

Chambers County Public Hospital District #1

dba Bayside Community Hospital

Outpatient Satisfaction Report

March 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

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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	0	1	0	0	0	1	0%
Rehab (PT/OT/Speech)	0	0	0	0	0	0	NA
Cardiopulmonary	0	1	0	0	0	1	0%
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	168	60	12	1	14	255	70%
Andres Clinic	0	0	0	0	0	0	NA
Other	0	0	0	0	0	0	NA
Total	168	62	12	1	14	257	

2008

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

2009

Q2. Waiting time before treatment/procedure:

	Very Good	Good	Fair	Poor	Blank	Total	"Loyalty" Score
Radiology	0	0	0	0	0	0	NA
Laboratory	0	0	0	1	0	1	0%
Rehab (PT/OT/Speech)	0	0	0	0	0	0	NA
Cardiopulmonary	0	0	1	0	0	1	0%
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	128	77	25	4	21	255	55%
Andres Clinic	0	0	0	0	0	0	NA
Other	0	0	0	0	0	0	NA
Total	128	77	26	5	21	257	

2008

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

2009

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	0	1	0	0	0	1	0%
Rehab (PT/OT/Speech)	0	0	0	0	0	0	NA
Cardiopulmonary	1	0	0	0	0	1	100%
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	167	66	4	1	17	255	70%
Andres Clinic	0	0	0	0	0	0	NA
Other	0	0	0	0	0	0	NA
Total	168	67	4	1	17	257	

2008

	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar
Radiology	N/A	90%	90%	88%	84%	90%	NA	100%	100%	NA	NA
Laboratory	N/A	100%	89%	81%	100%	79%	87%	95%	NA	NA	0%
Rehab (PT/OT/Speech)	N/A	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Cardiopulmonary	N/A	100%	80%	100%	100%	NA	NA	NA	NA	NA	100%
OP Surgery/Scope	N/A	NA	94%	90%	80%	NA	NA	NA	NA	NA	NA
Blood or IV Therapy	N/A	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
Bayside Community Clinic	N/A	61%	67%	71%	68%	100%	NA	NA	72%	73%	70%
Andres Clinic	N/A	100%	93%	70%	NA	NA	NA	NA	NA	NA	NA
Other	N/A	N/A	67%	75%	0%	100%	100%	NA	0%	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	0	0	0	0	0	0	NA
Laboratory	0	1	0	0	0	1	0%
Rehab (PT/OT/Speech)	0	0	0	0	0	0	NA
Cardiopulmonary	1	0	0	0	0	1	100%
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	194	42	5	0	14	255	80%
Andres Clinic	0	0	0	0	0	0	NA
Other	0	0	0	0	0	0	NA
Total	195	43	5	0	14	257	

	2008										2009		
	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar		
Radiology	N/A	100%	97%	84%	91%	96%	NA	100%	100%	NA	NA		
Laboratory	N/A	100%	91%	94%	100%	89%	96%	98%	NA	NA	0%		
Rehab (PT/OT/Speech)	N/A	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA		
Cardiopulmonary	N/A	100%	100%	100%	100%	NA	NA	NA	NA	NA	100%		
OP Surgery/Scope	N/A	NA	100%	90%	83%	NA	NA	NA	NA	NA	NA		
Blood or IV Therapy	N/A	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		
Bayside Community Clinic	N/A	61%	75%	83%	76%	100%	NA	NA	83%	84%	80%		
Andres Clinic	N/A	100%	95%	65%	NA	NA	NA	NA	NA	NA	NA		
Other	N/A	N/A	100%	100%	100%	0%	100%	NA	100%	NA	NA		

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	1	0	0	0	0	1	100%
Rehab (PT/OT/Speech)	0	0	0	0	0	0	NA
Cardiopulmonary	1	0	0	0	0	1	100%
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	174	55	5	0	21	255	74%
Andres Clinic	0	0	0	0	0	0	NA
Other	0	0	0	0	0	0	NA
Total	176	55	5	0	21	257	

	2008										2009		
	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar		
Radiology	N/A	100%	95%	86%	84%	96%	NA	100%	100%	NA	NA		
Laboratory	N/A	100%	89%	88%	100%	91%	91%	93%	NA	NA	100%		
Rehab (PT/OT/Speech)	N/A	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA		
Cardiopulmonary	N/A	100%	100%	100%	100%	NA	NA	NA	NA	NA	100%		
OP Surgery/Scope	N/A	NA	88%	80%	83%	NA	NA	NA	NA	NA	NA		
Blood or IV Therapy	N/A	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		
Bayside Community Clinic	N/A	61%	73%	78%	73%	100%	NA	NA	81%	80%	74%		
Andres Clinic	N/A	100%	93%	70%	NA	NA	NA	NA	NA	NA	NA		
Other	N/A	N/A	86%	75%	100%	100%	100%	NA	100%	NA	NA		

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	1	0	0	0	0	1	100%
Rehab (PT/OT/Speech)	0	0	0	0	0	0	NA
Cardiopulmonary	0	1	0	0	0	1	0%
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	177	55	3	0	20	255	75%
Andres Clinic	0	0	0	0	0	0	NA
Other	0	0	0	0	0	0	NA
Total	178	56	3	0	20	257	

	2008										2009		
	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar		
Radiology	N/A	100%	93%	85%	86%	96%	NA	100%	100%	NA	NA		
Laboratory	N/A	100%	93%	91%	93%	93%	91%	95%	NA	NA	100%		
Rehab (PT/OT/Speech)	N/A	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA		
Cardiopulmonary	N/A	100%	100%	100%	100%	NA	NA	NA	NA	NA	0%		
OP Surgery/Scope	N/A	NA	94%	90%	83%	NA	NA	NA	NA	NA	NA		
Blood or IV Therapy	N/A	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		
Bayside Community Clinic	N/A	61%	75%	79%	78%	100%	NA	NA	81%	79%	75%		
Andres Clinic	N/A	100%	93%	70%	NA	NA	NA	NA	NA	NA	NA		
Other	N/A	N/A	86%	75%	100%	100%	NA	NA	100%	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	0	0	0	0	0	0	NA
Laboratory	0	1	0	0	0	1	0%
Rehab (PT/OT/Speech)	0	0	0	0	0	0	NA
Cardiopulmonary	0	1	0	0	0	1	0%
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	184	46	9	0	16	255	77%
Andres Clinic	0	0	0	0	0	0	NA
Other	0	0	0	0	0	0	NA
Total	184	48	9	0	16	257	

	2009											
	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	
Radiology	N/A	100%	97%	86%	84%	95%	NA	100%	100%	NA	NA	
Laboratory	N/A	88%	94%	94%	100%	91%	91%	98%	NA	NA	0%	
Rehab (PT/OT/Speech)	N/A	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
Cardiopulmonary	N/A	100%	100%	100%	100%	NA	NA	NA	NA	NA	0%	
OP Surgery/Scope	N/A	NA	94%	91%	83%	NA	NA	NA	NA	NA	NA	
Blood or IV Therapy	N/A	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	
Bayside Community Clinic	N/A	61%	71%	75%	76%	100%	NA	NA	82%	79%	77%	
Andres Clinic	N/A	100%	95%	75%	NA	NA	NA	NA	NA	NA	NA	
Other	N/A	N/A	83%	50%	0%	0%	100%	NA	100%	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	0	0	0	0	0	0	NA
Laboratory	1	0	0	0	0	1	100%
Rehab (PT/OT/Speech)	0	0	0	0	0	0	NA
Cardiopulmonary	1	0	0	0	0	1	100%
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	197	37	3	1	17	255	83%
Andres Clinic	0	0	0	0	0	0	NA
Other	0	0	0	0	0	0	NA
Total	199	37	3	1	17	257	

	2009											
	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	
Radiology	N/A	80%	90%	78%	82%	89%	NA	100%	100%	NA	NA	
Laboratory	N/A	100%	89%	91%	93%	84%	96%	93%	NA	NA	100%	
Rehab (PT/OT/Speech)	N/A	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
Cardiopulmonary	N/A	100%	100%	NA	100%	NA	NA	NA	NA	NA	100%	
OP Surgery/Scope	N/A	NA	81%	91%	100%	NA	NA	NA	NA	NA	NA	
Blood or IV Therapy	N/A	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	
Bayside Community Clinic	N/A	61%	75%	75%	84%	100%	NA	NA	84%	78%	83%	
Andres Clinic	N/A	100%	90%	83%	NA	NA	NA	NA	NA	NA	NA	
Other	N/A	N/A	57%	75%	0%	100%	100%	NA	100%	NA	NA	