

**Internal Performance**

**External Comparison**

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

Count = 64 Surveys

Count = 3,569 Surveys

Inpatient Satisfaction Report - 10/23/2008  
Q3 - 2008

Page 1 of 3

**All Inpatient Service Areas**

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

	Never/Poor	Sometimes/Fair	Usually/Good	Always/Very Good	Blank/Missing	Loyalty Score	Percentile	Trend	Low	High	Mean
1. How often did you receive services that were on time?	0	1	6	57	0	89%	83		0%	100%	76%
2. How often was your room kept clean and neat?	0	0	4	58	2	94%	85		33%	100%	83%
3. How often did nurses treat you with courtesy and respect?	0	0	1	62	1	98%	68		67%	100%	94%
4. How often did nurses explain things in a way you could understand?	0	1	1	61	1	97%	79		50%	100%	88%
5. How often did doctors treat you with courtesy and respect?	0	0	2	60	2	97%	68		67%	100%	92%
6. How often did doctors explain things in a way you could understand?	0	0	4	58	2	94%	77		50%	100%	86%
7. How often was your pain well controlled?	0	1	6	56	1	89%	80		42%	100%	79%
8. How often did staff and doctors make you feel safe?	0	0	3	61	0	95%	55		0%	100%	91%
9. How often did this organization have all the services you required?	0	0	3	61	0	95%	79		0%	100%	84%
10. How often did your doctors and nurse work together as a team?	0	0	4	59	1	94%	67		0%	100%	87%
11. Please rate the overall quality of services you received at this hospital today	0	1	3	60	0	94%	80		50%	100%	85%
12. Would you recommend this organization to family and friends for their health care needs?	0	1	4	59	0	92%	74		43%	100%	83%

**Survey Data Explained**

Report Generated: 10/23/2008 13:24

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.

