

# Chambers County Public Hospital District #1

## dba Bayside Community Hospital

### Outpatient Satisfaction Report

April 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	95	13	0	0	1	109	88%
Laboratory	0	0	0	0	0	0	NA
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	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
<b>Total</b>	<b>95</b>	<b>13</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>109</b>	

2008

	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr
Radiology	N/A	100%	90%	83%	73%	86%	NA	100%	100%	NA	NA	88%
Laboratory	N/A	88%	87%	81%	94%	80%	84%	95%	NA	NA	0%	NA
Rehab (PT/OT/Speech)	N/A	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Cardiopulmonary	N/A	100%	80%	100%	100%	NA	NA	NA	NA	NA	0%	NA
OP Surgery/Scope	N/A	NA	100%	80%	67%	NA	NA	NA	NA	NA	NA	NA
Blood or IV Therapy	N/A	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
West Chambers Medical Clinic	N/A	76%	80%	74%	85%	79%	80%	84%	NA	NA	NA	NA
Bayside Community Clinic	N/A	61%	67%	71%	64%	100%	NA	NA	71%	71%	70%	NA
Andres Clinic	N/A	100%	90%	55%	NA	NA	NA	NA	NA	NA	NA	NA
Other	N/A	N/A	86%	100%	0%	100%	100%	NA	100%	NA	NA	NA

2009

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

	Very Good	Good	Fair	Poor	Blank	Total	"Loyalty" Score
Radiology	98	9	2	0	0	109	90%
Laboratory	0	0	0	0	0	0	NA
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	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
<b>Total</b>	<b>98</b>	<b>9</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>109</b>	

2008

	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr
Radiology	N/A	100%	90%	82%	80%	88%	NA	100%	100%	NA	NA	90%
Laboratory	N/A	100%	87%	84%	100%	77%	78%	93%	NA	NA	0%	NA
Rehab (PT/OT/Speech)	N/A	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Cardiopulmonary	N/A	100%	100%	100%	100%	NA	NA	NA	NA	NA	0%	NA
OP Surgery/Scope	N/A	NA	88%	67%	83%	NA	NA	NA	NA	NA	NA	NA
Blood or IV Therapy	N/A	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
West Chambers Medical Clinic	N/A	39%	56%	47%	55%	63%	59%	50%	NA	NA	NA	NA
Bayside Community Clinic	N/A	61%	54%	49%	44%	100%	NA	NA	56%	59%	55%	NA
Andres Clinic	N/A	100%	59%	26%	NA	NA	NA	NA	NA	NA	NA	NA
Other	N/A	N/A	29%	75%	0%	0%	100%	NA	0%	NA	NA	NA

2009

**Q3. Ease of finding my way around the facility:**

	Very Good	Good	Fair	Poor	Blank	Total	"Loyalty" Score
Radiology	95	12	2	0	0	109	87%
Laboratory	0	0	0	0	0	0	NA
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	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
<b>Total</b>	<b>95</b>	<b>12</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>109</b>	

2008

	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr
Radiology	N/A	90%	90%	88%	84%	90%	NA	100%	100%	NA	NA	87%
Laboratory	N/A	100%	89%	81%	100%	79%	87%	95%	NA	NA	0%	NA
Rehab (PT/OT/Speech)	N/A	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Cardiopulmonary	N/A	100%	80%	100%	100%	NA	NA	NA	NA	NA	100%	NA
OP Surgery/Scope	N/A	NA	94%	90%	80%	NA	NA	NA	NA	NA	NA	NA
Blood or IV Therapy	N/A	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
West Chambers Medical Clinic	N/A	72%	77%	76%	78%	80%	79%	86%	NA	NA	NA	NA
Bayside Community Clinic	N/A	61%	67%	71%	68%	100%	NA	NA	72%	73%	70%	NA
Andres Clinic	N/A	100%	93%	70%	NA	NA	NA	NA	NA	NA	NA	NA
Other	N/A	N/A	67%	75%	0%	100%	100%	NA	0%	NA	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	107	2	0	0	0	109	98%
Laboratory	0	0	0	0	0	0	NA
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	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
<b>Total</b>	<b>107</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>109</b>	

2008

	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr
Radiology	N/A	100%	97%	84%	91%	96%	NA	100%	100%	NA	NA	98%
Laboratory	N/A	100%	91%	94%	100%	89%	96%	98%	NA	NA	0%	NA
Rehab (PT/OT/Speech)	N/A	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Cardiopulmonary	N/A	100%	100%	100%	100%	NA	NA	NA	NA	NA	100%	NA
OP Surgery/Scope	N/A	NA	100%	90%	83%	NA	NA	NA	NA	NA	NA	NA
Blood or IV Therapy	N/A	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
West Chambers Medical Clinic	N/A	90%	89%	87%	89%	89%	91%	95%	NA	NA	NA	NA
Bayside Community Clinic	N/A	61%	75%	83%	76%	100%	NA	NA	83%	84%	80%	NA
Andres Clinic	N/A	100%	95%	65%	NA	NA	NA	NA	NA	NA	NA	NA
Other	N/A	N/A	100%	100%	100%	0%	100%	NA	100%	NA	NA	NA

2009

**Q5. Staff and/or doctor clearly explained my treatment/procedure:**

	Very Good	Good	Fair	Poor	Blank	Total	"Loyalty" Score
Radiology	96	9	0	0	4	109	91%
Laboratory	0	0	0	0	0	0	NA
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	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
<b>Total</b>	<b>96</b>	<b>9</b>	<b>0</b>	<b>0</b>	<b>4</b>	<b>109</b>	

2008

	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr
Radiology	N/A	100%	95%	86%	84%	96%	NA	100%	100%	NA	NA	91%
Laboratory	N/A	100%	89%	88%	100%	91%	91%	93%	NA	NA	100%	NA
Rehab (PT/OT/Speech)	N/A	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Cardiopulmonary	N/A	100%	100%	100%	100%	NA	NA	NA	NA	NA	100%	NA
OP Surgery/Scope	N/A	NA	88%	80%	83%	NA	NA	NA	NA	NA	NA	NA
Blood or IV Therapy	N/A	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
West Chambers Medical Clinic	N/A	90%	90%	87%	89%	89%	90%	91%	NA	NA	NA	NA
Bayside Community Clinic	N/A	61%	73%	78%	73%	100%	NA	NA	81%	80%	74%	NA
Andres Clinic	N/A	100%	93%	70%	NA	NA	NA	NA	NA	NA	NA	NA
Other	N/A	N/A	86%	75%	100%	100%	100%	NA	100%	NA	NA	NA

2009

**Q6. Staff and doctor respected my personal privacy:**

	Very Good	Good	Fair	Poor	Blank	Total	"Loyalty" Score
Radiology	102	6	1	0	0	109	94%
Laboratory	0	0	0	0	0	0	NA
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	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
<b>Total</b>	<b>102</b>	<b>6</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>109</b>	

2008

	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr
Radiology	N/A	100%	93%	85%	86%	96%	NA	100%	100%	NA	NA	94%
Laboratory	N/A	100%	93%	91%	93%	93%	91%	95%	NA	NA	100%	NA
Rehab (PT/OT/Speech)	N/A	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Cardiopulmonary	N/A	100%	100%	100%	100%	NA	NA	NA	NA	NA	0%	NA
OP Surgery/Scope	N/A	NA	94%	90%	83%	NA	NA	NA	NA	NA	NA	NA
Blood or IV Therapy	N/A	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
West Chambers Medical Clinic	N/A	89%	88%	89%	91%	89%	88%	92%	NA	NA	NA	NA
Bayside Community Clinic	N/A	61%	75%	79%	78%	100%	NA	NA	81%	79%	75%	NA
Andres Clinic	N/A	100%	93%	70%	NA	NA	NA	NA	NA	NA	NA	NA
Other	N/A	N/A	86%	75%	100%	100%	NA	NA	100%	NA	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	103	4	1	0	1	109	95%
Laboratory	0	0	0	0	0	0	NA
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	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
<b>Total</b>	<b>103</b>	<b>4</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>109</b>	

2008

2009

	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr
Radiology	N/A	100%	97%	86%	84%	95%	NA	100%	100%	NA	NA	95%
Laboratory	N/A	88%	94%	94%	100%	91%	91%	98%	NA	NA	0%	NA
Rehab (PT/OT/Speech)	N/A	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Cardiopulmonary	N/A	100%	100%	100%	100%	NA	NA	NA	NA	NA	0%	NA
OP Surgery/Scope	N/A	NA	94%	91%	83%	NA	NA	NA	NA	NA	NA	NA
Blood or IV Therapy	N/A	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
West Chambers Medical Clinic	N/A	87%	87%	85%	84%	88%	88%	90%	NA	NA	NA	NA
Bayside Community Clinic	N/A	61%	71%	75%	76%	100%	NA	NA	82%	79%	77%	NA
Andres Clinic	N/A	100%	95%	75%	NA	NA	NA	NA	NA	NA	NA	NA
Other	N/A	N/A	83%	50%	0%	0%	100%	NA	100%	NA	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	89	17	0	0	3	109	84%
Laboratory	0	0	0	0	0	0	NA
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	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
<b>Total</b>	<b>89</b>	<b>17</b>	<b>0</b>	<b>0</b>	<b>3</b>	<b>109</b>	

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2009

	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr
Radiology	N/A	80%	90%	78%	82%	89%	NA	100%	100%	NA	NA	84%
Laboratory	N/A	100%	89%	91%	93%	84%	96%	93%	NA	NA	100%	NA
Rehab (PT/OT/Speech)	N/A	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Cardiopulmonary	N/A	100%	100%	NA	100%	NA	NA	NA	NA	NA	100%	NA
OP Surgery/Scope	N/A	NA	81%	91%	100%	NA	NA	NA	NA	NA	NA	NA
Blood or IV Therapy	N/A	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
West Chambers Medical Clinic	N/A	86%	89%	84%	81%	88%	85%	90%	NA	NA	NA	NA
Bayside Community Clinic	N/A	61%	75%	75%	84%	100%	NA	NA	84%	78%	83%	NA
Andres Clinic	N/A	100%	90%	83%	NA	NA	NA	NA	NA	NA	NA	NA
Other	N/A	N/A	57%	75%	0%	100%	100%	NA	100%	NA	NA	NA