



Survey Title Surgical Procedure Follow-up Telephone Quarter 4 - 2018 Page 1 of 5
Description Surgical Procedure Follow-up Telephone
Survey Dates 10/01/2018 To 12/31/2018 **Survey Type** Patients

3 Post discharge telephone contact

Header Question with Sub Questions Administration

3a 1st attempted at

Met: 83 / 130 **64%**

Available Options

Met	No Answer	Message Left	Not Applicable	Not Answered
83	2	45	0	0

Results

Met Y 1 / 130 1%	Met Y 82 / 130 63%	No Answer N 2 / 130 2%	Message Left N 45 / 130 35%
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3b 2nd attempted at

Met: 34 / 130 **26%**

Available Options

Met	No Answer	Message Left	Not Applicable	Not Answered
34	3	10	83	0

Results

Met Y 34 / 130 26%	No Answer N 3 / 130 2%	Message Left N 10 / 130 8%	Not Applicable N 83 / 130 64%
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3c 3rd attempted at

Met: 7 / 130 **5%**

Available Options

Met	No Answer	Message Left	Not Applicable	Not Answered
7	1	5	117	0

Results

Met Y 7 / 130 5%	No Answer N 1 / 130 1%	Message Left N 5 / 130 4%	Not Applicable N 117 / 130 90%
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Survey Type

Patients

4 Patient/family state managing care at home effectively

Multiple Choice with Comments

Well Being

Met: 121 / 121 **100%**

Available Options

Met 121	Not Met 0	Not Answered 9
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Results

Met Y 121 / 130 93%	Not Answered N 9 / 130 7%
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5 Verbalizes

Header Question with Sub Questions No Grouping Needed

5b Nausea control

Met: 123 / 123 100%

Available Options

Met	Not Met	Not Answered
123	0	7

Results

Met	Met	Not Answered
Y	Y	N
1 / 130	122 / 130	7 / 130
1%	94%	5%

5c Other

Met: 123 / 123 100%

Available Options

Met	Not Met	Not Answered
123	0	7

Results

Met	Not Answered
Y	N
123 / 130	7 / 130
95%	5%

5a Pain Control

Met: 123 / 123 100%

Available Options

Met	Not Met	Not Answered
123	0	7

Results

Met	Not Answered
Y	N
123 / 130	7 / 130
95%	5%



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Patients

6 States understands all teaching information

Multiple Choice with Comments Education

Met: 123 / 123 **100%**

Available Options

Met	Not Met	Not Answered
123	0	7

Results

Met	Not Answered
Y	N
123 / 130	7 / 130
95%	5%

7 Is patient aware of follow-up appointment

Multiple Choice with Comments Education

Met: 123 / 123 **100%**

Available Options

Met	Not Met	Not Answered
123	0	7

Results

Met	Not Answered
Y	N
123 / 130	7 / 130
95%	5%

8 Satisfied with hospital care

Multiple Choice with Comments Satisfaction Level

Met: 123 / 123 **100%**

Available Options

Yes	No	Not Answered
123	0	7

Results

Yes	Not Answered
Y	N
123 / 130	7 / 130
95%	5%



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Patients

9 States length of stay in hospital appropriate

Multiple Choice with Comments

Wait Time

Met: 121 / 123 **98%**

Available Options

Yes 121	No 2	Not Answered 7
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Results

Yes Y 121 / 130 93%	No N 2 / 130 2%	Not Answered N 7 / 130 5%
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10 Were we open, respectful and compassionate in our dealings with you?

Multiple Choice with Comments

Well Being

Met: 123 / 123 **100%**

Available Options

Yes 123	No 0	Not Answered 7
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Results

Yes Y 123 / 130 95%	Not Answered N 7 / 130 5%
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11 Did you feel safe in our care

Multiple Choice with Comments

Overall Satisfaction

Met: 123 / 123 **100%**

Available Options

Yes 123	No 0	Not Answered 7
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Results

Yes Y 123 / 130 95%	Not Answered N 7 / 130 5%
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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