

# Patient Experience Hall of Fame

November 2014

Patient Experience has been the buzz word since the full implementation of the Accountable Care Act. While we know that effective communication between physicians and their patients can result in improved patient outcomes, improved patient compliance, increased safety to our patients, decrease risk of litigation when something goes wrong, and a whole host of other good things, who really does it the best? According to ValleyCare patients (Jan – Oct 2014 data), the physician groups who are best are:

	1 <sup>st</sup> Place	2 <sup>nd</sup> Place	3 <sup>rd</sup> Place
<b>Friendliness/courtesy/respect of physician</b>	Urology	Pediatrics	Gastroenterology
<b>Listens carefully</b>	Orthopedics	Gen. Surgery	Emergency Med
<b>Explains in a way patient understands</b>	Urology	Otolaryngology	Vascular Surg
<b>Time spent with patient</b>	Pediatrics	Vascular Surg	Gen. Surgery
<b>Concern for patient questions/worries</b>	Pediatrics	Vascular Surg	Orthopedics
<b>Kept patient &amp; family informed</b>	Vascular Surg	Otolaryngology	Pediatrics
<b>Skill of physician</b>	Otolaryngology	Vascular Surg	Urology

Each month, ValleyCare will recognize physicians who perform in the **top 10% of the nation** in Patient Experience Scores. Reaching this level of patient interaction expertise signifies a **commitment to effective communication with patients every time.**

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## Congratulations to physicians who are ranked in the top 10% of the nation for Patient Experience Scores for September 2014!

Dr. Michael R. Alper

Dr. Nikhil M. Apte

Dr. Kambiz Behzadi

Dr. Kevin C. Booth

Dr. Karen M. Carlson

Dr. Christopher L. Carpenter

Dr. Chester K. Cheng

Dr. Joseph Donnelly

Dr. Scott Eaton

Dr. Hany Elrashidy

Dr. Christopher R. Entwisle

Dr. Michael Gagnon

Dr. Joseph M. Grant

Dr. William H. Phillips

Dr. Nicole A. Jeffrey-Starr

Dr. Brian J. Kaminski

Dr. Edward Y. Kan

Dr. Samata Kanagala

Dr. Craig P. Klooster

Dr. Yen-Chung Lee

Dr. Kevin K. Lee

Dr. Calvin Lei

Dr. Morgan Z. Lin

Dr. Richard J. Long

Dr. Mary S. Maish

Dr. Shazia K. Mughal

Dr. Dat T. Nguyen

Dr. Michelle M. Oliveira

Dr. Iqbal I. Omarali

Dr. Gary W. Peer

Dr. Cynthia S. Penn-Duecker

Dr. Nancy N. Pham-Thomas

Dr. Aaron Salyapongse

Dr. Jonathan Savell

Dr. Gabrielle S. Schaefer

Dr. John T. Schwartz

Dr. Rakhee Shah

Dr. Harpriya Singh

Dr. Trent W. Smith

Dr. Robert C. Sproul

Dr. Ian A. Stine

Dr. Rebecca J. Stone

Dr. Andreas Tjoe

Dr. Anupama Velpuri

Dr. Steven H. Williams

Dr. Phillip A. Wolfe

Dr. Bill N. Wong

Dr. John W. Yee

Dr. Howard D. Yoshioka