

FY2023	YTD (07/01/22 - 10/31/22)		
	Raw	Adj Raw	N
Inpatient Overall	83.33	75.00	12
<i>IP Med Surg</i>	100.00	100.00	8
<i>IP Women's Services</i>	0.00	0.00	1
<i>IP ICU & INT</i>	50.00	66.67	3
ER	90.28	91.65	40
OR	na	87.50	24
Home Health	na	100.00	38
Hospice	na	100.00	8
	Overall	Provider	Staff
	Raw	Raw	Raw
OVERALL	95.83	95.42	93.34
Bone & Joint	97.92	96.88	96.36
Family Health Clinic	ND *	ND *	ND *
Foot & Ankle	ND *	ND *	ND *
General Surgery	ND *	ND *	ND *
Internal Medicine	96.43	96.43	92.86
OBGyn	87.50	87.50	81.25

Inpatient - Overall

Questions	Top Box	n
*Rate hospital 0-10	75.00	8
*Recommend the hospital	75.00	8
*Comm w/ Nurses Domain Performance	87.50	8
*Nurses treat with courtesy/respect	87.50	8
*Nurses listen carefully to you	87.50	8
*Nurses expl in way you understand	87.50	8
*Response of Hosp Staff Domain Performance	75.00	8
*Call button help soon as wanted it	75.00	8
*Help toileting soon as you wanted	75.00	4
*Comm w/ Doctors Domain Performance	87.50	8
*Doctors treat with courtesy/respect	87.50	8
*Doctors listen carefully to you	87.50	8
*Doctors expl in way you understand	87.50	8
*Hospital Environment Domain Performance	93.75	8
*Cleanliness of hospital environment	100.00	8
*Quietness of hospital environment	87.50	8
*Communication About Pain Domain Performance	N/A	N/A
*How often staff talk about pain	N/A	N/A
*Staff talk about pain treatment	N/A	N/A
*Comm About Medicines Domain Performance	100.00	5
*Tell you what new medicine was for	100.00	5
*Staff describe medicine side effect	100.00	5
*Discharge Information Domain Performance	100.00	6
*Staff talk about help when you left	100.00	6
*Info re symptoms/prob to look for	100.00	6
*Care Transitions Domain Performance	68.33	8
*Hosp staff took pref into account	62.50	8
*Good understanding managing health	62.50	8
*Understood purpose of taking meds	80.00	5
*CAHPS		

Inpatient - Med Surg

Questions	Top Box	n
*Rate hospital 0-10	100.00	5
*Recommend the hospital	100.00	5
*Comm w/ Nurses Domain Performance	100.00	5
*Nurses treat with courtesy/respect	100.00	5
*Nurses listen carefully to you	100.00	5
*Nurses expl in way you understand	100.00	5
*Response of Hosp Staff Domain Performance	90.00	5
*Call button help soon as wanted it	80.00	5
*Help toileting soon as you wanted	100.00	2
*Comm w/ Doctors Domain Performance	100.00	5
*Doctors treat with courtesy/respect	100.00	5
*Doctors listen carefully to you	100.00	5
*Doctors expl in way you understand	100.00	5
*Hospital Environment Domain Performance	90.00	5
*Cleanliness of hospital environment	100.00	5
*Quietness of hospital environment	80.00	5
*Communication About Pain Domain Performance	N/A	N/A
*How often staff talk about pain	N/A	N/A
*Staff talk about pain treatment	N/A	N/A
*Comm About Medicines Domain Performance	100.00	4
*Tell you what new medicine was for	100.00	4
*Staff describe medicine side effect	100.00	4
*Discharge Information Domain Performance	100.00	4
*Staff talk about help when you left	100.00	4
*Info re symptoms/prob to look for	100.00	4
*Care Transitions Domain Performance	86.67	5
*Hosp staff took pref into account	80.00	5
*Good understanding managing health	80.00	5
*Understood purpose of taking meds	100.00	4
*CAHPS		

Inpatient - Women's Services

Questions	Top Box	n
*Rate hospital 0-10	0.00	1
*Recommend the hospital	0.00	1
*Comm w/ Nurses Domain Performance	0.00	1
*Nurses treat with courtesy/respect	0.00	1
*Nurses listen carefully to you	0.00	1
*Nurses expl in way you understand	0.00	1
*Response of Hosp Staff Domain Performance	0.00	1
*Call button help soon as wanted it	0.00	1
*Help toileting soon as you wanted	0.00	1
*Comm w/ Doctors Domain Performance	100.00	1
*Doctors treat with courtesy/respect	100.00	1
*Doctors listen carefully to you	100.00	1
*Doctors expl in way you understand	100.00	1
*Hospital Environment Domain Performance	100.00	1
*Cleanliness of hospital environment	100.00	1
*Quietness of hospital environment	100.00	1
*Communication About Pain Domain Performance	N/A	N/A
*How often staff talk about pain	N/A	N/A
*Staff talk about pain treatment	N/A	N/A
*Comm About Medicines Domain Performance	100.00	1
*Tell you what new medicine was for	100.00	1
*Staff describe medicine side effect	100.00	1
*Discharge Information Domain Performance	100.00	1
*Staff talk about help when you left	100.00	1
*Info re symptoms/prob to look for	100.00	1
*Care Transitions Domain Performance	0.00	1
*Hosp staff took pref into account	0.00	1
*Good understanding managing health	0.00	1
*Understood purpose of taking meds	0.00	1
*CAHPS		

Inpatient - ICU/INT

Questions	Top Box	n
*Rate hospital 0-10	50.00	2
*Recommend the hospital	50.00	2
*Comm w/ Nurses Domain Performance	100.00	2
*Nurses treat with courtesy/respect	100.00	2
*Nurses listen carefully to you	100.00	2
*Nurses expl in way you understand	100.00	2
*Response of Hosp Staff Domain Performance	100.00	2
*Call button help soon as wanted it	100.00	2
*Help toileting soon as you wanted	100.00	1
*Comm w/ Doctors Domain Performance	50.00	2
*Doctors treat with courtesy/respect	50.00	2
*Doctors listen carefully to you	50.00	2
*Doctors expl in way you understand	50.00	2
*Hospital Environment Domain Performance	100.00	2
*Cleanliness of hospital environment	100.00	2
*Quietness of hospital environment	100.00	2
*Communication About Pain Domain Performance	N/A	N/A
*How often staff talk about pain	N/A	N/A
*Staff talk about pain treatment	N/A	N/A
*Comm About Medicines Domain Performance	N/A	N/A
*Tell you what new medicine was for	N/A	N/A
*Staff describe medicine side effect	N/A	N/A
*Discharge Information Domain Performance	100.00	1
*Staff talk about help when you left	100.00	1
*Info re symptoms/prob to look for	100.00	1
*Care Transitions Domain Performance	50.00	2
*Hosp staff took pref into account	50.00	2
*Good understanding managing health	50.00	2
*Understood purpose of taking meds	N/A	N/A
*CAHPS		

Emergency Department

Questions	Mean	n
Overall	91.65	37
Overall†	91.65	37
Arrival Overall	91.89	37
Arrival Overall †	91.89	37
Waiting time before noticed arrival †	N/A	N/A
Helpfulness of first person †	N/A	N/A
Comfort of waiting area	92.86	35
Waiting time to treatment area	90.54	37
Waiting time to see doctors †	N/A	N/A
Nurses Overall	93.21	37
Nurses Overall †	93.21	37
Courtesy of nurses	95.27	37
Nurses took time to listen	91.89	37
Nurses' attention to your needs	93.24	37
Nurses kept you informed †	N/A	N/A
Nurses' concern for privacy	93.92	37
Nurses' responses to quest/concerns	92.36	36
Doctors Overall	89.03	36
Courtesy of doctors	93.06	36
Doctors took time to listen	86.43	35
Doctors informative re treatment	90.00	35
Doctors' concern for comfort	88.57	35
Doctors include you trtmt decision	88.57	35
Tests Overall †	N/A	N/A
Courtesy of person who took blood †	N/A	N/A
Concern for comfort blood drawn †	N/A	N/A
Waiting time for radiology test †	N/A	N/A
Courtesy of radiology staff †	N/A	N/A
Concern for comfort radiology test †	N/A	N/A
Family or Friends Overall †	N/A	N/A
Courtesy shown family/friends †	N/A	N/A
Staff kept family/friends informed †	N/A	N/A
Staff let family/friend be with you †	N/A	N/A
Personal/Insurance Info Overall †	N/A	N/A
Courtesy during pers/insur info †	N/A	N/A
Privacy during pers/insur info †	N/A	N/A
Ease giving pers/insur info †	N/A	N/A
Personal Issues Overall †	N/A	N/A
Informed about delays †	N/A	N/A
How well pain was addressed †	N/A	N/A
Information about home care †	N/A	N/A
Overall Assessment Overall	92.71	36
Overall rating of care	91.67	36
Likelihood of recommending	91.67	36
Staff cared about you as person	94.29	35
Staff worked together care for you	93.06	36

Ambulatory Surgery

Questions	Top Box	n
*Facility rating 0-10	87.50	24
*Recommend the facility	87.50	24
*Communication Domain Performance	97.43	24
*Provided needed info re procedure	100.00	24
*Instructions good re preparation	100.00	24
*Procedure info easy to understand	95.83	24
*Anesthesia info easy to understand	95.65	23
*Anes side effect easy to understand	95.65	23
*Facility/Personal Trtment Domain Performance	97.22	24
*Check-in run smoothly	91.67	24
*Facility clean	100.00	24
*Clerks and receptionists helpful	100.00	24
*Clerks and reception courteous	95.83	24
*Staff treat w/ courtesy, respect	95.83	24
*Staff ensure you were comfortable	100.00	23
*Discharge Domain Performance	97.92	24
*Written discharge instructions	100.00	24
*Instructions regarding recovery	87.50	24
*Information re subsequent pain	100.00	23
*Information re subsequent nausea	100.00	23
*Information re subsequent bleeding	100.00	22
*Info on response to infection	100.00	21

*CAHPS

Home Health Care

Questions	Top Box	n
*Rate agency 0-10	100.00	6
*Recommend this agency	100.00	6
*Comm b/t Providers & Pts Domain Performance	91.67	6
*Tell you about care/services	100.00	6
*Keep you informed about arrival	100.00	6
*Explain in way you understand	83.33	6
*Listen carefully to you	100.00	6
*Get help or advice needed	100.00	3
*How long to get help or advice	66.67	3
*Specific Care Issues Domain Performance	66.67	6
*Talk about how to set up home	83.33	6
*Talk about medicines taking	100.00	5
*Ask to see all meds taking	83.33	6
*Talk about pain	100.00	6
*Talk about purpose for taking meds	100.00	1
*Talk about when to take meds	0.00	1
*Talk about side effects of meds	0.00	1
*Care of Patients Domain Performance	100.00	6
*Providers informed about care	100.00	6
*Treat you as gently as possible	100.00	6
*Treat you with courtesy/respect	100.00	6
*Have problems with care	100.00	6

*CAHPS

Bone & Joint

Questions	Mean	n
Overall	97.74	6
Access Overall	93.75	6
Ease of scheduling appointments	95.83	6
Ease of contacting	91.67	6
Moving Through Your Visit Overall	97.92	6
Information about delays	95.83	6
Wait time at clinic	100.00	5
Nurse/Assistant Overall	100.00	6
Concern of nurse/asst for problem	100.00	6
How well nurse/asst listen	100.00	6
Care Provider Overall	96.88	6
CP explanations of prob/condition	100.00	5
CP concern for questions/worries	100.00	6
CP efforts to include in decisions	95.83	6
Likelihood of recommending CP	95.83	6
CP discuss treatments	95.83	6
Personal Issues Overall	100.00	6
How well staff protect safety	100.00	6
Our concern for patients' privacy	100.00	6
Overall Assessment Overall	97.92	6
Staff worked together care for you	100.00	6
Likelihood of recommending	95.83	6

Internal Medicine

Questions	Mean	n
Overall	94.05	7
Access Overall	91.07	7
Ease of scheduling appointments	92.86	7
Ease of contacting	89.29	7
Moving Through Your Visit Overall	91.07	7
Information about delays	95.83	6
Wait time at clinic	89.29	7
Nurse/Assistant Overall	96.43	7
Concern of nurse/asst for problem	96.43	7
How well nurse/asst listen	96.43	7
Care Provider Overall	96.43	7
CP explanations of prob/condition	96.43	7
CP concern for questions/worries	96.43	7
CP efforts to include in decisions	96.43	7
Likelihood of recommending CP	96.43	7
CP discuss treatments	96.43	7
Personal Issues Overall	92.86	7
How well staff protect safety	91.67	6
Our concern for patients' privacy	92.86	7
Overall Assessment Overall	96.43	7
Staff worked together care for you	96.43	7
Likelihood of recommending	96.43	7

OBGYN

Questions	Mean	n
Overall	83.33	2
Access Overall	68.75	2
Ease of scheduling appointments	75.00	2
Ease of contacting	62.50	2
Moving Through Your Visit Overall	81.25	2
Information about delays	75.00	2
Wait time at clinic	87.50	2
Nurse/Assistant Overall	87.50	2
Concern of nurse/asst for problem	100.00	1
How well nurse/asst listen	87.50	2
Care Provider Overall	87.50	2
CP explanations of prob/condition	87.50	2
CP concern for questions/worries	87.50	2
CP efforts to include in decisions	87.50	2
Likelihood of recommending CP	87.50	2
CP discuss treatments	87.50	2
Personal Issues Overall	87.50	2
How well staff protect safety	87.50	2
Our concern for patients' privacy	87.50	2
Overall Assessment Overall	87.50	2
Staff worked together care for you	87.50	2
Likelihood of recommending	87.50	2