

# INPATIENT REPORT

## Question Analysis

All Respondents									
Overall Section	Question	Mean	n	All PG DB		Large PG DB		AHA Region 7	
				Mean	Rank	Mean	Rank	Mean	Rank
<b>Std Overall</b>		92.8	122	85.6	99	84.9	99	86.4	98
<b>Overall</b>		92.8	122						
<b>Std Admission</b>		93.4	119	86.8	97	86.3	99	87.2	96
<b>Admission</b>		93.4	119						
	Speed of admission	91.7	118	84.0	96	83.3	99	84.5	95
	Courtesy of person admitting	95.1	113	90.2	97	89.8	99	90.5	95
<b>Std Room</b>		92.9	122	82.1	99	80.9	99	83.6	99
<b>Room</b>		92.9	122						
	Pleasantness of room decor	94.9	122	80.7	99	79.6	99	81.9	99
	Room cleanliness	94.8	119	85.2	99	83.9	99	85.6	99
	Courtesy of person cleaning room	95.0	114	87.9	99	87.1	99	88.2	99
	Room temperature	89.2	120	79.9	98	79.0	99	82.0	97
	Noise level in and around room	90.5	118	77.9	99	76.2	99	81.5	97
<b>Std Meals</b>		91.6	119	81.3	99	80.5	99	82.1	99
<b>Meals</b>		91.6	119						
	Temperature of the food	90.7	118	79.8	99	78.8	99	80.6	99
	Quality of the food	89.8	118	76.5	99	75.4	99	77.4	99
	Courtesy of person served food	96.1	115	88.0	99	87.5	99	88.5	99
<b>Std Nurses</b>		93.3	122	88.4	95	87.8	99	88.7	95
<b>Nurses</b>		93.7	122						
	Friendliness/courtesy of the nurses	96.1	122	91.8	97	91.5	99	91.9	97
	Promptness response to call	91.5	115	85.4	94	84.4	99	86.1	94
	Nurses' attitude toward requests	92.9	120	89.0	91	88.6	98	89.2	92
	Attention to special/personal needs	93.2	121	87.5	96	86.8	99	87.9	97
	Nurses kept you informed	90.8	120	86.4	91	85.8	98	87.0	89
	Skill of the nurses	95.4	120	90.7	97	90.4	99	90.8	98
	Extent to which nurses checked ID †	96.3	121	91.3	96	91.2	97	90.5	99
<b>Std Tests and Treatments</b>		93.1	120	86.4	99	85.7	99	87.1	98
<b>Tests and Treatments</b>		93.1	120						
	Wait time for test or treatments	89.7	116	82.0	98	81.0	99	83.3	95
	Explanations: happen during T&T	93.0	115	85.5	99	85.0	99	86.4	98
	Courtesy of person took blood	95.4	120	89.0	99	88.4	99	89.4	98
	Courtesy of person started IV	94.4	116	89.2	97	88.8	99	89.5	96
<b>Std Visitors and Family</b>		95.9	121	86.4	99	85.6	99	87.0	99
<b>Visitors and Family</b>		95.9	121						
	Accommodations & comfort visitors	96.0	120	84.2	99	83.3	99	84.8	99
	Staff attitude toward visitors	95.8	119	88.8	99	88.2	99	89.5	99
<b>Std Physician</b>		90.3	120	86.7	89	86.1	97	87.6	82
<b>Physician</b>		90.4	120						
	Time physician spent with you	85.6	120	82.4	82	81.6	93	83.5	71

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Overall Section	Question	Mean	n	All PG DB		Large PG DB		AHA Region 7	
				Mean	Rank	Mean	Rank	Mean	Rank
	Physician concern questions/worries	89.6	120	86.2	86	85.6	96	87.0	80
	Physician kept you informed	89.0	120	85.3	86	84.6	97	86.3	80
	Friendliness/courtesy of physician	93.3	119	89.5	91	88.9	99	90.2	88
	Skill of physician	95.0	116	91.4	93	91.2	98	92.1	85
	Rating of anesthesia services †	92.7	24	90.3	87	90.3	92	91.1	84
<b>Std Discharge</b>		90.1	121	84.4	96	83.5	99	85.3	94
<b>Discharge</b>		90.1	121						
	Extent felt ready discharge	89.9	121	85.8	94	85.3	99	86.7	92
	Speed of discharge process	88.8	121	81.6	96	80.3	99	82.8	91
	Instructions care at home	91.5	118	86.5	95	85.8	99	87.1	92
<b>Std Personal Issues</b>		91.6	120	85.5	98	84.9	99	86.4	97
<b>Personal Issues</b>		91.5	121						
	Staff concern for your privacy	94.6	120	87.4	99	86.8	99	88.3	99
	How well your pain was controlled	91.7	115	86.3	98	86.1	99	86.8	96
	Staff addressed emotional needs	91.2	116	85.0	96	84.3	99	86.0	93
	Response concerns/complaints	91.8	113	84.7	97	83.9	99	85.5	96
	Staff include decisions re:trtmnt	89.7	117	84.9	92	84.2	99	85.8	89
	Staff addressed spiritual needs †	89.0	111	84.2	93	83.9	97	84.6	90
	Staff provide care in safe manner †	94.0	120	89.3	92	88.3	99	90.2	89
<b>Std Overall Assessment</b>		96.1	122	88.8	99	88.4	99	89.3	98
<b>Overall Assessment</b>		96.1	122						
	Staff worked together care for you	94.0	120	89.3	95	88.8	99	89.7	93
	Likelihood recommending hospital	97.5	122	88.1	99	87.9	99	88.6	99
	Overall rating of care given	96.7	121	89.4	99	89.0	99	89.9	98
<b>Std Emergency Room</b>		-	0	(N < 7)	N/A	(N < 7)	N/A	(N < 7)	N/A
<b>Emergency Room</b>		96.9	2						
	Courtesy of ER staff †	100.0	2	88.0	99	87.7	99	88.4	99
	ER wait time before seen doctor †	100.0	2	78.4	99	78.0	99	79.1	99
	ER:kept inform re:condition/trtmnt †	100.0	2	81.0	99	80.6	99	82.1	99
	Wait time in ER before admitted †	87.5	2	67.9	99	67.3	99	68.7	99
<b>Std Intensive/Critical Care</b>		-	0	(N < 7)	N/A	(N < 7)	N/A	(N < 7)	N/A
<b>Intensive/Critical Care</b>		99.0	12						
	Friendliness/courtesy ICU nurses †	100.0	12	92.7	99	92.6	99	92.3	99
	ICU nurse help understand T&T/cond †	97.9	12	89.8	99	89.8	99	89.4	99
	Attention special/personal need ICU †	100.0	12	91.4	99	91.3	99	90.9	99
	Skill of ICU/CCU nurses †	97.9	12	92.9	99	93.0	99	92.5	99
<b>Std Operating/Recovery Room</b>		-	0	(N < 7)	N/A	(N < 7)	N/A	(N < 7)	N/A
<b>Operating/Recovery Room</b>		92.7	24						
	Friendliness/courtesy of anesthesia †	93.8	24	92.6	70	(N < 7)	N/A	92.6	70
	Explanation by anesthesia staff †	91.7	24	91.3	57	90.5	74	91.6	52