

MIDC Patient Experience Survey, Q1 2021

CAHPS QUESTIONS	Q4 2020	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Current %ile Rank
Sample Size	188	128				
Facility rating 0-10, % answering 9 or 10	87.2	90.63				80
Recommend the facility	91.4	88.98				82
COMMUNICATION						84
Provided needed info re procedure	88.8	92.91				61
Instructions good re preparation	93.3	95.2				67
Procedure info easy to understand	96.2	94.53				67
ANESTHESIA						
Anesthesia info easy to understand	98.2	98.31				97
Anes side effect easy to understand	91	87.29				73
FACILITY/PERSONAL TREATMENT						48
Staff treat w/ courtesy, respect	97.9	96.88				25
Staff ensure you were comfortable	95.1	96.83				48
DISCHARGE						58
Written discharge instructions	95.1	95.16				9
Instructions regarding recovery	90.2	86.72				58
Information re subsequent pain	96.7	96.15				68
Information re subsequent nausea	98.6	95.7				31
Information re subsequent bleeding	99.3	98.98				83
Info on response to infection	100	100				99
STANDARD QUESTIONS		Q1 2021	Q 2 2021	Q3 2021	Q4 2021	Current %ile Rank
OVERALL	96.4	96.56				79
NURSES						
Nurses concern for comfort	96.3	96.79				63
Info nurses gave to prep for proc	96.4	96.93				75
Nurses response concerns/questions	96.4	97.18				79
CARE PROVIDER						
CP explanation about proc	96.8	95.53				75
Info CP shared re how proc went	94	94.31				75
CP response to concerns/questions	97.1	95.49				53
CP expln why proc important	94.9	94.38				64
Staff worked together care for you	97.5	97.75				86

Notes:

- Received date 1/1/2021 through 3/31/2021; Peer Group, Procedure areas with 4-6,000 annual cases.

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- A couple scores dropped below the 50th percentile.
 - “Staff treated with courtesy, respect” dropped a little;
 - “Information about subsequent nausea”
- The question about receiving a written discharge summary was explored in detail – even though we score over 95%, we’re in the 9th percentile. The 4 people who answered “No” to that question were identified. All 4 had sedation, and all 4 had printed discharge summaries they had signed in the chart. So they clearly received the d/c summary, just didn’t remember because they were still experiencing effects from sedation.