Dashboard Name: Survey Detail View | System Name: UCSF - System | System ID: 35265| Facility Name: UCSF Medical Center | Facility ID: 1370| Service Line: Outpatient Services | Breakout Type: Specialty | Breakout Name: Cardiology/Cardiac Testing | Metric: Mean Score | Date Type: Visit Date | Time Frame: Year To Date | Peer Group: All Facility DB | eSurvey Adjustment: Not Applied | Current Benchmarking Period: 11/01/2024 - 01/31/2025 | Fiscal Start Month: 07 | Download Date & Time: Feb 26, 2025 3:29 pm EST

							A Positive	Negative
Survey Type	Sections/Domains	ltems	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 physician†	96	29	95.83	95.86	-0.03	•
PG	Physician	Explanations given by physician†	96	52	95.31	95.58	-0.27	•
PG	Physician	Respect doctor showed for questions†	92	23	94.84	94.46	0.37	

† Custom Question ^ Focus Question