Outpatient Ratings of Care
July 2009 - March 2010

- Quality of doctors' care
- Drs' explanations of treatment
- Drs' medical skills
- Drs' spending time w/patient
- Drs' thoroughness w/exam
- Drs' courtesy and caring
- Drs' listening to concerns
- Drs' answering questions
- Drs' involving pt in decisions
- Drs' explaining surgery & procedures
- Quality of nursing/MA care
- Nurses/MAs courtesy
- Overall teamwork
- Timely appointment availability
- Registration process
- Clinic phone accessibility
- Reception staff
- Ease of rx refill
- Communicating test/exam results
- Pain management
- Clinic cleanliness
- Parking
- Respect for privacy
- Time spent waiting
- Info given re: delays
- Instrux re: self care @ home
- Discharge process
- Level of safety felt
- Coordination of primary/specialty care
- Ease of specialty access
- Likelihood to recommend
- Overall quality of care

0% 20% 40% 60% 80% 100%

Good Very Good Excellent