

▲ Positive ▼ Negative

| Survey Type | Sections/Domains | Items | Current n | Percentile Rank | Current Period (2025) | Previous Period (2024) | Change | |
|-------------|--------------------|--------------------------------------|-----------|-----------------|-----------------------|------------------------|--------|---|
| PG | Registration | Helpfulness of registration person | 95 | 28 | 94.21 | 94.13 | 0.08 | ▲ |
| PG | Registration | Comfort of waiting area | 96 | 4 | 85.16 | 84.76 | 0.40 | ▲ |
| PG | Registration | Ease of the registration process | 96 | 56 | 95.83 | 94.09 | 1.74 | ▲ |
| PG | Registration | Waiting time in registration | 96 | 47 | 92.97 | 92.81 | 0.15 | ▲ |
| PG | Facility | Ease of finding your way around† | 96 | 6 | 82.81 | 81.55 | 1.26 | ▲ |
| PG | Your Care | Friendliness of staff | 98 | 26 | 96.17 | 96.95 | -0.78 | ▼ |
| PG | Your Care | Staff's explanation test/treat | 96 | 53 | 95.57 | 94.43 | 1.15 | ▲ |
| PG | Your Care | Trust in skill of staff | 97 | 43 | 96.13 | 96.21 | -0.08 | ▼ |
| PG | Your Care | Response to concerns/complaints | 85 | 24 | 94.12 | 91.27 | 2.85 | ▲ |
| PG | Your Care | Staff concern for comfort | 97 | 47 | 95.88 | 93.90 | 1.97 | ▲ |
| PG | Your Care | Treated you with respect/dignity | 98 | 18 | 95.66 | 97.39 | -1.73 | ▼ |
| PG | Your Care | Opp to ask questions | 96 | 59 | 96.09 | 94.79 | 1.31 | ▲ |
| PG | Personal Issues | Our concern for privacy† | 94 | 14 | 93.62 | 95.25 | -1.63 | ▼ |
| PG | Personal Issues | Our sensitivity to your needs† | 96 | 31 | 94.53 | 92.23 | 2.31 | ▲ |
| PG | Personal Issues | Staff cared about patient as person† | 97 | 43 | 95.36 | 94.82 | 0.54 | ▲ |
| PG | Overall Assessment | Staff worked together care for you | 98 | 32 | 95.41 | 94.16 | 1.25 | ▲ |
| PG | Overall Assessment | Likelihood of recommending | 95 | 55 | 96.32 | 92.86 | 3.46 | ▲ |
| PG | Physician | Friendliness of physiciant | 96 | 29 | 95.83 | 95.86 | -0.03 | ▼ |
| PG | Physician | Explanations given by physiciant | 96 | 52 | 95.31 | 95.58 | -0.27 | ▼ |
| PG | Physician | Respect doctor showed for questionst | 92 | 23 | 94.84 | 94.46 | 0.37 | ▲ |

† Custom Question ^ Focus Question