

Fall 2019

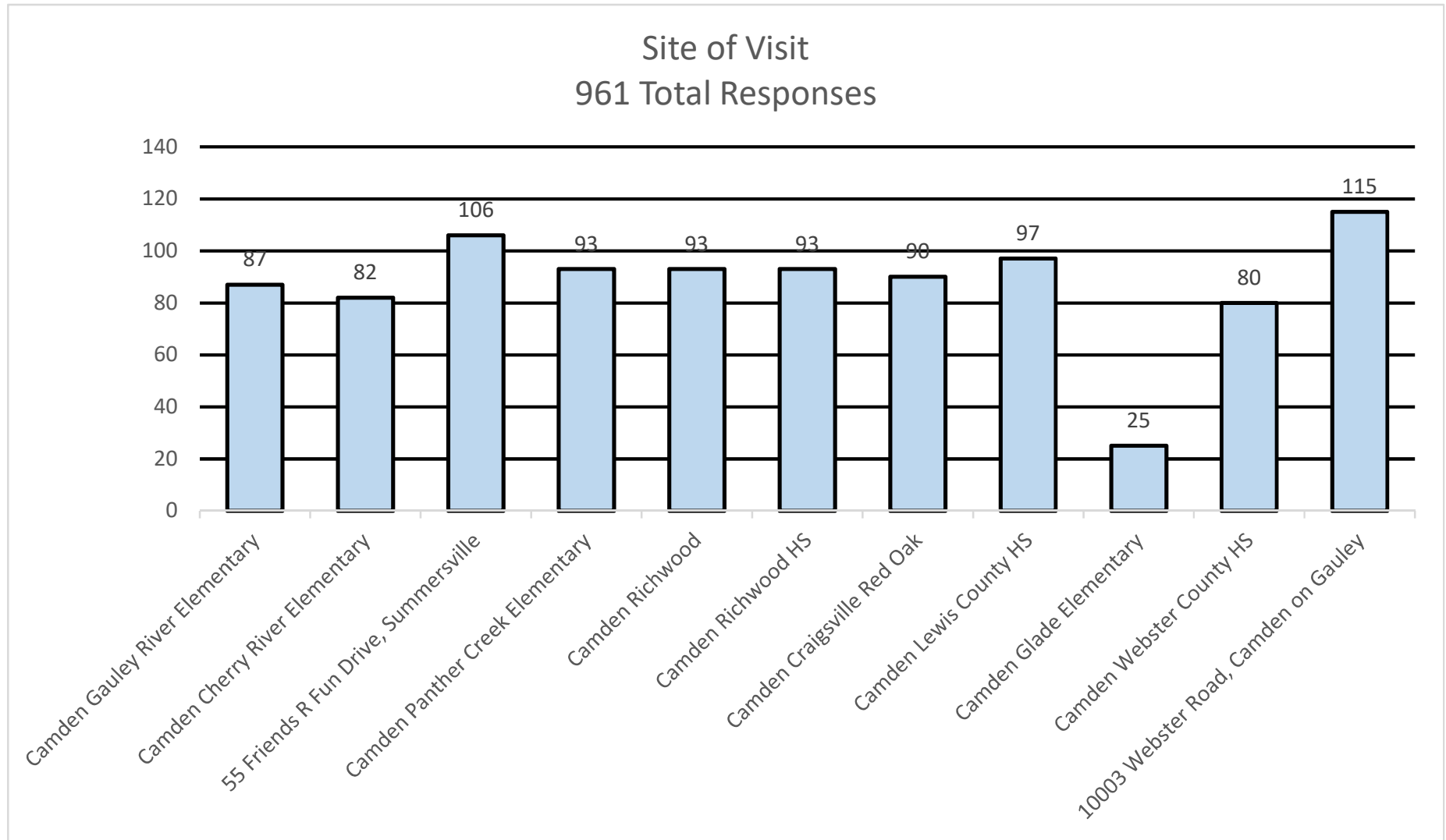
Patient Experience Survey Report

Patient Engagement and Measurable Results



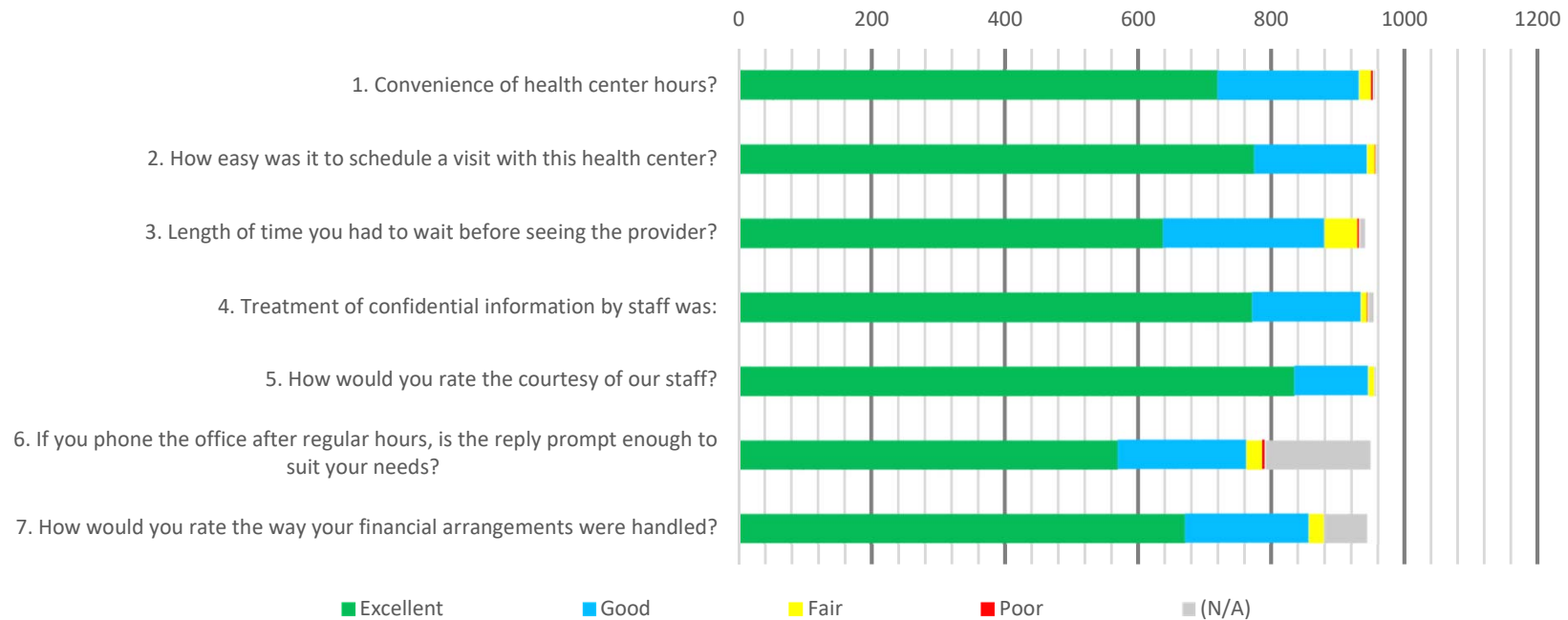
Camden on Gauley Medical Center

All Sites

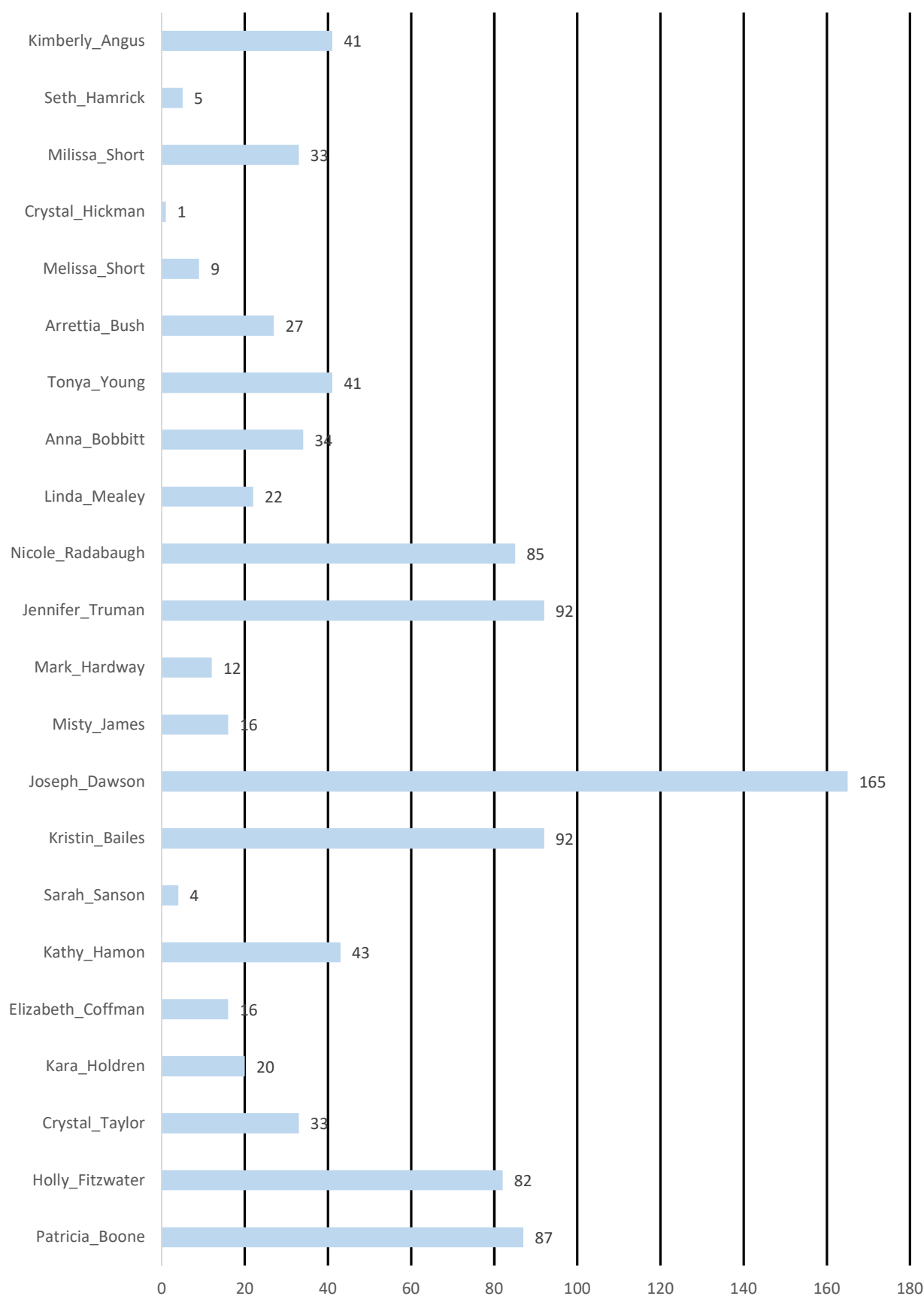


Tells us how you think we are doing in the following areas:

Question	Excellent	Good	Fair	Poor	(N/A)	Total
1. Convenience of health center hours?	720	212	18	3	2	955
2. How easy was it to schedule a visit with this health center?	775	169	12	1	3	960
3. Length of time you had to wait before seeing the provider?	638	242	50	2	8	940
4. Treatment of confidential information by staff was:	772	163	9	1	8	953
5. How would you rate the courtesy of our staff?	835	111	8	0	2	956
6. If you phone the office after regular hours, is the reply prompt enough to suit your needs?	570	193	24	4	157	948
7. How would you rate the way your financial arrangements were handled?	671	186	22	0	64	943

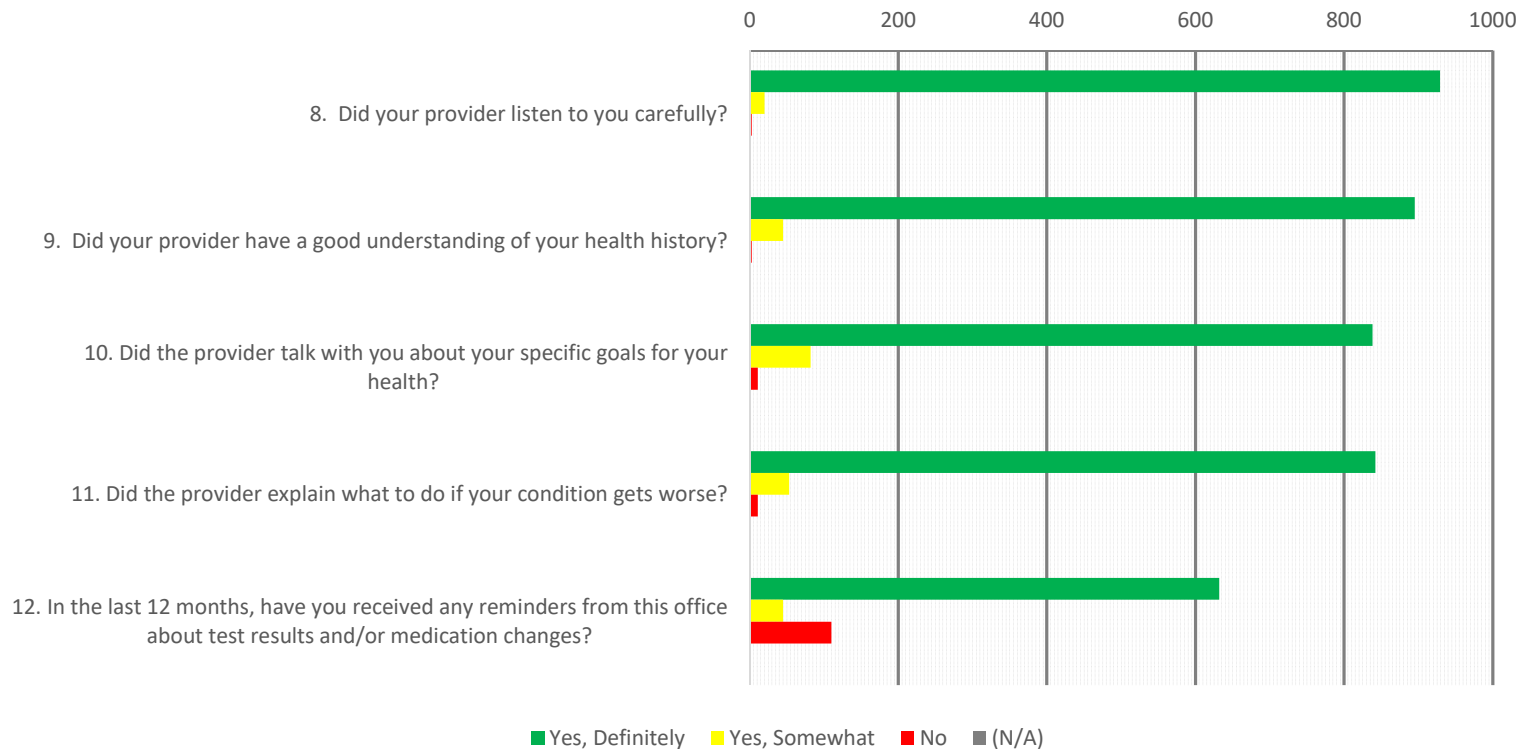


Print the name of the provider you saw during your visit today:

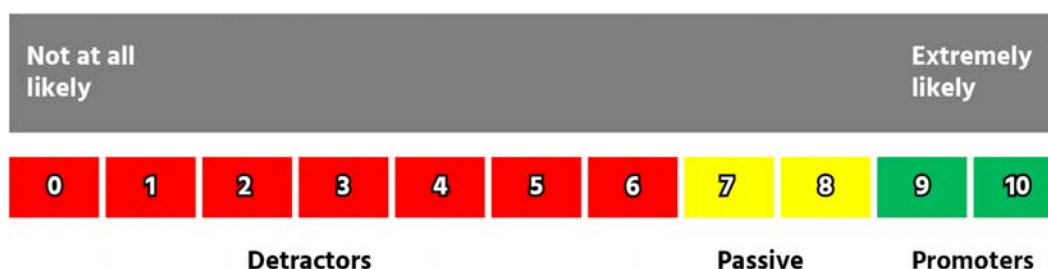
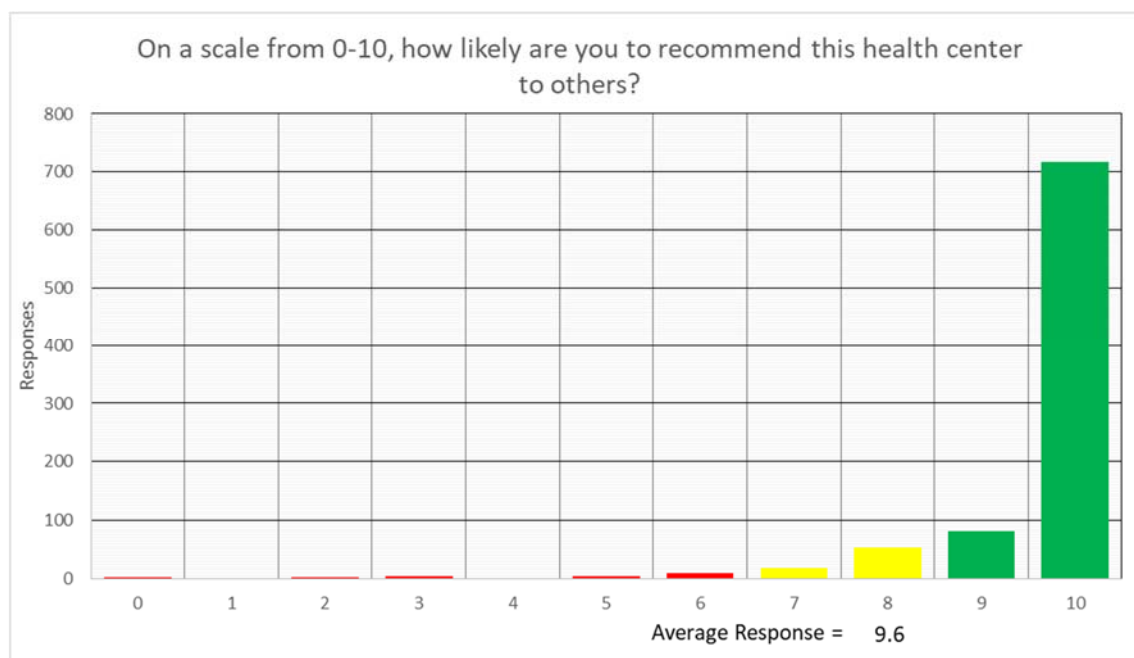


How is your provider doing in the following areas?

Question	Yes, Definitely	Yes, Somewhat	No	(N/A)	Total
8. Did your provider listen to you carefully?	929	20	3	0	952
9. Did your provider have a good understanding of your health history?	895	45	3	0	943
10. Did the provider talk with you about your specific goals for your health?	838	82	11	0	931
11. Did the provider explain what to do if your condition gets worse?	842	53	11	0	906
12. In the last 12 months, have you received any reminders from this office about test results and/or medication changes?	632	45	110	0	787



How likely are you to recommend? - Net Promoter Score

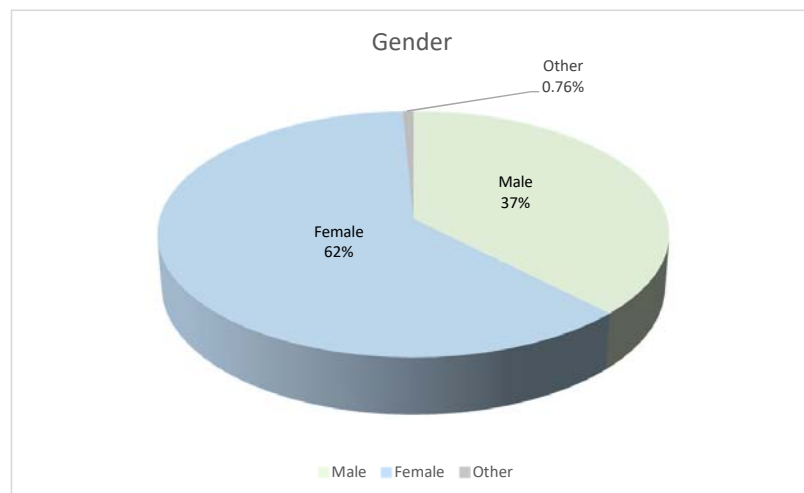
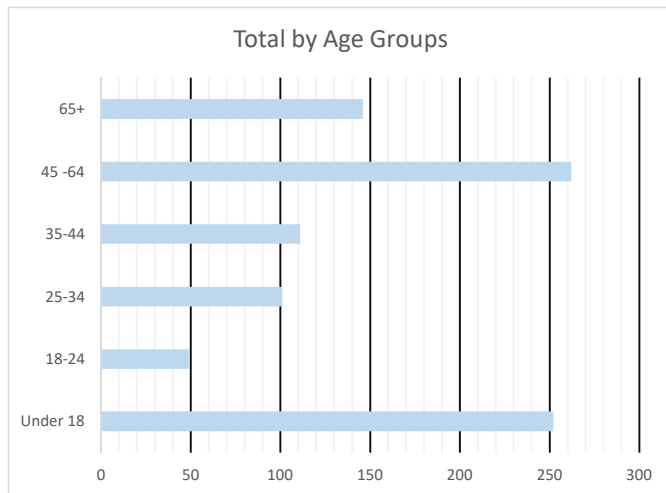
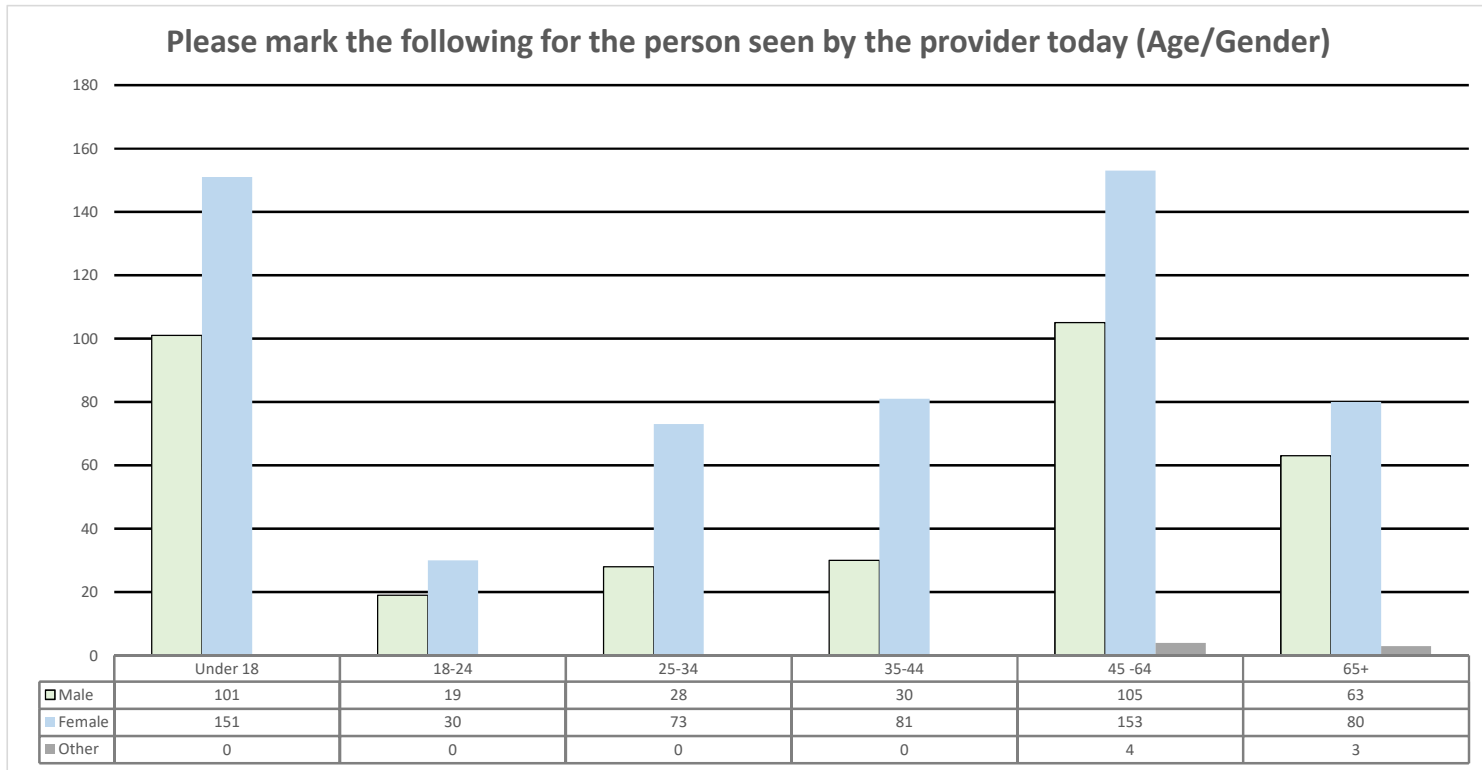


% Promoters - % Detractors = Net Promoter Score

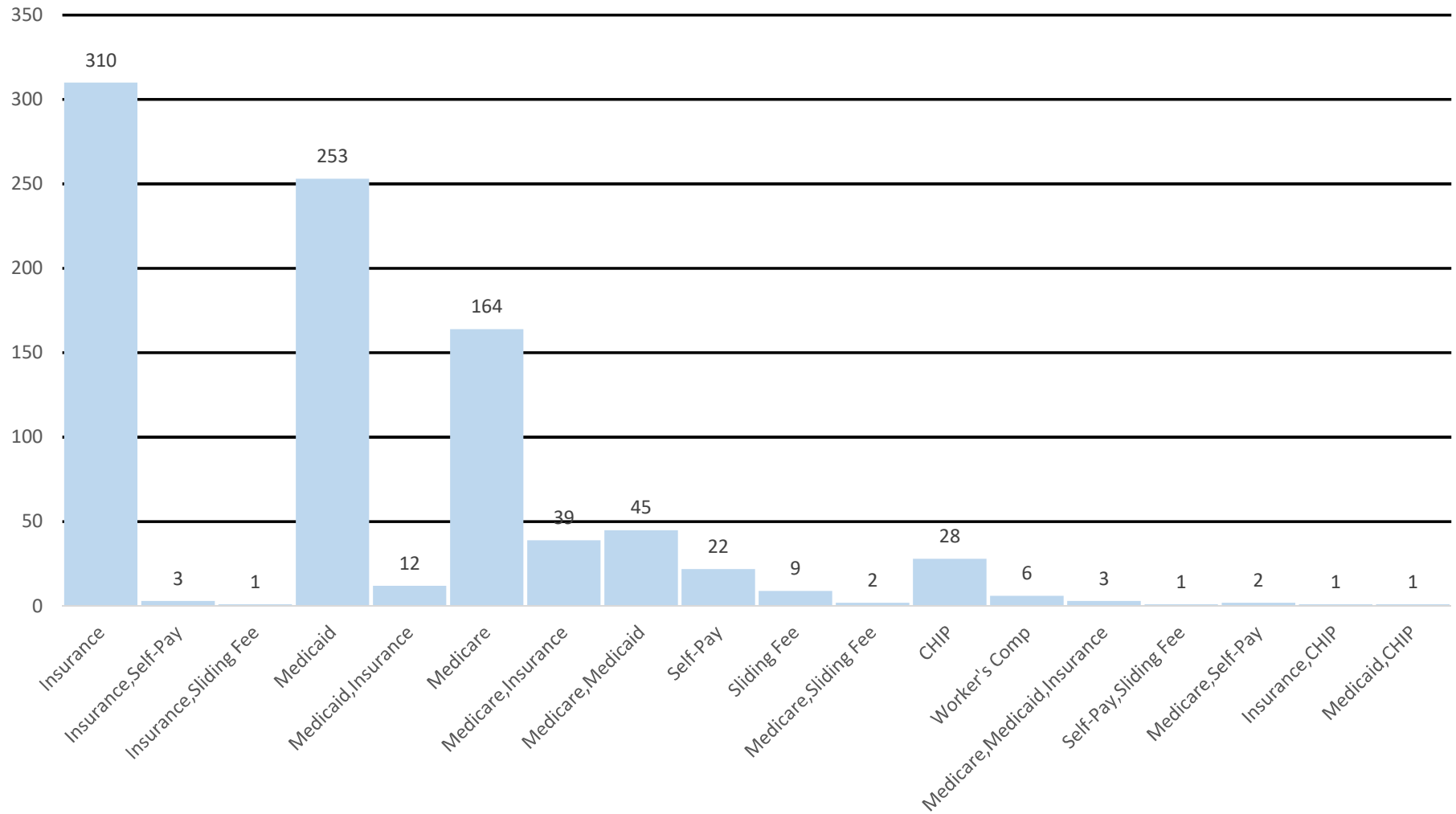
- **Promoters** (score 9-10) are loyal enthusiasts who will keep visiting and refer others, fueling growth. Promoters are almost six times as likely to forgive, are five times more likely to revisit and are more than twice as likely to actually recommend.
- **Passives** (score 7-8) are satisfied but unenthusiastic customers who are vulnerable to competitive offerings.
- **Detractors** (score 0-6) are unhappy customers who can damage your brand and impede growth through negative word-of-mouth.

Category	Count	Percent
Detractor	21	2.4%
Passive	73	8.2%
Promoter	799	89.5%
Total	893	
Net Promoter Score*	778	87.1%

*Previous NPS Spring 2019 – 86.8%, Fall 2018 – 81.4%

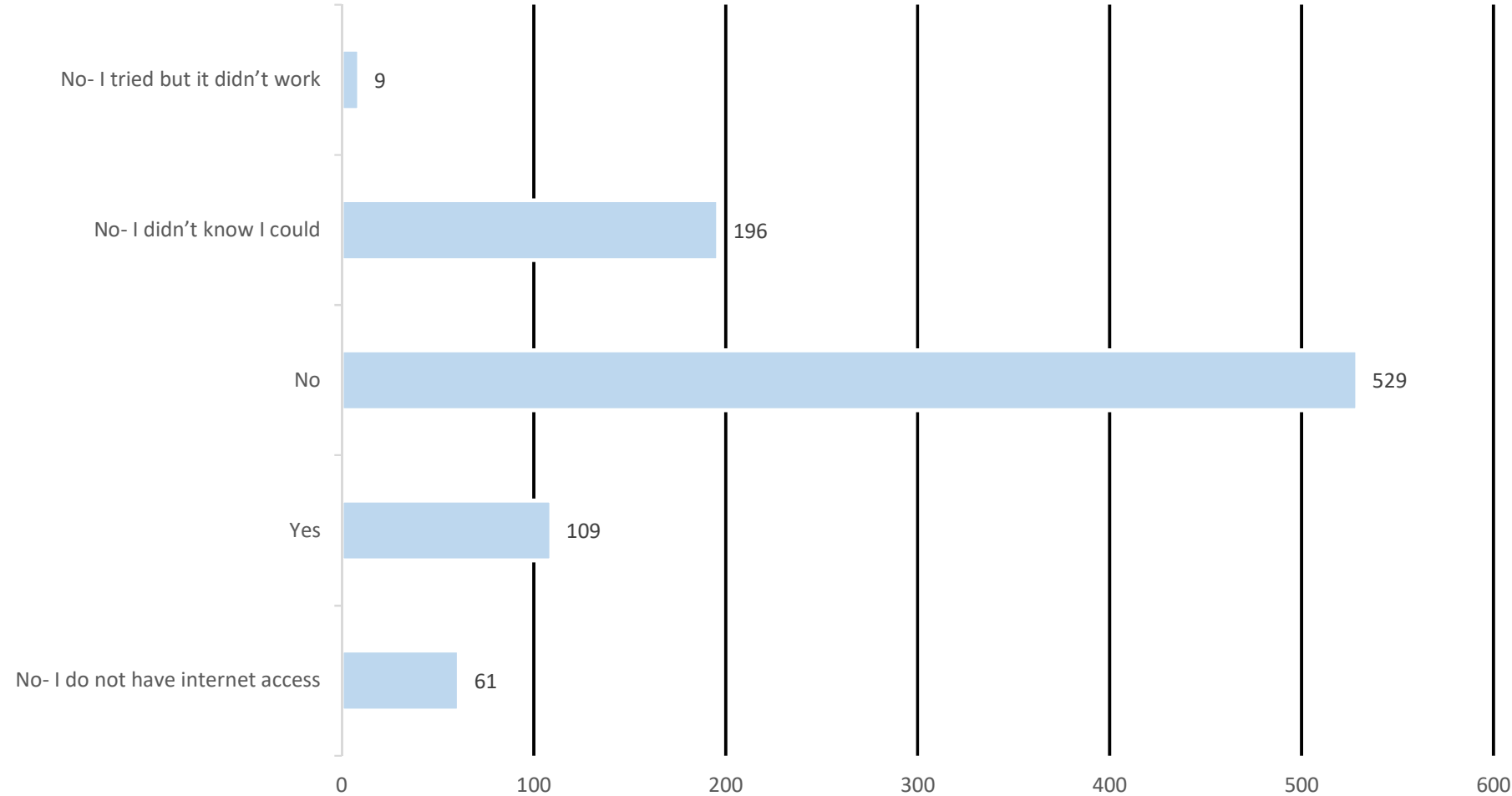


How was your visit paid for?



Have you accessed your health center health records using the internet?

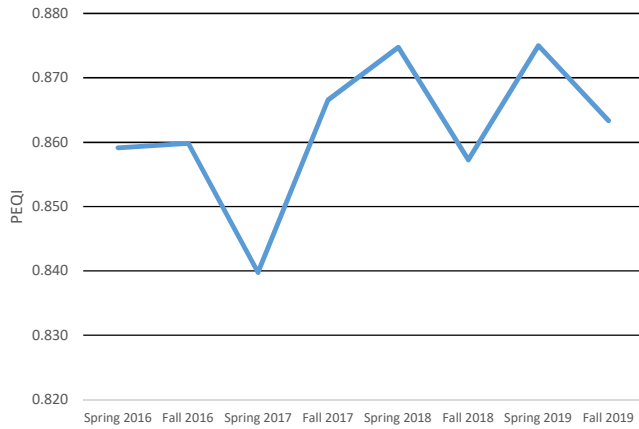
Total Responses 904



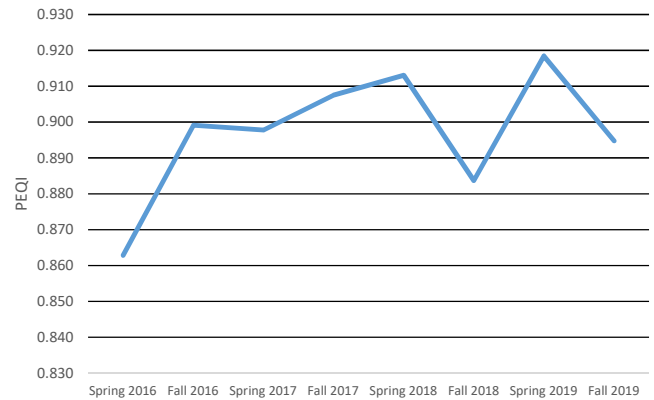
Patient Experience Question Index (PEQI) Dashboard

All Sites

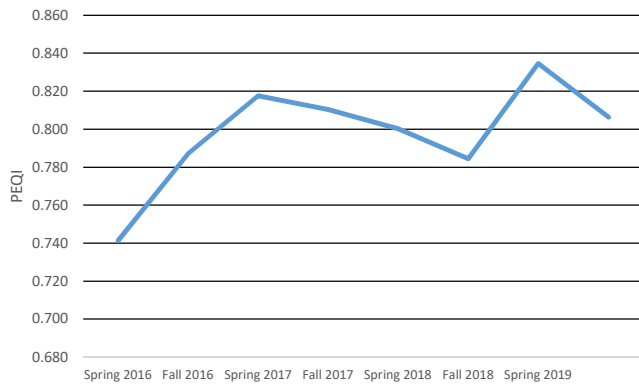
Convenience of health center hours?



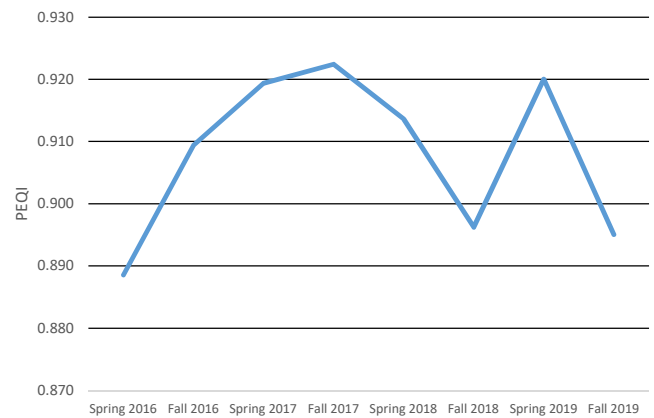
How easy was it to schedule a visit with this health center?



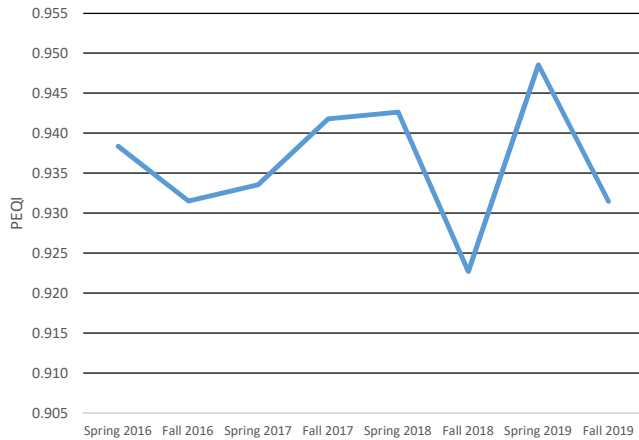
Length of time you had to wait before seeing the provider?



Treatment of confidential information by staff was:



How would you rate the courtesy of our staff?



How would you rate the way your financial arrangements were handled?

