important medical history	--	60.0%	80.3%	10	82.2%	69.2%	21	-9.2%		
Provider respected what patient said	--	100.0%	94.0%	99	94.2%	92.3%	29	7.7%		
Provider spent enough time with patient	--	100.0%	90.3%	99	90.8%	84.6%	16	15.4%		
Follow-Up On Test Results	--	80.0%	84.9%	21	76.6%	77.8%	17	2.2%		
Office followed-up with results	--	80.0%	84.9%	21	76.6%	77.8%	17	2.2%		
Helpful, Courteous, And Respectful Office Staff	--	90.0%	88.4%	59	90.6%	73.1%	2	16.9%		
Helpfulness of clerks and receptionists	--	80.0%	86.1%	18	89.0%	69.2%	1	10.8%		
Courtesy / respect of clerks and receptionists	--	100.0%	90.6%	99	92.3%	76.9%	4	23.1%		

In what ways can the provider improve?

- none

What is the primary reason for the score you just gave to this provider?

- friendly and informative
- I like Keri Black, and I've known her for over 10+ years, so I have a lot of experience with her as a patient.
- She is always amazing and listens to me
- She is very kind, pleasant to work with and takes time to listen.
- She was great but she's a weekend provider. She's not a person you can see whenever you want.



Near, MD, Torre - [HSTM DB = Internal Medicine]

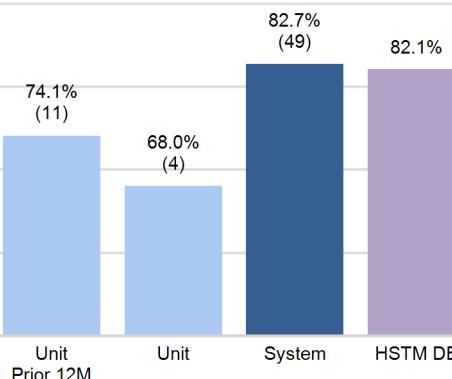
LMG - SMA Northside
Ardent Health Services

Patient Insights - CG-CAHPS Visit (eSurvey)
Jan - Mar 16

Report created 3/28/2016

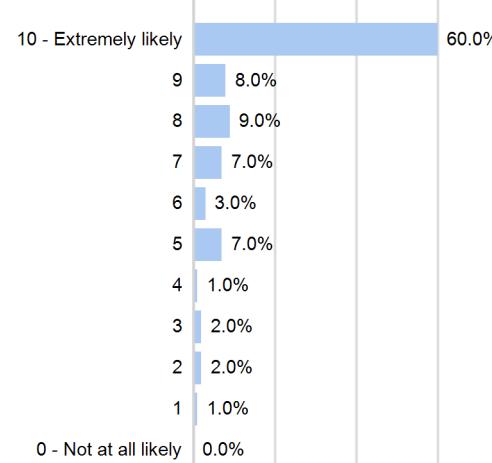
Patient advocacy (likelihood to recommend)

Performance Comparisons



(Percentile ranks in parentheses)

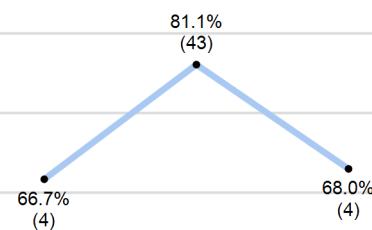
Response Distribution



Top Performers (Percentile Rank)



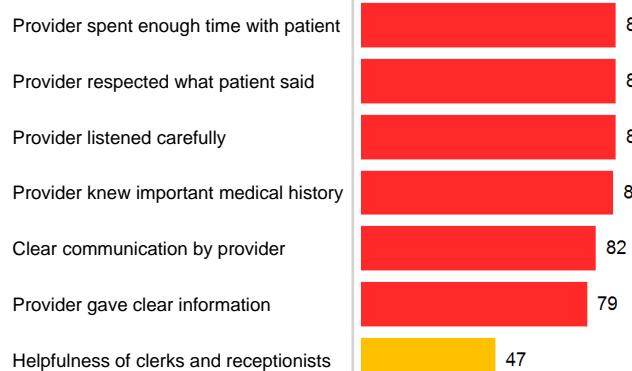
Performance Over Time



(Percentile ranks in parentheses)

Top Priorities (Priority Index Score)

4/1/2015 - 3/31/2016



Priority Level: ■ High ■ Medium ■ Low

Bottom Performers (Percentile Rank)



	Correlation	Jan - Mar 16 # of Completes = 110			Reporting Group Top Box	Prior 12 Months # of Completes = 171			Change in Top Box	Priority Level
		Top Box Score	HSTM DB Top Box	Percentile Rank		Top Box Score	Percentile Rank			
Provider seen within 15 minutes of appt time during recent visit	0.02	96.4%	--	--	82.7%	96.4%	--	0.0%	█ 33	
Willingness to Recommend (C)	1.00	68.0%	--	--	82.7%	74.1%	--	-6.1%		
Patient advocacy (likelihood to recommend)	1.00	68.0%	82.1%	4	82.7%	74.1%	11	-6.1%		
Getting Timely Appointments, Care, and Information (C)	--	96.4%	--	--	82.7%	96.4%	--	0.0%		
How Well Providers Communicate With Patients	0.66	75.6%	90.2%	2	90.7%	74.4%	2	1.2%		
Clear communication by provider	0.63	84.4%	93.0%	6	93.4%	80.1%	2	4.3%	█ 82	
Provider listened carefully	0.69	77.1%	92.1%	1	92.9%	76.6%	1	0.4%	█ 89	
Provider gave clear information	0.49	79.2%	90.1%	4	90.4%	74.8%	4	4.4%	█ 79	
Provider knew important medical history	0.68	59.4%	81.7%	2	82.2%	63.4%	3	-4.0%	█ 88	
Provider respected what patient said	0.73	78.0%	93.7%	2	94.2%	77.1%	2	0.9%	█ 89	
Provider spent enough time with patient	0.73	75.2%	90.3%	3	90.8%	74.4%	2	0.8%	█ 89	
Follow-Up On Test Results	0.19	87.1%	83.4%	62	76.6%	79.6%	30	7.5%		
Office followed-up with results	0.19	87.1%	83.4%	62	76.6%	79.6%	30	7.5%	█ 39	
Helpful, Courteous, And Respectful Office Staff	0.17	94.5%	89.1%	79	90.6%	88.0%	34	6.5%	█ ↑	
Helpfulness of clerks and receptionists	0.31	92.7%	87.0%	80	89.0%	85.0%	31	7.6%	█ 47	
Courtesy / respect of clerks and receptionists	0.02	96.4%	91.3%	80	92.3%	91.0%	45	5.3%	█ 39	

Reporting Group = Ardent Health Services - 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.

How did that person help you? (other)

- wife,used computer as I do not know how to use computer.

In what ways can the provider improve?

- A little bit of empathy and listening to the concerns would be very helpful. It was the first time a doctor was totally indifferent to my concerns.
- Asking about prior history
- Be less aggressive, especially with a new patient. I don't know what her usual patients are like, if she has a lot of people who are drug seekers or not. If that is the majority of her patients, then I can understand her being so assertive about not prescribing narcotic painkillers, but to start the visit so aggressively was not conducive to building a good rapport with a new patient.
- Be more caring
- Being a little more warm.
- Call in or arrange Rx refills after visit.
- Diet advice (low carb) doesn't work for me. I prefer low calorie diets.
- Does not need to improve, she is already excellent.
- Don't know.
- During both of my recent visits, Dr. Near's attitude has given me the impression that my appointment has been an inconvenience to her. She was generally unwilling to listen to my concerns and she was very quick to refer me to a specialist before even performing a simple exam regarding my complaint.
- Feel more like a patient than a number
- Follow through
- Follow up on other issues from medical history. While being attentive to the most immediate needs, other issues I have have not been addressed completely.
- Give me back my Januvia
- Her nurse could show a little apathy. If she could return calls
- Hire a different nurse to represent Dr. Near.
- I am happy with her right now.
- I can't think of anything.
- I had a UTI, and I understood from the doctor that I would have the urine cultured to make sure I was receiving the best antibiotic for the bacteria present. I presumed I would get a phone to call to verify the results of the culture and to let me know I was using the appropriate antibiotic, but I never received a phone call. Hopefully it was the best medicine, but no one reassured me that this was the case. It would be good if providers could have a nurse call with results of a culture test.
- I have only seen her once, when my PCP was not immediately available, therefore I don't know.
- I really don't have suggestions for improvement. I'm very impressed, already recommended her to my friend who has become a patient of Southwest Medical because of her.
- I see no need for improvements
- I'm sure that more time with patients will help her improve, just as it does for all of us.
- Just continue to communicate and give me all the information I need to make good healthcare decisions
- Let us know how we can better communicate DIRECTLY with her ...
- Listen
- Listen and explain our issues.
- Listen better, do not compare a patient's ailments with your own do not compare a patient surgeries with your own listen more not be so forceful
- Listen to all of the patient's symptoms. Or just listen to the patient in general.

In what ways can the provider improve?

- Listen to her patients. Take the time (especially when they are new to the office) to sit and discuss their entire medical background. Offer medical medical advice with options and now be so set on what she believes is best. Speak kindly to her patients. We are human too and go to the doctor hoping to have a medical professional that is good but also has bedside manners.
- None(4)
- None at this time
- None at this time.
- none that I can see
- None that I can think of.
- None.
- Not sure right now
- Not sure, I am very happy so far.
- She is doing well as she is.
- She is the beat Dr. I have ever had
- She meets my needs.
She meets my needs.
- She should be more verbal with the patients
- So far no improvement needed.
- The insurance system has ruined our healthcare. It is most unfortunate that Doctors are told what they can do and how to prioritize treatment by protocols from insurance companies.
- This doctor needs more training on how to be professionalhaving work ethic and how to greet patients
- this provider ihourough
- This was my first visit so I do not have any suggestions at this point.
- Treat me as a human being with a very real illness be professional listen to what I am saying instead of treating me as burden to her
- Well, the only thing I would suggest is that she kept saying that everything looked fine, as she was checking me. I was feeling really ill, and it might have helped if she hadn't used that phrase over and over.
- You know I just think Dr. Near's great and I certainly have no criticism whatsoever:)

What is the primary reason for the score you just gave to this provider?

- Availability and management of my health issues
- chest pain
- Confidence
- Customer service
- Didn't take time
- diligent doctor
- Doctor Near was professional in her approach to my medical need and pinpointed the problem without fanfare. Provided a script for the proper medication to treat the issue and had me on my way with the minimum of delay. Since I was in extreme pain, I just wanted to move on to a place of comfort and she knew that. I was able to obtain my script and get home to bed rest where I needed to be within an hour.
- Dr Near is thorough. She asks if you are having any problems, if so explain, and she is right on it.
Dr Near is thorough. Asks if you are having any problems, if so, explain, and she is right on it.
- Dr Near is very good and explain any questions that I may have so that I can understand it
- Dr Near was very understanding and provided excellent advice. She prescribed a diet and suggested using probiotics which proved to be very helpful.
- Dr. Near is an excellent Dr. very professional,caring, and always available when needed, if even to ask questions.
- Dr. Near is interested, personable and knowledgeable physician. Dr. Near listens and gives usable feedback; her follow-through is excellent.
- Dr. Near is knowledgeable, thorough, skilled and caring!
- Dr. Near is so down to earth, very aware of my Mom's health condition(s) as well as the distance we travel to visit her. Her bedside manner is great and her patience with my mom is superb.
- Dr. Near was very pleasant and caring. She came across as confident and knowledgeable. Excellent service and good manners.
- Dr. Torre is very timely, listens well and provides excellent care.
- Dr. Torre Near was very disrespectful during my last appointment. I am a paramedic and I had noticed new signs of right axis deviation and right ventricular hypertrophy on a 12-lead that I had performed on myself while teaching my partner about 12-leads. This was concerning to me since my asthma had progressed over the last several months to the point where I was using my inhaler almost daily. When I asked Dr. Near if it is possible that my asthma was getting so bad that it was starting to affect my right ventricle, she immediately scoffed at the idea and before even looking at the 12-lead, stated "This is the problem with paramedics. They give you all these tools but you don't know how to use them because you don't have the education." She not only insulted my education and my profession, but she showed an utter lack of concern for my health. Therefore, I will no longer be seeing Dr. Near for my primary care needs, and my family and I will be avoiding Lovelace healthcare altogether.
- Dr. Torre was very professional and knowledgeable. This is the first visit that I took my mother to since we switched her insurance. The day before the appointment I read the very low grade reviews for the Southwest Medical Associates Northside and Dr. Near but was pleasantly surprised with her skill and knowledge.
- Efficient, personable
- First time meeting my doctor.
- good communicator
- Good provider.
- I didn't like her and the office, I will not be going back. The office smelled of smoke.
- I find her straightforward manner to put me at ease. I also appreciate that I am given complete information for my use at the end of each visit.
- I find her to be knowledgeable and ready to share insights and thoughts re: my issues. She has more time than other caregivers to listen and talk.

What is the primary reason for the score you just gave to this provider?

- I had the absolute worst experience with Dr. Near. I am new to town and was looking for a primary care doctor. From the moment she walked into the room she made me feel horrible. I am currently on anti-depressants and rather than talking to me and getting to know my history she immediately insisted I see a therapist. She was more concerned about how she would bill this exam since I was at the OBGYN that morning and they billed it as a yearly. I also have a nut allergy that I carry an epi-pen for. She did not discuss this with me nor did she discuss refilling my epi-pen that expires very soon. I asked about her filling my script for anti-depressants and told me that I would have to call her once it runs out (which is at the end of this month). I had to ask her to run blood work since both my parents have thyroid problems. Needless to say I did not get blood work done because I left the office in tears. I have never felt so put down from a medical professional.
- I have gotten the same nurse each time and she has been rude, scatterbrained, and made me feel like my medical records could be at risk. She speared me with the immunizations she gave me, proceeded to take a document that was supposed to go to Dr. Near, told me that it could not be filled out, put me in the waiting room when I had a scheduled appointment for 20 minutes, and not only did not give me the proper documents, but gave me another patient's records.
- I have only seen Dr. Torre once and do not know enough about her or her care to give her a higher grade. Also, while I provided all my medical history in advance of my visit, she had not reviewed my records and even made a comment that "the insurance companies do not pay her to read medical records" so she doesn't spend time doing so before an appointment. I felt this was a very rude statement and reviewing medical records of a new patient should be a required task in order to best understand the patient's current and past medical history.
- I just met her once. She was very informative, but I don't have a patient doctor relationship yet.
- I like her a lot and don't feel that I need to see anyone else.
- I liked Dr. Near very much - her manner, her expression of compassion and understanding was outstanding.
- I moved to ABQ, needed a PCP. This was my 1st visit with her. She was abrasive, cold and accusatory in tone. I brought in all Rx's, as directed, including a 1x Rx from 10/15 for 6 Vicodin prscrbd by my VT ortho MD for post-procedure pain. Dr. Near was hyper focused on that one Rx, clouded every aspect of my visit. I felt she thought I was drug seeking (the only Rx's I was concerned about were my meds for high BP and reflux). When I made my appt I was asked what issues I wanted to discuss. I said orthopedics and perimenopause. We didn't discuss those nor did she even ask me about the outcome of the cancer my parents had. Normally, I am an excellent advocate for myself. I left this appointment feeling completely run over by the MD. She did not ask me about the issues I had said I wanted to discuss and I was so shocked by her aggressive demeanor that I did not bring them up. I most definitely want to find a different provider as I did not feel that she had any true interest in me or my well-being.
- I really like Dr. Near. She seems very intelligent and caring. She's also very down to earth and not judgmental like some doctors. I like her so much I'm making her my daughter's primary care doctor as well as mine. - Heidi
- I was given a prescription (Ear drops) for my ears on Jan 8 my pharmacy is CVS by Cottonwood Mall. My insurance company needs a pre-authorization for this particular medication. CVS and myself have left several messages for Dr. Near office to get this medication authorized. As of Jan. 26 nothing had been done and I have not received my medication. I have an appointment on Feb 1 with a ear doctor. I have given up and will go through this doctor. I am very disappointed that this was not taken care of at all. I am planning on changing my PCP. I have an appointment with her on Feb which I am going to cancel.
- Informative and good people skills
- I've already recommended.
- Knowledgeable, professional, spends time with you as a patient, answers your questions, very thorough
- Looking for a new PCP since Dr. Nemarian is out on medical absence. Med refills.
- My mother is her patient. My mother had hypoglycemic episodes on Feb. 8th and 13th. I had called the paramedics. On 2/13th, I took her to the ER. the ER doctor was fantastic and trying to rule out some of the reasons for her fainting spells. I got a appointment with Dr. Near after considerable effort (she was leaving on vacation that week). I had taken extensive blood sugar readings with me that I took on my mother from 2/13 to zero in on the problem. She was fairly indifferent to my concerns and would not prescribe strips or a blood glucose meter for my mother. (My husband is type 1 diabetic and I used his meter to take the readings). She did give me a referral for a endocrinologist but the referral appointment goes into March and my mother leaves to my sister's home in Baltimore and therefore cannot see the doctor.
- Not very friendly
- On time for appt. listens to what I have to say---no typing on ipad during visit
- Only spend 5 minutes with her

What is the primary reason for the score you just gave to this provider?

- Other doctors I have been to have given me long explanations of things like blood test results which can be helpful but without a medical background I have a difficult understanding the details. I felt that Dr. Near kept conversations brief and told me what she felt I would understand and would consider necessary information. I feel that Dr. Near is a good person for someone who wants a simple summary of their medical status rather than a lecture of what tests are being done and the reasons for them.
- Other than leaving a 3rd party message with someone at Lovelace, I have no way to communicate with her. She messed up on two prescriptions and I am spending a lot of time and energy trying to get it fixed. I think there needs to be an e-mail system or something similar in which I can leave her a message.
- Patience, explored every possibility of my condition and gave me great feedback what I needed to do next.
- Poor people skills
- Seemed to be interested in my health.
- She has her own agenda. Doesn't care about how the patient feels or sees things. Do it her way or get out. No compassion.
- She is a good doctor but she just talks to the point. I think she should show more interest in the patient.
- She is an efficient and caring and knowledgeable provider.
- She is an excellent Dr.
- She is bright, doesn't like to use drugs when not absolutely necessary, practical and honest.
- She is highly qualified, with a lot of years of experience. She is very professional in her conduct. She is very supportive and easy to talk to.
- She is up to date on new information
- She is very knowledgeable and she listened to me
- She is very moody and then notices what she is doing by the reaction I give her and tries to cover it up she is so unprofessional I have to go to her because I can't find another female that practices internal medicine and is my network I have diabetes she never looks at my feet I go every four months to see her i wish I could find another dr I would leave immediately Dr Near when I had a Pap smear I was very uncomfortable because she was the only in the room no nurse
- She is very smart and tells me the truth.
- She listen to what you have concerns about
- She listened, was very helpful and seemed caring. This was my first visit to get started with one of your doctors.
- She listens, takes time to answer questions, gives sound advice, is very knowledgeable.
- She listens, understands and genuinely cares. She is accessible to her patients.
- She lustens and respects my feelings. Her directions and information are clear. She answers my questions. I don't feel rushed. I like being given a written summary of the visit before I leave.
- She prescribed an antibiotic that I'd never used before and it was highly effective - moreso than any other I've ever been given for a sinus infection.
- She seemed a bit overwhelmed the day I was there, as she was on call. I had calf pain. Although she did have me checked out for DVT, she did not ask me about the character of the pain, or precipitating event for the pain, which may have been helpful in her dx.
- She seemed competent and took time to discuss health issues.
- She seemed very thorough and nice
- She stays up t date on health issues
- She took me off my diabetic medicine Januvia and has given me other diabetic medicine which is not working so right now I'm not on anything. If I can't get back on Januvia I will have to try another physician as she stated that Januvia is a bad drug?? Well it was working for me.
- She was attentive, helpful, answered questions.

What is the primary reason for the score you just gave to this provider?

- She was rude, short with me, immediately dismissive when I mentioned pain and wouldn't let me talk about other symptoms past that. However she did run tests that could explain why I am having these pain issues.
- She was so nice and helpful and caring. My doctor was out so I saw Dr Near, I have changed my PCP to Dr Near.
- She was thorough in her exam, and spent time getting a good medical history from me. She explained her approach of care for my problem in a way I could understand.
- She was thorough professional but friendly
- She was very attentive, extremely good listener, asked many questions, made suggestions,
- She was very detailed about everything
- She was very thorough and answered all my questions. She made me feel comfortable.
- She was very thorough and explained everything that was happening.
- She was very thorough and very nice.
- She was very thorough but not my type of friendly or warm personality. In and out kindof visit
- She's easy to talk to & always has my best health in mind.
- She's thorough and honest and doesn't "herd" the patients.
- She's very knowledgeable and cares about her patients.
- Since I am just establishing with this provider, it will take some additional time to build a rapport. I want to be an active participant in my care.
- The amount of time she takes, the quality of the information provided, the written notes
- They help me come in and out right of way no long wait at all I like that
- This doctor made a comment on the last two visits when she was leaving for me to "Get a Job".
- This provider did not seem to show much empathy. She has a rather stern demeanor which sometimes makes it hard to converse. I am Not sure this is the provider for me
- This provider walked in the room with no facial expression and right away asked why I was there and she didn't think there was anything I needed cause she could see I'd been to a different doctor so she was confused what I was there and what I needed her to do. Her body language was arms crossed and she interrupted me talking about why I was seeing her by telling me that her ears were almost bleeding and that her ears were ringing because of my loud voice and that she's never had that happen and I needed to hurry and talk and then be quiet and that she needed a minute for her ears to stop hurting and ringing, this was so unprofessional of a doctor to do and say the whole appointment was a waste of my time
- This was my first time meeting Dr. Near. I would need to have more interactions with her to give a higher score, but she was very nice and helpful.
- THOROUGHNESS AND CONGENIALNESS.
- Very comfortable, with reasonable explanations to my questions. Listened to my concerns, and addressed them.
- Very informative, took time to explain possible reasons for my visit
- Very professional, good listener
- Very professional, listens to patient
- very proficient, excellent communication skills.
- We communicated very well and frankly.
- When I asked questions she was patient and answered them all clearly. She offered good suggestions and was very helpful. I have never had a 'primary' care doctor, but I am excited to have found her.

What is the primary reason for the score you just gave to this provider?

- Will not give refills on diabetic supplies needed for checking blood sugars. My husband has kidney desires stage three and we cannot get testing strips to check his sugars . She says it is not necessary. I think it is. Every dr we have ever seen has prescribed them for us. Our last endocrinologist did.