

**Internal Performance**

Count = 23 Surveys

**External Comparison**

Count = 151 Surveys

**Chambers Health**

Outpatient Summary Report - 9/26/2017  
August 2017 - August 2017

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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	1	2	20	0	94%		83%	100%	95%
2. Waiting time before I was assisted	0	0	0	23	0	100%		100%	100%	100%
3. Class schedules are convenient for me	0	0	0	19	4	100%		100%	100%	100%
4. Friendliness and courtesy of staff	0	0	0	23	0	100%		83%	100%	97%
5. Staff clearly explained available services	0	0	0	23	0	100%		100%	100%	100%
6. Staff clearly explained charges and payment options	0	1	2	20	0	94%		87%	94%	94%
7. Meals are appetizing, nutritious and a great value	1	0	0	3	19	75%		75%	75%	75%
8. Staff respected my personal privacy	0	0	1	21	1	99%		83%	100%	96%
9. Facility was clean and well maintained	0	0	0	23	0	100%		100%	100%	100%
10. Overall quality of the services you received today	0	0	0	22	1	100%		83%	100%	98%
11. Would you recommend this facility to your friends and family	0	0	0	22	1	100%		83%	100%	97%

**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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