MAGNET DATA ANALYST FINDINGS - PATIENT SATISFACTION

TIME FRAME: 3Q 2018 – 3Q 2020*(MOST RECENT 8 QUARTERS (EXCLUDING 2Q 2020 DUE TO COVID))*

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1. INPATIENT - EP20EO - PAGES 2-18

Category 1: Patient Engagement

☒ Majority of the units continue to outperform the benchmark (all hospitals mean) the majority of the time. Remained at 67%.

Category 2: Service Recovery

☒ Majority of the units continue to outperform the benchmark (all hospitals mean) the majority of the time. Improved to 78%.

Category 3: Courtesy & Respect

☒ Majority of the units now outperforms the benchmark (all hospitals mean) the majority of the time. Improved from 44% to 56%

Category 4: Responsiveness

☒ Majority of the units continue to outperform the benchmark (all hospitals mean) the majority of the time. Remained at 56%.

As of 3rd Q 2020, I started to track the additional categories we can select for Magnet 2024. We outperform the benchmark in all categories!

Category 5: Care Coordination

☒ Majority of the units outperform the benchmark (all hospitals mean) the majority of the time. - 78%.

Category 6: Careful Listening

☒ Majority of the units outperform the benchmark (all hospitals mean) the majority of the time. - 56%.

Category 7: Patient Education

☒ Majority of the units outperform the benchmark (all hospitals mean) the majority of the time. - 56%.

Category 8: Safety

☒ Majority of the units outperform the benchmark (all hospitals mean) the majority of the time. - 56%.

Notes for 2021 - 1) will change 3 North (FNA 2 North) to just 3 North, 2) add 2 North as a new unit, 3) remove 4 North 4) change the display to the top 4 categories each quarter.

2. *AMBULATORY - EP21EO- PAGES 19-38

Category 1: Patient Engagement

☒ Majority of the units continue to outperform the benchmark (all hospitals mean) the majority of the time. At 56%

Category 2: Patient Education

☒ Majority of the units continue to outperform the benchmark (all hospitals mean) the majority of the time. Decreased from 89% to 78%

Category 3: Safety

☒ Majority of the units continue to outperform the benchmark (all hospitals mean) the majority of the time. Increased to 89%

Category 4: Courtesy & Respect

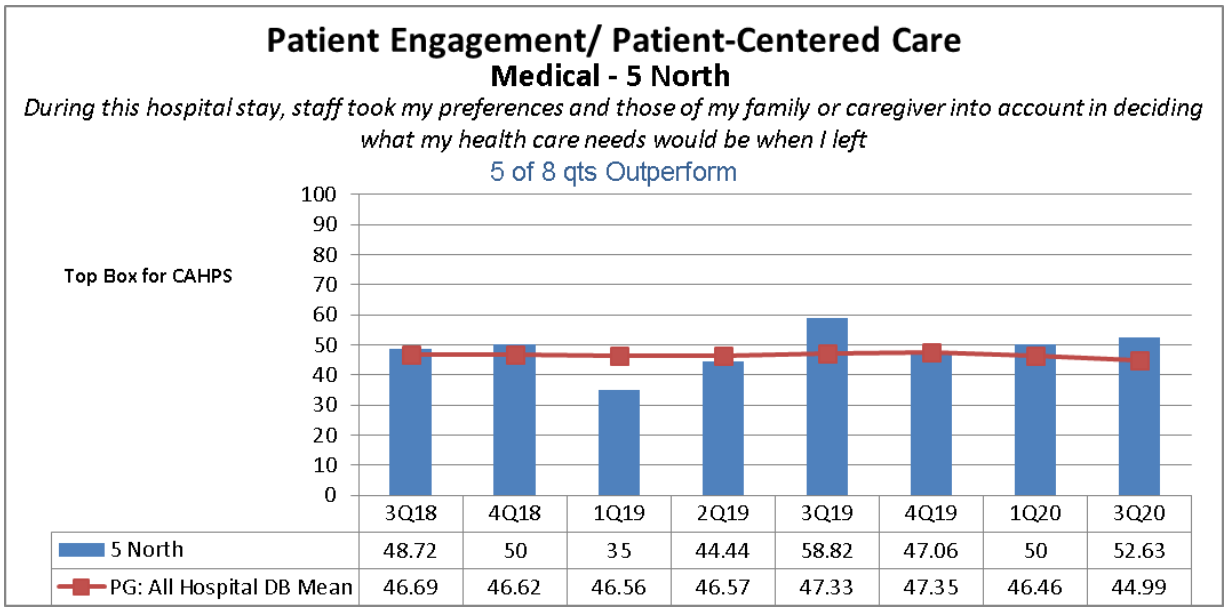
☒ Majority of the units continue to outperform the benchmark (all hospitals mean) the majority of the time. Decreased from 78% to 67%

Notes:

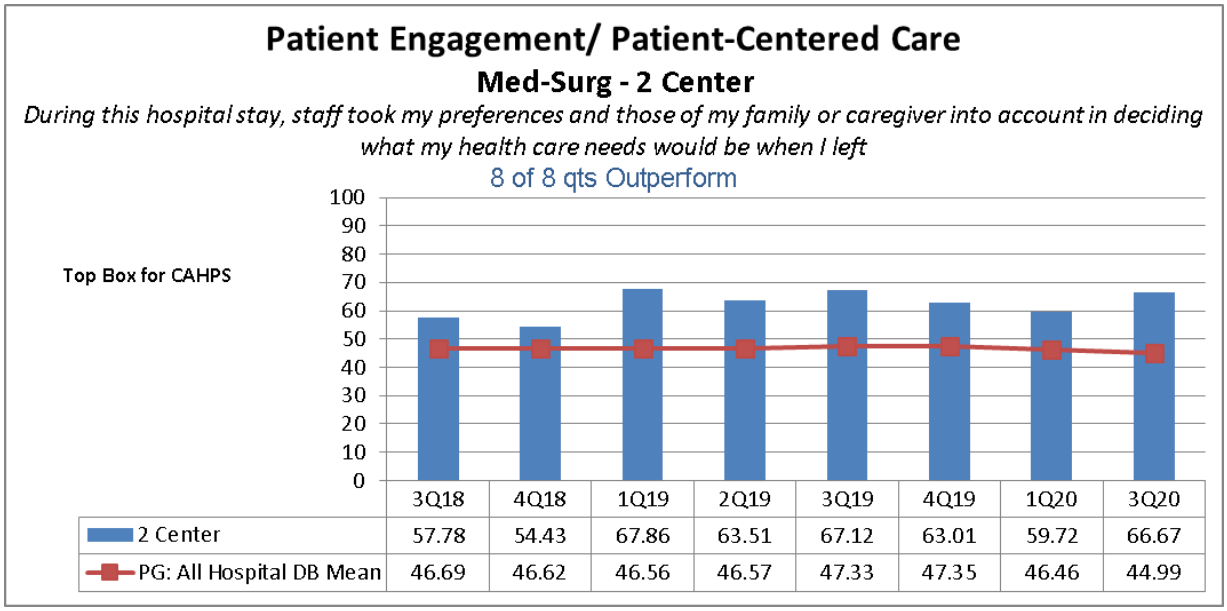
- ** Continue to have Press Ganey survey collection error with CARDIOVASCULAR. Cardiovascular Services = CardRhb + EKG HM +VascLab. CardRhb has not had surveys returned since 3rd Q 2019. Fortunately we have data from EKG HM, Vascular Lab.*
- *Press Ganey Collection error fixed in 3rd Q 2020 for: PAIN CENTER, AND RADIOLOGY.*
- *Missing data has a negative impact on compliance % due to missing data considered to not outperform the benchmark.*
- Currently PACU = surveys from EyeSurg + SurgiCtr + CardVers. Need to confirm this is correct and that ASU would equal PACU.
- In 2021, will extend tracking and reporting on the other categories.

Inpatient

Category 1: Patient Engagement



	3Q18	4Q18	1Q19	2Q19	3Q19	4Q19	1Q20	3Q20
5 North	48.72	50	35	44.44	58.82	47.06	50	52.63
PG: All Hospital DB Mean	46.69	46.62	46.56	46.57	47.33	47.35	46.46	44.99

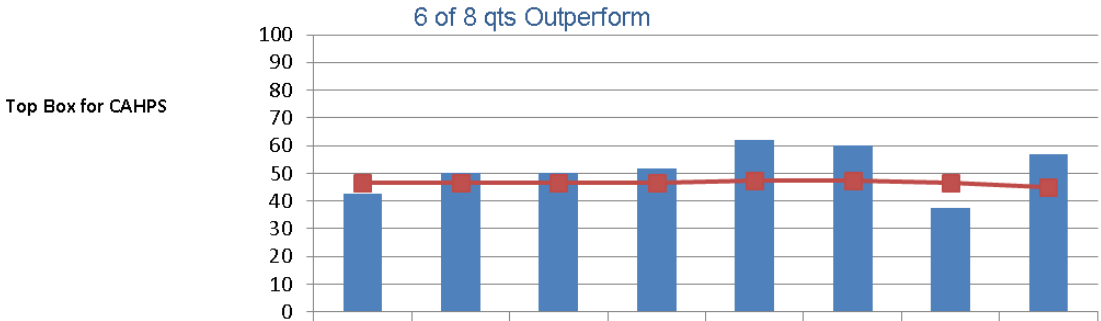


	3Q18	4Q18	1Q19	2Q19	3Q19	4Q19	1Q20	3Q20
2 Center	57.78	54.43	67.86	63.51	67.12	63.01	59.72	66.67
PG: All Hospital DB Mean	46.69	46.62	46.56	46.57	47.33	47.35	46.46	44.99

Patient Engagement/ Patient-Centered Care

Med-Surg - 3 North (FKA 2 North)

During this hospital stay, staff took my preferences and those of my family or caregiver into account in deciding what my health care needs would be when I left

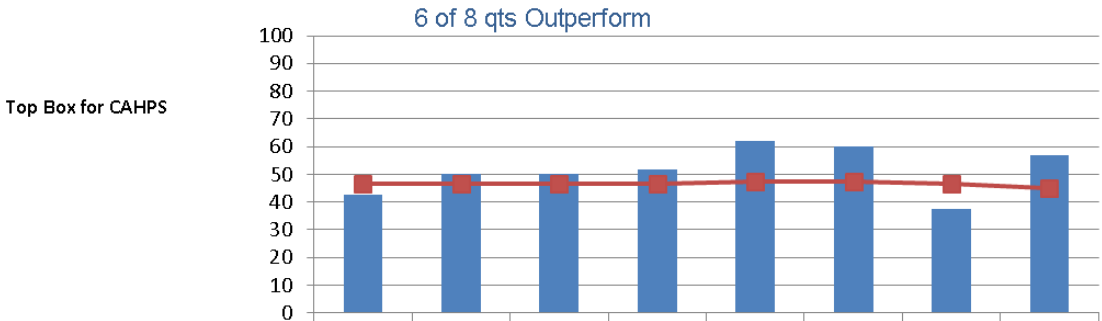


	3Q18	4Q18	1Q19	2Q19	3Q19	4Q19	1Q20	3Q20
3 North (FKA 2 North)	42.59	50	50	51.7	62	60	37.5	56.82
PG: All Hospital DB Mean	46.69	46.62	46.56	46.57	47.33	47.5	46.5	44.99

Patient Engagement/ Patient-Centered Care

Med-Surg - 3 North (FKA 2 North)

During this hospital stay, staff took my preferences and those of my family or caregiver into account in deciding what my health care needs would be when I left

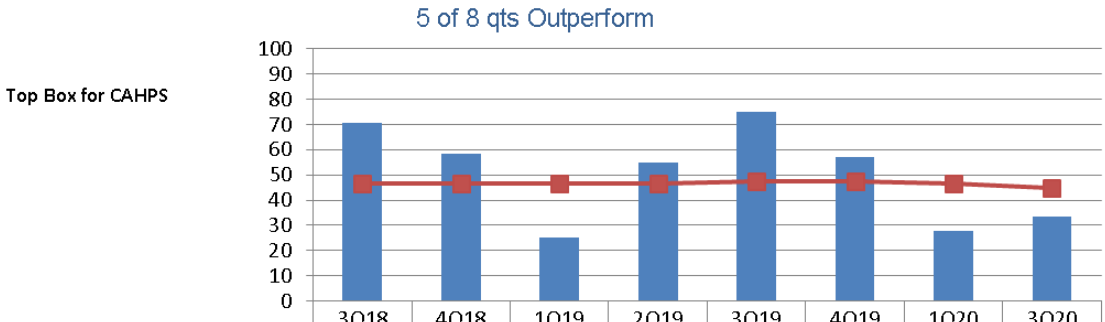


	3Q18	4Q18	1Q19	2Q19	3Q19	4Q19	1Q20	3Q20
3 North (FKA 2 North)	42.59	50	50	51.7	62	60	37.5	56.82
PG: All Hospital DB Mean	46.69	46.62	46.56	46.57	47.33	47.5	46.5	44.99

Patient Engagement/ Patient-Centered Care

Critical Care - ICU CritCare

During this hospital stay, staff took my preferences and those of my family or caregiver into account in deciding what my health care needs would be when I left



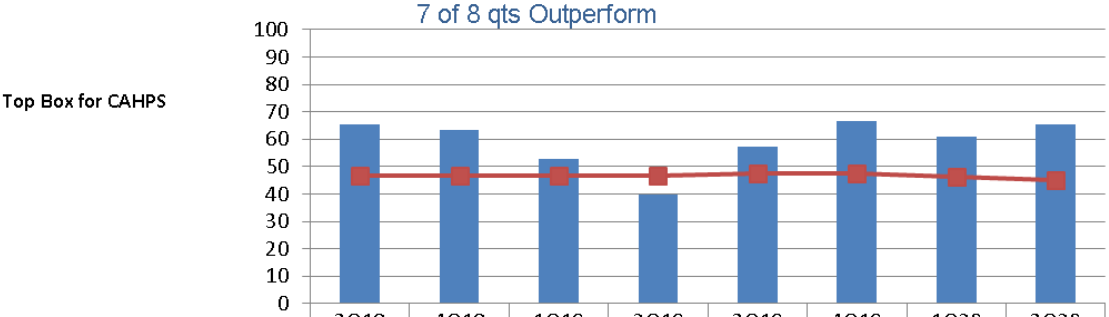
	3Q18	4Q18	1Q19	2Q19	3Q19	4Q19	1Q20	3Q20
ICU CritCare	70.83	58.33	25	55	75	57.14	27.78	33.33
PG: All Hospital DB Mean	46.69	46.62	46.56	46.57	47.33	47.35	46.46	44.99

Patient Engagement/ Patient-Centered Care

Ante/Post Partum - 4 South

During this hospital stay, staff took my preferences and those of my family or caregiver into account in deciding what my health care needs would be when I left

7 of 8 qts Outperform



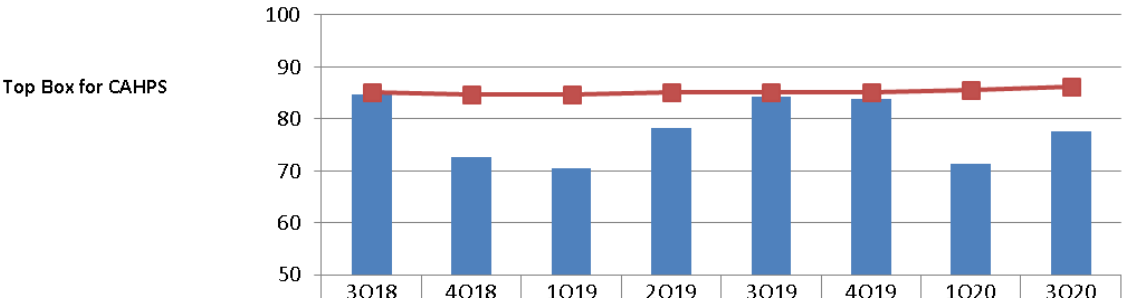
	3Q18	4Q18	1Q19	2Q19	3Q19	4Q19	1Q20	3Q20
4 South	65.52	63.41	52.63	39.58	57.14	66.67	61.11	65.38
PG: All Hospital DB Mean	46.69	46.62	46.56	46.57	47.33	47.35	46.46	44.99

Patient Engagement/ Patient-Centered Care

Psychiatric - 1 South

Degree to which you were included in decisions about your care

0 of 8 qts Outperform*



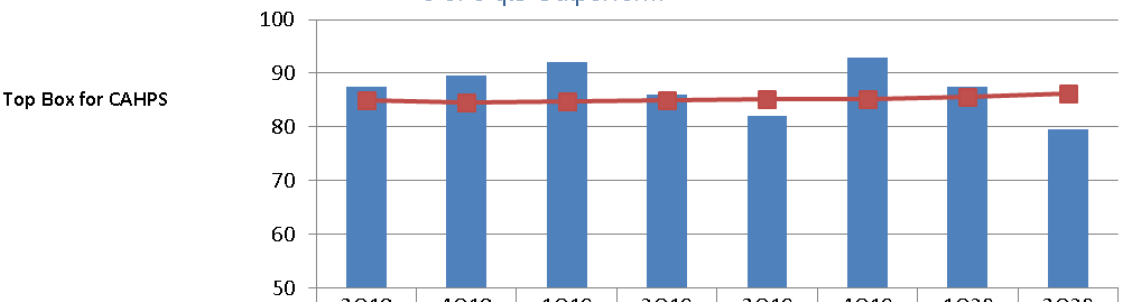
	3Q18	4Q18	1Q19	2Q19	3Q19	4Q19	1Q20	3Q20
1 South	84.62	72.73	70.54	78.26	84.17	83.93	71.3	77.5
PG: All Hospital DB Mean	85.03	84.62	84.77	85.04	85.14	85.15	85.52	86.25

Patient Engagement/ Patient-Centered Care

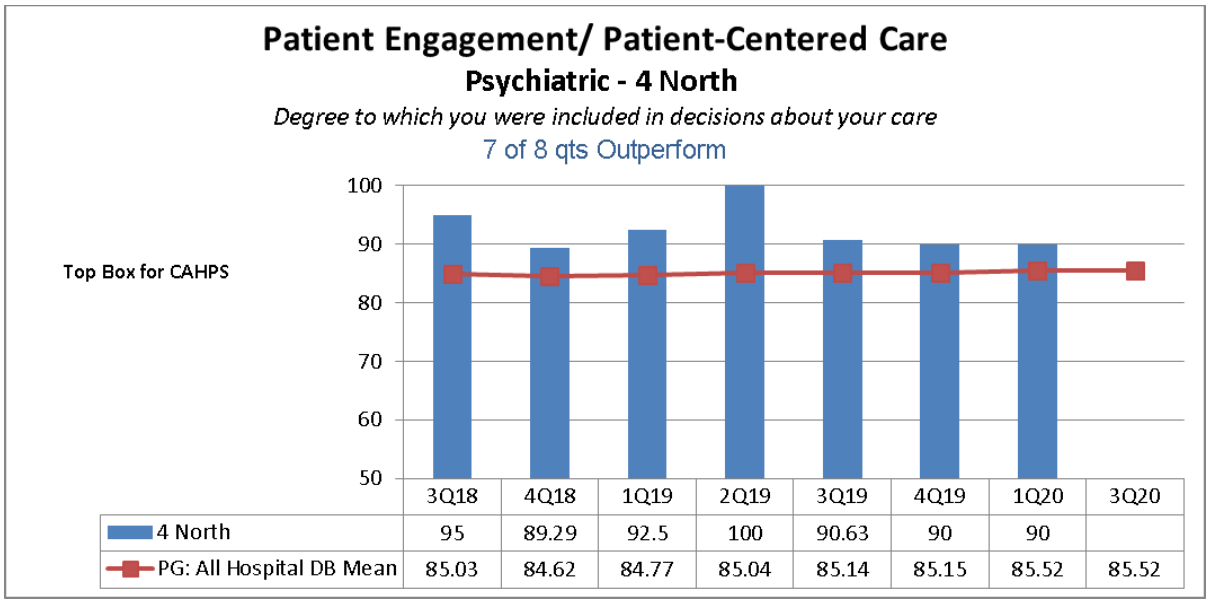
Psychiatric - 2 South

Degree to which you were included in decisions about your care

6 of 8 qts Outperform

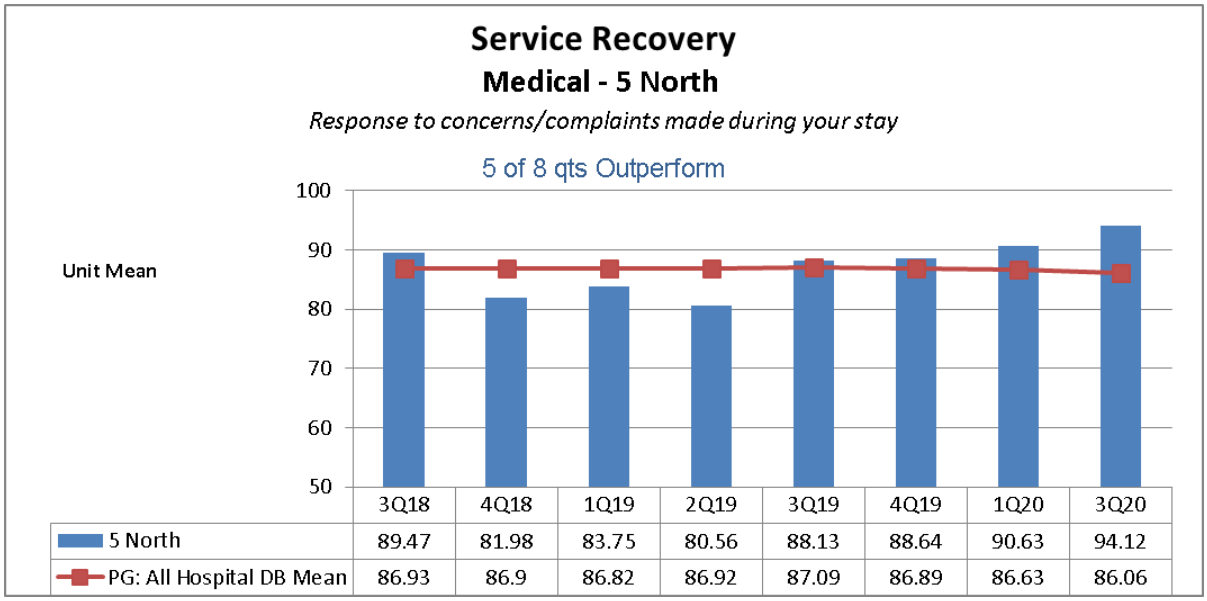


	3Q18	4Q18	1Q19	2Q19	3Q19	4Q19	1Q20	3Q20
2 South	87.5	89.58	92.11	85.94	82.14	92.86	87.5	79.55
PG: All Hospital DB Mean	85.03	84.62	84.77	85.04	85.17	85.15	85.52	86.25

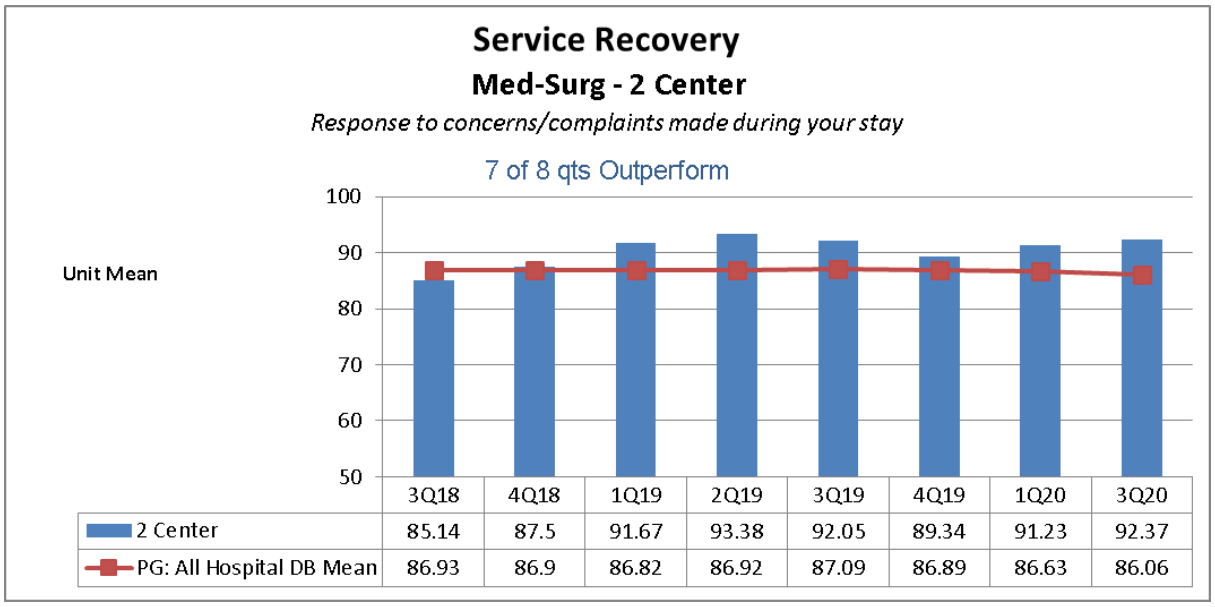

Patient Engagement/ Patient-Centered Care
Psychiatric - 4 North
Degree to which you were included in decisions about your care
7 of 8 qts Outperform
Top Box for CAHPS
100
90
80
70
60
50
3Q18 4Q18 1Q19 2Q19 3Q19 4Q19 1Q20 3Q20
4 North 95 89.29 92.5 100 90.63 90 90
PG: All Hospital DB Mean 85.03 84.62 84.77 85.04 85.14 85.15 85.52 85.52

Inpatient

Category 2: Service Recovery



	3Q18	4Q18	1Q19	2Q19	3Q19	4Q19	1Q20	3Q20
5 North	89.47	81.98	83.75	80.56	88.13	88.64	90.63	94.12
PG: All Hospital DB Mean	86.93	86.9	86.82	86.92	87.09	86.89	86.63	86.06



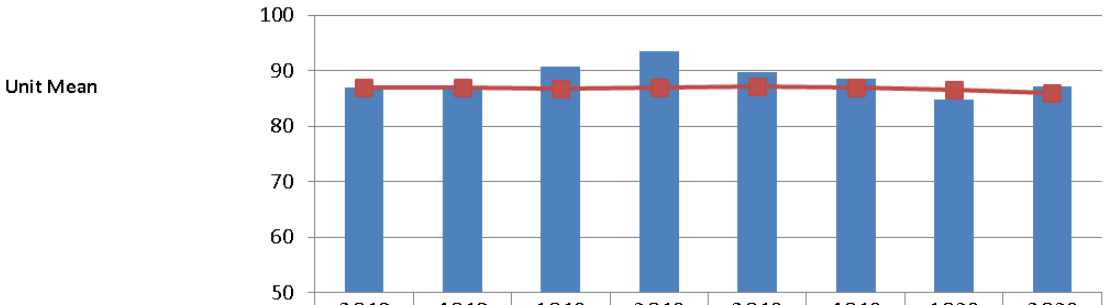
	3Q18	4Q18	1Q19	2Q19	3Q19	4Q19	1Q20	3Q20
2 Center	85.14	87.5	91.67	93.38	92.05	89.34	91.23	92.37
PG: All Hospital DB Mean	86.93	86.9	86.82	86.92	87.09	86.89	86.63	86.06

Service Recovery

Med-Surg - 3 North (FKA 2 North)

Response to concerns/complaints made during your stay

6 of 8 qts Outperform



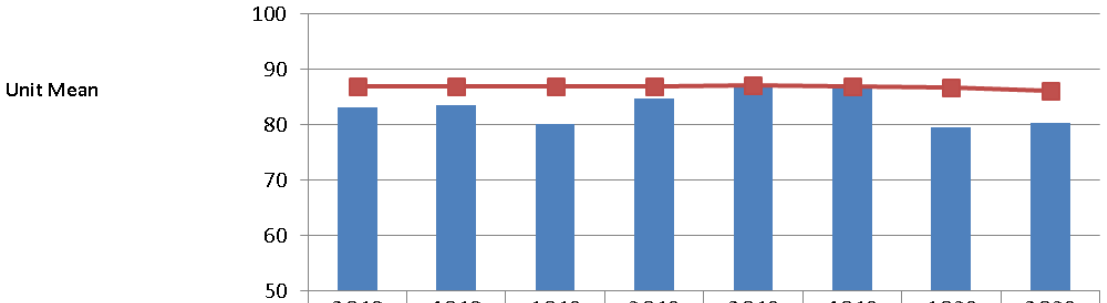
	3Q18	4Q18	1Q19	2Q19	3Q19	4Q19	1Q20	3Q20
3 North (FKA 2 North)	87.02	86.54	90.63	93.5	89.7	88.55	84.75	87.18
PG: All Hospital DB Mean	86.93	86.9	86.82	86.92	87.09	86.9	86.6	86.06

Service Recovery

Step Down - 5 South

Response to concerns/complaints made during your stay

1 of 8 qts Outperform



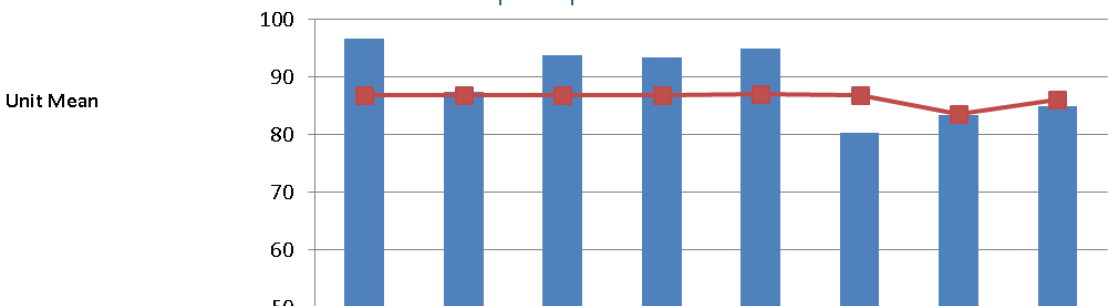
	3Q18	4Q18	1Q19	2Q19	3Q19	4Q19	1Q20	3Q20
5 South	83.09	83.54	80.15	84.66	87.16	86.84	79.41	80.21
PG: All Hospital DB Mean	86.93	86.9	86.82	86.92	87.09	86.89	86.63	86.06

Service Recovery

Critical Care - ICU CritCare

Response to concerns/complaints made during your stay

5 of 8 qts Outperform



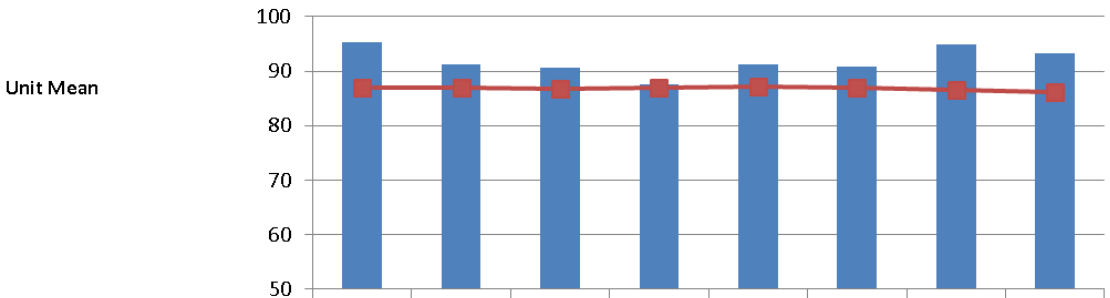
	3Q18	4Q18	1Q19	2Q19	3Q19	4Q19	1Q20	3Q20
ICU CritCare	96.59	87.5	93.75	93.42	95	80.36	83.33	85
PG: All Hospital DB Mean	86.93	86.9	86.82	86.92	87.09	86.89	83.63	86.06

Service Recovery

Ante/Post Partum - 4 South

Response to concerns/complaints made during your stay

8 of 8 qts Outperform



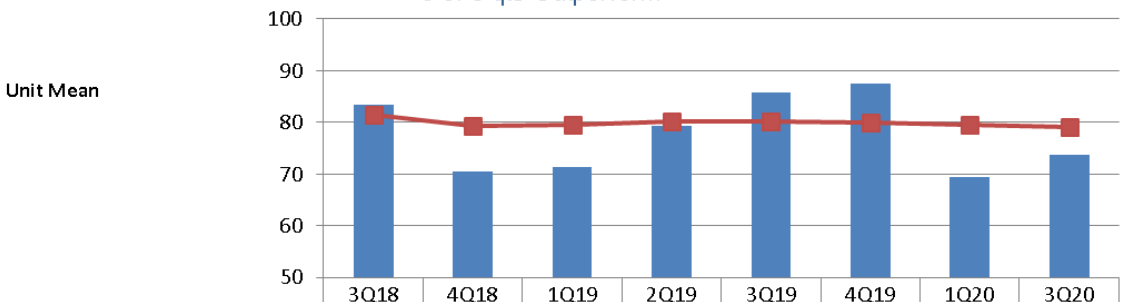
	3Q18	4Q18	1Q19	2Q19	3Q19	4Q19	1Q20	3Q20
4 South	95.37	91.25	90.71	87.5	91.18	90.74	95	93.27
PG: All Hospital DB Mean	86.93	86.9	86.82	86.92	87.09	86.89	86.63	86.06

Service Recovery

Psychiatric - 1 South

Response to your concerns and complaints

3 of 8 qts Outperform



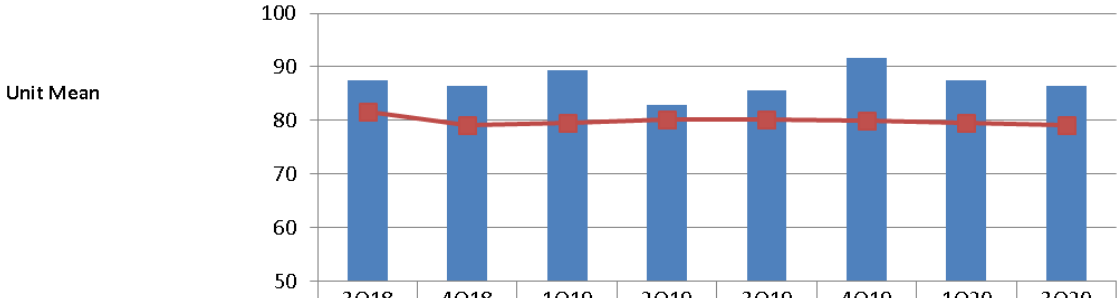
	3Q18	4Q18	1Q19	2Q19	3Q19	4Q19	1Q20	3Q20
1 South	83.33	70.45	71.43	79.35	85.71	87.5	69.44	73.75
PG: All Hospital DB Mean	81.56	79.24	79.54	80.19	80.13	79.88	79.49	79.15

Service Recovery

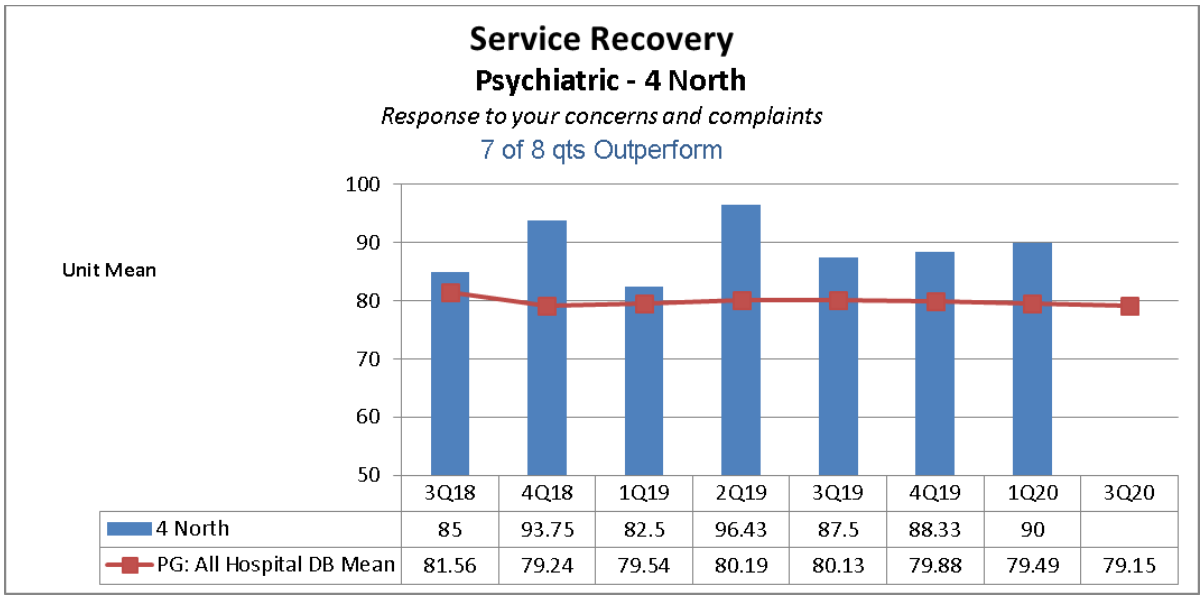
Psychiatric - 2 South

Response to your concerns and complaints

8 of 8 qts Outperform

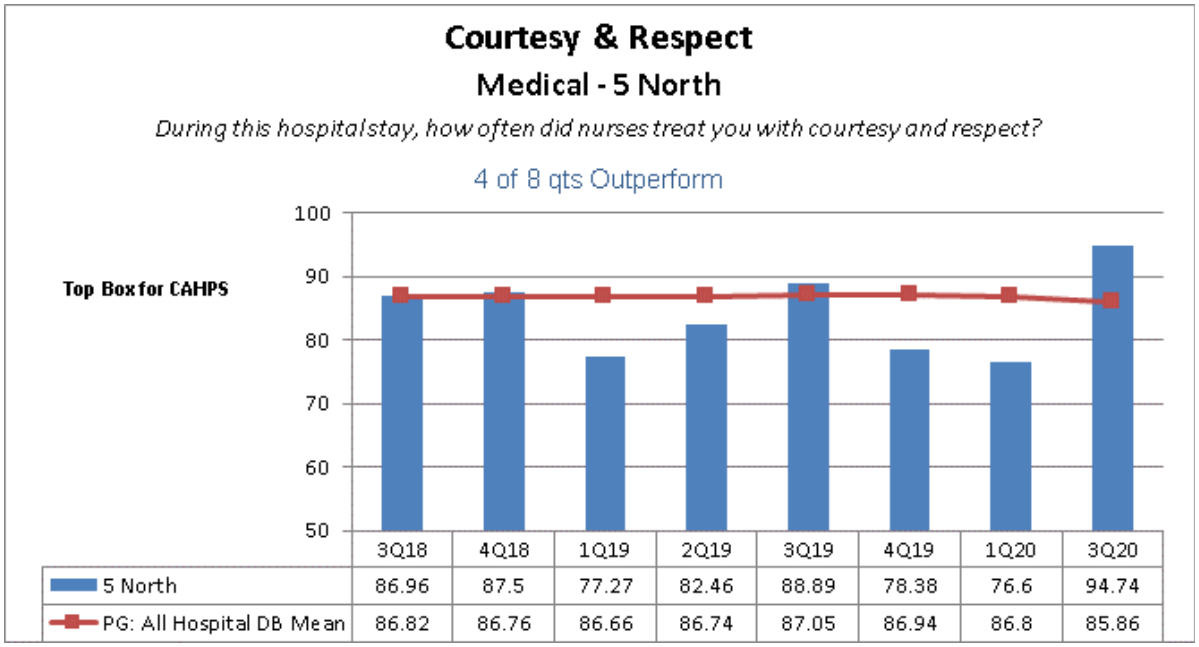


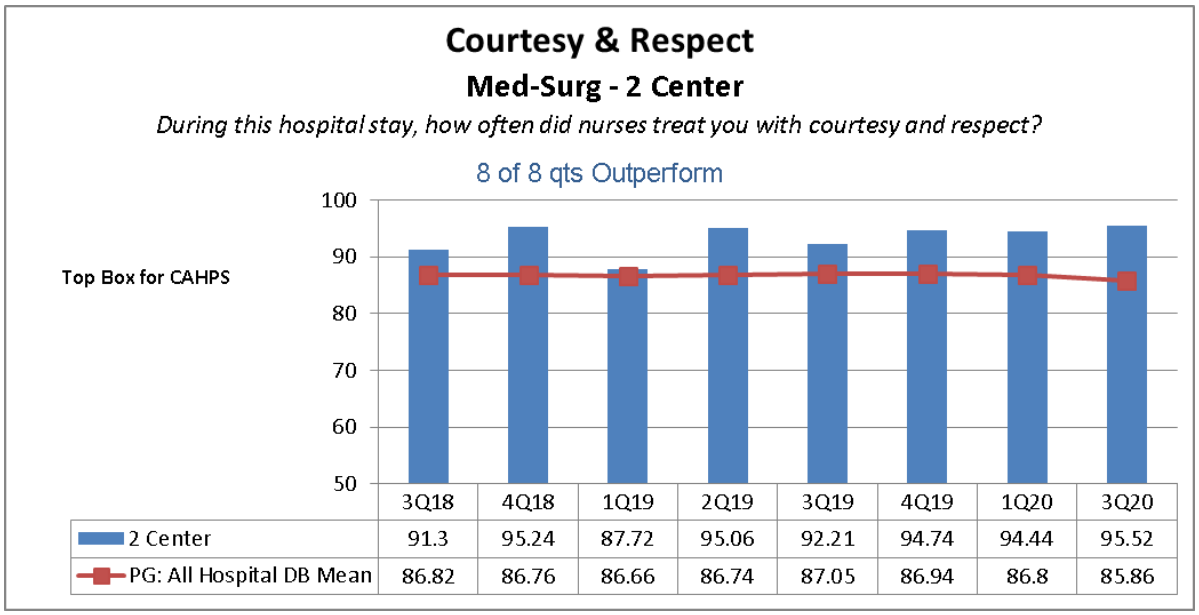
	3Q18	4Q18	1Q19	2Q19	3Q19	4Q19	1Q20	3Q20
2 South	87.5	86.46	89.47	82.81	85.71	91.67	87.5	86.36
PG: All Hospital DB Mean	81.56	79.24	79.54	80.19	80.13	79.88	79.49	79.15


Service Recovery
Psychiatric - 4 North
Response to your concerns and complaints
7 of 8 qts Outperform
Unit Mean
100
90
80
70
60
50
3Q18 4Q18 1Q19 2Q19 3Q19 4Q19 1Q20 3Q20
4 North 85 93.75 82.5 96.43 87.5 88.33 90
PG: All Hospital DB Mean 81.56 79.24 79.54 80.19 80.13 79.88 79.49 79.15

Inpatient

Category 3: Courtesy & Respect



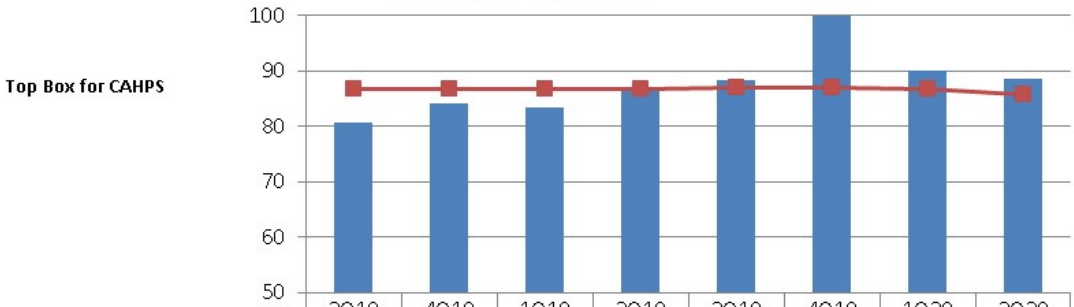


Courtesy & Respect

Med-Surg - 3 North (FKA 2 North)

During this hospital stay, how often did nurses treat you with courtesy and respect?

5 of 8 qts Outperform



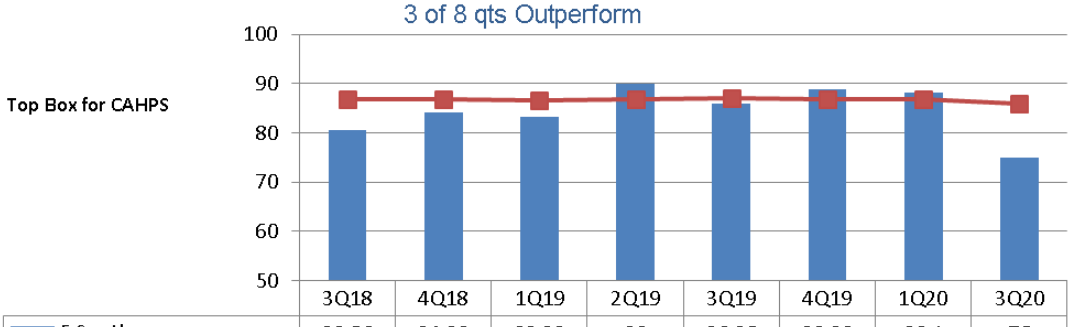
	3Q18	4Q18	1Q19	2Q19	3Q19	4Q19	1Q20	3Q20
3 North (FKA 2 North)	80.7	84.09	83.33	87.1	88.24	100	90	88.64
PG: All Hospital DB Mean	86.82	86.76	86.66	86.74	87.05	87	86.8	85.86

Courtesy & Respect

Step Down - 5 South

During this hospital stay, how often did nurses treat you with courtesy and respect?

3 of 8 qts Outperform



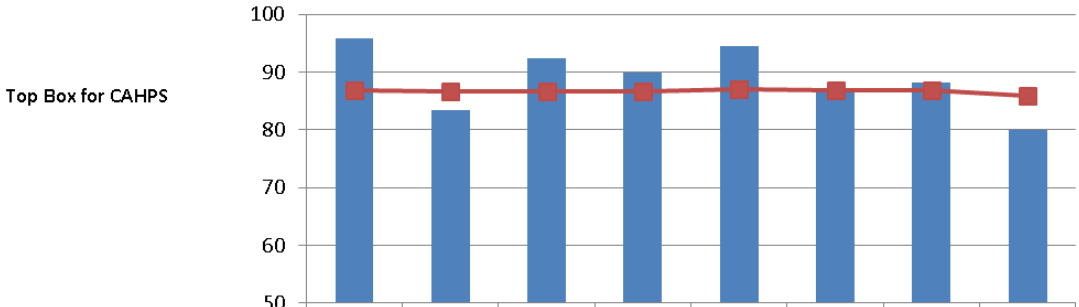
	3Q18	4Q18	1Q19	2Q19	3Q19	4Q19	1Q20	3Q20
5 South	80.56	84.09	83.33	90	86.05	88.89	88.1	75
PG: All Hospital DB Mean	86.82	86.76	86.66	86.74	87.05	86.94	86.8	85.86

Courtesy & Respect

Critical Care - ICU CritCare

During this hospital stay, how often did nurses treat you with courtesy and respect?

5 of 8 qts Outperform



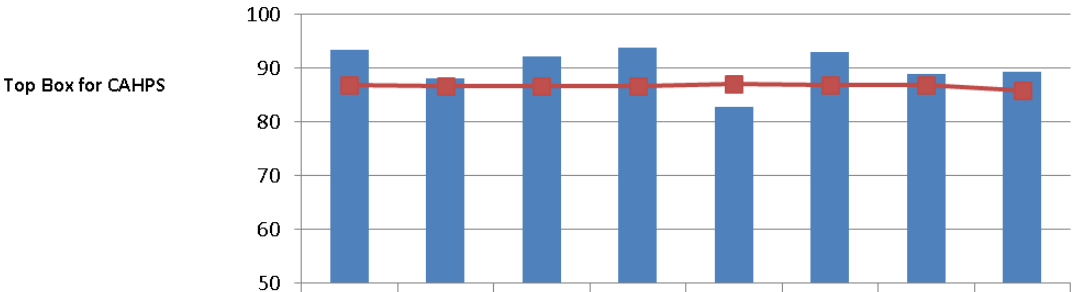
	3Q18	4Q18	1Q19	2Q19	3Q19	4Q19	1Q20	3Q20
ICU CritCare	95.83	83.33	92.31	90	94.44	86.67	88.24	80
PG: All Hospital DB Mean	86.82	86.76	86.66	86.74	87.05	86.94	86.8	85.86

Courtesy & Respect

Ante/Post Partum - 4 South

During this hospital stay, how often did nurses treat you with courtesy and respect?

7 of 8 qts Outperform



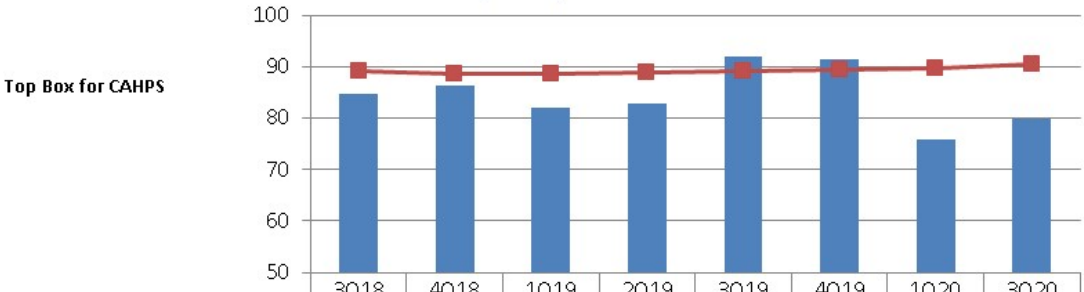
	3Q18	4Q18	1Q19	2Q19	3Q19	4Q19	1Q20	3Q20
4 South	93.33	88.1	92.11	93.75	82.86	93.1	88.89	89.29
PG: All Hospital DB Mean	86.82	86.76	86.66	86.74	87.05	86.94	86.8	85.86

Courtesy & Respect

Psychiatric - 1 South

Friendliness/courtesy of the nurses

2 of 8 qts Outperform



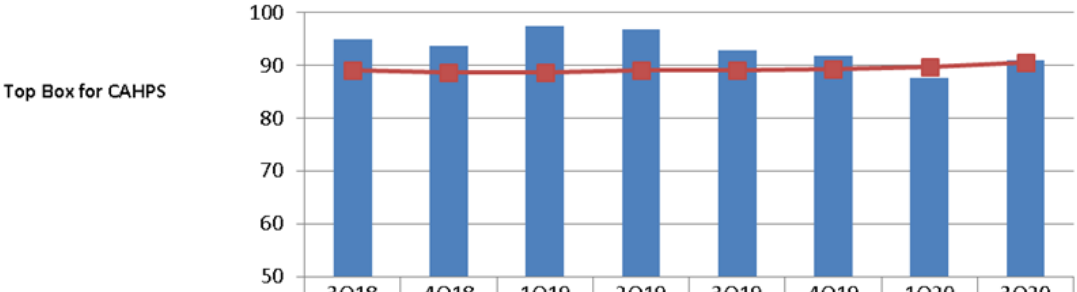
	3Q18	4Q18	1Q19	2Q19	3Q19	4Q19	1Q20	3Q20
1 South	84.62	86.36	82.03	82.95	91.94	91.38	75.93	79.76
PG: All Hospital DB Mean	89.09	88.69	88.67	88.95	89.13	89.35	89.64	90.56

Courtesy & Respect

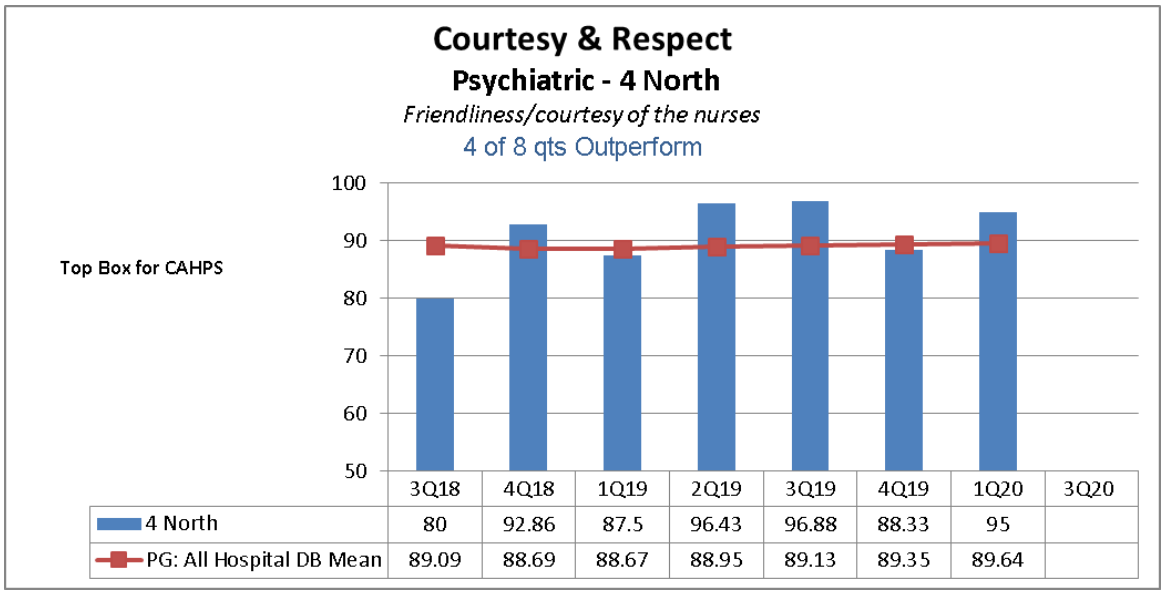
Psychiatric - 2 South

Friendliness/courtesy of the nurses

7 of 8 qts Outperform

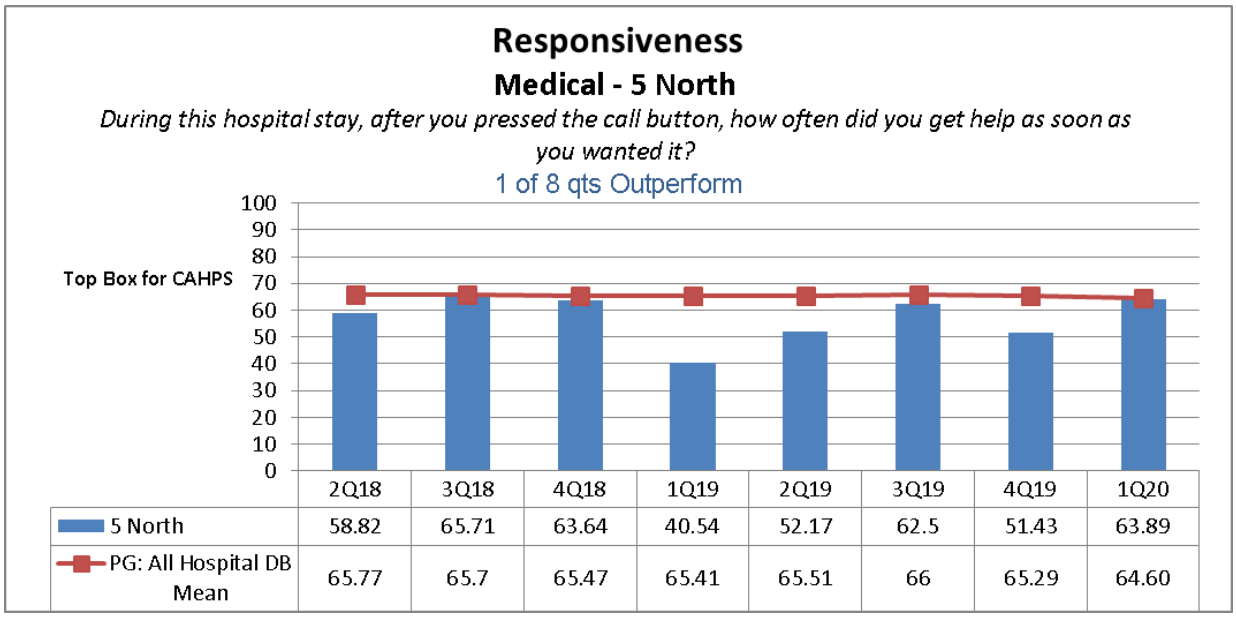


	3Q18	4Q18	1Q19	2Q19	3Q19	4Q19	1Q20	3Q20
2 South	95	93.75	97.37	96.88	92.86	91.67	87.5	90.91
PG: All Hospital DB Mean	89.09	88.69	88.67	88.95	89.13	89.35	89.64	90.56

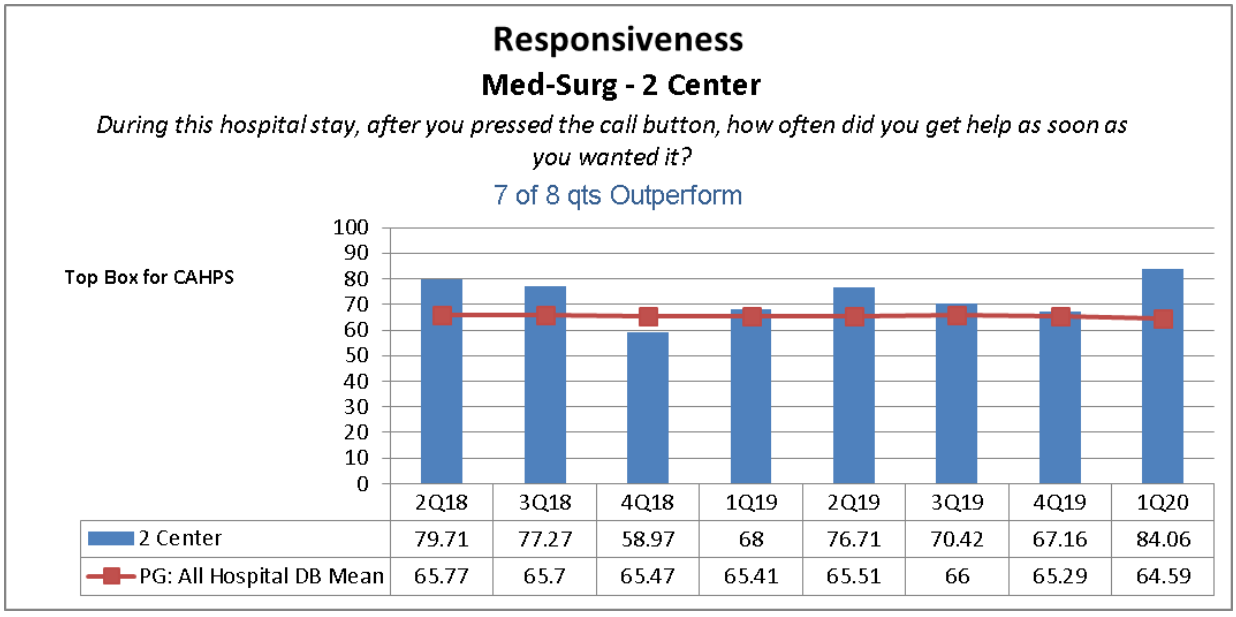

Courtesy & Respect
Psychiatric - 4 North
Friendliness/courtesy of the nurses
4 of 8 qts Outperform
Top Box for CAHPS
100
90
80
70
60
50
3Q18 4Q18 1Q19 2Q19 3Q19 4Q19 1Q20 3Q20
4 North 80 92.86 87.5 96.43 96.88 88.33 95
PG: All Hospital DB Mean 89.09 88.69 88.67 88.95 89.13 89.35 89.64

Inpatient

Category 4: Responsiveness



	2Q18	3Q18	4Q18	1Q19	2Q19	3Q19	4Q19	1Q20
5 North	58.82	65.71	63.64	40.54	52.17	62.5	51.43	63.89
PG: All Hospital DB Mean	65.77	65.7	65.47	65.41	65.51	66	65.29	64.60



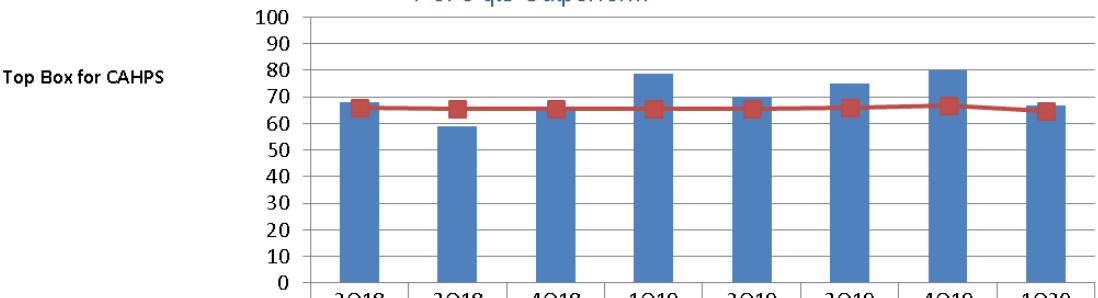
	2Q18	3Q18	4Q18	1Q19	2Q19	3Q19	4Q19	1Q20
2 Center	79.71	77.27	58.97	68	76.71	70.42	67.16	84.06
PG: All Hospital DB Mean	65.77	65.7	65.47	65.41	65.51	66	65.29	64.59

Responsiveness

Med-Surg - 3 North (FKA 2 North)

During this hospital stay, after you pressed the call button, how often did you get help as soon as you wanted it?

7 of 8 qts Outperform



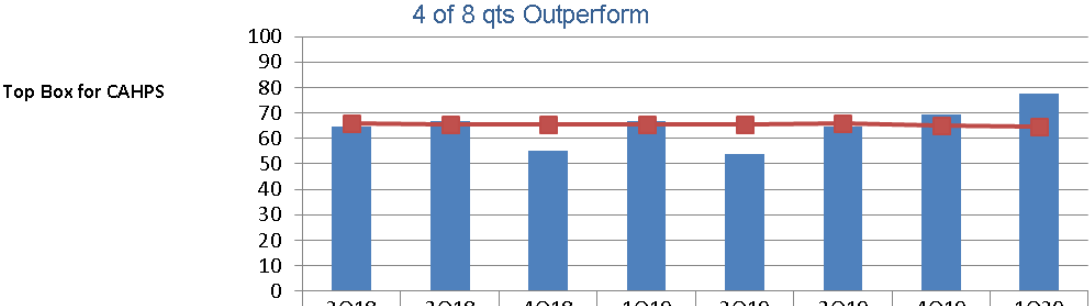
	2Q18	3Q18	4Q18	1Q19	2Q19	3Q19	4Q19	1Q20
3 North (FKA 2 North)	68	58.82	65.85	78.57	70.2	75	80	66.67
PG: All Hospital DB Mean	65.77	65.7	65.47	65.41	65.51	66	66.7	64.9

Responsiveness

Step Down - 5 South

During this hospital stay, after you pressed the call button, how often did you get help as soon as you wanted it?

4 of 8 qts Outperform



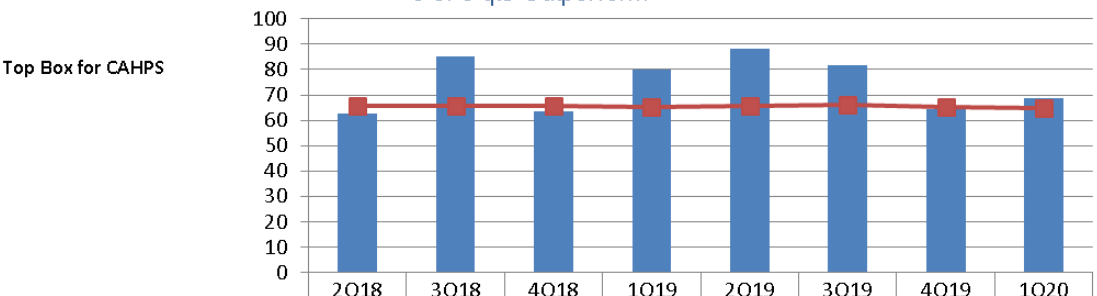
	2Q18	3Q18	4Q18	1Q19	2Q19	3Q19	4Q19	1Q20
5 South	64.52	66.67	55	66.67	54.05	64.86	69.23	77.42
PG: All Hospital DB Mean	65.77	65.7	65.47	65.41	65.51	66	65.29	64.59

Responsiveness

Critical Care - ICU CritCare

During this hospital stay, after you pressed the call button, how often did you get help as soon as you wanted it?

5 of 8 qts Outperform

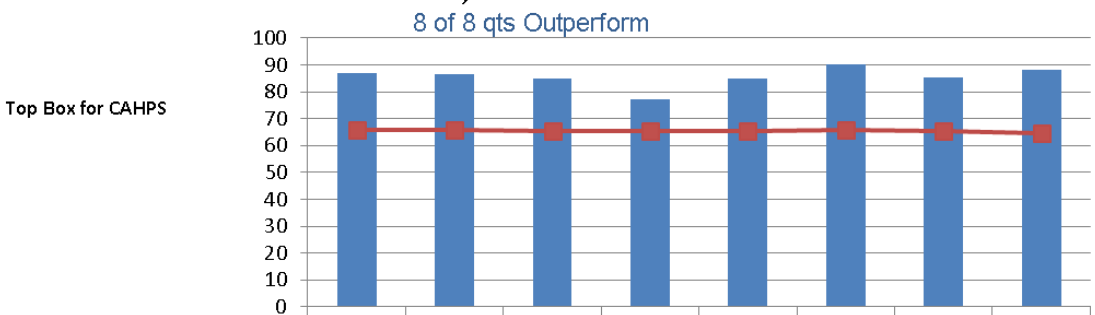


	2Q18	3Q18	4Q18	1Q19	2Q19	3Q19	4Q19	1Q20
ICU CritCare	62.5	85	63.64	80	88.24	81.82	64.29	68.75
PG: All Hospital DB Mean	65.77	65.7	65.47	65.41	65.51	66	65.29	64.59

Responsiveness

Ante/Post Partum - 4 South

During this hospital stay, after you pressed the call button, how often did you get help as soon as you wanted it?

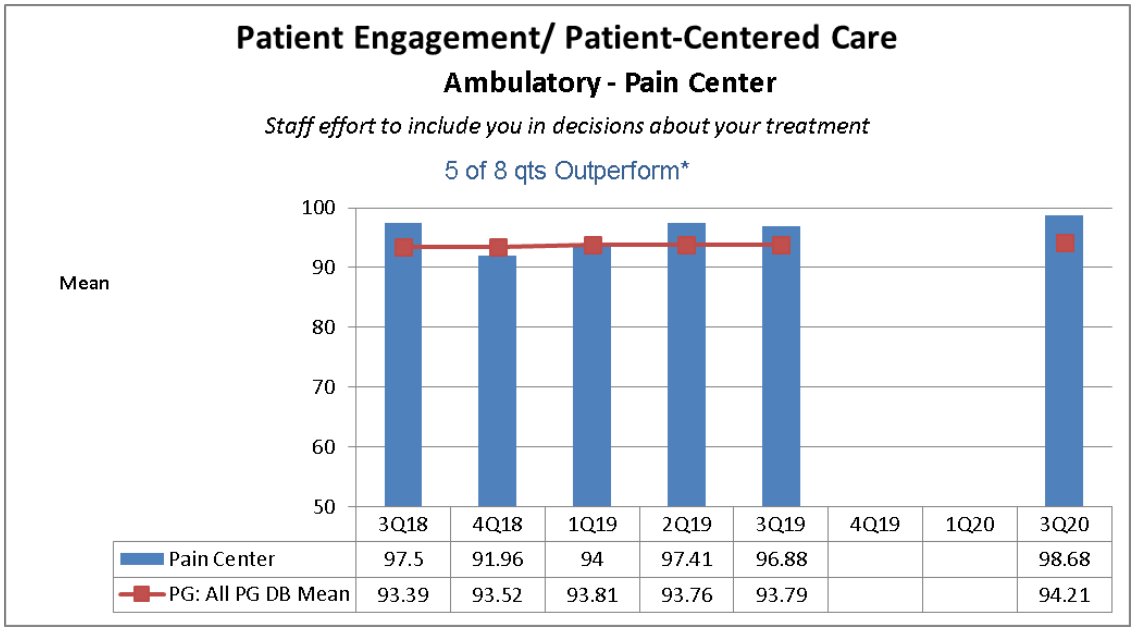


	2Q18	3Q18	4Q18	1Q19	2Q19	3Q19	4Q19	1Q20
4 South	87.1	86.67	85	77.14	85.11	90.32	85.19	88.24
PG: All Hospital DB Mean	65.77	65.7	65.47	65.41	65.51	66	65.29	64.59

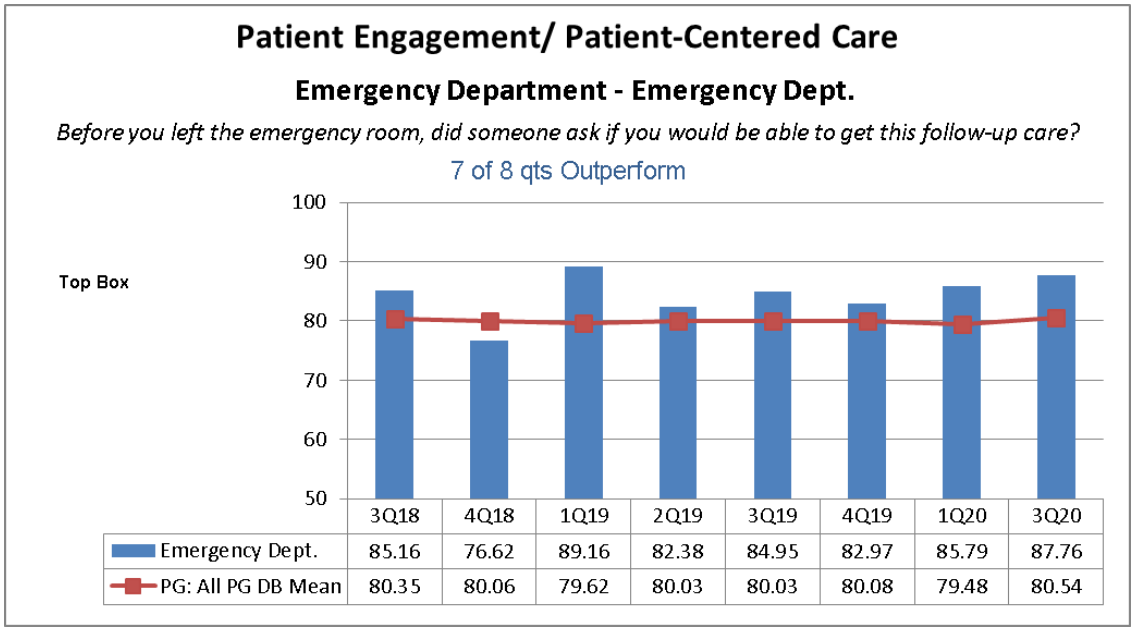
Unit Type	Unit	Patient Engagement/ Patient-Centered Care	Service Recovery	Courtesy & Respect	Responsive-ness
Medical	5 North	★ 5 of 8 qts Outperform	★ 5 of 8 qts Outperform	4 of 8 qts Outperform	1 of 8 qts Outperform
Med-Surg	2 Center	★ 8 of 8 qts Outperform	★ 7 of 8 qts Outperform	★ 8 of 8 qts Outperform	★ 7 of 8 qts Outperform
Med-Surg	3 North (FKA 2 North)	★ 6 of 8 qts Outperform	★ 6 of 8 qts Outperform	★ 5 of 8 qts Outperform	★ 7 of 8 qts Outperform
Step Down	5 South	2 of 8 qts Outperform	1 of 8 qts Outperform	3 of 8 qts Outperform	4 of 8 qts Outperform
Critical Care	ICU CritCare	★ 5 of 8 qts Outperform	★ 5 of 8 qts Outperform	★ 5 of 8 qts Outperform	★ 5 of 8 qts Outperform
Labor & Delivery	Labor and Delivery	N/A not collected by vendor	N/A not collected by vendor	N/A not collected by vendor	N/A not collected by vendor
Ante/Post Partum	4 South	★ 7 of 8 qts Outperform	★ 8 of 8 qts Outperform	★ 7 of 8 qts Outperform	★ 8 of 8 qts Outperform
Pediatrics	Pediatrics	N/A not collected by vendor	N/A not collected by vendor	N/A not collected by vendor	N/A not collected by vendor
Psychiatric	1 South	0 of 8 qts Outperform	3 of 8 qts Outperform	2 of 8 qts Outperform	2 of 8 qts Outperform
Psychiatric	2 South	6 of 8 qts Outperform	★ 8 of 8 qts Outperform	★ 7 of 8 qts Outperform	★ 6 of 8 qts Outperform
Psychiatric	4 North	★ 7 of 8 qts Outperform	★ 7 of 8 qts Outperform	4 of 8 qts Outperform	4 of 8 qts Outperform
Number of Units Outperforming in Each Quality Indicator Category		★ **6** of **9** Units Outperform	★ **7** of **9** Units Outperform	★ **5** of **9** Units Outperform	★ **5** of **9** Units Outperform

Ambulatory

Category 1: Patient Engagement



	3Q18	4Q18	1Q19	2Q19	3Q19	4Q19	1Q20	3Q20
Pain Center	97.5	91.96	94	97.41	96.88			98.68
PG: All PG DB Mean	93.39	93.52	93.81	93.76	93.79			94.21



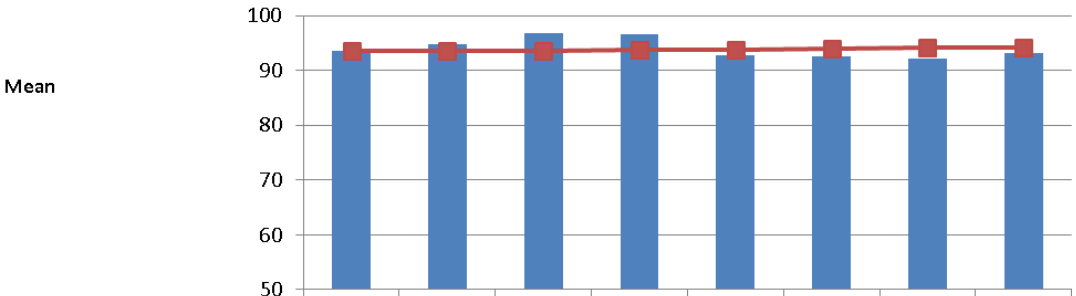
	3Q18	4Q18	1Q19	2Q19	3Q19	4Q19	1Q20	3Q20
Emergency Dept.	85.16	76.62	89.16	82.38	84.95	82.97	85.79	87.76
PG: All PG DB Mean	80.35	80.06	79.62	80.03	80.03	80.08	79.48	80.54

Patient Engagement/ Patient-Centered Care

Specialty Practice - Wound Healing Institute (Wound)

Our sensitivity to your needs

4 of 8 qts Outperform



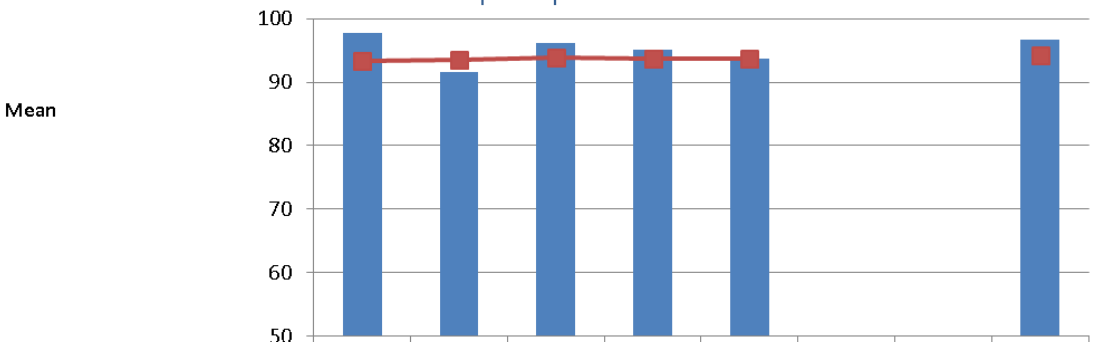
	3Q18	4Q18	1Q19	2Q19	3Q19	4Q19	1Q20	3Q20
Wound Healing Institute (Wound)	93.62	94.85	96.81	96.51	92.86	92.57	92.19	93.13
PG: All Facility DB Mean	93.49	93.62	93.62	93.74	93.86	94.02	94.24	94.23

Patient Engagement/ Patient-Centered Care

Specialty Practice - Radiology (IntrvRad)

Staff effort to include you in decisions about your treatment

4 of 8 qts Outperform*



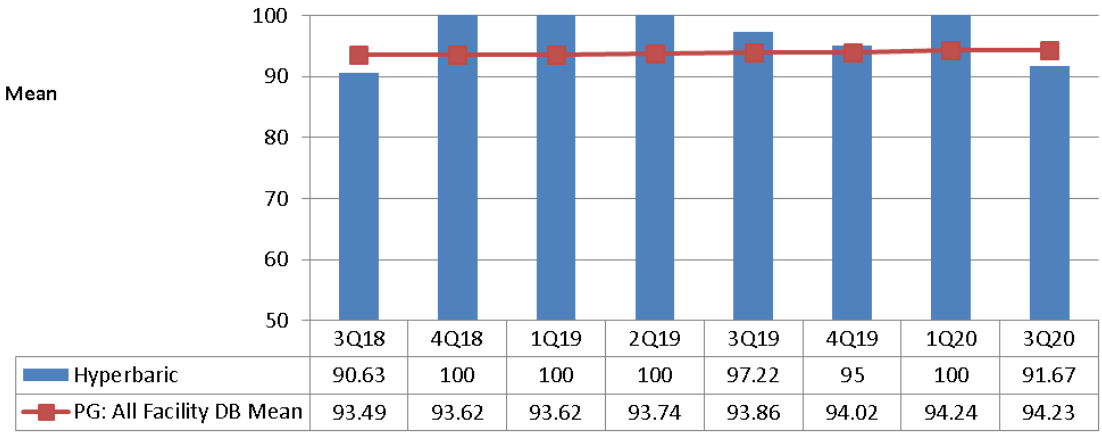
	3Q18	4Q18	1Q19	2Q19	3Q19	4Q19	1Q20	3Q20
Radiology (IntrvRad)	97.73	91.67	96.15	95.19	93.75			96.67
PG: All PG DB Mean	93.39	93.52	93.81	93.76	93.79			94.21

Patient Engagement/ Patient-Centered Care

Specialty Practice - Hyperbaric

Our sensitivity to your needs

6 of 8 qts Outperform



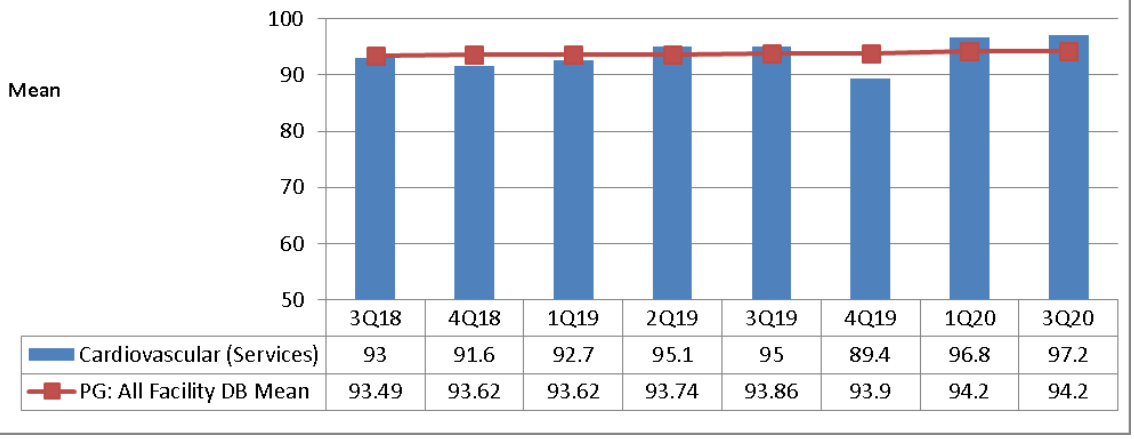
	3Q18	4Q18	1Q19	2Q19	3Q19	4Q19	1Q20	3Q20
Hyperbaric	90.63	100	100	100	97.22	95	100	91.67
PG: All Facility DB Mean	93.49	93.62	93.62	93.74	93.86	94.02	94.24	94.23

Patient Engagement/ Patient-Centered Care

Specialty Practice - Cardiovascular (Services)

Our sensitivity to your needs

4 of 8 qts Outperform*



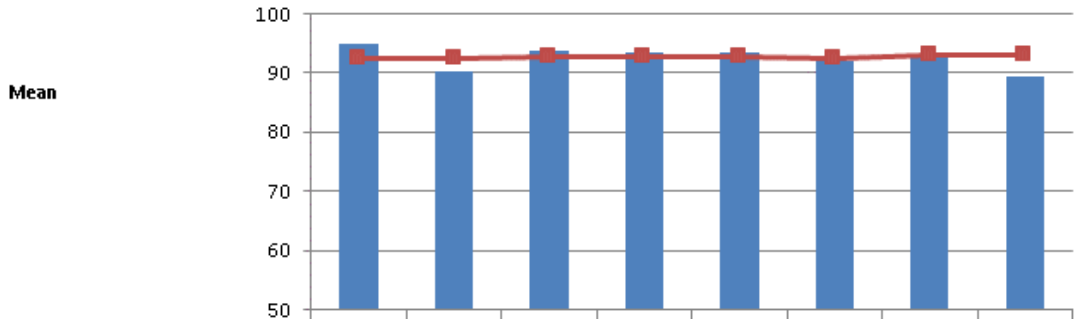
	3Q18	4Q18	1Q19	2Q19	3Q19	4Q19	1Q20	3Q20
Cardiovascular (Services)	93	91.6	92.7	95.1	95	89.4	96.8	97.2
PG: All Facility DB Mean	93.49	93.62	93.62	93.74	93.86	93.9	94.2	94.2

Patient Engagement/ Patient-Centered Care

Oncology - Infusion Center/ Unit

Staff sensitivity to the personal difficulties and inconvenience that your condition and treatment can cause

4 of 8 qts Outperform



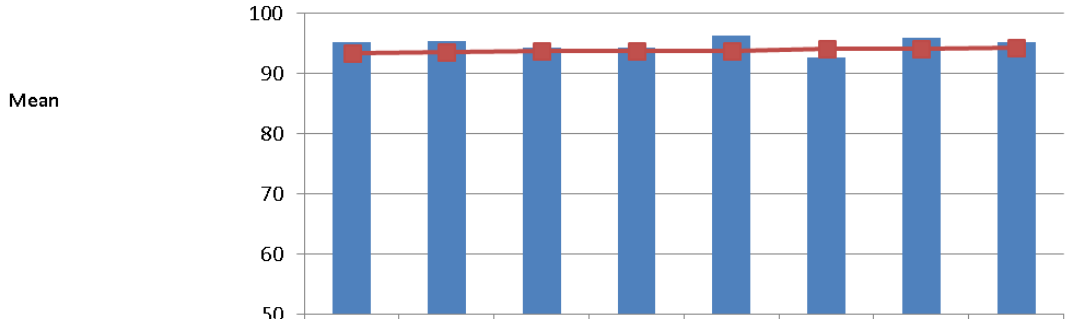
	4Q18	1Q19	2Q19	3Q19	4Q19	1Q20	2Q20	3Q20
Infusion Center/ Unit	94.9	90.3	93.8	93.5	93.3	91.9	92.7	89.5
PG: All Facility DB Mean	92.5	92.5	92.6	92.6	92.8	92.5	92.9	92.9

Patient Engagement/ Patient-Centered Care

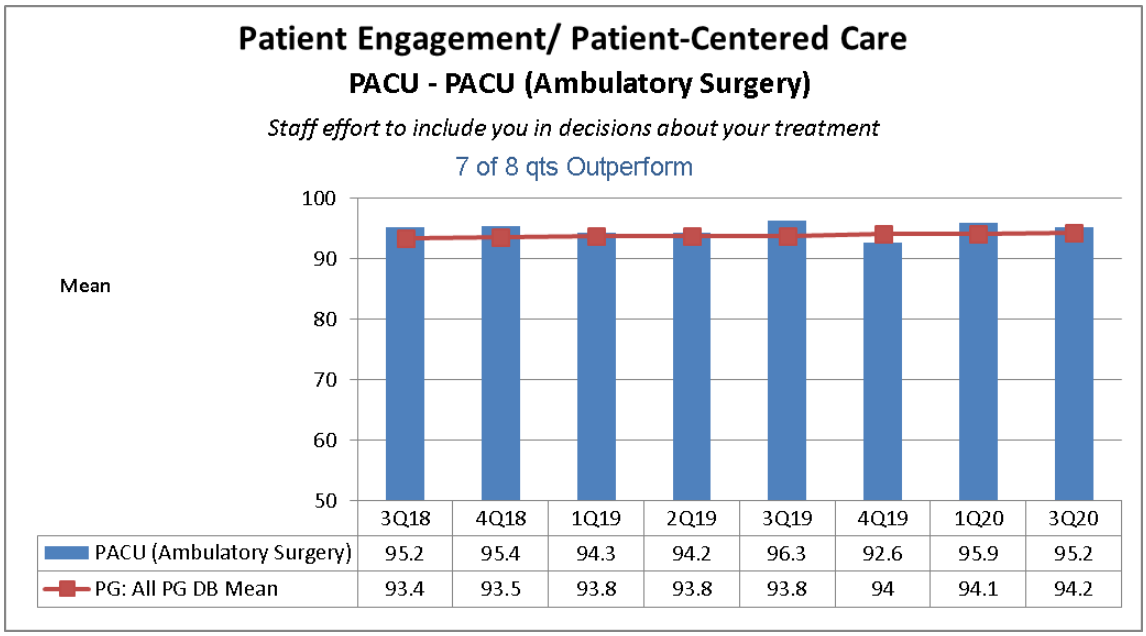
PACU - PACU (Ambulatory Surgery)

Staff effort to include you in decisions about your treatment

7 of 8 qts Outperform



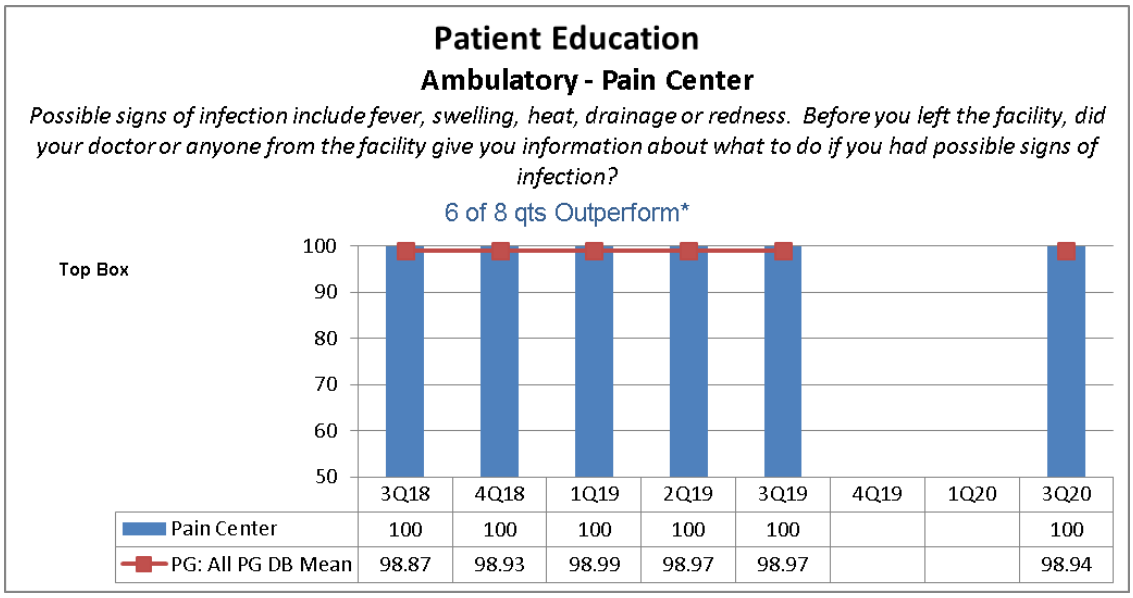
	3Q18	4Q18	1Q19	2Q19	3Q19	4Q19	1Q20	3Q20
PACU (Ambulatory Surgery)	95.2	95.4	94.3	94.2	96.3	92.6	95.9	95.2
PG: All PG DB Mean	93.4	93.5	93.8	93.8	93.8	94	94.1	94.2

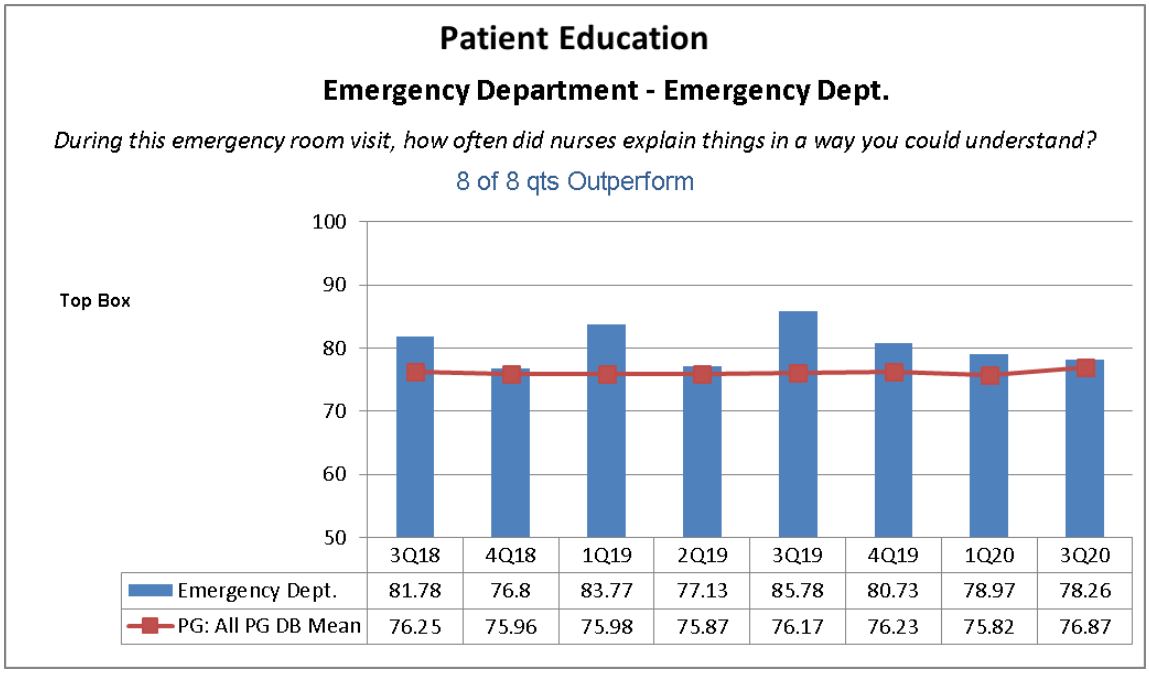


	3Q18	4Q18	1Q19	2Q19	3Q19	4Q19	1Q20	3Q20
PACU (Ambulatory Surgery)	95.2	95.4	94.3	94.2	96.3	92.6	95.9	95.2
PG: All PG DB Mean	93.4	93.5	93.8	93.8	93.8	94	94.1	94.2

Ambulatory

Category 2: Patient Education



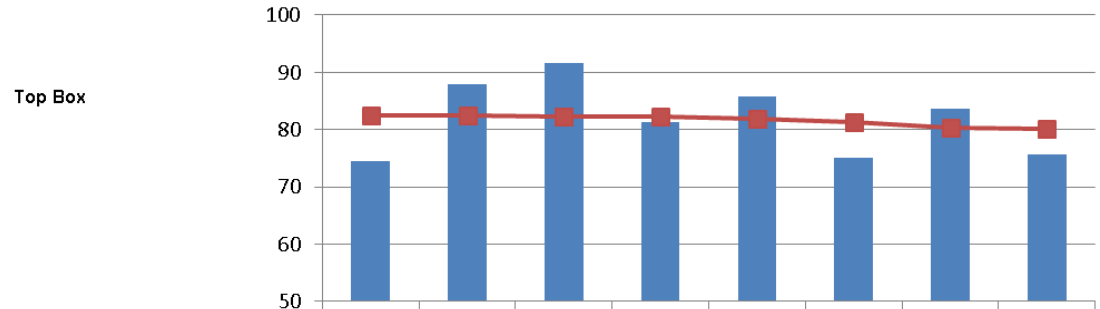


Patient Education

Specialty Practice - Wound Healing Institute (Wound)

Explanations from the staff about what would happen during your test or treatment

4 of 8 qts Outperform



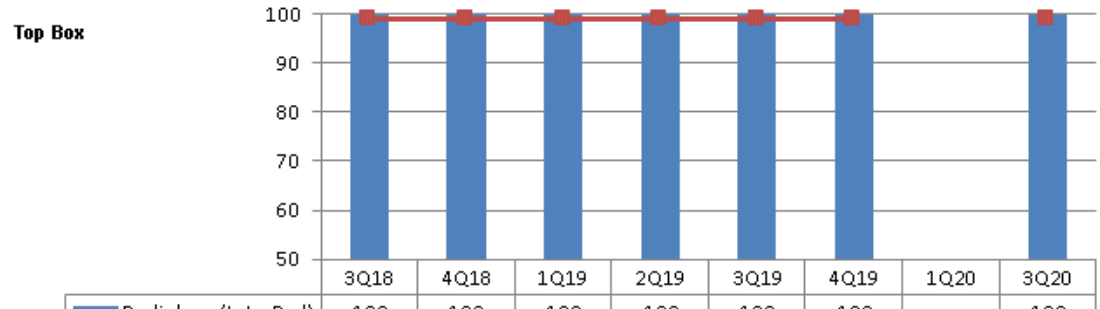
	3Q18	4Q18	1Q19	2Q19	3Q19	4Q19	1Q20	3Q20
Wound Healing Institute (Wound)	74.5	87.9	91.7	81.4	85.7	75	83.7	75.6
PG: All Facility DB Mean	82.4	82.5	82.3	82.2	82	81.4	80.4	80.2

Patient Education

Specialty Practice - Radiology (IntrvRad)

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?

7 of 8 qts Outperform*

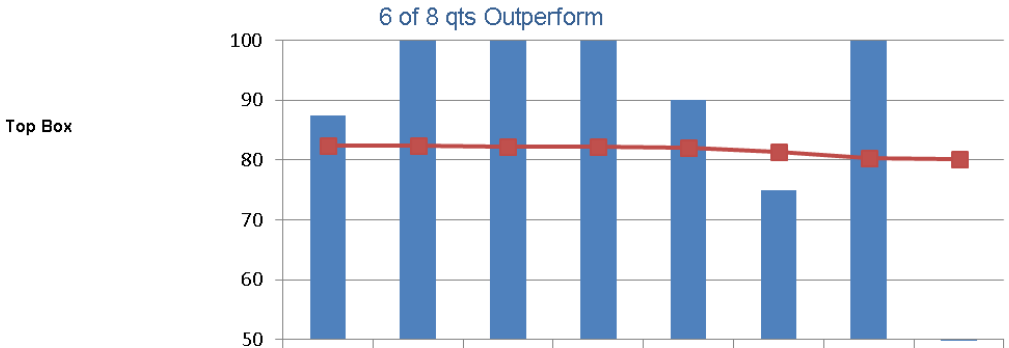


	3Q18	4Q18	1Q19	2Q19	3Q19	4Q19	1Q20	3Q20
Radiology (IntrvRad)	100	100	100	100	100	100		100
PG: All PG DB Mean	98.87	98.93	98.99	98.97	98.97	98.97		98.94

Patient Education

Specialty Practice - Hyperbaric

Explanations from the staff about what would happen during your test or treatment

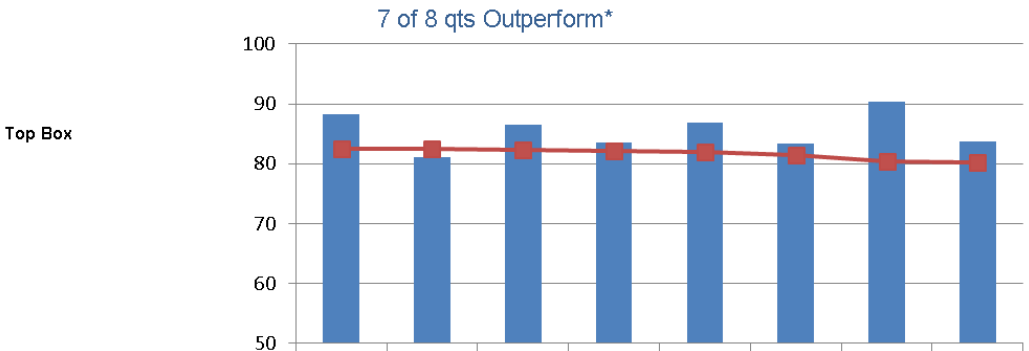


	3Q18	4Q18	1Q19	2Q19	3Q19	4Q19	1Q20	3Q20
Hyperbaric	87.5	100	100	100	90	75	100	40
PG: All Facility DB Mean	82.4	82.5	82.3	82.2	82	81.4	80.4	80.2

Patient Education

Specialty Practice - Cardiovascular (Services)

Explanations from the staff about what would happen during your test or treatment



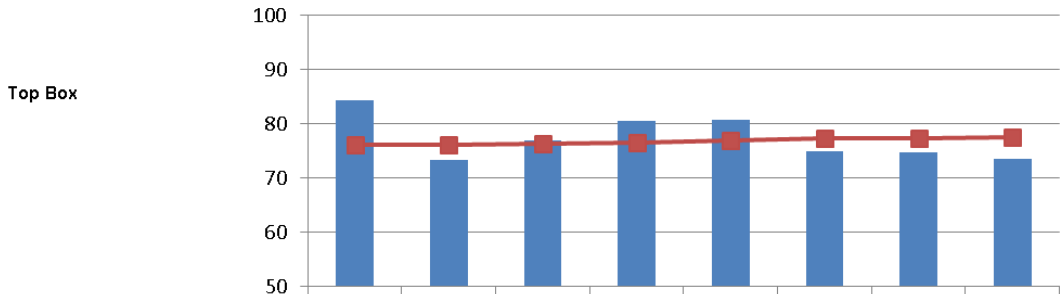
	3Q18	4Q18	1Q19	2Q19	3Q19	4Q19	1Q20	3Q20
Cardiovascular (Services)	88.2	81	86.5	83.5	86.9	83.3	90.3	83.7
PG: All Facility DB Mean	82.4	82.5	82.3	82.2	82	81.4	80.4	80.2

Patient Education

Oncology - Infusion Center/ Unit

Instructions about how to care for yourself at home

4 of 8 qts Outperform



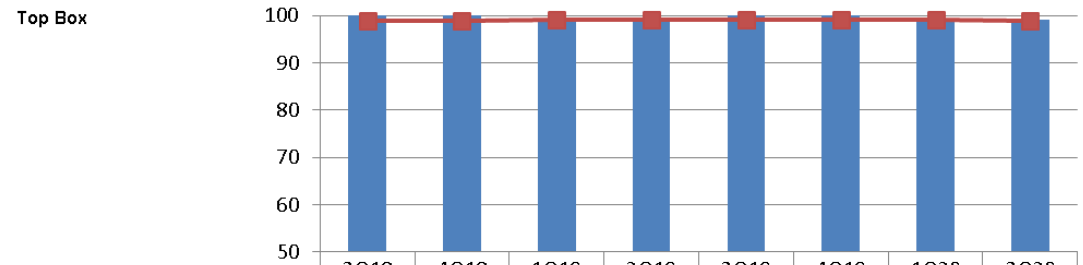
	4Q18	1Q19	2Q19	3Q19	4Q19	1Q20	2Q20	3Q20
Infusion Center/ Unit	84.3	73.4	76.9	80.5	80.7	75	74.8	73.6
PG: All Facility DB Mean	76.2	76.1	76.4	76.5	76.9	77.3	77.3	77.5

Patient Education

PACU - PACU (Ambulatory Surgery)

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?

6 of 8 qts Outperform

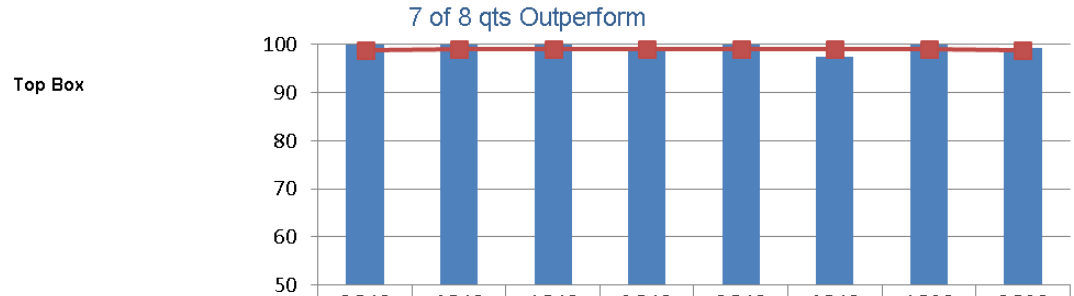


	3Q18	4Q18	1Q19	2Q19	3Q19	4Q19	1Q20	3Q20
PACU (Ambulatory Surgery)	100	100	99.1	99.0	100.0	100.0	99.0	99.1
PG: All PG DB Mean	98.9	98.9	99.0	99.0	99.0	99.0	99.1	98.9

Patient Education

Same Day/ Ambulatory Procedure - Endoscopy

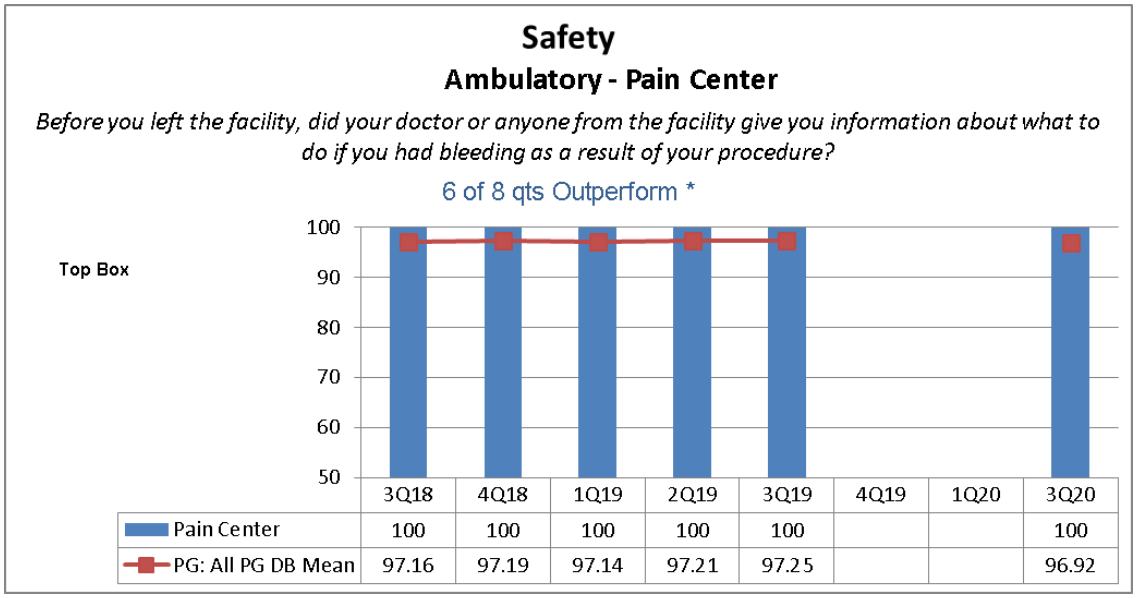
Possible signs of infection include fever, swelling, heat, drainage or redness. Before you left the facility, did your doctor or anyone from the facility give you information about what to do if you had possible signs of infection?

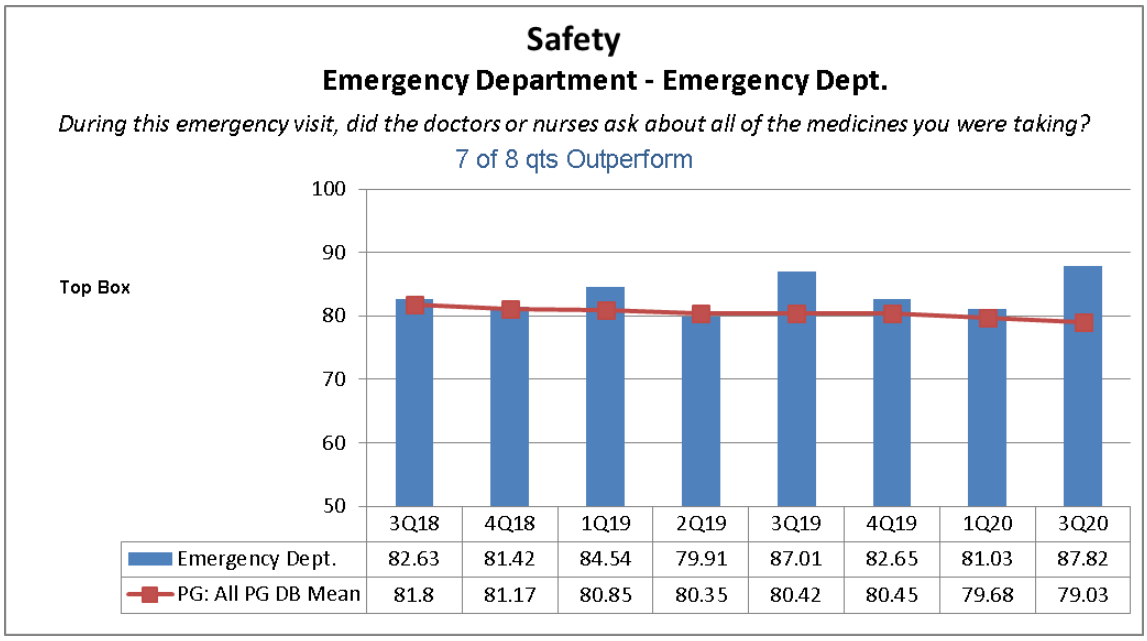


	3Q18	4Q18	1Q19	2Q19	3Q19	4Q19	1Q20	3Q20
Endoscopy	100	100	100	99.02	100	97.33	100	99.2
PG: All PG DB Mean	98.87	98.93	98.99	98.97	98.97	99.04	99.05	98.9

Ambulatory

Category 3: Safety



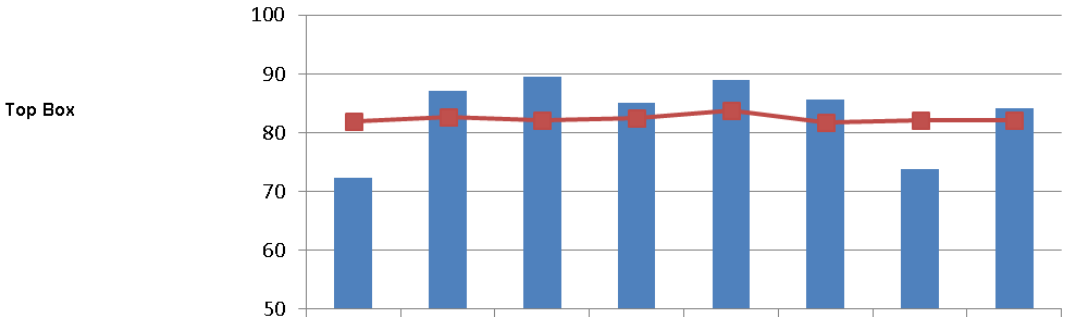


Safety

Specialty Practice - Wound Healing Institute (Wound)

Precautions taken for your safety

6 of 8 qts Outperform



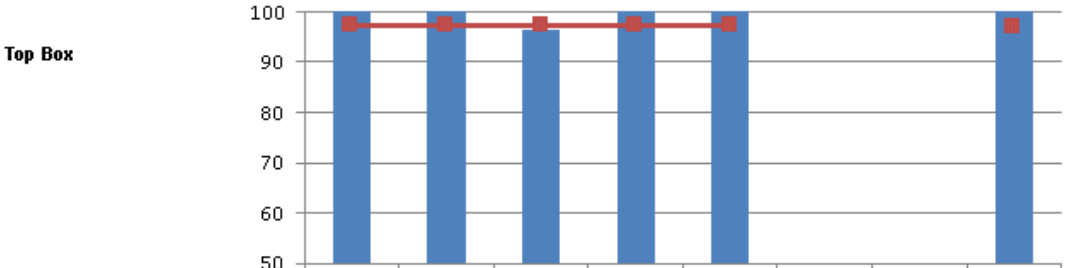
	3Q18	4Q18	1Q19	2Q19	3Q19	4Q19	1Q20	3Q20
Wound Healing Institute (Wound)	72.3	87.1	89.6	85	88.9	85.7	73.9	84.2
PG: All Facility DB Mean	81.9	82.6	82.2	82.5	83.7	81.8	82.2	82.1

Safety

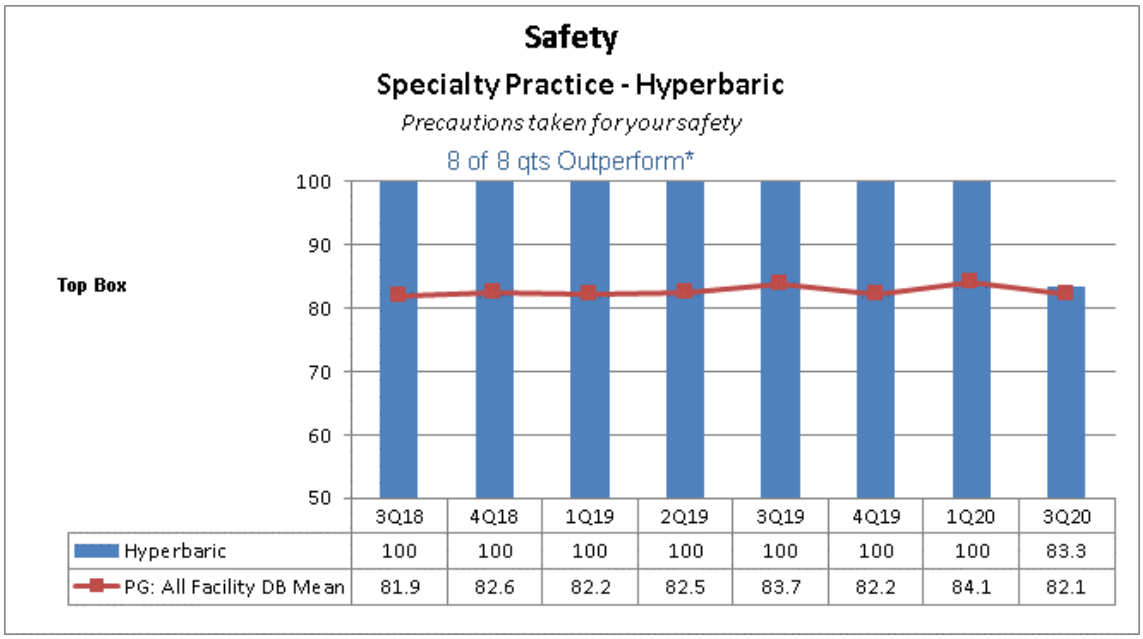
Specialty Practice - Radiology (IntrvRad)

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?

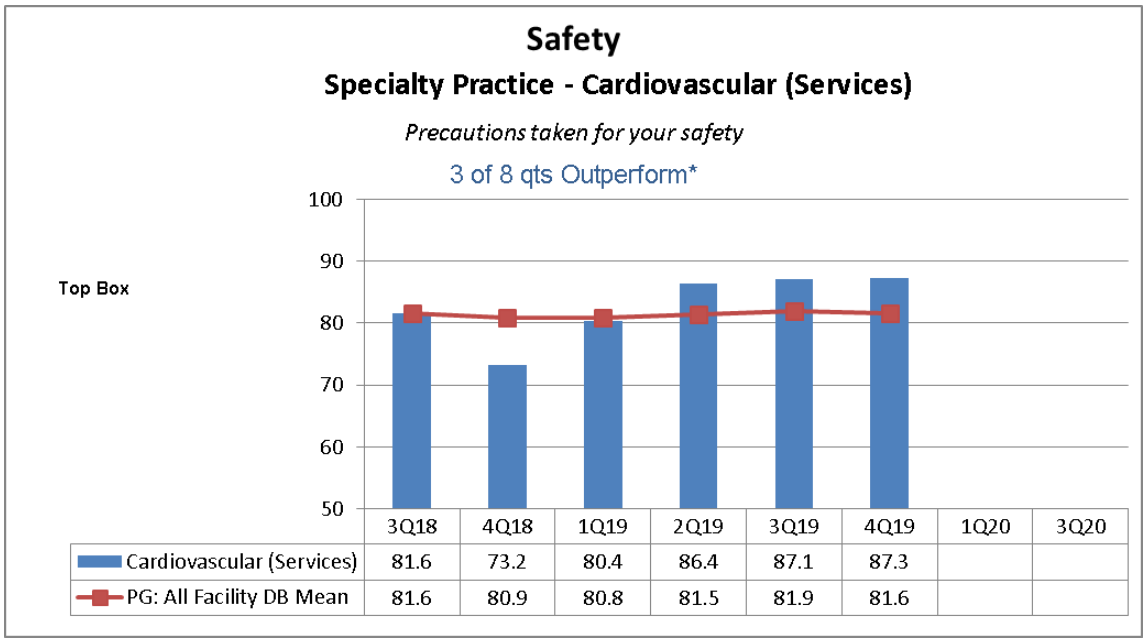
5 of 8 qts Outperform*



	3Q18	4Q18	1Q19	2Q19	3Q19	4Q19	1Q20	3Q20
Radiology (IntrvRad)	100	100	96.43	100	100			100
PG: All PG DB Mean	97.16	97.19	97.14	97.21	97.25			96.92



	3Q18	4Q18	1Q19	2Q19	3Q19	4Q19	1Q20	3Q20
Hyperbaric	100	100	100	100	100	100	100	83.3
PG: All Facility DB Mean	81.9	82.6	82.2	82.5	83.7	82.2	84.1	82.1



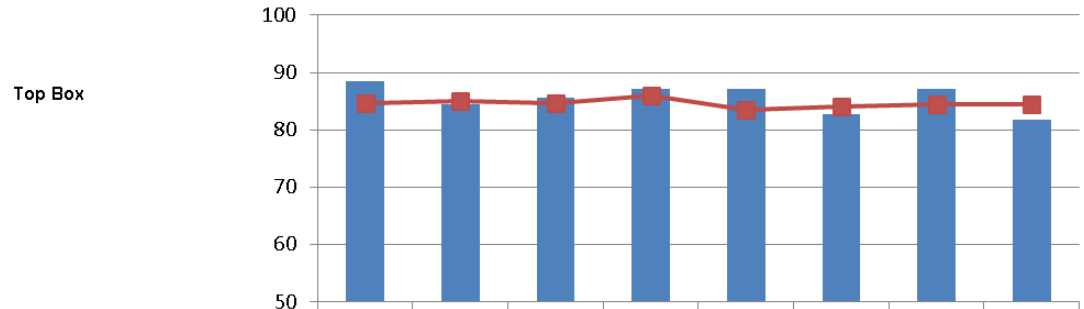
	3Q18	4Q18	1Q19	2Q19	3Q19	4Q19	1Q20	3Q20
Cardiovascular (Services)	81.6	73.2	80.4	86.4	87.1	87.3		
PG: All Facility DB Mean	81.6	80.9	80.8	81.5	81.9	81.6		

Safety

Oncology - Infusion Center/ Unit

How well staff protected your safety (by washing hands, wearing gloves, etc.)

5 of 8 qts Outperform



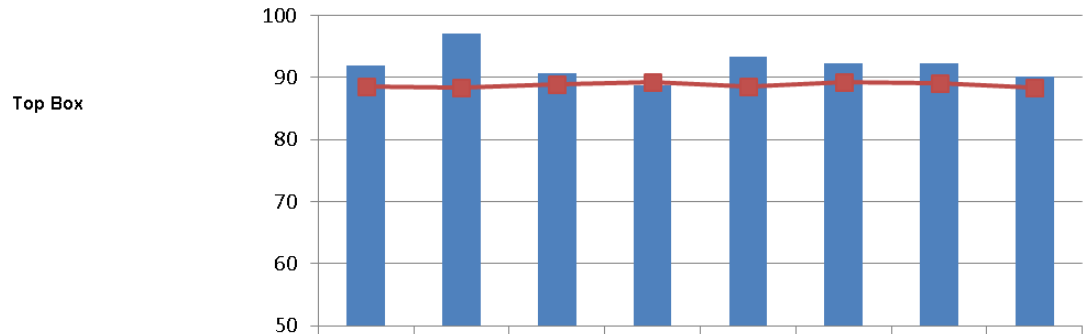
	4Q18	1Q19	2Q19	3Q19	4Q19	1Q20	2Q20	3Q20
Infusion Center/ Unit	88.5	84.4	85.5	87.2	87.1	82.7	87.2	81.8
PG: All Facility DB Mean	84.7	85	84.6	85.9	83.5	84.1	84.5	84.4

Safety

PACU - PACU (Ambulatory Surgery)

Your confidence that OR staff correctly identified you and your procedure prior to surgery

7 of 8 qts Outperform

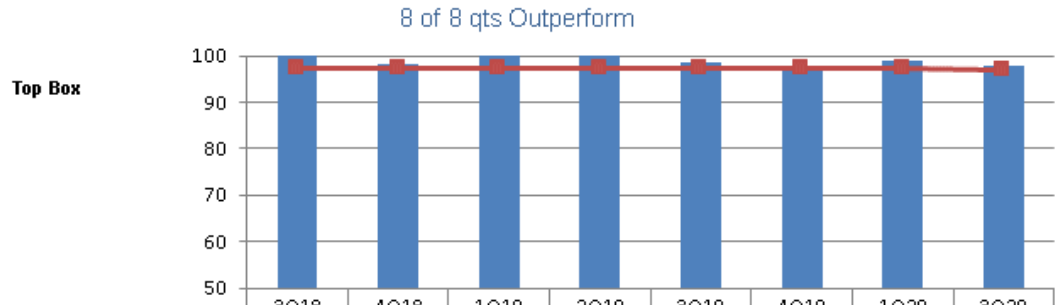


	3Q18	4Q18	1Q19	2Q19	3Q19	4Q19	1Q20	3Q20
PACU (Ambulatory Surgery)	91.9	97	90.7	88.7	93.4	92.2	92.2	90.1
PG: All PG DB Mean	88.6	88.4	88.9	89.2	88.5	89.3	89	88.4

Safety

Same Day/ Ambulatory Procedure - Endoscopy

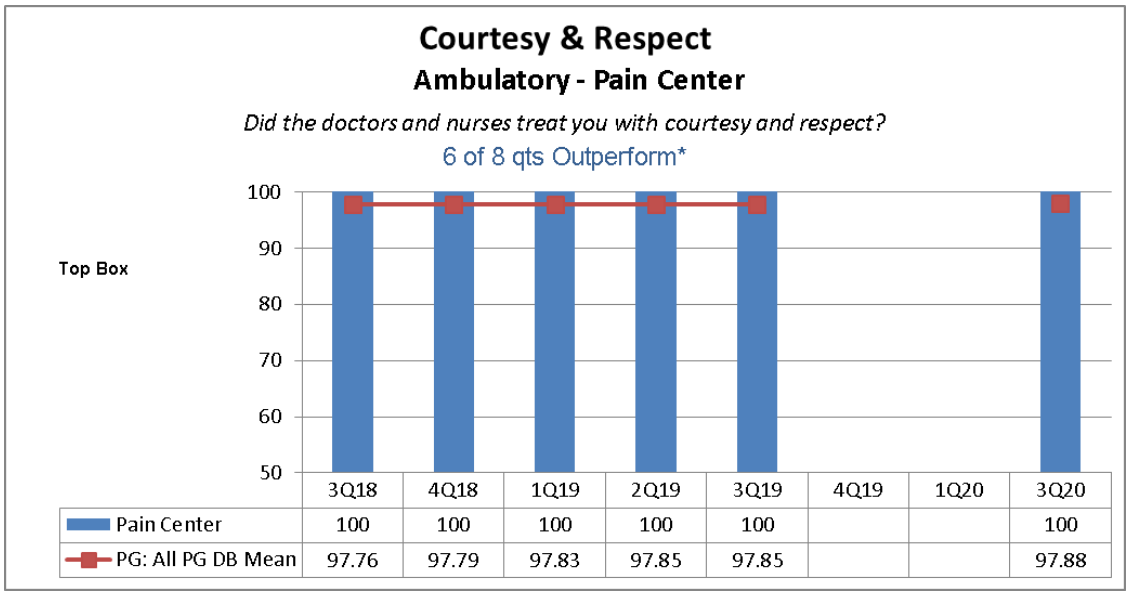
Before you left the facility, did your doctor or anyone from the facility give you information about what to do if you had bleeding as a result of your procedure?



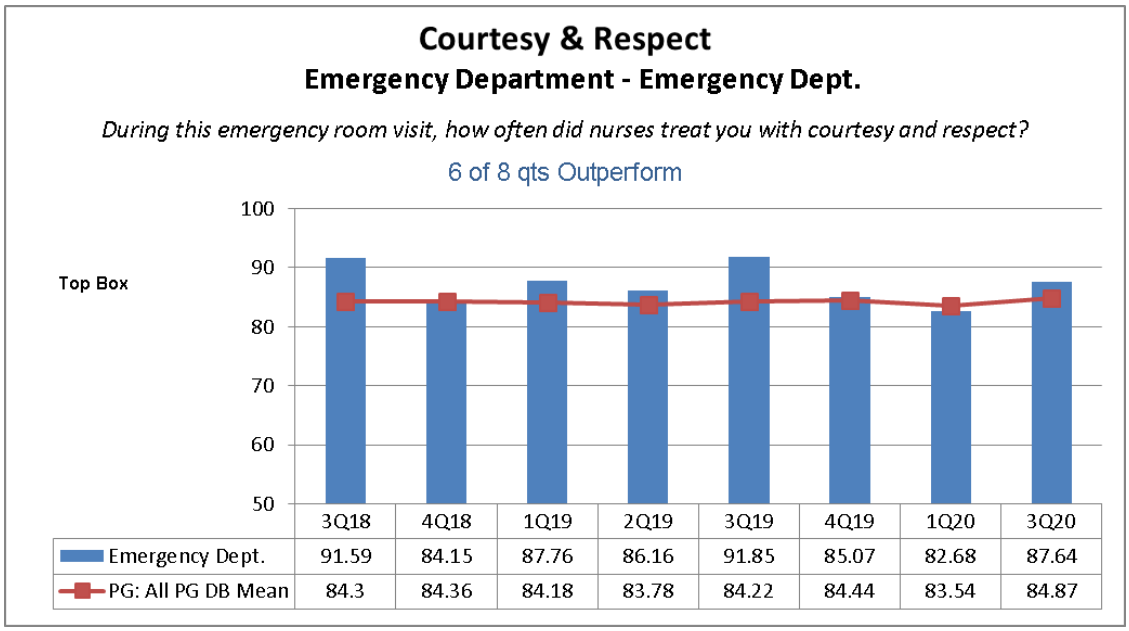
	3Q18	4Q18	1Q19	2Q19	3Q19	4Q19	1Q20	3Q20
Endoscopy	100	98.36	100	100	98.45	97.59	98.77	97.8
PG: All PG DB Mean	97.16	97.19	97.14	97.21	97.25	97.3	97.38	96.9

Ambulatory

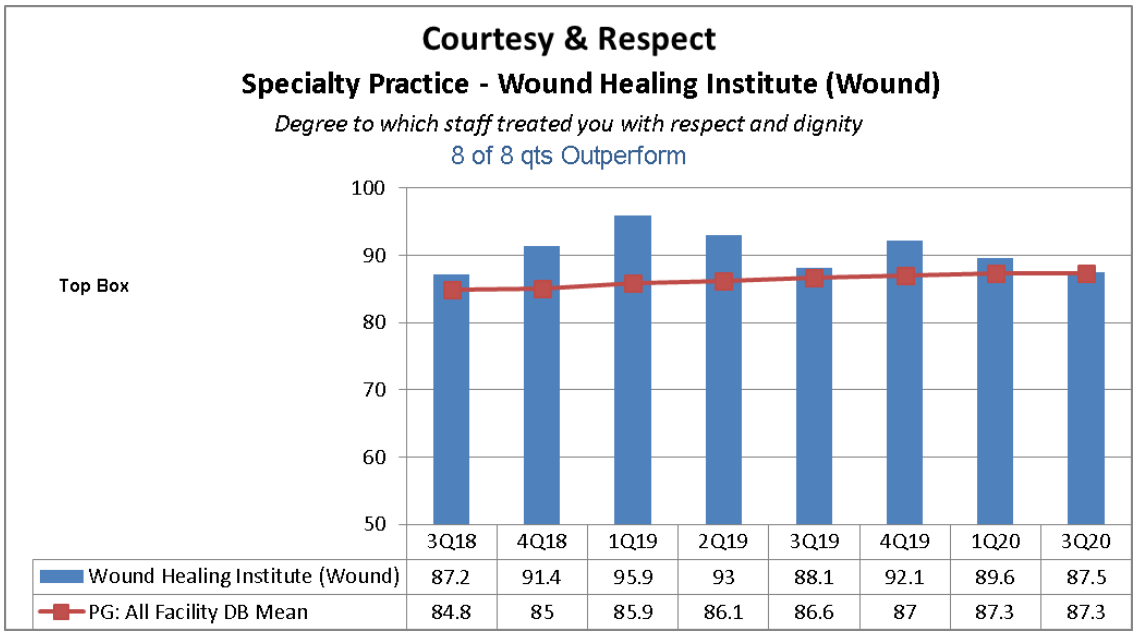
Category 4: Courtesy & Respect



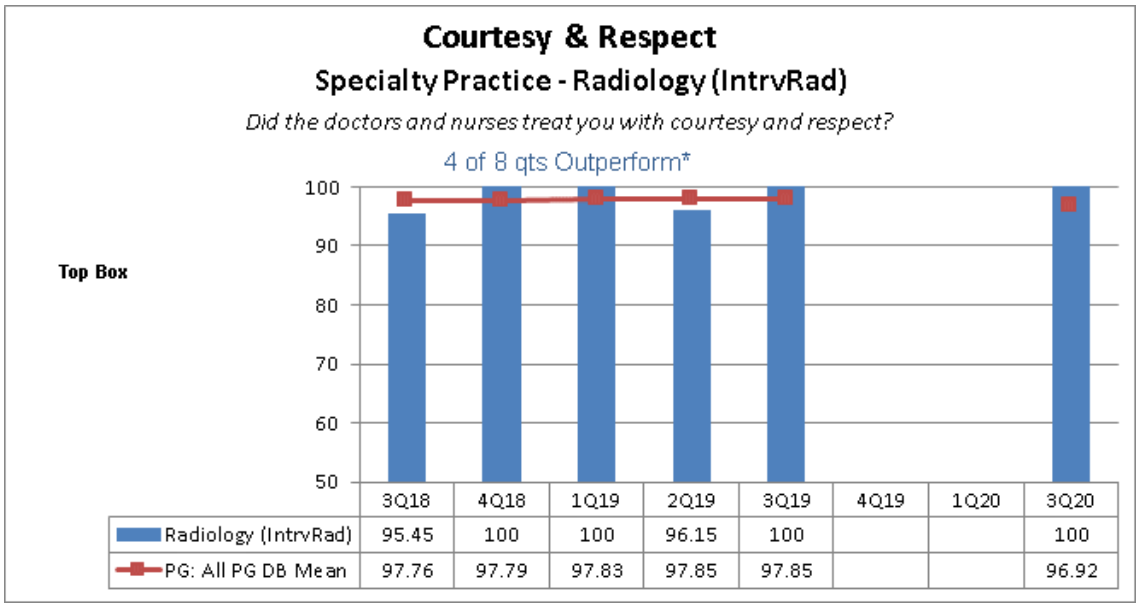
	3Q18	4Q18	1Q19	2Q19	3Q19	4Q19	1Q20	3Q20
Pain Center	100	100	100	100	100			100
PG: All PG DB Mean	97.76	97.79	97.83	97.85	97.85			97.88



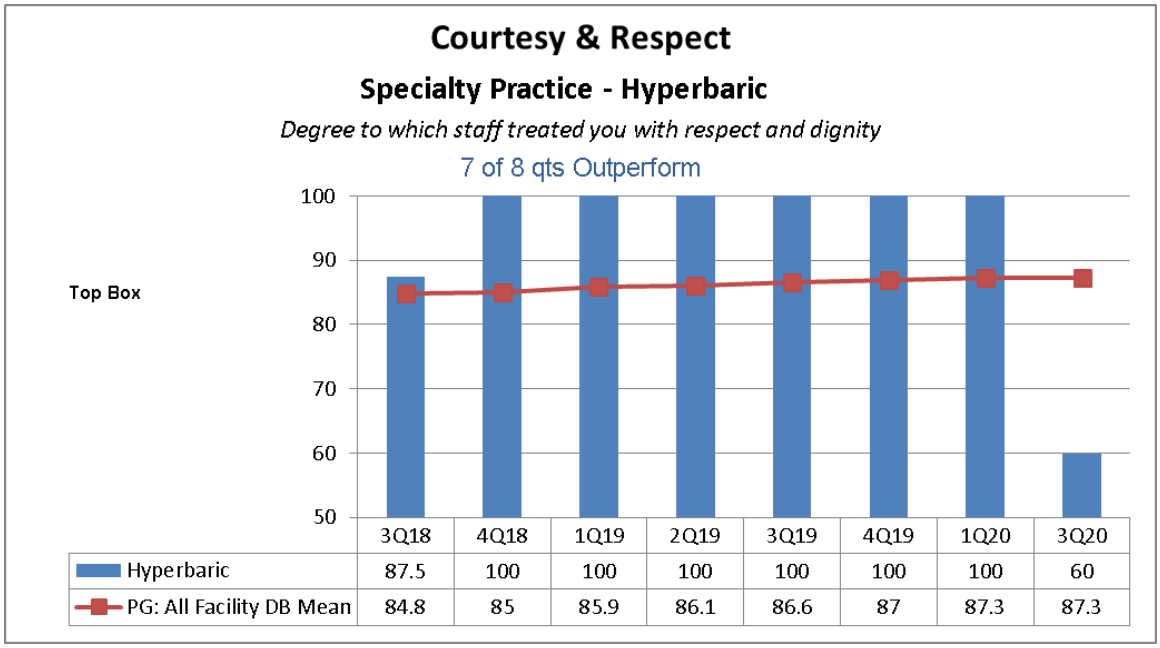
	3Q18	4Q18	1Q19	2Q19	3Q19	4Q19	1Q20	3Q20
Emergency Dept.	91.59	84.15	87.76	86.16	91.85	85.07	82.68	87.64
PG: All PG DB Mean	84.3	84.36	84.18	83.78	84.22	84.44	83.54	84.87



	3Q18	4Q18	1Q19	2Q19	3Q19	4Q19	1Q20	3Q20
Wound Healing Institute (Wound)	87.2	91.4	95.9	93	88.1	92.1	89.6	87.5
PG: All Facility DB Mean	84.8	85	85.9	86.1	86.6	87	87.3	87.3



	3Q18	4Q18	1Q19	2Q19	3Q19	4Q19	1Q20	3Q20
Radiology (IntrvRad)	95.45	100	100	96.15	100			100
PG: All PG DB Mean	97.76	97.79	97.83	97.85	97.85			96.92

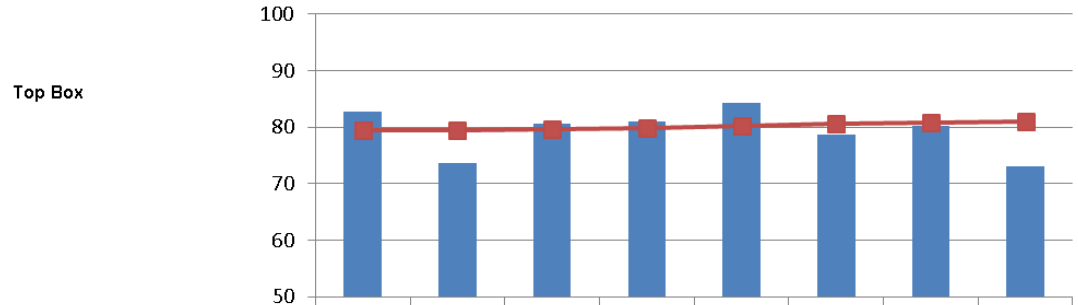

Courtesy & Respect
Specialty Practice - Hyperbaric
Degree to which staff treated you with respect and dignity
7 of 8 qts Outperform
Top Box
100
90
80
70
60
50
3Q18 4Q18 1Q19 2Q19 3Q19 4Q19 1Q20 3Q20
Hyperbaric 87.5 100 100 100 100 100 100 60
PG: All Facility DB Mean 84.8 85 85.9 86.1 86.6 87 87.3 87.3

Courtesy & Respect

Oncology - Infusion Center/ Unit

Staff concern for your privacy

4 of 8 qts Outperform



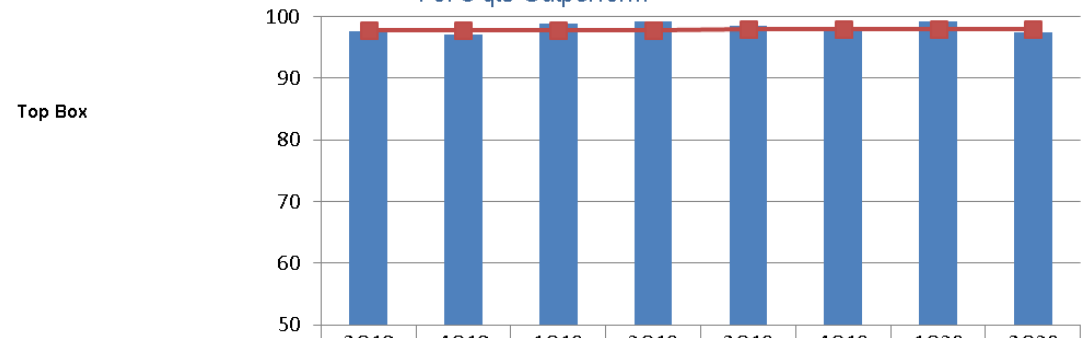
	4Q18	1Q19	2Q19	3Q19	4Q19	1Q20	2Q20	3Q20
Infusion Center/ Unit	82.8	73.7	80.6	81.1	84.4	78.7	80.2	73
PG: All Facility DB Mean	79.5	79.5	79.7	79.8	80.2	80.7	80.8	81

Courtesy & Respect

PACU - PACU (Ambulatory Surgery)

Did the doctors and nurses treat you with courtesy and respect?

4 of 8 qts Outperform



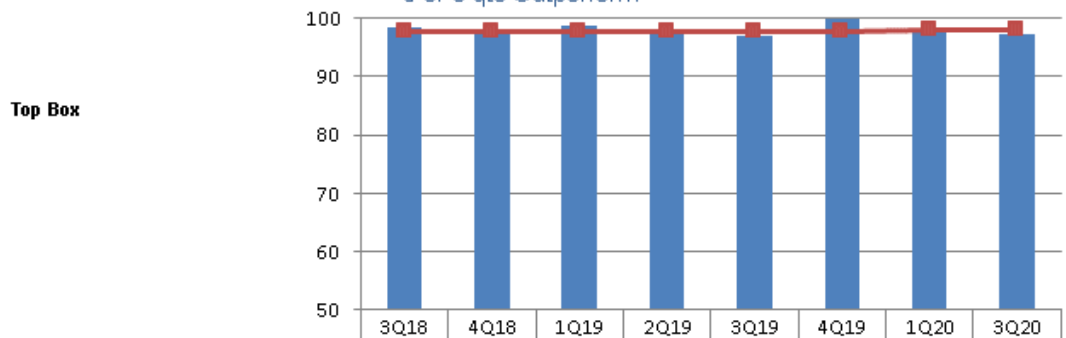
	3Q18	4Q18	1Q19	2Q19	3Q19	4Q19	1Q20	3Q20
PACU (Ambulatory Surgery)	97.7	97.1	98.8	99.3	98.5	97.7	99.3	97.4
PG: All PG DB Mean	97.8	97.8	97.8	97.8	97.9	97.9	97.9	97.9

Courtesy & Respect

Same Day/ Ambulatory Procedure - Endoscopy

Did the doctors and nurses treat you with courtesy and respect?

5 of 8 qts Outperform



	3Q18	4Q18	1Q19	2Q19	3Q19	4Q19	1Q20	3Q20
Endoscopy	98.56	98.06	98.64	98.04	97.08	100	97.82	97.3
PG: All PG DB Mean	97.76	97.79	97.83	97.85	97.85	97.85	97.94	97.9

Phelps Hospital

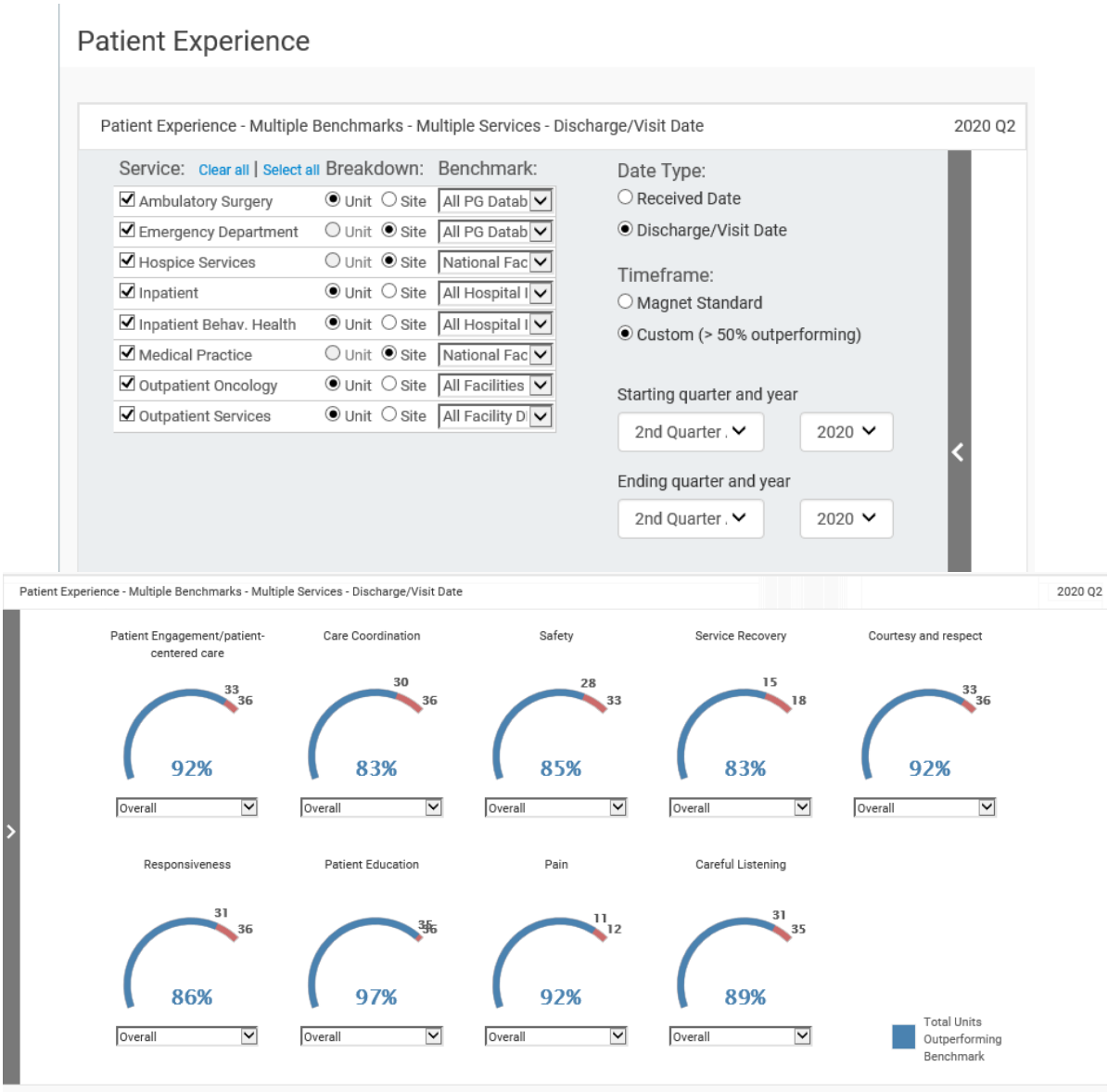
*** less than 8 quarters of data**

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*	★ 6 of 8 qts Outperform*	★ 6 of 8 qts Outperform *	★ 6 of 8 qts Outperform*
Emergency Department	Emergency Dept.	★ 7 of 8 qts Outperform	★ 8 of 8 qts Outperform	★ 7 of 8 qts Outperform	★ 6 of 8 qts Outperform
Specialty Practice	Wound Healing Institute (Wound)	4 of 8 qts Outperform	4 of 8 qts Outperform	★ 6 of 8 qts Outperform	★ 8 of 8 qts Outperform
Specialty Practice	Radiology (IntrvRad)	4 of 8 qts Outperform*	★ 7 of 8 qts Outperform*	★ 5 of 8 qts Outperform*	4 of 8 qts Outperform*
Specialty Practice	Hyperbaric	★ 6 of 8 qts Outperform	★ 6 of 8 qts Outperform	★ 8 of 8 qts Outperform*	★ 7 of 8 qts Outperform
Specialty Practice	Cardiovascular (Services)	4 of 8 qts Outperform*	★ 7 of 8 qts Outperform*	3 of 8 qts Outperform*	★ 8 of 8 qts Outperform*
Oncology	Infusion Center/ Unit	4 of 8 qts Outperform	4 of 8 qts Outperform	★ 5 of 8 qts Outperform	4 of 8 qts Outperform
PACU	PACU (Ambulatory Surgery)	★ 7 of 8 qts Outperform	★ 6 of 8 qts Outperform	★ 7 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	★ 5 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		★ **5 of 9** Units Outperform	★ **7 of 9** Units Outperform	★ **8 of 9** Units Outperform	★ **6 of 9** Units Outperform
		56%	77.78%	88.89%	66.67%

Note - Due to COVID-19, 2nd Quarter Press Ganey Results will be difficult to accurately report at the unit level. Below is a screen shot of:

- **The Service Line (all chosen, Hospice is blank)**
- **The overall results for 2nd Quarter 2020.**



Explanation: As an example - Looking at Patient engagement/Patient centered care - 33 out of 36 of our units outperform the benchmark. 33 divided by 36 = 92%