



Realtime Patient Satisfaction Administrator Report

Catholic Health Services - St. Catherine's West Rehabilitation Hospital

Dates of Patient Discharge: 9/1/2019 - 9/30/2019
 Dates of Patient Surveys: 10/16/2019 - 12/13/2019
 Number of Completed Surveys: 40

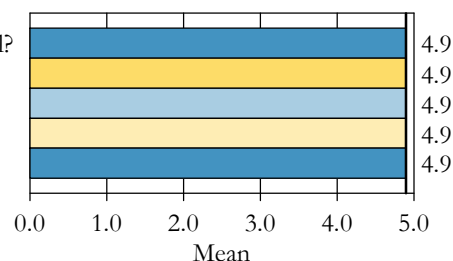
Number of Names on Roster: 62
 Number of Wrong, Missing, & Disconnected: 5
 Number of Declined Surveys & Others: 1

Confidence Level = 90%, Margin of Error = 7.8%
 Percentage of Roster Errors = 8.1%
 Percentage of Declined = 1.6%

CoreQ

CoreQ Satisfaction Rating

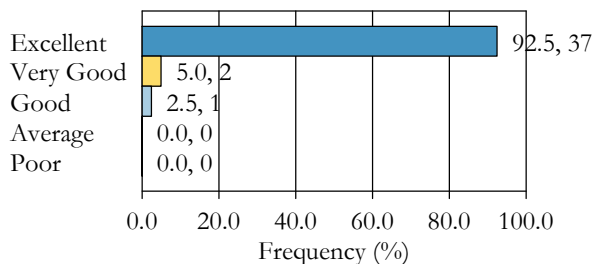
1. In recommending this facility to your family and friends, how would you rate it overall?
2. Overall, how would you rate the staff?
3. How would you rate the care you received?
4. How would you rate how well your discharge needs were met?



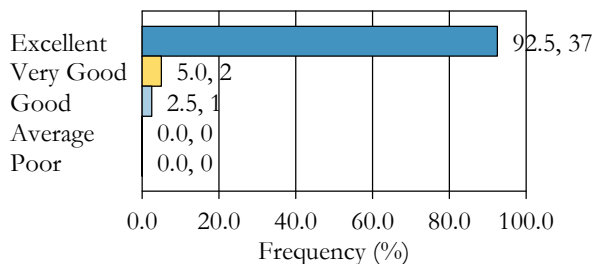
(Percentage of Responses and Number of Responses)

CoreQ Satisfaction Rating

1. In recommending this facility to your family and friends, how would you rate it overall?

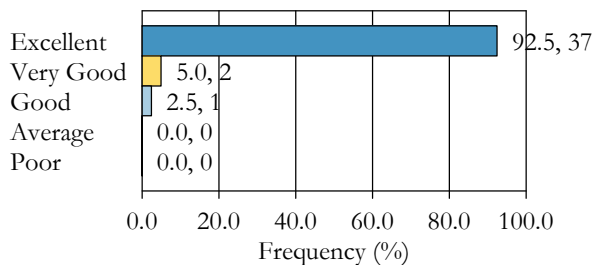


2. Overall, how would you rate the staff?

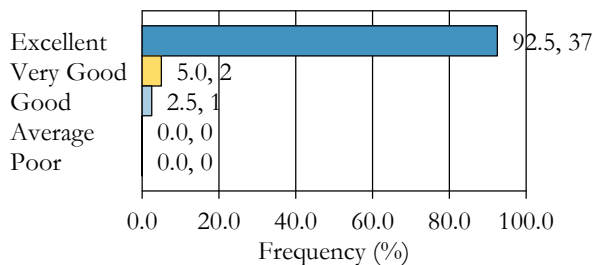


CoreQ Satisfaction Rating

3. How would you rate the care you received?



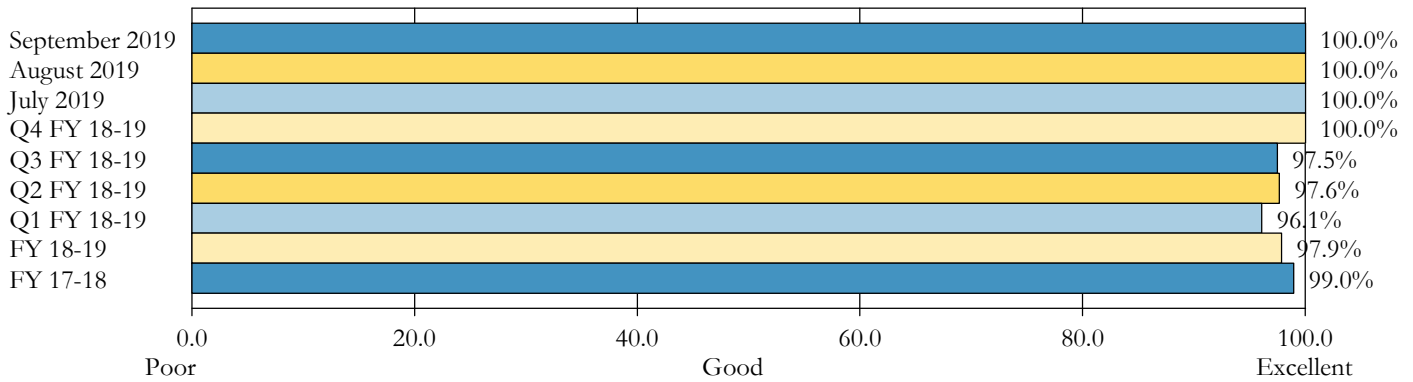
4. How would you rate how well your discharge needs were met?



CoreQ Loyalty Trends

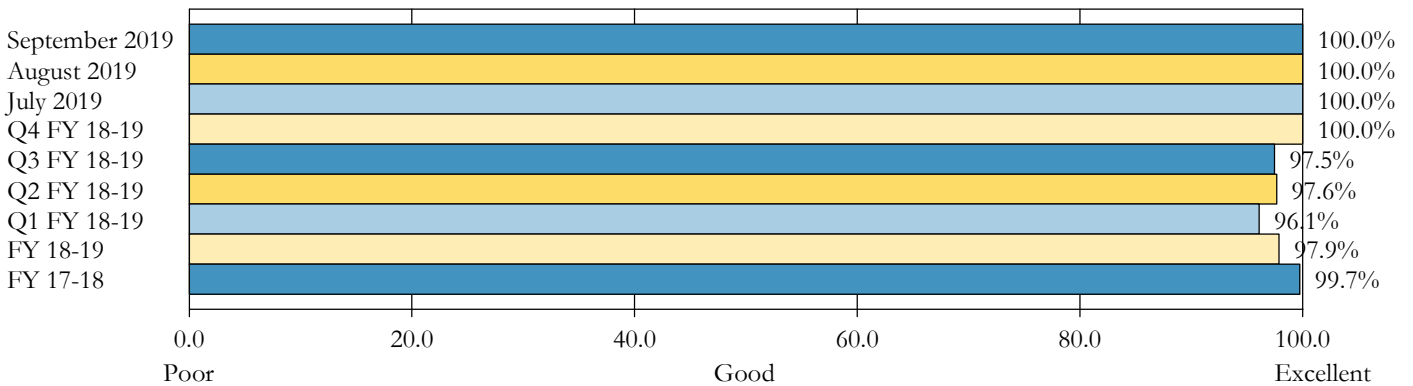
1. In recommending this facility to your family and friends, how would you rate it overall?

Top Box



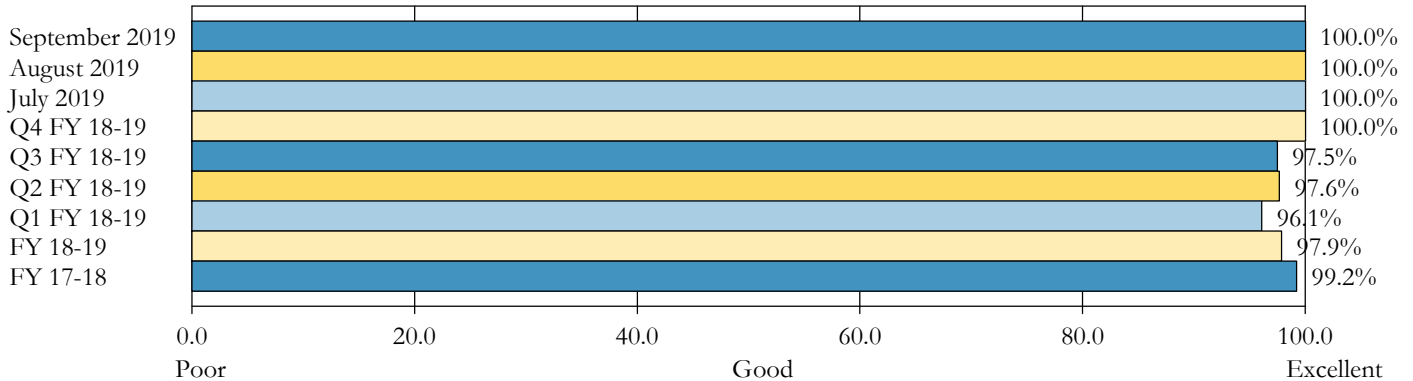
2. Overall, how would you rate the staff?

Top Box



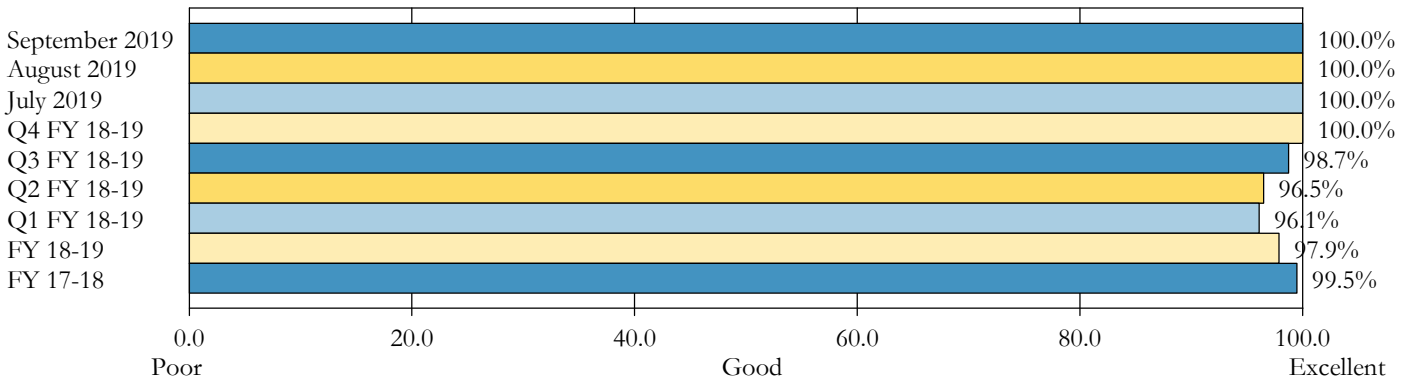
3. How would you rate the care you received?

Top Box



4. How would you rate how well your discharge needs were met?

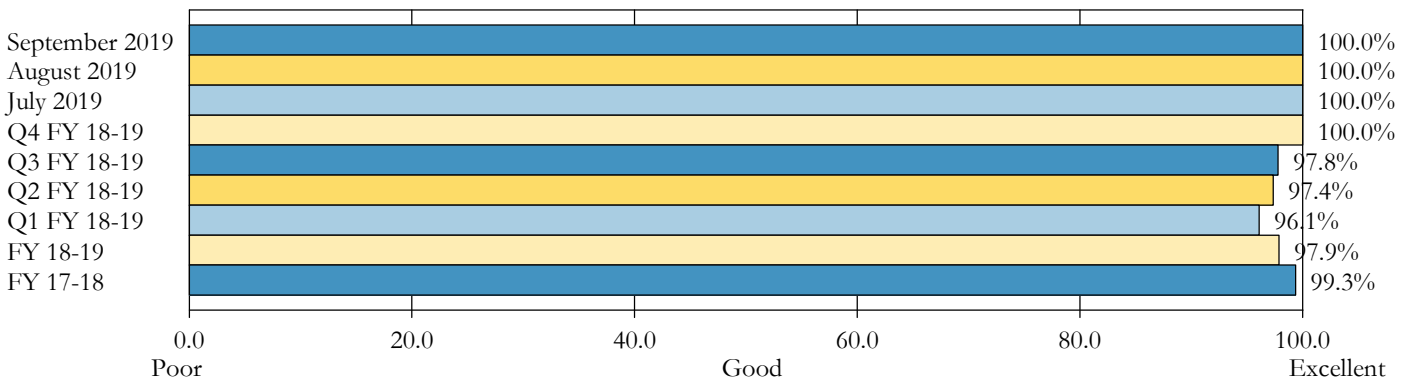
Top Box



All Four (4) CoreQ Questions

(Avg. of Excellent, Very Good, and Good)

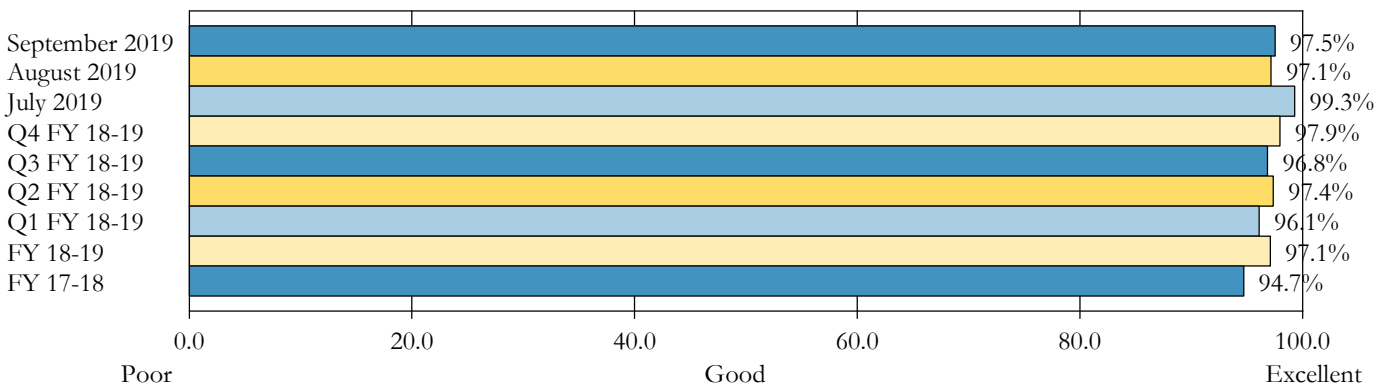
Top Box



All Four (4) CHS CoreQ Questions

(Avg. of Excellent and Very Good)

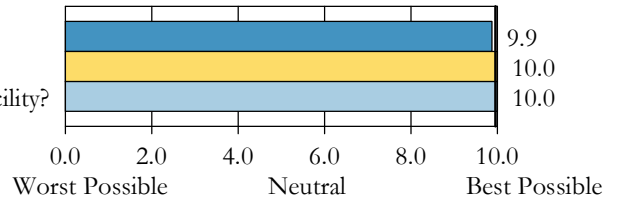
Top Box



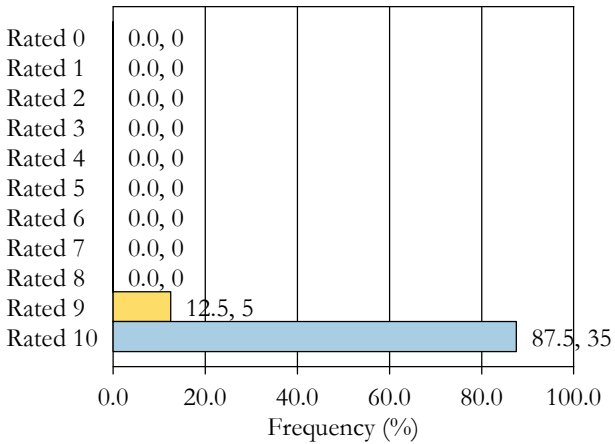
Food, Cleanliness, and Safety

Top Box

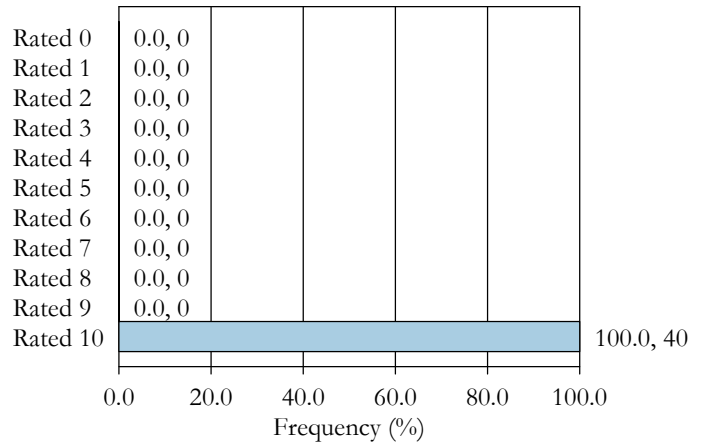
- 5. What number would you use to rate the taste of the food at the facility?
- 6. What number would you use to rate how clean the facility was?
- 7. What number would you use to describe how safe and secure you felt in the facility?



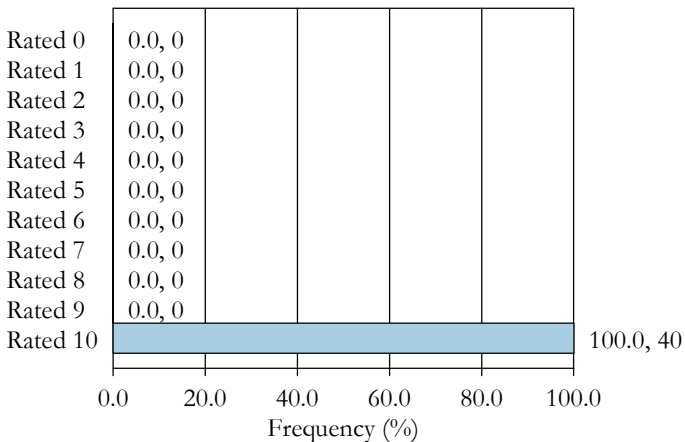
5. What number would you use to rate the taste of the food at the facility?



6. What number would you use to rate how clean the facility was?



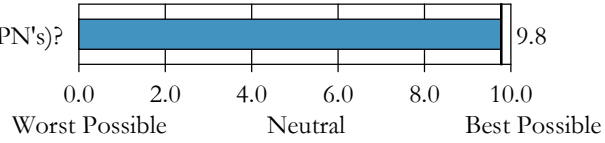
7. What number would you use to describe how safe and secure you felt in the facility?



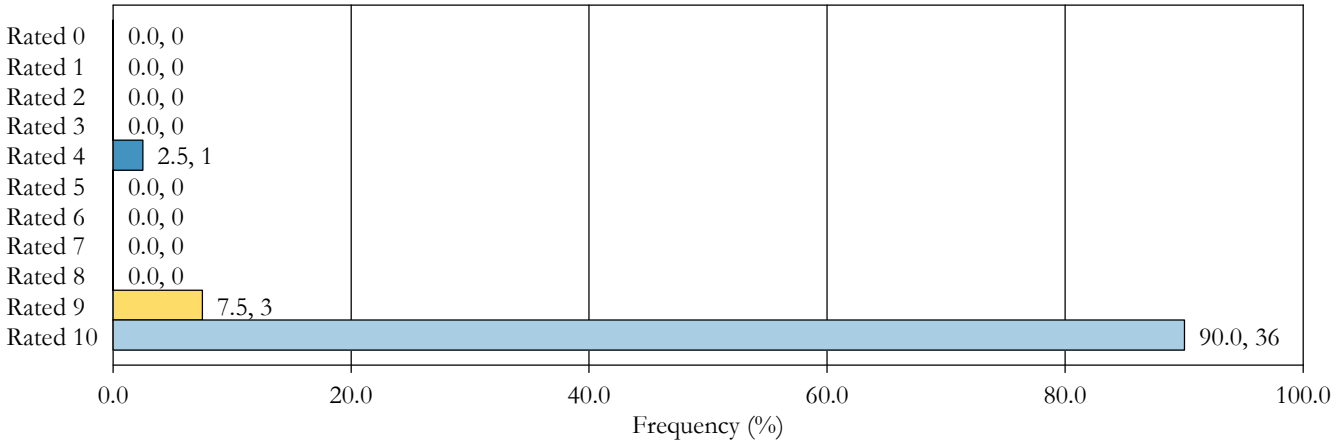
Nursing Staff

RN's and LPN's Satisfaction Scores

8. Overall how would you rate the nurses (RN's and LPN's)?

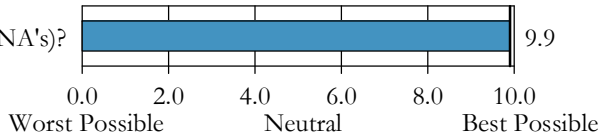


8. Overall how would you rate the nurses (RN's and LPN's)?

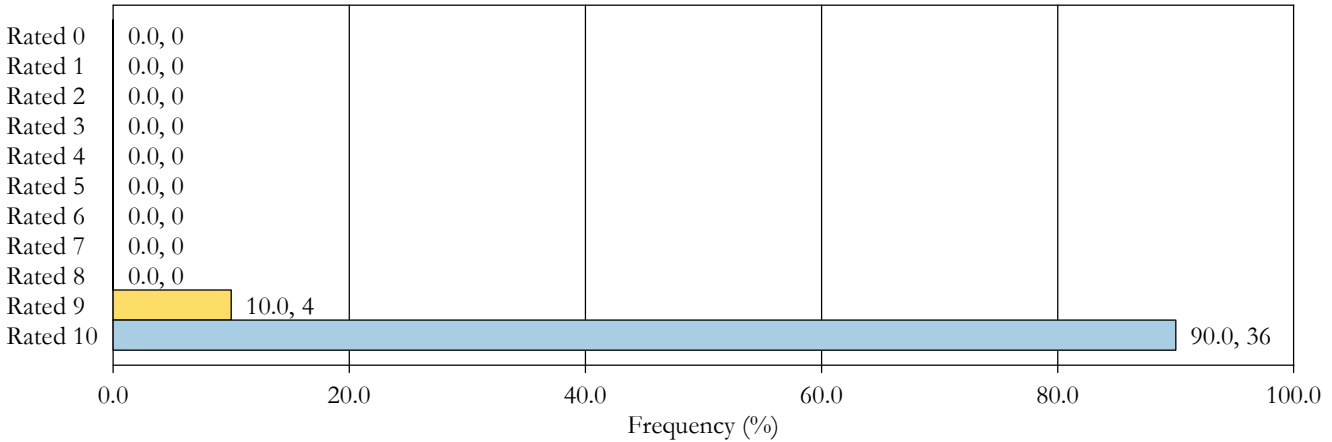


CNA's Satisfaction Scores

9. Overall, how would you rate the nursing aides (CNA's)?

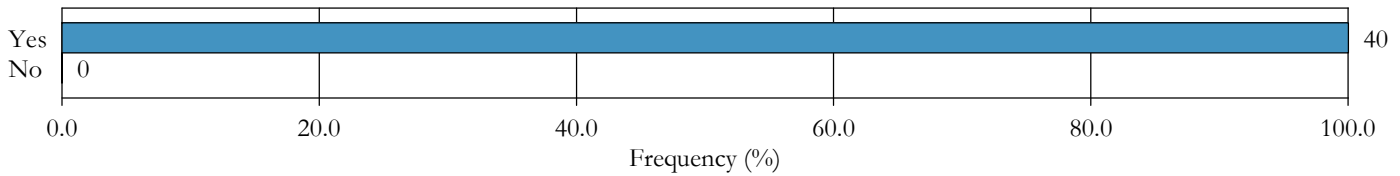


9. Overall, how would you rate the nursing aides (CNA's)?



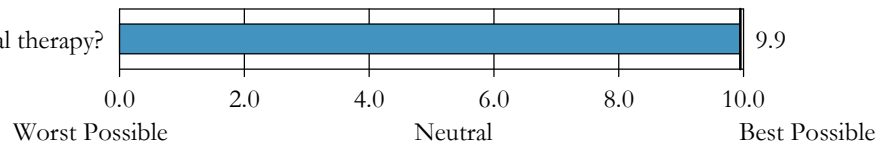
Therapy Specialty Services

10. When you were in the facility, did you have any special therapy such as physical, occupational, or speech therapy?

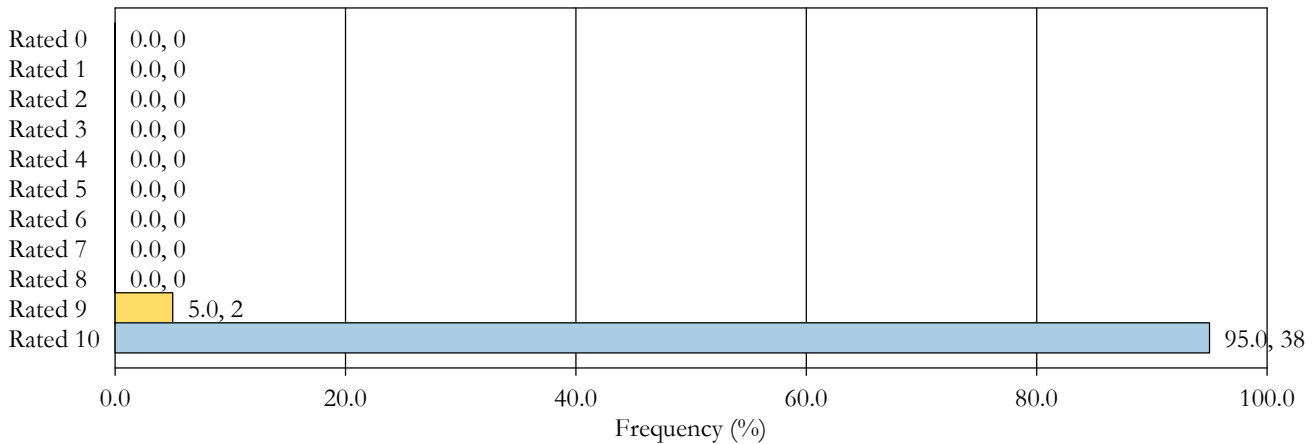


Therapy Specialty Services Satisfaction Scores

10a. If yes, what number would you use to rate the special therapy?



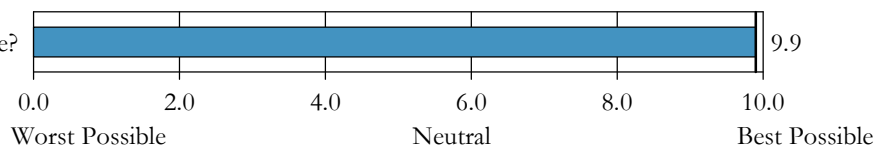
10a. If yes, what number would you use to rate the special therapy?



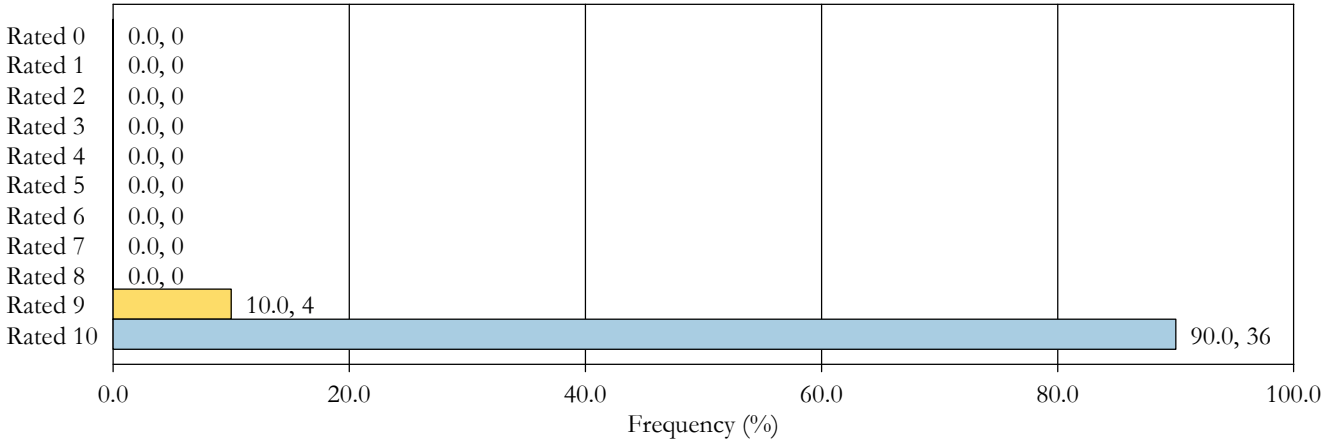
Physician Services

Physician Services Satisfaction Scores

11. Overall, how would you rate physician service?



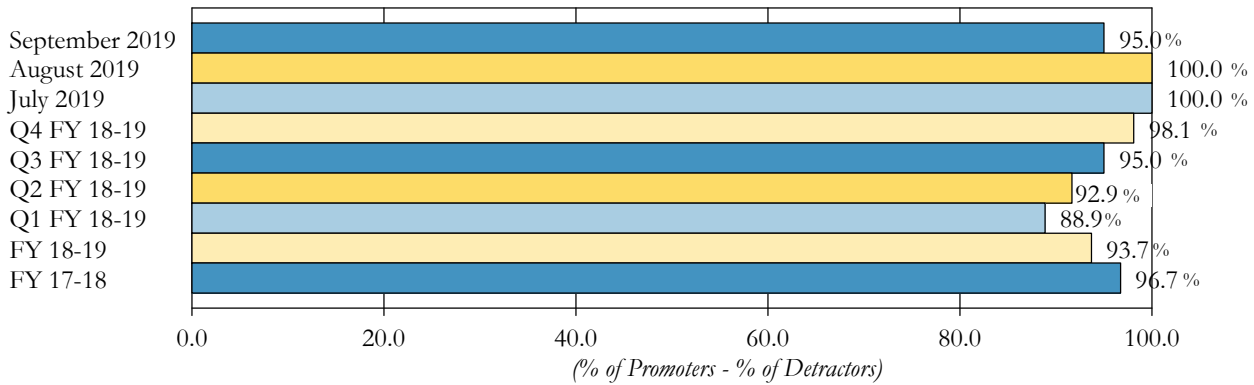
11. Overall, how would you rate physician service?



Net Promoter

Net Promoter Score

St. Catherine's West Net Promoter Score



Net Promoter Satisfaction Scores

12. What is the likelihood you will recommend this facility to a friend or family?

