

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
Std Overall		94.2	153	85.6	99	84.9	99	86.4	99
Overall		94.2	153						
Std Admission		95.1	149	86.9	99	86.3	99	87.2	99
Admission		95.1	149						
	Speed of admission	93.6	149	84.1	99	83.4	99	84.5	99
	Courtesy of person admitting	96.6	138	90.2	99	89.8	99	90.6	99
Std Room		94.4	151	82.1	99	80.8	99	83.5	99
Room		94.4	151						
	Pleasantness of room decor	96.0	151	80.6	99	79.3	99	81.8	99
	Room cleanliness	96.1	148	85.2	99	83.7	99	85.6	99
	Courtesy of person cleaning room	95.8	142	88.0	99	87.2	99	88.3	99
	Room temperature	92.3	149	79.7	99	78.9	99	81.4	99
	Noise level in and around room	92.6	149	77.8	99	76.0	99	81.5	99
Std Meals		92.3	149	81.5	99	80.5	99	82.0	99
Meals		92.3	149						
	Temperature of the food	90.9	148	79.7	99	78.7	99	80.3	99
	Quality of the food	91.9	148	76.8	99	75.6	99	77.4	99
	Courtesy of person served food	94.1	149	88.2	97	87.6	99	88.7	97
Std Nurses		95.4	151	88.4	99	87.8	99	88.8	98
Nurses		95.7	151						
	Friendliness/courtesy of the nurses	97.0	150	91.8	99	91.5	99	92.0	98
	Promptness response to call	94.1	144	85.4	99	84.4	99	86.3	97
	Nurses' attitude toward requests	95.7	151	89.0	99	88.6	99	89.4	98
	Attention to special/personal needs	95.1	149	87.5	99	86.8	99	87.9	98
	Nurses kept you informed	94.5	151	86.4	99	85.8	99	86.9	99
	Skill of the nurses	97.0	149	90.8	99	90.4	99	90.8	99
	Extent to which nurses checked ID †	96.9	147	91.4	99	91.2	99	91.5	99
Std Tests and Treatments		92.9	151	86.5	99	85.8	99	87.2	96
Tests and Treatments		92.9	151						
	Wait time for test or treatments	91.6	143	82.1	99	81.1	99	83.4	99
	Explanations: happen during T&T	93.4	144	85.6	99	85.0	99	86.5	99
	Courtesy of person took blood	94.6	149	89.1	98	88.5	99	89.6	97
	Courtesy of person started IV	94.2	146	89.2	98	88.8	99	89.6	95
Std Visitors and Family		95.9	151	86.3	99	85.5	99	87.1	99
Visitors and Family		95.9	151						
	Accommodations & comfort visitors	95.2	151	84.1	99	83.1	99	84.9	99
	Staff attitude toward visitors	96.8	150	88.7	99	88.1	99	89.6	99
Std Physician		92.7	152	86.7	97	86.1	99	87.6	96
Physician		92.7	152						
	Time physician spent with you	89.7	150	82.5	97	81.7	99	83.6	97

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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	92.1	149	86.3	96	85.6	99	87.2	94
	Physician kept you informed	90.0	148	85.3	92	84.6	99	86.3	89
	Friendliness/courtesy of physician	95.0	151	89.5	97	89.0	99	90.2	96
	Skill of physician	97.3	147	91.4	99	91.2	99	92.0	96
	Rating of anesthesia services †	95.7	29	90.6	99	90.4	99	91.2	99
Std Discharge		92.2	152	84.3	99	83.5	99	85.2	98
Discharge		92.2	152						
	Extent felt ready discharge	93.8	148	85.6	99	85.2	99	86.6	99
	Speed of discharge process	89.9	151	81.7	97	80.3	99	82.9	93
	Instructions care at home	93.5	150	86.4	99	85.8	99	87.0	99
Std Personal Issues		94.0	150	85.6	99	84.9	99	86.5	99
Personal Issues		93.6	150						
	Staff concern for your privacy	95.3	145	87.4	99	86.8	99	88.4	99
	How well your pain was controlled	94.1	140	86.3	99	86.1	99	87.0	99
	Staff addressed emotional needs	93.9	140	85.1	99	84.3	99	86.2	99
	Response concerns/complaints	94.2	137	84.7	99	83.9	99	85.7	99
	Staff include decisions re:trtmnt	92.7	137	84.9	99	84.2	99	85.8	98
	Staff addressed spiritual needs †	89.9	131	84.3	97	84.0	99	84.8	98
	Staff provide care in safe manner †	96.3	147	89.6	99	88.6	99	90.4	96
Std Overall Assessment		97.5	153	88.8	99	88.3	99	89.2	99
Overall Assessment		97.5	153						
	Staff worked together care for you	96.7	152	89.3	99	88.8	99	89.8	99
	Likelihood recommending hospital	98.2	153	88.1	99	87.8	99	88.6	99
	Overall rating of care given	98.0	151	89.4	99	88.9	99	89.8	99
Std Emergency Room		-	0	(N < 7)	N/A	(N < 7)	N/A	(N < 7)	N/A
Emergency Room		88.8	5						
	Courtesy of ER staff †	95.0	5	88.2	99	88.1	99	88.9	99
	ER wait time before seen doctor †	95.0	5	79.2	99	79.1	99	80.5	99
	ER:kept inform re:condition/trtmnt †	95.0	5	81.4	99	81.2	99	82.3	99
	Wait time in ER before admitted †	70.0	5	68.3	62	67.7	68	70.0	54
Std Intensive/Critical Care		-	0	(N < 7)	N/A	(N < 7)	N/A	(N < 7)	N/A
Intensive/Critical Care		98.6	13						
	Friendliness/courtesy ICU nurses †	98.1	13	92.6	99	92.6	99	92.8	99
	ICU nurse help understand T&T/cond †	98.1	13	89.9	99	89.9	99	89.9	99
	Attention special/personal need ICU †	100.0	12	91.6	99	91.5	99	91.7	99
	Skill of ICU/CCU nurses †	98.1	13	93.0	99	92.9	99	92.6	99
Std Operating/Recovery Room		-	0	(N < 7)	N/A	(N < 7)	N/A	(N < 7)	N/A
Operating/Recovery Room		94.6	30						
	Friendliness/courtesy of anesthesia †	95.0	30	93.0	96	92.7	99	92.8	98
	Explanation by anesthesia staff †	94.8	29	91.4	99	90.9	99	91.7	99