Rate The Provider Top Box Score 2016-2019

Rate The Provider Top Box Score

Rate The Provider Top Decile Score

Linear (Rate the Provider)

<table>
<thead>
<tr>
<th>Year</th>
<th>Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>FY 2016</td>
<td>88.6</td>
</tr>
<tr>
<td>FY 2017</td>
<td>89.6</td>
</tr>
<tr>
<td>FY 2018</td>
<td>90.5</td>
</tr>
<tr>
<td>FY 2019 to date</td>
<td>90.8</td>
</tr>
</tbody>
</table>
Office Staff Quality Top Box Score 2016-2019
FY2015
Set Benchmarks
Rate the Provider
87.5 Top Box (75th percentile)

Sept.–Dec. 2015
Partnered with Ritz
Established Design Team from all roles in CHMG

Feb.–Apr. 2016
Intensive work with Design Team and Ritz
Created and vetted Credo, Motto and Steps of Services;
Enrolled/trained >800 staff and providers; FY17 Rate the Provider 89.6 (85th percentile)
Our Credo
Cone Health Medical Group pledges to create a trusting relationship with our patients to provide genuine, compassionate, quality care. We are committed to promote wellness by touching lives with comfort and dignity.

Our Motto
WE ARE Caring People, Caring for People.

1 YOU ARE WE ARE One.

Steps
1. Deliver a warm and genuine greeting by acknowledging our patients by name.
2. Anticipate and fulfill each patient’s needs.
3. Provide sincere service to every person, every time.

iCARE
Communication + Accountability + Respect + Empowerment

TEAMS FORMED
Design Team
Advisory Board
Steering Committee
5-STAR SERVICE EXCELLENCE

10TH ANNUAL Quality & Patient Experience SHARING DAY

IT STARTS WITH YOU.

Atrium Health
FY2015
Set Benchmarks
Rate the Provider
87.5 Top Box
(75th percentile)

Intensive work with
Design Team and Ritz
Created and vetted Credo,
Motto and Steps of Services;
Enrolled/trained >800 staff
and providers; **FY17 Rate the Provider 89.6 (85th percentile)**

Feb.–Apr. 2016

Partnered with Ritz
Established Design Team
from all roles in CHMG

Sept.–Dec. 2015

Introduction to Transparency
5 Star Reports to Providers
Site leaders are accountable
to print and provide monthly
reports to their providers.

Jan.–Mar. 2017

Education and Support for Providers
Lead classes around understanding Data
and how to improve Patient Experience
with CURO classes for Providers

Apr.–May. 2017

Ongoing Activities
Daily Huddles and huddle rounding; Site Observations;
Weekly emails with “theme” of the week; 5 Star Orientation
and ongoing training. Practices below 90th percentile
developed action plans for improvement; **FY18 Rate the Provider 90.5 (87th percentile)**

FY17-18

Continue to Top Decile!
Continue action plans for low performing sites; 5 Star
refresher Courses; Practice observations and rounding;
Celebrations for improvement! **Mar FY19 -> Rate the Provider 90.6 (87th percentile)**

FY19
Practice Rankings by Decile 2016-2019

YTD FY19: 90.8 (86th percentile)
91.3 =90th Percentile

Rate the Provider – % of Total Practices by Percentile 2016-2019

- Top Decile
- <90th, >=75th
- <75th, >=50th
- <50th

Decr [since Apr]!
Incr by 1 (since Apr)!
Incr by 1 (since Apr)!
Incr by 4 (since Apr)!

Atrium Health
Practice Rankings by Decile 2016-2019

YTD FY19: 96.1 (85th Percentile)
96.5 = 90th Percentile

Staff Quality - % of Total Practices by Percentile 2016-2019

- Top Decile
- <90th, >=75th
- <75th, >=50th
- <50th

10th Annual Quality & Patient Experience Sharing Day

IT STARTS WITH YOU.

Atrium Health
Recognize and Reward