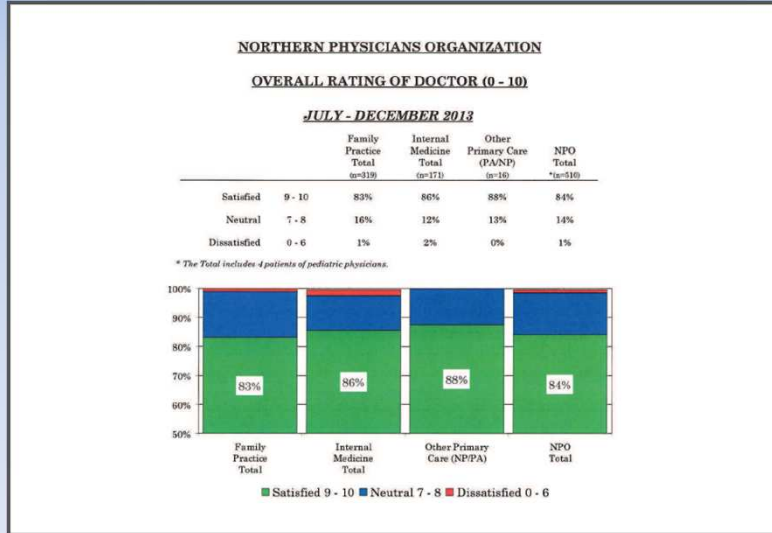
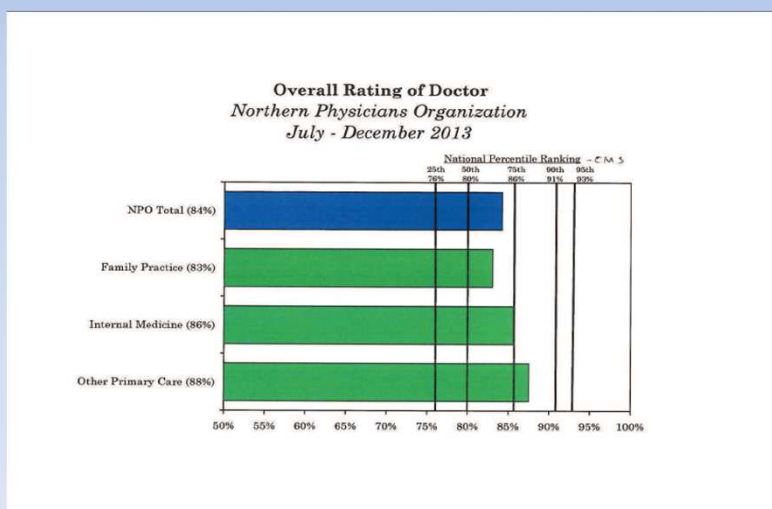


Patient Satisfaction

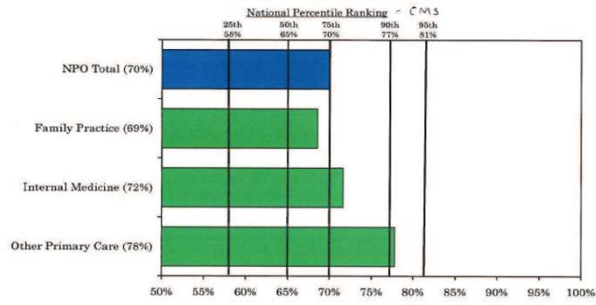


Patient Satisfaction



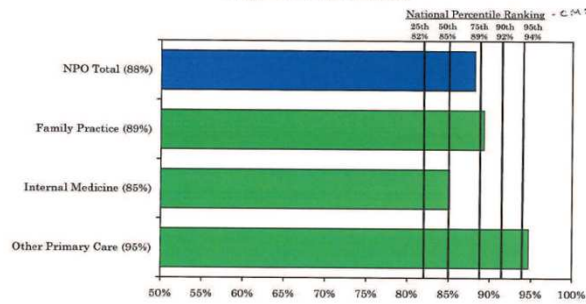
Patient Satisfaction

Getting Timely Appointments, Care, & Information (4 questions)
 Northern Physicians Organization
 July - December 2013



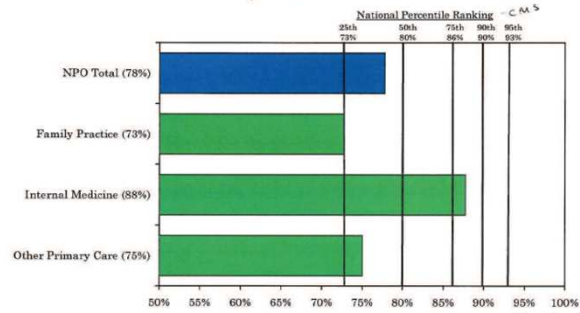
Patient Satisfaction

How Well Doctor's Communicate With Patients (6 questions)
 Northern Physicians Organization
 July - December 2013



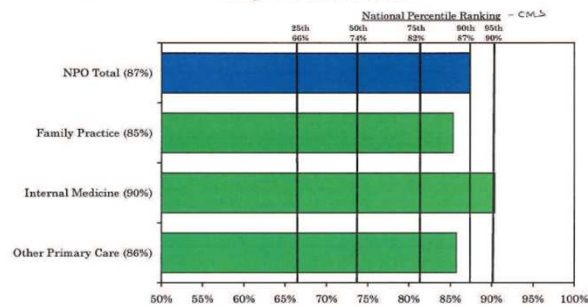
Patient Satisfaction

Helpful, Courteous, & Respectful Office Staff (2 questions)
Northern Physicians Organization
 July - December 2013



Patient Satisfaction

Follow-Up Regarding Test Results
Northern Physicians Organization
 July - December 2013



Patient Satisfaction

COMPOSITE SCORES (%)

EXPRESSED AS QUARTILE RANKINGS

INTERIM REPORT: JULY - DECEMBER 2013

	Family Practice	Internal Medicine	Other Primary Care (PA/NP)	NPO Total
Overall Rating	83%	86%	88%	84%
Timely Appointments	69%	72%	78%	70%
Doctors Communication	89%	85%	95%	88%
Office Staff	73%	88%	75%	78%
Test Results	85%	90%	86%	87%

QUARTILES:
■ Fourth (Lowest)
 ■ Third
 ■ Second
 ■ First (Highest)