

# Chambers County Public Hospital District #1 dba Bayside Community Hospital Outpatient Satisfaction Report November 2008

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](http://www.myrpm.org)

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

November 2008

## 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	38	6	1	0	1	46	84%
Rehab (PT/OT/Speech)	0	0	0	0	0	0	NA
Cardiopulmonary	0	0	0	0	0	0	NA
OP Surgery/Scope	0	0	0	0	0	0	NA
Blood or IV Therapy	0	0	0	0	0	0	NA
West Chambers Medical Clinic	216	51	4	0	8	279	80%
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%
<b>Total</b>	<b>255</b>	<b>57</b>	<b>5</b>	<b>0</b>	<b>9</b>	<b>326</b>	

	2008						
	May	June	July	Aug	Sept	Oct	Nov
Radiology	N/A	100%	90%	83%	73%	86%	NA
Laboratory	N/A	88%	87%	81%	94%	80%	84%
Rehab (PT/OT/Speech)	N/A	NA	NA	NA	NA	NA	NA
Cardiopulmonary	N/A	100%	80%	100%	100%	NA	NA
OP Surgery/Scope	N/A	NA	100%	80%	67%	NA	NA
Blood or IV Therapy	N/A	NA	NA	NA	NA	NA	NA
West Chambers Medical Clinic	N/A	76%	80%	74%	85%	79%	80%
Bayside Community Clinic	N/A	61%	67%	71%	64%	100%	NA
Andres Clinic	N/A	100%	90%	55%	NA	NA	NA
Other	N/A	N/A	86%	100%	0%	100%	100%

### Q2. Waiting time before treatment/procedure:

	Very Good	Good	Fair	Poor	Blank	Total	"Loyalty" Score
Radiology	0	0	0	0	0	0	NA
Laboratory	36	9	1	0	0	46	78%
Rehab (PT/OT/Speech)	0	0	0	0	0	0	NA
Cardiopulmonary	0	0	0	0	0	0	NA
OP Surgery/Scope	0	0	0	0	0	0	NA
Blood or IV Therapy	0	0	0	0	0	0	NA
West Chambers Medical Clinic	155	75	29	3	17	279	59%
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%
<b>Total</b>	<b>192</b>	<b>84</b>	<b>30</b>	<b>3</b>	<b>17</b>	<b>326</b>	

	2008						
	May	June	July	Aug	Sept	Oct	Nov
Radiology	N/A	100%	90%	82%	80%	88%	NA
Laboratory	N/A	100%	87%	84%	100%	77%	78%
Rehab (PT/OT/Speech)	N/A	NA	NA	NA	NA	NA	NA
Cardiopulmonary	N/A	100%	100%	100%	100%	NA	NA
OP Surgery/Scope	N/A	NA	88%	67%	83%	NA	NA
Blood or IV Therapy	N/A	NA	NA	NA	NA	NA	NA
West Chambers Medical Clinic	N/A	39%	56%	47%	55%	63%	59%
Bayside Community Clinic	N/A	61%	54%	49%	44%	100%	NA
Andres Clinic	N/A	100%	59%	26%	NA	NA	NA
Other	N/A	N/A	29%	75%	0%	0%	100%

### 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	40	6	0	0	0	46	87%
Rehab (PT/OT/Speech)	0	0	0	0	0	0	NA
Cardiopulmonary	0	0	0	0	0	0	NA
OP Surgery/Scope	0	0	0	0	0	0	NA
Blood or IV Therapy	0	0	0	0	0	0	NA
West Chambers Medical Clinic	209	56	1	0	13	279	79%
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%
<b>Total</b>	<b>250</b>	<b>62</b>	<b>1</b>	<b>0</b>	<b>13</b>	<b>326</b>	

	2008						
	May	June	July	Aug	Sept	Oct	Nov
Radiology	N/A	90%	90%	88%	84%	90%	NA
Laboratory	N/A	100%	89%	81%	100%	79%	87%
Rehab (PT/OT/Speech)	N/A	NA	NA	NA	NA	NA	NA
Cardiopulmonary	N/A	100%	80%	100%	100%	NA	NA
OP Surgery/Scope	N/A	NA	94%	90%	80%	NA	NA
Blood or IV Therapy	N/A	NA	NA	NA	NA	NA	NA
West Chambers Medical Clinic	N/A	72%	77%	76%	78%	80%	79%
Bayside Community Clinic	N/A	61%	67%	71%	68%	100%	NA
Andres Clinic	N/A	100%	93%	70%	NA	NA	NA
Other	N/A	N/A	67%	75%	0%	100%	100%

### 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	44	2	0	0	0	46	96%
Rehab (PT/OT/Speech)	0	0	0	0	0	0	NA
Cardiopulmonary	0	0	0	0	0	0	NA
OP Surgery/Scope	0	0	0	0	0	0	NA
Blood or IV Therapy	0	0	0	0	0	0	NA
West Chambers Medical Clinic	249	24	0	1	5	279	91%
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%
<b>Total</b>	<b>294</b>	<b>26</b>	<b>0</b>	<b>1</b>	<b>5</b>	<b>326</b>	

	2008						
	May	June	July	Aug	Sept	Oct	Nov
Radiology	N/A	100%	97%	84%	91%	96%	NA
Laboratory	N/A	100%	91%	94%	100%	89%	96%
Rehab (PT/OT/Speech)	N/A	NA	NA	NA	NA	NA	NA
Cardiopulmonary	N/A	100%	100%	100%	100%	NA	NA
OP Surgery/Scope	N/A	NA	100%	90%	83%	NA	NA
Blood or IV Therapy	N/A	NA	NA	NA	NA	NA	NA
West Chambers Medical Clinic	N/A	90%	89%	87%	89%	89%	91%
Bayside Community Clinic	N/A	61%	75%	83%	76%	100%	NA
Andres Clinic	N/A	100%	95%	65%	NA	NA	NA
Other	N/A	N/A	100%	100%	100%	0%	100%

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

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### Outpatient Satisfaction Report

#### 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	40	4	0	0	2	46	91%
Rehab (PT/OT/Speech)	0	0	0	0	0	0	NA
Cardiopulmonary	0	0	0	0	0	0	NA
OP Surgery/Scope	0	0	0	0	0	0	NA
Blood or IV Therapy	0	0	0	0	0	0	NA
West Chambers Medical Clinic	237	26	0	0	16	279	90%
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%
<b>Total</b>	<b>278</b>	<b>30</b>	<b>0</b>	<b>0</b>	<b>18</b>	<b>326</b>	

	2008						
	May	June	July	Aug	Sept	Oct	Nov
Radiology	N/A	100%	95%	86%	84%	96%	NA
Laboratory	N/A	100%	89%	88%	100%	91%	91%
Rehab (PT/OT/Speech)	N/A	NA	NA	NA	NA	NA	NA
Cardiopulmonary	N/A	100%	100%	100%	100%	NA	NA
OP Surgery/Scope	N/A	NA	88%	80%	83%	NA	NA
Blood or IV Therapy	N/A	NA	NA	NA	NA	NA	NA
West Chambers Medical Clinic	N/A	90%	90%	87%	89%	89%	90%
Bayside Community Clinic	N/A	61%	73%	78%	73%	100%	NA
Andres Clinic	N/A	100%	93%	70%	NA	NA	NA
Other	N/A	N/A	86%	75%	100%	100%	100%

#### 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	42	4	0	0	0	46	91%
Rehab (PT/OT/Speech)	0	0	0	0	0	0	NA
Cardiopulmonary	0	0	0	0	0	0	NA
OP Surgery/Scope	0	0	0	0	0	0	NA
Blood or IV Therapy	0	0	0	0	0	0	NA
West Chambers Medical Clinic	233	30	0	1	15	279	88%
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
<b>Total</b>	<b>275</b>	<b>34</b>	<b>0</b>	<b>1</b>	<b>16</b>	<b>326</b>	

	2008						
	May	June	July	Aug	Sept	Oct	Nov
Radiology	N/A	100%	93%	85%	86%	96%	NA
Laboratory	N/A	100%	93%	91%	93%	93%	91%
Rehab (PT/OT/Speech)	N/A	NA	NA	NA	NA	NA	NA
Cardiopulmonary	N/A	100%	100%	100%	100%	NA	NA
OP Surgery/Scope	N/A	NA	94%	90%	83%	NA	NA
Blood or IV Therapy	N/A	NA	NA	NA	NA	NA	NA
West Chambers Medical Clinic	N/A	89%	88%	89%	91%	89%	88%
Bayside Community Clinic	N/A	61%	75%	79%	78%	100%	NA
Andres Clinic	N/A	100%	93%	70%	NA	NA	NA
Other	N/A	N/A	86%	75%	100%	100%	NA

#### 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	40	4	0	0	2	46	91%
Rehab (PT/OT/Speech)	0	0	0	0	0	0	NA
Cardiopulmonary	0	0	0	0	0	0	NA
OP Surgery/Scope	0	0	0	0	0	0	NA
Blood or IV Therapy	0	0	0	0	0	0	NA
West Chambers Medical Clinic	233	32	0	0	14	279	88%
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%
<b>Total</b>	<b>274</b>	<b>36</b>	<b>0</b>	<b>0</b>	<b>16</b>	<b>326</b>	

	2008						
	May	June	July	Aug	Sept	Oct	Nov
Radiology	N/A	100%	97%	86%	84%	95%	NA
Laboratory	N/A	88%	94%	94%	100%	91%	91%
Rehab (PT/OT/Speech)	N/A	NA	NA	NA	NA	NA	NA
Cardiopulmonary	N/A	100%	100%	100%	100%	NA	NA
OP Surgery/Scope	N/A	NA	94%	91%	83%	NA	NA
Blood or IV Therapy	N/A	NA	NA	NA	NA	NA	NA
West Chambers Medical Clinic	N/A	87%	87%	85%	84%	88%	88%
Bayside Community Clinic	N/A	61%	71%	75%	76%	100%	NA
Andres Clinic	N/A	100%	95%	75%	NA	NA	NA
Other	N/A	N/A	83%	50%	0%	0%	100%

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

	Definitely Yes	Probably Yes	Probably No	Definitely No	Blank	Total	"Loyalty" Score
Radiology	0	0	0	0	0	0	NA
Laboratory	43	2	0	0	1	46	96%
Rehab (PT/OT/Speech)	0	0	0	0	0	0	NA
Cardiopulmonary	0	0	0	0	0	0	NA
OP Surgery/Scope	0	0	0	0	0	0	NA
Blood or IV Therapy	0	0	0	0	0	0	NA
West Chambers Medical Clinic	226	41	0	0	12	279	85%
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%
<b>Total</b>	<b>270</b>	<b>43</b>	<b>0</b>	<b>0</b>	<b>13</b>	<b>326</b>	

	2008						
	May	June	July	Aug	Sept	Oct	Nov
Radiology	N/A	80%	90%	78%	82%	89%	NA
Laboratory	N/A	100%	89%	91%	93%	84%	96%
Rehab (PT/OT/Speech)	N/A	NA	NA	NA	NA	NA	NA
Cardiopulmonary	N/A	100%	100%	NA	100%	NA	NA
OP Surgery/Scope	N/A	NA	81%	91%	100%	NA	NA
Blood or IV Therapy	N/A	NA	NA	NA	NA	NA	NA
West Chambers Medical Clinic	N/A	86%	89%	84%	81%	88%	85%
Bayside Community Clinic	N/A	61%	75%	75%	84%	100%	NA
Andres Clinic	N/A	100%	90%	83%	NA	NA	NA
Other	N/A	N/A	57%	75%	0%	100%	100%