

BJC Medical Group Receives Recognition for Patient Experience Efforts

One of the most important factors in patient loyalty is the experience they have with their providers and care teams before, during and after their visits. BJC Medical Group (BJCMG) uses Professional Research Consultants (PRC) to conduct patient experience surveys with patients after the completion of their appointments. These surveys provide critical information to care team members directly from their patients about their perception of the care they receive, which aids in process improvement, strategy, relationship building and celebration.

Each year, PRC presents awards to clinics and providers who perform above the 90th percentile on the Overall Quality of Care question on the patient experience survey. The percentile score is based off score comparisons of the BJCMG clinics and providers against other clinics and providers of the same specialty nationally across the PRC network.

There are two levels of awards that are available:

Top Performer Award

For outpatient service lines and outpatient clinics, this designation is based on the percentage of patients who rate the care setting as “Excellent” for the Overall Quality of Care question. If the corresponding percentile ranking is at or above the 100th percentile, the care setting will receive a Top Performer award.

Five-Star Award

This designation is awarded annually to health care facilities, outpatient service lines, inpatient units, outpatient clinics and providers scoring in the top 10% of the national client database for the prior calendar year.

Congratulations to the following 116 BJC Medical Group recipients of the PRC Annual Awards for 2022:

Providers		
Five-Star Award Winners:		
Allen, Michelle	Hacker, Kenneth	Rai, Ajitesh
Alonso, James	Hart, Kari	Rempe, Margaret
Azoury, Lauren	Hatlelid, J	Reno, Lisa
Ban, David	Horner, Steven	Ricci, James
Barden, Emily	Huffman, Brent	Sandberg, Stephanie
Blair, Patricia	James, Lisa	Schwarze, Martin
Bogle, Melissa	Kane, Michelle	Sequeira, Sunitha
Boyer, Marc	King, Thomas	Sewall, Dave
Chen, Michael B.	Knight-Macheca, Mary	Simmons, Gregory
Cheng, Cathy	Koch, Susannah	Singer, Barry
Chitwood, Abigail	Kopitsky, Robert	Smith, James
Cloin, Tina Ann	Krainik, Andrew	Steimel, Betsey
Collins, Cherese	Kurzweil, Steven	Steyers, Curtis
Daniels, Jenny	Lewen, Marc	Stirton, John
David J. Kardesch	Lopez, Heather	Stremlau, Tara

De Vera, Michelle	Lotz, Craig	Sullivan, Michael
Dizes Jr, Robert	McClure, Kimberly	Talsky, Joseph
Durer, Frederick	McIntosh, Sean	Tan Abdullah, Amirah
Eckerle, Paul	McNelly, Katharine	Tarr, Anthony
Eidelman, Zamir	Meckler, Denise	Tietjens, Jeremy
Ellena, John	Missler, Michael	Trower, Leah
Elliott, Lucy	Moon, Kelsey	Uppstrom, Erica
Etling, Jennifer	Moosa, Hans	Vandermolen, Tammy
Faber, Cheryl	Morris, Donald	Voegtle, Karen
Fraley, Matthew	Mueller, Jean Berra	Voss, Benjamin A
Fresenburg, Natasha	Naidu, Rama	Voss, Tiffany
Gelfand, Jane	Nash, Amie	Wade, Molly
Girgis, Wael	Neville, Jennifer	Wadlow, Tara
Gold, Andrew	O'Brien, John	Westerfield, Diana
Green, Barbara	Olagbegi, Olayiwola	Woods, Latoya
Guillemette, Roger	Perez, Jordan	Worsena, Crystal
Gunby, Mark	Perez, Mattison	Yazdi, Paul

Clinics
Top Performers:
BJC Medical Group ENT Specialists - MBMC
Neurology Associates
Diabetes And Endocrine Care of Alton
Five Star Award Winners:
Alton Memorial Convenient Care
Alton Memorial Convenient Care at Bethalto
Alton OB/GYN Associates
BJC Concierge Care
BJC Medical Group Convenient Care at Edwardsville
BJC Medical Group Family Medicine at Collinsville
BJC Medical Group Family Medicine at O'Fallon, IL
BJC Medical Group Maternal Fetal Medicine at Missouri Baptist Medical Center
BJC Medical Group MS Center for Innovations in Care
BJC Medical Group Nephrology at Shiloh
BJC Medical Group Primary Care at Ellisville
BJC Medical Group Women's Care at Ladue
BJC Medical Group Women's Care at MBMC
BJC Medical Group Women's Health Care
Breast Care Consultants
Contemporary Women's Healthcare
Parkland Health Center Convenient Care