

FY2026 CAHPS SUMMARY - BOARD

Run Date - 03/16/2026

07/01/2025 - Run Date	CURRENT OVERALL TOP BOX	CURRENT PERCENTILE (4 QTR ROLLING)	n
Inpatient Overall (HCAHPS)	81.58	75	38
ER (EDCAHPS)	73.57	40	280
OR (OASCAHPS)	95.65	65	46
Hospice	100.00	99	2
CGCAHPS TIMELINESS SCORE (Getting Timely Appointments, Care, and Information)			
Overall Score (All Clinics)	73.20	55	3605
Adult Medicine	78.79	90	481
Bone & Joint	70.93	50	492
Donnie Ballard Nephrology Center	66.67	NA	6
Family Health Clinic	58.41	5	630
Foot & Ankle	83.28	95	329
General Surgery	79.30	80	227
Internal Medicine	74.07	40	752
OBGyn	78.57	80	476
CGCAHPS PROVIDER SCORE (How Well Providers Communicate with Patients)			
Overall Provider Score (All Clinics)	77.57	55	7056
Adult Medicine	83.65	85	942
Bone & Joint	74.26	40	975
Donnie Ballard Nephrology Center	75.00	NA	12
Family Health Clinic	66.40	5	1232
Foot & Ankle	84.79	95	651
General Surgery	82.43	75	444
Internal Medicine	79.57	70	1478
OBGyn	78.16	55	911
CGCAHPS STAFF SCORE (Helpful, Courteous, and Respectful Office Staff)			
Overall Score (All Clinics)	78.95	60	1748
Adult Medicine	85.90	90	234
Bone & Joint	80.17	80	242
Donnie Ballard Nephrology Center	66.67	NA	3
Family Health Clinic	66.89	10	305
Foot & Ankle	88.27	95	162
General Surgery	86.49	85	111
Internal Medicine	75.27	35	368
OBGyn	79.82	55	223
CGCAHPS OVERALL SCORE (Rating of Clinic 0-10)			
Overall Clinic Score (All Clinics)	92.07	80	1753
Adult Medicine	92.80	90	236
Bone & Joint	89.71	70	243
Donnie Ballard Nephrology Center	100.00	NA	3
Family Health Clinic	85.67	30	307
Foot & Ankle	98.77	95	162
General Surgery	96.40	95	111
Internal Medicine	93.75	85	368
OBGyn	91.89	80	222

Donnie Ballard Nephrology Center data collection began 1st quarter 2026