

PROVIDER SCORECARD DESCRIPTION

The **Provider Scorecard** is designed with the provider in mind. It shows a limited number of metrics that have been identified by BMG Leadership as being most relevant to them. Each scorecard comes with a few key metrics, a helpful skill-building video from our partners at Practicing Excellence, open-ended feedback provided by patients within the last month, current star rating, and scheduled comments to be published on the Beaumont.org provider profile.

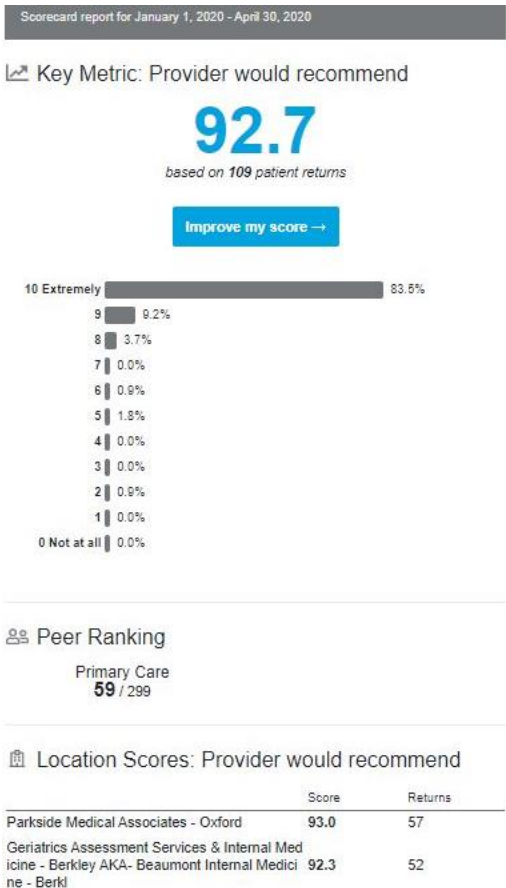
The **Provider Scorecard** is delivered once a month (on the 15th), via email, and does not require the recipients to login or open any attachments. We've designed the scorecard to be mobile-friendly, so it is easy to access and read on any device.

SECTION 1

Key Metric will apply to all Providers that are collecting data for the question “How likely would you be to recommend this provider to your family and friends?”. The Key Metric score is representative of the percentage of patients that answered with a 9 or 10 for the current calendar year.

Peer Rankings show the Provider ranking against other internal Providers for their grouping (i.e. Primary Care or Specialty)

Locations Scores show **Key Metric** scores and returns for Providers that practice at multiple locations. Scores will show for all locations a Provider has returns from.



SECTION 2

Question Scores show monthly question scores for each question on the survey for the last completed months, as well as the YTD score.

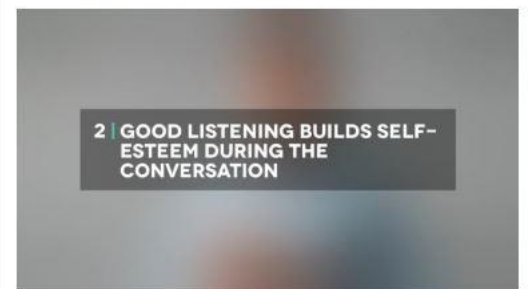


SECTION 3

Provider Tips will display a link to the **Practicing Excellence** videos. A call to action button will also appear underneath the **Key Metric** score in the scorecard. Clicking this button will automatically direct users to a Provider Tips video and content library.

Patient Comments will show all comments collected during the last calendar month.

Provider Tips



TIP: What do great listeners do? The "Listening Made Easy Tip" describes three characteristics found in studying the top 5% most effective listeners. Promote discovery and insight, the patient feeling heard and respected, and foster shared decision-making.

[Watch video →](#)

Patient Comments

April 2020

Score: 10 Extremely likely

Dr Barnes has excellent communication skills. He has excellent medical knowledge.

Parkside Medical Associates - Oxford
Visit date: April 23, 2020

Score: 10 Extremely likely

Dr Michael Barnes is top notch in his field. Very professional, courteous, friendly and caring. Can't say enough good things about Dr. Barnes. The world should be blessed with more like him.

Parkside Medical Associates - Oxford
Visit date: April 23, 2020

SECTION 4

Star Ratings will display the Provider's all-time star ratings, along with the organization's average star rating.

Scheduled Comments shows comments that are scheduled to publish on the first of the next month.

- Comments showing in the Scheduled and Published comments sections will depend on your Transparency comment publishing rules at Beaumont

☆ Star Rating

Your Star Rating

4.90

Organization Average

4.78

📅 Scheduled Comments

Next 31 days

5 stars

My doctor and my doctor says is excellent to me and they all got good personalities and I feel safe all the time.

Visit date: January 7, 2020

Publish date: June 1, 2020

5 stars

Always receive excellent care and treatment from the doctor and the staff.

Visit date: January 2, 2020

Publish date: June 1, 2020

5 stars

It's real simple Dr Michael Barnes is the best

Visit date: January 2, 2020

Publish date: June 1, 2020

PROVIDER SCORECARD DELIVERY

- Provider Scorecards are automatically delivered to every Provider on the 15th of each month.
- The subject line of each email clearly identifies who the scorecard belongs to.
- An up-to-date version of the provider scorecard can be always be pulled, on demand, in the Real-time application by utilizing the "Send To" button located near the time frame filter in the online version of the Provider Scorecard.