

**Internal Performance**

Count = 999 Surveys

**External Comparison**

Count = 2,610 Surveys

**Chambers Health**

Outpatient Summary Report - 12/5/2017  
October 2017 - October 2017

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**Peer Group:**

Designation: All  
Network: All  
ADC: All  
LTC: All  
Revenue: All

**Bayside Community Clinic**

**Poor/Definitely No  
Never / No**      **Fair/Probably No  
Sometimes**      **Good/Probably Yes  
Usually/Maybe**      **Very Good/Definitely Yes  
Always/Yes**      **Blank/Missing**      **Weighted Average**      **Trend**

**Low**      **High**      **Mean**

Active Questions

Active Questions	Poor/Definitely No Never / No	Fair/Probably No Sometimes	Good/Probably Yes Usually/Maybe	Very Good/Definitely Yes Always/Yes	Blank/Missing	Weighted Average	Trend	Low	High	Mean
1. Ease of the registration process	2	3	185	800	9	93%		81%	98%	96%
2. Waiting time before treatment/procedure	7	49	246	682	15	88%		69%	97%	93%
3. Ease of finding my way around the facility	0	8	178	804	9	94%		67%	99%	90%
4. Friendliness and courtesy of staff	1	1	130	859	8	96%		67%	99%	92%
5. Friendliness and courtesy of doctor	1	1	123	859	15	96%		87%	99%	98%
6. Staff clearly explained my treatment/procedure	2	3	163	812	19	94%		67%	100%	91%
7. Doctor clearly explained my treatment/procedure	1	5	140	836	17	95%		85%	99%	97%
8. Staff respected my personal privacy	0	2	141	843	13	95%		67%	99%	91%
9. Doctor respected my personal privacy	0	2	129	853	15	96%		87%	99%	98%
10. Overall quality of the services you received today	0	3	136	839	21	95%		67%	99%	91%
11. Would you recommend this facility to your friends and family	1	10	119	854	15	95%		67%	99%	92%

**Survey Data Explained**

Report Generated: 12/05/2017 10:04

This table contains satisfaction survey data calculated by the RPM website. Each row contains data for a survey question. The table has two categories: **Internal Performance** shows the distribution of responses, a Score (either *Weighted Average* or *Loyalty Score*), and a 12-month trend bar chart. **External Comparison** shows the Low and High scores of the hospitals in the peer group, the hospital's score relative to the peer group High and Low scores, and the mean score for other peer group hospitals. **Green** indicates the value is above the peer group mean; **Black** indicates the value is equal to the peer group mean, and **Red** indicates the value is below the peer group mean. **Weighted Average** is calculated by assigning weights to the four different response options (0, 33, 66, 100) and dividing the total number of points by the number of surveys processed (excluding blank/missing responses). **Loyalty Score** is calculated by dividing the count of "Very Good/Definitely Yes/Always/Yes" responses by the total number of surveys processed (excluding blank/missing responses)

