

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		93.5	36	91.8	82	92.0	76	92.9	64
Std Registration		91.7	36	90.8	59	90.6	62	91.8	47
	Helpfulness of registration person	91.0	36	92.0	25	92.2	25	92.9	20
	Ease of the registration process	92.4	36	91.8	53	91.7	53	92.7	42
	Waiting time in registration	91.7	36	88.6	82	88.0	88	89.9	67
Std Facility		91.4	35	89.7	74	90.1	69	91.5	54
	Comfort of waiting area	92.1	35	88.6	90	89.0	92	90.5	69
	Ease of finding your way around	87.5	34	88.3	36	88.5	35	90.2	18
	Cleanliness of facility	94.1	34	92.4	76	92.7	72	93.9	52
Std Test or Treatment		96.3	35	93.7	95	93.9	97	94.4	82
	Friendliness of staff	95.7	35	95.2	59	95.4	53	95.8	46
	Explanations given by staff	96.4	35	93.0	98	93.2	98	93.8	89
	Skill of techs/therapists/nurses	96.4	35	94.4	94	94.5	95	95.1	80
	Staff concern for comfort	96.4	35	93.3	97	93.5	97	94.0	86
	Staff's concern/questions worries	96.4	35	92.8	98	93.1	97	93.5	90
Std Personal Issues		93.1	35	91.7	75	92.0	69	92.7	60
	Our concern for privacy	92.9	35	92.0	64	92.5	55	93.0	50
	Our sensitivity to your needs	92.1	35	91.7	52	92.0	45	92.9	37
	Response to concerns/complaints	93.8	32	91.5	86	91.8	82	92.5	73
Std Overall Assessment		94.5	35	93.4	69	93.6	64	94.4	52
	Staff worked together provide care	94.3	35	93.3	65	93.5	64	94.3	48
	Overall rating of care	94.3	35	93.8	56	93.9	52	94.6	39
	Likelihood of recommending	95.0	35	93.4	75	93.6	76	94.4	60