

FY2026 CAHPS SUMMARY

Run Date - 10/14/2025

07/01/2025 - Run Date

CURRENT OVERALL TOP BOX **CURRENT PERCENTILE (4 QTR ROLLING)** **n**

Inpatient Overall (HCAHPS)	100.00%	99th	4
ER (EDCAHPS)	76.47%	30th	85
OR (OASCAHPS)	90.00%	75th *	10
Hospice	100.00%	99th	1

CGCAHPS TIMELINESS SCORE (Getting Timely Appointments, Care, and Information)

Overall Score (All Clinics)	73.23%	40th	1061
Adult Medicine	72.64%	70th	106
Bone & Joint	67.94%	60th	131
Family Health Clinic	60.92%	5th	174
Foot & Ankle	86.05%	95th	86
General Surgery	76.71%	85th	73
Internal Medicine	72.82%	15th	287
OBGyn	84.17%	70th	139

CGCAHPS PROVIDER SCORE (How Well Providers Communicate with Patients)

Overall Provider Score (All Clinics)	79.18%	50th	2070
Adult Medicine	81.68%	60th	202
Bone & Joint	79.39%	45th	262
Family Health Clinic	69.12%	5th	340
Foot & Ankle	85.47%	95th	172
General Surgery	84.03%	50th	144
Internal Medicine	79.32%	65th	556
OBGyn	81.68%	70th	67

CGCAHPS STAFF SCORE (Helpful, Courteous, and Respectful Office Staff)

Overall Score (All Clinics)	77.63%	55th	514
Adult Medicine	82.00%	75th	50
Bone & Joint	78.46%	90th	65
Family Health Clinic	65.48%	5th	84
Foot & Ankle	90.70%	95th	43
General Surgery	80.56%	75th	36
Internal Medicine	75.54%	30th	139
OBGyn	80.00%	60th	65

CGCAHPS OVERALL SCORE (Rating of Clinic 0-10)

Overall Clinic Score (All Clinics)	91.09%	75th	516
Adult Medicine	94.23%	90th	52
Bone & Joint	89.23%	90th	65
Family Health Clinic	79.76%	10th	84
Foot & Ankle	100.00%	95th	43
General Surgery	94.44%	85th	36
Internal Medicine	93.53%	85th	139
OBGyn	89.23%	85th	65

* Percentile Estimated based on State and Nation-Wide Performance