

Internal Performance

Count = 23 Surveys

External Comparison

Count = 120 Surveys

Chambers Health

Outpatient Summary Report - 6/16/2015
May 2015 - May 2015

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Peer Group:

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

Outpatient Surgery/Scope

| 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 | 0 | 0 | 7 | 16 | 0 | 90% | | 67% | 100% | 92% |
| 2. Waiting time before treatment/procedure | 0 | 1 | 6 | 16 | 0 | 88% | | 58% | 100% | 85% |
| 3. Ease of finding my way around the facility | 0 | 0 | 4 | 19 | 0 | 94% | | 67% | 100% | 92% |
| 4. Friendliness and courtesy of staff | 0 | 0 | 4 | 19 | 0 | 94% | | 67% | 100% | 96% |
| 5. Friendliness and courtesy of doctor | 0 | 0 | 4 | 19 | 0 | 94% | | 67% | 100% | 96% |
| 6. Staff clearly explained my treatment/procedure | 0 | 0 | 4 | 19 | 0 | 94% | | 67% | 100% | 94% |
| 7. Doctor clearly explained my treatment/procedure | 0 | 0 | 4 | 19 | 0 | 94% | | 67% | 100% | 93% |
| 8. Staff respected my personal privacy | 0 | 0 | 4 | 19 | 0 | 94% | | 67% | 100% | 96% |
| 9. Doctor respected my personal privacy | 0 | 0 | 4 | 19 | 0 | 94% | | 67% | 100% | 96% |
| 10. Overall quality of the services you received today | 0 | 0 | 3 | 20 | 0 | 96% | | 67% | 100% | 95% |
| 11. Would you recommend this facility to your friends and family | 0 | 0 | 4 | 19 | 0 | 94% | | 67% | 100% | 93% |

Survey Data Explained

Report Generated: 06/16/2015 11:28

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)

