

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	75	14
ER (EDCAHPS)		73.55	40	155
OR (OASCAHPS)		95.24	55	21
Hospice		100.00	99	2
CGCAHPS TIMELINESS SCORE (Getting Timely Appointmens, 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