

**Internal Performance**

Count = 582 Surveys

**External Comparison**

Count = 1,134 Surveys

**Chambers Health**

Outpatient Summary Report - 4/15/2016  
March 2016 - March 2016

Page 1 of 1

**Peer Group:**

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

**Bayside Community Clinic**

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	0	7	95	467	13	94%		82%	100%	95%
2. Waiting time before treatment/procedure	11	31	152	367	21	85%		65%	100%	92%
3. Ease of finding my way around the facility	2	3	111	455	11	93%		80%	100%	94%
4. Friendliness and courtesy of staff	3	3	79	488	9	95%		85%	100%	96%
5. Friendliness and courtesy of doctor	1	1	52	512	16	97%		91%	100%	98%
6. Staff clearly explained my treatment/procedure	1	4	78	479	20	95%		85%	100%	95%
7. Doctor clearly explained my treatment/procedure	1	3	63	494	21	96%		88%	100%	98%
8. Staff respected my personal privacy	1	2	67	499	13	96%		88%	100%	96%
9. Doctor respected my personal privacy	2	1	58	504	17	96%		89%	100%	98%
10. Overall quality of the services you received today	2	3	73	488	16	95%		86%	100%	96%
11. Would you recommend this facility to your friends and family	2	2	70	493	15	95%		87%	100%	96%

**Survey Data Explained**

Report Generated: 04/15/2016 13:46

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).

