

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		92.8	134	86.0	99	85.3	99	86.9	97
Overall		92.9	134						
Std Admission		95.9	133	87.1	99	86.5	99	87.7	99
Admission		95.9	133						
	Speed of admission	95.7	133	84.4	99	83.6	99	85.1	99
	Courtesy of person admitting	96.0	126	90.4	98	90.0	99	90.8	98
Std Room		92.2	134	82.7	99	81.5	99	84.4	98
Room		92.2	134						
	Pleasantness of room decor	94.6	134	81.2	99	80.0	99	82.4	99
	Room cleanliness	93.7	134	85.8	97	84.4	99	86.2	95
	Courtesy of person cleaning room	93.2	128	88.3	95	87.6	99	88.7	94
	Room temperature	90.3	132	80.6	99	79.8	99	83.3	98
	Noise level in and around room	90.2	132	78.8	98	77.1	99	82.3	96
Std Meals		88.4	131	82.0	95	81.1	99	82.9	93
Meals		88.4	131						
	Temperature of the food	86.0	130	80.6	89	79.6	97	81.5	85
	Quality of the food	86.6	129	77.1	97	75.9	99	78.3	95
	Courtesy of person served food	93.0	128	88.5	93	88.0	97	89.0	91
Std Nurses		93.3	133	88.8	95	88.3	99	89.2	92
Nurses		93.7	133						
	Friendliness/courtesy of the nurses	95.7	133	92.1	96	91.8	99	92.3	94
	Promptness response to call	92.0	131	86.0	94	85.1	99	86.9	89
	Nurses' attitude toward requests	94.0	133	89.4	95	89.0	99	89.7	92
	Attention to special/personal needs	92.3	133	88.0	92	87.4	99	88.5	88
	Nurses kept you informed	91.7	132	87.0	93	86.4	99	87.5	88
	Skill of the nurses	94.4	133	91.1	93	90.8	98	91.1	89
	Extent to which nurses checked ID †	96.0	132	92.0	91	92.0	92	91.4	94
Std Tests and Treatments		93.5	130	86.7	99	86.0	99	87.5	98
Tests and Treatments		93.5	130						
	Wait time for test or treatments	92.4	125	82.3	99	81.4	99	83.6	99
	Explanations: happen during T&T	93.2	124	85.8	99	85.2	99	86.6	99
	Courtesy of person took blood	94.4	129	89.3	98	88.5	99	89.7	96
	Courtesy of person started IV	94.1	127	89.5	97	89.0	99	89.9	94
Std Visitors and Family		94.5	131	86.9	99	86.1	99	87.4	98
Visitors and Family		94.5	131						
	Accommodations & comfort visitors	93.9	130	84.8	99	83.9	99	85.3	98
	Staff attitude toward visitors	95.3	127	89.2	99	88.7	99	89.8	98
Std Physician		92.8	129	86.9	98	86.3	99	88.1	95
Physician		93.0	129						
	Time physician spent with you	88.9	126	82.8	96	81.9	99	84.1	94

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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	127	86.4	96	85.7	99	87.5	93
	Physician kept you informed	91.5	126	85.6	96	84.8	99	86.8	93
	Friendliness/courtesy of physician	94.9	127	89.7	97	89.0	99	90.6	95
	Skill of physician	97.2	127	91.5	99	91.2	99	92.3	96
	Rating of anesthesia services †	91.7	24	90.5	57	90.4	61	91.8	39
Std Discharge		91.6	131	84.7	99	83.9	99	85.9	95
Discharge		91.6	131						
	Extent felt ready discharge	91.8	131	86.1	98	85.6	99	87.1	97
	Speed of discharge process	91.0	131	82.0	99	80.7	99	83.5	95
	Instructions care at home	92.1	130	86.8	96	86.1	99	87.6	92
Std Personal Issues		92.2	129	86.0	98	85.3	99	86.8	95
Personal Issues		92.2	130						
	Staff concern for your privacy	93.4	129	87.8	97	87.2	99	88.8	95
	How well your pain was controlled	92.3	124	86.6	99	86.4	99	87.2	97
	Staff addressed emotional needs	91.9	123	85.5	98	84.7	99	86.5	96
	Response concerns/complaints	92.1	123	85.2	98	84.4	99	86.0	96
	Staff include decisions re:trtmnt	91.3	121	85.3	97	84.6	99	86.3	93
	Staff addressed spiritual needs †	88.8	114	84.7	89	84.5	95	85.3	84
	Staff provide care in safe manner †	95.2	130	89.8	97	88.8	99	90.8	92
Std Overall Assessment		96.3	130	89.2	99	88.8	99	89.7	98
Overall Assessment		96.3	130						
	Staff worked together care for you	95.0	129	89.7	98	89.2	99	90.2	96
	Likelihood recommending hospital	97.3	130	88.5	99	88.2	99	89.0	99
	Overall rating of care given	96.5	129	89.8	99	89.3	99	90.4	98
Std Intensive/Critical Care		-	0	(N < 7)	N/A	(N < 7)	N/A	(N < 7)	N/A
Intensive/Critical Care		95.7	13						
	Friendliness/courtesy ICU nurses †	96.2	13	92.8	94	92.7	95	92.8	87
	ICU nurse help understand T&T/cond †	95.8	12	90.1	99	90.1	99	90.2	99
	Attention special/personal need ICU †	97.9	12	91.6	99	91.6	99	92.7	99
	Skill of ICU/CCU nurses †	97.9	12	92.9	99	92.9	99	93.7	99
Std Operating/Recovery Room		-	0	(N < 7)	N/A	(N < 7)	N/A	(N < 7)	N/A
Operating/Recovery Room		91.0	25						
	Friendliness/courtesy of anesthesia †	94.0	25	93.1	90	93.0	84	92.8	99
	Explanation by anesthesia staff †	87.5	24	91.2	1	91.2	1	91.4	1