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**Report on Patients' Experiences  
81st Medical Group - Keesler Air Force Base  
Adult Inpatient Survey**

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Patients discharged: July 1, 2001 - September 30, 2001

# 81st Medical Group - Keesler Air Force Base

## Executive Summary - Adult Inpatient Survey

### METHODOLOGY:

This report summarizes an Adult Inpatient Survey of 81st Medical Group - Keesler Air Force Base (KAFB) patients discharged between July 1, 2001 and September 30, 2001. This report compares the results of the survey for 81st Medical Group - Keesler Air Force Base to the results of Military Health System as well as to the results from other surveys Picker has conducted.

This report is designed to identify key opportunities for improving patients' experiences. Patient responses are summarized as problem scores. Responses that indicate a negative experience are labeled as problem scores. In general, somewhat negative responses are also included as problems in these scores. For example, a patient response of "Yes – sometimes" to the question "Did you have confidence and trust in the doctors treating you?" is included as a problem. Dimension-level scores summarize responses to several questions.

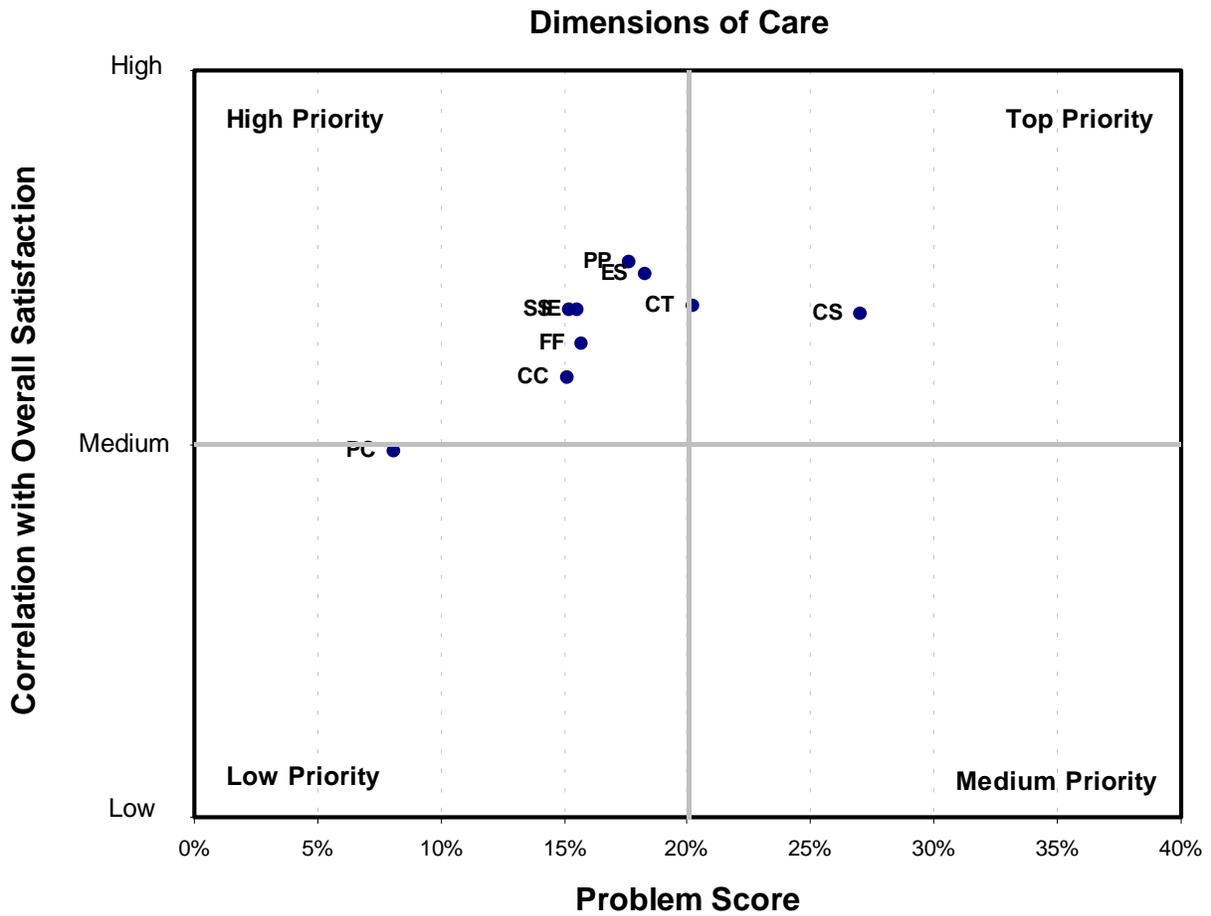
### SUMMARY FINDINGS:

<b>Overall Satisfaction</b>	MHS Overall	KAFB Overall	KAFB Medicine	KAFB Surgery	KAFB Childbirth
Overall Rating (Percent Excellent)	45.5%	53.8%	53.3%	59.8%	34.5%
Would definitely recommend	59.6%	69.7%	71.0%	77.5%*	37.9%

<b>Dimensions</b>	MHS Overall	KAFB Overall	KAFB Medicine	KAFB Surgery	KAFB Childbirth
All Dimensions Combined	20.5%	15.9%*	14.4%*	14.8%*	25.5%
Respect for Patient Preferences	21.5%	17.6%*	17.3%	14.5%*	30.2%
Coordination of Care	20.7%	15.1%*	14.0%*	13.7%*	24.1%
Information and Education	21.7%	15.5%*	15.3%*	14.3%*	20.7%
Physical Comfort	10.4%	8.1%*	6.4%*	7.6%	15.9%
Emotional Support	24.2%	18.3%*	18.1%*	16.8%*	24.1%
Involvement of Family and Friends	21.3%	15.7%*	10.6%*	16.3%	32.2%
Continuity and Transition	23.3%	20.2%	19.4%	18.1%	30.2%
Surgery-Specific	15.1%	15.2%		15.2%	
Childbirth-Specific	28.1%	27.0%			27.0%

\* Statistically significantly different from MHS Overall Average

**81st Medical Group - Keesler Air Force Base  
Executive Summary - Adult Inpatient Survey**



- PP = Respect for Patient Preferences
- CC = Coordination of Care
- IE = Information and Education
- PC = Physical Comfort
- ES = Emotional Support
- FF = Involvement of Family and Friends
- CT = Continuity and Transition
- SS = Surgery-Specific
- CS = Childbirth-Specific

Top Priority: score $\geq$ 20% and corr. $\geq$ 0.4 High Priority: score $<$ 20% and corr. $\geq$ 0.4 Medium Priority: score $\geq$ 20% and corr. $<$ 0.4 Low Priority: score $<$ 20% and corr. $<$ 0.4
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Patients discharged: July 1, 2001 - September 30, 2001

**81st Medical Group - Keesler Air Force Base  
Adult Inpatient Survey - Key Strengths**

	KAFB PROBLEM SCORE	KAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION
<b><i>Dimensions</i></b>			
Physical Comfort	8.1%	238	0.392
<b><i>Information and Education</i></b>			
Q6/3. If you had to wait to go to your room, did someone from the hospital explain the reason for the delay?	3.8%	238	0.213
<b><i>Physical Comfort</i></b>			
Q27/24. How many minutes after you used the call button did it usually take before you got the help you needed?	1.7%	238	0.359
Q35/38. How many minutes after you requested pain medicine did it usually take before you got it?	4.6%	238	0.072
Q37/40. Overall, how much pain medicine did you get?	4.2%	238	0.236
<b><i>Involvement of Family and Friends</i></b>			
* Q24/21. How much information about your condition or treatment was given to your family or someone close to you?	5.5%	238	0.426
<b><i>Continuity and Transition</i></b>			
Q43/42. Did someone on the hospital staff explain the purpose of the medicines you were to take at home in a way you could understand?	10.0%	231	0.378
<b><i>Surgery-Specific</i></b>			
* Q39/-. Did the surgeon explain the risks and benefits of the surgery in a way you could understand?	6.2%	97	0.435
* Q40/-. Did the surgeon or any of your other doctors answer your questions about the surgery in a way you could understand?	8.2%	97	0.524
<b><i>Childbirth-Specific</i></b>			
Q-/32. How much anesthesia and pain medicine did you get during labor and delivery?	6.9%	29	-0.035

Patients discharged: July 2001 - September 2001

\* Highly Correlated (corr.  $\geq 0.4$ ) with Overall Satisfaction

The Picker Institute recognizes problem scores of 10% or lower as Key Strengths.

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**81st Medical Group - Keesler Air Force Base**  
**Adult Inpatient Survey - Key Strengths**

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	KAFB PROBLEM SCORE	KAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION
<b><i>Overall Impression</i></b>			
* Q7/4. How would you rate the courtesy of the staff who admitted you?	3.8%	238	0.468
* Q13/10. How would you rate the courtesy of your doctors?	4.6%	238	0.536
Q19/16. How would you rate the courtesy of your nurses?	3.4%	238	0.324
* Q20/17. How would you rate the availability of your nurses?	5.0%	238	0.434
* Q50/49. How would you rate how well the doctors and nurses worked together?	5.9%	238	0.646
Q51/50. Overall, how would you rate the care you received at the hospital?	5.9%	238	--

Patients discharged: July 2001 - September 2001

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The Picker Institute recognizes problem scores of 10% or lower as Key Strengths.

## 81st Medical Group - Keesler Air Force Base

### Adult Inpatient Survey - Areas for Improvement

	KAFB PROBLEM SCORE	KAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION
<b><i>Dimensions</i></b>			
* Continuity and Transition	20.2%	238	0.548
* Childbirth-Specific	27.0%	29	0.540
<b><i>Respect for Patient Preferences</i></b>			
* Q22/19. Did you have enough say about your treatment?	30.7%	238	0.474
<b><i>Information and Education</i></b>			
Q3/-. While you were in the emergency room, did you get enough information about your medical condition and treatment?	20.2%	119	0.374
<b><i>Emotional Support</i></b>			
Q16/13. If you had any anxieties or fears about your condition or treatment, did a nurse discuss them with you?	24.4%	238	0.328
* Q25/22. Was it easy for you to find someone on the hospital staff to talk to about your concerns?	24.4%	238	0.432
<b><i>Involvement of Family and Friends</i></b>			
Q23/20. Did your family or someone else close to you have enough opportunity to talk to your doctor?	21.4%	238	0.384
* Q47/46. Did the doctors and nurses give your family or someone close to you all the information they needed to help you recover?	20.2%	238	0.403
<b><i>Continuity and Transition</i></b>			
* Q44/43. Did someone tell you about medication side effects to watch for when you went home?	22.0%	232	0.420
* Q45/44. Did they tell you what danger signals about your illness or operation to watch for after you went home?	21.0%	238	0.466
* Q46/45. Did they tell you when you could resume your usual activities, such as when to go back to work or drive a car?	24.8%	238	0.433

Patients discharged: July 2001 - September 2001

\* Highly Correlated (corr.  $\geq 0.4$ ) with Overall Satisfaction

The Picker Institute recognizes problem scores of 20% or higher as Areas for Improvement.

**81st Medical Group - Keesler Air Force Base**  
**Adult Inpatient Survey - Areas for Improvement**

	KAFB PROBLEM SCORE	KAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION
<b><i>Surgery-Specific</i></b>			
* Q41/-. Did a doctor or nurse tell you accurately how you would feel after surgery?	34.0%	97	0.455
<b><i>Childbirth-Specific</i></b>			
* Q-/29. Did your doctor or midwife answer your questions about the delivery in a way you could understand?	34.5%	29	0.502
Q-/30. Did your doctor or midwife discuss your options for pain control during the labor and delivery with you?	27.6%	29	0.341
Q-/31. Did you have enough say about your pain control during labor and delivery?	24.1%	29	0.367
Q-/33. Did a doctor, midwife or nurse tell you accurately how you would feel after your delivery?	44.8%	29	0.264
* Q-/41. Did you get enough information about caring for the baby?	24.1%	29	0.440
<b><i>Overall Impression</i></b>			
* Q52/51. Would you recommend this hospital to your friends and family?	23.1%	238	0.636

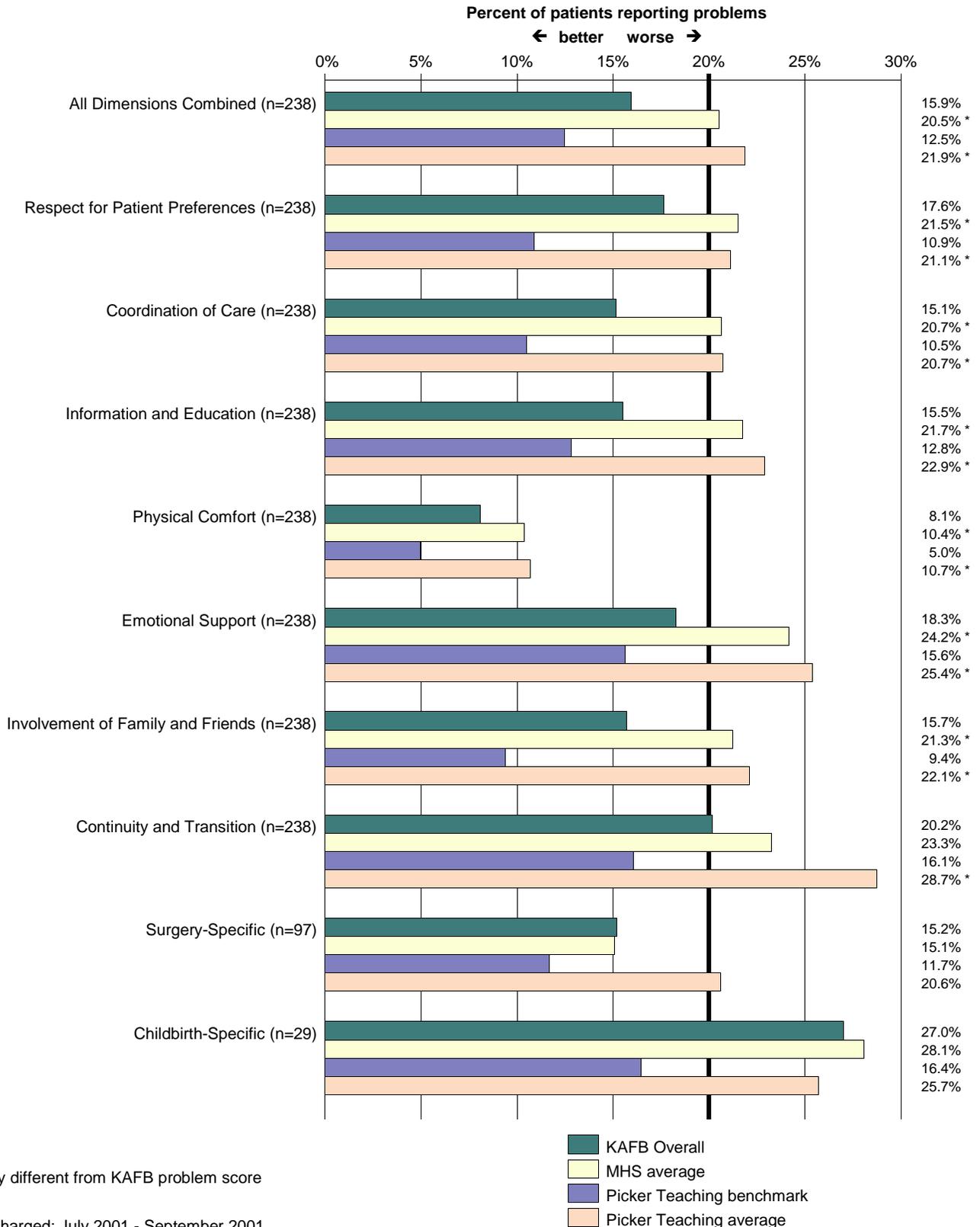
Patients discharged: July 2001 - September 2001

\* Highly Correlated (corr.  $\geq 0.4$ ) with Overall Satisfaction

The Picker Institute recognizes problem scores of 20% or higher as Areas for Improvement.

# 81st Medical Group - Keesler Air Force Base Adult Inpatient Survey - Overall Comparisons

## Dimensions

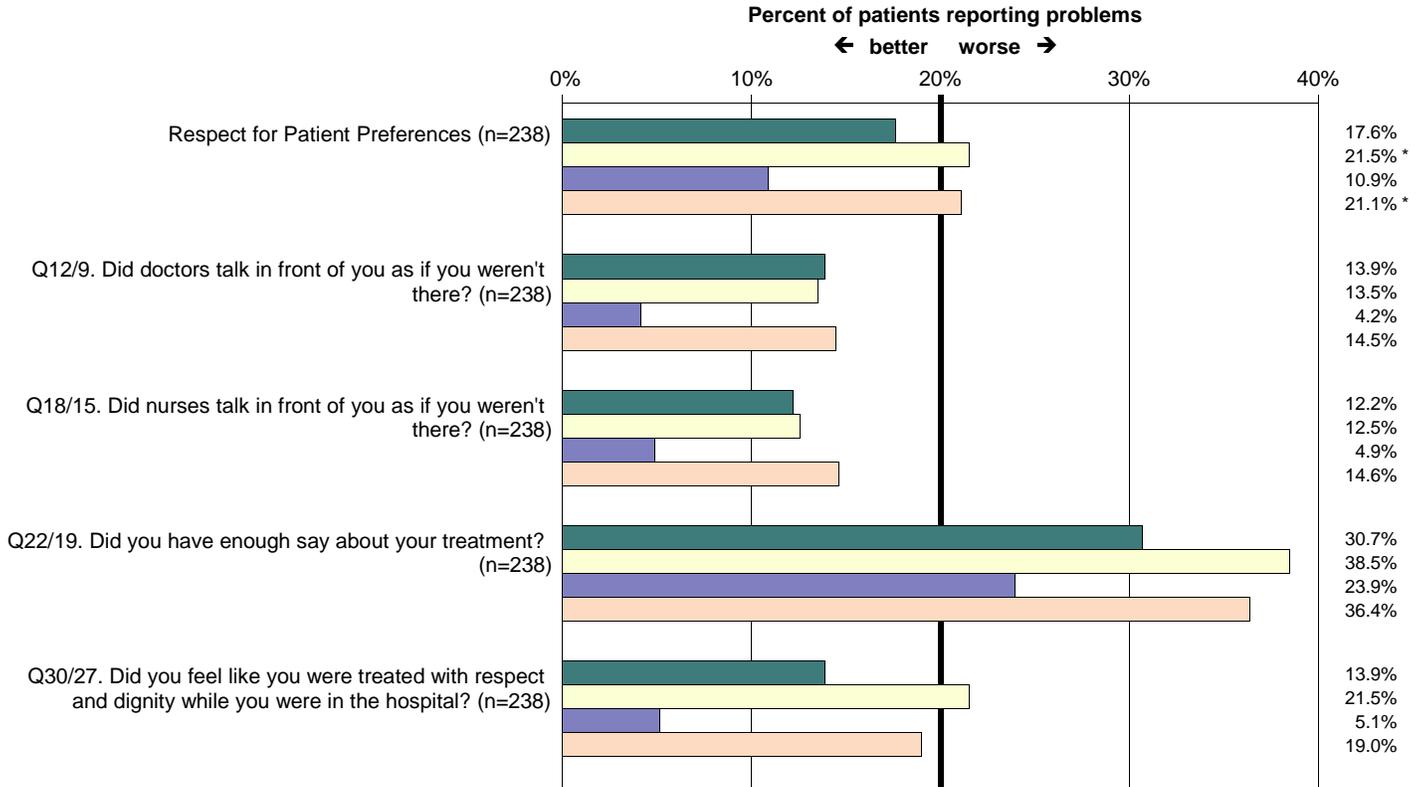


\* Significantly different from KAFB problem score

Patients discharged: July 2001 - September 2001

# 81st Medical Group - Keesler Air Force Base Adult Inpatient Survey - Overall Comparisons

## *Respect for Patient Preferences*



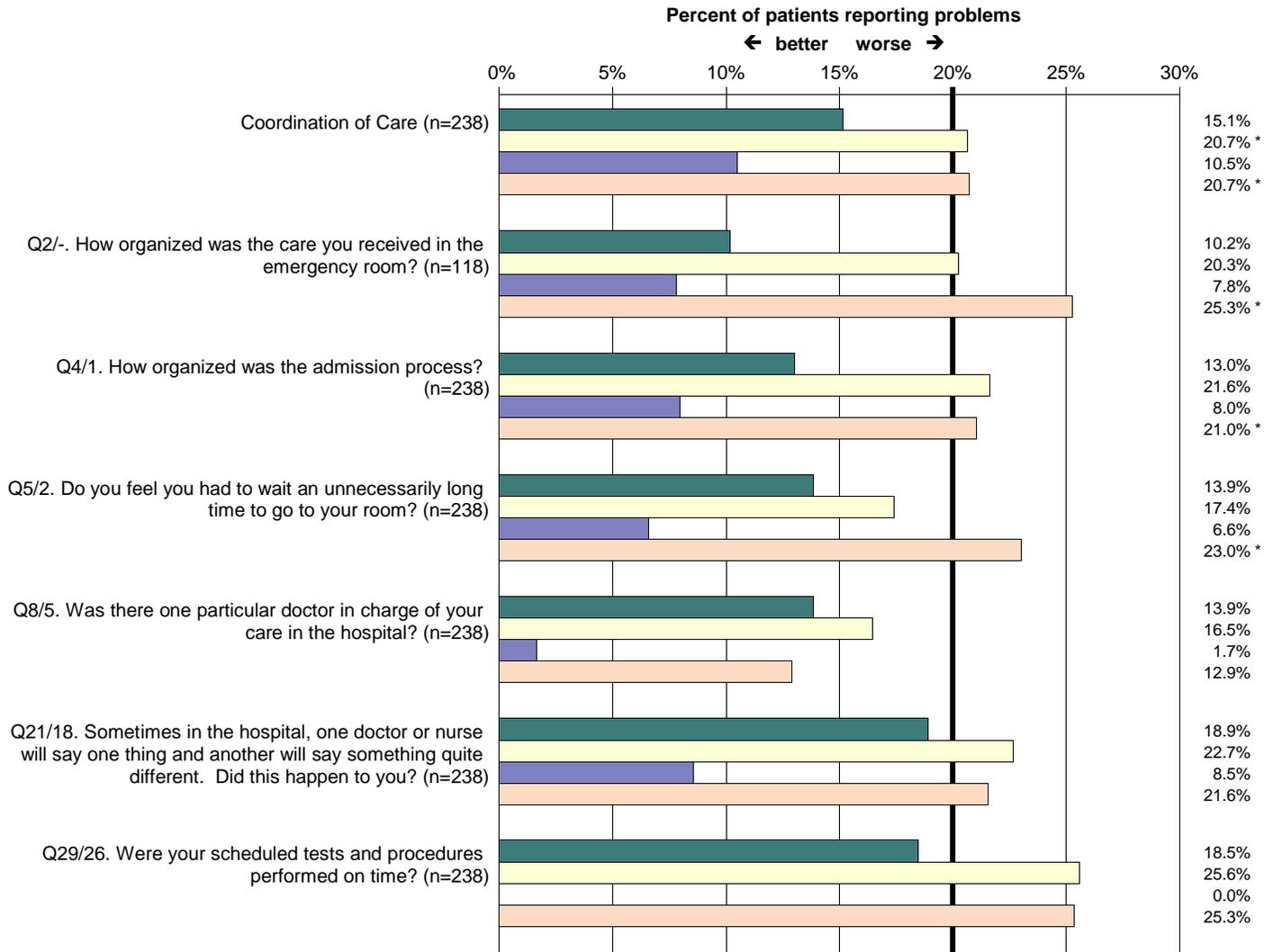
\* Significantly different from KAFB problem score

Patients discharged: July 2001 - September 2001

■ KAFB Overall  
■ MHS average  
■ Picker Teaching benchmark  
■ Picker Teaching average

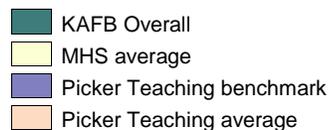
# 81st Medical Group - Keesler Air Force Base Adult Inpatient Survey - Overall Comparisons

## Coordination of Care



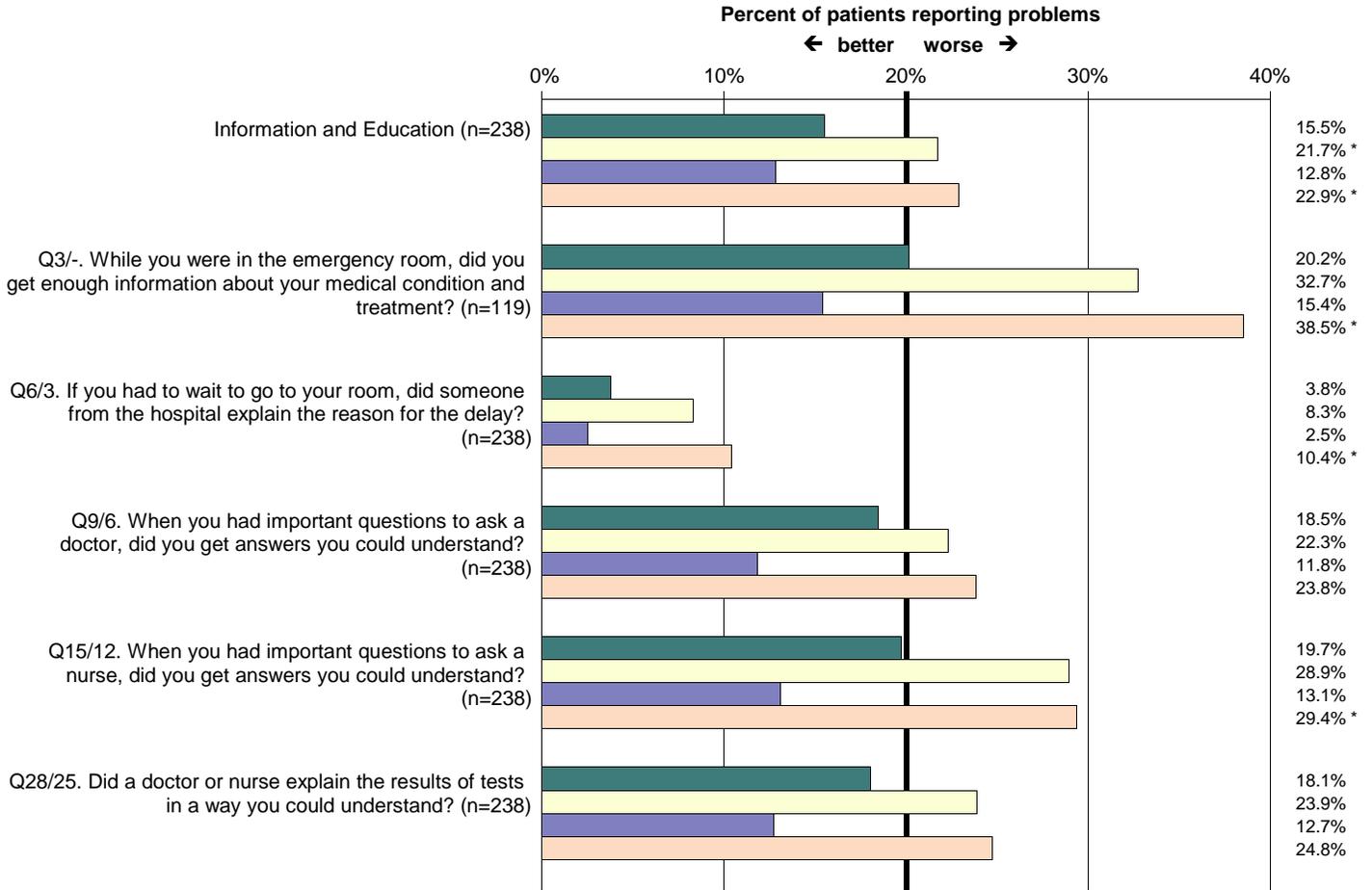
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Patients discharged: July 2001 - September 2001



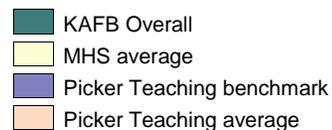
# 81st Medical Group - Keesler Air Force Base Adult Inpatient Survey - Overall Comparisons

## Information and Education



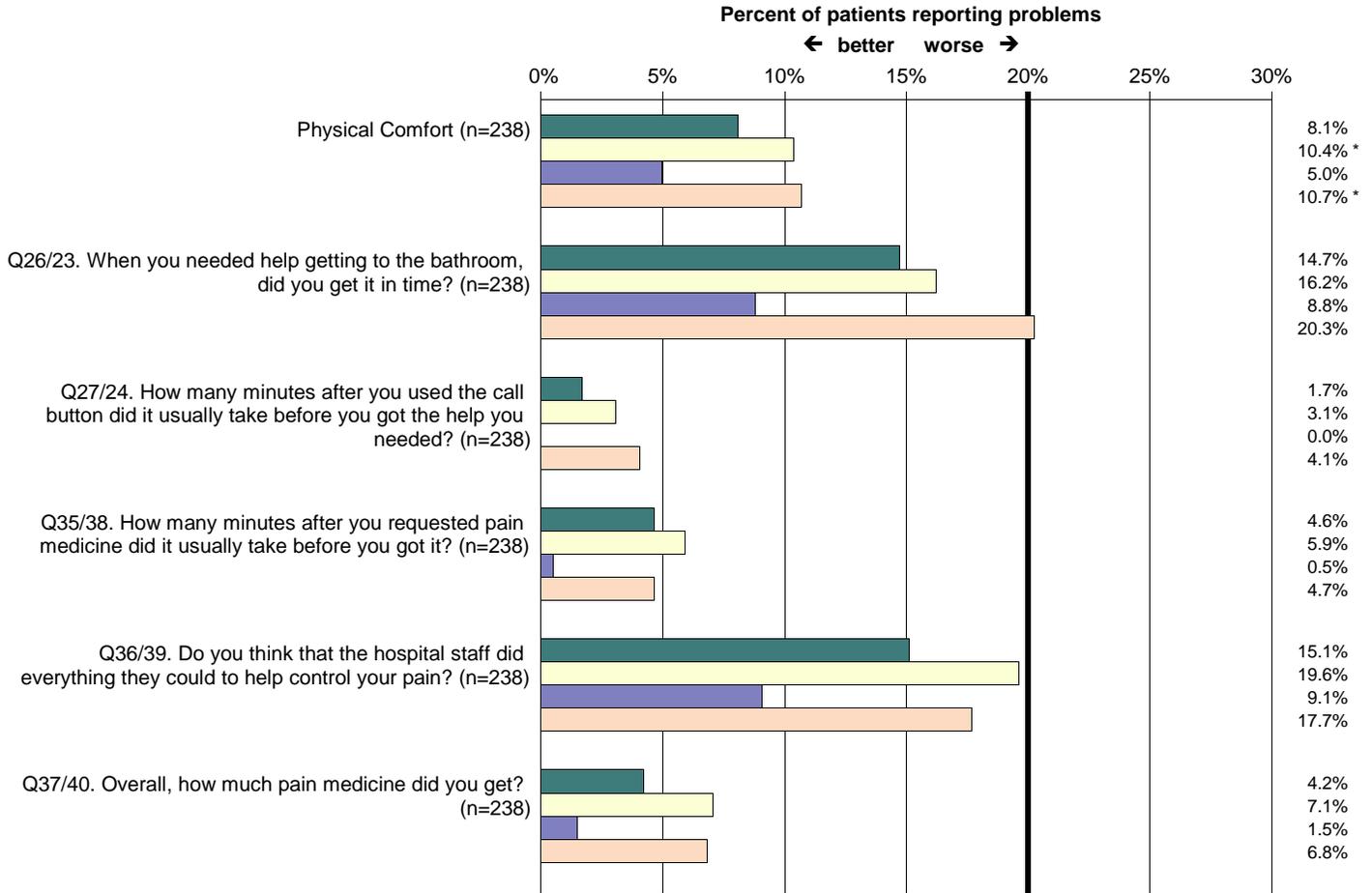
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Patients discharged: July 2001 - September 2001



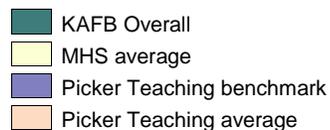
# 81st Medical Group - Keesler Air Force Base Adult Inpatient Survey - Overall Comparisons

## Physical Comfort



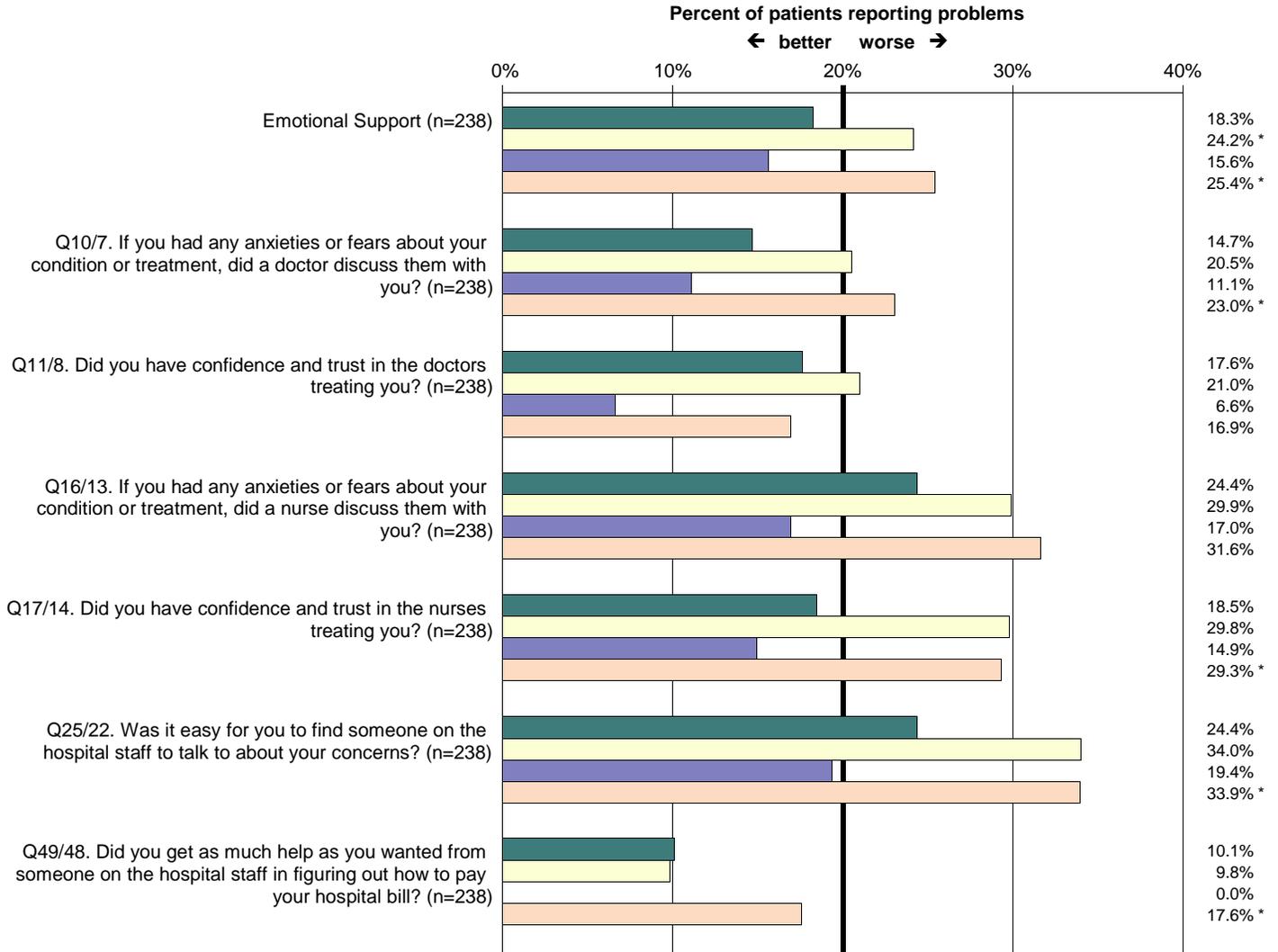
\* Significantly different from KAFB problem score

Patients discharged: July 2001 - September 2001



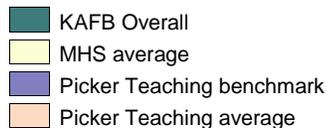
# 81st Medical Group - Keesler Air Force Base Adult Inpatient Survey - Overall Comparisons

## Emotional Support



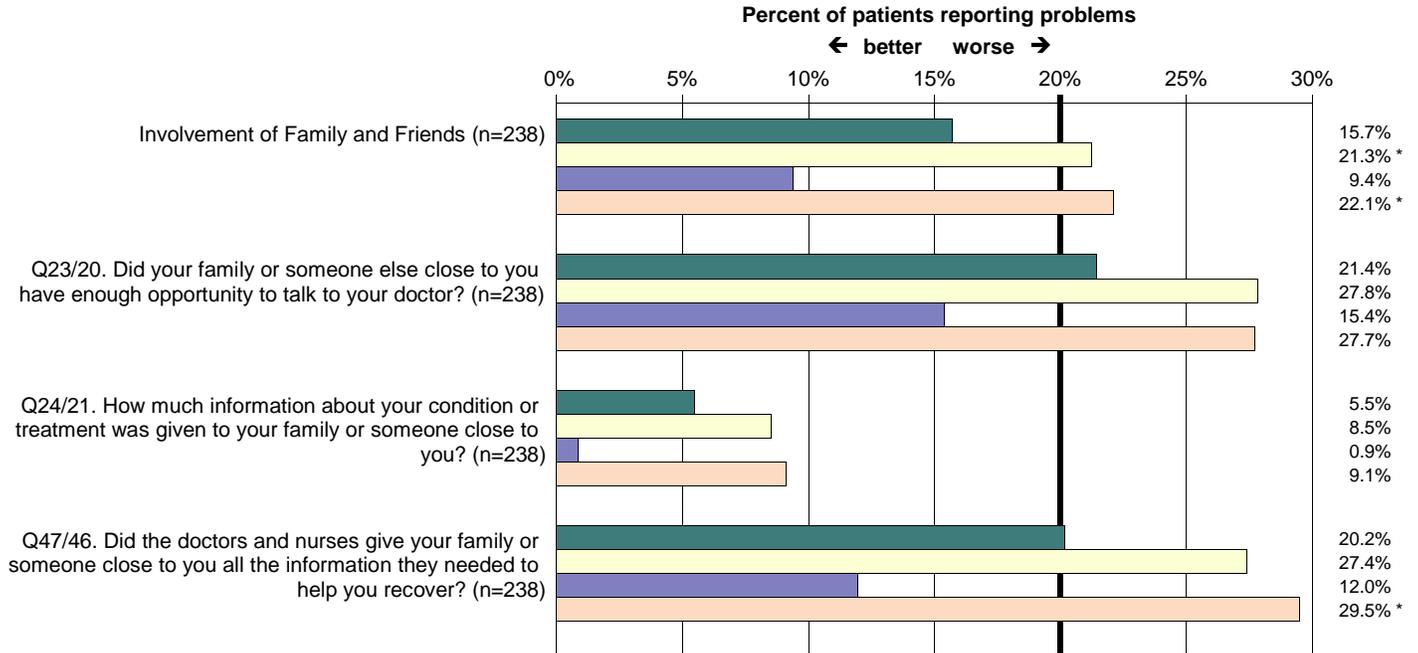
\* Significantly different from KAFB problem score

Patients discharged: July 2001 - September 2001



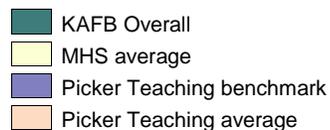
# 81st Medical Group - Keesler Air Force Base Adult Inpatient Survey - Overall Comparisons

## *Involvement of Family and Friends*



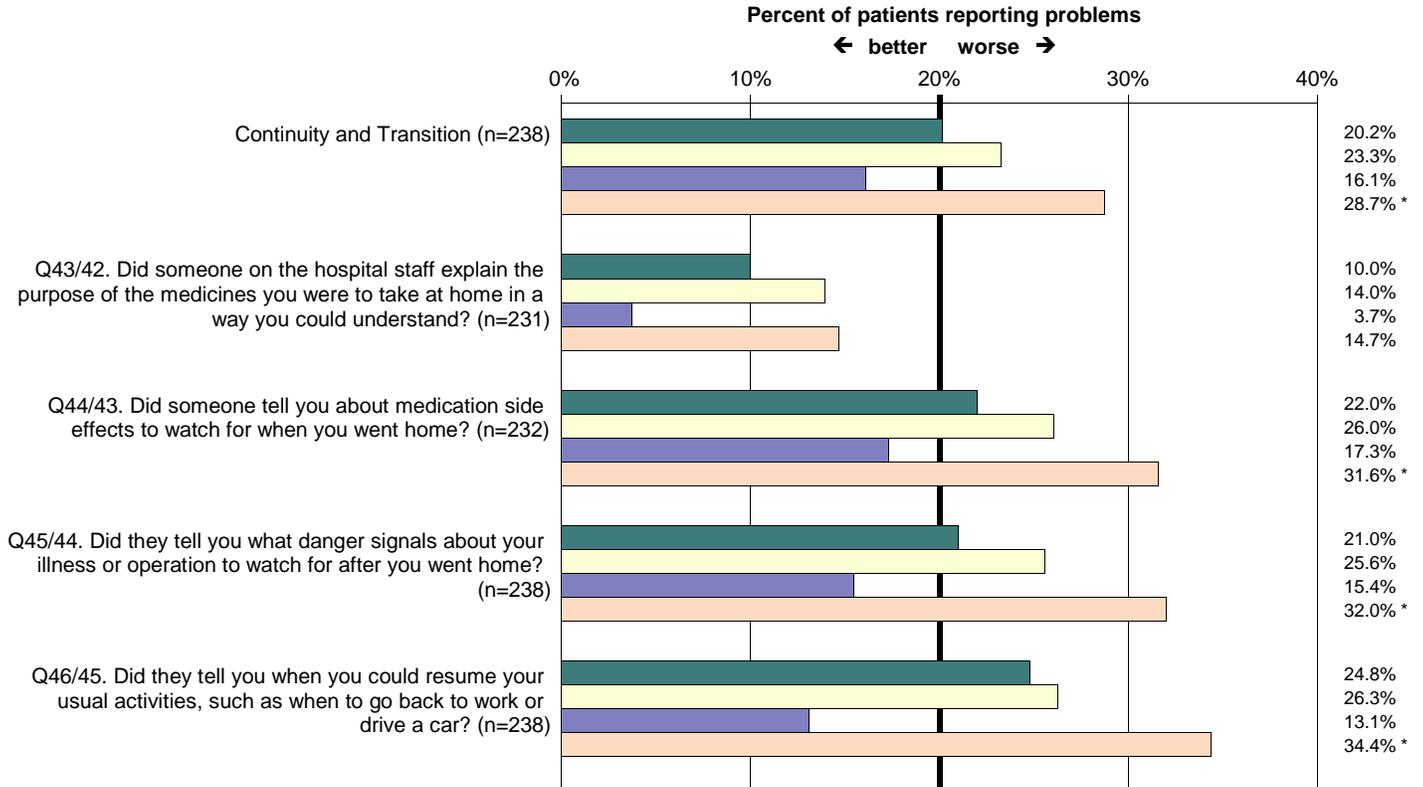
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Patients discharged: July 2001 - September 2001



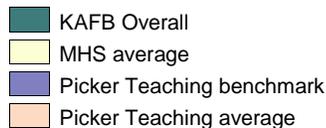
# 81st Medical Group - Keesler Air Force Base Adult Inpatient Survey - Overall Comparisons

## Continuity and Transition



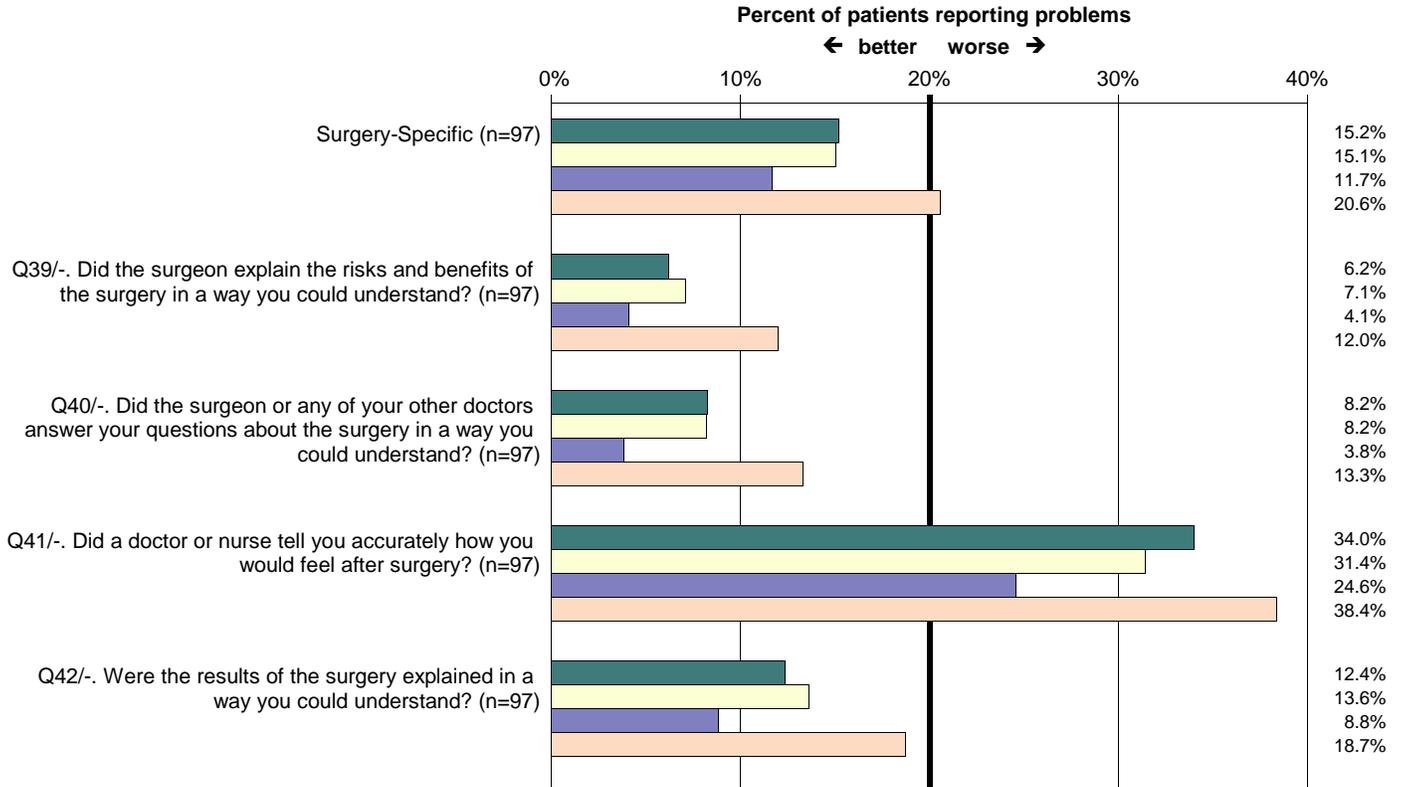
\* Significantly different from KAFB problem score

Patients discharged: July 2001 - September 2001



# 81st Medical Group - Keesler Air Force Base Adult Inpatient Survey - Overall Comparisons

## Surgery-Specific



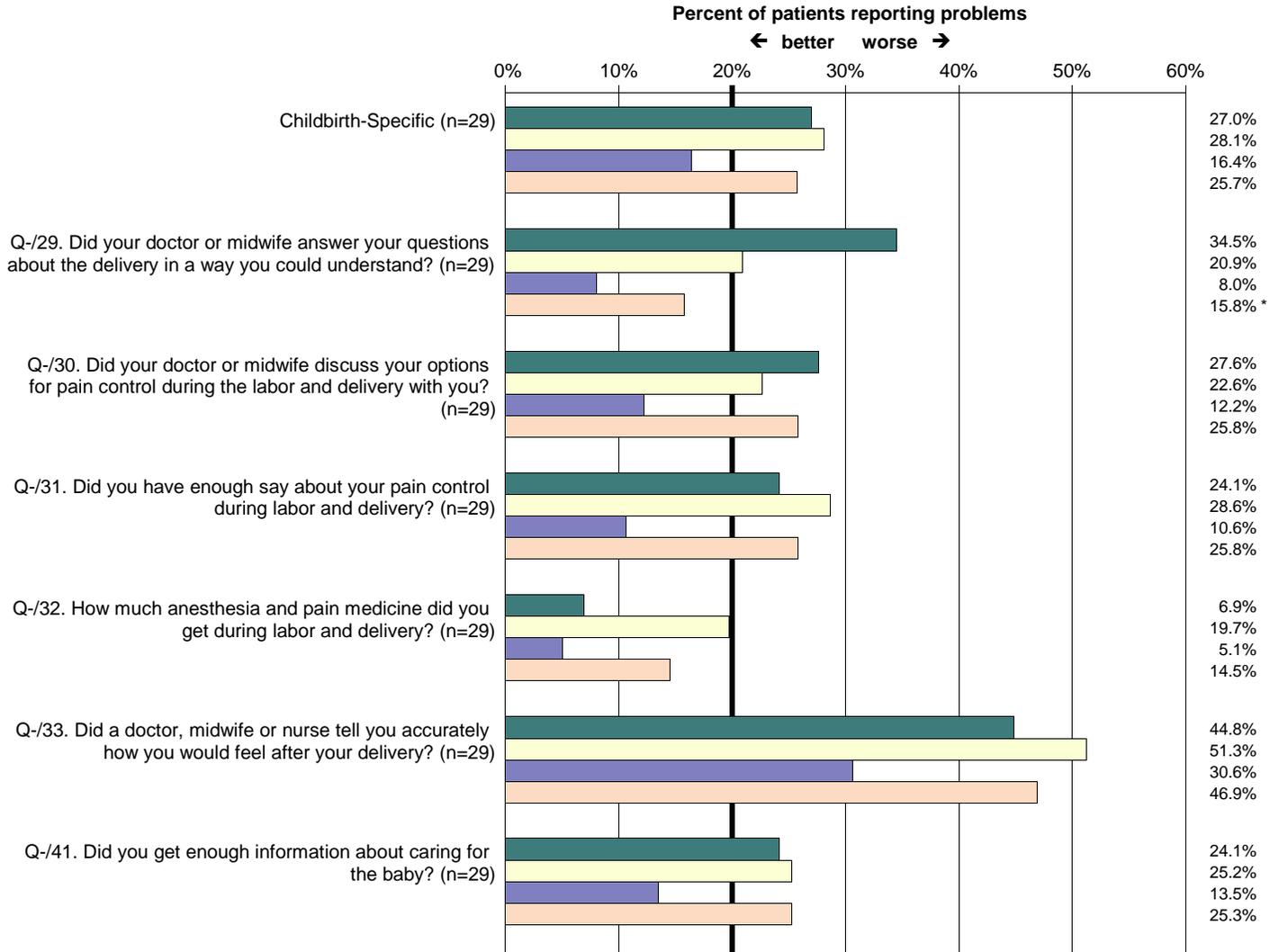
\* Significantly different from KAFB problem score

Patients discharged: July 2001 - September 2001

- KAFB Overall
- MHS average
- Picker Teaching benchmark
- Picker Teaching average

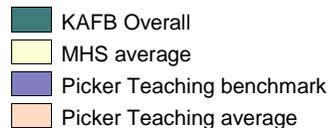
# 81st Medical Group - Keesler Air Force Base Adult Inpatient Survey - Overall Comparisons

## Childbirth-Specific



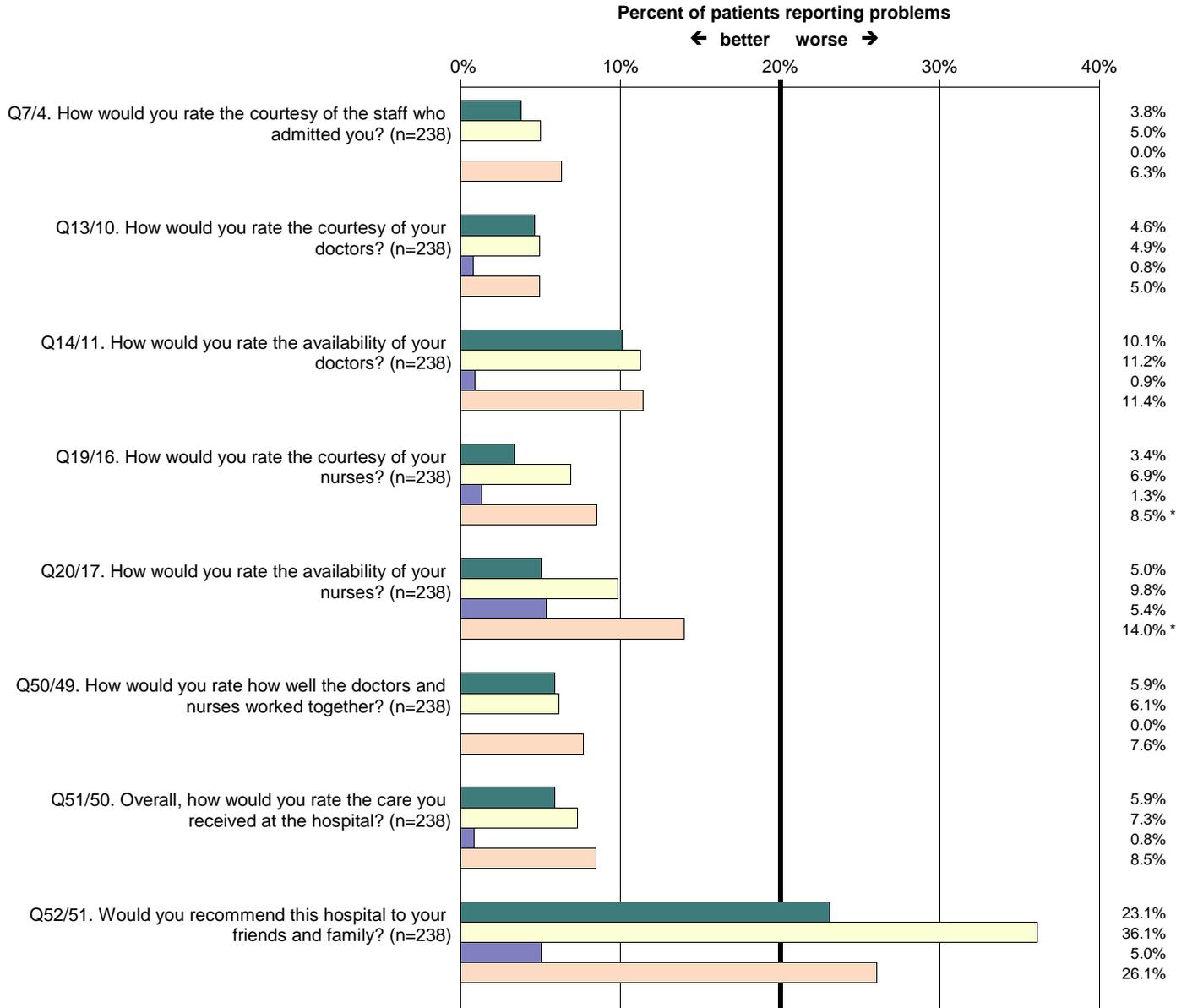
\* Significantly different from KAFB problem score

Patients discharged: July 2001 - September 2001



# 81st Medical Group - Keesler Air Force Base Adult Inpatient Survey - Overall Comparisons

## Overall Impression



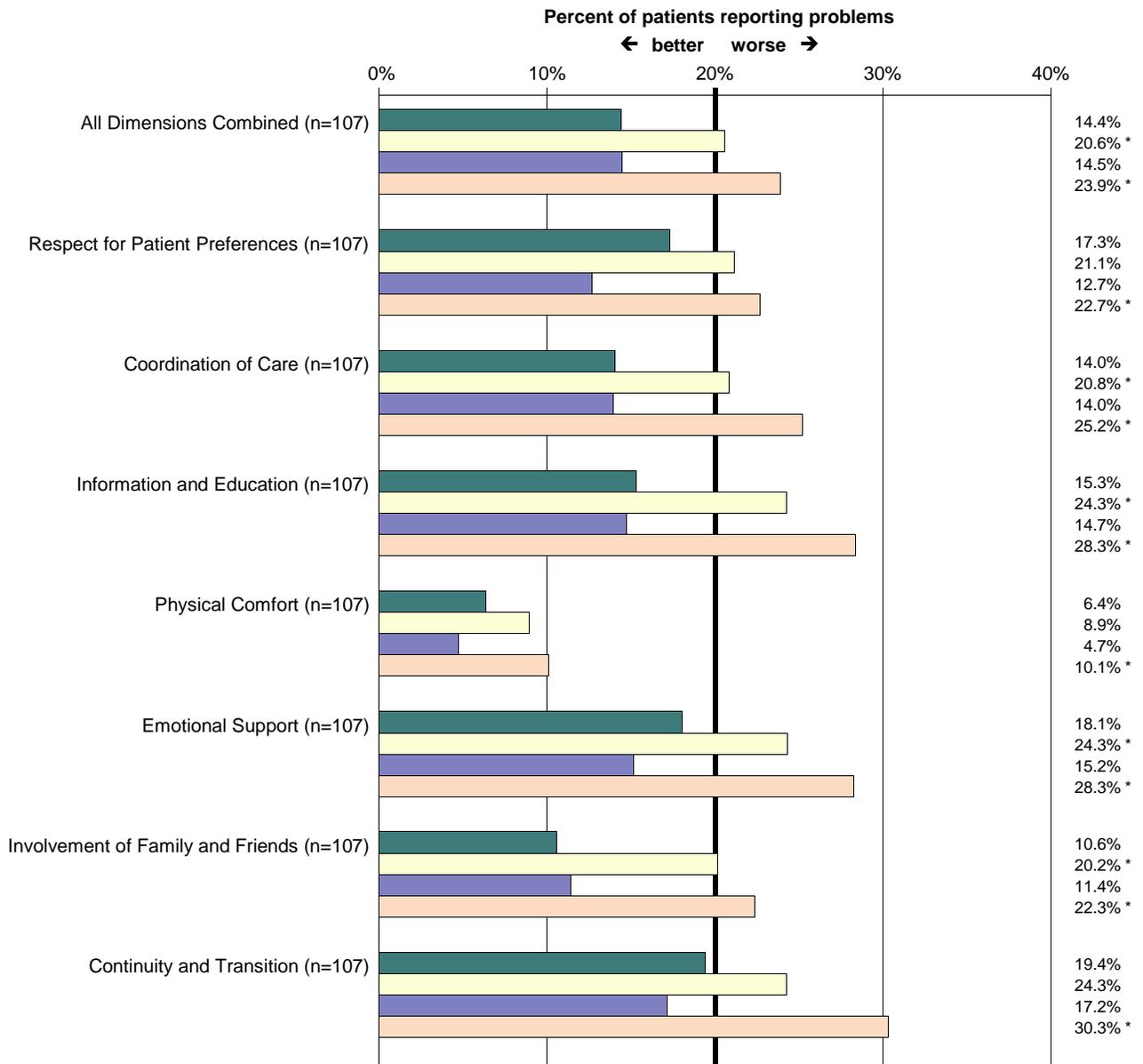
\* Significantly different from KAFB problem score

Patients discharged: July 2001 - September 2001

■ KAFB Overall  
■ MHS average  
■ Picker Teaching benchmark  
■ Picker Teaching average

# 81st Medical Group - Keesler Air Force Base Adult Inpatient Survey - Medicine Comparisons

## Dimensions



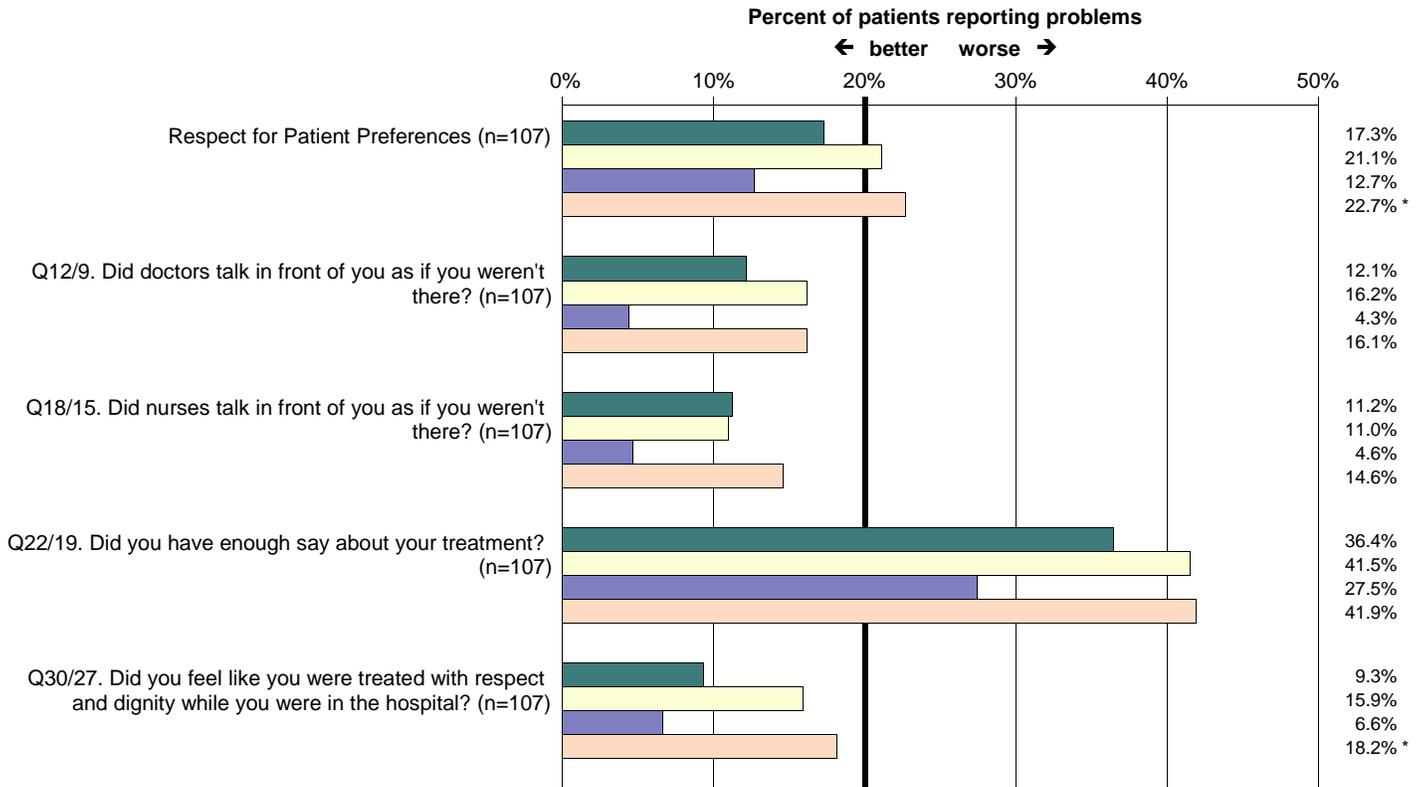
\* Significantly different from KAFB problem score

Patients discharged: July 2001 - September 2001

KAFB Medicine  
 MHS average  
 Picker Teaching benchmark  
 Picker Teaching average

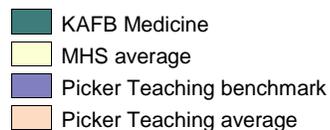
# 81st Medical Group - Keesler Air Force Base Adult Inpatient Survey - Medicine Comparisons

## *Respect for Patient Preferences*



\* Significantly different from KAFB problem score

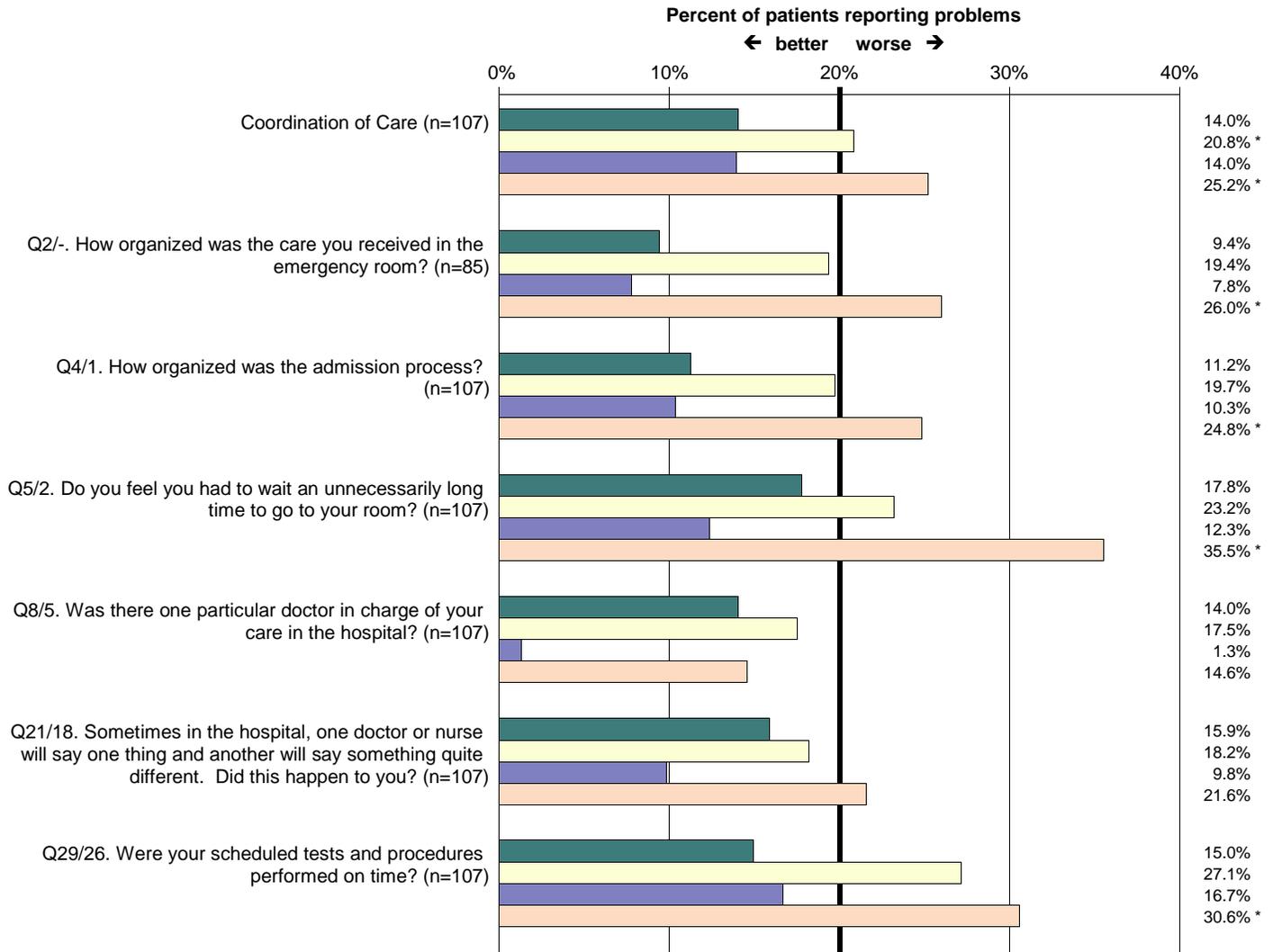
Patients discharged: July 2001 - September 2001



# 81st Medical Group - Keesler Air Force Base

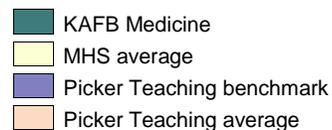
## Adult Inpatient Survey - Medicine Comparisons

### Coordination of Care



\* Significantly different from KAFB problem score

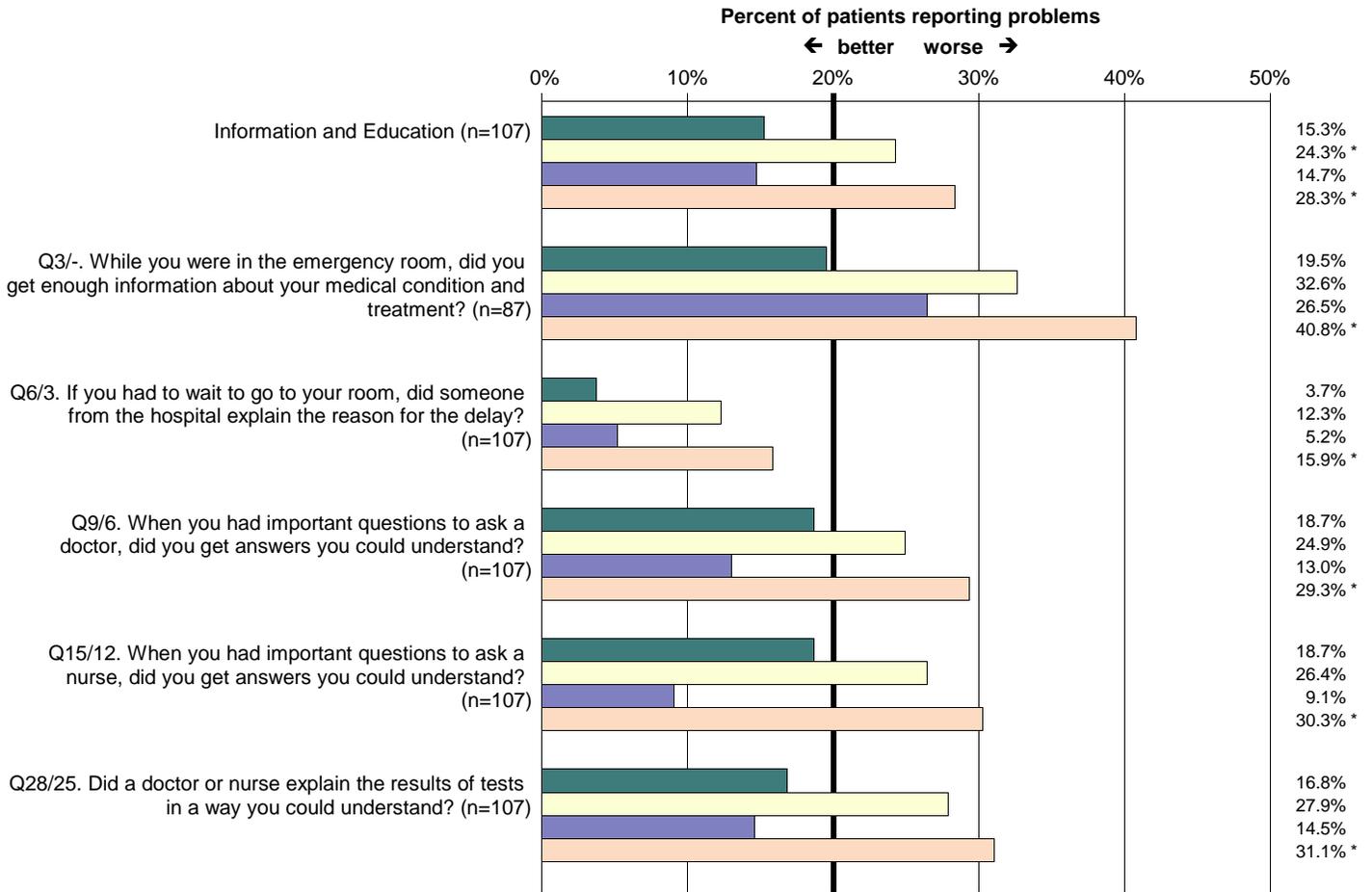
Patients discharged: July 2001 - September 2001



# 81st Medical Group - Keesler Air Force Base

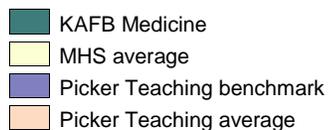
## Adult Inpatient Survey - Medicine Comparisons

### Information and Education



\* Significantly different from KAFB problem score

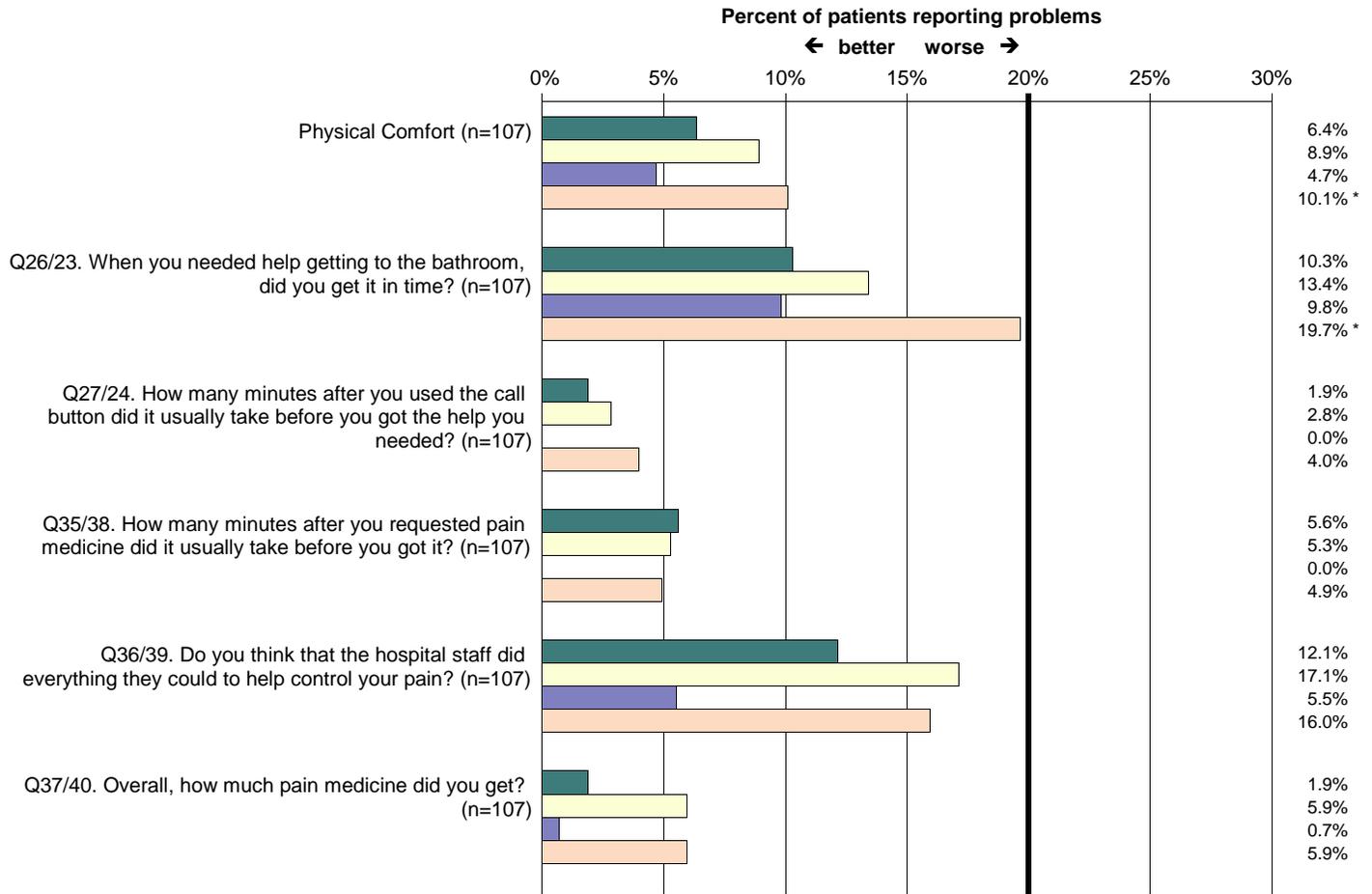
Patients discharged: July 2001 - September 2001



# 81st Medical Group - Keesler Air Force Base

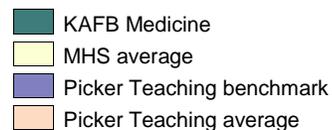
## Adult Inpatient Survey - Medicine Comparisons

### Physical Comfort



\* Significantly different from KAFB problem score

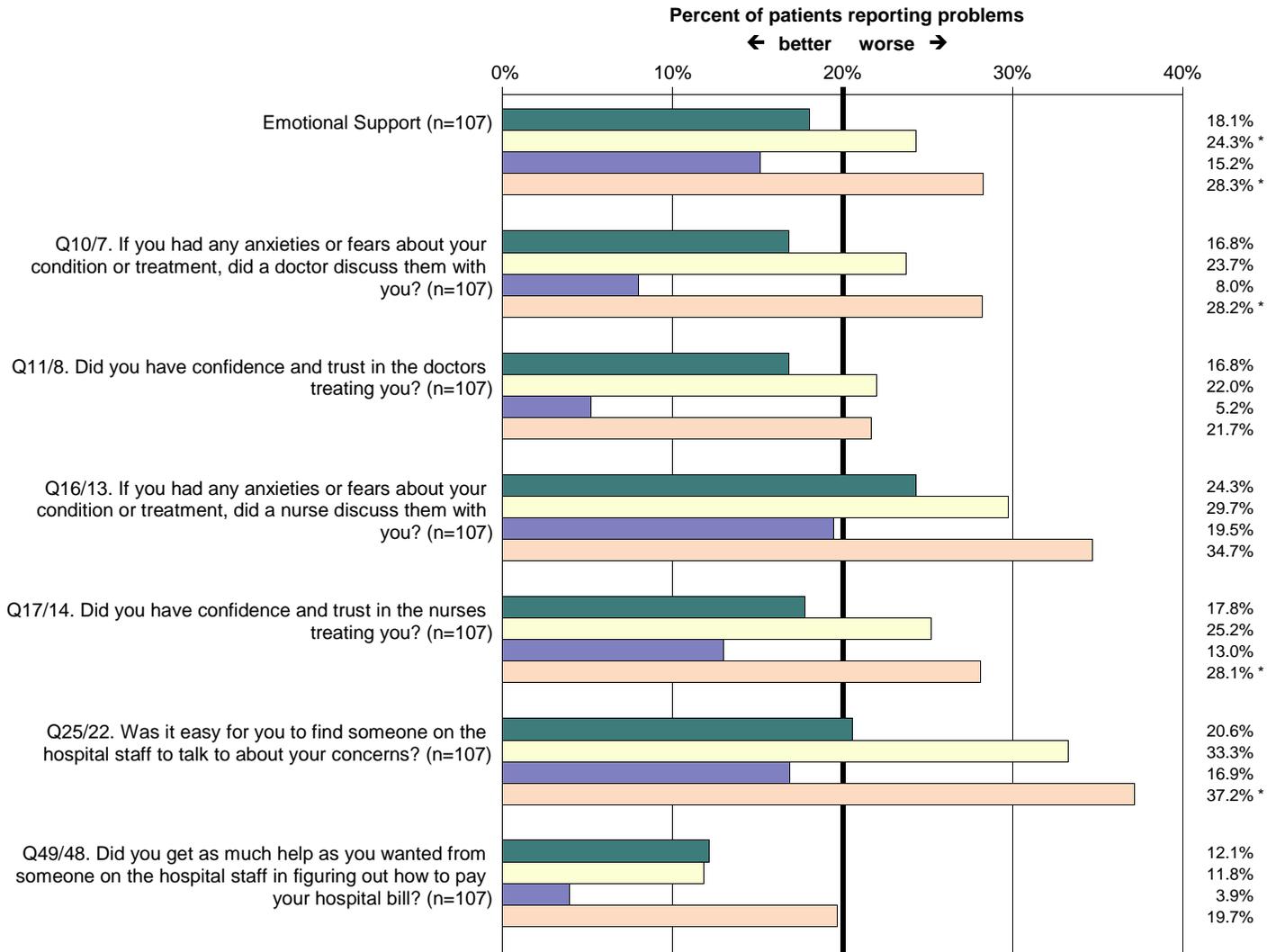
Patients discharged: July 2001 - September 2001



# 81st Medical Group - Keesler Air Force Base

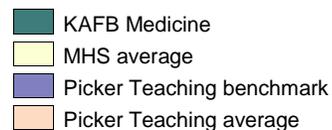
## Adult Inpatient Survey - Medicine Comparisons

### Emotional Support



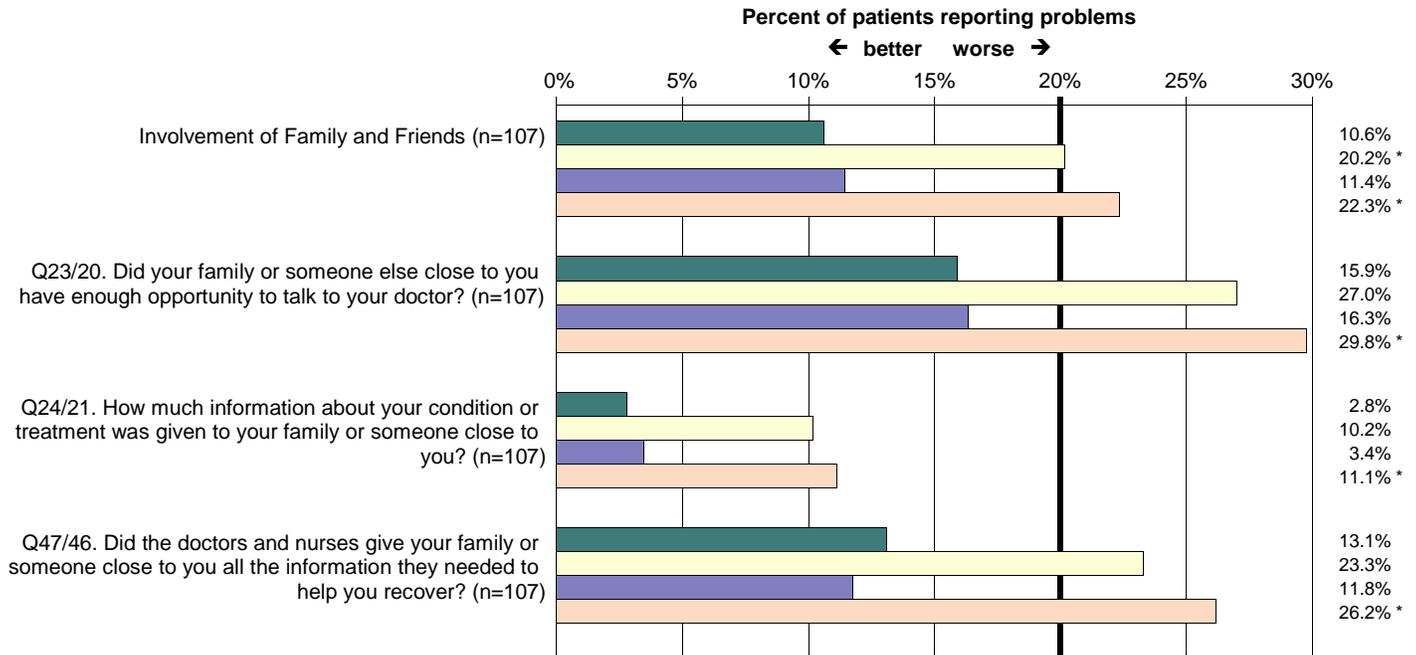
\* Significantly different from KAFB problem score

Patients discharged: July 2001 - September 2001



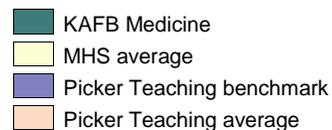
# 81st Medical Group - Keesler Air Force Base Adult Inpatient Survey - Medicine Comparisons

## *Involvement of Family and Friends*



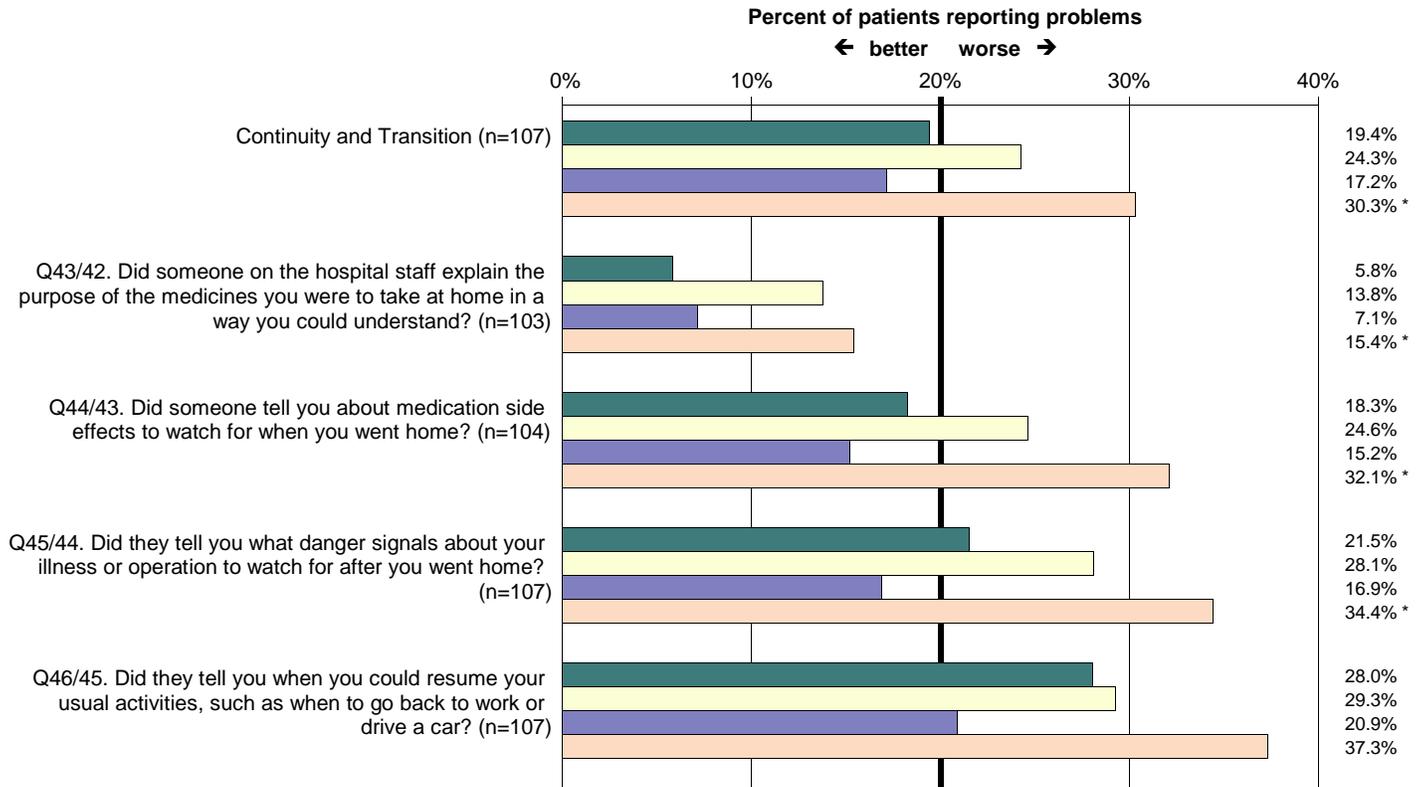
\* Significantly different from KAFB problem score

Patients discharged: July 2001 - September 2001



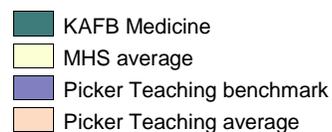
# 81st Medical Group - Keesler Air Force Base Adult Inpatient Survey - Medicine Comparisons

## Continuity and Transition



\* Significantly different from KAFB problem score

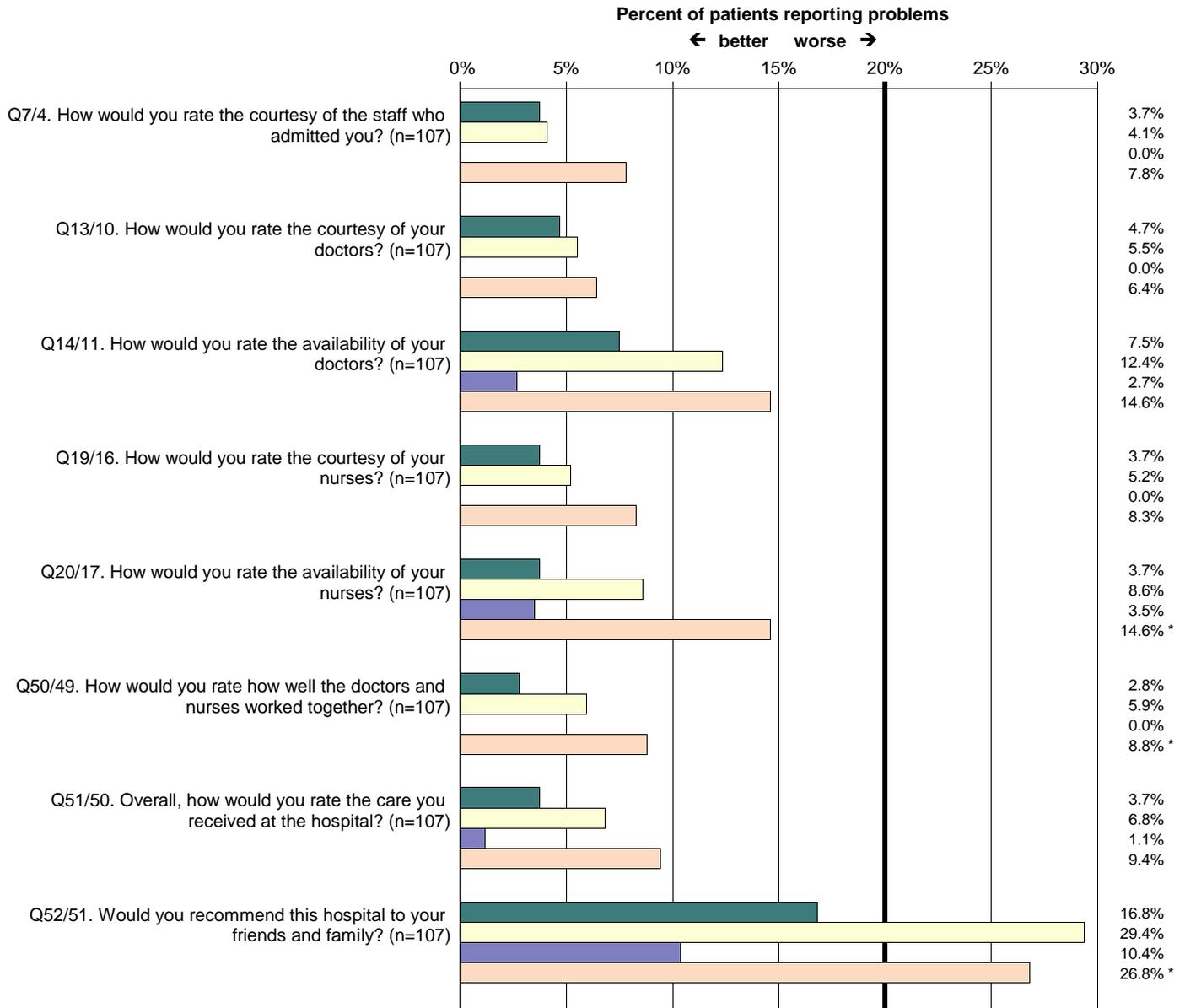
Patients discharged: July 2001 - September 2001



# 81st Medical Group - Keesler Air Force Base

## Adult Inpatient Survey - Medicine Comparisons

### Overall Impression



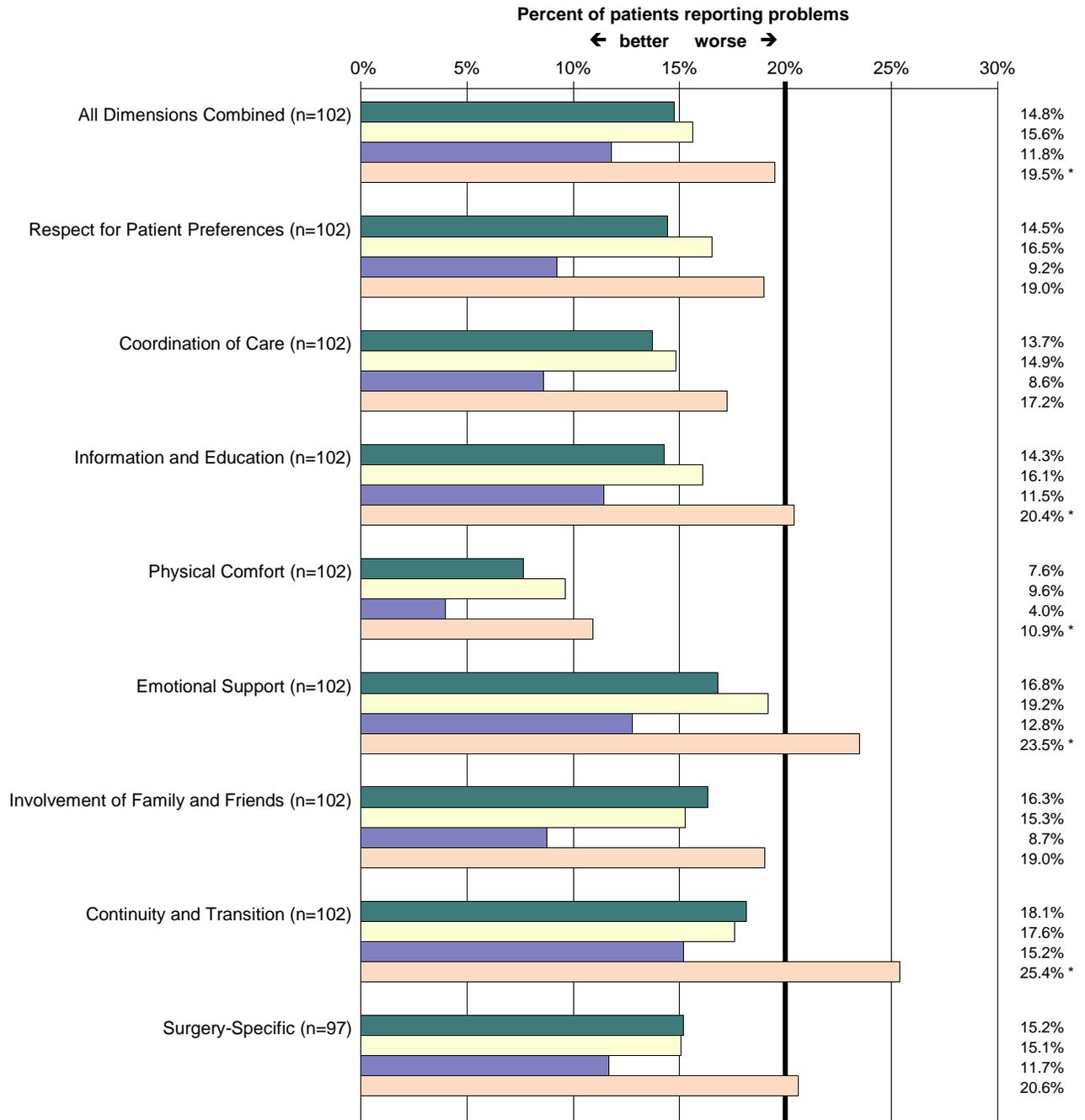
\* Significantly different from KAFB problem score

Patients discharged: July 2001 - September 2001

■ KAFB Medicine  
■ MHS average  
■ Picker Teaching benchmark  
■ Picker Teaching average

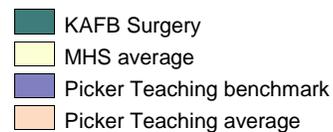
# 81st Medical Group - Keesler Air Force Base Adult Inpatient Survey - Surgery Comparisons

## Dimensions



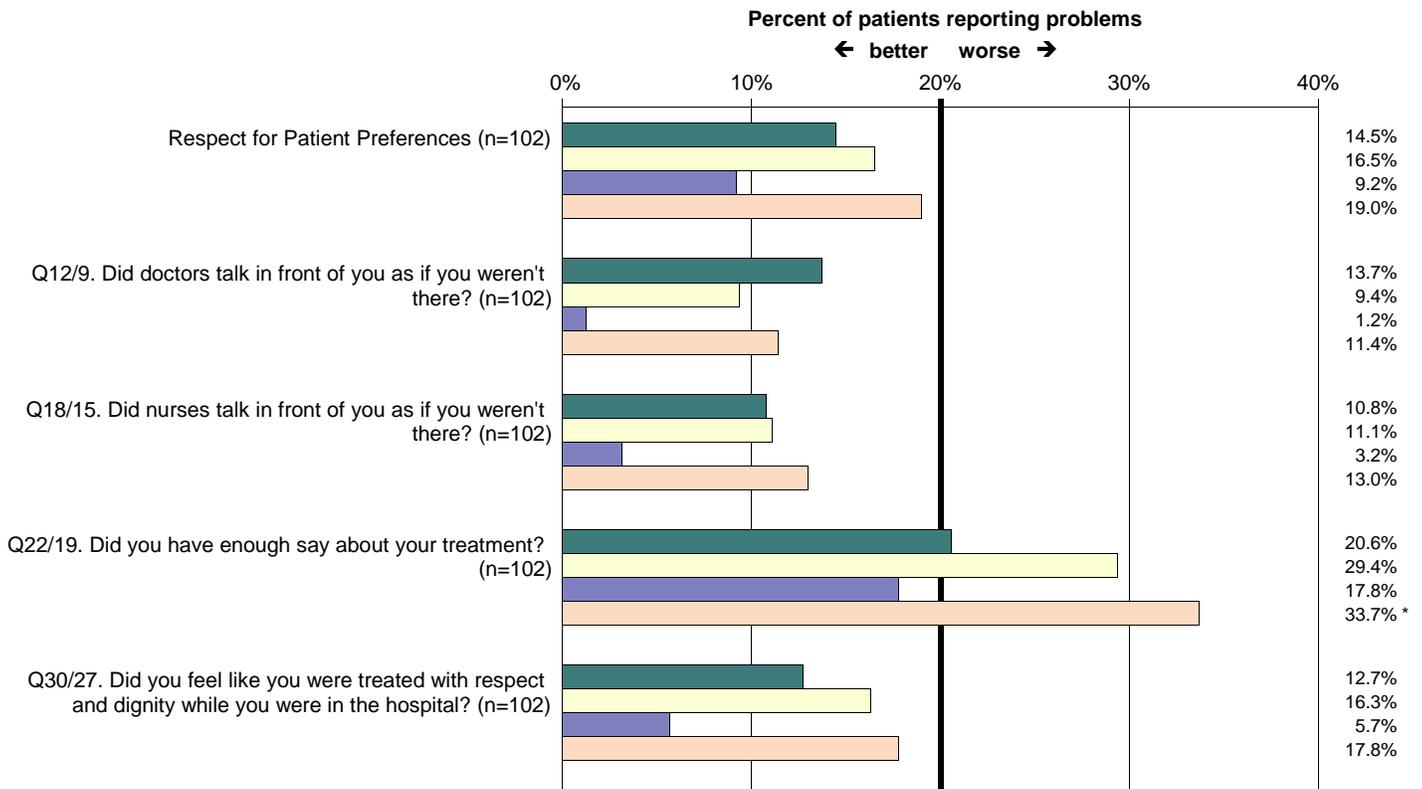
\* Significantly different from KAFB problem score

Patients discharged: July 2001 - September 2001



# 81st Medical Group - Keesler Air Force Base Adult Inpatient Survey - Surgery Comparisons

## *Respect for Patient Preferences*



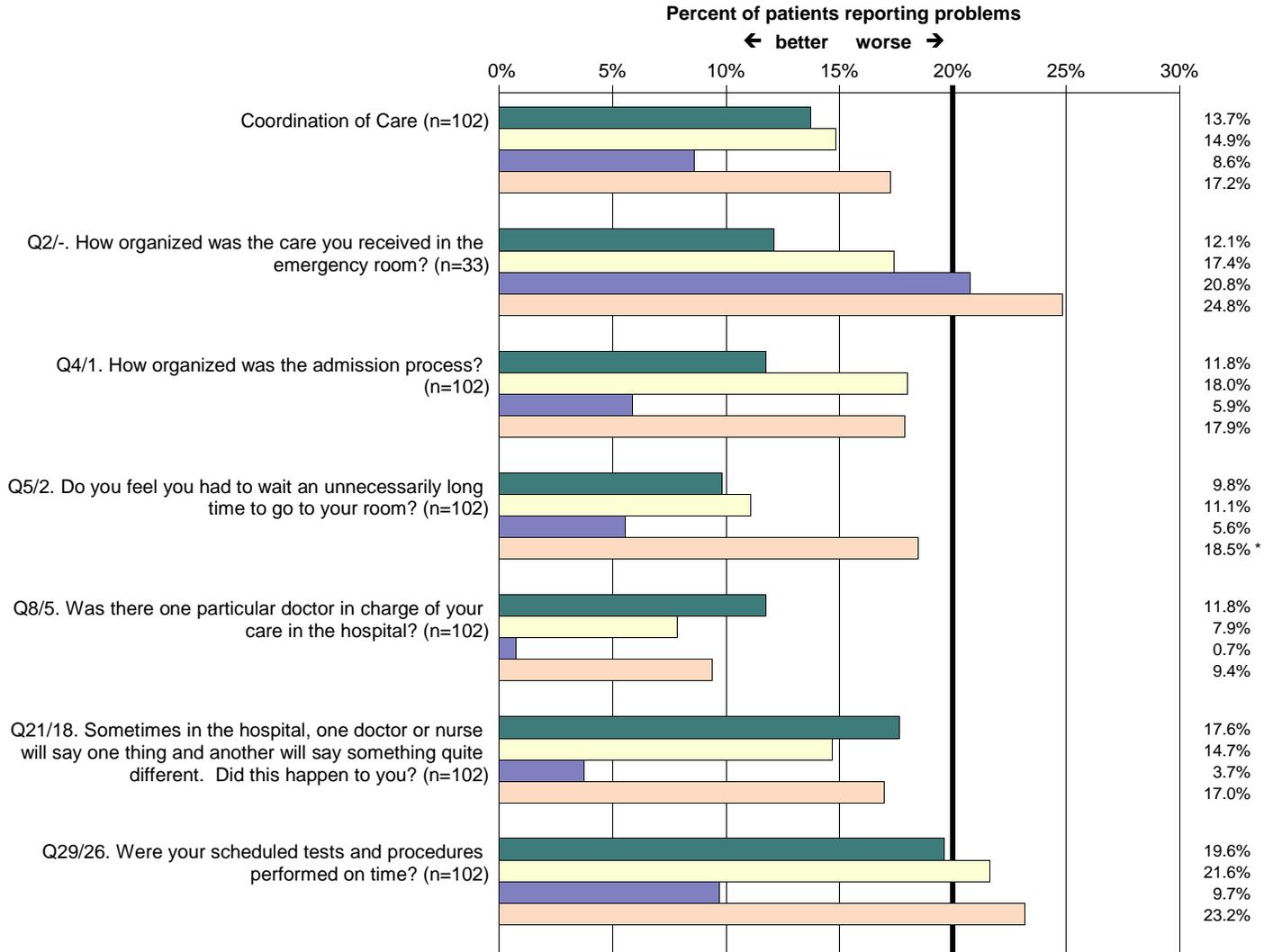
\* Significantly different from KAFB problem score

Patients discharged: July 2001 - September 2001

■ KAFB Surgery  
■ MHS average  
■ Picker Teaching benchmark  
■ Picker Teaching average

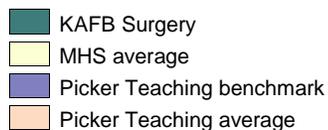
# 81st Medical Group - Keesler Air Force Base Adult Inpatient Survey - Surgery Comparisons

## Coordination of Care



\* Significantly different from KAFB problem score

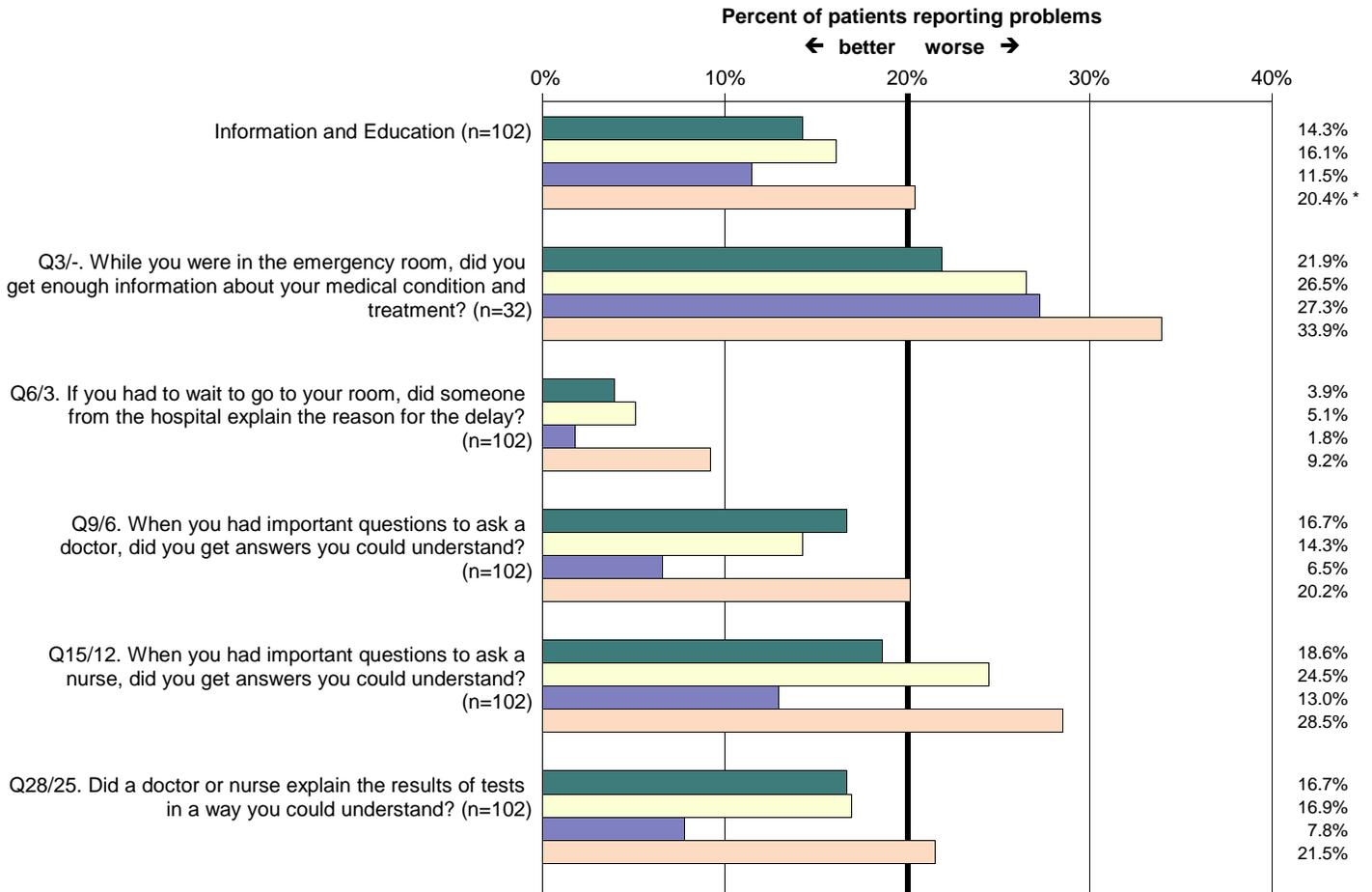
Patients discharged: July 2001 - September 2001



# 81st Medical Group - Keesler Air Force Base

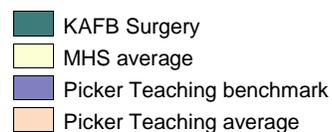
## Adult Inpatient Survey - Surgery Comparisons

### Information and Education



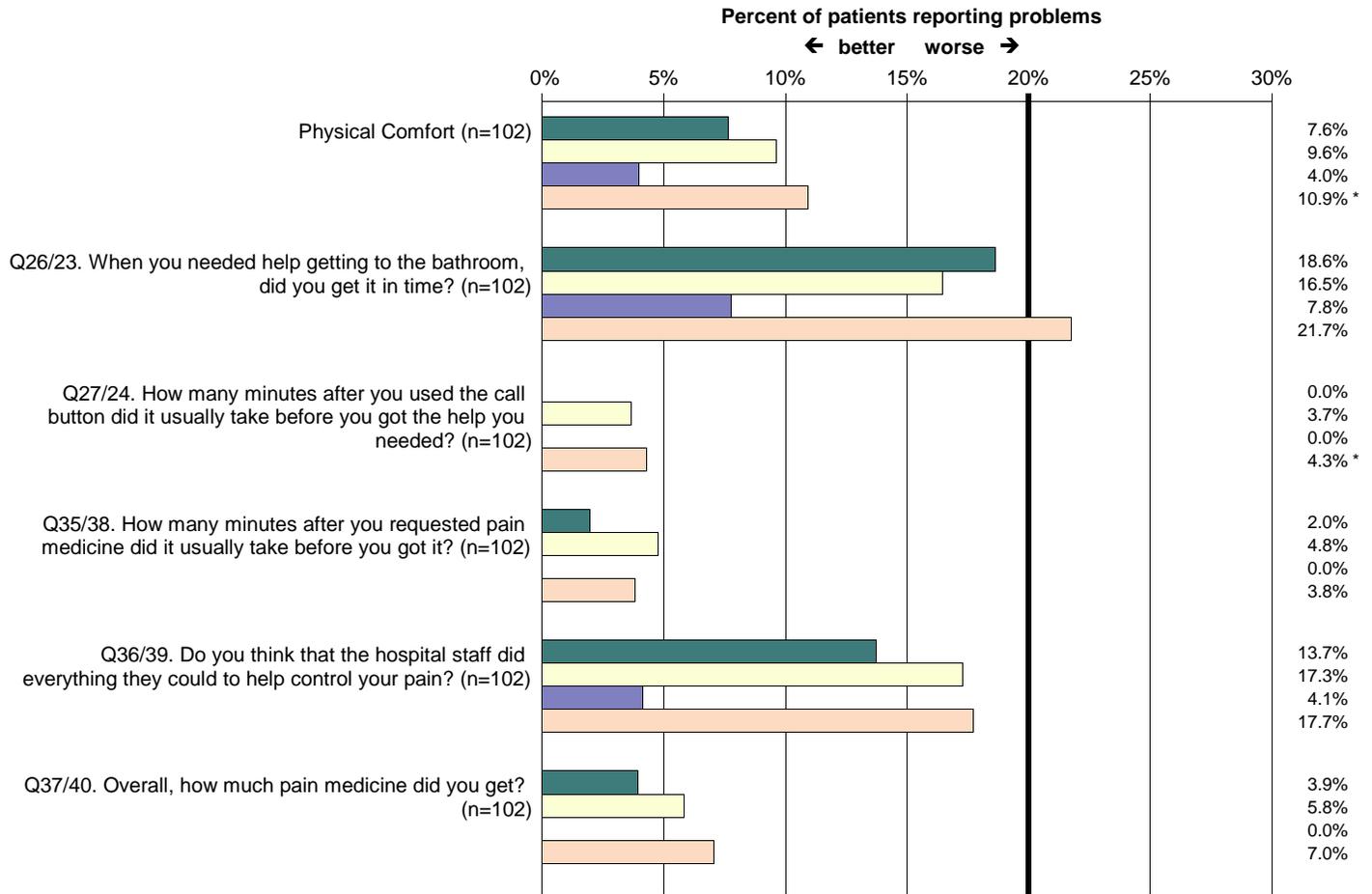
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Patients discharged: July 2001 - September 2001



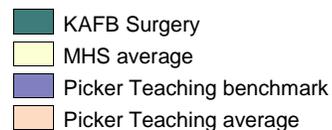
# 81st Medical Group - Keesler Air Force Base Adult Inpatient Survey - Surgery Comparisons

## Physical Comfort



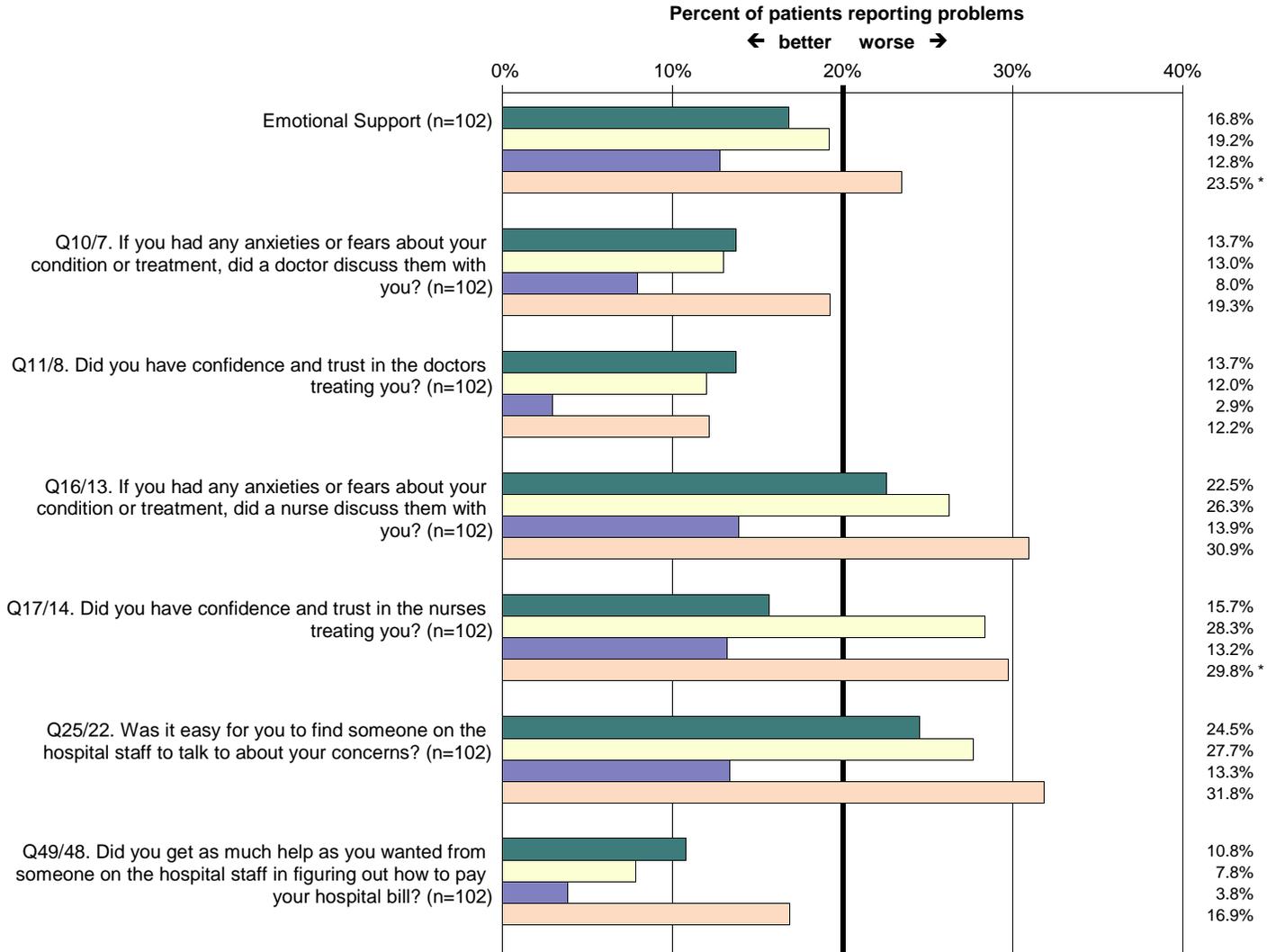
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Patients discharged: July 2001 - September 2001



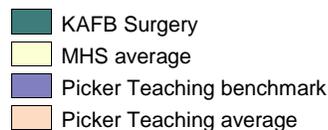
# 81st Medical Group - Keesler Air Force Base Adult Inpatient Survey - Surgery Comparisons

## Emotional Support



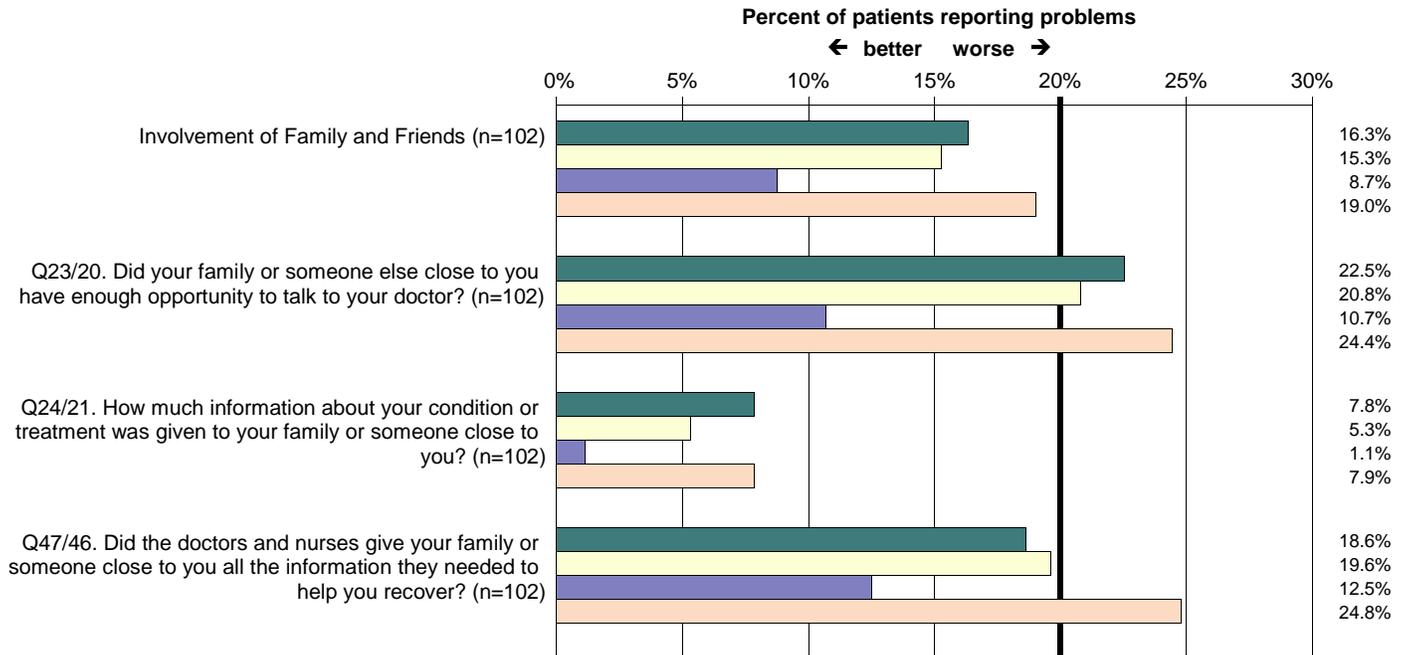
\* Significantly different from KAFB problem score

Patients discharged: July 2001 - September 2001



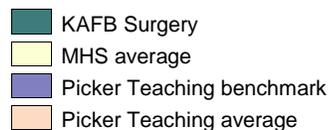
# 81st Medical Group - Keesler Air Force Base Adult Inpatient Survey - Surgery Comparisons

## *Involvement of Family and Friends*



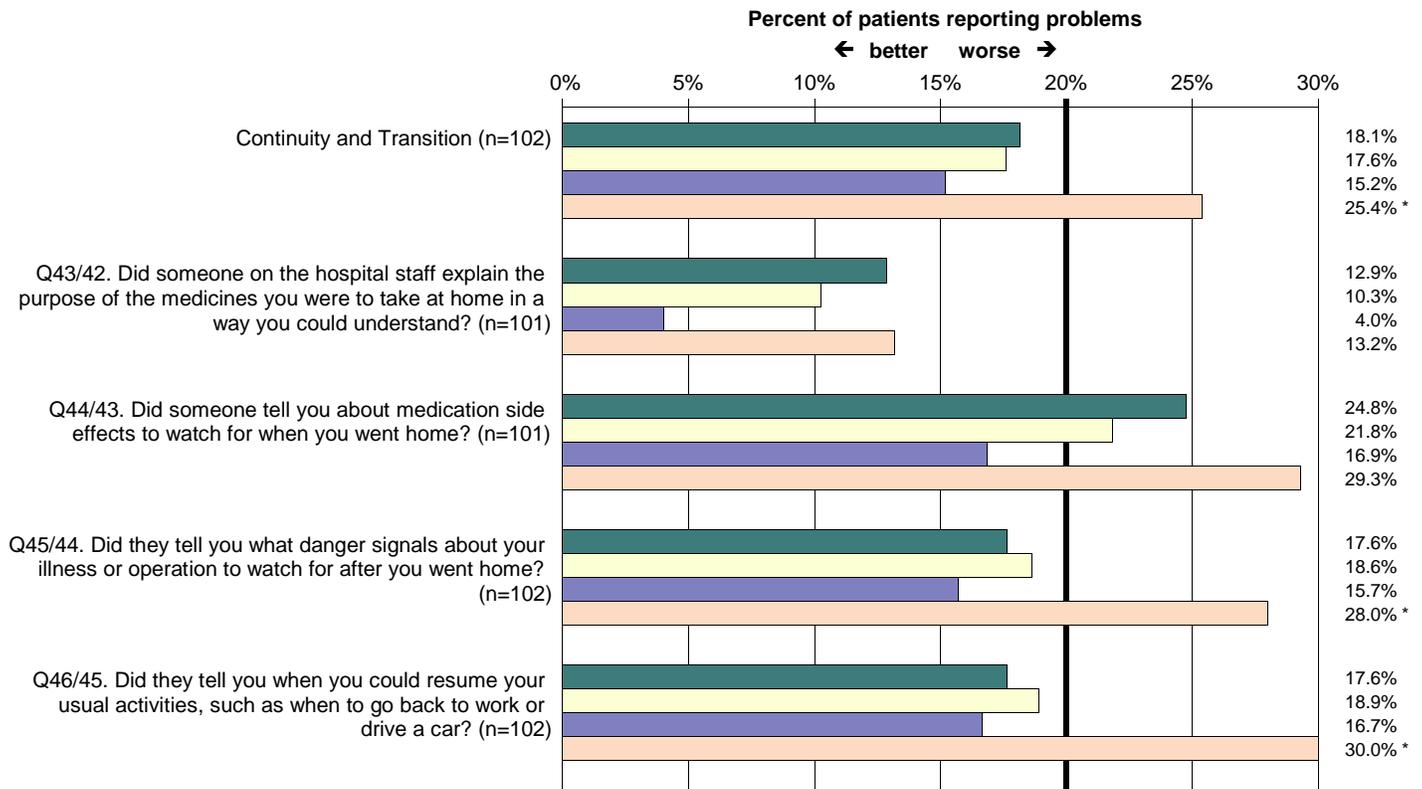
\* Significantly different from KAFB problem score

Patients discharged: July 2001 - September 2001



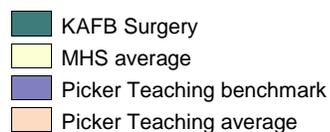
# 81st Medical Group - Keesler Air Force Base Adult Inpatient Survey - Surgery Comparisons

## Continuity and Transition



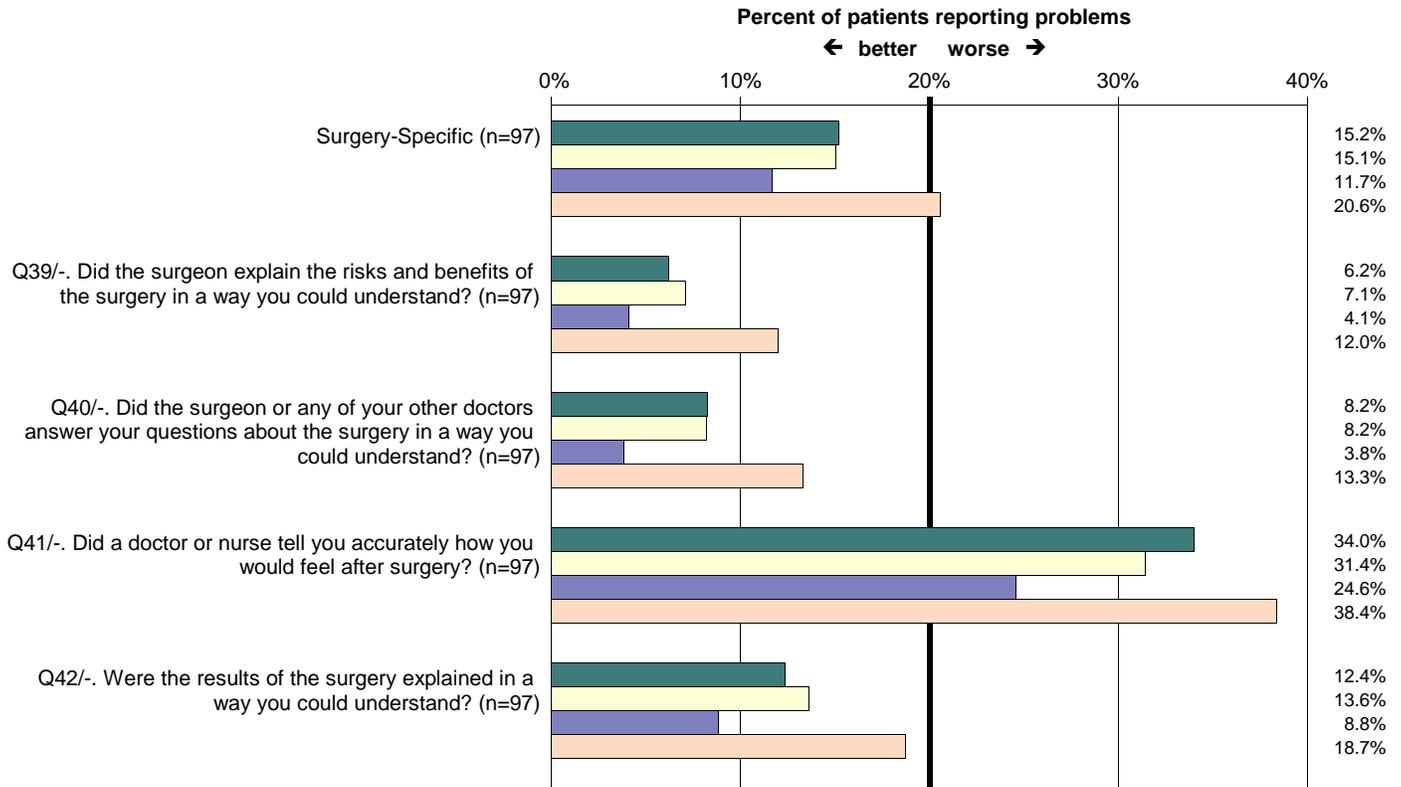
\* Significantly different from KAFB problem score

Patients discharged: July 2001 - September 2001



# 81st Medical Group - Keesler Air Force Base Adult Inpatient Survey - Surgery Comparisons

## Surgery-Specific



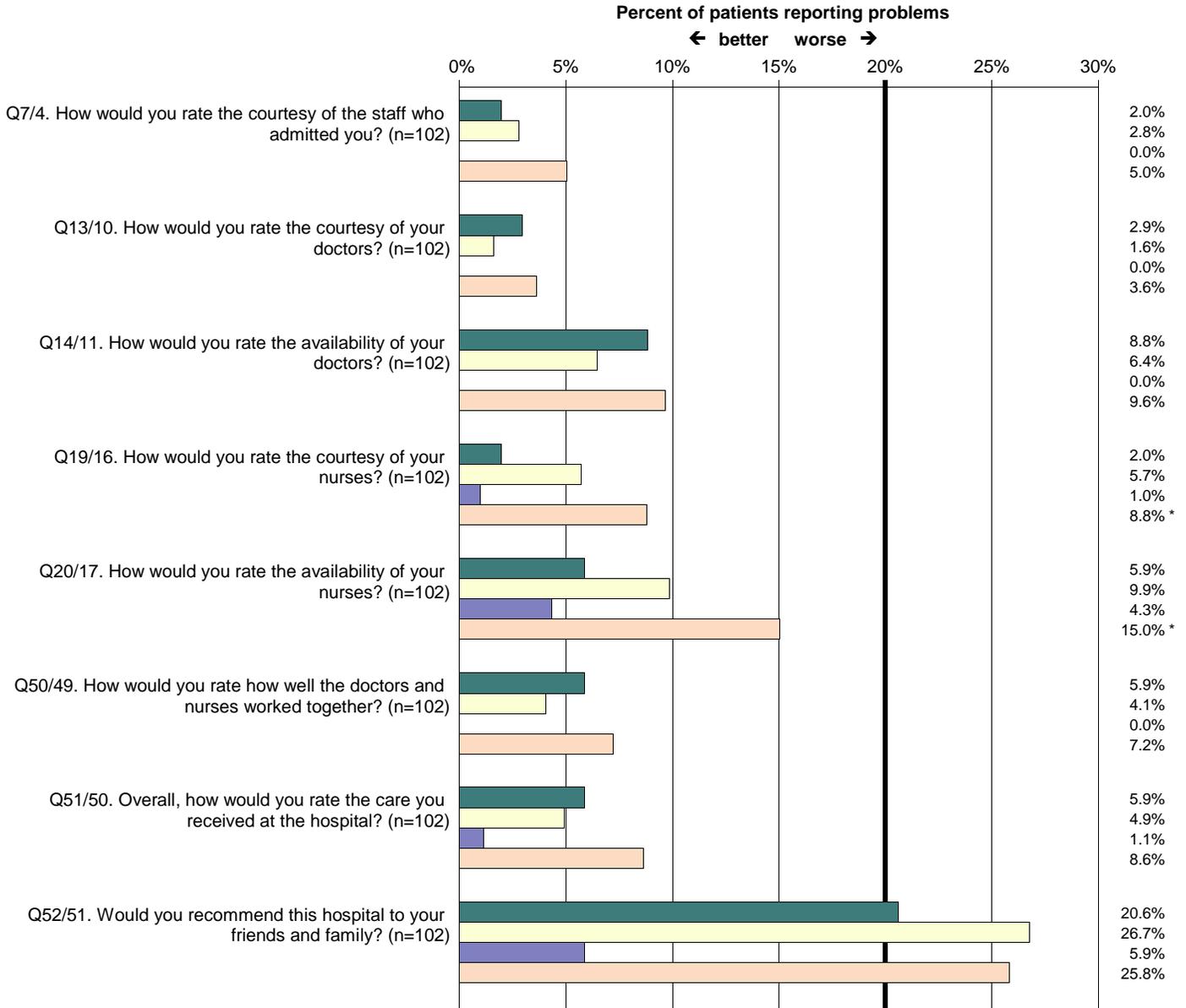
\* Significantly different from KAFB problem score

Patients discharged: July 2001 - September 2001

- KAFB Surgery
- MHS average
- Picker Teaching benchmark
- Picker Teaching average

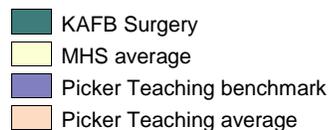
# 81st Medical Group - Keesler Air Force Base Adult Inpatient Survey - Surgery Comparisons

## Overall Impression



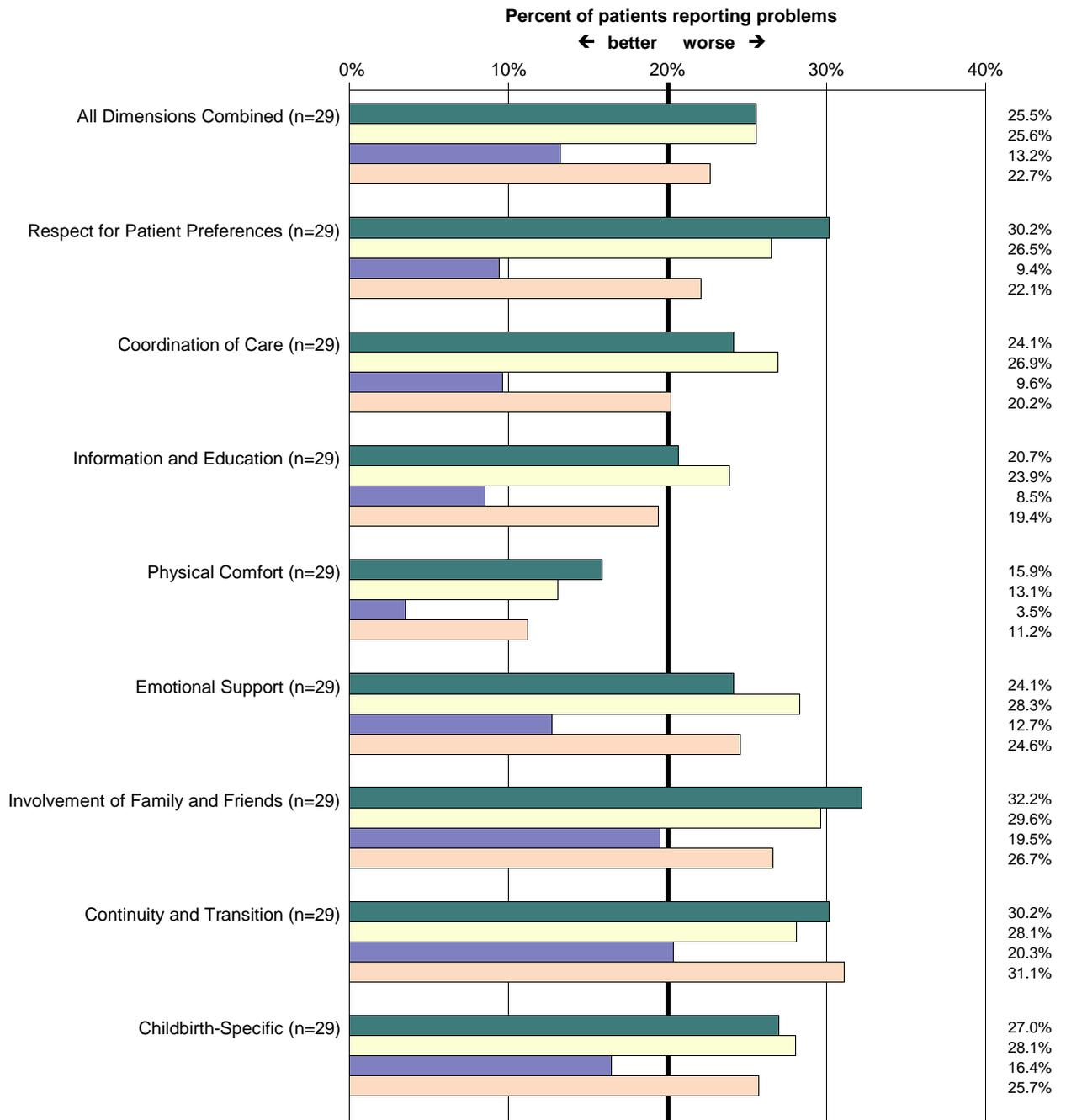
\* Significantly different from KAFB problem score

Patients discharged: July 2001 - September 2001



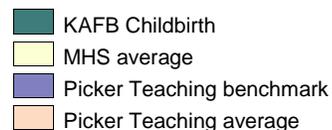
# 81st Medical Group - Keesler Air Force Base Adult Inpatient Survey - Childbirth Comparisons

## Dimensions



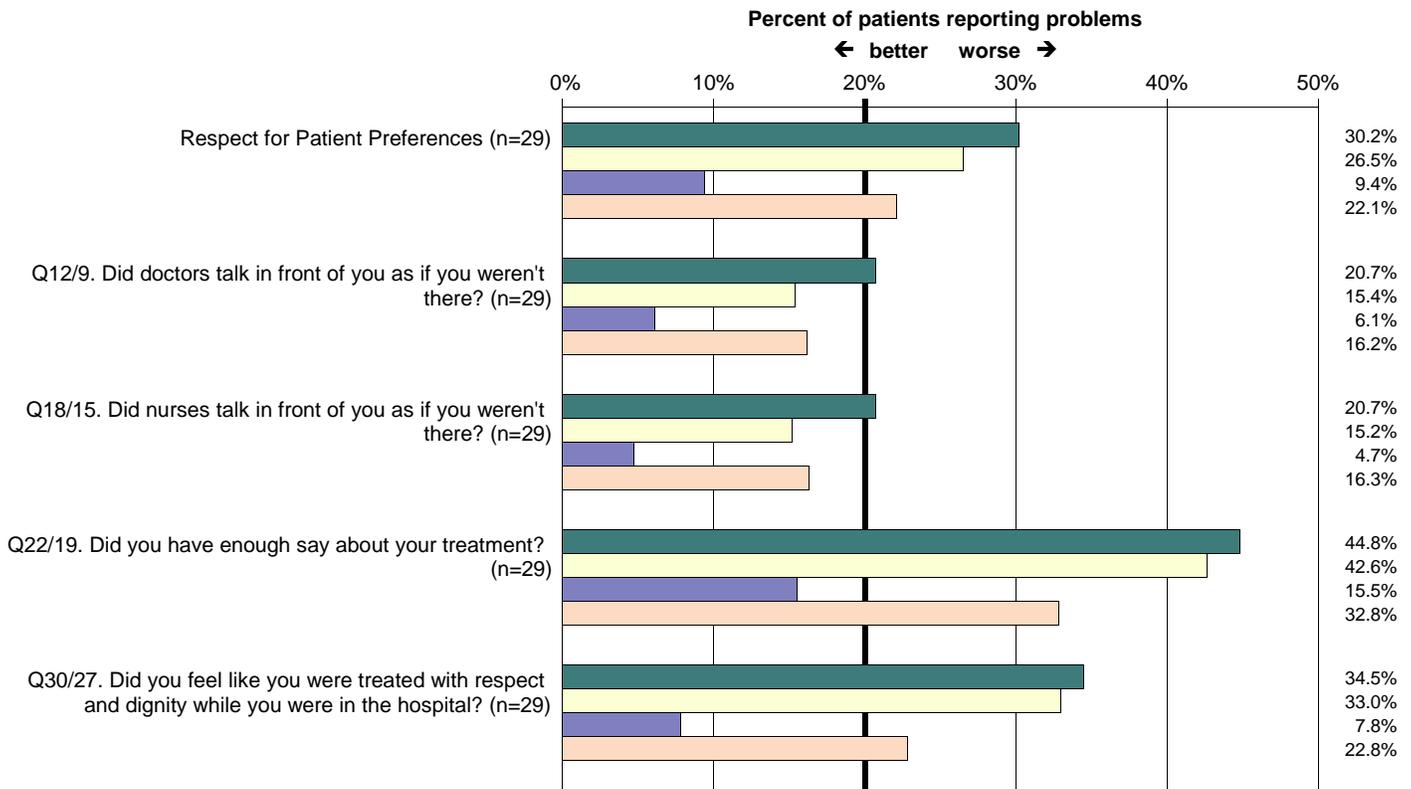
\* Significantly different from KAFB problem score

Patients discharged: July 2001 - September 2001



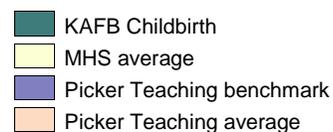
# 81st Medical Group - Keesler Air Force Base Adult Inpatient Survey - Childbirth Comparisons

## Respect for Patient Preferences



\* Significantly different from KAFB problem score

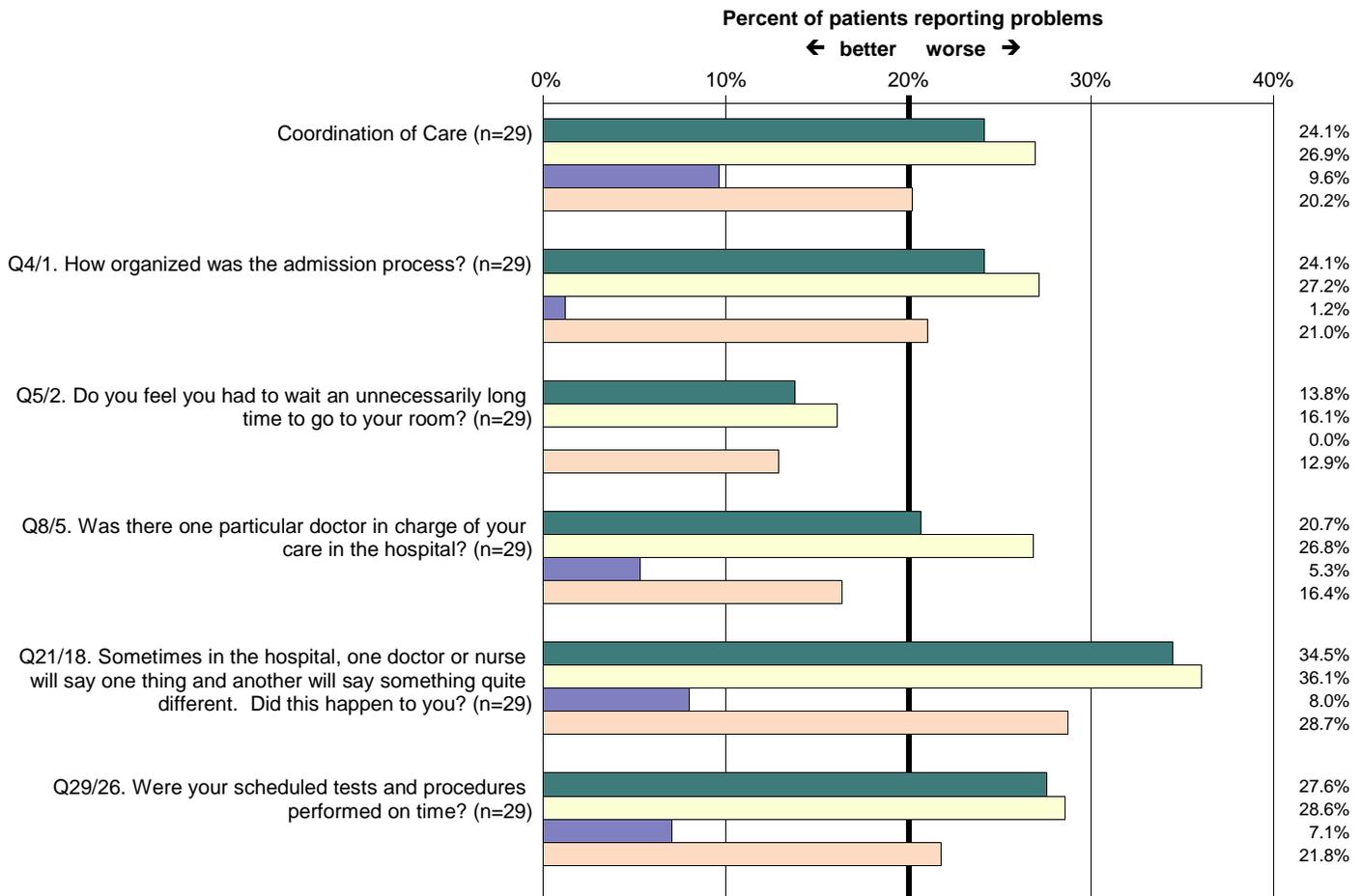
Patients discharged: July 2001 - September 2001



# 81st Medical Group - Keesler Air Force Base

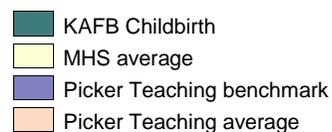
## Adult Inpatient Survey - Childbirth Comparisons

### Coordination of Care



\* Significantly different from KAFB problem score

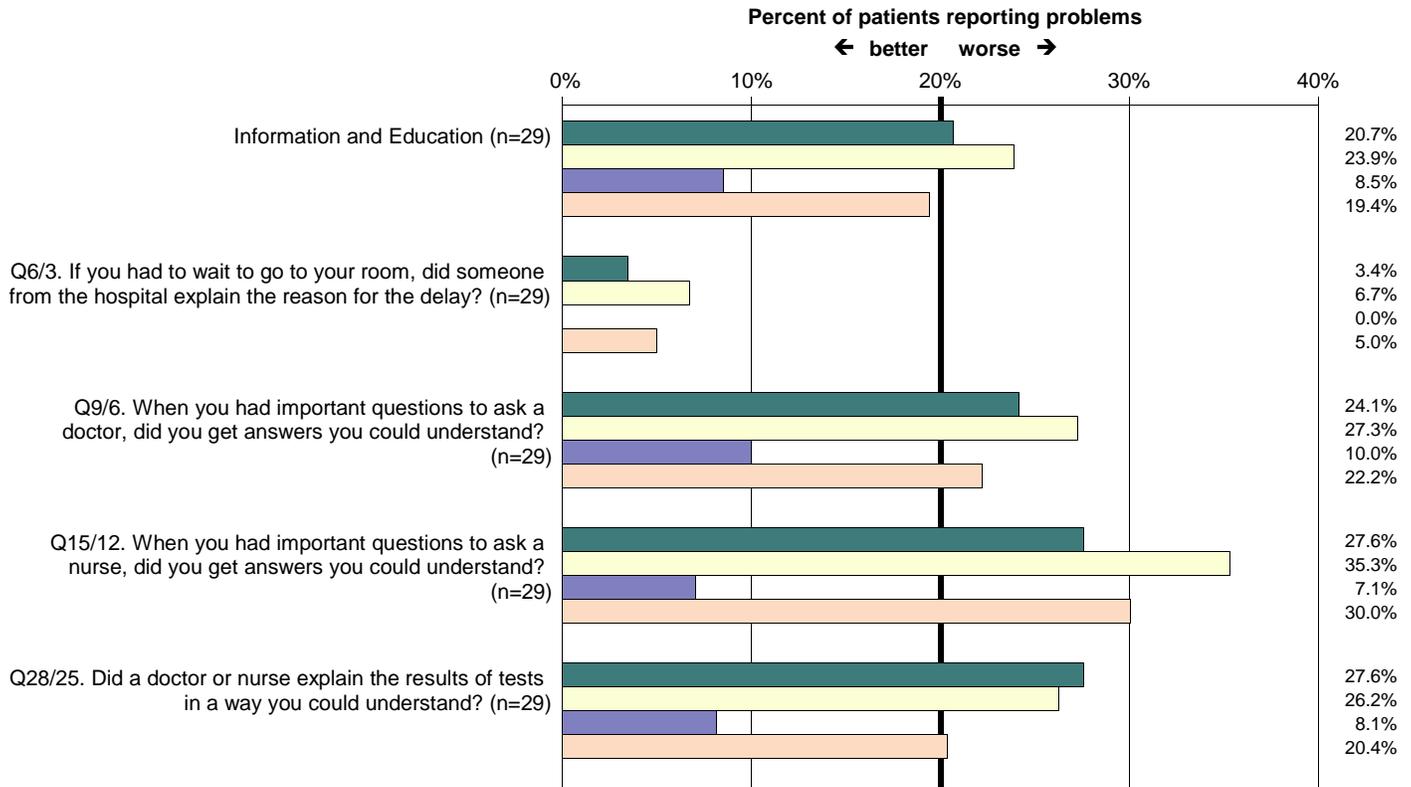
Patients discharged: July 2001 - September 2001



# 81st Medical Group - Keesler Air Force Base

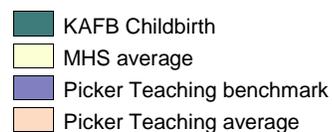
## Adult Inpatient Survey - Childbirth Comparisons

### Information and Education



\* Significantly different from KAFB problem score

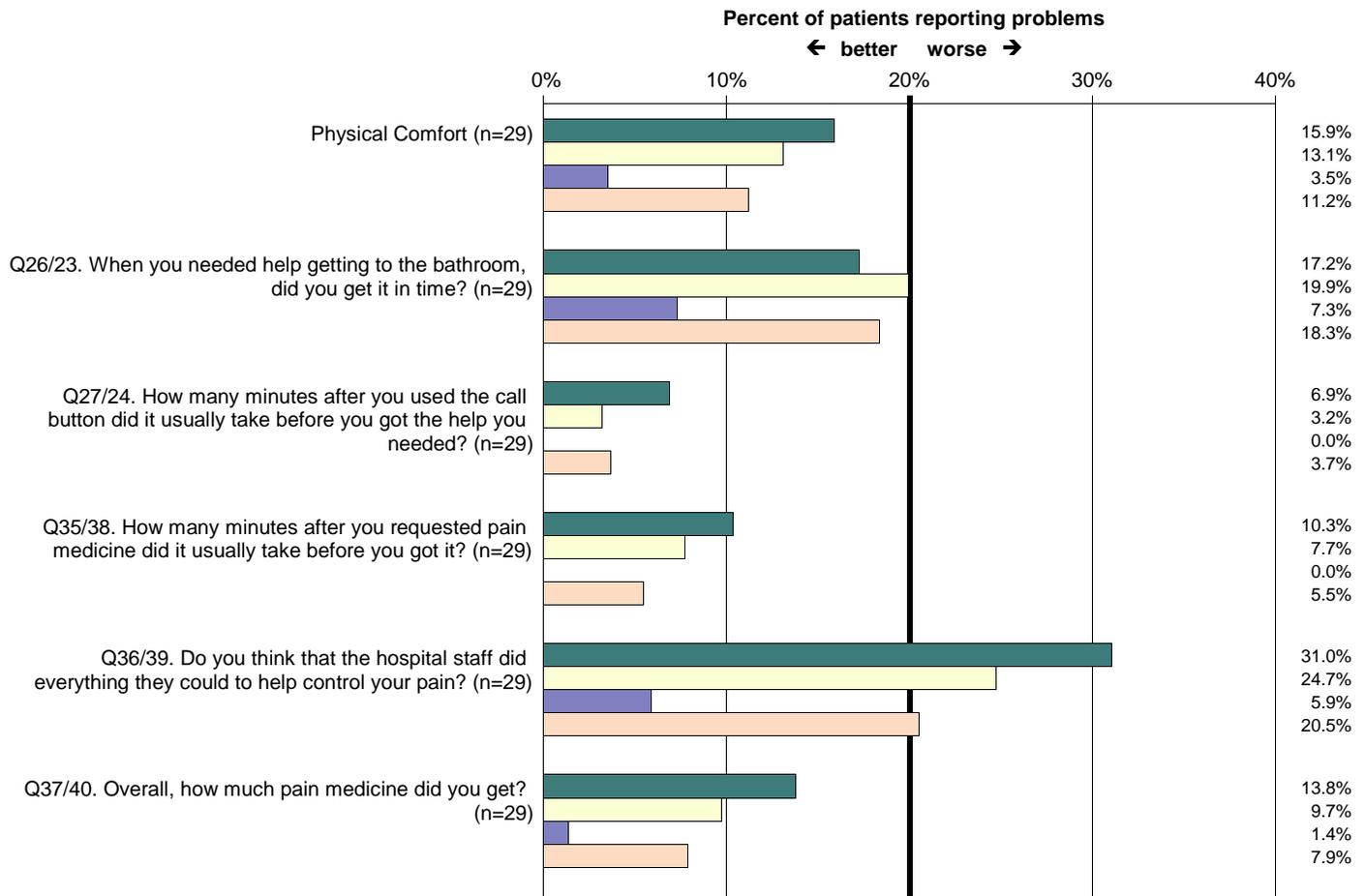
Patients discharged: July 2001 - September 2001



# 81st Medical Group - Keesler Air Force Base

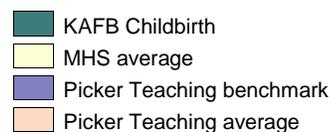
## Adult Inpatient Survey - Childbirth Comparisons

### Physical Comfort



\* Significantly different from KAFB problem score

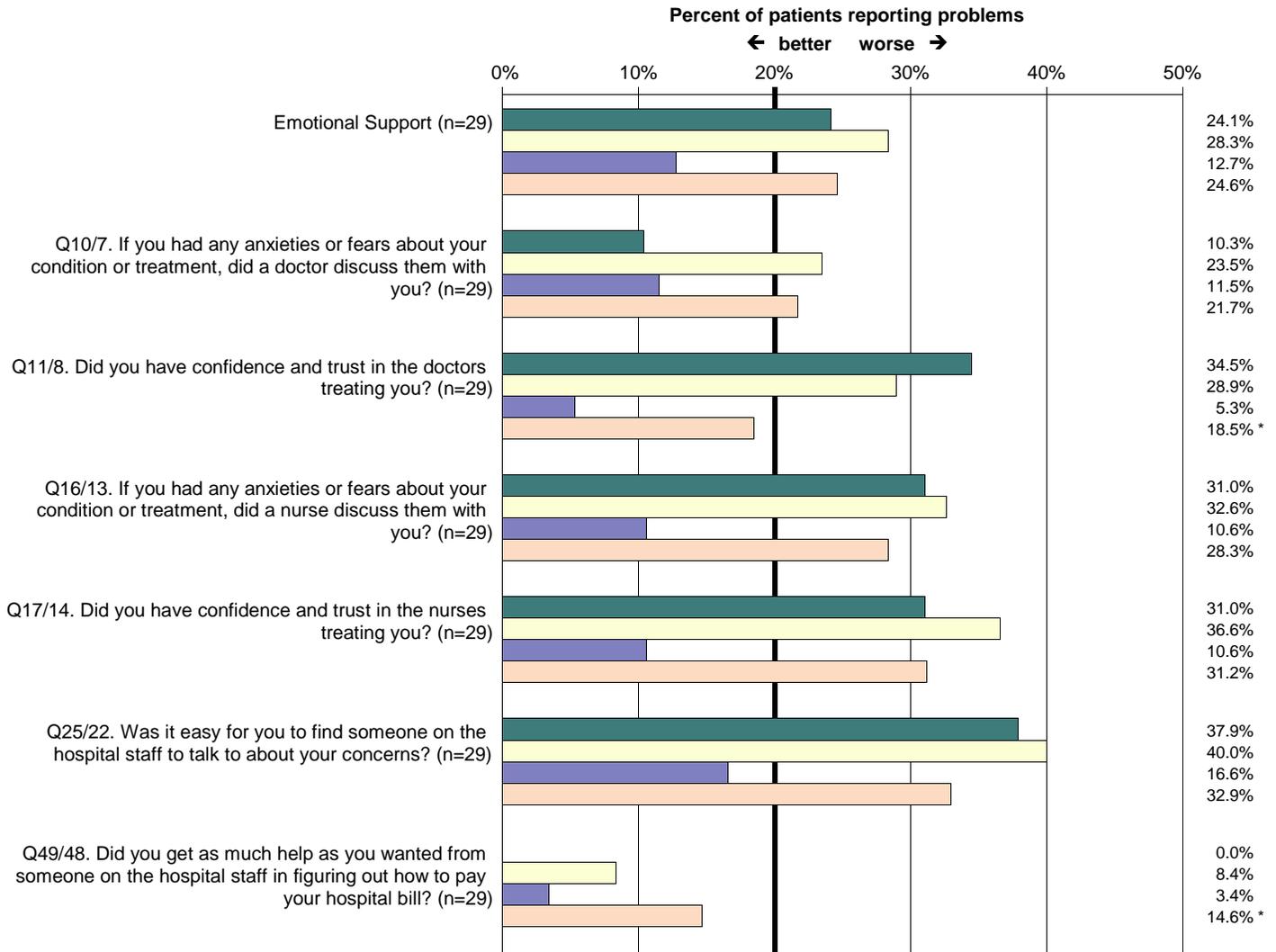
Patients discharged: July 2001 - September 2001



# 81st Medical Group - Keesler Air Force Base

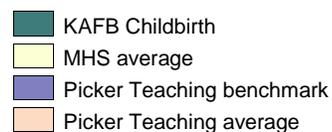
## Adult Inpatient Survey - Childbirth Comparisons

### Emotional Support



\* Significantly different from KAFB problem score

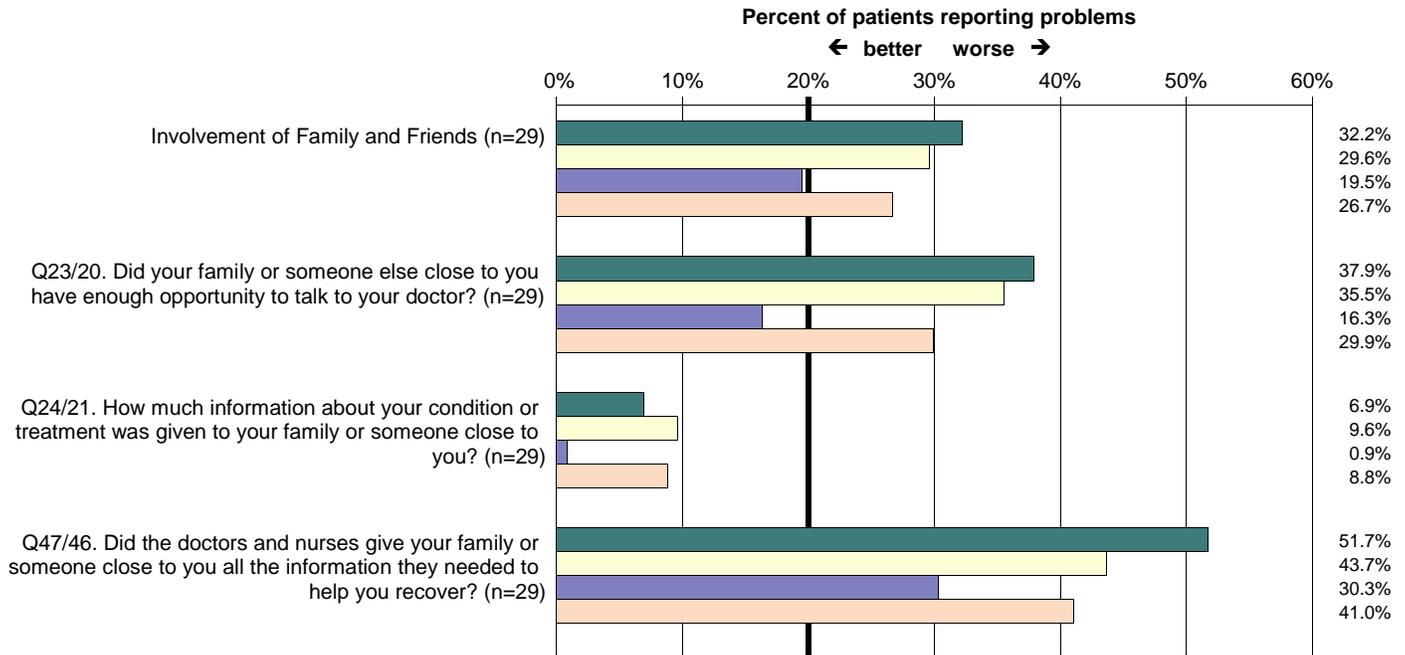
Patients discharged: July 2001 - September 2001



# 81st Medical Group - Keesler Air Force Base

## Adult Inpatient Survey - Childbirth Comparisons

### *Involvement of Family and Friends*



\* Significantly different from KAFB problem score

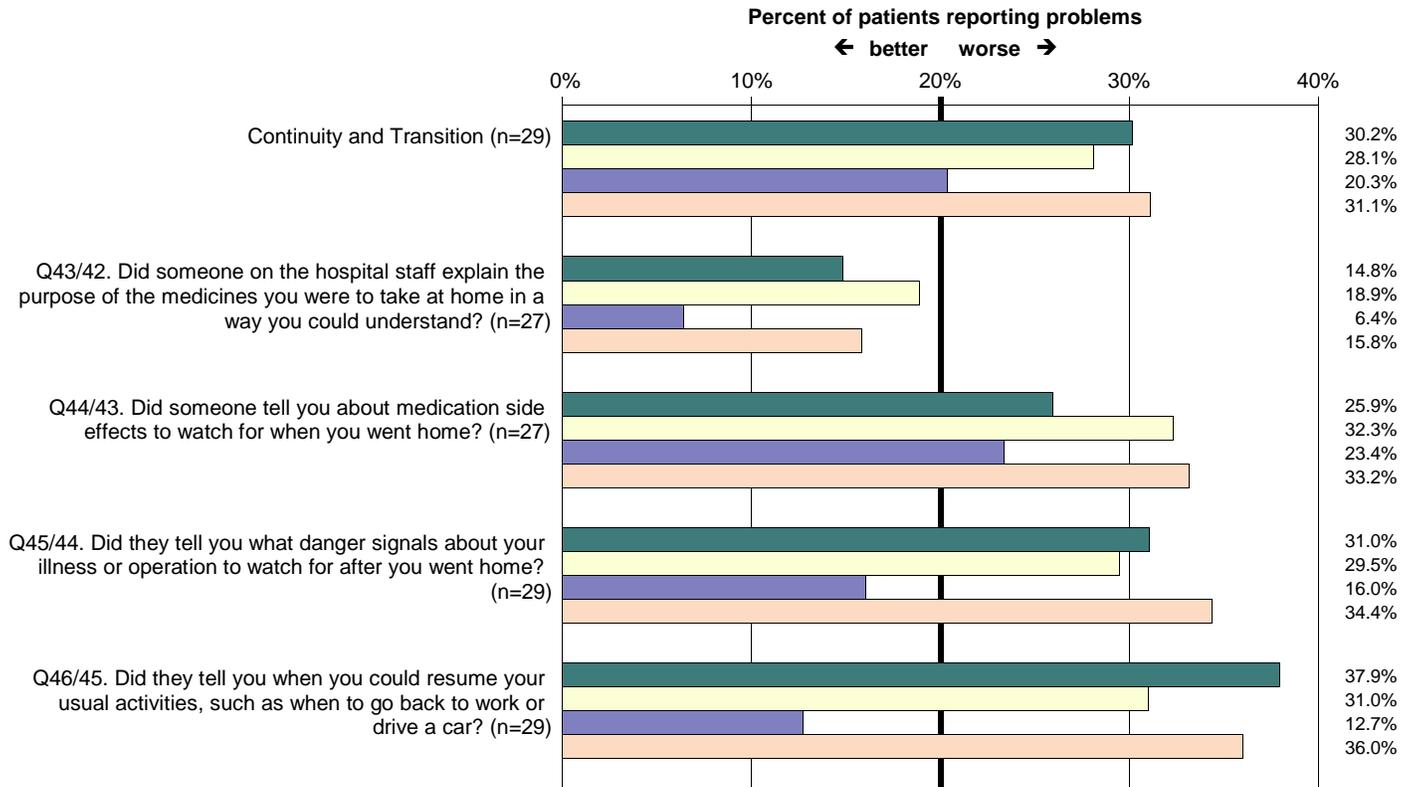
Patients discharged: July 2001 - September 2001

- KAFB Childbirth
- MHS average
- Picker Teaching benchmark
- Picker Teaching average

# 81st Medical Group - Keesler Air Force Base

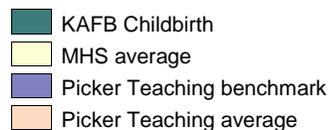
## Adult Inpatient Survey - Childbirth Comparisons

### Continuity and Transition



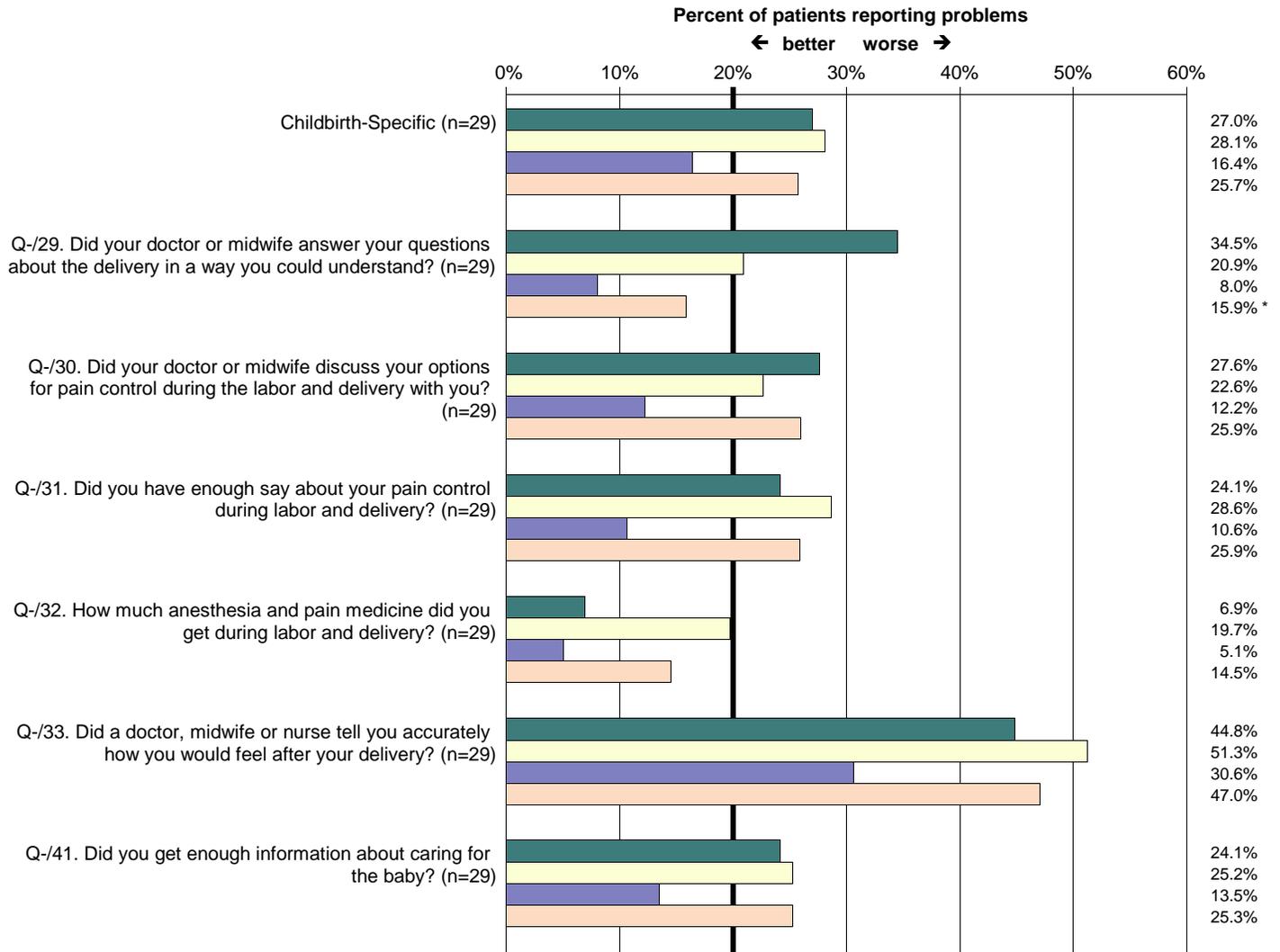
\* Significantly different from KAFB problem score

Patients discharged: July 2001 - September 2001



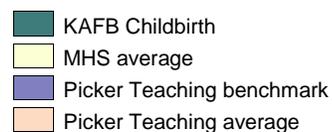
# 81st Medical Group - Keesler Air Force Base Adult Inpatient Survey - Childbirth Comparisons

## Childbirth-Specific



\* Significantly different from KAFB problem score

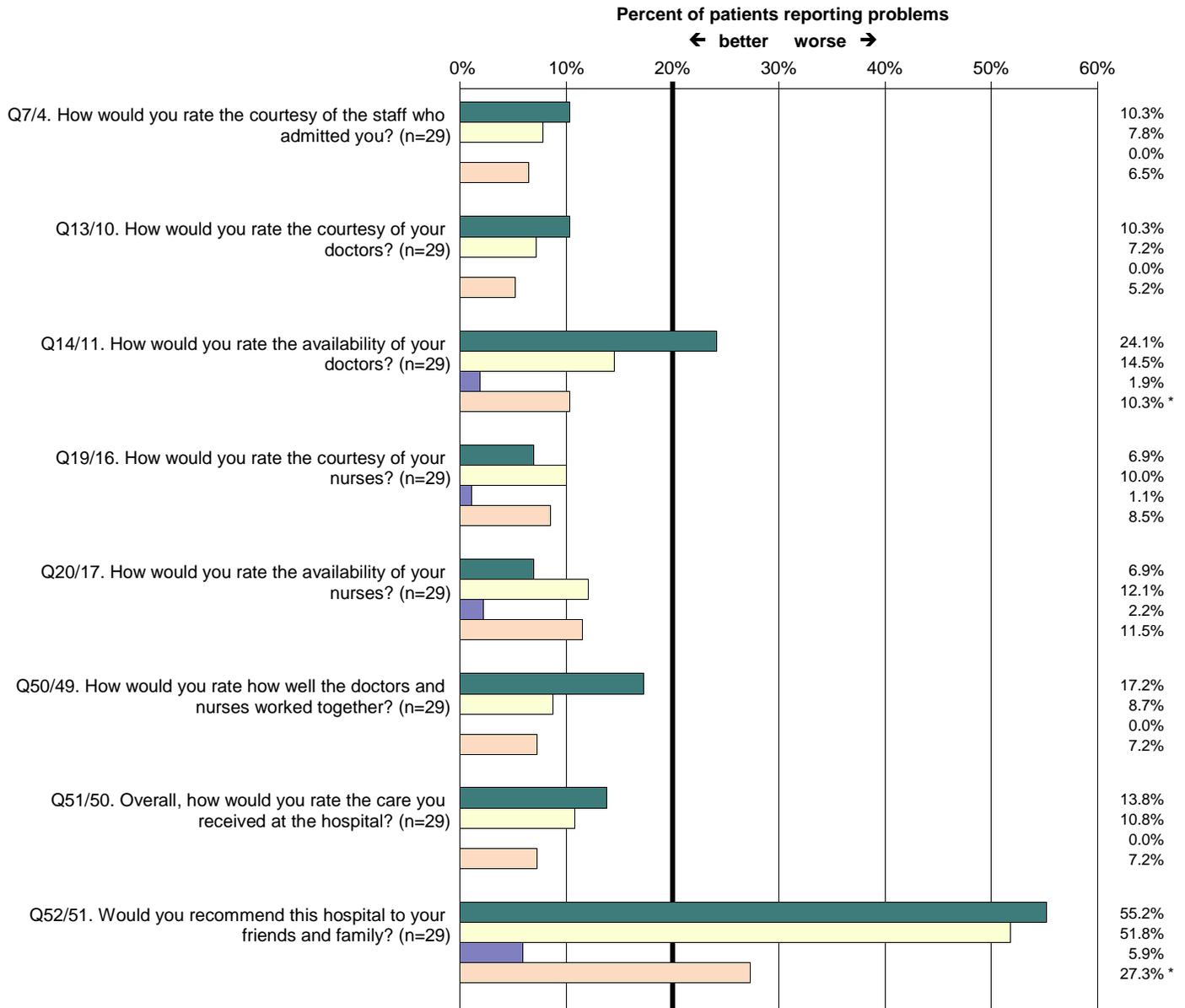
Patients discharged: July 2001 - September 2001



# 81st Medical Group - Keesler Air Force Base

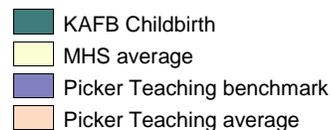
## Adult Inpatient Survey - Childbirth Comparisons

### Overall Impression



\* Significantly different from KAFB problem score

Patients discharged: July 2001 - September 2001



## 81st Medical Group - Keesler Air Force Base Adult Inpatient Survey - Overall Comparisons

<i>Dimensions</i>	KAFB PROBLEM SCORE	KAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
<b>All Dimensions Combined</b>	15.9%	238	0.673	High	20.5% *	12.5%	21.9% *
<b>Respect for Patient Preferences</b>	17.6%	238	0.595	High	21.5% *	10.9%	21.1% *
<b>Coordination of Care</b>	15.1%	238	0.472	High	20.7% *	10.5%	20.7% *
<b>Information and Education</b>	15.5%	238	0.545	High	21.7% *	12.8%	22.9% *
<b>Physical Comfort</b>	8.1%	238	0.392	Low	10.4% *	5.0%	10.7% *
<b>Emotional Support</b>	18.3%	238	0.581	High	24.2% *	15.6%	25.4% *
<b>Involvement of Family and Friends</b>	15.7%	238	0.507	High	21.3% *	9.4%	22.1% *
<b>Continuity and Transition</b>	20.2%	238	0.548	Top	23.3%	16.1%	28.7% *
<b>Surgery-Specific</b>	15.2%	97	0.544	High	15.1%	11.7%	20.6%
<b>Childbirth-Specific</b>	27.0%	29	0.540	Top	28.1%	16.4%	25.7%

\* Significantly different from KAFB problem score

Patients discharged: July 2001 - September 2001

Top Priority: score $\geq$ 20% and corr. $\geq$ 0.4 High Priority: score $<$ 20% and corr. $\geq$ 0.4 Medium Priority: score $\geq$ 20% and corr. $<$ 0.4 Low Priority: score $<$ 20% and corr. $<$ 0.4
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## 81st Medical Group - Keesler Air Force Base Adult Inpatient Survey - Overall Comparisons

<b><i>Respect for Patient Preferences</i></b>	KAFB PROBLEM SCORE	KAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
<b>Respect for Patient Preferences</b>	17.6%	238	0.595	High	21.5% *	10.9%	21.1% *
<b>Q12/9. Did doctors talk in front of you as if you weren't there?</b>	13.9%	238	0.316	Low	13.5%	4.2%	14.5%
<b>Q18/15. Did nurses talk in front of you as if you weren't there?</b>	12.2%	238	0.251	Low	12.5%	4.9%	14.6%
<b>Q22/19. Did you have enough say about your treatment?</b>	30.7%	238	0.474	Top	38.5%	23.9%	36.4%
<b>Q30/27. Did you feel like you were treated with respect and dignity while you were in the hospital?</b>	13.9%	238	0.585	High	21.5%	5.1%	19.0%

\* Significantly different from KAFB problem score

Patients discharged: July 2001 - September 2001

Top Priority: score $\geq$ 20% and corr. $\geq$ 0.4 High Priority: score $<$ 20% and corr. $\geq$ 0.4 Medium Priority: score $\geq$ 20% and corr. $<$ 0.4 Low Priority: score $<$ 20% and corr. $<$ 0.4
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## 81st Medical Group - Keesler Air Force Base Adult Inpatient Survey - Overall Comparisons

<b>Coordination of Care</b>	KAFB PROBLEM SCORE	KAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
<b>Coordination of Care</b>	15.1%	238	0.472	High	20.7% *	10.5%	20.7% *
<b>Q2/- How organized was the care you received in the emergency room?</b>	10.2%	118	0.383	Low	20.3%	7.8%	25.3% *
<b>Q4/1. How organized was the admission process?</b>	13.0%	238	0.270	Low	21.6%	8.0%	21.0% *
<b>Q5/2. Do you feel you had to wait an unnecessarily long time to go to your room?</b>	13.9%	238	0.203	Low	17.4%	6.6%	23.0% *
<b>Q8/5. Was there one particular doctor in charge of your care in the hospital?</b>	13.9%	238	0.203	Low	16.5%	1.7%	12.9%
<b>Q21/18. Sometimes in the hospital, one doctor or nurse will say one thing and another will say something quite different. Did this happen to you?</b>	18.9%	238	0.373	Low	22.7%	8.5%	21.6%
<b>Q29/26. Were your scheduled tests and procedures performed on time?</b>	18.5%	238	0.271	Low	25.6%	0.0%	25.3%

\* Significantly different from KAFB problem score

Patients discharged: July 2001 - September 2001

Top Priority: score $\geq$ 20% and corr. $\geq$ 0.4 High Priority: score $<$ 20% and corr. $\geq$ 0.4 Medium Priority: score $\geq$ 20% and corr. $<$ 0.4 Low Priority: score $<$ 20% and corr. $<$ 0.4
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## 81st Medical Group - Keesler Air Force Base Adult Inpatient Survey - Overall Comparisons

<b>Information and Education</b>	KAFB PROBLEM SCORE	KAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
<b>Information and Education</b>	15.5%	238	0.545	High	21.7% *	12.8%	22.9% *
<b>Q3/- While you were in the emergency room, did you get enough information about your medical condition and treatment?</b>	20.2%	119	0.374	Med	32.7%	15.4%	38.5% *
<b>Q6/3. If you had to wait to go to your room, did someone from the hospital explain the reason for the delay?</b>	3.8%	238	0.213	Low	8.3%	2.5%	10.4% *
<b>Q9/6. When you had important questions to ask a doctor, did you get answers you could understand?</b>	18.5%	238	0.473	High	22.3%	11.8%	23.8%
<b>Q15/12. When you had important questions to ask a nurse, did you get answers you could understand?</b>	19.7%	238	0.340	Low	28.9%	13.1%	29.4% *
<b>Q28/25. Did a doctor or nurse explain the results of tests in a way you could understand?</b>	18.1%	238	0.396	Low	23.9%	12.7%	24.8%

\* Significantly different from KAFB problem score

Patients discharged: July 2001 - September 2001

Top Priority: score $\geq$ 20% and corr. $\geq$ 0.4 High Priority: score $<$ 20% and corr. $\geq$ 0.4 Medium Priority: score $\geq$ 20% and corr. $<$ 0.4 Low Priority: score $<$ 20% and corr. $<$ 0.4
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## 81st Medical Group - Keesler Air Force Base Adult Inpatient Survey - Overall Comparisons

<b>Physical Comfort</b>	KAFB PROBLEM SCORE	KAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
<b>Physical Comfort</b>	8.1%	238	0.392	Low	10.4% *	5.0%	10.7% *
<b>Q26/23. When you needed help getting to the bathroom, did you get it in time?</b>	14.7%	238	0.208	Low	16.2%	8.8%	20.3%
<b>Q27/24. How many minutes after you used the call button did it usually take before you got the help you needed?</b>	1.7%	238	0.359	Low	3.1%	0.0%	4.1%
<b>Q35/38. How many minutes after you requested pain medicine did it usually take before you got it?</b>	4.6%	238	0.072	Low	5.9%	0.5%	4.7%
<b>Q36/39. Do you think that the hospital staff did everything they could to help control your pain?</b>	15.1%	238	0.347	Low	19.6%	9.1%	17.7%
<b>Q37/40. Overall, how much pain medicine did you get?</b>	4.2%	238	0.236	Low	7.1%	1.5%	6.8%

\* Significantly different from KAFB problem score

Patients discharged: July 2001 - September 2001

Top Priority: score $\geq$ 20% and corr. $\geq$ 0.4 High Priority: score $<$ 20% and corr. $\geq$ 0.4 Medium Priority: score $\geq$ 20% and corr. $<$ 0.4 Low Priority: score $<$ 20% and corr. $<$ 0.4
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## 81st Medical Group - Keesler Air Force Base Adult Inpatient Survey - Overall Comparisons

<b><i>Emotional Support</i></b>	KAFB PROBLEM SCORE	KAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
<b>Emotional Support</b>	18.3%	238	0.581	High	24.2% *	15.6%	25.4% *
<b>Q10/7. If you had any anxieties or fears about your condition or treatment, did a doctor discuss them with you?</b>	14.7%	238	0.429	High	20.5%	11.1%	23.0% *
<b>Q11/8. Did you have confidence and trust in the doctors treating you?</b>	17.6%	238	0.510	High	21.0%	6.6%	16.9%
<b>Q16/13. If you had any anxieties or fears about your condition or treatment, did a nurse discuss them with you?</b>	24.4%	238	0.328	Med	29.9%	17.0%	31.6%
<b>Q17/14. Did you have confidence and trust in the nurses treating you?</b>	18.5%	238	0.422	High	29.8%	14.9%	29.3% *
<b>Q25/22. Was it easy for you to find someone on the hospital staff to talk to about your concerns?</b>	24.4%	238	0.432	Top	34.0%	19.4%	33.9% *
<b>Q49/48. Did you get as much help as you wanted from someone on the hospital staff in figuring out how to pay your hospital bill?</b>	10.1%	238	0.097	Low	9.8%	0.0%	17.6% *

\* Significantly different from KAFB problem score

Patients discharged: July 2001 - September 2001

Top Priority: score $\geq$ 20% and corr. $\geq$ 0.4 High Priority: score $<$ 20% and corr. $\geq$ 0.4 Medium Priority: score $\geq$ 20% and corr. $<$ 0.4 Low Priority: score $<$ 20% and corr. $<$ 0.4
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## 81st Medical Group - Keesler Air Force Base Adult Inpatient Survey - Overall Comparisons

<b><i>Involvement of Family and Friends</i></b>	KAFB PROBLEM SCORE	KAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
<b>Involvement of Family and Friends</b>	15.7%	238	0.507	High	21.3% *	9.4%	22.1% *
<b>Q23/20. Did your family or someone else close to you have enough opportunity to talk to your doctor?</b>	21.4%	238	0.384	Med	27.8%	15.4%	27.7%
<b>Q24/21. How much information about your condition or treatment was given to your family or someone close to you?</b>	5.5%	238	0.426	High	8.5%	0.9%	9.1%
<b>Q47/46. Did the doctors and nurses give your family or someone close to you all the information they needed to help you recover?</b>	20.2%	238	0.403	Top	27.4%	12.0%	29.5% *

\* Significantly different from KAFB problem score

Patients discharged: July 2001 - September 2001

Top Priority: score $\geq$ 20% and corr. $\geq$ 0.4 High Priority: score $<$ 20% and corr. $\geq$ 0.4 Medium Priority: score $\geq$ 20% and corr. $<$ 0.4 Low Priority: score $<$ 20% and corr. $<$ 0.4
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## 81st Medical Group - Keesler Air Force Base Adult Inpatient Survey - Overall Comparisons

<b>Continuity and Transition</b>	KAFB PROBLEM SCORE	KAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
<b>Continuity and Transition</b>	20.2%	238	0.548	Top	23.3%	16.1%	28.7% *
<b>Q43/42. Did someone on the hospital staff explain the purpose of the medicines you were to take at home in a way you could understand?</b>	10.0%	231	0.378	Low	14.0%	3.7%	14.7%
<b>Q44/43. Did someone tell you about medication side effects to watch for when you went home?</b>	22.0%	232	0.420	Top	26.0%	17.3%	31.6% *
<b>Q45/44. Did they tell you what danger signals about your illness or operation to watch for after you went home?</b>	21.0%	238	0.466	Top	25.6%	15.4%	32.0% *
<b>Q46/45. Did they tell you when you could resume your usual activities, such as when to go back to work or drive a car?</b>	24.8%	238	0.433	Top	26.3%	13.1%	34.4% *

\* Significantly different from KAFB problem score

Patients discharged: July 2001 - September 2001

Top Priority: score $\geq$ 20% and corr. $\geq$ 0.4 High Priority: score $<$ 20% and corr. $\geq$ 0.4 Medium Priority: score $\geq$ 20% and corr. $<$ 0.4 Low Priority: score $<$ 20% and corr. $<$ 0.4
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## 81st Medical Group - Keesler Air Force Base Adult Inpatient Survey - Overall Comparisons

<b><i>Surgery-Specific</i></b>	KAFB PROBLEM SCORE	KAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
<b>Surgery-Specific</b>	15.2%	97	0.544	High	15.1%	11.7%	20.6%
<b>Q39/- Did the surgeon explain the risks and benefits of the surgery in a way you could understand?</b>	6.2%	97	0.435	High	7.1%	4.1%	12.0%
<b>Q40/- Did the surgeon or any of your other doctors answer your questions about the surgery in a way you could understand?</b>	8.2%	97	0.524	High	8.2%	3.8%	13.3%
<b>Q41/- Did a doctor or nurse tell you accurately how you would feel after surgery?</b>	34.0%	97	0.455	Top	31.4%	24.6%	38.4%
<b>Q42/- Were the results of the surgery explained in a way you could understand?</b>	12.4%	97	0.357	Low	13.6%	8.8%	18.7%

\* Significantly different from KAFB problem score

Patients discharged: July 2001 - September 2001

Top Priority: score $\geq$ 20% and corr. $\geq$ 0.4 High Priority: score $<$ 20% and corr. $\geq$ 0.4 Medium Priority: score $\geq$ 20% and corr. $<$ 0.4 Low Priority: score $<$ 20% and corr. $<$ 0.4
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## 81st Medical Group - Keesler Air Force Base Adult Inpatient Survey - Overall Comparisons

<b>Childbirth-Specific</b>	KAFB PROBLEM SCORE	KAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
<b>Childbirth-Specific</b>	27.0%	29	0.540	Top	28.1%	16.4%	25.7%
<b>Q-/29. Did your doctor or midwife answer your questions about the delivery in a way you could understand?</b>	34.5%	29	0.502	Top	20.9%	8.0%	15.8% *
<b>Q-/30. Did your doctor or midwife discuss your options for pain control during the labor and delivery with you?</b>	27.6%	29	0.341	Med	22.6%	12.2%	25.8%
<b>Q-/31. Did you have enough say about your pain control during labor and delivery?</b>	24.1%	29	0.367	Med	28.6%	10.6%	25.8%
<b>Q-/32. How much anesthesia and pain medicine did you get during labor and delivery?</b>	6.9%	29	-0.035	Low	19.7%	5.1%	14.5%
<b>Q-/33. Did a doctor, midwife or nurse tell you accurately how you would feel after your delivery?</b>	44.8%	29	0.264	Med	51.3%	30.6%	46.9%
<b>Q-/41. Did you get enough information about caring for the baby?</b>	24.1%	29	0.440	Top	25.2%	13.5%	25.3%

\* Significantly different from KAFB problem score

Patients discharged: July 2001 - September 2001

Top Priority: score $\geq$ 20% and corr. $\geq$ 0.4 High Priority: score $<$ 20% and corr. $\geq$ 0.4 Medium Priority: score $\geq$ 20% and corr. $<$ 0.4 Low Priority: score $<$ 20% and corr. $<$ 0.4
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## 81st Medical Group - Keesler Air Force Base Adult Inpatient Survey - Overall Comparisons

<b>Overall Impression</b>	KAFB PROBLEM SCORE	KAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
<b>Q7/4. How would you rate the courtesy of the staff who admitted you?</b>	3.8%	238	0.468	High	5.0%	0.0%	6.3%
<b>Q13/10. How would you rate the courtesy of your doctors?</b>	4.6%	238	0.536	High	4.9%	0.8%	5.0%
<b>Q14/11. How would you rate the availability of your doctors?</b>	10.1%	238	0.502	High	11.2%	0.9%	11.4%
<b>Q19/16. How would you rate the courtesy of your nurses?</b>	3.4%	238	0.324	Low	6.9%	1.3%	8.5% *
<b>Q20/17. How would you rate the availability of your nurses?</b>	5.0%	238	0.434	High	9.8%	5.4%	14.0% *
<b>Q50/49. How would you rate how well the doctors and nurses worked together?</b>	5.9%	238	0.646	High	6.1%	0.0%	7.6%
<b>Q51/50. Overall, how would you rate the care you received at the hospital?</b>	5.9%	238	--	--	7.3%	0.8%	8.5%
<b>Q52/51. Would you recommend this hospital to your friends and family?</b>	23.1%	238	0.636	Top	36.1%	5.0%	26.1%

\* Significantly different from KAFB problem score

Patients discharged: July 2001 - September 2001

Top Priority: score $\geq$ 20% and corr. $\geq$ 0.4 High Priority: score $<$ 20% and corr. $\geq$ 0.4 Medium Priority: score $\geq$ 20% and corr. $<$ 0.4 Low Priority: score $<$ 20% and corr. $<$ 0.4
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**81st Medical Group - Keesler Air Force Base**  
**Adult Inpatient Survey - Medicine Comparisons**

<i>Dimensions</i>	KAFB PROBLEM SCORE	KAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
<b>All Dimensions Combined</b>	14.4%	107	0.510	High	20.6% *	14.5%	23.9% *
<b>Respect for Patient Preferences</b>	17.3%	107	0.434	High	21.1%	12.7%	22.7% *
<b>Coordination of Care</b>	14.0%	107	0.306	Low	20.8% *	14.0%	25.2% *
<b>Information and Education</b>	15.3%	107	0.361	Low	24.3% *	14.7%	28.3% *
<b>Physical Comfort</b>	6.4%	107	0.236	Low	8.9%	4.7%	10.1% *
<b>Emotional Support</b>	18.1%	107	0.465	High	24.3% *	15.2%	28.3% *
<b>Involvement of Family and Friends</b>	10.6%	107	0.266	Low	20.2% *	11.4%	22.3% *
<b>Continuity and Transition</b>	19.4%	107	0.544	High	24.3%	17.2%	30.3% *

\* Significantly different from KAFB problem score

Patients discharged: July 2001 - September 2001

Top Priority: score $\geq$ 20% and corr. $\geq$ 0.4 High Priority: score $<$ 20% and corr. $\geq$ 0.4 Medium Priority: score $\geq$ 20% and corr. $<$ 0.4 Low Priority: score $<$ 20% and corr. $<$ 0.4
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**81st Medical Group - Keesler Air Force Base  
Adult Inpatient Survey - Medicine Comparisons**

<b><i>Respect for Patient Preferences</i></b>	KAFB PROBLEM SCORE	KAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
<b>Respect for Patient Preferences</b>	17.3%	107	0.434	High	21.1%	12.7%	22.7% *
<b>Q12/9. Did doctors talk in front of you as if you weren't there?</b>	12.1%	107	0.178	Low	16.2%	4.3%	16.1%
<b>Q18/15. Did nurses talk in front of you as if you weren't there?</b>	11.2%	107	0.167	Low	11.0%	4.6%	14.6%
<b>Q22/19. Did you have enough say about your treatment?</b>	36.4%	107	0.374	Med	41.5%	27.5%	41.9%
<b>Q30/27. Did you feel like you were treated with respect and dignity while you were in the hospital?</b>	9.3%	107	0.516	High	15.9%	6.6%	18.2% *

\* Significantly different from KAFB problem score

Patients discharged: July 2001 - September 2001

Top Priority: score $\geq$ 20% and corr. $\geq$ 0.4 High Priority: score $<$ 20% and corr. $\geq$ 0.4 Medium Priority: score $\geq$ 20% and corr. $<$ 0.4 Low Priority: score $<$ 20% and corr. $<$ 0.4
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**81st Medical Group - Keesler Air Force Base  
Adult Inpatient Survey - Medicine Comparisons**

<b>Coordination of Care</b>	<b>KAFB PROBLEM SCORE</b>	<b>KAFB NUMBER OF RESPONSES</b>	<b>CORRELATION W/ OVERALL SATISFACTION</b>	<b>PRIORITY FOR ACTION</b>	<b>MHS AVERAGE</b>	<b>PICKER TEACHING BENCHMARK</b>	<b>PICKER TEACHING AVERAGE</b>
<b>Coordination of Care</b>	14.0%	107	0.306	Low	20.8% *	14.0%	25.2% *
<b>Q2/- How organized was the care you received in the emergency room?</b>	9.4%	85	0.258	Low	19.4%	7.8%	26.0% *
<b>Q4/1. How organized was the admission process?</b>	11.2%	107	0.205	Low	19.7%	10.3%	24.8% *
<b>Q5/2. Do you feel you had to wait an unnecessarily long time to go to your room?</b>	17.8%	107	0.016	Low	23.2%	12.3%	35.5% *
<b>Q8/5. Was there one particular doctor in charge of your care in the hospital?</b>	14.0%	107	0.234	Low	17.5%	1.3%	14.6%
<b>Q21/18. Sometimes in the hospital, one doctor or nurse will say one thing and another will say something quite different. Did this happen to you?</b>	15.9%	107	0.252	Low	18.2%	9.8%	21.6%
<b>Q29/26. Were your scheduled tests and procedures performed on time?</b>	15.0%	107	0.073	Low	27.1%	16.7%	30.6% *

\* Significantly different from KAFB problem score

Patients discharged: July 2001 - September 2001

Top Priority: score $\geq$ 20% and corr. $\geq$ 0.4 High Priority: score $<$ 20% and corr. $\geq$ 0.4 Medium Priority: score $\geq$ 20% and corr. $<$ 0.4 Low Priority: score $<$ 20% and corr. $<$ 0.4
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**81st Medical Group - Keesler Air Force Base  
Adult Inpatient Survey - Medicine Comparisons**

<b>Information and Education</b>	<b>KAFB PROBLEM SCORE</b>	<b>KAFB NUMBER OF RESPONSES</b>	<b>CORRELATION W/ OVERALL SATISFACTION</b>	<b>PRIORITY FOR ACTION</b>	<b>MHS AVERAGE</b>	<b>PICKER TEACHING BENCHMARK</b>	<b>PICKER TEACHING AVERAGE</b>
<b>Information and Education</b>	15.3%	107	0.361	Low	24.3% *	14.7%	28.3% *
<b>Q3/- While you were in the emergency room, did you get enough information about your medical condition and treatment?</b>	19.5%	87	0.285	Low	32.6%	26.5%	40.8% *
<b>Q6/3. If you had to wait to go to your room, did someone from the hospital explain the reason for the delay?</b>	3.7%	107	0.113	Low	12.3%	5.2%	15.9% *
<b>Q9/6. When you had important questions to ask a doctor, did you get answers you could understand?</b>	18.7%	107	0.372	Low	24.9%	13.0%	29.3% *
<b>Q15/12. When you had important questions to ask a nurse, did you get answers you could understand?</b>	18.7%	107	0.185	Low	26.4%	9.1%	30.3% *
<b>Q28/25. Did a doctor or nurse explain the results of tests in a way you could understand?</b>	16.8%	107	0.229	Low	27.9%	14.5%	31.1% *

\* Significantly different from KAFB problem score

Patients discharged: July 2001 - September 2001

Top Priority: score $\geq$ 20% and corr. $\geq$ 0.4 High Priority: score $<$ 20% and corr. $\geq$ 0.4 Medium Priority: score $\geq$ 20% and corr. $<$ 0.4 Low Priority: score $<$ 20% and corr. $<$ 0.4
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**81st Medical Group - Keesler Air Force Base  
Adult Inpatient Survey - Medicine Comparisons**

<b>Physical Comfort</b>	<b>KAFB PROBLEM SCORE</b>	<b>KAFB NUMBER OF RESPONSES</b>	<b>CORRELATION W/ OVERALL SATISFACTION</b>	<b>PRIORITY FOR ACTION</b>	<b>MHS AVERAGE</b>	<b>PICKER TEACHING BENCHMARK</b>	<b>PICKER TEACHING AVERAGE</b>
<b>Physical Comfort</b>	6.4%	107	0.236	Low	8.9%	4.7%	10.1% *
<b>Q26/23. When you needed help getting to the bathroom, did you get it in time?</b>	10.3%	107	0.076	Low	13.4%	9.8%	19.7% *
<b>Q27/24. How many minutes after you used the call button did it usually take before you got the help you needed?</b>	1.9%	107	0.345	Low	2.8%	0.0%	4.0%
<b>Q35/38. How many minutes after you requested pain medicine did it usually take before you got it?</b>	5.6%	107	0.036	Low	5.3%	0.0%	4.9%
<b>Q36/39. Do you think that the hospital staff did everything they could to help control your pain?</b>	12.1%	107	0.215	Low	17.1%	5.5%	16.0%
<b>Q37/40. Overall, how much pain medicine did you get?</b>	1.9%	107	0.079	Low	5.9%	0.7%	5.9%

\* Significantly different from KAFB problem score

Patients discharged: July 2001 - September 2001

Top Priority: score $\geq$ 20% and corr. $\geq$ 0.4 High Priority: score $<$ 20% and corr. $\geq$ 0.4 Medium Priority: score $\geq$ 20% and corr. $<$ 0.4 Low Priority: score $<$ 20% and corr. $<$ 0.4
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**81st Medical Group - Keesler Air Force Base  
Adult Inpatient Survey - Medicine Comparisons**

<b><i>Emotional Support</i></b>	KAFB PROBLEM SCORE	KAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
<b>Emotional Support</b>	18.1%	107	0.465	High	24.3% *	15.2%	28.3% *
<b>Q10/7. If you had any anxieties or fears about your condition or treatment, did a doctor discuss them with you?</b>	16.8%	107	0.326	Low	23.7%	8.0%	28.2% *
<b>Q11/8. Did you have confidence and trust in the doctors treating you?</b>	16.8%	107	0.456	High	22.0%	5.2%	21.7%
<b>Q16/13. If you had any anxieties or fears about your condition or treatment, did a nurse discuss them with you?</b>	24.3%	107	0.217	Med	29.7%	19.5%	34.7%
<b>Q17/14. Did you have confidence and trust in the nurses treating you?</b>	17.8%	107	0.461	High	25.2%	13.0%	28.1% *
<b>Q25/22. Was it easy for you to find someone on the hospital staff to talk to about your concerns?</b>	20.6%	107	0.206	Med	33.3%	16.9%	37.2% *
<b>Q49/48. Did you get as much help as you wanted from someone on the hospital staff in figuring out how to pay your hospital bill?</b>	12.1%	107	0.067	Low	11.8%	3.9%	19.7%

\* Significantly different from KAFB problem score

Patients discharged: July 2001 - September 2001

Top Priority: score $\geq$ 20% and corr. $\geq$ 0.4 High Priority: score $<$ 20% and corr. $\geq$ 0.4 Medium Priority: score $\geq$ 20% and corr. $<$ 0.4 Low Priority: score $<$ 20% and corr. $<$ 0.4
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**81st Medical Group - Keesler Air Force Base  
Adult Inpatient Survey - Medicine Comparisons**

<b><i>Involvement of Family and Friends</i></b>	KAFB PROBLEM SCORE	KAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
<b>Involvement of Family and Friends</b>	10.6%	107	0.266	Low	20.2% *	11.4%	22.3% *
<b>Q23/20. Did your family or someone else close to you have enough opportunity to talk to your doctor?</b>	15.9%	107	0.186	Low	27.0%	16.3%	29.8% *
<b>Q24/21. How much information about your condition or treatment was given to your family or someone close to you?</b>	2.8%	107	0.243	Low	10.2%	3.4%	11.1% *
<b>Q47/46. Did the doctors and nurses give your family or someone close to you all the information they needed to help you recover?</b>	13.1%	107	0.189	Low	23.3%	11.8%	26.2% *

\* Significantly different from KAFB problem score

Patients discharged: July 2001 - September 2001

Top Priority: score $\geq$ 20% and corr. $\geq$ 0.4 High Priority: score $<$ 20% and corr. $\geq$ 0.4 Medium Priority: score $\geq$ 20% and corr. $<$ 0.4 Low Priority: score $<$ 20% and corr. $<$ 0.4
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**81st Medical Group - Keesler Air Force Base  
Adult Inpatient Survey - Medicine Comparisons**

<b><i>Continuity and Transition</i></b>	KAFB PROBLEM SCORE	KAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
<b>Continuity and Transition</b>	19.4%	107	0.544	High	24.3%	17.2%	30.3% *
<b>Q43/42. Did someone on the hospital staff explain the purpose of the medicines you were to take at home in a way you could understand?</b>	5.8%	103	0.357	Low	13.8%	7.1%	15.4% *
<b>Q44/43. Did someone tell you about medication side effects to watch for when you went home?</b>	18.3%	104	0.376	Low	24.6%	15.2%	32.1% *
<b>Q45/44. Did they tell you what danger signals about your illness or operation to watch for after you went home?</b>	21.5%	107	0.454	Top	28.1%	16.9%	34.4% *
<b>Q46/45. Did they tell you when you could resume your usual activities, such as when to go back to work or drive a car?</b>	28.0%	107	0.367	Med	29.3%	20.9%	37.3%

\* Significantly different from KAFB problem score

Patients discharged: July 2001 - September 2001

Top Priority: score $\geq$ 20% and corr. $\geq$ 0.4 High Priority: score $<$ 20% and corr. $\geq$ 0.4 Medium Priority: score $\geq$ 20% and corr. $<$ 0.4 Low Priority: score $<$ 20% and corr. $<$ 0.4
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## 81st Medical Group - Keesler Air Force Base Adult Inpatient Survey - Medicine Comparisons

<b>Overall Impression</b>	KAFB PROBLEM SCORE	KAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
<b>Q7/4. How would you rate the courtesy of the staff who admitted you?</b>	3.7%	107	0.493	High	4.1%	0.0%	7.8%
<b>Q13/10. How would you rate the courtesy of your doctors?</b>	4.7%	107	0.582	High	5.5%	0.0%	6.4%
<b>Q14/11. How would you rate the availability of your doctors?</b>	7.5%	107	0.575	High	12.4%	2.7%	14.6%
<b>Q19/16. How would you rate the courtesy of your nurses?</b>	3.7%	107	0.429	High	5.2%	0.0%	8.3%
<b>Q20/17. How would you rate the availability of your nurses?</b>	3.7%	107	0.429	High	8.6%	3.5%	14.6% *
<b>Q50/49. How would you rate how well the doctors and nurses worked together?</b>	2.8%	107	0.606	High	5.9%	0.0%	8.8% *
<b>Q51/50. Overall, how would you rate the care you received at the hospital?</b>	3.7%	107	--	--	6.8%	1.1%	9.4%
<b>Q52/51. Would you recommend this hospital to your friends and family?</b>	16.8%	107	0.650	High	29.4%	10.4%	26.8% *

\* Significantly different from KAFB problem score

Patients discharged: July 2001 - September 2001

Top Priority: score $\geq$ 20% and corr. $\geq$ 0.4 High Priority: score $<$ 20% and corr. $\geq$ 0.4 Medium Priority: score $\geq$ 20% and corr. $<$ 0.4 Low Priority: score $<$ 20% and corr. $<$ 0.4
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## 81st Medical Group - Keesler Air Force Base Adult Inpatient Survey - Surgery Comparisons

<i>Dimensions</i>	KAFB PROBLEM SCORE	KAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
<b>All Dimensions Combined</b>	14.8%	102	0.725	High	15.6%	11.8%	19.5% *
<b>Respect for Patient Preferences</b>	14.5%	102	0.667	High	16.5%	9.2%	19.0%
<b>Coordination of Care</b>	13.7%	102	0.538	High	14.9%	8.6%	17.2%
<b>Information and Education</b>	14.3%	102	0.625	High	16.1%	11.5%	20.4% *
<b>Physical Comfort</b>	7.6%	102	0.438	High	9.6%	4.0%	10.9% *
<b>Emotional Support</b>	16.8%	102	0.676	High	19.2%	12.8%	23.5% *
<b>Involvement of Family and Friends</b>	16.3%	102	0.570	High	15.3%	8.7%	19.0%
<b>Continuity and Transition</b>	18.1%	102	0.522	High	17.6%	15.2%	25.4% *
<b>Surgery-Specific</b>	15.2%	97	0.544	High	15.1%	11.7%	20.6%

\* Significantly different from KAFB problem score

Patients discharged: July 2001 - September 2001

Top Priority: score $\geq$ 20% and corr. $\geq$ 0.4 High Priority: score $<$ 20% and corr. $\geq$ 0.4 Medium Priority: score $\geq$ 20% and corr. $<$ 0.4 Low Priority: score $<$ 20% and corr. $<$ 0.4
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**81st Medical Group - Keesler Air Force Base  
Adult Inpatient Survey - Surgery Comparisons**

<b><i>Respect for Patient Preferences</i></b>	KAFB PROBLEM SCORE	KAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
<b>Respect for Patient Preferences</b>	14.5%	102	0.667	High	16.5%	9.2%	19.0%
<b>Q12/9. Did doctors talk in front of you as if you weren't there?</b>	13.7%	102	0.393	Low	9.4%	1.2%	11.4%
<b>Q18/15. Did nurses talk in front of you as if you weren't there?</b>	10.8%	102	0.306	Low	11.1%	3.2%	13.0%
<b>Q22/19. Did you have enough say about your treatment?</b>	20.6%	102	0.517	Top	29.4%	17.8%	33.7% *
<b>Q30/27. Did you feel like you were treated with respect and dignity while you were in the hospital?</b>	12.7%	102	0.568	High	16.3%	5.7%	17.8%

\* Significantly different from KAFB problem score

Patients discharged: July 2001 - September 2001

Top Priority: score $\geq$ 20% and corr. $\geq$ 0.4 High Priority: score $<$ 20% and corr. $\geq$ 0.4 Medium Priority: score $\geq$ 20% and corr. $<$ 0.4 Low Priority: score $<$ 20% and corr. $<$ 0.4
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**81st Medical Group - Keesler Air Force Base  
Adult Inpatient Survey - Surgery Comparisons**

<b>Coordination of Care</b>	<b>KAFB PROBLEM SCORE</b>	<b>KAFB NUMBER OF RESPONSES</b>	<b>CORRELATION W/ OVERALL SATISFACTION</b>	<b>PRIORITY FOR ACTION</b>	<b>MHS AVERAGE</b>	<b>PICKER TEACHING BENCHMARK</b>	<b>PICKER TEACHING AVERAGE</b>
<b>Coordination of Care</b>	13.7%	102	0.538	High	14.9%	8.6%	17.2%
<b>Q2/- How organized was the care you received in the emergency room?</b>	12.1%	33	0.611	High	17.4%	20.8%	24.8%
<b>Q4/1. How organized was the admission process?</b>	11.8%	102	0.200	Low	18.0%	5.9%	17.9%
<b>Q5/2. Do you feel you had to wait an unnecessarily long time to go to your room?</b>	9.8%	102	0.422	High	11.1%	5.6%	18.5% *
<b>Q8/5. Was there one particular doctor in charge of your care in the hospital?</b>	11.8%	102	0.126	Low	7.9%	0.7%	9.4%
<b>Q21/18. Sometimes in the hospital, one doctor or nurse will say one thing and another will say something quite different. Did this happen to you?</b>	17.6%	102	0.443	High	14.7%	3.7%	17.0%
<b>Q29/26. Were your scheduled tests and procedures performed on time?</b>	19.6%	102	0.452	High	21.6%	9.7%	23.2%

\* Significantly different from KAFB problem score

Patients discharged: July 2001 - September 2001

Top Priority: score $\geq$ 20% and corr. $\geq$ 0.4 High Priority: score $<$ 20% and corr. $\geq$ 0.4 Medium Priority: score $\geq$ 20% and corr. $<$ 0.4 Low Priority: score $<$ 20% and corr. $<$ 0.4
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## 81st Medical Group - Keesler Air Force Base Adult Inpatient Survey - Surgery Comparisons

<b>Information and Education</b>	KAFB PROBLEM SCORE	KAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
<b>Information and Education</b>	14.3%	102	0.625	High	16.1%	11.5%	20.4% *
<b>Q3/- While you were in the emergency room, did you get enough information about your medical condition and treatment?</b>	21.9%	32	0.562	Top	26.5%	27.3%	33.9%
<b>Q6/3. If you had to wait to go to your room, did someone from the hospital explain the reason for the delay?</b>	3.9%	102	0.295	Low	5.1%	1.8%	9.2%
<b>Q9/6. When you had important questions to ask a doctor, did you get answers you could understand?</b>	16.7%	102	0.535	High	14.3%	6.5%	20.2%
<b>Q15/12. When you had important questions to ask a nurse, did you get answers you could understand?</b>	18.6%	102	0.386	Low	24.5%	13.0%	28.5%
<b>Q28/25. Did a doctor or nurse explain the results of tests in a way you could understand?</b>	16.7%	102	0.438	High	16.9%	7.8%	21.5%

\* Significantly different from KAFB problem score

Patients discharged: July 2001 - September 2001

Top Priority: score $\geq$ 20% and corr. $\geq$ 0.4 High Priority: score $<$ 20% and corr. $\geq$ 0.4 Medium Priority: score $\geq$ 20% and corr. $<$ 0.4 Low Priority: score $<$ 20% and corr. $<$ 0.4
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**81st Medical Group - Keesler Air Force Base  
Adult Inpatient Survey - Surgery Comparisons**

<b>Physical Comfort</b>	<b>KAFB PROBLEM SCORE</b>	<b>KAFB NUMBER OF RESPONSES</b>	<b>CORRELATION W/ OVERALL SATISFACTION</b>	<b>PRIORITY FOR ACTION</b>	<b>MHS AVERAGE</b>	<b>PICKER TEACHING BENCHMARK</b>	<b>PICKER TEACHING AVERAGE</b>
<b>Physical Comfort</b>	7.6%	102	0.438	High	9.6%	4.0%	10.9% *
<b>Q26/23. When you needed help getting to the bathroom, did you get it in time?</b>	18.6%	102	0.417	High	16.5%	7.8%	21.7%
<b>Q27/24. How many minutes after you used the call button did it usually take before you got the help you needed?</b>	0.0%	102		Low	3.7%	0.0%	4.3% *
<b>Q35/38. How many minutes after you requested pain medicine did it usually take before you got it?</b>	2.0%	102	0.250	Low	4.8%	0.0%	3.8%
<b>Q36/39. Do you think that the hospital staff did everything they could to help control your pain?</b>	13.7%	102	0.393	Low	17.3%	4.1%	17.7%
<b>Q37/40. Overall, how much pain medicine did you get?</b>	3.9%	102	0.049	Low	5.8%	0.0%	7.0%

\* Significantly different from KAFB problem score

Patients discharged: July 2001 - September 2001

Top Priority: score $\geq$ 20% and corr. $\geq$ 0.4 High Priority: score $<$ 20% and corr. $\geq$ 0.4 Medium Priority: score $\geq$ 20% and corr. $<$ 0.4 Low Priority: score $<$ 20% and corr. $<$ 0.4
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**81st Medical Group - Keesler Air Force Base  
Adult Inpatient Survey - Surgery Comparisons**

<b><i>Emotional Support</i></b>	KAFB PROBLEM SCORE	KAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
<b>Emotional Support</b>	16.8%	102	0.676	High	19.2%	12.8%	23.5% *
<b>Q10/7. If you had any anxieties or fears about your condition or treatment, did a doctor discuss them with you?</b>	13.7%	102	0.567	High	13.0%	8.0%	19.3%
<b>Q11/8. Did you have confidence and trust in the doctors treating you?</b>	13.7%	102	0.567	High	12.0%	2.9%	12.2%
<b>Q16/13. If you had any anxieties or fears about your condition or treatment, did a nurse discuss them with you?</b>	22.5%	102	0.354	Med	26.3%	13.9%	30.9%
<b>Q17/14. Did you have confidence and trust in the nurses treating you?</b>	15.7%	102	0.434	High	28.3%	13.2%	29.8% *
<b>Q25/22. Was it easy for you to find someone on the hospital staff to talk to about your concerns?</b>	24.5%	102	0.536	Top	27.7%	13.3%	31.8%
<b>Q49/48. Did you get as much help as you wanted from someone on the hospital staff in figuring out how to pay your hospital bill?</b>	10.8%	102	0.229	Low	7.8%	3.8%	16.9%

\* Significantly different from KAFB problem score

Patients discharged: July 2001 - September 2001

Top Priority: score $\geq$ 20% and corr. $\geq$ 0.4 High Priority: score $<$ 20% and corr. $\geq$ 0.4 Medium Priority: score $\geq$ 20% and corr. $<$ 0.4 Low Priority: score $<$ 20% and corr. $<$ 0.4
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**81st Medical Group - Keesler Air Force Base  
Adult Inpatient Survey - Surgery Comparisons**

<b><i>Involvement of Family and Friends</i></b>	KAFB PROBLEM SCORE	KAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
<b>Involvement of Family and Friends</b>	16.3%	102	0.570	High	15.3%	8.7%	19.0%
<b>Q23/20. Did your family or someone else close to you have enough opportunity to talk to your doctor?</b>	22.5%	102	0.469	Top	20.8%	10.7%	24.4%
<b>Q24/21. How much information about your condition or treatment was given to your family or someone close to you?</b>	7.8%	102	0.605	High	5.3%	1.1%	7.9%
<b>Q47/46. Did the doctors and nurses give your family or someone close to you all the information they needed to help you recover?</b>	18.6%	102	0.386	Low	19.6%	12.5%	24.8%

\* Significantly different from KAFB problem score

Patients discharged: July 2001 - September 2001

Top Priority: score $\geq$ 20% and corr. $\geq$ 0.4 High Priority: score $<$ 20% and corr. $\geq$ 0.4 Medium Priority: score $\geq$ 20% and corr. $<$ 0.4 Low Priority: score $<$ 20% and corr. $<$ 0.4
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**81st Medical Group - Keesler Air Force Base  
Adult Inpatient Survey - Surgery Comparisons**

<b><i>Continuity and Transition</i></b>	KAFB PROBLEM SCORE	KAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
<b>Continuity and Transition</b>	18.1%	102	0.522	High	17.6%	15.2%	25.4% *
<b>Q43/42. Did someone on the hospital staff explain the purpose of the medicines you were to take at home in a way you could understand?</b>	12.9%	101	0.460	High	10.3%	4.0%	13.2%
<b>Q44/43. Did someone tell you about medication side effects to watch for when you went home?</b>	24.8%	101	0.367	Med	21.8%	16.9%	29.3%
<b>Q45/44. Did they tell you what danger signals about your illness or operation to watch for after you went home?</b>	17.6%	102	0.505	High	18.6%	15.7%	28.0% *
<b>Q46/45. Did they tell you when you could resume your usual activities, such as when to go back to work or drive a car?</b>	17.6%	102	0.474	High	18.9%	16.7%	30.0% *

\* Significantly different from KAFB problem score

Patients discharged: July 2001 - September 2001

Top Priority: score $\geq$ 20% and corr. $\geq$ 0.4 High Priority: score $<$ 20% and corr. $\geq$ 0.4 Medium Priority: score $\geq$ 20% and corr. $<$ 0.4 Low Priority: score $<$ 20% and corr. $<$ 0.4
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**81st Medical Group - Keesler Air Force Base  
Adult Inpatient Survey - Surgery Comparisons**

<b><i>Surgery-Specific</i></b>	KAFB PROBLEM SCORE	KAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
<b>Surgery-Specific</b>	15.2%	97	0.544	High	15.1%	11.7%	20.6%
<b>Q39/- Did the surgeon explain the risks and benefits of the surgery in a way you could understand?</b>	6.2%	97	0.435	High	7.1%	4.1%	12.0%
<b>Q40/- Did the surgeon or any of your other doctors answer your questions about the surgery in a way you could understand?</b>	8.2%	97	0.524	High	8.2%	3.8%	13.3%
<b>Q41/- Did a doctor or nurse tell you accurately how you would feel after surgery?</b>	34.0%	97	0.455	Top	31.4%	24.6%	38.4%
<b>Q42/- Were the results of the surgery explained in a way you could understand?</b>	12.4%	97	0.357	Low	13.6%	8.8%	18.7%

\* Significantly different from KAFB problem score

Patients discharged: July 2001 - September 2001

Top Priority: score $\geq$ 20% and corr. $\geq$ 0.4 High Priority: score $<$ 20% and corr. $\geq$ 0.4 Medium Priority: score $\geq$ 20% and corr. $<$ 0.4 Low Priority: score $<$ 20% and corr. $<$ 0.4
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## 81st Medical Group - Keesler Air Force Base Adult Inpatient Survey - Surgery Comparisons

<b>Overall Impression</b>	KAFB PROBLEM SCORE	KAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
<b>Q7/4. How would you rate the courtesy of the staff who admitted you?</b>	2.0%	102	0.422	High	2.8%	0.0%	5.0%
<b>Q13/10. How would you rate the courtesy of your doctors?</b>	2.9%	102	0.449	High	1.6%	0.0%	3.6%
<b>Q14/11. How would you rate the availability of your doctors?</b>	8.8%	102	0.508	High	6.4%	0.0%	9.6%
<b>Q19/16. How would you rate the courtesy of your nurses?</b>	2.0%	102	0.078	Low	5.7%	1.0%	8.8% *
<b>Q20/17. How would you rate the availability of your nurses?</b>	5.9%	102	0.493	High	9.9%	4.3%	15.0% *
<b>Q50/49. How would you rate how well the doctors and nurses worked together?</b>	5.9%	102	0.747	High	4.1%	0.0%	7.2%
<b>Q51/50. Overall, how would you rate the care you received at the hospital?</b>	5.9%	102	--	--	4.9%	1.1%	8.6%
<b>Q52/51. Would you recommend this hospital to your friends and family?</b>	20.6%	102	0.546	Top	26.7%	5.9%	25.8%

\* Significantly different from KAFB problem score

Patients discharged: July 2001 - September 2001

Top Priority: score $\geq$ 20% and corr. $\geq$ 0.4 High Priority: score $<$ 20% and corr. $\geq$ 0.4 Medium Priority: score $\geq$ 20% and corr. $<$ 0.4 Low Priority: score $<$ 20% and corr. $<$ 0.4
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**81st Medical Group - Keesler Air Force Base  
Adult Inpatient Survey - Childbirth Comparisons**

<b>Dimensions</b>	<b>KAFB PROBLEM SCORE</b>	<b>KAFB NUMBER OF RESPONSES</b>	<b>CORRELATION W/ OVERALL SATISFACTION</b>	<b>PRIORITY FOR ACTION</b>	<b>MHS AVERAGE</b>	<b>PICKER TEACHING BENCHMARK</b>	<b>PICKER TEACHING AVERAGE</b>
<b>All Dimensions Combined</b>	25.5%	29	0.840	Top	25.6%	13.2%	22.7%
<b>Respect for Patient Preferences</b>	30.2%	29	0.732	Top	26.5%	9.4%	22.1%
<b>Coordination of Care</b>	24.1%	29	0.578	Top	26.9%	9.6%	20.2%
<b>Information and Education</b>	20.7%	29	0.796	Top	23.9%	8.5%	19.4%
<b>Physical Comfort</b>	15.9%	29	0.451	High	13.1%	3.5%	11.2%
<b>Emotional Support</b>	24.1%	29	0.624	Top	28.3%	12.7%	24.6%
<b>Involvement of Family and Friends</b>	32.2%	29	0.686	Top	29.6%	19.5%	26.7%
<b>Continuity and Transition</b>	30.2%	29	0.582	Top	28.1%	20.3%	31.1%
<b>Childbirth-Specific</b>	27.0%	29	0.540	Top	28.1%	16.4%	25.7%

\* Significantly different from KAFB problem score

Patients discharged: July 2001 - September 2001

Top Priority: score $\geq$ 20% and corr. $\geq$ 0.4 High Priority: score $<$ 20% and corr. $\geq$ 0.4 Medium Priority: score $\geq$ 20% and corr. $<$ 0.4 Low Priority: score $<$ 20% and corr. $<$ 0.4
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**81st Medical Group - Keesler Air Force Base  
Adult Inpatient Survey - Childbirth Comparisons**

<b><i>Respect for Patient Preferences</i></b>	KAFB PROBLEM SCORE	KAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
<b>Respect for Patient Preferences</b>	30.2%	29	0.732	Top	26.5%	9.4%	22.1%
<b>Q12/9. Did doctors talk in front of you as if you weren't there?</b>	20.7%	29	0.398	Med	15.4%	6.1%	16.2%
<b>Q18/15. Did nurses talk in front of you as if you weren't there?</b>	20.7%	29	0.243	Med	15.2%	4.7%	16.3%
<b>Q22/19. Did you have enough say about your treatment?</b>	44.8%	29	0.646	Top	42.6%	15.5%	32.8%
<b>Q30/27. Did you feel like you were treated with respect and dignity while you were in the hospital?</b>	34.5%	29	0.634	Top	33.0%	7.8%	22.8%

\* Significantly different from KAFB problem score

Patients discharged: July 2001 - September 2001

<p>Top Priority: score <math>\geq</math> 20% and corr. <math>\geq</math> 0.4  High Priority: score <math>&lt;</math> 20% and corr. <math>\geq</math> 0.4  Medium Priority: score <math>\geq</math> 20% and corr. <math>&lt;</math> 0.4  Low Priority: score <math>&lt;</math> 20% and corr. <math>&lt;</math> 0.4</p>
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**81st Medical Group - Keesler Air Force Base  
Adult Inpatient Survey - Childbirth Comparisons**

<b>Coordination of Care</b>	<b>KAFB PROBLEM SCORE</b>	<b>KAFB NUMBER OF RESPONSES</b>	<b>CORRELATION W/ OVERALL SATISFACTION</b>	<b>PRIORITY FOR ACTION</b>	<b>MHS AVERAGE</b>	<b>PICKER TEACHING BENCHMARK</b>	<b>PICKER TEACHING AVERAGE</b>
<b>Coordination of Care</b>	24.1%	29	0.578	Top	26.9%	9.6%	20.2%
<b>Q4/1. How organized was the admission process?</b>	24.1%	29	0.440	Top	27.2%	1.2%	21.0%
<b>Q5/2. Do you feel you had to wait an unnecessarily long time to go to your room?</b>	13.8%	29	0.311	Low	16.1%	0.0%	12.9%
<b>Q8/5. Was there one particular doctor in charge of your care in the hospital?</b>	20.7%	29	0.243	Med	26.8%	5.3%	16.4%
<b>Q21/18. Sometimes in the hospital, one doctor or nurse will say one thing and another will say something quite different. Did this happen to you?</b>	34.5%	29	0.369	Med	36.1%	8.0%	28.7%
<b>Q29/26. Were your scheduled tests and procedures performed on time?</b>	27.6%	29	0.201	Med	28.6%	7.1%	21.8%

\* Significantly different from KAFB problem score

Patients discharged: July 2001 - September 2001

Top Priority: score $\geq$ 20% and corr. $\geq$ 0.4 High Priority: score $<$ 20% and corr. $\geq$ 0.4 Medium Priority: score $\geq$ 20% and corr. $<$ 0.4 Low Priority: score $<$ 20% and corr. $<$ 0.4
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## 81st Medical Group - Keesler Air Force Base

### Adult Inpatient Survey - Childbirth Comparisons

<b>Information and Education</b>	KAFB PROBLEM SCORE	KAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
<b>Information and Education</b>	20.7%	29	0.796	Top	23.9%	8.5%	19.4%
<b>Q6/3. If you had to wait to go to your room, did someone from the hospital explain the reason for the delay?</b>	3.4%	29	0.318	Low	6.7%	0.0%	5.0%
<b>Q9/6. When you had important questions to ask a doctor, did you get answers you could understand?</b>	24.1%	29	0.587	Top	27.3%	10.0%	22.2%
<b>Q15/12. When you had important questions to ask a nurse, did you get answers you could understand?</b>	27.6%	29	0.552	Top	35.3%	7.1%	30.0%
<b>Q28/25. Did a doctor or nurse explain the results of tests in a way you could understand?</b>	27.6%	29	0.622	Top	26.2%	8.1%	20.4%

\* Significantly different from KAFB problem score

Patients discharged: July 2001 - September 2001

Top Priority: score $\geq$ 20% and corr. $\geq$ 0.4 High Priority: score $<$ 20% and corr. $\geq$ 0.4 Medium Priority: score $\geq$ 20% and corr. $<$ 0.4 Low Priority: score $<$ 20% and corr. $<$ 0.4
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**81st Medical Group - Keesler Air Force Base  
Adult Inpatient Survey - Childbirth Comparisons**

<b>Physical Comfort</b>	<b>KAFB PROBLEM SCORE</b>	<b>KAFB NUMBER OF RESPONSES</b>	<b>CORRELATION W/ OVERALL SATISFACTION</b>	<b>PRIORITY FOR ACTION</b>	<b>MHS AVERAGE</b>	<b>PICKER TEACHING BENCHMARK</b>	<b>PICKER TEACHING AVERAGE</b>
<b>Physical Comfort</b>	15.9%	29	0.451	High	13.1%	3.5%	11.2%
<b>Q26/23. When you needed help getting to the bathroom, did you get it in time?</b>	17.2%	29	-0.059	Low	19.9%	7.3%	18.3%
<b>Q27/24. How many minutes after you used the call button did it usually take before you got the help you needed?</b>	6.9%	29	0.581	High	3.2%	0.0%	3.7%
<b>Q35/38. How many minutes after you requested pain medicine did it usually take before you got it?</b>	10.3%	29	-0.147	Low	7.7%	0.0%	5.5%
<b>Q36/39. Do you think that the hospital staff did everything they could to help control your pain?</b>	31.0%	29	0.388	Med	24.7%	5.9%	20.5%
<b>Q37/40. Overall, how much pain medicine did you get?</b>	13.8%	29	0.583	High	9.7%	1.4%	7.9%

\* Significantly different from KAFB problem score

Patients discharged: July 2001 - September 2001

Top Priority: score $\geq$ 20% and corr. $\geq$ 0.4 High Priority: score $<$ 20% and corr. $\geq$ 0.4 Medium Priority: score $\geq$ 20% and corr. $<$ 0.4 Low Priority: score $<$ 20% and corr. $<$ 0.4
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**81st Medical Group - Keesler Air Force Base**  
**Adult Inpatient Survey - Childbirth Comparisons**

<b><i>Emotional Support</i></b>	KAFB PROBLEM SCORE	KAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
<b>Emotional Support</b>	24.1%	29	0.624	Top	28.3%	12.7%	24.6%
<b>Q10/7. If you had any anxieties or fears about your condition or treatment, did a doctor discuss them with you?</b>	10.3%	29	0.572	High	23.5%	11.5%	21.7%
<b>Q11/8. Did you have confidence and trust in the doctors treating you?</b>	34.5%	29	0.435	Top	28.9%	5.3%	18.5% *
<b>Q16/13. If you had any anxieties or fears about your condition or treatment, did a nurse discuss them with you?</b>	31.0%	29	0.524	Top	32.6%	10.6%	28.3%
<b>Q17/14. Did you have confidence and trust in the nurses treating you?</b>	31.0%	29	0.253	Med	36.6%	10.6%	31.2%
<b>Q25/22. Was it easy for you to find someone on the hospital staff to talk to about your concerns?</b>	37.9%	29	0.613	Top	40.0%	16.6%	32.9%
<b>Q49/48. Did you get as much help as you wanted from someone on the hospital staff in figuring out how to pay your hospital bill?</b>	0.0%	29		Low	8.4%	3.4%	14.6% *

\* Significantly different from KAFB problem score

Patients discharged: July 2001 - September 2001

Top Priority: score $\geq$ 20% and corr. $\geq$ 0.4 High Priority: score $<$ 20% and corr. $\geq$ 0.4 Medium Priority: score $\geq$ 20% and corr. $<$ 0.4 Low Priority: score $<$ 20% and corr. $<$ 0.4
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**81st Medical Group - Keesler Air Force Base**  
**Adult Inpatient Survey - Childbirth Comparisons**

<b><i>Involvement of Family and Friends</i></b>	KAFB PROBLEM SCORE	KAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
<b>Involvement of Family and Friends</b>	32.2%	29	0.686	Top	29.6%	19.5%	26.7%
<b>Q23/20. Did your family or someone else close to you have enough opportunity to talk to your doctor?</b>	37.9%	29	0.483	Top	35.5%	16.3%	29.9%
<b>Q24/21. How much information about your condition or treatment was given to your family or someone close to you?</b>	6.9%	29	0.335	Low	9.6%	0.9%	8.8%
<b>Q47/46. Did the doctors and nurses give your family or someone close to you all the information they needed to help you recover?</b>	51.7%	29	0.628	Top	43.7%	30.3%	41.0%

\* Significantly different from KAFB problem score

Patients discharged: July 2001 - September 2001

Top Priority: score $\geq$ 20% and corr. $\geq$ 0.4 High Priority: score $<$ 20% and corr. $\geq$ 0.4 Medium Priority: score $\geq$ 20% and corr. $<$ 0.4 Low Priority: score $<$ 20% and corr. $<$ 0.4
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**81st Medical Group - Keesler Air Force Base**  
**Adult Inpatient Survey - Childbirth Comparisons**

<b><i>Continuity and Transition</i></b>	KAFB PROBLEM SCORE	KAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
<b>Continuity and Transition</b>	30.2%	29	0.582	Top	28.1%	20.3%	31.1%
<b>Q43/42. Did someone on the hospital staff explain the purpose of the medicines you were to take at home in a way you could understand?</b>	14.8%	27	0.180	Low	18.9%	6.4%	15.8%
<b>Q44/43. Did someone tell you about medication side effects to watch for when you went home?</b>	25.9%	27	0.694	Top	32.3%	23.4%	33.2%
<b>Q45/44. Did they tell you what danger signals about your illness or operation to watch for after you went home?</b>	31.0%	29	0.388	Med	29.5%	16.0%	34.4%
<b>Q46/45. Did they tell you when you could resume your usual activities, such as when to go back to work or drive a car?</b>	37.9%	29	0.483	Top	31.0%	12.7%	36.0%

\* Significantly different from KAFB problem score

Patients discharged: July 2001 - September 2001

Top Priority: score $\geq$ 20% and corr. $\geq$ 0.4 High Priority: score $<$ 20% and corr. $\geq$ 0.4 Medium Priority: score $\geq$ 20% and corr. $<$ 0.4 Low Priority: score $<$ 20% and corr. $<$ 0.4
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**81st Medical Group - Keesler Air Force Base  
Adult Inpatient Survey - Childbirth Comparisons**

<b>Childbirth-Specific</b>	KAFB PROBLEM SCORE	KAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
<b>Childbirth-Specific</b>	27.0%	29	0.540	Top	28.1%	16.4%	25.7%
<b>Q-/29. Did your doctor or midwife answer your questions about the delivery in a way you could understand?</b>	34.5%	29	0.502	Top	20.9%	8.0%	15.9% *
<b>Q-/30. Did your doctor or midwife discuss your options for pain control during the labor and delivery with you?</b>	27.6%	29	0.341	Med	22.6%	12.2%	25.9%
<b>Q-/31. Did you have enough say about your pain control during labor and delivery?</b>	24.1%	29	0.367	Med	28.6%	10.6%	25.9%
<b>Q-/32. How much anesthesia and pain medicine did you get during labor and delivery?</b>	6.9%	29	-0.035	Low	19.7%	5.1%	14.5%
<b>Q-/33. Did a doctor, midwife or nurse tell you accurately how you would feel after your delivery?</b>	44.8%	29	0.264	Med	51.3%	30.6%	47.0%
<b>Q-/41. Did you get enough information about caring for the baby?</b>	24.1%	29	0.440	Top	25.2%	13.5%	25.3%

\* Significantly different from KAFB problem score

Patients discharged: July 2001 - September 2001

Top Priority: score $\geq$ 20% and corr. $\geq$ 0.4 High Priority: score $<$ 20% and corr. $\geq$ 0.4 Medium Priority: score $\geq$ 20% and corr. $<$ 0.4 Low Priority: score $<$ 20% and corr. $<$ 0.4
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**81st Medical Group - Keesler Air Force Base  
Adult Inpatient Survey - Childbirth Comparisons**

<b>Overall Impression</b>	<b>KAFB PROBLEM SCORE</b>	<b>KAFB NUMBER OF RESPONSES</b>	<b>CORRELATION W/ OVERALL SATISFACTION</b>	<b>PRIORITY FOR ACTION</b>	<b>MHS AVERAGE</b>	<b>PICKER TEACHING BENCHMARK</b>	<b>PICKER TEACHING AVERAGE</b>
<b>Q7/4. How would you rate the courtesy of the staff who admitted you?</b>	10.3%	29	0.469	High	7.8%	0.0%	6.5%
<b>Q13/10. How would you rate the courtesy of your doctors?</b>	10.3%	29	0.572	High	7.2%	0.0%	5.2%
<b>Q14/11. How would you rate the availability of your doctors?</b>	24.1%	29	0.293	Med	14.5%	1.9%	10.3% *
<b>Q19/16. How would you rate the courtesy of your nurses?</b>	6.9%	29	0.458	High	10.0%	1.1%	8.5%
<b>Q20/17. How would you rate the availability of your nurses?</b>	6.9%	29	0.335	Low	12.1%	2.2%	11.5%
<b>Q50/49. How would you rate how well the doctors and nurses worked together?</b>	17.2%	29	0.521	High	8.7%	0.0%	7.2%
<b>Q51/50. Overall, how would you rate the care you received at the hospital?</b>	13.8%	29	--	--	10.8%	0.0%	7.2%
<b>Q52/51. Would you recommend this hospital to your friends and family?</b>	55.2%	29	0.687	Top	51.8%	5.9%	27.3% *

\* Significantly different from KAFB problem score

Patients discharged: July 2001 - September 2001

Top Priority: score $\geq$ 20% and corr. $\geq$ 0.4 High Priority: score $<$ 20% and corr. $\geq$ 0.4 Medium Priority: score $\geq$ 20% and corr. $<$ 0.4 Low Priority: score $<$ 20% and corr. $<$ 0.4
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