

Chambers County Public Hospital District #1

dba Bayside Community Hospital

Outpatient Satisfaction Report

July 2009

The Outpatient Satisfaction Report is a comparison of hospital outpatient department performance using RPM patient satisfaction surveys. Outpatient survey scores are compiled every quarter based on surveys received prior to the vendor's quarterly deadline.

How to Interpret This Report

Source data are presented, question by question, from the scanned survey instruments for the quarter. A distribution of responses are presented using horizontal bar charts (see legend at right).

Loyalty Score uses the following methodology:

Numerator = Count of "Very Good"

Denominator = Count of responses (excludes blanks)

This report was developed using the RPM website

www.myrpm.org

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 Outpatient Satisfaction Report

Q1. Ease of registration process:

	Very Good	Good	Fair	Poor	Blank	Total	"Loyalty" Score
Radiology	0	0	0	0	0	0	NA
Laboratory	0	0	0	0	0	0	NA
Rehab (PT/OT/Speech)	0	0	0	0	0	0	NA
Cardiopulmonary	5	0	0	0	1	6	100%
OP Surgery/Scope	13	3	0	0	0	16	81%
Blood or IV Therapy	0	0	0	0	0	0	NA
West Chambers Medical Clinic	0	0	0	0	0	0	NA
Bayside Community Clinic	0	0	0	0	0	0	NA
Andres Clinic	0	0	0	0	0	0	NA
Other	0	1	0	0	0	1	0%
Total	18	4	0	0	1	23	

2008

2009

	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	July
Radiology	83%	73%	86%	NA	100%	100%	NA	NA	88%	84%	85%	NA
Laboratory	81%	94%	80%	84%	95%	NA	NA	0%	NA	NA	NA	NA
Rehab (PT/OT/Speech)	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Cardiopulmonary	100%	100%	NA	NA	NA	NA	NA	0%	NA	NA	NA	100%
OP Surgery/Scope	80%	67%	NA	NA	NA	NA	NA	NA	NA	100%	NA	81%
Blood or IV Therapy	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
West Chambers Medical Clinic	74%	85%	79%	80%	84%	NA	NA	NA	NA	NA	NA	NA
Bayside Community Clinic	71%	64%	100%	NA	NA	71%	71%	70%	NA	NA	NA	NA
Andres Clinic	55%	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Other	100%	0%	100%	100%	NA	100%	NA	NA	NA	NA	NA	0%

Q2. Waiting time before treatment/procedure:

	Very Good	Good	Fair	Poor	Blank	Total	"Loyalty" Score
Radiology	0	0	0	0	0	0	NA
Laboratory	0	0	0	0	0	0	NA
Rehab (PT/OT/Speech)	0	0	0	0	0	0	NA
Cardiopulmonary	6	0	0	0	0	6	100%
OP Surgery/Scope	9	6	1	0	0	16	56%
Blood or IV Therapy	0	0	0	0	0	0	NA
West Chambers Medical Clinic	0	0	0	0	0	0	NA
Bayside Community Clinic	0	0	0	0	0	0	NA
Andres Clinic	0	0	0	0	0	0	NA
Other	1	0	0	0	0	1	100%
Total	16	6	1	0	0	23	

2008

2009

	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	July
Radiology	82%	80%	88%	NA	100%	100%	NA	NA	90%	91%	85%	NA
Laboratory	84%	100%	77%	78%	93%	NA	NA	0%	NA	NA	NA	NA
Rehab (PT/OT/Speech)	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Cardiopulmonary	100%	100%	NA	NA	NA	NA	NA	0%	NA	NA	NA	100%
OP Surgery/Scope	67%	83%	NA	NA	NA	NA	NA	NA	NA	100%	NA	56%
Blood or IV Therapy	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
West Chambers Medical Clinic	47%	55%	63%	59%	50%	NA	NA	NA	NA	NA	NA	NA
Bayside Community Clinic	49%	44%	100%	NA	NA	56%	59%	55%	NA	NA	NA	NA
Andres Clinic	26%	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Other	29%	75%	0%	0%	100%	NA	0%	NA	NA	NA	NA	NA

Q3. Ease of finding my way around the facility:

	Very Good	Good	Fair	Poor	Blank	Total	"Loyalty" Score
Radiology	0	0	0	0	0	0	NA
Laboratory	0	0	0	0	0	0	NA
Rehab (PT/OT/Speech)	0	0	0	0	0	0	NA
Cardiopulmonary	6	0	0	0	0	6	100%
OP Surgery/Scope	12	3	0	0	1	16	80%
Blood or IV Therapy	0	0	0	0	0	0	NA
West Chambers Medical Clinic	0	0	0	0	0	0	NA
Bayside Community Clinic	0	0	0	0	0	0	NA
Andres Clinic	0	0	0	0	0	0	NA
Other	1	0	0	0	0	1	100%
Total	19	3	0	0	1	23	

2008

2009

	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	July
Radiology	88%	84%	90%	NA	100%	100%	NA	NA	87%	86%	86%	NA
Laboratory	81%	100%	79%	87%	95%	NA	NA	0%	NA	NA	NA	NA
Rehab (PT/OT/Speech)	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Cardiopulmonary	100%	100%	NA	NA	NA	NA	NA	100%	NA	NA	NA	100%
OP Surgery/Scope	90%	80%	NA	NA	NA	NA	NA	NA	NA	100%	NA	80%
Blood or IV Therapy	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
West Chambers Medical Clinic	76%	78%	80%	79%	86%	NA	NA	NA	NA	NA	NA	NA
Bayside Community Clinic	71%	68%	100%	NA	NA	72%	73%	70%	NA	NA	NA	NA
Andres Clinic	70%	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Other	75%	0%	100%	100%	NA	0%	NA	NA	NA	NA	NA	100%

Chambers County Public Hospital District #1 dba Bayside Community Hospital

July 2009
Outpatient Satisfaction Report

Q4. Friendliness and courtesy of staff and/or doctor:

	Very Good	Good	Fair	Poor	Blank	Total	"Loyalty" Score
Radiology	0	0	0	0	0	0	NA
Laboratory	0	0	0	0	0	0	NA
Rehab (PT/OT/Speech)	0	0	0	0	0	0	NA
Cardiopulmonary	6	0	0	0	0	6	100%
OP Surgery/Scope	14	2	0	0	0	16	88%
Blood or IV Therapy	0	0	0	0	0	0	NA
West Chambers Medical Clinic	0	0	0	0	0	0	NA
Bayside Community Clinic	0	0	0	0	0	0	NA
Andres Clinic	0	0	0	0	0	0	NA
Other	1	0	0	0	0	1	100%
Total	21	2	0	0	0	23	

	2008					2009						
	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	July
Radiology	84%	91%	96%	NA	100%	100%	NA	NA	98%	95%	93%	NA
Laboratory	94%	100%	89%	96%	98%	NA	NA	0%	NA	NA	NA	NA
Rehab (PT/OT/Speech)	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Cardiopulmonary	100%	100%	NA	NA	NA	NA	NA	100%	NA	NA	NA	100%
OP Surgery/Scope	90%	83%	NA	NA	NA	NA	NA	NA	NA	100%	NA	88%
Blood or IV Therapy	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
West Chambers Medical Clinic	87%	89%	89%	91%	95%	NA	NA	NA	NA	NA	NA	NA
Bayside Community Clinic	83%	76%	100%	NA	NA	83%	84%	80%	NA	NA	NA	NA
Andres Clinic	65%	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Other	100%	100%	0%	100%	NA	100%	NA	NA	NA	NA	NA	100%

Q5. Staff and/or doctor clearly explained my treatment/procedure:

	Very Good	Good	Fair	Poor	Blank	Total	"Loyalty" Score
Radiology	0	0	0	0	0	0	NA
Laboratory	0	0	0	0	0	0	NA
Rehab (PT/OT/Speech)	0	0	0	0	0	0	NA
Cardiopulmonary	6	0	0	0	0	6	100%
OP Surgery/Scope	15	1	0	0	0	16	94%
Blood or IV Therapy	0	0	0	0	0	0	NA
West Chambers Medical Clinic	0	0	0	0	0	0	NA
Bayside Community Clinic	0	0	0	0	0	0	NA
Andres Clinic	0	0	0	0	0	0	NA
Other	0	0	0	0	1	1	NA
Total	21	1	0	0	1	23	

	2008					2009						
	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	July
Radiology	86%	84%	96%	NA	100%	100%	NA	NA	91%	92%	86%	NA
Laboratory	88%	100%	91%	91%	93%	NA	NA	100%	NA	NA	NA	NA
Rehab (PT/OT/Speech)	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Cardiopulmonary	100%	100%	NA	NA	NA	NA	NA	100%	NA	NA	NA	100%
OP Surgery/Scope	80%	83%	NA	NA	NA	NA	NA	NA	NA	100%	NA	94%
Blood or IV Therapy	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
West Chambers Medical Clinic	87%	89%	89%	90%	91%	NA	NA	NA	NA	NA	NA	NA
Bayside Community Clinic	78%	73%	100%	NA	NA	81%	80%	74%	NA	NA	NA	NA
Andres Clinic	70%	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Other	75%	100%	100%	100%	NA	100%	NA	NA	NA	NA	NA	NA

Q6. Staff and doctor respected my personal privacy:

	Very Good	Good	Fair	Poor	Blank	Total	"Loyalty" Score
Radiology	0	0	0	0	0	0	NA
Laboratory	0	0	0	0	0	0	NA
Rehab (PT/OT/Speech)	0	0	0	0	0	0	NA
Cardiopulmonary	6	0	0	0	0	6	100%
OP Surgery/Scope	15	1	0	0	0	16	94%
Blood or IV Therapy	0	0	0	0	0	0	NA
West Chambers Medical Clinic	0	0	0	0	0	0	NA
Bayside Community Clinic	0	0	0	0	0	0	NA
Andres Clinic	0	0	0	0	0	0	NA
Other	0	0	0	0	1	1	NA
Total	21	1	0	0	1	23	

	2008					2009						
	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	July
Radiology	85%	86%	96%	NA	100%	100%	NA	NA	94%	90%	90%	NA
Laboratory	91%	93%	93%	91%	95%	NA	NA	100%	NA	NA	NA	NA
Rehab (PT/OT/Speech)	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Cardiopulmonary	100%	100%	NA	NA	NA	NA	NA	0%	NA	NA	NA	100%
OP Surgery/Scope	90%	83%	NA	NA	NA	NA	NA	NA	NA	100%	NA	94%
Blood or IV Therapy	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
West Chambers Medical Clinic	89%	91%	89%	88%	92%	NA	NA	NA	NA	NA	NA	NA
Bayside Community Clinic	79%	78%	100%	NA	NA	81%	79%	75%	NA	NA	NA	NA
Andres Clinic	70%	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Other	75%	100%	100%	NA	NA	100%	NA	NA	NA	NA	NA	NA

Chambers County Public Hospital District #1 dba Bayside Community Hospital
 July 2009

Outpatient Satisfaction Report

Q7. Overall quality of the services you received today

	Very Good	Good	Fair	Poor	Blank	Total	"Loyalty" Score
Radiology	0	0	0	0	0	0	NA
Laboratory	0	0	0	0	0	0	NA
Rehab (PT/OT/Speech)	0	0	0	0	0	0	NA
Cardiopulmonary	6	0	0	0	0	6	100%
OP Surgery/Scope	15	1	0	0	0	16	94%
Blood or IV Therapy	0	0	0	0	0	0	NA
West Chambers Medical Clinic	0	0	0	0	0	0	NA
Bayside Community Clinic	0	0	0	0	0	0	NA
Andres Clinic	0	0	0	0	0	0	NA
Other	0	0	0	0	1	1	NA
Total	21	1	0	0	1	23	

	2008					2009						
	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	July
Radiology	86%	84%	95%	NA	100%	100%	NA	NA	95%	95%	92%	NA
Laboratory	94%	100%	91%	91%	98%	NA	NA	0%	NA	NA	NA	NA
Rehab (PT/OT/Speech)	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Cardiopulmonary	100%	100%	NA	NA	NA	NA	NA	0%	NA	NA	NA	100%
OP Surgery/Scope	91%	83%	NA	NA	NA	NA	NA	NA	NA	100%	NA	94%
Blood or IV Therapy	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
West Chambers Medical Clinic	85%	84%	88%	88%	90%	NA	NA	NA	NA	NA	NA	NA
Bayside Community Clinic	75%	76%	100%	NA	NA	82%	79%	77%	NA	NA	NA	NA
Andres Clinic	75%	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Other	50%	0%	0%	100%	NA	100%	NA	NA	NA	NA	NA	NA

Q8. Would you recommend this facility to your friends and family:

	Definitely	Probably	Probably	Definitely	Blank	Total	"Loyalty" Score
	Yes	Yes	No	No			
Radiology	0	0	0	0	0	0	NA
Laboratory	0	0	0	0	0	0	NA
Rehab (PT/OT/Speech)	0	0	0	0	0	0	NA
Cardiopulmonary	6	0	0	0	0	6	100%
OP Surgery/Scope	15	1	0	0	0	16	94%
Blood or IV Therapy	0	0	0	0	0	0	NA
West Chambers Medical Clinic	0	0	0	0	0	0	NA
Bayside Community Clinic	0	0	0	0	0	0	NA
Andres Clinic	0	0	0	0	0	0	NA
Other	0	0	0	0	1	1	NA
Total	21	1	0	0	1	23	

	2008					2009						
	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	July
Radiology	78%	82%	89%	NA	100%	100%	NA	NA	84%	90%	77%	NA
Laboratory	91%	93%	84%	96%	93%	NA	NA	100%	NA	NA	NA	NA
Rehab (PT/OT/Speech)	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Cardiopulmonary	NA	100%	NA	NA	NA	NA	NA	100%	NA	NA	NA	100%
OP Surgery/Scope	91%	100%	NA	NA	NA	NA	NA	NA	NA	100%	NA	94%
Blood or IV Therapy	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
West Chambers Medical Clinic	84%	81%	88%	85%	90%	NA	NA	NA	NA	NA	NA	NA
Bayside Community Clinic	75%	84%	100%	NA	NA	84%	78%	83%	NA	NA	NA	NA
Andres Clinic	83%	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Other	75%	0%	100%	100%	NA	100%	NA	NA	NA	NA	NA	NA