

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		93.5	121	85.6	99	84.9	99	86.5	99
Overall		93.6	121						
Std Admission		92.9	116	86.9	96	86.4	99	87.4	93
Admission		92.9	116						
	Speed of admission	91.8	116	84.2	97	83.5	99	84.8	94
	Courtesy of person admitting	94.2	107	90.3	94	89.9	99	90.6	90
Std Room		92.2	121	82.1	99	80.9	99	83.7	99
Room		92.2	121						
	Pleasantness of room decor	94.2	120	80.7	99	79.5	99	82.0	99
	Room cleanliness	95.0	120	85.3	99	83.9	99	85.8	99
	Courtesy of person cleaning room	95.0	116	87.9	99	87.1	99	88.3	98
	Room temperature	88.4	118	79.8	97	79.0	99	81.7	95
	Noise level in and around room	88.6	116	78.0	97	76.2	99	81.6	94
Std Meals		91.2	120	81.3	99	80.4	99	82.1	99
Meals		91.2	120						
	Temperature of the food	89.9	119	79.7	99	78.7	99	80.6	98
	Quality of the food	89.6	118	76.6	99	75.4	99	77.5	99
	Courtesy of person served food	94.5	118	88.1	98	87.6	99	88.5	99
Std Nurses		94.9	121	88.4	99	87.8	99	88.8	98
Nurses		94.9	121						
	Friendliness/courtesy of the nurses	97.5	120	91.8	99	91.5	99	92.0	99
	Promptness response to call	93.5	115	85.4	98	84.4	99	86.3	96
	Nurses' attitude toward requests	95.4	119	89.0	99	88.6	99	89.4	98
	Attention to special/personal needs	94.5	119	87.5	99	86.8	99	87.9	98
	Nurses kept you informed	93.9	118	86.4	99	85.8	99	87.0	98
	Skill of the nurses	95.5	117	90.7	98	90.4	99	90.8	97
	Extent to which nurses checked ID †	95.6	118	91.2	90	91.1	93	91.0	91
Std Tests and Treatments		93.2	121	86.5	99	85.8	99	87.3	96
Tests and Treatments		93.2	121						
	Wait time for test or treatments	91.6	116	82.1	99	81.1	99	83.5	98
	Explanations: happen during T&T	92.7	117	85.5	99	85.0	99	86.5	98
	Courtesy of person took blood	94.8	120	89.1	98	88.5	99	89.5	96
	Courtesy of person started IV	94.8	119	89.2	99	88.8	99	89.6	97
Std Visitors and Family		97.2	119	86.3	99	85.5	99	87.2	99
Visitors and Family		97.2	119						
	Accommodations & comfort visitors	96.6	119	84.2	99	83.2	99	85.0	99
	Staff attitude toward visitors	97.7	119	88.7	99	88.2	99	89.6	99
Std Physician		93.1	117	86.7	98	86.1	99	87.8	96
Physician		92.9	118						
	Time physician spent with you	89.7	116	82.5	97	81.7	99	83.8	96

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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	93.4	117	86.3	99	85.6	99	87.3	98
	Physician kept you informed	91.0	117	85.3	95	84.6	99	86.5	91
	Friendliness/courtesy of physician	94.8	116	89.5	97	89.0	99	90.3	95
	Skill of physician	97.2	116	91.4	99	91.2	99	92.1	97
	Rating of anesthesia services †	96.4	21	90.6	99	90.4	99	91.4	99
Std Discharge		92.1	118	84.4	99	83.6	99	85.4	98
Discharge		92.1	118						
	Extent felt ready discharge	92.8	118	85.7	99	85.3	99	86.8	99
	Speed of discharge process	91.5	117	81.7	99	80.3	99	83.0	97
	Instructions care at home	93.6	117	86.4	99	85.8	99	87.1	98
Std Personal Issues		92.8	119	85.6	99	84.9	99	86.6	98
Personal Issues		93.2	119						
	Staff concern for your privacy	92.4	119	87.5	96	86.8	99	88.5	92
	How well your pain was controlled	95.5	111	86.3	99	86.1	99	87.0	99
	Staff addressed emotional needs	93.9	111	85.1	99	84.3	99	86.1	99
	Response concerns/complaints	93.2	107	84.7	99	83.9	99	85.6	98
	Staff include decisions re:trtmnt	90.1	114	84.9	95	84.3	99	85.9	92
	Staff addressed spiritual needs †	92.0	112	84.3	99	84.0	99	85.0	99
	Staff provide care in safe manner †	96.4	118	89.5	99	88.5	99	90.1	98
Std Overall Assessment		97.2	120	88.8	99	88.4	99	89.4	99
Overall Assessment		97.2	120						
	Staff worked together care for you	96.2	119	89.3	99	88.8	99	89.8	99
	Likelihood recommending hospital	98.1	120	88.1	99	87.9	99	88.7	99
	Overall rating of care given	97.5	120	89.4	99	89.0	99	89.9	99
Std Emergency Room		-	0	(N < 7)	N/A	(N < 7)	N/A	(N < 7)	N/A
Emergency Room		96.9	2						
	Courtesy of ER staff †	100.0	2	88.2	99	88.0	99	88.6	99
	ER wait time before seen doctor †	100.0	2	79.0	99	78.7	99	80.5	99
	ER:kept inform re:condition/trtmnt †	100.0	2	81.4	99	81.0	99	82.0	99
	Wait time in ER before admitted †	87.5	2	68.6	99	68.1	99	70.1	99
Std Intensive/Critical Care		-	0	(N < 7)	N/A	(N < 7)	N/A	(N < 7)	N/A
Intensive/Critical Care		99.0	12						
	Friendliness/courtesy ICU nurses †	100.0	12	92.6	99	92.5	99	92.3	99
	ICU nurse help understand T&T/cond †	97.9	12	90.0	99	89.9	99	89.6	99
	Attention special/personal need ICU †	100.0	12	91.3	99	91.3	99	91.0	99
	Skill of ICU/CCU nurses †	97.9	12	92.9	99	92.8	99	92.5	99
Std Operating/Recovery Room		-	0	(N < 7)	N/A	(N < 7)	N/A	(N < 7)	N/A
Operating/Recovery Room		94.0	23						
	Friendliness/courtesy of anesthesia †	94.6	23	92.8	99	92.2	99	92.9	99
	Explanation by anesthesia staff †	94.3	22	91.7	95	91.2	99	92.0	95