



Survey Title **Endoscopy Program Quarter 4- 2018**

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Description **Endoscopy Program Survey**

Survey Dates 10/01/2018 To 12/31/2018

Survey Type

Patients

1 I found the facility clean, aesthetically pleasing and comfortable

Multiple Choice with Comments

Environment

Met: 75 / 78 **96%**

Available Options

Excellent 62	Very Good 13	Good 2	Fair 1	Poor 0	Not Answered 0
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Results

Fair N 1 / 78 1%	Good N 2 / 78 3%	Very Good Y 13 / 78 17%	Excellent Y 62 / 78 79%
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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: 73 / 75 **97%**

Available Options

Excellent 55	Very Good 18	Good 2	Fair 0	Poor 0	Not Answered 3
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Results

Good N 2 / 78 3%	Very Good Y 18 / 78 23%	Excellent Y 55 / 78 71%	Not Answered N 3 / 78 4%
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2b Lobby/Waiting Area prior to sedation/surgery:

Met: 69 / 75 **92%**

Available Options

Excellent 57	Very Good 12	Good 5	Fair 1	Poor 0	Not Answered 3
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Results

Fair N 1 / 78 1%	Good N 5 / 78 6%	Very Good Y 12 / 78 15%	Excellent Y 57 / 78 73%	Not Answered N 3 / 78 4%
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2c Recovery Area following procedure.

Met: 72 / 75 **96%**

Available Options

Excellent 58	Very Good 14	Good 2	Fair 1	Poor 0	Not Answered 3
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Results

Fair N 1 / 78 1%	Good N 2 / 78 3%	Very Good Y 14 / 78 18%	Excellent Y 58 / 78 74%	Not Answered N 3 / 78 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: 75 / 78 **96%**

Available Options

Excellent 54	Very Good 21	Good 2	Fair 0	Poor 1	Not Answered 0
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Results

Poor N 1 / 78 1%	Good N 2 / 78 3%	Very Good Y 21 / 78 27%	Excellent Y 54 / 78 69%
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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: 74 / 77 **96%**

Available Options

Excellent 58	Very Good 16	Good 3	Fair 0	Poor 0	Not Answered 1
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Results

Good N 3 / 78 4%	Very Good Y 16 / 78 21%	Excellent Y 58 / 78 74%	Not Answered N 1 / 78 1%
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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: 77 / 78 **99%**

Available Options

Excellent 68	Very Good 9	Good 0	Fair 1	Poor 0	Not Answered 0
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Results

Fair N 1 / 78 1%	Very Good Y 9 / 78 12%	Excellent Y 68 / 78 87%
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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: 76 / 77 **99%**

Available Options

Excellent 65	Very Good 11	Good 0	Fair 1	Poor 0	Not Answered 1
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Results

Fair N 1 / 78 1%	Very Good Y 11 / 78 14%	Excellent Y 65 / 78 83%	Not Answered N 1 / 78 1%
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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: 73 / 76 **96%**

Available Options

Excellent 56	Very Good 17	Good 2	Fair 0	Poor 1	Not Answered 2
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Results

Poor N 1 / 78 1%	Good N 2 / 78 3%	Very Good Y 17 / 78 22%	Excellent Y 56 / 78 72%	Not Answered N 2 / 78 3%
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7b Admit Area prior to sedation:

Met: 75 / 77 **97%**

Available Options

Excellent 54	Very Good 21	Good 2	Fair 0	Poor 0	Not Answered 1
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Results

Good N 2 / 78 3%	Very Good Y 21 / 78 27%	Excellent Y 54 / 78 69%	Not Answered N 1 / 78 1%
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7c Recovery Area Following procedure:

Met: 76 / 77 **99%**

Available Options

Excellent 61	Very Good 15	Good 0	Fair 1	Poor 0	Not Answered 1
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Results

Fair N 1 / 78 1%	Very Good Y 15 / 78 19%	Excellent Y 61 / 78 78%	Not Answered N 1 / 78 1%
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8 Were we open, respectful and compassionate in our dealings with you?

Multiple Choice with Comments

Well Being

Met: 78 / 78 **100%**

Available Options

Yes	No	Not Answered
78	0	0

Results

Yes
Y
78 / 78
100%

9 Did you feel safe in our care?

Multiple Choice with Comments

Safety & Security

Met: 78 / 78 **100%**

Available Options

Yes	No	Not Answered
78	0	0

Results

Yes
Y
78 / 78
100%

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

Multiple Choice with Comments

Overall Satisfaction

Met: 78 / 78 **100%**

Available Options

Yes	No	Not Answered
78	0	0

Results

Yes
Y
78 / 78
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