

Internal Performance

Count = 642 Surveys

External Comparison

Count = 1,250 Surveys

Chambers Health

Outpatient Summary Report - 3/6/2013
February 2013 - February 2013

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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	Loyalty Score	Trend	Low	High	Mean
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Active Questions

1. Ease of the registration process	1	8	129	488	16	78%		50%		100%	81%
2. Waiting time before treatment/procedure	11	39	177	387	28	63%		50%		100%	75%
3. Ease of finding my way around the facility	3	4	151	465	19	75%		60%		100%	83%
4. Friendliness and courtesy of staff	1	5	86	527	23	85%		83%		100%	91%
5. Friendliness and courtesy of doctor	3	3	70	540	26	88%		80%		100%	92%
6. Staff clearly explained my treatment/procedure	3	6	110	494	29	81%		80%		100%	89%
7. Doctor clearly explained my treatment/procedure	1	4	90	515	32	84%		83%		100%	92%
8. Staff respected my personal privacy	0	1	88	523	30	86%		83%		100%	93%
9. Doctor respected my personal privacy	0	1	75	527	39	87%		67%		100%	91%
10. Overall quality of the services you received today	2	3	94	513	30	84%		77%		100%	91%
11. Would you recommend this facility to your friends and family	2	3	83	529	25	86%		60%		100%	89%

Survey Data Explained

Report Generated: 03/06/2013 12:11

This table contains satisfaction survey data calculated by the PMI 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

