

Fourth Quarter 2009 Aggregate

All SETMA

	Total	Poor	Fair	Average	Good	Very Good	Excellent	Comments
1	3273	49	59	130	417	955	1663	
2	3255	63	71	196	507	1004	1414	
3	3061	5	15	51	344	1013	1633	
4	3283	5	15	47	329	1080	1807	
5	3262	0	9	33	299	1038	1883	
6	3066	35	46	145	464	909	1467	
7	3289	1	26	75	334	963	1890	
8	3271	5	15	62	288	892	2009	
9	3250	4	16	44	313	913	1960	
10	3292	6	13	46	245	878	2104	
11	3278	50	67	210	441	1017	1493	
12	3294	5	7	55	286	980	1961	

	Total	Poor	Fair	Average	Good	Very Good	Excellent	Comments
1 Ease obtaining appt	100%	1%	2%	4%	13%	29%	51%	51.5% Pt. Response
2 Speed of answering phone calls to office	100%	2%	2%	6%	16%	31%	43%	
3 Comfort level in administering self care	100%	0%	0%	2%	11%	33%	53%	
4 Office staff helpful w/ques. & probs.	100%	0%	0%	1%	10%	33%	55%	
5 Quality of nursing care received	100%	0%	0%	1%	9%	32%	58%	
6 Speed nursing staff return calls	100%	1%	2%	5%	15%	30%	48%	
7 Time physician spent with you	100%	0%	1%	2%	10%	29%	57%	
8 Communication from provider	100%	0%	0%	2%	9%	27%	61%	
9 Physician dx problem & rx treatment & f/u instructions	100%	0%	0%	1%	10%	28%	60%	
10 Confidence in physician	100%	0%	0%	1%	7%	27%	64%	
11 Wait time, after appt time, to see physician	100%	2%	2%	6%	13%	31%	46%	
12 Overall opinion of clinic	100%	0%	0%	2%	9%	30%	60%	