

Survey Title
Description

Survey Title Endoscopy Program Quarter 4- 2018

Endoscopy Program Survey

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

Survey Type

Patients

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1 I found the facility clean, aesthetically pleasing and comfortable

Multiple Choice with Comments

Environment

Met: 75 / 78

96%

Available Options

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

Results

Fair	
N	
1 / 78	
1%	

G	00	d
	N	
2	/	78
3	3%	

Very Good	
Υ	
13 / 78	
17%	
	_

Exc	ellent	
	Υ	
62	/ 78	
7	9%	

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10/01/2018 To 12/31/2018

Survey Type

73 / 75

69 / 75

72 / 75

Met:

Met:

4%

Met:

Patients

97%

92%

96%

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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;

Avail	ahle	· ()1	otions
Avan	auic		Juons

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

Good Very Good Excellent Not Answered	Good Very Good	Good
N Y N	N Y	N
2 / 78 18 / 78 55 / 78 3 / 78	2 / 78 18 / 78	2 / 78
3% 23% 71% 4%	3% 23%	3%

2b Lobby/Waiting Area prior to sedation/surgery:

Available Options

Excellent	Very Good	Good	Fair	Poor	Not Answered
57	12	5	1	0	3
Results					
Fair	Good	Very Good	Excellent	Not Answered	
N	N	Y	Y	N	
1 / 78	5 / 78	12 / 78	57 / 78	3 / 78	

73%

2c Recovery Area following procedure.

6%

Available Options

1%

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

Fair	Good	Very Good	Excellent	Not Answered
N	N	Υ	Υ	N
1 / 78	2 / 78	14 / 78	58 / 78	3 / 78
1%	3%	18%	74%	4%

15%

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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	Very Good
54	21

Good	
2	

Not Answered 0

Results

Poor			
N			
1 / 78			
1%			

Good			
N			
2	1	78	
3%			

Very Good			
	Υ		
21	/ 78		
27%			

Excellent			
	Υ		
54	1	78	
69%			

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

Multiple Choice with Comments

Education

Met: 74 / 77

Poor

0

96%

Not Answered

Available Options Excellent

58

Results			
G	ю	d	
N			
3	1	78	

4%

Very Good		
Υ		
16	/	78
21%		

Very Good

16

Exc	cell	ent
	Υ	
58	1	78
74%		

Good

3

Not Answered			
N			
1	/	78	
1%			

Fair

0

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

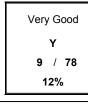
99%

Available Options

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

Results

Fair			
	N		
1	/	78	
1%			



Exc	Excellent				
	Υ				
68	1	78			
8	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	Very Good	Good	Fair	Poor	Not Answered
65	11	0	1	0	1

Results

Fair Very Good

N Y
1 / 78 11 / 78
1% 14%

Excellent Y 65 / 78 83%

Not Answered

N
1 / 78
1%

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Survey Type

73 / 76

75 / 77

76 / 77

Met:

Met:

Met:

Patients

96%

97%

99%

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I was pleased with the waitng times in the following areas:

Header Question with Sub Questions

No Grouping Needed

7a Lobby / Waiting Room before Admission:

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

Results

Results				
Poor	Good	Very Good	Excellent	Not Answered
N	N	Y	Y	N
1 / 78	2 / 78	17 / 78	56 / 78	2 / 78
1%	3%	22%	72%	3%

7b Admit Area prior to sedation:

Available Options

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

Results			
Good	Very Good	Excellent	Not Answered
N	Y	Y	N
2 / 78	21 / 78	54 / 78	1 / 78
3%	27%	69%	1%

7с **Recovery Area Following procedure:**

Available Options

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

Results

			_
Fair	Very Good	Excellent	Not Answered
N	Y	Y	N
1 / 78	15 / 78	61 / 78	1 / 78
1%	19%	78%	1%

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8	Were we open,	respectful	and com	passionate ir	n our dealing	s with you	?
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Multiple Choice with Comments

Well Being

Met:

78 / 78

100%

Available Options

Yes **78** No **0** Not Answered

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 **78**

No **0** Not Answered **0**

Results

Yes Y 78 / 78

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 **78**

No **0** Not Answered

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 yor visit with us:

Comment Only

General Comments