



EP21EO – AMBULATORY PATIENT SATISFACTION

EP21EO: Unit- or clinic-level patient satisfaction data (related to nursing care) outperform the mean or median of the national database used.

The Department of Nursing at Phelps Hospital evaluates patient/family-perceived performance by comparing ourselves to appropriate national benchmarks for patient satisfaction.

PATIENT SATISFACTION SURVEY OVERVIEW

Database: Phelps Hospital uses Press Ganey's survey tool to better understand how our patient/families view their experience with our hospital and to identify opportunities for improvement.

Benchmark: Our performance is benchmarked against Press Ganey's All Press Ganey Database Mean and All Facility Database Mean (see Table 1).

Reporting Period: The reported data spans eight quarters from fourth quarter 2017 (4Q17) through third quarter 2019 (3Q19). Data is reported quarterly by unit.

Categories: The nursing-related survey categories selected to benchmark against include: Patient Engagement/ Patient-Centered Care, Patient Education, Safety, and Courtesy & Respect.

EP21EO – Table 1 – Phelps Hospital Unit-Level Measures & Benchmarks

Phelps Hospital		Survey Category & Question			
Type	Unit	Patient Engagement/ Patient-Centered Care	Patient Education	Safety	Courtesy & Respect
Operating Room	OR	N/A <i>not collected by vendor</i>	N/A <i>not collected by vendor</i>	N/A <i>not collected by vendor</i>	N/A <i>not collected by vendor</i>
Rehabilitation	Out-Patient Behavioral Health	N/A <i>not collected by vendor</i>	N/A <i>not collected by vendor</i>	N/A <i>not collected by vendor</i>	N/A <i>not collected by vendor</i>
Ambulatory	Pain Center	PG: All PG DB Mean <i>Staff effort to include you in decisions about your treatment</i>	PG: All PG DB Mean <i>Possible signs of infection include fever, swelling, heat, drainage or redness. Before you left the facility, did your doctor or anyone from the facility give you information about what to do if you had possible signs of infection?</i>	PG: All PG DB Mean <i>Before you left the facility, did your doctor or anyone from the facility give you information about what to do if you had bleeding as a result of your procedure?</i>	PG: All PG DB Mean <i>Did the doctors and nurses treat you with courtesy and respect?</i>
Emergency Department	Emergency Dept.	PG: All PG DB Mean <i>Before you left the emergency room, did someone ask if you would be able to get this follow-up care?</i>	PG: All PG DB Mean <i>During this emergency room visit, how often did nurses explain things in a way you could understand?</i>	PG: All PG DB Mean <i>During this emergency visit, did the doctors or nurses ask about all of the medicines you were taking?</i>	PG: All PG DB Mean <i>During this emergency room visit, how often did nurses treat you with courtesy and respect?</i>
Specialty Practice	Wound Healing Institute (Wound)	PG: All Facility DB Mean <i>Our sensitivity to your needs</i>	PG: All Facility DB Mean <i>Explanations from the staff about what would happen during your test or treatment</i>	PG: All Facility DB Mean <i>Precautions taken for your safety</i>	PG: All Facility DB Mean <i>Degree to which staff treated you with respect and dignity</i>
Specialty Practice	Radiology (IntrvRad)	PG: All PG DB Mean <i>Staff effort to include you in decisions about your treatment</i>	PG: All PG DB Mean <i>Possible signs of infection include fever, swelling, heat, drainage or redness. Before you left the facility, did your doctor or anyone from the facility give you information about what to do if you had possible signs of infection?</i>	PG: All PG DB Mean <i>Before you left the facility, did your doctor or anyone from the facility give you information about what to do if you had bleeding as a result of your procedure?</i>	PG: All PG DB Mean <i>Did the doctors and nurses treat you with courtesy and respect?</i>

Type	Unit	Patient Engagement/ Patient-Centered Care	Patient Education	Safety	Courtesy & Respect
Specialty Practice	Hyperbaric	PG: All Facility DB Mean <i>Our sensitivity to your needs</i>	PG: All Facility DB Mean <i>Explanations from the staff about what would happen during your test or treatment</i>	PG: All Facility DB Mean <i>Precautions taken for your safety</i>	PG: All Facility DB Mean <i>Degree to which staff treated you with respect and dignity</i>
Specialty Practice	Cardiovascular (Services)	PG: All Facility DB Mean <i>Our sensitivity to your needs</i>	PG: All Facility DB Mean <i>Explanations from the staff about what would happen during your test or treatment</i>	PG: All Facility DB Mean <i>Precautions taken for your safety</i>	PG: All Facility DB Mean <i>Friendliness/courtesy of the staff who provided your test or treatment</i>
Oncology	Infusion Center/ Unit	PG: All Facility DB Mean <i>Staff sensitivity to the personal difficulties and inconvenience that your condition and treatment can cause</i>	PG: All Facility DB Mean <i>Instructions about how to care for yourself at home</i>	PG: All Facility DB Mean <i>How well staff protected your safety (by washing hands, wearing gloves, etc.)</i>	PG: All Facility DB Mean <i>Staff concern for your privacy</i>
PACU	PACU (Ambulatory Surgery)	PG: All PG DB Mean <i>Staff effort to include you in decisions about your treatment</i>	PG: All PG DB Mean <i>Possible signs of infection include fever, swelling, heat, drainage or redness. Before you left the facility, did your doctor or anyone from the facility give you information about what to do if you had possible signs of infection?</i>	PG: All PG DB Mean <i>Your confidence that OR staff correctly identified you and your procedure prior to surgery</i>	PG: All PG DB Mean <i>Did the doctors and nurses treat you with courtesy and respect?</i>
Same Day/ Ambulatory Procedure	Endoscopy	PG: All PG DB Mean <i>Staff effort to include you in decisions about your treatment</i>	PG: All PG DB Mean <i>Possible signs of infection include fever, swelling, heat, drainage or redness. Before you left the facility, did your doctor or anyone from the facility give you information about what to do if you had possible signs of infection?</i>	PG: All PG DB Mean <i>Before you left the facility, did your doctor or anyone from the facility give you information about what to do if you had bleeding as a result of your procedure?</i>	PG: All PG DB Mean <i>Did the doctors and nurses treat you with courtesy and respect?</i>
Same Day/ Ambulatory Procedure	ASU (Ambulatory Surgery)	grouped with PACU (Ambulatory Surgery)	grouped with PACU (Ambulatory Surgery)	grouped with PACU (Ambulatory Surgery)	grouped with PACU (Ambulatory Surgery)
Pre-Operative	PSA	N/A <i>not collected by vendor</i>	N/A <i>not collected by vendor</i>	N/A <i>not collected by vendor</i>	N/A <i>not collected by vendor</i>

PATIENT ENGAGEMENT/ PATIENT-CENTERED CARE

EP21EO – Table 2 – Phelps Hospital Patient Engagement/ Patient-Centered Care Performance Summary

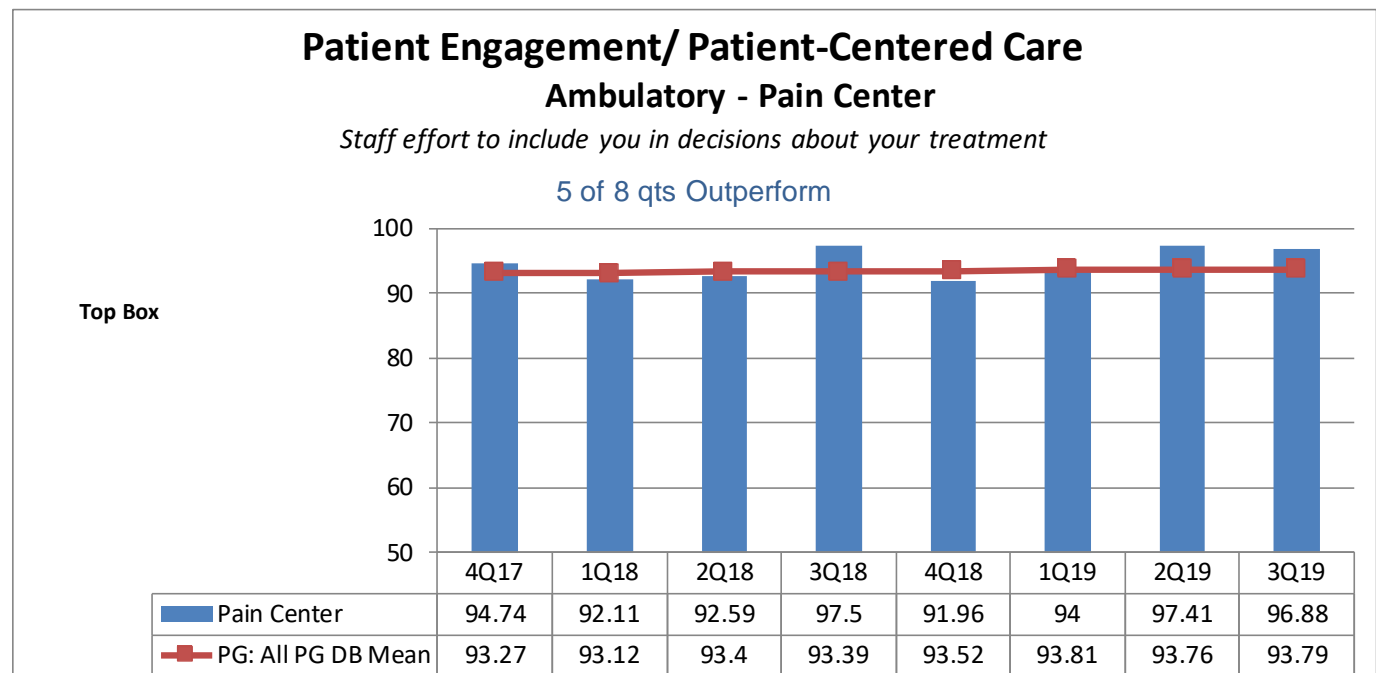
Patient Engagement/ Patient-Centered Care 6 of 9 Units Outperform <small>* less than 8 quarters of data</small>			
Unit Type	Unit	Performance Analysis	Outperformed
Operating Room	OR	not collected by vendor	N/A
Rehabilitation	Out-Patient Behavioral Health	not collected by vendor	N/A
Ambulatory	Pain Center	5 of 8 qts Outperform	★
Emergency Department	Emergency Dept.	6 of 8 qts Outperform	★
Specialty Practice	Wound Healing Institute (Wound)	4 of 8 qts Outperform*	
Specialty Practice	Radiology (IntrvRad)	6 of 8 qts Outperform	★
Specialty Practice	Hyperbaric	4 of 8 qts Outperform*	
Specialty Practice	Cardiovascular (Services)	2 of 8 qts Outperform*	
Oncology	Infusion Center/ Unit	7 of 8 qts Outperform	★
PACU	PACU (Ambulatory Surgery)	7 of 8 qts Outperform	★
Same Day/ Ambulatory Procedure	Endoscopy	8 of 8 qts Outperform	★
Same Day/ Ambulatory Procedure	ASU (Ambulatory Surgery)	grouped with PACU (Ambulatory Surgery)	N/A
Pre-Operative	PSA	not collected by vendor	N/A

Operating Room: OR – not collected by vendor

Rehabilitation: Out-Patient Behavioral Health – not collected by vendor

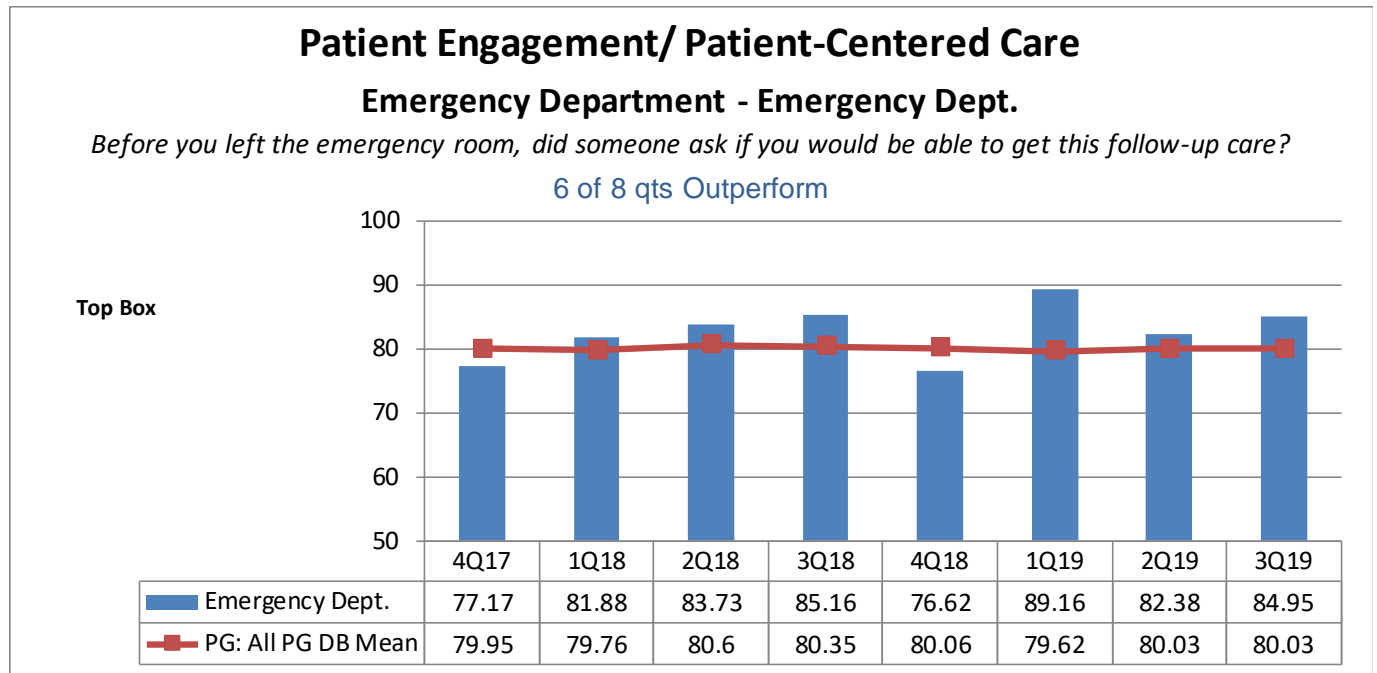
Ambulatory: Pain Center

EP21EO – Graph 1 – Pain Center Patient Engagement/ Patient-Centered Care



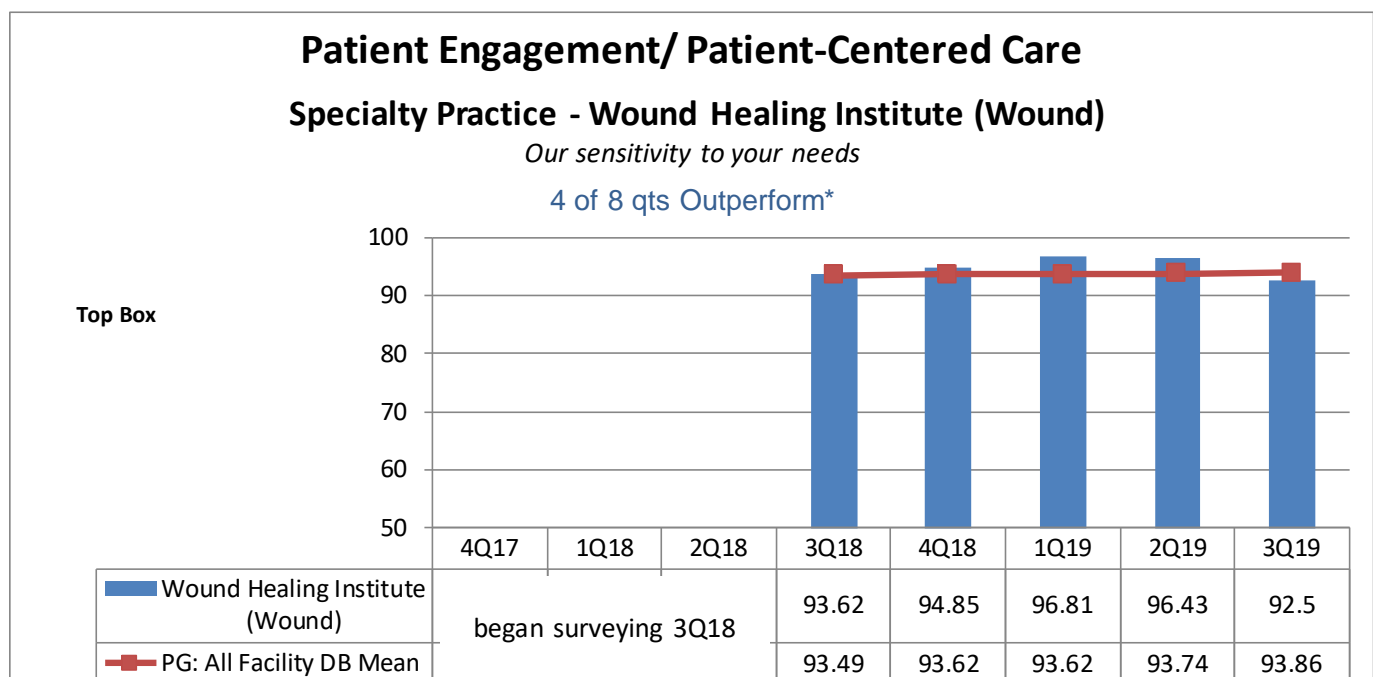
Emergency Department: Emergency Dept.

EP21EO – Graph 2 – Emergency Dept. Patient Engagement/ Patient-Centered Care



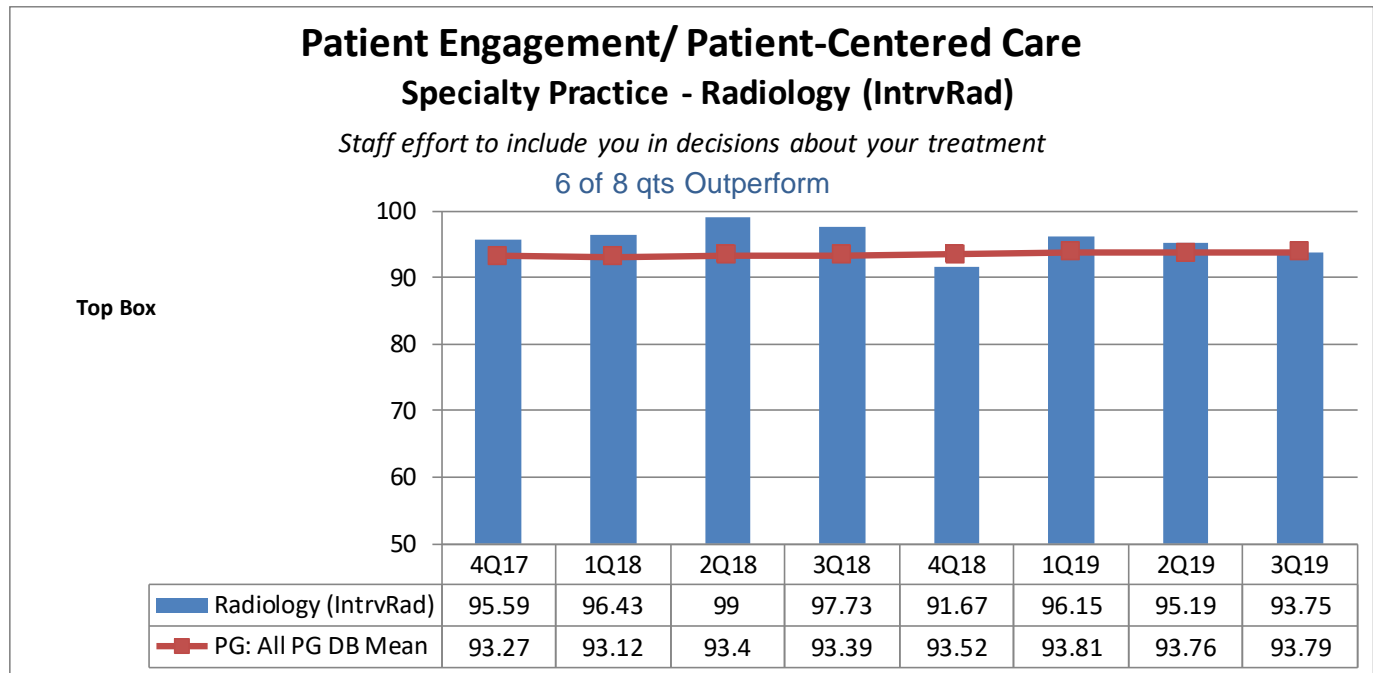
Specialty Practice: Wound Healing Institute (Wound)

EP21EO – Graph 3 – Wound Healing Institute (Wound) Patient Engagement/ Patient-Centered Care



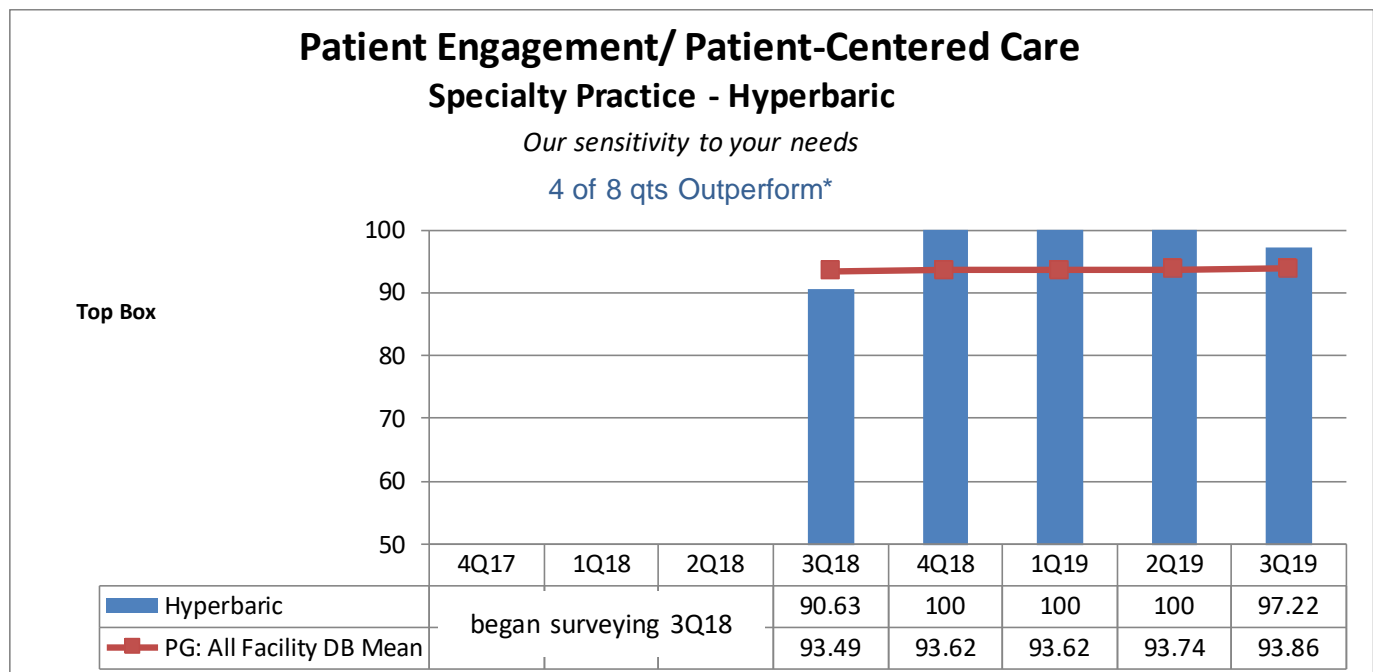
Specialty Practice: Radiology (IntrvRad)

EP21EO – Graph 4 – Radiology (IntrvRad) Patient Engagement/ Patient-Centered Care



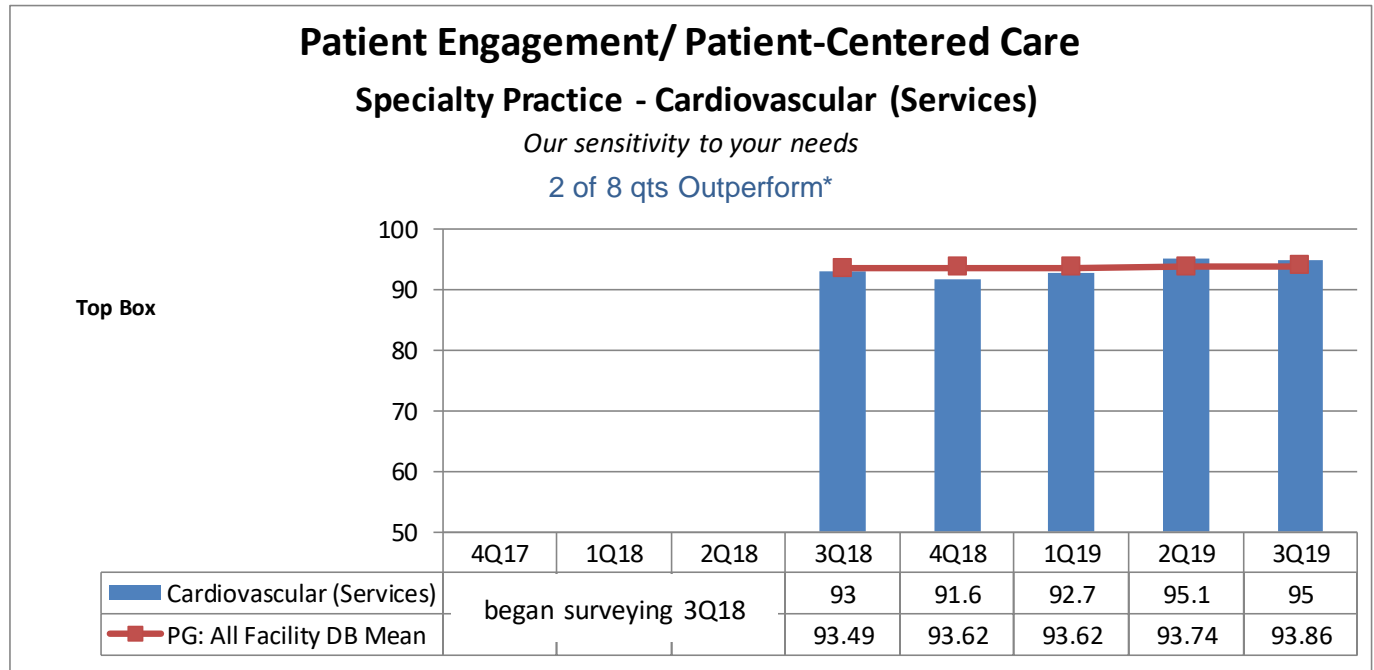
Specialty Practice: Hyperbaric

EP21EO – Graph 5 – Hyperbaric Patient Engagement/ Patient-Centered Care



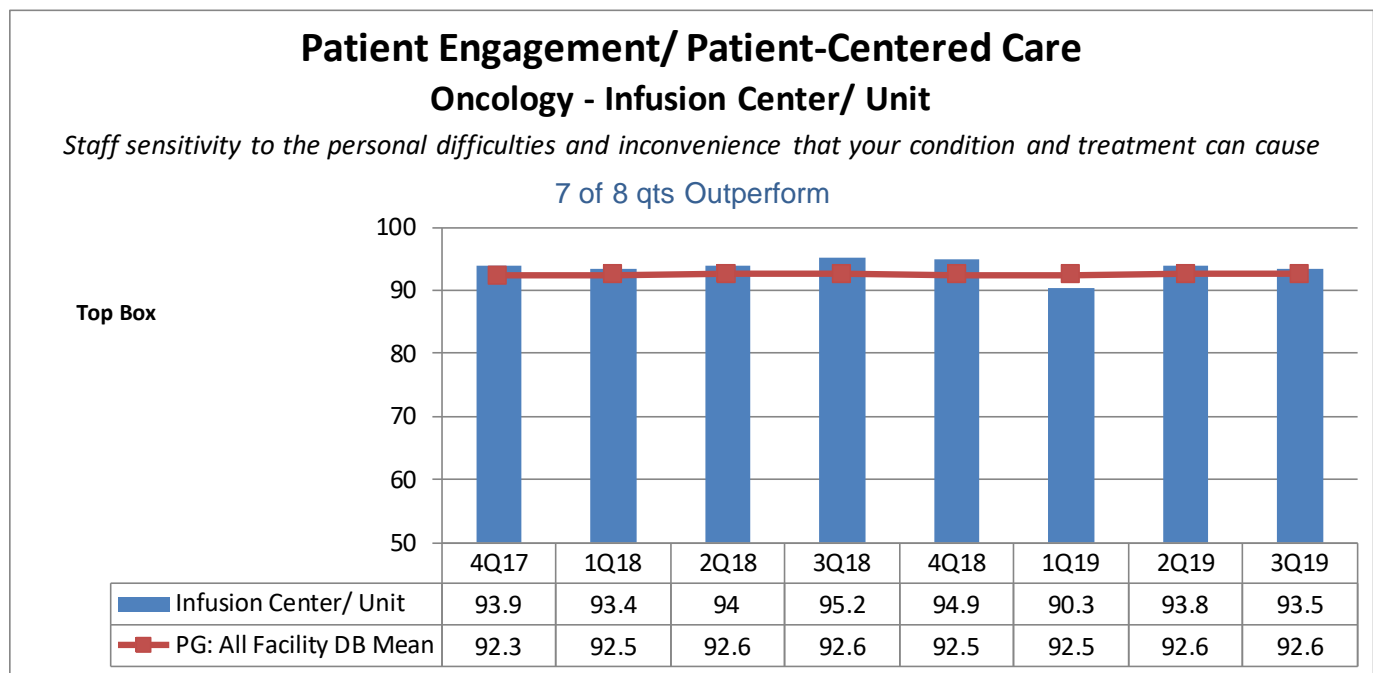
Specialty Practice: Cardiovascular (Services)

EP21EO – Graph 6 – Cardiovascular (Services) Patient Engagement/ Patient-Centered Care



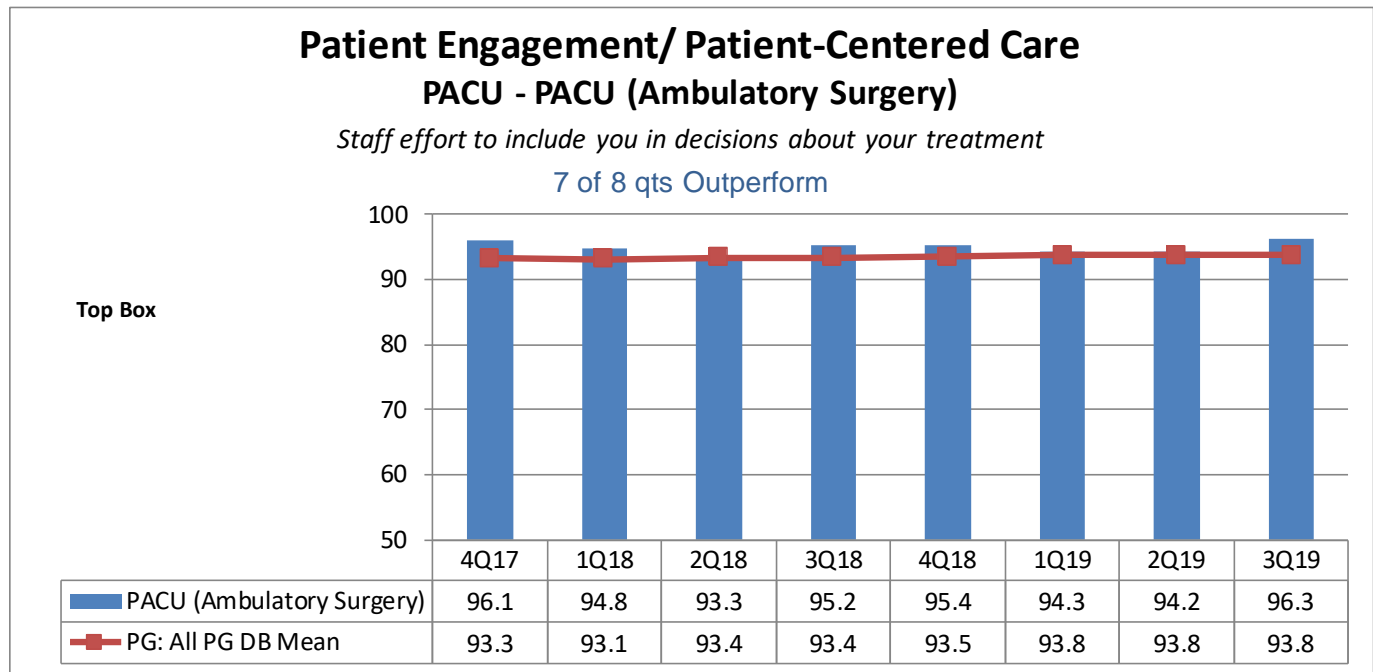
Oncology: Infusion Center/ Unit

EP21EO – Graph 7 – Infusion Center/ Unit Patient Engagement/ Patient-Centered Care



PACU: PACU (Ambulatory Surgery)

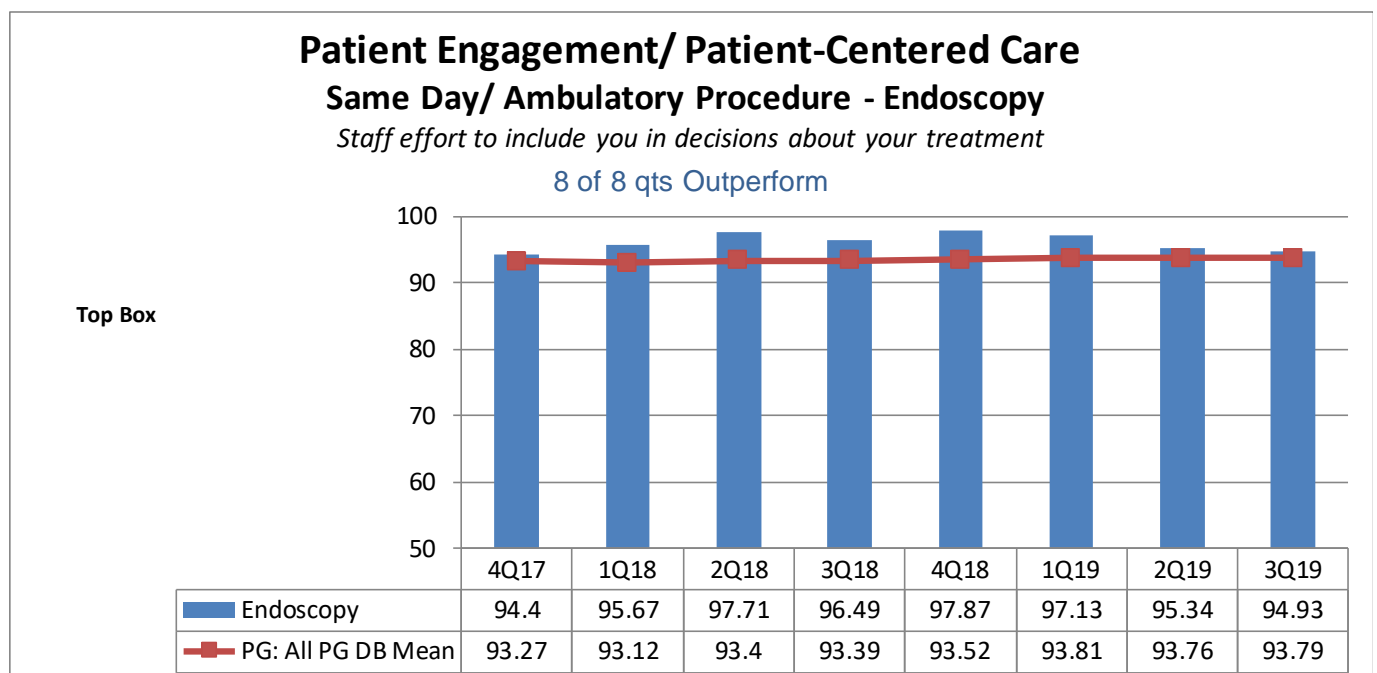
EP21EO – Graph 8 – PACU (Ambulatory Surgery) Patient Engagement/ Patient-Centered Care



includes ASU (Ambulatory Surgery)

Same Day/ Ambulatory Procedure: Endoscopy

EP21EO – Graph 9 – Endoscopy Patient Engagement/ Patient-Centered Care



Same Day/ Ambulatory Procedure: ASU (Ambulatory Surgery) – grouped with PACU (Ambulatory Surgery)

Pre-Operative: PSA – not collected by vendor

PATIENT EDUCATION

EP21EO – Table 3 – Phelps Hospital Patient Education Performance Summary

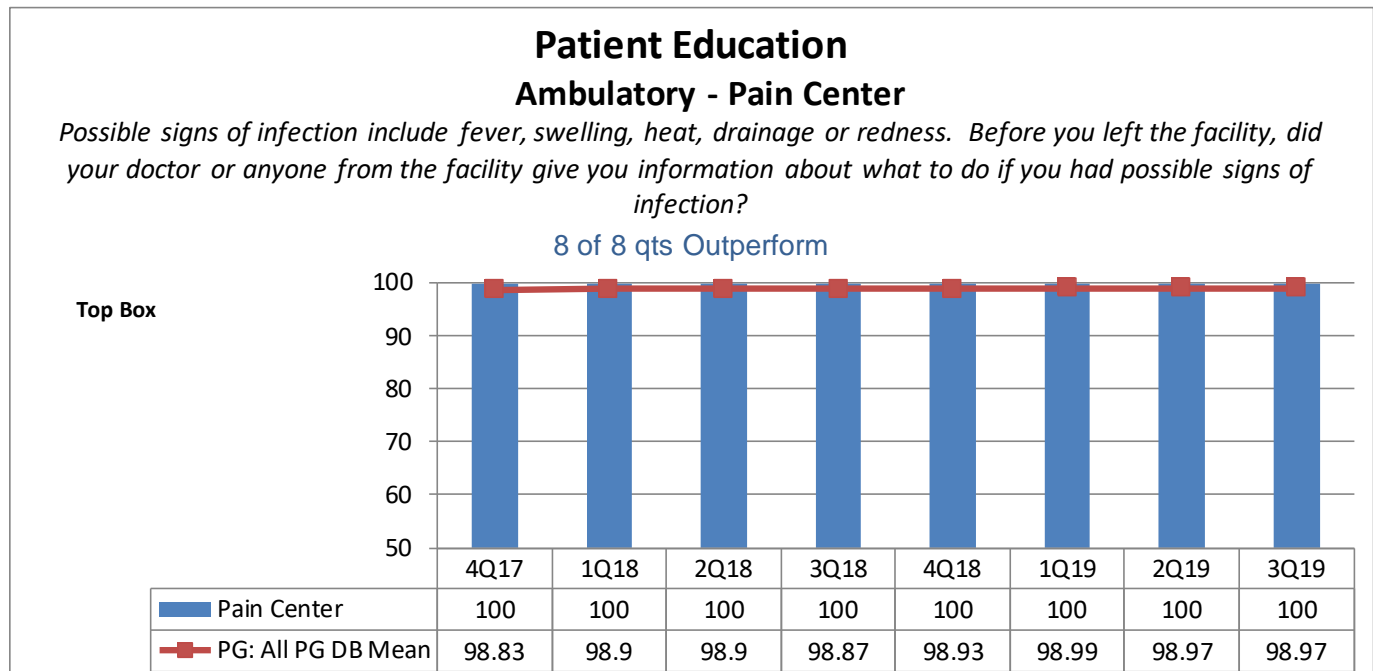
Patient Education 7 of 9 Units Outperform <small>* less than 8 quarters of data</small>			
Unit Type	Unit	Performance Analysis	Outperformed
Operating Room	OR	not collected by vendor	N/A
Rehabilitation	Out-Patient Behavioral Health	not collected by vendor	N/A
Ambulatory	Pain Center	8 of 8 qts Outperform	★
Emergency Department	Emergency Dept.	8 of 8 qts Outperform	★
Specialty Practice	Wound Healing Institute (Wound)	3 of 8 qts Outperform*	
Specialty Practice	Radiology (IntrvRad)	7 of 8 qts Outperform	★
Specialty Practice	Hyperbaric	5 of 8 qts Outperform*	★
Specialty Practice	Cardiovascular (Services)	4 of 8 qts Outperform*	
Oncology	Infusion Center/ Unit	6 of 8 qts Outperform	★
PACU	PACU (Ambulatory Surgery)	7 of 8 qts Outperform	★
Same Day/ Ambulatory Procedure	Endoscopy	7 of 8 qts Outperform	★
Same Day/ Ambulatory Procedure	ASU (Ambulatory Surgery)	grouped with PACU (Ambulatory Surgery)	N/A
Pre-Operative	PSA	not collected by vendor	N/A

Operating Room: OR – not collected by vendor

Rehabilitation: Out-Patient Behavioral Health – not collected by vendor

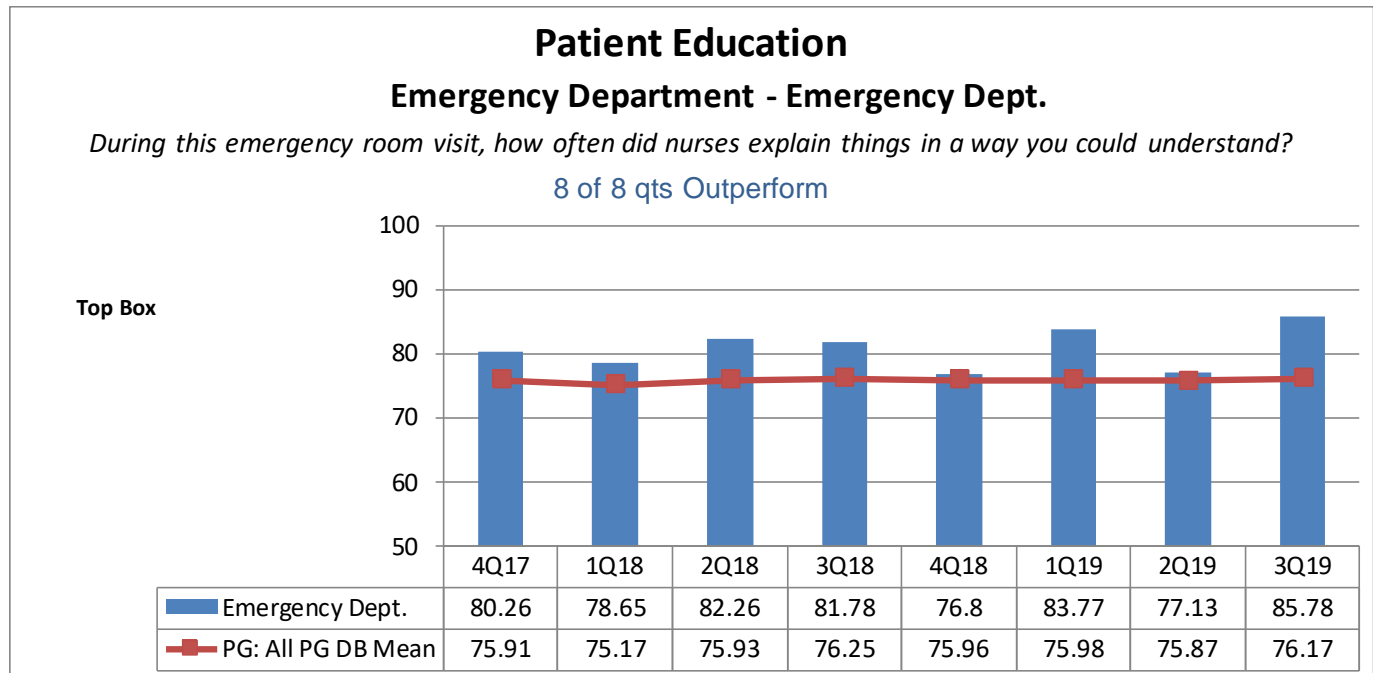
Ambulatory: Pain Center

EP21EO – Graph 10 – Pain Center Patient Education



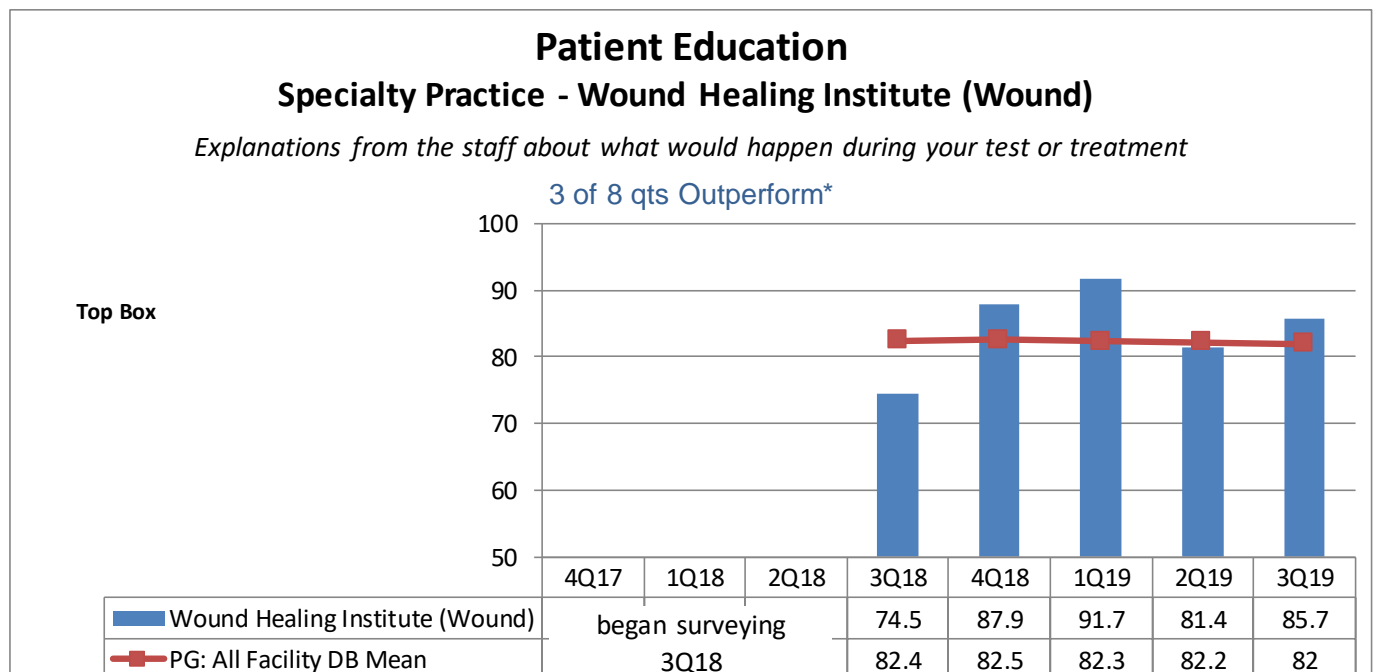
Emergency Department: Emergency Dept.

EP21EO – Graph 11 – Emergency Dept. Patient Education



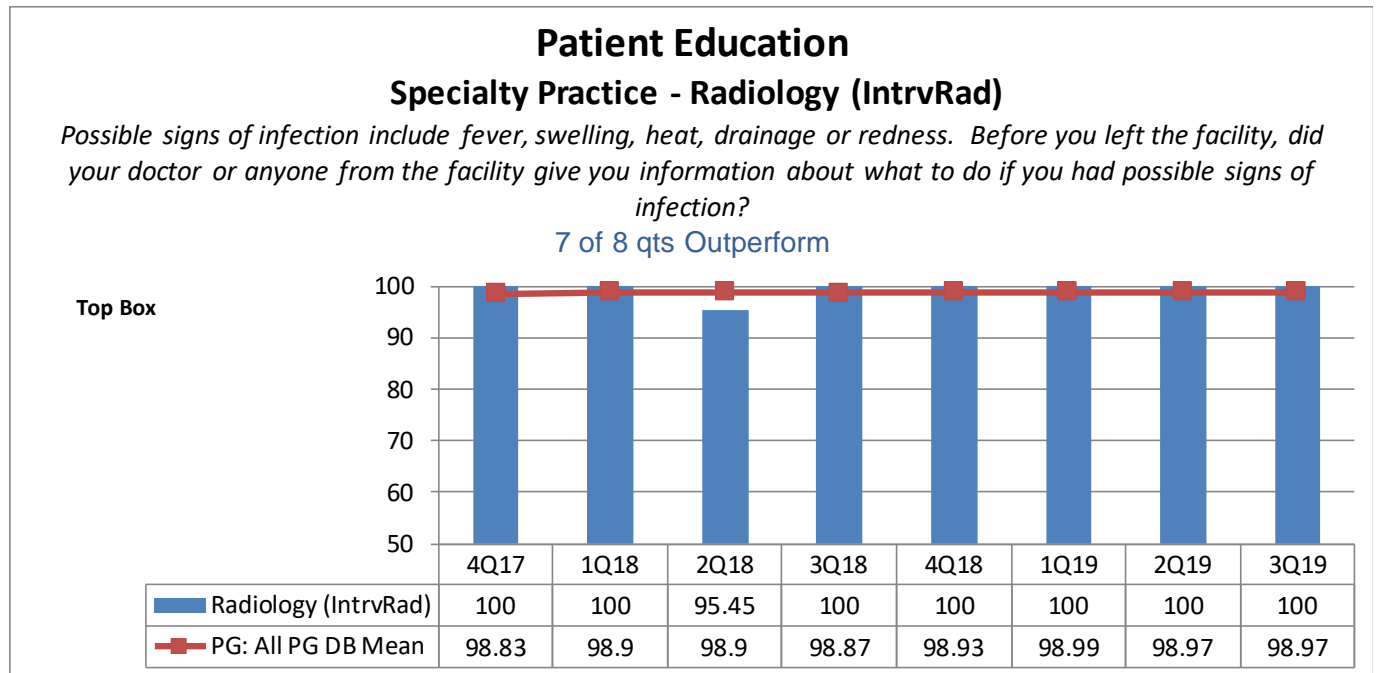
Specialty Practice: Wound Healing Institute (Wound)

EP21EO – Graph 12 – Wound Healing Institute (Wound) Patient Education



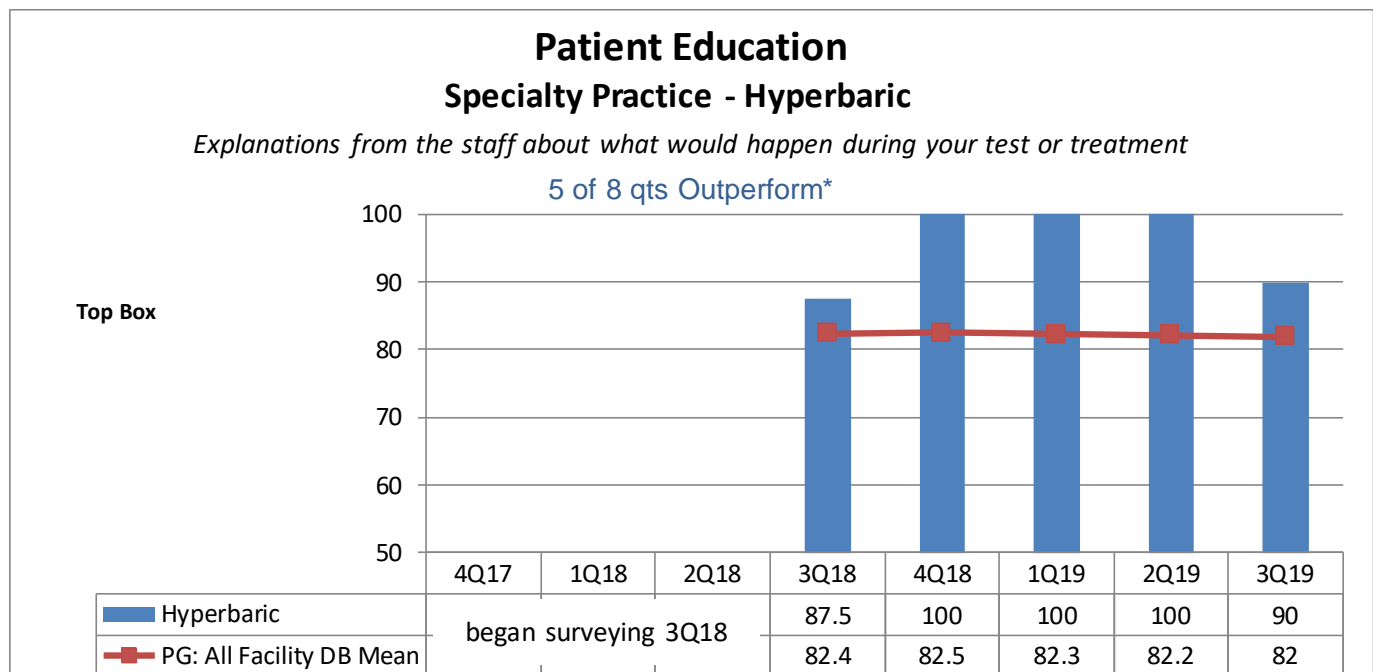
Specialty Practice: Radiology (IntrvRad)

EP21EO – Graph 13 – Radiology (IntrvRad) Patient Education



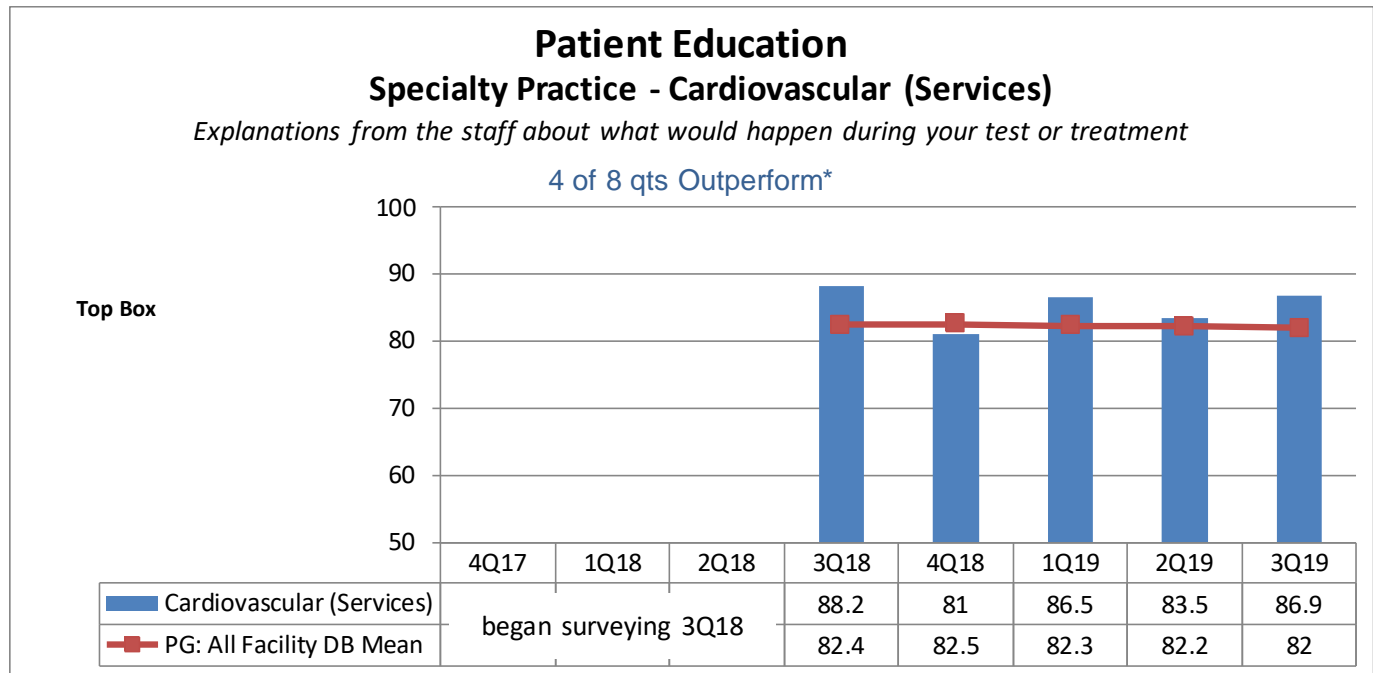
Specialty Practice: Hyperbaric

EP21EO – Graph 14 – Hyperbaric Patient Education



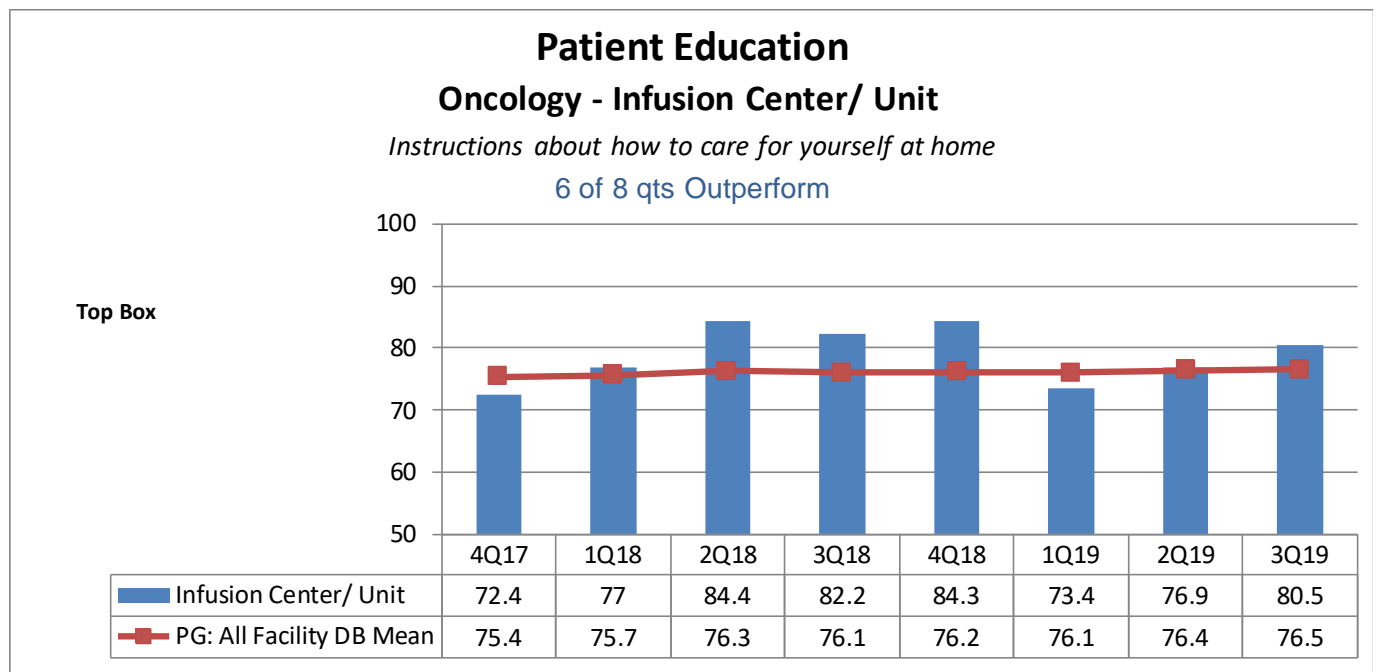
Specialty Practice: Cardiovascular (Services)

EP21EO – Graph 15 – Cardiovascular (Services) Patient Education



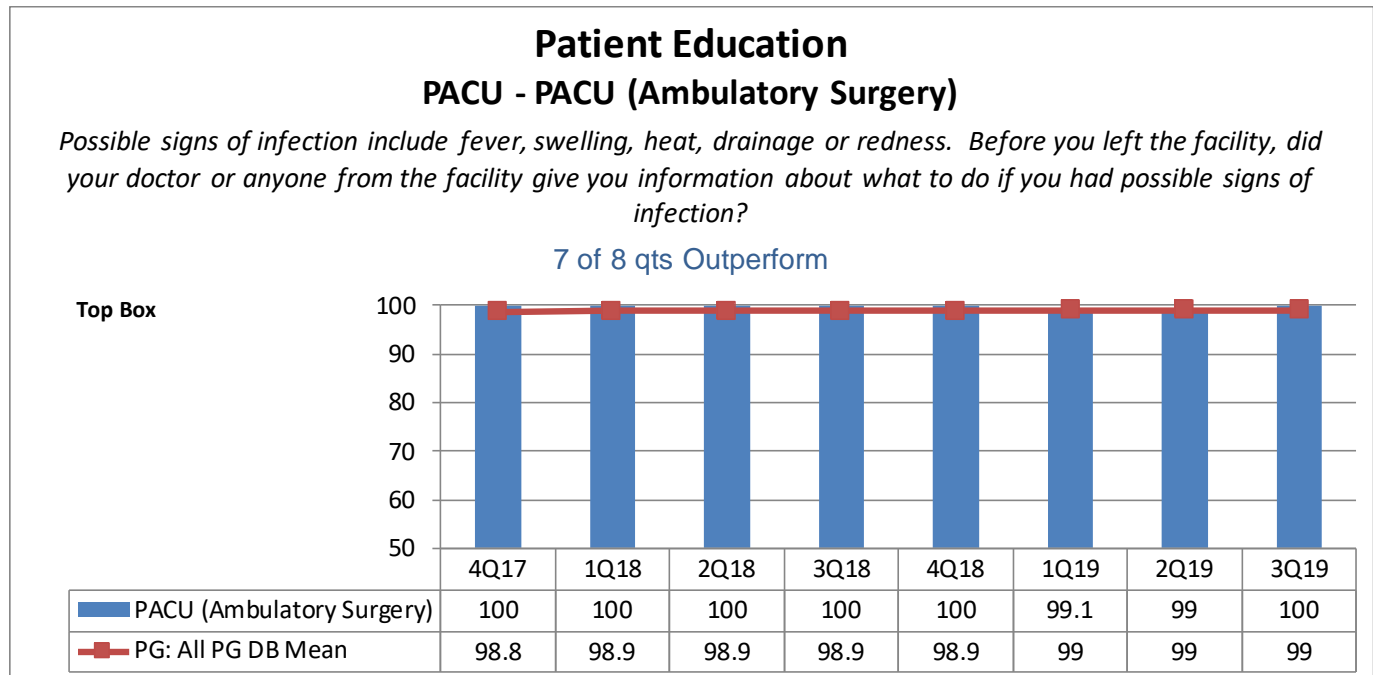
Oncology: Infusion Center/ Unit

EP21EO – Graph 16 – Infusion Center/ Unit Patient Education



PACU: PACU (Ambulatory Surgery)

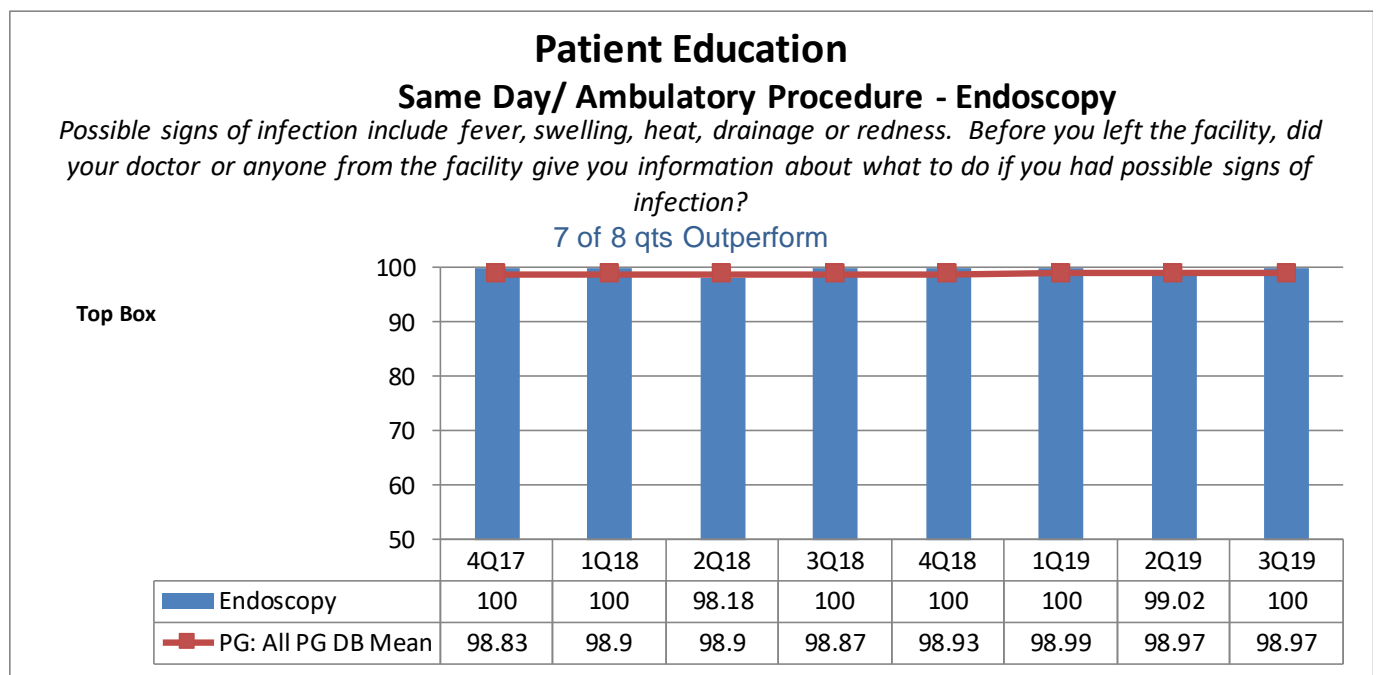
EP21EO – Graph 17 – PACU (Ambulatory Surgery) Patient Education



includes ASU (Ambulatory Surgery)

Same Day/ Ambulatory Procedure: Endoscopy

EP21EO – Graph 18 – Endoscopy Patient Education



Same Day/ Ambulatory Procedure: ASU (Ambulatory Surgery) – grouped with PACU (Ambulatory Surgery)

Pre-Operative: PSA – not collected by vendor

SAFETY

EP21EO – Table 4 – Phelps Hospital Safety Performance Summary

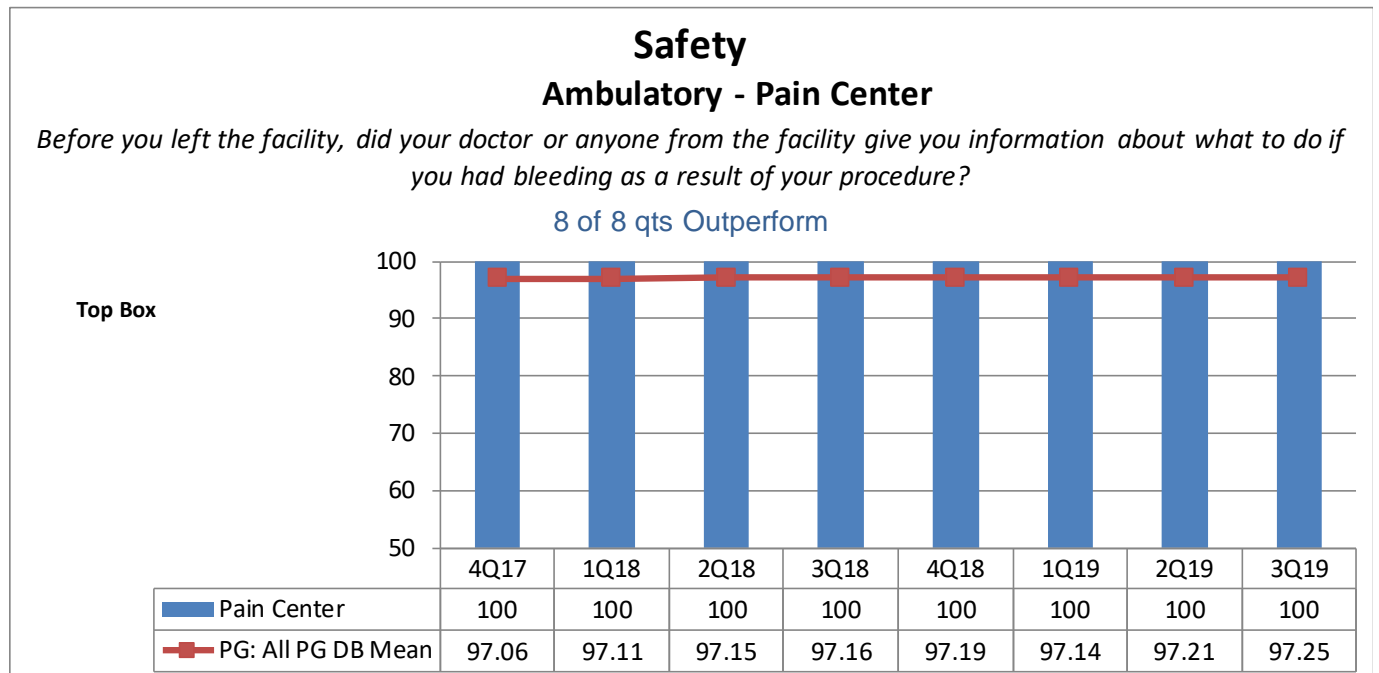
Safety 7 of 9 Units Outperform <small>* less than 8 quarters of data</small>			
Unit Type	Unit	Performance Analysis	Outperformed
Operating Room	OR	not collected by vendor	N/A
Rehabilitation	Out-Patient Behavioral Health	not collected by vendor	N/A
Ambulatory	Pain Center	8 of 8 qts Outperform	★
Emergency Department	Emergency Dept.	7 of 8 qts Outperform	★
Specialty Practice	Wound Healing Institute (Wound)	4 of 8 qts Outperform*	
Specialty Practice	Radiology (IntrvRad)	6 of 8 qts Outperform	★
Specialty Practice	Hyperbaric	5 of 8 qts Outperform*	★
Specialty Practice	Cardiovascular (Services)	2 of 8 qts Outperform*	
Oncology	Infusion Center/ Unit	5 of 8 qts Outperform	★
PACU	PACU (Ambulatory Surgery)	6 of 8 qts Outperform	★
Same Day/ Ambulatory Procedure	Endoscopy	8 of 8 qts Outperform	★
Same Day/ Ambulatory Procedure	ASU (Ambulatory Surgery)	grouped with PACU (Ambulatory Surgery)	N/A
Pre-Operative	PSA	not collected by vendor	N/A

Operating Room: OR – not collected by vendor

Rehabilitation: Out-Patient Behavioral Health – not collected by vendor

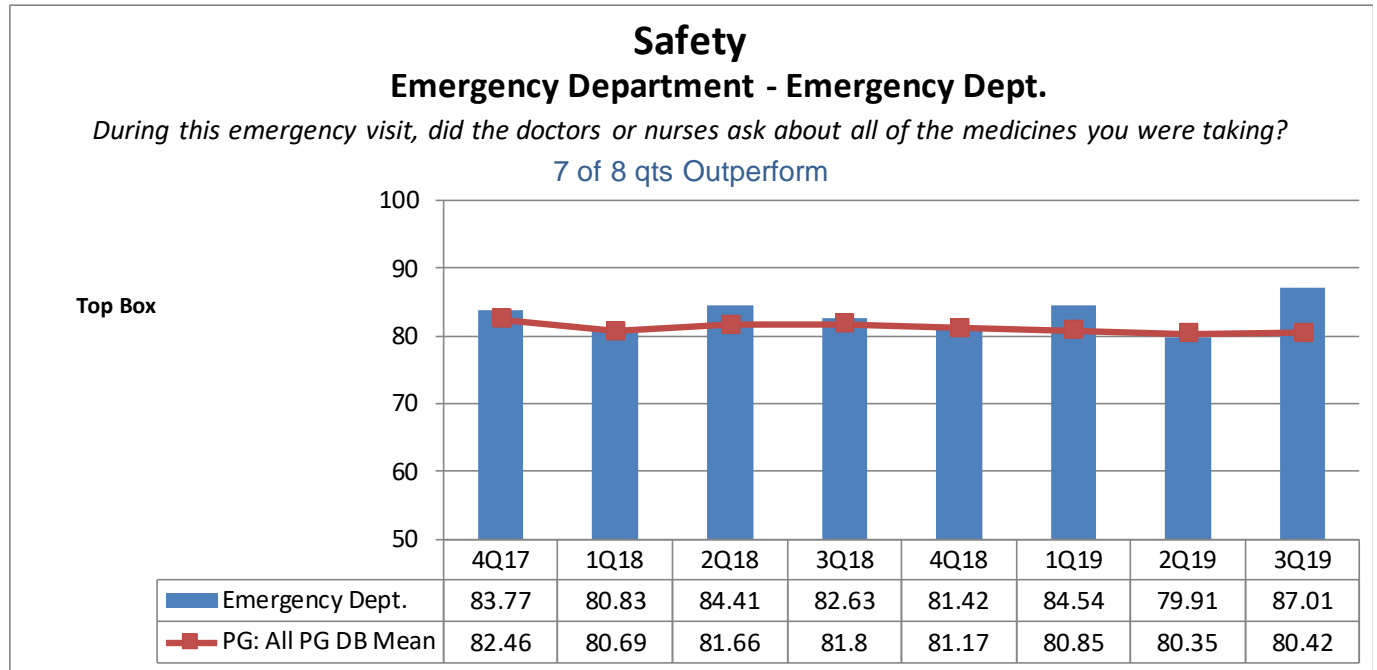
Ambulatory: Pain Center

EP21EO – Graph 19 – Pain Center Safety



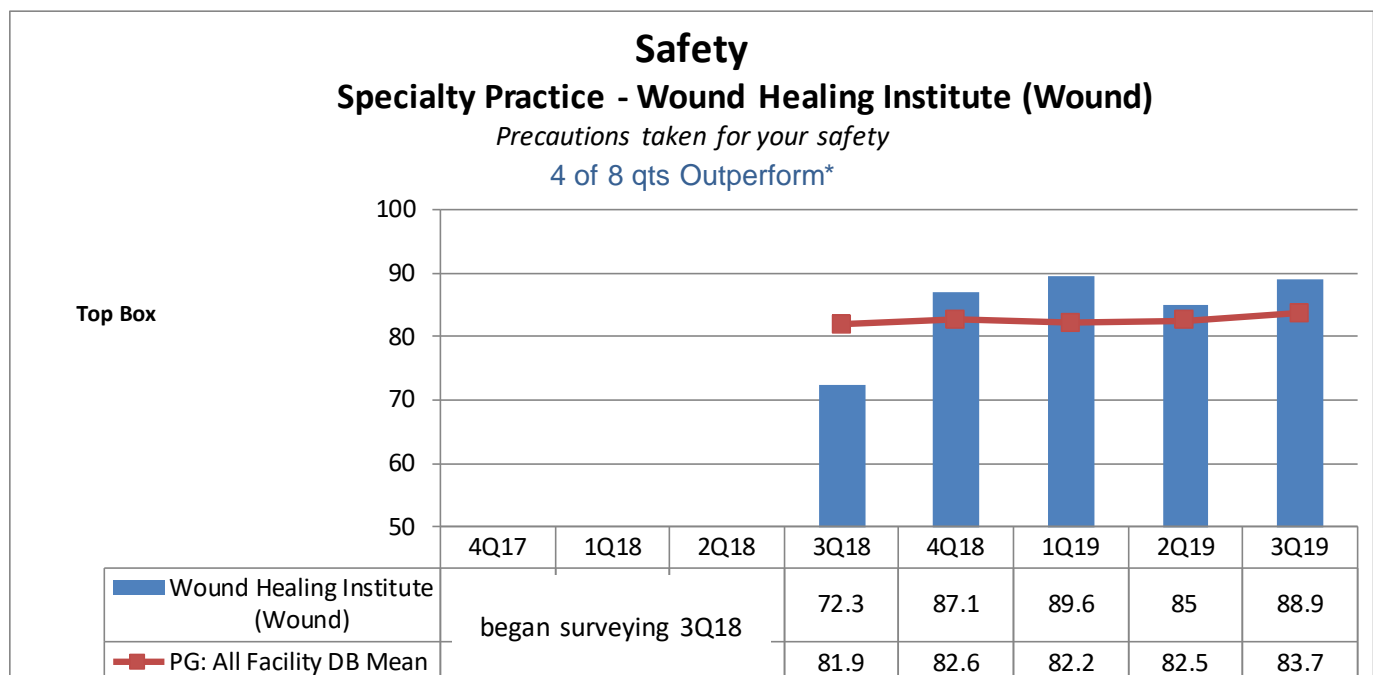
Emergency Department: Emergency Dept.

EP21EO – Graph 20 – Emergency Dept. S



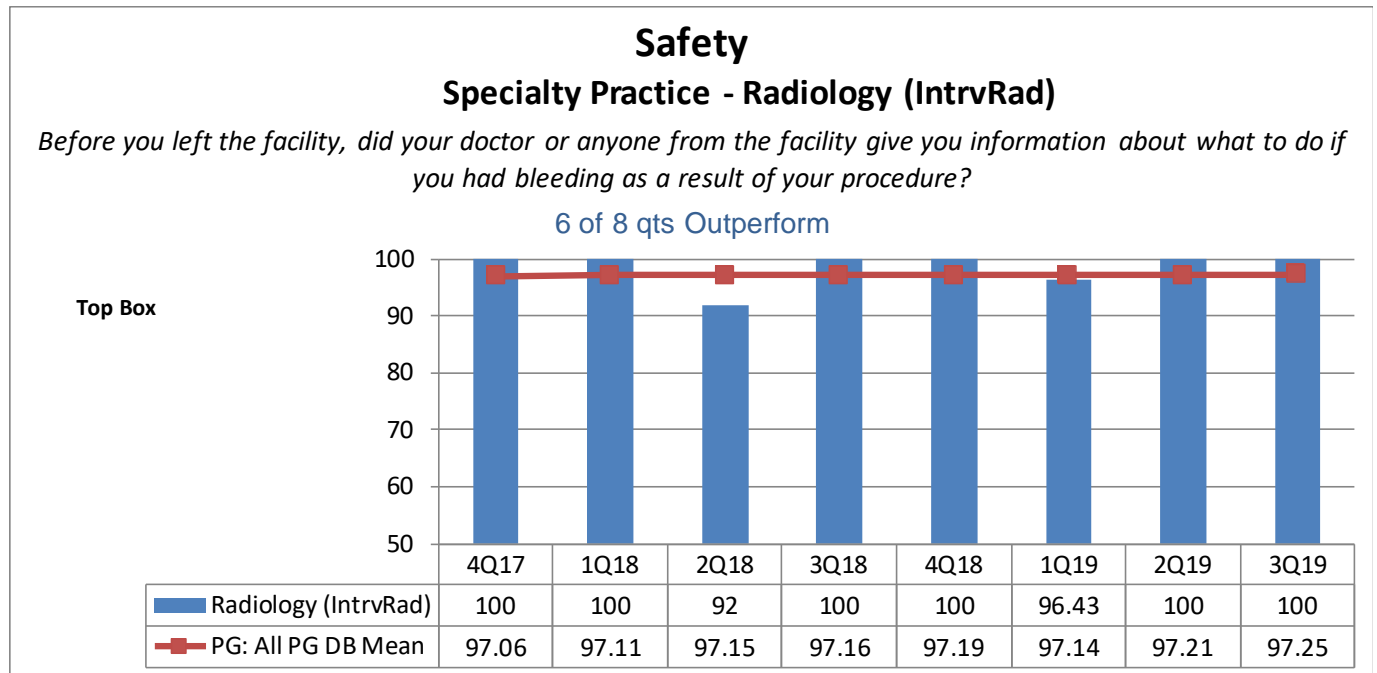
Specialty Practice: Wound Healing Institute (Wound)

EP21EO – Graph 21 – Wound Healing Institute (Wound) Safety



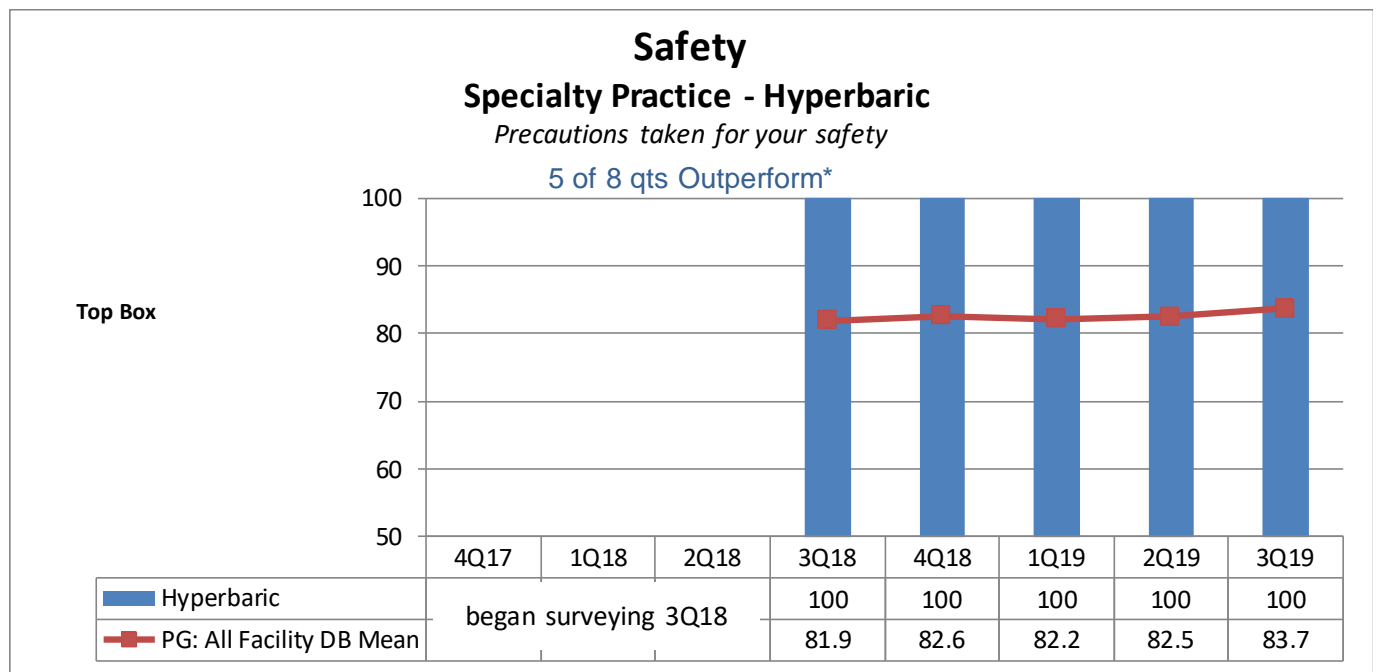
Specialty Practice: Radiology (IntrvRad)

EP21EO – Graph 22 – Radiology (IntrvRad) Safety



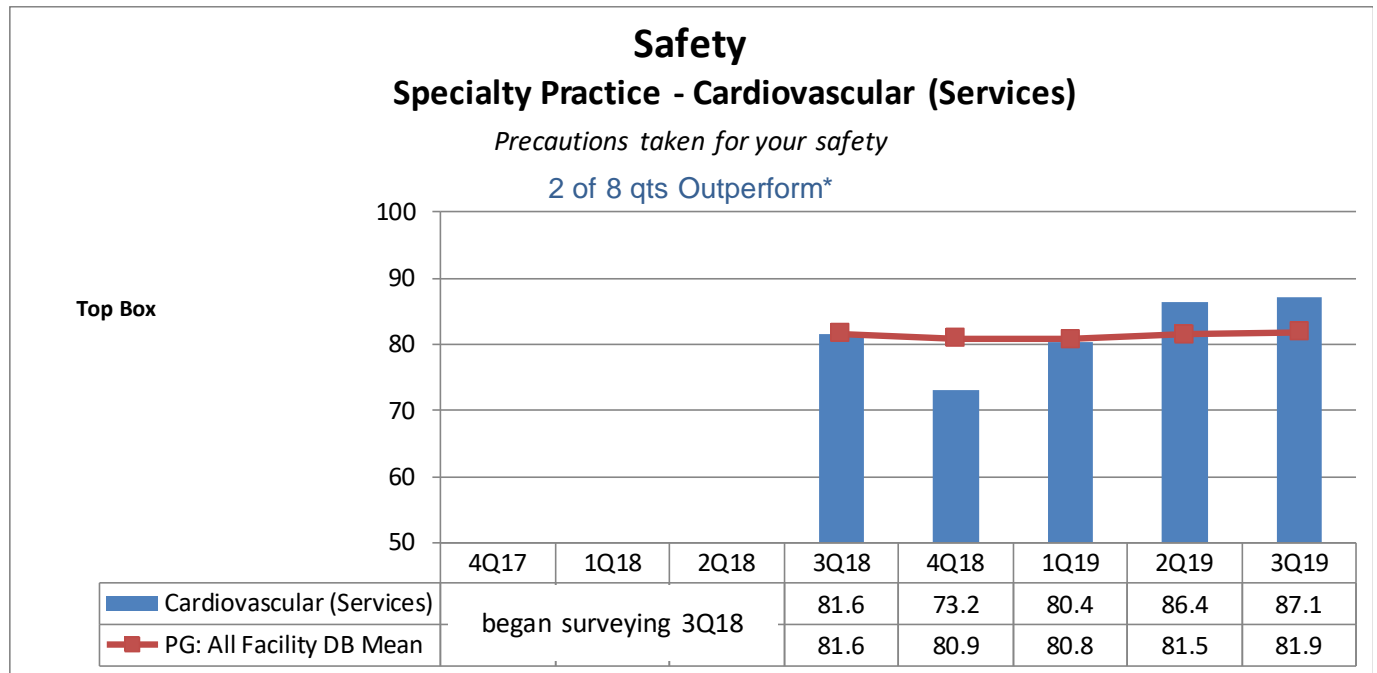
Specialty Practice: Hyperbaric

EP21EO – Graph 23 – Hyperbaric Safety



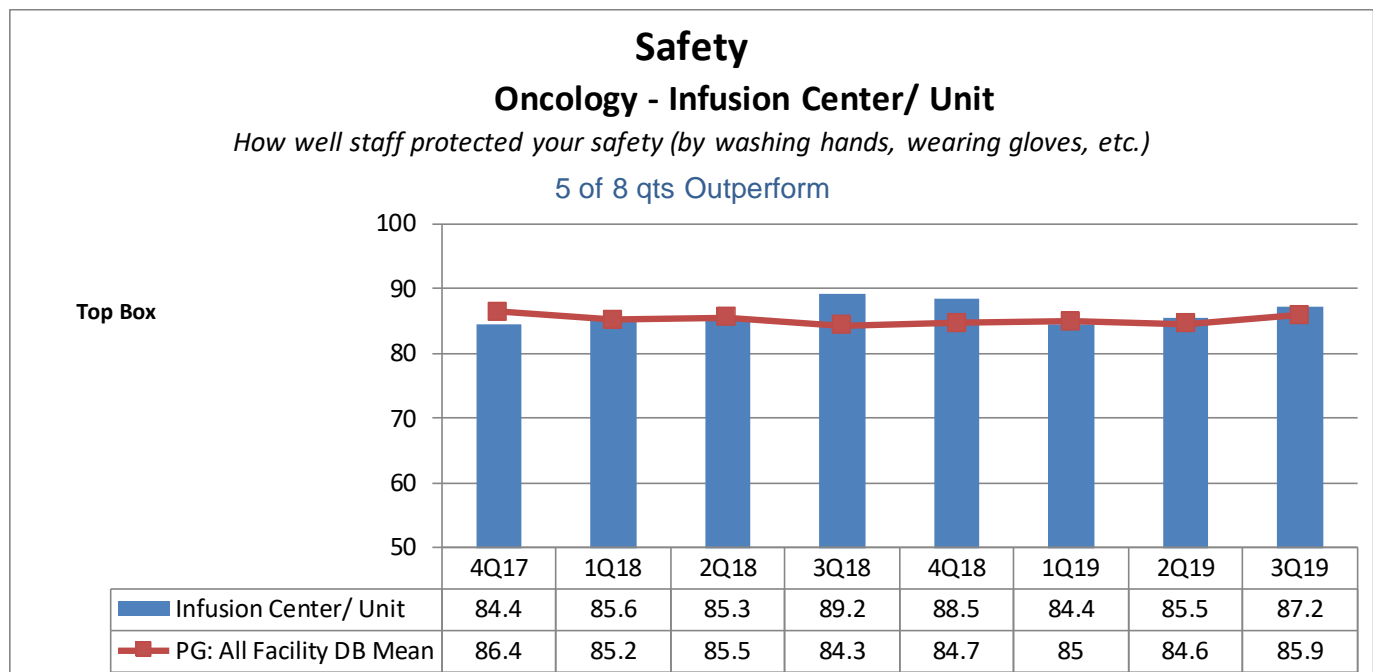
Specialty Practice: Cardiovascular (Services)

EP21EO – Graph 24 – Cardiovascular (Services) Safety



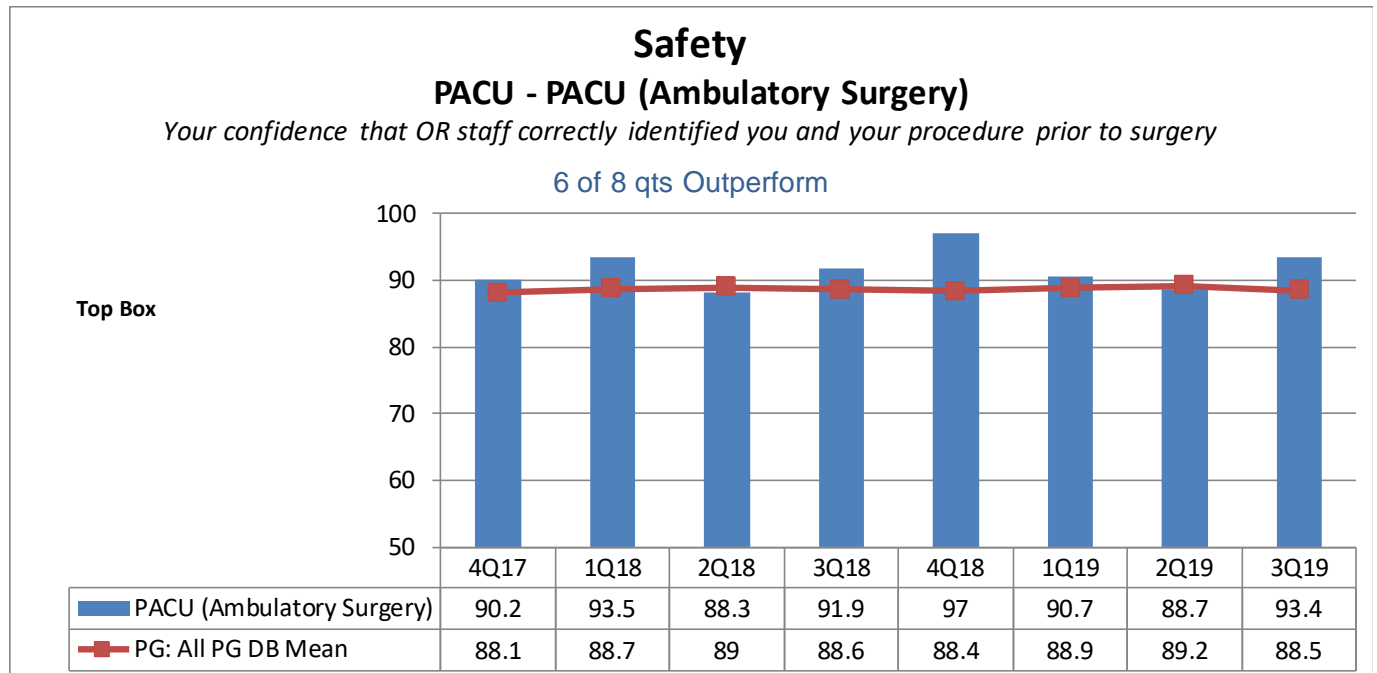
Oncology: Infusion Center/ Unit

EP21EO – Graph 25 – Infusion Center/ Unit Safety



PACU: PACU (Ambulatory Surgery)

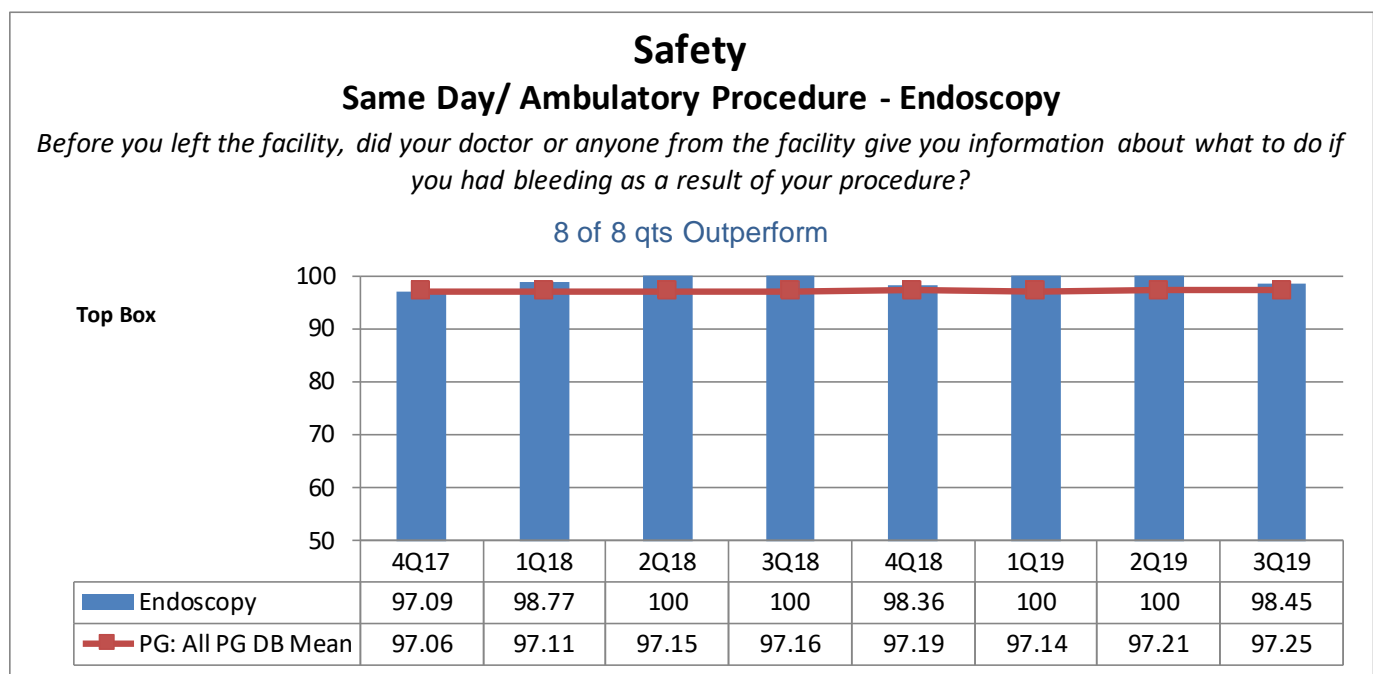
EP21EO – Graph 26 – PACU (Ambulatory Surgery) Safety



includes ASU (Ambulatory Surgery)

Same Day/ Ambulatory Procedure: Endoscopy

EP21EO – Graph 27 – Endoscopy Safety



Same Day/ Ambulatory Procedure: ASU (Ambulatory Surgery) – grouped with PACU (Ambulatory Surgery)

Pre-Operative: PSA – not collected by vendor

COURTESY & RESPECT

EP21EO – Table 5 – Phelps Hospital Courtesy & Respect Performance Summary

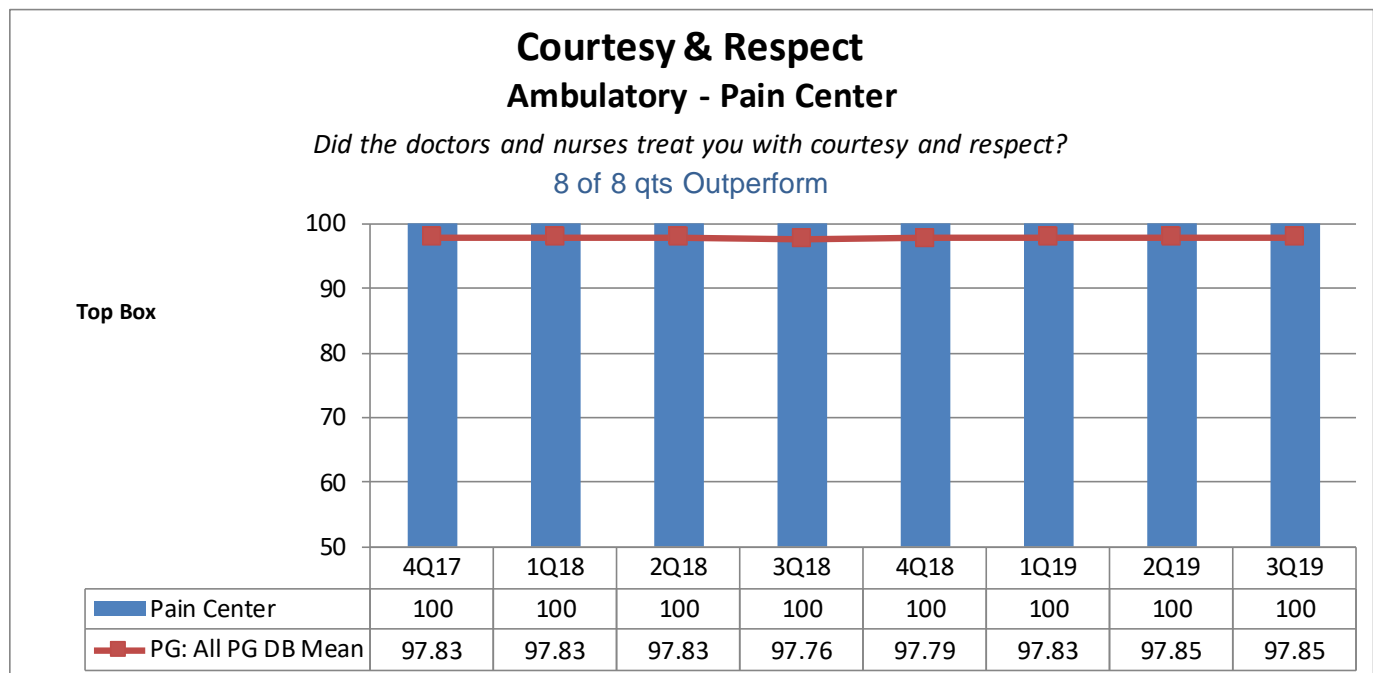
Courtesy & Respect 8 of 9 Units Outperform <small>* less than 8 quarters of data</small>			
Unit Type	Unit	Performance Analysis	Outperformed
Operating Room	OR	not collected by vendor	N/A
Rehabilitation	Out-Patient Behavioral Health	not collected by vendor	N/A
Ambulatory	Pain Center	8 of 8 qts Outperform	★
Emergency Department	Emergency Dept.	7 of 8 qts Outperform	★
Specialty Practice	Wound Healing Institute (Wound)	5 of 8 qts Outperform*	★
Specialty Practice	Radiology (IntrvRad)	5 of 8 qts Outperform	★
Specialty Practice	Hyperbaric	5 of 8 qts Outperform*	★
Specialty Practice	Cardiovascular (Services)	5 of 8 qts Outperform*	★
Oncology	Infusion Center/ Unit	7 of 8 qts Outperform	★
PACU	PACU (Ambulatory Surgery)	4 of 8 qts Outperform	
Same Day/ Ambulatory Procedure	Endoscopy	6 of 8 qts Outperform	★
Same Day/ Ambulatory Procedure	ASU (Ambulatory Surgery)	grouped with PACU (Ambulatory Surgery)	N/A
Pre-Operative	PSA	not collected by vendor	N/A

Operating Room: OR – not collected by vendor

Rehabilitation: Out-Patient Behavioral Health – not collected by vendor

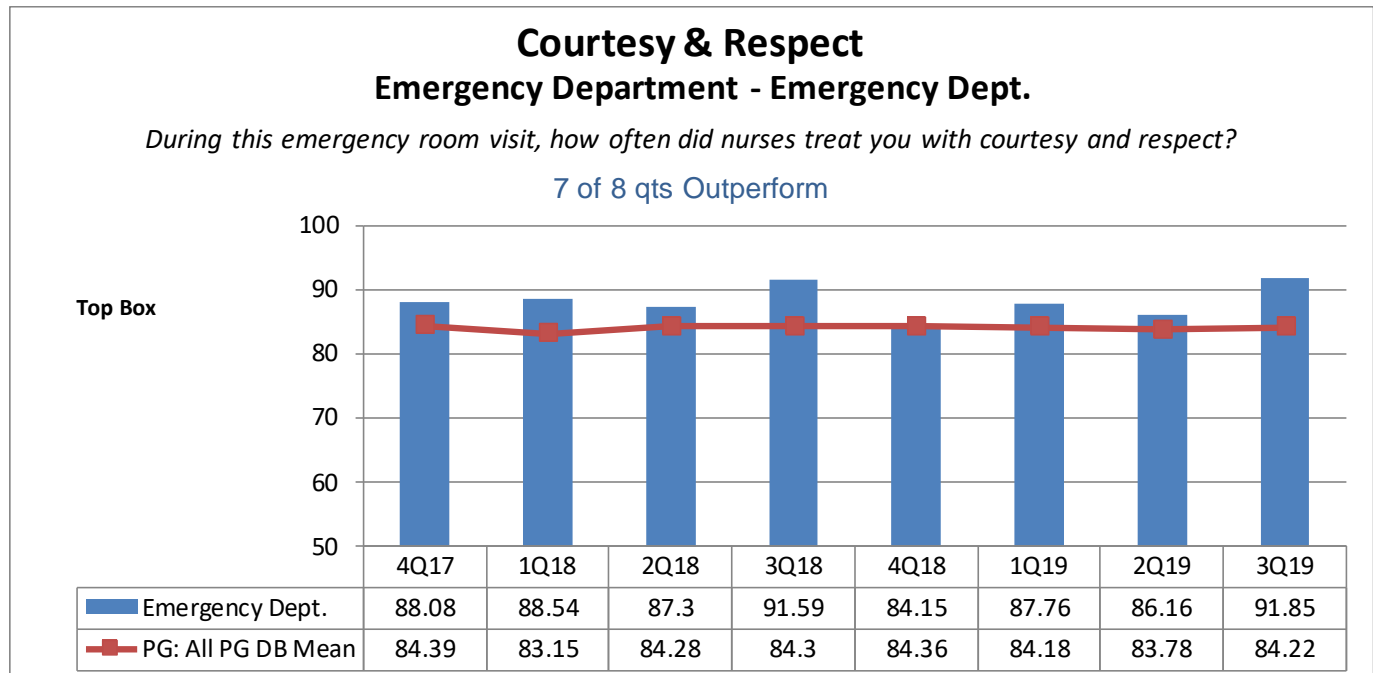
Ambulatory: Pain Center

EP21EO – Graph 28 – Pain Center Courtesy & Respect



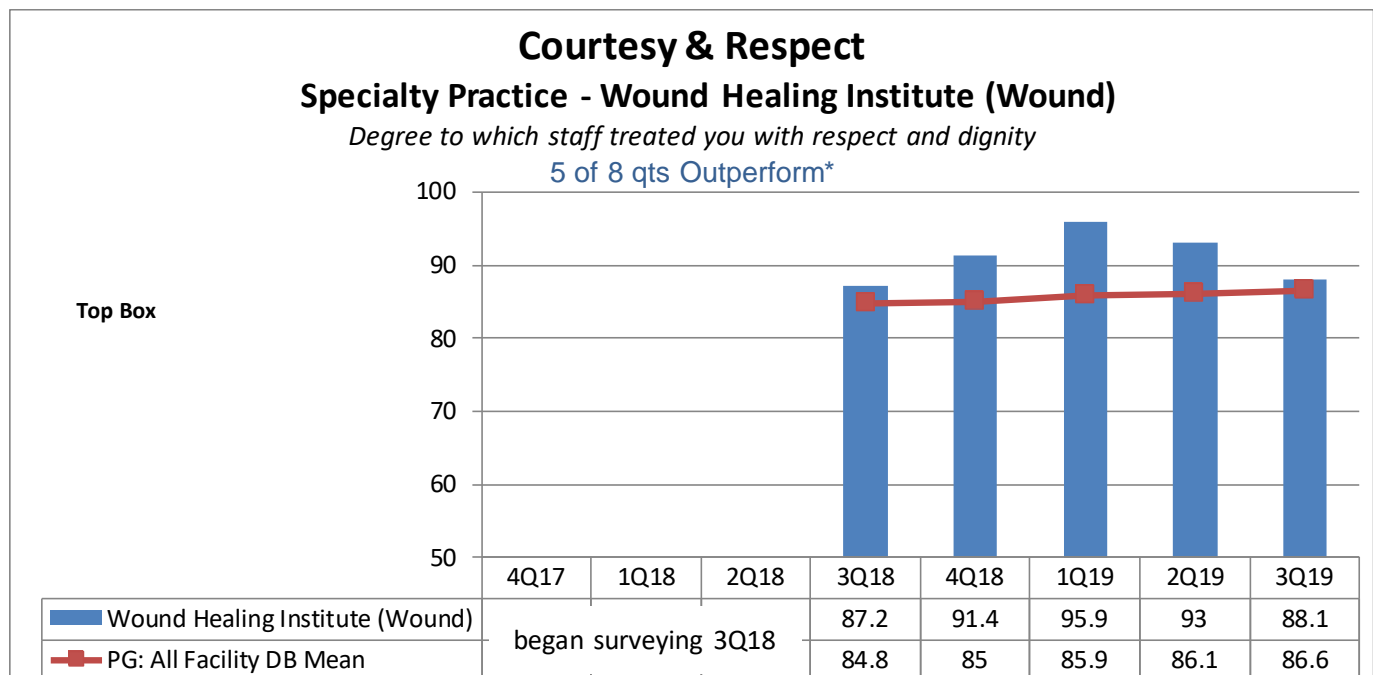
Emergency Department: Emergency Dept.

EP21EO – Graph 29 – Emergency Dept. Courtesy & Respect



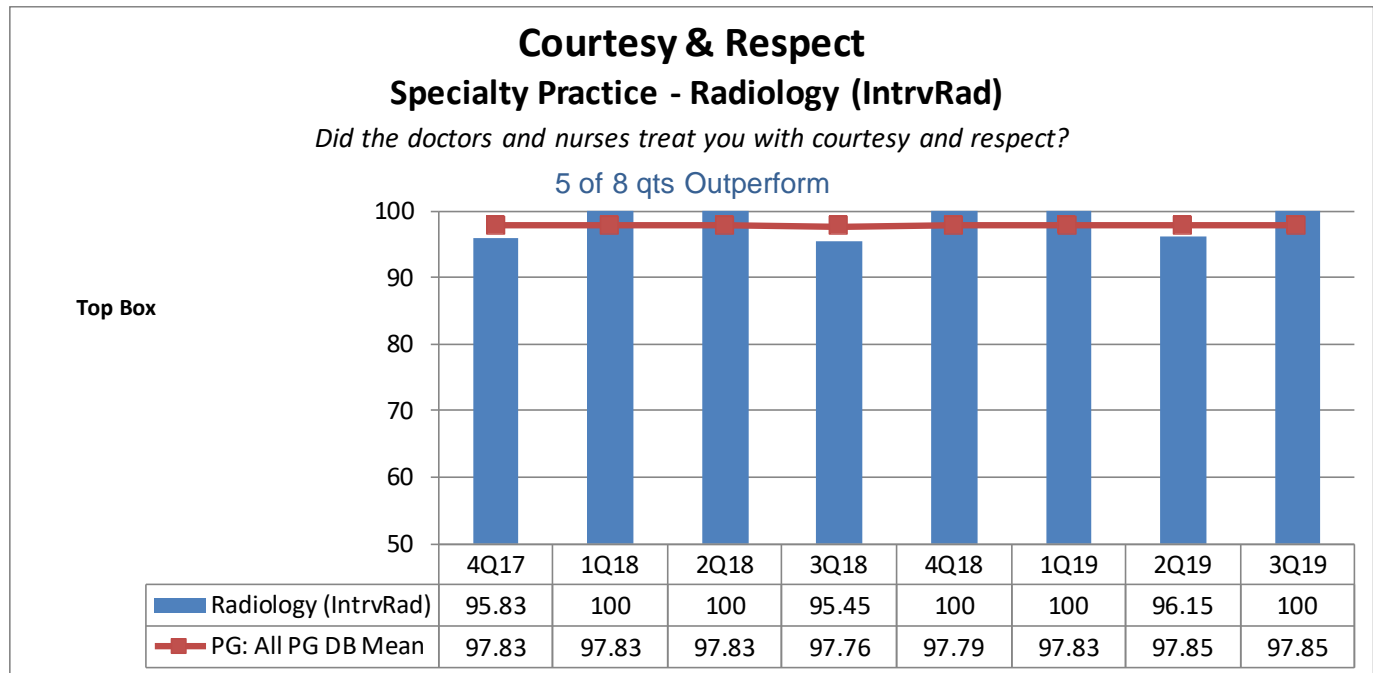
Specialty Practice: Wound Healing Institute (Wound)

EP21EO – Graph 30 – Wound Healing Institute (Wound) Courtesy & Respect



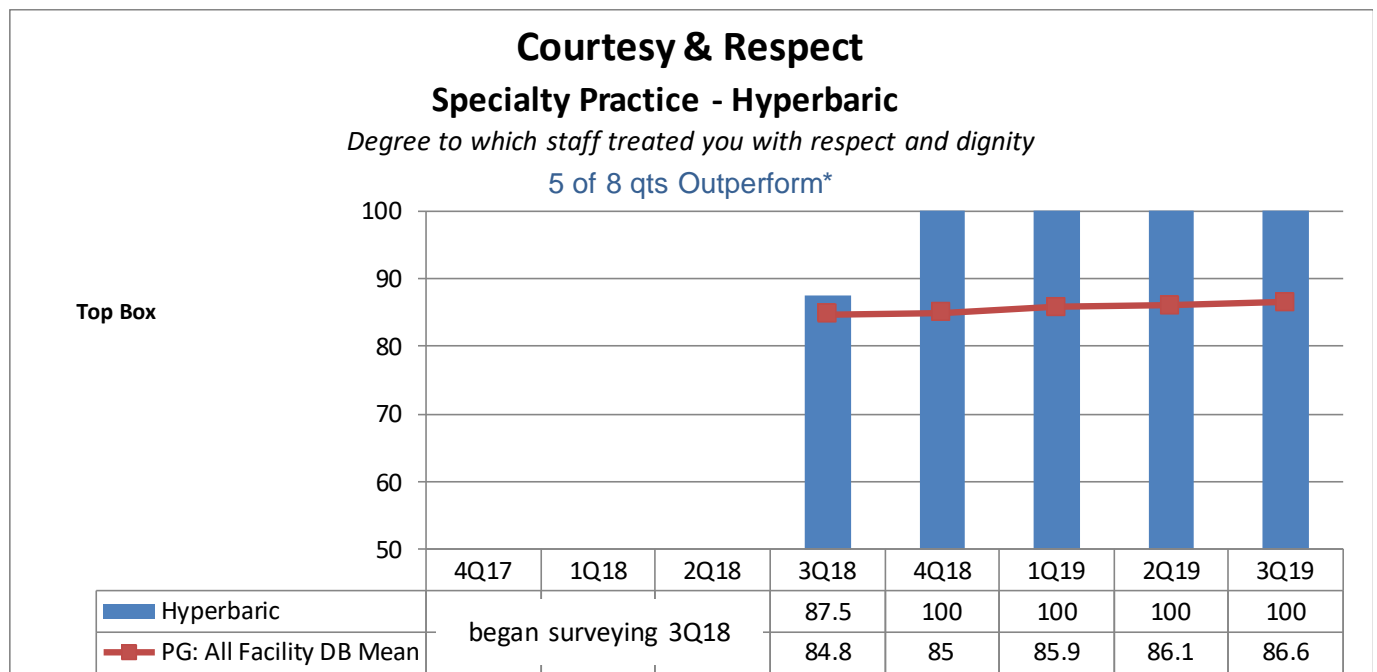
Specialty Practice: Radiology (IntrvRad)

EP21EO – Graph 31 – Radiology (IntrvRad) Courtesy & Respect



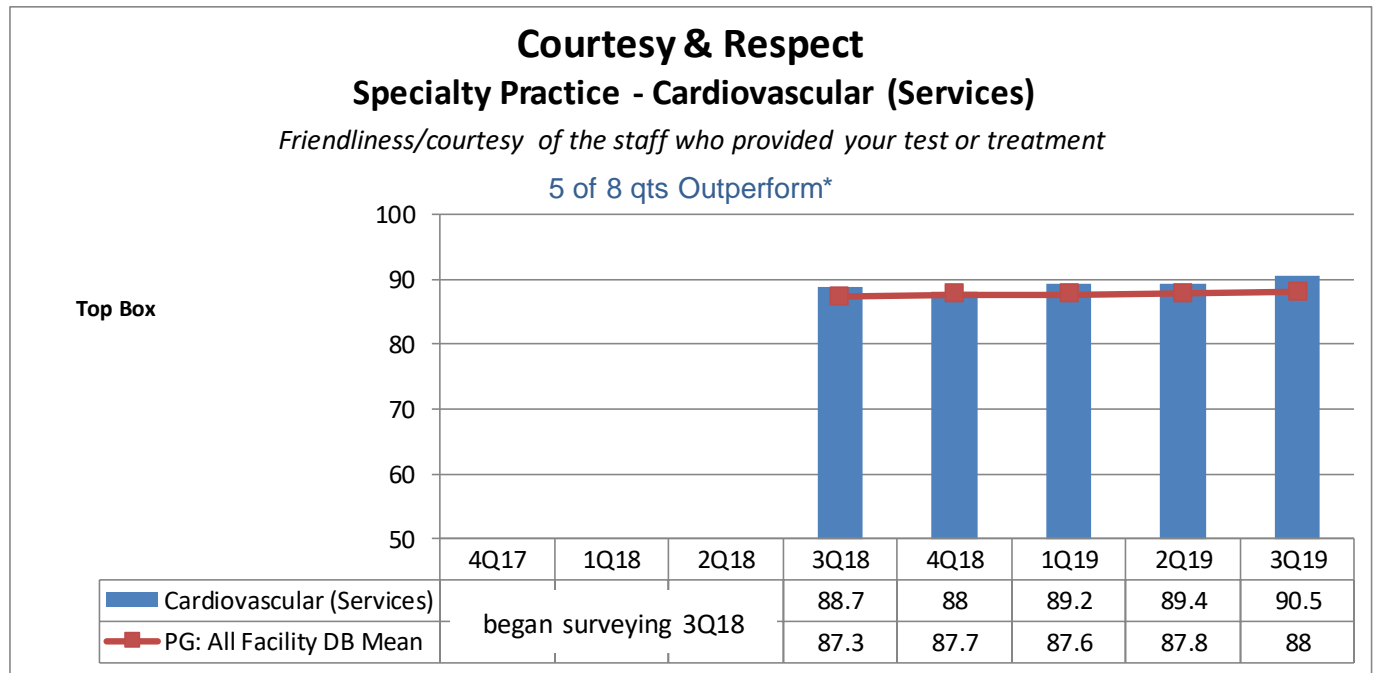
Specialty Practice: Hyperbaric

EP21EO – Graph 32 – Hyperbaric Courtesy & Respect



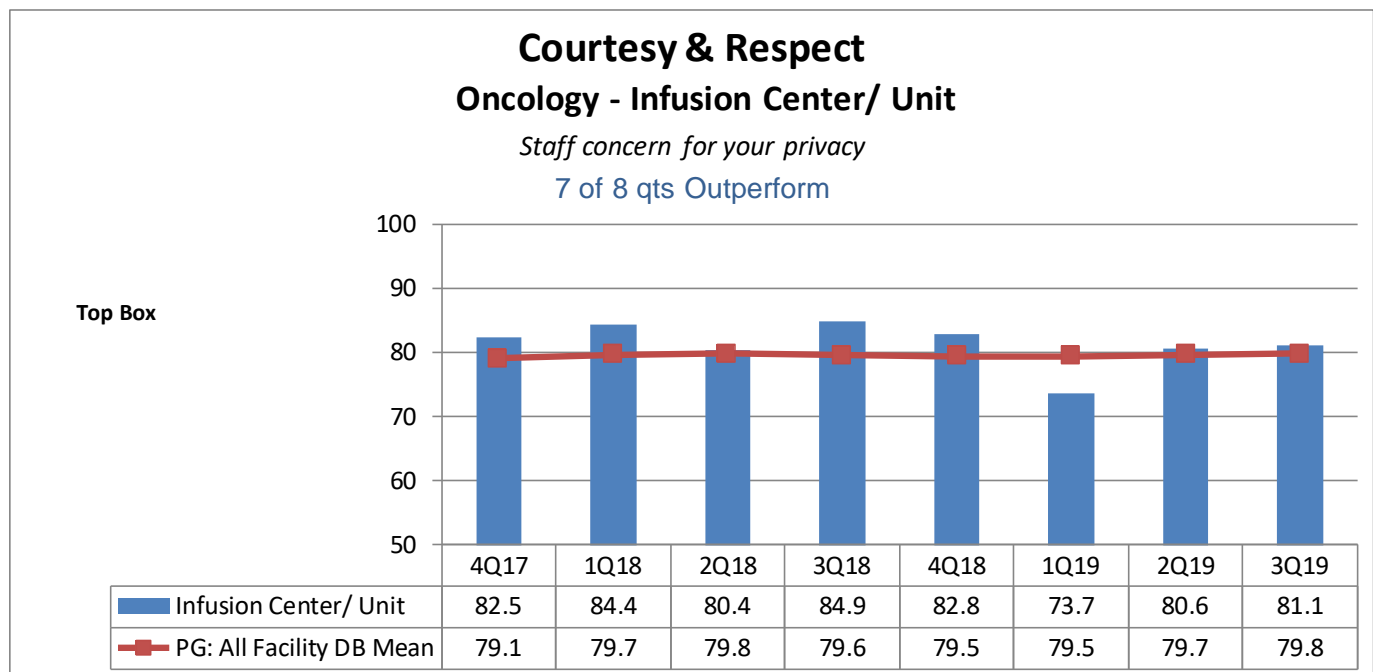
Specialty Practice: Cardiovascular (Services)

EP21EO – Graph 33 – Cardiovascular (Services) Courtesy & Respect



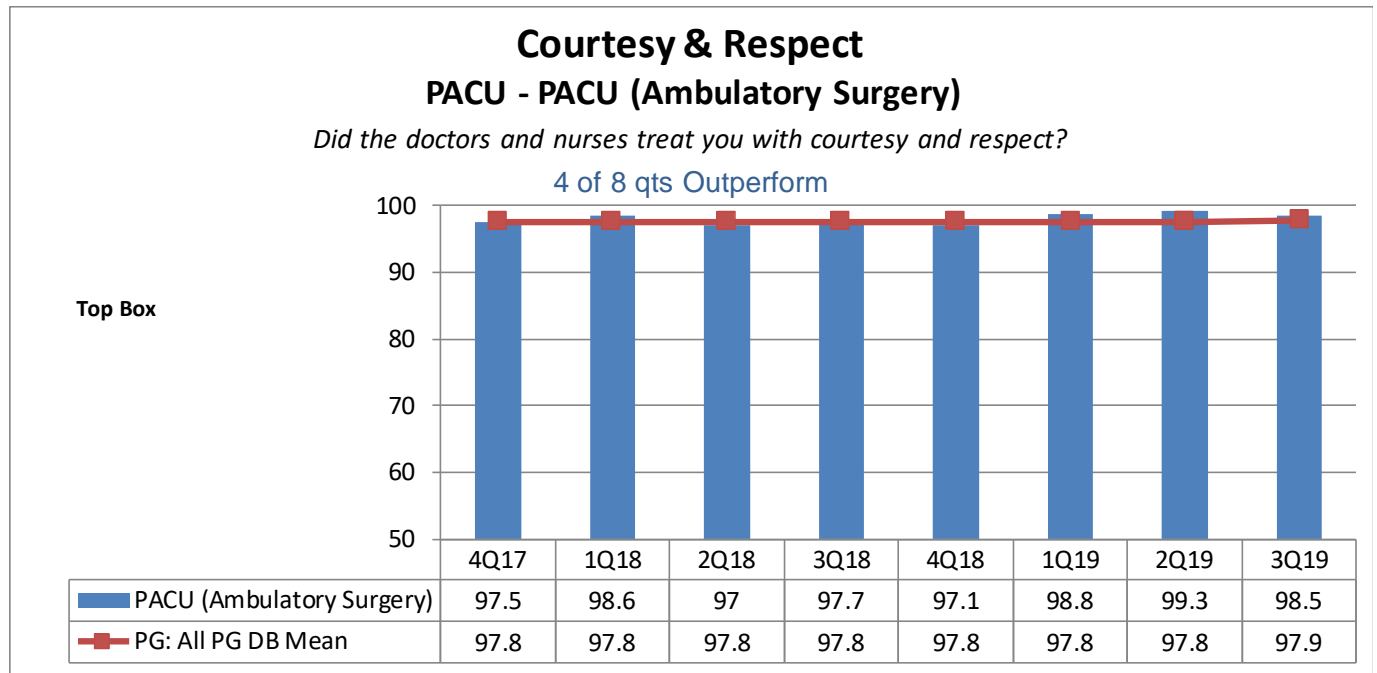
Oncology: Infusion Center/ Unit

EP21EO – Graph 34 – Infusion Center/ Unit Courtesy & Respect



PACU: PACU (Ambulatory Surgery)

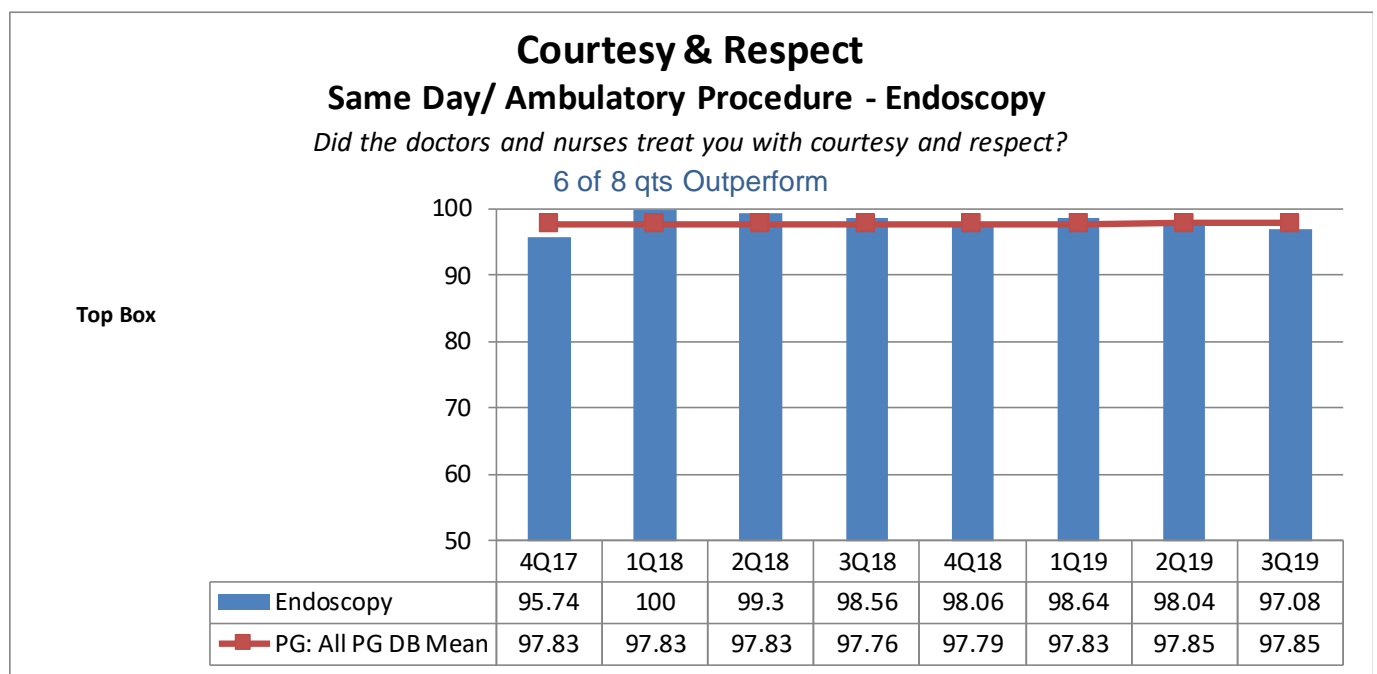
EP21EO – Graph 35 – PACU (Ambulatory Surgery) Courtesy & Respect



includes ASU (Ambulatory Surgery)

Same Day/ Ambulatory Procedure: Endoscopy

EP21EO – Graph 36 – Endoscopy Courtesy & Respect



Same Day/ Ambulatory Procedure: ASU (Ambulatory Surgery) – grouped with PACU (Ambulatory Surgery)

Pre-Operative: PSA – not collected by vendor

SUMMARY

EP21EO – Table 6 – Phelps Hospital Performance Summary

Phelps Hospital					
* less than 8 quarters of data					
Unit Type	Unit	Patient Engagement/ Patient-Centered Care	Patient Education	Safety	Courtesy & Respect
Operating Room	OR	N/A not collected by vendor	N/A not collected by vendor	N/A not collected by vendor	N/A not collected by vendor
Rehabilitation	Out-Patient Behavioral Health	N/A not collected by vendor	N/A not collected by vendor	N/A not collected by vendor	N/A not collected by vendor
Ambulatory	Pain Center	★ 5 of 8 qts Outperform	★ 8 of 8 qts Outperform	★ 8 of 8 qts Outperform	★ 8 of 8 qts Outperform
Emergency Department	Emergency Dept.	★ 6 of 8 qts Outperform	★ 8 of 8 qts Outperform	★ 7 of 8 qts Outperform	★ 7 of 8 qts Outperform
Specialty Practice	Wound Healing Institute (Wound)	4 of 8 qts Outperform*	3 of 8 qts Outperform*	4 of 8 qts Outperform*	★ 5 of 8 qts Outperform*
Specialty Practice	Radiology (IntrvRad)	★ 6 of 8 qts Outperform	★ 7 of 8 qts Outperform	★ 6 of 8 qts Outperform	★ 5 of 8 qts Outperform
Specialty Practice	Hyperbaric	4 of 8 qts Outperform*	★ 5 of 8 qts Outperform*	★ 5 of 8 qts Outperform*	★ 5 of 8 qts Outperform*
Specialty Practice	Cardiovascular (Services)	2 of 8 qts Outperform*	4 of 8 qts Outperform*	2 of 8 qts Outperform*	★ 5 of 8 qts Outperform*
Oncology	Infusion Center/ Unit	★ 7 of 8 qts Outperform	★ 6 of 8 qts Outperform	★ 5 of 8 qts Outperform	★ 7 of 8 qts Outperform
PACU	PACU (Ambulatory Surgery)	★ 7 of 8 qts Outperform	★ 7 of 8 qts Outperform	★ 6 of 8 qts Outperform	4 of 8 qts Outperform

Unit Type	Unit	Patient Engagement/ Patient-Centered Care	Patient Education	Safety	Courtesy & Respect
Same Day/ Ambulatory Procedure	Endoscopy	★ 8 of 8 qts Outperform	★ 7 of 8 qts Outperform	★ 8 of 8 qts Outperform	★ 6 of 8 qts Outperform
Same Day/ Ambulatory Procedure	ASU (Ambulatory Surgery)	N/A grouped with PACU (Ambulatory Surgery)	N/A grouped with PACU (Ambulatory Surgery)	N/A grouped with PACU (Ambulatory Surgery)	N/A grouped with PACU (Ambulatory Surgery)
Pre-Operative	PSA	N/A not collected by vendor	N/A not collected by vendor	N/A not collected by vendor	N/A not collected by vendor
Number of Units Outperforming in Each Quality Indicator Category		★ 6 of 9 Units Outperform	★ 7 of 9 Units Outperform	★ 7 of 9 Units Outperform	★ 8 of 9 Units Outperform