

**BAYSIDE COMMUNITY HOSPITAL FOLLOW UP SURVEY FOR IN-PATIENT
MARCH 2007**

Number of Patients (inpatient and observation) attempted	33
Number of Patients we were unable to contact	22
Number of patients with overall satisfaction	10
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Question	Worse	Slightly Improved	Improved	Resolved
Do you think your condition (reason for your visit) has/is:	0	1	7	2

Question	No	Maybe	Yes
Would you recommend Bayside Community Hospital to your family/friends?	0	0	10

Question	No Answer	Bad	Poor	Fair	Good	Excellent
How would you rank the overall service you received during your hospital stay?	0	0	0	0	5	5
How would you rank your meals?	0	1	0	0	4	5
How would you rank the cleanliness of your room?	0	0	0	1	5	4
How would you rank the services you received from your physician?	0	0	0	0	5	5
How would you rank the services you received from the nursing staff?	0	0	0	0	5	5

Do you have any addition comments?

- ER entrance to small. The wife isn't a good driver. The staff could have come out and recovered patient from drive way. Entrance too small for large truck. Could have saved time by retrieving patient from vehicle.

- Food tasted like rubber, cold, not proper diets and took too long to bring meals. The floor was dirty. Last Wednesday night, took 30 minutes to answer the call button.
- Fantastic treat. Saved my life. (This person rated the nursing service “excellent x 2”)
- We were really surprised about the full service. Was taken wonderful care of. Thought our hospital was a band aid station and was impressed to see how well tax dollars have been spent.
- One person commented but did not rate anything because – “Couldn’t do surgery. Kept for 12 hours when should have been shipped out to another hospital.”