

OUTPATIENT SERVICES REPORT

Filter Definition

Filter	Choice(s)
Received Date	From 05/01/2010 To 05/31/2010

Benchmarking Definition

Benchmarking Period	02/01/2010 To 04/30/2010
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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		93.2	45	91.8	74	91.9	70	92.7	60
Std Registration		93.6	44	90.8	89	90.6	89	91.6	75
	Helpfulness of registration person	93.2	44	92.0	68	92.2	66	92.7	57
	Ease of the registration process	92.6	44	91.8	58	91.7	60	92.5	53
	Waiting time in registration	94.9	44	88.6	99	88.0	99	89.7	96
Std Facility		92.8	44	89.6	90	89.9	92	91.2	72
	Comfort of waiting area	92.1	44	88.5	90	88.8	91	90.1	71
	Ease of finding your way around	89.5	43	88.2	64	88.4	62	89.9	47
	Cleanliness of facility	96.6	44	92.3	97	92.6	99	93.7	85
Std Test or Treatment		94.0	44	93.7	54	93.9	50	94.2	41
	Friendliness of staff	95.5	44	95.2	51	95.3	52	95.7	37
	Explanations given by staff	94.8	43	93.0	83	93.2	78	93.6	74
	Skill of techs/therapists/nurses	94.3	44	94.4	43	94.5	39	95.0	34
	Staff concern for comfort	92.6	44	93.3	29	93.5	27	93.9	27
	Staff's concern/questions worries	92.9	42	92.8	46	93.1	44	93.4	40
Std Personal Issues		91.4	43	91.7	40	92.0	34	92.4	30
	Our concern for privacy	91.1	42	92.1	26	92.5	17	92.7	18
	Our sensitivity to your needs	91.9	43	91.8	47	92.1	45	92.6	35
	Response to concerns/complaints	90.4	39	91.5	25	91.7	24	92.3	21
Std Overall Assessment		94.0	43	93.4	56	93.6	55	94.2	45
	Staff worked together provide care	94.2	43	93.4	61	93.5	61	94.0	49
	Overall rating of care	94.8	43	93.8	67	93.9	64	94.4	56
	Likelihood of recommending	93.0	43	93.5	35	93.6	33	94.2	26