

Patient Satisfaction

Teton Valley Health Care

January, 2011



Patient Satisfaction Survey

Inpatient
Observation
Swing Bed

Inpatient survey



- March – December, 2010
- 72 surveys distributed
- 24 returned
- Return rate: 33.3%
- Questions scored 1-4
1 lowest, 4 highest

Inpatient Survey – Average scores

Care from Nurses (3 questions – 3.92, 3.875, 3.86)	3.89
Care from Doctors (2 questions – 3.91, 3.875)	3.89
Experience in the hospital (7 questions)	
Housekeeping	3.52
Dietary	3.80
Pain control (2 questions – 3.55, 3.94)	3.77
Laboratory	3.91
Discharge planning	3.79
Admissions	3.88
Recommend Teton Valley Hospital	3.91



Patient Satisfaction Survey

Ambulatory Surgery



Ambulatory Surgery Survey

- January – December, 2010
- 243 surveys distributed
- 115 returned
- Return rate: 47.3%
- 4 different surveys utilized
 - 7 questions – same or very similar on all surveys
 - 6 questions – added on only one or two of the surveys
- Data presented includes responses collected in 10 of 12 months

Ambulatory Surgery Survey Highest scores

Surgical experience – excellent / always acceptable	61/70	87.1%
Surgical experience acceptable – yes	34/34	100%
Pre-op & Post op teaching – very helpful / always	61/66	92.4%
Pre-op & Post-op teaching effective – yes	38/38	100%
Comfortable in the facility – very comfortable / always	88/104	84.6%
Competency of the staff – very competent / always	93/98	94.9%
Return to TVH for surgery in future – always / yes	95/102	93.1%
Recommend provider to friends – always / yes	101/104	97.1%
Recommend TVH to friends – always / yes	99/104	95.2%

Ambulatory Surgery Survey Highest scores

Treated with courtesy & respect – always	64/64	100%
Nurses explained things understandably – always	36/36	100%
Adequate privacy pre-op and recovery– always	24/32	75.0%
Satisfied with anesthesia care – yes	32/32	100%
Any information you did not receive – no	32/32	100%
Given all the information needed	22/25	88.0%