

Communication (6 items)

In the last 12 months, how often did this doctor give you clear instructions about **what to do if your health problems or symptoms got worse or came back?**

	<i>frequency</i>	<i>percent</i>	
Never	419	1%	▮
Almost never	447	1%	▮
Sometimes	1008	2%	▮
Usually	2133	5%	▮
Almost always	4641	11%	▮
Always	34223	80%	▮
Total applicable respondents	42871		
No response	8024		

In the last 12 months, how often did this doctor show respect for what you had to say?

	<i>frequency</i>	<i>percent</i>	
Never	209	0%	▮
Almost never	256	1%	▮
Sometimes	898	2%	▮
Usually	2031	4%	▮
Almost always	3734	7%	▮
Always	43161	86%	▮
Total applicable respondents	50289		
No response	606		

In the last 12 months, how often did this doctor spend enough time with you?

	<i>frequency</i>	<i>percent</i>	
Never	292	1%	▮
Almost never	494	1%	▮
Sometimes	1360	3%	▮
Usually	3196	6%	▮
Almost always	6401	13%	▮
Always	38525	77%	▮
Total applicable respondents	50268		
No response	627		

Integration of Care (2 items)

In the last 12 months, how often did this doctor seem **informed and up-to-date** about the care you got from specialists that he or she sent you to?

	<i>frequency</i>	<i>percent</i>	
Never	542	2%	
Almost never	518	2%	
Sometimes	1360	5%	
Usually	2975	11%	
Almost always	5788	21%	
Always	16287	59%	
Total applicable respondents	27470		
No response	23425		

In the last 12 months, when this doctor ordered a blood test, x-ray or other test for you, how often did someone from his or her office follow up to give you those test results?

	<i>frequency</i>	<i>percent</i>	
Never	1837	4%	
Almost never	990	2%	
Sometimes	2001	4%	
Usually	3312	7%	
Almost always	5655	13%	
Always	30989	69%	
Total applicable respondents	44784		
No response	6111		

Knowledge of Patient (2 items)

In the last 12 months, how often did this doctor seem to know the important information about your **medical history**?

	<i>frequency</i>	<i>percent</i>	
Never	384	1%	
Almost never	522	1%	
Sometimes	1519	3%	
Usually	3996	8%	
Almost always	8483	17%	
Always	35222	70%	
Total applicable respondents	50126		
No response	769		

Knowledge of Patient (2 items)

How would you rate this doctor’s knowledge of you as a person, including values and beliefs that are important to you?

	<i>frequency</i>	<i>percent</i>	
Very poor	441	1%	
Poor	832	2%	
Fair	2606	5%	
Good	6431	13%	
Very good	13147	26%	
Excellent	26641	53%	
Total applicable respondents	50098		
No response	797		

Health Promotion (5 items)

Preventive care can include things like flu shots, cancer screening, mammograms, and eye exams. In the last 12 months, did this doctor’s office remind you to get preventive care that you were due to receive?

	<i>frequency</i>	<i>percent</i>	
Yes	41433	83%	
No	8680	17%	
Total applicable respondents	50113		
No response	782		

In the last 12 months, did you and this doctor talk about a healthy diet and healthy eating habits?

	<i>frequency</i>	<i>percent</i>	
No	8819	18%	
Yes, some	25577	51%	
Yes, a lot	15650	31%	
Total applicable respondents	50046		
No response	849		

Health Promotion (5 items)

In the last 12 months, did you and this doctor talk about the exercise or physical activity you get?

	<i>frequency</i>	<i>percent</i>	
No	5099	10%	
Yes, some	26604	53%	
Yes, a lot	18486	37%	
Total applicable respondents	50189		
No response	706		

In the last 12 months, did you and this doctor talk about things in your life that worry you or cause you stress?

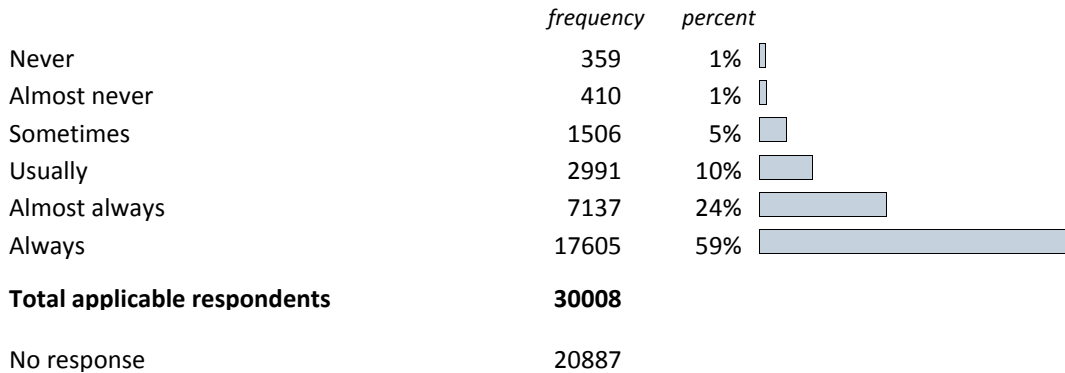
	<i>frequency</i>	<i>percent</i>	
No	13364	27%	
Yes, some	24250	48%	
Yes, a lot	12491	25%	
Total applicable respondents	50105		
No response	790		

In the last 12 months, did this doctor ask whether there was a period of two weeks or more when you felt sad, empty or depressed?

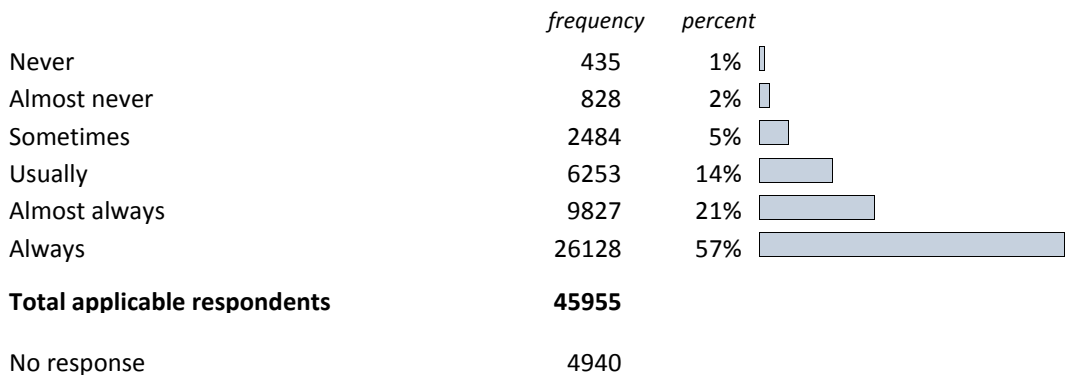
	<i>frequency</i>	<i>percent</i>	
Yes	17744	36%	
No	31694	64%	
Total applicable respondents	49438		
No response	1457		

Organizational Access (6 items)

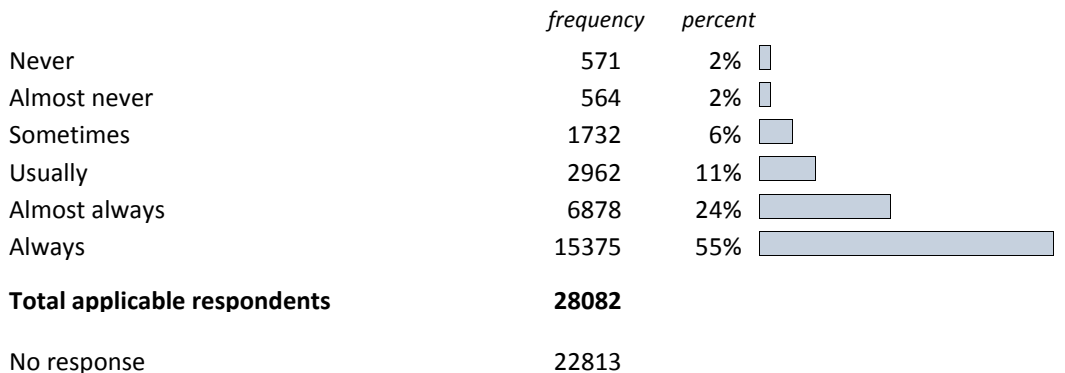
In the last 12 months, when you called this doctor’s office to get an appointment for care you needed **right away**, how often did you get an appointment as soon as you needed it?



In the last 12 months, when you made an appointment for a **check-up or routine care** with this doctor, how often did you get an appointment as soon as you needed it?



In the last 12 months, when you called this doctor’s office during regular office hours, how often did you get an answer to your medical question **that same day**?



Organizational Access (6 items)

In the last 12 months, when you called this doctor’s office **after regular office hours**, how often did you get help or advice as soon as you needed?

	<i>frequency</i>	<i>percent</i>	
Never	284	4%	
Almost never	190	3%	
Sometimes	398	6%	
Usually	642	9%	
Almost always	1381	19%	
Always	4198	59%	
Total applicable respondents	7093		
No response	43802		

In the last 12 months, when you had an appointment at this doctor’s office, how often were you taken to the exam room within 15 minutes of your appointment time?

	<i>frequency</i>	<i>percent</i>	
Never	1855	4%	
Almost never	1872	4%	
Sometimes	4833	10%	
Usually	8755	17%	
Almost always	13828	27%	
Always	19170	38%	
Total applicable respondents	50313		
No response	582		

In the last 12 months, once you were **in the exam room**, how often did the person you were scheduled to see come in within 15 minutes?

	<i>frequency</i>	<i>percent</i>	
Never	977	2%	
Almost never	1124	2%	
Sometimes	3563	7%	
Usually	7608	15%	
Almost always	12106	24%	
Always	24983	50%	
Total applicable respondents	50361		
No response	534		

Visit-based continuity (1 item)

In the last 12 months, when you had an appointment at this doctor’s office, how often did you see **this doctor**, not a nurse or other provider from this doctor’s office?

	<i>frequency</i>	<i>percent</i>	
Never	805	2%	
Almost never	730	1%	
Sometimes	2086	4%	
Usually	3158	6%	
Almost always	7402	15%	
Always	36010	72%	
Total applicable respondents	50191		
No response	704		

Clinical Team (4 items)

In the last 12 months, how often did **these other providers** explain things in a way that was easy to understand?

	<i>frequency</i>	<i>percent</i>	
Never	166	1%	
Almost never	220	1%	
Sometimes	814	5%	
Usually	2055	12%	
Almost always	3801	22%	
Always	9893	58%	
Total applicable respondents	16949		
No response	33946		

In the last 12 months, how often did you feel that **these other providers** had all the information they needed to provide your care?

	<i>frequency</i>	<i>percent</i>	
Never	197	1%	
Almost never	360	2%	
Sometimes	1139	7%	
Usually	2175	13%	
Almost always	3767	22%	
Always	9297	55%	
Total applicable respondents	16935		
No response	33960		

Clinical Team (4 items)

In the last 12 months, how often did **these other providers** spend enough time with you?

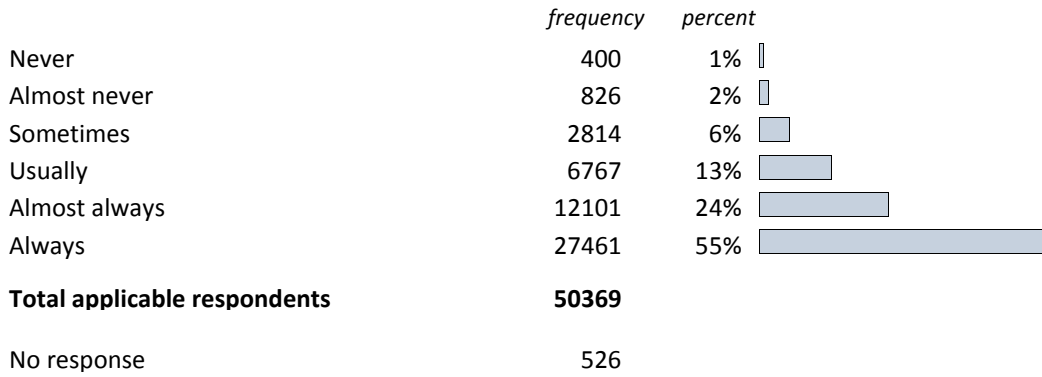
	<i>frequency</i>	<i>percent</i>	
Never	180	1%	
Almost never	315	2%	
Sometimes	853	5%	
Usually	2094	12%	
Almost always	3419	20%	
Always	10226	60%	
Total applicable respondents	17087		
No response	33808		

Using any number from 0 to 10, where 0 is the worst care possible and 10 is the best care possible, what number would you use to rate all your health care from **the other providers** you visited at this doctor's office in the last 12 months?

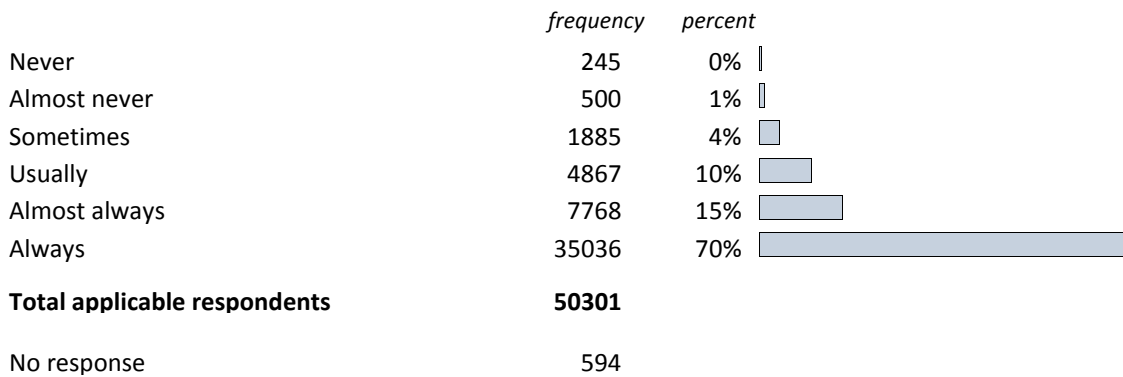
	<i>frequency</i>	<i>percent</i>	
0 Worst care possible	94	1%	
1	69	0%	
2	107	1%	
3	193	1%	
4	210	1%	
5	679	4%	
6	713	4%	
7	1667	10%	
8	3361	20%	
9	4066	24%	
10 Best care possible	5942	35%	
Total applicable respondents	17101		
No response	33794		

Office Staff (2 items)

In the last 12 months, how often were front-office staff at this doctor’s office as helpful as you thought they should be?



In the last 12 months, how often did front-office staff at this doctor’s office treat you with courtesy and respect?



Overall Ratings (2 items)

Using any number from 0 to 10, where 0 is the worst doctor possible and 10 is the best doctor possible, what number would you use to rate this doctor?






	<i>frequency</i>	<i>percent</i>
0 Worst doctor possible	106	0%
1	105	0%
2	178	0%
3	284	1%
4	375	1%
5	1024	2%
6	918	2%
7	2715	5%
8	7680	15%
9	12881	26%
10 Best doctor possible	23897	48%
Total applicable respondents	50163	
No response	732	

Would you **recommend** this doctor to your family and friends?





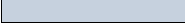


	<i>frequency</i>	<i>percent</i>
Definitely not	912	2%
Probably not	1150	2%
Not sure	2135	4%
Probably yes	8649	17%
Definitely yes	37452	74%
Total applicable respondents	50298	
No response	597	

Demographics (21 items)



In general, how would you rate **your overall health**?

	<i>frequency</i>	<i>percent</i>	
Excellent	9663	19%	
Very good	21559	43%	
Good	15253	30%	
Fair	3359	7%	
Poor	424	1%	
Total applicable respondents	50258		
No response	637		

What is your age?

	<i>frequency</i>	<i>percent</i>	
18 to 24	1416	3%	
25 to 34	4456	9%	
35 to 44	7726	15%	
45 to 54	13946	27%	
55 to 64	18277	36%	
65 to 74	4085	8%	
75 or older	989	2%	
Total applicable respondents	50895		
No response	0		

Are you male or female?

	<i>frequency</i>	<i>percent</i>	
Male	21013	41%	
Female	29882	59%	
Total applicable respondents	50895		
No response	0		

Demographics (21 items)

What is the highest grade or level of school that you have completed?

	<i>frequency</i>	<i>percent</i>	
8th grade or less	514	1%	
Some high school, but did not graduate	1148	2%	
High school graduate or GED	8990	18%	
Some college or 2-year degree	13437	27%	
4-year college graduate	10722	22%	
More than 4-year college degree	14951	30%	
Total applicable respondents	49762		
No response	1133		

Are you of Hispanic or Latino origin or descent?

	<i>frequency</i>	<i>percent</i>	
No, not Hispanic or Latino	48409	97%	
Yes, Hispanic or Latino	1734	3%	
Total applicable respondents	50143		
No response	752		

What is your race?: **White**

	<i>frequency</i>	<i>percent</i>	
Yes	44197	88%	
No	5946	12%	
Total applicable respondents	50143		
No response	752		

What is your race?: **Black or African-American**

	<i>frequency</i>	<i>percent</i>	
Yes	1668	3%	
No	48475	97%	
Total applicable respondents	50143		
No response	752		

Demographics (21 items)

What is your race?: **Asian**

	<i>frequency</i>	<i>percent</i>
Yes	1688	3%
No	48455	97%
Total applicable respondents	50143	
No response	752	

What is your race?: **Native Hawaiian or other Pacific Islander**

	<i>frequency</i>	<i>percent</i>
Yes	50	0%
No	50093	100%
Total applicable respondents	50143	
No response	752	

What is your race?: **American Indian or Alaska Native**

	<i>frequency</i>	<i>percent</i>
Yes	213	0%
No	49930	100%
Total applicable respondents	50143	
No response	752	

What is your race?: **Other**

	<i>frequency</i>	<i>percent</i>
Yes	749	1%
No	49394	99%
Total applicable respondents	50143	
No response	752	

Demographics (21 items)

Has a doctor ever told you that you had: **Hypertension or high blood pressure**

	<i>frequency</i>	<i>percent</i>	
Yes	18307	36%	
No	31954	64%	
Total applicable respondents	50261		
No response	634		

Has a doctor ever told you that you had: **Angina or coronary artery disease or heart disease**

	<i>frequency</i>	<i>percent</i>	
Yes	2049	4%	
No	48212	96%	
Total applicable respondents	50261		
No response	634		

Has a doctor ever told you that you had: **Congestive heart failure**



	<i>frequency</i>	<i>percent</i>	
Yes	614	1%	
No	49647	99%	
Total applicable respondents	50261		
No response	634		

Has a doctor ever told you that you had: **Diabetes**



	<i>frequency</i>	<i>percent</i>	
Yes	4648	9%	
No	45613	91%	
Total applicable respondents	50261		
No response	634		

Demographics (21 items)



Has a doctor ever told you that you had: **Asthma, emphysema, or COPD (Chronic Obstructive Pulmonary Disease)**

	<i>frequency</i>	<i>percent</i>	
Yes	6295	13%	
No	43966	87%	
Total applicable respondents	50261		
No response	634		



Has a doctor ever told you that you had: **Rheumatoid Arthritis, Osteoarthritis, or Degenerative Joint Disease**

	<i>frequency</i>	<i>percent</i>	
Yes	8114	16%	
No	42147	84%	
Total applicable respondents	50261		
No response	634		

Has a doctor ever told you that you had: **Any cancer (other than skin)**



	<i>frequency</i>	<i>percent</i>	
Yes	3326	7%	
No	46935	93%	
Total applicable respondents	50261		
No response	634		

Has a doctor ever told you that you had: **Depression**



	<i>frequency</i>	<i>percent</i>	
Yes	8490	17%	
No	41771	83%	
Total applicable respondents	50261		
No response	634		

Demographics (21 items)

Has a doctor ever told you that you had: **Acid reflux or stomach ulcers or Gastroesophageal Reflux Disease**

	<i>frequency</i>	<i>percent</i>	
Yes	11729	23%	
No	38532	77%	
Total applicable respondents	50261		
No response	634		

Has a doctor ever told you that you had: **Migraine headaches**

	<i>frequency</i>	<i>percent</i>	
Yes	6356	13%	
No	43905	87%	
Total applicable respondents	50261		
No response	634		