

| State of Vermont 2015 Adult CAHPS PCMH Survey Results: 11/12/2015-12/30/2015 |    |               |                   |
|--|----|---------------|-------------------|
| Avery Wood   |    |               |                   |
| Composites and Rating of Provider  | N  | Top Box Score | NCBD 2014 Average |
| Access   | 53 | 74.06%        | 62%               |
| Communication  | 53 | 91.07%        | 84%               |
| Office Staff   | 26 | 70.35%        | 80%               |
| Self Management  | 53 | 78.16%        | 51%               |
| Shared Decision Making   | 29 | 67.98%        | 67%               |
| Adult Behavioral   | 53 | 76.73%        | 51%               |
| Information  | 53 | 86.61%        | NA                |
| Coordination of Care   | 50 | 83.27%        | NA                |
| Specialist Care  | 29 | 37.93%        | NA                |

|                         |    |        |     |
|-------------------------|----|--------|-----|
| Q32. Rating of Provider | 53 | 88.68% | 80% |
|-------------------------|----|--------|-----|

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

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| <b>Avery Wood</b>  | <b>N</b>  | <b>Top Box Score<br/>(Always)</b> | <b>NCBD 2014 Average</b> |
| <b>Access</b>  | <b>53</b> | <b>74.06%</b>                     | <b>62%</b>               |
| Q6. Always obtained appt. as soon as needed for care needed right away                               | <b>19</b> | <b>78.95%</b>                     | <b>67%</b>               |
| Q9. Always got appt. for care when needed, when not needed right away                                | <b>46</b> | <b>86.96%</b>                     | <b>71%</b>               |
| Q14. Always received same day response to phone calls made during regular office hours               | <b>15</b> | <b>73.33%</b>                     | <b>62%</b>               |
| Q16. Always received a response as soon as you needed to phone calls made after regular office hours | <b>7</b>  | <b>71.43%</b>                     | <b>62%</b>               |
| Q18. Always saw provider within 15 minutes of appointment time                                       | <b>52</b> | <b>59.62%</b>                     | <b>47%</b>               |

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| <b>Communication</b>  | <b>53</b> | <b>91.07%</b>                     | <b>84%</b>               |
| Q19. Provider always explained things in way that was easy to understand                        | <b>53</b> | <b>98.11%</b>                     | <b>86%</b>               |
| Q20. Provider always listened carefully to you  | <b>53</b> | <b>92.45%</b>                     | <b>87%</b>               |
| Q22. Provider always gave you easy to understand information about health questions or concerns | <b>49</b> | <b>89.80%</b>                     | <b>84%</b>               |
| Q23. Provider always seemed to know the important information about your medical history        | <b>53</b> | <b>73.58%</b>                     | <b>76%</b>               |
| Q24. Provider always showed respect for what you had to say                                     | <b>53</b> | <b>96.23%</b>                     | <b>90%</b>               |
| Q25. Provider always spent enough time with you   | <b>53</b> | <b>96.23%</b>                     | <b>83%</b>               |

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| <b>Avery Wood</b>   | <b>N</b>  | <b>Top Box Score<br/>(Always)</b> | <b>NCBD 2014 Average</b> |
| <b>Office Staff</b>   | <b>26</b> | <b>70.35%</b>                     | <b>80%</b>               |
| Q42. Clerks and receptionists at provider's office were always helpful                          | <b>26</b> | <b>61.54%</b>                     | <b>74%</b>               |
| Q43. Clerks and receptionists at provider's office always treated you with courtesy and respect | <b>24</b> | <b>79.17%</b>                     | <b>86%</b>               |

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|---|----|---------------------|-------------------|
| Avery Wood  | N  | Top Box Score (Yes) | NCBD 2014 Average |
| <b>Self Management</b>  | 53 | 78.16%              | 51%               |
| Q35. Someone at provider's office talked with you about specific goals for your health                                | 52 | 84.62%              | 62%               |
| Q36. Someone at provider's office asked you if there are things that make it hard for you to take care of your health | 53 | 71.70%              | 41%               |

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| <b>Avery Wood</b>   | <b>N</b>  | <b>Top Box Score<br/>(Yes/A lot)</b> | <b>NCBD 2014 Average</b> |
| <b>Shared Decision Making</b>   | <b>29</b> | <b>67.98%</b>                        | <b>67%</b>               |
| Q29. Provider talked about the reasons you might want to take a medicine                        | <b>28</b> | <b>71.43%</b>                        | <b>68%</b>               |
| Q30. Provider talked about the reasons you might not want to take a medicine                    | <b>28</b> | <b>42.86%</b>                        | <b>49%</b>               |
| Q31. Provider asked what you thought was best when starting or stopping a prescription medicine | <b>29</b> | <b>89.66%</b>                        | <b>83%</b>               |

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| <b>Avery Wood</b>  | <b>N</b>  | <b>Top Box Score (Yes)</b> | <b>NCBD 2014 Average</b> |
| <b>Adult Behavioral</b>  | <b>53</b> | <b>76.73%</b>              | <b>51%</b>               |
| Q39. Someone at provider's office asked you if you ever felt sad, empty or depressed   | 53        | 81.13%                     | 62%                      |
| Q40. Someone at provider's office asked you about things in life that worry you or cause stress  | 53        | 81.13%                     | 54%                      |
| 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 | 53        | 67.92%                     | 39%                      |

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| <b>Avery Wood</b>  | <b>N</b>  | <b>Top Box Score (Yes)</b> | <b>NCBD 2014 Average</b> |
| <b>Information</b>   | <b>53</b> | <b>86.61%</b>              | <b>NA</b>                |
| Q10. Provider's office gave information on getting care for during evenings, weekends, or holidays | <b>53</b> | <b>92.45%</b>              | <b>72%</b>               |
| Q17. Provider's office sent reminders between visits about your tests, treatment or appointments   | <b>52</b> | <b>80.77%</b>              | <b>73%</b>               |

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| <b>Avery Wood</b>   | <b>N</b>  | <b>Top Box Score<br/>(Always/Yes)</b> | <b>NCBD 2014 Average</b> |
| <b>Coordination of Care</b>   | <b>50</b> | <b>83.27%</b>                         | <b>NA</b>                |
| Q27. Someone at provider's office always followed up with results of blood test, x-ray or other tests | <b>41</b> | <b>85.37%</b>                         | <b>74%</b>               |
| Q34. Provider always seemed up-to-date about care you received from specialists                       | <b>36</b> | <b>66.67%</b>                         | <b>67%</b>               |
| Q38. Someone at provider's office talked about all the prescription medicines you were taking         | <b>45</b> | <b>97.78%</b>                         | <b>87%</b>               |

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| <b>Avery Wood</b>   | <b>N</b>  | <b>Top Box Score<br/>(Always)</b> | <b>NCBD 2014 Average</b> |
| <b>Specialist Care</b>  | <b>29</b> | <b>37.93%</b>                     | <b>NA</b>                |
| Q43.B. Always easy to get appointments with specialists                                   | <b>29</b> | <b>41.38%</b>                     | <b>NA</b>                |
| Q43.C. Specialist seen most often always knew important information about medical history | <b>29</b> | <b>34.48%</b>                     | <b>NA</b>                |

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