

OUTPATIENT SERVICES REPORT

Filter Definition

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

Benchmarking Definition

Benchmarking Period	10/01/2009 To 12/31/2009
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OUTPATIENT SERVICES REPORT

Question Analysis

All Respondents									
Overall Section	Question	Mean	n	All Facility DB		AHA Region 7		<=10000 proc	
				Mean	Rank	Mean	Rank	Mean	Rank
Std Overall		94.2	36	91.8	90	91.8	94	92.9	74
Std Registration		92.9	35	90.8	82	90.5	85	91.8	67
	Helpfulness of registration person	92.9	35	92.0	62	92.0	65	93.0	51
	Ease of the registration process	92.1	35	91.9	50	91.6	57	92.7	39
	Waiting time in registration	93.6	35	88.5	96	87.8	98	89.9	89
Std Facility		92.9	33	89.6	91	89.9	92	91.4	72
	Comfort of waiting area	92.2	32	88.5	90	88.8	91	90.4	71
	Ease of finding your way around	89.5	31	88.1	67	88.4	67	89.9	53
	Cleanliness of facility	96.1	32	92.4	96	92.5	98	94.0	81
Std Test or Treatment		96.4	33	93.7	96	93.8	98	94.4	84
	Friendliness of staff	97.0	33	95.2	91	95.3	89	95.8	76
	Explanations given by staff	96.1	32	93.0	97	93.2	98	93.8	84
	Skill of techs/therapists/nurses	96.1	32	94.4	88	94.5	84	95.0	74
	Staff concern for comfort	96.1	32	93.3	95	93.3	98	94.2	81
	Staff's concern/questions worries	96.1	32	92.8	98	93.0	98	93.7	93
Std Personal Issues		93.7	33	91.7	86	92.0	85	92.6	71
	Our concern for privacy	93.2	33	92.1	72	92.5	66	92.9	56
	Our sensitivity to your needs	94.5	32	91.8	94	92.0	96	92.7	84
	Response to concerns/complaints	92.7	31	91.5	68	91.7	68	92.4	51
Std Overall Assessment		94.4	33	93.4	68	93.5	67	94.4	51
	Staff worked together provide care	93.9	33	93.3	59	93.4	58	94.3	41
	Overall rating of care	94.5	32	93.8	61	93.8	63	94.7	43
	Likelihood of recommending	94.5	32	93.5	66	93.6	66	94.5	53