

FY2026 CAHPS SUMMARY

Run Date - 12/08/2025

07/01/2025 - Run Date	CURRENT OVERALL TOP BOX	CURRENT PERCENTILE (4 QTR ROLLING)	n
Inpatient Overall (HCAHPS)	85.71	<u>75</u>	14
ER (EDCAHPS)	73.55	40	155
OR (OASCAHPS)	95.24	55	21
Hospice	100.00	99	2
CGCAHPS TIMELINESS SCORE (Getting Timely Appointments, Care, and Information)			
Overall Score (All Clinics)	72.90	45	1889
Adult Medicine	79.91	70	224
Bone & Joint	70.12	50	241
Family Health Clinic	57.41	5	324
Foot & Ankle	84.18	95	177
General Surgery	76.38	80	127
Internal Medicine	73.64	30	440
OBGyn	78.35	85	231
CGCAHPS PROVIDER SCORE (How Well Providers Communicate with Patients)			
Overall Provider Score (All Clinics)	77.45	55	3698
Adult Medicine	82.99	75	435
Bone & Joint	76.30	55	481
Family Health Clinic	65.36	5	638
Foot & Ankle	83.48	95	351
General Surgery	82.07	75	251
Internal Medicine	80.21	65	854
OBGyn	77.27	75	440
CGCAHPS STAFF SCORE (Helpful, Courteous, and Respectful Office Staff)			
Overall Score (All Clinics)	77.95	55	916
Adult Medicine	84.26	80	108
Bone & Joint	82.35	80	119
Family Health Clinic	65.82	5	158
Foot & Ankle	88.51	95	87
General Surgery	82.26	80	62
Internal Medicine	75.12	35	213
OBGyn	75.93	65	108
CGCAHPS OVERALL SCORE (Rating of Clinic 0-10)			
Overall Clinic Score (All Clinics)	91.87	75	922
Adult Medicine	92.79	85	111
Bone & Joint	90.00	80	120
Family Health Clinic	85.53	10	159
Foot & Ankle	98.85	95	87
General Surgery	96.77	90	62
Internal Medicine	92.96	85	213
OBGyn	88.99	80	109

* Percentile Estimated based on State and Nation-Wide Performance