

Chambers County Public Hospital District #1

dba Bayside Community Hospital

Outpatient Satisfaction Report

October 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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Q1. Ease of registration process:

	Very Good	Good	Fair	Poor	Blank	Total	"Loyalty" Score
Radiology	0	0	0	0	0	0	NA
Laboratory	8	0	0	0	0	8	100%
Rehab (PT/OT/Speech)	0	0	0	0	0	0	NA
Cardiopulmonary	4	0	0	0	0	4	100%
OP Surgery/Scope	4	0	0	0	0	4	100%
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	0	0	NA
Total	16	0	0	0	0	16	

	2008		2009									
	Nov	Dec	Jan	Feb	Mar	Apr	May	June	July	Aug	Sep	Oct
Radiology	NA	100%	100%	NA	NA	88%	84%	85%	NA	NA	NA	NA
Laboratory	84%	95%	NA	NA	0%	NA	NA	NA	NA	NA	0%	100%
Rehab (PT/OT/Speech)	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Cardiopulmonary	NA	NA	NA	NA	0%	NA	NA	NA	100%	100%	50%	100%
OP Surgery/Scope	NA	NA	NA	NA	NA	NA	100%	NA	81%	76%	88%	100%
Blood or IV Therapy	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
West Chambers Medical Clinic	80%	84%	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Bayside Community Clinic	NA	NA	71%	71%	70%	NA	NA	NA	NA	NA	100%	NA
Andres Clinic	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Other	100%	NA	100%	NA	NA	NA	NA	NA	0%	100%	NA	NA

Q2. Waiting time before treatment/procedure:

	Very Good	Good	Fair	Poor	Blank	Total	"Loyalty" Score
Radiology	0	0	0	0	0	0	NA
Laboratory	8	0	0	0	0	8	100%
Rehab (PT/OT/Speech)	0	0	0	0	0	0	NA
Cardiopulmonary	4	0	0	0	0	4	100%
OP Surgery/Scope	2	1	1	0	0	4	50%
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	0	0	NA
Total	14	1	1	0	0	16	

	2008		2009									
	Nov	Dec	Jan	Feb	Mar	Apr	May	June	July	Aug	Sep	Oct
Radiology	NA	100%	100%	NA	NA	90%	91%	85%	NA	NA	NA	NA
Laboratory	78%	93%	NA	NA	0%	NA	NA	NA	NA	NA	0%	100%
Rehab (PT/OT/Speech)	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Cardiopulmonary	NA	NA	NA	NA	0%	NA	NA	NA	100%	100%	100%	100%
OP Surgery/Scope	NA	NA	NA	NA	NA	NA	100%	NA	56%	82%	73%	50%
Blood or IV Therapy	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
West Chambers Medical Clinic	59%	50%	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Bayside Community Clinic	NA	NA	56%	59%	55%	NA	NA	NA	NA	NA	100%	NA
Andres Clinic	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Other	100%	NA	0%	NA	NA	NA	NA	NA	100%	100%	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	8	0	0	0	0	8	100%
Rehab (PT/OT/Speech)	0	0	0	0	0	0	NA
Cardiopulmonary	4	0	0	0	0	4	100%
OP Surgery/Scope	4	0	0	0	0	4	100%
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	0	0	NA
Total	16	0	0	0	0	16	

	2008		2009									
	Nov	Dec	Jan	Feb	Mar	Apr	May	June	July	Aug	Sep	Oct
Radiology	NA	100%	100%	NA	NA	87%	86%	86%	NA	NA	NA	NA
Laboratory	87%	95%	NA	NA	0%	NA	NA	NA	NA	NA	0%	100%
Rehab (PT/OT/Speech)	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Cardiopulmonary	NA	NA	NA	NA	100%	NA	NA	NA	100%	100%	100%	100%
OP Surgery/Scope	NA	NA	NA	NA	NA	NA	100%	NA	80%	88%	81%	100%
Blood or IV Therapy	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
West Chambers Medical Clinic	79%	86%	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Bayside Community Clinic	NA	NA	72%	73%	70%	NA	NA	NA	NA	NA	100%	NA
Andres Clinic	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Other	100%	NA	0%	NA	NA	NA	NA	NA	100%	100%	NA	NA

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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	8	0	0	0	0	8	100%
Rehab (PT/OT/Speech)	0	0	0	0	0	0	NA
Cardiopulmonary	4	0	0	0	0	4	100%
OP Surgery/Scope	4	0	0	0	0	4	100%
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	0	0	NA
Total	16	0	0	0	0	16	

	2008		2009									
	Nov	Dec	Jan	Feb	Mar	Apr	May	June	July	Aug	Sep	Oct
Radiology	NA	100%	100%	NA	NA	98%	95%	93%	NA	NA	NA	NA
Laboratory	96%	98%	NA	NA	0%	NA	NA	NA	NA	NA	0%	100%
Rehab (PT/OT/Speech)	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Cardiopulmonary	NA	NA	NA	NA	100%	NA	NA	100%	100%	100%	100%	100%
OP Surgery/Scope	NA	NA	NA	NA	NA	NA	100%	NA	88%	88%	92%	100%
Blood or IV Therapy	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
West Chambers Medical Clinic	91%	95%	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Bayside Community Clinic	NA	NA	83%	84%	80%	NA	NA	NA	NA	NA	100%	NA
Andres Clinic	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Other	100%	NA	100%	NA	NA	NA	NA	NA	100%	100%	NA	NA

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	8	0	0	0	0	8	100%
Rehab (PT/OT/Speech)	0	0	0	0	0	0	NA
Cardiopulmonary	4	0	0	0	0	4	100%
OP Surgery/Scope	4	0	0	0	0	4	100%
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	0	0	NA
Total	16	0	0	0	0	16	

	2008		2009									
	Nov	Dec	Jan	Feb	Mar	Apr	May	June	July	Aug	Sep	Oct
Radiology	NA	100%	100%	NA	NA	91%	92%	86%	NA	NA	NA	NA
Laboratory	91%	93%	NA	NA	100%	NA	NA	NA	NA	NA	0%	100%
Rehab (PT/OT/Speech)	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Cardiopulmonary	NA	NA	NA	NA	100%	NA	NA	100%	100%	100%	100%	100%
OP Surgery/Scope	NA	NA	NA	NA	NA	NA	100%	NA	94%	82%	92%	100%
Blood or IV Therapy	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
West Chambers Medical Clinic	90%	91%	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Bayside Community Clinic	NA	NA	81%	80%	74%	NA	NA	NA	NA	NA	100%	NA
Andres Clinic	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Other	100%	NA	100%	NA	NA	NA	NA	NA	NA	100%	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	8	0	0	0	0	8	100%
Rehab (PT/OT/Speech)	0	0	0	0	0	0	NA
Cardiopulmonary	4	0	0	0	0	4	100%
OP Surgery/Scope	4	0	0	0	0	4	100%
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	0	0	NA
Total	16	0	0	0	0	16	

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

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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	8	0	0	0	0	8	100%
Rehab (PT/OT/Speech)	0	0	0	0	0	0	NA
Cardiopulmonary	4	0	0	0	0	4	100%
OP Surgery/Scope	3	1	0	0	0	4	75%
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	0	0	NA
Total	15	1	0	0	0	16	

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

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	7	1	0	0	0	8	88%
Rehab (PT/OT/Speech)	0	0	0	0	0	0	NA
Cardiopulmonary	4	0	0	0	0	4	100%
OP Surgery/Scope	4	0	0	0	0	4	100%
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	0	0	NA
Total	15	1	0	0	0	16	

	2008		2009									
	Nov	Dec	Jan	Feb	Mar	Apr	May	June	July	Aug	Sep	Oct
Radiology	NA	100%	100%	NA	NA	84%	90%	77%	NA	NA	NA	NA
Laboratory	96%	93%	NA	NA	100%	NA	NA	NA	NA	NA	NA	88%
Rehab (PT/OT/Speech)	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Cardiopulmonary	NA	NA	NA	NA	100%	NA	NA	NA	100%	100%	50%	100%
OP Surgery/Scope	NA	NA	NA	NA	NA	NA	100%	NA	94%	76%	92%	100%
Blood or IV Therapy	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
West Chambers Medical Clinic	85%	90%	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Bayside Community Clinic	NA	NA	84%	78%	83%	NA	NA	NA	NA	NA	100%	NA
Andres Clinic	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Other	100%	NA	100%	NA	NA	NA	NA	NA	NA	100%	NA	NA