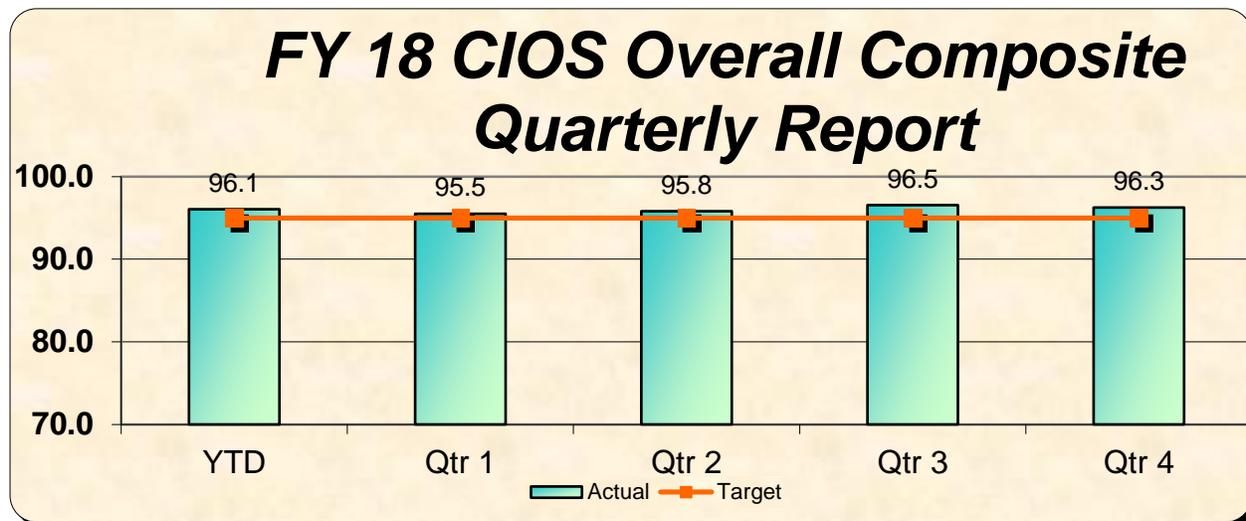


FY 2018 CIOS Patient Satisfaction Overall Composite Quarterly Report



FY 2018 CIOS Overall Composite Quarterly Report	FY18				
	YTD	Qtr 1	Qtr 2	Qtr 3	Qtr 4
Overall Composite Score	96.1	95.5	95.8	96.5	96.3
Appointment	94.8	94.4	94.1	96.2	94.7
Scheduling Staff	97.1	97.5	96.5	97.1	97.3
Facilities	97.3	96.6	97.5	97.9	97.0
Staff Members	97.9	96.6	98.3	98.0	98.3
Resources	92.6	92.3	92.7	92.6	92.7
Overall Rating	96.5	95.6	95.6	97.1	97.4

**Actual Patient comments:**

Moving On Oncology Rehabilitation Program	<ul style="list-style-type: none"> <li>• Wonderful program and staff!</li> <li>• This is the best! My energy level is way up!</li> <li>• A well planned, well managed program!</li> <li>• The Moving On program was great! it helped me restore my body tone and muscle</li> </ul>
Integrative Oncology Visit	<ul style="list-style-type: none"> <li>• This program has filled a need as a cancer survivor.</li> <li>• The staff listened to me and addressed all of my needs</li> </ul>

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Genetic counseling	<ul style="list-style-type: none"> <li>• Really enjoyed the genetic counselor. Very informative! She was very knowledgeable and has a calm and reassuring demeanor.</li> <li>• The genetic counselor provided information in a way that was easy for my sister and me to understand.</li> <li>• They called me promptly as soon as the results were available.</li> </ul>
Music therapy	<ul style="list-style-type: none"> <li>• 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.</li> <li>• 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.</li> </ul>
PT Lymphedema	<ul style="list-style-type: none"> <li>• Very happy with the Lymphedema PT team. The team of Lymphedema therapists definitely made a difference in helping me to resume a normal life.</li> </ul>
Lifetime clinic	<ul style="list-style-type: none"> <li>• The staff is very nice and helpful. I always enjoy my yearly visit. I know if I need to call them, I can!</li> <li>• 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!</li> </ul>
Social Work / Individual counseling	<ul style="list-style-type: none"> <li>• The social worker did a great job of listening and putting information together in a clear manner that is on point and extremely helpful.</li> </ul>
Sexual Health Education (SHE)	<ul style="list-style-type: none"> <li>• 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.</li> </ul>
Lung Cancer Screening	<ul style="list-style-type: none"> <li>• Staff was very helpful and courteous. They made me feel at ease</li> <li>• Everyone at the Lung Cancer screening visit treated me great and with respect.</li> </ul>
Smoking cessation	<ul style="list-style-type: none"> <li>• 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!</li> </ul>