

Summary Rate Scores

General Population

	2026 Valid n	2024	2025	2026	2026 Press Ganey BOB	2025 Quality Compass
Rating Questions (% 9 or 10)						
Q49. Rating of Health Plan	171	72.2%	78.3%	78.4%	73.0%	71.8% ▲
Q9. Rating of Health Care	110	70.1%	77.0%	79.1%	73.2%	70.9% ▲
Q36. Rating of Personal Doctor	144	79.6%	82.8%	80.6%	78.8%	77.8%
Q43. Rating of Specialist	37^	66.7%	61.3%	89.2% ↑	76.4% ▲	73.2% ▲
Rating Questions (% 8, 9 or 10)						
Q49. Rating of Health Plan	171	88.1%	91.1%	89.5%	86.7%	86.5%
Q9. Rating of Health Care	110	87.0%	91.0%	88.2%	88.7%	87.4%
Q36. Rating of Personal Doctor	144	92.2%	90.2%	90.3%	91.0%	90.6%
Q43. Rating of Specialist	37^	87.5%	80.6%	91.9%	88.6%	87.4%
Getting Needed Care (% Usually or Always)						
Q10. Getting care, tests, or treatment	110	88.2%	89.1%	87.3%	91.0%	89.8%
Q41. Getting specialist appointment	40^	80.8%	76.5%	82.5%	80.6%	78.8%
Getting Care Quickly (% Usually or Always)						
Q4. Getting urgent care	50^	100.0%	81.1%	88.0%	91.3%	90.2%
Q6. Getting routine care	110	75.6%	77.7%	85.5%	84.0%	82.5%
Q35. Coordination of Care (% Usually or Always)						
	50^	86.7%	88.6%	94.0%	86.1%	84.9% ▲
Customer Service (% Usually or Always)						
Q45. Provided information or help	66^	76.5%	78.2%	75.8%	83.4% ▼	82.3%
Q46. Treated with courtesy and respect	65^	90.9%	91.1%	100.0% ↑	94.7% ▲	94.1% ▲

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General Population

	2026 Valid n	2024	2025	2026	2026 Press Ganey BOB	2025 Quality Compass
How Well Doctors Communicate (% Usually or Always)	103	91.0%	91.5%	93.2%	94.4%	94.0%
Q27. Dr. explained things	104	87.2%	88.4%	93.3%	94.5%	94.3%
Q28. Dr. listened carefully	102	92.3%	95.8%	98.0%	96.1%	95.5%
Q29. Dr. showed respect	104	94.9%	96.8%	99.0%	97.2%	97.0%
Q32. Dr. spent enough time	102	89.5%	84.9%	82.4%	89.8% ▼	88.9% ▼
Q48. Ease of Filling Out Forms (% Usually or Always)	166	91.7%	96.5%	92.2%	95.0% ▼	95.2% ▼