



Realtime Patient Satisfaction Administrator Report Catholic Health Services - Villa Maria West Nursing Center

Dates of Patient Discharge: 9/1/2019 - 9/30/2019
 Dates of Patient Surveys: 9/16/2019 - 11/27/2019
 Number of Completed Surveys: 19

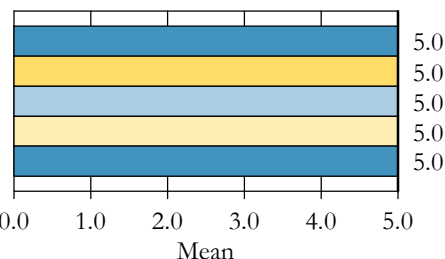
Number of Names on Roster: 53
 Number of Wrong, Missing, & Disconnected: 0
 Number of Declined Surveys & Others: 4

Confidence Level = 90%, Margin of Error = 15.3%
 Percentage of Roster Errors = 0%
 Percentage of Declined = 7.5%

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?

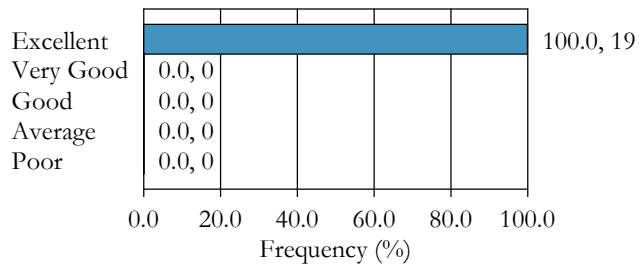
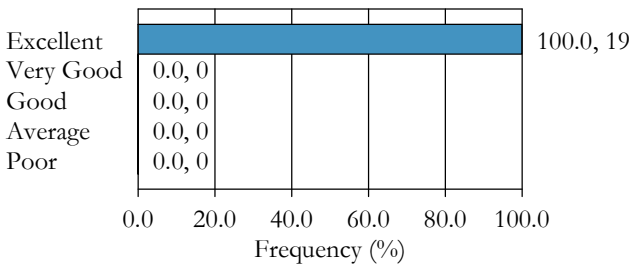


(Percentage of Responses and Number of Responses)

CoreQ Satisfaction Rating

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

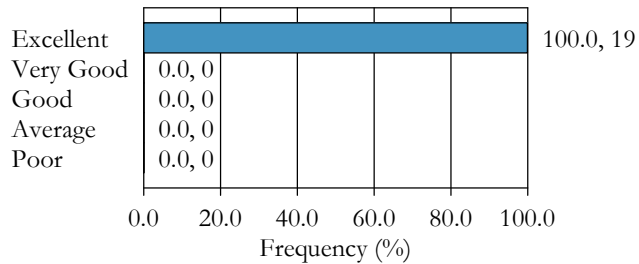
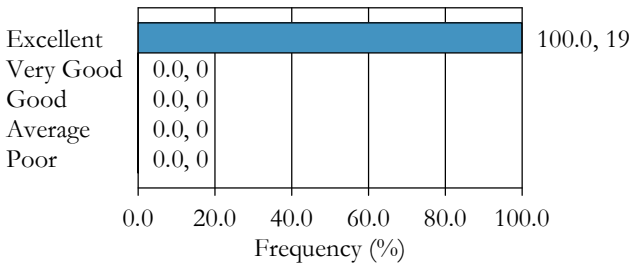
2. Overall, how would you rate the staff?



CoreQ Satisfaction Rating

3. How would you rate the care you received?

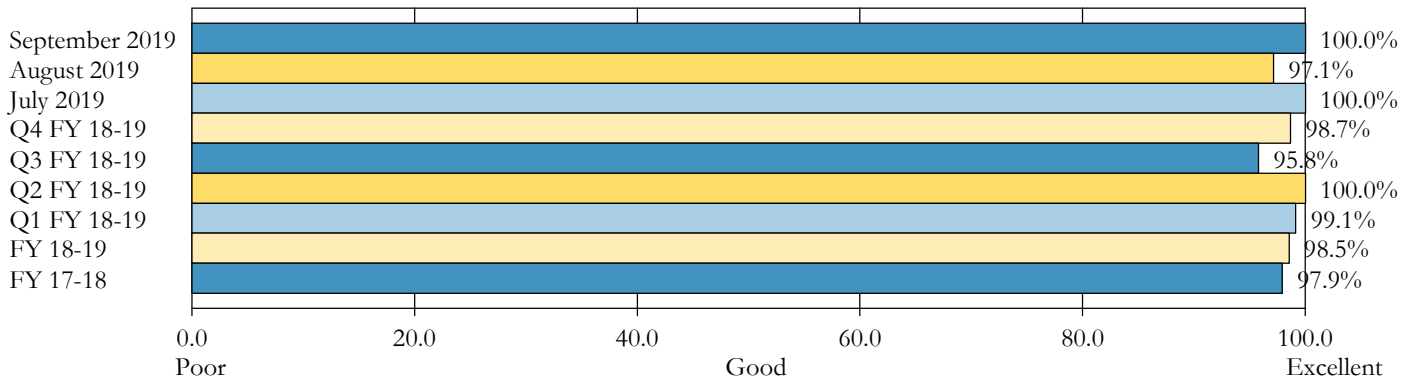
4. How would you rate how well your discharge needs were met?



CoreQ Loyalty Trends

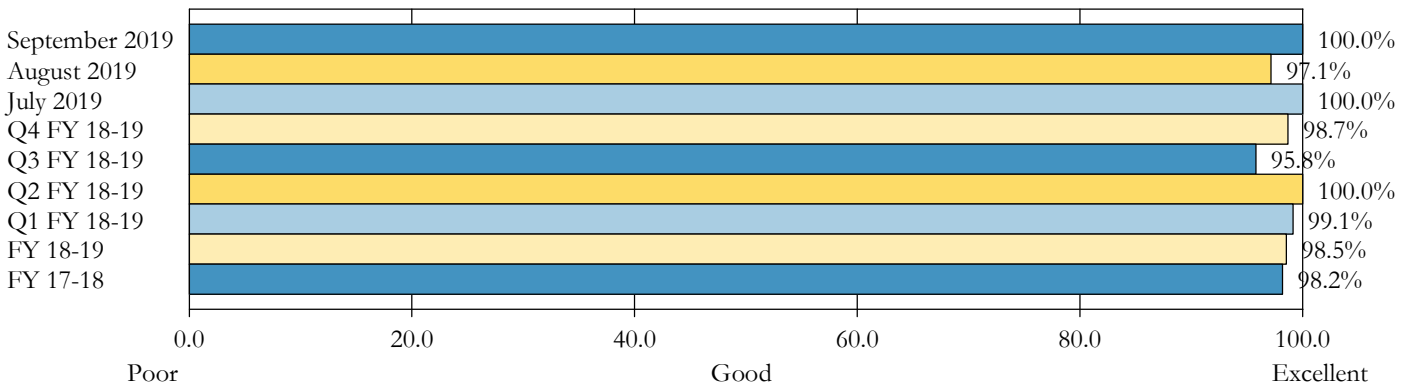
1. In recommending this facility to your family and friends, how would you rate it overall?

Top Box



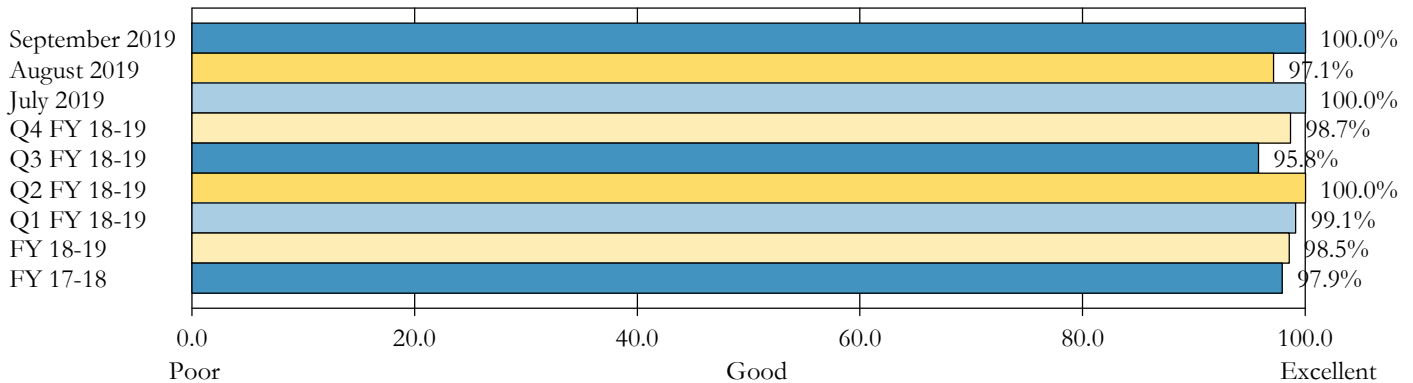
2. Overall, how would you rate the staff?

Top Box



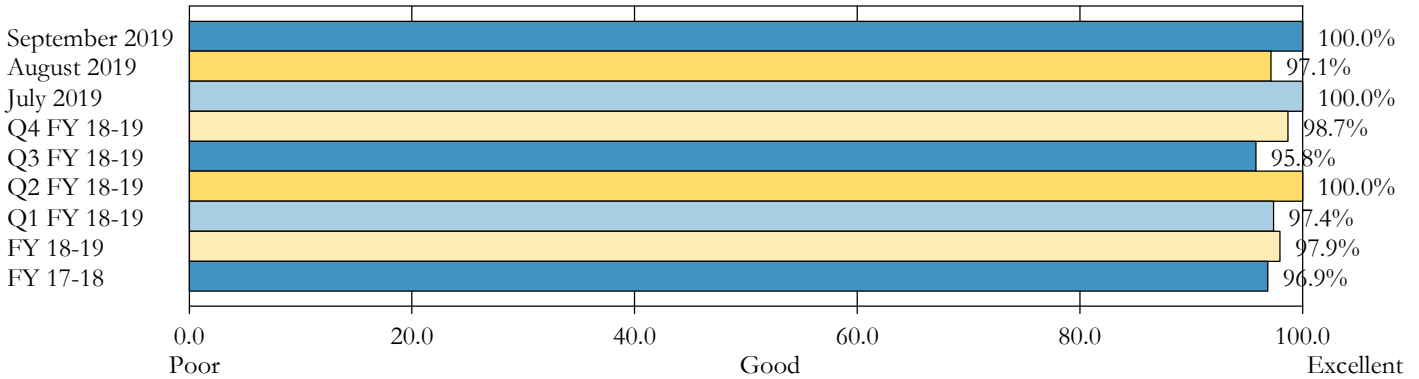
3. How would you rate the care you received?

Top Box



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

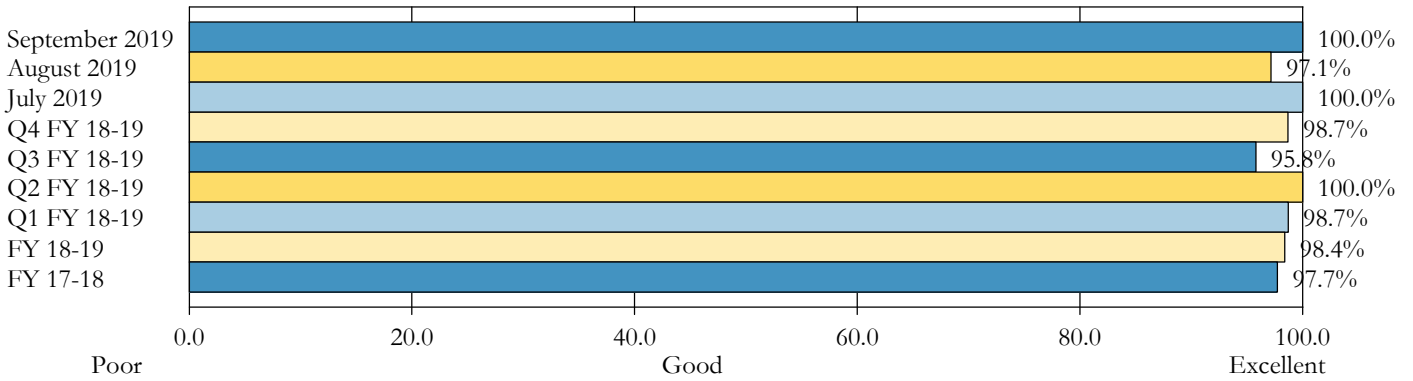
Top Box



All Four (4) CoreQ Questions

Top Box

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



All Four (4) CHS CoreQ Questions

Top Box

(Avg. of Excellent and Very Good)

