



**Survey Title** Surgical Procedure Follow-up Telephone Quarter 2 - 2018 Page 1 of 5  
**Description** Surgical Procedure Follow-up Telephone  
**Survey Dates** 04/01/2018 To 06/30/2018 **Survey Type** Patients

### 3 Post discharge telephone contact

Header Question with Sub Questions Administration

#### 3a 1st attempted at

Met: 102 / 145 **70%**

Available Options

|            |           |              |                |              |
|------------|-----------|--------------|----------------|--------------|
| Met        | No Answer | Message Left | Not Applicable | Not Answered |
| <b>102</b> | <b>8</b>  | <b>35</b>    | <b>0</b>       | <b>0</b>     |

Results

|                  |                |                 |
|------------------|----------------|-----------------|
| Met              | No Answer      | Message Left    |
| Y                | N              | N               |
| <b>102 / 145</b> | <b>8 / 145</b> | <b>35 / 145</b> |
| <b>70%</b>       | <b>6%</b>      | <b>24%</b>      |

#### 3b 2nd attempted at

Met: 30 / 145 **21%**

Available Options

|           |           |              |                |              |
|-----------|-----------|--------------|----------------|--------------|
| Met       | No Answer | Message Left | Not Applicable | Not Answered |
| <b>30</b> | <b>2</b>  | <b>11</b>    | <b>102</b>     | <b>0</b>     |

Results

|                 |                |                 |                  |
|-----------------|----------------|-----------------|------------------|
| Met             | No Answer      | Message Left    | Not Applicable   |
| Y               | N              | N               | N                |
| <b>30 / 145</b> | <b>2 / 145</b> | <b>11 / 145</b> | <b>102 / 145</b> |
| <b>21%</b>      | <b>1%</b>      | <b>8%</b>       | <b>70%</b>       |

#### 3c 3rd attempted at

Met: 10 / 145 **7%**

Available Options

|           |           |              |                |              |
|-----------|-----------|--------------|----------------|--------------|
| Met       | No Answer | Message Left | Not Applicable | Not Answered |
| <b>10</b> | <b>1</b>  | <b>3</b>     | <b>131</b>     | <b>0</b>     |

Results

|                 |                |                |                  |
|-----------------|----------------|----------------|------------------|
| Met             | No Answer      | Message Left   | Not Applicable   |
| Y               | N              | N              | N                |
| <b>10 / 145</b> | <b>1 / 145</b> | <b>3 / 145</b> | <b>131 / 145</b> |
| <b>7%</b>       | <b>1%</b>      | <b>2%</b>      | <b>90%</b>       |



Survey Title **Surgical Procedure Follow-up Telephone Quarter 2 - 2018**

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Description **Surgical Procedure Follow-up Telephone**

Survey Dates 04/01/2018 To 06/30/2018

Survey Type

Patients

**4 Patient/family state managing care at home effectively**

Multiple Choice with Comments

Well Being

Met: 140 / 145 **97%**

Available Options

|                   |                     |                          |
|-------------------|---------------------|--------------------------|
| Met<br><b>140</b> | Not Met<br><b>1</b> | Not Answered<br><b>4</b> |
|-------------------|---------------------|--------------------------|

Results

|   |  |   |
|---|--|---|
| Met<br><b>Y</b><br><b>140 / 145</b><br><b>97%</b> | Not Met<br><b>N</b><br><b>1 / 145</b><br><b>1%</b> | Not Answered<br><b>N</b><br><b>4 / 145</b><br><b>3%</b> |
|---|--|---|



**5 Verbalizes**

Header Question with Sub Questions No Grouping Needed

**5b Nausea control**

Met: 141 / 145 **97%**

Available Options

|            |          |              |
|------------|----------|--------------|
| Met        | Not Met  | Not Answered |
| <b>141</b> | <b>0</b> | <b>4</b>     |

Results

|                  |                |
|------------------|----------------|
| Met              | Not Answered   |
| <b>Y</b>         | <b>N</b>       |
| <b>141 / 145</b> | <b>4 / 145</b> |
| <b>97%</b>       | <b>3%</b>      |

**5c Other**

Met: 141 / 145 **97%**

Available Options

|            |          |              |
|------------|----------|--------------|
| Met        | Not Met  | Not Answered |
| <b>141</b> | <b>0</b> | <b>4</b>     |

Results

|                  |                |
|------------------|----------------|
| Met              | Not Answered   |
| <b>Y</b>         | <b>N</b>       |
| <b>141 / 145</b> | <b>4 / 145</b> |
| <b>97%</b>       | <b>3%</b>      |

**5a Pain Control**

Met: 140 / 145 **97%**

Available Options

|            |          |              |
|------------|----------|--------------|
| Met        | Not Met  | Not Answered |
| <b>140</b> | <b>1</b> | <b>4</b>     |

Results

|                  |                |                |
|------------------|----------------|----------------|
| Met              | Not Met        | Not Answered   |
| <b>Y</b>         | <b>N</b>       | <b>N</b>       |
| <b>140 / 145</b> | <b>1 / 145</b> | <b>4 / 145</b> |
| <b>97%</b>       | <b>1%</b>      | <b>3%</b>      |



Survey Title **Surgical Procedure Follow-up Telephone Quarter 2 - 2018**

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Description **Surgical Procedure Follow-up Telephone**

Survey Dates 04/01/2018 To 06/30/2018

Survey Type

Patients

**6 States understands all teaching information**

Multiple Choice with Comments Education

Met: 141 / 145 **97%**

Available Options

|            |          |              |
|------------|----------|--------------|
| Met        | Not Met  | Not Answered |
| <b>141</b> | <b>0</b> | <b>4</b>     |

Results

|                  |                |
|------------------|----------------|
| Met              | Not Answered   |
| <b>Y</b>         | <b>N</b>       |
| <b>141 / 145</b> | <b>4 / 145</b> |
| <b>97%</b>       | <b>3%</b>      |

**7 Is patient aware of follow-up appointment**

Multiple Choice with Comments Education

Met: 141 / 145 **97%**

Available Options

|            |          |              |
|------------|----------|--------------|
| Met        | Not Met  | Not Answered |
| <b>141</b> | <b>0</b> | <b>4</b>     |

Results

|                  |                |
|------------------|----------------|
| Met              | Not Answered   |
| <b>Y</b>         | <b>N</b>       |
| <b>141 / 145</b> | <b>4 / 145</b> |
| <b>97%</b>       | <b>3%</b>      |

**8 Satisfied with hospital care**

Multiple Choice with Comments Satisfaction Level

Met: 141 / 145 **97%**

Available Options

|            |          |              |
|------------|----------|--------------|
| Yes        | No       | Not Answered |
| <b>141</b> | <b>0</b> | <b>4</b>     |

Results

|                  |                |
|------------------|----------------|
| Yes              | Not Answered   |
| <b>Y</b>         | <b>N</b>       |
| <b>141 / 145</b> | <b>4 / 145</b> |
| <b>97%</b>       | <b>3%</b>      |



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Survey Type

**Patients**

**9 States length of stay in hospital appropriate**

Multiple Choice with Comments

Wait Time

Met: 139 / 145 **96%**

Available Options

|                   |                |                          |
|-------------------|----------------|--------------------------|
| Yes<br><b>139</b> | No<br><b>2</b> | Not Answered<br><b>4</b> |
|-------------------|----------------|--------------------------|

Results

|   |   |   |
|---|---|---|
| Yes<br><b>Y</b><br><b>139 / 145</b><br><b>96%</b> | No<br><b>N</b><br><b>2 / 145</b><br><b>1%</b> | Not Answered<br><b>N</b><br><b>4 / 145</b><br><b>3%</b> |
|---|---|---|

**10 Were we open, respectful and compassionate in our dealings with you?**

Multiple Choice with Comments

Well Being

Met: 141 / 145 **97%**

Available Options

|                   |                |                          |
|-------------------|----------------|--------------------------|
| Yes<br><b>141</b> | No<br><b>0</b> | Not Answered<br><b>4</b> |
|-------------------|----------------|--------------------------|

Results

|   |   |
|---|---|
| Yes<br><b>Y</b><br><b>141 / 145</b><br><b>97%</b> | Not Answered<br><b>N</b><br><b>4 / 145</b><br><b>3%</b> |
|---|---|

**11 Did you feel safe in our care**

Multiple Choice with Comments

Overall Satisfaction

Met: 141 / 145 **97%**

Available Options

|                   |                |                          |
|-------------------|----------------|--------------------------|
| Yes<br><b>141</b> | No<br><b>0</b> | Not Answered<br><b>4</b> |
|-------------------|----------------|--------------------------|

Results

|   |   |
|---|---|
| Yes<br><b>Y</b><br><b>141 / 145</b><br><b>97%</b> | Not Answered<br><b>N</b><br><b>4 / 145</b><br><b>3%</b> |
|---|---|

**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**