

# MEDICAL PRACTICE REPORT

## Filter Definition

Filter	Choice(s)
Site	First Chiropractic Center/Yankton(Site:5) First Chiropractic Center/ Scotland(Site:6) First Chiropractic Cent/Bloomfield(Site:7) First Chiropractic Center/Harting(Site:12) First Chiropractic Center/Wagner(Site:13) First Chiropractic Center/Tyndall(Site:14)
Received Date	From 01/01/2018 To 05/29/2018

## CAHPS Options

CMS View applied

# MEDICAL PRACTICE REPORT

## CAHPS Summary Information

Global DOMAIN		
Question	n	%
Global Rating Item		
Overall Doctor Rating 0-10		
	0	0
	1	0
	2	0
	3	0
	4	0
	5	0.4
	6	0
	7	0.8
	8	10.9
	9-10	87.9
	Total	257
Global Rating Item		
Recommend this provider office		
	No	0
	Yes, somewhat	3.5
	Yes, definitely	96.5
	Total	258
PHYSICIAN COMM QUALITY		
	No	0.6
	Yes somewhat	5.4
	Yes definitely	94.0
	Total	259
Provider expl in way you understand		
	No	0
	Yes, somewhat	5.4
	Yes, definitely	94.6
	Total	257
Provider listen carefully to you		
	No	0
	Yes, somewhat	1.9
	Yes, definitely	98.1
	Total	258
Screening Item		
Talk with provider re prob/concern		
	No	32.0
	Yes	68.0
	Total	256
Give easy to understand instruction		
	No	0
	Yes, somewhat	2.3
	Yes, definitely	97.7
	Total	173

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Global DOMAIN		
Question	n	%
Know important info medical history		
No	9	3.5
Yes, somewhat	38	14.7
Yes, definitely	211	81.8
Total	258	
Show respect for what you say		
No	0	0
Yes, somewhat	4	1.6
Yes, definitely	254	98.4
Total	258	
Spend enough time with you		
No	0	0
Yes, somewhat	17	6.6
Yes, definitely	241	93.4
Total	258	
OFFICE STAFF QUALITY		
No	0	0
Yes somewhat	2	2.9
Yes definitely	257	97.1
Total	259	
Clerks/receptionists helpful		
No	0	0
Yes, somewhat	12	4.6
Yes, definitely	247	95.4
Total	259	
Clerks treat with courtesy/respect		
No	0	0
Yes, somewhat	3	1.2
Yes, definitely	251	98.8
Total	254	
ACCESS TO CARE 3 MONTH		
Never/No	0	0.3
Sometimes	0	0
Usually	0	0
Always/Yes	259	99.7
Total	259	
Screening Item		
Appt for care right away		
Yes	146	56.6
No	112	43.4
Total	258	

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Global DOMAIN		
Question	n	%
Right away appt as soon as needed		
No	1	0.7
Yes	144	99.3
Total	145	
<u>Screening Item</u>		
Appt for routine care		
Yes	144	56.7
No	110	43.3
Total	254	
Routine appt/chk-up soon as needed		
No	0	0
Yes	144	100
Total	144	
<u>Screening Item</u>		
Phone during reg office hrs		
Yes	32	12.5
No	225	87.5
Total	257	
Phn during offc hrs answr same day		
Never	0	0
Sometimes	0	0
Usually	0	0
Always	32	100
Total	32	
<u>Screening Item</u>		
Phone after reg office hrs		
Yes	2	0.8
No	256	99.2
Total	258	
Phn after offc hrs answr same day		
Never	0	0
Sometimes	0	0
Usually	0	0
Always	3	100
Total	3	
See provider w/n 15 min this visit		
No	2	0.8
Yes	255	99.2
Total	257	

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## CAHPS Summary Information

Global DOMAIN		
Question	n	%
<b>CARE COORDINATION</b>		
Never/No		16.1
Sometimes		9.0
Usually		14.3
Always/Yes		60.6
Total	257	
<u>Screening Item</u>		
Provider order test in last 3 mths		
Yes	22	8.5
No	237	91.5
Total	259	
Office follow-up w test results		
Never	1	4.5
Sometimes	0	0
Usually	4	18.2
Always	17	77.3
Total	22	
Provider have medical records		
No	69	27.6
Yes	181	72.4
Total	250	
<u>Screening Item</u>		
Take any prescription med		
Yes	189	73.0
No	70	27.0
Total	259	
Health team ask about Rx meds		
Never	30	16.1
Sometimes	50	26.9
Usually	46	24.7
Always	60	32.3
Total	186	
<u>About You Item</u>		
Received care from this provider		
Yes	258	98.5
No	4	1.5
Total	262	
<u>About You Item</u>		
Provider you usually see		
Yes	180	70.0
No	77	30.0
Total	257	

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## CAHPS Summary Information

Global DOMAIN		
Question	n	%
About You Item		
Rate overall health		
Excellent	25	9.8
Very Good	103	40.6
Good	100	39.4
Fair	24	9.4
Poor	2	0.8
Total	254	
About You Item		
Highest grade or school completed		
<= 8th grade	14	5.5
Some high school	6	2.4
High school grad	81	31.9
Some college	82	32.3
4-yr coll. grad.	41	16.1
4+ yrs college	30	11.8
Total	254	
About You Item		
Hispanic or Latino descent		
Yes, Hisp/Latino	0	0
No, not Hisp/Lat	244	100
Total	244	
About You Item		
Race-White		
Yes	245	94.2
No	15	5.8
Total	260	
About You Item		
Race-Black/African-American		
Yes	0	0
No	260	100
Total	260	
About You Item		
Race-Asian		
Yes	0	0
No	260	100
Total	260	
About You Item		
Race-Hawaiian/Pacific Islander		
Yes	0	0
No	260	100
Total	260	
About You Item		
Race-Amer Indian/Alaska Native		
Yes	2	0.8
No	258	99.2
Total	260	

# MEDICAL PRACTICE REPORT

## CAHPS Summary Information

Global DOMAIN		
Question	n	%
About You Item Race-Other		
Yes	0	0
No	260	100
Total	260	
About You Item Someone help complete survey		
Yes	13	5.1
No	240	94.9
Total	253	
About You Item Help-read questions		
Yes	4	20.0
No	16	80.0
Total	20	
About You Item Help-wrote down answers		
Yes	2	10.0
No	18	90.0
Total	20	
About You Item Help-answered questions		
Yes	8	40.0
No	12	60.0
Total	20	
About You Item Help-translated questions		
Yes	0	0
No	20	100
Total	20	
About You Item Help-other		
Yes	0	0
No	20	100
Total	20	
About You Item Rate overall mental/emotional heat		
Excellent	62	24.1
Very Good	113	44.0
Good	70	27.2
Fair	11	4.3
Poor	1	0.4
Total	257	

# MEDICAL PRACTICE REPORT

## Question Analysis

Overall Section	Mean	n
Question		
<b>Std Overall</b>	95.9	257
<b>Std Access</b>	96.5	256
Ease of getting clinic on phone	97.5	250
Convenience of our office hours	94.3	254
Ease of scheduling appointments	97.1	255
Courtesy of registration staff	97.3	254
<b>Std Moving Through Your Visit</b>	94.3	254
Information about delays	93.9	222
Wait time at clinic	94.6	247
<b>Std Nurse/Assistant</b>	96.1	253
Friendliness/courtesy of nurse/asst	97.1	251
Concern of nurse/asst for problem	95.2	253
<b>Std Care Provider</b>	96.3	256
Friendliness/courtesy of CP	98.0	256
CP explanations of prob/condition	95.7	256
CP concern for questions/worries	96.4	255
CP efforts to include in decisions	96.0	245
CP information about medications	94.6	179
CP instructions for follow-up care	95.9	234
CP spoke using clear language	97.0	252
Time CP spent with patient	95.3	253
Patients' confidence in CP	97.1	252
Likelihood of recommending CP	98.0	252
<b>Std Personal Issues</b>	95.0	254
How well staff protect safety	92.1	243
Our sensitivity to patients' needs	95.4	251
Our concern for patients' privacy	95.0	249
Cleanliness of our practice	97.4	252
<b>Std Overall Assessment</b>	97.4	256
Staff worked together	96.8	254
Likelihood of recommending practice	97.9	255



# MEDICAL PRACTICE COMMENT REPORT

## Access to Care

### Positive

1422601597	An excellent experience every time.
1459614849	Very pleasant.
1469649213	It's a good place for my health.
1473641958	Always friendly and always satisfied with treatment.
1476151178	First time visit! Very impressed!!! Everyone involved was great--the receptionist, the nurse and the doctor!!!
1480630797	Always friendly and compassionate service
1485609527	GREAT CARE GIVEN
1493215272	Doctor and staff always very professional.
1497903546	All receptionists, nurses or assistants and Dr's are always friendly and respectful when I go to appointments here.
1497903585	Very impressed with professionalism of entire office, drs. & staff.
1518488086	A wonderful place. Friendly,helpful, thorough.
1518488216	Excellent communication & text notification of appointment.
1518497763	they are always helpful and courteous, he asks if I have any questions ,and answers them so I can understand , or shows me pictures to explain what I am asking.
1524167766	Always very friendly people. Love going there!
1524168436	the staff had a very positive attitude and has given me a plan to help my condition
1524168574	Always great service.
1529248661	Just fine.
1534454981	This clinic is Excellent in all areas.
1534455002	The staff knows who I am. Everyone is always courteous on each visit.
1534455406	Always helpful.
1534455466	Very thorough and consistent chiropractic care aided with personable & comfortable staff.
1538956188	all ok
1552158929	Very flexible and polite despite the fact that I changed the appointment 2x's!
1557597136	they are all very helpful on any and all of my visits.
1560378056	As always, I was treated very well.

### Negative

1476151136	Told the receptionist I was in pain and need to be seen right away and I was first time patient. I was seen as soon as I could get to the office
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### Mixed

1493235491	Good experience. just to bad it's cold in south Dakota and sometimes have too scoop snow after visit which harms the treatment the Dr did for me
1557597089	because am hard of hearing they have learned directly at me when talk to me.that is appreciated!

### Neutral

1497891909	when I call in like I did this last time and telling them what happened they got me in RIGHT away.
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# MEDICAL PRACTICE COMMENT REPORT

## Nurse/Assistant

### Positive

- 1422601597 Always a good experience.
- 1476151136 Showed care and compassion for pain.
- 1476151178 Outstanding!!! Nurse was so nice and professional!!!
- 1497891909 they are all great in Wagner office.
- 1505031686 Good. #1. Good.
- 1518488216 Very concerned & informed. #1. Excellent.
- 1524168574 Great service & attention to detail.
- 1529248661 Just fine.
- 1534455002 The nursing staff is outstanding! They ask the right questions to understand how I'm feeling on each visit.
- 1534455466 The staff along with \*Dr. Stotz were always very nice. They combined creating a conversation with professionalism to a tee.
- 1538956188 all ok
- 1538956216 Very good experience.
- 1552158929 So friendly though that towards the end of the conversation with the nurse, she was so chatty about her personal stuff that I didn't say a couple of things that I wanted to about my condition.
- 1557597089 concern on how am feeling each time come for visit
- 1560378056 Was good to see Julie's face again, she's a dear person.

### Neutral

- 1473641982 No nurse, only office staff.
- 1518488158 no nurse or assistant - worked directly with Sheila
- 1518497763 they call me if a cancellation,

# MEDICAL PRACTICE COMMENT REPORT

## Care Provider

### Positive

- 1422601597 I always have a positive experience.
- 1449424311 Very nice & courtesy staff - always there to make sure your kind and concerns are met.
- 1459614849 I have been a patient of \*Dr. T.J. Stotz for many years - I trust him - good doctor.
- 1471554409 Always is courteous; treat me as person not a number.
- 1476151136 I would ask to see this care provider if needed again.
- 1476151178 Great visit. Doctor performed duties and did not waste time with xrays, etc.
- 1497891909 Dr. Jay is always very concerned for my health. I had chemo and radiation in 2017 and Dr.Jay always asked how my cancer check ups have been. he is such a caring Dr.
  
- 1518488158 Sheila is awesome and focuses on the patient
- 1518488216 Great care experience in all aspects.
- 1518497763 it has been a good experience.
- 1524168574 \*Dr. Tom is the best. Always treats me with respect & takes care of my chiro. needs.
- 1524168689 He always makes sure I understand why he does the things he does and is very concerned and considerate of my needs.
  
- 1529248677 I return to \*Dr. Jim when ever I need Chiropractic care - Awesome & patient.
- 1534455406 #8. As needed. #9. Several decades - best ever.
- 1557597006 Dr. Lindsey and her staff take the time to listen and practice thorough, complete care. Amazing doctor!!  
Amazing place!
- 1557597136 the Dr was very informative and included me in the treatment plan

### Mixed

- 1552158929 Sheila goes above/beyond my expectations in paying attention to my overall health and well-being.  
Non-applicable: meds not discussed nor necessary in this instance

### Neutral

- 1462965862 I have seen \*Dr. Stotz for many years.

# MEDICAL PRACTICE COMMENT REPORT

## Personal Issues

### Positive

1449424311	Always good experiences - nothing negative. Always appreciated in that direction.
1462965862	*Dr. Stotz has been great!
1462965900	I didn't observe anyone washing their hands.
1476151051	2. Excellent.
1518488216	Top notch facility.
1520527669	Very nice & clean office.
1524168138	I know the dr. wash his hands, not sure about other staff.

### Negative

1552158929	not sure if I know if staff washes hands etc
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### Neutral

1471554409	See where they clean table lie on with antiseptic cleaner.
1529248605	Never saw anyone wash hands.
1538956171	Did not see hand washing.

# MEDICAL PRACTICE COMMENT REPORT

## Overall Assessment

### Positive

1422601597	Everyone I experienced was positive, friendly, & helpful.
1449424311	Nothing bad - always positive. Thank God for that relaxing experience.
1462965862	I have recommended friends.
1476151051	I have used *Dr. Stotz for many years treatment by everyone in office is excellent at all times I recommend *Dr. Stotz & staff very highly & often!
1476151136	Good communication between staff.
1476151178	3 person office--all were kind and very professional!!
1497891909	I will ALWAYS recommend Dr. Jay to everyone.
1497903585	Very impressed with professionalism of entire office, drs. & staff.
1520527669	Highly recommended.

### Neutral

1469649213	Told the IHS people to go to the chiropractor.
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# MEDICAL PRACTICE COMMENT REPORT

## Moving Through Your Visit

### Positive

1422601597 Little or not wait time, which I really appreciated.

1469649213 I never had delays.

1476151051 Have not had any delays.

1476151136 Wasn't much wait time and was seen in timely matter.

1476151175 No delays.

1476151178 Outstanding!!!

1493230726 Had no delays.

1493235479 1. There were no delays. 2. Didn't have to wait.

1505014426 Always in to see dr. within 10 min. of appointment.

1518488216 Always timely, never any delays.

1524168574 Waited 2 minutes & got in. Awesome.

1524168581 Haven't experienced delays.

1529248661 Fine.

1534455406 Work in patients best as possible.

1534455466 Organized \_\_\_\_\_ excellent time orientation with my visits.

1538956188 all ok

### Negative

1497891909 I never have had to wait more than 3-4 minutes to get in from walking into the building.

### Mixed

1560378056 It was all fine, I'd not been in since 2009, so i didn't expect to just whisk in and whisk out. When i come to the clinic, i expect to get a good treatment, before they turn me loose.

### Neutral

1436390872 5 minutes from arrival to exam room.

1543651617 No delays at either of my 2 appointments.

# MEDICAL PRACTICE COMMENT REPORT

## Uncategorized Comments

### Positive

1505014731 All good - no complaints.

### Neutral

1524168576 Please don't send anymore if there would be a problem I would talk to the person directly! Thanks!