



Healthcare for
infants, children,
& adolescents

2021 - 2022

CAHPS Survey Results

Total Clinic Results	Num	Denom	Percent	Benchmark
Getting timely appointments, care, and information	322	450	72%	81%
How well providers communicate with patients	677	731	93%	94%
Helpful, courteous, and respectful office staff	349	417	84%	84%
Follow-up on test results	77	94	82%	82%
Provider rating	197	212	93%	89%
Providers use of information to coordinate patient care/supports patients health	270	307	88%	85%

The **Consumer Assessment of Healthcare Providers and Systems (CAHPS)** program works closely with many research organizations to conduct research on patient experience and develop surveys that ask consumers and patients to report and evaluate their experiences with health plans, providers, and healthcare facilities.



Questions?

If you have questions or concerns, you can call Siskiyou at (541) 955-5683 or bring it up at your next appointment.