

# Chambers County Public Hospital District #1

## dba Bayside Community Hospital

### Outpatient Satisfaction Report

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

**Chambers County Public Hospital District #1 dba Bayside Community Hospital**  
November 2009  
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	14	0	1	0	6	21	93%
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	17	2	0	0	4	23	89%
Bayside Community Clinic	1	1	0	0	2	4	50%
Andres Clinic	0	0	0	0	0	0	NA
Other	5	0	0	0	1	6	100%
<b>Total</b>	<b>37</b>	<b>3</b>	<b>1</b>	<b>0</b>	<b>13</b>	<b>54</b>	

2008 2009

	Dec	Jan	Feb	Mar	Apr	May	June	July	Aug	Sep	Oct	Nov
Radiology	100%	100%	NA	NA	88%	84%	85%	NA	NA	NA	NA	NA
Laboratory	95%	NA	NA	0%	NA	NA	NA	NA	NA	0%	100%	93%
Rehab (PT/OT/Speech)	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Cardiopulmonary	NA	NA	NA	0%	NA	NA	NA	100%	100%	50%	100%	NA
OP Surgery/Scope	NA	NA	NA	NA	NA	100%	NA	81%	76%	88%	100%	NA
Blood or IV Therapy	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
West Chambers Medical Clinic	84%	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	89%
Bayside Community Clinic	NA	71%	71%	70%	NA	NA	NA	NA	NA	100%	NA	50%
Andres Clinic	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Other	NA	100%	NA	NA	NA	NA	NA	0%	100%	NA	NA	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	15	1	0	0	5	21	94%
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	14	5	1	1	2	23	67%
Bayside Community Clinic	2	2	0	0	0	4	50%
Andres Clinic	0	0	0	0	0	0	NA
Other	3	1	1	0	1	6	60%
<b>Total</b>	<b>34</b>	<b>9</b>	<b>2</b>	<b>1</b>	<b>8</b>	<b>54</b>	

2008 2009

	Dec	Jan	Feb	Mar	Apr	May	June	July	Aug	Sep	Oct	Nov
Radiology	100%	100%	NA	NA	90%	91%	85%	NA	NA	NA	NA	NA
Laboratory	93%	NA	NA	0%	NA	NA	NA	NA	NA	0%	100%	94%
Rehab (PT/OT/Speech)	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Cardiopulmonary	NA	NA	NA	0%	NA	NA	NA	100%	100%	100%	100%	NA
OP Surgery/Scope	NA	NA	NA	NA	NA	100%	NA	56%	82%	73%	50%	NA
Blood or IV Therapy	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
West Chambers Medical Clinic	50%	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	67%
Bayside Community Clinic	NA	56%	59%	55%	NA	NA	NA	NA	NA	100%	NA	50%
Andres Clinic	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Other	NA	0%	NA	NA	NA	NA	NA	100%	100%	NA	NA	60%

**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	14	1	1	0	5	21	88%
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	16	3	1	0	3	23	80%
Bayside Community Clinic	3	1	0	0	0	4	75%
Andres Clinic	0	0	0	0	0	0	NA
Other	4	2	0	0	0	6	67%
<b>Total</b>	<b>37</b>	<b>7</b>	<b>2</b>	<b>0</b>	<b>8</b>	<b>54</b>	

2008 2009

	Dec	Jan	Feb	Mar	Apr	May	June	July	Aug	Sep	Oct	Nov
Radiology	100%	100%	NA	NA	87%	86%	86%	NA	NA	NA	NA	NA
Laboratory	95%	NA	NA	0%	NA	NA	NA	NA	NA	0%	100%	88%
Rehab (PT/OT/Speech)	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Cardiopulmonary	NA	NA	NA	100%	NA	NA	NA	100%	100%	100%	100%	NA
OP Surgery/Scope	NA	NA	NA	NA	NA	100%	NA	80%	88%	81%	100%	NA
Blood or IV Therapy	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
West Chambers Medical Clinic	86%	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	80%
Bayside Community Clinic	NA	72%	73%	70%	NA	NA	NA	NA	NA	100%	NA	75%
Andres Clinic	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Other	NA	0%	NA	NA	NA	NA	NA	100%	100%	NA	NA	67%

**Chambers County Public Hospital District #1 dba Bayside Community Hospital**  
November 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	14	3	0	0	4	21	82%
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	22	0	0	0	1	23	100%
Bayside Community Clinic	3	1	0	0	0	4	75%
Andres Clinic	0	0	0	0	0	0	NA
Other	4	0	0	0	2	6	100%
<b>Total</b>	<b>43</b>	<b>4</b>	<b>0</b>	<b>0</b>	<b>7</b>	<b>54</b>	

	2008		2009										
	Dec	Jan	Feb	Mar	Apr	May	June	July	Aug	Sep	Oct	Nov	
Radiology	100%	100%	NA	NA	98%	95%	93%	NA	NA	NA	NA	NA	
Laboratory	98%	NA	NA	0%	NA	NA	NA	NA	NA	0%	100%	82%	
Rehab (PT/OT/Speech)	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
Cardiopulmonary	NA	NA	NA	100%	NA	NA	NA	100%	100%	100%	100%	NA	
OP Surgery/Scope	NA	NA	NA	NA	NA	100%	NA	88%	88%	92%	100%	NA	
Blood or IV Therapy	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
West Chambers Medical Clinic	95%	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	100%	
Bayside Community Clinic	NA	83%	84%	80%	NA	NA	NA	NA	NA	100%	NA	75%	
Andres Clinic	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
Other	NA	100%	NA	NA	NA	NA	NA	100%	100%	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	15	1	0	0	5	21	94%
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	21	0	0	0	2	23	100%
Bayside Community Clinic	3	1	0	0	0	4	75%
Andres Clinic	0	0	0	0	0	0	NA
Other	6	0	0	0	0	6	100%
<b>Total</b>	<b>45</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>7</b>	<b>54</b>	

	2008		2009										
	Dec	Jan	Feb	Mar	Apr	May	June	July	Aug	Sep	Oct	Nov	
Radiology	100%	100%	NA	NA	91%	92%	86%	NA	NA	NA	NA	NA	
Laboratory	93%	NA	NA	100%	NA	NA	NA	NA	NA	0%	100%	94%	
Rehab (PT/OT/Speech)	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
Cardiopulmonary	NA	NA	NA	100%	NA	NA	NA	100%	100%	100%	100%	NA	
OP Surgery/Scope	NA	NA	NA	NA	NA	100%	NA	94%	82%	92%	100%	NA	
Blood or IV Therapy	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
West Chambers Medical Clinic	91%	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	100%	
Bayside Community Clinic	NA	81%	80%	74%	NA	NA	NA	NA	NA	100%	NA	75%	
Andres Clinic	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
Other	NA	100%	NA	NA	NA	NA	NA	NA	100%	NA	NA	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	13	1	2	0	5	21	81%
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	20	1	0	0	2	23	95%
Bayside Community Clinic	3	1	0	0	0	4	75%
Andres Clinic	0	0	0	0	0	0	NA
Other	6	0	0	0	0	6	100%
<b>Total</b>	<b>42</b>	<b>3</b>	<b>2</b>	<b>0</b>	<b>7</b>	<b>54</b>	

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

**Chambers County Public Hospital District #1 dba Bayside Community Hospital**  
 November 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	13	2	0	0	6	21	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	22	0	0	0	1	23	100%
Bayside Community Clinic	3	1	0	0	0	4	75%
Andres Clinic	0	0	0	0	0	0	NA
Other	5	1	0	0	0	6	83%
<b>Total</b>	<b>43</b>	<b>4</b>	<b>0</b>	<b>0</b>	<b>7</b>	<b>54</b>	

2008 2009

	Dec	Jan	Feb	Mar	Apr	May	June	July	Aug	Sep	Oct	Nov
Radiology	100%	100%	NA	NA	95%	95%	92%	NA	NA	NA	NA	NA
Laboratory	98%	NA	NA	0%	NA	NA	NA	NA	NA	0%	100%	87%
Rehab (PT/OT/Speech)	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Cardiopulmonary	NA	NA	NA	0%	NA	NA	NA	100%	100%	50%	100%	NA
OP Surgery/Scope	NA	NA	NA	NA	NA	100%	NA	94%	94%	92%	75%	NA
Blood or IV Therapy	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
West Chambers Medical Clinic	90%	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	100%
Bayside Community Clinic	NA	82%	79%	77%	NA	NA	NA	NA	NA	100%	NA	75%
Andres Clinic	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Other	NA	100%	NA	NA	NA	NA	NA	NA	100%	NA	NA	83%

**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	15	1	0	0	5	21	94%
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	22	1	0	0	0	23	96%
Bayside Community Clinic	3	1	0	0	0	4	75%
Andres Clinic	0	0	0	0	0	0	NA
Other	6	0	0	0	0	6	100%
<b>Total</b>	<b>46</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>5</b>	<b>54</b>	

2008 2009

	Dec	Jan	Feb	Mar	Apr	May	June	July	Aug	Sep	Oct	Nov
Radiology	100%	100%	NA	NA	84%	90%	77%	NA	NA	NA	NA	NA
Laboratory	93%	NA	NA	100%	NA	NA	NA	NA	NA	NA	88%	94%
Rehab (PT/OT/Speech)	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Cardiopulmonary	NA	NA	NA	100%	NA	NA	NA	100%	100%	50%	100%	NA
OP Surgery/Scope	NA	NA	NA	NA	NA	100%	NA	94%	76%	92%	100%	NA
Blood or IV Therapy	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
West Chambers Medical Clinic	90%	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	96%
Bayside Community Clinic	NA	84%	78%	83%	NA	NA	NA	NA	NA	100%	NA	75%
Andres Clinic	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Other	NA	100%	NA	NA	NA	NA	NA	NA	100%	NA	NA	100%