

AMBULATORY SURGERY REPORT

Filter Definition

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

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	90.8	10.5	25	93.0	14	92.2	24	93.0	1
Overall	91.0	10.3	25						
Std Registration	91.4	11.8	25	92.6	25	91.8	37	92.6	5
Registration	91.4	11.8	25						
Helpfulness of phone personnel	92.5	11.8	20	93.1	35	92.3	58	93.4	28
Ease of scheduling appt.	90.0	14.4	25	91.1	29	89.8	51	91.0	13
Info you received prior to surgery	93.0	11.5	25	92.9	48	92.3	62	92.9	43
Helpfulness of registration person	91.0	12.3	25	93.9	10	93.1	11	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	92.9	10.1	7						
Courtesy of X-ray technologist [†]	96.4	9.5	7	94.0	88	(N < 7)	N/A	(N < 7)	N/A
X-ray procedure explanation [†]	91.7	12.9	6	(N < 7)	N/A	(N < 7)	N/A	(N < 7)	N/A
X-ray staff concern for comfort [†]	95.8	10.2	6	(N < 7)	N/A	(N < 7)	N/A	(N < 7)	N/A
Std Nursing	91.5	10.5	25	94.5	8	93.8	7	94.2	1
Nursing	91.5	10.5	25						
Friendliness of nurses	91.7	12.0	24	96.7	1	96.2	1	96.6	1
Skill of nurse starting IV	89.6	17.9	24	93.2	7	92.0	8	91.7	18
Information day of surgery	90.9	12.3	22	94.8	5	94.0	1	94.4	1
Nurses concern for comfort	93.5	11.2	23	94.6	24	94.1	31	94.4	13
Nurses courtesy toward family	94.7	10.5	19	95.2	33	94.6	59	95.1	26
Information given your family	93.4	11.3	19	93.5	43	92.9	59	93.6	34
Instructions re home care	91.7	12.1	21	93.2	22	92.7	24	93.6	1
Confidence in skill of nurses	92.4	11.8	23	95.2	9	94.6	5	95.1	1
Informed all meds received in hosp [†]	92.7	11.7	17	92.2	53	92.5	45	(N < 7)	N/A
Std Physician	92.5	10.1	25	94.6	12	93.7	21	94.0	7
Physician	92.5	10.1	25						
Friendliness of physician	93.0	11.5	25	95.6	9	94.6	17	94.8	7
Explanations prior to surgery	90.6	12.4	24	94.3	6	93.2	11	93.4	7
Information re what was done	92.1	14.2	22	92.2	41	91.4	61	92.0	57
Confidence in skill of physician	93.8	11.1	24	96.7	4	95.9	6	96.2	5
Std Facility	88.3	13.7	25	91.0	17	90.3	22	91.6	1
Facility	88.3	13.7	25						
Comfort of waiting area	89.0	14.6	25	90.1	34	89.5	40	91.1	12
Comfort of your room/resting area	90.0	14.4	25	91.6	25	90.7	35	91.9	9
Comfort of family waiting area	89.1	14.7	23	90.0	36	89.5	41	91.0	19
Attractiveness of center	84.8	16.4	23	89.5	10	88.6	13	90.3	1
Cleanliness of center	90.6	14.4	24	94.0	9	93.3	9	94.1	1
Std Overall Assessment	91.3	12.4	24	95.4	4	94.7	2	95.2	1
Overall Assessment	92.1	11.7	24						
Overall rating of care	91.7	12.0	24	95.4	5	94.7	4	95.2	1

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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	93.5	11.2	23	95.9	10	95.2	11	95.8	1
	Likelihood of recommending center	90.2	16.4	23	95.1	4	94.4	2	94.9	1
	Likelihood use Amb Surg unit again [†]	95.5	9.9	22	95.4	48	(<i>N</i> < 7)	N/A	(<i>N</i> < 7)	N/A
	Std Personal Issues	90.4	11.4	25	90.0	52	89.4	64	90.2	56
	Personal Issues	90.9	11.2	25						
	Waiting time before procedure	88.0	14.7	25	84.8	79	84.3	89	85.1	86
	Information about delays	90.9	12.6	11	86.3	87	85.8	93	86.7	91
	Our concern for privacy	92.9	11.6	21	93.0	42	92.1	67	92.9	56
	Degree pain was controlled	92.7	11.7	17	93.1	37	92.4	61	92.9	58
	Response to concerns/complaints	96.4	9.1	14	92.7	95	91.9	99	93.0	99
	Concern not to discharge too soon [†]	95.0	10.3	20	93.2	79	92.7	84	(<i>N</i> < 7)	N/A
	Safe/secure during procedure [†]	93.5	13.5	23	(<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
643	Std Overall	0.0% 0	0.0% 0	2.2% 14	30.2% 194	67.7% 435
744	Overall	0.0% 0	0.0% 0	2.0% 15	28.9% 215	69.1% 514
95	Std Registration	0.0% 0	0.0% 0	1.1% 1	31.6% 30	67.4% 64
95	Registration	0.0% 0	0.0% 0	1.1% 1	31.6% 30	67.4% 64
20	Helpfulness of phone personnel	0.0% 0	0.0% 0	0.0% 0	30.0% 6	70.0% 14
25	Ease of scheduling appt.	0.0% 0	0.0% 0	4.0% 1	32.0% 8	64.0% 16
25	Info you received prior to surgery	0.0% 0	0.0% 0	0.0% 0	28.0% 7	72.0% 18
25	Helpfulness of registration person	0.0% 0	0.0% 0	0.0% 0	36.0% 9	64.0% 16
0	Std Lab, X-ray, and EKG	0.0% 0	0.0% 0	0.0% 0	0.0% 0	0.0% 0
19	Lab, X-ray, and EKG	0.0% 0	0.0% 0	0.0% 0	21.1% 4	78.9% 15
7	Courtesy of X-ray technologist [†]	0.0% 0	0.0% 0	0.0% 0	14.3% 1	85.7% 6
6	X-ray procedure explanation [†]	0.0% 0	0.0% 0	0.0% 0	33.3% 2	66.7% 4
6	X-ray staff concern for comfort [†]	0.0% 0	0.0% 0	0.0% 0	16.7% 1	83.3% 5
175	Std Nursing	0.0% 0	0.0% 0	1.7% 3	28.0% 49	70.3% 123
192	Nursing	0.0% 0	0.0% 0	1.6% 3	28.1% 54	70.3% 135
24	Friendliness of nurses	0.0% 0	0.0% 0	0.0% 0	33.3% 8	66.7% 16
24	Skill of nurse starting IV	0.0% 0	0.0% 0	12.5% 3	16.7% 4	70.8% 17
22	Information day of surgery	0.0% 0	0.0% 0	0.0% 0	36.4% 8	63.6% 14
23	Nurses concern for comfort	0.0% 0	0.0% 0	0.0% 0	26.1% 6	73.9% 17
19	Nurses courtesy toward family	0.0% 0	0.0% 0	0.0% 0	21.1% 4	78.9% 15

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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>
19	Information given your family	0.0% 0	0.0% 0	0.0% 0	26.3% 5	73.7% 14
21	Instructions re home care	0.0% 0	0.0% 0	0.0% 0	33.3% 7	66.7% 14
23	Confidence in skill of nurses	0.0% 0	0.0% 0	0.0% 0	30.4% 7	69.6% 16
17	Informed all meds received in hosp [†]	0.0% 0	0.0% 0	0.0% 0	29.4% 5	70.6% 12
95	Std Physician	0.0% 0	0.0% 0	1.1% 1	28.4% 27	70.5% 67
95	Physician	0.0% 0	0.0% 0	1.1% 1	28.4% 27	70.5% 67
25	Friendliness of physician	0.0% 0	0.0% 0	0.0% 0	28.0% 7	72.0% 18
24	Explanations prior to surgery	0.0% 0	0.0% 0	0.0% 0	37.5% 9	62.5% 15
22	Information re what was done	0.0% 0	0.0% 0	4.5% 1	22.7% 5	72.7% 16
24	Confidence in skill of physician	0.0% 0	0.0% 0	0.0% 0	25.0% 6	75.0% 18
120	Std Facility	0.0% 0	0.0% 0	5.0% 6	35.0% 42	60.0% 72
120	Facility	0.0% 0	0.0% 0	5.0% 6	35.0% 42	60.0% 72
25	Comfort of waiting area	0.0% 0	0.0% 0	4.0% 1	36.0% 9	60.0% 15
25	Comfort of your room/resting area	0.0% 0	0.0% 0	4.0% 1	32.0% 8	64.0% 16
23	Comfort of family waiting area	0.0% 0	0.0% 0	4.3% 1	34.8% 8	60.9% 14
23	Attractiveness of center	0.0% 0	0.0% 0	8.7% 2	43.5% 10	47.8% 11
24	Cleanliness of center	0.0% 0	0.0% 0	4.2% 1	29.2% 7	66.7% 16
70	Std Overall Assessment	0.0% 0	0.0% 0	2.9% 2	27.1% 19	70.0% 49
92	Overall Assessment	0.0% 0	0.0% 0	2.2% 2	25.0% 23	72.8% 67
24	Overall rating of care	0.0% 0	0.0% 0	0.0% 0	33.3% 8	66.7% 16

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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>
23	Degree staff worked together	0.0% 0	0.0% 0	0.0% 0	26.1% 6	73.9% 17
23	Likelihood of recommending center	0.0% 0	0.0% 0	8.7% 2	21.7% 5	69.6% 16
22	Likelihood use Amb Surg unit again [†]	0.0% 0	0.0% 0	0.0% 0	18.2% 4	81.8% 18
88	Std Personal Issues	0.0% 0	0.0% 0	1.1% 1	30.7% 27	68.2% 60
131	Personal Issues	0.0% 0	0.0% 0	1.5% 2	26.7% 35	71.8% 94
25	Waiting time before procedure	0.0% 0	0.0% 0	4.0% 1	40.0% 10	56.0% 14
11	Information about delays	0.0% 0	0.0% 0	0.0% 0	36.4% 4	63.6% 7
21	Our concern for privacy	0.0% 0	0.0% 0	0.0% 0	28.6% 6	71.4% 15
17	Degree pain was controlled	0.0% 0	0.0% 0	0.0% 0	29.4% 5	70.6% 12
14	Response to concerns/complaints	0.0% 0	0.0% 0	0.0% 0	14.3% 2	85.7% 12
20	Concern not to discharge too soon [†]	0.0% 0	0.0% 0	0.0% 0	20.0% 4	80.0% 16
23	Safe/secure during procedure [†]	0.0% 0	0.0% 0	4.3% 1	17.4% 4	78.3% 18