

**Internal Performance**

**External Comparison**

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

Count = 82 Surveys

Count = 4,120 Surveys

Emergency Department Satisfaction Report - 6/17/2009  
March 2009 - March 2009

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**Peer Group:** Designation: All  
Network: All  
ADC: All  
LTC: All  
Revenue: All

	Strongly Disagree/Poor	Disagree/Fair	Agree/Good	Strongly Agree/Very Good	Blank/Missing	Loyalty Score	Percentile	Trend	Low	High	Mean
1. Wait time before seeing the treating provider	0	1	9	72	0	88%	84		0%	100%	67%
2. ER staff and doctor met my expectations for pain control	0	1	15	66	0	80%	73		0%	100%	71%
3. Staff and doctor made me feel safe during my visit	1	0	9	72	0	88%	75		0%	100%	77%
4. Friendliness and courtesy of staff and doctor	0	0	7	75	0	91%	70		0%	100%	79%
5. Staff and doctor clearly explained my diagnosis and treatment	1	0	10	70	1	86%	70		0%	100%	76%
6. Staff and doctor respected my personal privacy	0	1	11	70	0	85%	64		44%	100%	80%
7. Overall quality of services I received at this Emergency Department today	0	1	8	73	0	89%	73		25%	100%	78%
8. Would you recommend this Emergency Department to your friends and family	0	0	7	75	0	91%	82		0%	100%	76%
9. Ability of this facility to provide the services I required	0	0	12	70	0	85%	63		0%	100%	75%

**Survey Data Explained**

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This table contains satisfaction survey data calculated by the RPM website. Each row contains data for a survey question. The table has two categories: **Internal Performance** shows the distribution of responses, a Score (either *Weighted Average* or *Loyalty Score*), a percentile ranking, and a 12-month trend bar chart. **External Comparison** shows the Low and High scores of the hospitals in the peer group, the hospital's score relative to the peer group High and Low scores, and the mean score for other peer group hospitals. **Green** indicates the value is above the peer group mean; **Black** indicates the value is equal to the peer group mean, and **Red** indicates the value is below the peer group mean. **Weighted Average** is calculated by assigning weights to the four different response options (0, 33, 66, 100) and dividing the total number of points by the number of surveys processed. **Loyalty Score** is calculated by dividing the count of "Strongly Agree/Very Good" responses by the total number of surveys processed. **Percentile** is calculated by ranking peer group scores and evaluating the relative standing of the hospital's mean score within the peer group data set.

