

# Waukesha

## Patient Survey Report

December 31, 2015



**CBIZ Benefits & Insurance Services, Inc.**  
11440 Tomahawk Creek Parkway  
Leawood, KS 66211  
913.234.1035 ■ [www.cbizkc.com](http://www.cbizkc.com)

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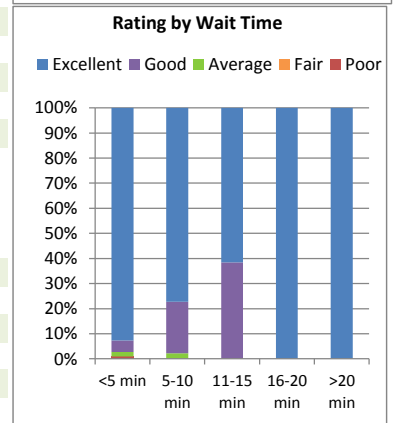
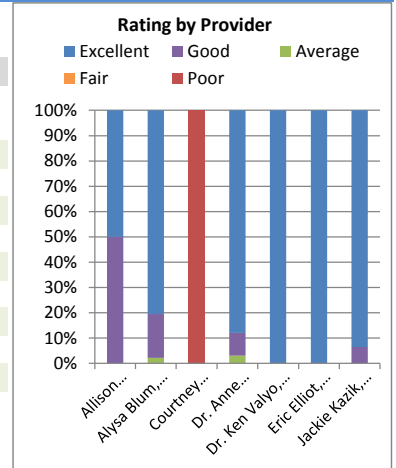
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4651 Charlotte Park Dr. / Suite 300 / Charlotte, NC 28217  
p. 704.529.6161 / f. 704.831.6097  
[www.healthstatinc.com](http://www.healthstatinc.com)

## Clinic Activity: Patient Surveys

### Patient Surveys - Current Month

<b>Total Patient Respondents</b>	<b>170</b>					
<b>% of Total Participants</b>	<b>29%</b>					
	Rating					
	Excellent	Good	Average	Fair	Poor	Total
<b>Provider:</b>						
Allison Knight, Health Coach	1	1	-	-	-	2
Alysa Blum, Physician Assistant	37	8	1	-	-	46
Courtney Handeland, Health Coach	-	-	-	-	1	1
Dr. Anne Frea, Physician	29	3	1	-	-	33
Dr. Ken Valyo, Physician	1	-	-	-	-	1
Eric Elliot, Physician Assistant	5	-	-	-	-	5
Jackie Kazik, Physician Assistant	57	4	-	-	-	61
None (Saw MOA/Nurse Only)	5	1	1	-	-	7
Other (please specify): Darcey A.	12	2	-	-	-	14
<b>Total</b>	<b>147</b>	<b>19</b>	<b>3</b>	<b>0</b>	<b>1</b>	<b>170</b>
<b>Wait Time:</b>						
Less than 5 minutes	102	5	2	-	1	110
5 - 10 minutes	34	9	1	-	-	44
11 - 15 minutes	8	5	-	-	-	13
16 - 20 minutes	1	-	-	-	-	1
Longer than 20 minutes	2	-	-	-	-	2
<b>Total</b>	<b>147</b>	<b>19</b>	<b>3</b>	<b>0</b>	<b>1</b>	<b>170</b>
<b>Appointment Type:</b>						
Health Coaching	5	1	-	-	-	6
Illness / Sick Visit	89	12	2	-	1	104
Lab / Biometric	3	-	-	-	-	3
Medication Refill	23	4	-	-	-	27
Occupational Health Visit or Physical	9	1	-	-	-	10
Preventive Care / Annual Exam	18	1	1	-	-	20
<b>Total</b>	<b>147</b>	<b>19</b>	<b>3</b>	<b>0</b>	<b>1</b>	<b>170</b>



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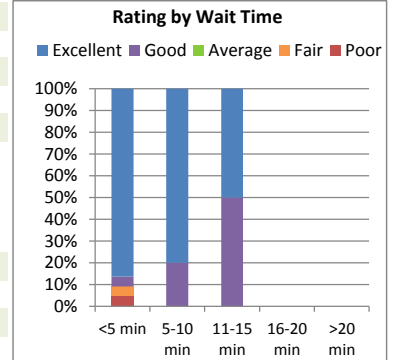
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## Clinic Activity: Patient Surveys

### Patient Surveys - Current Month

<b>Total Patient Respondents</b>	<b>34</b>					
<b>% of Total Participants</b>	<b>34%</b>					
	Rating					
	Excellent	Good	Average	Fair	Poor	Total
<b>Provider:</b>						
Alysa Blum, Physician Assistant	10	2	1	-	-	13
Courtney Handeland, Health Coach	-	-	-	-	1	1
Dr. Anne Frea, Physician	5	-	-	-	-	5
Dr. Ken Valyo, Physician	1	-	-	-	-	1
Eric Elliot, Physician Assistant	1	-	-	-	-	1
Jackie Kazik, Physician Assistant	7	1	-	-	-	8
Other (please specify): Darcey A	4	1	-	-	-	5
<b>Total</b>	<b>28</b>	<b>4</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>34</b>
<b>Wait Time:</b>						
Less than 5 minutes	19	1	-	1	1	22
5 - 10 minutes	8	2	-	-	-	10
11 - 15 minutes	1	1	-	-	-	2
16 - 20 minutes	-	-	-	-	-	0
Longer than 20 minutes	-	-	-	-	-	0
<b>Total</b>	<b>28</b>	<b>4</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>34</b>
<b>Appointment Type:</b>						
Illness / Sick Visit	17	4	-	1	1	23
Medication Refill	7	-	-	-	-	7
Occupational Health Visit or Physical	1	-	-	-	-	1
Preventive Care / Annual Exam	3	-	-	-	-	3
<b>Total</b>	<b>28</b>	<b>4</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>34</b>



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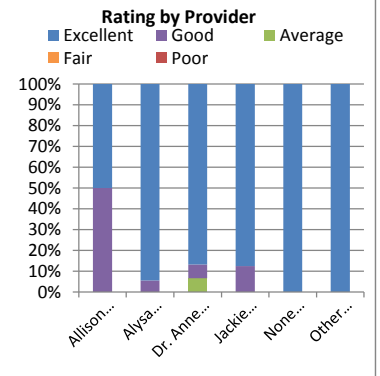
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## Clinic Activity: Patient Surveys

### Patient Surveys - Current Month

Total Patient Respondents		56				
% of Total Participants		25%				
	Rating					Total
	Excellent	Good	Average	Fair	Poor	
<b>Provider:</b>						
Allison Knight, Health Coach	1	1	-	-	-	2
Alysa Blum, Physician Assistant	17	1	-	-	-	18
Dr. Anne Frea, Physician	13	1	1	-	-	15
Jackie Kazik, Physician Assistant	14	2	-	-	-	16
None (Saw MOA/Nurse Only)	2	-	-	-	-	2
Other (please specify): Darcey A.	3	-	-	-	-	3
<b>Total</b>	<b>50</b>	<b>5</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>56</b>
<b>Wait Time:</b>						
Less than 5 minutes	34	1	-	-	-	35
5 - 10 minutes	12	1	1	-	-	14
11 - 15 minutes	3	3	-	-	-	6
16 - 20 minutes	-	-	-	-	-	0
Longer than 20 minutes	1	-	-	-	-	1
<b>Total</b>	<b>50</b>	<b>5</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>56</b>
<b>Appointment Type:</b>						
Health Coaching	5	1	-	-	-	6
Illness / Sick Visit	31	1	1	-	-	33
Lab / Biometric	2	-	-	-	-	2
Medication Refill	6	3	-	-	-	9
Occupational Health Visit or Physical	1	-	-	-	-	1
Preventive Care / Annual Exam	5	-	-	-	-	5
Vaccination	-	-	-	-	-	0
Work Related Injury	-	-	-	-	-	0
<b>Total</b>	<b>50</b>	<b>5</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>56</b>



# Waukesha - School District

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## Clinic Activity: Patient Surveys

### Patient Surveys - Current Month

<b>Total Patient Respondents</b>	<b>80</b>					
<b>% of Total Participants</b>	<b>30%</b>					
	Rating					
	Excellent	Good	Average	Fair	Poor	Total
<b>Provider:</b>						
Alysa Blum, Physician Assistant	10	5	-	-	-	15
Dr. Anne Frea, Physician	11	2	-	-	-	13
Eric Elliot, Physician Assistant	4	-	-	-	-	4
Jackie Kazik, Physician Assistant	36	1	-	-	-	37
None (Saw MOA/Nurse Only)	3	1	1	-	-	5
Other (please specify): Darcey A.	5	1	-	-	-	6
<b>Total</b>	<b>69</b>	<b>10</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>80</b>
<b>Wait Time:</b>						
Less than 5 minutes	49	3	1	-	-	53
5 - 10 minutes	14	6	-	-	-	20
11 - 15 minutes	4	1	-	-	-	5
16 - 20 minutes	1	-	-	-	-	1
Longer than 20 minutes	1	-	-	-	-	1
<b>Total</b>	<b>69</b>	<b>10</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>80</b>
<b>Appointment Type:</b>						
Illness / Sick Visit	41	7	-	-	-	48
Lab / Biometric	1	-	-	-	-	1
Medication Refill	10	1	-	-	-	11
Occupational Health Visit or Physical	7	1	-	-	-	8
Preventive Care / Annual Exam	10	1	1	-	-	12
<b>Total</b>	<b>69</b>	<b>10</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>80</b>

