

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		96.0	38	92.0	99	92.2	99	93.0	92
Std Registration		93.2	38	91.0	82	90.8	86	91.8	71
	Helpfulness of registration person	92.6	37	92.3	50	92.4	49	93.0	40
	Ease of the registration process	95.3	37	92.1	97	91.9	97	92.6	88
	Waiting time in registration	91.7	36	88.9	80	88.3	84	89.9	62
Std Facility		94.7	38	90.0	98	90.3	99	91.7	88
	Comfort of waiting area	94.4	36	88.9	98	89.3	99	90.7	88
	Ease of finding your way around	91.4	35	88.5	86	88.8	88	90.3	71
	Cleanliness of facility	97.3	37	92.7	98	93.0	99	94.0	88
Std Test or Treatment		97.9	37	93.8	99	94.1	99	94.5	99
	Friendliness of staff	98.7	37	95.3	99	95.6	99	95.9	99
	Explanations given by staff	96.5	36	93.2	98	93.4	99	93.8	91
	Skill of techs/therapists/nurses	97.2	36	94.5	98	94.7	98	95.1	89
	Staff concern for comfort	98.6	35	93.5	99	93.7	99	94.2	99
	Staff's concern/questions worries	99.3	35	93.0	99	93.3	99	93.7	99
Std Personal Issues		96.5	36	91.9	99	92.3	99	92.8	97
	Our concern for privacy	97.1	35	92.3	99	92.7	99	93.0	98
	Our sensitivity to your needs	97.1	34	92.0	99	92.3	99	92.9	97
	Response to concerns/complaints	97.6	31	91.7	99	92.0	99	92.7	98
Std Overall Assessment		97.8	38	93.6	99	93.9	99	94.3	97
	Staff worked together provide care	98.0	37	93.5	99	93.7	99	94.2	98
	Overall rating of care	97.3	37	93.9	99	94.2	99	94.6	91
	Likelihood of recommending	98.0	37	93.6	99	93.9	99	94.4	97