

# CAHPS Adult Survey <sup>(6B3)</sup>

6/1/15-6/27/2017

Questions	The Practice	Johnson	Huynh-Duc	Lawson	Hill	DeEtte
<b>Access -</b>						
<b>Appointments as soon as needed</b>						
<b>medical questions answered same day</b>	83.2%	70.8%	83.9%	84.3%	88.6%	88.3%
<b>after hours calls answered same day</b>						
<b>wait time less than 15 minutes</b>						
<b>available nights and weekends</b>						
<b>Communication -</b>						
<b>explained in easy way</b>						
<b>given information</b>	94.3%	94.3%	94.3%	94.3%	94.3%	99.7%
<b>listen carefully</b>						
<b>show respect</b>						
<b>spend enough time</b>						
<b>know pts' medical history</b>						
<b>Coordination of Care -</b>						
<b>discussion about medications</b>	87.7%	62.5%	92.0%	77.8%	93.9%	100.0%
<b>Self Management Support -</b>						
<b>Discussion about goals and challenges</b>	67.0%	69.2%	26.7%	60.5%	69.1%	89.7%
<b>Office Staff -</b>						
<b>helpful</b>	90.8%	91.0%	89.1%	94.0%	87.6%	90.3%
<b>treat with courtesy and respect</b>						