

Physician Communication Dashboard for Medical Practice - University of Maryland
Physician coaching participants only; Patient responses through December 2018 visits (as of 2-4-19).

METRIC	Unit of Measure	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Quarterly Trend	2014	2015	2016	2017	2018	Yearly Trend
		2014	2014	2014	2014	2015	2015	2015	2015	2016	2016	2016	2016	2017	2017	2017	2017	2018	2018	2018	2018							
Physician Communication Quality Domain																												
Physician Communication Quality Domain	n-size	396	351	349	346	458	438	483	877	1047	1294	1097	1249	2804	2104	1910	1704	1748	1802	1471	1234		1442	2256	4687	8522	6255	
	% Top Box	91.3	90.5	91.5	92.1	89.4	93.1	92.4	92.4	93.1	93.1	92.9	93.6	92.5	91.7	91.8	93.1	92.8	93.7	92.9	93.2		91.3	91.9	93.2	92.3	93.2	
	All Facilities Rank	22	16	24	31	11	46	35	35	46	46	43	56	37	26	27	46	41	58	43	48		22	28	48	34	48	
Provider expl in way you understand	n-size	392	349	346	346	456	435	479	874	1043	1286	1090	1242	2795	2099	1899	1694	1737	1798	1465	1231		1433	2244	4661	8487	6231	
	% Top Box	91.6	92.0	93.1	92.2	90.4	94.7	92.5	93.7	94.2	93.9	94.2	94.3	93.7	93.3	92.9	94.4	94.4	94.6	94.2	94.3		92.2	93.0	94.2	93.6	94.4	
	All Facilities Rank	17	20	31	21	12	59	24	40	49	43	49	51	40	34	28	53	53	57	49	51		21	29	49	39	53	
Provider listen carefully to you	n-size	393	350	349	345	457	437	480	875	1045	1283	1092	1242	2794	2099	1902	1700	1736	1793	1467	1231		1437	2249	4662	8495	6227	
	% Top Box	93.9	93.1	94.8	95.4	91.0	95.2	94.4	93.0	94.8	95.0	94.7	95.0	94.4	93.0	93.3	94.0	94.0	95.0	94.3	94.9		94.3	93.3	94.9	93.7	94.5	
	All Facilities Rank	30	20	46	62	8	57	39	19	46	51	44	51	39	19	22	32	32	51	38	49		38	22	49	28	41	
Give easy to understand instruction	n-size	339	308	301	301	401	376	403	776	910	1122	949	1072	2536	1873	1672	1509	1572	1586	1299	1061		1249	1956	4053	7590	5518	
	% Top Box	91.7	89.3	92.4	90.7	87.3	92.8	92.6	93.4	93.5	93.3	93.3	93.4	93.1	91.5	91.6	92.7	92.8	93.8	92.5	93.0		91.0	91.9	93.4	92.3	93.1	
	All Facilities Rank	26	11	37	16	5	44	40	53	56	51	51	53	48	24	24	42	44	61	39	47		19	29	53	36	48	
Know important info medical history	n-size	391	350	344	344	456	434	477	872	1036	1280	1093	1236	2787	2090	1902	1696	1735	1794	1462	1228		1429	2239	4645	8475	6219	
	% Top Box	87.5	82.9	80.5	88.1	86.2	87.3	88.5	87.5	87.7	87.6	86.8	88.4	86.1	86.1	86.9	88.5	86.5	89.0	86.9	88.9		84.8	87.4	87.7	86.8	87.8	
	All Facilities Rank	47	15	9	55	36	45	59	47	50	49	41	58	35	35	42	59	38	65	42	64		25	46	50	41	51	
Show respect for what you say	n-size	394	350	346	345	456	437	480	873	1038	1288	1097	1242	2789	2096	1901	1695	1736	1793	1463	1230		1435	2246	4665	8481	6222	
	% Top Box	93.7	94.0	96.2	96.2	92.1	96.6	95.2	95.8	95.9	96.5	95.6	94.5	95.1	95.5	95.7	96.3	95.6	96.1				95.0	94.8	96.0	95.2	95.9	
	All Facilities Rank	14	16	54	54	7	67	30	29	44	44	46	63	38	20	29	36	41	58	38	51		27	24	48	30	46	
Spend enough time with you	n-size	394	351	348	345	457	436	479	871	1041	1289	1094	1242	2792	2094	1903	1695	1740	1796	1464	1231		1438	2243	4666	8484	6231	
	% Top Box	89.3	91.7	92.0	89.9	89.7	92.2	91.4	91.5	92.8	92.9	92.4	93.9	91.9	91.7	90.9	93.5	93.3	93.6	93.9	92.2		90.7	91.3	93.0	91.9	93.3	
	All Facilities Rank	12	23	26	14	13	28	21	22	35	36	30	51	25	23	17	44	41	46	51	28		16	20	37	25	41	
Care Provider Section																												
Care Provider Section	n-size	474	414	390	373	498	477	509	974	1130	1270	1067	1216	2759	2073	1881	1680	1722	1772	1448	1217		1651	2458	4683	8393	6159	
	Mean	92.7	93.2	92.6	93.5	92.5	93.6	93.1	92.5	93.3	93.7	93.6	93.8	93.9	93.1	93.5	94.2	94.2	94.4	94.3	94.4		92.9	92.8	93.6	93.7	94.3	
	All Facilities Rank	24	28	22	33	22	34	28	22	30	36	34	38	41	28	33	48	47	51	48	53		26	25	35	36	50	
Friendliness/courtesy of CP	n-size	474	413	390	373	498	476	509	971	1127	1262	1060	1205	2749	2065	1877	1671	1717	1768	1443	1214		1650	2454	4654	8362	6142	
	Mean	93.7	94.4	94.2	94.1	93.5	95.1	94.5	93.8	94.6	95.1	94.5	95.1	95.1	94.5	94.8	95.4	95.7	95.5	95.6	95.5		94.1	94.1	94.8	95.0	95.6	
	All Facilities Rank	17	22	21	20	16	31	23	18	24	31	23	30	31	23	27	36	44	38	40	39		20	20	27	28	40	
CP explanations of prob/condition	n-size	472	407	389	373	496	475	504	970	1121	1253	1057	1199	2736	2054	1865	1665	1705	1759	1439	1208		1641	2445	4630	8320	6111	
	Mean	92.8	93.7	93.0	93.8	92.6	94.2	93.5	92.7	93.7	94.0	94.1	93.6	94.3	93.6	93.7	94.5	94.6	94.8	94.4	94.6		93.3	93.1	93.9	94.1	94.6	
	All Facilities Rank	22	34	25	36	21	42	30	21	34	38	40	32	46	32	34	50	52	57	48	53		28	26	36	40	53	
CP concern for questions/worries	n-size	468	404	385	372	492	471	502	968	1118	1257	1060	1199	2726	2049	1857	1662	1700	1755	1435	1203		1629	2433	4634	8294	6093	
	Mean	92.7	92.9	93.2	93.2	91.9	94.0	92.6	92.1	93.3	93.7	93.0	93.9	94.0	92.9	93.4	94.1	94.4	94.4	94.3	94.7		92.8	92.5	93.5	93.6	94.4	
	All Facilities Rank	23	23	24	27	17	41	22	19	30	37	27	38	40	24	30	43	49	49	48	56		24	21	32	34	50	
CP efforts to include in decisions	n-size	462	404	382	365	488	469	496	954	1097	1236	1039	1179	2700	2014	1835	1640	1683	1735	1420	1191		1613	2407	4551	8189	6029	
	Mean	92.3	92.5	92.2	93.6	92.0	93.8	92.7	92.2	93.6	93.4	93.4	93.7	93.8	92.9	93.8	94.2	94.4	94.3	94.1	94.2		92.6	92.6	93.5	93.7	94.2	
	All Facilities Rank	20	22	19	35	17	39	25	20	36	33	32	37	40	25	40	49	53	50	46	49		23	23	35	37	49	
CP information about medications	n-size	409	341	342	319	439	405	437	855	991	1124	927	1075	2480	1852	1668	1513	1542	1584	1294	1102		1411	2136	4117	7513	5522	
	Mean	92.2	92.7	90.9	92.6	91.9	92.8	92.7	92.2	92.9	92.8	93.0	92.5	93.1	92.3	92.9	93.5	93.3	93.6	93.8	93.4		92.1	92.4	92.8	92.9	93.5	
	All Facilities Rank	25	30	15	29	22	31	31	24	34	31	37	28	38	25	34	45	41	46	50	42		24	26	32	35	45	
CP instructions for follow-up care	n-size	440	375	373	346	465	443	465	913	1057	1177	990	1130	2601	1946	1756	1583	1622	1673	1374	1151		1534	2286	4354	7886	5820	
	Mean	93.1	92.5	92.2	92.6	91.8	93.1	93.0	92.2	93.1	93.3	93.3	93.5	93.5	92.5	93.3	94.0	93.7	93.8	93.9	93.9		92.6	92.5	93.3	93.3	93.8	
	All Facilities Rank	34	27	22	27	19	33	33	23	33	37	37	39	40	26	37	51	43	44	46	46		27	25	36	37	45	
CP spoke using clear language	n-size	470	406	388	370	495	473	502	965	1118	1246	1055	1183	2729	2054	1865	1661	1705	1752	1431	1206		1634	2435	4602	8309	6094	
	Mean	94.0	94.3	94.5	95.5	93.8	95.4	95.0	94.3	94.5	95.0	94.7	95.3	95.4	94.8	95.3	95.7	95.6	95.4	95.4	95.9		94.5	94.5	94.9	95.3	95.5	
	All Facilities Rank	23	25	26	48	19	44	37	24	26	36	31	43	44	33	43	54	51	44	44	57		28	28	35	43	49	
Time CP spent with patient	n-size	472	409	386	372	496	471	503	967	1120	1253	1056	1201	2733	2054	1861	1662	1704	1755	1435	1206		1639	2437	4630	8310	6100	
	Mean	90.6	92.7	91.3	92.3	90.9	92.1	91.9	91.3	91.9	93.1	92.7	92.5	92.8	92.0	92.0	93.4	93.4	93.4	93.5	93.7		91.7	91.5	92.6	92.6	93.5	
	All Facilities Rank	16	34	20	29	18	27	25	21	26	40	33	31	35	27	27	48	48	47	49	53		24	22	31	31	49	
Patients' confidence in CP	n-size	470	409	387	373	496	471	505	969	1117	1254	1058	1190	2735	2050	1860	1663	1699	1752	1434	1206		1639	2441	4619	8308	6091	
	Mean	93.6	93.6	93.0	93.5	92.9	94.8	93.7	92.																			