

INPATIENT REPORT

Filter Definition

Filter	Choice(s)
Received Date	From 05/01/2010 To 05/31/2010

Benchmarking Definition

Benchmarking Period	02/01/2010 To 04/30/2010
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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		93.0	128	85.7	99	84.9	99	86.4	98
Overall		93.2	128						
Std Admission		95.5	123	86.8	99	86.2	99	87.1	99
Admission		95.5	123						
	Speed of admission	94.5	122	84.0	99	83.2	99	84.2	99
	Courtesy of person admitting	96.5	113	90.2	99	89.8	99	90.5	98
Std Room		91.7	128	82.1	99	80.8	99	83.5	98
Room		91.7	128						
	Pleasantness of room decor	93.4	128	80.6	99	79.4	99	81.8	99
	Room cleanliness	94.3	126	85.3	99	83.8	99	85.7	98
	Courtesy of person cleaning room	94.9	118	88.0	99	87.2	99	88.3	99
	Room temperature	88.5	124	79.8	98	78.9	99	81.7	95
	Noise level in and around room	88.4	123	77.7	97	75.9	99	81.2	92
Std Meals		88.6	125	81.6	96	80.6	99	82.2	94
Meals		88.6	125						
	Temperature of the food	85.5	122	79.9	89	78.8	97	80.4	89
	Quality of the food	87.6	123	76.9	98	75.6	99	77.5	97
	Courtesy of person served food	92.7	123	88.3	92	87.7	97	88.7	89
Std Nurses		93.4	128	88.5	96	87.8	99	88.8	93
Nurses		94.1	128						
	Friendliness/courtesy of the nurses	96.5	127	91.9	98	91.5	99	92.0	97
	Promptness response to call	92.2	119	85.6	95	84.5	99	86.3	93
	Nurses' attitude toward requests	94.4	125	89.1	97	88.6	99	89.4	96
	Attention to special/personal needs	92.8	125	87.6	95	86.9	99	88.1	90
	Nurses kept you informed	92.9	126	86.6	98	85.9	99	87.0	95
	Skill of the nurses	95.2	126	90.8	97	90.5	99	90.9	94
	Extent to which nurses checked ID †	96.9	127	91.5	98	91.4	99	91.9	96
Std Tests and Treatments		92.7	125	86.5	98	85.8	99	87.2	96
Tests and Treatments		92.7	125						
	Wait time for test or treatments	91.7	120	82.2	99	81.1	99	83.4	99
	Explanations: happen during T&T	92.7	117	85.7	98	85.0	99	86.4	96
	Courtesy of person took blood	93.5	123	89.1	95	88.4	99	89.5	94
	Courtesy of person started IV	93.9	123	89.3	97	88.7	99	89.6	94
Std Visitors and Family		96.2	126	86.5	99	85.5	99	87.2	99
Visitors and Family		96.2	126						
	Accommodations & comfort visitors	96.0	126	84.3	99	83.1	99	85.1	99
	Staff attitude toward visitors	96.7	122	88.9	99	88.2	99	89.7	99
Std Physician		93.0	127	86.8	97	86.1	99	87.7	95
Physician		93.0	127						
	Time physician spent with you	88.8	127	82.5	96	81.6	99	83.6	95

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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	93.3	126	86.3	98	85.6	99	87.2	96
	Physician kept you informed	90.9	126	85.3	95	84.6	99	86.3	92
	Friendliness/courtesy of physician	95.1	127	89.5	97	88.9	99	90.3	96
	Skill of physician	97.8	124	91.4	99	91.1	99	92.0	98
	Rating of anesthesia services †	95.4	27	90.8	99	90.3	99	91.3	99
Std Discharge		91.1	127	84.4	98	83.5	99	85.2	96
Discharge		91.1	127						
	Extent felt ready discharge	91.5	126	85.7	98	85.2	99	86.5	96
	Speed of discharge process	90.2	127	81.8	97	80.4	99	82.9	93
	Instructions care at home	92.0	125	86.6	97	85.8	99	87.0	95
Std Personal Issues		92.1	127	85.6	98	84.9	99	86.5	96
Personal Issues		92.6	128						
	Staff concern for your privacy	94.0	125	87.5	98	86.8	99	88.5	98
	How well your pain was controlled	93.1	120	86.3	99	86.1	99	87.0	98
	Staff addressed emotional needs	92.1	120	85.2	98	84.4	99	86.2	97
	Response concerns/complaints	92.1	117	84.9	98	83.9	99	85.7	96
	Staff include decisions re:trtmnt	91.3	115	85.0	97	84.2	99	85.9	93
	Staff addressed spiritual needs †	91.5	114	84.2	99	84.0	99	84.5	99
	Staff provide care in safe manner †	94.7	127	89.7	92	88.5	99	90.5	92
Std Overall Assessment		96.1	128	88.9	99	88.3	99	89.3	98
Overall Assessment		96.1	128						
	Staff worked together care for you	95.1	128	89.4	97	88.8	99	89.8	96
	Likelihood recommending hospital	97.1	128	88.2	99	87.8	99	88.6	98
	Overall rating of care given	96.1	128	89.5	98	88.9	99	89.9	97
Std Emergency Room		-	0	(N < 7)	N/A	(N < 7)	N/A	(N < 7)	N/A
Emergency Room		90.6	4						
	Courtesy of ER staff †	100.0	4	88.0	99	87.8	99	88.5	99
	ER wait time before seen doctor †	93.8	4	78.8	99	78.4	99	79.8	99
	ER:kept inform re:condition/trtmnt †	87.5	4	81.2	96	80.8	98	82.0	97
	Wait time in ER before admitted †	81.3	4	67.6	98	66.8	99	68.0	99
Std Intensive/Critical Care		-	0	(N < 7)	N/A	(N < 7)	N/A	(N < 7)	N/A
Intensive/Critical Care		97.6	13						
	Friendliness/courtesy ICU nurses †	98.1	13	92.7	99	92.8	99	92.9	99
	ICU nurse help understand T&T/cond †	95.8	12	89.9	99	89.9	99	89.5	98
	Attention special/personal need ICU †	98.1	13	91.7	99	91.7	99	91.5	99
	Skill of ICU/CCU nurses †	97.9	12	93.0	99	93.0	99	92.9	99
Std Operating/Recovery Room		-	0	(N < 7)	N/A	(N < 7)	N/A	(N < 7)	N/A
Operating/Recovery Room		93.8	28						
	Friendliness/courtesy of anesthesia †	94.6	28	93.1	83	92.7	91	92.9	93
	Explanation by anesthesia staff †	93.5	27	91.6	96	91.0	99	91.9	96