



Survey Title **Surgical Procedure Follow-up Telephone Quarter 1 - 2018** Page 1 of 5
 Description **Surgical Procedure Follow-up Telephone**
 Survey Dates 01/01/2018 To 03/31/2018 Survey Type **Patients**

3 Post discharge telephone contact

Header Question with Sub Questions Administration

3a 1st attempted at

Met: 79 / 122 **65%**

Available Options

Met	No Answer	Message Left	Not Applicable	Not Answered
79	4	36	1	2

Results

Met	No Answer	Message Left	Not Applicable	Not Answered
Y	N	N	N	N
79 / 122	4 / 122	36 / 122	1 / 122	2 / 122
65%	3%	30%	1%	2%

3b 2nd attempted at

Met: 34 / 122 **28%**

Available Options

Met	No Answer	Message Left	Not Applicable	Not Answered
34	2	5	79	2

Results

Met	No Answer	Message Left	Not Applicable	Not Answered
Y	N	N	N	N
34 / 122	2 / 122	5 / 122	79 / 122	2 / 122
28%	2%	4%	65%	2%

3c 3rd attempted at

Met: 2 / 122 **2%**

Available Options

Met	No Answer	Message Left	Not Applicable	Not Answered
2	2	3	113	2

Results

Met	No Answer	Message Left	Not Applicable	Not Answered
Y	N	N	N	N
2 / 122	2 / 122	3 / 122	113 / 122	2 / 122
2%	2%	2%	93%	2%



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Patients

4 Patient/family state managing care at home effectively

Multiple Choice with Comments

Well Being

Met: 115 / 122 **94%**

Available Options

Met 115	Not Met 0	Not Answered 7
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Results

Met Y 115 / 122 94%	Not Answered N 7 / 122 6%
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5 **Verbalizes**

Header Question with Sub Questions No Grouping Needed

5b **Nausea control**

Met: 115 / 122 **94%**

Available Options

Met	Not Met	Not Answered
115	0	7

Results

Met	Not Answered
Y	N
115 / 122	7 / 122
94%	6%

5c **Other**

Met: 115 / 122 **94%**

Available Options

Met	Not Met	Not Answered
115	0	7

Results

Met	Not Answered
Y	N
115 / 122	7 / 122
94%	6%

5a **Pain Control**

Met: 115 / 122 **94%**

Available Options

Met	Not Met	Not Answered
115	0	7

Results

Met	Not Answered
Y	N
115 / 122	7 / 122
94%	6%



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Patients

6 States understands all teaching information

Multiple Choice with Comments Education

Met: 115 / 122 **94%**

Available Options

Met 115	Not Met 0	Not Answered 7
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Results

Met Y 115 / 122 94%	Not Answered N 7 / 122 6%
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7 Is patient aware of follow-up appointment

Multiple Choice with Comments Education

Met: 115 / 122 **94%**

Available Options

Met 115	Not Met 0	Not Answered 7
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Results

Met Y 115 / 122 94%	Not Answered N 7 / 122 6%
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8 Satisfied with hospital care

Multiple Choice with Comments Satisfaction Level

Met: 115 / 122 **94%**

Available Options

Yes 115	No 0	Not Answered 7
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Results

Yes Y 115 / 122 94%	Not Answered N 7 / 122 6%
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9 States length of stay in hospital appropriate

Multiple Choice with Comments

Wait Time

Met: 115 / 122 **94%**

Available Options

Yes 115	No 0	Not Answered 7
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Results

Yes Y 115 / 122 94%	Not Answered N 7 / 122 6%
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10 Were we open, respectful and compassionate in our dealings with you?

Multiple Choice with Comments

Well Being

Met: 115 / 122 **94%**

Available Options

Yes 115	No 0	Not Answered 7
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Results

Yes Y 115 / 122 94%	Not Answered N 7 / 122 6%
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11 Did you feel safe in our care

Multiple Choice with Comments

Overall Satisfaction

Met: 115 / 122 **94%**

Available Options

Yes 115	No 0	Not Answered 7
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Results

Yes Y 115 / 122 94%	Not Answered N 7 / 122 6%
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12 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