



Doctors on Call is fully Committed to improving Patient Care

Our overall goal is to promote wellness and ensure patient satisfaction

We receive feedback from our patients and apply plans for improvement

Patient Feedback Survey

Results from July 1, 2016 – August 31, 2016

Survey Questions	Satisfaction Rate
Are you able to see your provider when you need to?	90%
Does your provider explain things in a way that is easy to understand?	93%
Does the provider listen carefully to you?	94%
Does your provider know the important information about your medical history?	91%
Does the provider show respect for what you have to say?	97%
How often does Doctors on Call send you reminders about visits, tests and treatment?	95%
Do the clerks and receptionists treat you with courtesy and respect?	95%

Patient Care Measures

January 1, 2017 – March 31, 2017

Clinical Quality Measures	Result
Percentage of patients who had BMI documented	96%
Percentage of patients who are diagnosed with diabetes, admitted to the hospital and received fall assessment and fall intervention	82%
Percentage of patients who were recently admitted and had a follow-up visit appointment scheduled after hospital discharge	69%
Percentage of patients who expressed that their providers spent enough time with them during follow up home visits	98%