

# Peace Island Clinic - Family Medicine - MII Spotlight Report

Admit Dates From Jul 1, 2014 to Jun 30, 2015

https://catalyst.nrcpicker.com/PHMGWR/PHMGCG/pifmmii/default.aspx

July 8, 2015



| Picker Dimensions  | Benchmarks  | Rolling Averages up to 6/16/2015 | PEACE ISLAND CLINIC-FAMILY MED-MII (Epic) |                          |                           |                          |                         |
|--|---|----------------------------------|---|--------------------------|---------------------------|--------------------------|-------------------------|
|  |   |                                  | Qtr 4 FY2015‡                             | Qtr 3 FY2015             | Qtr 2 FY2015              | Qtr 1 FY2015             |                         |
| <b>Overall</b>   | <b>NRC Average*</b>                                     | <b>NRC 75th Percentile</b>       | <b>12 Months‡</b>                         |                          |                           |                          |                         |
| Would you recommend this provider's office to your family and friends?   | 88.9%<br>(n=428,990)                                    | 94.6%<br>(n=428,988)             | 77.8%<br>PR=8<br>(n=261)                  | 76.1%<br>PR=6<br>(n=71)  | 78.9%<br>PR=9<br>(n=109)  | 77.0%<br>PR=7<br>(n=74)  | 85.7%<br>PR=27<br>(n=7) |
| <b>Key Drivers</b>   | <b>NRC Average*</b>                                     | <b>NRC 75th Percentile</b>       | <b>12 Months‡</b>                         | <b>Qtr 4 FY2015‡</b>     | <b>Qtr 3 FY2015</b>       | <b>Qtr 2 FY2015</b>      | <b>Qtr 1 FY2015</b>     |
| Do you have confidence and trust in this provider?   | Emotional Support<br>90.5%<br>(n=352,137)               | 95.7%<br>(n=352,135)             | 81.0%<br>PR=9<br>(n=263)                  | 79.5%<br>PR=7<br>(n=73)  | 82.7%<br>PR=12<br>(n=110) | 80.8%<br>PR=9<br>(n=73)  | 71.4%<br>PR=1<br>(n=7)  |
| During your most recent visit, did this provider explain things in a way that was easy to understand?  | Information and Education<br>91.9%<br>(n=431,826)       | 96.7%<br>(n=431,824)             | 89.4%<br>PR=25<br>(n=264)                 | 89.0%<br>PR=24<br>(n=73) | 91.7%<br>PR=39<br>(n=109) | 86.5%<br>PR=14<br>(n=74) | 87.5%<br>PR=18<br>(n=8) |
| During your most recent visit, did this provider listen carefully to you?  | Respect for Patient Preferences<br>92.9%<br>(n=432,278) | 97.4%<br>(n=432,276)             | 88.5%<br>PR=17<br>(n=262)                 | 90.3%<br>PR=25<br>(n=72) | 88.8%<br>PR=18<br>(n=107) | 88.0%<br>PR=16<br>(n=75) | 75.0%<br>PR=1<br>(n=8)  |
| <b>Focus</b>   | <b>NRC Average*</b>                                     | <b>NRC 75th Percentile</b>       | <b>12 Months‡</b>                         | <b>Qtr 4 FY2015‡</b>     | <b>Qtr 3 FY2015</b>       | <b>Qtr 2 FY2015</b>      | <b>Qtr 1 FY2015</b>     |
| During your most recent visit, did this provider explain things in a way that was easy to understand?  | Information and Education<br>91.9%<br>(n=431,826)       | 96.7%<br>(n=431,824)             | 89.4%<br>PR=25<br>(n=264)                 | 89.0%<br>PR=24<br>(n=73) | 91.7%<br>PR=39<br>(n=109) | 86.5%<br>PR=14<br>(n=74) | 87.5%<br>PR=18<br>(n=8) |
| During your most recent visit, did this provider listen carefully to you?  | Respect for Patient Preferences<br>92.9%<br>(n=432,278) | 97.4%<br>(n=432,276)             | 88.5%<br>PR=17<br>(n=262)                 | 90.3%<br>PR=25<br>(n=72) | 88.8%<br>PR=18<br>(n=107) | 88.0%<br>PR=16<br>(n=75) | 75.0%<br>PR=1<br>(n=8)  |
| During your most recent visit, did this provider give you easy to understand information about these health questions or concerns?                           | Information and Education<br>90.8%<br>(n=364,937)       | 95.6%<br>(n=364,936)             | 86.0%<br>PR=18<br>(n=242)                 | 89.9%<br>PR=35<br>(n=69) | 85.1%<br>PR=16<br>(n=101) | 84.4%<br>PR=14<br>(n=64) | 75.0%<br>PR=2<br>(n=8)  |
| During your most recent visit, did this provider seem to know the important information about your medical history?  | Coordination of Care<br>83.8%<br>(n=430,713)            | 91.5%<br>(n=430,711)             | 74.5%<br>PR=17<br>(n=263)                 | 79.5%<br>PR=29<br>(n=73) | 73.8%<br>PR=16<br>(n=107) | 70.7%<br>PR=11<br>(n=75) | 75.0%<br>PR=18<br>(n=8) |
| During your most recent visit, did this provider show respect for what you had to say?   | Respect for Patient Preferences<br>94.4%<br>(n=433,330) | 97.9%<br>(n=433,328)             | 90.6%<br>PR=17<br>(n=266)                 | 90.3%<br>PR=16<br>(n=72) | 91.9%<br>PR=23<br>(n=111) | 89.3%<br>PR=13<br>(n=75) | 87.5%<br>PR=9<br>(n=8)  |
| During your most recent visit, did this provider spend enough time with you?   | Respect for Patient Preferences<br>91.3%<br>(n=432,935) | 96.3%<br>(n=432,933)             | 85.0%<br>PR=14<br>(n=266)                 | 90.4%<br>PR=34<br>(n=73) | 83.8%<br>PR=12<br>(n=111) | 82.4%<br>PR=9<br>(n=74)  | 75.0%<br>PR=2<br>(n=8)  |
| Using any number from 0 to 10, where 0 is the worst provider possible and 10 is the best provider possible, what number would you use to rate this provider? | Overall Rating of Provider<br>81.2%<br>(n=430,267)      | 88.6%<br>(n=430,265)             | 73.1%<br>PR=19<br>(n=264)                 | 71.2%<br>PR=15<br>(n=73) | 78.9%<br>PR=36<br>(n=109) | 66.2%<br>PR=8<br>(n=74)  | 75.0%<br>PR=24<br>(n=8) |

■ Green - score is equal to or greater than the NRC Average  
■ Yellow - score is less than the NRC Average, but may not be significantly  
■ Red - score is significantly less than the NRC Average  
 μ - Warning: n-size is low!    ‡ - Data is not final and subject to change.    \* - Benchmark that is used to determine the color on each line.    PR=Percentile Rank