

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		92.4	138	85.7	99	85.0	99	86.5	97
Overall		92.5	138						
Std Admission		93.5	135	87.0	97	86.5	99	87.4	96
Admission		93.5	135						
	Speed of admission	91.2	133	84.3	95	83.6	99	84.8	93
	Courtesy of person admitting	95.9	128	90.3	98	89.9	99	90.6	98
Std Room		92.3	138	82.2	99	80.9	99	83.7	99
Room		92.3	138						
	Pleasantness of room decor	94.3	137	80.7	99	79.5	99	81.9	99
	Room cleanliness	95.2	135	85.3	99	83.9	99	85.8	99
	Courtesy of person cleaning room	93.4	128	88.0	95	87.2	99	88.4	95
	Room temperature	87.7	134	79.8	97	79.0	99	81.5	95
	Noise level in and around room	91.1	135	78.0	99	76.2	99	81.7	98
Std Meals		89.6	135	81.4	98	80.5	99	82.2	98
Meals		89.6	135						
	Temperature of the food	87.4	133	79.7	96	78.7	99	80.5	96
	Quality of the food	87.1	134	76.7	98	75.6	99	77.6	96
	Courtesy of person served food	94.5	132	88.2	98	87.6	99	88.7	97
Std Nurses		93.6	137	88.4	96	87.9	99	88.9	94
Nurses		94.0	137						
	Friendliness/courtesy of the nurses	96.5	137	91.8	98	91.5	99	92.1	97
	Promptness response to call	91.5	133	85.5	93	84.5	99	86.3	91
	Nurses' attitude toward requests	94.2	133	89.1	96	88.6	99	89.5	93
	Attention to special/personal needs	92.6	135	87.5	94	86.9	99	88.0	92
	Nurses kept you informed	92.7	134	86.5	98	85.9	99	87.0	96
	Skill of the nurses	94.4	135	90.8	94	90.5	99	90.9	91
	Extent to which nurses checked ID †	96.5	130	91.4	96	91.3	98	91.2	99
Std Tests and Treatments		92.0	135	86.5	97	85.9	99	87.3	93
Tests and Treatments		92.0	135						
	Wait time for test or treatments	89.6	127	82.2	97	81.2	99	83.6	94
	Explanations: happen during T&T	92.3	127	85.7	98	85.1	99	86.5	96
	Courtesy of person took blood	93.2	133	89.2	94	88.5	99	89.6	92
	Courtesy of person started IV	92.8	128	89.3	92	88.9	98	89.7	90
Std Visitors and Family		94.8	137	86.4	99	85.6	99	87.2	99
Visitors and Family		94.8	137						
	Accommodations & comfort visitors	94.5	136	84.2	99	83.2	99	85.1	99
	Staff attitude toward visitors	95.0	135	88.8	99	88.2	99	89.6	97
Std Physician		91.1	136	86.9	92	86.2	99	87.8	88
Physician		91.2	137						
	Time physician spent with you	88.9	133	82.6	96	81.8	99	83.8	95

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Question	Mean	n	Mean	Rank	Mean	Rank	Mean	Rank	
Physician concern questions/worries	91.7	132	86.4	95	85.7	99	87.4	92	
Physician kept you informed	88.7	133	85.5	84	84.7	96	86.5	75	
Friendliness/courtesy of physician	92.7	134	89.6	88	89.0	97	90.4	82	
Skill of physician	95.6	131	91.5	95	91.3	99	92.2	90	
Rating of anesthesia services †	91.7	30	90.7	61	90.3	69	91.5	47	
Std Discharge	91.0	137	84.4	98	83.6	99	85.4	96	
Discharge	91.0	137							
Extent felt ready discharge	92.0	134	85.7	99	85.3	99	86.8	98	
Speed of discharge process	89.6	135	81.7	97	80.4	99	83.0	93	
Instructions care at home	91.5	133	86.5	95	85.9	99	87.1	92	
Std Personal Issues	90.4	133	85.6	94	85.0	99	86.6	90	
Personal Issues	90.3	136							
Staff concern for your privacy	92.0	131	87.5	94	86.9	99	88.6	91	
How well your pain was controlled	90.8	127	86.4	95	86.2	99	87.1	93	
Staff addressed emotional needs	90.4	125	85.1	95	84.4	99	86.2	93	
Response concerns/complaints	91.0	119	84.8	96	84.0	99	85.7	94	
Staff include decisions re:trtmnt	91.0	122	85.0	97	84.3	99	86.0	95	
Staff addressed spiritual needs †	90.1	121	84.4	96	84.1	99	85.1	98	
Staff provide care in safe manner †	93.5	130	89.4	93	88.6	99	90.3	90	
Std Overall Assessment	95.9	136	88.8	99	88.4	99	89.4	98	
Overall Assessment	95.9	136							
Staff worked together care for you	94.8	134	89.4	97	88.9	99	89.9	95	
Likelihood recommending hospital	96.5	134	88.2	99	87.9	99	88.7	97	
Overall rating of care given	96.8	133	89.5	99	89.0	99	90.0	98	
Std Emergency Room	-	0	(N < 7)	N/A	(N < 7)	N/A	(N < 7)	N/A	
Emergency Room	89.6	6							
Courtesy of ER staff †	95.8	6	88.3	99	88.2	99	89.2	99	
ER wait time before seen doctor †	100.0	6	79.6	99	79.4	99	81.5	99	
ER:kept inform re:condition/trtmnt †	87.5	6	81.6	94	81.4	96	82.8	91	
Wait time in ER before admitted †	75.0	6	69.0	82	68.3	85	70.9	88	
Std Intensive/Critical Care	-	0	(N < 7)	N/A	(N < 7)	N/A	(N < 7)	N/A	
Intensive/Critical Care	92.9	15							
Friendliness/courtesy ICU nurses †	93.3	15	92.7	59	92.6	60	92.9	66	
ICU nurse help understand T&T/cond †	93.3	15	89.9	90	89.8	89	89.8	91	
Attention special/personal need ICU †	91.7	15	91.4	50	91.3	51	91.6	45	
Skill of ICU/CCU nurses †	93.3	15	93.0	47	92.9	48	92.6	56	
Std Operating/Recovery Room	-	0	(N < 7)	N/A	(N < 7)	N/A	(N < 7)	N/A	
Operating/Recovery Room	92.9	30							
Friendliness/courtesy of anesthesia †	93.3	30	93.1	55	92.8	71	93.0	62	
Explanation by anesthesia staff †	92.0	28	91.7	53	91.4	69	92.0	48	

04/09/2010 10:37:36 EST

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

All data including past trended data are benchmarked against the period ending 02/28/2010

† Non-standard question

1-800-232-8032