

## Member – PCP Satisfaction Survey Results

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### Key

- ★★★ Physicians scoring Excellent, with a high percentage of top-tier responses (≥ 75% of responses rated 9 or 10)
  - ★★ Physicians scoring Good, with a moderate percentage of top-tier responses (63% – 75% of responses rated 9 or 10)
  - ★ Physicians scoring Acceptable, with a moderately low percentage of top-tier responses (< 63% of responses rated 9 or 10)
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CDPHP® conducts an annual survey of members' satisfaction with their primary care physicians (PCPs). Members for whom we could identify a PCP were randomly selected for participation in the survey, and they were contacted either by mail or telephone.

One of the survey questions asked members to rank their overall satisfaction with their PCP on a scale of 0 (worst) to 10 (best). The percentage of members giving their doctor a rating of 9 or 10 was calculated for each physician. Overall, members reported a very high level of satisfaction with their PCPs, with 81% of all scored PCPs receiving these top-tier satisfaction ratings from at least 75% of their survey members.

Individual PCPs (family practice, internal medicine, or pediatrics) throughout the CDPHP service area who had at least 50 imputed members as of the 15<sup>th</sup> of the month prior to the survey were eligible for inclusion in the survey. At least 30 members had to complete and return a survey for a physician to be included in the final results. These are the same thresholds used in prior years' analyses and maintain a consistent distribution of results. CDPHP was able to gather information about members' satisfaction with 301 of our PCPs, which is a similar volume to previous years. Physicians who are not listed did not receive enough responses, which is not an indication of their quality of care.

The CDPHP quality department has more detailed information on the methodology used for the survey and results. If you would like more information or to provide feedback, please email us at [quality1@cdphp.com](mailto:quality1@cdphp.com). Please include your name, member number, address, telephone number, and email address so that we may provide a prompt response. Members may also call member services at the number on their member ID card. Physicians and other providers may contact provider services; employers or brokers may contact their sales representative. Please provide contact information if you would like a response. If a member wishes to file a formal complaint regarding the rating system or this information, they may do so in writing by filling out a Member Complaint form or by calling member services..

**Disclaimer: There are many ways to measure the quality of care provided by primary care physicians (PCPs). This information is based on subjective evaluations by a limited number of members regarding their previous experiences and may be subject to error. The reported results may not reflect the quality of care that a person might receive from a specific physician or practice group. When reviewing this information and other information such as certifications or awards, readers should consider that PCPs may be rated differently when other measures of quality are used. The PCP satisfaction survey information is one aspect of the decision tools available, and a variety of factors should be used when selecting a health care provider. Members are encouraged to discuss this information with their physician prior to making any decisions about their health care. The survey results reported here are from a survey performed in 2019. Survey results are updated annually and CDPHP networks are subject to change at any time. For the most current network information, please use [Find-A-Doc at findadoc.cdphp.com](http://Find-A-Doc.at.findadoc.cdphp.com).**

## CDPHP Member PCP Satisfaction Survey 2019

| ProviderName                  | Score  | Stars |
|-------------------------------|--------|-------|
| Aarons, Alexandra R.,MD       | 78.38% | ★★★   |
| Abess, Gerard F.,MD           | 90.57% | ★★★   |
| Adetona, Adetutu B.,MD        | 66.67% | ★★    |
| Adhikari, Christina S.,NP     | 81.25% | ★★★   |
| Aitken, Geri L.,DO            | 86.44% | ★★★   |
| Aliggayu, Darryl A.,MD        | 71.88% | ★★    |
| Amirbekian, Satik,MD          | 73.47% | ★★    |
| Angert, Victoria,MD           | 70.83% | ★★    |
| Aragona, Sharon L.,PA         | 82.69% | ★★★   |
| Aram, James P.,MD             | 80.19% | ★★★   |
| Arenos, Daniel J.,MD          | 80.70% | ★★★   |
| Argubano, Renee A.,MD         | 85.71% | ★★★   |
| Arnold Jr, Hendrick K.,MD     | 77.27% | ★★★   |
| Baillargeon, Neal A.,MD       | 78.95% | ★★★   |
| Balsamo, Steven J.,DO         | 80.30% | ★★★   |
| Barats, Lev L.,MD             | 86.73% | ★★★   |
| Barbarotto, Paul D.,DO        | 97.96% | ★★★   |
| Baselice, Marino,MD           | 89.13% | ★★★   |
| Bashant, John M.,DO           | 90.70% | ★★★   |
| Bekan-Homawoo, Brigitte E.,MD | 80.00% | ★★★   |
| Benoit, Jeremiah M.,MD        | 91.89% | ★★★   |
| Berman, Jessica D.,MD         | 69.77% | ★★    |
| Bermudez-Kalish, Ingrid,MD    | 83.33% | ★★★   |
| Bertram, Michael C.,MD        | 87.50% | ★★★   |
| Bevilacqua, Lisa R.,DO        | 89.66% | ★★★   |
| Biegun, Piotr A.,MD           | 60.00% | ★     |
| Bitran, Joyce V.,DO           | 83.87% | ★★★   |
| Borrelli, Karin E.,MD         | 90.91% | ★★★   |
| Brady, Kathleen A.,MD         | 87.10% | ★★★   |
| Brand, Alexander C.,MD        | 87.50% | ★★★   |
| Braverman-Panza, Jill,MD      | 86.89% | ★★★   |
| Brennan, Tracey L.,MD         | 78.85% | ★★★   |
| Brilliant, Rachelle,DO        | 79.66% | ★★★   |
| Buckley, Gayle,MD             | 90.00% | ★★★   |
| Burchell, Randall L.,MD       | 94.59% | ★★★   |
| Busino Jr, William A.,MD      | 94.37% | ★★★   |
| Cafaro, Michelle E.,PA        | 81.03% | ★★★   |
| Callaghan, Olin P.,PA         | 82.98% | ★★★   |
| Campagna, Kristine J.,DO      | 78.67% | ★★★   |
| Campbell, Kathleen K.,PA      | 77.97% | ★★★   |
| Caramore, William J.,MD       | 89.47% | ★★★   |
| Cardinale, Carmen,NP          | 94.59% | ★★★   |
| Carle, Christine M.,MD        | 87.23% | ★★★   |

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|                            |         |      |
|----------------------------|---------|------|
| Carroll, James E.,MD       | 86.84%  | ★★★★ |
| Casals, Gail J.,NP         | 88.24%  | ★★★★ |
| Chan, Cindy H.,MD          | 100.00% | ★★★★ |
| Church, Shannon,NP         | 81.25%  | ★★★★ |
| Cieszynski, Veronica E.,NP | 66.67%  | ★★   |
| Cioffi, James M.,MD        | 80.39%  | ★★★★ |
| Clark, Richard A.,PA       | 88.68%  | ★★★★ |
| Cleney, Holly K.,MD        | 87.69%  | ★★★★ |
| Cooke, Kristin M.,NP       | 81.25%  | ★★★★ |
| Cope, Kevin P.,MD          | 90.70%  | ★★★★ |
| Coppens, Thomas B.,MD      | 86.54%  | ★★★★ |
| Cotugno, Steffani,DO       | 82.72%  | ★★★★ |
| Craig, James C.,MD         | 92.50%  | ★★★★ |
| Cruz, Faith L.,MD          | 79.31%  | ★★★★ |
| Cullinan, Katelyn M.,PA    | 72.92%  | ★★   |
| Cummings, Walter D.,DO     | 96.30%  | ★★★★ |
| Cunningham, David J.,MD    | 78.95%  | ★★★★ |
| Cunningham, Matthew J.,MD  | 94.83%  | ★★★★ |
| Dalzell, Melissa J.,MD     | 92.68%  | ★★★★ |
| David Jr, Jose M.,MD       | 77.55%  | ★★★★ |
| Denovio, Bradley M.,PA     | 80.90%  | ★★★★ |
| DeRenzo, Timothy S.,MD     | 77.78%  | ★★★★ |
| Diaz, Miguel R.,MD         | 81.36%  | ★★★★ |
| Dincer, Yusuf M.,MD        | 53.33%  | ★    |
| Dollard, Michael A.,PA     | 90.48%  | ★★★★ |
| Donohue, Robert J.,MD      | 90.10%  | ★★★★ |
| Dore, Jonathan T.,PA       | 72.88%  | ★★   |
| Doro, Kristienna M.,NP     | 79.41%  | ★★★★ |
| Dorsey, Susan S.,MD        | 74.75%  | ★★★★ |
| Drake, Allison J.,NP       | 70.27%  | ★★   |
| Drislane, Mary E.,MD       | 98.72%  | ★★★★ |
| Droege, Robert M.,MD       | 88.52%  | ★★★★ |
| Drzymalski, Zofia W.,MD    | 86.96%  | ★★★★ |
| Dunne, Katie E.,PA         | 71.05%  | ★★   |
| Dyer-Martin, Mary K.,DO    | 88.46%  | ★★★★ |
| Dykstra, Todd B.,PA        | 79.78%  | ★★★★ |
| Eaton, Carolyn A.,MD       | 88.24%  | ★★★★ |
| Effendi, Tahir,MD          | 88.89%  | ★★★★ |
| Elliott, Rebecca L.,MD     | 80.43%  | ★★★★ |
| Emery, Zack S.,DO          | 83.51%  | ★★★★ |
| Enzien Jr, Ernest M.,MD    | 89.55%  | ★★★★ |
| Ernst, Cheryl E.,NP        | 65.79%  | ★★   |
| Evans, Robert L.,DO        | 93.33%  | ★★★★ |
| Feeney, William J.,MD      | 83.67%  | ★★★★ |

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|                           |        |     |
|---------------------------|--------|-----|
| Fera, Frank J.,MD         | 85.71% | ★★★ |
| Filion, Paul R.,MD        | 78.18% | ★★★ |
| Fishel, Stephen C.,MD     | 74.29% | ★★  |
| Fitz, Grahame W.,MD       | 94.44% | ★★★ |
| Fogarty, Joanne M.,MD     | 97.78% | ★★★ |
| Fogel, Alan J.,MD         | 90.91% | ★★★ |
| Forlano, William H.,MD    | 86.54% | ★★★ |
| Forman, Everett R.,MD     | 83.33% | ★★★ |
| Forman, Peter H.,MD       | 87.84% | ★★★ |
| Friedrich, Sabiha,MD      | 67.65% | ★★  |
| Fusella, Joseph P.,DO     | 87.84% | ★★★ |
| Fusella, Marissa Z.,DO    | 90.32% | ★★★ |
| Gallacchi, Dana,NP        | 43.75% | ★   |
| Gamon, Antoinette M.,NP   | 78.95% | ★★★ |
| Gardner, Michael J.,MD    | 74.00% | ★★  |
| Gassett, Colleen M.,NP    | 86.79% | ★★★ |
| Gaylord, James P.,MD      | 87.50% | ★★★ |
| Gebhard Jr, Paul E.,MD    | 61.54% | ★   |
| Giombetti, Todd P.,MD     | 95.83% | ★★★ |
| Giuliano, Carmen,MD       | 96.67% | ★★★ |
| Glenn, John L.,MD         | 77.42% | ★★★ |
| Goddard, Bryan L.,MD      | 61.76% | ★   |
| Godfrey, Allison J.,NP    | 70.97% | ★★  |
| Goldberg, Steven M.,MD    | 85.19% | ★★★ |
| Gonzales, Corina L.,MD    | 82.86% | ★★★ |
| Gradner, Jill A.,MD       | 82.61% | ★★★ |
| Greenblatt, Michael J.,MD | 81.71% | ★★★ |
| Gregorian, Antonio,MD     | 84.00% | ★★★ |
| Gross, Eric J.,MD         | 90.24% | ★★★ |
| Gross, Julia M.,NP        | 72.22% | ★★  |
| Guest, Simone K.,DO       | 60.00% | ★   |
| Gupta, Saaket,MD          | 85.42% | ★★★ |
| Guptill, Gloria G.,MD     | 82.14% | ★★★ |
| Haber, Eugene C.,MD       | 83.78% | ★★★ |
| Hafner, Jenna E.,PA       | 83.58% | ★★★ |
| Halbig, Robert J.,MD      | 97.62% | ★★★ |
| Hale, Jennifer A.,PA      | 65.96% | ★★  |
| Hargrave, Alexis D.,PA    | 72.34% | ★★  |
| Hassam, Akber H.,MD       | 94.74% | ★★★ |
| Hauser, Barbara E.,MD     | 66.04% | ★★  |
| Hausler, Gerald J.,DO     | 87.30% | ★★★ |
| Hausler, Theodore S.,MD   | 70.13% | ★★  |
| Hennessy, Elisa A.,PA     | 73.42% | ★★  |
| Herdzik, Katherine J.,MD  | 56.67% | ★   |

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|                           |         |     |
|---------------------------|---------|-----|
| Hickey, Lynn L.,MD        | 74.36%  | ★★  |
| Hoenzsch, Ronald E.,MD    | 90.36%  | ★★★ |
| Hoffman, Darlene J.,NP    | 70.21%  | ★★  |
| Hubicki II, Walter W.,MD  | 87.50%  | ★★★ |
| Hunter, Philip R.,MD      | 92.41%  | ★★★ |
| Hyde, Natalie A.,PA       | 85.29%  | ★★★ |
| Ianniello, Louis C.,MD    | 82.67%  | ★★★ |
| Johnston, Mary,MD         | 73.91%  | ★★  |
| Jolie, Patricia L.,MD     | 78.00%  | ★★★ |
| Justa, Shelley E.,MD      | 75.44%  | ★★★ |
| Kaplan, Irina I.,MD       | 63.04%  | ★   |
| Kasarda, Karen M.,PA      | 80.85%  | ★★★ |
| Katz, Michael S.,MD       | 80.00%  | ★★★ |
| Kayanan, Ara,MD           | 94.32%  | ★★★ |
| Kineke, Stephen F.,MD     | 94.92%  | ★★★ |
| Knapp, George S.,DO       | 88.57%  | ★★★ |
| Koblenzer, Jude A.,NP     | 61.22%  | ★   |
| Kopff, Heather S.,DO      | 100.00% | ★★★ |
| Kowal, William J.,MD      | 92.63%  | ★★★ |
| Kozak, Cyril,MD           | 69.77%  | ★★  |
| Lahey, Barbara J.,NP      | 78.38%  | ★★★ |
| Lammy, Adam S.,DO         | 86.24%  | ★★★ |
| Larner, Virginia B.,PA    | 80.00%  | ★★★ |
| Lavigne, Richard E.,MD    | 90.54%  | ★★★ |
| Lee, Arthur F.,MD         | 92.31%  | ★★★ |
| Lemanski, Paul E.,MD      | 82.35%  | ★★★ |
| Leonidas, Leonard A.,MD   | 81.63%  | ★★★ |
| Letteriello, Denise,DO    | 100.00% | ★★★ |
| Lettrick, Michael A.,MD   | 87.62%  | ★★★ |
| Limeri, Dean J.,MD        | 85.00%  | ★★★ |
| Lindstrom, Jennifer E.,MD | 84.62%  | ★★★ |
| Livolsi, Lauren L.,PA     | 73.47%  | ★★  |
| Locke, Elizabeth A.,MD    | 74.00%  | ★★  |
| Looney, Michael P.,MD     | 87.88%  | ★★★ |
| Love, Robert F.,MD        | 79.07%  | ★★★ |
| Ludwig, Samantha,MD       | 84.88%  | ★★★ |
| Maggiore, Peter R.,MD     | 81.82%  | ★★★ |
| Maier, Craig A.,MD        | 78.26%  | ★★★ |
| Mall, Iram,MD             | 65.52%  | ★★  |
| Mamdani, Razaali H.,MD    | 86.21%  | ★★★ |
| Mance, Joan M.,NP         | 67.44%  | ★★  |
| Marici, Kathleen B.,DO    | 92.11%  | ★★★ |
| Marks, Elizabeth R.,MD    | 94.29%  | ★★★ |
| Marshall, Kathleen M.,NP  | 89.74%  | ★★★ |

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|                                 |        |      |
|---------------------------------|--------|------|
| Martin, Kristen H.,MD           | 93.85% | ★★★★ |
| Martorana, Sebastian V.,PA      | 97.56% | ★★★★ |
| Matolka, Patrick M.,PA          | 71.05% | ★★   |
| Mazzei-Klokiw, Renata N.,MD     | 92.11% | ★★★★ |
| McGaffin, Christina E.,NP       | 92.73% | ★★★★ |
| McGarry, Karen A.,PA            | 82.76% | ★★★★ |
| McLean Bennett, Jacquelyn M.,DO | 86.49% | ★★★★ |
| Mead, Daniel H.,PA              | 75.36% | ★★★★ |
| Meagher, Colin P.,PA            | 79.25% | ★★★★ |
| Meltz, Theresa A.,PA            | 90.00% | ★★★★ |
| Merecki, Eugene K.,MD           | 94.24% | ★★★★ |
| Merritt, Patricia A.,MD         | 66.67% | ★★   |
| Migden, Hedy,MD                 | 90.32% | ★★★★ |
| Millea, Kerry E.,NP             | 81.58% | ★★★★ |
| Miranda Gelpi, Arturo J.,MD     | 73.33% | ★★   |
| Mitkoff, Nathan B.,MD           | 97.87% | ★★★★ |
| Mondelo, Doreen P.,MD           | 79.41% | ★★★★ |
| Monserrate, Nicole M.,MD        | 94.81% | ★★★★ |
| Murphy, Christine M.,MD         | 76.67% | ★★★★ |
| Murray, James J.,MD             | 81.08% | ★★★★ |
| Mustafa, Marianne A.,MD         | 90.70% | ★★★★ |
| Musto, Ronald V.,MD             | 74.14% | ★★   |
| Navarro, Brian S.,MD            | 79.79% | ★★★★ |
| Neilley, Henry M.,MD            | 90.63% | ★★★★ |
| Nguyen, Catherine T.,MD         | 80.28% | ★★★★ |
| Nicholson, Timothy J.,MD        | 69.70% | ★★   |
| Nightingale, Luke M.,MD         | 76.00% | ★★★★ |
| Niyazov, Daniil,MD              | 78.18% | ★★★★ |
| Notis, William M.,MD            | 94.81% | ★★★★ |
| O'Bryan, John J.,MD             | 94.12% | ★★★★ |
| Oldendorf, Mark W.,MD           | 78.22% | ★★★★ |
| Orsi, Richard A.,MD             | 73.08% | ★★   |
| Pachucki, Kevin C.,PA           | 94.59% | ★★★★ |
| Page, Marissa L.,NP             | 68.89% | ★★   |
| Parikh, Nita S.,MD              | 95.38% | ★★★★ |
| Parker, William M.,MD           | 96.67% | ★★★★ |
| Parrotta, Ritchie J.,DO         | 76.57% | ★★★★ |
| Pathirana, Priyangika A.,MD     | 83.33% | ★★★★ |
| Patil, Nagaraja,MD              | 70.97% | ★★   |
| Peacock-Birsett, Jama L.,MD     | 80.00% | ★★★★ |
| Pellegrini, Nicole M.,PA        | 87.18% | ★★★★ |
| Pelnik-Fecko, Tricia A.,MD      | 97.87% | ★★★★ |
| Peregrim, Kimberly A.,DO        | 80.00% | ★★★★ |
| Petracca Jr, Anthony,MD         | 82.69% | ★★★★ |

## CDPHP Member PCP Satisfaction Survey 2019

|                                 |         |     |
|---------------------------------|---------|-----|
| Pezzulo, John P.,DO             | 91.18%  | ★★★ |
| Pica, Laura E.,MD               | 97.27%  | ★★★ |
| Pomichter, John S.,MD           | 94.29%  | ★★★ |
| Price, Marc D.,DO               | 84.62%  | ★★★ |
| Quimby, Robert R.,MD            | 90.48%  | ★★★ |
| Ramanathan, Nalini,MD           | 79.49%  | ★★★ |
| Rebehn, Keith A.,MD             | 93.59%  | ★★★ |
| Reed, Monica R.,MD              | 88.64%  | ★★★ |
| Reeves, Robert P.,MD            | 94.92%  | ★★★ |
| Regal, Ellen M.,NP              | 62.79%  | ★   |
| Rehman, Syed I.,MD              | 59.38%  | ★   |
| Ricker, Kerry E.,DO             | 100.00% | ★★★ |
| Rienzi, Peter A.,MD             | 77.50%  | ★★★ |
| Rios, Zandra M.,MD              | 93.88%  | ★★★ |
| Ronan, Alisha L.,PA             | 91.43%  | ★★★ |
| Rosenberger, John D.,MD         | 93.18%  | ★★★ |
| Roske, Julia H.,PA              | 86.11%  | ★★★ |
| Rubenstein, Barney,MD           | 93.94%  | ★★★ |
| Ryan, Michelle L.,NP            | 75.76%  | ★★★ |
| Salehi, Freshteh,MD             | 67.74%  | ★★  |
| Sam, Olai V.,MD                 | 93.55%  | ★★★ |
| Sandel, Elizabeth H.,DO         | 93.02%  | ★★★ |
| Santos, Kristen A.,DO           | 83.87%  | ★★★ |
| Schaeffer, Michael E.,MD        | 81.40%  | ★★★ |
| Schnakenberg, Eric C.,MD        | 74.24%  | ★★  |
| Schneider, Robert M.,MD         | 82.05%  | ★★★ |
| Schneiderheinze, Michelle L.,NP | 92.45%  | ★★★ |
| Schwartz, Kenneth,MD            | 88.24%  | ★★★ |
| Seaman, Tami S.,MD              | 93.98%  | ★★★ |
| Sgambati, Carl W.,MD            | 81.25%  | ★★★ |
| Sheridan, Michael M.,DO         | 88.57%  | ★★★ |
| Sherman, Sherry D.,PA           | 90.38%  | ★★★ |
| Sherwood, David E.,MD           | 94.74%  | ★★★ |
| Sinchak, Joseph R.,MD           | 86.49%  | ★★★ |
| Siniapkin, George C.,MD         | 65.45%  | ★★  |
| Sipperly, Stephen F.,DO         | 85.92%  | ★★★ |
| Sirico, Theresa A.,DO           | 73.17%  | ★★  |
| Smitas, Catherine M.,MD         | 95.71%  | ★★★ |
| Sonagere, Caitlin T.,DO         | 77.36%  | ★★★ |
| Spath, Disha C.,MD              | 65.45%  | ★★  |
| Spaulding, Christina M.,DO      | 78.79%  | ★★★ |
| Speir, Renee S.,PA              | 82.22%  | ★★★ |
| Spindler, John B.,PA            | 90.91%  | ★★★ |
| Sripada, Padma,MD               | 71.05%  | ★★  |

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|                               |        |      |
|-------------------------------|--------|------|
| Stevens, Arthur L.,MD         | 94.44% | ★★★★ |
| Strader, Stephen E.,MD        | 82.86% | ★★★★ |
| Sulzman, Charles M.,MD        | 91.89% | ★★★★ |
| Swicker, Stefan A.,MD         | 95.65% | ★★★★ |
| Taneja, Sanjay,MD             | 86.84% | ★★★★ |
| Tetreault, Nicole M.,MD       | 87.50% | ★★★★ |
| Tetreault, William R.,MD      | 87.50% | ★★★★ |
| Thorn, Lisa M.,MD             | 92.63% | ★★★★ |
| Tolentino, Rommel M.,MD       | 88.00% | ★★★★ |
| Tonneau, Benoit A.,MD         | 88.06% | ★★★★ |
| Trout, Charles A.,MD          | 90.00% | ★★★★ |
| Tumuluri, Srilaxmi,MD         | 90.16% | ★★★★ |
| Vachon, Cary I.,DO            | 68.92% | ★★   |
| Vachon, Francois M.,DO        | 86.46% | ★★★★ |
| VanWoert, Joanne H.,MD        | 78.87% | ★★★★ |
| VanWoert, Judith M.,MD        | 78.30% | ★★★★ |
| Velarde, Regina A.,MD         | 86.49% | ★★★★ |
| Viola, Theresa M.,MD          | 96.55% | ★★★★ |
| Walders, James D.,MD          | 80.49% | ★★★★ |
| Wales, Danielle P.,MD         | 89.80% | ★★★★ |
| Walsh, Amy A.,MD              | 85.71% | ★★★★ |
| Wasniewski, Holly L.,DO       | 88.10% | ★★★★ |
| Weis, George G.,MD            | 95.16% | ★★★★ |
| Weller, Lacey M.,NP           | 74.07% | ★★   |
| Wheeler, Tammy H.,PA          | 80.65% | ★★★★ |
| Wiley, Jennifer W.,MD         | 83.08% | ★★★★ |
| Wilson III, James H.,MD       | 80.56% | ★★★★ |
| Wolff, Michael L.,MD          | 88.89% | ★★★★ |
| Worden, Shannon L.,NP         | 78.95% | ★★★★ |
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