

State of Vermont 2014 Adult CAHPS PCMH Survey Results: 3/3/2015-4/14/2015			
Avery Wood			
Composites and Rating of Provider	N	Top Box Score	NCBD 2013 Average
Access	50	81.98%	60%
Communication	50	92.46%	82%
Office Staff	26	80.77%	75%
Self Management	50	71.00%	52%
Shared Decision Making	26	73.08%	66%
Adult Behavioral	50	73.78%	46%
Information	50	85.69%	NA
Coordination of Care	49	84.17%	NA
Specialist Care	33	60.95%	NA

Q32. Rating of Provider	49	89.80%	76%
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Top box scores are the global composite proportions indicating excellent performance for a given measure.
A response of ' Always ' is the top box response for the Access, Communication, Specialist and Office Staff Composites
A response of ' Yes ' is the top box response for the Self Management Support, Comprehensiveness and the Information composites.
Coordination of Care top box responses include responses of ' Always and Yes '.
Shared Decision Making Composite top box responses include responses of ' Yes and A lot '.
Rating of provider top box responses include ratings of ' 9 ' and ' 10 '.

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Avery Wood	N	Top Box Score (Always)	NCBD 2013 Average
Access	50	81.98%	60%
Q6. Always obtained appt. as soon as needed for care needed right away	15	80.00%	66%
Q9. Always got appt. for care when needed, when not needed right away	44	79.55%	69%
Q14. Always received same day response to phone calls made during regular office hours	17	82.35%	60%
Q16. Always received a response as soon as you needed to phone calls made after regular office hours	12	100.00%	62%
Q18. Always saw provider within 15 minutes of appointment time	50	68.00%	43%

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Avery Wood	N	Top Box Score (Always)	NCBD 2013 Average
Communication	50	92.46%	82%
Q19. Provider always explained things in way that was easy to understand	50	96.00%	84%
Q20. Provider always listened carefully to you	50	94.00%	85%
Q22. Provider always gave you easy to understand information about health questions or concerns	45	88.89%	83%
Q23. Provider always seemed to know the important information about your medical history	50	86.00%	73%
Q24. Provider always showed respect for what you had to say	50	96.00%	88%
Q25. Provider always spent enough time with you	49	93.88%	80%

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Avery Wood	N	Top Box Score (Always)	NCBD 2013 Average
Office Staff	26	80.77%	75%
Q42. Clerks and receptionists at provider's office were always helpful	26	76.92%	68%
Q43. Clerks and receptionists at provider's office always treated you with courtesy and respect	26	84.62%	82%

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Avery Wood	N	Top Box Score (Yes)	NCBD 2013 Average
Self Management	50	71.00%	52%
Q35. Someone at provider's office talked with you about specific goals for your health	50	76.00%	63%
Q36. Someone at provider's office asked you if there are things that make it hard for you to take care of your health	50	66.00%	41%

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Avery Wood	N	Top Box Score (Yes/A lot)	NCBD 2013 Average
Shared Decision Making	26	73.08%	66%
Q29. Provider talked about the reasons you might want to take a medicine	26	76.92%	69%
Q30. Provider talked about the reasons you might not want to take a medicine	26	57.69%	48%
Q31. Provider asked what you thought was best when starting or stopping a prescription medicine	26	84.62%	82%

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Avery Wood	N	Top Box Score (Yes)	NCBD 2013 Average
Adult Behavioral	50	73.78%	46%
Q39. Someone at provider's office asked you if you ever felt sad, empty or depressed	48	83.33%	50%
Q40. Someone at provider's office asked you about things in life that worry you or cause stress	50	76.00%	51%
Q41. Someone at provider's office talked to you about a personal problem, family problem, alcohol use, drug use or a mental or emotional illness	50	62.00%	36%

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Avery Wood	N	Top Box Score (Yes)	NCBD 2013 Average
Information	50	85.69%	NA
Q10. Provider's office gave information on getting care for during evenings, weekends, or holidays	48	97.92%	70%
Q17. Provider's office sent reminders between visits about your tests, treatment or appointments	49	73.47%	73%

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Avery Wood	N	Top Box Score (Always/Yes)	NCBD 2013 Average
Coordination of Care	49	84.17%	NA
Q27. Someone at provider's office always followed up with results of blood test, x-ray or other tests	43	86.05%	70%
Q34. Provider always seemed up-to-date about care you received from specialists	33	75.76%	65%
Q38. Someone at provider's office talked about all the prescription medicines you were taking	43	90.70%	90%

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Avery Wood	N	Top Box Score (Always)	NCBD 2013 Average
Specialist Care	33	60.95%	NA
Q43.B. Always easy to get appointments with specialists	33	60.61%	NA
Q43.C. Specialist seen most often always knew important information about medical history	31	61.29%	NA

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