



Survey Title **Endoscopy Program Quarter 1 - 2018**

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Description **Endoscopy Program Survey**

Survey Dates 01/01/2018 To 03/31/2018

Survey Type

Patients

1 I found the facility clean, aesthetically pleasing and comfortable

Multiple Choice with Comments

Environment

Met: 103 / 104 **99%**

Available Options

Excellent 81	Very Good 22	Good 1	Fair 0	Poor 0	Not Answered 0
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Results

Good N 1 / 104 1%	Very Good Y 22 / 104 21%	Excellent Y 81 / 104 78%
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2 I felt that every effort was made to maintain my privacy in the following areas:

Header Question with Sub Questions No Grouping Needed

2a Pre-Operative phone Calls / interviews;

Met: 99 / 104 95%

Available Options

Excellent 82	Very Good 17	Good 3	Fair 0	Poor 0	Not Answered 2
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Results

Good N 3 / 104 3%	Very Good Y 17 / 104 16%	Excellent Y 82 / 104 79%	Not Answered N 2 / 104 2%
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2b Lobby/Waiting Area prior to sedation/surgery:

Met: 100 / 104 96%

Available Options

Excellent 79	Very Good 21	Good 3	Fair 1	Poor 0	Not Answered 0
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Results

Fair N 1 / 104 1%	Good N 3 / 104 3%	Very Good Y 21 / 104 20%	Excellent Y 79 / 104 76%
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2c Recovery Area following procedure.

Met: 102 / 104 98%

Available Options

Excellent 79	Very Good 23	Good 2	Fair 0	Poor 0	Not Answered 0
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Results

Good N 2 / 104 2%	Very Good Y 23 / 104 22%	Excellent Y 79 / 104 76%
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3 During my Scheduled Pre-Admission visit or Pre-Admission phone call, I felt that the nurse adequately prepared me and/or my family members for the procedure

Multiple Choice with Comments

Education

Met: 97 / 104 **93%**

Available Options

Excellent	Very Good	Good	Fair	Poor	Not Answered
70	27	5	1	0	1

Results

Fair	Good	Very Good	Excellent	Not Answered
N	N	Y	Y	N
1 / 104	5 / 104	27 / 104	70 / 104	1 / 104
1%	5%	26%	67%	1%

4 I felt that all questions were answered and sufficient time was taken with me during the Pre-Admission Phone Call.

Multiple Choice with Comments

Education

Met: 97 / 104 **93%**

Available Options

Excellent	Very Good	Good	Fair	Poor	Not Answered
73	24	3	1	2	1

Results

Poor	Fair	Good	Very Good	Excellent	Not Answered
N	N	N	Y	Y	N
2 / 104	1 / 104	3 / 104	24 / 104	73 / 104	1 / 104
2%	1%	3%	23%	70%	1%

5 On the day of the procedure, I felt nursing staff understood my needs, explained the procedures before they were performed, and took sufficient time with me.

Multiple Choice with Comments

Preparedness

Met: 103 / 104 **99%**

Available Options

Excellent	Very Good	Good	Fair	Poor	Not Answered
87	16	0	0	0	1

Results

Very Good	Excellent	Not Answered
Y	Y	N
16 / 104	87 / 104	1 / 104
15%	84%	1%



Survey Title **Endoscopy Program Quarter 1 - 2018**

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Description **Endoscopy Program Survey**

Survey Dates 01/01/2018 To 03/31/2018

Survey Type

Patients

6 **On the day of the procedure, I felt the anesthesia staff understood my needs, explained the procedures before they were performed, and took sufficient time with me.**

Multiple Choice with Comments

Preparedness

Met: 103 / 104 **99%**

Available Options

Excellent 82	Very Good 21	Good 1	Fair 0	Poor 0	Not Answered 0
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Results

Good N 1 / 104 1%	Very Good Y 21 / 104 20%	Excellent Y 82 / 104 79%
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7 I was pleased with the waiting times in the following areas:

Header Question with Sub Questions No Grouping Needed

7a Lobby / Waiting Room before Admission:

Met: 93 / 104 **89%**

Available Options

Excellent 71	Very Good 22	Good 6	Fair 4	Poor 0	Not Answered 1
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Results

Fair N 4 / 104 4%	Good N 6 / 104 6%	Very Good Y 22 / 104 21%	Excellent Y 71 / 104 68%	Not Answered N 1 / 104 1%
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7b Admit Area prior to sedation:

Met: 88 / 104 **85%**

Available Options

Excellent 66	Very Good 22	Good 10	Fair 4	Poor 1	Not Answered 1
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Results

Poor N 1 / 104 1%	Fair N 4 / 104 4%	Good N 10 / 104 10%	Very Good Y 22 / 104 21%	Excellent Y 66 / 104 63%	Not Answered N 1 / 104 1%
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7c Recovery Area Following procedure:

Met: 101 / 104 **97%**

Available Options

Excellent 79	Very Good 22	Good 2	Fair 1	Poor 0	Not Answered 0
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Results

Fair N 1 / 104 1%	Good N 2 / 104 2%	Very Good Y 22 / 104 21%	Excellent Y 79 / 104 76%
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8 Were we open, respectful and compassionate in our dealings with you?

Multiple Choice with Comments

Well Being

Met: 104 / 104 **100%**

Available Options

Yes	No	Not Answered
104	0	0

Results

Yes
Y
104 / 104
100%

9 Did you feel safe in our care?

Multiple Choice with Comments

Safety & Security

Met: 104 / 104 **100%**

Available Options

Yes	No	Not Answered
104	0	0

Results

Yes
Y
104 / 104
100%

10 Should you require an Outpatient procedure in the future, would you return to this facility?

Multiple Choice with Comments

Overall Satisfaction

Met: 104 / 104 **100%**

Available Options

Yes	No	Not Answered
104	0	0

Results

Yes
Y
104 / 104
100%

11 This survey is our primary means of measuring patient satisfaction and identifying areas for improvement or recognition. Please use the area below to make general comment or suggestions about any part of your visit with us:

Comment Only

General Comments

Comments Not Displayed on this Report