

FY2026 CAHPS SUMMARY*Run Date - 02/16/2026*

07/01/2025 - Run Date	CURRENT OVERALL TOP BOX	CURRENT PERCENTILE (4 QTR ROLLING)	n
Inpatient Overall (HCAHPS)	82.14	75	28
ER (EDCAHPS)	73.52	40	253
OR (OASCAHPS)	97.14	60	35
Hospice	100.00	99	2
CGCAHPS TIMELINESS SCORE (Getting Timely Appointments, Care, and Information)			
Overall Score (All Clinics)	73.39	45	3134
Adult Medicine	79.67	70	428
Bone & Joint	70.36	50	415
Family Health Clinic	60.65	5	554
Foot & Ankle	83.03	95	277
General Surgery	79.23	80	207
Internal Medicine	73.36	30	657
OBGyn	77.97	85	404
CGCAHPS PROVIDER SCORE (How Well Providers Communicate with Patients)			
Overall Provider Score (All Clinics)	77.98	55	6139
Adult Medicine	83.79	75	839
Bone & Joint	75.76	55	825
Family Health Clinic	69.15	5	1089
Foot & Ankle	83.12	95	551
General Surgery	83.21	75	405
Internal Medicine	79.63	65	1286
OBGyn	77.23	75	773
CGCAHPS STAFF SCORE (Helpful, Courteous, and Respectful Office Staff)			
Overall Score (All Clinics)	79.01	55	1520
Adult Medicine	86.06	80	208
Bone & Joint	81.46	80	205
Family Health Clinic	68.66	5	268
Foot & Ankle	86.86	95	137
General Surgery	87.13	80	101
Internal Medicine	75.00	35	320
OBGyn	78.01	65	191
CGCAHPS OVERALL SCORE (Rating of Clinic 0-10)			
Overall Clinic Score (All Clinics)	92.27	75	1526
Adult Medicine	92.86	85	210
Bone & Joint	90.24	80	205
Family Health Clinic	86.72	10	271
Foot & Ankle	98.54	95	137
General Surgery	97.03	90	101
Internal Medicine	93.77	85	321
OBGyn	91.58	80	190