

Feature Focus: Provider Dashboard [1]

Bookmark [2]

The Provider Scorecard dashboard provides key information about a selected provider. It is only available for Medical Practice.

MOST USEFUL FOR

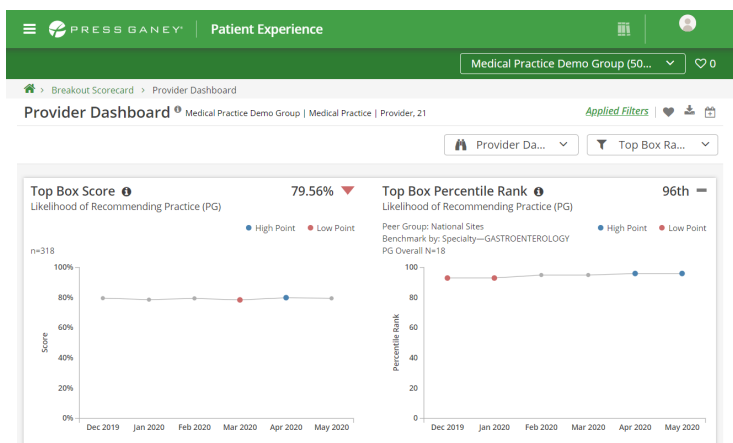


- CXO
- Clinical Director
- Practice Manager
- Physician
- Data Analyst



DATA STRATEGY

Review your Status, Trends, Priorities, and Variation through the Provider Scorecard.



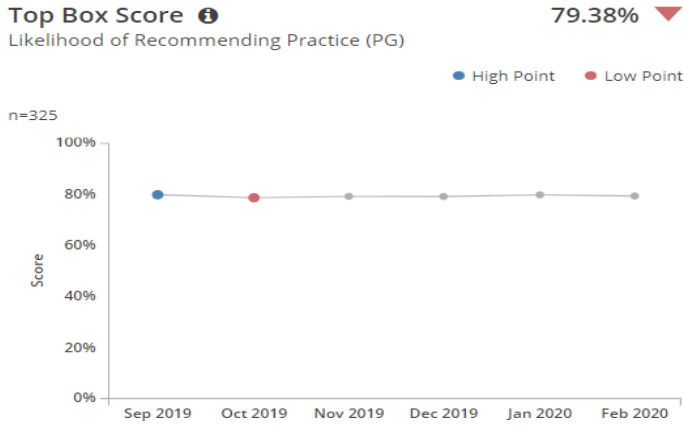
PROVIDER DASHBOARD

The Provider Dashboard provides a provider-centric view to performance. You can access Provider Dashboard from the Breakout Scorecard. Open Breakout Scorecard and then navigate to the Provider Dashboard at the facility or site level.

79.38% ▼

CHANGE ARROW

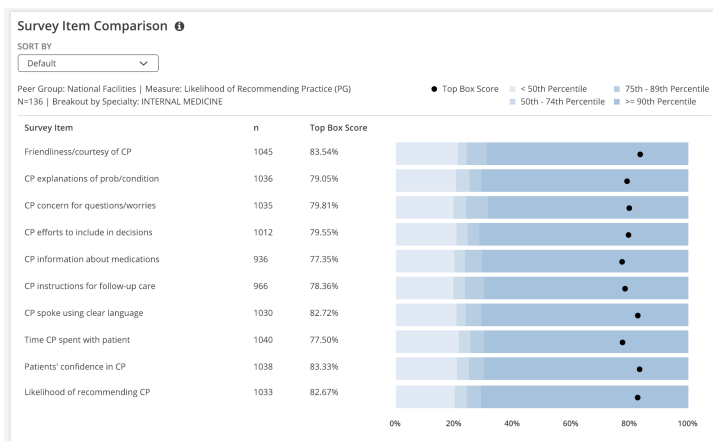
The change arrow provides a visual cue when your current score or rank change is up or down from the previous period.



SCORE TREND

The trend line covers the last six periods. The high point is marked with a blue dot. The low point is marked with a red dot.

Hover over a data point while viewing the graph to see full details.

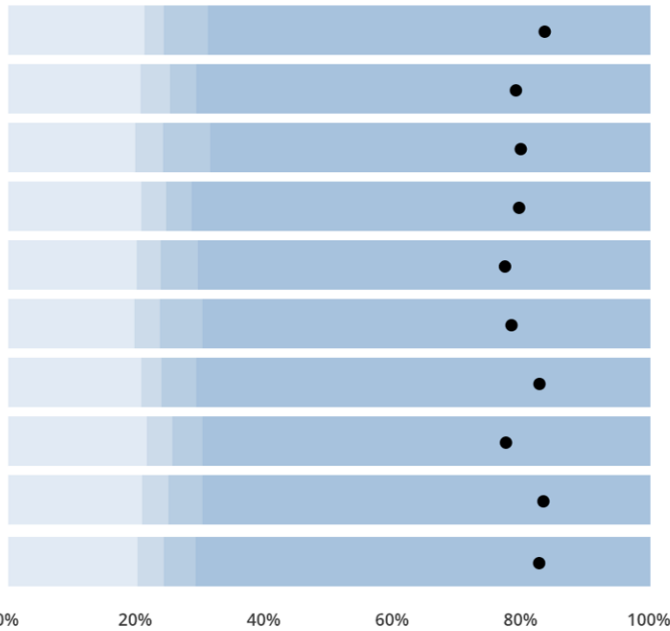


SURVEY ITEM COMPARISON

Examine the performance at the survey-item level for an individual provider. The questions are specific to care providers.

The percentile ranks are determined by the provider's performance within their board certified specialty. The specialty is listed in the details at the top of the graph.

If a PG Overall measure is chosen, then the Care Provider section is shown. If a CAHPS overall measure is chosen, then the Physician Communication Quality section is shown.

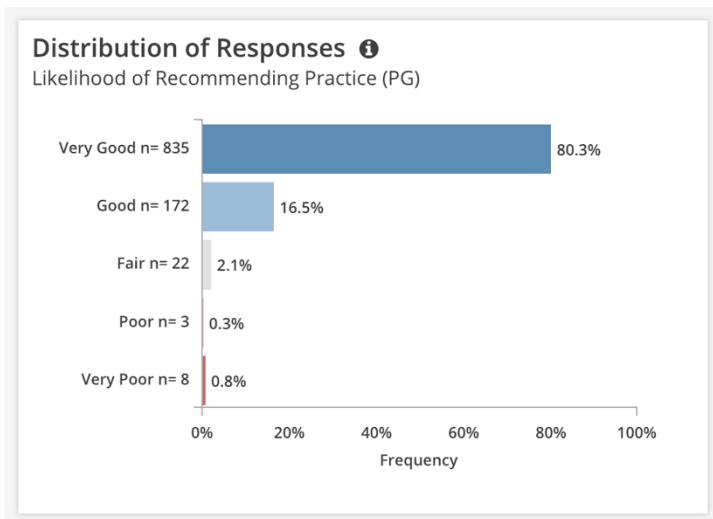


GRADIENT VIEW

The current score (dot) and percentile rank are provided within the context of the database distribution. This allows you to determine the amount of change necessary to reach the next percentile rank grouping.

The physician's specialty is used to determine percentile rank.

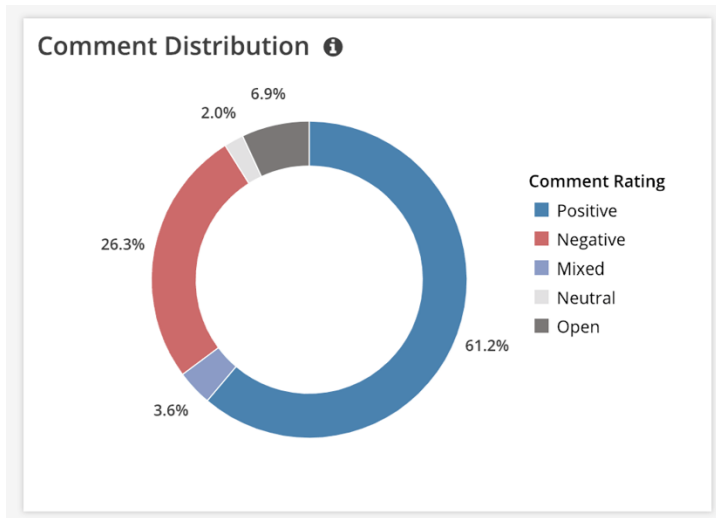
Hover over the data point while viewing the graph to see full details about the measure.



DISTRIBUTION OF RESPONSES

Shows percentage and number of survey responses in each category for the selected measure.

The survey response options for the selected measure and the number of survey responses (n=) are listed on the left side of the graph. The bars are a graphical representation of the percent of responses, and the percentage is listed to the right.



COMMENT DISTRIBUTION

Shows the percentage of total comments by comment sentiment (Positive, Negative, Mixed, Neutral and Open).

Please note that the Comment Distribution section represents the distribution of all comments and is *not* affected by the following filters:

- Phone Adjustment
- eSurvey Adjustment
- Skip Logic
- CMS Reportable Responses

Priority Index

PG Report Period: 6 months | CAHPS Report Period: 12 months

Current Order	Survey Type	Question	Percentile Rank	Correlation
1	CAHPS	Provider listen carefully to you	95	0.52
2	PG	CP explanations of prob/condition	96	0.55
3	CAHPS	Know important info medical history	96	0.54
4	CAHPS	Provider expl in way you understand	94	0.35
5	CAHPS	Phn during offc hrs answr same day	53	0.33
6	CAHPS	Recommend this provider office	96	0.5
7	PG	Friendliness/courtesy of CP	96	0.45
8	CAHPS	Spend enough time with you	96	0.44
9	PG	CP instructions for follow-up care	97	0.6
10	CAHPS	Office follow-up w test results	92	0.25

PRIORITY INDEX

This priority index shows the external Priority Index (based on percentile rank).

For PG items:

- Must have at least 30 responses for the last six months of completed data

For CAHPS items:

- Must have at least 30 responses
- Includes the last 12 months of completed data
- Received Date is the date type
- Skip logic is automatically applied
- Survey adjustments are automatically applied
- The Priority Index is not affected by custom or default filters

Comments Detail

Timeframe: Surveys received in the last 90 days.

Q Keyword Search

Your 500 most recent comments are included below. To see all of your comments from surveys returned in the past 90 days, please visit the Comments dashboard in the application menu. 25 per page Viewing 1 - 25 of 500

Survey Barcode	Received Date	Visit Date	Site	Rating Type	Comment
	02/27/2020	02/03/2020	MD Clinic 3	Positive	Staff was caring, informative, and helpful.
	02/27/2020	02/03/2020	MD Clinic 3	Positive	Thank you for the great care.
	02/27/2020	02/03/2020	MD Clinic 3	Negative	My questions were not answered.
	02/27/2020	02/03/2020	MD Clinic 3	Positive	Carly is great at her job!
	02/27/2020	02/03/2020	MD Clinic 3	Positive	Excellence attention to service.
	02/27/2020	02/03/2020	MD Clinic 3	Positive	Very nice people.
	02/27/2020	02/03/2020	MD Clinic 3	Positive	Overall I had a really positive experience.
	02/27/2020	02/18/2020	MD Clinic 3	Positive	Awesome team! Very impressed with staff.
	02/27/2020	02/18/2020	MD Clinic 3	Positive	Staff treated me kindly.
	02/27/2020	02/18/2020	MD Clinic 3	Positive	Impressive service!
	02/27/2020	02/18/2020	MD Clinic 3	Positive	Excellent experience!
	02/27/2020	02/18/2020	MD Clinic 3	Positive	Very nice people.
	02/27/2020	02/18/2020	MD Clinic 3	Positive	Excellence attention to service.
	02/27/2020	02/18/2020	MD Clinic 3	Open	Please contact me about my experience. My email is myemail@gmail.com
	02/27/2020	02/20/2020	MD Clinic 3	Positive	My wife Jane received exceptional care
	02/27/2020	02/20/2020	MD Clinic 3	Positive	Jon was great!
	02/27/2020	02/20/2020	MD Clinic 3	Negative	My wife Janet had concerns that were not resolved. Please call us 723-456-7890.
	02/27/2020	02/20/2020	MD Clinic 3	Negative	Please call. I have a complaint about Greg.
	02/27/2020	02/20/2020	MD Clinic 3	Open	Call me in regards to my care. My phone number is 111-111-1111
	02/27/2020	02/20/2020	MD Clinic 3	Positive	Staff treated me kindly.
	02/27/2020	02/20/2020	MD Clinic 3	Positive	Staff was great!
	02/27/2020	02/18/2020	MD Clinic 3	Positive	No problems.
	02/27/2020	02/18/2020	MD Clinic 3	Positive	Excellent job!
	02/27/2020	02/18/2020	MD Clinic 3	Open	Please contact me about my experience. My email is myemail@gmail.com
	02/27/2020	02/18/2020	MD Clinic 3	Positive	Better than expected.

« < 1 2 3 4 5 > »

COMMENTS DETAIL

The Comments Detail provides specific information associated with each comment.

Topic: [Dashboards](#) [3], [Data/Reporting](#) [4], [PGFusion](#) [5]
Setting: [Medical Practice](#) [6]

Source URL: <https://resourcelibrary.pressganey.com/help/provider-dashboard>

Links

- [1] <https://resourcelibrary.pressganey.com/help/provider-dashboard>
- [2] https://resourcelibrary.pressganey.com/flag/flag/bookmarks/2416?destination=print/2416&token=y1ZHeuOCBsO440LN5xTwGRSLQLY3Zgf_Idj8tn5Nc34
- [3] <https://resourcelibrary.pressganey.com/topic/dashboards>
- [4] <https://resourcelibrary.pressganey.com/topic/data-reporting>
- [5] <https://resourcelibrary.pressganey.com/topic/pgfusion>
- [6] <https://resourcelibrary.pressganey.com/setting/medical-practice>