

Chambers County Public Hospital District #1 dba Bayside Community Hospital Outpatient Satisfaction Report December 2008

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

Chambers County Public Hospital District #1 dba Bayside Community Hospital
December 2008
Outpatient Satisfaction Report

Q1. Ease of registration process:

	Very Good	Good	Fair	Poor	Blank	Total	"Loyalty" Score
Radiology	1	0	0	0	0	1	100%
Laboratory	40	1	1	0	1	43	95%
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	113	19	2	0	2	136	84%
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	154	20	3	0	3	180	

	2008							
	May	June	July	Aug	Sept	Oct	Nov	Dec
Radiology	N/A	100%	90%	83%	73%	86%	NA	100%
Laboratory	N/A	88%	87%	81%	94%	80%	84%	95%
Rehab (PT/OT/Speech)	N/A	NA	NA	NA	NA	NA	NA	NA
Cardiopulmonary	N/A	100%	80%	100%	100%	NA	NA	NA
OP Surgery/Scope	N/A	NA	100%	80%	67%	NA	NA	NA
Blood or IV Therapy	N/A	NA	NA	NA	NA	NA	NA	NA
West Chambers Medical Clinic	N/A	76%	80%	74%	85%	79%	80%	84%
Bayside Community Clinic	N/A	61%	67%	71%	64%	100%	NA	NA
Andres Clinic	N/A	100%	90%	55%	NA	NA	NA	NA
Other	N/A	N/A	86%	100%	0%	100%	100%	NA

Q2. Waiting time before treatment/procedure:

	Very Good	Good	Fair	Poor	Blank	Total	"Loyalty" Score
Radiology	1	0	0	0	0	1	100%
Laboratory	40	3	0	0	0	43	93%
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	64	48	13	3	8	136	50%
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	105	51	13	3	8	180	

	2008							
	May	June	July	Aug	Sept	Oct	Nov	Dec
Radiology	N/A	100%	90%	82%	80%	88%	NA	100%
Laboratory	N/A	100%	87%	84%	100%	77%	78%	93%
Rehab (PT/OT/Speech)	N/A	NA	NA	NA	NA	NA	NA	NA
Cardiopulmonary	N/A	100%	100%	100%	100%	NA	NA	NA
OP Surgery/Scope	N/A	NA	88%	67%	83%	NA	NA	NA
Blood or IV Therapy	N/A	NA	NA	NA	NA	NA	NA	NA
West Chambers Medical Clinic	N/A	39%	56%	47%	55%	63%	59%	50%
Bayside Community Clinic	N/A	61%	54%	49%	44%	100%	NA	NA
Andres Clinic	N/A	100%	59%	26%	NA	NA	NA	NA
Other	N/A	N/A	29%	75%	0%	0%	100%	NA

Q3. Ease of finding my way around the facility:

	Very Good	Good	Fair	Poor	Blank	Total	"Loyalty" Score
Radiology	1	0	0	0	0	1	100%
Laboratory	41	1	1	0	0	43	95%
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	115	18	0	0	3	136	86%
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	157	19	1	0	3	180	

	2008							
	May	June	July	Aug	Sept	Oct	Nov	Dec
Radiology	N/A	90%	90%	88%	84%	90%	NA	100%
Laboratory	N/A	100%	89%	81%	100%	79%	87%	95%
Rehab (PT/OT/Speech)	N/A	NA	NA	NA	NA	NA	NA	NA
Cardiopulmonary	N/A	100%	80%	100%	100%	NA	NA	NA
OP Surgery/Scope	N/A	NA	94%	90%	80%	NA	NA	NA
Blood or IV Therapy	N/A	NA	NA	NA	NA	NA	NA	NA
West Chambers Medical Clinic	N/A	72%	77%	76%	78%	80%	79%	86%
Bayside Community Clinic	N/A	61%	67%	71%	68%	100%	NA	NA
Andres Clinic	N/A	100%	93%	70%	NA	NA	NA	NA
Other	N/A	N/A	67%	75%	0%	100%	100%	NA

Q4. Friendliness and courtesy of staff and/or doctor:

	Very Good	Good	Fair	Poor	Blank	Total	"Loyalty" Score
Radiology	1	0	0	0	0	1	100%
Laboratory	42	1	0	0	0	43	98%
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	7	0	0	4	136	95%
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	168	8	0	0	4	180	

	2008							
	May	June	July	Aug	Sept	Oct	Nov	Dec
Radiology	N/A	100%	97%	84%	91%	96%	NA	100%
Laboratory	N/A	100%	91%	94%	100%	89%	96%	98%
Rehab (PT/OT/Speech)	N/A	NA	NA	NA	NA	NA	NA	NA
Cardiopulmonary	N/A	100%	100%	100%	100%	NA	NA	NA
OP Surgery/Scope	N/A	NA	100%	90%	83%	NA	NA	NA
Blood or IV Therapy	N/A	NA	NA	NA	NA	NA	NA	NA
West Chambers Medical Clinic	N/A	90%	89%	87%	89%	89%	91%	95%
Bayside Community Clinic	N/A	61%	75%	83%	76%	100%	NA	NA
Andres Clinic	N/A	100%	95%	65%	NA	NA	NA	NA
Other	N/A	N/A	100%	100%	100%	0%	100%	NA

