

**Internal Performance**

Count = 80 Surveys

**External Comparison**

Count = 432 Surveys

**Chambers Health**

Emergency Department Summary Report - 1/7/2018  
November 2017 - November 2017

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**Peer Group:**

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

**General**

Active Questions	Internal Performance					Weighted Average	Trend	External Comparison		
	Poor/Definitely No Never / No	Fair/Probably No Sometimes	Good/Probably Yes Usually/Maybe	Very Good/Definitely Yes Always/Yes	Blank/Missing			Low	High	Mean
1. Wait time before seeing the treating provider	0	1	10	69	0	95%		79%	100%	94%
2. Friendliness and courtesy of staff	0	1	5	74	0	97%		83%	100%	95%
3. Friendliness and courtesy of provider	0	1	8	69	2	96%		84%	100%	94%
4. Staff clearly explained my treatment	0	0	9	68	3	96%		86%	100%	95%
5. Provider clearly explained my treatment	0	0	9	70	1	96%		84%	100%	95%
6. Staff respected my personal privacy	0	0	8	71	1	97%		83%	100%	95%
7. Doctor respected my personal privacy	0	0	8	71	1	97%		87%	100%	96%
8. Overall quality of services I received at this Emergency Department today	0	0	6	73	1	98%		83%	100%	95%
9. Would you recommend this Emergency Department to your friends and family	0	0	7	70	3	97%		80%	100%	95%
10. Ability of this facility to provide the services I required	0	0	8	70	2	97%		83%	100%	95%

**Survey Data Explained**

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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)

