

## FY2026 CAHPS SUMMARY

07/01/2025 - Run Date	Run Date - 11/10/2025		
	CURRENT OVERALL TOP BOX	CURRENT PERCENTILE (4 QTR ROLLING)	n
Inpatient Overall (HCAHPS)	87.50%	75th *	8
ER (EDCAHPS)	72.32%	30th	112
OR (OASCAHPS)	93.75%	55th	16
Hospice	100.00%	99th	2
<b>CGCAHPS TIMELINESS SCORE (Getting Timely Appointments, Care, and Information)</b>			
Overall Score (All Clinics)	72.84%	35th	1447
Adult Medicine	76.51%	70th	166
Bone & Joint	70.81%	60th	185
Family Health Clinic	57.96%	5th	245
Foot & Ankle	84.80%	95th	125
General Surgery	74.75%	80th	99
Internal Medicine	72.08%	15th	351
OBGyn	79.68%	70th	187
<b>CGCAHPS PROVIDER SCORE (How Well Providers Communicate with Patients)</b>			
Overall Provider Score (All Clinics)	78.32%	45th	2823
Adult Medicine	83.13%	60th	320
Bone & Joint	77.26%	45th	365
Family Health Clinic	67.71%	5th	480
Foot & Ankle	83.81%	95th	247
General Surgery	83.16%	50th	196
Internal Medicine	78.94%	60th	679
OBGyn	79.21%	70th	356
<b>CGCAHPS STAFF SCORE (Helpful, Courteous, and Respectful Office Staff)</b>			
Overall Score (All Clinics)	78.08%	55th	698
Adult Medicine	83.54%	70th	79
Bone & Joint	80.22%	90th	91
Family Health Clinic	68.64%	5th	118
Foot & Ankle	90.16%	95th	61
General Surgery	81.63%	75th	49
Internal Medicine	73.37%	30th	169
OBGyn	79.31%	60th	87
<b>CGCAHPS OVERALL SCORE (Rating of Clinic 0-10)</b>			
Overall Clinic Score (All Clinics)	91.75%	75th	703
Adult Medicine	92.68%	90th	82
Bone & Joint	92.39%	90th	92
Family Health Clinic	83.90%	5th	118
Foot & Ankle	100.00%	95th	61
General Surgery	95.92%	85th	49
Internal Medicine	92.90%	85th	169
OBGyn	87.50%	80th	88

\* Percentile Estimated based on State and Nation-Wide Performance