

**Internal Performance**

Count = 469 Surveys

**External Comparison**

Count = 961 Surveys

**Chambers Health**

Outpatient Summary Report - 3/22/2014  
February 2014 - February 2014

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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

Question	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	9	76	375	7	93%		81%	100%	94%
2. Waiting time before treatment/procedure	9	30	124	292	14	85%		64%	100%	90%
3. Ease of finding my way around the facility	3	5	79	374	8	93%		81%	100%	96%
4. Friendliness and courtesy of staff	2	4	53	401	9	95%		87%	100%	98%
5. Friendliness and courtesy of doctor	2	1	35	416	15	97%		89%	100%	97%
6. Staff clearly explained my treatment/procedure	3	1	58	387	20	95%		86%	100%	98%
7. Doctor clearly explained my treatment/procedure	1	1	50	398	19	96%		88%	100%	98%
8. Staff respected my personal privacy	2	4	51	397	15	95%		87%	100%	98%
9. Doctor respected my personal privacy	2	1	44	409	13	96%		90%	100%	99%
10. Overall quality of the services you received today	2	4	44	404	15	96%		89%	100%	97%
11. Would you recommend this facility to your friends and family	2	1	38	415	13	97%		91%	100%	97%

**Survey Data Explained**

Report Generated: 03/22/2014 15:55

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)

