

OUTPATIENT SERVICES REPORT

Filter Definition

Filter	Choice(s)
Received Date	From 02/01/2010 To 02/28/2010

Benchmarking Definition

Benchmarking Period	11/01/2009 To 01/31/2010
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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		94.4	26	91.8	92	91.8	96	92.9	79
Std Registration		94.6	26	90.8	96	90.4	98	91.9	85
	Helpfulness of registration person	95.2	26	92.0	96	92.0	97	93.0	91
	Ease of the registration process	95.8	24	91.9	99	91.6	99	92.8	94
	Waiting time in registration	92.0	25	88.5	87	87.8	93	89.9	75
Std Facility		93.9	26	89.6	96	89.8	97	91.4	82
	Comfort of waiting area	94.2	26	88.4	98	88.6	99	90.4	88
	Ease of finding your way around	92.0	25	88.1	92	88.3	96	89.9	79
	Cleanliness of facility	95.0	25	92.3	88	92.5	87	93.9	69
Std Test or Treatment		94.2	26	93.7	58	93.7	60	94.4	50
	Friendliness of staff	94.2	26	95.2	22	95.2	19	95.8	16
	Explanations given by staff	94.2	26	93.0	73	93.1	75	93.8	58
	Skill of techs/therapists/nurses	93.3	26	94.4	19	94.4	19	95.0	13
	Staff concern for comfort	95.2	26	93.3	85	93.3	86	94.1	67
	Staff's concern/questions worries	94.2	26	92.8	75	92.9	73	93.7	57
Std Personal Issues		94.2	26	91.7	92	91.9	95	92.7	79
	Our concern for privacy	94.2	26	92.1	89	92.5	93	93.0	72
	Our sensitivity to your needs	95.2	26	91.8	97	91.9	97	92.8	91
	Response to concerns/complaints	92.7	24	91.5	67	91.7	68	92.4	57
Std Overall Assessment		94.9	26	93.4	76	93.4	75	94.4	60
	Staff worked together provide care	94.2	26	93.3	66	93.4	68	94.2	49
	Overall rating of care	97.0	25	93.8	98	93.8	98	94.7	92
	Likelihood of recommending	97.0	25	93.5	97	93.4	99	94.5	92