

**Patient Loyalty Survey Results  
Physician Detail Results**

**Q1-Q2 FY08  
(October 2007 - March 2008)**

**Results For:** Issam A. Awad, MD  
**Comparison Group:** Specialty  
**Response Rate:** 29%

**How to Use This Report:**

This report represents patient feedback for you on key physician and staff behaviors known to influence patient loyalty and practice success. It offers the opportunity to identify strengths, opportunities for improvement, and trends.

**Following are scores on individual survey questions:**

	Current Period:			Previous Periods:		
	Q1-Q2 FY08	Q3-Q4 FY07	Q1-Q2 FY07	Comparison Group: Specialty <sup>2</sup>	Total Medical Group <sup>3</sup>	Medical Group Target
	[n=21] <sup>1</sup>	[n=16]	[n=23]	[n=3845]	[n=7841]	
<b>Net Promoter Scores: <sup>4</sup></b>						
Loyalty: How likely is it that you would recommend to a friend or relative for their care?	95%	73%	91%	75%	75%	80%
Service: Office staff and nurses show care, compassion or concern	86%	100%	91%	72%	65%	80%
<b>Top Box Scores: <sup>5</sup></b>						
<b>Physician Experience</b>						
How likely is it that you would recommend to a friend or relative for their care?	95%	80%	91%	82%	81%	85%
Doctor makes and maintains eye contact with me	85%	81%	95%	84%	86%	85%
Doctor has taken the time to get to know me	76%	63%	83%	69%	73%	85%
Doctor pays attention to what I say	75%	88%	90%	85%	87%	85%
If I request a same-day or walk-in appt, I can get it	40%	75%	44%	53%	67%	85%
Time you wait between calling for an appt and actual date of appt (% delighted)	24%	25%	55%	37%	41%	85%
Time you wait in the exam room before the doctor enters (% delighted)	43%	56%	43%	40%	39%	85%
<b>Shared Physician and Practice Experience</b>						
Medical tests and results are communicated in a timely manner	94%	100%	89%	78%	75%	85%
Follow-up visits and tests are scheduled before I leave the office	60%	67%	82%	81%	78%	85%
If I leave a message, my call is returned in a timely manner	83%	87%	84%	70%	63%	85%
<b>Practice Experience</b>						
When I call the office, I find the phone system easy to use	95%	92%	82%	69%	67%	85%
Office Staff and nurses show care, compassion or concern	86%	100%	91%	79%	72%	85%
Billing issues are resolved in a timely manner	50%	40%	63%	57%	51%	85%
Billing staff are courteous and helpful	50%	60%	78%	64%	59%	85%

**1 n=** number of responses. If the sample size is less than 30 (for example, n=10), sample size is not eligible for significance testing and results should be viewed as directional patient feedback.

**2 Comparison Group** includes survey participants from the group to which you have been assigned. The three groups are: Adults (FM, IM, OB/GYN), Pediatrics, Specialty.

Scores are represented as the mean of all physicians in your comparison group participating in the survey.

**3 Total Medical Group** includes all physicians participating in the survey.

**4 Net Promoter Scores=** [% completely likely - (neither likely or unlikely + somewhat unlikely + completely unlikely)] and [% completely agree - (neither agree or disagree + somewhat disagree + completely disagree)]

**5 Top Box Scores:** represents the percentage of respondents scoring 5 of 5 (5 = completely agree). Maximum score possible is 100%.

**Bolded results** indicate a statistically significant difference from previous period.

**Medical Group Targets:** Top Box target of 85% is based on CORE research that identified optimal score ranges for key physician behaviors. Target has been extended to all survey questions.

NPS target of 80% based on organizational goals.

NA means not applicable or no previous results available.

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Practice Detail Results**

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**Results For:** **Neurosurgery Evanston Specialty Suites (EVNEUSUR)  
Neurosurgery Highland Park Specialty Suites (HPSSNROS)**

**Comparison Group:** Specialty  
**Response Rate:** 31%; 24%

**How to Use This Report:**

This report represents patient feedback for your practice(s) on key physician and staff behaviors known to influence patient loyalty and practice success. It offers the opportunity to identify strengths, opportunities for improvement, and trends.

**Following are scores on individual survey questions:**

	Current Period:			Previous Periods:			Comparison Group: Specialty <sup>2</sup>	Total Medical Group <sup>3</sup>	Medical Group Target
	EVNEUSUR Q1-Q2 FY08	EVNEUSUR Q3-Q4 FY07	EVNEUSUR Q1-Q2 FY07	HPSSNROS Q1-Q2 FY08	HPSSNROS Q3-Q4 FY07	HPSSNROS Q1-Q2 FY07			
	[n=121] <sup>1</sup>	[n=106]	[n=97]	[n=6]	[n=2]	[n=0]	[n=3845]	[n=7841]	
<b>Net Promoter Scores: <sup>4</sup></b>									
Loyalty: How likely is it that you would recommend to a friend or relative for their care?	81%	80%	79%	21%	100%	NA	75%	75%	80%
Service: Office staff and nurses show care, compassion or concern	73%	63%	74%	67%	100%	NA	72%	65%	80%
<b>Top Box Scores: <sup>5</sup></b>									
<b>Physician Experience</b>									
How likely is it that you would recommend to a friend or relative for their care?	88%	83%	83%	55%	100%	NA	82%	81%	85%
Doctor makes and maintains eye contact with me	86%	80%	86%	66%	100%	NA	84%	86%	85%
Doctor has taken the time to get to know me	79%	62%	64%	55%	100%	NA	69%	73%	85%
Doctor pays attention to what I say	83%	79%	82%	49%	100%	NA	85%	87%	85%
If I request a same-day or walk-in appt, I can get it	42%	56%	44%	24%	100%	NA	53%	67%	85%
Time you wait between calling for an appt and actual date of appt (% delighted)	53%	40%	44%	0%	100%	NA	37%	41%	85%
Time you wait in the exam room before the doctor enters (% delighted)	55%	44%	36%	17%	100%	NA	40%	39%	85%
<b>Shared Physician and Practice Experience</b>									
Medical tests and results are communicated in a timely manner	88%	78%	77%	100%	100%	NA	78%	75%	85%
Follow-up visits and tests are scheduled before I leave the office	71%	64%	61%	56%	100%	NA	81%	78%	85%
If I leave a message, my call is returned in a timely manner	65%	68%	64%	55%	25%	NA	70%	63%	85%
<b>Practice Experience</b>									
When I call the office, I find the phone system easy to use	77%	69%	70%	66%	100%	NA	69%	67%	85%
Office Staff and nurses show care, compassion or concern	80%	71%	83%	83%	100%	NA	79%	72%	85%
Billing issues are resolved in a timely manner	41%	51%	49%	0%	0%	NA	57%	51%	85%
Billing staff are courteous and helpful	60%	63%	73%	0%	0%	NA	64%	59%	85%

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Comments

Each patient who completed a loyalty survey was given the opportunity to offer suggestions to improve their ENHMG practice. The following graphs summarize the themes of the comments received for each individual physician, as well as the aggregate comments for each practice. Because patients were able to provide multiple comments, the percentages may add up to more than 100%. You can describe the results as follows: X% of those who provided comments mentioned positive comments about Physician Service/Care.

Issam A. Awad, MD

EVNEUSUR

HPSSNROS

