

Ambulatory Patient Experience (Avatar): UW Health Ambulatory Service Standard Metrics (UWHASSM)

Significant changes by clinic (sorted in descending order by "Change" column)

Surveys received through January 5, 2015

Staff in my provider's office are always friendly and helpful.

Target: 89.4% **Red Line:** 84.4%

	Current (Sep '14 - Nov '14)		Last Year (Sep '13 - Nov '13)		
Pediatrics, 20 S Park	55	100.0%	40	87.5%	12.5%
Dermatology, 1 S Park	120	91.7%	130	83.1%	8.6%
Ob/Gyn, West Towne	46	91.3%	44	100.0%	-8.7%
Family Practice, Fitchburg	40	82.5%	45	95.6%	-13.1%

Green	Observed Top Box Performance (% Strongly Agree) at or above UW Health Target (before rounding)
Yellow	Observed Top Box Performance (% Strongly Agree) between UW Health Target and Red Line (before rounding)
Red	Observed Top Box Performance (% Strongly Agree) at or below UW Health Red Line (before rounding)

N = Number of survey responses (N<30 excluded); **Top Box** = Percent of "Strongly Agree" survey responses; **Change** = Difference between Current and Last Year Top Box (% Strongly Agree). All differences significant at p<.05.