

Internal Performance

Count = 1,225 Surveys

External Comparison

Count = 2,529 Surveys

Chambers Health

Outpatient Summary Report - 10/27/2016
September 2016 - September 2016

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Peer Group:

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

West Chambers Medical Clinic

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. Ease of the registration process	4	13	166	1,034	8	94%		85%	99%	94%
2. Waiting time before treatment/procedure	17	60	282	860	6	88%		71%	97%	90%
3. Ease of finding my way around the facility	2	10	185	1,017	11	94%		84%	99%	94%
4. Friendliness and courtesy of staff	0	8	112	1,098	7	97%		90%	99%	96%
5. Friendliness and courtesy of doctor	0	2	79	1,121	23	98%		93%	99%	97%
6. Staff clearly explained my treatment/procedure	1	4	117	1,078	25	96%		90%	99%	94%
7. Doctor clearly explained my treatment/procedure	0	2	101	1,090	32	97%		91%	100%	97%
8. Staff respected my personal privacy	0	2	110	1,093	20	97%		90%	99%	95%
9. Doctor respected my personal privacy	0	1	96	1,102	26	97%		92%	99%	97%
10. Overall quality of the services you received today	0	1	105	1,090	29	97%		90%	100%	95%
11. Would you recommend this facility to your friends and family	3	1	90	1,108	23	97%		89%	100%	96%

Survey Data Explained

Report Generated: 10/27/2016 16:07

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)

