

**Internal Performance**

Count = 20 Surveys

**External Comparison**

Count = 236 Surveys

**Chambers Health**

Outpatient Summary Report - 5/11/2015  
April 2014 - April 2014

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**Peer Group:**

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

**Rehab (PT/OT/Speech) Wellness Center at Bayside**

	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
Active Questions										
1. Ease of the registration process	0	0	0	20	0	100%		83%	100%	97%
2. Waiting time before treatment/procedure	0	0	2	18	0	97%		83%	100%	95%
3. Ease of finding my way around the facility	0	0	0	20	0	100%		78%	100%	96%
4. Friendliness and courtesy of staff	0	0	0	20	0	100%		83%	100%	99%
5. Friendliness and courtesy of therapist/assistant	0	0	0	20	0	100%		83%	100%	97%
6. Staff answered my questions to my satisfaction.	0	0	1	19	0	98%		95%	98%	98%
7. Therapist clearly explained my treatment/procedure	0	0	1	19	0	98%		95%	100%	99%
8. Staff respected my personal privacy	0	0	0	20	0	100%		94%	100%	99%
9. Therapist respected my personal privacy	0	0	0	20	0	100%		100%	100%	100%
10. Staff clearly explained charges and payment options	0	0	2	18	0	97%		90%	97%	97%
11. Treatment room was comfortable	0	0	2	18	0	97%		90%	97%	97%
12. Overall quality of the services you received today	0	0	0	20	0	100%		83%	100%	98%
13. Would you recommend this facility to your friends and family	0	0	0	20	0	100%		83%	100%	98%

**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)

