

# 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>		92.1	113	85.8	98	85.0	99	86.4	96
<b>Overall</b>		92.3	113						
<b>Std Admission</b>		93.2	111	86.9	97	86.2	99	87.1	96
<b>Admission</b>		93.2	111						
	Speed of admission	92.1	111	84.1	97	83.2	99	84.2	97
	Courtesy of person admitting	94.3	105	90.3	94	89.8	99	90.4	93
<b>Std Room</b>		92.6	112	82.2	99	81.0	99	83.7	98
<b>Room</b>		92.6	112						
	Pleasantness of room decor	93.8	112	80.8	99	79.6	99	81.9	99
	Room cleanliness	93.3	112	85.4	97	84.0	99	85.8	96
	Courtesy of person cleaning room	94.3	110	88.1	98	87.3	99	88.3	98
	Room temperature	89.7	112	80.0	99	79.1	99	82.0	99
	Noise level in and around room	91.7	109	77.9	99	76.2	99	81.3	98
<b>Std Meals</b>		90.7	112	81.7	99	80.8	99	82.2	98
<b>Meals</b>		90.7	112						
	Temperature of the food	89.1	112	80.1	98	79.1	99	80.6	97
	Quality of the food	88.4	112	76.9	99	75.8	99	77.6	98
	Courtesy of person served food	94.6	111	88.4	98	87.8	99	88.7	98
<b>Std Nurses</b>		93.2	113	88.6	95	88.0	99	88.9	94
<b>Nurses</b>		93.5	113						
	Friendliness/courtesy of the nurses	96.4	112	92.0	98	91.5	99	92.1	98
	Promptness response to call	92.7	109	85.8	95	84.7	99	86.5	92
	Nurses' attitude toward requests	94.1	111	89.2	97	88.7	99	89.4	96
	Attention to special/personal needs	93.2	110	87.8	96	87.0	99	88.1	94
	Nurses kept you informed	91.4	113	86.7	94	86.0	99	87.1	90
	Skill of the nurses	95.3	112	90.9	97	90.6	99	90.9	96
	Extent to which nurses checked ID †	96.2	112	91.6	92	91.7	94	92.1	91
<b>Std Tests and Treatments</b>		91.7	113	86.6	97	85.8	99	87.1	94
<b>Tests and Treatments</b>		91.7	113						
	Wait time for test or treatments	90.0	107	82.2	98	81.1	99	83.2	96
	Explanations: happen during T&T	89.9	109	85.7	92	85.0	99	86.4	89
	Courtesy of person took blood	94.0	113	89.2	97	88.4	99	89.5	96
	Courtesy of person started IV	92.5	113	89.3	91	88.8	97	89.6	87
<b>Std Visitors and Family</b>		94.4	111	86.6	99	85.7	99	87.2	99
<b>Visitors and Family</b>		94.4	111						
	Accommodations & comfort visitors	93.2	111	84.5	98	83.3	99	85.0	98
	Staff attitude toward visitors	95.5	110	89.0	98	88.3	99	89.6	98
<b>Std Physician</b>		90.1	112	86.8	87	86.1	96	87.6	82
<b>Physician</b>		90.3	112						
	Time physician spent with you	85.7	112	82.5	82	81.7	94	83.6	74

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07/06/2010 14:23:47 EST

All data including past trended data are benchmarked against the period ending 05/31/2010

† Non-standard question

For a list of filter and benchmark definitions, click here.

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## Question Analysis

All Respondents									
Overall Section	Question	Mean	n	All PG DB		Large PG DB		AHA Region 7	
				Mean	Rank	Mean	Rank	Mean	Rank
	Physician concern questions/worries	89.9	111	86.3	87	85.6	96	87.2	82
	Physician kept you informed	88.6	110	85.4	84	84.6	95	86.3	78
	Friendliness/courtesy of physician	92.3	111	89.5	85	88.9	96	90.2	81
	Skill of physician	96.1	108	91.4	96	91.1	99	92.0	91
	Rating of anesthesia services †	89.4	26	90.7	24	90.5	27	91.1	15
<b>Std Discharge</b>		91.0	113	84.5	98	83.6	99	85.4	96
<b>Discharge</b>		91.0	113						
	Extent felt ready discharge	92.7	113	85.8	99	85.3	99	86.6	99
	Speed of discharge process	90.9	112	81.8	98	80.5	99	83.0	96
	Instructions care at home	90.4	112	86.6	91	85.9	98	87.1	87
<b>Std Personal Issues</b>		91.2	113	85.7	97	85.0	99	86.5	94
<b>Personal Issues</b>		91.6	113						
	Staff concern for your privacy	92.6	111	87.6	96	86.9	99	88.5	93
	How well your pain was controlled	93.8	105	86.4	99	86.1	99	86.9	99
	Staff addressed emotional needs	90.9	110	85.3	96	84.5	99	86.1	93
	Response concerns/complaints	93.2	106	85.0	99	84.1	99	85.6	99
	Staff include decisions re:trtmnt	90.1	106	85.1	94	84.3	99	85.7	91
	Staff addressed spiritual needs †	90.9	102	84.2	99	84.1	99	84.7	99
	Staff provide care in safe manner †	95.3	112	89.7	98	88.6	99	90.6	98
<b>Std Overall Assessment</b>		95.5	112	89.0	98	88.5	99	89.4	97
<b>Overall Assessment</b>		95.5	112						
	Staff worked together care for you	94.0	112	89.5	95	88.9	99	89.9	95
	Likelihood recommending hospital	96.0	112	88.3	98	87.9	99	88.7	97
	Overall rating of care given	96.6	111	89.6	99	89.0	99	90.0	98
<b>Std Emergency Room</b>		-	0	(N < 7)	N/A	(N < 7)	N/A	(N < 7)	N/A
<b>Emergency Room</b>		93.8	1						
	Courtesy of ER staff †	100.0	1	88.1	99	87.8	99	88.5	99
	ER wait time before seen doctor †	100.0	1	78.8	99	78.2	99	79.5	99
	ER:kept inform re:condition/trtmnt †	100.0	1	81.2	99	80.8	99	82.2	99
	Wait time in ER before admitted †	75.0	1	67.8	86	67.0	89	68.8	90
<b>Std Intensive/Critical Care</b>		-	0	(N < 7)	N/A	(N < 7)	N/A	(N < 7)	N/A
<b>Intensive/Critical Care</b>		95.2	13						
	Friendliness/courtesy ICU nurses †	96.2	13	92.8	94	92.8	95	92.9	94
	ICU nurse help understand T&T/cond †	91.7	12	90.0	70	90.0	70	89.7	77
	Attention special/personal need ICU †	95.8	12	91.7	96	91.7	98	91.5	95
	Skill of ICU/CCU nurses †	95.8	12	92.9	88	92.9	89	93.1	88
<b>Std Operating/Recovery Room</b>		-	0	(N < 7)	N/A	(N < 7)	N/A	(N < 7)	N/A
<b>Operating/Recovery Room</b>		90.7	27						
	Friendliness/courtesy of anesthesia †	92.6	27	92.8	29	92.3	48	92.6	32
	Explanation by anesthesia staff †	88.9	27	91.5	1	90.7	1	91.6	1

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