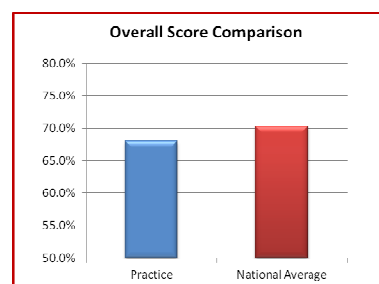
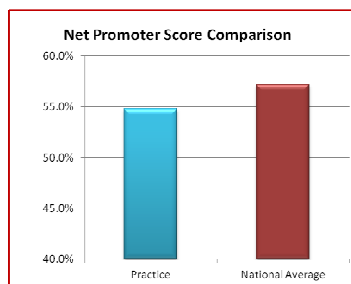
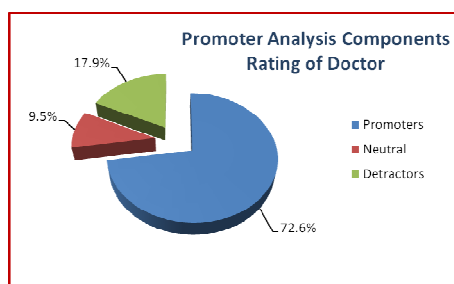


Twin Lakes Physician Practice of Madison

EdgeSurvey™ CG-CAHPS Primer Report For September, 2011

84 Patient Responses Were Received This Period

Overall & Category Scoring	This Period		Last Period	
	Score	Nat'l Average	Score	Change
Overall Score (Fully-Weighted)	68.0	70.3	70.4	-2.4
Timely Appointments & Information	64.3	68.1	62.5	1.8
Doctor's Communication with You	68.9	72.1	71.9	-3.0
Clerks and Receptionists	76.2	76.4	77.1	-0.9
Patient Rating of Doctor	63.1	73.2	70.1	-7.0



CODE	TOP 3 'ADVANCERS' THIS PERIOD	CURRENT SCORE	PREVIOUS SCORE	CHANGE
T05	15 Minute Wait Time for Appointment	44.6	39.2	5.4
T02	Appointment Scheduling: Check-Up	73.5	68.4	5.1
T04	Answers After Regular Office Hours	62.7	61.6	1.1

CODE	TOP 3 'DECLINERS' THIS PERIOD	CURRENT SCORE	PREVIOUS SCORE	CHANGE
C05	Showed Respect for What You Said	66.7	79.1	-12.4
P64	Doctor Rating	88.5	94.7	-6.2
P50	Doctor Spent Adequate Time With You	70.2	74.6	-4.4

Twin Lakes Physician Practice of Madison

Top Box Scores

Code	Timely Appointments & Information	Score	Corp. Average	Corp. Ranking	Nat'l. Average	Percentile	Previous Score	Change
T01	Appointment Scheduling: Right Away	68.7	63.6	6	66.2	62	71.3	-2.6
T02	Appointment Scheduling: Check-Up	73.5	68.6	3	69.4	59	68.4	5.1
T03	Answers During Regular Office Hours	72.3	63.0	2	64.3	83	71.9	0.4
T04	Answers After Regular Office Hours	62.7	58.6	8	61.0	55	61.6	1.1
T05	15 Minute Wait Time for Appointment	44.6	33.9	4	37.2	70	39.2	5.4

Code	Doctor's Communication with You	Score	Corp. Average	Corp. Ranking	Nat'l. Average	Percentile	Previous Score	Change
C01	Explanation Easy to Understand	69.0	74.9	14	76.3	31	70.4	-1.4
C02	Doctor Listened Carefully	76.2	80.9	9	80.6	43	78.1	-1.9
C03	Doctor Gave Easy Instructions	71.4	78.9	12	83.2	33	71.2	0.2
C04	Knew Important Medical Information	73.8	72.4	8	72.5	56	74.9	-1.1
C05	Showed Respect for What You Said	66.7	84.8	16	85.1	19	79.1	-12.4
C06	Doctor Spent Adequate Time	70.2	79.2	11	74.5	40	74.6	-4.4
C07	Followed Up on Test Results With You	54.8	63.4	13	58.6	39	55.2	-0.4

Code	Clerks and Receptionists	Score	Corp. Average	Corp. Ranking	Nat'l. Average	Percentile	Previous Score	Change
R01	Clerks & Receptionists were helpful	75.0	72.5	4	71.5	67	75.2	0.2
R02	Clerks & Receptionists – Courtesy	77.4	71.1	3	81.1	41	78.9	-1.5

Code	Patient Rating of Doctor	Score	Corp. Average	Corp. Ranking	Nat'l. Average	Percentile	Previous Score	Change
S01	Doctor Rating	63.1	68.5	12	73.2	35	70.1	-7.0

Score Highlighting (Green/Red):

Top Box Score is in green if change from last period is > 2 points

Top Box Score is in red if change from last period is < 2 points

Twin Lakes Physician Practice of Madison

EdgeSurvey™ Performance Analysis Report For September, 2011

Top Box Trend Analysis

Code	Timely Appointments & Information	Sep11	Aug11	Jul11	Jun11	May11	Apr11
T01	Appointment Scheduling: Right Away	68.7	71.3	72.5	74.2	71.3	73.1
T02	Appointment Scheduling: Check-Up	73.5	68.4	65.4	66.2	68.1	68.5
T03	Answers During Regular Office Hours	72.3	71.9	74.2	73.0	76.1	68.4
T04	Answers After Regular Office Hours	62.7	61.6	67.2	66.0	56.2	62.5
T05	15 Minute Wait Time for Appointment	44.6	39.2	35.2	32.0	35.1	30.5

Code	Doctor's Communication with You	Sep11	Aug11	Jul11	Jun11	May11	Apr11
C01	Explanation Easy to Understand	69.0	70.4	73.5	75.2	78.2	71.5
C02	Doctor Listened Carefully	76.2	78.1	77.1	76.0	72.1	71.9
C03	Doctor Gave Easy Instructions	71.4	71.2	75.1	68.4	77.2	68.2
C04	Knew Important Medical Information	73.8	74.9	72.5	78.1	74.0	71.5
C05	Showed Respect for What You Said	66.7	79.1	82.5	81.5	78.5	81.9
C06	Doctor Spent Adequate Time	70.2	74.6	78.6	81.2	78.5	75.2
C07	Followed Up on Test Results With You	54.8	55.2	53.9	58.2	60.2	56.1

Code	Clerks and Receptionists	Sep11	Aug11	Jul11	Jun11	May11	Apr11
R01	Clerks & Receptionists were helpful	75.0	75.2	74.5	79.1	70.6	69.5
R02	Clerks & Receptionists – Courtesy	77.4	78.9	72.5	81.2	80.4	73.6

Code	Patient Rating of Doctor	Sep11	Aug11	Jul11	Jun11	May11	Apr11
S01	Doctor Rating	63.1	70.1	73.6	78.4	76.1	78.5

Trend Highlighting (Green/Red):

1st three scores in green for two consecutive monthly Top Box score increases

1st three scores in red for two consecutive monthly Top Box score decreases

Twin Lakes Physician Practice of Madison

EdgeSurvey™ Performance Analysis Report For September, 2011

Response Frequency Summary

Code	Timely Appointments & Information	Always	Usually	Sometimes	Never	N/A	Total
T01	Appointment: Right Away	57	18	6	2	1	84
T02	Appointment: Check-Up	61	13	6	4	0	84
T03	Answers During Regular Office Hours	60	17	4	3	0	84
T04	Answers After Regular Office Hours	52	21	6	4	1	84
T05	15 Minute Wait Time for Appointment	37	29	11	7	0	84

Code	Doctor's Communication with You	Always	Usually	Sometimes	Never	N/A	Total
C01	Explanation Easy to Understand	58	16	7	3	0	84
C02	Doctor Listened Carefully	64	9	6	5	0	84
C03	Doctor Gave Easy Instructions	60	12	8	4	0	84
C04	Knew Important Medical Information	62	14	5	3	0	84
C05	Showed Respect for What You Said	56	14	7	7	0	84
C06	Physician Spent Adequate Time	59	16	5	4	0	84
C07	Followed Up on Test Results With You	46	28	6	4	0	84

Code	Clerks and Receptionists	Always	Usually	Sometimes	Never	N/A	Total
R01	Clerks & Receptionists were helpful	59	17	6	2	0	83
R02	Clerks & Receptionists – Courtesy	70	13	1	0	0	84

Code	Patient Rating of Doctor	10	9	8	7	6	5	4	3	2	1	0	N/A	Total
S01	Doctor Rating	37	16	2	9	1	10	0	7	0	1	1	0	84

Twin Lakes Physician Practice of Madison				
EdgeSurvey™ Performance Analysis Report For September, 2011				
Survey Distribution and Response Summary				
Survey Demographics	This Period		Last Period	
Survey Distribution by CTQ	<u>Count</u>	<u>Percent</u>	<u>Count</u>	<u>Percent</u>
Surveys Mailed by CTQ	0		0	
Surveys Emailed by CTQ	130		80	
Removed Email Addresses	0	.00%	0	.00%
Invalid Email Addresses	5	3.84%	5	6.25%
Total Surveys Distributed	125		75	
Survey Responses	<u>Count</u>	<u>Percent</u>	<u>Count</u>	<u>Percent</u>
Paper Surveys Entered by CTQ	0		0	
Online Survey Responses	84	67.20%	46	61.97%
Survey Responses Entered by Facility	0		0	
Web Site Link Survey Responses	0		0	
Total Survey Responses	84		46	

Twin Lakes Physician Practice of Madison	
EdgeSurvey™ Performance Analysis Report For September, 2011	
Comments & Suggestions (Shortened and Sanitized For Sample)	
Timely Appointments & Information	
<p>I had an emergency and you got me in quickly. Thank you. (125298102 DOS-08/15/2011)</p> <p>I have been seeing Dr. Evans for years. I think he has too many patients as getting a standard appointment should not require a two-month wait. (524198702 DOS-08/25/2011)</p> <p>The doctor is always good about following up with me, either during or after office hours. (7812512523 DOS – 08/29/2011)</p> <p>The wait time seems to get longer and longer over the years. The last wait was about 45 minutes. I know you folks are busy, but I need to schedule time away from work and it is stressful being away that much extra. I call before I come in and you always tell me you are on time, but aren't. (136234109 DOS-09/07/2011)</p> <p>The wait time is reasonable – usually 15-20 minutes, which is what I expect. (125678915 DOS – 09/07/2011)</p> <p>One thing about wait time that frustrates me is not the waiting, but that nobody provides any updates to let me know what is going on. During my last visit I waited just short of one hour. It would have been nice if someone announced that the doctor was continuing to run very late. (176209152 DOS-09/08/2011)</p> <p>Scheduling is fine. You are always helpful getting me in on short notice. (761598275 DOS-08/18/2011)</p> <p>Getting an appointment is not the problem, but the waiting is frustrating. (2510098251 DOS-09/12/2011)</p> <p>The doctor always gets me my blood results promptly. (261041986 DOS-08/17/2011)</p> <p>I think the staff does their best to get me seen promptly. (351098212 DOS-08/18/2011)</p> <p>The doctor is very good at returning my calls. (1502951265 DOS-09/06/2011)</p> <p>I typically wait a half hour to be seen, but I am okay with that. (219092001 DOS-08/23/2011)</p> <p>I never have problems getting in and getting seen. It is one of the reasons I choose your practice (156782091 DOS-09/13/2011)</p> <p>Thank you again for your last minute care and getting me seen quickly. (401209105 DOS-08/29/2011)</p> <p>Thanks for getting me in quickly. I was feeling terrible. (173209442 DOS-09/13/2011)</p> <p>I was put on hold. When a different nurse picked up I asked not to be put on hold again. I got an attitude, and went back on hold. (196203352 DOS-09/15/2011)</p> <p>I could hear the girl on the phone talking to someone else in the background. She wasn't paying attention to me and had to ask my name three times. (386209412 DOS-09/01/2011)</p> <p>Thanks for setting up a last minute appointment for me. (6415829014 DOS-08/16/2011)</p> <p>The folks could have been a little more patient when I was trying to figure out a good day to come in. They were a little rude. (781520091 DOS-09/20/2011)</p>	

Doctor's Communication with You
<p>Dr. Evans is very rushed. After waiting a long time and finally meeting with him, he hardly asks any questions and when I try sharing my symptoms I am not confident that he listens to everything. He jumps to conclusions without offering any alternatives about what might be the cause of my problems. (1290812512 DOS-08/25/2011)</p> <p>The doctor is not that personable. (125609002 DOS-09/14/2011)</p> <p>I think the doctor is borderline rude when we speak. He is very condescending. (671002015 DOS-08/25/2011)</p> <p>The doctor spent a lot of time with me. He helped me figure out that some of my health issues might be tied to all the additional hours I have been putting in at work. I did not realize that this could ripple into anxiety. (100286136 DOS-09/01/2011)</p> <p>Dr. Stevens is thorough and personable. (801962612 DOS-09/16/2011)</p> <p>I have always liked everything about Dr. Miller. (600102013 DOS-08/09/2011)</p>

Twin Lakes Physician Practice of Madison

EdgeSurvey™ Performance Analysis Report For September, 2011

Comments & Suggestions (Shortened and Sanitized For Sample)

I was disappointed with the way the doctor treated me. I have been having personal issues and he didn't give me a chance to fully articulate everything that was going on in my personal life which I think might be part of the reason I am always getting sick. (871051852 DOS-08/24/2011)

Very helpful in taking the time to learn about my recent health history as I hadn't been in the office for a while. When all was said and done, he really spent a lot of time with me. (106015521 DOS-09/13/2011)

The doctor is far too serious and could be a little more personable. (105202005 DOS-09/16/2011)

The doctor makes me feel very comfortable. It is easy to take my time to discuss my problems and concerns. He doesn't rush me at all. I am not the best at explaining things and he is very respectful when trying to understand what is probably a lot of gibberish from me. (160220152 DOS-09/21/2011)

A few people came in my room after I was waiting for the doc sitting in my underwear. They didn't say anything, one grabbed a paper towel and left. Very odd. (1050220151 DOS-09/14/2011)

The doctor not only listened well but asked a lot of questions that I thought would be uncomfortable, but based on his approach with me – weren't. Thanks. (130209912 DOS-09/07/2011)

Dr. Evans was really helpful explaining all the bloodwork results to me. I was pretty nervous with the test I was being screened for. Although the numbers came back high, he explained that everything could be controlled and that I should not be too worried. He also suggested I did not do too much research on the internet. I told him I had and he shared that everyone is different and if you read enough you are bound to learn of someone who did not fare well. He was very comforting and I appreciated his time and thoroughness. (010518721 DOS-09/12/2011)

The doctor was far too rushed and that made me uncomfortable. (409802985 DOS-09/02/2011)

The doctor was going from exam room to exam room to exam room. He probably spent a total of 5 minutes with me and I was in the exam room for well over an hour. He needs to know that when someone has a medical concern they are looking to the doctor to help explain things. (671892068 DOS-09/22/2011)

The doctor was very thorough and seemed to care a lot. This was my first visit with him. (672200109 DOS-08/25/2011)

The doctor took a lot of time to collect my medical history. He spent a lot of time learning about all the illnesses on my dad's side and explained why he was asking so many questions. I don't think any other doctor has taken that amount of time to do that. (801587201 DOS-08/02/2011)

Seemed to care about what I had to say which made me feel as though I would get good results. (203401502 DOS-09/16/2011)

I have filled out a lot of these feedback forms. I really want you to share with Dr. Miller how impressed I was with him. I just had my first visit with him and the man made me feel as though we knew each other for years. He was very tactful in asking all the questions. I have had a weight problem for years and I am usually uncomfortable about discussing because I am not only embarrassed, but also ashamed. The doctor asked me if I would like to set up another appointment to discuss some of my goals. He was direct when saying that my existing problems were probably a direct or indirect result of my weight but did not scold me as others have. He said that if I took a long-term approach to a better diet and exercise that I could expect to see some good results. He told me that he has a few family members that have battled the same issues and he understands it is more difficult than people realize. I felt as though he will be very supportive in helping me and I can't tell you how much that means to me. Please thank him from Mary. I will refer anyone to him. (205601106 DOS-09/08/2011)

Very caring person. (2014510518 DOS-09/16/2011)

Took the time to discuss my x-rays thoroughly and put me at ease. (150250128 DOS-09/14/2011)

Twin Lakes Physician Practice of Madison	
EdgeSurvey™ Performance Analysis Report For September, 2011	
Comments & Suggestions (Shortened and Sanitized For Sample)	
Clerks and Receptionists	
<p>No changes. Very nice people. Helpful and Friendly. (761068252 DOS-09/07/2011)</p> <p>Overall, my experience was good. They helped answer my insurance questions and even made a call for me. (600251901 DOS-08/16/2011)</p> <p>I thought it was strange that the people at the front desk were talking about the patient that just left. They weren't saying nice things about him (by name) and it makes me wonder if they would say things about me. (875421013 DOS-09/14/2011)</p> <p>Helped me with questions about my paperwork. Light and friendly atmosphere. (600120612 DOS-09/07/2011)</p> <p>I have never felt more comfortable at a physician's practice. I usually dread going. Thanks for making my visit easy. (160152623 DOS-08/26/2011)</p> <p>I am biased. My mom is one of the receptionists..and of course the best. Hi Mom. Keri. (160925126 DOS-09/19/2011)</p> <p>Very friendly people. (110629512 DOS-09/06/2011)</p> <p>No problems. Nice people, which is what I expect. (144260161 DOS-09/15/2011)</p> <p>I would have a serious talk with your staff about professionalism and courtesy. Not the best. (162001926 DOS-08/16/2011)</p> <p>Seem to care a lot about the patients. (158268216 DOS-09/13/2011)</p>	

Doctor Rating
<p>This is just my second visit to see Dr. Miller. I am impressed with the time he takes to get to know me, my health history and other issues taking place in my life. (167286925 DOS-09/08/2011)</p> <p>Dr. Stevens is the BEST!! (178620110 DOS-09/15/2011)</p> <p>Dr. Miller is a wonderful and caring man. (230100901 DOS-08/16/2011)</p> <p>I think Dr. Stevens spent a little less time than usual because I was a last minute appointment, but he still made sure all my questions were answered. (152091852 DOS-09/09/2011)</p> <p>Dr. Miller is outstanding. It's nice that he takes the time to get to know me whenever I see him. I like that he knows that I work and have a few kids. (201520512 DOS-09/01/2011)</p> <p>I will always recommend Twin Lakes of Madison. Your entire staff is great. (106021061 DOS-08/31/2011)</p> <p>I think the doctor needs to take a class on etiquette. (154092011 DOS-09/22/2011)</p> <p>The doctor is very rushed in his approach and that makes me feel uncomfortable. I will probably shop around for another doctor who is in my network that will spend more time with me. (0910612513 DOS-09/06/2011)</p> <p>I am confident with the care because of Dr. Miller. I think you should consider making other changes in the office. (125002512 DOS-08/30/2011)</p> <p>As I previously said, the doctor seems far too busy to be able to properly handle all his patients and give us the attention we need. He was room hopping and I felt like a distraction to him. (671892068 DOS-09/22/2011)</p> <p>I would rate Dr. Miller an 11 if I could. (106231205 DOS-09/12/2011)</p> <p>Thank you so much for taking care of me. I am traveling and needed to get better in time for vacation. I appreciate the time you took to listen to my concerns. (050251981 DOS-09/14/2011)</p> <p>The doctor is usually pretty booked, but is worth the wait. (027692512 DOS-08/22/2011)</p> <p>It's really hard to get an appointment with Dr. Miller, but he's worth the wait. I wished he had more evening hours. I think Dr. Evans should ratchet his patient load down. It seems like he is running in too many directions. (610296231 DOS-09/09/2011)</p> <p>It's hard to rate Dr. Evans because I am comparing him to Dr. Miller and they are two very different people. Being that this was my first visit with Dr. Evans I would give him a 7 only because of how much improvement I could see based on Dr. Miller's care with me in the past. However, I am still comfortable seeing him. Maybe it's just the difference in personality that I'm not used to yet. (726162020 DOS-09/15/2011)</p>

EdgeSurvey™ Performance Analysis Report For September, 2011

Dr. Miller - Scores for 21 Survey(s) Returned This Period

Code	Facility	Provider's Current Score	Provider's Previous Score	Practice Average	Change
T01	Appointment: Right Away	71.2	70.3	68.7	0.9
T02	Appointment: Check-Up	75.2	76.3	73.5	-1.1
T03	Answers During Regular Office Hours	73.1	70.6	72.3	2.5
T04	Answers After Regular Office Hours	68.5	65.4	62.7	3.1
T05	15 Minute Wait Time for Appointment	51.5	49.5	44.6	2.0

Code	Facility	Provider's Current Score	Provider's Previous Score	Practice Average	Change
C01	Explanation Easy to Understand	71.7	72.0	69.0	-0.3
C02	Doctor Listened Carefully	83.2	81.9	76.2	1.3
C03	Doctor Gave Easy Instructions	74.2	74.1	71.4	0.1
C04	Knew Important Medical Information	72.5	74.1	73.8	-1.6
C05	Showed Respect for What You Said	77.5	76.5	66.7	1.0
C06	Doctor Spent Adequate Time	81.5	80.2	70.2	1.3
C07	Followed Up on Test Results With You	60.4	56.2	54.8	4.2

Code	Facility	Provider's Current Score	Provider's Previous Score	Practice Average	Change
R01	Clerks & Receptionists were helpful	74.6	73.8	75.0	0.8
R02	Clerks & Receptionists – Courtesy	76.3	78.1	77.4	-1.8

Code	Facility	Provider's Current Score	Provider's Previous Score	Practice Average	Change
S01	Doctor Rating	74.6	75.2	63.1	-0.6

Score Highlighting (Green/Red):

Top Box Score is in green if score is 5 or more points greater than the practice average

Top Box Score is in red if score is 5 or more points less than the practice average

Twin Lakes Physician Practice of Madison	
EdgeSurvey™ Performance Analysis Report For September, 2011	
Comments & Suggestions (Shortened and Sanitized For Sample)	
Timely Appointments & Information	
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Doctor's Communication with You
<p>The doctor spent a lot of time with me. He helped me figure out that some of my health issues might be tied to all the additional hours I have been putting in at work. I did not realize that this could ripple into anxiety. (100286136 DOS-09/01/2011)</p> <p>I have always liked everything about Dr. Miller. (600102013 DOS-08/09/2011)</p> <p>Very helpful in taking the time to learn about my recent health history as I hadn't been in the office for a while. When all was said and done, he really spent a lot of time with me. (106015521 DOS-09/13/2011)</p> <p>The doctor not only listened well but asked a lot of questions that I thought would be uncomfortable, but based on his approach with me – weren't. Thanks. (130209912 DOS-09/07/2011)</p> <p>He was very comforting and I appreciated his time and thoroughness. (010518721 DOS-09/12/2011)</p> <p>The doctor took a lot of time to collect my medical history. He spent a lot of time learning about all the illnesses on my dad's side and explained why he was asking so many questions. I don't think any other doctor has taken that amount of time to do that. (801587201 DOS-08/02/2011)</p> <p>Seemed to care about what I had to say which made me feel as though I would get good results. (203401502 DOS-09/16/2011)</p> <p>I have filled out a lot of these feedback forms. I really want you to share with Dr. Miller how impressed I was with him. I just had my first visit with him and the man made me feel as though we knew each other for years. He was very tactful in asking all the questions. I have had a weight problem for years and I am usually uncomfortable about discussing because I am not only embarrassed, but also ashamed. The doctor asked me if I would like to set up another appointment to discuss some of my goals. He was direct when saying that my existing problems were probably a direct or indirect result of my weight but did not scold me as others have. He said that if I took a long-term approach to a better diet and exercise that I could expect to see some good results. He told me that he has a few family members that have battled the same issues and he understands it is more difficult than people realize. I felt as though he will be very supportive in helping me and I can't tell you how much that means to me. Please thank him from Mary. I will refer anyone to him. (205601106 DOS-09/08/2011)</p> <p>Very caring person. (2014510518 DOS-09/16/2011)</p>

Twin Lakes Physician Practice of Madison	
EdgeSurvey™ Performance Analysis Report For September, 2011	
Comments & Suggestions (Shortened and Sanitized For Sample)	
Clerks and Receptionists	
<p>No changes. Very nice people. Helpful and Friendly. (761068252 DOS-09/07/2011)</p> <p>Overall, my experience was good. They helped answer my insurance questions and even made a call for me. (600251901 DOS-08/16/2011)</p> <p>I thought it was strange that the people at the front desk were talking about the patient that just left. They weren't saying nice things about him (by name) and it makes me wonder if they would say things about me. (875421013 DOS-09/14/2011)</p> <p>Seem to care a lot about the patients. (158268216 DOS-09/13/2011)</p>	

Doctor Rating
<p>This is just my second visit to see Dr. Miller. I am impressed with the time he takes to get to know me, my health history and other issues taking place in my life. (167286925 DOS-09/08/2011)</p> <p>Dr. Miller is a wonderful and caring man. (230100901 DOS-08/16/2011)</p> <p>Dr. Miller is outstanding. It's nice that he takes the time to get to know me whenever I see him. I like that he knows that I work and have a few kids. (201520512 DOS-09/01/2011)</p> <p>I am confident with the care because of Dr. Miller. I think you should consider making other changes in the office. (125002512 DOS-08/30/2011)</p> <p>I would rate Dr. Mille an 11 if I could. (106231205 DOS-09/12/2011)</p> <p>Thank you so much for taking care of me. I am traveling and needed to get better in time for vacation. I appreciate the time you took to listen to my concerns. (050251981 DOS-09/14/2011)</p> <p>The doctor is usually pretty booked, but is worth the wait. (027692512 DOS-08/22/2011)</p> <p>It's really hard to get an appointment with Dr. Miller, but he's worth the wait. I wished he had more evening hours.</p>

EdgeSurvey™ Performance Analysis Report For September, 2011

Dr. Evans - Scores for 27 Survey(s) Returned This Period

Code	Facility	Provider's Current Score	Provider's Previous Score	Practice Average	Change
T01	Appointment: Right Away	70.5	70.3	68.7	0.2
T02	Appointment: Check-Up	73.2	72.3	73.5	-1.1
T03	Answers During Regular Office Hours	70.1	70.6	72.3	-0.5
T04	Answers After Regular Office Hours	65.2	61.5	62.7	3.7
T05	15 Minute Wait Time for Appointment	31.5	36.5	44.6	-4.0

Code	Facility	Provider's Current Score	Provider's Previous Score	Practice Average	Change
C01	Explanation Easy to Understand	66.7	70.1	69.0	-3.4
C02	Doctor Listened Carefully	62.5	67.3	76.2	-5.2
C03	Doctor Gave Easy Instructions	70.1	70.0	71.4	0.1
C04	Knew Important Medical Information	71.3	69.2	73.8	1.1
C05	Showed Respect for What You Said	58.4	61.5	66.7	-3.1
C06	Doctor Spent Adequate Time	52.1	58.4	70.2	-6.3
C07	Followed Up on Test Results With You	48.4	50.1	54.8	-1.7

Code	Facility	Provider's Current Score	Provider's Previous Score	Practice Average	Change
R01	Clerks & Receptionists were helpful	72.6	73.5	75.0	-0.9
R02	Clerks & Receptionists – Courtesy	75.1	74.1	77.4	1.0

Code	Facility	Provider's Current Score	Provider's Previous Score	Practice Average	Change
S01	Doctor Rating	43.7	53.8	63.1	-10.1

Score Highlighting (Green/Red):

Top Box Score is in green if score is 5 or more points greater than the practice average

Top Box Score is in red if score is 5 or more points less than the practice average

Twin Lakes Physician Practice of Madison	
EdgeSurvey™ Performance Analysis Report For September, 2011	
Comments & Suggestions (Shortened and Sanitized For Sample)	
Timely Appointments & Information	
<p>I have been seeing Dr. Evans for years. I think he has too many patients as getting a standard appointment should not require a two-month wait. (524198702 DOS-08/25/2011)</p> <p>The wait time seems to get longer and longer over the years. The last wait was about 45 minutes. I know you folks are busy, but I need to schedule time away from work and it is stressful being away that much extra. I call before I come in and you always tell me you are on time, but aren't. (136234109 DOS-09/07/2011)</p> <p>One thing about wait time that frustrates me is not the waiting, but that nobody provides any updates to let me know what is going on. During my last visit I waited just short of one hour. It would have been nice if someone announced that the doctor was continuing to run very late. (176209152 DOS-09/08/2011)</p> <p>Getting an appointment is not the problem, but the waiting is frustrating. (2510098251 DOS-09/12/2011)</p> <p>The doctor always gets me my blood results promptly. (261041986 DOS-08/17/2011)</p> <p>The doctor is very good at returning my calls. (1502951265 DOS-09/06/2011)</p> <p>I never have problems getting in and getting seen. It is one of the reasons I choose your practice (156782091 DOS-09/13/2011)</p> <p>Thanks for getting me in quickly. I was feeling terrible. (173209442 DOS-09/13/2011)</p> <p>I was put on hold. When a different nurse picked up I asked not to be put on hold again. I got an attitude, and went back on hold. (196203352 DOS-09/15/2011)</p> <p>I could hear the girl on the phone talking to someone else in the background. She wasn't paying attention to me and had to ask my name three times. (386209412 DOS-09/01/2011)</p> <p>The folks could have been a little more patient when I was trying to figure out a good day to come in. They were a little rude. (781520091 DOS-09/20/2011)</p>	

Doctor's Communication with You
<p>Dr. Evans is very rushed. After waiting a long time and finally meeting with him, he hardly asks any questions and when I try sharing my symptoms I am not confident that he listens to everything. He jumps to conclusions without offering any alternatives about what might be the cause of my problems. (1290812512 DOS-08/25/2011)</p> <p>The doctor is not that personable. (125609002 DOS-09/14/2011)</p> <p>I think the doctor is borderline rude when we speak. He is very condescending. (671002015 DOS-08/25/2011)</p> <p>I was disappointed with the way the doctor treated me. I have been having personal issues and he didn't give me a chance to fully articulate everything that was going on in my personal life which I think might be part of the reason I am always getting sick. (871051852 DOS-08/24/2011)</p> <p>The doctor makes me feel very comfortable. It is easy to take my time to discuss my problems and concerns. He doesn't rush me at all. I am not the best at explaining things and he is very respectful when trying to understand what is probably a lot of gibberish from me. (160220152 DOS-09/21/2011)</p> <p>The doctor not only listened well but asked a lot of questions that I thought would be uncomfortable, but based on his approach with me – weren't. Thanks. (130209912 DOS-09/07/2011)</p> <p>Dr. Evans was really helpful explaining all the bloodwork results to me. I was pretty nervous with the test I was being screened for. Although the numbers came back high, he explained that everything could be controlled and that I should not be too worried. He also suggested I did not do too much research on the internet. I told him I had and he shared that everyone is different and if you read enough you are bound to learn of someone who did not fare well. He was very comforting and I appreciated his time and thoroughness. (010518721 DOS-09/12/2011)</p> <p>The doctor was far too rushed and that made me uncomfortable. (409802985 DOS-09/02/2011)</p> <p>The doctor was going from exam room to exam room to exam room. He probably spent a total of 5 minutes with me and I was in the exam room for well over an hour. He needs to know that when someone has a medical concern they are looking to the doctor to help explain things. (671892068 DOS-09/22/2011)</p> <p>The doctor was very thorough and seemed to care a lot. This was my first visit with him. (672200109 DOS-08/25/2011)</p> <p>Took the time to discuss my x-rays thoroughly and put me at ease. (150250128 DOS-09/14/2011)</p>

Twin Lakes Physician Practice of Madison	
EdgeSurvey™ Performance Analysis Report For September, 2011	
Comments & Suggestions (Shortened and Sanitized For Sample)	
Clerks and Receptionists	
<p>Helped me with questions about my paperwork. Light and friendly atmosphere. (600120612 DOS-09/07/2011)</p> <p>I have never felt more comfortable at a physician's practice. I usually dread going. Thanks for making my visit easy. (160152623 DOS-08/26/2011)</p> <p>I am biased. My mom is one of the receptionists..and of course the best. Hi Mom. Keri. (160925126 DOS-09/19/2011)</p> <p>Very friendly people. (110629512 DOS-09/06/2011)</p> <p>No problems. Nice people, which is what I expect. (144260161 DOS-09/15/2011)</p>	

Doctor Rating
<p>I will always recommend Twin Lakes of Madison. Your entire staff is great. (106021061 DOS- 08/31/2011)</p> <p>I think the doctor needs to take a class on etiquette. (154092011 DOS-09/22/2011)</p> <p>The doctor is very rushed in his approach and that makes me feel uncomfortable. I will probably shop around for another doctor who is in my network that will spend more time with me. (0910612513 DOS-09/06/2011)</p> <p>I would rate Dr. Mille an 11 if I could. (106231205 DOS-09/12/2011)</p> <p>I think Dr. Evans should ratchet his patient load down. It seems like he is running in too many directions. (610296231 DOS-09/09/2011)</p> <p>It's hard to rate Dr. Evans because I am comparing him to Dr. Miller and they are two very different people. Being that this was my first visit with Dr. Evans I would give him a 7 only because of how much improvement I could see based on Dr. Miller's care with me in the past. However, I am still comfortable seeing him. Maybe it's just the difference in personality that I'm not used to yet. (726162020 DOS-09/15/2011)</p>

Report abbreviated for sample. More providers and comments would be provided.

All Data is Sample Data. There is no PHI on this Sample Report.