

Phelps Hospital
Overall
Inpatient

Domain	Question	BL TB%	BL Rank	Threshold	Goal	Stretch	Top Box	Δ	Rank	Δ	n-Size
Global	Recommend the hospital	80.6	81	80.6	80.8	81.2	72.4	-8.2	53	-28	221
	Rate the hospital 0-10	76.5	70	76.5	75.7	77.2	69.2	-7.3	39	-31	221
Rounding	Nurse Hourly	74.5		90.0			77.0	2.5			204
	Nurse Manager	77.2		90.0			70.8	-6.4			195
Care Transitions	Domain	57.8	80	57.8	58.0	58.4	57.3	-0.5	78	-2	
	Good understanding of managing health	57.1	77	57.1	57.3	57.8	57.2	0.1	77	0	215
	Staff took preferences into account	51.7	80	51.7	51.9	52.3	48.6	-3.1	68	-12	212
	Understood purpose for taking medications	64.5	78	64.5	64.7	65.2	66.0	1.5	82	4	188
Communication about Medicines	Domain	62.3	57	62.3	62.8	63.3	60.5	-1.8	46	-11	
	Information re: new medication purpose	75.3	52	75.3	75.8	76.3	74.8	-0.5	48	-4	147
	Staff describe medication side effects	49.3	62	49.3	49.7	50.1	46.1	-3.2	43	-19	141
Communication with Doctors	Domain	83.8	75	83.8	84.0	84.5	77.7	-6.1	26	-49	
	Doctors explain in a way you understand	80.0	77				73.3	-6.7	31	-46	221
	Doctors listen carefully to you	82.3	73				75.7	-6.6	24	-49	222
	Doctors treat you with courtesy/respect	89.0	71				84.2	-4.8	25	-46	221
Communication with Nurses	Domain	82.2	69	82.2	82.6	83.0	74.0	-8.2	12	-57	
	Nurses explain in a way you understand	78.7	72				71.9	-6.8	21	-51	221
	Nurses listen carefully to you	79.3	66				70.0	-9.3	10	-56	223
	Nurses treat you with courtesy/respect	88.7	69				80.0	-8.7	9	-60	220
Discharge Information	Domain	87.2	52	87.2	87.7	88.2	88.9	1.7	68	16	
	Discussion re: help needed when left the hospital	85.5	54	85.5	86.0	86.5	89.1	3.6	79	25	183
	Received written discharge instructions	88.8	47	88.9	89.3	89.9	88.8	0.0	47	0	196
Hospital Environment	Cleanliness of the hospital	75.4	61	75.4	75.8	76.2	73.6	-1.8	52	-9	220
	Quietness of the room at night	57.1	35	57.3	57.7	58.3	55.1	-2.0	27	-8	216
Response of Hospital Staff	Domain	66.3	53	66.3	66.8	67.3	59.6	-6.7	20	-33	
	Call button responsiveness	65.3	58				51.0	-14.3	6	-52	204
	Toileting responsiveness	67.3	49				68.3	1.0	54	5	120
	Accommodations and comfort for visitors	46.3	33	46.5	46.9	47.5	0.0	-46.3	1	-32	2
	Courtesy of person who took personal insurance information	75.6	87	75.6	75.8	76.2	71.6	-4.0	65	-22	204
	Courtesy of the person who served your food	80.8	96	79.7	79.7	80.8	77.1	-3.7	92	-4	201
	Degree of safety/security felt in hospital	86.3	97	85.5	85.5	86.3	87.0	0.7	98	1	23
	Explanations re: tests/treatments	63.8	67	63.6	64.2	64.6	73.9	10.1	94	27	23
	Information given to your family while you were in ICU/CCU	62.2	42	62.3	62.7	63.3	100.0	37.8	99	57	2
	Overall rating of the ED care and treatment	66.0	50	66.0	66.5	67.0	62.3	-3.7	33	-17	151
	Pleasantness of room decor	44.3	55	44.3	44.6	45.3	47.0	2.7	62	7	183
	Quality of the food	56.6	94	56.6	57.1	58.1	58.6	2.0	95	1	198
	Response to concerns/complaints	61.3	55	61.3	61.8	62.3	60.9	-0.4	53	-2	182
	Speed of admission process	66.2	81	66.2	66.4	66.8	64.9	-1.3	77	-4	208
	Staff attitude toward visitors	69.0	70	69.0	69.2	69.7	100.0	31.0	99	29	1
	Staff concern for your privacy	63.8	45	63.9	64.3	64.9	63.0	-0.8	41	-4	181
	Staff respected cultural/racial/religious needs	73.3	77	73.3	73.5	74.0	69.7	-3.6	54	-23	175
	Staff worked together to care for you	76.0	74	76.0	76.2	76.7	71.1	-4.9	50	-24	197
	Support from L&D nurses during labor	84.0	23	84.4	85.0	85.6	100.0	16.0	99	76	23
	Support from nurses re: feeding choice	71.3	50	71.5	71.8	72.3	90.9	19.6	99	49	22
	Temperature of the food	62.4	95	61.8	61.8	62.4	60.9	-1.5	94	-1	23
	Ability to stay connected with your family/caregiver						65.1		63		195

YTD 2021

Surveys received through: Tue, Apr 27, 2021

Database: All Press Ganey

Specialty Peer Group: All Respondents

Phelps Hospital
Overall
Emergency Department

Domain	Question	BL TB%	BL Rank	Threshold	Goal	Stretch	Top Box	Δ	Rank	Δ	n-Size
Global	Recommend the ED	76.3	95	76.0	75.0	76.3	77.0	0.7	95	0	318
	Rate ED care 0-10	71.1	55	71.1	71.6	72.1	75.5	4.4	74	19	322
Communication about Follow-up	Before leaving ED, ask about follow-up care						79.1		88		320
	Before you left the emergency room, did a doctor, nurse, or other st..						65.7		41		318
	Staff give info re: how to get follow-up care						89.5				105
Communication about Medicines	Before leaving ED, explanations re: medication purpose						91.5		72		201
	Explanations re: medication purpose						87.2				179
	Explanations re: medication side effects						64.8				179
Communication with Doctors and Nurses	Doctors explain in a way you understand	78.6	47	78.7	79.1	79.7	79.1	0.5	51	4	320
	Doctors listen carefully to you	80.0	54	80.0	80.5	81.0	81.8	1.8	69	15	319
	Doctors treat you with courtesy/respect	84.9	50	84.9	85.4	85.9	87.0	2.1	75	25	322
	Nurses explain in a way you understand	79.5	46	79.6	80.0	80.6	80.1	0.6	55	9	321
	Nurses listen carefully to you	80.8	53	80.8	81.3	81.8	82.5	1.7	64	11	320
	Nurses treat you with courtesy/respect	87.0	55	87.0	87.5	88.0	86.0	-1.0	51	-4	322
Getting Timely Care	Care within 30 minutes of getting to the ED	89.9	71	89.9	90.1	90.6	91.0	1.1	73	2	321
	Time before someone talked about the reason you were there						76.5		63		319
	Courtesy of person who took personal/insurance information	76.6	72	76.6	76.8	77.3	79.0	2.4	85	13	309
	Courtesy of the radiology staff	80.8	70	80.8	81.0	81.5	83.5	2.7	92	22	236
	Courtesy towards family/friends	75.8	86	75.8	76.0	76.4	77.0	1.2	89	3	222
	Information re: test results	73.1	54	73.1	73.6	74.1	74.2	1.1	64	10	260
	Response to concerns/complaints	68.7	80	68.7	68.9	69.3	71.8	3.1	92	12	287
	Staff worked together to care for you	68.5	36	68.7	69.1	69.7	72.2	3.7	62	26	313
	Waiting time for radiology test	64.7	66	64.7	65.1	65.5	70.5	5.8	90	24	234

YTD 2021
Surveys received through: Tue, Apr 27, 2021

Database: 20-30K Visits
Specialty Peer Group: All Respondents

Phelps Hospital
Overall
Ambulatory Surgery

Domain	Question	BL TB%	BL Rank	Threshold	Goal	Stretch	Top Box	Δ	Rank	Δ	n-Size
Global	Recommend the amb surg facility	86.5	61	86.5	86.9	87.3	87.5	1.0	68	7	512
	Rate the facility 0-10	87.5	52	87.5	88.0	88.5	89.5	2.0	68	16	513
Communication	Domain	90.3	35	90.5	90.9	91.5	90.7	0.4	41	6	
	Explanations re: anesthesia side effects	77.7	13	78.1	78.7	79.3	80.1	2.4	23	10	417
	Explanations re: process of giving anesthesia	89.9	14	90.3	90.9	91.5	92.1	2.2	32	18	419
	Given all necessary info re: procedure	94.0	73	94.0	94.2	94.7	93.0	-1.0	62	-11	511
	Instructions re: getting ready for procedure	95.2	69	95.2	95.6	96.0	93.9	-1.3	49	-20	511
	Procedure explained in a way that was easy to understand	94.9	71	94.9	95.1	95.6	94.5	-0.4	66	-5	513
	Domain	95.2	46	95.3	95.7	96.3	95.9	0.7	61	15	
Discharge	Information re: bleeding	96.5	35	96.7	97.1	97.7	96.6	0.1	37	2	382
	Information re: nausea	97.4	55	97.4	97.9	98.4	97.0	-0.4	49	-6	335
	Information re: pain	95.6	58	95.6	96.1	96.6	95.1	-0.5	51	-7	452
	Information re: signs of infection	99.4	56	99.4	99.9		98.6	-0.8	32	-24	354
	Preparations re: what to expect during recovery	86.5	51	86.5	87.0	87.5	90.3	3.8	80	29	506
	Received written discharge instructions	96.0	19	96.4	97.0	97.6	97.8	1.8	51	32	506
	Domain	97.3	61	97.3	97.7	98.1	97.5	0.2	66	5	
Facility/Personal Treatment	Check-in process ran smoothly	95.1	51	95.1	95.6	96.1	96.3	1.2	68	17	514
	Cleanliness of the facility	98.9	63	98.9	99.3	99.7	98.4	-0.5	49	-14	510
	Clerks and receptionists treat you with courtesy/respect	98.5	70	98.5	98.7	99.2	97.7	-0.8	52	-18	513
	Doctors and nurses made sure you were comfortable	96.7	46	96.8	97.2	97.8	97.2	0.5	57	11	508
	Doctors and nurses treat you with courtesy/respect	98.3	56	98.3	98.8	99.3	99.2	0.9	79	23	514
	Helpfulness of clerks and receptionists	96.4	56	96.4	96.9	97.4	96.1	-0.3	52	-4	513
	Rate overall anesthesia experience	84.0	56	84.0	84.5	85.0	87.3	3.3	82	26	449
	Confidence OR staff correctly ID'ed you/procedure	92.9	85	92.9	93.1	93.5	93.7	0.8	90	5	494
	Courtesy of person who took personal/insurance information	86.4	77	86.4	86.6	87.1	84.8	-1.6	70	-7	495
	Effort to include you in decisions about your treatment	85.4	69	85.4	85.8	86.2	85.6	0.2	69	0	451
	Staff respected cultural/racial/religious needs	87.5	52	87.5	88.0	88.5	88.7	1.2	59	7	425
	Degree to which staff worked together to care for you	89.4	49	89.5	89.9	90.5	92.4	3.0	77	28	497
	Explanation the physician gave you about what the surgery or proce..	90.0	91	89.5	89.5	90.0	88.3	-1.7	85	-6	486
	Information the physician provided about what was done during yo..	88.0	90	88.0	88.0	88.0	85.8	-2.2	80	-10	486

YTD 2021

Surveys received through: Fri, Apr 30, 2021

Database: All Press Ganey

Specialty Peer Group: All Respondents

Phelps Hospital

Overall

Ambulatory Surgery

Domain	Question	BL TB%	BL Rank	Threshold	Goal	Stretch	Top Box	Δ	Rank	Δ	n-Size
	Response to concerns/complaints made during your stay	83.3	46	83.4	83.8	84.4	88.2	4.9	81	35	458

YTD 2021

Surveys received through: Fri, Apr 30, 2021

Database: All Press Ganey

Specialty Peer Group: All Respondents