

AMBULATORY SURGERY REPORT

Filter Definition

Filter	Choice(s)
Received Date	From 06/01/2016 To 06/30/2016
Unit	ENDO

Benchmarking Definition

Benchmarking Period	04/01/2016 To 06/30/2016
Benchmarking Group	All Respondents

AMBULATORY SURGERY REPORT

Question Analysis

				All Respondents					
Overall Section Question	Mean	Std Dev	n	All PG Database N = 1622		AHA Region 6 N = 53		UPH Custom N = 12	
				Mean	Rank	Mean	Rank	Mean	Rank
Std Overall	92.6	10.6	21	93.0	35	92.2	54	93.0	34
Overall	92.8	11.2	21						
Std Registration	86.5	26.1	19	92.6	1	91.8	1	92.6	1
Registration	86.5	26.1	19						
Helpfulness of phone personnel	88.6	17.2	11	93.1	4	92.3	2	93.4	1
Ease of scheduling appt.	86.1	26.0	18	91.1	6	89.8	10	91.0	1
Info you received prior to surgery	84.2	31.4	19	92.9	1	92.3	1	92.9	1
Helpfulness of registration person	87.5	26.1	18	93.9	1	93.1	1	93.5	1
Std Lab, X-ray, and EKG	-	-	0	(N < 7)	N/A	(N < 7)	N/A	(N < 7)	N/A
Lab, X-ray, and EKG	97.2	8.3	9						
Courtesy of X-ray technologist [†]	97.2	8.3	9	94.0	98	(N < 7)	N/A	(N < 7)	N/A
X-ray procedure explanation [†]	96.9	8.8	8	(N < 7)	N/A	(N < 7)	N/A	(N < 7)	N/A
X-ray staff concern for comfort [†]	96.9	8.8	8	(N < 7)	N/A	(N < 7)	N/A	(N < 7)	N/A
Std Nursing	95.9	9.0	21	94.5	77	93.8	89	94.2	99
Nursing	95.5	9.6	21						
Friendliness of nurses	97.6	7.5	21	96.7	70	96.2	88	96.6	94
Skill of nurse starting IV	96.4	9.0	21	93.2	94	92.0	99	91.7	99
Information day of surgery	94.1	17.5	21	94.8	29	94.0	52	94.4	26
Nurses concern for comfort	97.5	7.7	20	94.6	95	94.1	99	94.4	99
Nurses courtesy toward family	98.7	5.7	19	95.2	99	94.6	99	95.1	99
Information given your family	93.1	18.8	18	93.5	37	92.9	51	93.6	24
Instructions re home care	92.7	19.3	17	93.2	36	92.7	45	93.6	13
Confidence in skill of nurses	95.0	10.3	20	95.2	40	94.6	60	95.1	41
Informed all meds received in hosp [†]	89.3	21.3	14	92.2	17	92.5	5	(N < 7)	N/A
Std Physician	94.9	11.0	21	94.6	53	93.7	81	94.0	85
Physician	94.9	11.0	21						
Friendliness of physician	98.8	5.5	21	95.6	99	94.6	99	94.8	99
Explanations prior to surgery	94.1	13.5	21	94.3	41	93.2	74	93.4	67
Information re what was done	90.3	24.5	18	92.2	20	91.4	26	92.0	7
Confidence in skill of physician	96.1	9.4	19	96.7	26	95.9	52	96.2	48
Std Facility	92.9	11.2	21	91.0	72	90.3	89	91.6	92
Facility	92.9	11.2	21						
Comfort of waiting area	90.5	14.7	21	90.1	51	89.5	61	91.1	37
Comfort of your room/resting area	91.3	14.7	20	91.6	41	90.7	51	91.9	36
Comfort of family waiting area	92.5	14.3	20	90.0	76	89.5	89	91.0	89
Attractiveness of center	92.5	14.3	20	89.5	78	88.6	92	90.3	92
Cleanliness of center	96.3	9.2	20	94.0	84	93.3	95	94.1	93
Std Overall Assessment	93.3	14.3	21	95.4	13	94.7	17	95.2	6
Overall Assessment	93.5	15.0	21						
Overall rating of care	92.9	17.9	21	95.4	11	94.7	16	95.2	2

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Question Analysis

				All Respondents						
Overall Section				All PG Database N = 1622		AHA Region 6 N = 53		UPH Custom N = 12		
	Question	Mean	Std Dev	<i>n</i>	Mean	Rank	Mean	Rank	Mean	Rank
	Degree staff worked together	94.1	10.9	21	95.9	14	95.2	21	95.8	4
	Likelihood of recommending center	92.9	17.9	21	95.1	15	94.4	16	94.9	8
	Likelihood use Amb Surg unit again [†]	94.1	17.5	21	95.4	23	(<i>N</i> < 7)	N/A	(<i>N</i> < 7)	N/A
	Std Personal Issues	90.9	13.3	21	90.0	61	89.4	76	90.2	63
	Personal Issues	92.4	9.5	21						
	Waiting time before procedure	88.1	18.7	21	84.8	80	84.3	90	85.1	87
	Information about delays	86.1	18.2	9	86.3	44	85.8	50	86.7	46
	Our concern for privacy	95.6	9.8	17	93.0	89	92.1	99	92.9	98
	Degree pain was controlled	93.3	14.8	15	93.1	48	92.4	71	92.9	66
	Response to concerns/complaints	97.7	7.5	11	92.7	99	91.9	99	93.0	99
	Concern not to discharge too soon [†]	94.1	14.1	17	93.2	63	92.7	78	(<i>N</i> < 7)	N/A
	Safe/secure during procedure [†]	97.6	7.5	21	(<i>N</i> < 7)	N/A	(<i>N</i> < 7)	N/A	(<i>N</i> < 7)	N/A

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Frequency Analysis

Overall Section n	Question	Very Poor % n	Poor % n	Fair % n	Good % n	Very Good % n
539	Std Overall	0.9% 5	0.9% 5	2.4% 13	16.3% 88	79.4% 428
637	Overall	0.8% 5	1.1% 7	2.2% 14	15.7% 100	80.2% 511
66	Std Registration	6.1% 4	0.0% 0	4.5% 3	21.2% 14	68.2% 45
66	Registration	6.1% 4	0.0% 0	4.5% 3	21.2% 14	68.2% 45
11	Helpfulness of phone personnel	0.0% 0	0.0% 0	9.1% 1	27.3% 3	63.6% 7
18	Ease of scheduling appt.	5.6% 1	0.0% 0	5.6% 1	22.2% 4	66.7% 12
19	Info you received prior to surgery	10.5% 2	0.0% 0	0.0% 0	21.1% 4	68.4% 13
18	Helpfulness of registration person	5.6% 1	0.0% 0	5.6% 1	16.7% 3	72.2% 13
0	Std Lab, X-ray, and EKG	0.0% 0	0.0% 0	0.0% 0	0.0% 0	0.0% 0
25	Lab, X-ray, and EKG	0.0% 0	0.0% 0	0.0% 0	12.0% 3	88.0% 22
9	Courtesy of X-ray technologist [†]	0.0% 0	0.0% 0	0.0% 0	11.1% 1	88.9% 8
8	X-ray procedure explanation [†]	0.0% 0	0.0% 0	0.0% 0	12.5% 1	87.5% 7
8	X-ray staff concern for comfort [†]	0.0% 0	0.0% 0	0.0% 0	12.5% 1	87.5% 7
157	Std Nursing	0.0% 0	1.9% 3	0.0% 0	11.5% 18	86.6% 136
171	Nursing	0.0% 0	2.3% 4	0.0% 0	12.3% 21	85.4% 146
21	Friendliness of nurses	0.0% 0	0.0% 0	0.0% 0	9.5% 2	90.5% 19
21	Skill of nurse starting IV	0.0% 0	0.0% 0	0.0% 0	14.3% 3	85.7% 18
21	Information day of surgery	0.0% 0	4.8% 1	0.0% 0	9.5% 2	85.7% 18
20	Nurses concern for comfort	0.0% 0	0.0% 0	0.0% 0	10.0% 2	90.0% 18
19	Nurses courtesy toward family	0.0% 0	0.0% 0	0.0% 0	5.3% 1	94.7% 18

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Frequency Analysis

	Overall Section	Very Poor %	Poor %	Fair %	Good %	Very Good %
<i>n</i>	Question	<i>n</i>	<i>n</i>	<i>n</i>	<i>n</i>	<i>n</i>
18	Information given your family	0.0% 0	5.6% 1	0.0% 0	11.1% 2	83.3% 15
17	Instructions re home care	0.0% 0	5.9% 1	0.0% 0	11.8% 2	82.4% 14
20	Confidence in skill of nurses	0.0% 0	0.0% 0	0.0% 0	20.0% 4	80.0% 16
14	Informed all meds received in hosp [†]	0.0% 0	7.1% 1	0.0% 0	21.4% 3	71.4% 10
79	Std Physician	1.3% 1	0.0% 0	1.3% 1	12.7% 10	84.8% 67
79	Physician	1.3% 1	0.0% 0	1.3% 1	12.7% 10	84.8% 67
21	Friendliness of physician	0.0% 0	0.0% 0	0.0% 0	4.8% 1	95.2% 20
21	Explanations prior to surgery	0.0% 0	0.0% 0	4.8% 1	14.3% 3	81.0% 17
18	Information re what was done	5.6% 1	0.0% 0	0.0% 0	16.7% 3	77.8% 14
19	Confidence in skill of physician	0.0% 0	0.0% 0	0.0% 0	15.8% 3	84.2% 16
101	Std Facility	0.0% 0	0.0% 0	4.0% 4	21.8% 22	74.3% 75
101	Facility	0.0% 0	0.0% 0	4.0% 4	21.8% 22	74.3% 75
21	Comfort of waiting area	0.0% 0	0.0% 0	4.8% 1	28.6% 6	66.7% 14
20	Comfort of your room/resting area	0.0% 0	0.0% 0	5.0% 1	25.0% 5	70.0% 14
20	Comfort of family waiting area	0.0% 0	0.0% 0	5.0% 1	20.0% 4	75.0% 15
20	Attractiveness of center	0.0% 0	0.0% 0	5.0% 1	20.0% 4	75.0% 15
20	Cleanliness of center	0.0% 0	0.0% 0	0.0% 0	15.0% 3	85.0% 17
63	Std Overall Assessment	0.0% 0	3.2% 2	0.0% 0	17.5% 11	79.4% 50
84	Overall Assessment	0.0% 0	3.6% 3	0.0% 0	15.5% 13	81.0% 68
21	Overall rating of care	0.0% 0	4.8% 1	0.0% 0	14.3% 3	81.0% 17

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Frequency Analysis

Overall Section n	Question	Very Poor % n	Poor % n	Fair % n	Good % n	Very Good % n
21	Degree staff worked together	0.0% 0	0.0% 0	0.0% 0	23.8% 5	76.2% 16
21	Likelihood of recommending center	0.0% 0	4.8% 1	0.0% 0	14.3% 3	81.0% 17
21	Likelihood use Amb Surg unit again [†]	0.0% 0	4.8% 1	0.0% 0	9.5% 2	85.7% 18
73	Std Personal Issues	0.0% 0	0.0% 0	6.8% 5	17.8% 13	75.3% 55
111	Personal Issues	0.0% 0	0.0% 0	5.4% 6	15.3% 17	79.3% 88
21	Waiting time before procedure	0.0% 0	0.0% 0	14.3% 3	19.0% 4	66.7% 14
9	Information about delays	0.0% 0	0.0% 0	11.1% 1	33.3% 3	55.6% 5
17	Our concern for privacy	0.0% 0	0.0% 0	0.0% 0	17.6% 3	82.4% 14
15	Degree pain was controlled	0.0% 0	0.0% 0	6.7% 1	13.3% 2	80.0% 12
11	Response to concerns/complaints	0.0% 0	0.0% 0	0.0% 0	9.1% 1	90.9% 10
17	Concern not to discharge too soon [†]	0.0% 0	0.0% 0	5.9% 1	11.8% 2	82.4% 14
21	Safe/secure during procedure [†]	0.0% 0	0.0% 0	0.0% 0	9.5% 2	90.5% 19