

**Internal Performance**

Count = 501 Surveys

**External Comparison**

Count = 1,587 Surveys

**Chambers Health**

Outpatient Summary Report - 10/8/2014  
September 2014 - September 2014

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**Peer Group:**

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

**West Chambers Medical Clinic**

	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
Active Questions										
1. Ease of the registration process	0	6	106	388	1	92%		78%	100%	95%
2. Waiting time before treatment/procedure	6	22	155	297	21	85%		62%	96%	88%
3. Ease of finding my way around the facility	1	3	117	374	6	92%		76%	100%	91%
4. Friendliness and courtesy of staff	0	1	82	412	6	94%		83%	100%	93%
5. Friendliness and courtesy of doctor	0	1	66	418	16	95%		83%	100%	93%
6. Staff clearly explained my treatment/procedure	3	2	84	388	24	93%		81%	100%	91%
7. Doctor clearly explained my treatment/procedure	2	1	74	403	21	94%		83%	100%	93%
8. Staff respected my personal privacy	0	3	74	407	17	95%		83%	100%	93%
9. Doctor respected my personal privacy	0	1	69	407	24	95%		83%	100%	93%
10. Overall quality of the services you received today	0	4	68	409	20	95%		83%	98%	92%
11. Would you recommend this facility to your friends and family	1	1	66	419	14	95%		83%	96%	91%

**Survey Data Explained**

Report Generated: 10/08/2014 16:03

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)

