

FY2023	YTD (07/01/22 - 02/28/23)		
	Raw	Adj Raw	N
Inpatient Overall	85.71	85.29	49
<i>IP Med Surg</i>	84.85	88.00	33
<i>IP Women's Services</i>	85.71	75.00	7
<i>IP ICU & INT</i>	88.89	80.00	9
ER	85.32	87.09	124
OR	<i>na</i>	89.47	76
Home Health	<i>na</i>	100.00	15
Hospice	<i>na</i>	100.00	5
	Overall	Provider	Staff
	Raw	Raw	Raw
OVERALL	92.18	92.87	91.39
Bone & Joint	97.12	96.20	96.28
Family Health Clinic	86.64	88.56	85.23
Foot & Ankle	98.21	100.00	96.88
General Surgery	96.88	96.25	93.75
Internal Medicine	94.39	95.43	93.35
OBGyn	93.42	91.84	94.24

Inpatient Overall

Questions	Top Box	n
*Rate hospital 0-10	85.29	34
*Recommend the hospital	87.88	33
*Comm w/ Nurses Domain Performance	89.52	35
*Nurses treat with courtesy/respect	97.14	35
*Nurses listen carefully to you	88.57	35
*Nurses expl in way you understand	82.86	35
*Response of Hosp Staff Domain Performance	83.95	32
*Call button help soon as wanted it	77.42	31
*Help toileting soon as you wanted	90.48	21
*Comm w/ Doctors Domain Performance	84.76	35
*Doctors treat with courtesy/respect	85.71	35
*Doctors listen carefully to you	82.86	35
*Doctors expl in way you understand	85.71	35
*Hospital Environment Domain Performance	84.29	35
*Cleanliness of hospital environment	91.43	35
*Quietness of hospital environment	77.14	35
*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	74.38	26
*Tell you what new medicine was for	80.77	26
*Staff describe medicine side effect	68.00	25
*Discharge Information Domain Performance	95.00	31
*Staff talk about help when you left	93.33	30
*Info re symptoms/prob to look for	96.67	30
*Care Transitions Domain Performance	56.08	34
*Hosp staff took pref into account	57.58	33
*Good understanding managing health	58.82	34
*Understood purpose of taking meds	51.85	27

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Med Surg

Questions	Top Box	n
*Rate hospital 0-10	88.00	25
*Recommend the hospital	91.67	24
*Comm w/ Nurses Domain Performance	91.03	26
*Nurses treat with courtesy/respect	100.00	26
*Nurses listen carefully to you	88.46	26
*Nurses expl in way you understand	84.62	26
*Response of Hosp Staff Domain Performance	83.93	24
*Call button help soon as wanted it	75.00	24
*Help toileting soon as you wanted	92.86	14
*Comm w/ Doctors Domain Performance	84.62	26
*Doctors treat with courtesy/respect	88.46	26
*Doctors listen carefully to you	80.77	26
*Doctors expl in way you understand	84.62	26
*Hospital Environment Domain Performance	84.62	26
*Cleanliness of hospital environment	92.31	26
*Quietness of hospital environment	76.92	26
*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	71.58	20
*Tell you what new medicine was for	80.00	20
*Staff describe medicine side effect	63.16	19
*Discharge Information Domain Performance	97.73	23
*Staff talk about help when you left	95.45	22
*Info re symptoms/prob to look for	100.00	22
*Care Transitions Domain Performance	53.39	25
*Hosp staff took pref into account	54.17	24
*Good understanding managing health	56.00	25
*Understood purpose of taking meds	50.00	20

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Women's Services

Questions	Top Box	n
*Rate hospital 0-10	75.00	4
*Recommend the hospital	75.00	4
*Comm w/ Nurses Domain Performance	66.67	4
*Nurses treat with courtesy/respect	75.00	4
*Nurses listen carefully to you	75.00	4
*Nurses expl in way you understand	50.00	4
*Response of Hosp Staff Domain Performance	66.67	3
*Call button help soon as wanted it	66.67	3
*Help toileting soon as you wanted	66.67	3
*Comm w/ Doctors Domain Performance	100.00	4
*Doctors treat with courtesy/respect	100.00	4
*Doctors listen carefully to you	100.00	4
*Doctors expl in way you understand	100.00	4
*Hospital Environment Domain Performance	100.00	4
*Cleanliness of hospital environment	100.00	4
*Quietness of hospital environment	100.00	4
*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	3
*Tell you what new medicine was for	100.00	3
*Staff describe medicine side effect	100.00	3
*Discharge Information Domain Performance	75.00	4
*Staff talk about help when you left	75.00	4
*Info re symptoms/prob to look for	75.00	4
*Care Transitions Domain Performance	66.67	4
*Hosp staff took pref into account	75.00	4
*Good understanding managing health	75.00	4
*Understood purpose of taking meds	50.00	4

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Intermediate Care

Questions	Top Box	n
*Rate hospital 0-10	80.00	5
*Recommend the hospital	80.00	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	100.00	5
*Call button help soon as wanted it	100.00	4
*Help toileting soon as you wanted	100.00	4
*Comm w/ Doctors Domain Performance	73.33	5
*Doctors treat with courtesy/respect	60.00	5
*Doctors listen carefully to you	80.00	5
*Doctors expl in way you understand	80.00	5
*Hospital Environment Domain Performance	70.00	5
*Cleanliness of hospital environment	80.00	5
*Quietness of hospital environment	60.00	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	66.67	3
*Tell you what new medicine was for	66.67	3
*Staff describe medicine side effect	66.67	3
*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	62.22	5
*Hosp staff took pref into account	60.00	5
*Good understanding managing health	60.00	5
*Understood purpose of taking meds	66.67	3

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Emergency Department

Questions	Mean	n
Overall	87.09	106
Overall†	87.09	106
Arrival Overall	89.50	100
Arrival Overall †	89.50	100
Waiting time before noticed arrival †	N/A	N/A
Helpfulness of first person †	N/A	N/A
Comfort of waiting area	88.14	97
Waiting time to treatment area	90.46	97
Waiting time to see doctors †	N/A	N/A
Nurses Overall	90.23	104
Nurses Overall †	90.23	104
Courtesy of nurses	90.87	104
Nurses took time to listen	89.90	104
Nurses' attention to your needs	89.66	104
Nurses kept you informed †	N/A	N/A
Nurses' concern for privacy	91.75	103
Nurses' responses to quest/concerns	89.08	103
Doctors Overall	84.03	93
Courtesy of doctors	86.54	91
Doctors took time to listen	82.97	91
Doctors informative re treatment	84.24	92
Doctors' concern for comfort	84.07	91
Doctors include you trtmt decision	84.17	90
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	87.56	104
Overall rating of care	87.14	103
Likelihood of recommending	86.52	102
Staff cared about you as person	89.22	102
Staff worked together care for you	89.32	103

Ambulatory Surgery

Questions	Top Box	n
*Facility rating 0-10	89.47	76
*Recommend the facility	82.89	76
*Communication Domain Performance	95.98	76
*Provided needed info re procedure	96.05	76
*Instructions good re preparation	97.30	74
*Procedure info easy to understand	96.00	75
*Anesthesia info easy to understand	95.95	74
*Anes side effect easy to understand	94.59	74
*Facility/Personal Trtment Domain Performance	97.79	76
*Check-in run smoothly	96.05	76
*Facility clean	100.00	76
*Clerks and receptionists helpful	97.37	76
*Clerks and reception courteous	97.33	75
*Staff treat w/ courtesy, respect	97.33	75
*Staff ensure you were comfortable	98.65	74
*Discharge Domain Performance	98.40	76
*Written discharge instructions	100.00	76
*Instructions regarding recovery	90.41	73
*Information re subsequent pain	100.00	74
*Information re subsequent nausea	100.00	67
*Information re subsequent bleeding	100.00	69
*Info on response to infection	100.00	65

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Home Health Care

Questions	Top Box	n
*Rate agency 0-10	100.00	13
*Recommend this agency	84.62	13
*Comm b/t Providers & Pts Domain Performance	89.32	13
*Tell you about care/services	100.00	11
*Keep you informed about arrival	84.62	13
*Explain in way you understand	84.62	13
*Listen carefully to you	100.00	13
*Get help or advice needed	100.00	6
*How long to get help or advice	66.67	6
*Specific Care Issues Domain Performance	81.66	13
*Talk about how to set up home	90.00	10
*Talk about medicines taking	87.50	8
*Ask to see all meds taking	81.82	11
*Talk about pain	92.31	13
*Talk about purpose for taking meds	100.00	5
*Talk about when to take meds	60.00	5
*Talk about side effects of meds	60.00	5
*Care of Patients Domain Performance	93.91	13
*Providers informed about care	83.33	12
*Treat you as gently as possible	100.00	13
*Treat you with courtesy/respect	92.31	13
*Have problems with care	100.00	13

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Bone & Joint Clinic

Questions	Mean	n
Overall	96.40	26
Access Overall	96.15	26
Ease of scheduling appointments	97.12	26
Ease of contacting	95.00	25
Moving Through Your Visit Overall	92.79	26
Information about delays	91.30	23
Wait time at clinic	93.00	25
Nurse/Assistant Overall	98.56	26
Concern of nurse/asst for problem	98.08	26
How well nurse/asst listen	99.04	26
Care Provider Overall	96.20	26
CP explanations of prob/condition	98.00	25
CP concern for questions/worries	97.12	26
CP efforts to include in decisions	97.12	26
Likelihood of recommending CP	94.00	25
CP discuss treatments	95.00	25
Personal Issues Overall	97.60	26
How well staff protect safety	98.08	26
Our concern for patients' privacy	97.12	26
Overall Assessment Overall	97.12	26
Staff worked together care for you	98.08	26
Likelihood of recommending	96.15	26

Family Health Clinic

Questions	Mean	n
Overall	86.19	59
Access Overall	88.56	59
Ease of scheduling appointments	88.56	59
Ease of contacting	88.79	58
Moving Through Your Visit Overall	78.02	58
Information about delays	80.19	53
Wait time at clinic	77.59	58
Nurse/Assistant Overall	86.18	57
Concern of nurse/asst for problem	85.53	57
How well nurse/asst listen	86.57	54
Care Provider Overall	88.56	58
CP explanations of prob/condition	90.09	58
CP concern for questions/worries	88.79	58
CP efforts to include in decisions	88.84	56
Likelihood of recommending CP	86.84	57
CP discuss treatments	88.79	58
Personal Issues Overall	88.15	58
How well staff protect safety	88.16	57
Our concern for patients' privacy	87.72	57
Overall Assessment Overall	86.64	58
Staff worked together care for you	87.28	57
Likelihood of recommending	85.78	58

Foot & Ankle Clinic

Questions	Mean	n
Overall	97.62	7
Access Overall	100.00	7
Ease of scheduling appointments	100.00	7
Ease of contacting	100.00	6
Moving Through Your Visit Overall	91.07	7
Information about delays	89.29	7
Wait time at clinic	92.86	7
Nurse/Assistant Overall	100.00	7
Concern of nurse/asst for problem	100.00	7
How well nurse/asst listen	100.00	7
Care Provider Overall	100.00	7
CP explanations of prob/condition	100.00	7
CP concern for questions/worries	100.00	7
CP efforts to include in decisions	100.00	7
Likelihood of recommending CP	100.00	7
CP discuss treatments	100.00	7
Personal Issues Overall	96.43	7
How well staff protect safety	96.43	7
Our concern for patients' privacy	96.43	7
Overall Assessment Overall	98.21	7
Staff worked together care for you	100.00	7
Likelihood of recommending	96.43	7

General Surgery Clinic

Questions	Mean	n
Overall	94.69	4
Access Overall	93.75	4
Ease of scheduling appointments	93.75	4
Ease of contacting	93.75	4
Moving Through Your Visit Overall	93.75	4
Information about delays	93.75	4
Wait time at clinic	93.75	4
Nurse/Assistant Overall	93.75	4
Concern of nurse/asst for problem	93.75	4
How well nurse/asst listen	93.75	4
Care Provider Overall	96.25	4
CP explanations of prob/condition	100.00	4
CP concern for questions/worries	93.75	4
CP efforts to include in decisions	93.75	4
Likelihood of recommending CP	100.00	4
CP discuss treatments	93.75	4
Personal Issues Overall	93.75	4
How well staff protect safety	93.75	4
Our concern for patients' privacy	93.75	4
Overall Assessment Overall	96.88	4
Staff worked together care for you	93.75	4
Likelihood of recommending	100.00	4

Internal Medicine Clinic

Questions	Mean	n
Overall	94.10	49
Access Overall	92.60	49
Ease of scheduling appointments	93.62	47
Ease of contacting	93.89	45
Moving Through Your Visit Overall	92.60	49
Information about delays	93.29	41
Wait time at clinic	92.35	49
Nurse/Assistant Overall	95.05	48
Concern of nurse/asst for problem	95.31	48
How well nurse/asst listen	94.68	47
Care Provider Overall	95.43	47
CP explanations of prob/condition	95.74	47
CP concern for questions/worries	95.65	46
CP efforts to include in decisions	95.65	46
Likelihood of recommending CP	94.15	47
CP discuss treatments	95.65	46
Personal Issues Overall	95.83	48
How well staff protect safety	95.21	47
Our concern for patients' privacy	96.28	47
Overall Assessment Overall	94.39	49
Staff worked together care for you	95.41	49
Likelihood of recommending	93.23	48

OBGYN Clinic

Questions	Mean	n
Overall	93.71	19
Access Overall	92.76	19
Ease of scheduling appointments	93.42	19
Ease of contacting	93.06	18
Moving Through Your Visit Overall	92.11	19
Information about delays	90.79	19
Wait time at clinic	93.42	19
Nurse/Assistant Overall	98.68	19
Concern of nurse/asst for problem	100.00	18
How well nurse/asst listen	98.61	18
Care Provider Overall	91.84	19
CP explanations of prob/condition	90.79	19
CP concern for questions/worries	93.42	19
CP efforts to include in decisions	90.79	19
Likelihood of recommending CP	94.44	18
CP discuss treatments	90.79	19
Personal Issues Overall	93.42	19
How well staff protect safety	93.42	19
Our concern for patients' privacy	93.42	19
Overall Assessment Overall	93.42	19
Staff worked together care for you	93.42	19
Likelihood of recommending	93.42	19