
Meriter Medical Group



DeForest



Fitchburg



West Washington



McKee



Stoughton



Specialty Clinic

Comparison of 2013 CG-CAHPS Adult Visit Survey Top-Box Scores to the National 90th Percentiles

CG-CAHPS Composite/Rating	National 90 th Percentile	Meriter DeForest Clinic
Access to Care & Information	79%	86%
Provider Communication	96%	97%
Office Staff	97%	97%
Provider Rating	90%	94%

Implementation and Use of CGCAHPS

- Scores sent monthly to clinic by National Research Corporation
- Clinic manager reviews scores with staff and provider
- Scores posted

Processes

- Team huddles
- Empowering each team member
- Extended hours
- Commitment of staff

Overcoming Barriers

- Prep time
- Patient expectations
- Insurance issues

Plans for Sustainability

- Service Excellence Committee Dyads
- Beeson modules
- Promoting MyChart
- Community involvement

Key Takeaways

- Teamwork
- Empowerment
- Support mission

To Ask a Question

To submit a question, type question here and hit submit.

The screenshot displays the CAHPS webcast interface. On the left, a blue banner reads "Achieving Excellence Across All CG-CAHPS Core Measures: Lessons from Top-Performing Medical Practices". Below this, it states "A Webcast Presented by the CAHPS User Network, October 22, 2014, 1:00 - 2:00 pm EDT". On the right, a "Speaker Bio" panel lists two speakers: Ron L. Yee, MD (Family Medicine, Harbor DeForest-Windsor Clinic, DeForest, WI) and Julie Seal (Manager, Direct Care Services of Maine). Below the speaker bios is a "Q&A" panel with a "Refresh Now" button and a "Submit" button circled in red. A red arrow points from the text above to the "Submit" button. Another red arrow points from the text below to the "Q&A" icon in the bottom toolbar.

Click on the "Q&A" icon to get the Q&A box to appear.