

**Primary and Specialty Clinic Patient Satisfaction Report Data
From Press Ganey Surveys Returned January 2022 – June 2022**

UVM MEDICAL CENTER			
	N	Previous % July – December	Current % January - June
Access to Care	19862	79.7%	79.9%
<i>Right away appointment as soon as needed</i>	5545	85.3%	87.2%
<i>Routine appointment as soon as needed</i>	12405	93.4%	93.7%
<i>Phone during office hours answer same day</i>	3969	61.9%	61.2%
<i>Phone after office hours answer same day</i>	702	69.9%	67.8%
<i>See provider within 15 minutes this visit</i>	19773	88.0%	89.5%

CENTRAL VERMONT MEDICAL CENTER			
	N	Previous % July – December	Current % January - June
Access to Care	3910	82.6%	83.8%
<i>Right away appointment as soon as needed</i>	988	89.3%	91.8%
<i>Routine appointment as soon as needed</i>	2773	95.4%	96.0%
<i>Phone during office hours answer same day</i>	955	62.0%	63.5%
<i>Phone after office hours answer same day</i>	118	71.8%	72.9%
<i>See provider within 15 minutes this visit</i>	3889	94.6%	94.9%

PORTER MEDICAL CENTER			
	N	Previous % July – December	Current % January - June
Access to Care	1951	84.3%	86.4%
<i>Right away appointment as soon as needed</i>	522	89.1%	90.0%
<i>Routine appointment as soon as needed</i>	1323	94.5%	94.3%
<i>Phone during office hours answer same day</i>	477	67.4%	70.6%
<i>Phone after office hours answer same day</i>	69	75.7%	82.6%
<i>See provider within 15 minutes this visit</i>	1941	94.6%	94.6%