

MEDICAL PRACTICE REPORT

12.85 Question Analysis - York ENT Surgical Consultants

This section lists detailed information about individual question, section, and overall scores for the York ENT Surgical Consultants site. Only sites with seven or more responses are reported. Significant changes in mean scores from the previous report period are marked with asterisks. The amount of change is listed in the second column of data. Comparative data are provided on the right. To ensure confidentiality, data for questions are provided only when the questions are asked by seven or more sites. Greater than (>) and less than (<) symbols are used to flag mean scores that fall above or below a peer group's mean score by one or two standard deviations. Percentile ranks describe where you stand in relation to other sites in a peer group. In electronic reports, percentile ranks lower than 50 are colored red and those higher than 50 are colored blue. If 30 or more questionnaires were returned for this site, questions representing its top ten priorities (based on this site's internal Priority Index) will appear in **bold italics**; superscripts indicate the priority number.

Overall Section n Question	Trend	Last Period Mean Score n=68		This Period Mean Score n=62		All Sites N=12973		Region 5 Sites N=2229	
		Mean	Change	Mean	Change	Mean	Rank	Mean	Rank
Overall Site Rating		93.2	+2.7	95.9		> 91.1	96	> 91.7	96
Overall Site Rating ^{††}		92.8	+3.0	95.8*					
Access		92.2	+3.4	95.6		> 89.5	96	> 90.2	96
Access ^{††}		92.3	+3.4	95.7					
61 Ease of getting clinic on phone		91.3	+4.6	95.9*		> 86.5	98	> 87.8	97
60 Convenience of our office hours		90.3	+3.0	93.3		> 89.1	90	> 89.2	91
61 Ease of scheduling appointments		94.4	+1.5	95.9		> 89.6	96	> 90.5	95
62 Courtesy of registration staff		92.8	+4.0	96.8		> 92.8	91	> 93.3	89
59 Courtesy of person scheduling appt [†]		94.3	+2.3	96.6		> 92.7	92	> 93.5	89
60 Our helpfulness on the telephone [†]		92.4	+2.6	95.0		> 90.0	89	> 91.4	86
47 <i>Our promptness in returning calls</i> ^{†1}		89.8	+3.8	93.6		> 86.6	94	> 88.1	93
61 Ability to see desired CP [†]		93.2	+4.3	97.5		> 91.7	95	> 93.0	98
Moving Through Your Visit		86.7	+4.8	91.5		> 84.4	89	85.7	86
Moving Through Your Visit ^{††}		87.7	+4.7	92.4*					
41 Information about delays		86.9	+7.0	93.9		> 84.3	97	> 85.5	95
59 <i>Wait time at clinic</i> ¹⁰		85.9	+5.6	91.5		> 84.0	89	85.3	85
57 <i>Speed of registration process</i> ^{†2}		90.2	+2.8	93.0		89.7	81	91.2	74
60 <i>Wait before going to exam room</i> ^{†10}		86.7	+6.2	92.9*		> 84.4	95	> 87.0	94
59 <i>Wait in exam room to see CP</i> ^{†7}		88.6	+4.2	92.8		> 86.0	91	> 87.4	89
Nurse/Assistant		93.4	+2.7	96.1		> 92.8	88	> 93.3	87
61 Friendliness/courtesy of nurse/asst		94.9	+1.8	96.7		> 93.8	87	> 94.1	87
60 Concern of nurse/asst for problem		91.4	+4.4	95.8		> 91.9	90	> 92.4	90
Care Provider		96.4	+1.6	98.0		> 93.5	98	> 93.7	98
61 Friendliness/courtesy of CP		97.8	+1.0	98.8		> 95.1	97	> 95.3	98
61 CP explanations of prob/condition		97.0	+1.4	98.4		> 93.7	98	> 93.9	98
61 CP concern for questions/worries		97.0	+0.5	97.5		> 93.4	94	> 93.7	95
57 CP efforts to include in decisions		95.8	+2.5	98.3		> 93.2	98	> 93.4	99
48 <i>CP information about medications</i> ⁷		95.6	+0.8	96.4		> 92.8	90	> 93.0	91
53 CP instructions for follow-up care		96.2	+1.4	97.6		> 92.9	97	> 93.2	98
61 CP spoke using clear language		97.7	+1.1	98.8		> 94.7	98	> 94.9	98
61 Time CP spent with patient		95.5	+1.2	96.7		> 92.4	93	> 92.8	93

Continued...

n Number of responses

N Number of facilities in peer group

* Significantly different at .05 level

> 1 standard deviation above peer group mean

† Non-standard question

†† Includes non-standard questions

Top ten priority (based on Internal Priority Index)

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MEDICAL PRACTICE REPORT

12.85 Question Analysis - York ENT Surgical Consultants

Overall Section <i>n</i> Question	Trend	Last Period Mean Score <i>n</i> =68		This Period Mean Score <i>n</i> =62		All Sites N=12973		Region 5 Sites N=2229	
		Mean	Change	Mean	Change	Mean	Rank	Mean	Rank
60 Patients' confidence in CP		96.2	+3.0	99.2		> 93.9	99	> 94.2	99
61 Likelihood of recommending CP		96.3	+2.1	98.4		> 93.4	97	> 93.7	97
Personal Issues		95.6	+1.6	97.2		> 93.3	96	> 93.8	95
Personal Issues^{††}		95.2	+1.8	97.0					
57 How well staff protect safety		95.6	+1.8	97.4		> 93.1	97	> 93.5	96
58 Our sensitivity to patients' needs		94.8	+1.3	96.1		> 92.5	90	> 93.1	89
57 Our concern for patients' privacy		95.6	+1.8	97.4		> 93.5	96	> 94.0	96
60 Cleanliness of our practice		96.6	+0.9	97.5		> 94.5	91	> 95.0	90
60 Likelihood of our greeting w/smiles [†]		95.3	+1.4	96.7		> 93.7	86	> 92.7	89
46 Ease of obtaining referrals [†]		94.9	+2.4	97.3		> 91.5	96	> 93.6	91
46 Ease of obtaining test results [†]		93.6	+3.7	97.3		> 91.4	98	> 91.9	99
Overall Assessment		96.0	+1.8	97.8		> 93.5	96	> 93.9	96
Overall Assessment^{††}		95.0	+2.5	97.5					
61 Staff worked together		95.8	+1.3	97.1		> 93.5	93	> 94.1	91
61 Likelihood of recommending practice		96.2	+2.2	98.4		> 93.5	98	> 93.9	97
61 Staff's introduction of themselves [†]		92.7	+4.4	97.1 [*]		> 92.3	94	> 93.4	95
Billing^{††}		89.8	+4.5	94.3					
43 <i>Clarity of billing statements</i> ^{†4}		91.3	+2.3	93.6		> 87.4	94	> 85.6	98
42 <i>Accuracy of billing statements</i> ^{†6}		88.8	+5.3	94.1		> 88.7	92	> 88.4	91
36 <i>Promptness of resolutions</i> ^{†3}		89.5	+4.9	94.4		> 88.9	91	> 86.7	93
38 <i>Handling of billing questions</i> ^{†4}		91.0	+3.1	94.1		> 89.8	89	> 90.3	87
43 <i>Courtesy of billing personnel</i> ^{†7}		89.2	+5.0	94.2		> 90.3	86	> 88.9	89

n Number of responses

N Number of facilities in peer group

* Significantly different at .05 level

> † standard deviation above peer group mean

† Non-standard question

†† Includes non-standard questions

Top ten priority (based on Internal Priority Index)

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MEDICAL PRACTICE REPORT

12.86 Top Box Analysis - York ENT Surgical Consultants

This Top Box Analysis presents response distributions for the York ENT Surgical Consultants site. Only sites with seven or more responses are reported. The numbers (frequencies) and percentages of all responses by York ENT Surgical Consultants patients are presented first, followed by section and individual question response distributions. The bar chart on the right displays the percentage of "very good" responses--the highest rating or "top box" on the rating scale--for the York ENT Surgical Consultants site and up to three peer groups. Each peer group is identified in the legend at the bottom of the page. If 30 or more questionnaires were returned for this site, questions representing its top ten priorities (based on this site's Internal Priority Index) will appear in **bold italics**; superscripts indicate the priority number.

Overall Section	Very Poor	Poor	Fair	Good	Very Good	% Very Good
<i>n</i> Question	<i>n</i> %	<i>n</i> %	<i>n</i> %	<i>n</i> %	<i>n</i> %	
1,403 York ENT	0 0.0%	3 0.2%	10 0.7%	147 10.5%	1,243 88.6%	88.6 74.9 75.8
2,221 York ENT ^{††}	0 0.0%	3 0.1%	21 0.9%	286 12.9%	1,911 86.0%	86.0
244 Access	0 0.0%	0 0.0%	1 0.4%	42 17.2%	201 82.4%	82.4 65.3 66.5
471 Access ^{††}	0 0.0%	0 0.0%	2 0.4%	78 16.6%	391 83.0%	83.0
61 Ease of getting clinic on phone	0 0.0%	0 0.0%	0 0.0%	10 16.4%	51 83.6%	83.6 57.3 59.5
60 Convenience of our office hours	0 0.0%	0 0.0%	0 0.0%	16 26.7%	44 73.3%	73.3 62.4 62.6
61 Ease of scheduling appointments	0 0.0%	0 0.0%	0 0.0%	10 16.4%	51 83.6%	83.6 65.8 67.4
62 Courtesy of registration staff	0 0.0%	0 0.0%	1 1.6%	6 9.7%	55 88.7%	88.7 75.5 76.4
59 Courtesy of person scheduling appt [†]	0 0.0%	0 0.0%	0 0.0%	8 13.6%	51 86.4%	86.4 73.0 75.9
60 Our helpfulness on the telephone [†]	0 0.0%	0 0.0%	0 0.0%	12 20.0%	48 80.0%	80.0 65.3 71.1
47 <i>Our promptness in returning calls^{††}</i>	0 0.0%	0 0.0%	1 2.1%	10 21.3%	36 76.6%	76.6 67.5 61.4
61 Ability to see desired CP [†]	0 0.0%	0 0.0%	0 0.0%	6 9.8%	55 90.2%	90.2 70.8 77.3
100 <i>Moving Through Your Visit</i>	0 0.0%	1 1.0%	3 3.0%	21 21.0%	75 75.0%	75.0 56.0 58.3
276 <i>Moving Through Your Visit^{††}</i>	0 0.0%	1 0.4%	7 2.5%	63 22.8%	205 74.3%	74.3
41 Information about delays	0 0.0%	1 2.4%	1 2.4%	5 12.2%	34 82.9%	82.9 56.4 58.6
59 <i>Wait time at clinic¹⁰</i>	0 0.0%	0 0.0%	2 3.4%	16 27.1%	41 69.5%	69.5 55.7 58.1

Continued...

n Number of responses

† Non-standard question

†† Includes non-standard questions

Top ten priority (based on Internal Priority Index)

□ This period "very good" percentage

■ All Sites "very good" percentage

▨ Region 5 Sites "very good" percentage

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MEDICAL PRACTICE REPORT

12.86 Top Box Analysis - York ENT Surgical Consultants

Overall Section	Very Poor	Poor	Fair	Good	Very Good	% Very Good
<i>n</i> Question	<i>n</i> %	<i>n</i> %	<i>n</i> %	<i>n</i> %	<i>n</i> %	
57 Speed of registration process ^{†2}	0 0.0%	0 0.0%	2 3.5%	12 21.1%	43 75.4%	75.4 64.4 70.3
60 Wait before going to exam room ^{†10}	0 0.0%	0 0.0%	1 1.7%	15 25.0%	44 73.3%	73.3 53.9 60.7
59 Wait in exam room to see CP ^{†7}	0 0.0%	0 0.0%	1 1.7%	15 25.4%	43 72.9%	72.9 56.9 61.2
121 Nurse/Assistant	0 0.0%	0 0.0%	3 2.5%	12 9.9%	106 87.6%	87.6 75.7 76.7
61 Friendliness/courtesy of nurse/asst	0 0.0%	0 0.0%	1 1.6%	6 9.8%	54 88.5%	88.5 78.4 79.3
60 Concern of nurse/asst for problem	0 0.0%	0 0.0%	2 3.3%	6 10.0%	52 86.7%	86.7 72.8 74.0
584 Care Provider	0 0.0%	1 0.2%	3 0.5%	37 6.3%	543 93.0%	93.0 80.2 80.4
61 Friendliness/courtesy of CP	0 0.0%	0 0.0%	0 0.0%	3 4.9%	58 95.1%	95.1 83.8 84.0
61 CP explanations of prob/condition	0 0.0%	0 0.0%	0 0.0%	4 6.6%	57 93.4%	93.4 80.2 80.3
61 CP concern for questions/worries	0 0.0%	1 1.6%	0 0.0%	3 4.9%	57 93.4%	93.4 76.9 80.0
57 CP efforts to include in decisions	0 0.0%	0 0.0%	0 0.0%	4 7.0%	53 93.0%	93.0 79.1 79.2
48 CP information about medications ^{†7}	0 0.0%	0 0.0%	2 4.2%	3 6.3%	43 89.6%	89.6 77.6 77.8
53 CP instructions for follow-up care	0 0.0%	0 0.0%	0 0.0%	5 9.4%	48 90.6%	90.6 77.9 78.2
61 CP spoke using clear language	0 0.0%	0 0.0%	0 0.0%	3 4.9%	58 95.1%	95.1 82.7 82.8
61 Time CP spent with patient	0 0.0%	0 0.0%	0 0.0%	8 13.1%	53 86.9%	86.9 76.4 77.2
60 Patients' confidence in CP	0 0.0%	0 0.0%	0 0.0%	2 3.3%	58 96.7%	96.7 82.0 82.3
61 Likelihood of recommending CP	0 0.0%	0 0.0%	1 1.6%	2 3.3%	58 95.1%	95.1 82.0 82.1
232 Personal Issues	0 0.0%	1 0.4%	0 0.0%	24 10.3%	207 89.2%	89.2 77.3 78.6

Continued...

n Number of responses

Top ten priority (based on Internal Priority Index)

† Non-standard question

This period "very good" percentage

All Sites "very good" percentage

Region 5 Sites "very good" percentage

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MEDICAL PRACTICE REPORT

12.86 Top Box Analysis - York ENT Surgical Consultants

Overall Section	Very Poor	Poor	Fair	Good	Very Good	% Very Good
<i>n</i> Question	<i>n</i> %	<i>n</i> %	<i>n</i> %	<i>n</i> %	<i>n</i> %	
384 Personal Issues ††	0 0.0%	1 0.3%	1 0.3%	40 10.4%	342 89.1%	89.1
57 How well staff protect safety	0 0.0%	0 0.0%	0 0.0%	6 10.5%	51 89.5%	89.5 76.4 77.6
58 Our sensitivity to patients' needs	0 0.0%	1 1.7%	0 0.0%	6 10.3%	51 87.9%	87.9 75.1 76.5
57 Our concern for patients' privacy	0 0.0%	0 0.0%	0 0.0%	6 10.5%	51 89.5%	89.5 77.2 78.5
60 Cleanliness of our practice	0 0.0%	0 0.0%	0 0.0%	6 10.0%	54 90.0%	90.0 80.5 81.6
60 Likelihood of our greeting w/smiles †	0 0.0%	0 0.0%	1 1.7%	6 10.0%	53 88.3%	88.3 76.6 73.1
46 Ease of obtaining referrals †	0 0.0%	0 0.0%	0 0.0%	5 10.9%	41 89.1%	89.1 70.7 78.5
46 Ease of obtaining test results †	0 0.0%	0 0.0%	0 0.0%	5 10.9%	41 89.1%	89.1 73.1 75.4
122 Overall Assessment	0 0.0%	0 0.0%	0 0.0%	11 9.0%	111 91.0%	91.0 79.5 80.5
183 Overall Assessment ††	0 0.0%	0 0.0%	0 0.0%	18 9.8%	165 90.2%	90.2
61 Staff worked together	0 0.0%	0 0.0%	0 0.0%	7 11.5%	54 88.5%	88.5 78.0 79.5
61 Likelihood of recommending practice	0 0.0%	0 0.0%	0 0.0%	4 6.6%	57 93.4%	93.4 80.9 81.6
61 Staff's introduction of themselves †	0 0.0%	0 0.0%	0 0.0%	7 11.5%	54 88.5%	88.5 73.6 79.7
202 Billing ††	0 0.0%	0 0.0%	5 2.5%	38 18.8%	159 78.7%	78.7
43 <i>Clarity of billing statements</i> † ⁴	0 0.0%	0 0.0%	1 2.3%	9 20.9%	33 76.7%	76.7 59.6 55.6
42 <i>Accuracy of billing statements</i> † ⁶	0 0.0%	0 0.0%	1 2.4%	8 19.0%	33 78.6%	78.6 63.6 60.3
36 <i>Promptness of resolutions</i> † ³	0 0.0%	0 0.0%	1 2.8%	6 16.7%	29 80.6%	80.6 65.7 58.7
38 <i>Handling of billing questions</i> † ⁴	0 0.0%	0 0.0%	1 2.6%	7 18.4%	30 78.9%	78.9 66.2 69.3

Continued...

n Number of responses This period "very good" percentage

† Non-standard question Top ten priority (based on Internal Priority Index) All Sites "very good" percentage

†† Includes non-standard questions Region 5 Sites "very good" percentage

MEDICAL PRACTICE REPORT

12.86 Top Box Analysis - York ENT Surgical Consultants

Overall Section	Very Poor	Poor	Fair	Good	Very Good	% Very Good
<i>n</i> Question	<i>n</i> %	<i>n</i> %	<i>n</i> %	<i>n</i> %	<i>n</i> %	
43 <i>Courtesy of billing personnel</i> ^{†7}	0 0.0%	0 0.0%	1 2.3%	8 18.6%	34 79.1%	79.1
						68.0
						64.9

n Number of responses

Top ten priority (based on Internal Priority Index).

† Non-standard question

This period "very good" percentage

All Sites "very good" percentage

Region 5 Sites "very good" percentage

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