



MEDICAL COUNCIL OF CANADA LE CONSEIL MÉDICAL DU CANADA



YOUR MCC 360
REPORT:
Dr. X
XXX
2626

February 19, 2019

YOUR MULTI-SOURCE FEEDBACK REPORT

This MCC 360 feedback report is a compilation of data returned to MCC through questionnaires completed by your physician colleagues, non-physician co-workers, and patients. The report content is confidential.

The MCC 360 feedback program was developed in conjunction with physicians with the sole purpose of providing formative feedback to support physician practice improvement. While acknowledging your feedback data may be influenced by external or systematic factors outside your control (e.g., patient flow, office features, etc.), multi-source feedback offers insight into others' perceptions of your practice and provides an opportunity for self-reflection and improvement.

CanMEDS framework

Your MCC 360 feedback is grouped into three roles from the CanMEDS and/or CanMEDS-FP framework (Collaborator, Communicator, and Professional). These roles are suitable for assessment by multi-source feedback and are critical to patient safety. Poor communication with patients, physician colleagues and non-physician co-workers and unprofessional behaviour can negatively influence patient care and outcomes. For example, inadequate handover communication can result in errors that impact patient safety. Similarly, unclear or inappropriate communication (in any way) compromises patient care (e.g., unclear discharge plans, communication with the health-care team, explanation and planning with patients). Likewise, unprofessional behaviour that prevents open and respectful communication by all involved in a patient's care can compromise safe care. Good communication and collaborative skills, however, handled professionally will enhance patient safety.

- As Collaborators, physicians work effectively with other health care professionals to provide safe, high-quality, patient-centered care.
- As Communicators, physicians form relationships with co-workers, patients and their families that facilitate the gathering and sharing of essential information for effective health care.
- As Professionals, physicians are committed to the health and well-being of individual patients and society through ethical practice, high personal standards of behaviour, accountability to the profession and society, physician-led regulation, and maintenance of personal health.

CanMEDS: canmeds.royalcollege.ca/en/framework

CanMEDS-FM: cfpc.ca/uploadedFiles/Education/CanMeds%20FM%20Eng.pdf

Reviewing and interpreting Your Report

Your MCC 360 report contains three main sections and a set of appendices:

- **Section 1:** Self and other ratings by each CanMEDS role
- **Section 2:** Open-ended comments
- **Section 3:** Reflecting on your report and planning for change
- **Appendices:** Provides more detailed question level feedback.

Ratings in Your Report

Respondent groups are denoted as:

- **PC** = physician colleague
- **NC** = non-physician co-worker
- **PT** = patient

Respondents indicated their level of agreement with statements using the following 5-point scale:

Strongly disagree (1) Disagree (2) Neutral (3) Agree (4) Strongly agree (5)

An additional “**Unable to assess**” option was available for respondents to indicate if they were unable to respond to a statement either because they did not have an opportunity to observe a behaviour, could not remember, or for some reason did not feel it was a relevant item for them to provide a response. Ratings of “Unable to assess” are not included in the calculations.

Ratings for each role (Collaborator, Communicator, and Professional) and each statement within each role are calculated by taking the mathematical average of ratings from everyone within each respondent group who rated the statement(s) about you.

To report the average rating for an entire respondent group, a minimum of six (6) completed physician colleague questionnaires, six (6) non-physician co-worker questionnaires, or eighteen (18) patient questions is required.

The ratings presented in this report is based on the feedback data provided by:

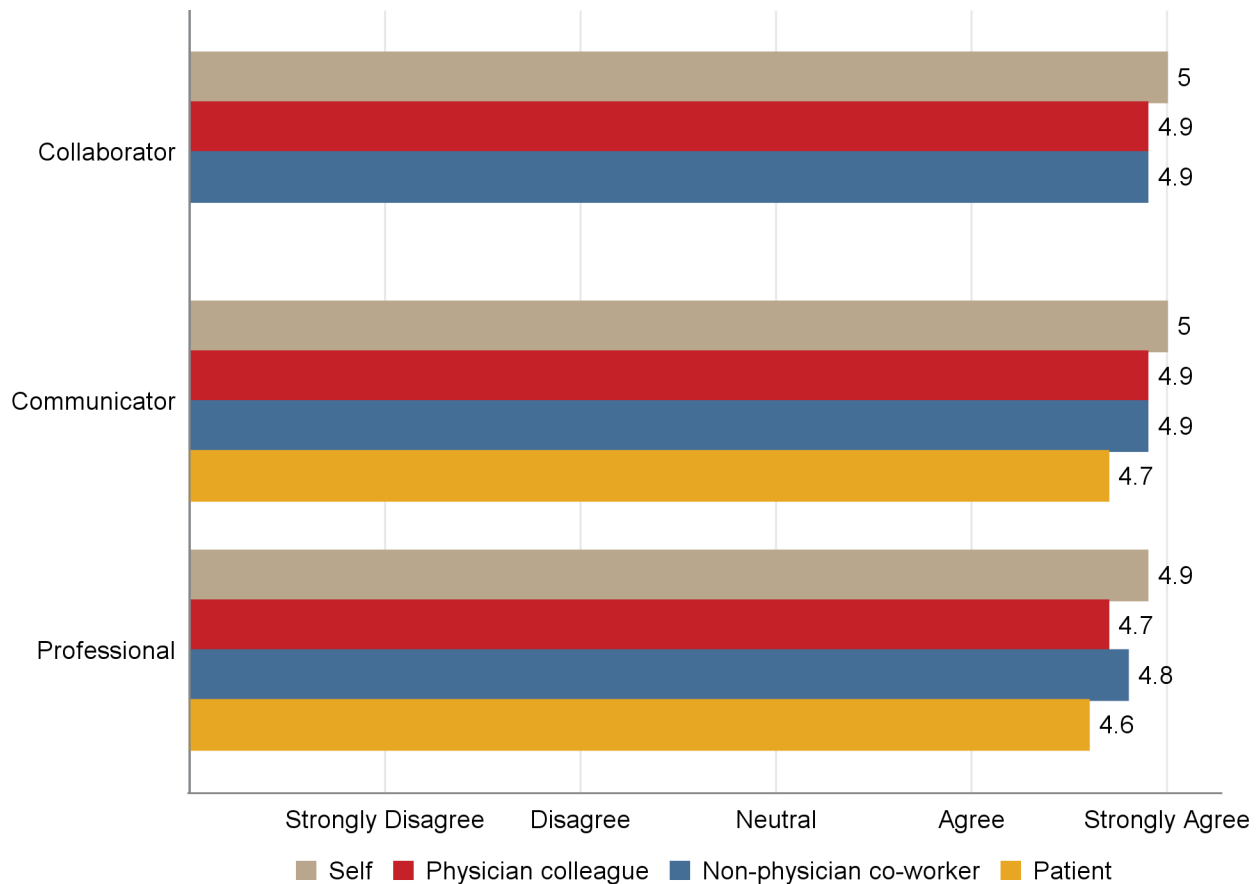
Total PC responses	Total NC responses	Total PT responses
8	10	31

SECTION 1: SELF AND OTHER RATINGS BY EACH CANMEDS ROLE

The graph below shows the average ratings provided by you in light brown, your physician colleague feedback in red, your non-physician co-worker feedback in blue, and your patient feedback in yellow. These are comparative overall ratings of your role as Collaborator, Communicator and Professional. The following sample questions are provided to help you interpret and reflect on the graph below.

- In which role did you rate the highest?
- Why do you think that might be the case?
- Do your self-ratings align with rank ordering provided by other rater groups?
- If not, why do you think that might be?

Figure 1. Average rating by CanMEDS role and group



SECTION 1: SELF AND OTHER RATINGS BY EACH CANMEDS ROLE

The table below shows your self rating compared to the average ratings from your physician colleagues (PC), non-physician co-workers (NC), and patients (PT) for each overlapping statement across questionnaires. Cells in light brown indicate statements where there is no overlap between respondent groups. Note that the reported averages are calculated based on overlapping statements ONLY.

COLLABORATOR				
Collaborator statement	Self Rating	PC Average Rating	NC Average Rating	PT Average Rating
I share responsibilities with others fairly.	5	4.8		
I am accessible to discuss mutual patients with others.	5	5	4.9	
I share information and documentation about mutual patients with others in a timely manner.	5	5	5	
I provide advice when I am approached about difficult clinical decisions.	5	4.8	4.6	
I establish and maintain positive relationships with others to support collaborative care.	5	5	5	
I arrange for patient access to care after hours and in my absence.	5		4.8	
I inform others when I am unable to accept a transfer of care or provide a consultation.	5	4.7		
I provide safe handover of care during a patient transition to a different health-care professional, setting, or stage of care.	5	4.9	4.9	
I respect the professional knowledge and skills of my colleagues and co-workers.	5	4.9	5	
I share knowledge and expertise with my colleagues and co-workers.	5	4.8	4.8	
Average Collaborator for overlapping statements ONLY	5	4.9	4.9	

COMMUNICATOR				
Communicator statement	Self Rating	PC Average Rating	NC Average Rating	PT Average Rating
I answer questions from patients in a way they can understand.	5			4.8
I explain things to my patients in a way they can understand.	5			4.8
I give my patients opportunity to be involved in decisions about their care.	5			4.7

I am available for questions from my colleagues and co-workers.	5	4.9	4.9	
I am available for questions from my patients and their families.	5			
My verbal communication with my colleagues and co-workers is clear and concise.	5	4.9	4.9	
I provide clear, concise and accurate documentation.	5	4.9	5	
I document clinical encounters in a timely manner.	5	4.9		
Average Communicator for overlapping statements ONLY	5	4.9	4.9	4.8

PROFESSIONAL				
Professional statement	Self Rating	PC Average Rating	NC Average Rating	PT Average Rating
I spend enough time with my patients.	4			4.9
I wash my hands before examining patients.	5			4.6
I contribute to the education and expertise of my colleagues and co-workers.	4	4.6	4.5	
I demonstrate professional responsibility and commitment.	5	5	4.9	
I am accountable for my professional behaviour.	5	4.9	5	
I respect the time of my colleagues, co-workers and patients.	5	4.9	4.7	
I demonstrate calm, organized, and competent behaviour when handling challenging situations.	5	3.9	4.5	
I manage urgent situations in a timely manner.	5	4.4	4.6	
I respect the confidentiality of my patients and their families.	5	4.4	4.7	
I am respectful of patients' personal choices.	5	4.9	4.7	
I demonstrate respect for my patients regardless of gender, sexual orientation, ethnicity, or medical condition/disability.	5	4.8	4.9	
I demonstrate respect for my colleagues and co-workers regardless of gender, sexual orientation, or ethnicity.	5	4.5	5	
I consistently demonstrate professional ethics (e.g., honesty and integrity).	5	5	5	
I respect the privacy, dignity, and comfort of patients during physical examination (e.g., draping).	5		4.9	4.8
I demonstrate concern for workplace safety.	5		4.7	
I speak respectfully of my colleagues and co-workers.	5	4.9	4.8	

I speak respectfully of patients and their families.	5	4.8	4.9	
Average Professional for overlapping statements ONLY	4.9	4.7	4.8	4.8

OTHER				
Other statement	Self Rating	PC Average Rating	NC Average Rating	PT Average Rating
I manage stress effectively.	4			
I maintain a healthy balance between professional and personal responsibilities.	4			
Average Other for overlapping statements ONLY	4			

SECTION 2: OPEN-ENDED COMMENTS

Please note that any expletives or personal identifiers have been removed and replaced with the following symbol --.

What is one thing this physician does particularly well?	
Respondent group	Respondent answer
Non-physician co-worker	Always study the patient's chart well before seeing the patient or before making any changes to her orders. She communicates very well with patient, their family and staff
Non-physician co-worker	Collaboration with allied health professionals
Non-physician co-worker	Dr. X has an amazing empathy for patients and always treats them with kindness and respect
Non-physician co-worker	Shows compassion to patients.
Non-physician co-worker	Very attentive and caring, spends lots of time with patients and address their needs physically and emotionally.

What is one thing this physician could do better?	
Respondent group	Respondent answer
Non-physician co-worker	Be more confident in making decisions.
Non-physician co-worker	She can become flustered and overwhelmed when patients are added into her clinic last minute or unexpectedly.
Non-physician co-worker	Time management when clinic is busy
Non-physician co-worker	Try not to get so stressed out with busy clinic

What is one thing this physician does particularly well?	
Respondent group	Respondent answer
Physician colleague	Clear, concise referral letters
Physician colleague	Empathy and careful, collaborative care
Physician colleague	Excellent patient communication skills
Physician colleague	Extremely caring and diligent.
Physician colleague	She does a very good job at teaching, so she should take up more opportunities to do that.
Physician colleague	listens to patients and colleagues

What is one thing this physician could do better?

Respondent group	Respondent answer
Physician colleague	I have no suggestions
Physician colleague	I have not identified any noticeable shortcomings in the time I have know her.
Physician colleague	Need to learn to separate free time from work time
Physician colleague	Take better care of herself
Physician colleague	Time management
Physician colleague	Time management

What is one thing this physician does particularly well?

Respondent group	Respondent answer
Patient	Always helpful
Patient	Calmed my concerns. Confirmed I can come back if still worried
Patient	Communicated about prescriptions very well
Patient	Excellent - Bravo!
Patient	Explained all the things I was concerned about
Patient	Explained the results of my exams to me
Patient	Listened to my concerns
Patient	Listening
Patient	She explains things in a very comfortable way
Patient	She is very polite + respectful. I feel cared for
Patient	Very compassionate, listens to all I have to say
Patient	Very compassionate, patient and understanding. Always
Patient	Was genuinely concerned with my overall health+ concerns + dignity
Patient	listen
Patient	very comforting

What is one thing this physician could do better?

Respondent group	Respondent answer
Patient	I am unable to think of anything he could have done better.
Patient	I can't think of anything - she did everything wonderfully

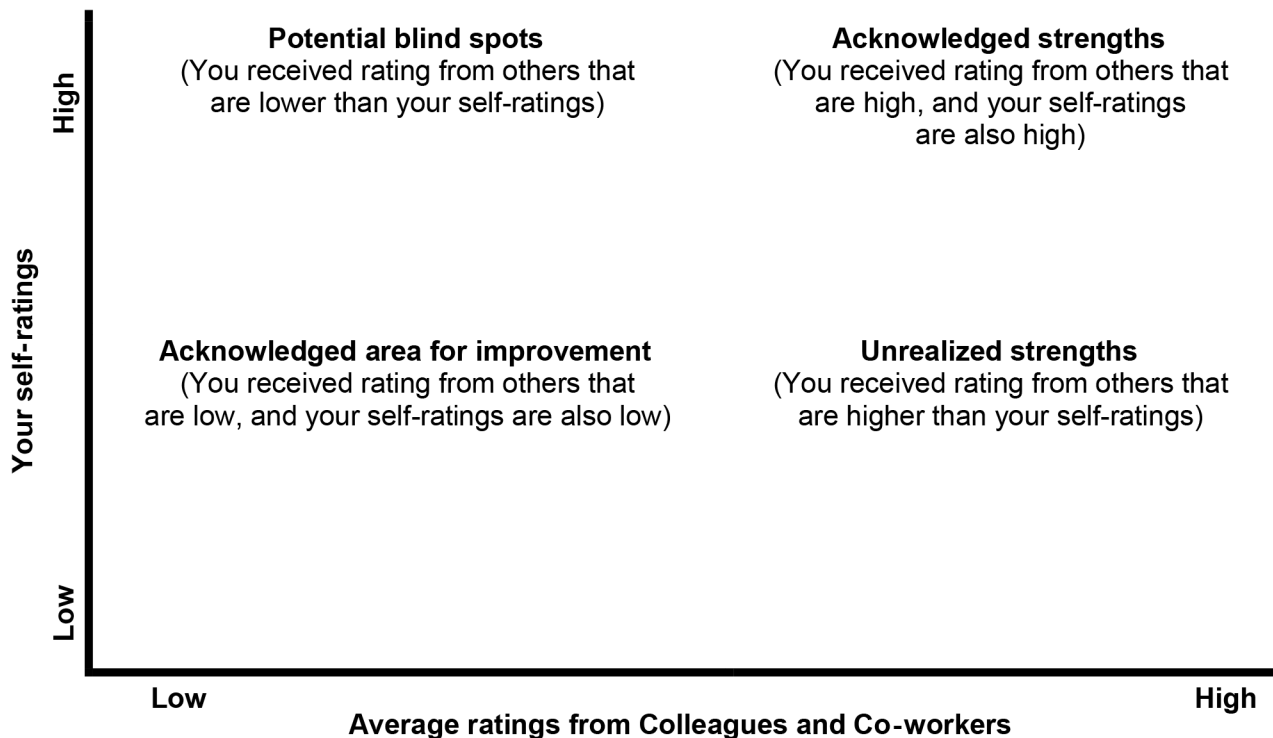
Patient	I have absolutely no complaints!
Patient	I was happy with my visits. I had nothing to complain about.
Patient	Less personal stories about similar conditions as me!
Patient	Nothing
Patient	Nothing
Patient	She seemed a little bit of a hurry
Patient	There is nothing to remark on.
Patient	cannot think of anything
Patient	long wait
Patient	nothing - excellent doctor
Patient	nothing great job
Patient	relax slow down
Patient	spend more time answering questions

SECTION 3: REFLECTING ON YOUR REPORT

This is a feedback activity designed to help you reflect and understand the data (e.g., are there gaps between how you see yourself and how others see you?), and some questions to help you identify an opportunity for improvement and to create an actionable plan for yourself.

How you see yourself and how others see you

Referencing the table above that shows how your self-ratings compare to your colleagues, co-workers, and patients. Identify items where you received ratings from others that were substantially (more than 1 point) higher or lower than your self-ratings and items where there is agreement. Based on these items you identified in your profile, please note the following.



1. Did you find many differences between how you see yourself and how others see you?

2. What were your initial reactions to these differences?

3. Based on these differences, what area might you like to target for improvement?

What others see as your strengths and areas for improvement

Look back at graphs showing how your physician colleague, non-physician co-workers, and patients rated your communication, collaboration, and professional behaviours.

1. For each respondent group, can you hypothesize why your highest rating was high?

2. For each respondent group, can you hypothesize why your lowest rating was low?

3. Do you detect any consistencies or patterns when you look at your ratings across the groups?

4. Based on these consistencies or patterns, are there any areas identified that you would like to target for improvement?

Using your report to develop a learning change or action plan

In view of your report, your reflection on it, and any identified areas in which you would like to improve, think about how you will make change/s using the questions below. Consider discussing the areas you have identified and your learning or action plan with a colleague.

1. Describe a specific, observable change that you intend to make as a result of the feedback. What is your goal?

2. How will you and your patients benefit from this change?

3. What specific actions do you need to take?
What resources will you need? What learning will you need to undertake?
Who will you involve in this work?

4. When will you begin?
When do you hope to see results?

5. What will get in the way of accomplishing this change?
How will you overcome these?
What factors will help you?

6. How will you measure success? What will tell you that you have achieved your goal?



APPENDIX

These appendices provide additional data for those interested in exploring more detailed feedback

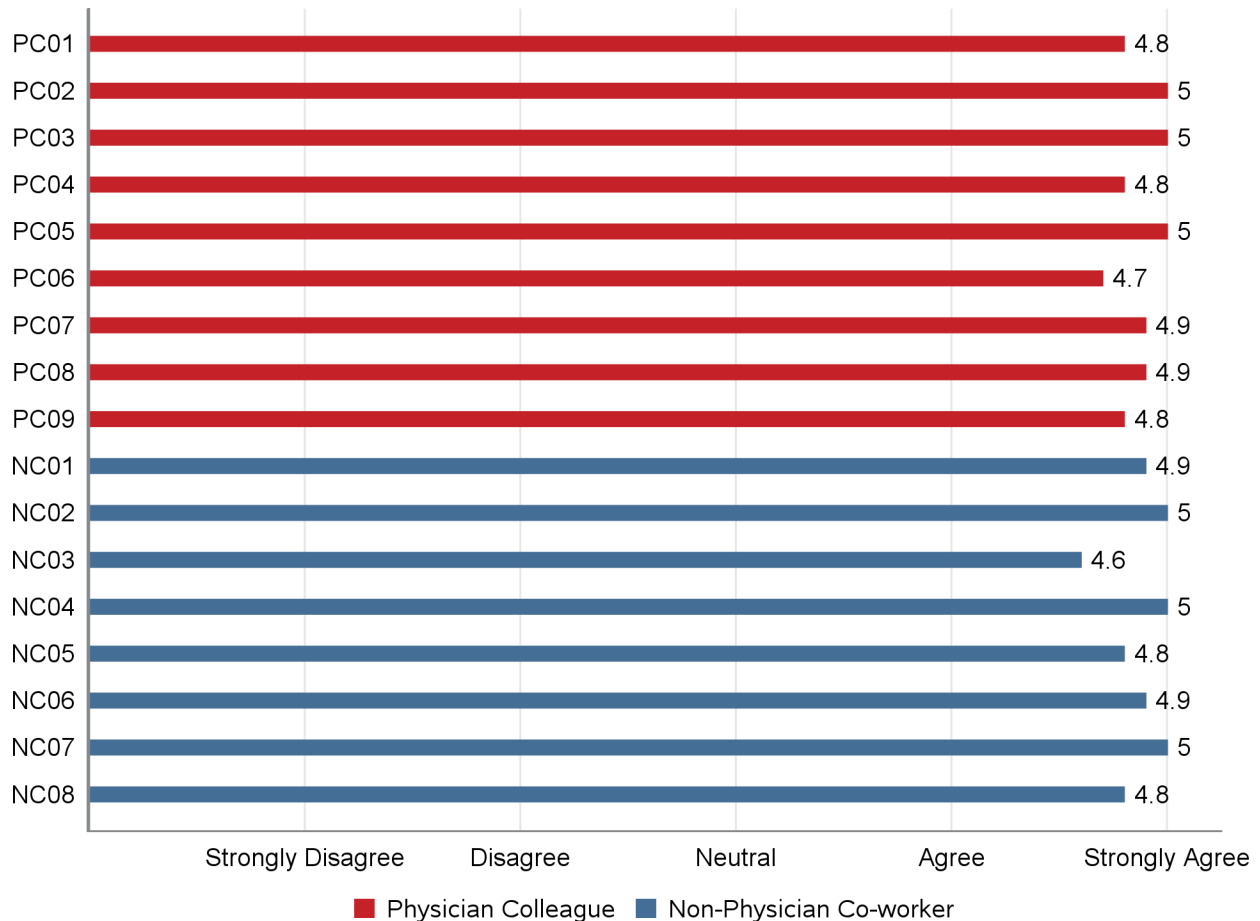
APPENDIX: COLLABORATOR

The graph below shows the average ratings from your physician colleagues (PC) in red and your non-physician co-workers (NC) in blue for each statement about your role as a collaborator.

When reviewing your ratings for collaborator, it may be helpful to ask yourself the following questions:

- What is the role of collaborator in your practice?
- In which area(s) did you rate the highest and the lowest?
- Why do you think that might be the case?
- Did ratings align across rater groups in the same areas?
- If not, why do you think that might be?

Figure 2. Average ratings for collaborator statements by group



Shaded cells indicate items where there is no overlap between respondent groups, i.e., there is no similar question in the other participant group(s).

Physician Colleague	Non-physician Co-worker	Table 2. Collaborator statements
PC01		This physician shares responsibilities with other physicians fairly.
PC02	NC01	This physician is accessible for appropriate communication about mutual patients.
PC03	NC02	This physician shares information and documentation about mutual patients with me in a timely manner.
PC04	NC03	This physician provides me with valuable advice when approached about difficult clinical decisions.
PC05	NC04	This physician establishes and maintains a positive relationship with me to support collaborative care.
	NC05	This physician arranges for patient access to care after hours and in his/her absence.
PC06		This physician informs me when unable to accept a transfer of care or provide a consultation.
PC07	NC06	This physician provides safe handover of care during a patient transition to a different health-care professional, setting, or stage of care.
PC08	NC07	This physician shows respect for my professional knowledge and skills.
PC09	NC08	This physician shares knowledge and expertise with me.

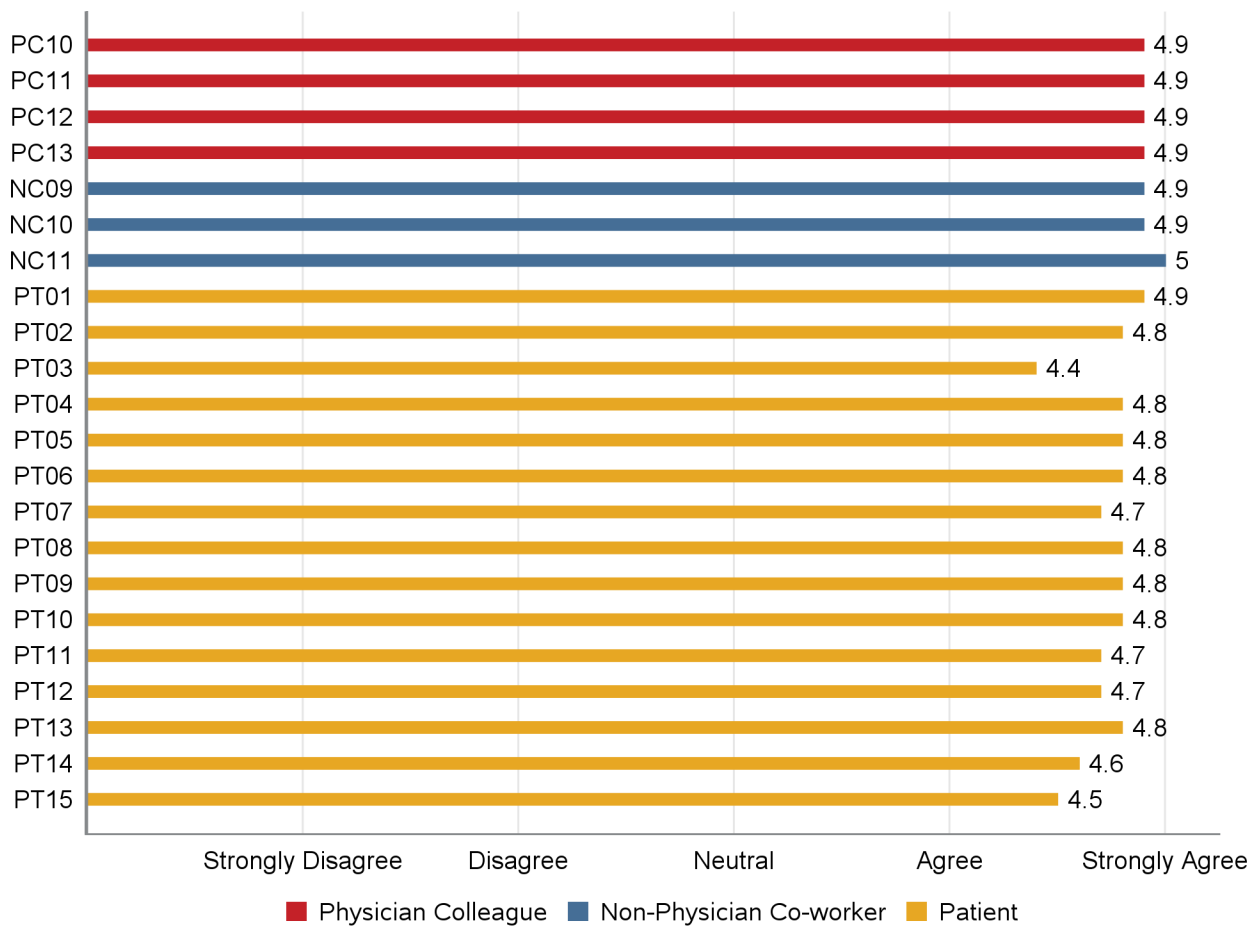
APPENDIX: COMMUNICATOR

The graph below shows the average ratings from your physician colleagues (PC) in red, your non-physician co-workers (NC) in blue, and your patients (PT) in yellow for each statement about your role as a communicator.

When reviewing your ratings for communicator, it may be helpful to ask yourself the following questions:

- What is the role of communicator in your practice?
- In which area(s) did you rate the highest and the lowest?
- Why do you think that might be the case?
- Did ratings align across rater groups in the same areas?
- If not, why do you think that might be?

Figure 3. Average ratings for communicator statements by group



Shaded cells indicate items where there is no overlap between respondent groups, i.e., there is no similar question in the other participant group(s).

Physician Colleague	Non-physician Co-worker	Patient	Table 3. Communicator statements
PC10	NC09		This physician is available for my questions.
PC11	NC10		This physician's verbal communication with me is clear and concise.
PC12	NC11		This physician provides clear, concise, and accurate documentation.
PC13			This physician documents clinical encounters in a timely manner.
		PT01	This doctor asked me clear questions about the reason for my visit.
		PT02	This doctor asked me clear questions about any prescription drugs I may be taking.
		PT03	This doctor asked me clear questions about any non-prescription drugs I may be taking, such as vitamins, herbs, Tylenol® (acetaminophen), Aspirin® (ASA).
		PT04	This doctor answered my questions in a way that I could understand.
		PT05	This doctor explained what he or she was doing and why I was examined.
		PT06	This doctor explained things in a way that I could understand.
		PT07	This doctor gave me a chance to be involved in decisions about my care.
		PT08	This doctor helped me understand when and if I need to come back.
		PT09	This doctor helped me understand what to do if my problems do not get better.
		PT10	This doctor let me know if I have abnormal test results or X-rays, and told me what I need to do about them.
		PT11	This doctor helped me understand why and how I should take my drugs.
		PT12	This doctor explained the possible side effects of my treatment.
		PT13	This doctor listened to me.
		PT14	This doctor helps me get information, such as brochures and websites, to support and manage my health.
		PT15	This doctor talks to me about things I can do to stay healthy, such as not smoking, controlling my weight, sleeping enough and getting exercise.

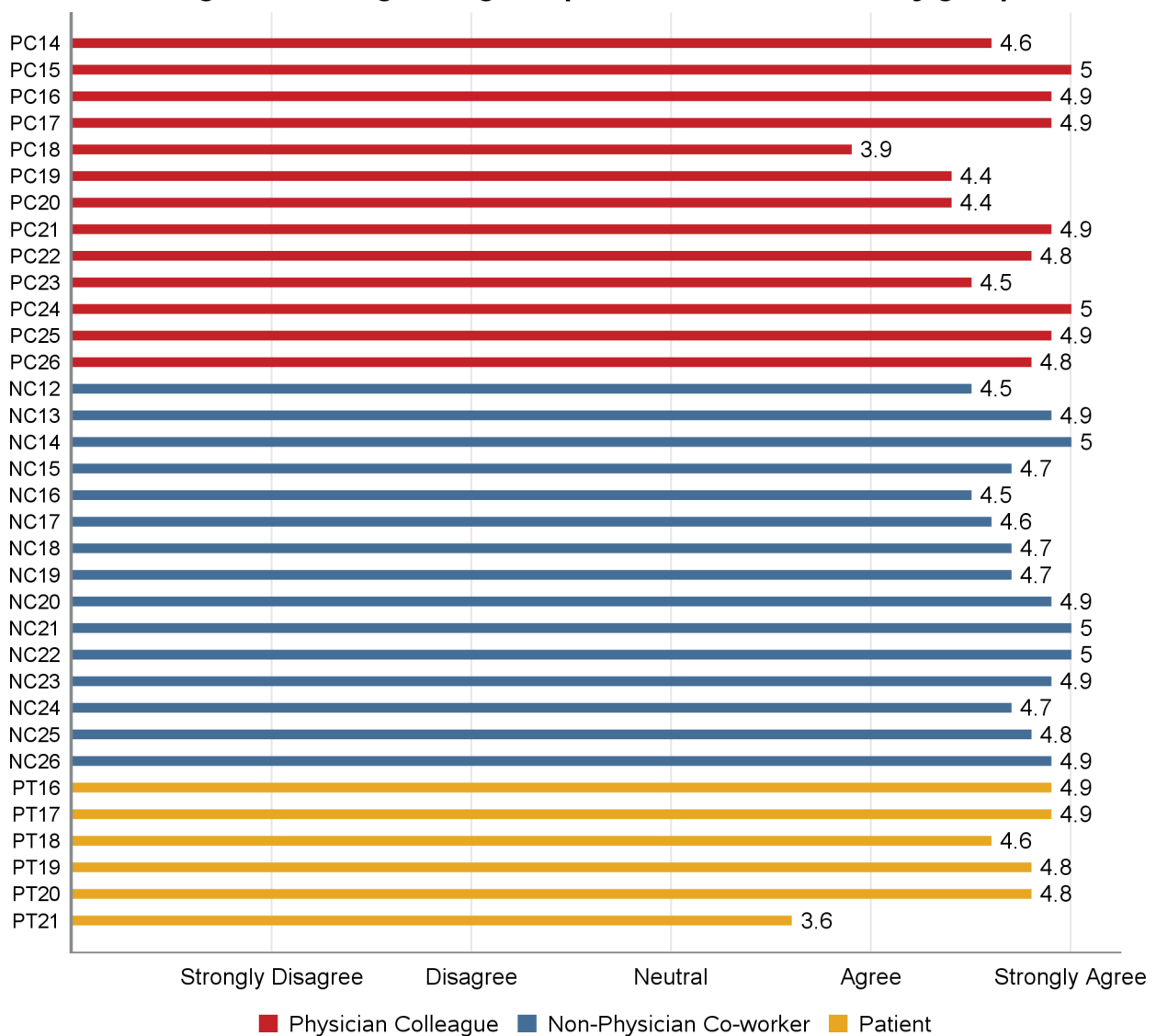
APPENDIX: PROFESSIONAL

The graph below shows the average ratings from your physician colleagues (PC) in red, your non-physician co-workers (NC) in blue, and your patients (PT) in yellow for each statement about your role as a professional.

When reviewing your ratings for professional, it may be helpful to ask yourself the following questions:

- What is the role of professional in your practice?
- In which area(s) did you rate the highest and the lowest?
- Why do you think that might be the case?
- Did ratings align across rater groups in the same areas?
- If not, why do you think that might be?

Figure 4. Average ratings for professional statements by group



Shaded cells indicate items where there is no overlap between respondent groups, i.e., there is no similar question in the other participant group(s).

Physician Colleague	Non-physician Co-worker	Patient	Table 4. Professional statements
PC14	NC12		This physician contributes to the education and expertise of others.
PC15	NC13		This physician demonstrates professional responsibility and commitment.
PC16	NC14		This physician is accountable for their professional behaviour.
PC17	NC15		This physician respects my time.
PC18	NC16		This physician demonstrates calm, organized, and competent behaviour when handling challenging situations.
PC19	NC17		This physician manages urgent situations in a timely manner.
PC20	NC18		This physician respects the confidentiality of patients and their families.
PC21	NC19		This physician is respectful of patients' personal choices.
PC22	NC20		This physician demonstrates respect for patients regardless of gender, sexual orientation, ethnicity, or medical condition/disability.
PC23	NC21		This physician demonstrates respect for co-workers regardless of gender, sexual orientation, or ethnicity.
PC24	NC22		This physician consistently demonstrates professional ethics (e.g., honesty and integrity).
	NC23	PT19	This physician demonstrates respect for patient privacy, dignity, and comfort during physical examination (e.g., draping).
	NC24		This physician demonstrates appropriate concern for workplace safety.
PC25	NC25		This physician speaks respectfully of co-workers.
PC26	NC26		This physician speaks respectfully of patients and their families.
		PT16	This doctor treated me with respect.
		PT17	This doctor spent enough time with me.
		PT18	This doctor washed his or her hands before examining me.
		PT20	This doctor keeps my personal and health information private.
		PT21	I can reach a doctor outside of office hours.

APPENDIX: PHYSICIAN COLLEAGUE ASSESSMENT

The table below provides detailed information about the frequency of ratings and average rating from your physician colleagues for each statement.

COLLABORATOR							
Statement	Frequency of Collaborator Ratings						Average Rating
	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Unable to Assess	
This physician shares responsibilities with other physicians fairly.	0	0	0	2	6	0	4.8
This physician is accessible for appropriate communication about mutual patients.	0	0	0	0	8	0	5
This physician shares information and documentation about mutual patients with me in a timely manner.	0	0	0	0	8	0	5
This physician provides me with valuable advice when approached about difficult clinical decisions.	0	0	0	2	6	0	4.8
This physician establishes and maintains a positive relationship with me to support collaborative care.	0	0	0	0	8	0	5
This physician informs me when unable to accept a transfer of care or provide a consultation.	0	0	0	2	4	2	4.7
This physician provides safe handover of care during a patient transition to a different health-care professional, setting, or stage of care.	0	0	0	1	7	0	4.9
This physician shows respect for my professional knowledge and skills.	0	0	0	1	7	0	4.9
This physician shares knowledge and expertise with me.	0	0	0	2	6	0	4.8
Average Collaborator							4.9

COMMUNICATOR							
Statement	Frequency of Communicator Ratings						
	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Unable to Assess	Average Rating
This physician is available for my questions.	0	0	0	1	7	0	4.9
This physician's verbal communication with me is clear and concise.	0	0	0	1	7	0	4.9
This physician provides clear concise and accurate documentation.	0	0	0	1	7	0	4.9
This physician documents clinical encounters in a timely manner.	0	0	0	1	7	0	4.9
Average Communicator							4.9

PROFESSIONAL							
Statement	Frequency of Professional Ratings						
	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Unable to Assess	Average Rating
This physician contributes to the education and expertise of others.	0	0	0	3	5	0	4.6
This physician demonstrates professional responsibility and commitment.	0	0	0	0	8	0	5
This physician is accountable for their professional behaviour.	0	0	0	1	7	0	4.9
This physician respects my time.	0	0	0	1	7	0	4.9
This physician demonstrates calm, organized, and competent behaviour when handling challenging situations.	0	2	0	2	3	1	3.9
This physician manages urgent situations in a timely manner.	0	1	1	0	6	0	4.4
This physician respects the confidentiality of patients and their families.	0	0	0	5	3	0	4.4

This physician is respectful of patients' personal choices.	0	0	0	1	7	0	4.9
This physician demonstrates respect for patients regardless of gender, sexual orientation, ethnicity, or medical condition/disability.	0	0	0	2	6	0	4.8
This physician demonstrates respect for colleagues regardless of gender, sexual orientation, or ethnicity.	0	0	1	2	5	0	4.5
This physician consistently demonstrates professional ethics (e.g., honesty and integrity).	0	0	0	0	8	0	5
This physician speaks respectfully of other physicians.	0	0	0	1	7	0	4.9
This physician speaks respectfully of patients and their families.	0	0	0	2	6	0	4.8
Average Professional							4.7

OTHER							
Statement	Frequency of Other Ratings						Average Rating
	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Unable to Assess	
I would recommend this physician to a friend or family member.	0	0	0	3	5	0	4.6
This physician is someone I would collaborate with on patient care.	0	0	0	4	4	0	4.5
Average Other							4.6

APPENDIX: NON-PHYSICIAN CO-WORKER ASSESSMENT

The table below provides detailed information about the frequency of ratings and average rating from your non-physician co-workers for each statement.

COLLABORATOR							
Statement	Frequency of Collaborator Ratings						Average Rating
	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Unable to Assess	
This physician is accessible for appropriate communication about mutual patients.	0	0	0	1	9	0	4.9
This physician shares information and documentation about mutual patients with me in a timely manner.	0	0	0	0	10	0	5
This physician provides me with valuable advice when approached about difficult clinical decisions.	0	0	0	4	6	0	4.6
This physician establishes and maintains a positive relationship with me to support collaborative care.	0	0	0	0	10	0	5
This physician arranges for patient access to care after hours and in his/her absence.	0	0	0	2	8	0	4.8
This physician provides safe handover of care during a patient transition to a different health-care professional, setting, or stage of care.	0	0	0	1	9	0	4.9
This physician shows respect for my professional knowledge and skills.	0	0	0	0	10	0	5
This physician shares knowledge and expertise with me.	0	0	0	2	8	0	4.8
Average Collaborator							4.9

COMMUNICATOR							
Statement	Frequency of Communicator Ratings						
	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Unable to Assess	Average Rating
This physician is available for my questions.	0	0	0	1	9	0	4.9
This physician's verbal communication with me is clear and concise.	0	0	0	1	9	0	4.9
This physician provides clear, concise, and accurate documentation.	0	0	0	0	10	0	5
Average Communicator							4.9

PROFESSIONAL							
Statement	Frequency of Professional Ratings						
	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Unable to Assess	Average Rating
This physician contributes to the education and expertise of others.	0	0	0	5	5	0	4.5
This physician demonstrates professional responsibility and commitment.	0	0	0	1	9	0	4.9
This physician is accountable for their professional behaviour.	0	0	0	0	10	0	5
This physician respects my time.	0	0	0	3	7	0	4.7
This physician demonstrates calm, organized, and competent behaviour when handling challenging situations.	0	0	0	5	5	0	4.5
This physician manages urgent situations in a timely manner.	0	1	0	1	8	0	4.6
This physician respects the confidentiality of patients and their families.	0	0	1	1	8	0	4.7
This physician is respectful of patients' personal choices.	0	1	0	0	9	0	4.7

This physician demonstrates respect for patients regardless of gender, sexual orientation, ethnicity, or medical condition/disability.	0	0	0	1	9	0	4.9
This physician demonstrates respect for co-workers regardless of gender, sexual orientation, or ethnicity.	0	0	0	0	10	0	5
This physician consistently demonstrates professional ethics (e.g., honesty and integrity).	0	0	0	0	10	0	5
This physician demonstrates respect for patient privacy, dignity, and comfort during physical examination (e.g., draping).	0	0	0	1	8	1	4.9
This physician demonstrates appropriate concern for workplace safety.	0	0	0	3	6	1	4.7
This physician speaks respectfully of co-workers.	0	0	0	2	8	0	4.8
This physician speaks respectfully of patients and their families.	0	0	0	1	9	0	4.9
Average Professional							4.8

OTHER							
Statement	Frequency of Other Ratings						Average Rating
	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Unable to Assess	
I feel comfortable approaching this physician.	0	0	0	3	7	0	4.7
I would recommend this physician to a friend or family member.	0	0	0	2	8	0	4.8
Average Other							4.8

APPENDIX: PATIENT ASSESSMENT

The table below provides detailed information about the frequency of ratings and average rating from your non-physician co-workers for each statement.

COMMUNICATOR							
Statement	Frequency of Communicator Ratings						
	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Unable to Assess	Average Rating
This doctor asked me clear questions about the reason for my visit.	0	0	0	4	26	1	4.9
This doctor asked me clear questions about any prescription drugs I may be taking.	0	0	0	6	23	2	4.8
This doctor asked me clear questions about any non-prescription drugs I may be taking, such as vitamins, herbs, Tylenol® (acetaminophen), Aspirin® (ASA).	0	1	3	7	16	3	4.4
This doctor answered my questions in a way that I could understand.	0	0	0	5	26	0	4.8
This doctor explained what he or she was doing and why I was examined.	0	0	1	5	24	1	4.8
This doctor explained things in a way that I could understand.	0	0	1	5	25	0	4.8
This doctor gave me a chance to be involved in decisions about my care.	0	0	1	6	24	0	4.7
This doctor helped me understand when and if I need to come back.	0	0	1	5	25	0	4.8
This doctor helped me understand what to do if my problems do not get better.	0	0	1	5	24	1	4.8
This doctor let me know if I have abnormal test results or X-rays, and told me what I need to do about them.	0	0	1	4	21	5	4.8

This doctor helped me understand why and how I should take my drugs.	0	0	1	8	21	1	4.7
This doctor explained the possible side effects of my treatment.	0	0	1	8	20	1	4.7
This doctor listened to me.	0	0	1	4	26	0	4.8
This doctor helps me get information, such as brochures and websites, to support and manage my health.	0	0	3	7	19	1	4.6
This doctor talks to me about things I can do to stay healthy, such as not smoking, controlling my weight, sleeping enough and getting exercise.	0	0	4	6	19	1	4.5
Average Communicator							4.7

PROFESSIONAL							
Statement	Frequency of Professional Ratings						
	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Unable to Assess	Average Rating
This doctor treated me with respect.	0	0	0	4	27	0	4.9
This doctor spent enough time with me.	0	0	0	3	28	0	4.9
This doctor washed his or her hands before examining me.	0	0	3	5	21	1	4.6
This doctor respects my comfort, privacy and dignity when examining me by, for example, covering up parts of my body.	0	0	1	5	23	1	4.8
This doctor keeps my personal and health information private.	0	0	1	5	25	0	4.8
I can reach a doctor outside of office hours.	1	5	3	1	9	11	3.6
Average Professional							4.6

OTHER							
Statement	Frequency of Other Ratings						
	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Unable to Assess	Average Rating
The staff in this doctor's office are careful about keeping my personal information private.	0	0	2	4	24	0	4.7
I can reach a person in the office by phone during the day.	0	0	1	6	24	0	4.7
The doctor's workplace is clean.	0	0	0	3	28	0	4.9
I would recommend this doctor to a friend or family member.	0	0	0	4	27	0	4.9
Average Other							4.8