



Survey Title **Endoscopy Program Quarter 3- 2018**

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Description **Endoscopy Program Survey**

Survey Dates 07/01/2018 To 09/30/2018

Survey Type **Patients**

1 I found the facility clean, aesthetically pleasing and comfortable

Multiple Choice with Comments

Environment

Met: 52 / 53 **98%**

Available Options

Excellent 48	Very Good 4	Good 0	Fair 1	Poor 0	Not Answered 0
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Results

Fair N 1 / 53 2%	Very Good Y 4 / 53 8%	Excellent Y 48 / 53 91%
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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: 52 / 53 **98%**

Available Options

Excellent 45	Very Good 7	Good 1	Fair 0	Poor 0	Not Answered 0
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Results

Good N 1 / 53 2%	Very Good Y 7 / 53 13%	Excellent Y 45 / 53 85%
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2b Lobby/Waiting Area prior to sedation/surgery:

Met: 49 / 53 **92%**

Available Options

Excellent 44	Very Good 5	Good 2	Fair 0	Poor 0	Not Answered 2
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Results

Good N 2 / 53 4%	Very Good Y 5 / 53 9%	Excellent Y 44 / 53 83%	Not Answered N 2 / 53 4%
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2c Recovery Area following procedure.

Met: 49 / 53 **92%**

Available Options

Excellent 45	Very Good 4	Good 2	Fair 0	Poor 0	Not Answered 2
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Results

Good N 2 / 53 4%	Very Good Y 4 / 53 8%	Excellent Y 45 / 53 85%	Not Answered N 2 / 53 4%
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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: 47 / 53 **89%**

Available Options

Excellent 41	Very Good 6	Good 4	Fair 1	Poor 0	Not Answered 1
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Results

Fair N 1 / 53 2%	Good N 4 / 53 8%	Very Good Y 6 / 53 11%	Excellent Y 41 / 53 77%	Not Answered N 1 / 53 2%
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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: 50 / 53 **94%**

Available Options

Excellent 42	Very Good 8	Good 0	Fair 1	Poor 0	Not Answered 2
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Results

Fair N 1 / 53 2%	Very Good Y 8 / 53 15%	Excellent Y 42 / 53 79%	Not Answered N 2 / 53 4%
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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: 52 / 53 **98%**

Available Options

Excellent 50	Very Good 2	Good 1	Fair 0	Poor 0	Not Answered 0
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Results

Good N 1 / 53 2%	Very Good Y 2 / 53 4%	Excellent Y 50 / 53 94%
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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: 51 / 53 **96%**

Available Options

Excellent 43	Very Good 8	Good 1	Fair 0	Poor 0	Not Answered 1
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Results

Good N 1 / 53 2%	Very Good Y 8 / 53 15%	Excellent Y 43 / 53 81%	Not Answered N 1 / 53 2%
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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: 52 / 53 **98%**

Available Options

Excellent 46	Very Good 6	Good 1	Fair 0	Poor 0	Not Answered 0
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Results

Good N 1 / 53 2%	Very Good Y 6 / 53 11%	Excellent Y 46 / 53 87%
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7b Admit Area prior to sedation:

Met: 47 / 53 **89%**

Available Options

Excellent 40	Very Good 7	Good 0	Fair 2	Poor 1	Not Answered 3
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Results

Poor N 1 / 53 2%	Fair N 2 / 53 4%	Very Good Y 7 / 53 13%	Excellent Y 40 / 53 75%	Not Answered N 3 / 53 6%
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7c Recovery Area Following procedure:

Met: 51 / 53 **96%**

Available Options

Excellent 44	Very Good 7	Good 1	Fair 0	Poor 0	Not Answered 1
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Results

Good N 1 / 53 2%	Very Good Y 7 / 53 13%	Excellent Y 44 / 53 83%	Not Answered N 1 / 53 2%
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8 Were we open, respectful and compassionate in our dealings with you?

Multiple Choice with Comments

Well Being

Met: 53 / 53 **100%**

Available Options

Yes	No	Not Answered
53	0	0

Results

Yes
Y
53 / 53
100%

9 Did you feel safe in our care?

Multiple Choice with Comments

Safety & Security

Met: 52 / 53 **98%**

Available Options

Yes	No	Not Answered
52	0	1

Results

Yes	Not Answered
Y	N
52 / 53	1 / 53
98%	2%

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

Multiple Choice with Comments

Overall Satisfaction

Met: 53 / 53 **100%**

Available Options

Yes	No	Not Answered
53	0	0

Results

Yes
Y
53 / 53
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