

Internal Performance

Count = 457 Surveys

External Comparison

Count = 890 Surveys

Chambers Health

Outpatient Summary Report - 11/8/2012
October 2012 - October 2012

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Peer Group:

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

West Chambers Medical 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	Loyalty Score	Trend	Low	High	Mean
1. Ease of the registration process	2	5	91	357	2	79%		0%	100%	83%
2. Waiting time before treatment/procedure	5	37	145	252	18	57%		0%	100%	53%
3. Ease of finding my way around the facility	0	5	103	344	5	76%		0%	100%	77%
4. Friendliness and courtesy of staff	0	7	64	382	4	84%		0%	100%	86%
5. Friendliness and courtesy of doctor	0	3	51	390	13	88%		0%	100%	85%
6. Staff clearly explained my treatment/procedure	1	6	70	365	15	83%		0%	100%	83%
7. Doctor clearly explained my treatment/procedure	0	4	60	377	16	86%		0%	100%	81%
8. Staff respected my personal privacy	0	3	68	374	12	84%		0%	100%	85%
9. Doctor respected my personal privacy	0	2	52	388	15	88%		0%	100%	82%
10. Overall quality of the services you received today	0	2	66	377	12	85%		0%	100%	85%
11. Would you recommend this facility to your friends and family	0	3	58	390	6	87%		0%	100%	83%

Survey Data Explained

Report Generated: 11/08/2012 14:08

This table contains satisfaction survey data calculated by the PMI 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

