



UNIVERSITY of MARYLAND  
FACULTY PHYSICIANS, INC.

# PROGRAM FOR EXCELLENCE IN PATIENT-CENTERED COMMUNICATION (PEP)

Patient Experience Survey Performance

By Visit Date

October 2014 – March 2018

As of 4/12/18, 180 UM Faculty Members (unique NPIs) who attended a PEP workshop had patient survey results to include in the PEP Coached Group dashboard at the time of reporting

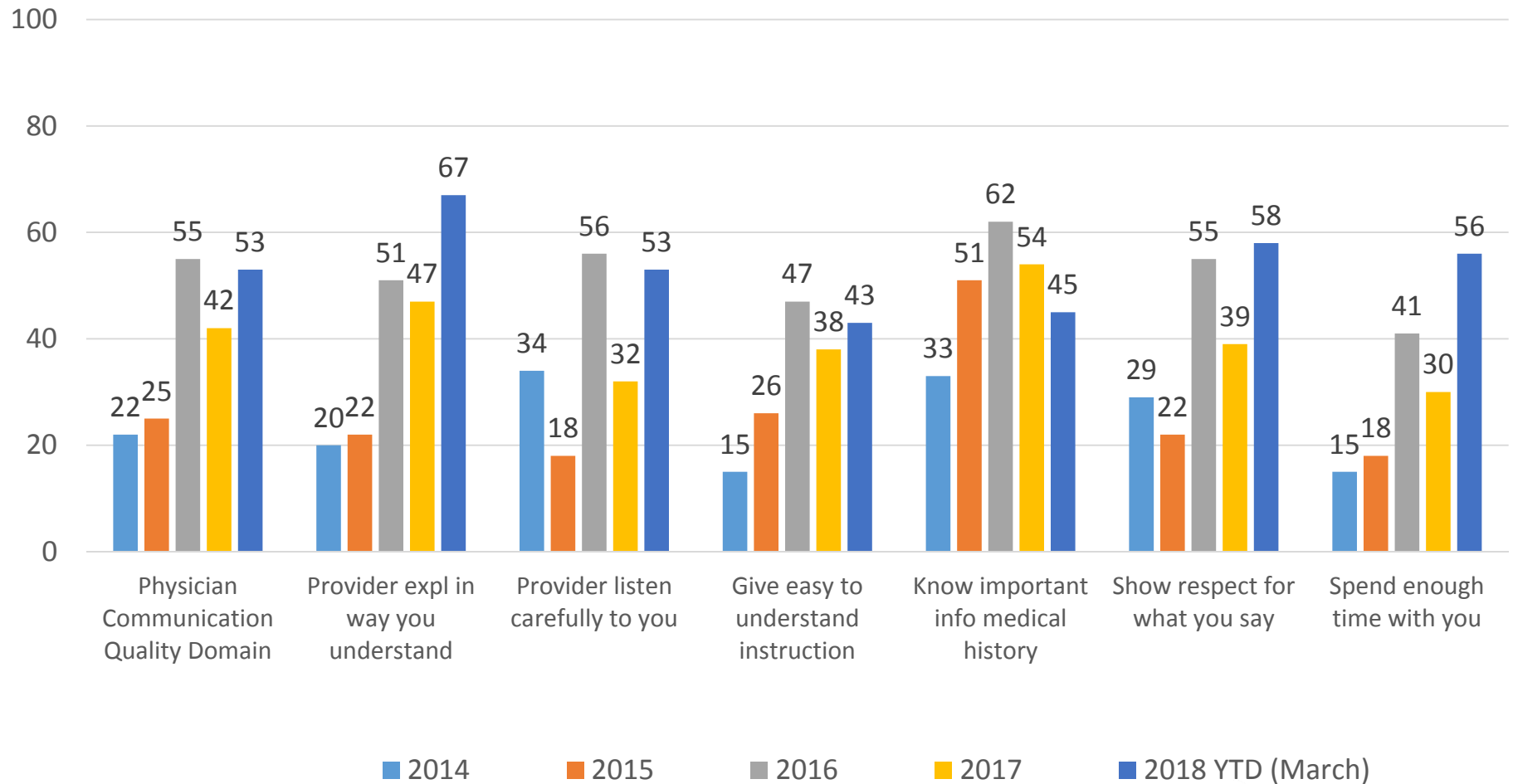
<http://www.medschool.umaryland.edu/programs/pep/>

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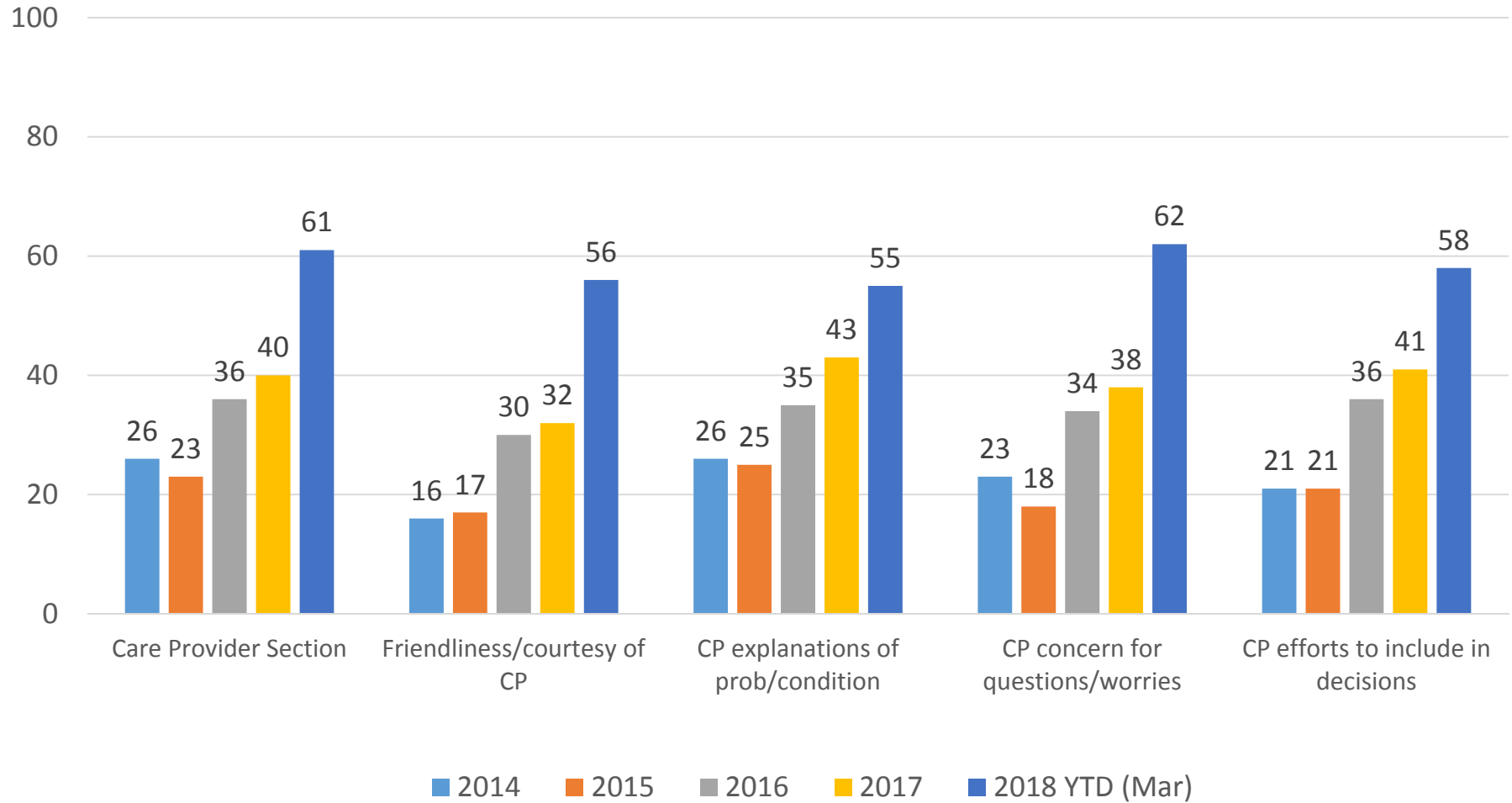
# Annual Trends Summary



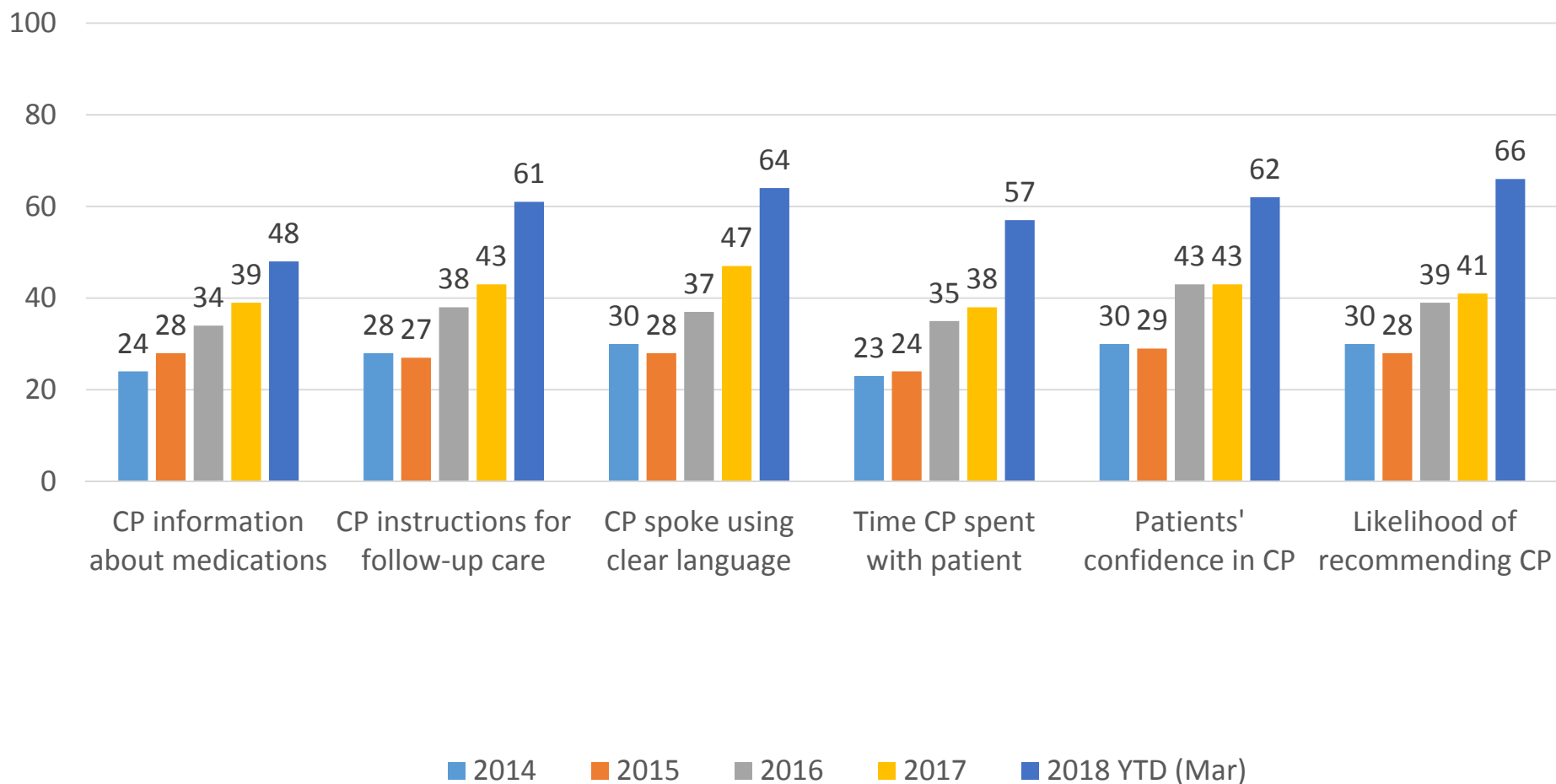
CGCAHPS Patient Survey Results  
 UM SOM Percentile Ranking - Faculty Attending PEP  
 By Visit Date | Calendar Year



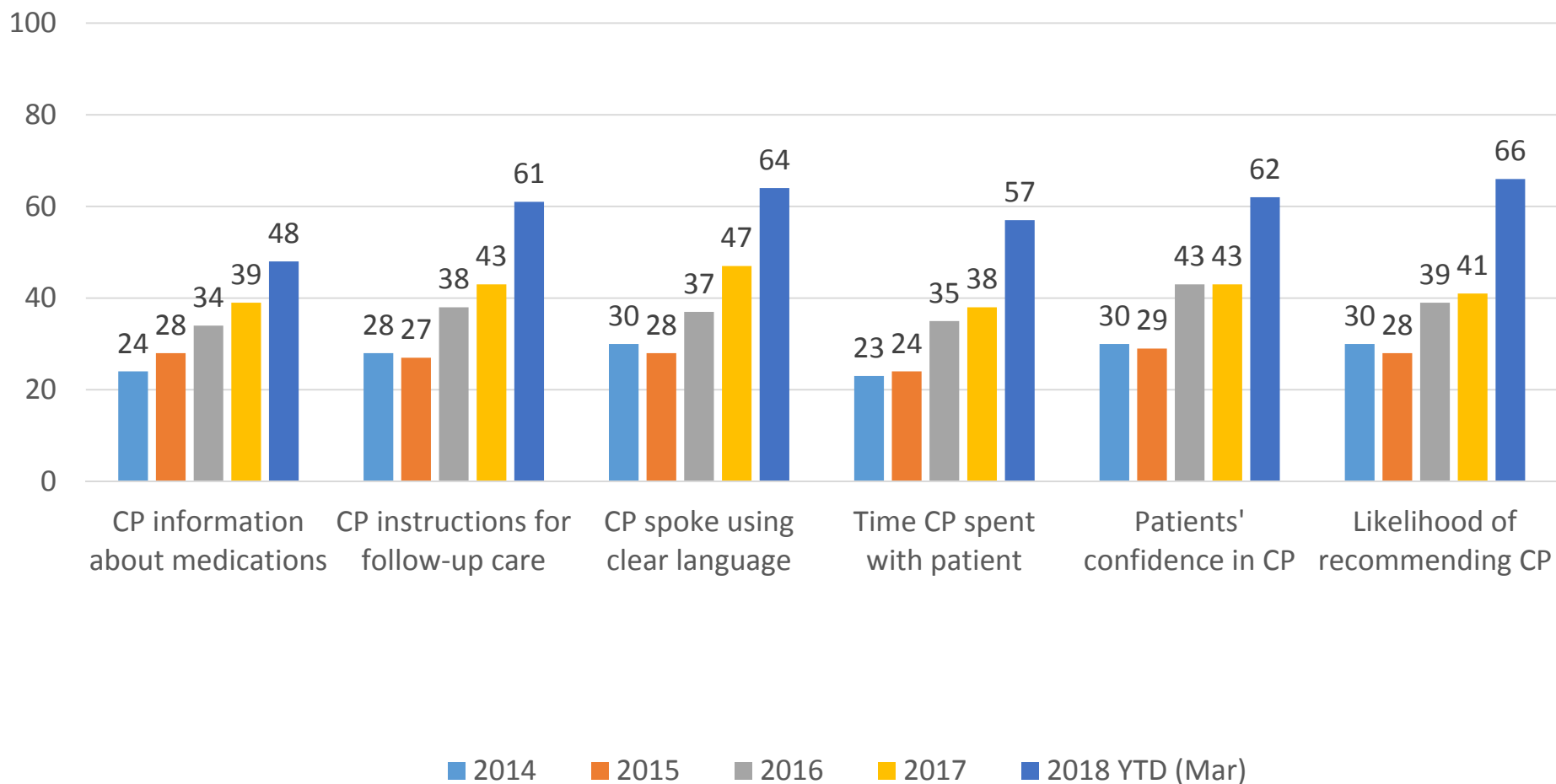
Press Ganey Medical Practice Survey  
 UM SOM Percentile Ranking - Faculty Attending PEP  
 By Visit Date | Calendar Year



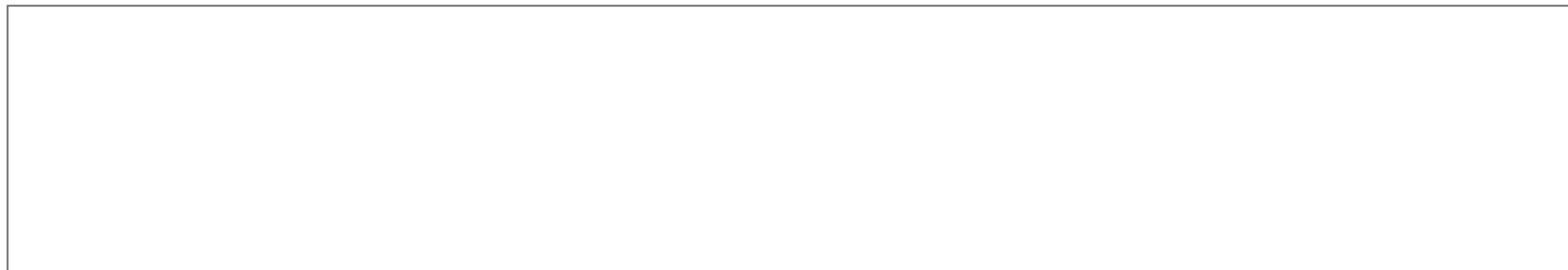
Press Ganey Medical Practice Survey  
 UM SOM Percentile Ranking - Faculty Attending PEP  
 By Visit Date | By Calendar Year



Press Ganey Medical Practice Survey  
 UM SOM Percentile Ranking - Faculty Attending PEP  
 By Visit Date | By Calendar Year

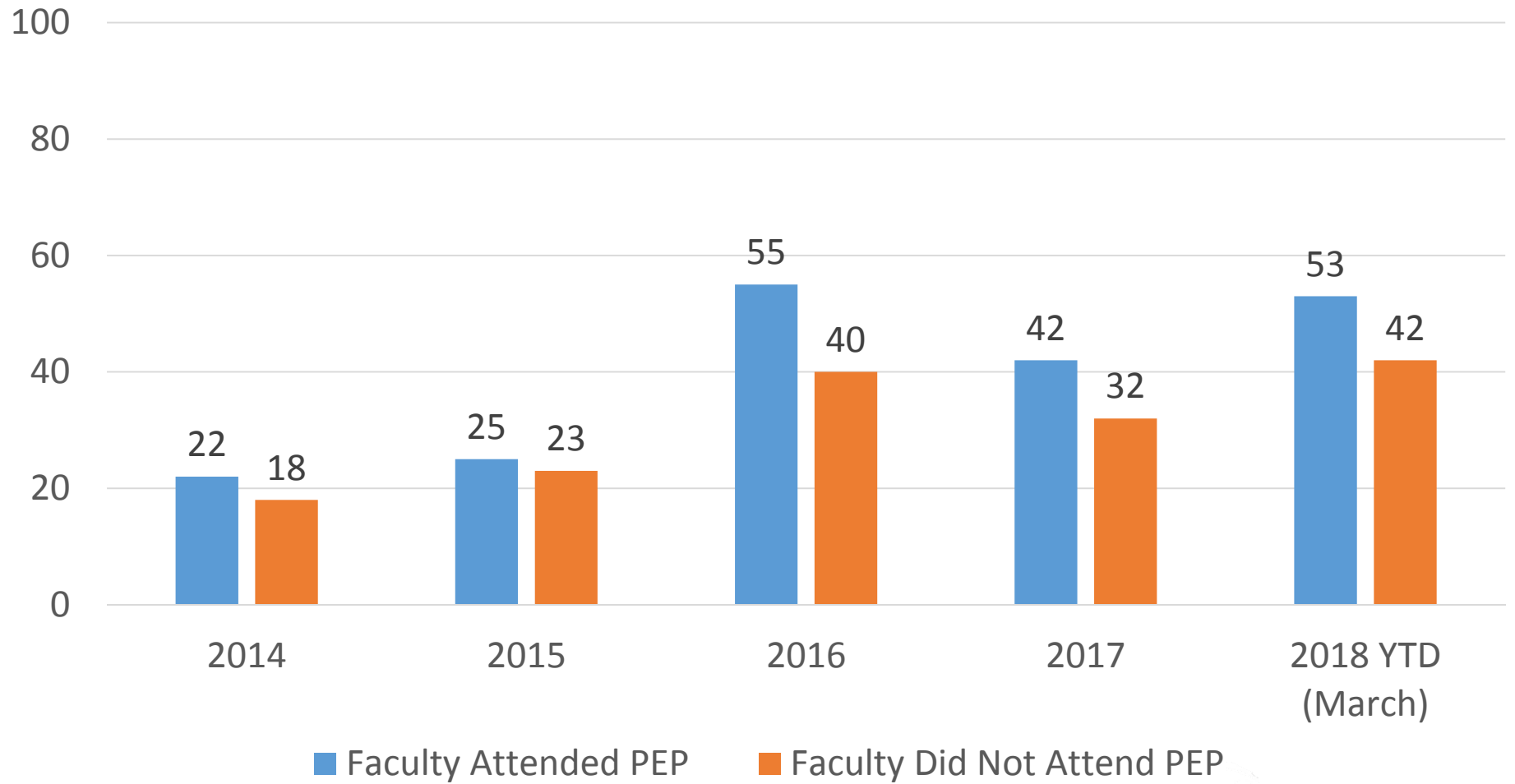


# Comparison Trends - CGCAHPS Survey



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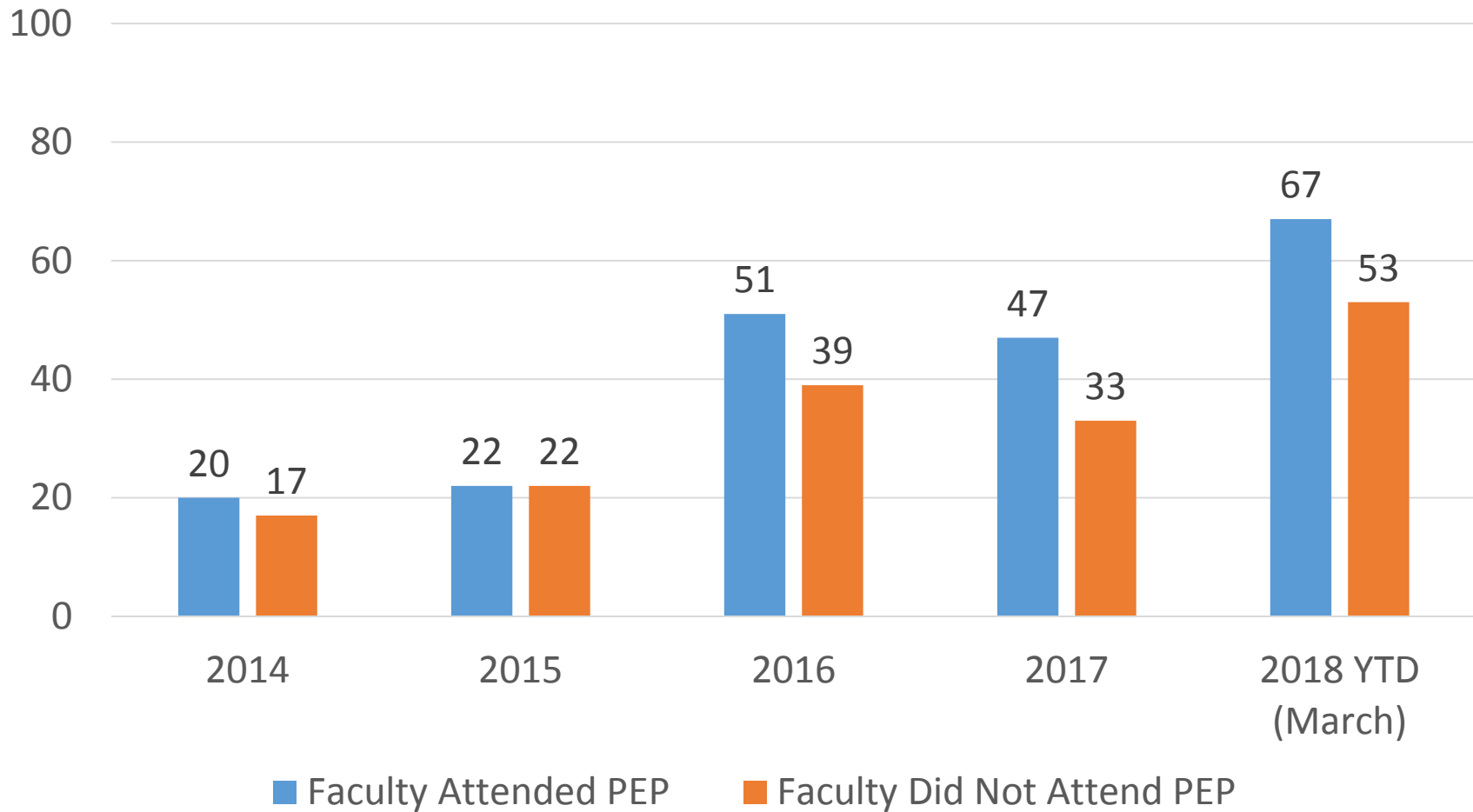
CGCAHPS  
Physician Communication Quality Domain  
UM SOM Percentile Ranking  
By Visit Date | By Calendar Year



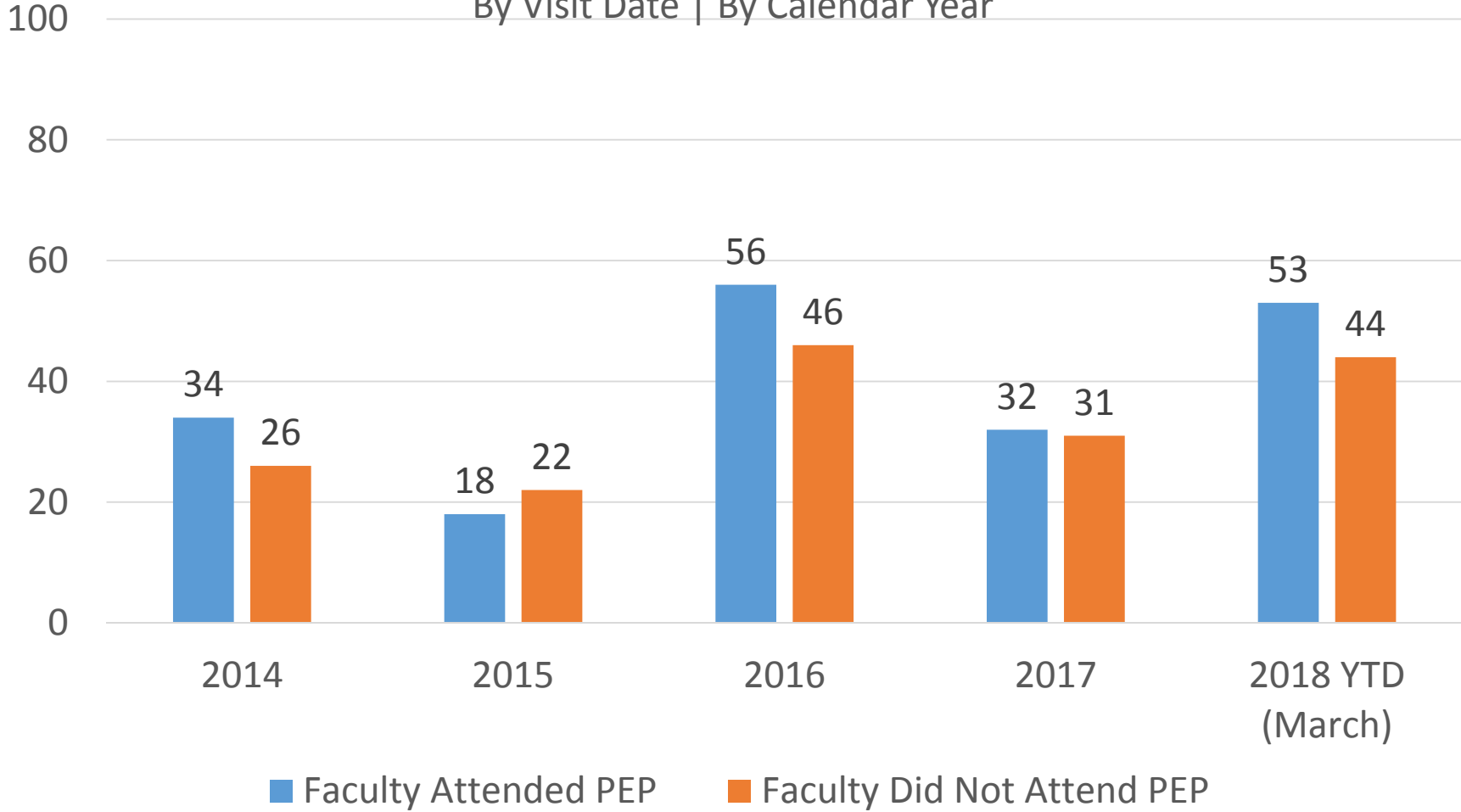


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CGCAHPS  
Provider Explains in Way You Understand  
UM SOM Percentile Ranking  
By Visit Date | By Calendar Year

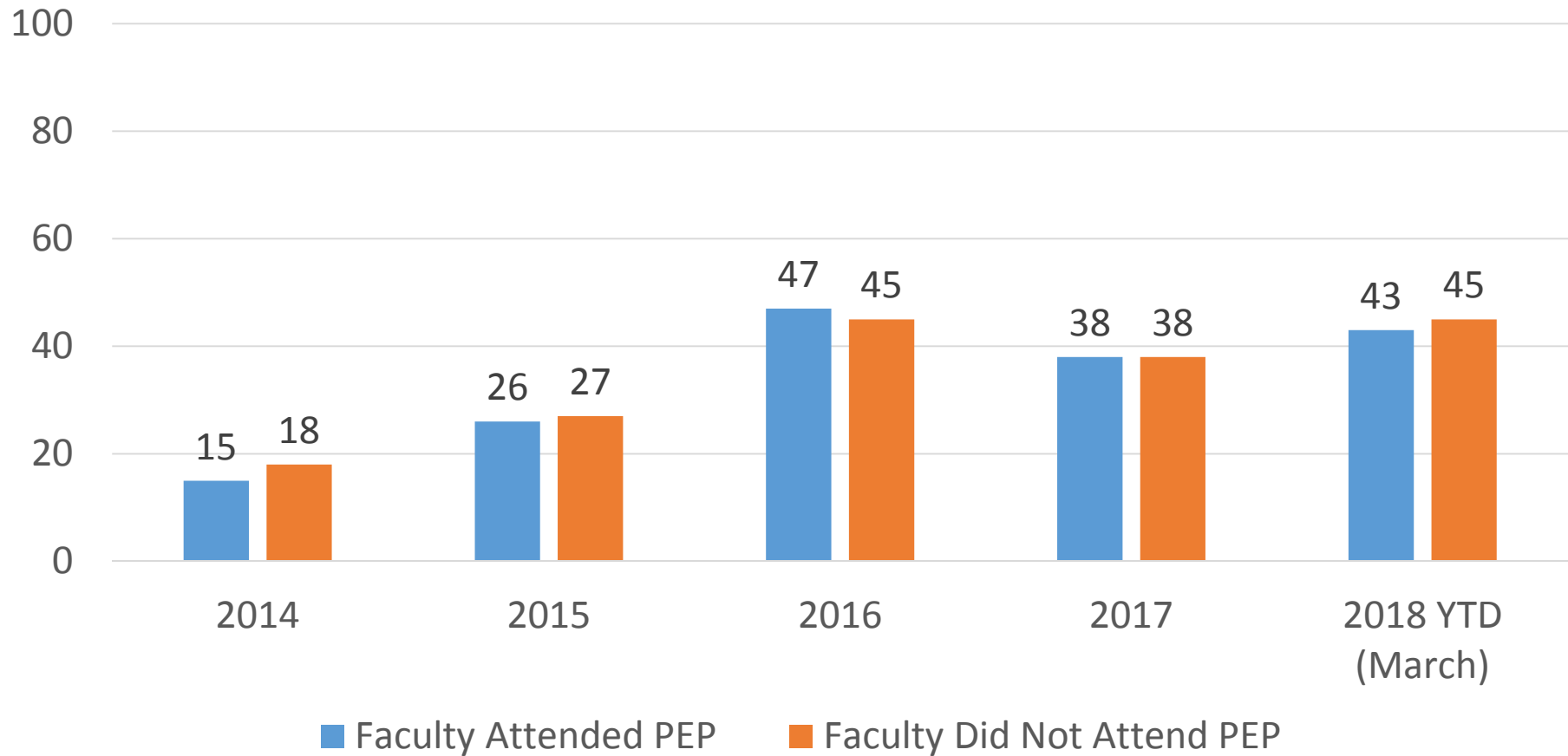


CGCAHPS  
Provider Listens Carefully to You  
UM SOM Percentile Ranking  
By Visit Date | By Calendar Year



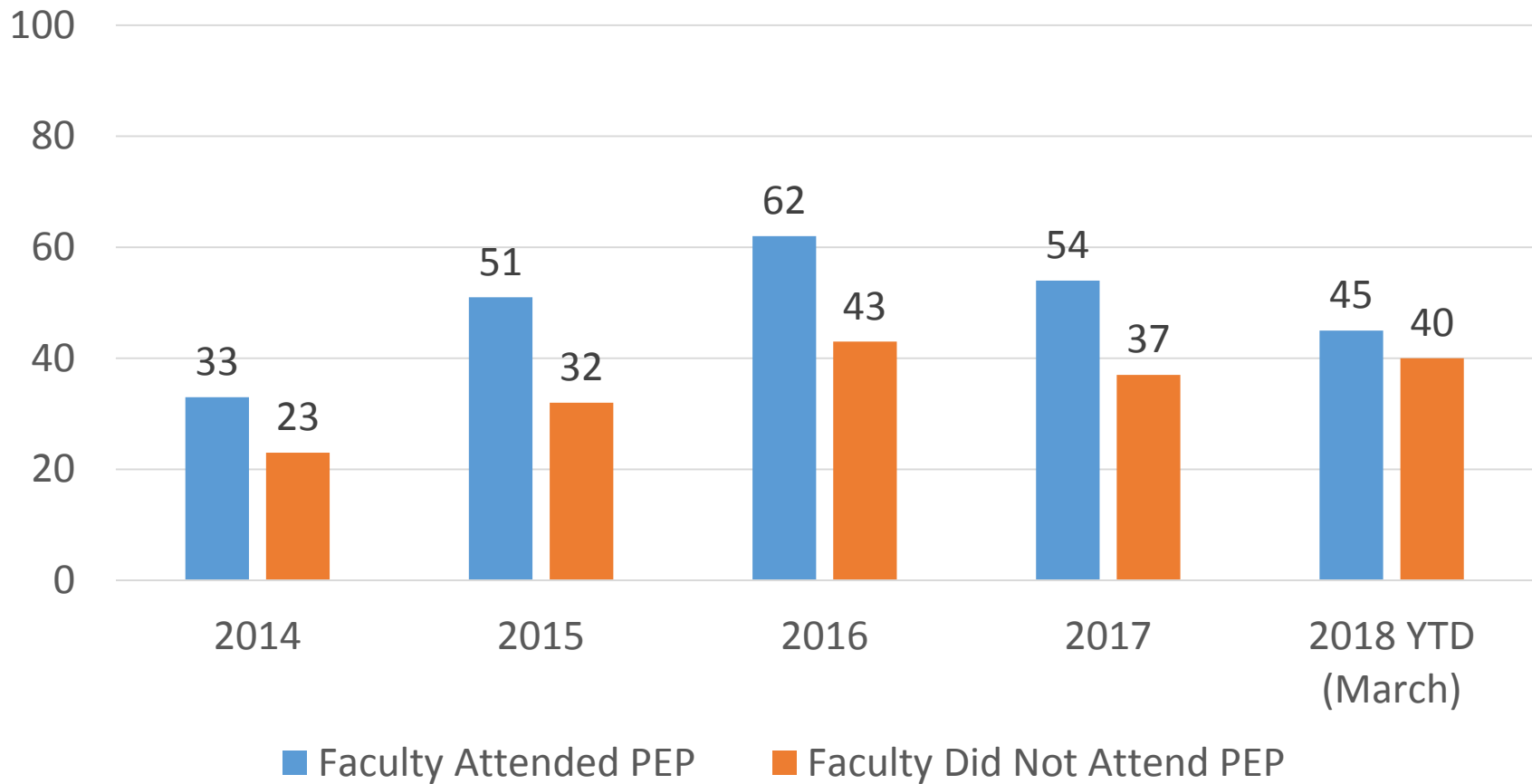
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CGCAHPS  
Gives Easy to Understand Instruction  
UM SOM Percentile Ranking  
By Visit Date | By Calendar Year

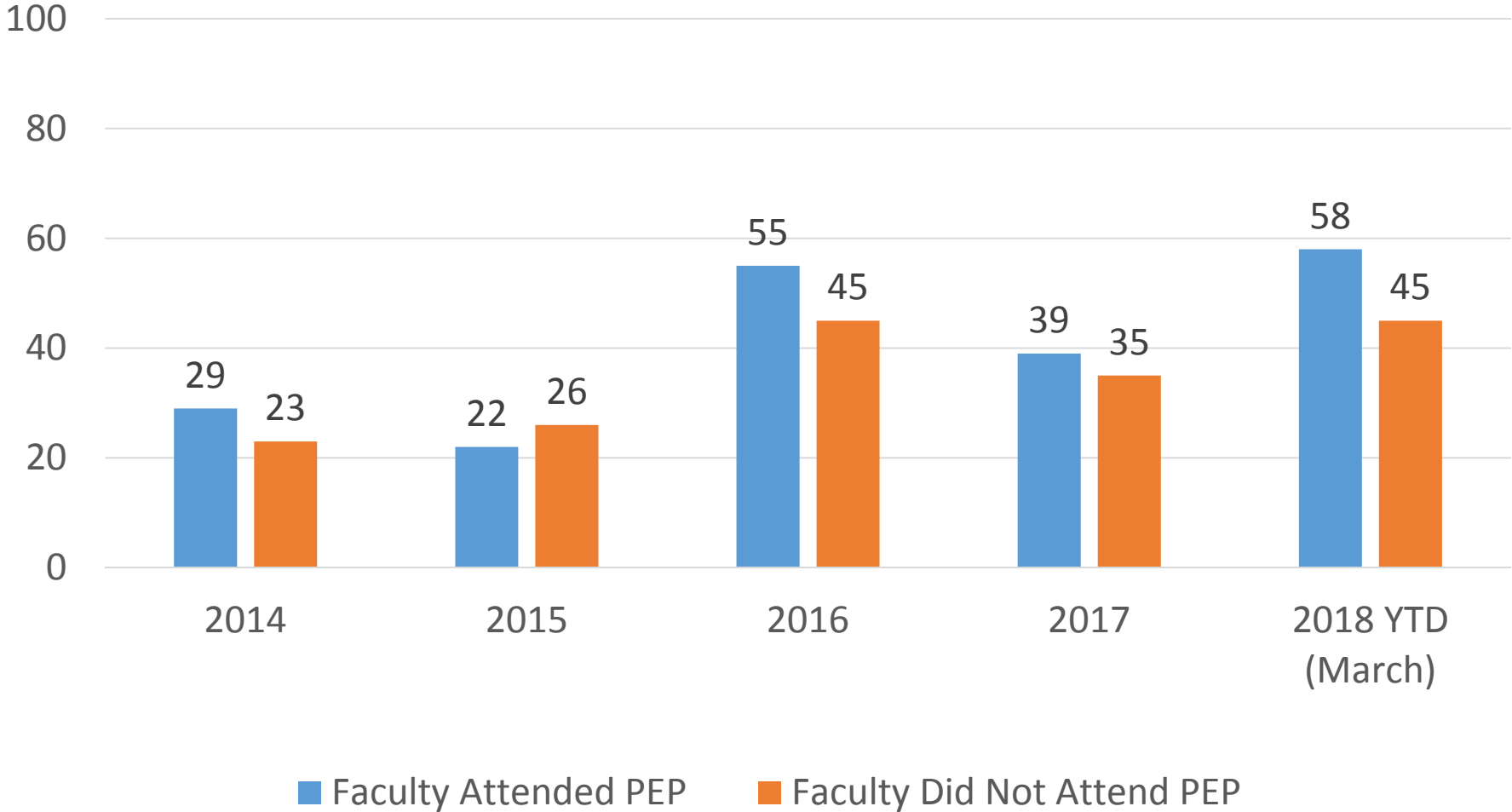


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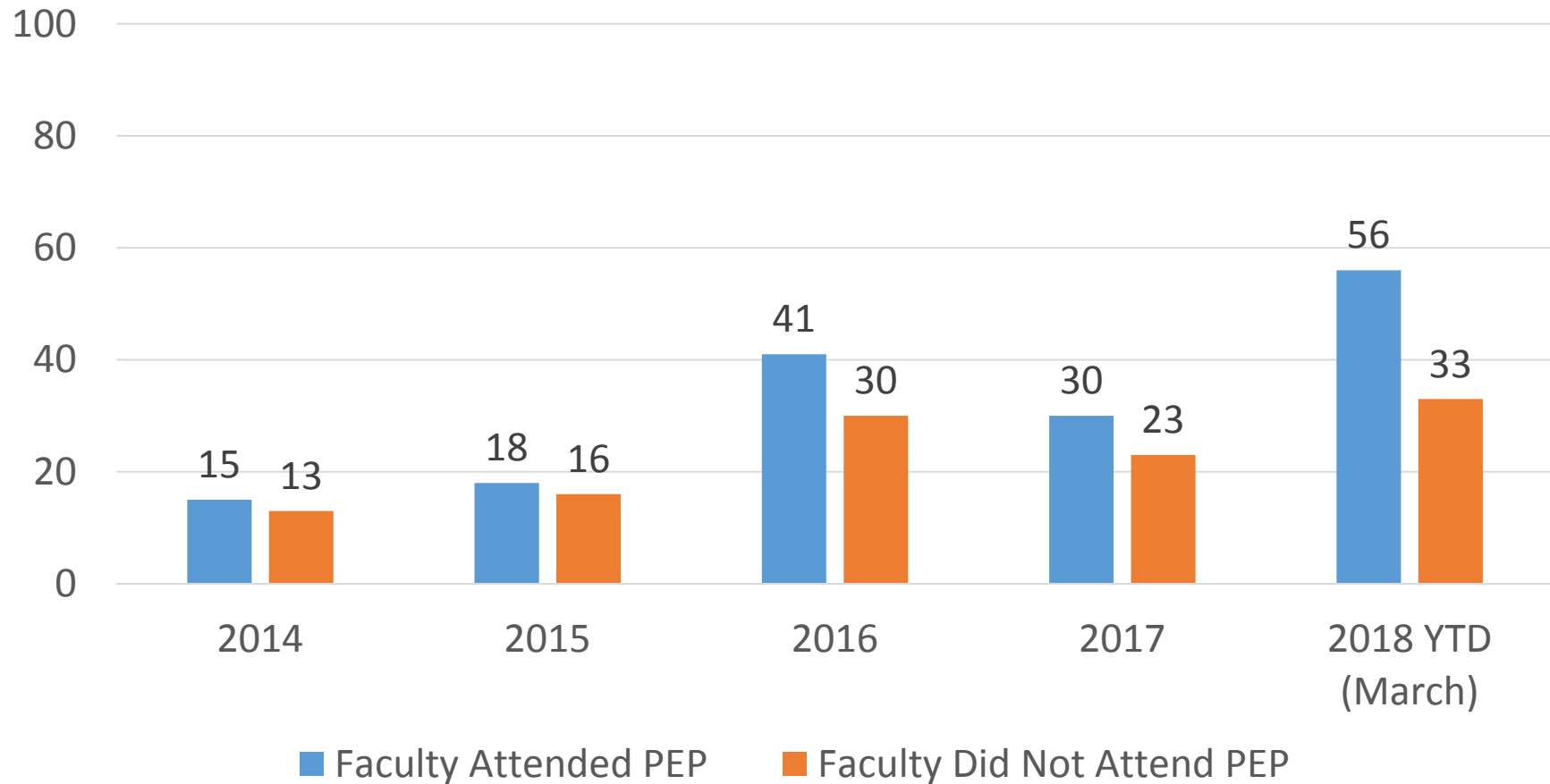
CGCAHPS  
Know Important Info about Medical History  
UM SOM Percentile Ranking  
By Visit Date | By Calendar Year



CGCAHPS  
Show Respect for What you Say  
UM SOM Percentile Ranking  
By Visit Date | By Calendar Year



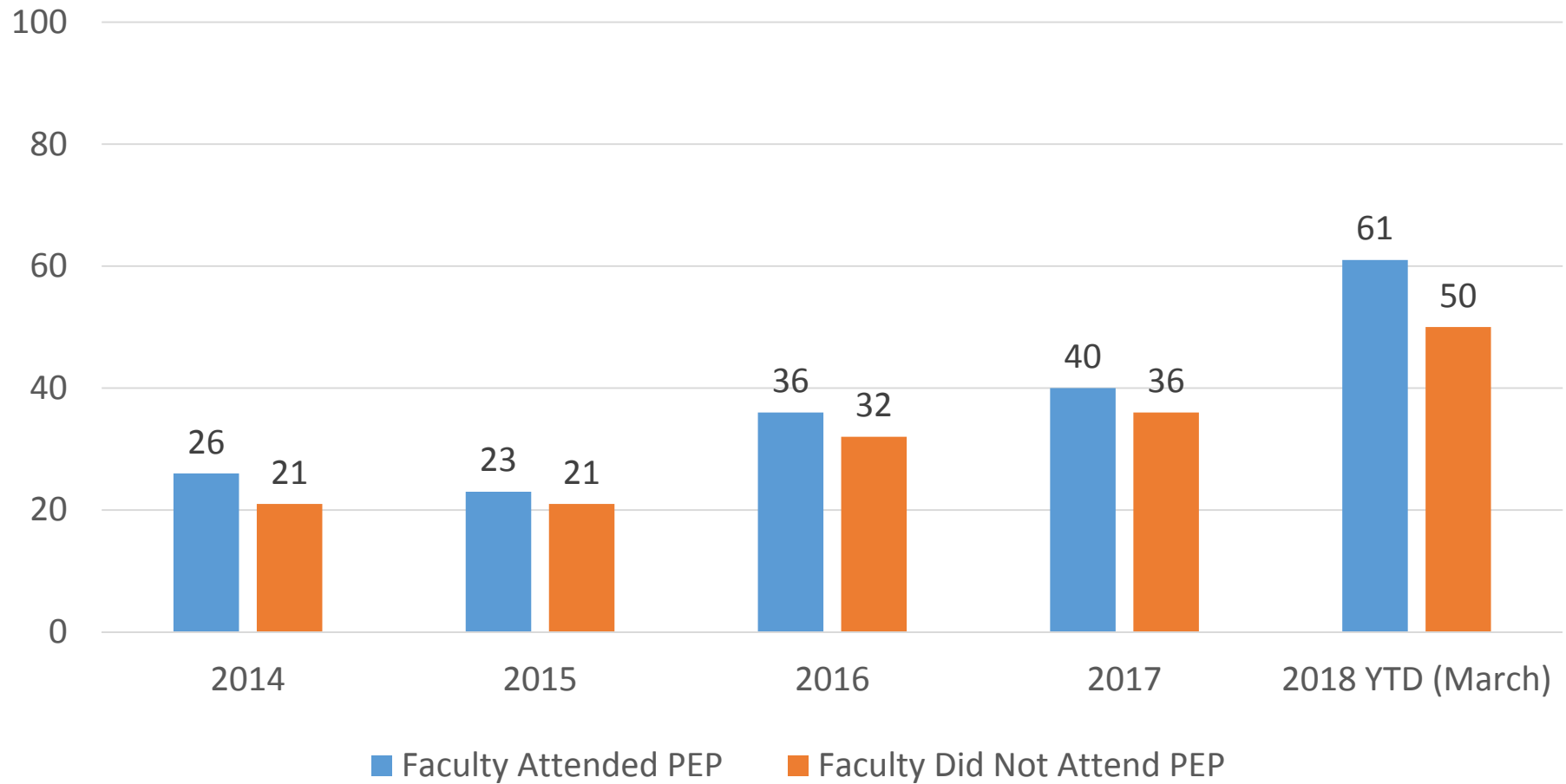
CGCAHPS  
Spend Enough Time with You  
UM SOM Percentile Ranking  
By Visit Date | By Calendar Year



# Comparison Trends - Press Ganey Survey



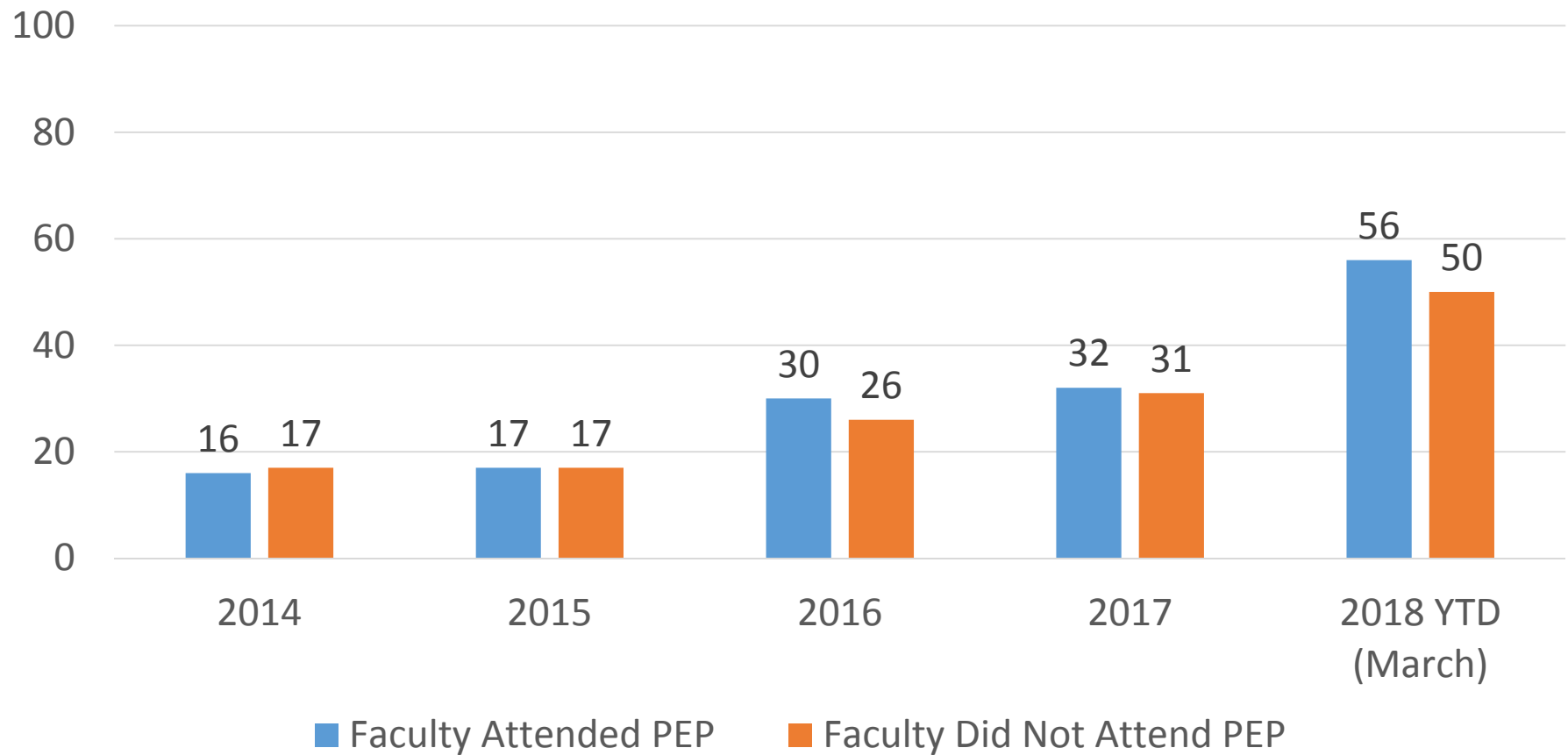
Press Ganey  
Care Provider Section  
UM SOM Percentile Ranking  
By Visit Date | By Calendar Year





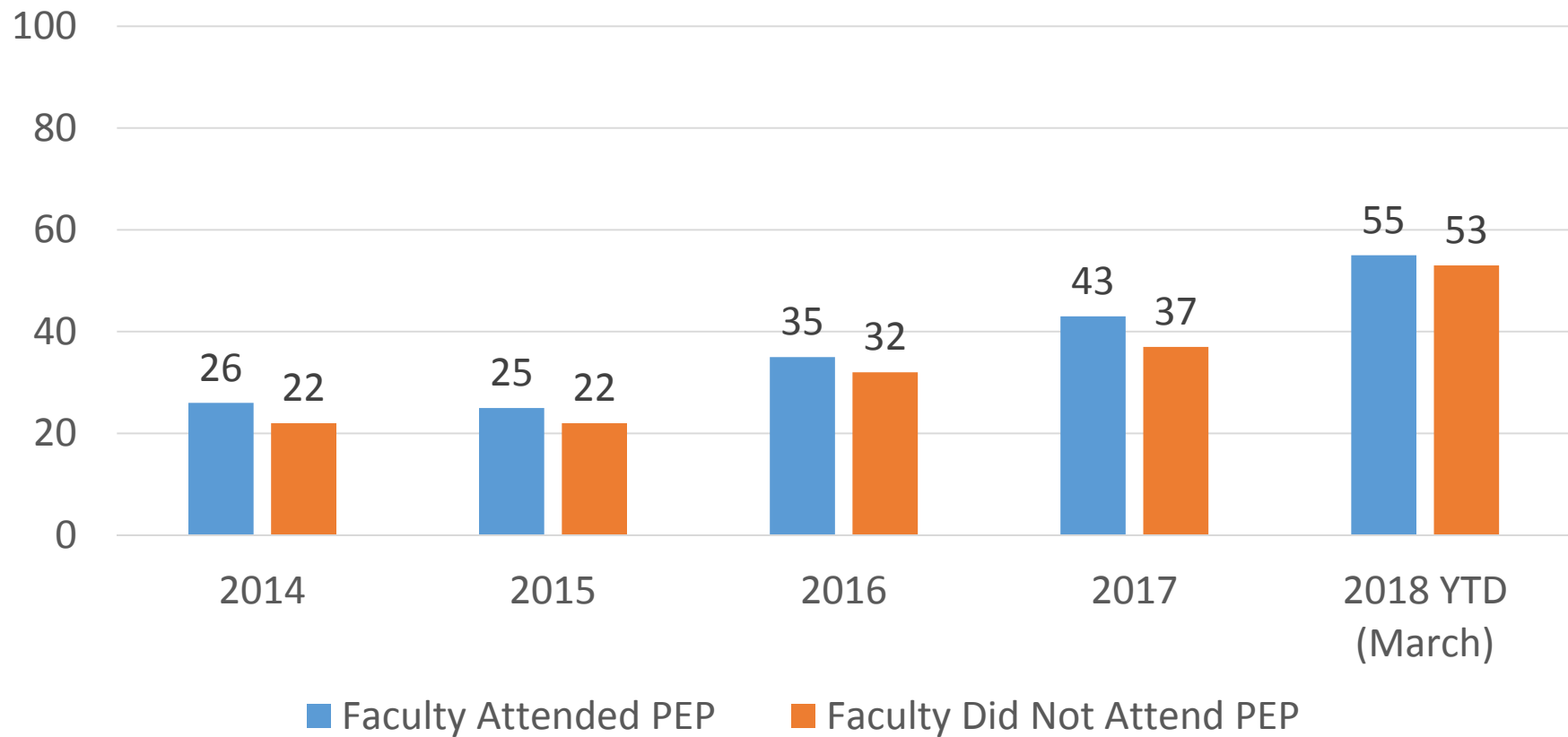
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Press Ganey  
Friendliness/Courtesy of CP  
UM SOM Percentile Ranking  
By Visit Date | By Calendar Year



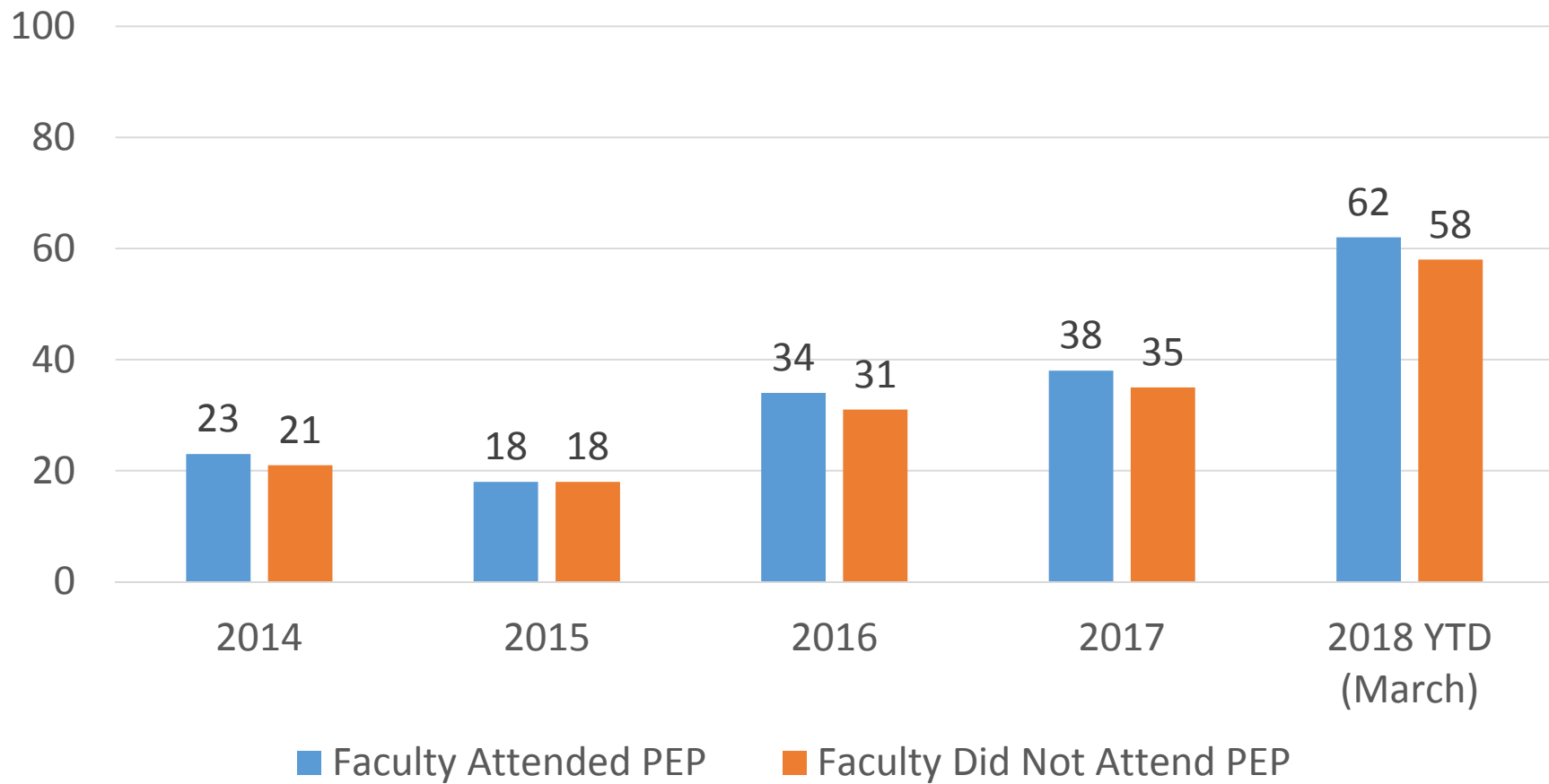
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Press Ganey  
CP Explanations of Problem/Condition  
UM SOM Percentile Ranking  
By Visit Date | By Calendar Year



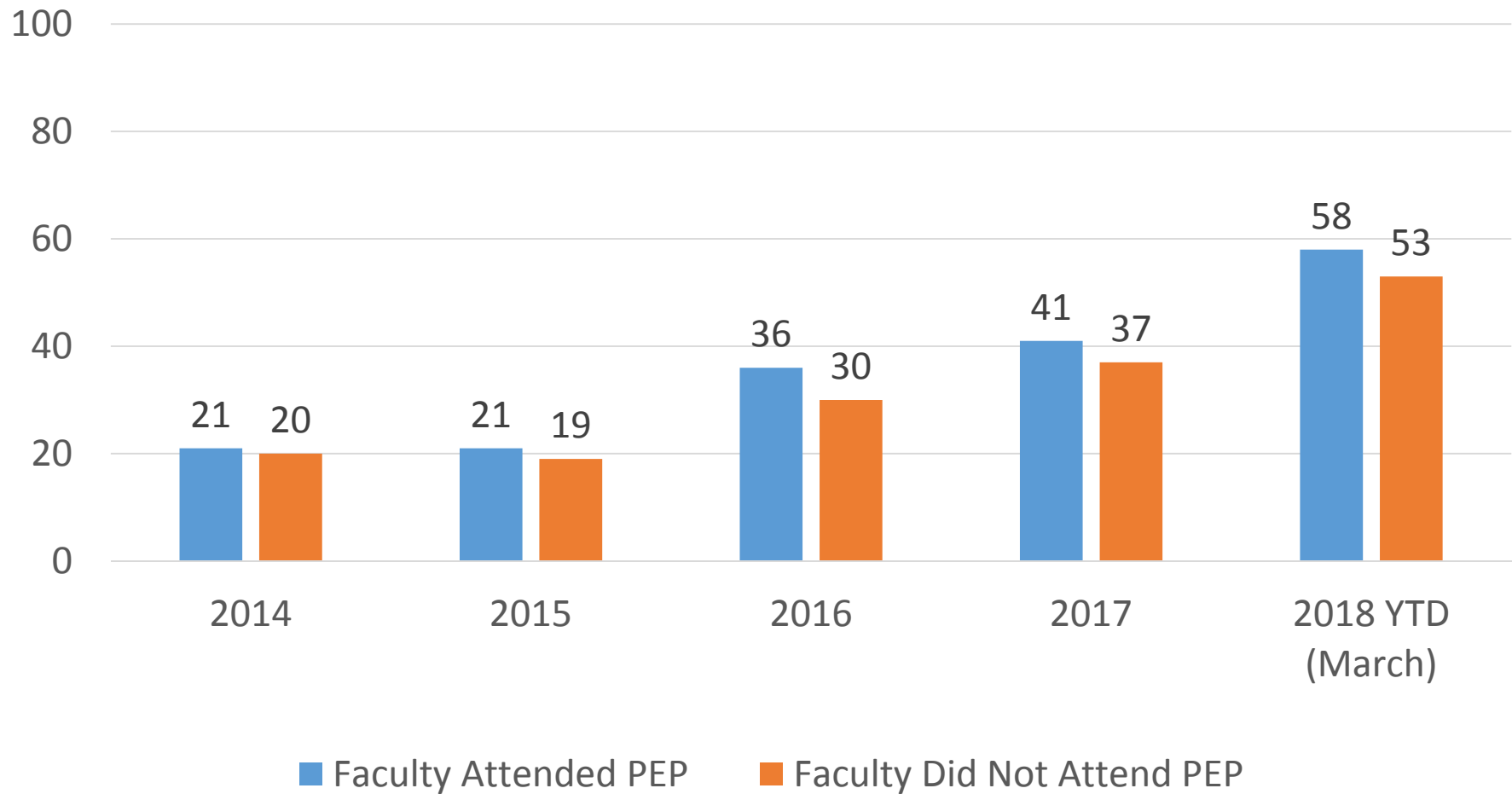
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Press Ganey  
CP Concern for Questions/Worries  
UM SOM Percentile Ranking  
By Visit Date | By Calendar Year



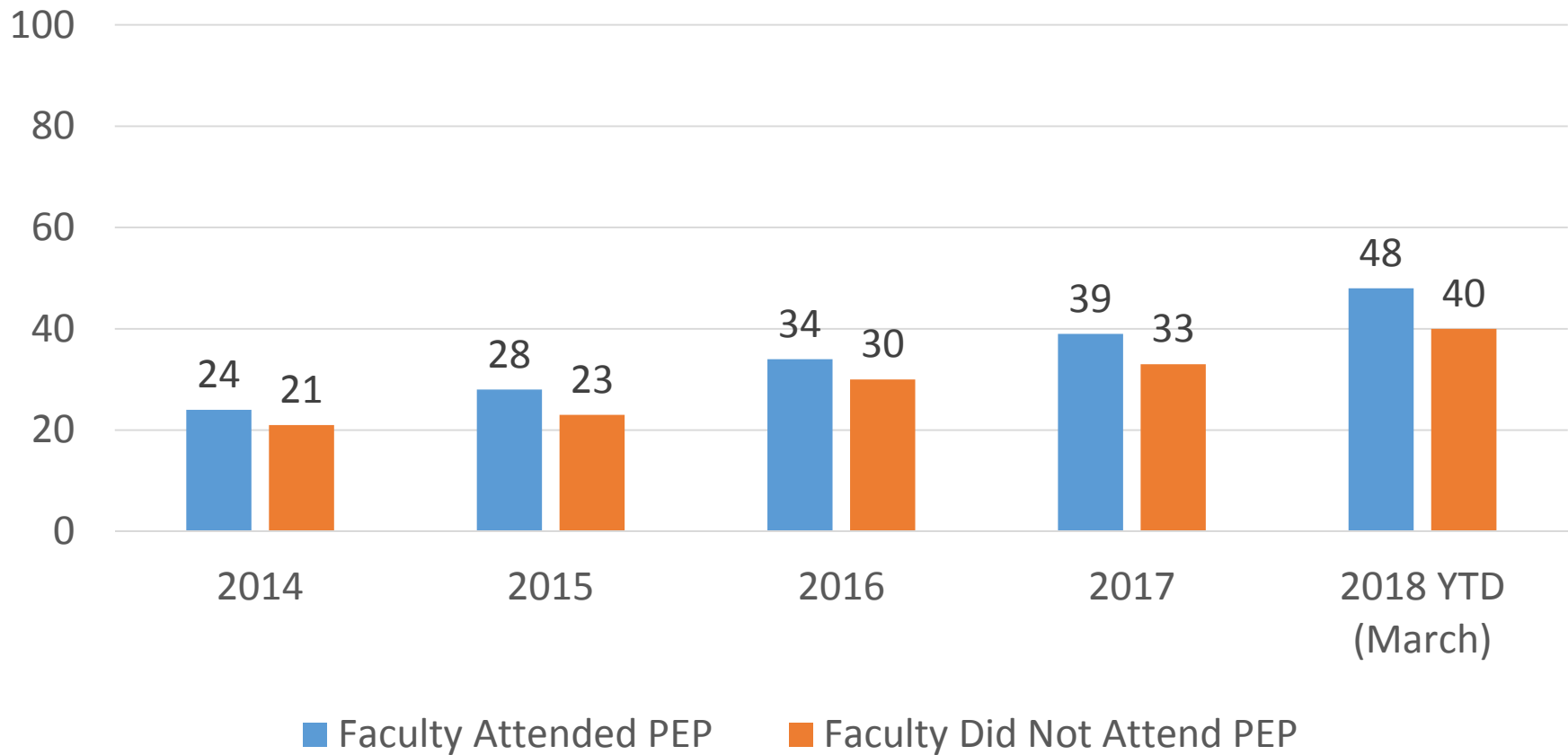
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Press Ganey  
CP Efforts to Include in Decisions  
UM SOM Percentile Ranking  
By Visit Date | By Calendar Year

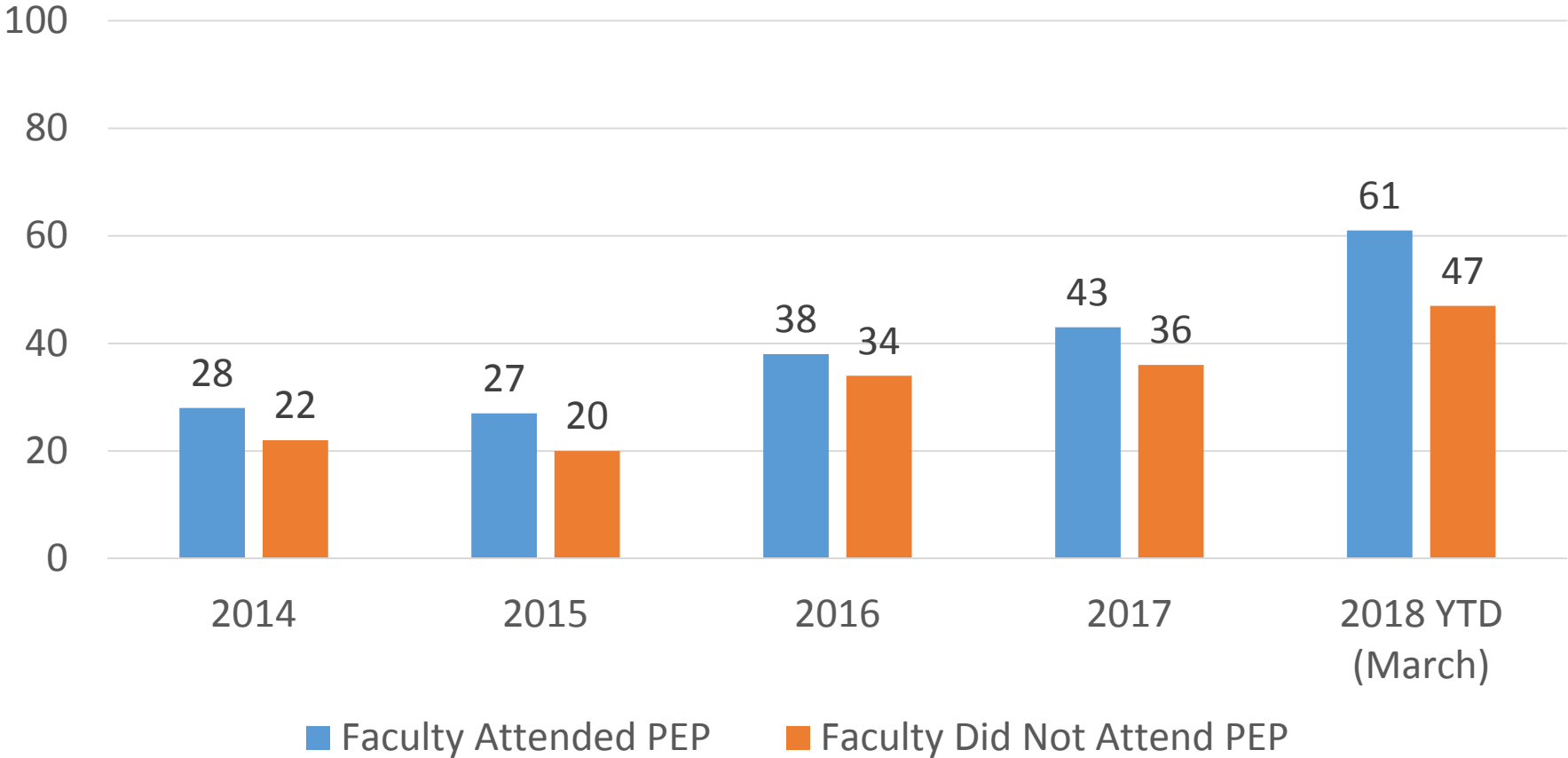


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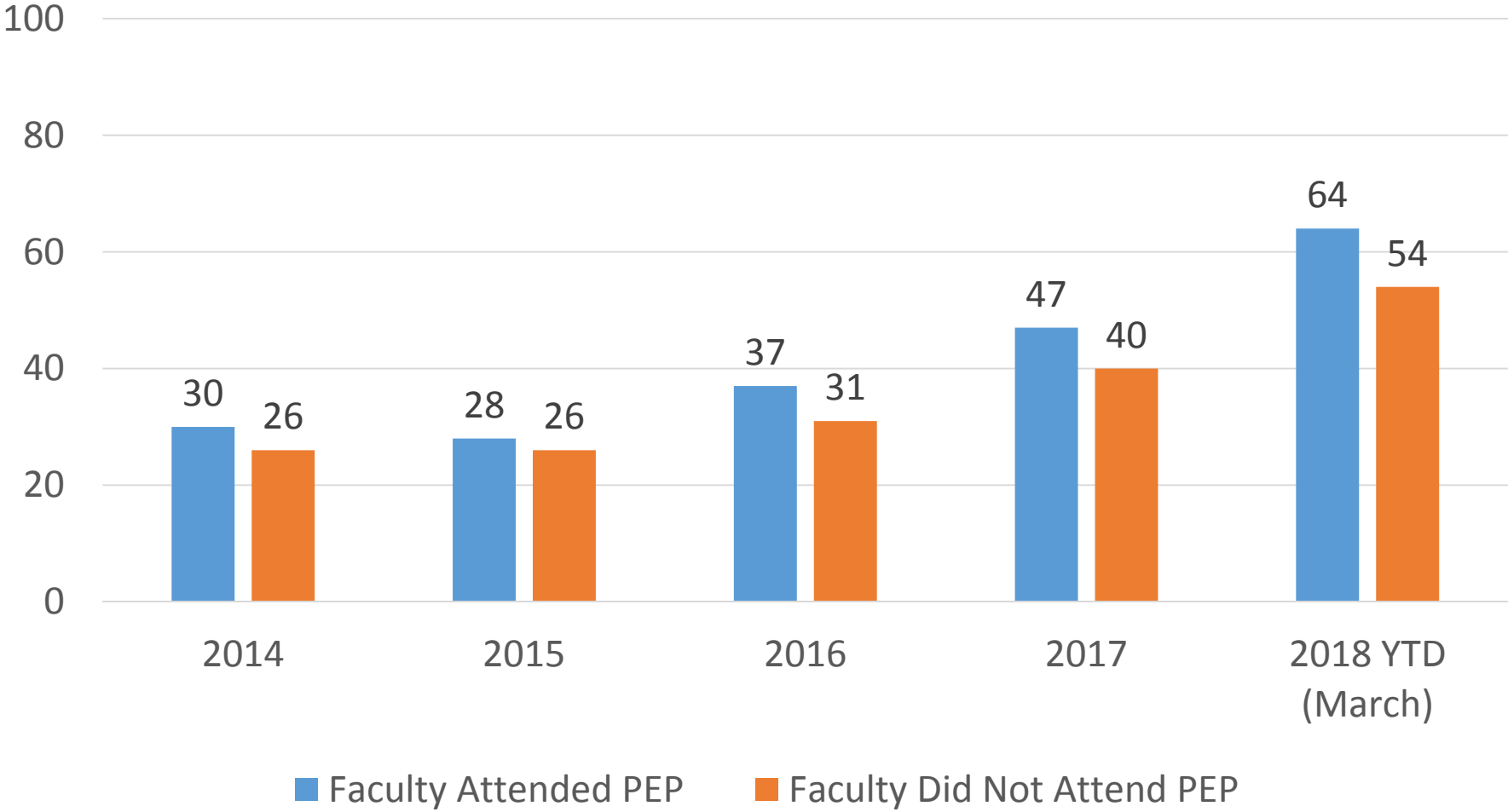
Press Ganey  
CP Information about Medications  
UM SOM Percentile Ranking  
By Visit Date | By Calendar Year



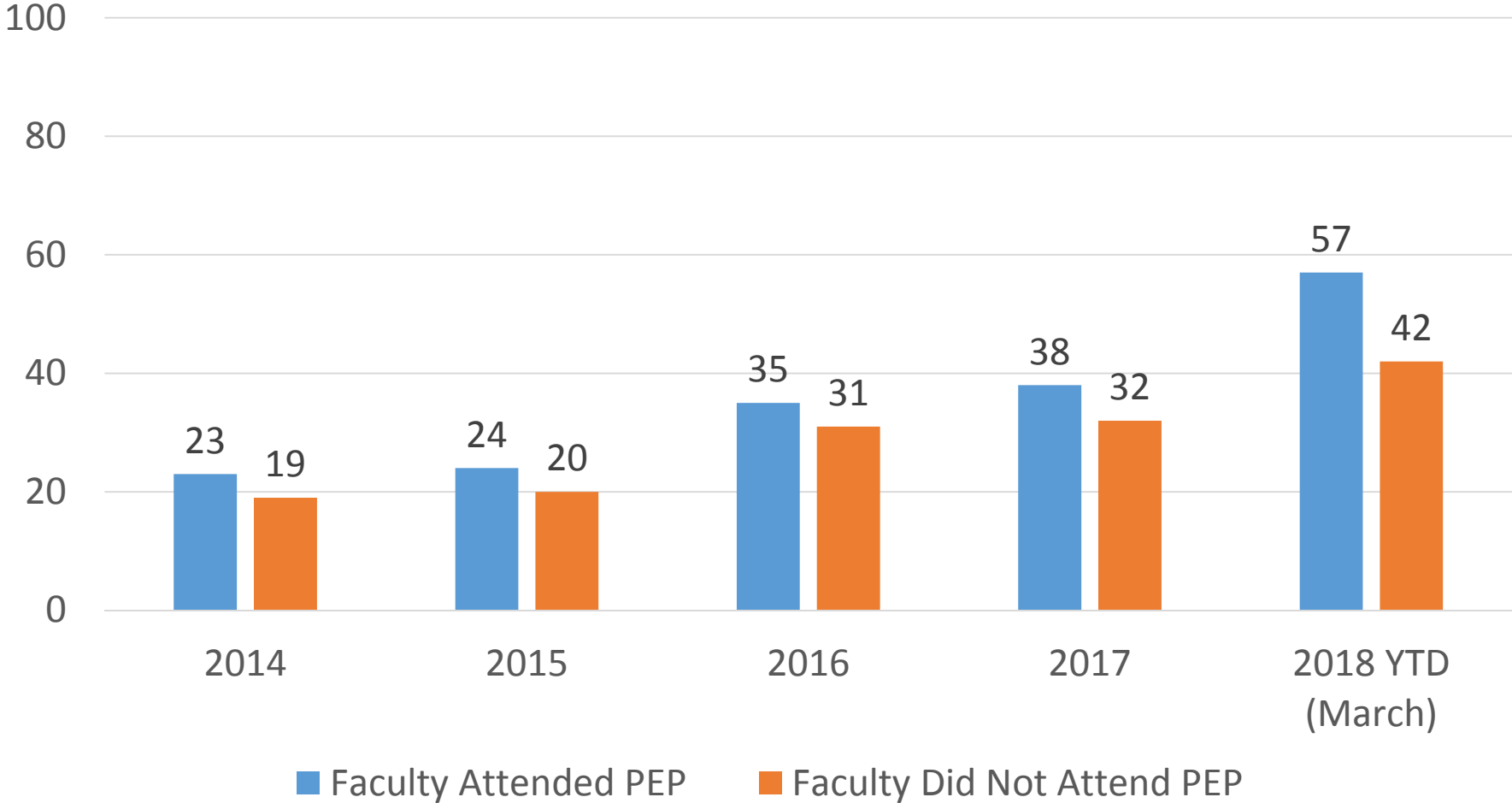
Press Ganey  
CP Instructions for Follow-Up Care  
UM SOM Percentile Ranking  
By Visit Date | By Calendar Year



Press Ganey  
CP Spoke Using Clear Language  
UM SOM Percentile Ranking  
By Visit Date | By Calendar Year



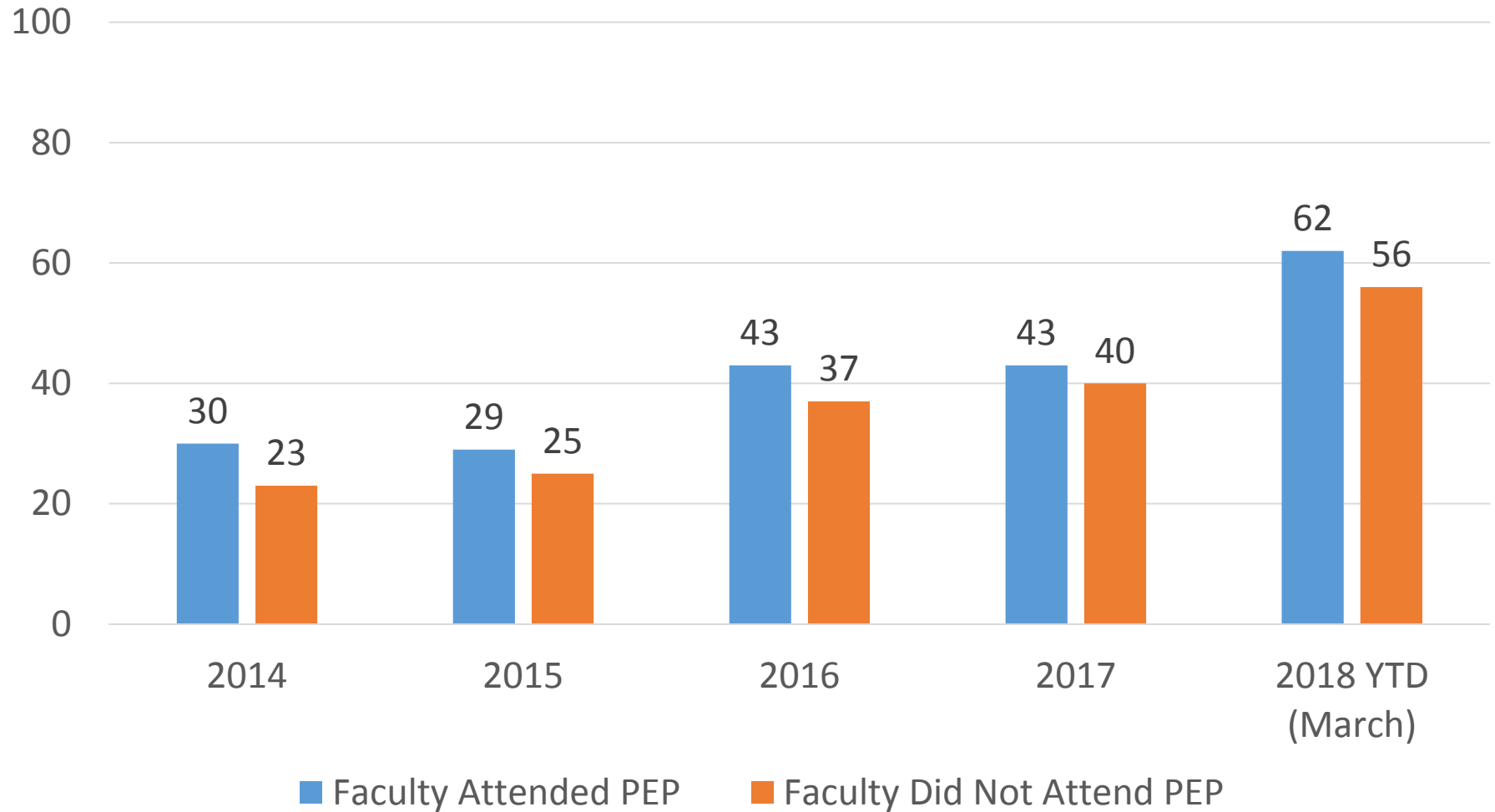
Press Ganey  
Time CP Spent with Patient  
UM SOM Percentile Ranking  
By Visit Date | By Calendar Year





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Press Ganey  
Patients' Confidence in CP  
UM SOM Percentile Ranking  
By Visit Date | By Calendar Year



Press Ganey  
Likelihood of Recommending CP  
UM SOM Percentile Ranking  
By Visit Date | By Calendar Year

