

Internal Performance

Count = 43 Surveys

External Comparison

Count = 182 Surveys

Chambers Health

Outpatient Summary Report - 9/11/2015
August 2015 - August 2015

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Peer Group:

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

Rehab (PT/OT/Speech) 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 | Weighted Average | Trend | Low | High | Mean |
|--|----------------------------------|-------------------------------|------------------------------------|--|---------------|------------------|-------|------|------|------|
| 1. Ease of the registration process | 0 | 0 | 6 | 37 | 0 | 95% | | 0% | 100% | 86% |
| 2. Waiting time before I was assisted | 0 | 0 | 2 | 41 | 0 | 98% | | 95% | 98% | 98% |
| 3. Class schedules are convenient for me | 0 | 0 | 0 | 34 | 9 | 100% | | 100% | 100% | 100% |
| 4. Friendliness and courtesy of staff | 0 | 0 | 0 | 43 | 0 | 100% | | 0% | 100% | 89% |
| 5. Staff clearly explained available services | 0 | 0 | 0 | 43 | 0 | 100% | | 100% | 100% | 100% |
| 6. Staff clearly explained charges and payment options | 0 | 1 | 3 | 37 | 2 | 96% | | 90% | 96% | 96% |
| 7. Meals are appetizing, nutritious and a great value | 0 | 0 | 0 | 7 | 36 | 100% | | 100% | 100% | 100% |
| 8. Staff respected my personal privacy | 0 | 0 | 0 | 42 | 1 | 100% | | 0% | 100% | 88% |
| 9. Facility was clean and well maintained | 0 | 0 | 0 | 43 | 0 | 100% | | 100% | 100% | 100% |
| 10. Overall quality of the services you received today | 0 | 0 | 0 | 43 | 0 | 100% | | 0% | 100% | 89% |
| 11. Would you recommend this facility to your friends and family | 0 | 0 | 0 | 42 | 1 | 100% | | 0% | 100% | 90% |

Survey Data Explained

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)

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