



Survey Title Surgical Procedure Follow-up Telephone Quarter 3 - 2018 Page 1 of 5
Description Surgical Procedure Follow-up Telephone
Survey Dates 07/01/2018 To 09/30/2018 **Survey Type** Patients

3 Post discharge telephone contact

Header Question with Sub Questions Administration

3a 1st attempted at

Met: 64 / 97 **66%**

Available Options

Met	No Answer	Message Left	Not Applicable	Not Answered
64	0	33	0	0

Results

Void	Met	Message Left
N	Y	N
1 / 97	64 / 97	33 / 97
1%	66%	34%

3b 2nd attempted at

Met: 19 / 97 **20%**

Available Options

Met	No Answer	Message Left	Not Applicable	Not Answered
19	0	12	66	0

Results

Void	Met	Message Left	Not Applicable
N	Y	N	N
1 / 97	19 / 97	12 / 97	66 / 97
1%	20%	12%	68%

3c 3rd attempted at

Met: 3 / 97 **3%**

Available Options

Met	No Answer	Message Left	Not Applicable	Not Answered
3	0	9	85	0

Results

Void	Met	Message Left	Not Applicable
N	Y	N	N
1 / 97	3 / 97	9 / 97	85 / 97
1%	3%	9%	88%



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Survey Type

Patients

4 Patient/family state managing care at home effectively

Multiple Choice with Comments

Well Being

Met: 86 / 97 **89%**

Available Options

Met	Not Met	Not Answered
86	0	11

Results

Void	Met	Not Answered
N	Y	N
1 / 97	86 / 97	11 / 97
1%	89%	11%



5 **Verbalizes**

Header Question with Sub Questions No Grouping Needed

5b **Nausea control**

Met: 86 / 97 **89%**

Available Options

Met	Not Met	Not Answered
86	0	11

Results

Void	Met	Not Answered
N	Y	N
1 / 97	86 / 97	11 / 97
1%	89%	11%

5c **Other**

Met: 86 / 97 **89%**

Available Options

Met	Not Met	Not Answered
86	0	11

Results

Void	Met	Not Answered
N	Y	N
1 / 97	86 / 97	11 / 97
1%	89%	11%

5a **Pain Control**

Met: 86 / 97 **89%**

Available Options

Met	Not Met	Not Answered
86	0	11

Results

Void	Met	Not Answered
N	Y	N
1 / 97	86 / 97	11 / 97
1%	89%	11%



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Survey Type

Patients

6 States understands all teaching information

Multiple Choice with Comments Education

Met: 86 / 97 **89%**

Available Options

Met	Not Met	Not Answered
86	0	11

Results

Void	Met	Not Answered
N	Y	N
1 / 97	86 / 97	11 / 97
1%	89%	11%

7 Is patient aware of follow-up appointment

Multiple Choice with Comments Education

Met: 86 / 97 **89%**

Available Options

Met	Not Met	Not Answered
86	0	11

Results

Void	Met	Not Answered
N	Y	N
1 / 97	86 / 97	11 / 97
1%	89%	11%

8 Satisfied with hospital care

Multiple Choice with Comments Satisfaction Level

Met: 86 / 97 **89%**

Available Options

Yes	No	Not Answered
86	0	11

Results

Void	Yes	Not Answered
N	Y	N
1 / 97	86 / 97	11 / 97
1%	89%	11%



9 States length of stay in hospital appropriate

Multiple Choice with Comments Wait Time Met: 86 / 97 **89%**

Available Options

Yes	No	Not Answered
86	0	11

Results

Void	Yes	Not Answered
N	Y	N
1 / 97	86 / 97	11 / 97
1%	89%	11%

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

Multiple Choice with Comments Well Being Met: 86 / 97 **89%**

Available Options

Yes	No	Not Answered
86	0	11

Results

Void	Yes	Not Answered
N	Y	N
1 / 97	86 / 97	11 / 97
1%	89%	11%

11 Did you feel safe in our care

Multiple Choice with Comments Overall Satisfaction Met: 86 / 97 **89%**

Available Options

Yes	No	Not Answered
86	0	11

Results

Void	Yes	Not Answered
N	Y	N
1 / 97	86 / 97	11 / 97
1%	89%	11%

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