

**Internal Performance**

Count = 281 Surveys

**External Comparison**

Count = 1,656 Surveys

**Chambers Health**

Outpatient Summary Report - 9/16/2013  
August 2013 - August 2013

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**Peer Group:**

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

**West Chambers Medical Clinic**

	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	3	7	67	201	3	89%		61%	100%	92%
2. Waiting time before treatment/procedure	7	32	82	149	11	79%		55%	100%	88%
3. Ease of finding my way around the facility	1	4	57	212	7	92%		77%	100%	95%
4. Friendliness and courtesy of staff	2	6	39	227	7	93%		83%	100%	96%
5. Friendliness and courtesy of doctor	0	2	32	234	13	96%		78%	100%	95%
6. Staff clearly explained my treatment/procedure	1	2	45	215	18	93%		72%	100%	93%
7. Doctor clearly explained my treatment/procedure	1	1	41	219	19	94%		50%	100%	91%
8. Staff respected my personal privacy	1	1	38	226	15	95%		50%	100%	92%
9. Doctor respected my personal privacy	1	1	32	229	18	95%		83%	100%	96%
10. Overall quality of the services you received today	1	3	44	216	17	93%		67%	100%	94%
11. Would you recommend this facility to your friends and family	2	3	33	223	20	94%		0%	100%	86%

**Survey Data Explained**

Report Generated: 09/16/2013 11:44

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)

