

Press Ganey

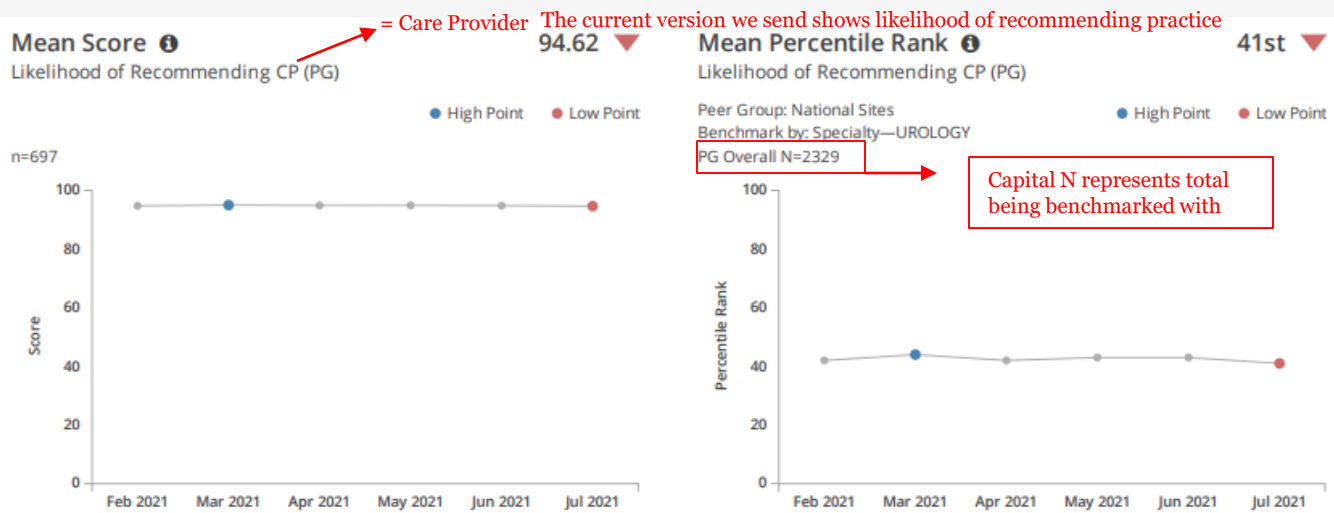
Provider Scorecard Information



Provider Scorecard

- This version is the only option that includes comments

Dashboard Name: Provider Dashboard | System Name: Central Health Demo System - System | System ID: 50000 | Facility Name: Medical Practice Demo Group | Facility ID: 50009 | Service Line: Medical Practice | Breakout Type: Provider | Breakout Name: Provider, 25 | Measure: Likelihood of Recommending CP (PG) | Metric: Mean Score | Date Type: Received Date | Time Frame: Rolling 12 Months | Peer Group: National Sites | Benchmark by: Specialty—UROLOGY | Priority Index - Survey Type: PG | Priority Index View: Internal | eSurvey Adjustment: Not Applied | Current Benchmarking Period: 01/01/2021 - 06/30/2021 | Fiscal Start Month: 02 | Download Date & Time: Aug 6, 2021 5:39 pm EDT



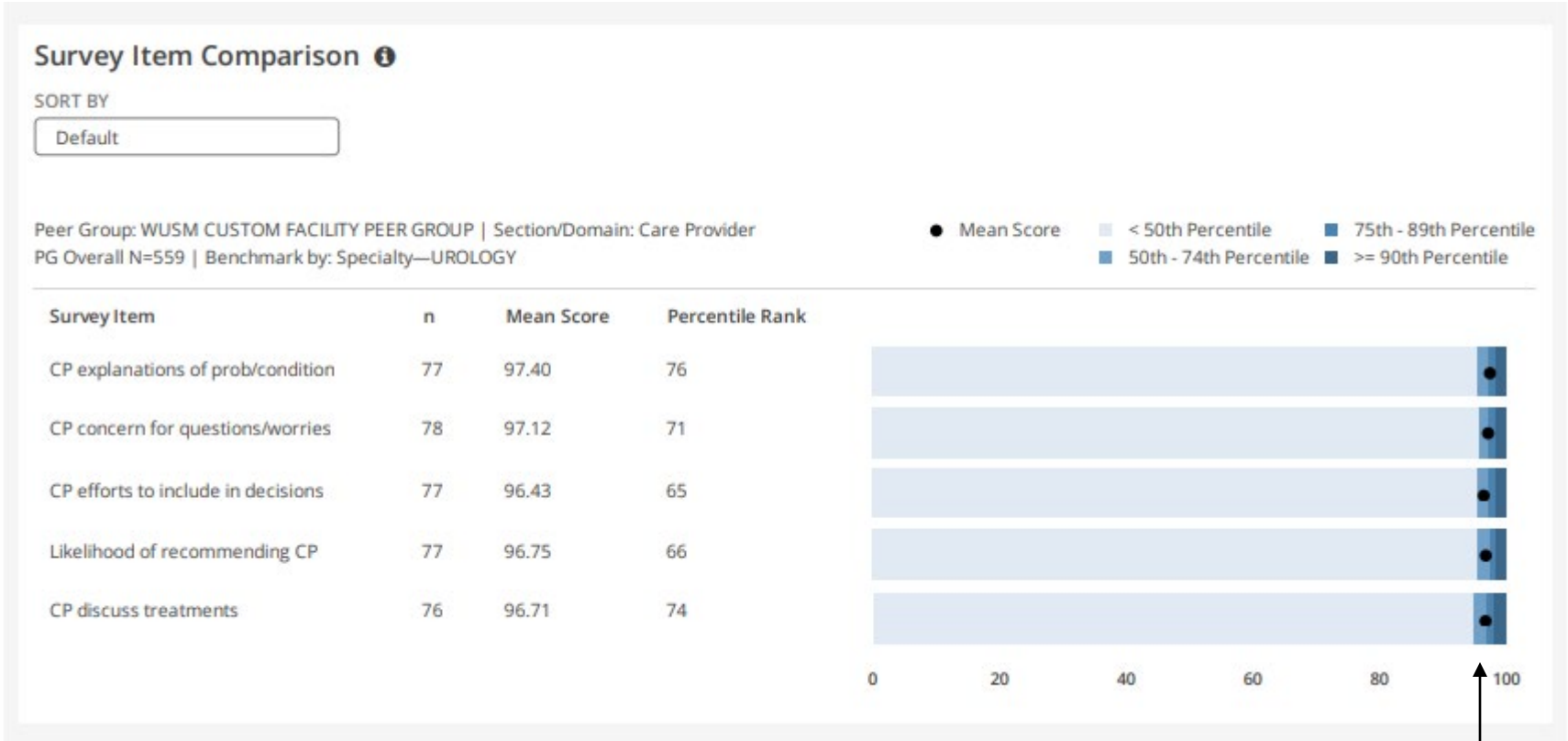
- Header is still a challenge, but format will change in future
- Benchmarked with specialty for MDs only

Time Period	Feb 2021	Mar 2021	Apr 2021	May 2021	Jun 2021	Jul 2021
n	360	399	453	524	612	697
Mean Score	94.72	94.99	94.87	94.90	94.81	94.62
Percentile Rank	42	44	42	43	43	41

n is the number of responses

Percentile rank is how the provider scored compared to peers in the peer group. See following slides for more definitions on mean score and percentile rank.

Provider Scorecard

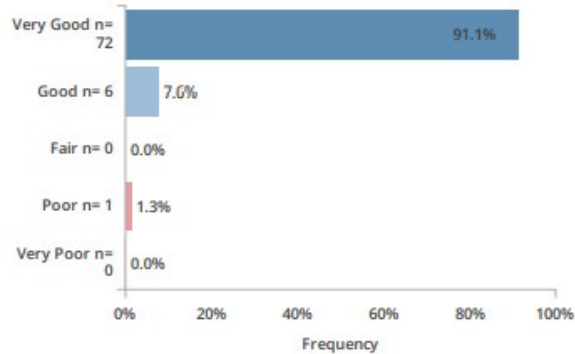


In this example, to be Above 50th percentile, need ~90% + MEAN SCORE

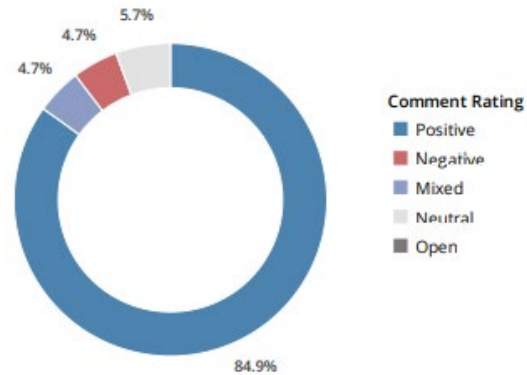
Provider Scorecard

Distribution of Responses ⓘ

Likelihood of Recommending Practice (PG)



Comment Distribution ⓘ



Comment distribution shown here is for the time frame indicated in the header of the report. The comment details shown are for the last 90 days.

Have requested to only show new comments, currently this is not an option with Press Ganey.

Priority Index ⓘ

PG Report Period: 6 months | CAHPS Report Period: 12 months

Benchmark by: Specialty—UROLOGY

Current Order	Survey Type	Question	Percentile Rank	Correlation
1	PG	CP efforts to include in decisions	65	0.76
2	PG	CP discuss treatments	74	0.76
3	PG	Our concern for patients' privacy	56	0.73
4	PG	Staff worked together care for you	87	0.86
5	PG	Concern of nurse/asst for problem	93	0.78
6	PG	Likelihood of recommending	79	0.74
7	PG	How well nurse/asst listen	85	0.74
8	PG	CP concern for questions/worries	71	0.65
9	PG	How well staff protect safety	82	0.71
10	PG	Likelihood of recommending CP	66	0.63

Mean Score Calculation

Definition

The **mean** is the average. The scores are added up and divided by the number of responses. There are question, section, and overall mean scores for Press Ganey surveys.

Survey Response	Survey Scale	Conversion for Score Calculation & Reporting
Very Poor	1	= 0
Poor	2	= 25
Fair	3	= 50
Good	4	= 75
Very Good	5	= 100

Note that the scale for Press Ganey surveys is converted to a 100 point scale before the mean is calculated.

Mean scores are reported with two decimal places in Press Ganey Online.

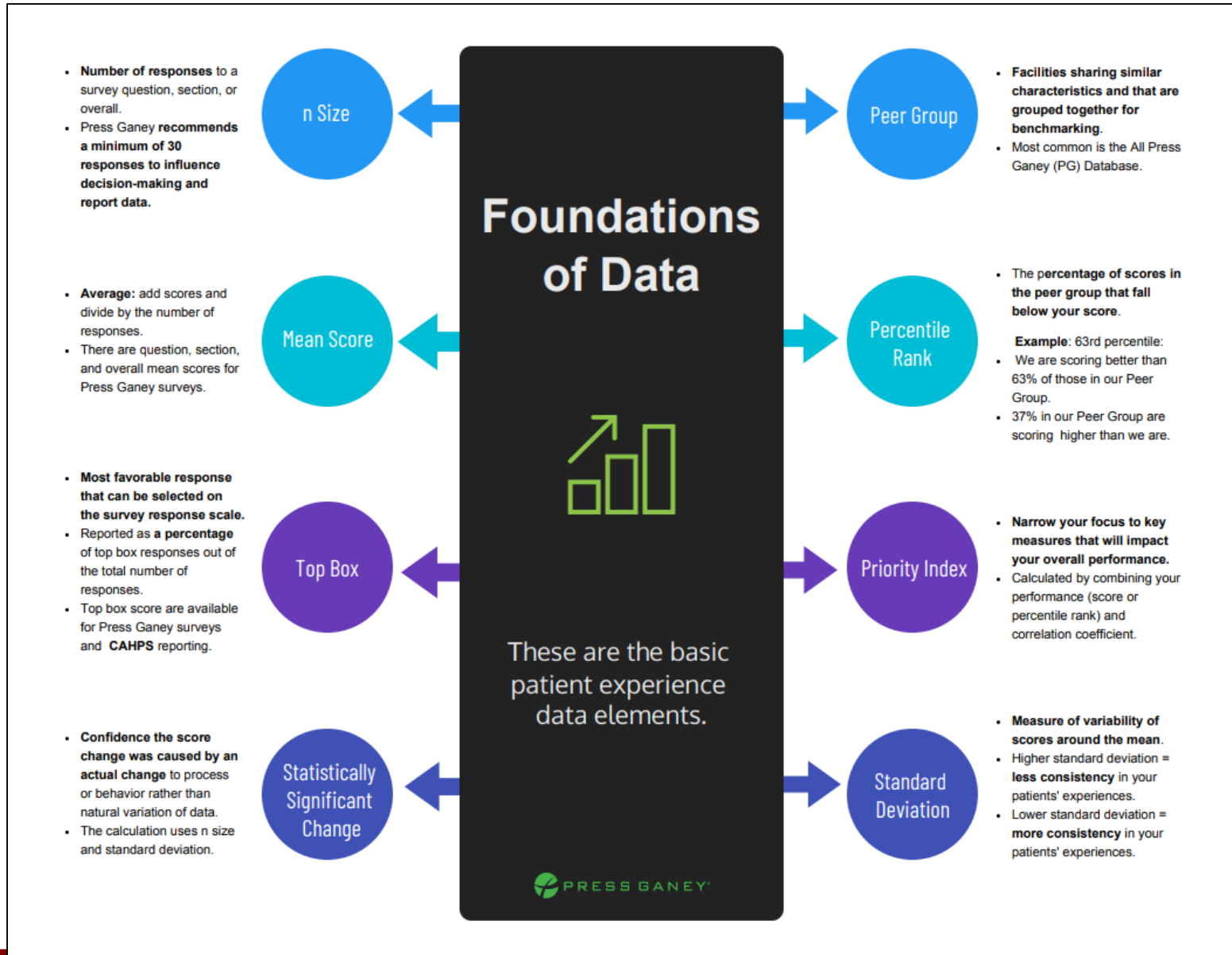
For example: 92.05, 86.74, or 94.28

EXAMPLE:

	Patient A	Patient B	Patient C	Patient D	Patient E	Provider Mean Score
PROVIDER: Doe, MD						
Question 1	50	75	100	100	75	80

$$\text{Provider Mean Score for Question 1} = \frac{50 + 75 + 100 + 100 + 75}{5} = 80$$

Definitions



WUSM CUSTOM FACILITY PEER GROUP

Facility Name	State	Facility Name	State	Facility Name	State
Beth Israel Deaconess Medical Ctr	MA	Mayo Clinic Arizona-Med Practice	AZ	University of Maryland Medical Ctr	MD
Beth Israel Deaconess-Milton	MA	Mayo Clinic Florida-Med Practice	FL	University of Miami Health System	FL
Boston Children's Hospital	MA	Mayo Clinic Health System - Medical	WI	University of New Mexico Health Sci	NM
Children's Hospital of Philadelphia	PA	Mayo Clinic Health System - Medical	MN	University of North Carolina Hosp	NC
Children's Hospital of Philadelphia	NJ	Mayo Clinic Health System - Medical	IA	University of Rochester Medical Fac	NY
Children's National Medical Center	MD	Mayo Clinic Rochester-Med Practice	MN	University of Tennessee Medical Cen	TN
Children's National Medical Center	DC	MD Anderson	TX	University of Utah Hospital&Clinics	WY
Children's National Medical Center	VA	Methodist Hospital Physicians Org.	TX	University of Virginia Medical Ctr	VA
Children's National Medical Center		Methodist Hospital System, Dallas	TX	UNM Medical Group	NM
Cleveland Clinic Health System	OH	Mount Sinai Faculty Practice Assoc	NY	UNMC Physicians	NE
Cleveland Clinic Main Campus	OH	MUSC-Medical University of South Ca	SC	UPMC University of Pittsburgh Phys	PA
Cleveland Clinic Main Campus	NV	MUSC-Medical University of South Ca		UPMC Western Maryland Medical Group	MD
Cleveland Clinic Quality Alliance	OH	Northwell Health Physician Partners	NY	UT Health Physicians	TX
Clinical Practices - Univ of Penn	PA	NYU Medical Center	NY	UT Le Bonheur Pediatric Specialists	TN
Clinical Practices - Univ of Penn	NJ	NYU Medical Center	FL	UT Le Bonheur Pediatric Specialists	MS
Columbia Doctors-Dept Dermatology	NY	NYU Winthrop Physician Practices	NY	UT Physicians	TX
Columbia Doctors-Dept of Medicine	NY	Outpatient Clinics	OH	UW Health Ambulatory Operations	WI
Columbia Doctors-Dept of Neurology	NY	Ronald Reagan UCLA Medical Center	CA	UW Health Ambulatory Operations	IL
Columbia Doctors-Dept of OBGYN	NY	Roswell Park Cancer Institute	NY	UW Medicine - Neighborhood Clinics	WA
Columbia Doctors-Dept of Ortho Surg	NY	Rush Copley Medical Group	IL	UWMC - Montlake	WA
Columbia Doctors-Dept of Pediatrics	NY	Rush Copley Memorial Hospital	IL	UWMC - Northwest	WA
Columbia Doctors-Dept of Rehab Med	NY	Rush University Medical Center	IL	Vanderbilt Medical Group and Clinic	TN
Columbia Doctors-Dept of Surgery	NY	Seattle Cancer Care Alliance	WA	Vanderbilt Medical Group and Clinic	KY
Columbia Doctors-Dept of Urology	NY	Seattle Children's	WA	Wake Forest University Physicians	NC
Columbia Doctors - Practices	NY	SIU Medicine	IL	Washington University School of Med	MO
Columbia Doctors-Department of Anest	NY	Texas Children's Hospital Main Camp	TX	Weill Cornell Phys Organization	NY
Denver Health Medical Center	CO	Texas Children's Hospital Pavilion	TX	Yale Medicine	CT
Duke Ambulatory Care - CPDC	NC	Texas Children's Hospital West Camp	TX	Yale University Health Services	CT
Duke Ambulatory Care - PDC	NC	Texas Children's Pediatric	TX		
Duke Primary Care	NC	The University Hospital	NJ		
Duke University Hospital	NC	The University of Chicago Medicine	IL		
Emory University Hospital	GA	The University of Chicago Medicine	IN		
Emory University Hospital Midtown	GA	UC Davis Medical Center	CA		
Faculty Physicians, Inc.	MD	UCR School of Medicine- UCR Health	CA		
Grady Health System	GA	UCSF Medical Center	CA		
Houston Methodist Primary Care Grou	TX	UCSF Medical Center	CA		
Keck Hospital of USC	CA	UF Jacksonville Physicians, Inc	FL		
Kennedy Health Alliance/Jefferson H	NJ	UF Jacksonville Physicians, Inc	GA		
Lucile Packard Children's Hospital	CA	UK HealthCare Hospital	KY		
		UNC Physician Network	NC		
		UNC REX Healthcare	NC		

Peer Group

- Why did we create a custom peer group?
 - Inclusion in peer groups is determined on how the facility completed their initial profile.
 - We wanted to compare to similar large academic medical centers, but only 4 institutions were in the Press Ganey Medical School peer group.