FY 2018 CIOS Patient Satisfaction Overall Composite Quarterly Report

**Overall Composite Score**

- YTD: 96.1
- Qtr 1: 95.5
- Qtr 2: 95.8
- Qtr 3: 96.5
- Qtr 4: 96.3

**Appointment**

- YTD: 94.8
- Qtr 1: 94.4
- Qtr 2: 94.1
- Qtr 3: 96.2
- Qtr 4: 94.7

**Scheduling Staff**

- YTD: 97.1
- Qtr 1: 97.5
- Qtr 2: 96.5
- Qtr 3: 97.1
- Qtr 4: 97.3

**Facilities**

- YTD: 97.3
- Qtr 1: 96.6
- Qtr 2: 97.5
- Qtr 3: 97.9
- Qtr 4: 97.0

**Staff Members**

- YTD: 97.9
- Qtr 1: 96.6
- Qtr 2: 98.3
- Qtr 3: 98.0
- Qtr 4: 98.3

**Resources**

- YTD: 92.6
- Qtr 1: 92.3
- Qtr 2: 92.7
- Qtr 3: 92.6
- Qtr 4: 92.7

**Overall Rating**

- YTD: 96.5
- Qtr 1: 95.6
- Qtr 2: 95.6
- Qtr 3: 97.1
- Qtr 4: 97.4

**Actual Patient Comments:**

- **Moving On Oncology Rehabilitation Program**
  - Wonderful program and staff!
  - This is the best! My energy level is way up!
  - A well planned, well managed program!
  - The Moving On program was great! It helped me restore my body tone and muscle

- **Integrative Oncology Visit**
  - This program has filled a need as a cancer survivor.
  - The staff listened to me and addressed all of my needs
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<th>Service</th>
<th>Comments</th>
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| Genetic counseling             | • Really enjoyed the genetic counselor. Very informative! She was very knowledgeable and has a calm and reassuring demeanor.  
• The genetic counselor provided information in a way that was easy for my sister and me to understand.  
• They called me promptly as soon as the results were available.                                           |
| Music therapy                  | • Living with a diagnosis of cancer and the aftermath of treatment has been difficult. Attending the music therapy classes has helped to ease the pain.  
• The music therapist was caring addressing the needs of me and the others. She has been creative in the various classes and even formed a group singing to other patients. This has lifted the group to new heights. She has been a tremendous asset to me and I know to others. |
| PT Lymphedema                  | • Very happy with the Lymphedema PT team. The team of Lymphedema therapists definitely made a difference in helping me to resume a normal life.                                                             |
| Lifetime clinic                | • The staff is very nice and helpful. I always enjoy my yearly visit. I know if I need to call them, I can!  
• I find it comforting coming to the Lifetime clinic. I love the relaxed atmosphere and actually enjoy coming to my yearly exam rather than dreading it. Keep up the good work! |
| Social Work / Individual counseling | • The social worker did a great job of listening and putting information together in a clear manner that is on point and extremely helpful.                                                                     |
| Sexual Health Education (SHE)  | • I had a SHE visit and it was so helpful. The Nurse Practitioner helped me a lot and taught me things I never knew. She was so kind and understanding.                                                 |
| Lung Cancer Screening          | • Staff was very helpful and courteous. They made me feel at ease  
• Everyone at the Lung Cancer screening visit treated me great and with respect.                                                                                 |
| Smoking cessation              | • I had tried many times to quit smoking in the past, but the CIOS staff made it so much easier. I have quit for good! This is a great program!                                                                 |