

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		96.3	53	91.8	99	91.9	99	92.7	93
Std Registration		95.5	52	90.8	99	90.6	99	91.6	95
	Helpfulness of registration person	95.2	52	92.1	95	92.2	94	92.7	85
	Ease of the registration process	96.6	52	91.9	99	91.7	99	92.5	98
	Waiting time in registration	94.6	51	88.6	99	88.1	99	89.7	96
Std Facility		94.7	52	89.5	98	89.8	99	91.2	88
	Comfort of waiting area	96.2	52	88.3	99	88.7	99	90.1	93
	Ease of finding your way around	90.0	50	88.2	72	88.2	71	89.9	50
	Cleanliness of facility	97.5	50	92.3	99	92.5	99	93.6	90
Std Test or Treatment		97.0	52	93.7	99	93.9	99	94.2	93
	Friendliness of staff	98.1	52	95.2	99	95.4	99	95.6	93
	Explanations given by staff	98.1	52	93.0	99	93.3	99	93.5	98
	Skill of techs/therapists/nurses	96.6	52	94.4	95	94.5	94	94.9	83
	Staff concern for comfort	95.6	51	93.3	90	93.5	90	93.9	79
	Staff's concern/questions worries	97.1	52	92.8	99	93.1	99	93.4	97
Std Personal Issues		96.3	51	91.7	99	92.1	99	92.5	96
	Our concern for privacy	96.6	51	92.1	99	92.6	99	92.8	96
	Our sensitivity to your needs	96.1	51	91.8	99	92.1	99	92.7	94
	Response to concerns/complaints	96.0	44	91.5	99	91.8	99	92.4	96
Std Overall Assessment		97.9	52	93.4	99	93.6	99	94.2	95
	Staff worked together provide care	98.0	51	93.4	99	93.5	99	94.0	96
	Overall rating of care	97.6	51	93.8	99	93.9	99	94.5	92
	Likelihood of recommending	98.1	52	93.5	99	93.6	99	94.3	96