

# Chambers County Public Hospital District #1

## dba Bayside Community Hospital

### Outpatient Satisfaction Report

December 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)

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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	6	0	0	0	0	6	100%
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	84	21	3	1	36	145	77%
Bayside Community Clinic	20	8	0	0	8	36	71%
Andres Clinic	0	0	0	0	0	0	NA
Other	36	6	1	0	24	67	84%
<b>Total</b>	<b>146</b>	<b>35</b>	<b>4</b>	<b>1</b>	<b>68</b>	<b>254</b>	

2009

	Jan	Feb	Mar	Apr	May	June	July	Aug	Sep	Oct	Nov	Dec
Radiology	100%	NA	NA	88%	84%	85%	NA	NA	NA	NA	NA	NA
Laboratory	NA	NA	0%	NA	NA	NA	NA	NA	0%	100%	93%	100%
Rehab (PT/OT/Speech)	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Cardiopulmonary	NA	NA	0%	NA	NA	NA	100%	100%	50%	100%	NA	NA
OP Surgery/Scope	NA	NA	NA	NA	100%	NA	81%	76%	88%	100%	NA	NA
Blood or IV Therapy	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
West Chambers Medical Clinic	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	89%	77%
Bayside Community Clinic	71%	71%	70%	NA	NA	NA	NA	NA	100%	NA	50%	71%
Andres Clinic	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Other	100%	NA	NA	NA	NA	NA	0%	100%	NA	NA	100%	84%

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

	Very Good	Good	Fair	Poor	Blank	Total	"Loyalty" Score
Radiology	0	0	0	0	0	0	NA
Laboratory	5	1	0	0	0	6	83%
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	57	52	14	1	21	145	46%
Bayside Community Clinic	14	10	5	0	7	36	48%
Andres Clinic	0	0	0	0	0	0	NA
Other	21	18	6	3	19	67	44%
<b>Total</b>	<b>97</b>	<b>81</b>	<b>25</b>	<b>4</b>	<b>47</b>	<b>254</b>	

2009

	Jan	Feb	Mar	Apr	May	June	July	Aug	Sep	Oct	Nov	Dec
Radiology	100%	NA	NA	90%	91%	85%	NA	NA	NA	NA	NA	NA
Laboratory	NA	NA	0%	NA	NA	NA	NA	NA	0%	100%	94%	83%
Rehab (PT/OT/Speech)	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Cardiopulmonary	NA	NA	0%	NA	NA	NA	100%	100%	100%	100%	NA	NA
OP Surgery/Scope	NA	NA	NA	NA	100%	NA	56%	82%	73%	50%	NA	NA
Blood or IV Therapy	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
West Chambers Medical Clinic	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	67%	46%
Bayside Community Clinic	56%	59%	55%	NA	NA	NA	NA	NA	100%	NA	50%	48%
Andres Clinic	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Other	0%	NA	NA	NA	NA	NA	100%	100%	NA	NA	60%	44%

**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	6	0	0	0	0	6	100%
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	102	28	1	0	14	145	78%
Bayside Community Clinic	26	6	0	0	4	36	81%
Andres Clinic	0	0	0	0	0	0	NA
Other	47	9	1	0	10	67	82%
<b>Total</b>	<b>181</b>	<b>43</b>	<b>2</b>	<b>0</b>	<b>28</b>	<b>254</b>	

2009

	Jan	Feb	Mar	Apr	May	June	July	Aug	Sep	Oct	Nov	Dec
Radiology	100%	NA	NA	87%	86%	86%	NA	NA	NA	NA	NA	NA
Laboratory	NA	NA	0%	NA	NA	NA	NA	NA	0%	100%	88%	100%
Rehab (PT/OT/Speech)	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Cardiopulmonary	NA	NA	100%	NA	NA	NA	100%	100%	100%	100%	NA	NA
OP Surgery/Scope	NA	NA	NA	NA	100%	NA	80%	88%	81%	100%	NA	NA
Blood or IV Therapy	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
West Chambers Medical Clinic	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	80%	78%
Bayside Community Clinic	72%	73%	70%	NA	NA	NA	NA	NA	100%	NA	75%	81%
Andres Clinic	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Other	0%	NA	NA	NA	NA	NA	100%	100%	NA	NA	67%	82%

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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	6	0	0	0	0	6	100%
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	118	11	0	0	16	145	91%
Bayside Community Clinic	25	5	0	0	6	36	83%
Andres Clinic	0	0	0	0	0	0	NA
Other	56	5	0	0	6	67	92%
<b>Total</b>	<b>205</b>	<b>21</b>	<b>0</b>	<b>0</b>	<b>28</b>	<b>254</b>	

2009

	Jan	Feb	Mar	Apr	May	June	July	Aug	Sep	Oct	Nov	Dec
Radiology	100%	NA	NA	98%	95%	93%	NA	NA	NA	NA	NA	NA
Laboratory	NA	NA	0%	NA	NA	NA	NA	NA	0%	100%	82%	100%
Rehab (PT/OT/Speech)	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Cardiopulmonary	NA	NA	100%	NA	NA	NA	100%	100%	100%	100%	NA	NA
OP Surgery/Scope	NA	NA	NA	NA	100%	NA	88%	88%	92%	100%	NA	NA
Blood or IV Therapy	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
West Chambers Medical Clinic	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	100%	91%
Bayside Community Clinic	83%	84%	80%	NA	NA	NA	NA	NA	100%	NA	75%	83%
Andres Clinic	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Other	100%	NA	NA	NA	NA	NA	100%	100%	NA	NA	100%	92%

**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	5	1	0	0	0	6	83%
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	119	18	0	0	8	145	87%
Bayside Community Clinic	27	7	0	0	2	36	79%
Andres Clinic	0	0	0	0	0	0	NA
Other	57	6	0	0	4	67	90%
<b>Total</b>	<b>208</b>	<b>32</b>	<b>0</b>	<b>0</b>	<b>14</b>	<b>254</b>	

2009

	Jan	Feb	Mar	Apr	May	June	July	Aug	Sep	Oct	Nov	Dec
Radiology	100%	NA	NA	91%	92%	86%	NA	NA	NA	NA	NA	NA
Laboratory	NA	NA	100%	NA	NA	NA	NA	NA	0%	100%	94%	83%
Rehab (PT/OT/Speech)	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Cardiopulmonary	NA	NA	100%	NA	NA	NA	100%	100%	100%	100%	NA	NA
OP Surgery/Scope	NA	NA	NA	NA	100%	NA	94%	82%	92%	100%	NA	NA
Blood or IV Therapy	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
West Chambers Medical Clinic	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	100%	87%
Bayside Community Clinic	81%	80%	74%	NA	NA	NA	NA	NA	100%	NA	75%	79%
Andres Clinic	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Other	100%	NA	NA	NA	NA	NA	NA	100%	NA	NA	100%	90%

**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	5	1	0	0	0	6	83%
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	125	15	0	0	5	145	89%
Bayside Community Clinic	29	5	0	0	2	36	85%
Andres Clinic	0	0	0	0	0	0	NA
Other	56	8	1	0	2	67	86%
<b>Total</b>	<b>215</b>	<b>29</b>	<b>1</b>	<b>0</b>	<b>9</b>	<b>254</b>	

2009

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

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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	6	0	0	0	0	6	100%
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	127	18	0	0	0	145	88%
Bayside Community Clinic	28	5	1	0	2	36	82%
Andres Clinic	0	0	0	0	0	0	NA
Other	51	9	2	0	5	67	82%
<b>Total</b>	<b>212</b>	<b>32</b>	<b>3</b>	<b>0</b>	<b>7</b>	<b>254</b>	

2009

	Jan	Feb	Mar	Apr	May	June	July	Aug	Sep	Oct	Nov	Dec
Radiology	100%	NA	NA	95%	95%	92%	NA	NA	NA	NA	NA	NA
Laboratory	NA	NA	0%	NA	NA	NA	NA	NA	0%	100%	87%	100%
Rehab (PT/OT/Speech)	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Cardiopulmonary	NA	NA	0%	NA	NA	NA	100%	100%	50%	100%	NA	NA
OP Surgery/Scope	NA	NA	NA	NA	100%	NA	94%	94%	92%	75%	NA	NA
Blood or IV Therapy	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
West Chambers Medical Clinic	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	100%	88%
Bayside Community Clinic	82%	79%	77%	NA	NA	NA	NA	NA	100%	NA	75%	82%
Andres Clinic	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Other	100%	NA	NA	NA	NA	NA	NA	100%	NA	NA	83%	82%

**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	5	1	0	0	0	6	83%
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	130	15	0	0	0	145	90%
Bayside Community Clinic	32	4	0	0	0	36	89%
Andres Clinic	0	0	0	0	0	0	NA
Other	54	11	0	0	2	67	83%
<b>Total</b>	<b>221</b>	<b>31</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>254</b>	

2009

	Jan	Feb	Mar	Apr	May	June	July	Aug	Sep	Oct	Nov	Dec
Radiology	100%	NA	NA	84%	90%	77%	NA	NA	NA	NA	NA	NA
Laboratory	NA	NA	100%	NA	NA	NA	NA	NA	NA	88%	94%	83%
Rehab (PT/OT/Speech)	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Cardiopulmonary	NA	NA	100%	NA	NA	NA	100%	100%	50%	100%	NA	NA
OP Surgery/Scope	NA	NA	NA	NA	100%	NA	94%	76%	92%	100%	NA	NA
Blood or IV Therapy	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
West Chambers Medical Clinic	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	96%	90%
Bayside Community Clinic	84%	78%	83%	NA	NA	NA	NA	NA	100%	NA	75%	89%
Andres Clinic	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Other	100%	NA	NA	NA	NA	NA	NA	100%	NA	NA	100%	83%