

Internal Performance

Count = 897 Surveys

External Comparison

Count = 2,529 Surveys

Chambers Health

Outpatient Summary Report - 10/27/2016
September 2016 - September 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	2	17	184	682	12	92%		77%	99%	94%
2. Waiting time before treatment/procedure	14	70	278	522	13	83%		59%	97%	90%
3. Ease of finding my way around the facility	1	5	184	695	12	93%		79%	99%	94%
4. Friendliness and courtesy of staff	1	7	132	744	13	94%		84%	99%	96%
5. Friendliness and courtesy of doctor	0	4	104	768	21	96%		88%	99%	97%
6. Staff clearly explained my treatment/procedure	1	4	158	710	24	94%		81%	99%	94%
7. Doctor clearly explained my treatment/procedure	1	5	140	726	25	94%		83%	100%	97%
8. Staff respected my personal privacy	0	5	136	739	17	95%		84%	99%	95%
9. Doctor respected my personal privacy	0	5	124	750	18	95%		85%	99%	97%
10. Overall quality of the services you received today	0	2	155	720	20	94%		82%	100%	95%
11. Would you recommend this facility to your friends and family	2	4	113	764	14	95%		87%	100%	96%

Survey Data Explained

Report Generated: 10/27/2016 16:06

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)

