
MAGNET DATA ANALYST FINDINGS - PATIENT SATISFACTION

TIME FRAME: 2Q 2019 – 2Q 2021 (MOST RECENT 8 QUARTERS-
SKIPPED 2Q2021 DUE TO COVID-19)

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1. INPATIENT - EP20EO

Category 1: Patient Engagement

- ☐ Majority of the units **do not** outperform the benchmark (all hospitals mean) the majority of the time. **40%**

Category 2: Service Recovery

- ☐ Majority of the units **do not** outperform the benchmark (all hospitals mean) the majority of the time. **50%**

Category 3: Courtesy & Respect

- ☒ Majority of the units outperform the benchmark (all hospitals mean) the majority of the time. **Increased to 70%**

Category 4: Responsiveness

- ☐ Majority of the units **do not** outperform the benchmark (all hospitals mean) the majority of the time. **50%**

The above 4 categories were highlighted in our Magnet Document since at the time of submission, the majority of the units outperformed the benchmark the majority of time.

Additional Categories to track:

Care Coordination

- ☒ Majority of the units outperform the benchmark (all hospitals mean) the majority of the time. **70%**

Careful Listening

- ☒ Majority of the units outperform the benchmark (all hospitals mean) the majority of the time. **60%**

Patient Education

- ☒ Majority of the units outperform the benchmark (all hospitals mean) the majority of the time. **60%**

Safety

- ☐ Majority of the units **do not** outperform the benchmark (all hospitals mean) the majority of the time. **40%**

- ☒ **Continue to meet the Magnet requirement for inpatient units since in 4 categories the majority of the units outperform the benchmark the majority of time.**

Category 1: Patient Engagement

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

Category 2: Patient Education

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

Category 3: Safety

- ☒ Majority of the units **continue to** outperform the benchmark (all hospitals mean) the majority of the time. **Remained at 78%**

Category 4: Courtesy & Respect

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

The above 4 categories were highlighted in our Magnet Document since at the time of submission, the majority of the units outperformed the benchmark the majority of time.

Additional Categories to track:**Category 5: Care Coordination**

- ☒ Majority of the units outperform the benchmark (all hospitals mean) the majority of the time. **67%**

Category 6: Service Recovery

- ☐ Majority of the units **do not** outperform the benchmark (all hospitals mean) the majority of the time. **38%**

Category 7: Responsiveness

- ☐ Majority of the units **do not** outperform the benchmark (all hospitals mean) the majority of the time. **44%**

Category 8: Pain

- ☒ Majority of the units outperform the benchmark (all hospitals mean) the majority of the time. **67%**

Category 9: Careful Listening

- ☐ Majority of the units **do not** outperform the benchmark (all hospitals mean) the majority of the time. **44%**

- ☒ **Continue to meet the Magnet requirement for ambulatory units since in 4 categories the majority of the units outperform the benchmark the majority of time.**

Phelps Hospital									
Unit Type	Unit	Patient Engagement/ Patient-Centered Care	Service Recovery	Courtesy & Respect	Responsive-ness	Care Coordination	Careful Listening	Patient Education	Safety
Surgical	2 Center Ortho	★ 8 of 8 qts Outperform	★ 6 of 8 qts Outperform	★ 5 of 8 qts Outperform	★ 7 of 8 qts Outperform	★ 6 of 8 qts Outperform	★ 6 of 8 qts Outperform	★ 7 of 8 qts Outperform	★ 4 of 8 qts Outperform
Rehabilitation	2 Center Rehab	★ 3 of 8 qts Outperform	★ 2 of 8 qts Outperform	★ 3 of 8 qts Outperform	★ 3 of 8 qts Outperform	★ 3 of 8 qts Outperform	★ 5 of 8 qts Outperform	★ 2 of 8 qts Outperform	★ 2 of 8 qts Outperform
Med-Surg	2 North	★ 3 of 8 qts Outperform	★ 4 of 8 qts Outperform	★ 5 of 8 qts Outperform	★ 3 of 8 qts Outperform	★ 7 of 8 qts Outperform	★ 6 of 8 qts Outperform	★ 4 of 8 qts Outperform	★ 3 of 8 qts Outperform
Med-Surg	3 North	★ 6 of 8 qts Outperform	★ 6 of 8 qts Outperform	★ 6 of 8 qts Outperform	★ 6 of 8 qts Outperform	★ 7 of 8 qts Outperform	★ 5 of 8 qts Outperform	★ 6 of 8 qts Outperform	★ 6 of 8 qts Outperform
Medical	5 North	★ 4 of 8 qts Outperform	★ 6 of 8 qts Outperform	★ 4 of 8 qts Outperform	★ 1 of 8 qts Outperform	★ 6 of 8 qts Outperform	★ 4 of 8 qts Outperform	★ 5 of 8 qts Outperform	★ 1 of 8 qts Outperform
Step Down	5 South	★ 2 of 8 qts Outperform	★ 1 of 8 qts Outperform	★ 5 of 8 qts Outperform	★ 3 of 8 qts Outperform	★ 0 of 8 qts Outperform	★ 3 of 8 qts Outperform	★ 0 of 8 qts Outperform	★ 1 of 8 qts Outperform
Critical Care	ICU CritCare	★ 5 of 8 qts Outperform	★ 4 of 8 qts Outperform	★ 6 of 8 qts Outperform	★ 6 of 8 qts Outperform	★ 6 of 8 qts Outperform	★ 6 of 8 qts Outperform	★ 6 of 8 qts Outperform	★ 6 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	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	★ 6 of 8 qts Outperform	★ 7 of 8 qts Outperform	★ 6 of 8 qts Outperform	★ 8 of 8 qts Outperform	★ 6 of 8 qts Outperform	★ 4 of 8 qts Outperform	★ 8 of 8 qts Outperform	★ 6 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	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	★ 1 of 8 qts Outperform	★ 3 of 8 qts Outperform	★ 3 of 8 qts Outperform	★ 3 of 8 qts Outperform	★ 3 of 8 qts Outperform	★ 2 of 8 qts Outperform	★ 1 of 8 qts Outperform	★ 3 of 8 qts Outperform
Psychiatric	2 South	★ 4 of 8 qts Outperform	★ 7 of 8 qts Outperform	★ 5 of 8 qts Outperform	★ 6 of 8 qts Outperform	★ 5 of 8 qts Outperform	★ 5 of 8 qts Outperform	★ 6 of 8 qts Outperform	★ 5 of 8 qts Outperform
Number of Units Outperforming in Each Quality Indicator Category		★ 4 of 10 Units Outperform	★ 5 of 10 Units Outperform	★ 7 of 10 Units Outperform	★ 5 of 10 Units Outperform	★ 7 of 10 Units Outperform	★ 6 of 10 Units Outperform	★ 6 of 10 Units Outperform	★ 4 of 10 Units Outperform

Patient Engagement/ Patient-	Service Recovery	Courtesy & Respect	Responsive-ness	Care Coordination	Careful Listening	Patient Education	Safety
40%	50%	70%	50%	70%	60%	60%	40%

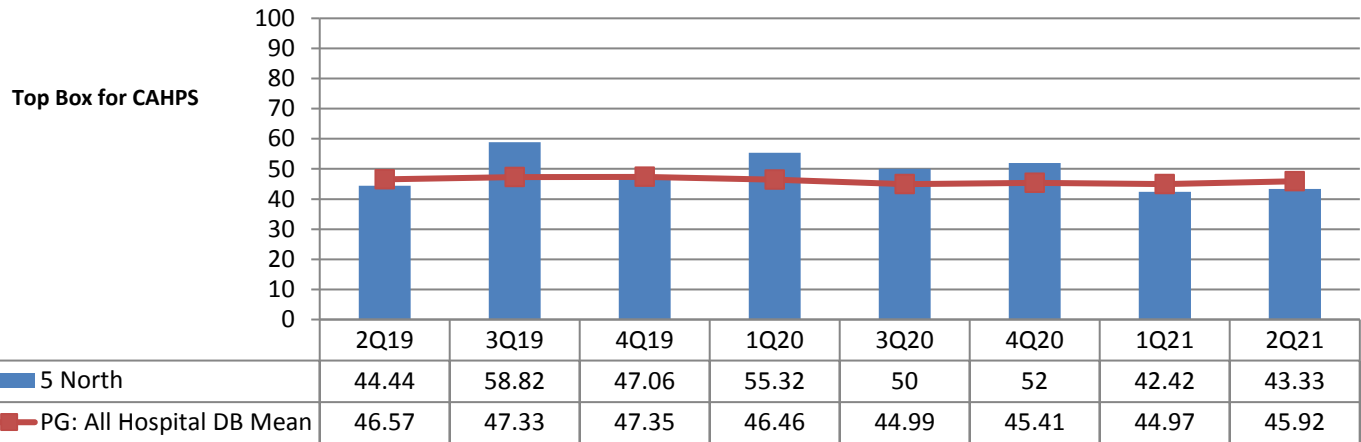
[Submitted in 1st Magnet]

Top Box for CAHPS

Patient Engagement/ Patient-Centered Care Medical - 5 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

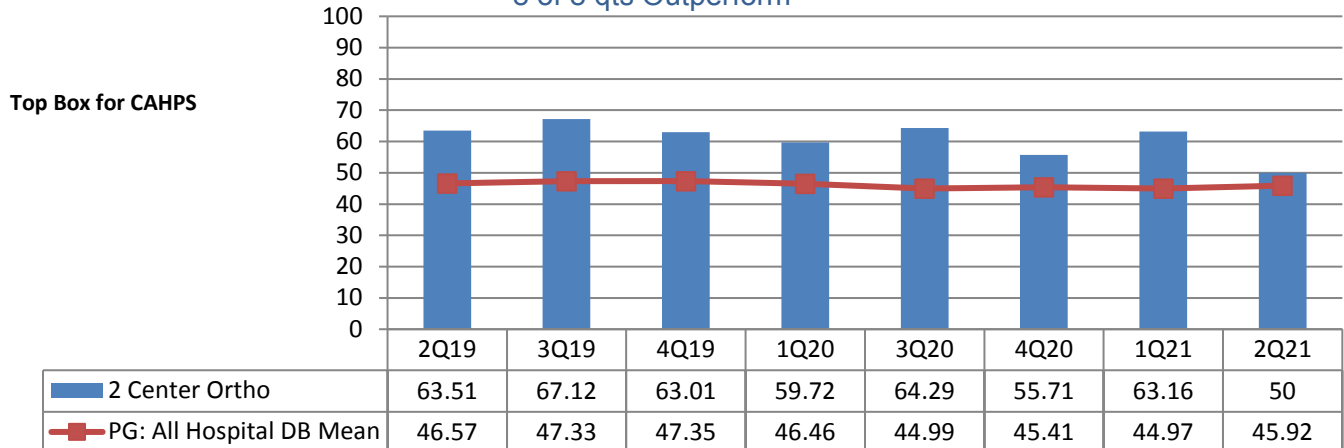
4 of 8 qts Outperform



Patient Engagement/ Patient-Centered Care Surgical - 2 Center Ortho

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

8 of 8 qts Outperform



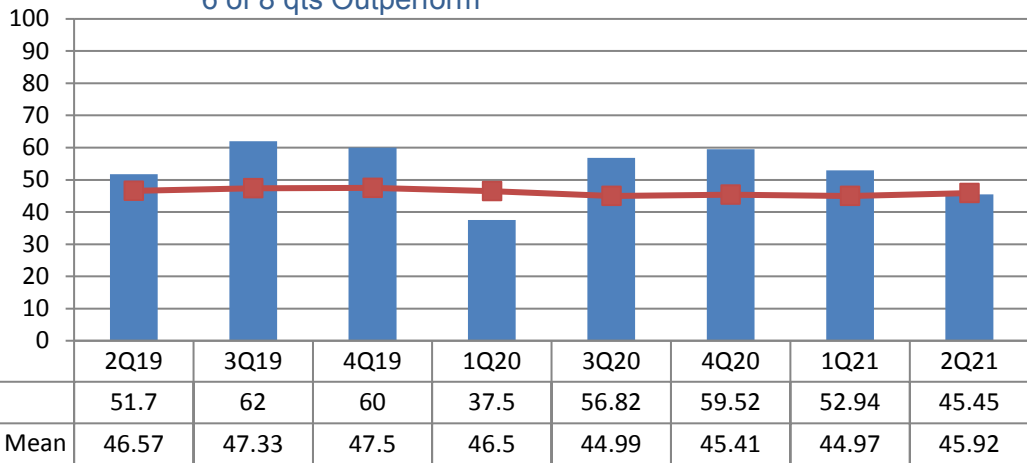
Patient Engagement/ Patient-Centered Care

Med-Surg - 3 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

6 of 8 qts Outperform

Top Box for CAHPS



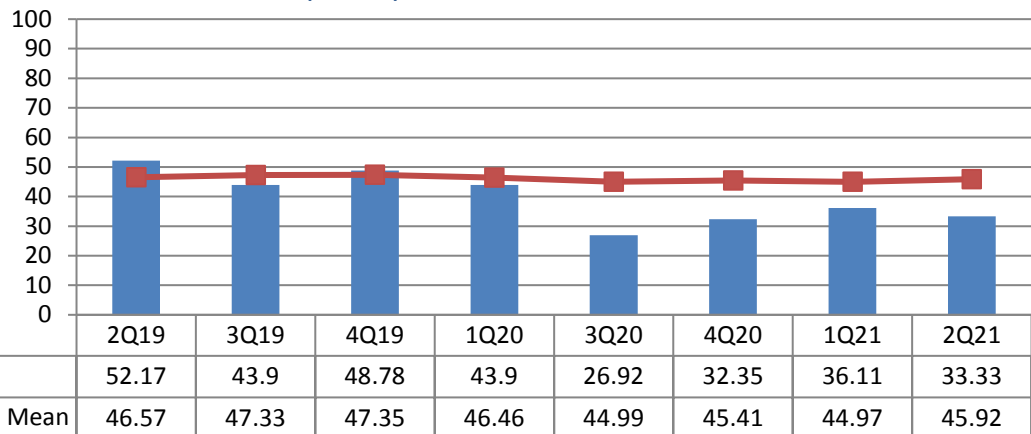
Patient Engagement/ Patient-Centered Care

Step Down - 5 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

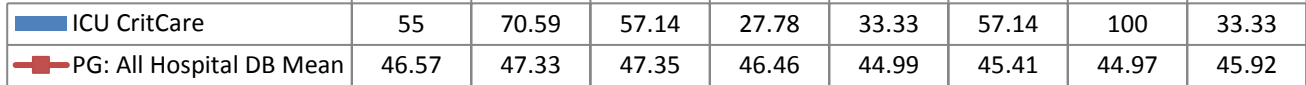
2 of 8 qts Outperform

Top Box for CAHPS



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

Top Box for CAHPS



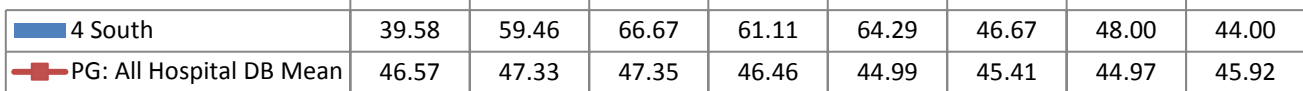
not collected by vendor

Top Box for CAHPS



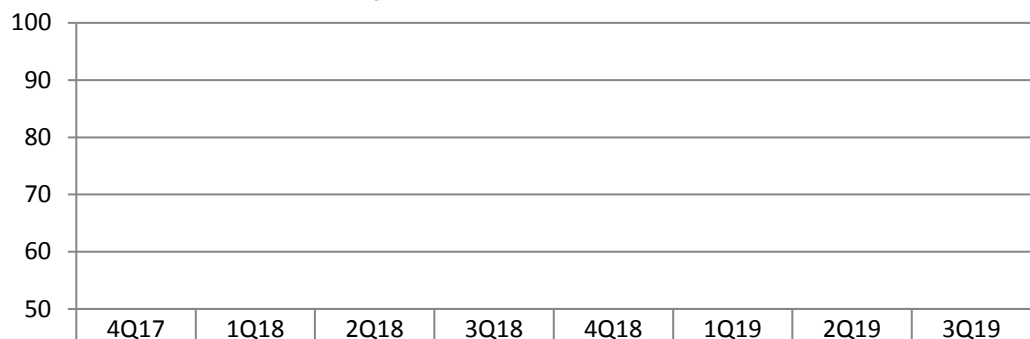
During this hospital stay, staff took my preferences and those of my family or caregiver into account in deciding what my health care needs would be when I left

Top Box for CAHPS



not collected by vendor

Top Box for CAHPS



 Pediatrics								
 N/A								

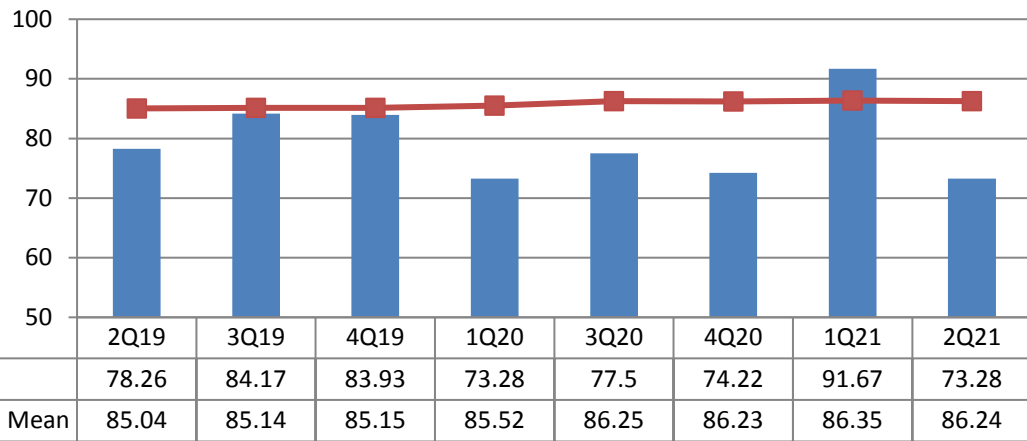
Patient Engagement/ Patient-Centered Care

Psychiatric - 1 South

Staff's efforts to include you in decisions about your care

1 of 8 qts Outperform

Top Box for CAHPS



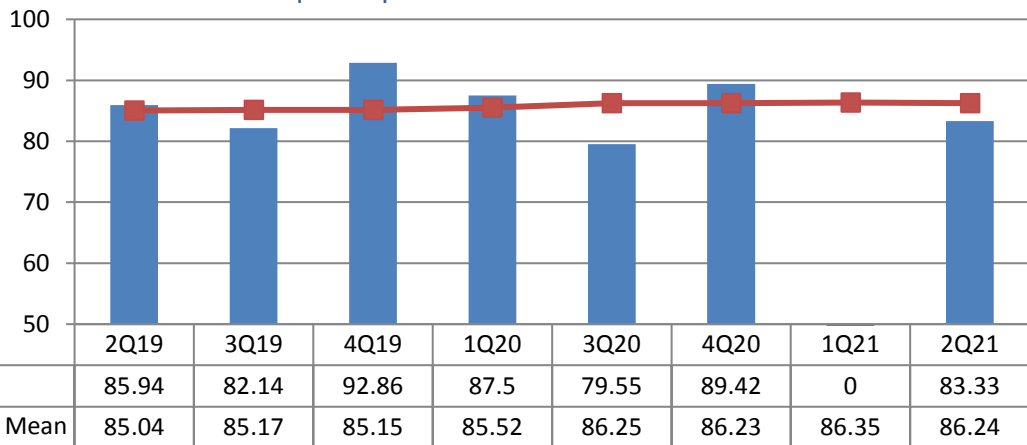
Patient Engagement/ Patient-Centered Care

Psychiatric - 2 South

Staff's efforts to include you in decisions about your care

4 of 8 qts Outperform

Top Box for CAHPS



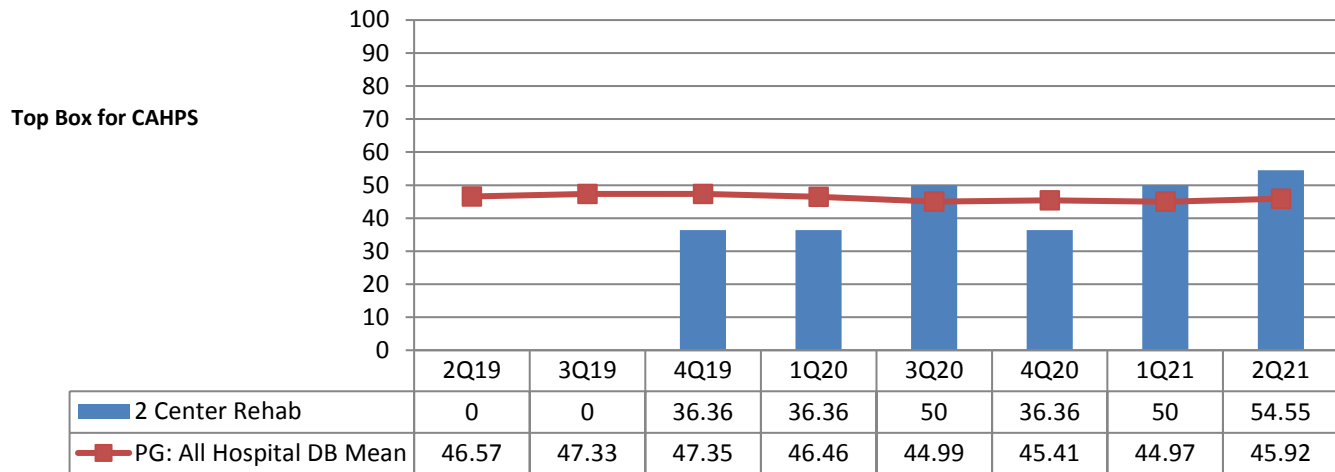
Reason for Missing Data:

Unit closed 1Q21 due to COVID-19 resurgence

Patient Engagement/ Patient-Centered Care

Rehabilitation - 2 Center Rehab

During this hospital stay, staff took my preferences and those of my family or caregiver into account in deciding
3 of 8 qts Outperform

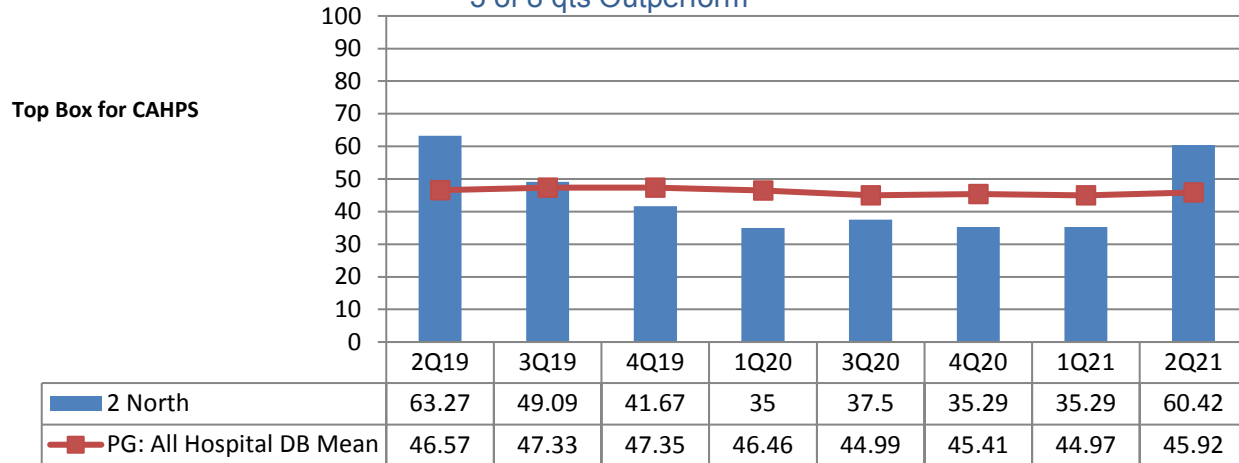


Patient Engagement/ Patient-Centered Care

Med-Surg - 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

3 of 8 qts Outperform

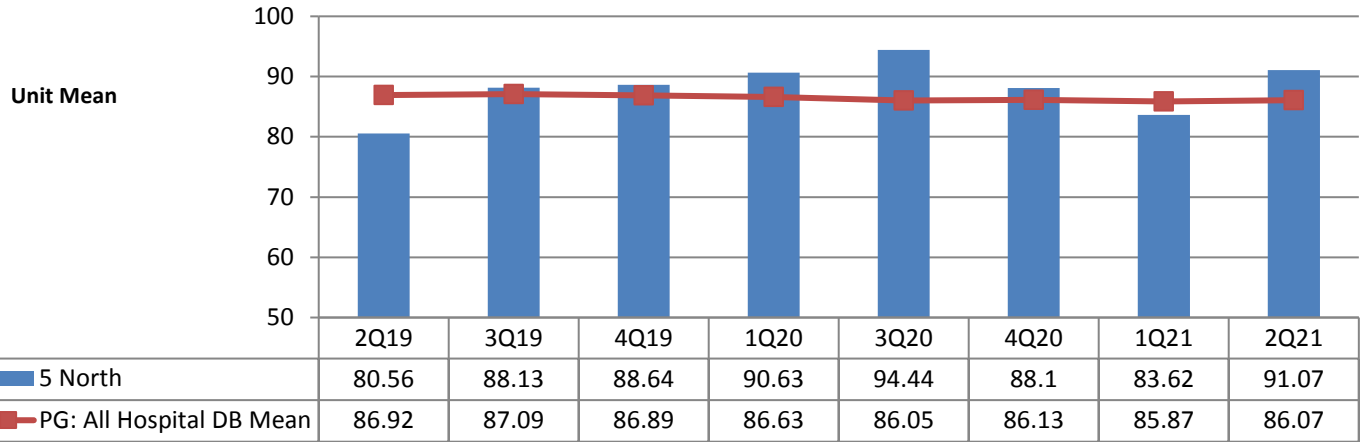


Unit Mean

Service Recovery Medical - 5 North

Response to concerns/complaints made during your stay

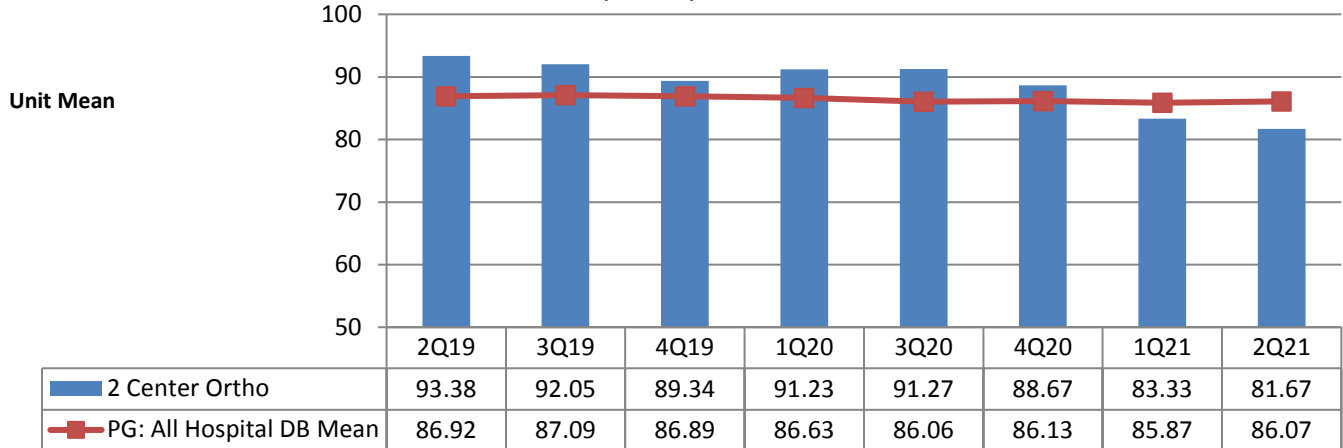
6 of 8 qts Outperform



Service Recovery Surgical - 2 Center Ortho

Response to concerns/complaints made during your stay

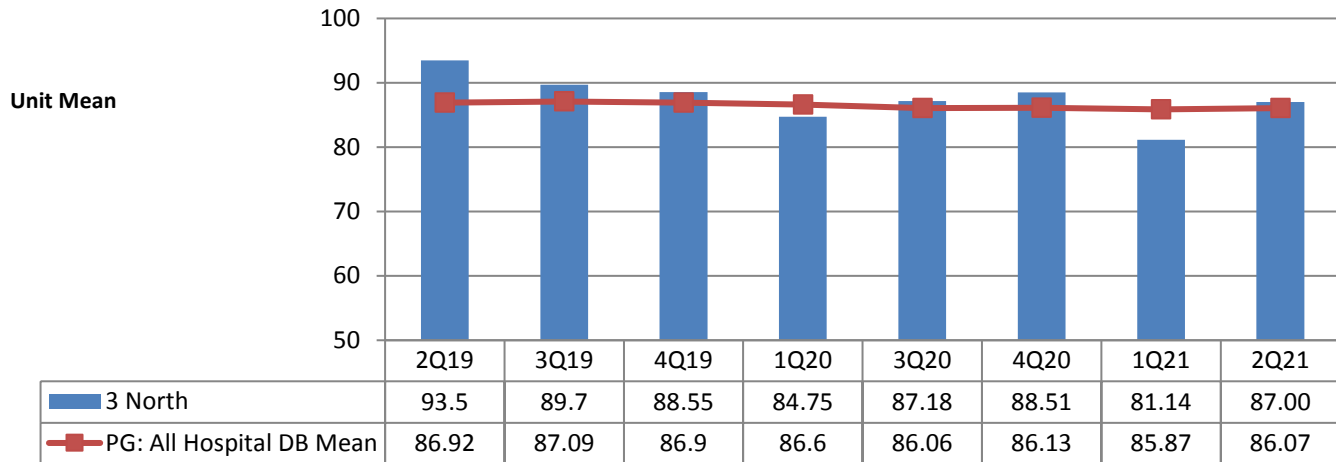
6 of 8 qts Outperform



Service Recovery Med-Surg - 3 North

Response to concerns/complaints made during your stay

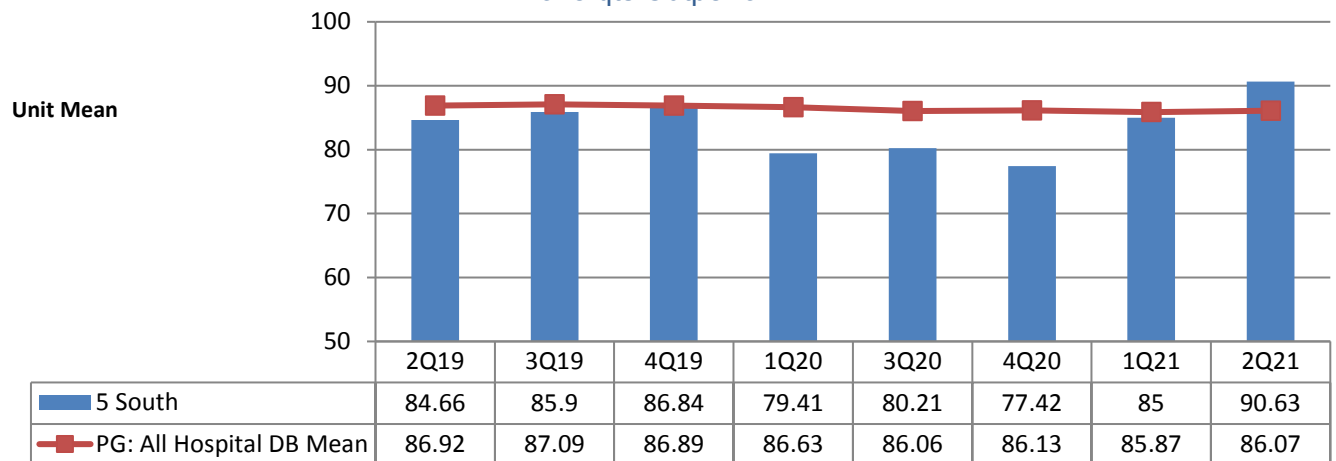
6 of 8 qts Outperform



Service Recovery Step Down - 5 South

Response to concerns/complaints made during your stay

1 of 8 qts Outperform

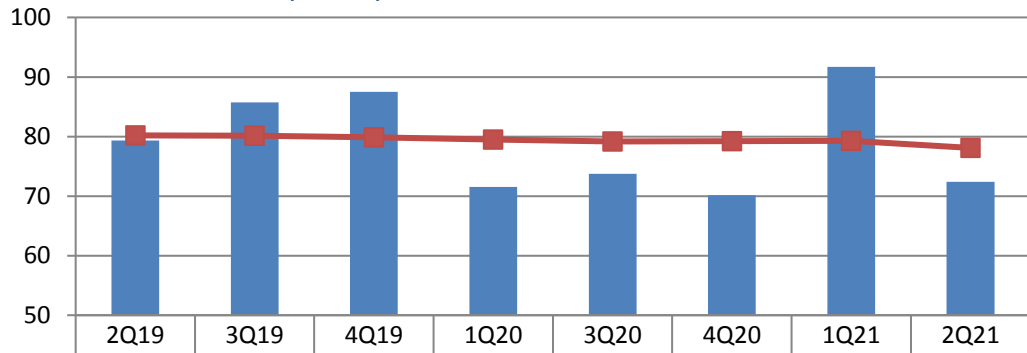


Service Recovery Psychiatric - 1 South

Response to your concerns and complaints

3 of 8 qts Outperform

Unit Mean



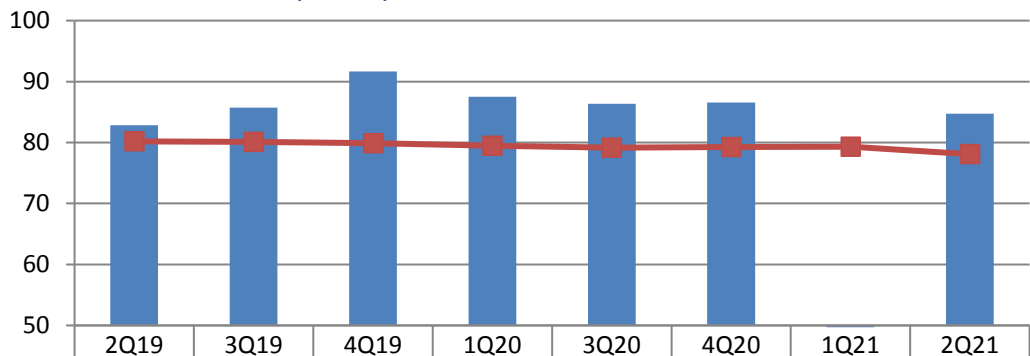
1 South	79.35	85.71	87.5	71.55	73.75	70.16	91.67	72.41
PG: All Hospital DB Mean	80.19	80.13	79.88	79.49	79.15	79.24	79.3	78.09

Service Recovery Psychiatric - 2 South

Response to your concerns and complaints

7 of 8 qts Outperform

Unit Mean

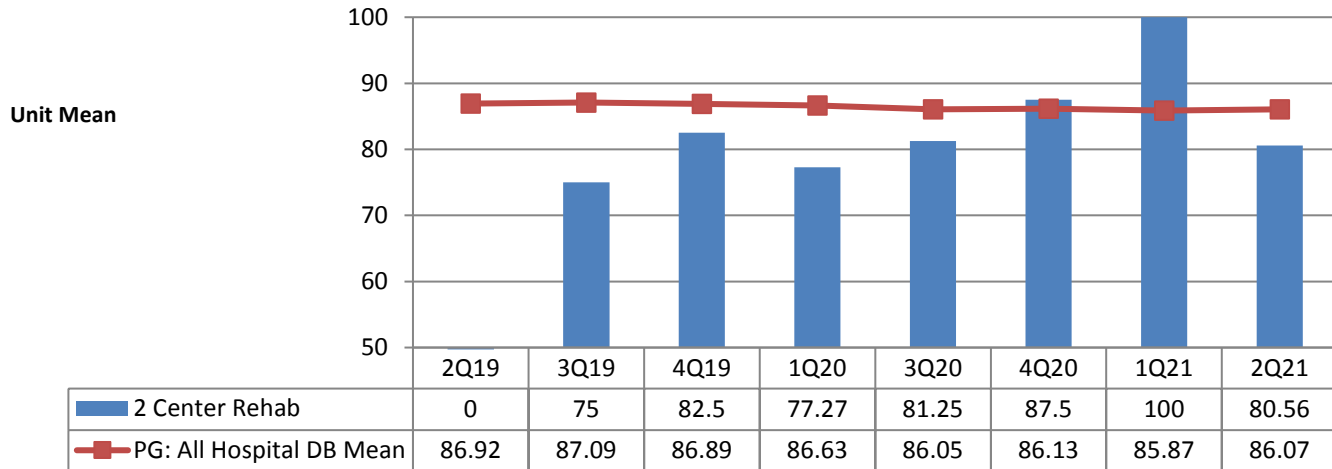


2 South	82.81	85.71	91.67	87.5	86.36	86.54	0	84.72
PG: All Hospital DB Mean	80.19	80.13	79.88	79.49	79.15	79.24	79.3	78.09

Service Recovery Rehabilitation - 2 Center Rehab

Response to concerns/complaints made during your stay

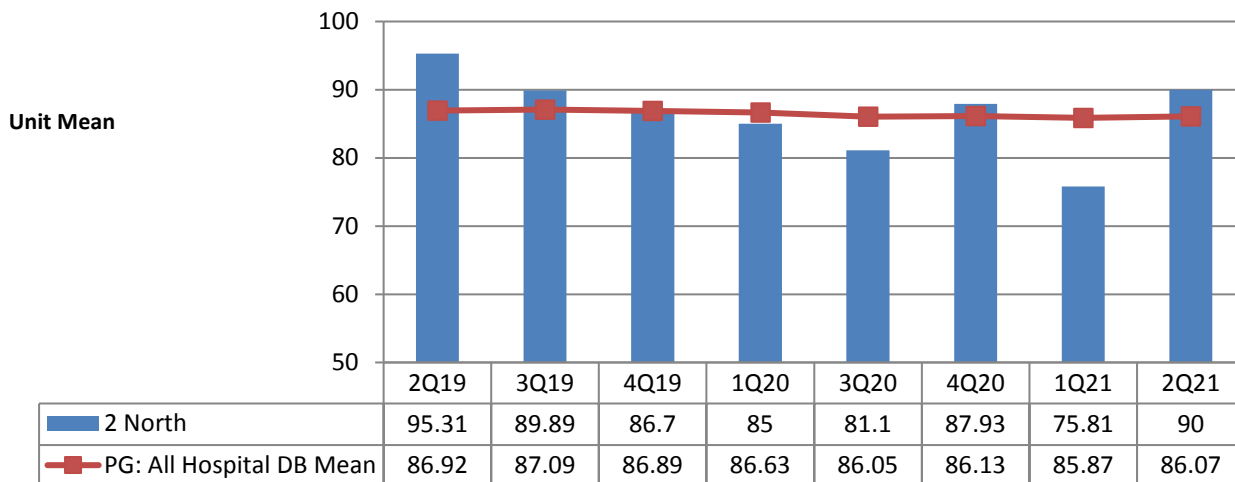
2 of 8 qts Outperform



Service Recovery Med-Surg - 2 North

Response to concerns/complaints made during your stay

2 of 8 qts Outperform



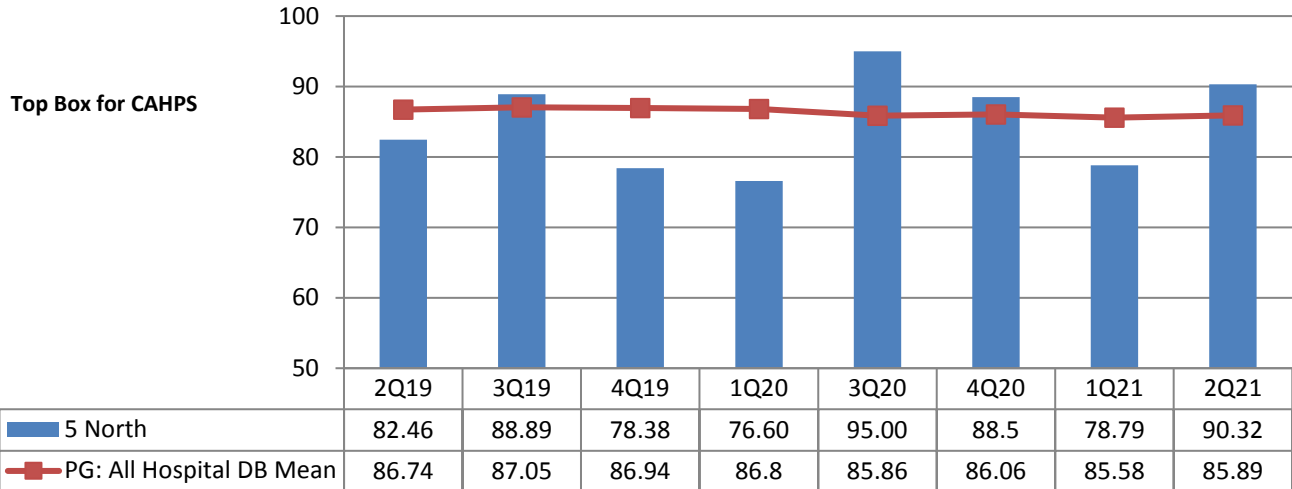
Top Box for CAHPS

Courtesy & Respect

Medical - 5 North

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

4 of 8 qts Outperform

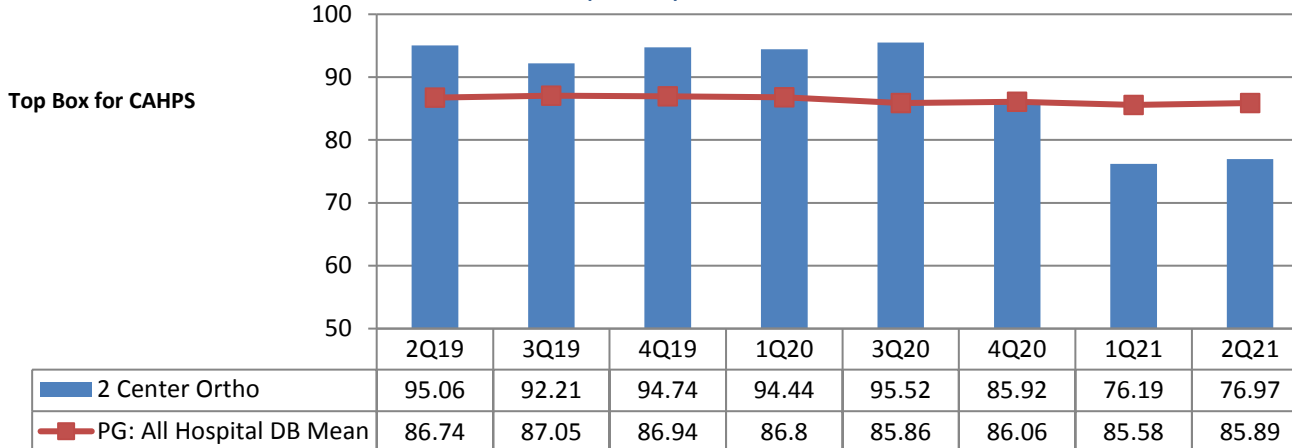


Courtesy & Respect

Surgical - 2 Center Ortho

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

5 of 8 qts Outperform

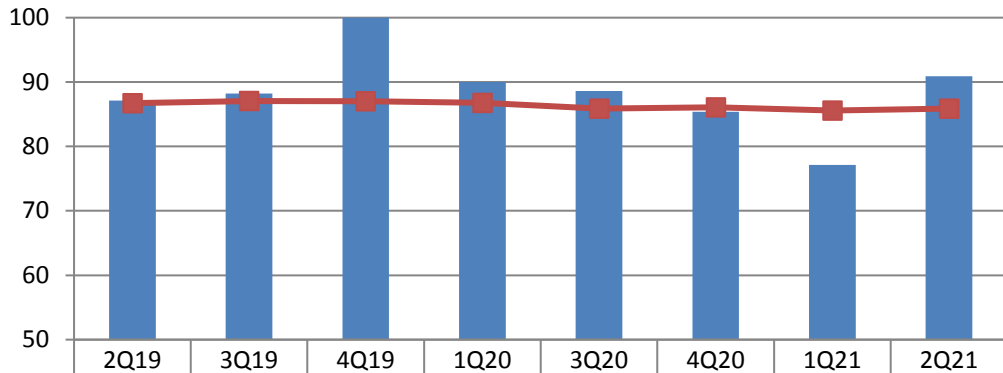


Courtesy & Respect Med-Surg - 3 North

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

6 of 8 qts Outperform

Top Box for CAHPS



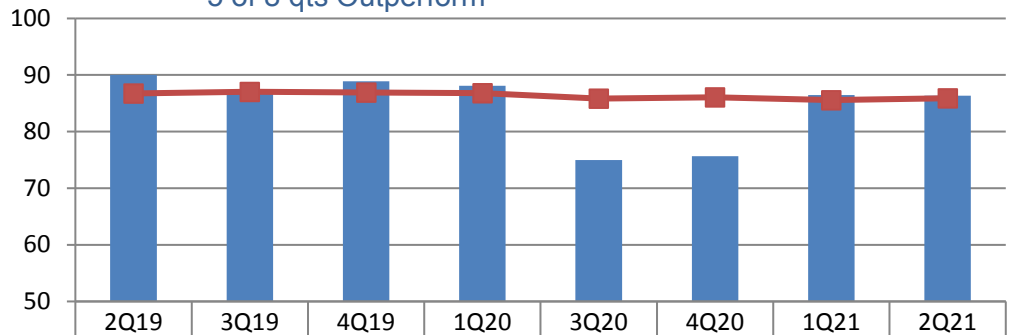
3 North	87.1	88.24	100	90	88.64	85.37	77.14	90.91
PG: All Hospital DB Mean	86.74	87.05	87	86.8	85.86	86.06	85.58	85.89

Courtesy & Respect Step Down - 5 South

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

5 of 8 qts Outperform

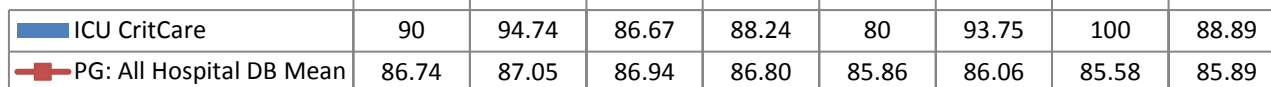
Top Box for CAHPS



5 South	90	86.67	88.89	88.10	75.00	75.68	86.49	86.36
PG: All Hospital DB Mean	86.74	87.05	86.94	86.80	85.86	86.06	85.58	85.89

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

Top Box for CAHPS



not collected by vendor

Top Box for CAHPS

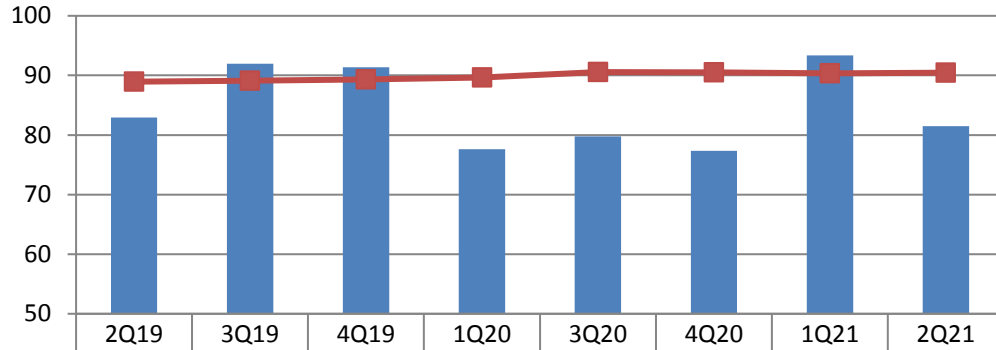


Courtesy & Respect Psychiatric - 1 South

Friendliness/courtesy of the nurses

3 of 8 qts Outperform

Top Box for CAHPS



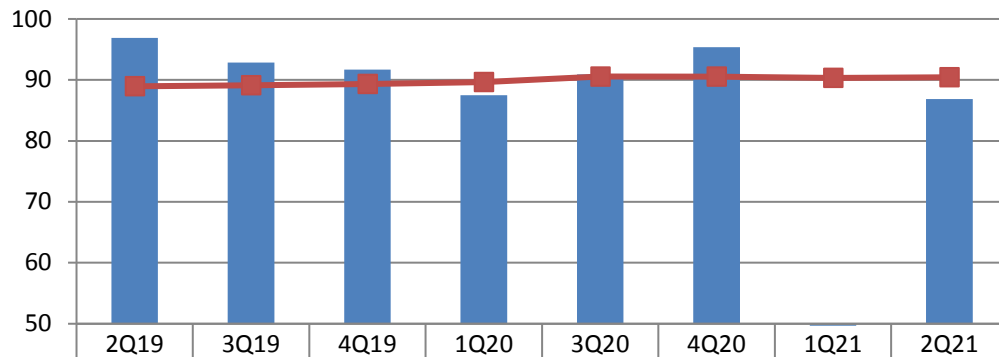
1 South	82.95	91.94	91.38	77.59	79.76	77.34	93.33	81.5
PG: All Hospital DB Mean	88.95	89.13	89.35	89.64	90.56	90.52	90.35	90.45

Courtesy & Respect Psychiatric - 2 South

Friendliness/courtesy of the nurses

5 of 8 qts Outperform

Top Box for CAHPS



2 South	96.88	92.86	91.67	87.5	90.91	95.37	0	86.84
PG: All Hospital DB Mean	88.95	89.13	89.35	89.64	90.56	90.52	90.35	90.45

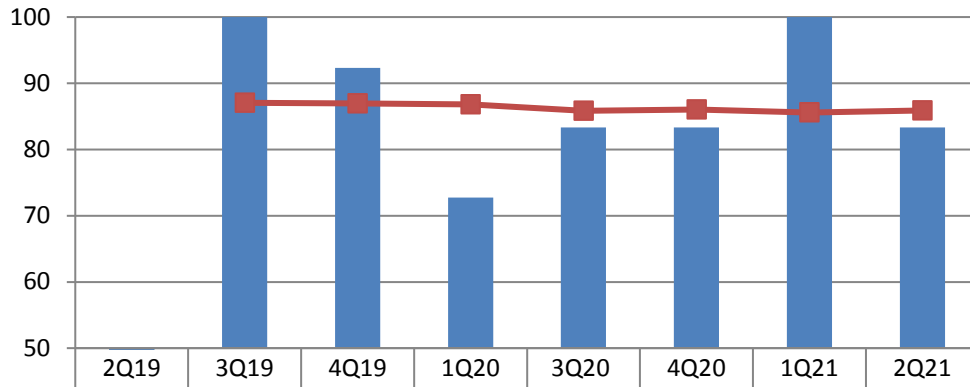
Courtesy & Respect

Rehabilitation - 2 Center Rehab

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

3 of 8 qts Outperform

Top Box for CAHPS



2 Center Rehab	0	100	92.31	72.73	83.33	83.33	100	83.33
PG: All Hospital DB Mean		87.05	86.94	86.8	85.86	86.06	85.58	85.89

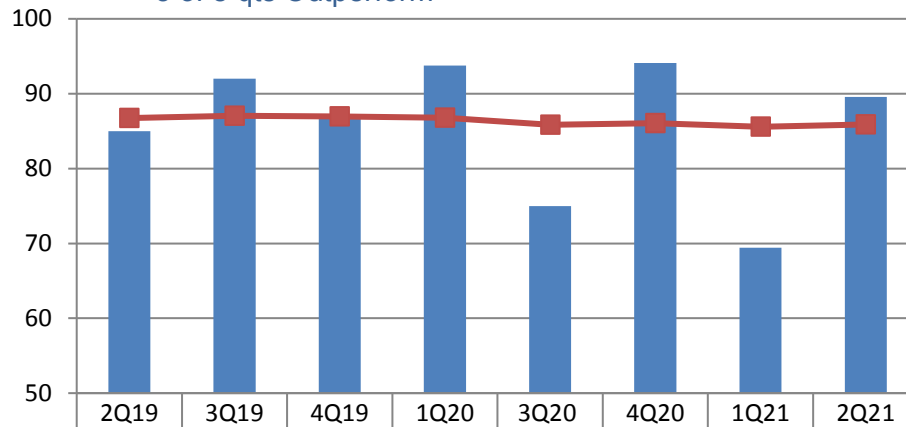
Courtesy & Respect

Med-Surg - 2 North

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

3 of 8 qts Outperform

Top Box for CAHPS



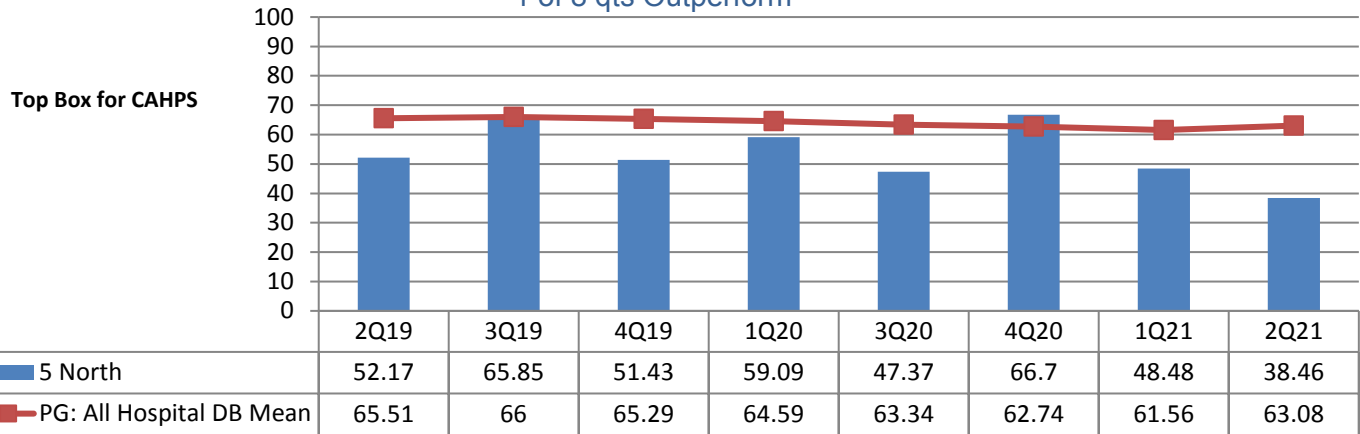
2 North	85	92	87.27	93.75	75	94.12	69.44	89.58
PG: All Hospital DB Mean	86.74	87.05	86.94	86.8	85.86	86.06	85.58	85.89

Top Box for CAHPS

Responsiveness Medical - 5 North

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

1 of 8 qts Outperform

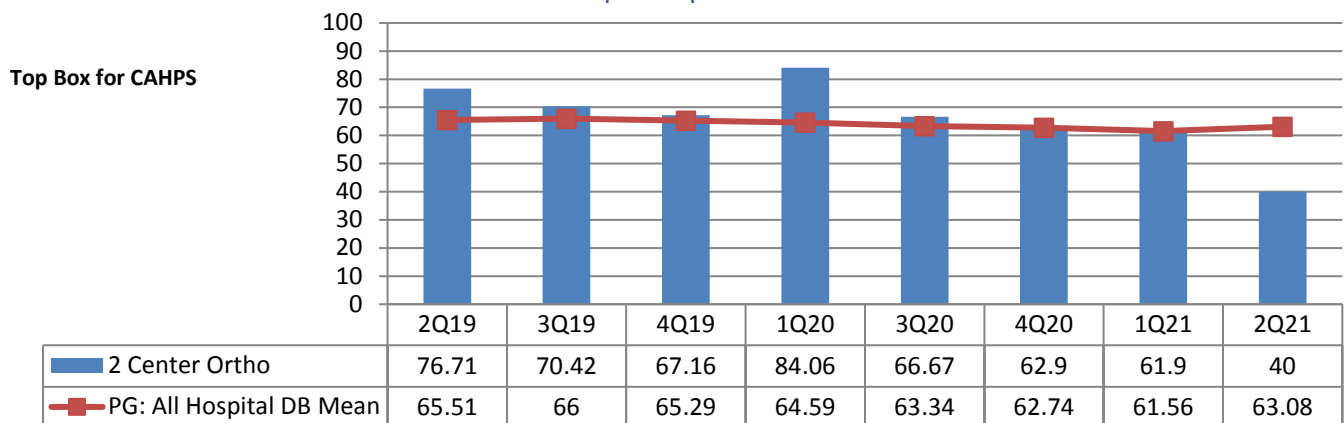


Responsiveness

Surgical - 2 Center Ortho

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



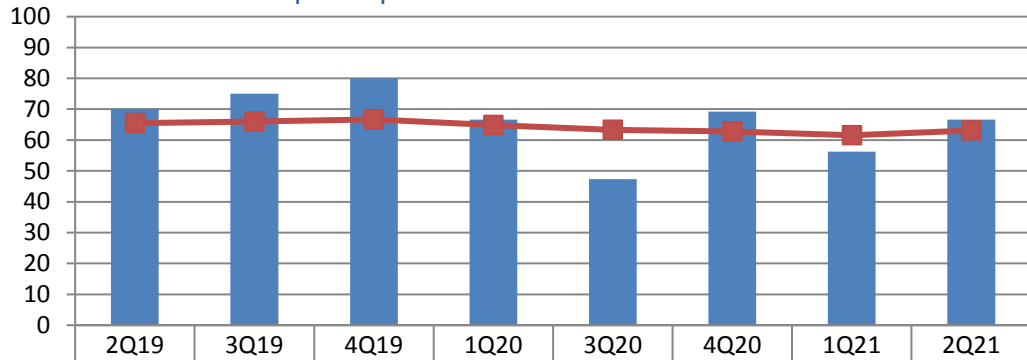
Responsiveness

Med-Surg - 3 North

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

6 of 8 qts Outperform

Top Box for CAHPS



3 North	70.2	75	80	66.67	47.37	69.23	56.25	66.67
PG: All Hospital DB Mean	65.51	66	66.7	64.9	63.34	62.74	61.56	63.08

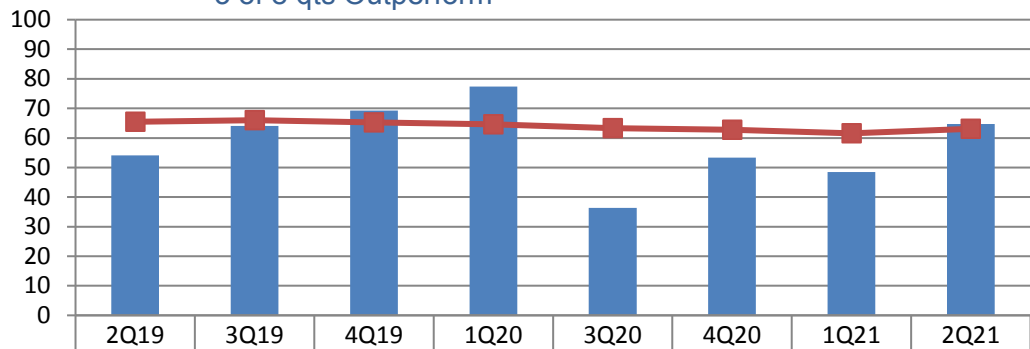
Responsiveness

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?

3 of 8 qts Outperform

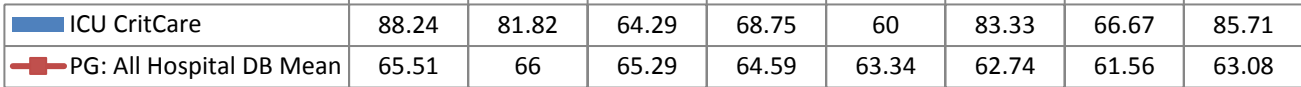
Top Box for CAHPS



5 South	54.05	64.1	69.23	77.42	36.36	53.33	48.48	64.71
PG: All Hospital DB Mean	65.51	66	65.29	64.59	63.34	62.74	61.56	63.08

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

Top Box for CAHPS



not collected by vendor

Top Box for CAHPS

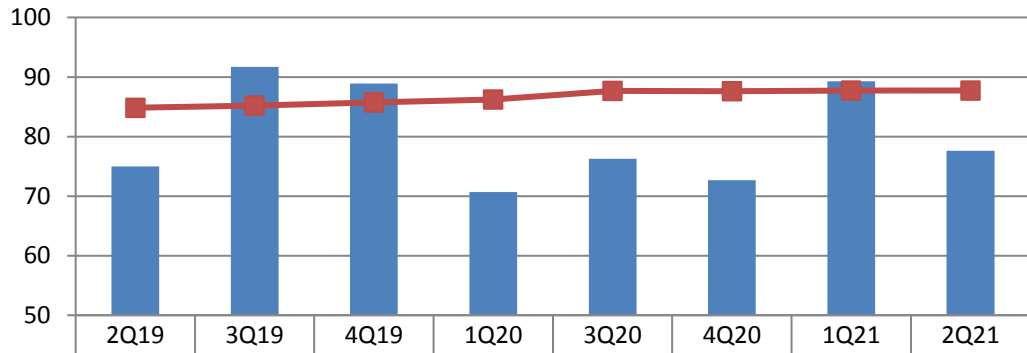


Responsiveness Psychiatric - 1 South

Promptness of nurses in responding to your requests

3 of 8 qts Outperform

Top Box for CAHPS

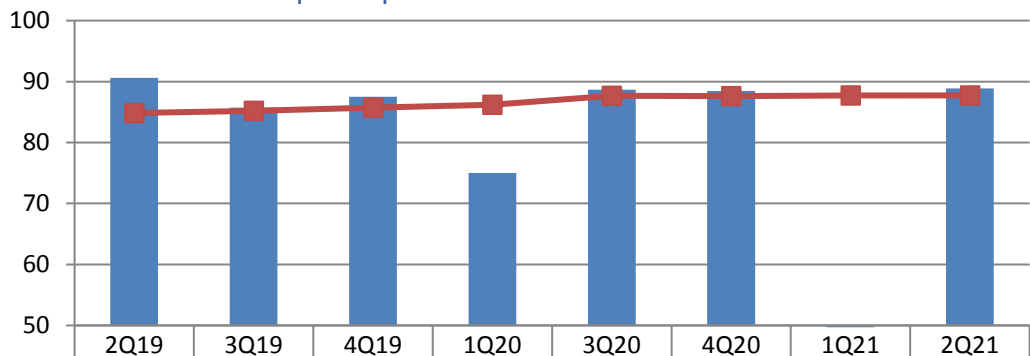


Responsiveness Psychiatric - 2 South

Promptness of nurses in responding to your requests

6 of 8 qts Outperform

Top Box for CAHPS

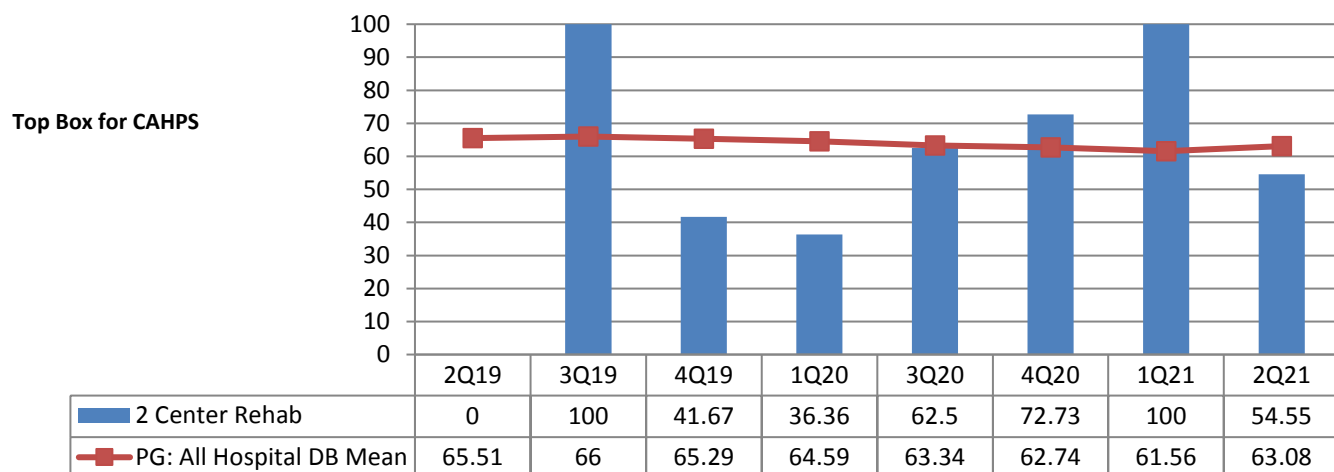


Responsiveness

Rehabilitation - 2 Center Rehab

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

3 of 8 qts Outperform

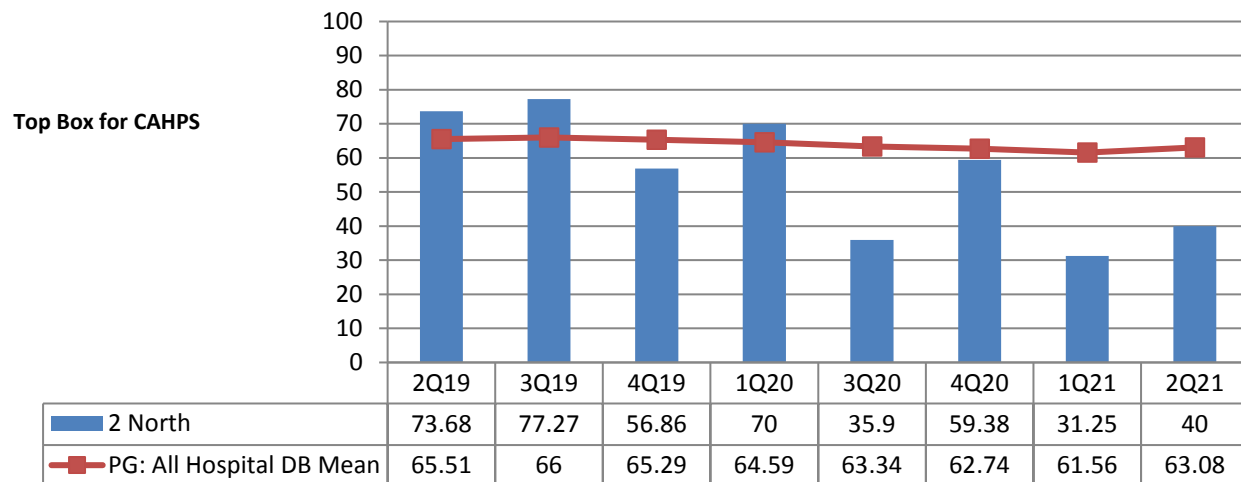


Responsiveness

Med-Surg - 2 North

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

3 of 8 qts Outperform



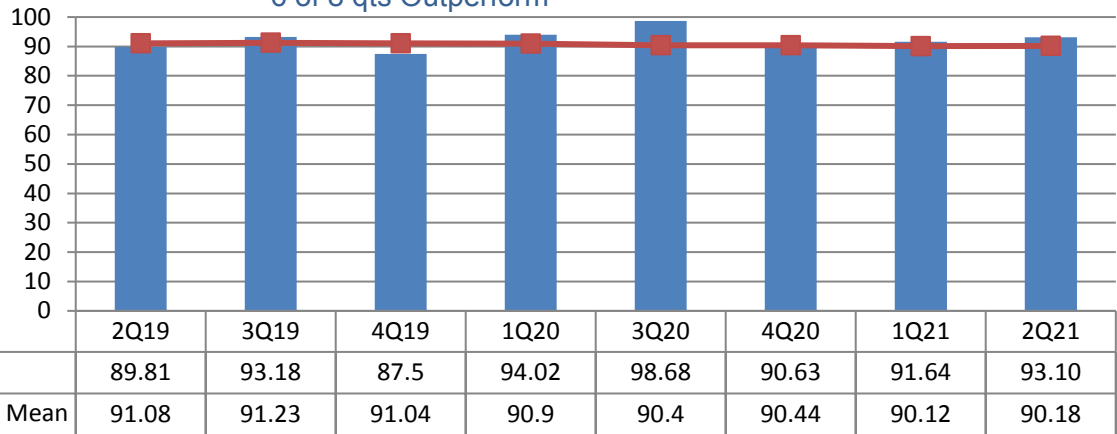
Mean

Care Coordination Medical - 5 North

How well staff worked together to care for you

6 of 8 qts Outperform

Mean

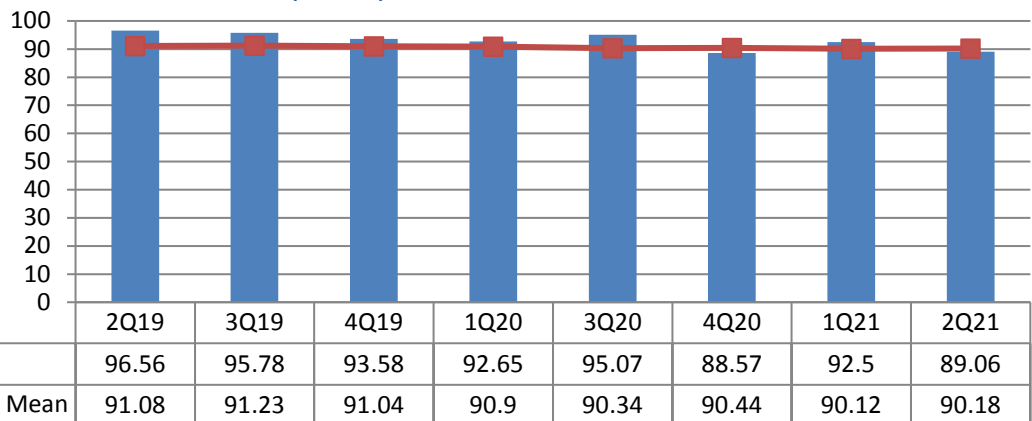


Care Coordination Surgical - 2 Center Ortho

How well staff worked together to care for you

6 of 8 qts Outperform

Mean

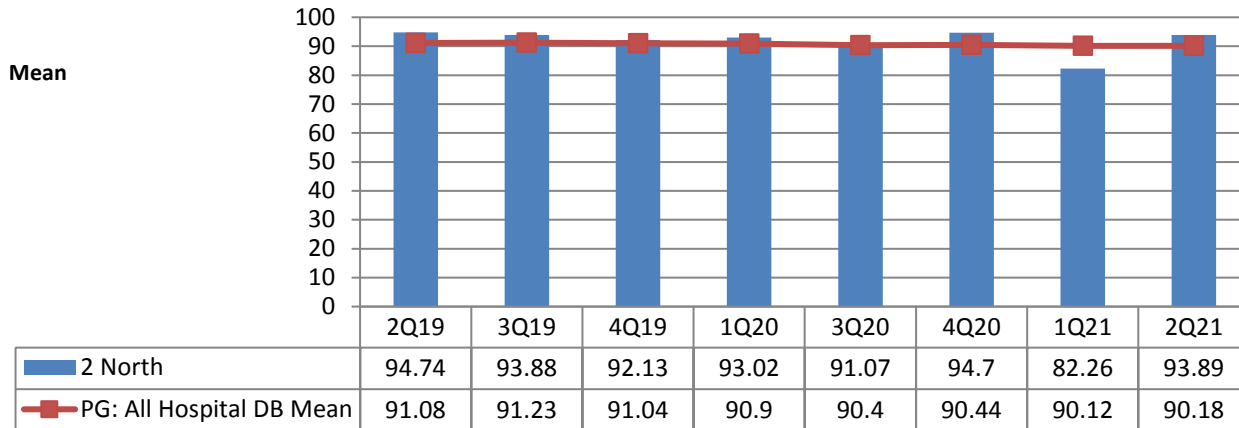


Care Coordination

Med-Surg - 2 North

How well staff worked together to care for you

6 of 8 qts Outperform

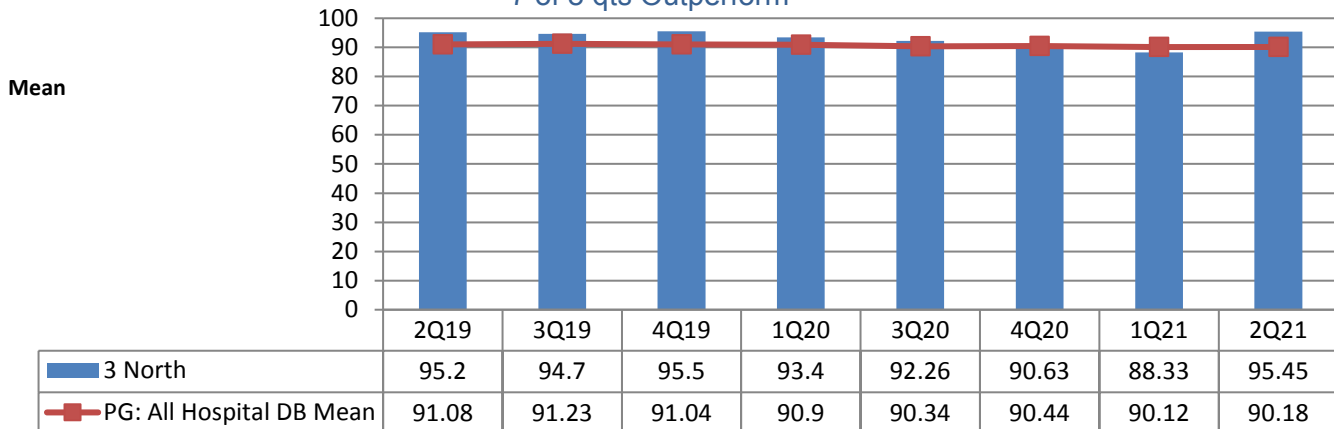


Care Coordination

Med-Surg - 3 North

How well staff worked together to care for you

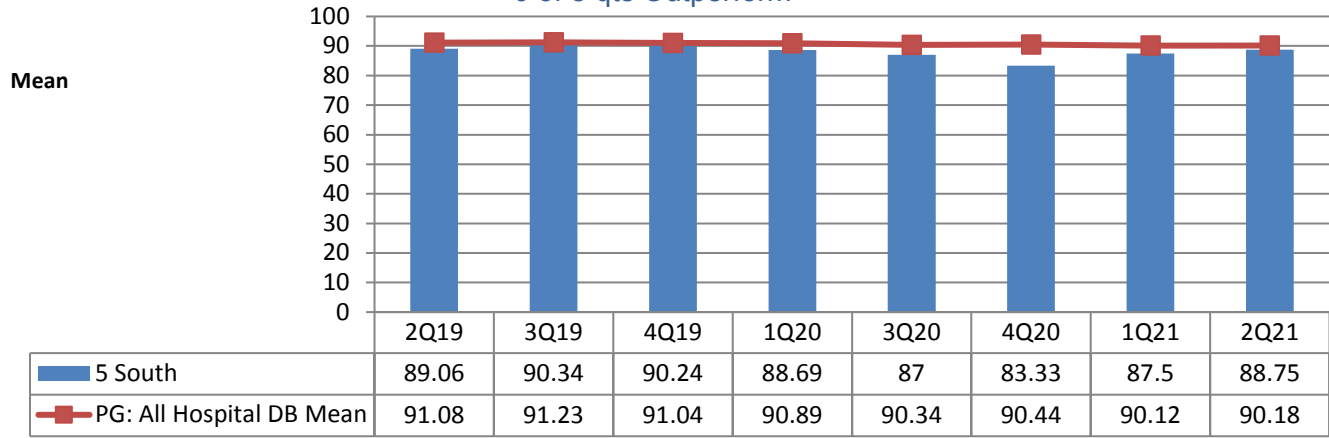
7 of 8 qts Outperform



Care Coordination Step Down - 5 South

How well staff worked together to care for you

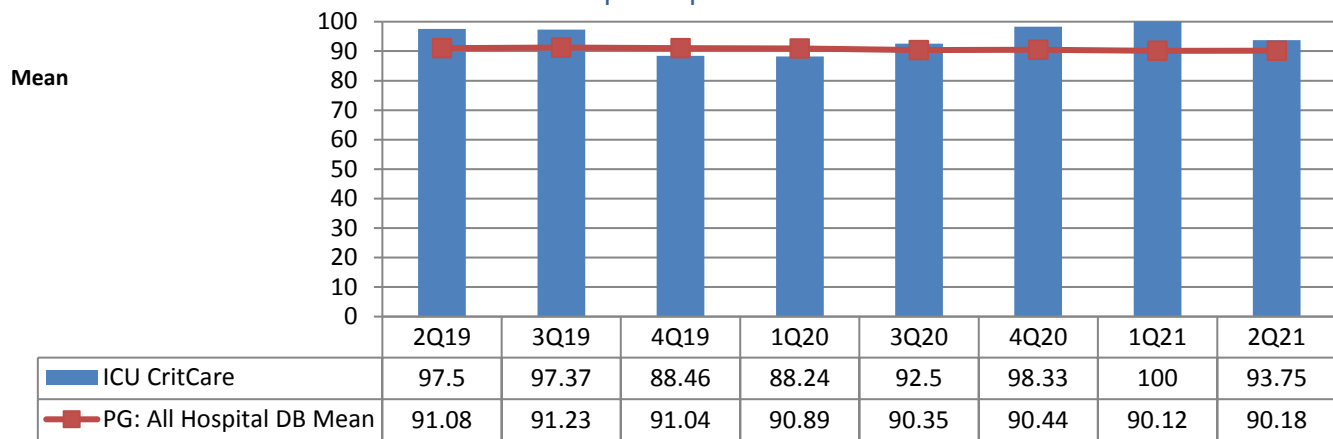
0 of 8 qts Outperform



Care Coordination Critical Care - ICU CritCare

How well staff worked together to care for you

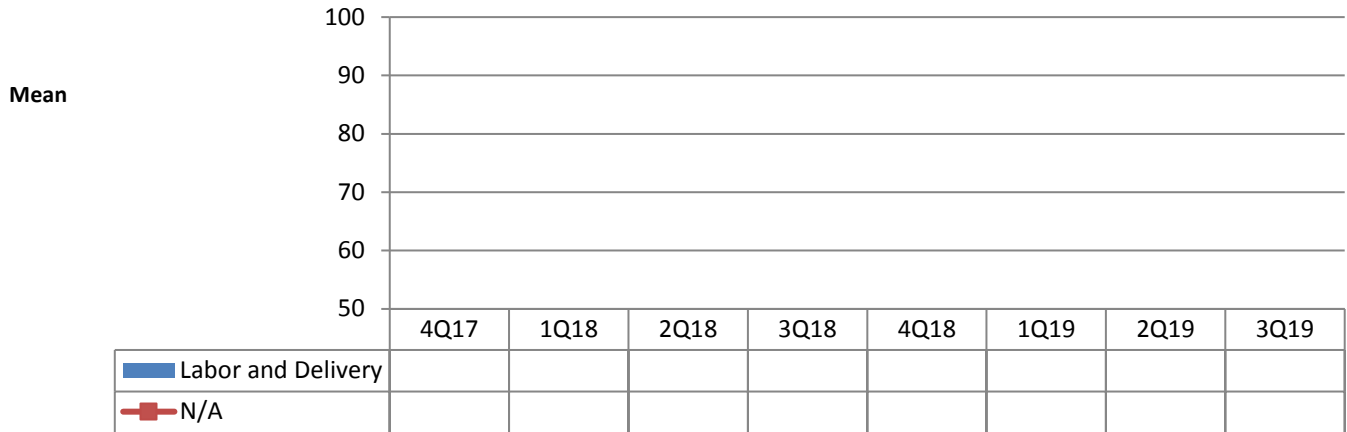
6 of 8 qts Outperform



Care Coordination Labor & Delivery - Labor and Delivery

not collected by vendor

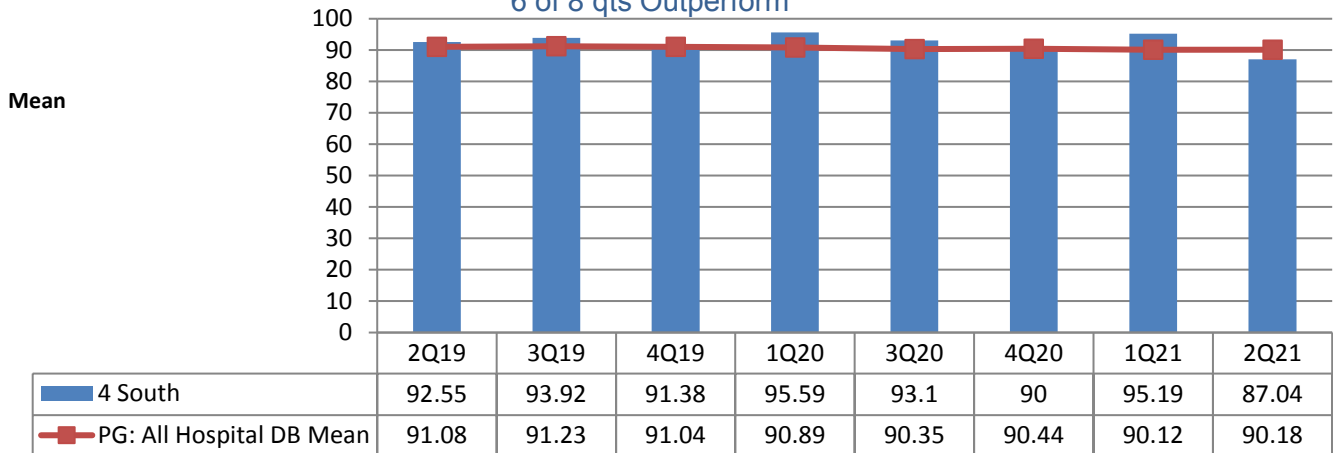
not collected by vendor



Care Coordination Ante/Post Partum - 4 South

How well staff worked together to care for you

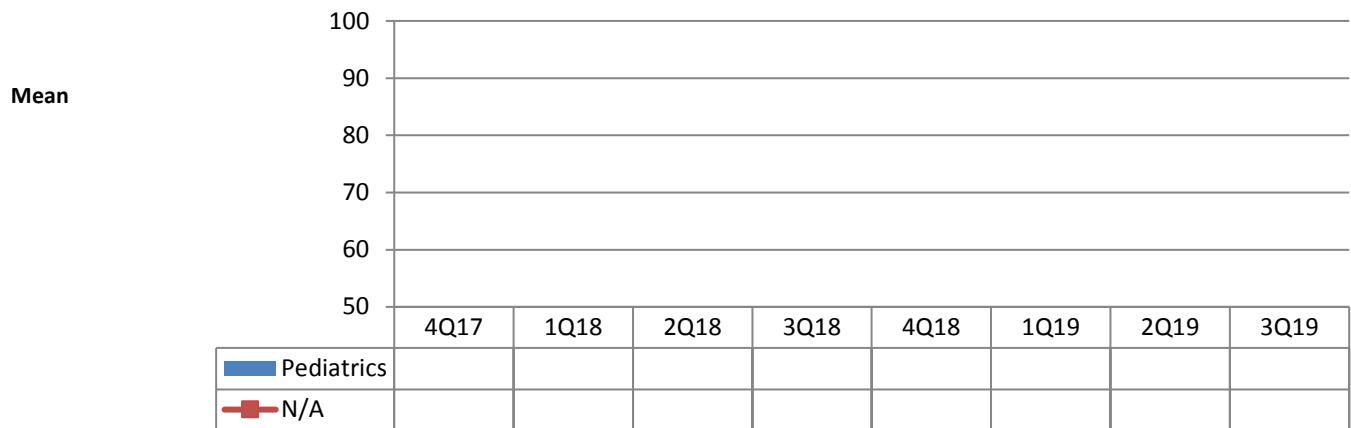
6 of 8 qts Outperform



Care Coordination Pediatrics - Pediatrics

not collected by vendor

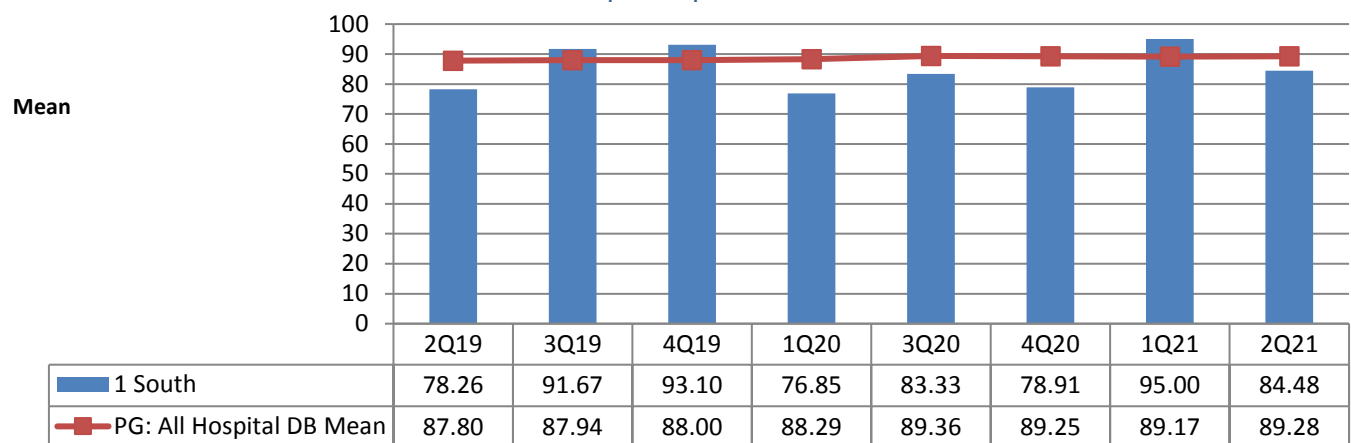
not collected by vendor



Care Coordination Psychiatric - 1 South

How well staff worked together to care for you

3 of 8 qts Outperform

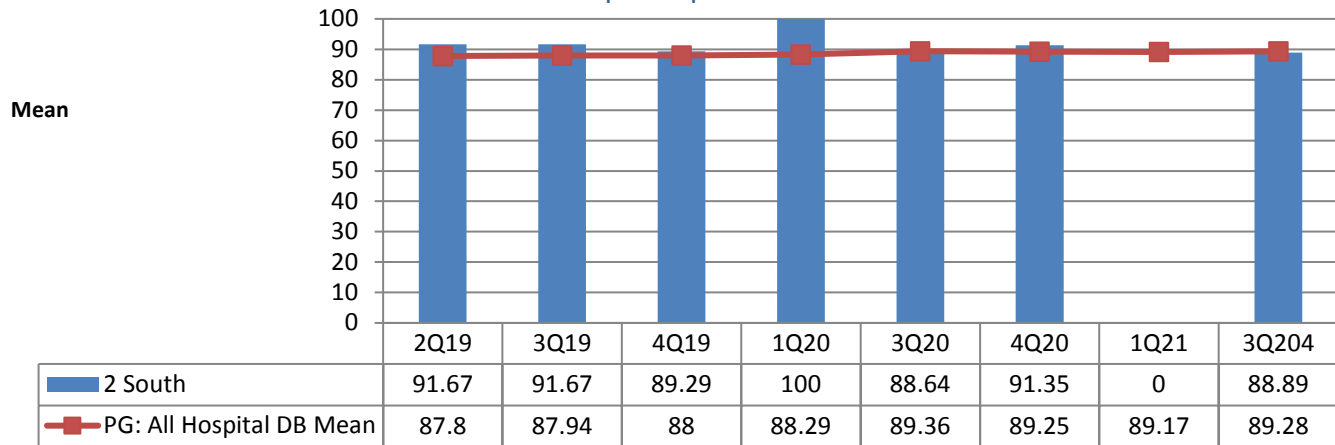


Care Coordination

Psychiatric - 2 South

How well staff worked together to care for you

5 of 8 qts Outperform

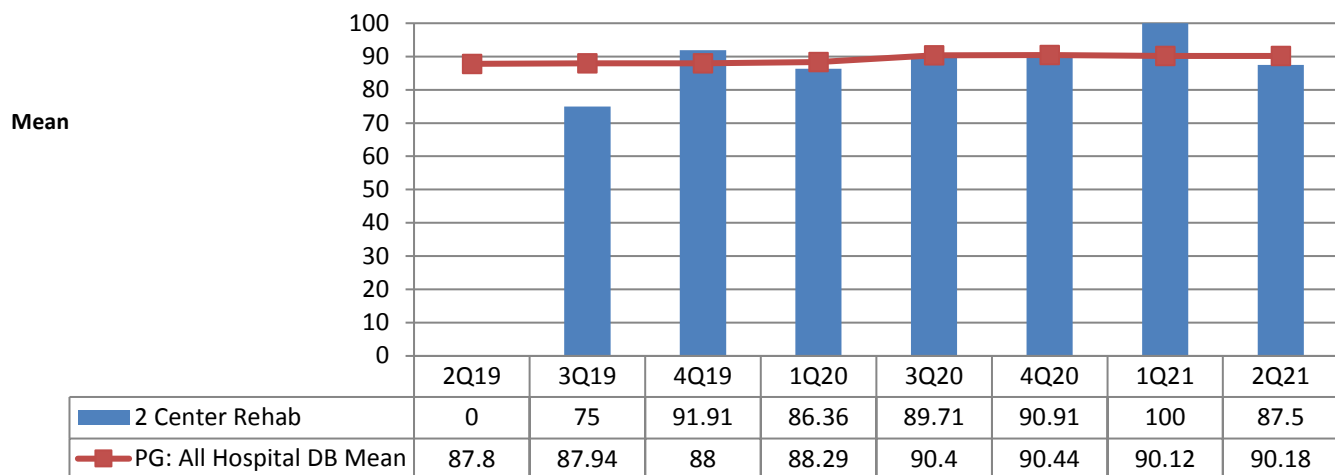


Care Coordination

Rehabilitation - 2 Center Rehab

How well staff worked together to care for you

3 of 8 qts Outperform

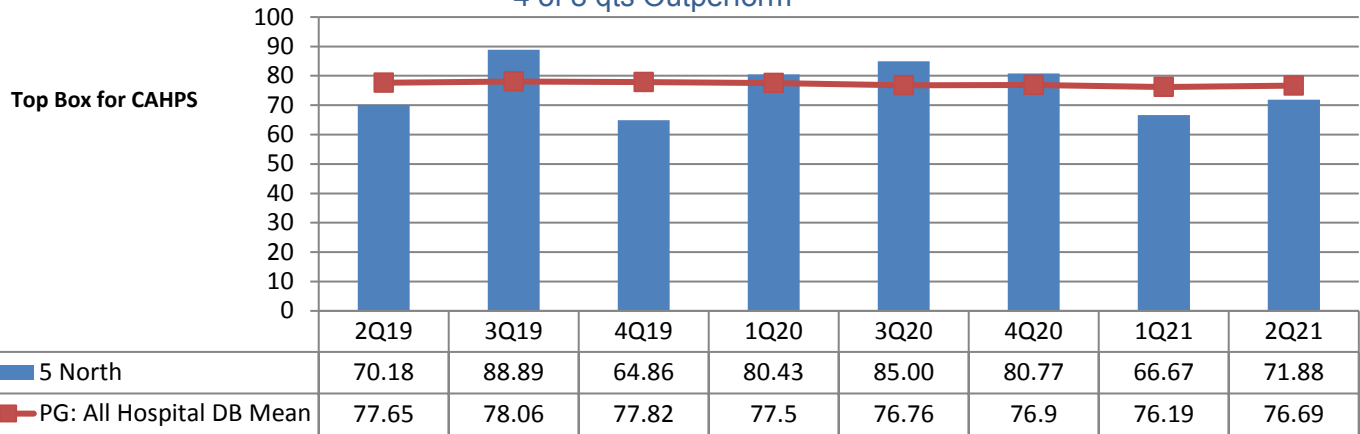


Top Box for CAHPS

Careful Listening Medical - 5 North

During this hospital stay, how often did nurses listen carefully to you?

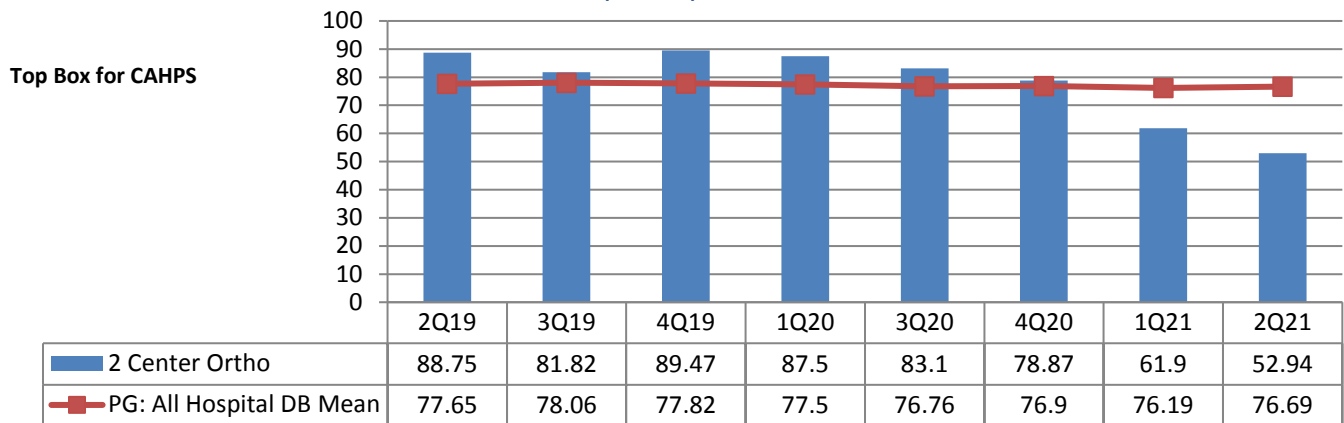
4 of 8 qts Outperform



Careful Listening Surgical - 2 Center Ortho

During this hospital stay, how often did nurses listen carefully to you?

6 of 8 qts Outperform

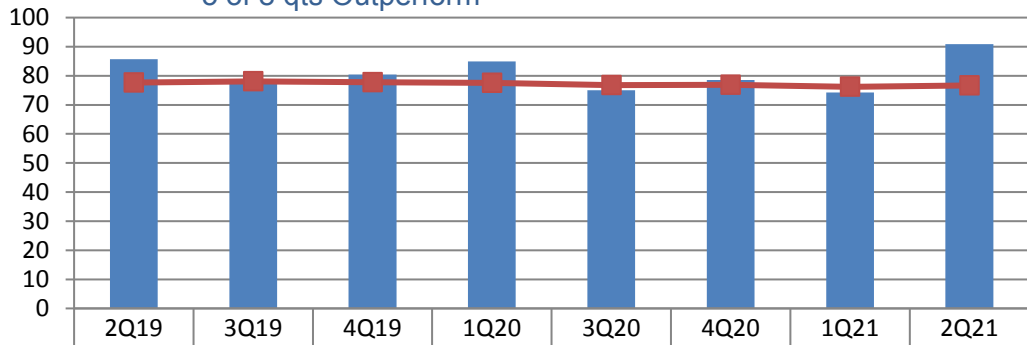


Careful Listening Med-Surg - 3 North

During this hospital stay, how often did nurses listen carefully to you?

5 of 8 qts Outperform

Top Box for CAHPS



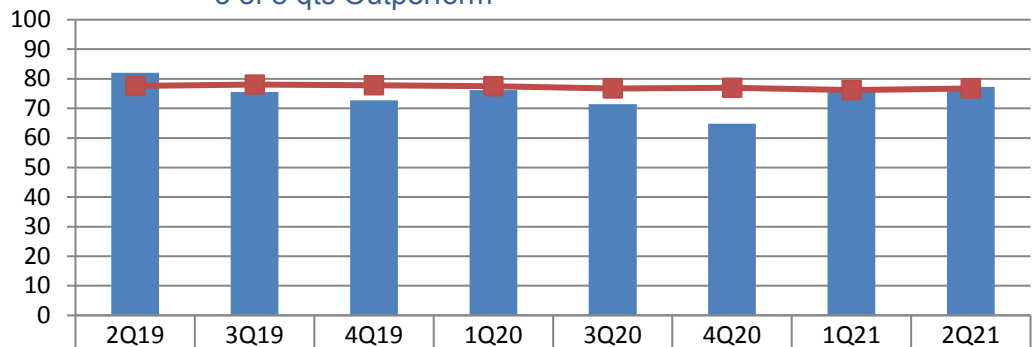
3 North	85.71	77.36	80.36	84.91	75	78.57	74.29	90.91
PG: All Hospital DB Mean	77.65	78.06	77.82	77.5	76.76	76.9	76.19	76.69

Careful Listening Step Down - 5 South

During this hospital stay, how often did nurses listen carefully to you?

3 of 8 qts Outperform

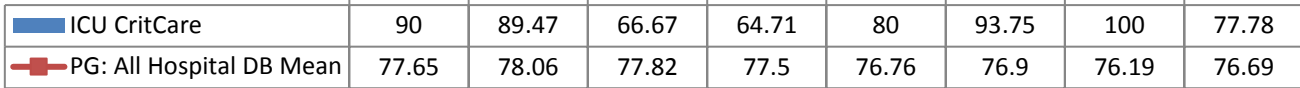
Top Box for CAHPS



5 South	82	75.56	72.73	76.19	71.43	64.86	76.32	77.27
PG: All Hospital DB Mean	77.65	78.06	77.82	77.5	76.76	76.9	76.19	76.69

During this hospital stay, how often did nurses listen carefully to you?

Top Box for CAHPS



not collected by vendor

Top Box for CAHPS

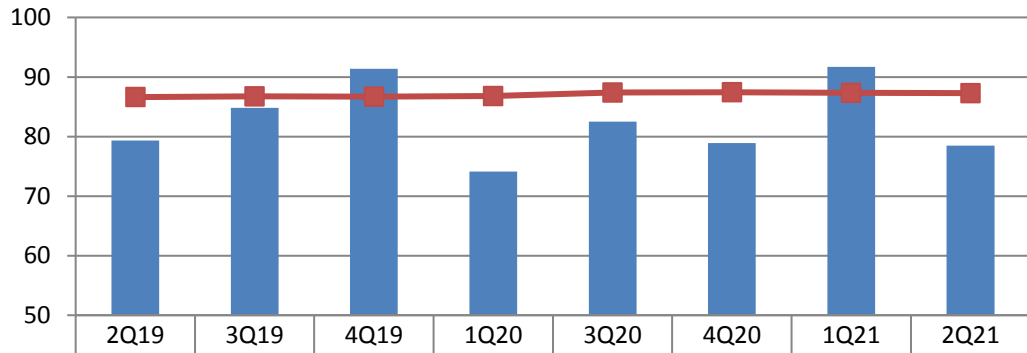


Careful Listening Psychiatric - 1 South

How well the staff showed concern for your emotional needs

2 of 8 qts Outperform

Top Box for CAHPS



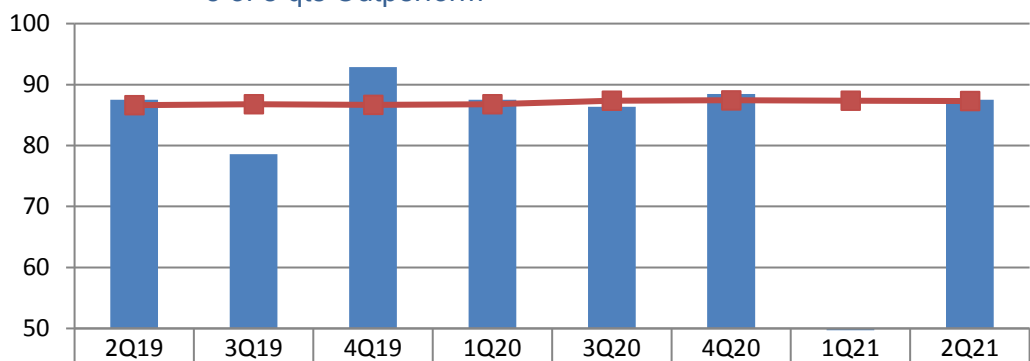
1 South	79.35	84.82	91.38	74.14	82.5	78.91	91.67	78.45
PG: All Hospital DB Mean	86.62	86.75	86.68	86.78	87.37	87.43	87.35	87.31

Careful Listening Psychiatric - 2 South

How well the staff showed concern for your emotional needs

5 of 8 qts Outperform

Top Box for CAHPS



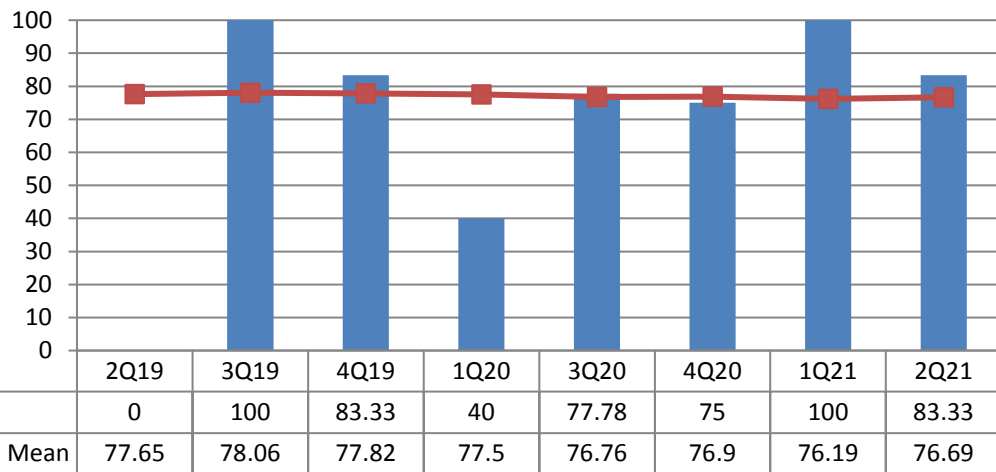
2 South	87.5	78.57	92.86	87.5	86.36	88.46	0	87.5
PG: All Hospital DB Mean	86.62	86.75	86.68	86.78	87.37	87.43	87.35	87.31

Careful Listening Rehabilitation - 2 Center Rehab

During this hospital stay, how often did nurses listen carefully to you?

5 of 8 qts Outperform

Top Box for CAHPS

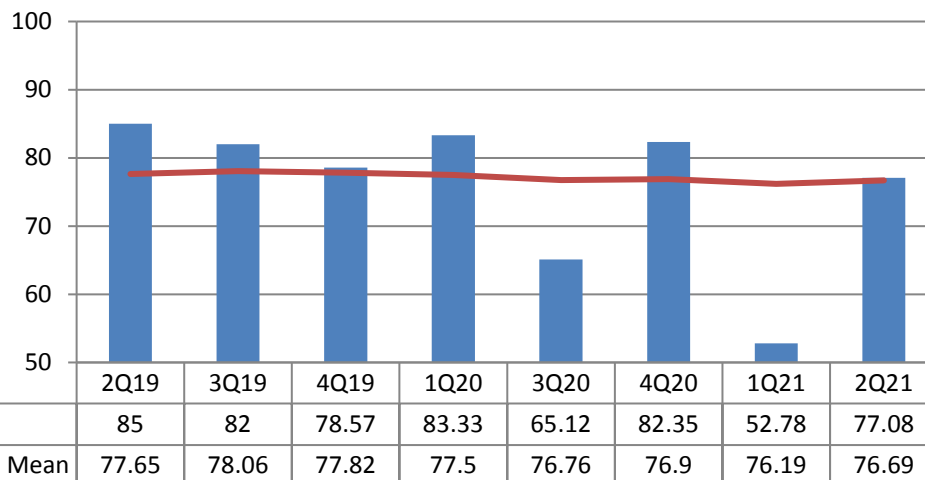


Careful Listening Med-Surg - 2 North

During this hospital stay, how often did nurses listen carefully to you?

6 of 8 qts Outperform

Top Box for CAHPS

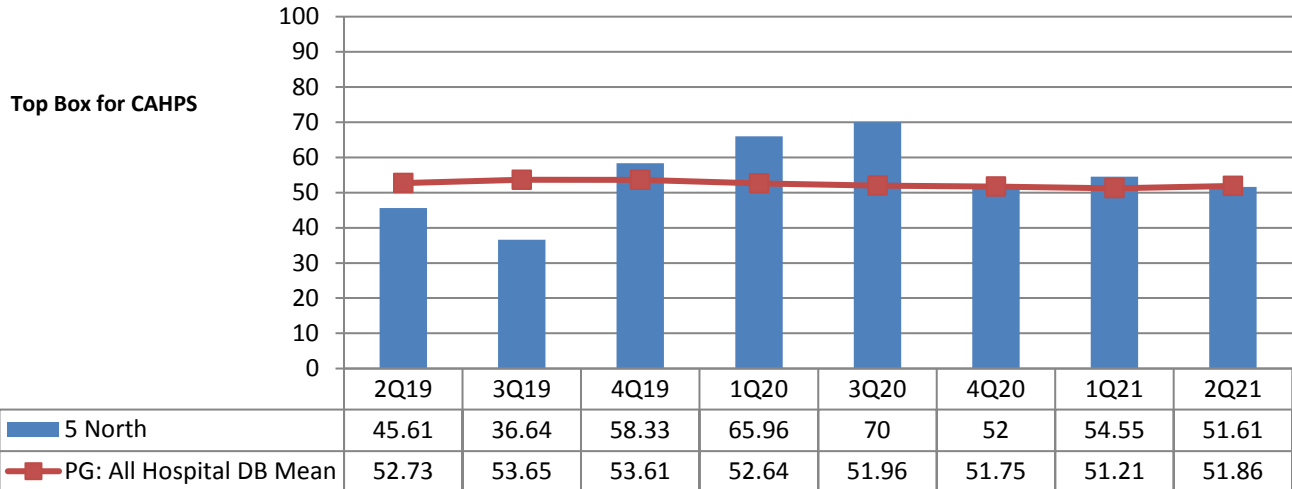


Top Box for CAHPS

Patient Education Medical - 5 North

When I left the hospital, I had a good understanding of the things I was responsible for in managing my health.

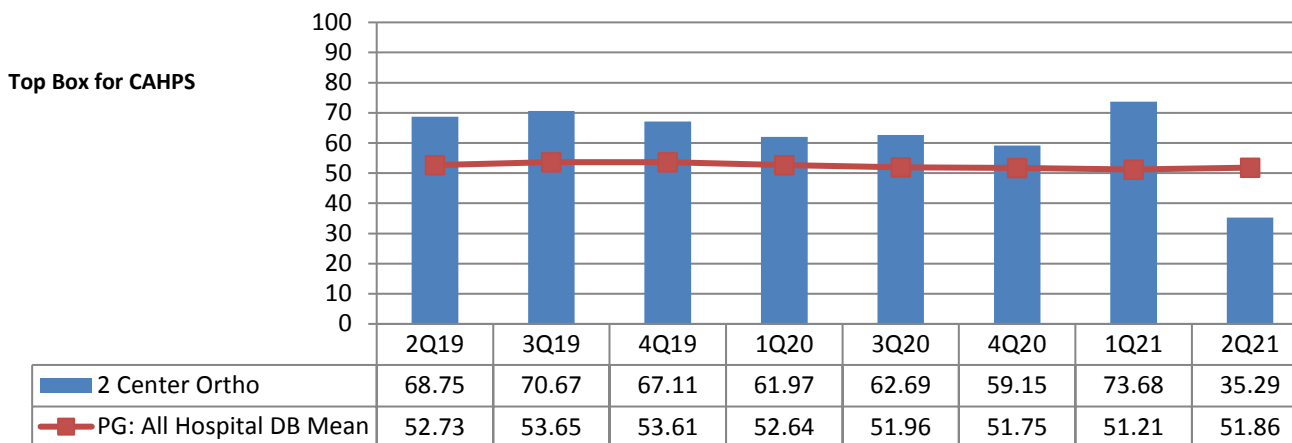
5 of 8 qts Outperform



Patient Education Surgical - 2 Center Ortho

When I left the hospital, I had a good understanding of the things I was responsible for in managing my health.

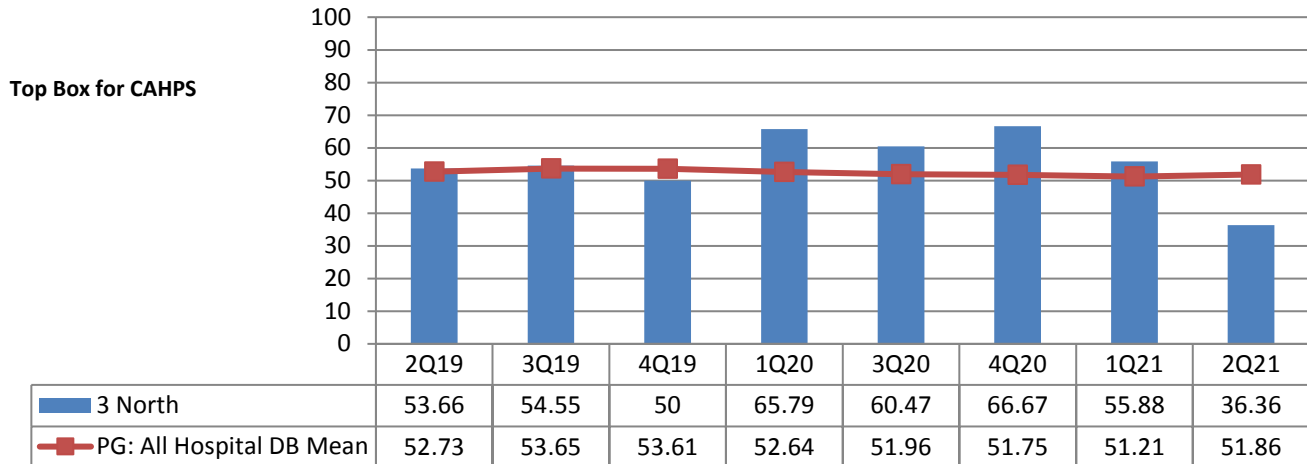
7 of 8 qts Outperform



Patient Education Med-Surg - 3 North

When I left the hospital, I had a good understanding of the things I was responsible for in managing my health.

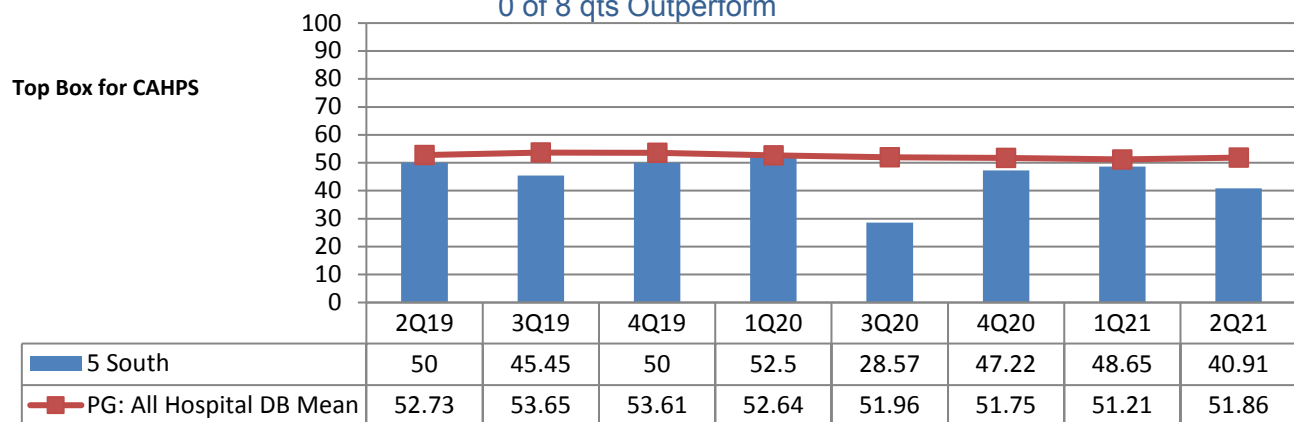
6 of 8 qts Outperform



Patient Education Step Down - 5 South

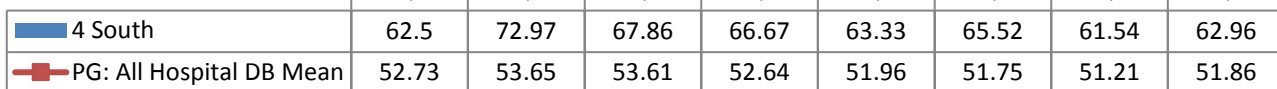
When I left the hospital, I had a good understanding of the things I was responsible for in managing my health.

0 of 8 qts Outperform



When I left the hospital, I had a good understanding of the things I was responsible for in managing my health.

Top Box for CAHPS



Insert actual question here.

Top Box for CAHPS

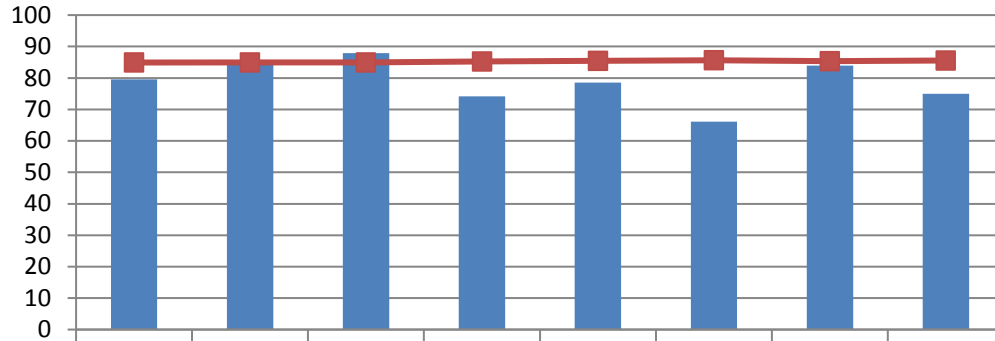


Patient Education Psychiatric - 1 South

Degree to which nurses introduced you to your unit and program

1 of 8 qts Outperform

Top Box for CAHPS



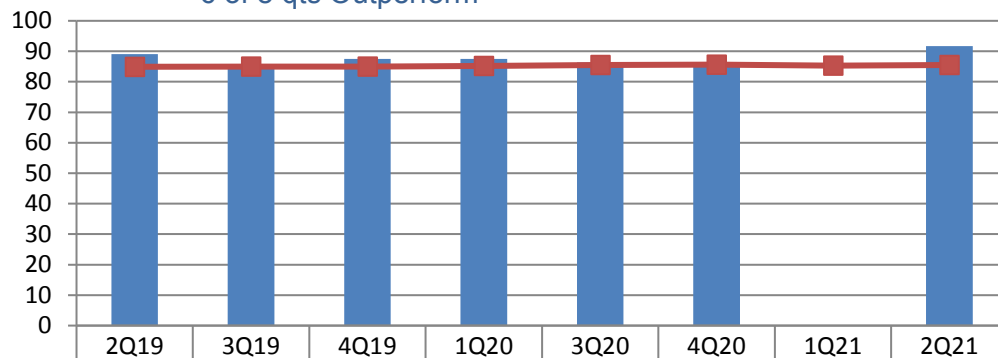
1 South	79.55	84.68	87.93	74.14	78.57	66.13	83.93	75
PG: All Hospital DB Mean	84.92	84.98	84.96	85.21	85.49	85.63	85.33	85.55

Patient Education Psychiatric - 2 South

Degree to which nurses introduced you to your unit and program

6 of 8 qts Outperform

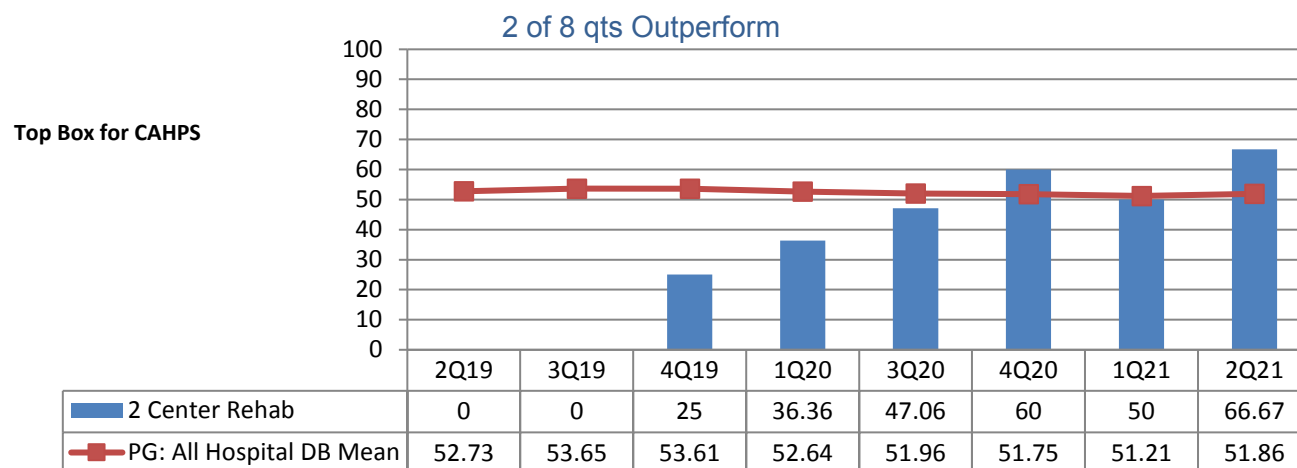
Top Box for CAHPS



2 South	89.06	85.71	87.5	87.5	86.36	85.58	0	91.67
PG: All Hospital DB Mean	84.92	84.98	84.96	85.21	85.49	85.63	85.33	85.55

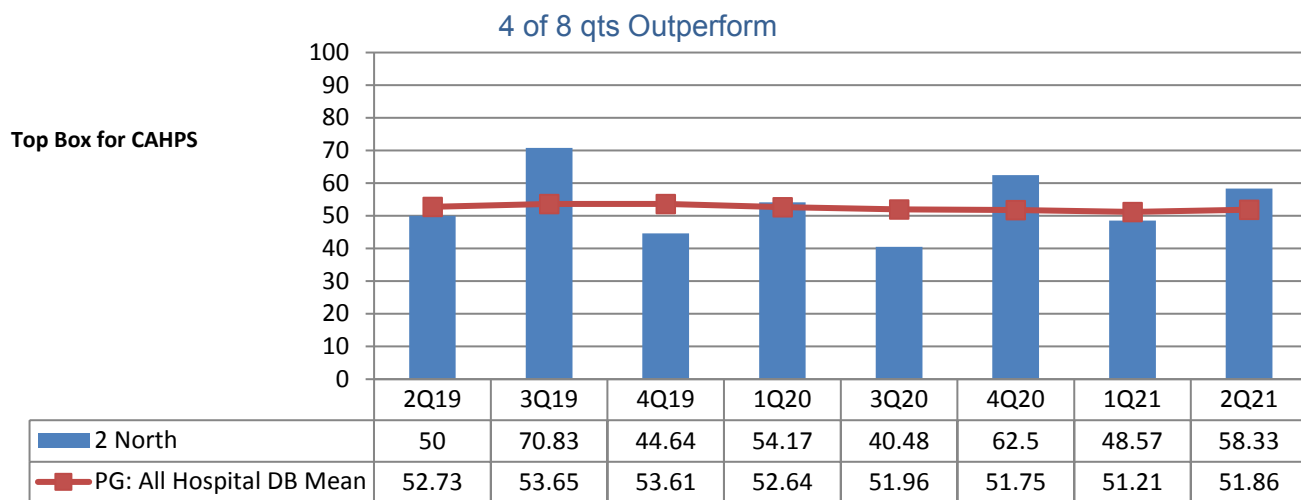
Patient Education Rehabilitation - 2 Center Rehab

When I left the hospital, I had a good understanding of the things I was responsible for in managing my health.



Patient Education Med-Surg - 2 North

When I left the hospital, I had a good understanding of the things I was responsible for in managing my health.



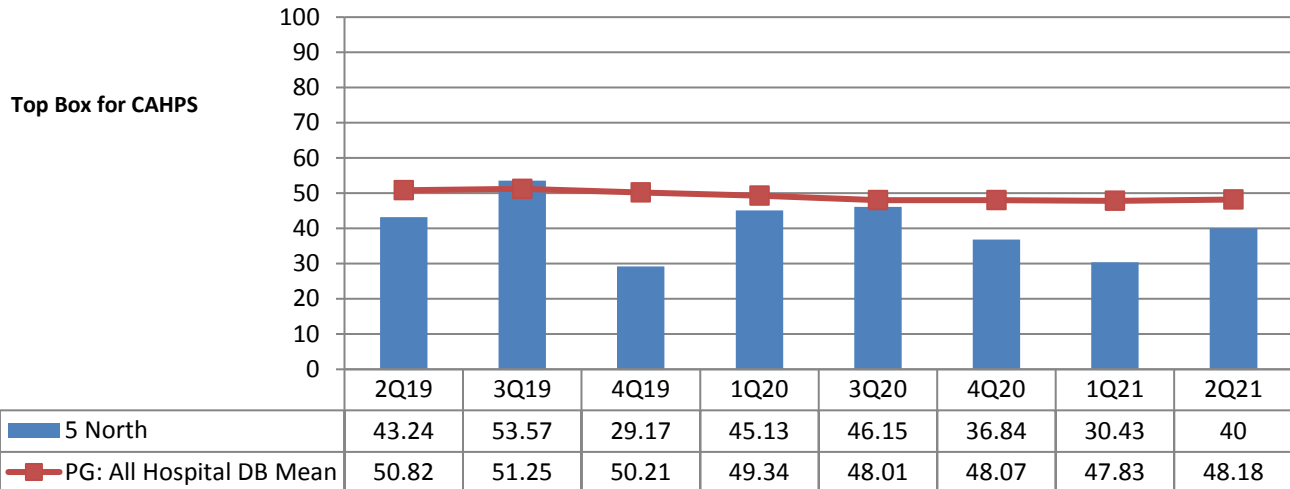
Top Box for CAHPS

Safety

Medical - 5 North

Before giving you any new medicine, how often did hospital staff describe possible side effects in a way you could understand?

1 of 8 qts Outperform

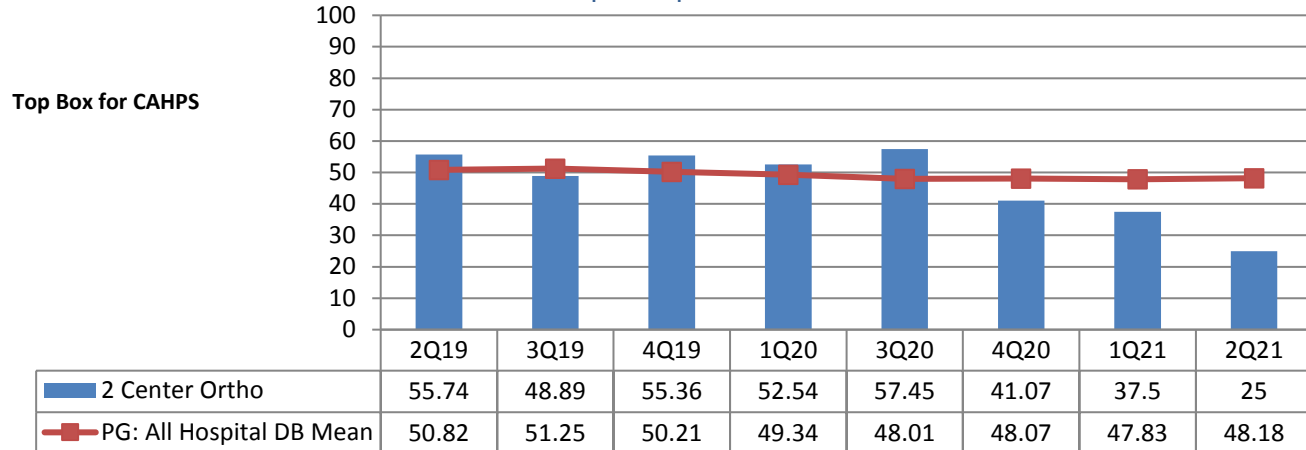


Safety

Surgical - 2 Center Ortho

Before giving you any new medicine, how often did hospital staff describe possible side effects in a way you could understand?

4 of 8 qts Outperform



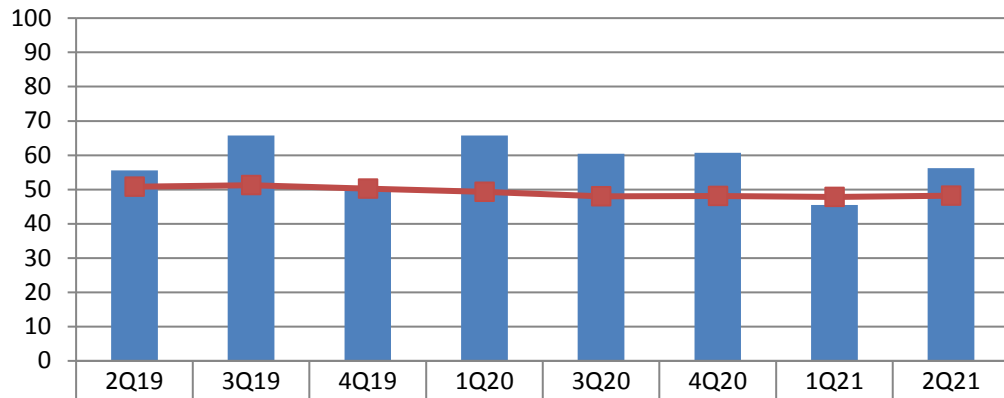
Safety

Med-Surg - 3 North

Before giving you any new medicine, how often did hospital staff describe possible side effects in a way you could

6 of 8 qts Outperform

Top Box for CAHPS



3 North	55.6	65.71	50	65.79	60.47	60.71	45.45	56.25
PG: All Hospital DB Mean	50.82	51.25	50.21	49.34	48.01	48.07	47.83	48.18

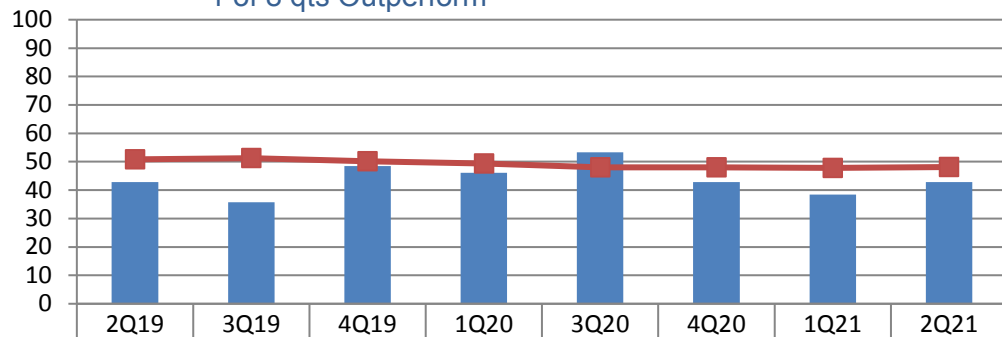
Safety

Step Down - 5 South

Before giving you any new medicine, how often did hospital staff describe possible side effects in a way you could

1 of 8 qts Outperform

Top Box for CAHPS



5 South	42.86	35.71	48.48	46.15	53.33	42.86	38.46	42.86
PG: All Hospital DB Mean	50.82	51.25	50.21	49.34	48.01	48.07	47.83	48.18

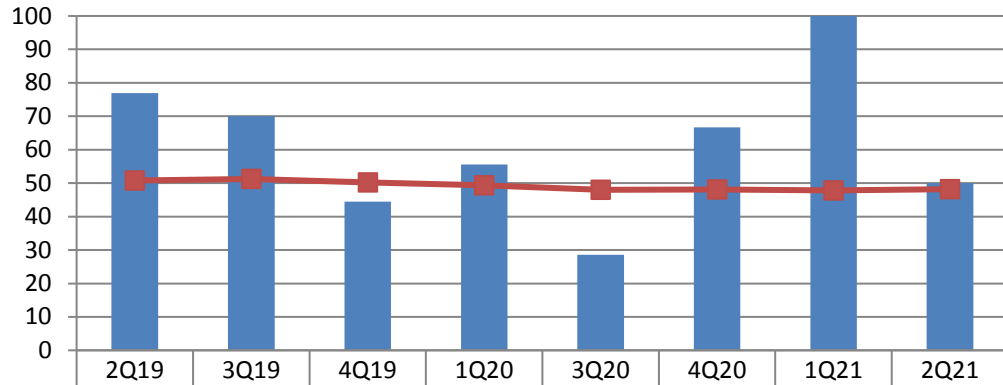
Safety

Critical Care - ICU CritCare

Before giving you any new medicine, how often did hospital staff describe possible side effects in a way you could

6 of 8 qts Outperform

Top Box for CAHPS



ICU CritCare	76.92	70	44.44	55.56	28.57	66.67	100	50
PG: All Hospital DB Mean	50.82	51.25	50.21	49.34	48.01	48.07	47.83	48.18

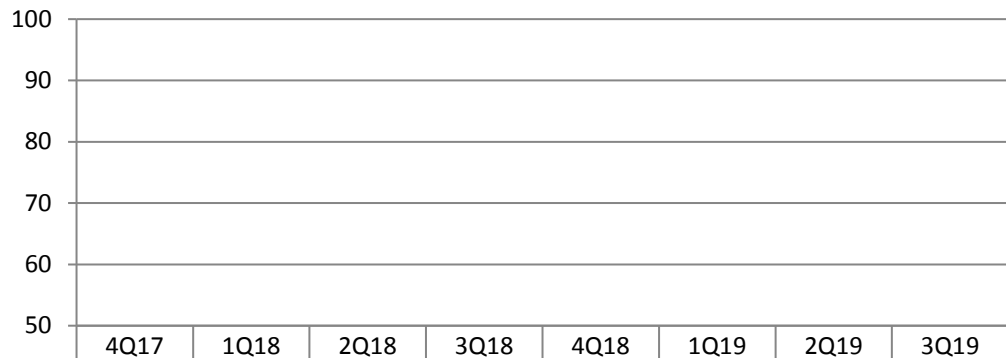
Safety

Labor & Delivery - Labor and Delivery

Insert actual question here.

0 of 8 qts Outperform

Top Box for CAHPS



Labor and Delivery								
Vendor does not survey								

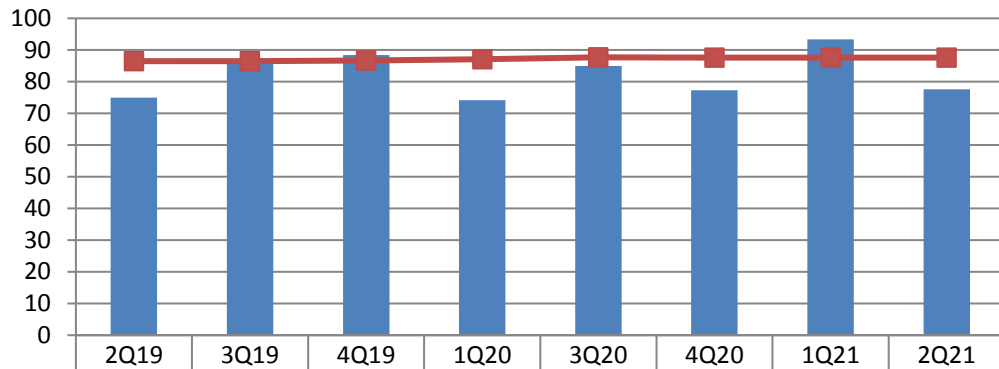
Safety

Psychiatric - 1 South

Degree to which you felt safe on the unit

3 of 8 qts Outperform

Top Box for CAHPS



1 South	75	87.07	88.39	74.14	85	77.34	93.33	77.59
PG: All Hospital DB Mean	86.49	86.53	86.68	87.05	87.7	87.64	87.62	87.63

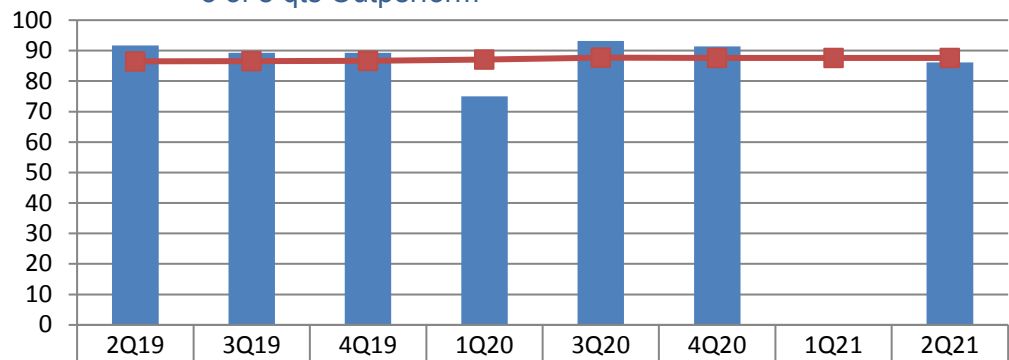
Safety

Psychiatric - 2 South

Degree to which you felt safe on the unit

5 of 8 qts Outperform

Top Box for CAHPS



2 South	91.67	89.29	89.29	75	93.18	91.35	0	86.11
PG: All Hospital DB Mean	86.49	86.53	86.68	87.05	87.7	87.64	87.62	87.63

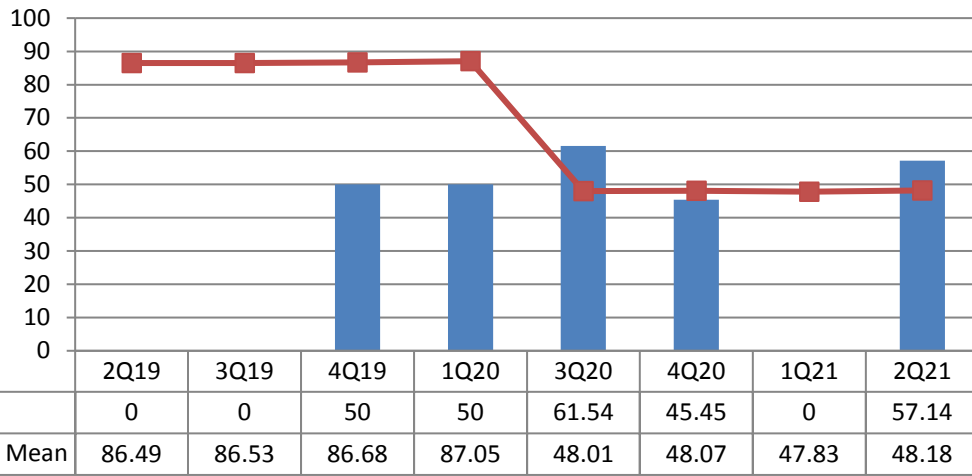
Safety

Rehabilitation - 2 Center Rehab

Before giving you any new medicine, how often did hospital staff describe possible side effects in a way you could

2 of 8 qts Outperform

Top Box for CAHPS



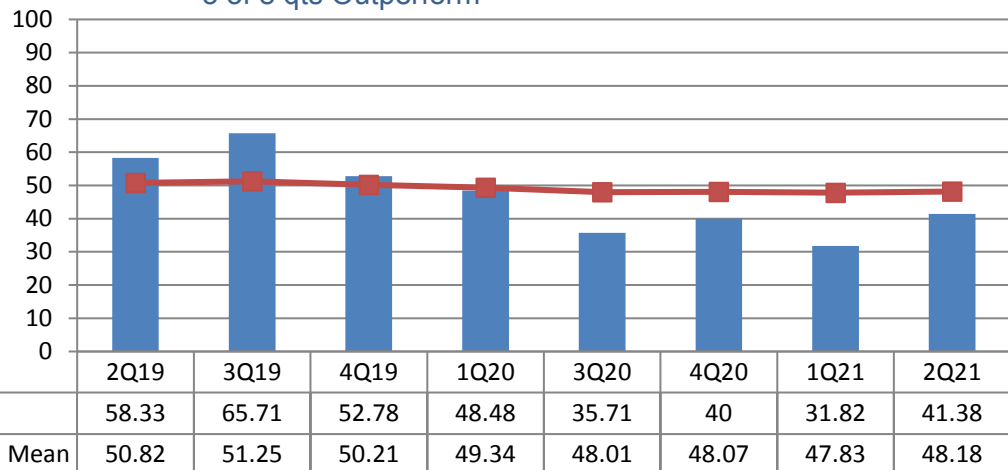
Safety

Med-Surg - 2 North

Before giving you any new medicine, how often did hospital staff describe possible side effects in a way you could

3 of 8 qts Outperform

Top Box for CAHPS



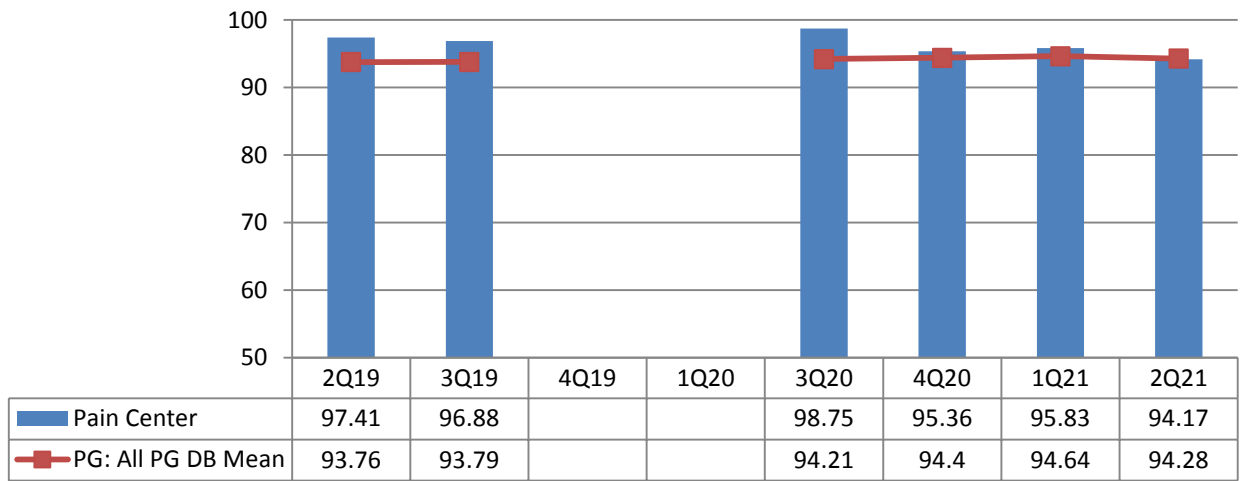
* ~ Submitted in 1st Magnet Document

Patient Engagement/ Patient-Centered Care Ambulatory - Pain Center

Staff effort to include you in decisions about your treatment

5 of 8 qts Outperform*

Mean

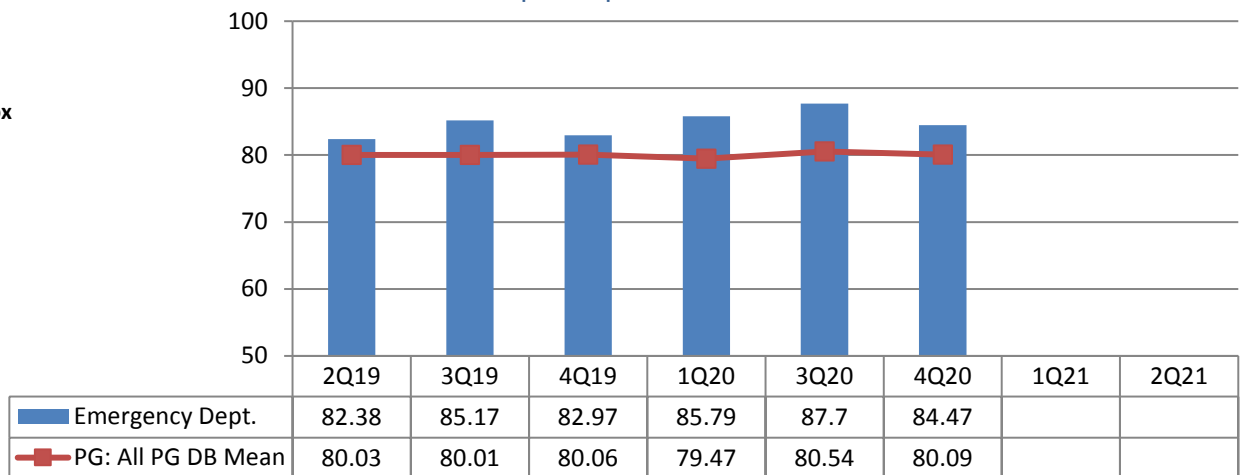


Patient Engagement/ Patient-Centered Care Emergency Department - Emergency Dept.

Before you left the emergency room, did someone ask if you would be able to get this follow-up care?

6 of 8 qts Outperform

Top Box

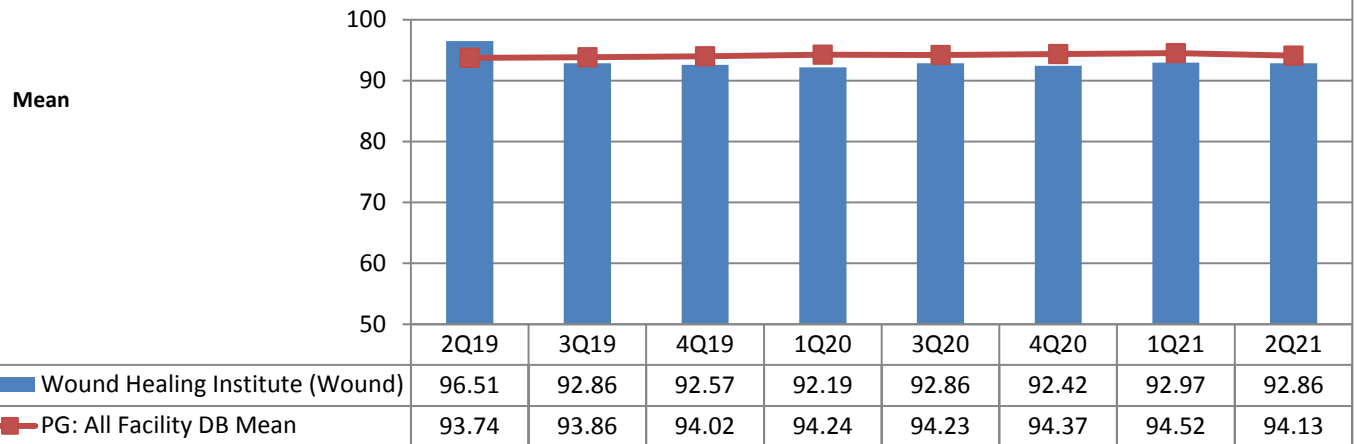


Patient Engagement/ Patient-Centered Care

Specialty Practice - Wound Healing Institute (Wound)

Our sensitivity to your needs

1 of 8 qts Outperform

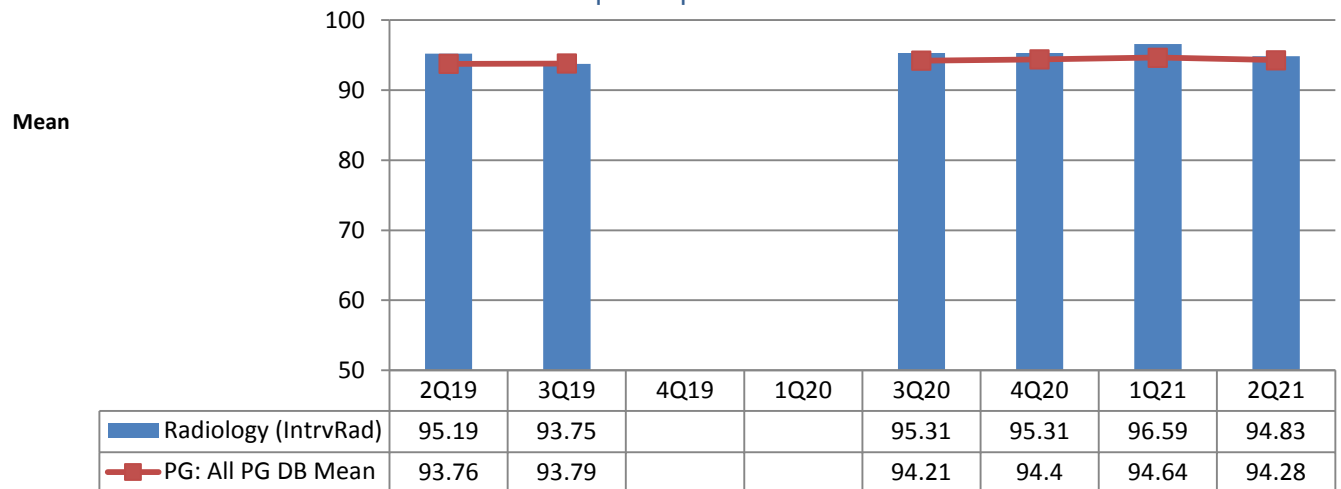


Patient Engagement/ Patient-Centered Care

Specialty Practice - Radiology (IntrvRad)

Staff effort to include you in decisions about your treatment

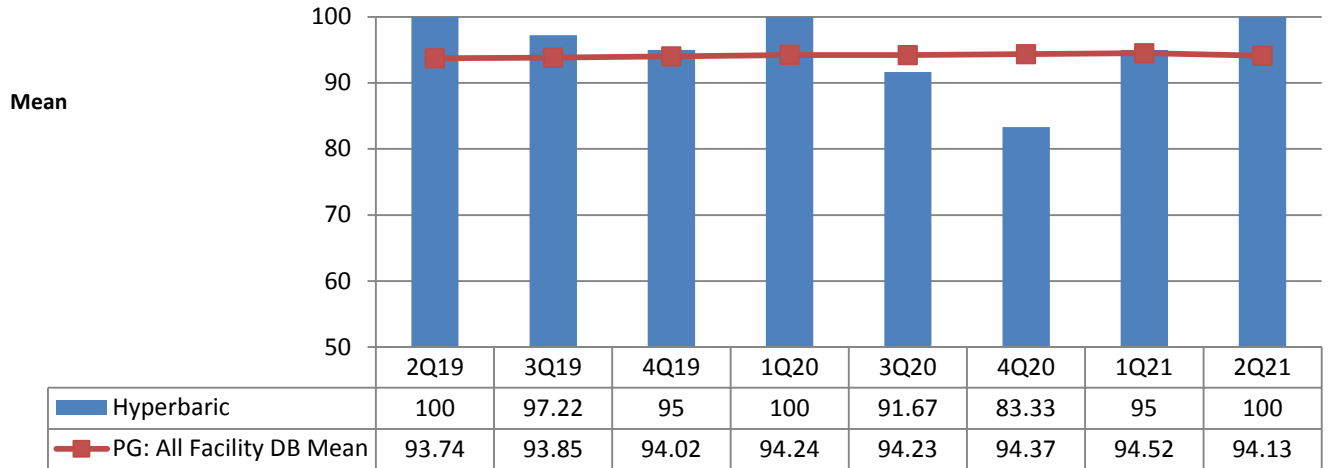
5 of 8 qts Outperform*



Patient Engagement/ Patient-Centered Care Specialty Practice - Hyperbaric

Our sensitivity to your needs

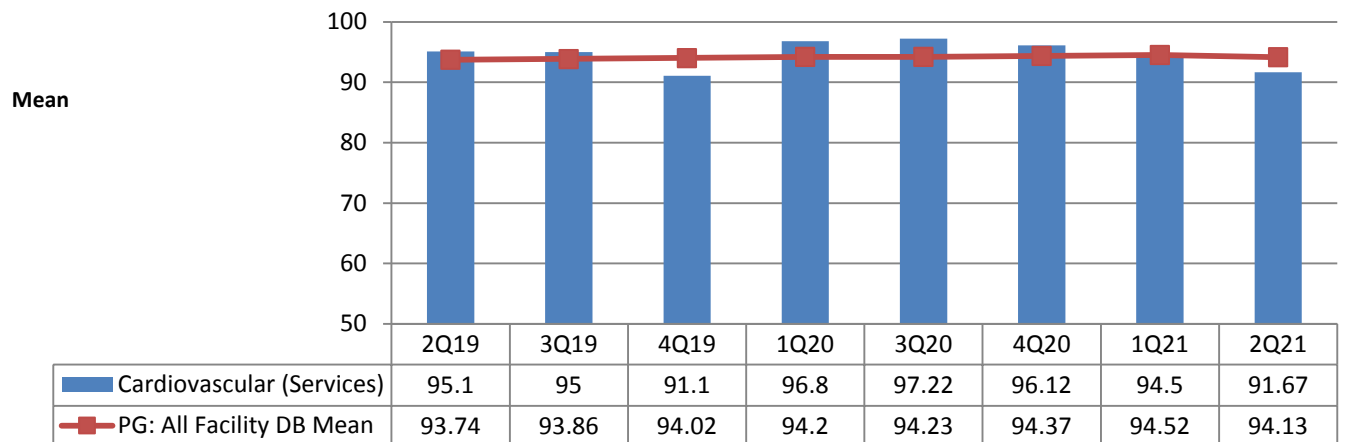
6 of 8 qts Outperform



Patient Engagement/ Patient-Centered Care Specialty Practice - Cardiovascular (Services)

Our sensitivity to your needs

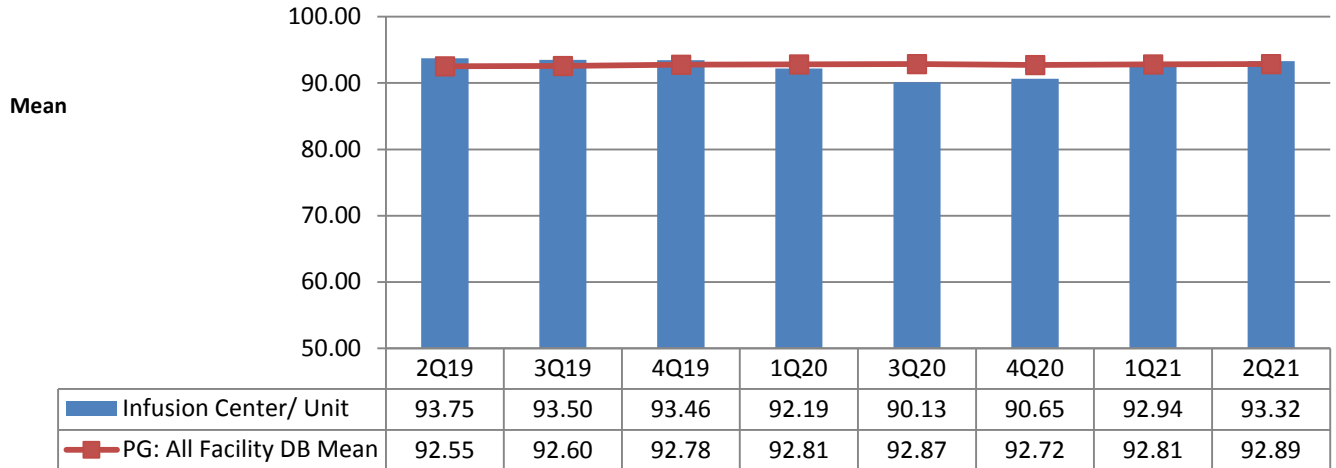
5 of 8 qts Outperform*



Patient Engagement/ Patient-Centered Care Oncology - Infusion Center/ Unit

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

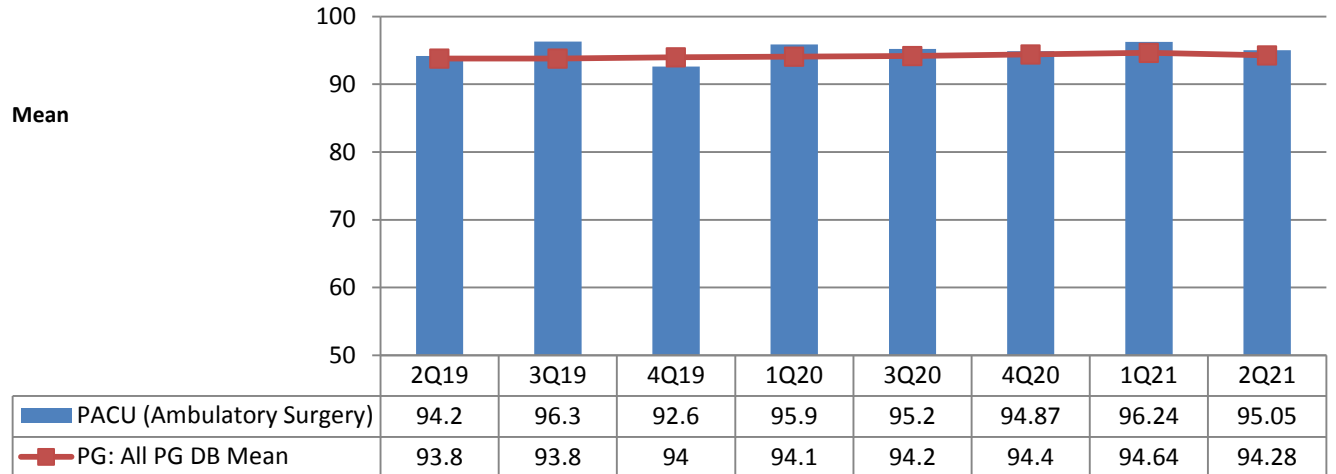
5 of 8 qts Outperform



Patient Engagement/ Patient-Centered Care PACU - PACU (Ambulatory Surgery)

Staff effort to include you in decisions about your treatment

7 of 8 qts Outperform



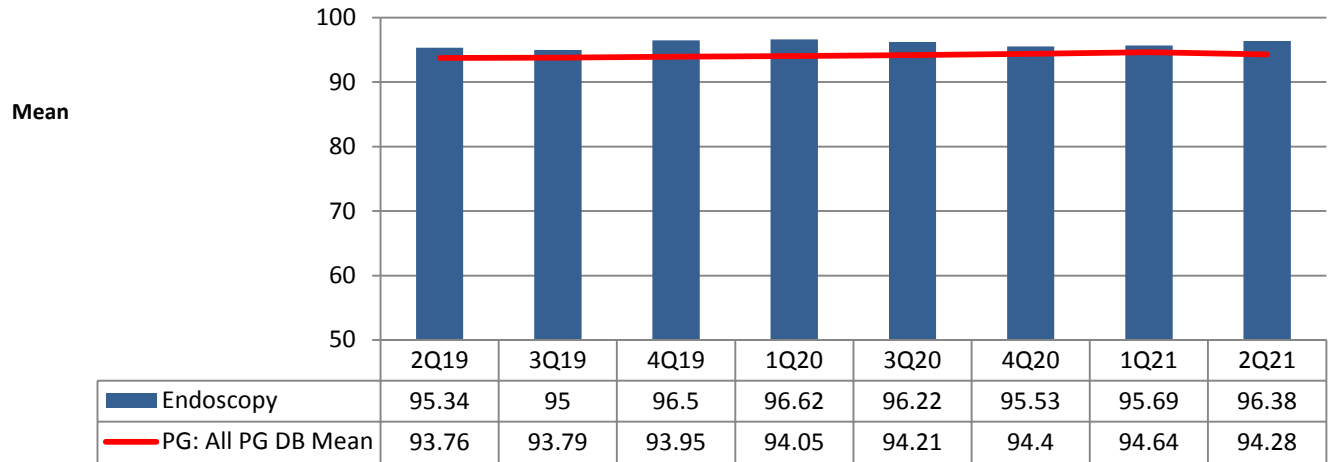
includes ASU (Ambulatory Surgery)

Patient Engagement/ Patient-Centered Care

Same Day/ Ambulatory Procedure - Endoscopy

Staff effort to include you in decisions about your treatment

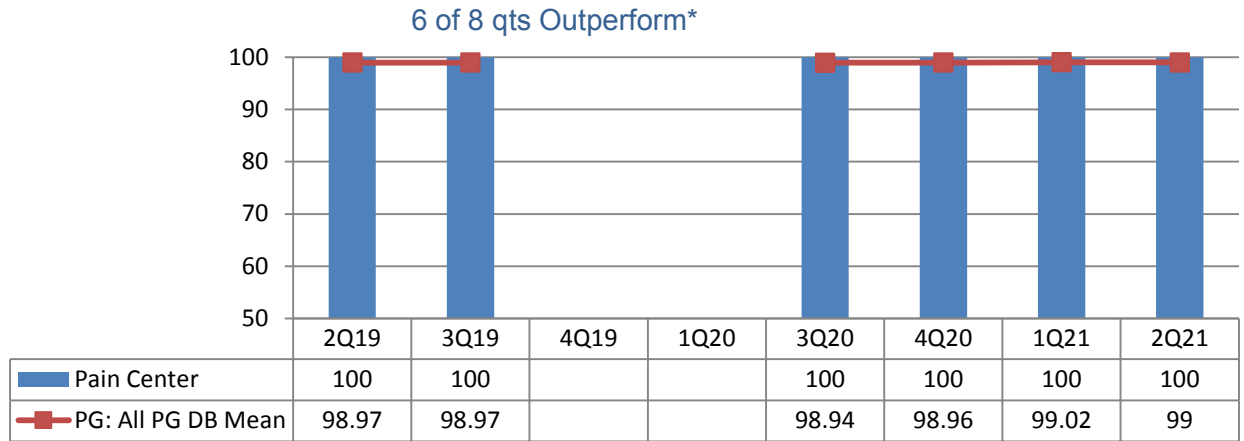
8 of 8 qts Outperform



Patient Education Ambulatory - Pain Center

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?

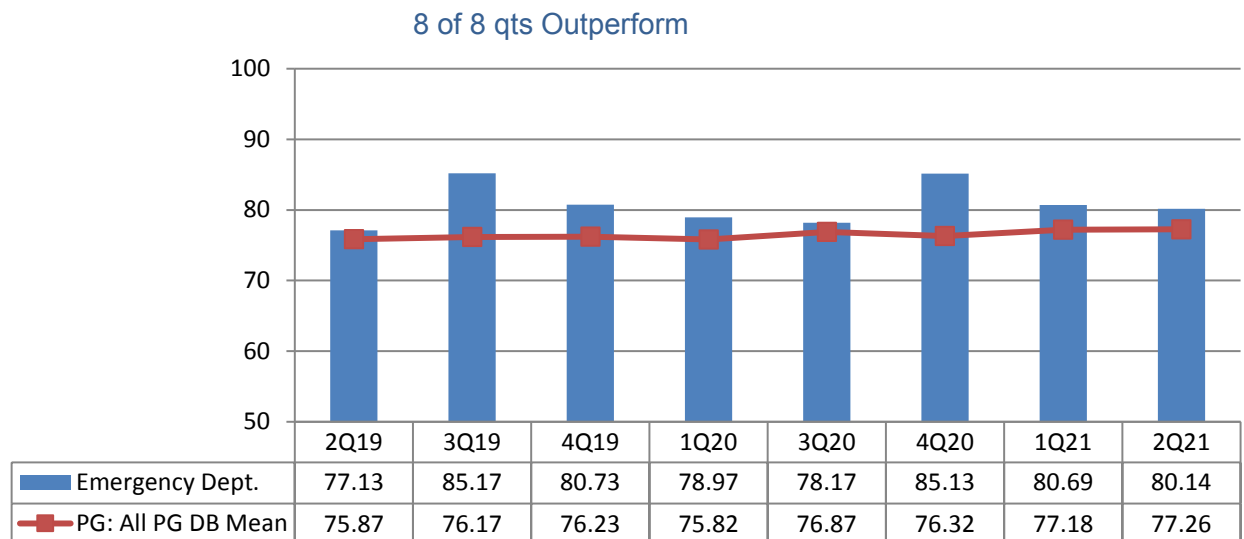
Top Box



Patient Education Emergency Department - Emergency Dept.

During this emergency room visit, how often did nurses explain things in a way you could understand?

Top Box



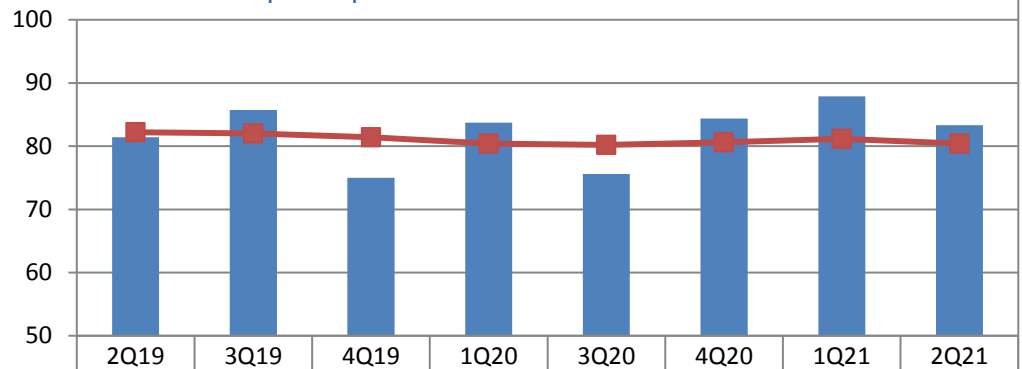
Patient Education

Specialty Practice - Wound Healing Institute (Wound)

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

5 of 8 qts Outperform

Top Box



Wound Healing Institute (Wound)	81.4	85.7	75	83.7	75.6	84.38	87.88	83.33
PG: All Facility DB Mean	82.2	82	81.4	80.4	80.2	80.59	81.16	80.43

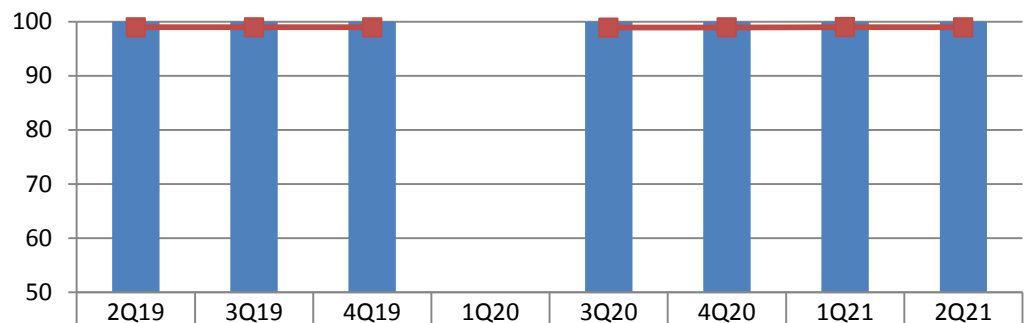
Patient Education

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*

Top Box



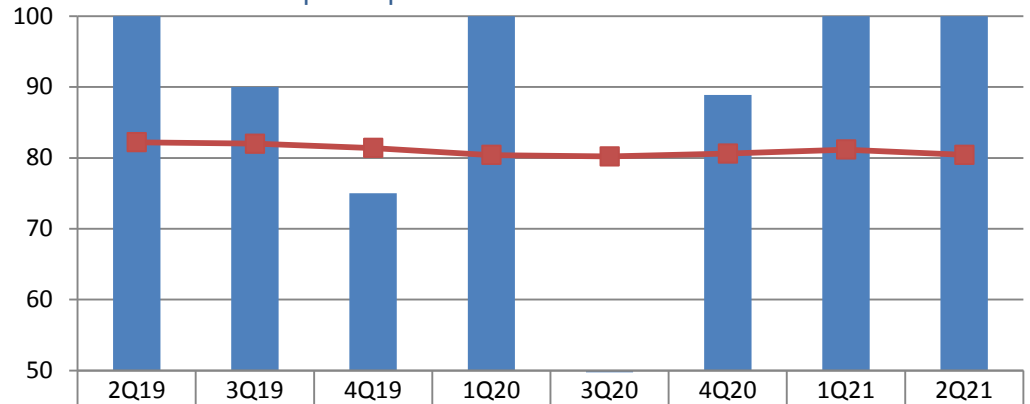
Radiology (IntrvRad)	100	100	100		100	100	100	100
PG: All PG DB Mean	98.97	98.97	98.97		98.94	98.96	99.02	99

Patient Education Specialty Practice - Hyperbaric

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

6 of 8 qts Outperform

Top Box



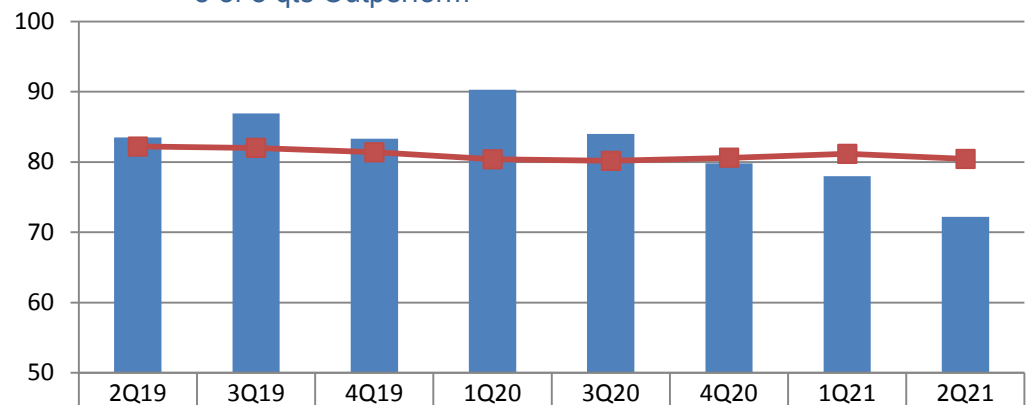
Hyperbaric	100	90	75	100	40	88.89	100	100
PG: All Facility DB Mean	82.2	82	81.4	80.4	80.2	80.59	81.16	80.43

Patient Education Specialty Practice - Cardiovascular (Services)

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

5 of 8 qts Outperform*

Top Box



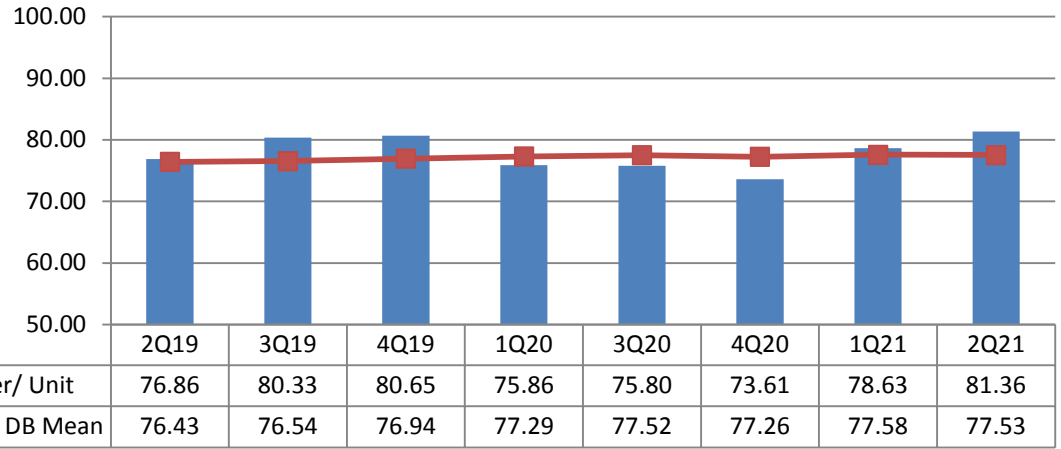
Cardiovascular (Services)	83.5	86.9	83.3	90.3	84	79.81	78	72.22
PG: All Facility DB Mean	82.2	82	81.4	80.4	80.16	80.59	81.16	80.43

Patient Education Oncology - Infusion Center/ Unit

Instructions about how to care for yourself at home

5 of 8 qts Outperform

Top Box

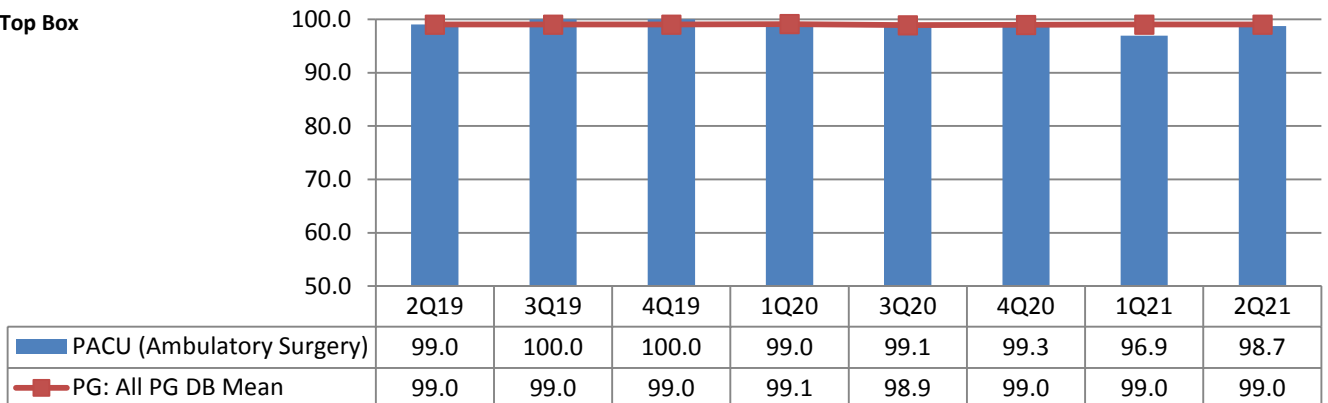


Patient Education PACU - PACU (Ambulatory Surgery)

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?

4 of 8 qts Outperform

Top Box



includes ASU (Ambulatory Surgery)

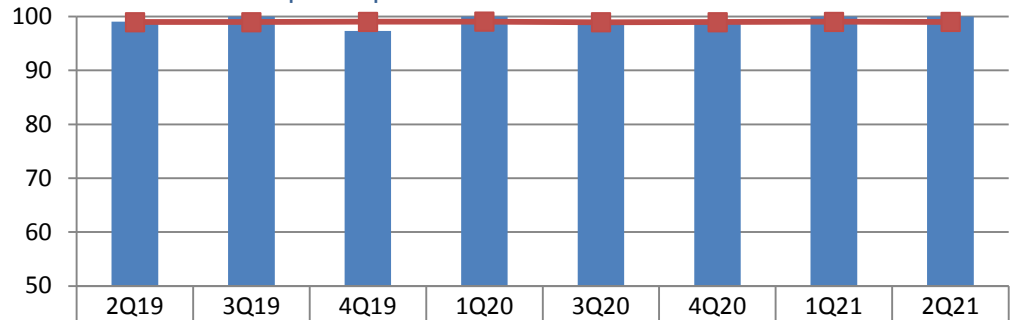
Patient Education

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?

Top Box

7 of 8 qts Outperform



Endoscopy	99.02	100	97.33	100	99.07	99.16	100	100
PG: All PG DB Mean	98.97	98.97	99.04	99.05	98.94	98.96	99.02	99

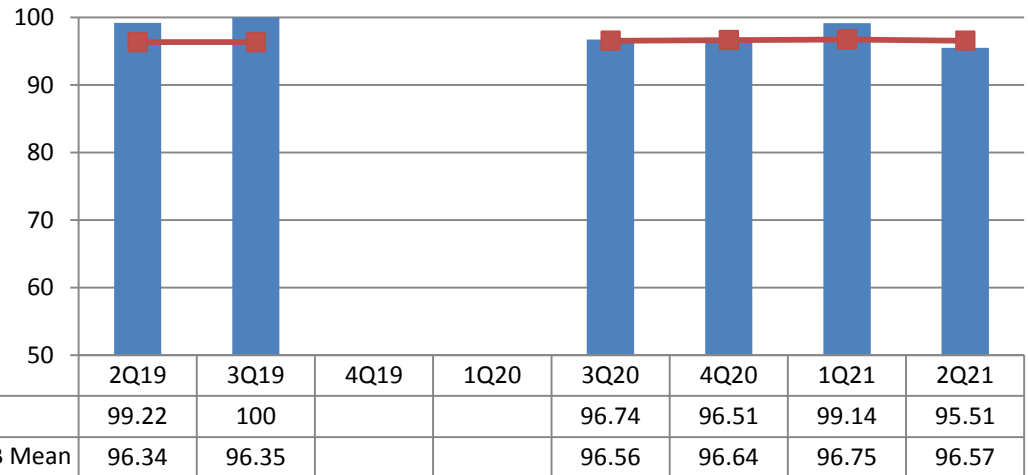
Care Coordination

Ambulatory - Pain Center

Degree to which staff worked together to care for you^

4 of 8 qts Outperform

Mean Score



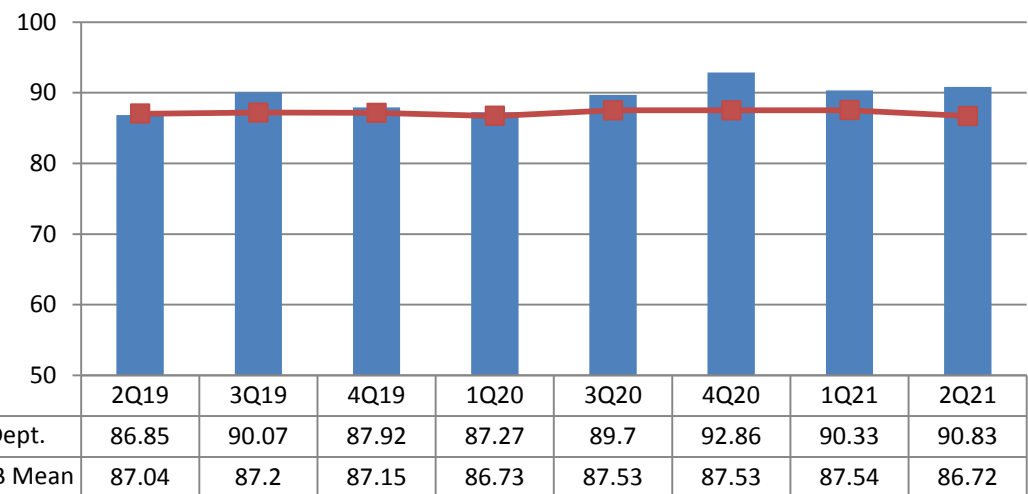
Care Coordination

Emergency Department - Emergency Dept.

How well the staff worked together to care for you

7 of 8 qts Outperform

Mean Score



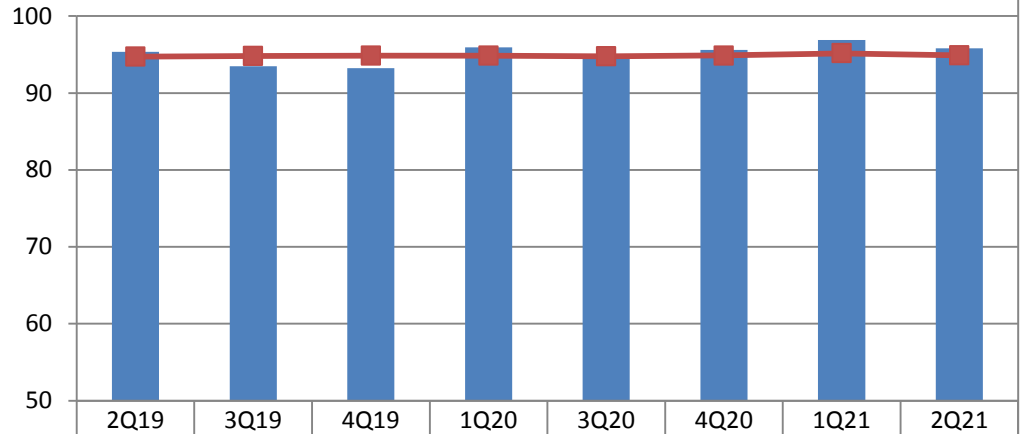
Care Coordination

Specialty Practice - Wound Healing Institute (Wound)

How well staff worked together to provide care

5 of 8 qts Outperform

Mean Score



Wound Healing Institute (Wound)	95.35	93.48	93.24	95.92	94.64	95.59	96.88	95.83
PG: All Facility DB	94.73	94.81	94.84	94.87	94.79	94.88	95.17	94.89

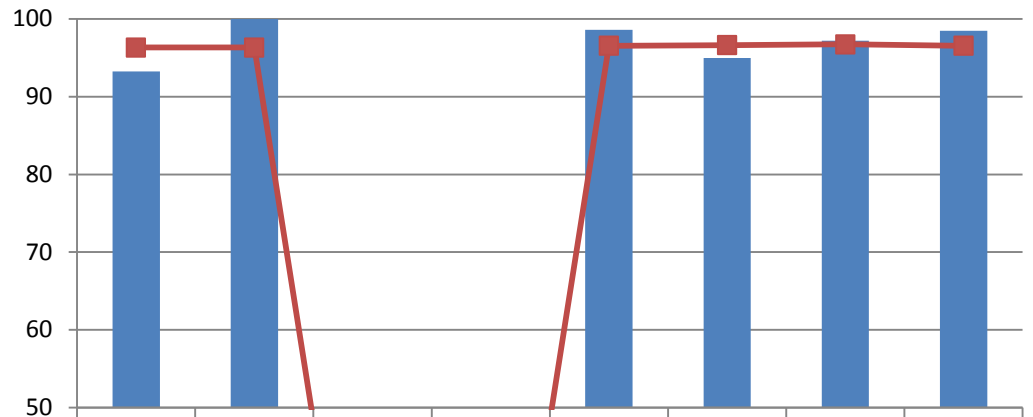
Care Coordination

Specialty Practice - Radiology (IntrvRad)

Degree to which staff worked together to care for you^

4 of 8 qts Outperform

Mean Score



Radiology (IntrvRad)	93.27	100			98.61	95	97.22	98.48
PG: All PG DB Mean	96.34	96.35	0	0	96.56	96.64	96.75	96.57

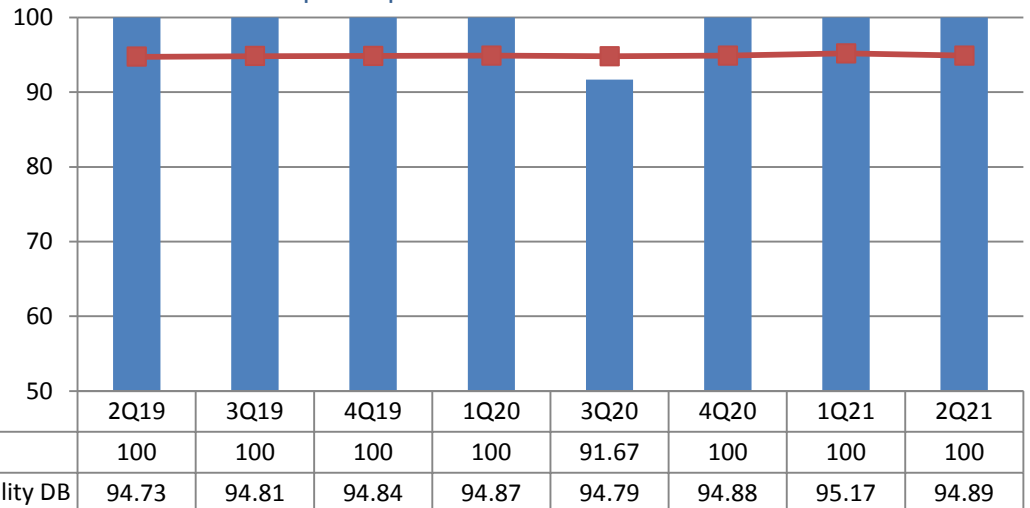
Care Coordination

Specialty Practice - Hyperbaric

How well staff worked together to provide care

7 of 8 qts Outperform

Mean Score



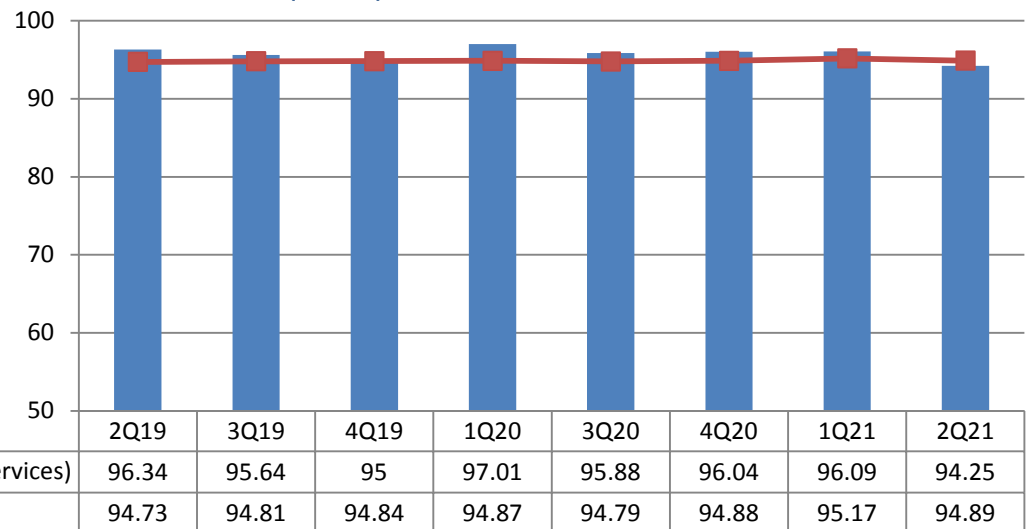
Care Coordination

Specialty Practice - Cardiovascular (Services)

How well staff worked together to provide care

7 of 8 qts Outperform

Mean Score

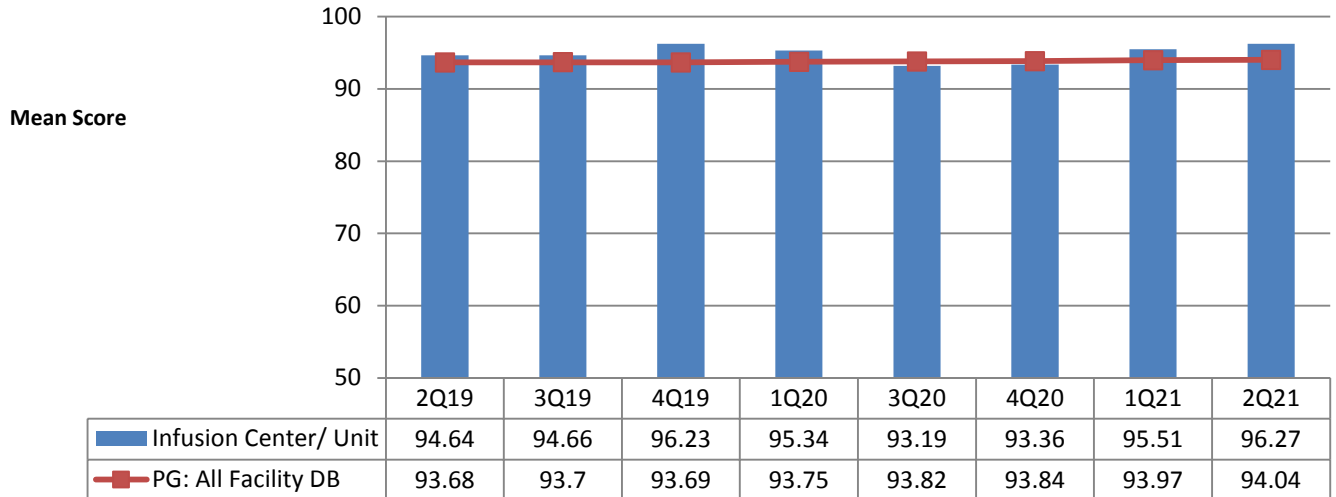


Care Coordination

Oncology - Infusion Center/ Unit

Degree to which your care was well coordinated among your doctors/other caregivers

6 of 8 qts Outperform

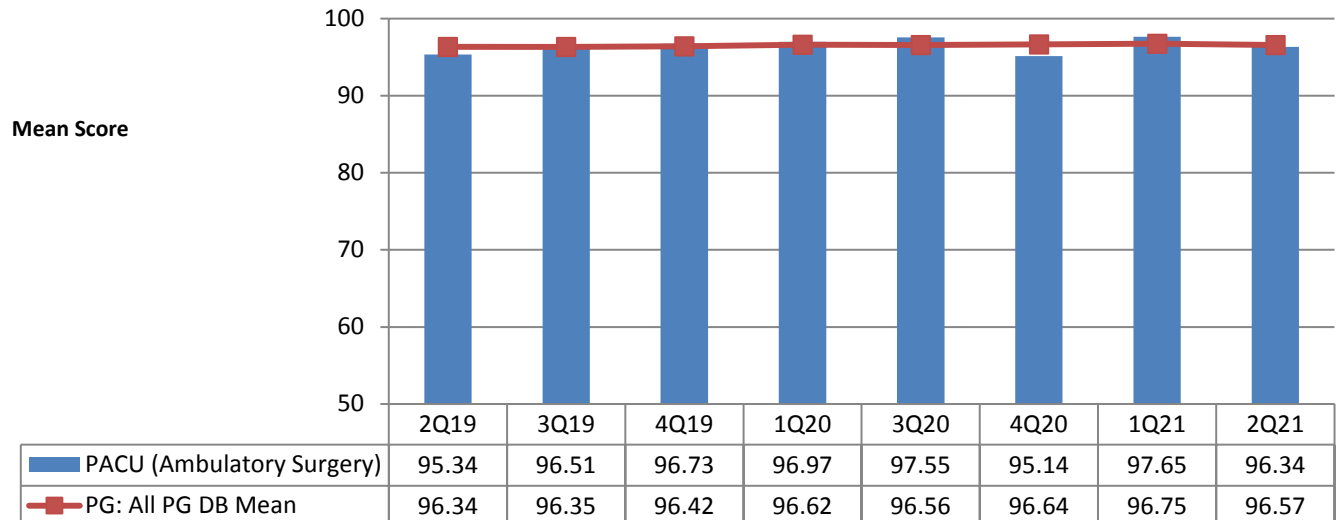


Care Coordination

PACU - PACU (Ambulatory Surgery)

Degree to which staff worked together to care for you^

5 of 8 qts Outperform



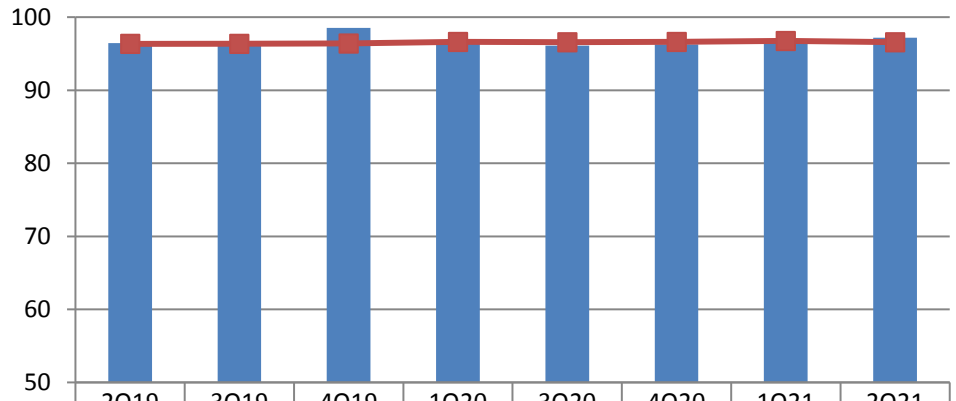
Care Coordination

Same Day/ Ambulatory Procedure - Endoscopy

Degree to which staff worked together to care for you^

4 of 8 qts Outperform

Mean Score



Endoscopy	96.43	96.13	98.53	96.57	96.08	96.27	96.85	97.18
PG: All PG DB Mean	96.34	96.35	96.42	96.62	96.56	96.64	96.75	96.57

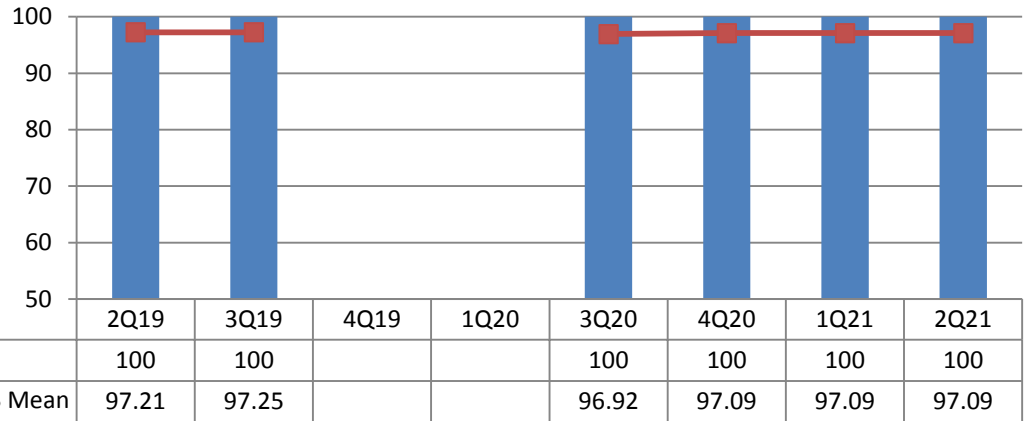
Safety

Ambulatory - Pain Center

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?

6 of 8 qts Outperform *

Top Box



update

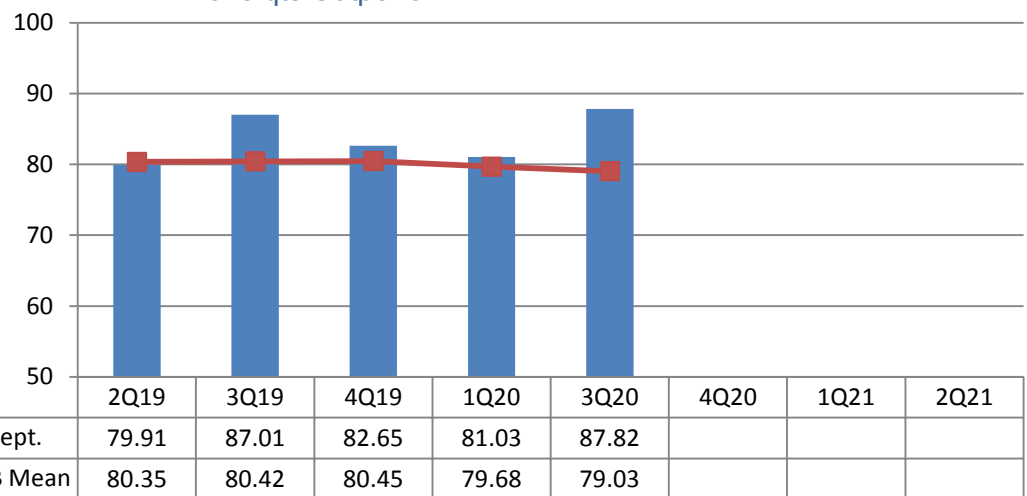
Safety

Emergency Department - Emergency Dept.

During this emergency visit, did the doctors or nurses ask about all of the medicines you were taking?

4 of 8 qts Outperform *

Top Box



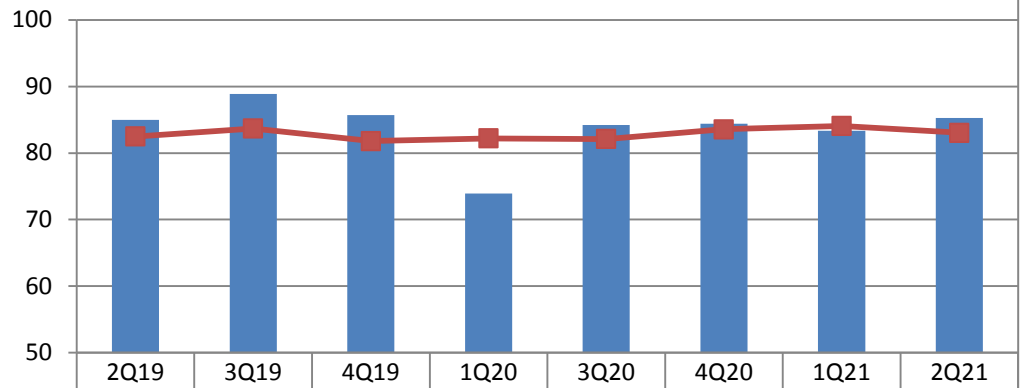
Safety

Specialty Practice - Wound Healing Institute (Wound)

Precautions taken for your safety

6 of 8 qts Outperform

Top Box



Wound Healing Institute (Wound)	85	88.9	85.7	73.9	84.2	84.38	83.33	85.29
PG: All Facility DB Mean	82.5	83.7	81.8	82.2	82.1	83.57	84.07	83.04

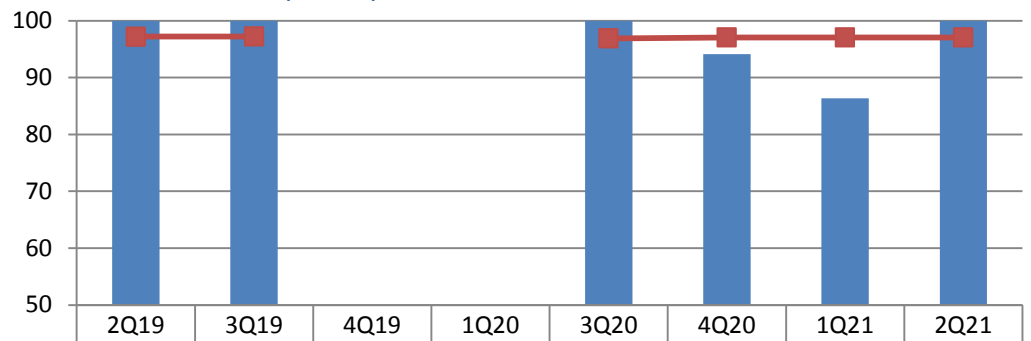
Safety

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?

4 of 8 qts Outperform*

Top Box



Radiology (IntrvRad)	100	100			100	94.12	86.36	100
PG: All PG DB Mean	97.21	97.25			96.92	97.09	97.09	97.09

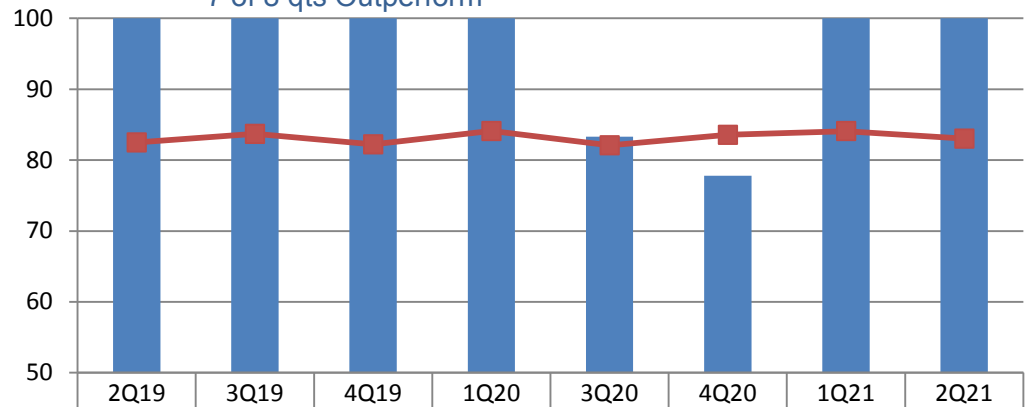
Safety

Specialty Practice - Hyperbaric

Precautions taken for your safety

7 of 8 qts Outperform*

Top Box



Hyperbaric	100	100	100	100	83.3	77.78	100	100
PG: All Facility DB Mean	82.5	83.7	82.2	84.1	82.1	83.57	84.07	83.04

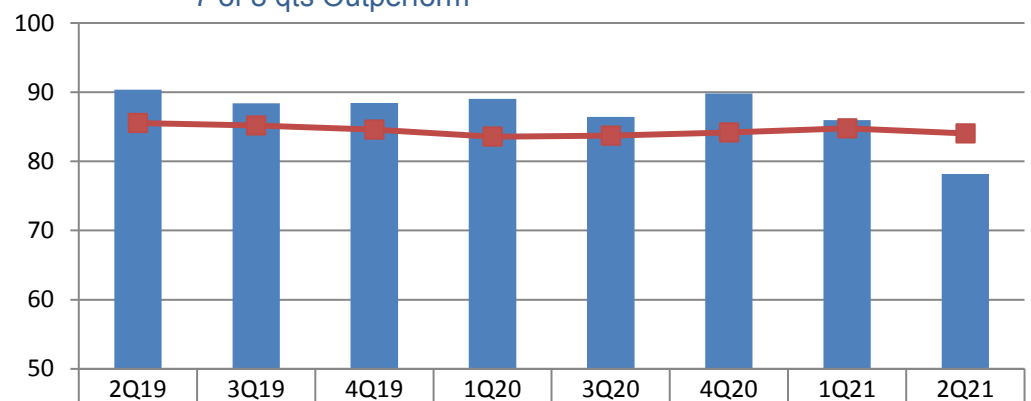
Safety

Specialty Practice - Cardiovascular (Services)

Your trust in the skill of the staff who provided your test or treatment

7 of 8 qts Outperform*

Top Box



Cardiovascular (Services)	90.36	88.37	88.46	89.04	86.41	89.81	85.98	78.18
PG: All Facility DB Mean	85.54	85.18	84.59	83.56	83.73	84.2	84.75	84.03

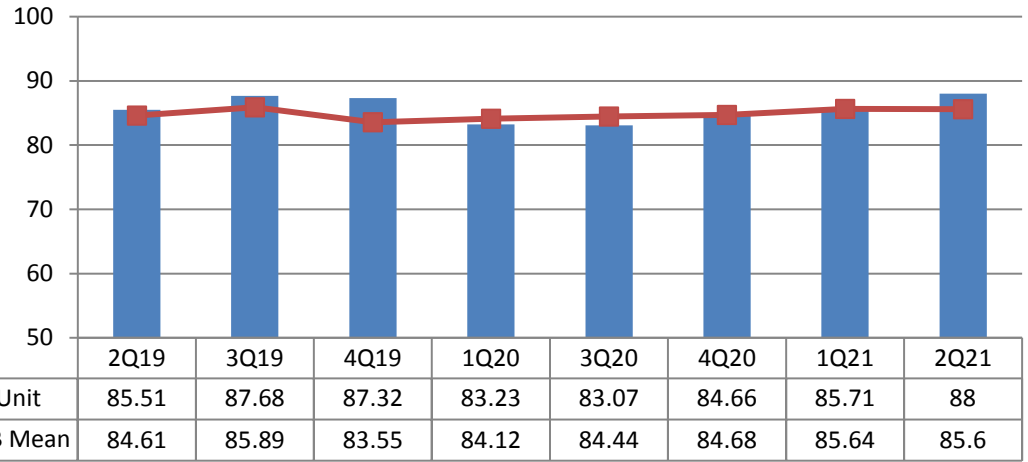
Safety

Oncology - Infusion Center/ Unit

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

5 of 8 qts Outperform

Top Box



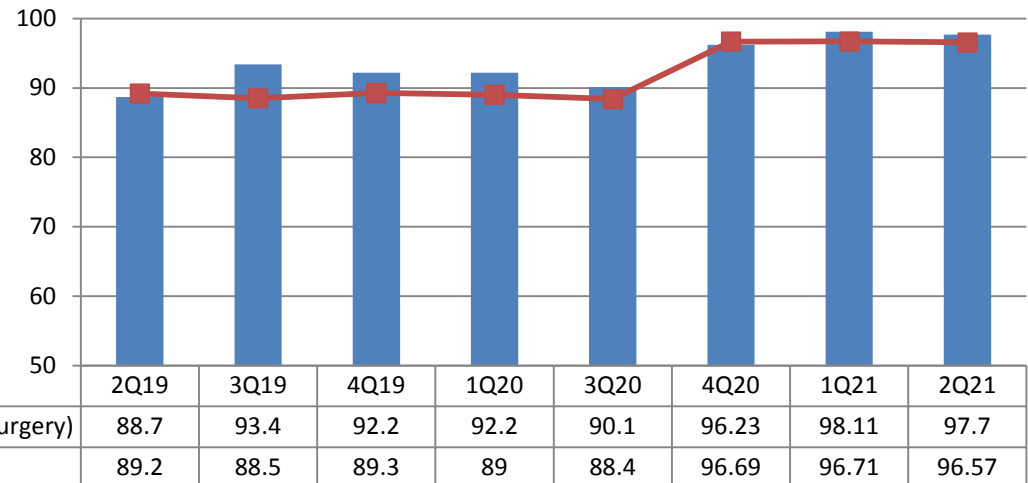
Safety

PACU - PACU (Ambulatory Surgery)

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

6 of 8 qts Outperform

Top Box



includes ASU (Ambulatory Surgery)

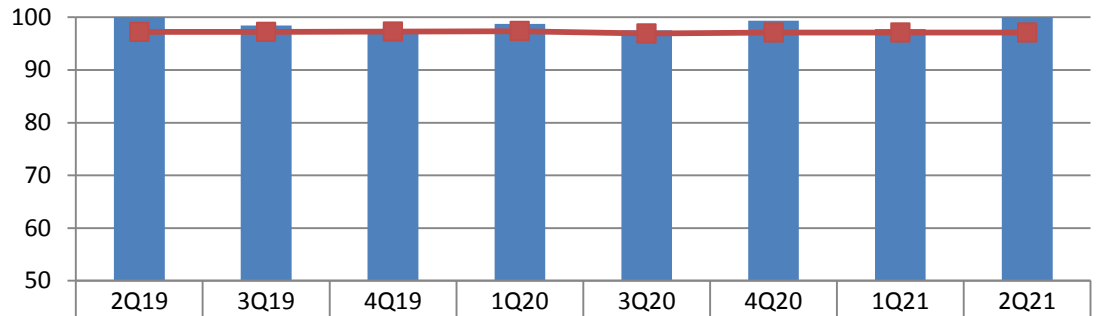
Safety

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?

8 of 8 qts Outperform

Top Box



Endoscopy	100	98.45	97.59	98.77	97.52	99.33	97.78	100
PG: All PG DB Mean	97.21	97.25	97.3	97.38	96.92	97.09	97.09	97.09

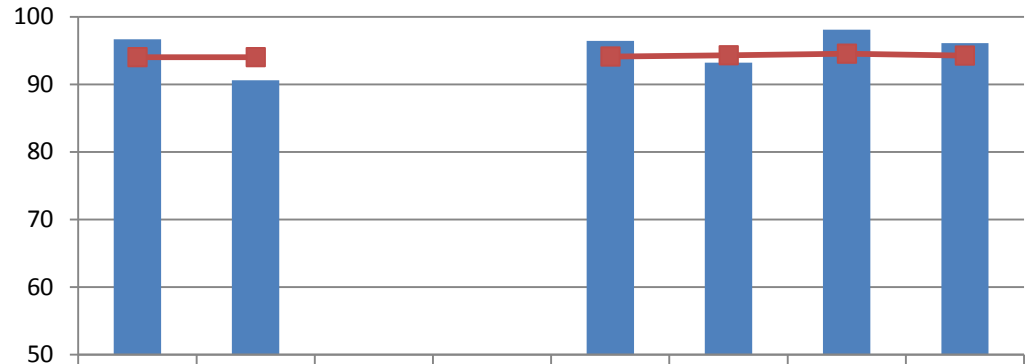
Service Recovery

Ambulatory - Pain Center

Response to concerns/complaints made during your stay^

4 of 8 qts Outperform

Mean Score



Pain Center	96.67	90.63			96.43	93.24	98.08	96.09
PG: All PG DB Mean	94.03	94.02			94.1	94.32	94.53	94.27

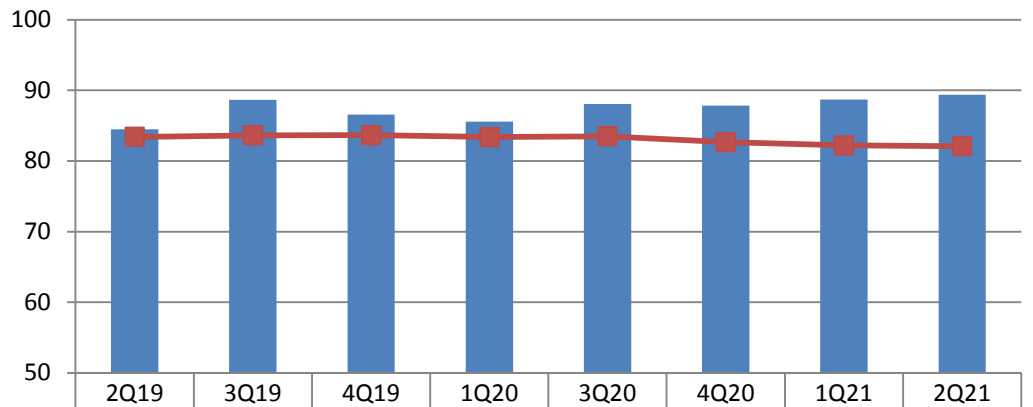
Service Recovery

Emergency Department - Emergency Dept.

Response to concerns/complaints during your stay

8 of 8 qts Outperform

Mean Score



Emergency Dept.	84.5	88.67	86.57	85.58	88.06	87.82	88.71	89.37
PG: All PG DB Mean	83.41	83.63	83.66	83.39	83.5	82.66	82.23	82.08

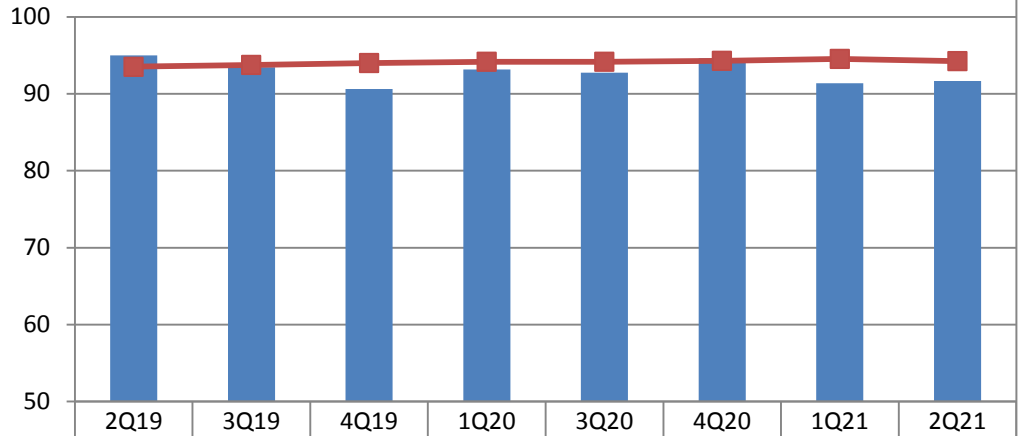
Service Recovery

Specialty Practice - Wound Healing Institute (Wound)

Response to concerns/complaints made during your visit

2 of 8 qts Outperform

Mean Score



Wound Healing Institute (Wound)	95	93.45	90.63	93.18	92.76	94.64	91.38	91.67
PG: All Facility DB	93.53	93.75	94.02	94.19	94.16	94.28	94.55	94.27

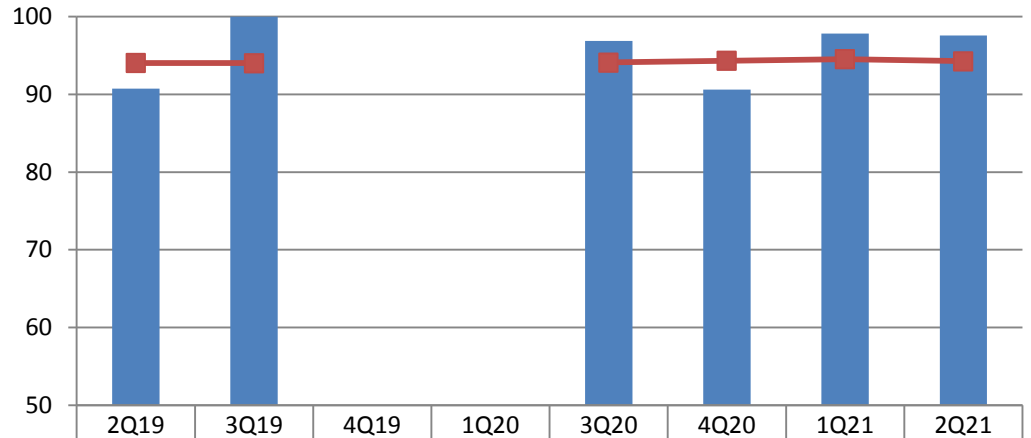
Service Recovery

Specialty Practice - Radiology (IntrvRad)

Response to concerns/complaints made during your visit

4 of 8 qts Outperform *

Mean Score



Radiology (IntrvRad)	90.74	100			96.88	90.63	97.83	97.58
PG: All PG DB Mean	94.03	94.02			94.1	94.32	94.53	94.27

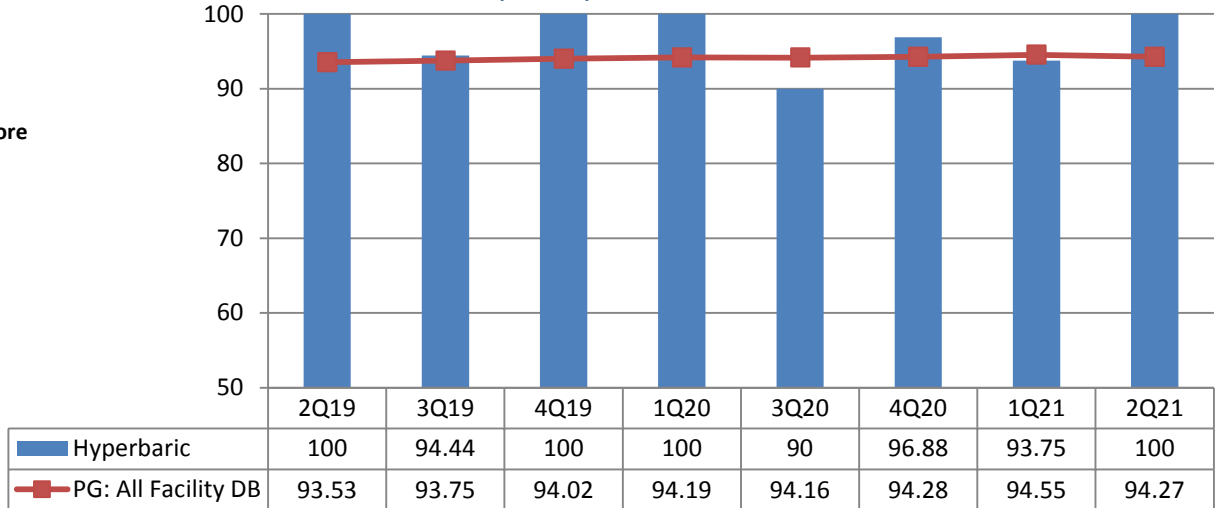
Service Recovery

Specialty Practice - Hyperbaric

Response to concerns/complaints made during your visit

6 of 8 qts Outperform

Mean Score



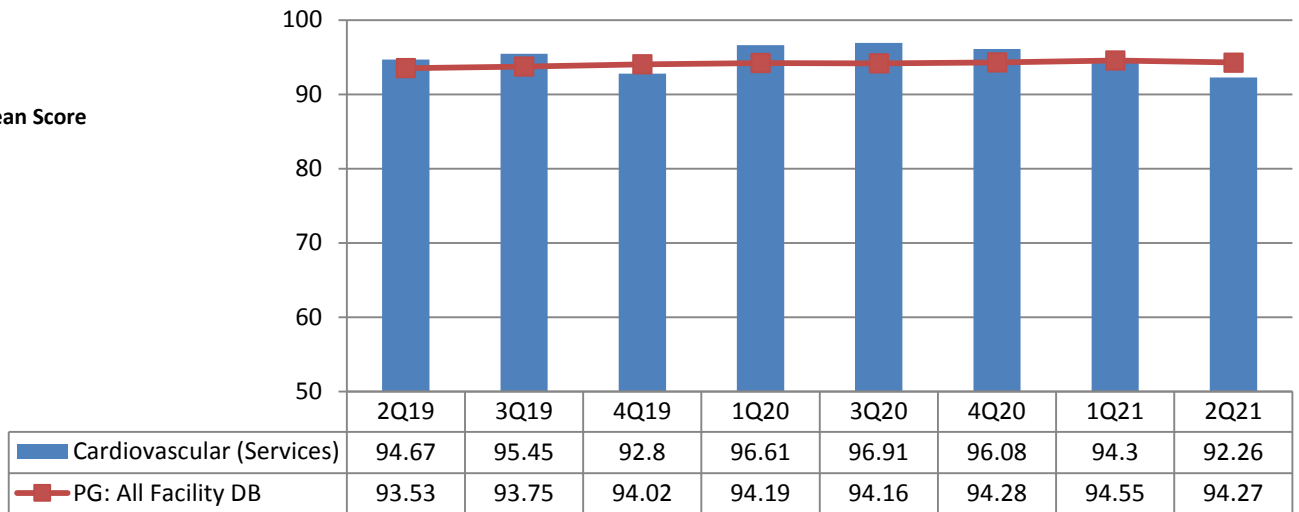
Service Recovery

Specialty Practice - Cardiovascular (Services)

Response to concerns/complaints made during your visit

5 of 8 qts Outperform

Mean Score

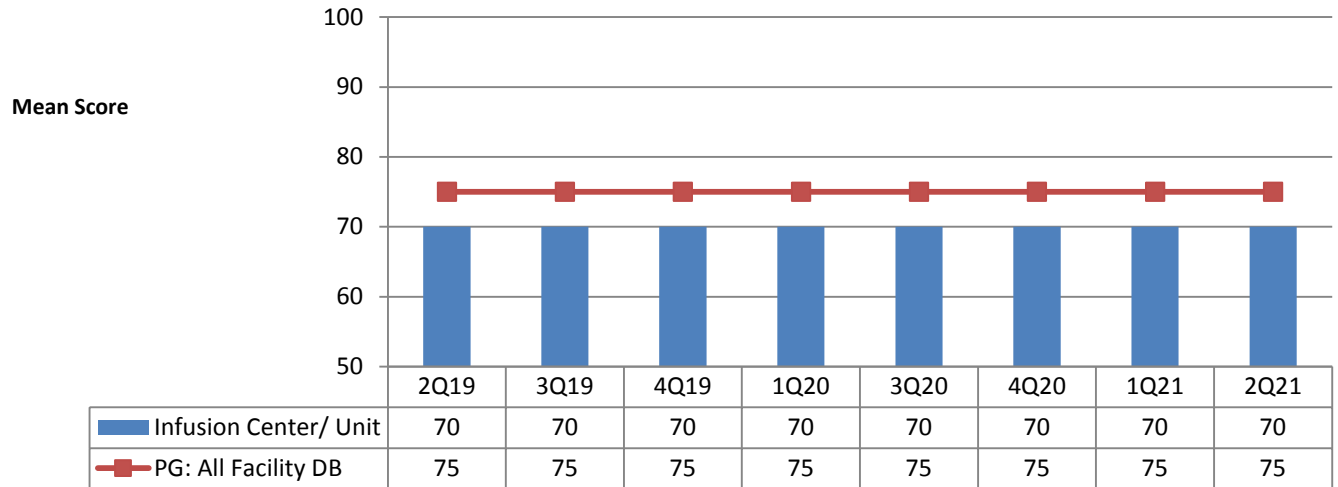


Service Recovery

Oncology - Infusion Center/ Unit

Question not on survey

0 of 8 qts Outperform

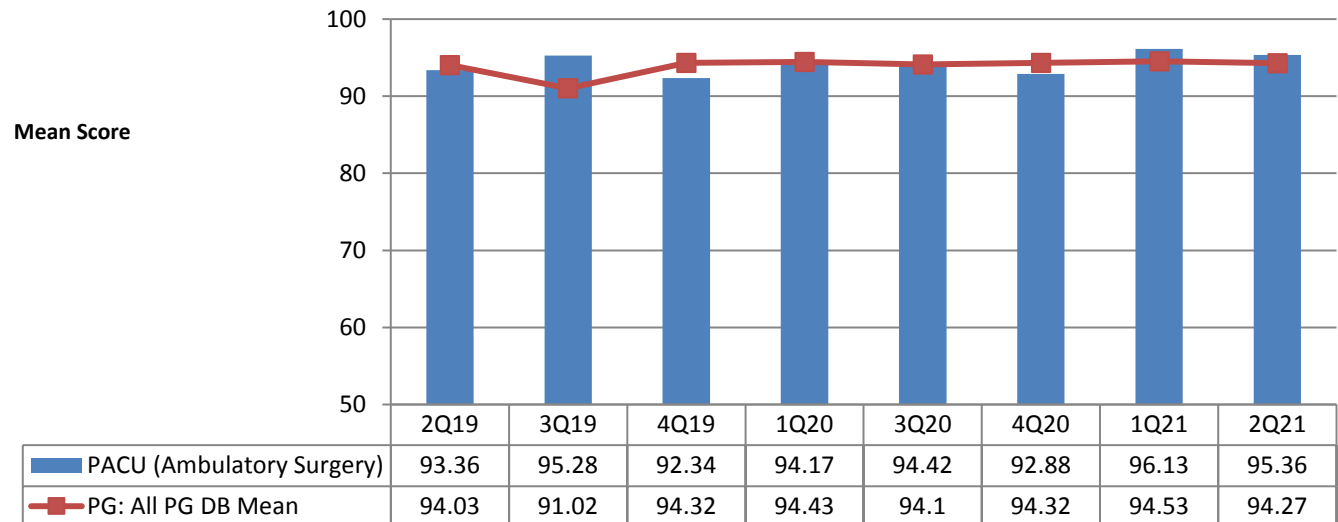


Service Recovery

PACU - PACU (Ambulatory Surgery)

Response to concerns/complaints made during your visit

4 of 8 qts Outperform



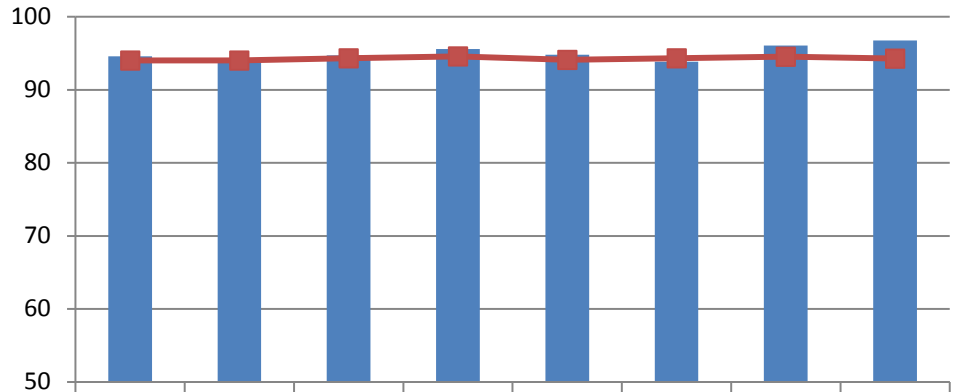
Service Recovery

Same Day/ Ambulatory Procedure - Endoscopy

Response to concerns/complaints made during your visit

7 of 8 qts Outperform

Mean Score



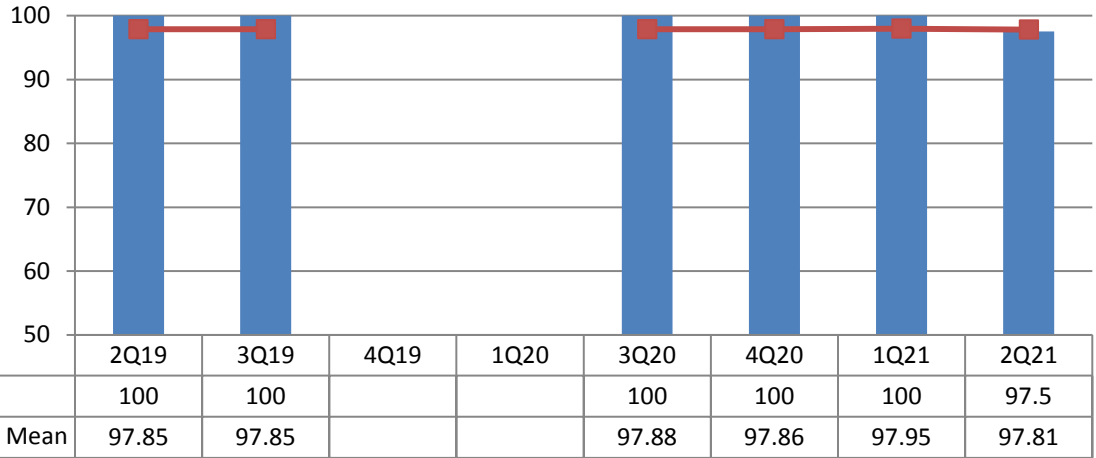
	2Q19	3Q19	4Q19	1Q20	3Q20	4Q20	1Q21	2Q21
Endoscopy	94.56	94.22	94.7	95.59	94.78	93.85	96.04	96.77
PG: All PG DB Mean	94.03	94.02	94.32	94.57	94.1	94.32	94.53	94.27

Courtesy & Respect Ambulatory - Pain Center

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

5 of 8 qts Outperform*

Top Box

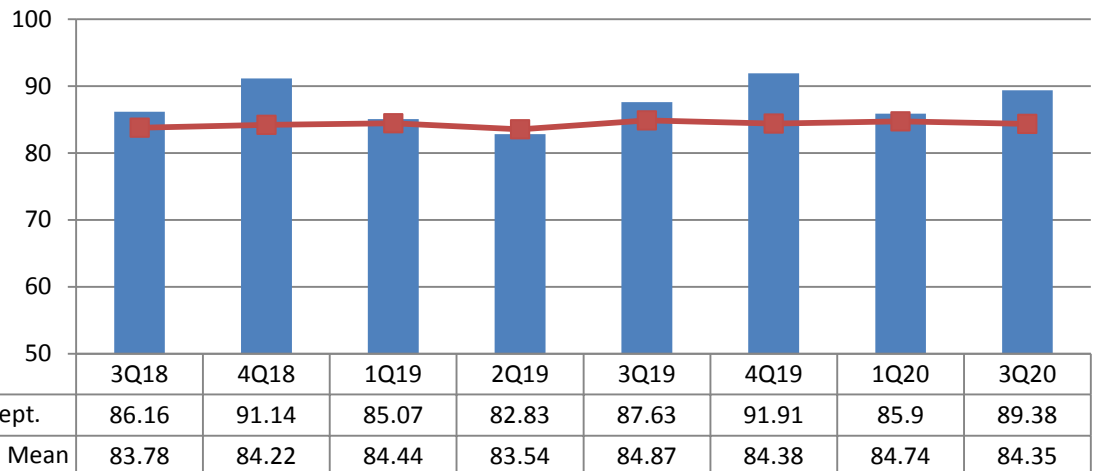


Courtesy & Respect Emergency Department - Emergency Dept.

During this emergency room visit, how often did nurses treat you with courtesy and respect?

7 of 8 qts Outperform

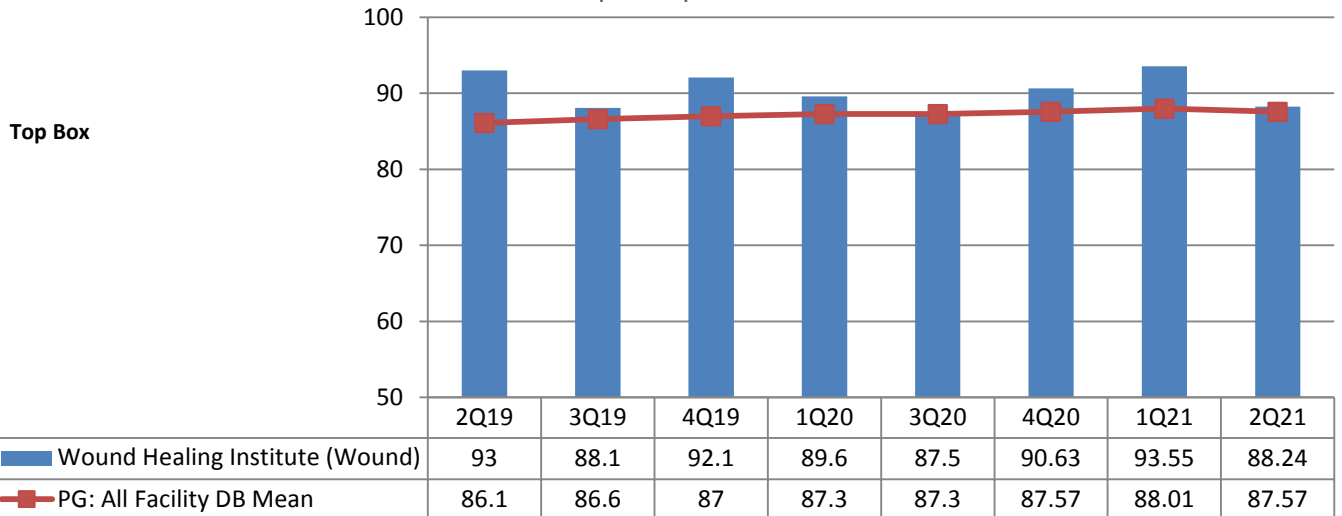
Top Box



Courtesy & Respect

Specialty Practice - Wound Healing Institute (Wound)

Degree to which staff treated you with respect and dignity
8 of 8 qts Outperform

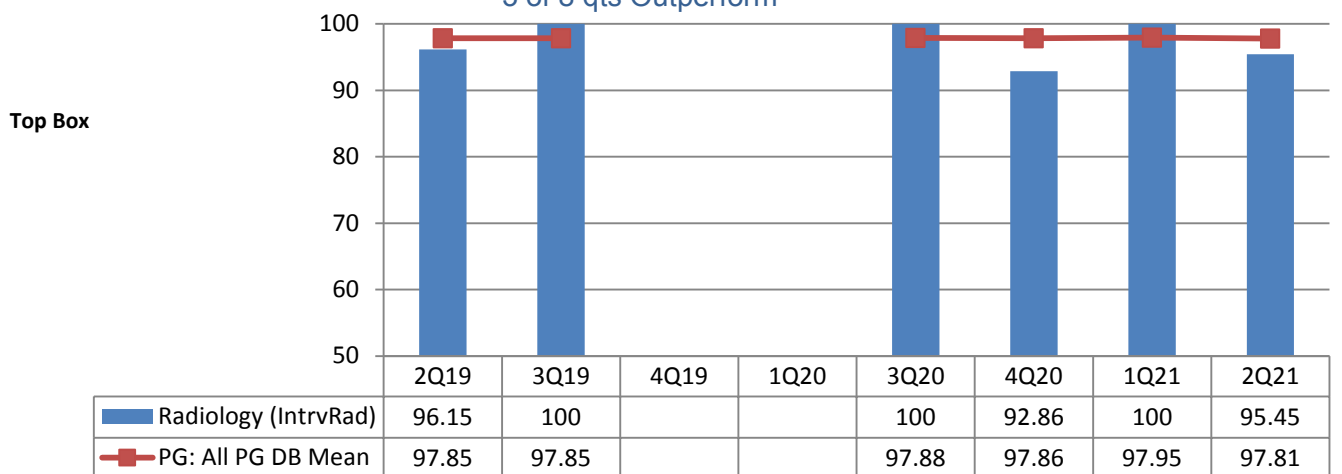


Courtesy & Respect

Specialty Practice - Radiology (IntrvRad)

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

3 of 8 qts Outperform*



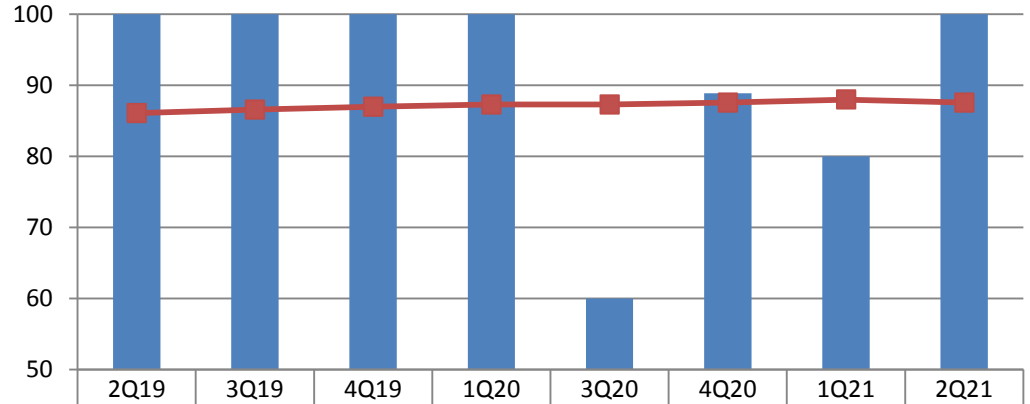
Courtesy & Respect

Specialty Practice - Hyperbaric

Degree to which staff treated you with respect and dignity

6 of 8 qts Outperform

Top Box



Hyperbaric	100	100	100	100	60	88.89	80	100
PG: All Facility DB Mean	86.1	86.6	87	87.3	87.3	87.57	88.01	87.57

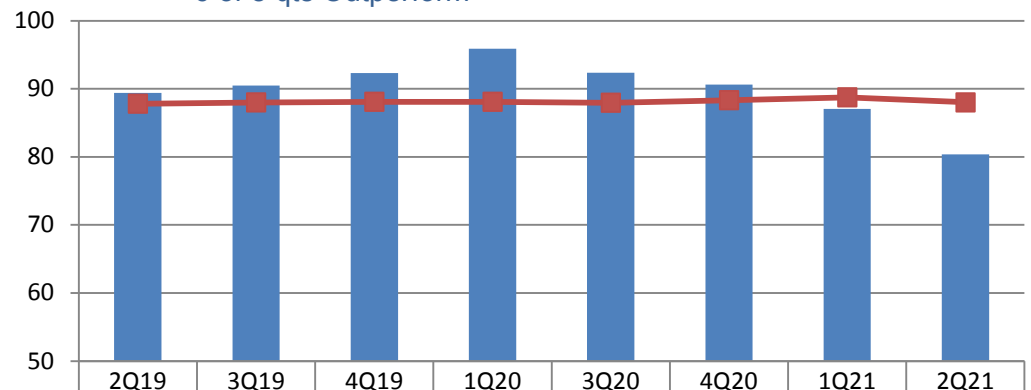
Courtesy & Respect

Specialty Practice - Cardiovascular (Services)

Friendliness/courtesy of the staff who provided your test or treatment

6 of 8 qts Outperform*

Top Box



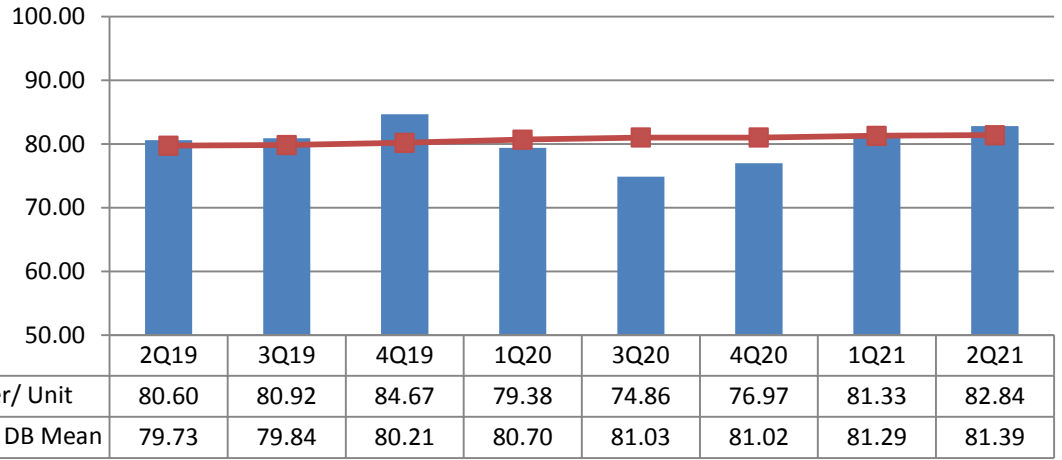
Cardiovascular (Services)	89.4	90.5	92.3	95.9	92.38	90.65	87.04	80.36
PG: All Facility DB Mean	87.8	88	88.1	88.1	87.95	88.34	88.76	88.02

Courtesy & Respect Oncology - Infusion Center/ Unit

Staff concern for your privacy

5 of 8 qts Outperform

Top Box

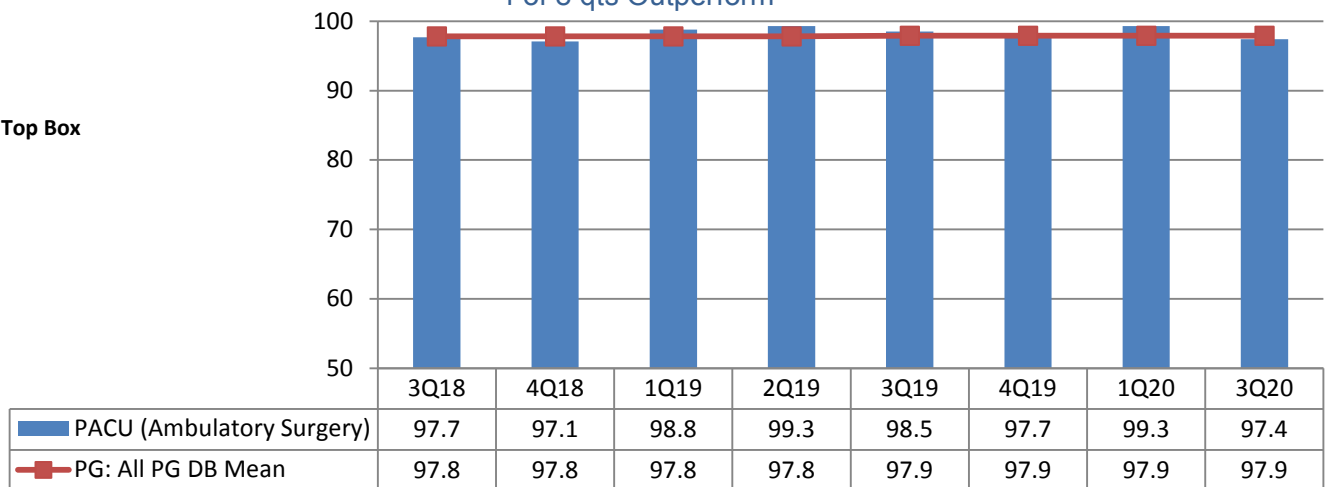


Courtesy & Respect PACU - PACU (Ambulatory Surgery)

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

4 of 8 qts Outperform

Top Box



includes ASU (Ambulatory Surgery)

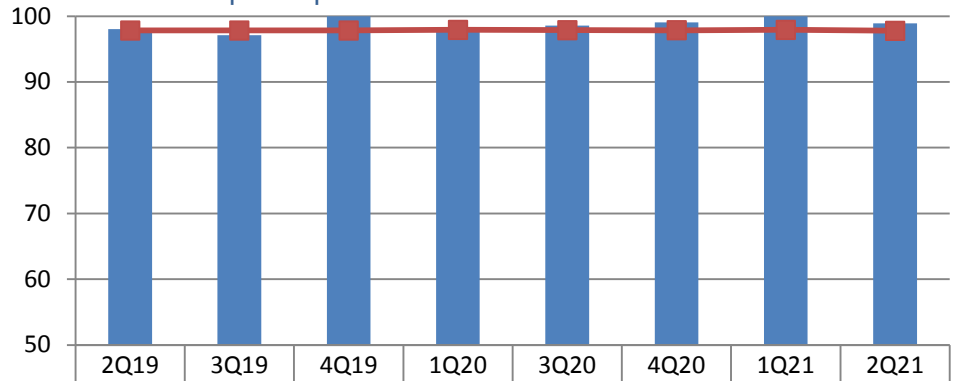
Courtesy & Respect

Same Day/ Ambulatory Procedure - Endoscopy

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

6 of 8 qts Outperform

Top Box



Endoscopy	98.04	97.11	100	97.66	98.59	99.04	100	98.91
PG: All PG DB Mean	97.85	97.85	97.85	97.94	97.9	97.86	97.95	97.81

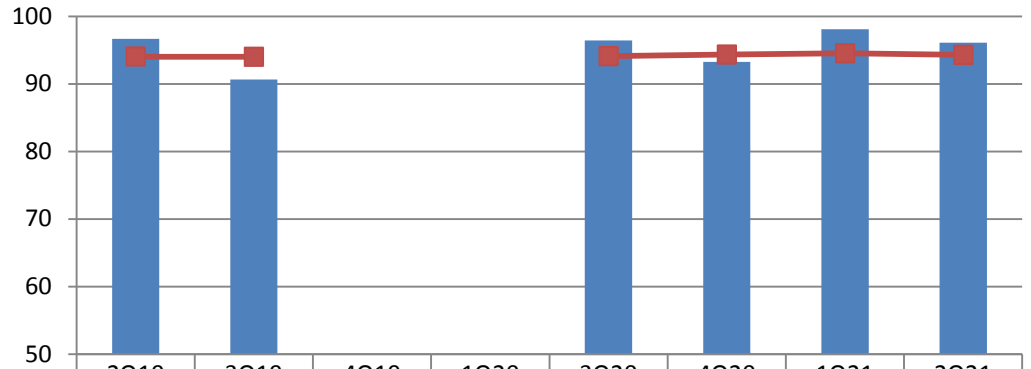
Responsiveness

Ambulatory - Pain Center

Response to concerns/ complaints made during your visit

4 of 8 qts Outperform

Mean Score



■ Pain Center	96.67	90.63			96.43	93.24	98.08	96.09
■ PG: All PG DB Mean	94.03	94.02			94.1	94.32	94.53	94.27

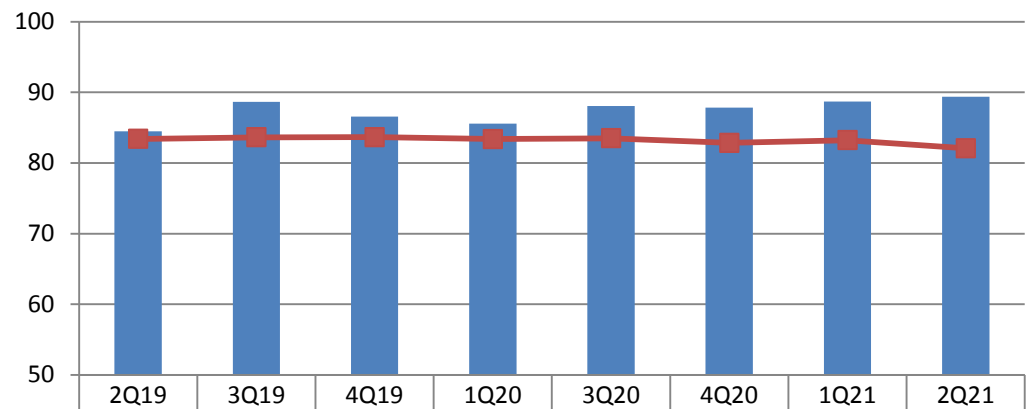
Responsiveness

Emergency Department - Emergency Dept.

Response to concerns/ complaints made during your stay

8 of 8 qts Outperform

Mean Score



■ Emergency Dept.	84.5	88.67	86.57	85.58	88.06	87.82	88.71	89.37
■ PG: All PG DB Mean	83.41	83.63	83.66	83.39	83.5	82.86	83.23	82.08

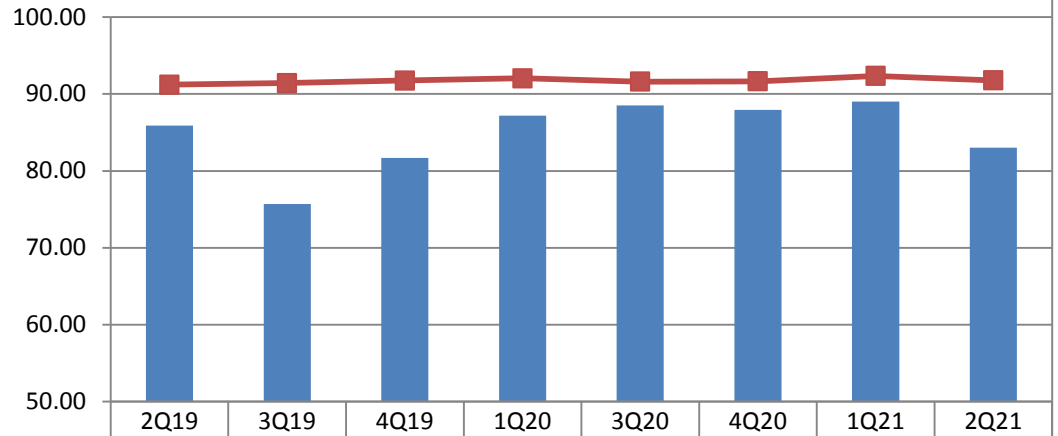
Responsiveness

Specialty Practice - Wound Healing Institute (Wound)

Degree to which staff informed you about any delays you experienced during visit

0 of 8 qts Outperform

Mean Score



Wound Healing Institute (Wound)	85.90	75.68	81.67	87.18	88.51	87.93	89.00	83.00
PG: All Facility DB	91.21	91.43	91.74	92.04	91.60	91.64	92.35	91.77

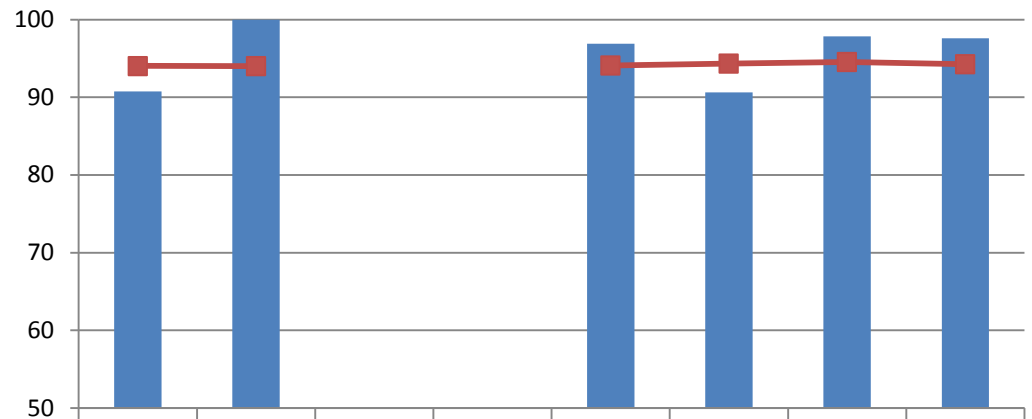
Responsiveness

Specialty Practice - Radiology (IntrvRad)

Response to concerns/complaints made during your visit

4 of 8 qts Outperform *

Mean Score



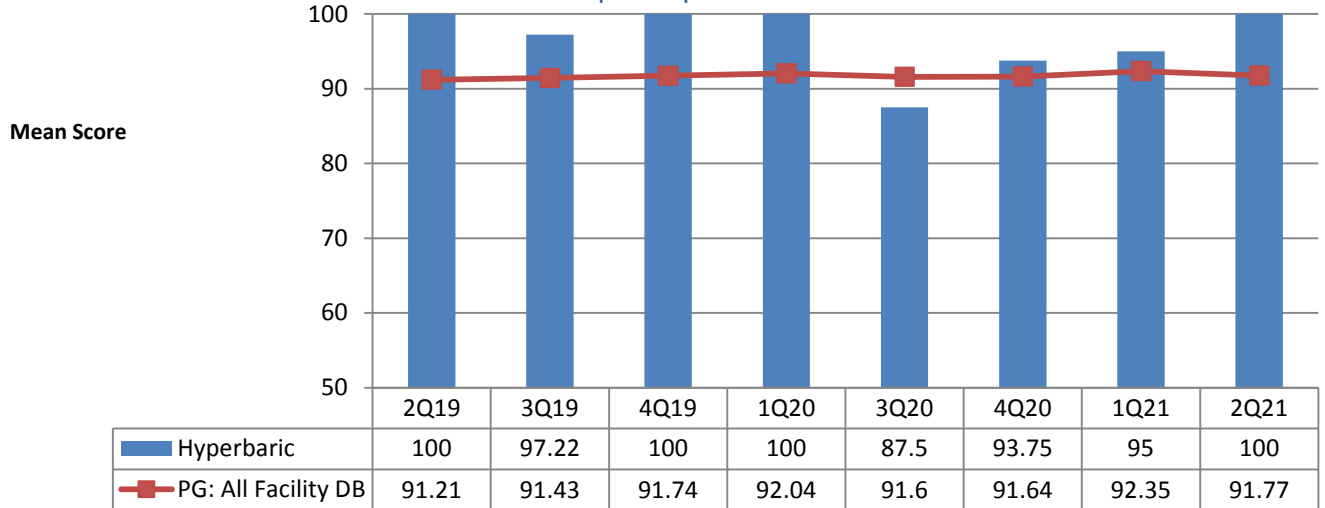
Radiology (IntrvRad)	90.74	100			96.88	90.63	97.83	97.58
PG: All PG DB Mean	94.03	94.02			94.1	94.32	94.53	94.27

Responsiveness

Specialty Practice - Hyperbaric

Degree to which staff informed you about an delays you experienced during visit

7 of 8 qts Outperform

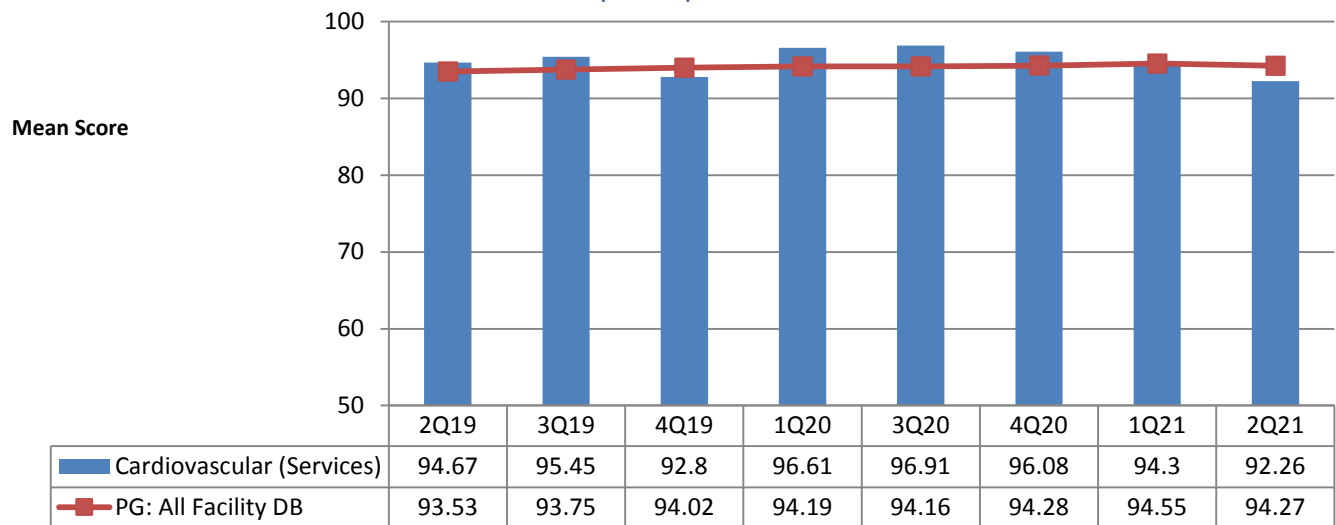


Responsiveness

Specialty Practice - Cardiovascular (Services)

Response to concerns/complaints made during your visit

5 of 8 qts Outperform

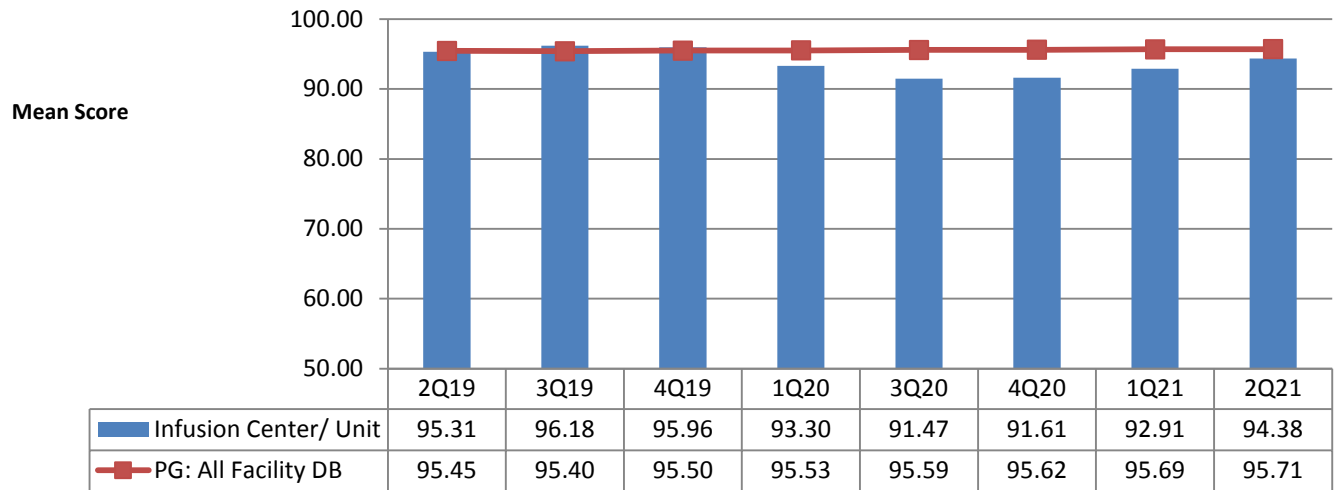


Responsiveness

Oncology - Infusion Center/ Unit

Staff concern for your comfort during your chemotherapy

2 of 8 qts Outperform

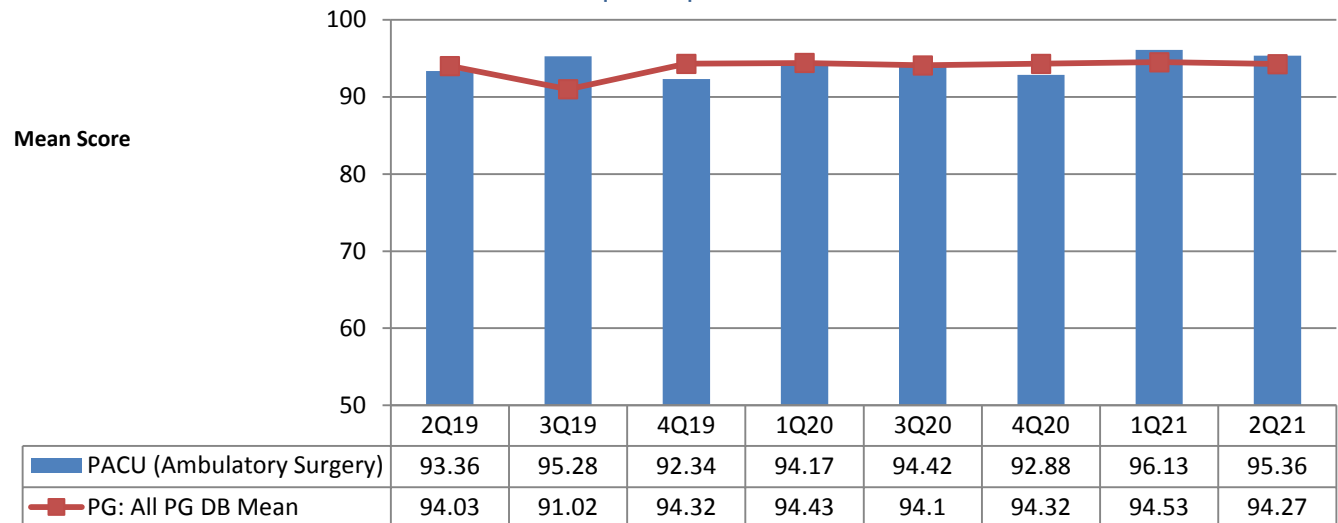


Responsiveness

PACU - PACU (Ambulatory Surgery)

Response to concerns/complaints made during your visit

4 of 8 qts Outperform



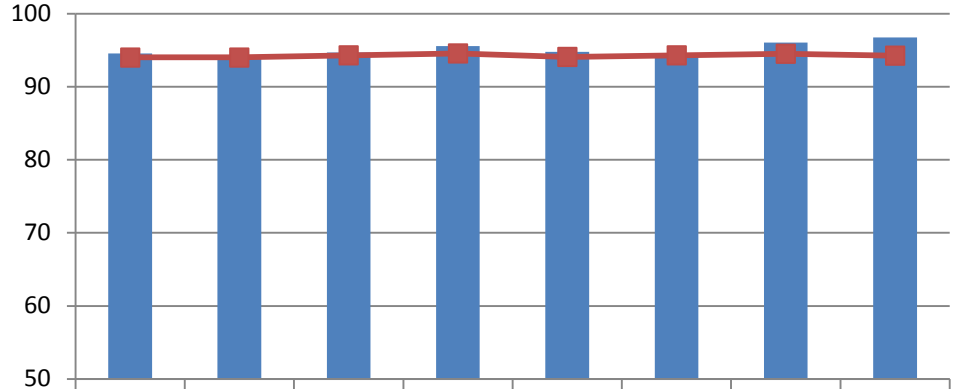
Responsiveness

Same Day/ Ambulatory Procedure - Endoscopy

Response to concerns/complaints made during your visit

7 of 8 qts Outperform

Mean Score



	2Q19	3Q19	4Q19	1Q20	3Q20	4Q20	1Q21	2Q21
Endoscopy	94.56	94.22	94.7	95.59	94.78	94.03	96.04	96.77
PG: All PG DB Mean	94.03	94.02	94.32	94.57	94.1	94.32	94.53	94.27

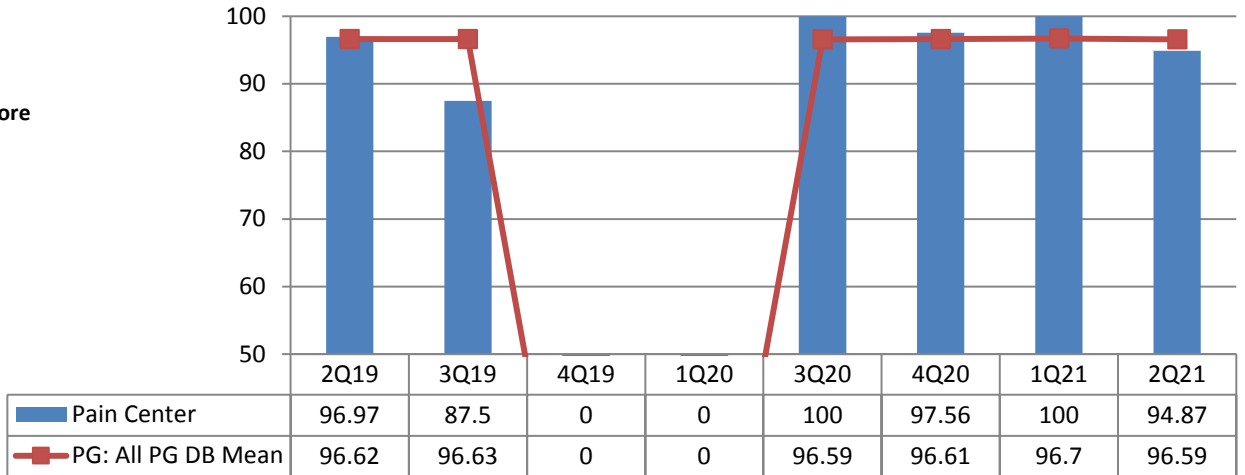
Pain

Ambulatory - Pain Center

Did the doctors and nurses make sure you were as comfortable as possible?

4 of 8 qts Outperform

Mean Score



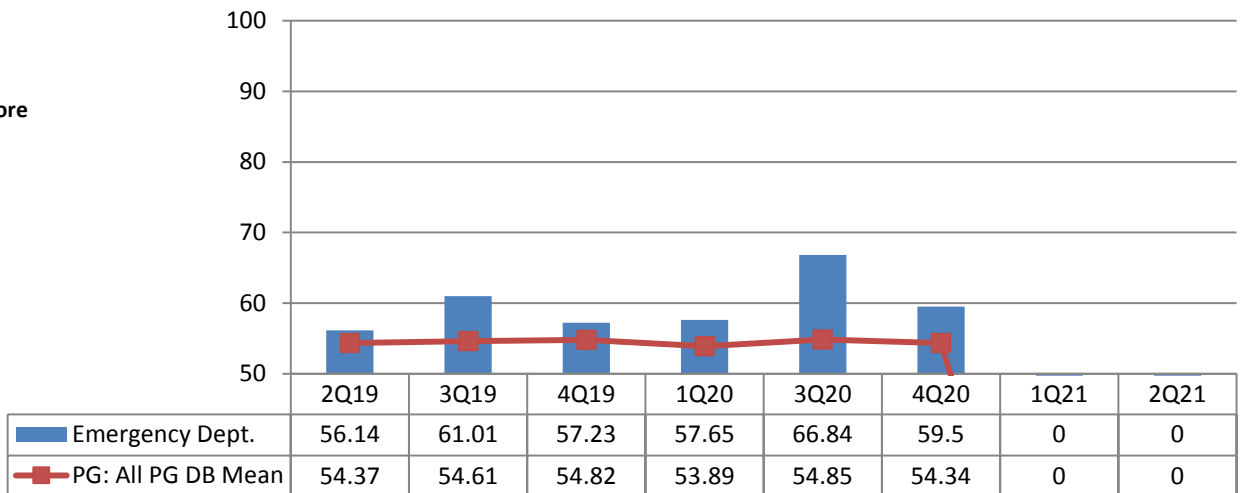
Pain

Emergency Department - Emergency Dept.

During this emergency room visit, did the doctors and nurses try to help reduce your pain?

6 of 8 qts Outperform

Mean Score



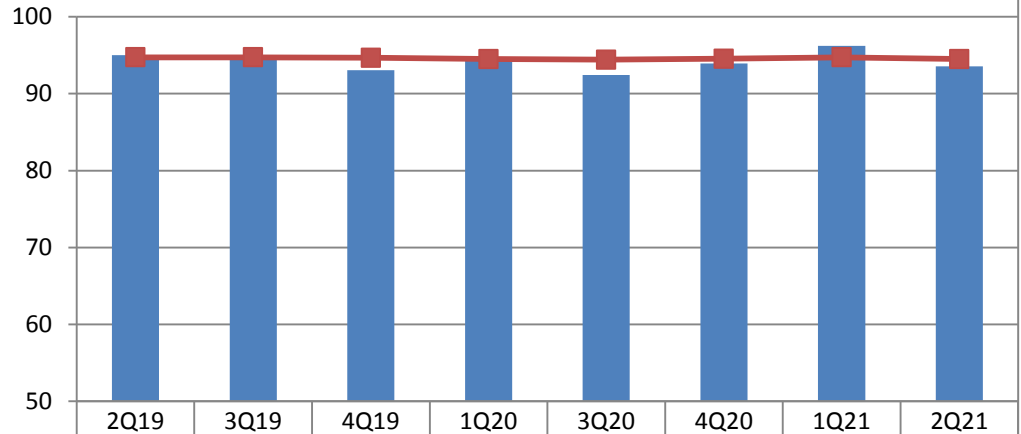
Pain

Specialty Practice - Wound Healing Institute (Wound)

Staff's concern for your comfort

2 of 8 qts Outperform

Mean Score



Wound Healing Institute (Wound)	95	94.44	93.06	94.39	92.44	93.94	96.21	93.57
PG: All Facility DB	94.74	94.74	94.68	94.5	94.43	94.54	94.74	94.52

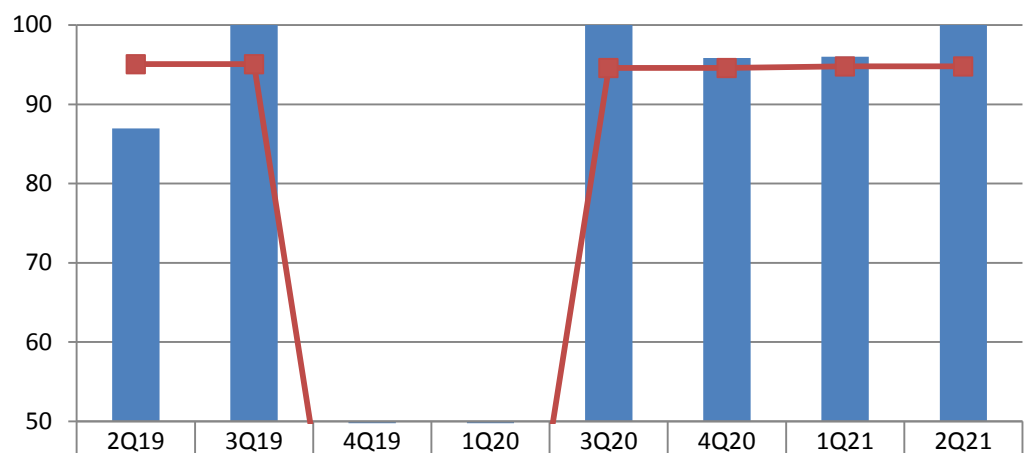
Pain

Specialty Practice - Radiology (IntrvRad)

Some ways to control pain include prescription medicine, over-the-counter pain relievers or ice packs. Did your doctor or anyone from the facility give you information about what to do if you had pain as a result of your

5 of 8 qts Outperform

Mean Score



Radiology (IntrvRad)	86.96	100	0	0	100	95.83	96	100
PG: All PG DB Mean	95.05	95.08	0	0	94.6	94.6	94.79	94.79

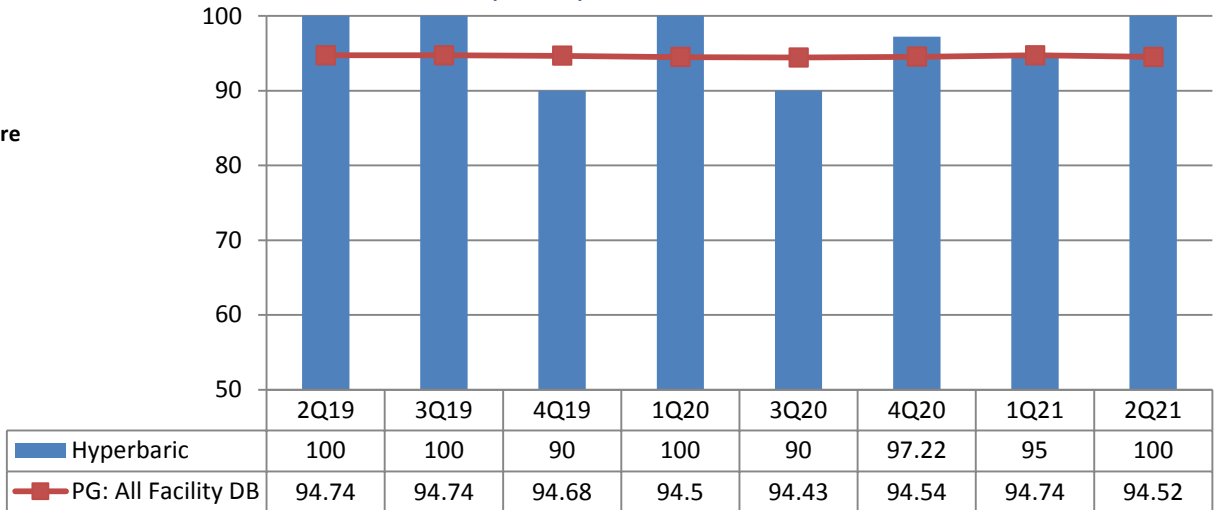
Pain

Specialty Practice - Hyperbaric

Staff's concern for your comfort

6 of 8 qts Outperform

Mean Score



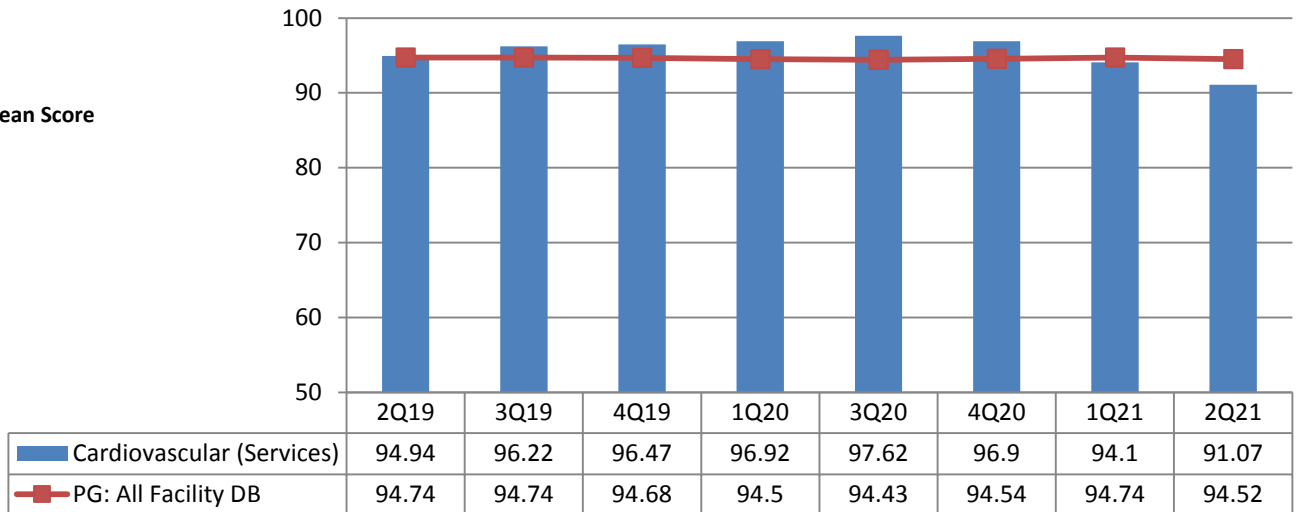
Pain

Specialty Practice - Cardiovascular (Services)

Staff's concern for your comfort

6 of 8 qts Outperform

Mean Score

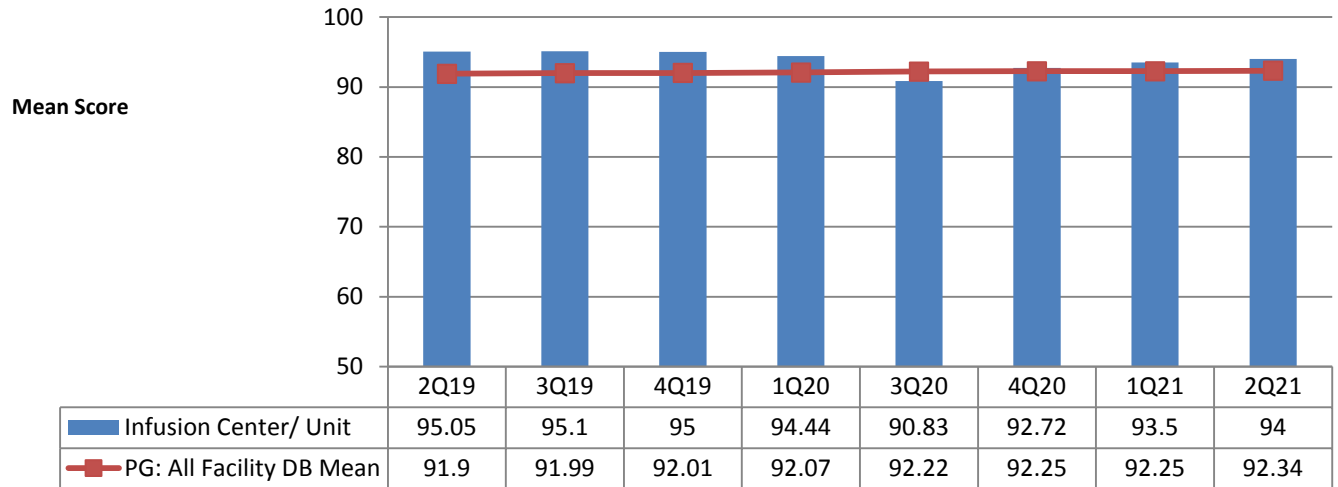


Pain

Oncology - Infusion Center/ Unit

How well your pain was controlled

7 of 8 qts Outperform

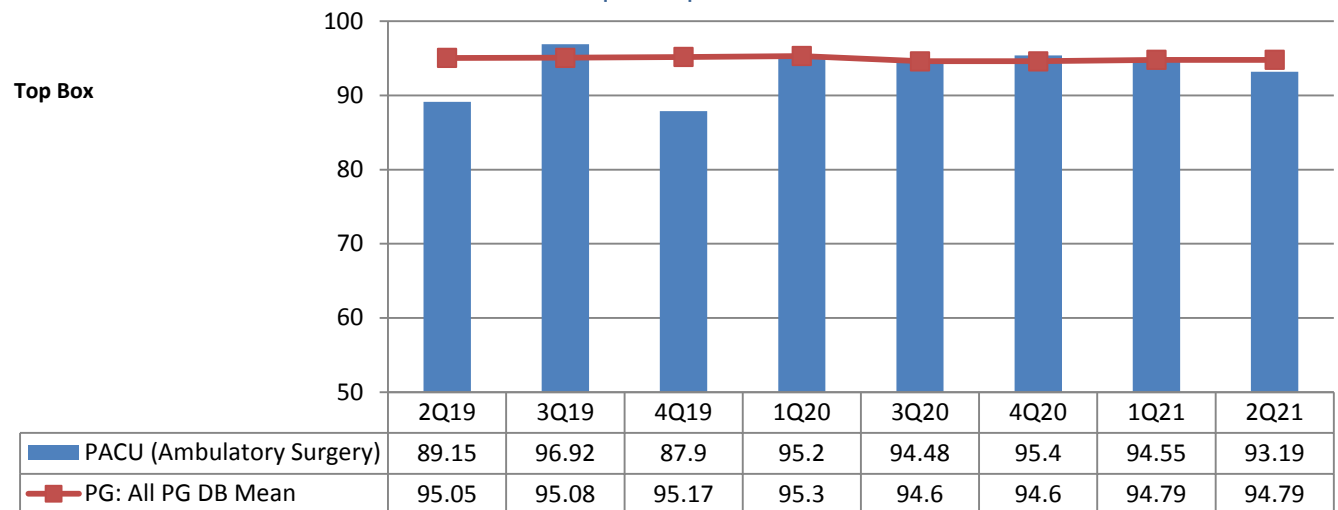


Pain

PACU - PACU (Ambulatory Surgery)

Some ways to control pain include prescription medicine, over-the-counter pain relievers or ice packs. Did your doctor or anyone from the facility give you information about what to do if you had pain as a result of your procedure?

2 of 8 qts Outperform



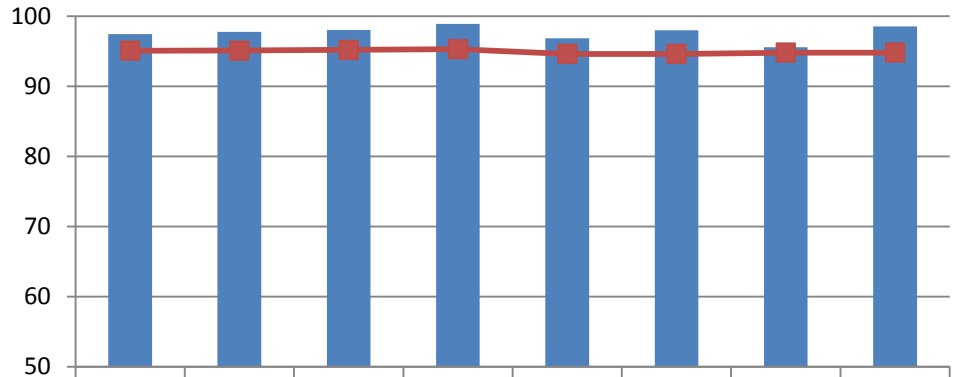
Pain

Same Day/ Ambulatory Procedure - Endoscopy

Some ways to control pain include prescription medicine, over-the-counter pain relievers or ice packs. Did your doctor or anyone from the facility give you information about what to do if you had pain as a result of your

8 of 8 qts Outperform

Mean Score



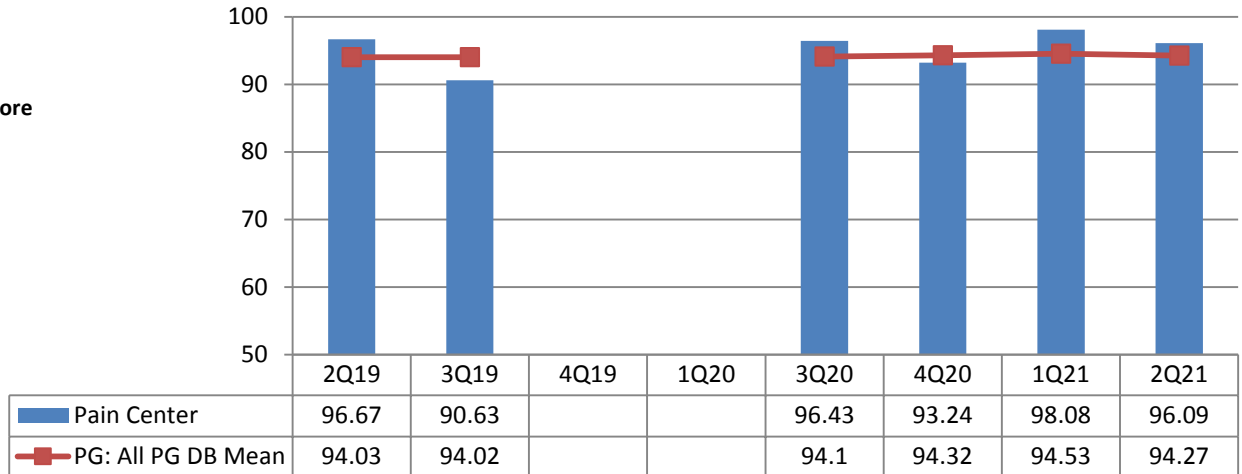
Endoscopy	97.41	97.73	98.02	98.9	96.83	97.97	95.54	98.5
PG: All PG DB Mean	95.05	95.08	95.17	95.3	94.6	94.6	94.79	94.79

Careful Listening Ambulatory - Pain Center

Response to concerns/ complaints made during your visit

4 of 8 qts Outperform

Mean Score

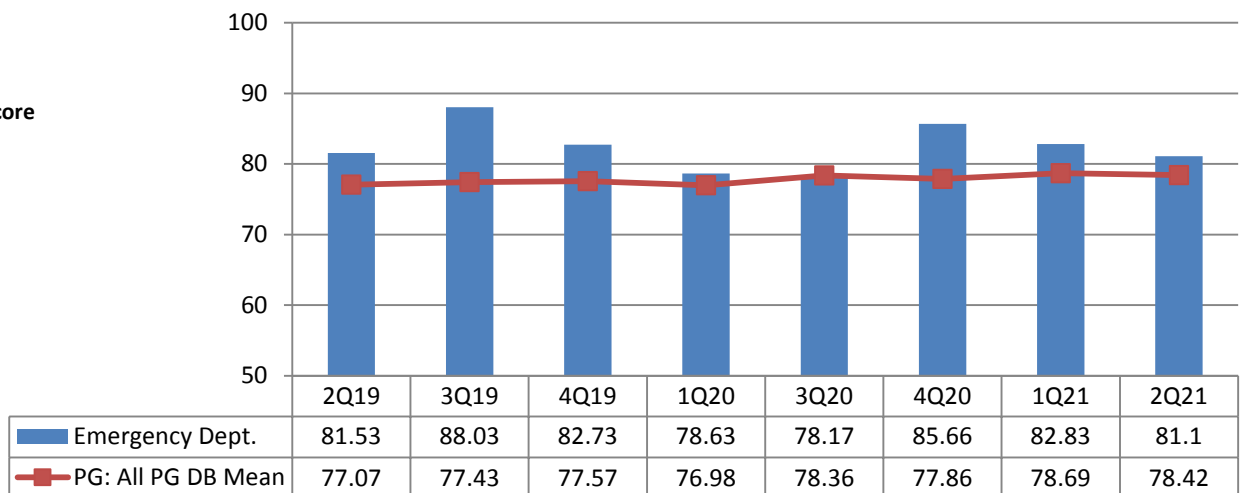


Careful Listening Emergency Department - Emergency Dept.

During this emergency room visit, how often did nurses listen carefully to you?

7 of 8 qts Outperform

Mean Score



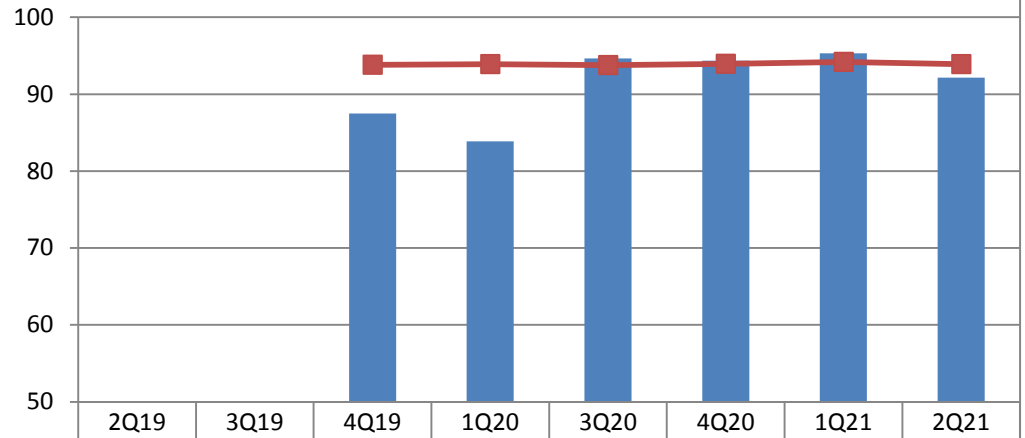
Careful Listening

Specialty Practice - Wound Healing Institute (Wound)

Staff provided opportunity to ask questions

3 of 8 qts Outperform

Mean Score



Wound Healing Institute (Wound)			87.5	83.88	94.64	94.35	95.31	92.14
PG: All Facility DB			93.82	93.89	93.77	93.93	94.18	93.91

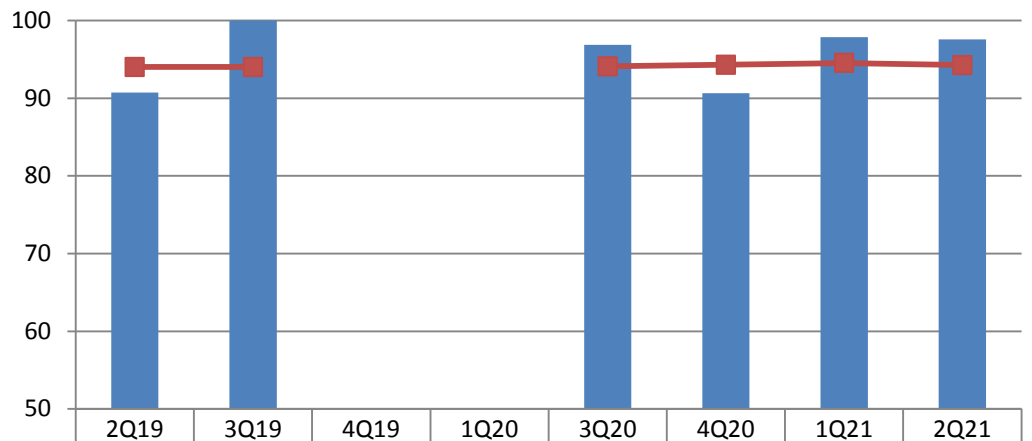
Careful Listening

Specialty Practice - Radiology (IntrvRad)

Response to concerns/complaints made during your visit

4 of 8 qts Outperform *

Mean Score

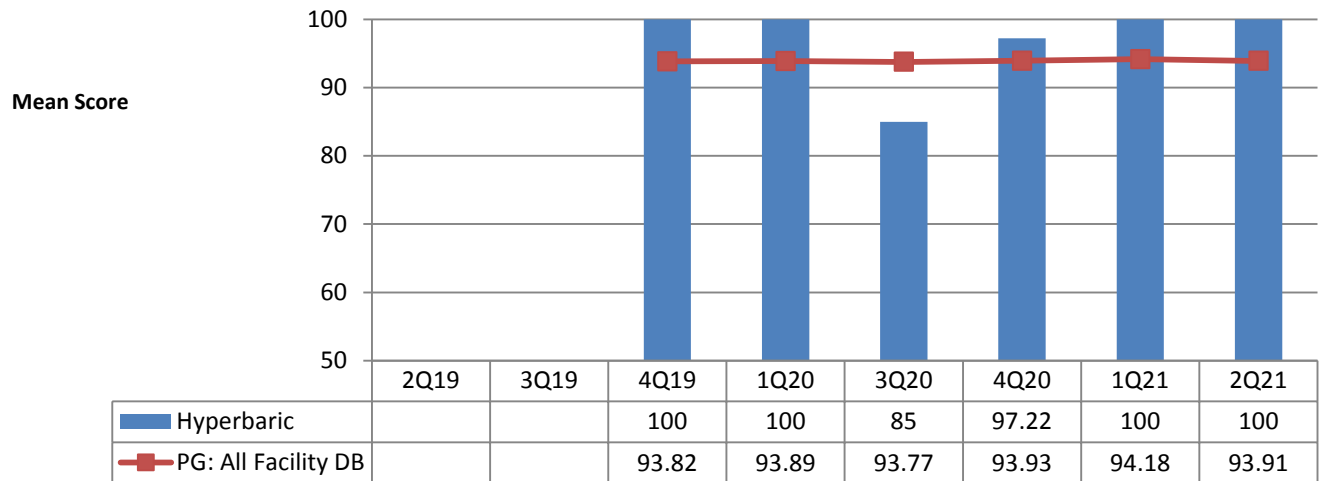


Radiology (IntrvRad)	90.74	100			96.88	90.63	97.83	97.58
PG: All PG DB Mean	94.03	94.02			94.1	94.32	94.53	94.27

Careful Listening Specialty Practice - Hyperbaric

Staff provided opportunity to ask questions

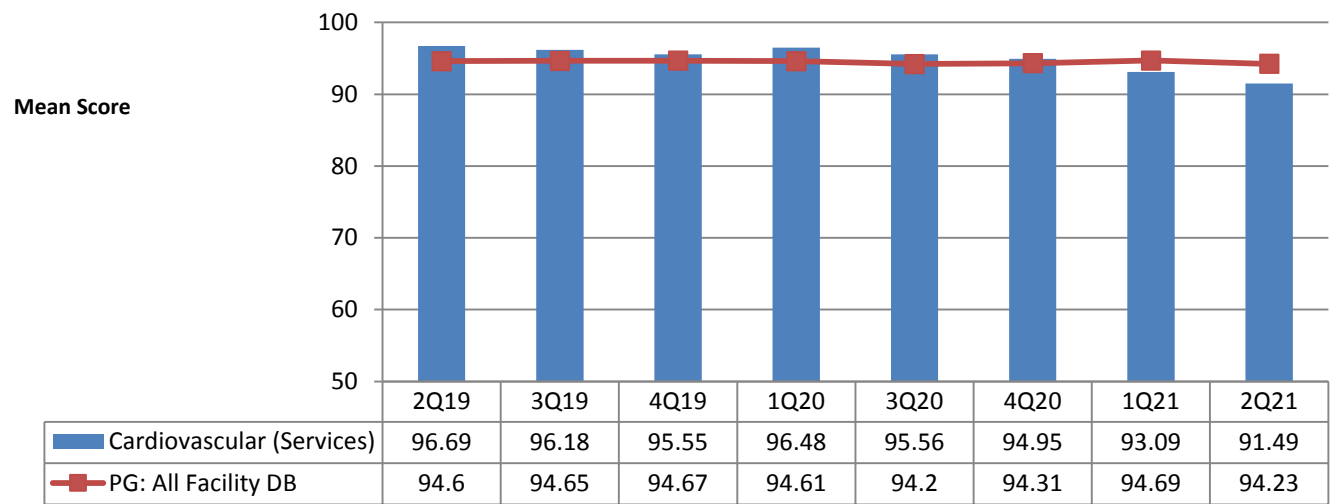
5 of 8 qts Outperform



Careful Listening Specialty Practice - Cardiovascular (Services)

Staff's concern for your questions and worries

6 of 8 qts Outperform

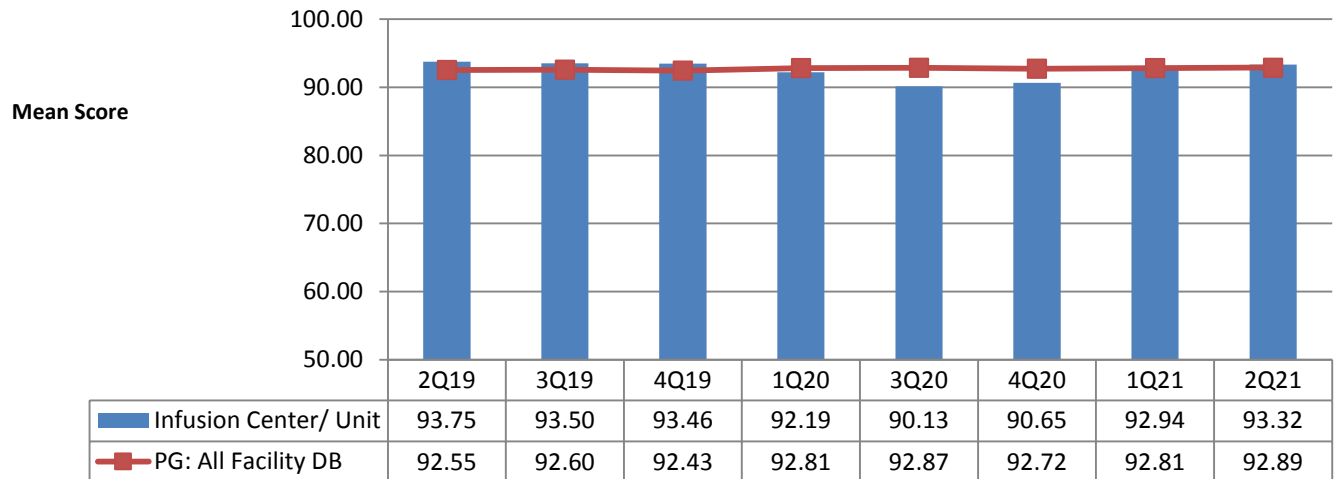


Careful Listening

Oncology - Infusion Center/ Unit

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

5 of 8 qts Outperform

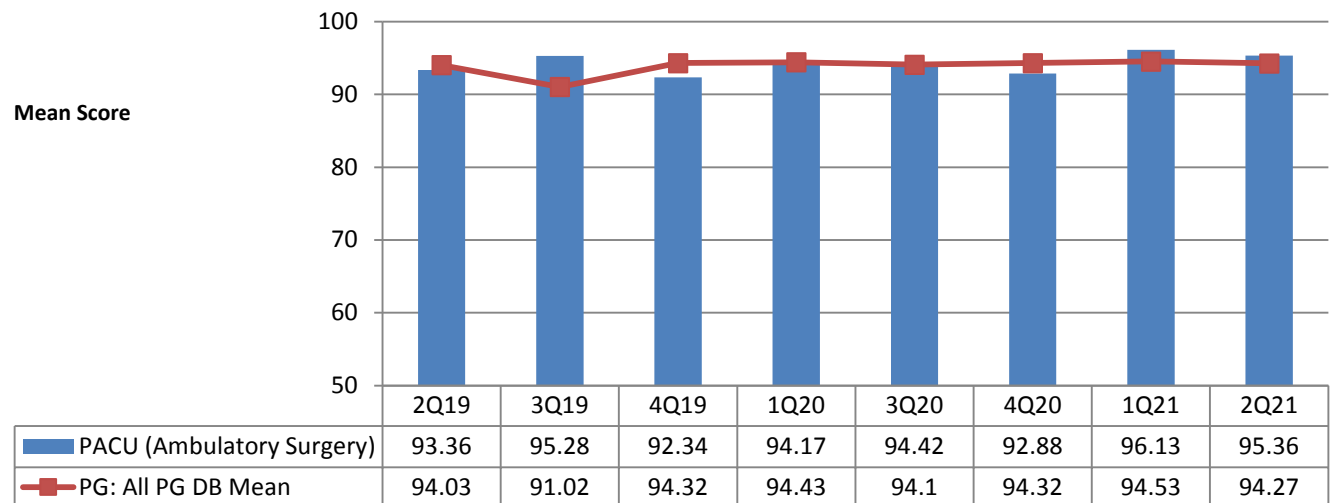


Careful Listening

PACU - PACU (Ambulatory Surgery)

Response to concerns/complaints made during your visit

4 of 8 qts Outperform



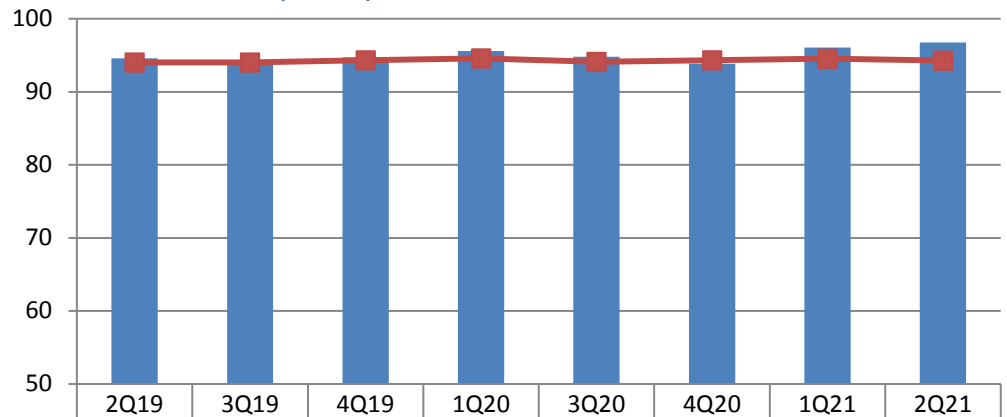
Careful Listening

Same Day/ Ambulatory Procedure - Endoscopy

Response to concerns/complaints made during your visit

7 of 8 qts Outperform

Mean Score



Endoscopy	2Q19	3Q19	4Q19	1Q20	3Q20	4Q20	1Q21	2Q21
	94.56	94.22	94.7	95.59	94.78	93.85	96.04	96.77
PG: All PG DB Mean	94.03	94.02	94.32	94.57	94.1	94.32	94.53	94.27