



**Report on Patients' Experiences
96th Medical Group - Eglin Air Force Base
Adult Inpatient Survey**

Patients discharged: July 2, 2001 - September 29, 2001

96th Medical Group - Eglin Air Force Base

Executive Summary - Adult Inpatient Survey

METHODOLOGY:

This report summarizes an Adult Inpatient Survey of 96th Medical Group - Eglin Air Force Base (EAFB) patients discharged between July 2, 2001 and September 29, 2001. This report compares the results of the survey for 96th Medical Group - Eglin 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.

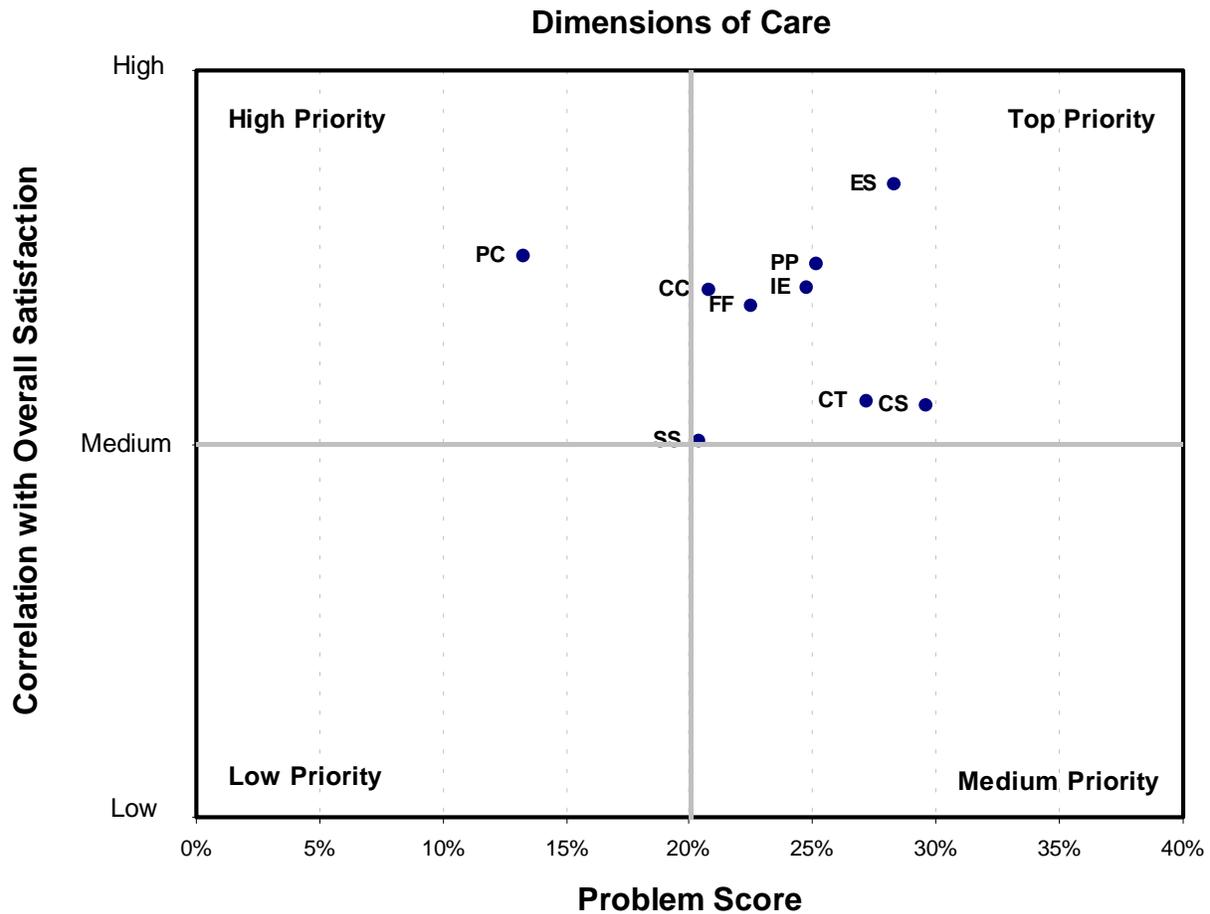
SUMMARY FINDINGS:

Overall Satisfaction	MHS Overall	EAFB Overall	EAFB Medicine	EAFB Surgery	EAFB Childbirth
Overall Rating (Percent Excellent)	45.5%	40.3%	40.2%	53.7%	31.8%
Would definitely recommend	59.6%	53.8%	59.8%	66.7%	38.8% *

Dimensions	MHS Overall	EAFB Overall	EAFB Medicine	EAFB Surgery	EAFB Childbirth
All Dimensions Combined	20.5%	23.2%	21.2%	18.8%	28.4% *
Respect for Patient Preferences	21.5%	25.1%	20.4%	19.4%	34.1% *
Coordination of Care	20.7%	20.8%	21.6%	17.2%	22.1%
Information and Education	21.7%	24.7%	25.4%	18.8%	27.6% *
Physical Comfort	10.4%	13.2%	7.8%	14.8%	18.4% *
Emotional Support	24.2%	28.3% *	25.3%	25.3%	33.7% *
Involvement of Family and Friends	21.3%	22.5%	20.6%	15.4%	29.0% *
Continuity and Transition	23.3%	27.1%	27.1%	19.0%	32.4% *
Surgery-Specific	15.1%	20.4%		20.4%	
Childbirth-Specific	28.1%	29.6%			29.6%

* Statistically significantly different from MHS Overall Average

96th Medical Group - Eglin 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 2, 2001 - September 29, 2001

**96th Medical Group - Eglin Air Force Base
Adult Inpatient Survey - Key Strengths**

	EAFB PROBLEM SCORE	EAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION
<i>Information and Education</i>			
Q6/3. If you had to wait to go to your room, did someone from the hospital explain the reason for the delay?	8.5%	236	0.162
<i>Physical Comfort</i>			
Q27/24. How many minutes after you used the call button did it usually take before you got the help you needed?	3.8%	236	0.284
Q35/38. How many minutes after you requested pain medicine did it usually take before you got it?	5.9%	236	0.345
<i>Involvement of Family and Friends</i>			
Q24/21. How much information about your condition or treatment was given to your family or someone close to you?	8.5%	236	0.342
<i>Surgery-Specific</i>			
Q39/-. Did the surgeon explain the risks and benefits of the surgery in a way you could understand?	7.4%	54	0.339
<i>Overall Impression</i>			
Q7/4. How would you rate the courtesy of the staff who admitted you?	2.1%	236	0.263
Q13/10. How would you rate the courtesy of your doctors?	3.4%	236	0.218
* Q50/49. How would you rate how well the doctors and nurses worked together?	8.5%	236	0.564
Q51/50. Overall, how would you rate the care you received at the hospital?	8.5%	236	--

Patients discharged: July 2001 - September 2001

* Highly Correlated (corr. ≥ 0.4) with Overall Satisfaction

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

96th Medical Group - Eglin Air Force Base
Adult Inpatient Survey - Areas for Improvement

	EAFB PROBLEM SCORE	EAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION
<i>Dimensions</i>			
* All Dimensions Combined	23.2%	236	0.716
* Respect for Patient Preferences	25.1%	236	0.593
* Coordination of Care	20.8%	236	0.566
* Information and Education	24.7%	236	0.569
* Emotional Support	28.3%	236	0.679
* Involvement of Family and Friends	22.5%	236	0.549
* Continuity and Transition	27.1%	236	0.446
* Surgery-Specific	20.4%	54	0.402
* Childbirth-Specific	29.6%	85	0.441
<i>Respect for Patient Preferences</i>			
* Q22/19. Did you have enough say about your treatment?	45.8%	236	0.544
* Q30/27. Did you feel like you were treated with respect and dignity while you were in the hospital?	28.4%	236	0.602
<i>Coordination of Care</i>			
* Q4/1. How organized was the admission process?	20.8%	236	0.445
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?	22.9%	236	0.378
Q29/26. Were your scheduled tests and procedures performed on time?	32.2%	236	0.392

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

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

96th Medical Group - Eglin Air Force Base
Adult Inpatient Survey - Areas for Improvement

	EAFB PROBLEM SCORE	EAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION
<i>Information and Education</i>			
Q3/-. While you were in the emergency room, did you get enough information about your medical condition and treatment?	34.0%	97	0.379
* Q9/6. When you had important questions to ask a doctor, did you get answers you could understand?	26.3%	236	0.441
* Q15/12. When you had important questions to ask a nurse, did you get answers you could understand?	33.5%	236	0.534
Q28/25. Did a doctor or nurse explain the results of tests in a way you could understand?	27.5%	236	0.357
<i>Physical Comfort</i>			
* Q36/39. Do you think that the hospital staff did everything they could to help control your pain?	22.9%	236	0.538
<i>Emotional Support</i>			
Q10/7. If you had any anxieties or fears about your condition or treatment, did a doctor discuss them with you?	25.0%	236	0.388
* Q11/8. Did you have confidence and trust in the doctors treating you?	25.8%	236	0.511
* Q16/13. If you had any anxieties or fears about your condition or treatment, did a nurse discuss them with you?	33.5%	236	0.445
* Q17/14. Did you have confidence and trust in the nurses treating you?	33.1%	236	0.617
* Q25/22. Was it easy for you to find someone on the hospital staff to talk to about your concerns?	41.5%	236	0.554
<i>Involvement of Family and Friends</i>			
* Q23/20. Did your family or someone else close to you have enough opportunity to talk to your doctor?	29.2%	236	0.429
* Q47/46. Did the doctors and nurses give your family or someone close to you all the information they needed to help you recover?	29.7%	236	0.471

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

96th Medical Group - Eglin Air Force Base
Adult Inpatient Survey - Areas for Improvement

	EAFB PROBLEM SCORE	EAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION
<i>Continuity and Transition</i>			
* Q44/43. Did someone tell you about medication side effects to watch for when you went home?	31.1%	222	0.423
Q45/44. Did they tell you what danger signals about your illness or operation to watch for after you went home?	31.4%	236	0.319
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?	30.9%	236	0.368
<i>Surgery-Specific</i>			
Q41/-. Did a doctor or nurse tell you accurately how you would feel after surgery?	42.6%	54	0.256
<i>Childbirth-Specific</i>			
Q-/29. Did your doctor or midwife answer your questions about the delivery in a way you could understand?	20.0%	85	0.366
Q-/31. Did you have enough say about your pain control during labor and delivery?	32.9%	85	0.210
Q-/32. How much anesthesia and pain medicine did you get during labor and delivery?	27.1%	85	0.125
Q-/33. Did a doctor, midwife or nurse tell you accurately how you would feel after your delivery?	48.2%	85	0.379
Q-/41. Did you get enough information about caring for the baby?	31.8%	85	0.217
<i>Overall Impression</i>			
* Q52/51. Would you recommend this hospital to your friends and family?	42.4%	236	0.613

Patients discharged: July 2001 - September 2001

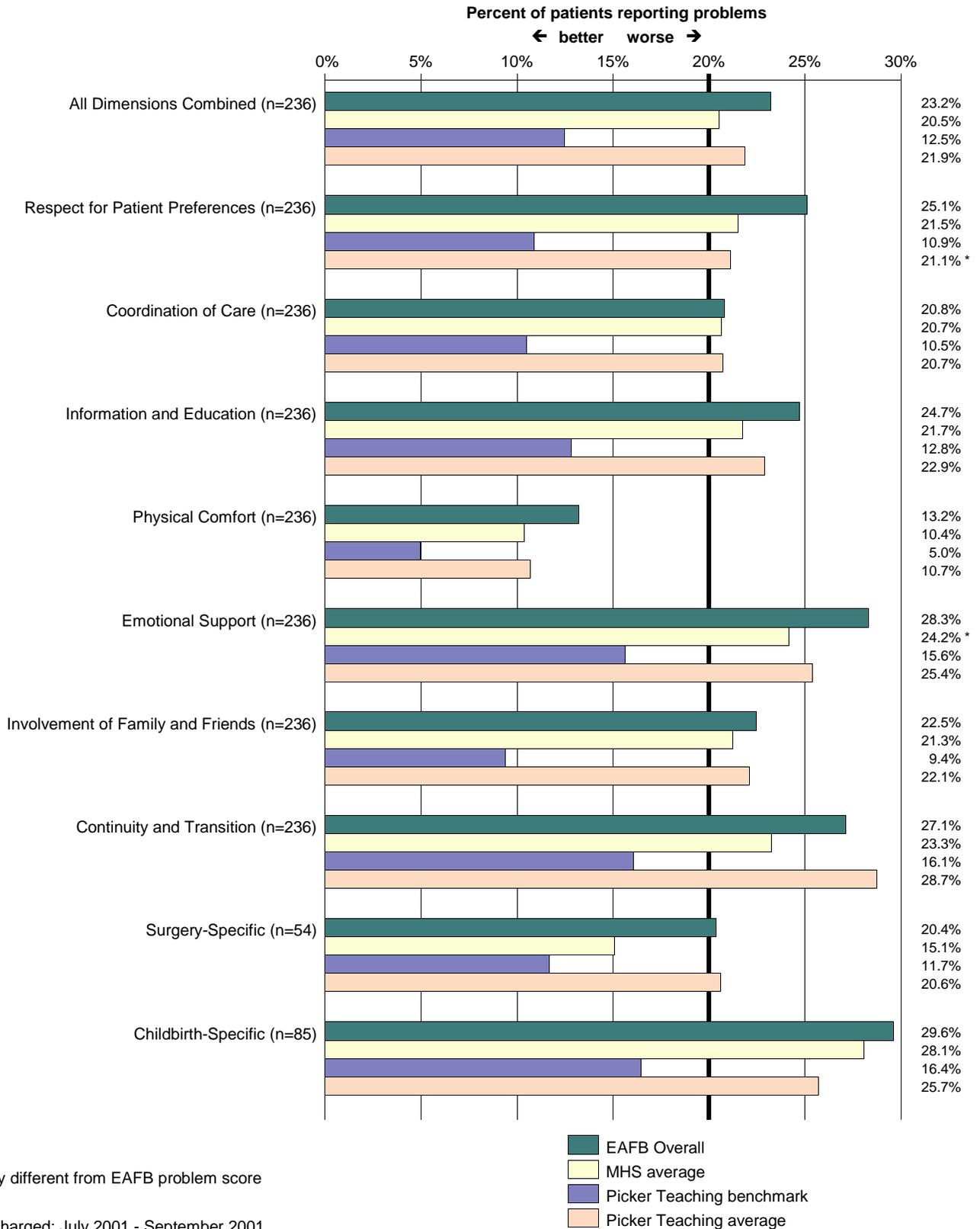
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96th Medical Group - Eglin Air Force Base

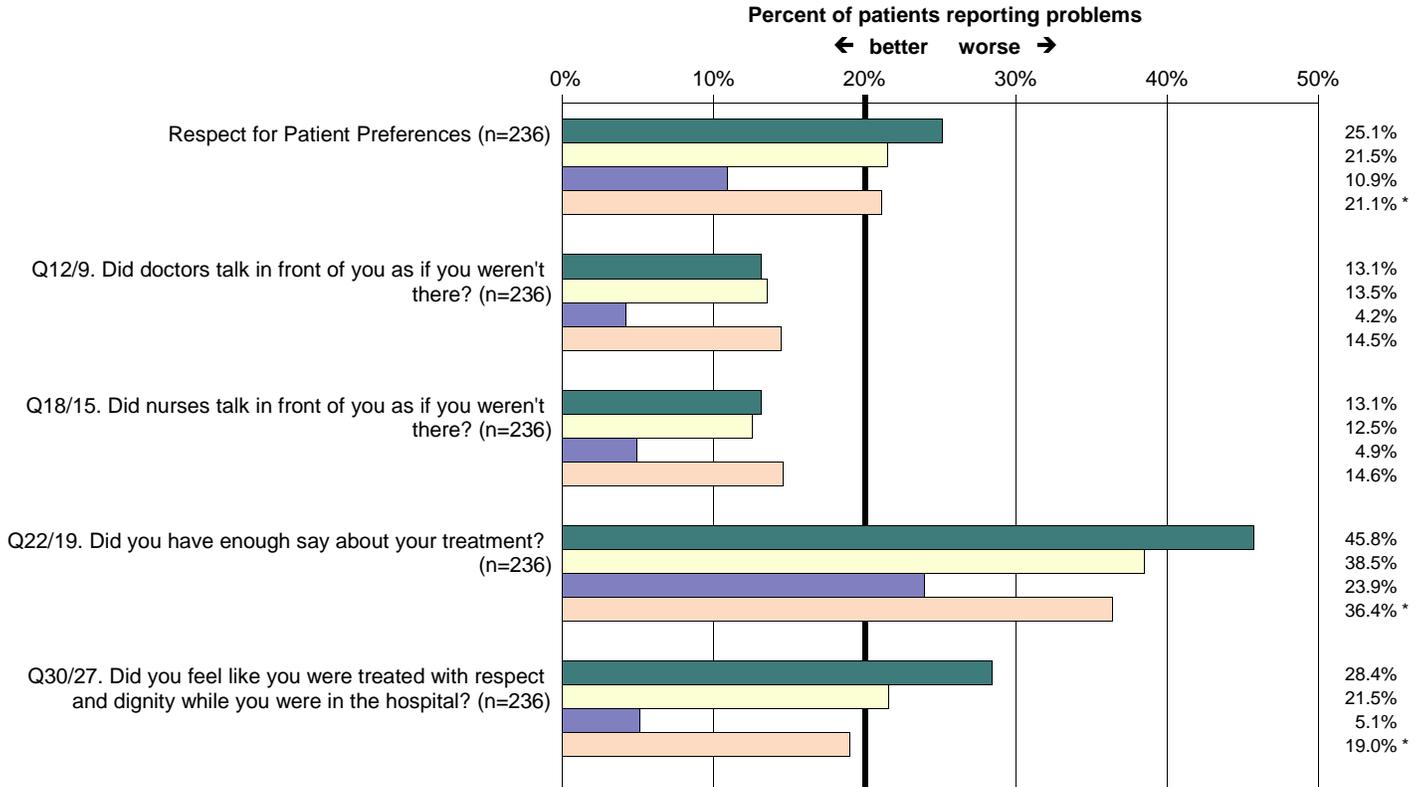
Adult Inpatient Survey - Overall Comparisons

Dimensions



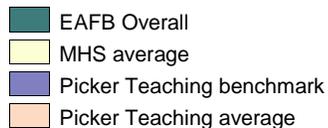
96th Medical Group - Eglin Air Force Base Adult Inpatient Survey - Overall Comparisons

Respect for Patient Preferences



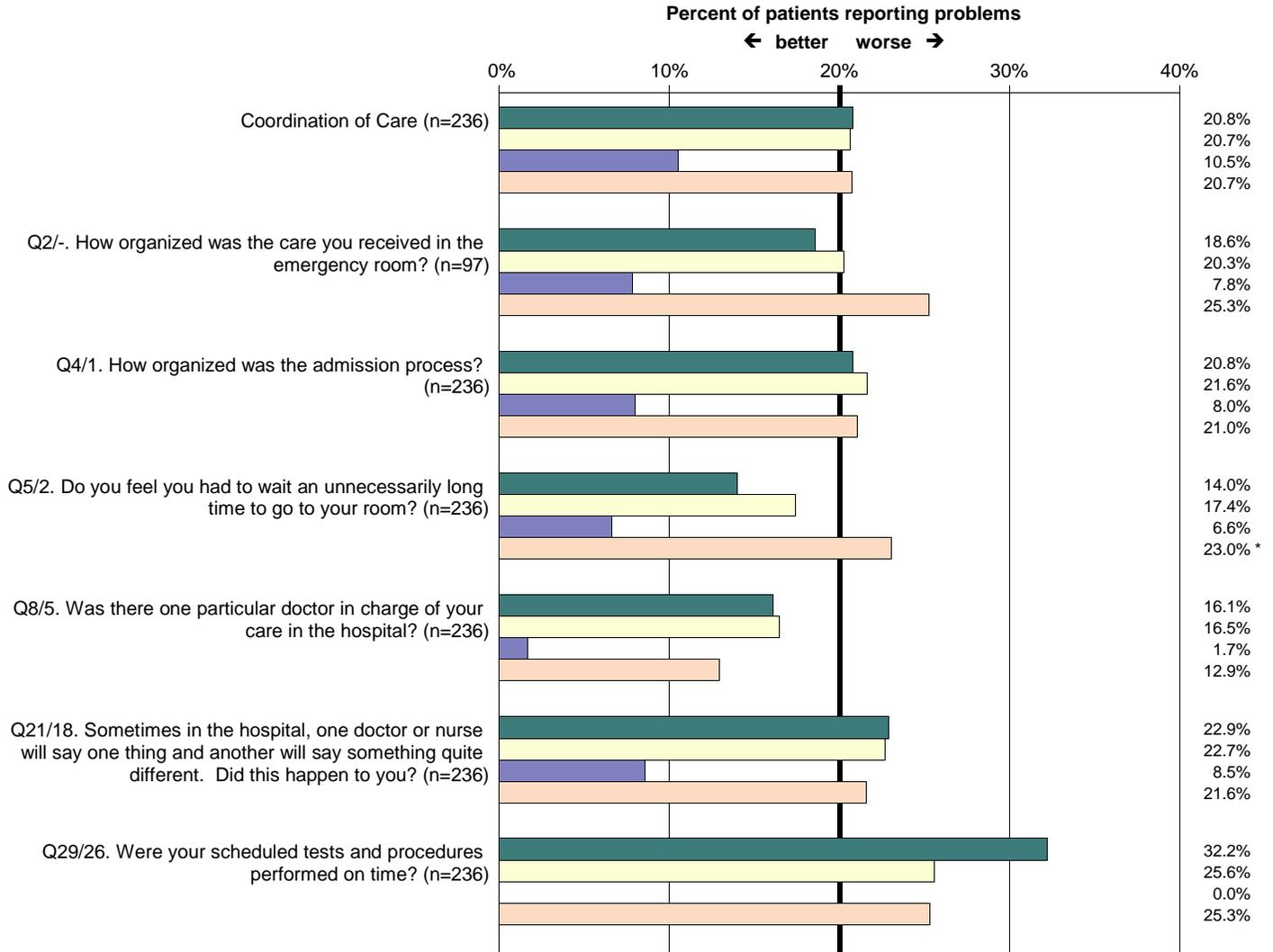
* Significantly different from EAFB problem score

Patients discharged: July 2001 - September 2001



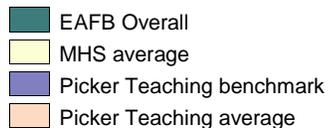
96th Medical Group - Eglin Air Force Base Adult Inpatient Survey - Overall Comparisons

Coordination of Care



* Significantly different from EAFB problem score

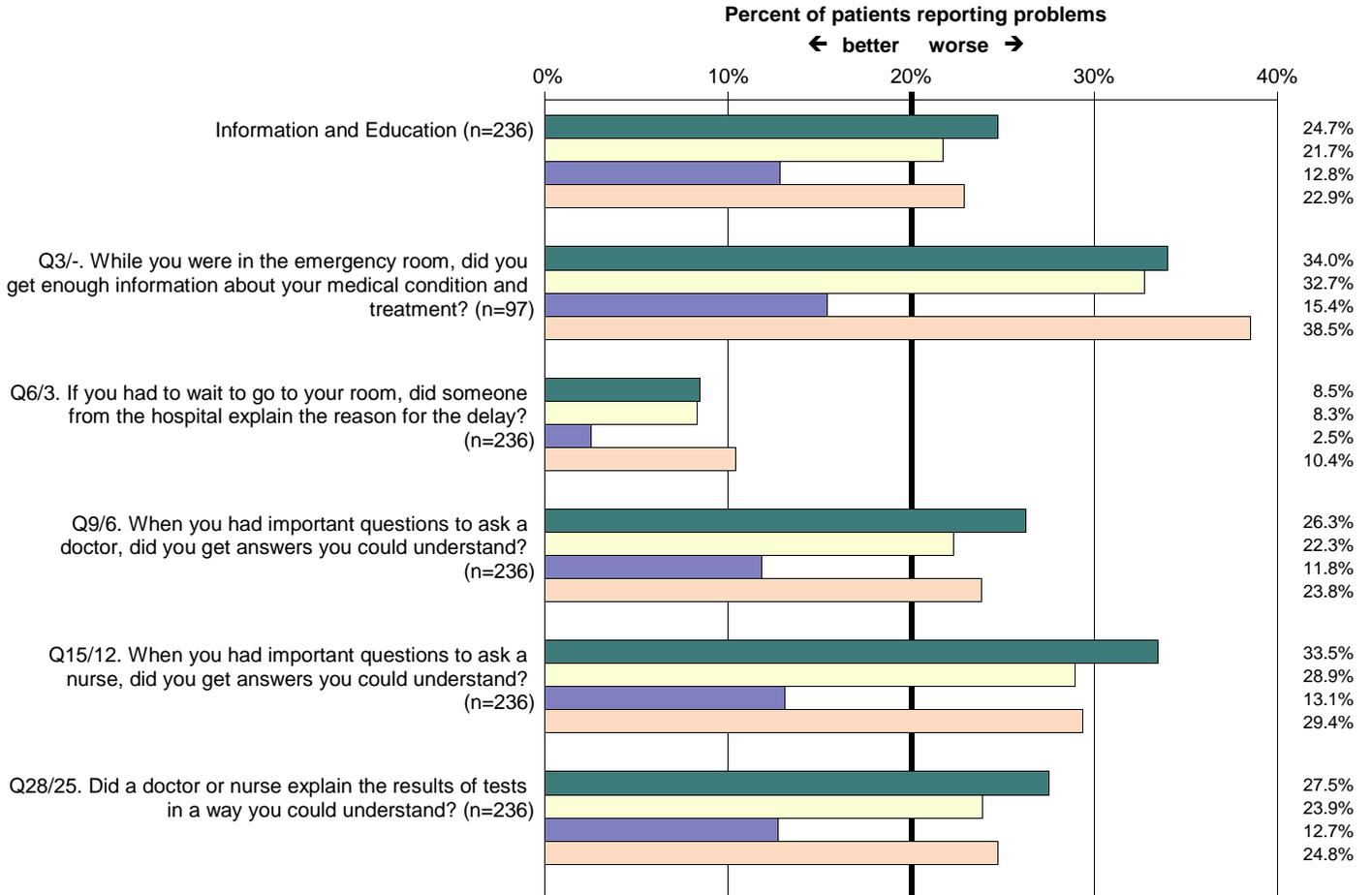
Patients discharged: July 2001 - September 2001



96th Medical Group - Eglin Air Force Base

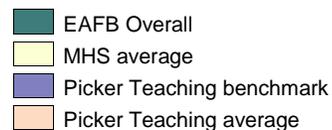
Adult Inpatient Survey - Overall Comparisons

Information and Education



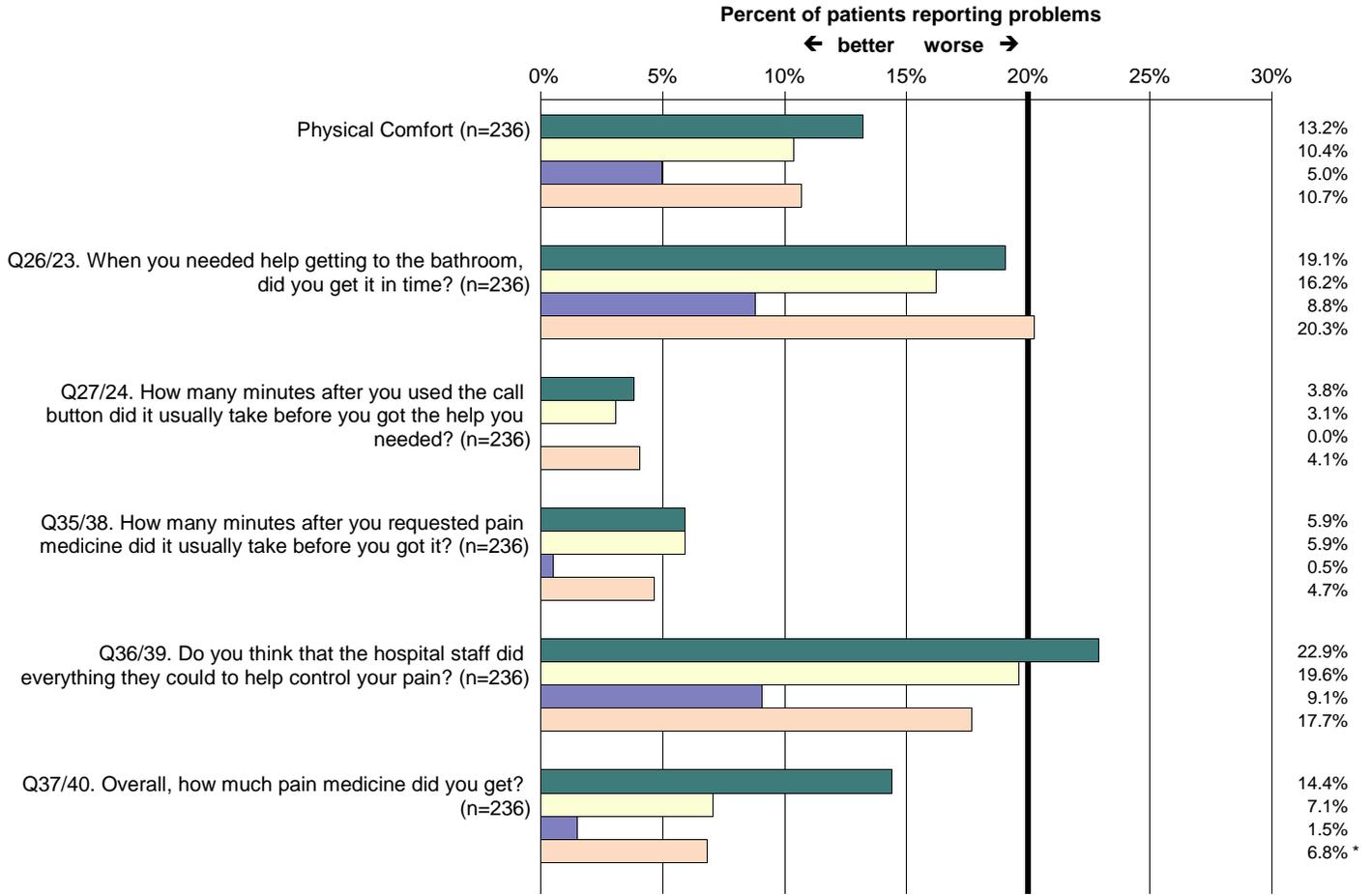
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Patients discharged: July 2001 - September 2001



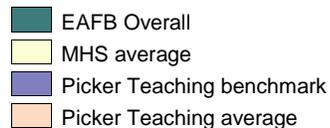
96th Medical Group - Eglin Air Force Base Adult Inpatient Survey - Overall Comparisons

Physical Comfort



* Significantly different from EAFB problem score

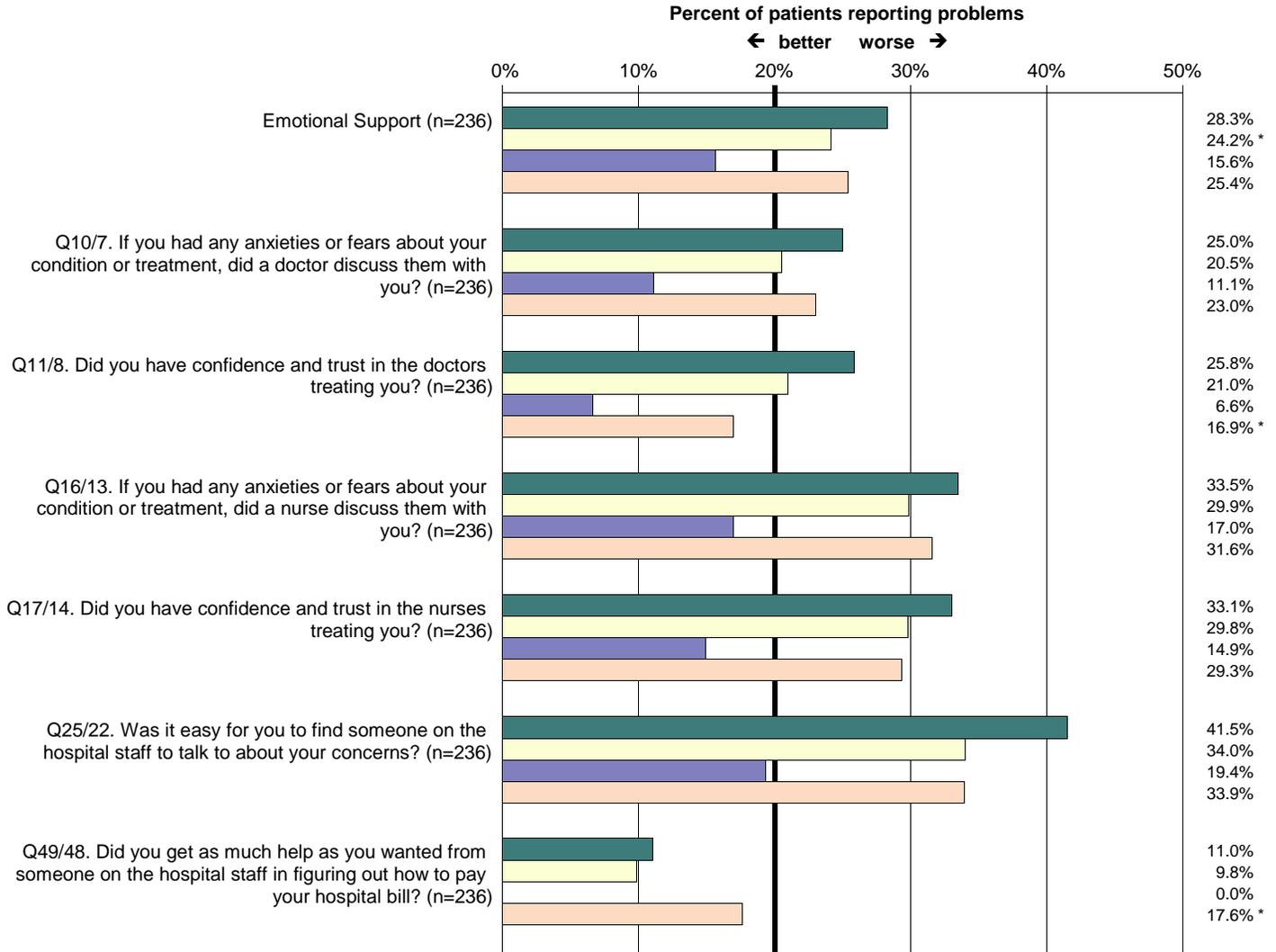
Patients discharged: July 2001 - September 2001



96th Medical Group - Eglin Air Force Base

Adult Inpatient Survey - Overall Comparisons

Emotional Support



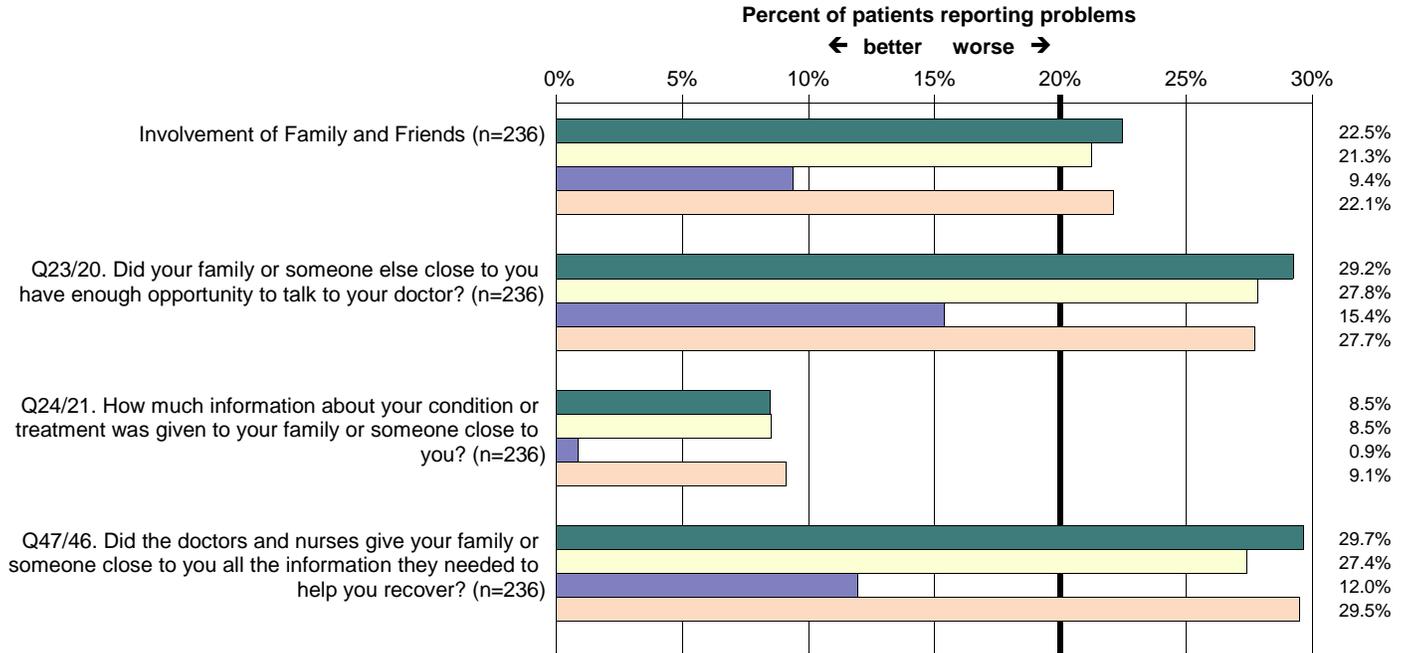
* Significantly different from EAFB problem score

Patients discharged: July 2001 - September 2001

■ EAFB Overall
■ MHS average
■ Picker Teaching benchmark
■ Picker Teaching average

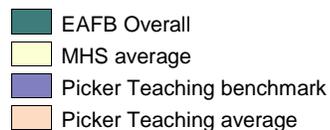
96th Medical Group - Eglin Air Force Base Adult Inpatient Survey - Overall Comparisons

Involvement of Family and Friends



* Significantly different from EAFB problem score

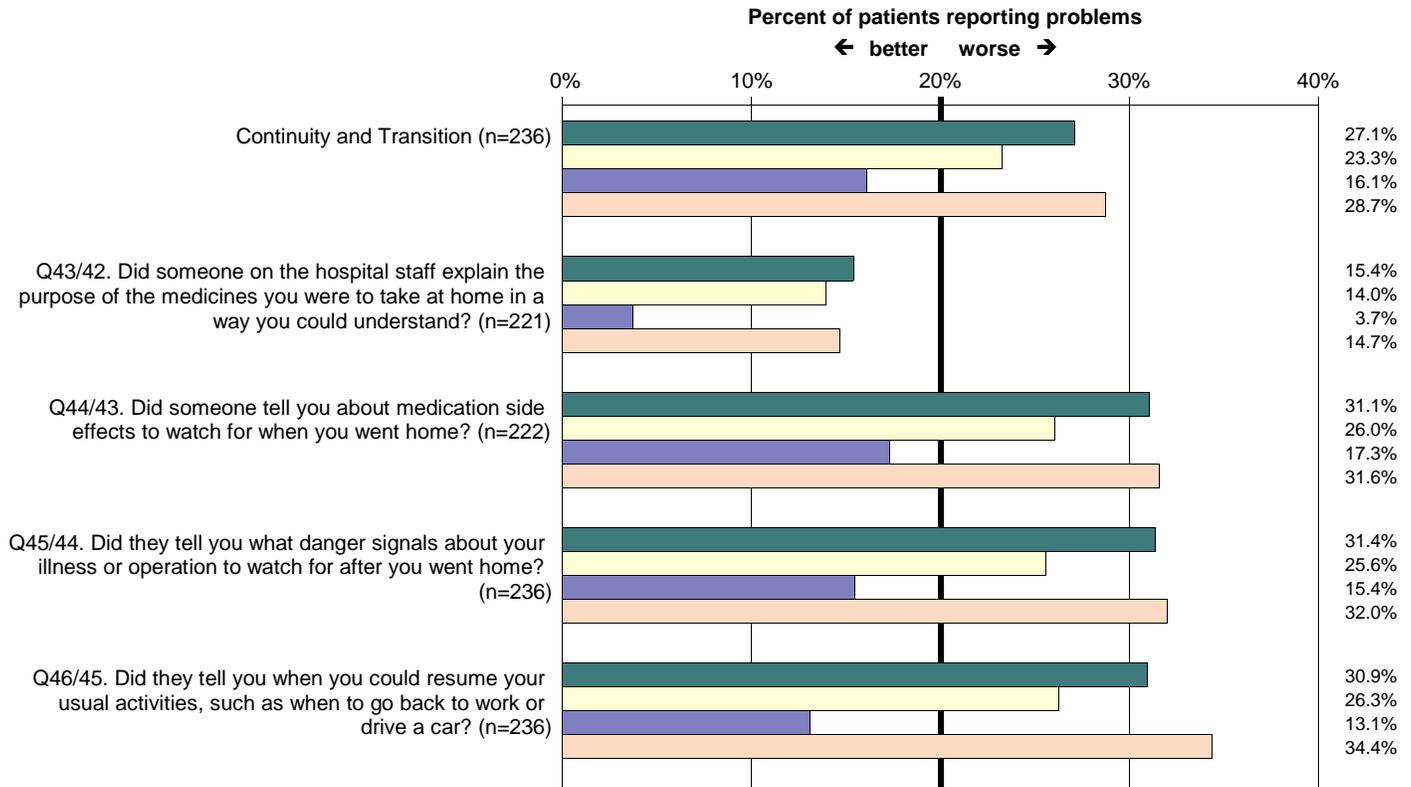
Patients discharged: July 2001 - September 2001



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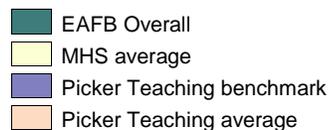
Adult Inpatient Survey - Overall Comparisons

Continuity and Transition



* Significantly different from EAFB problem score

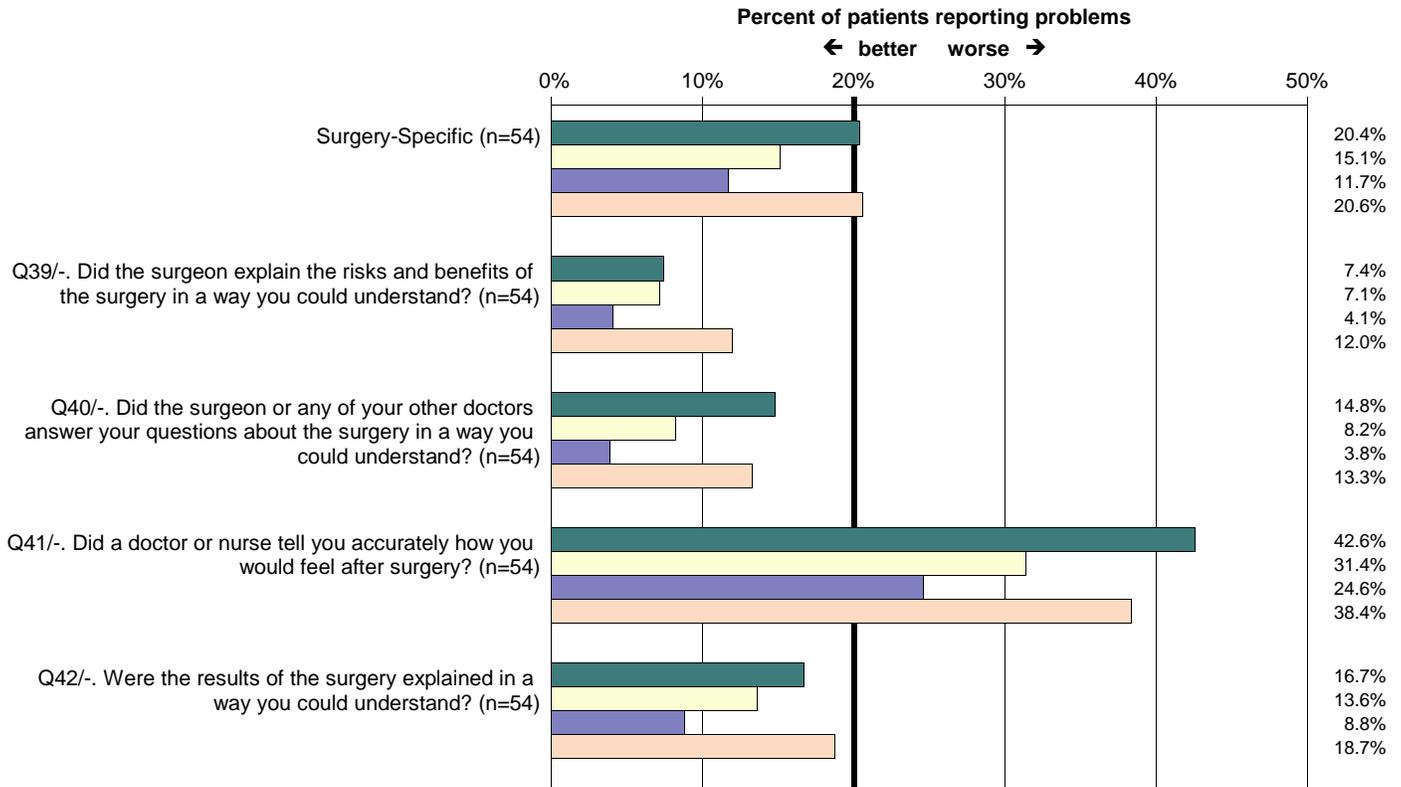
Patients discharged: July 2001 - September 2001



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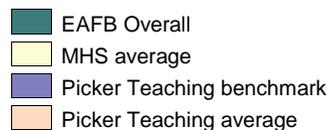
Adult Inpatient Survey - Overall Comparisons

Surgery-Specific



* Significantly different from EAFB problem score

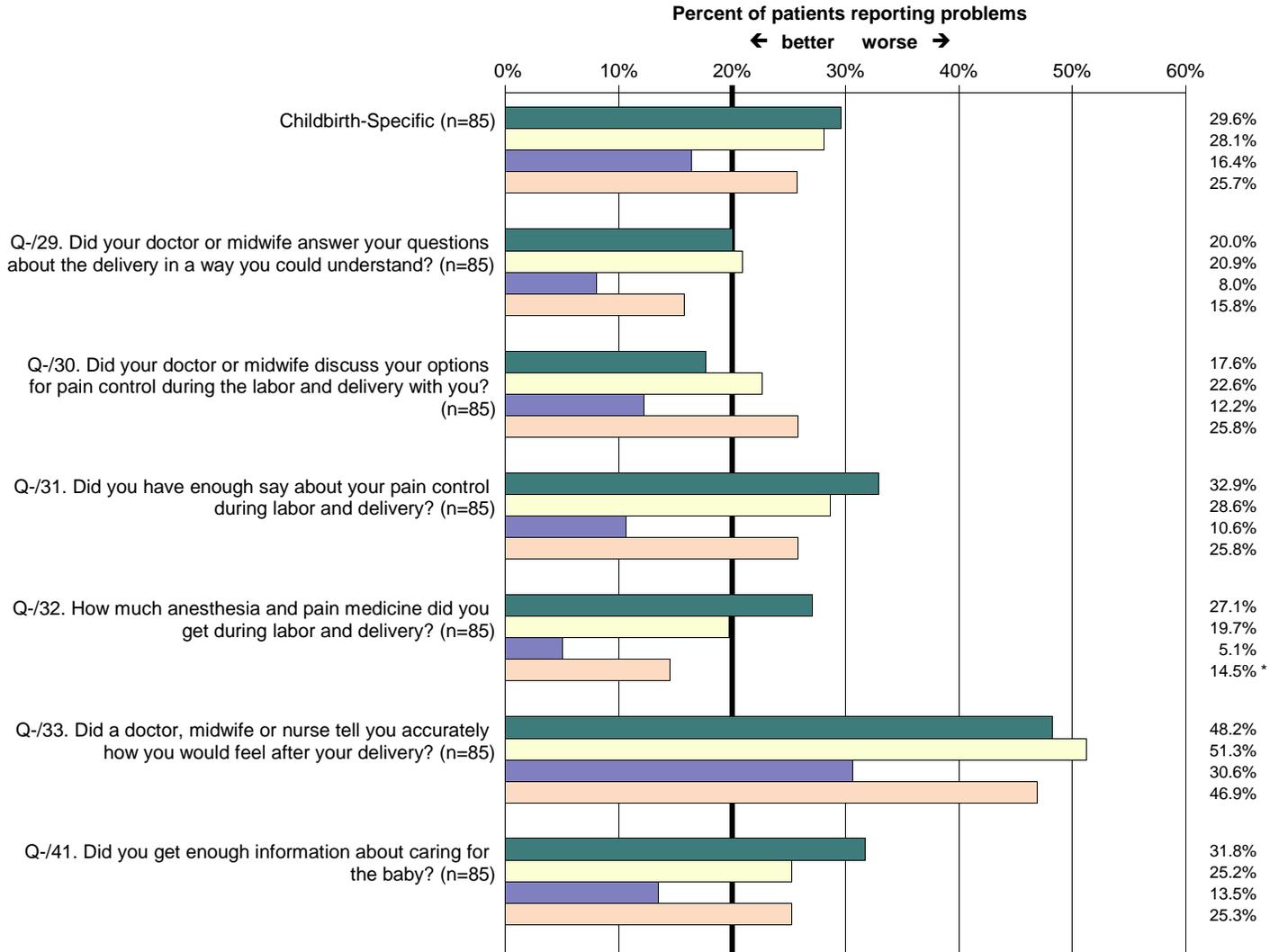
Patients discharged: July 2001 - September 2001



96th Medical Group - Eglin Air Force Base

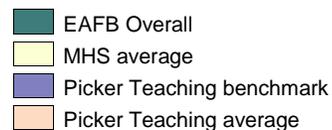
Adult Inpatient Survey - Overall Comparisons

Childbirth-Specific



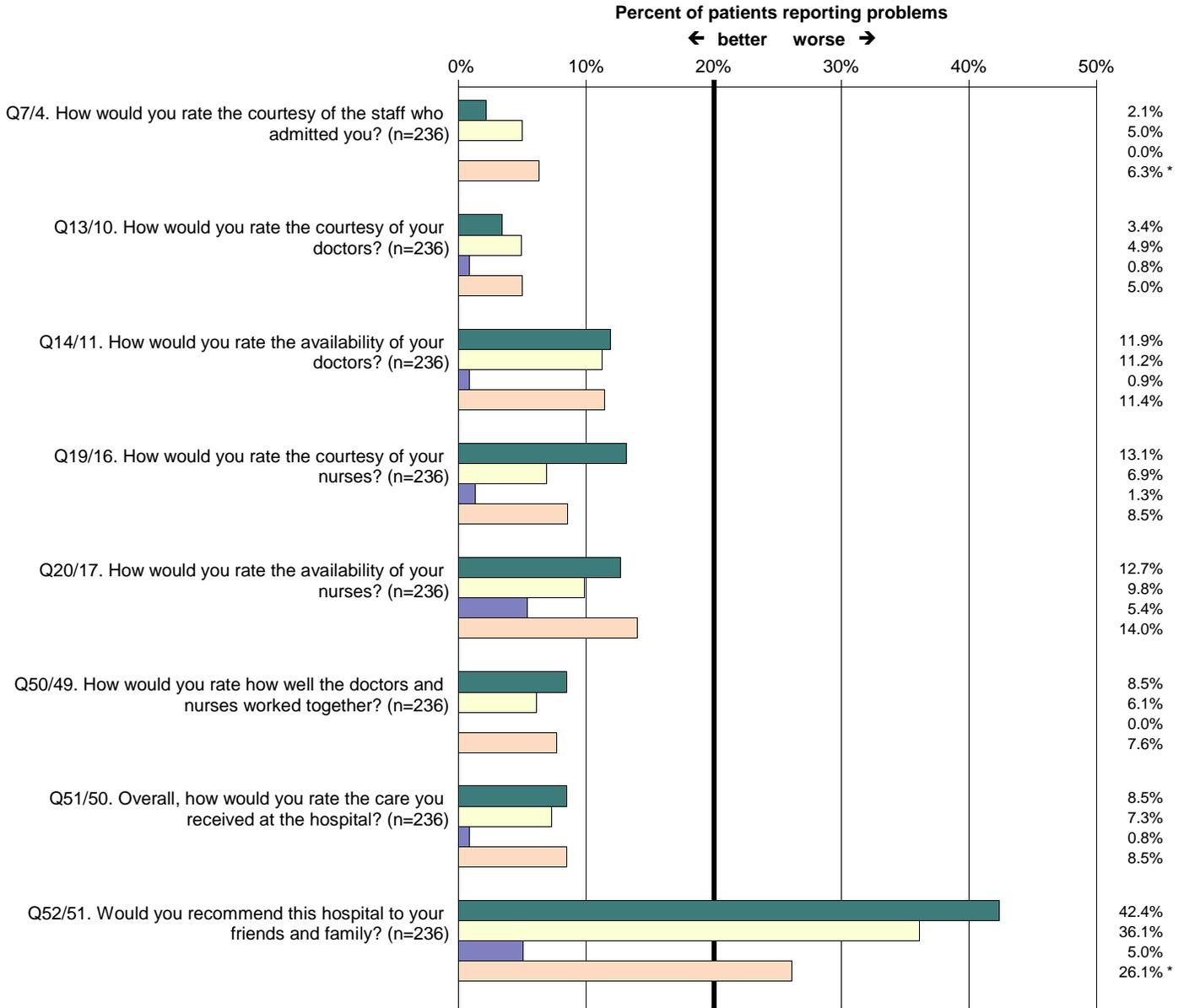
* Significantly different from EAFB problem score

Patients discharged: July 2001 - September 2001



96th Medical Group - Eglin Air Force Base Adult Inpatient Survey - Overall Comparisons

Overall Impression



* Significantly different from EAFB problem score

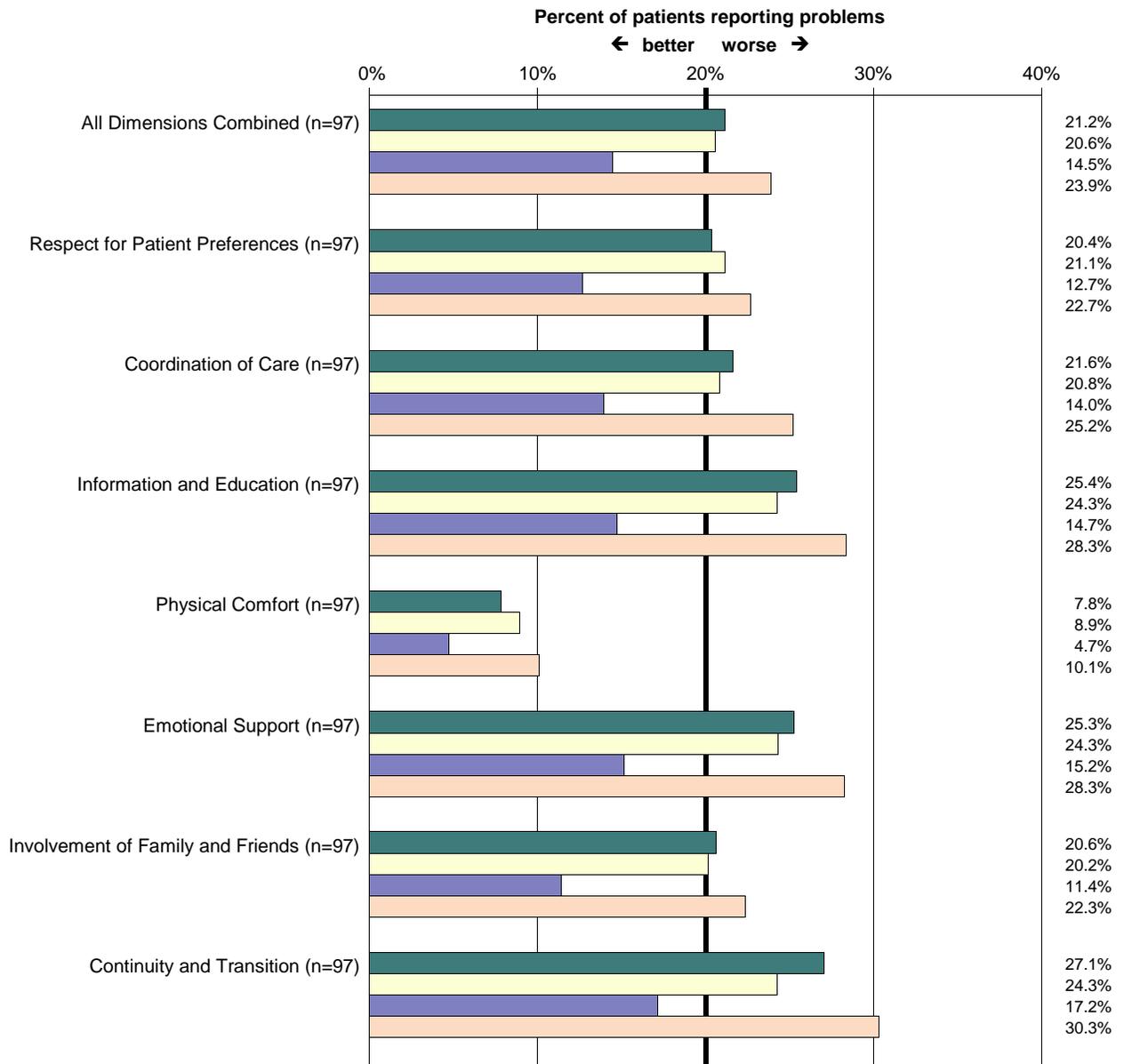
Patients discharged: July 2001 - September 2001

■ EAFB Overall
■ MHS average
■ Picker Teaching benchmark
■ Picker Teaching average

96th Medical Group - Eglin Air Force Base

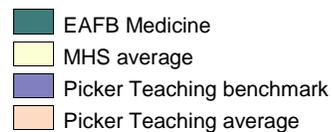
Adult Inpatient Survey - Medicine Comparisons

Dimensions



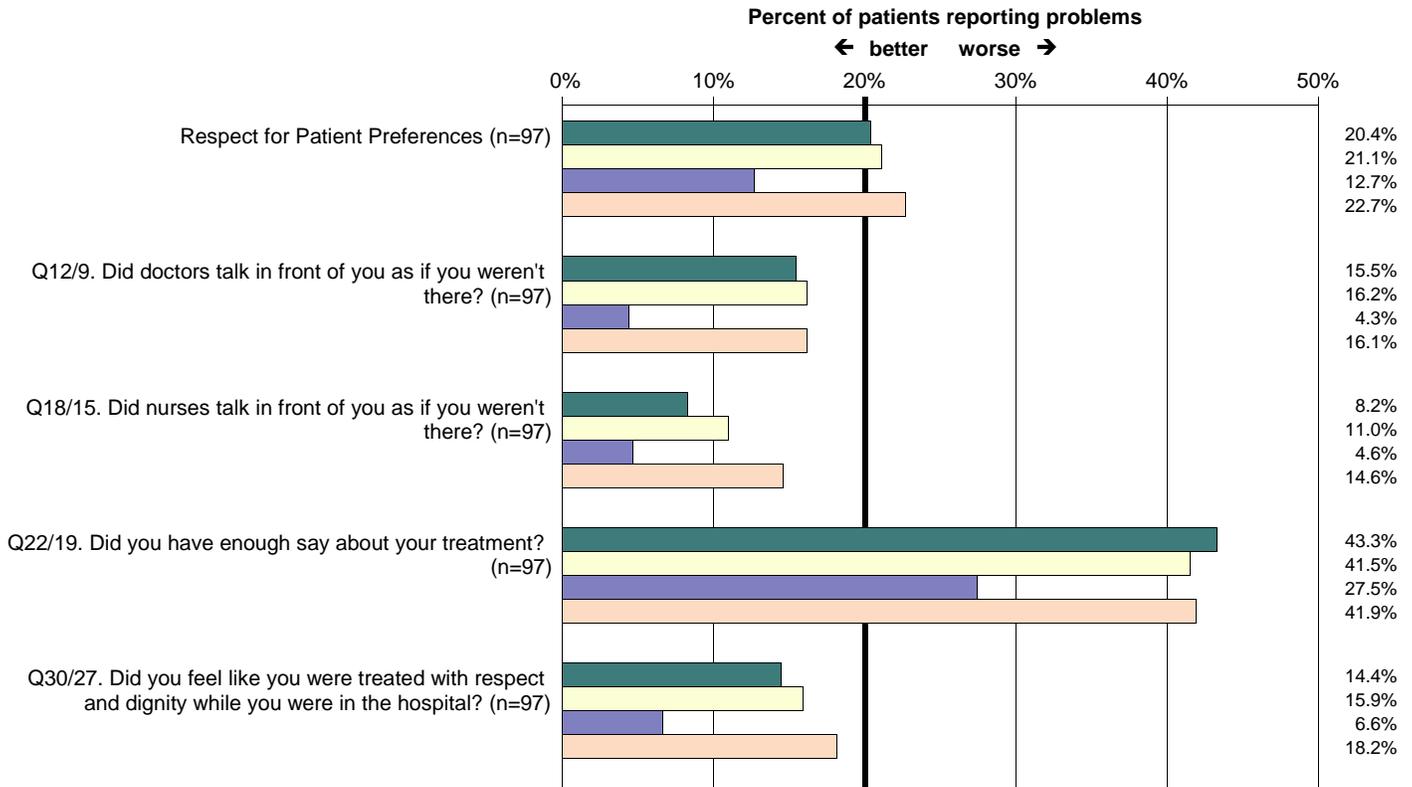
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Patients discharged: July 2001 - September 2001



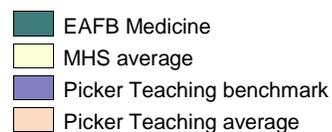
96th Medical Group - Eglin Air Force Base Adult Inpatient Survey - Medicine Comparisons

Respect for Patient Preferences



* Significantly different from EAFB problem score

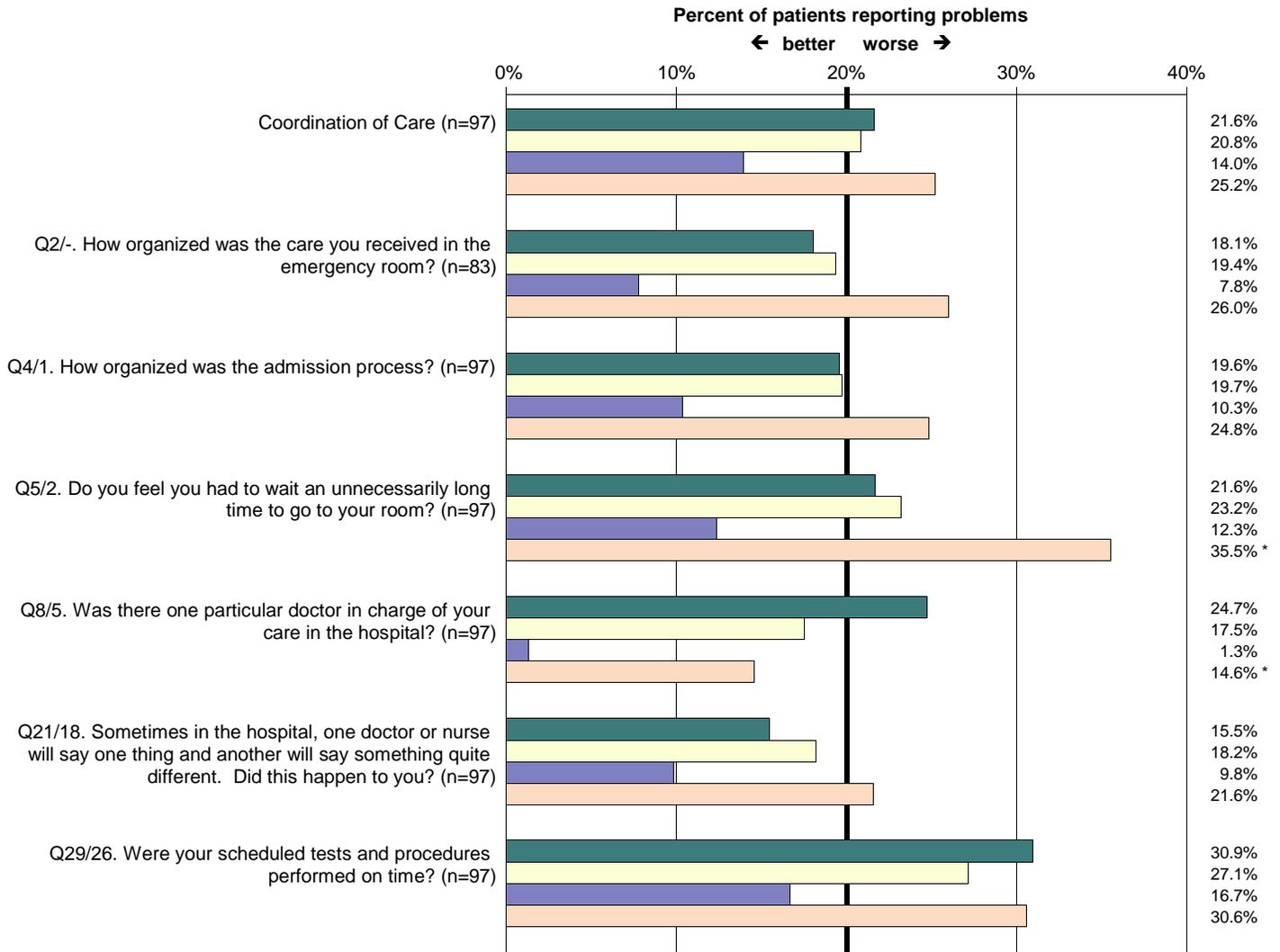
Patients discharged: July 2001 - September 2001



96th Medical Group - Eglin Air Force Base

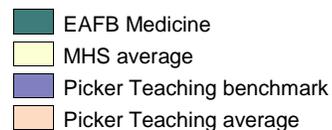
Adult Inpatient Survey - Medicine Comparisons

Coordination of Care



* Significantly different from EAFB problem score

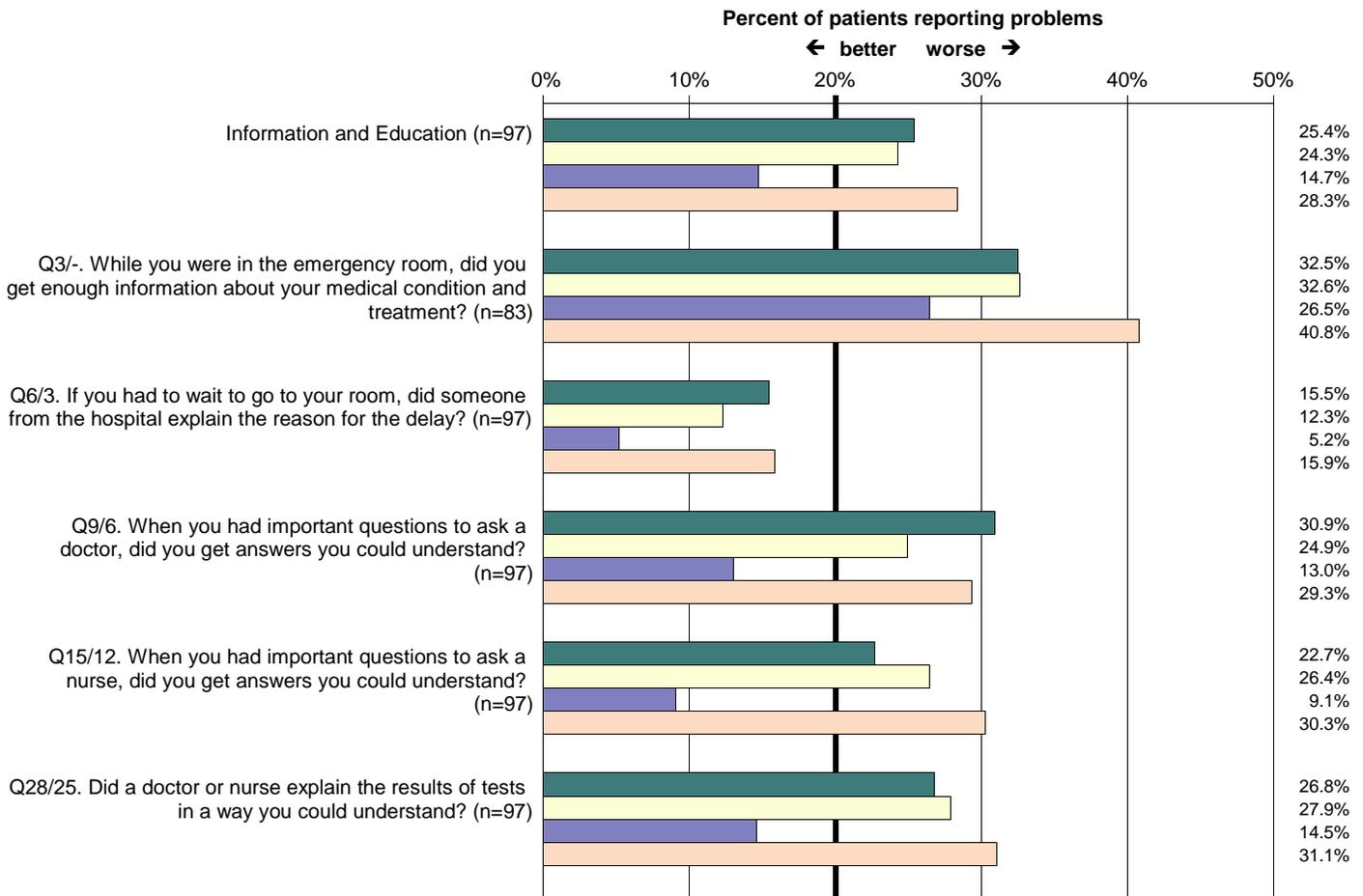
Patients discharged: July 2001 - September 2001



96th Medical Group - Eglin Air Force Base

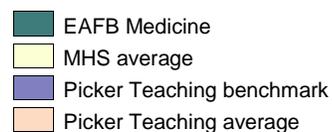
Adult Inpatient Survey - Medicine Comparisons

Information and Education



* Significantly different from EAFB problem score

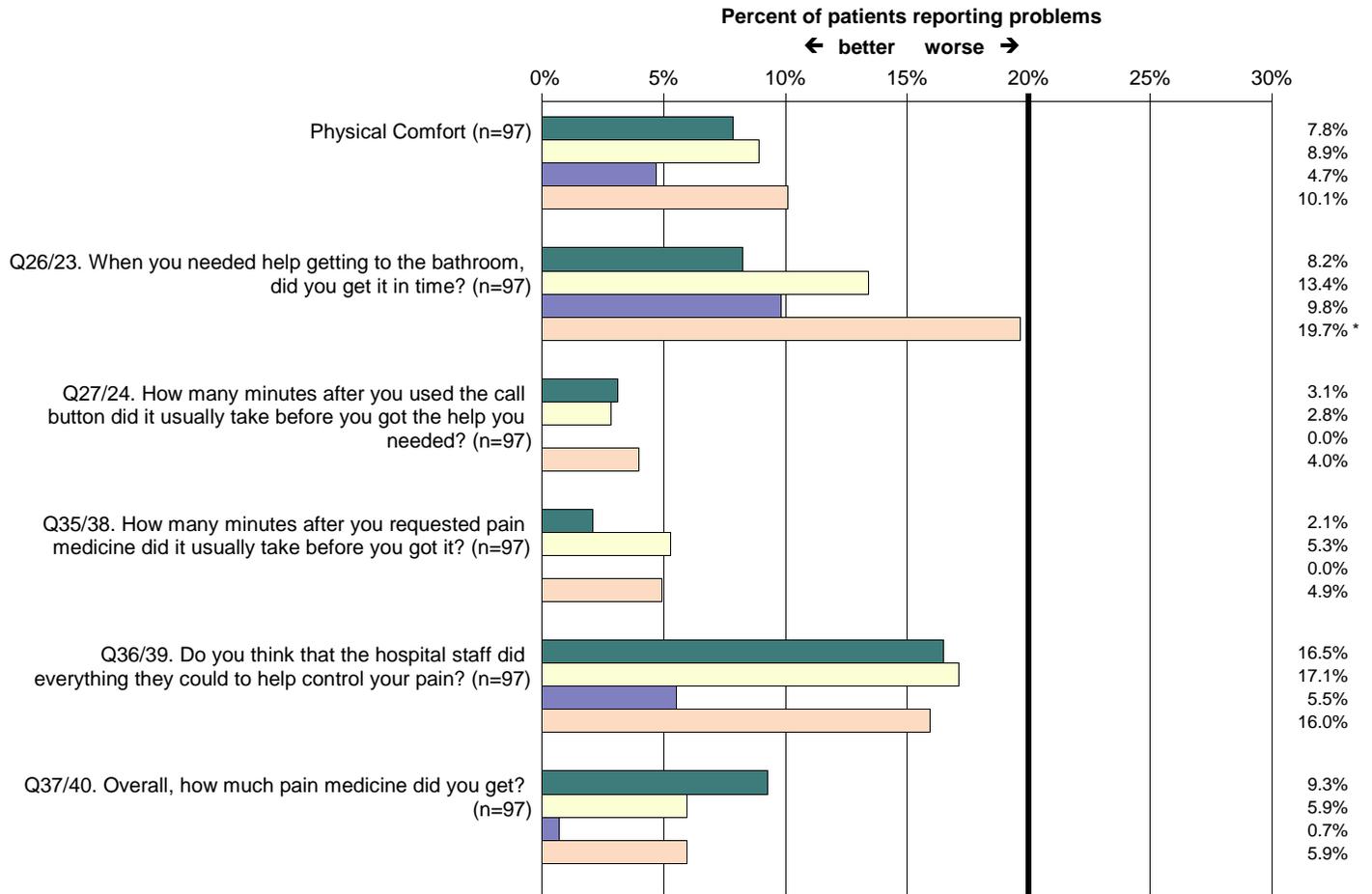
Patients discharged: July 2001 - September 2001



96th Medical Group - Eglin Air Force Base

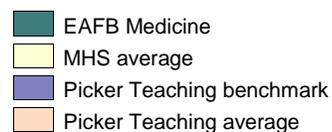
Adult Inpatient Survey - Medicine Comparisons

Physical Comfort



* Significantly different from EAFB problem score

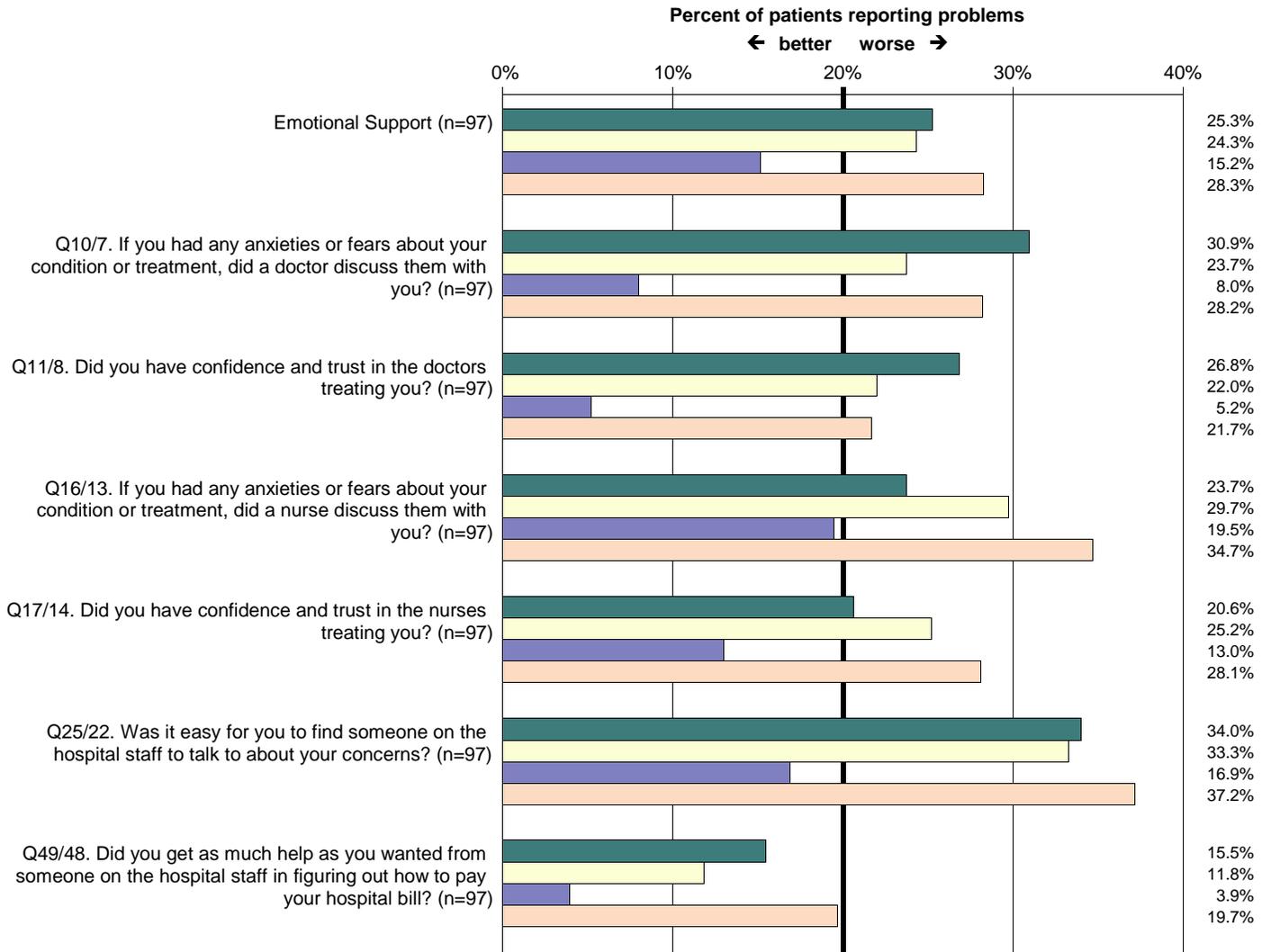
Patients discharged: July 2001 - September 2001



96th Medical Group - Eglin Air Force Base

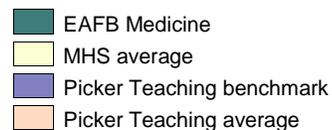
Adult Inpatient Survey - Medicine Comparisons

Emotional Support



* Significantly different from EAFB problem score

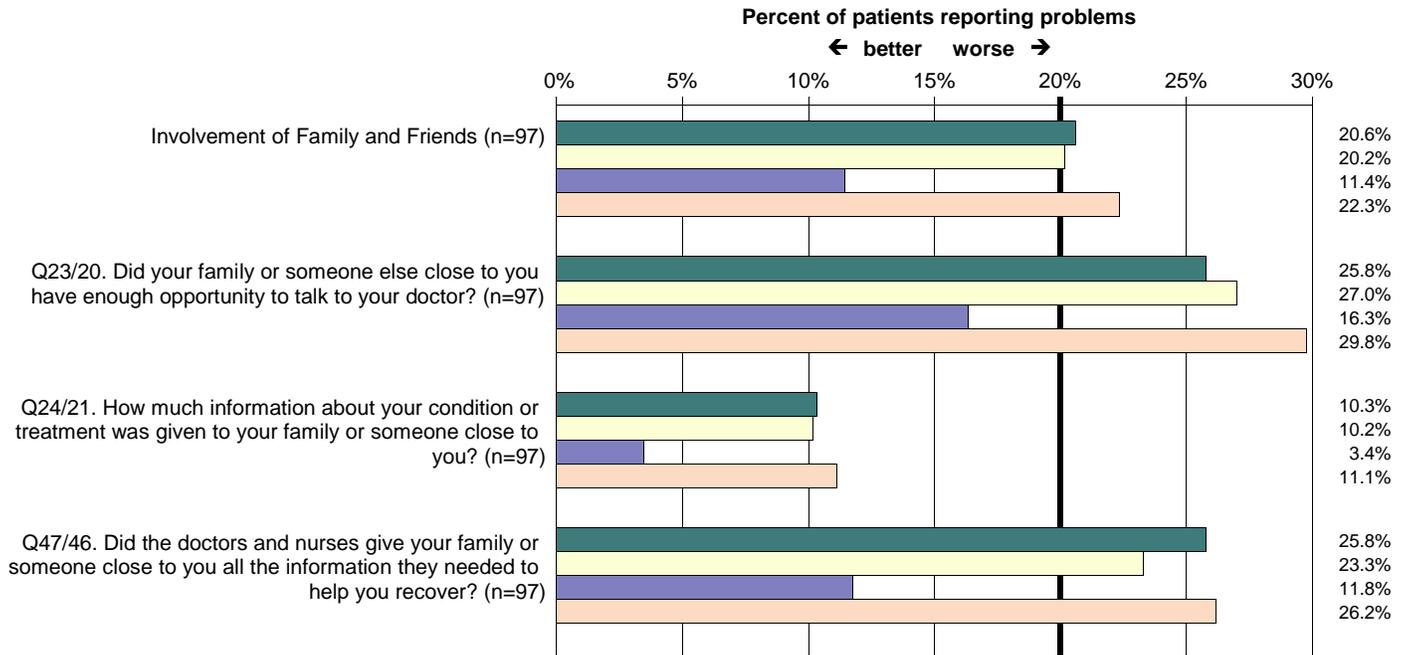
Patients discharged: July 2001 - September 2001



96th Medical Group - Eglin Air Force Base

Adult Inpatient Survey - Medicine Comparisons

Involvement of Family and Friends



* Significantly different from EAFB problem score

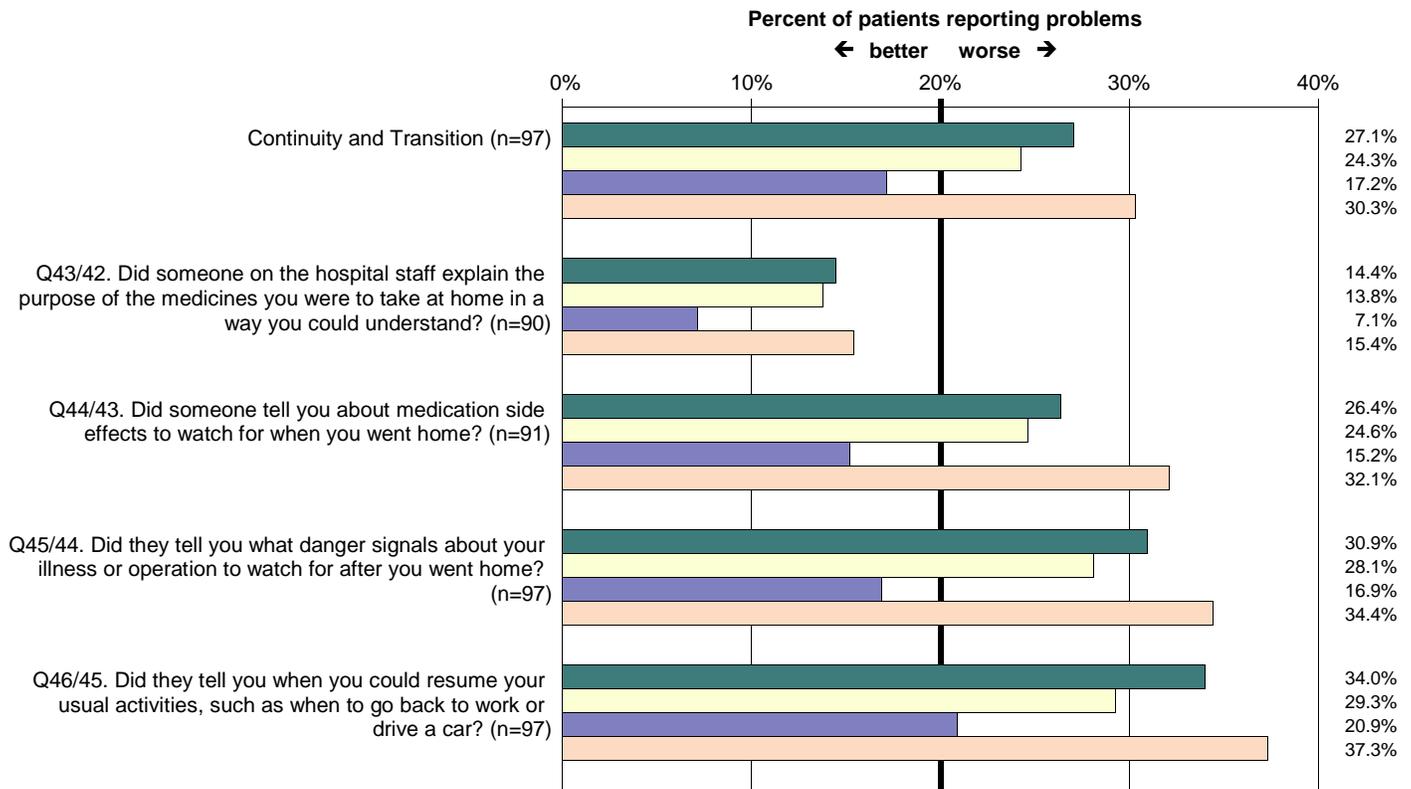
Patients discharged: July 2001 - September 2001

- EAFB Medicine
- MHS average
- Picker Teaching benchmark
- Picker Teaching average

96th Medical Group - Eglin Air Force Base

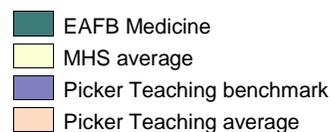
Adult Inpatient Survey - Medicine Comparisons

Continuity and Transition



* Significantly different from EAFB problem score

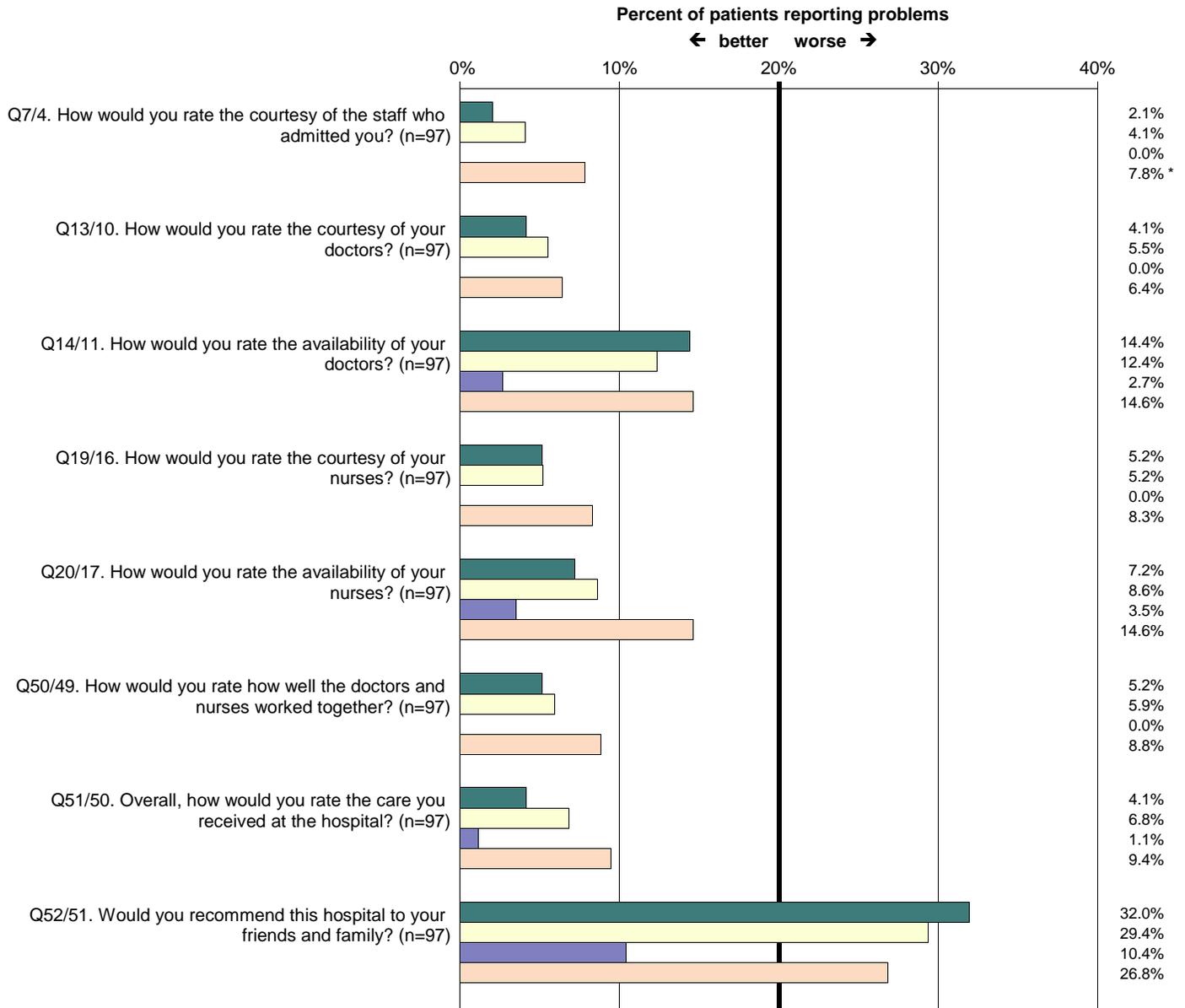
Patients discharged: July 2001 - September 2001



96th Medical Group - Eglin Air Force Base

Adult Inpatient Survey - Medicine Comparisons

Overall Impression



* Significantly different from EAFB problem score

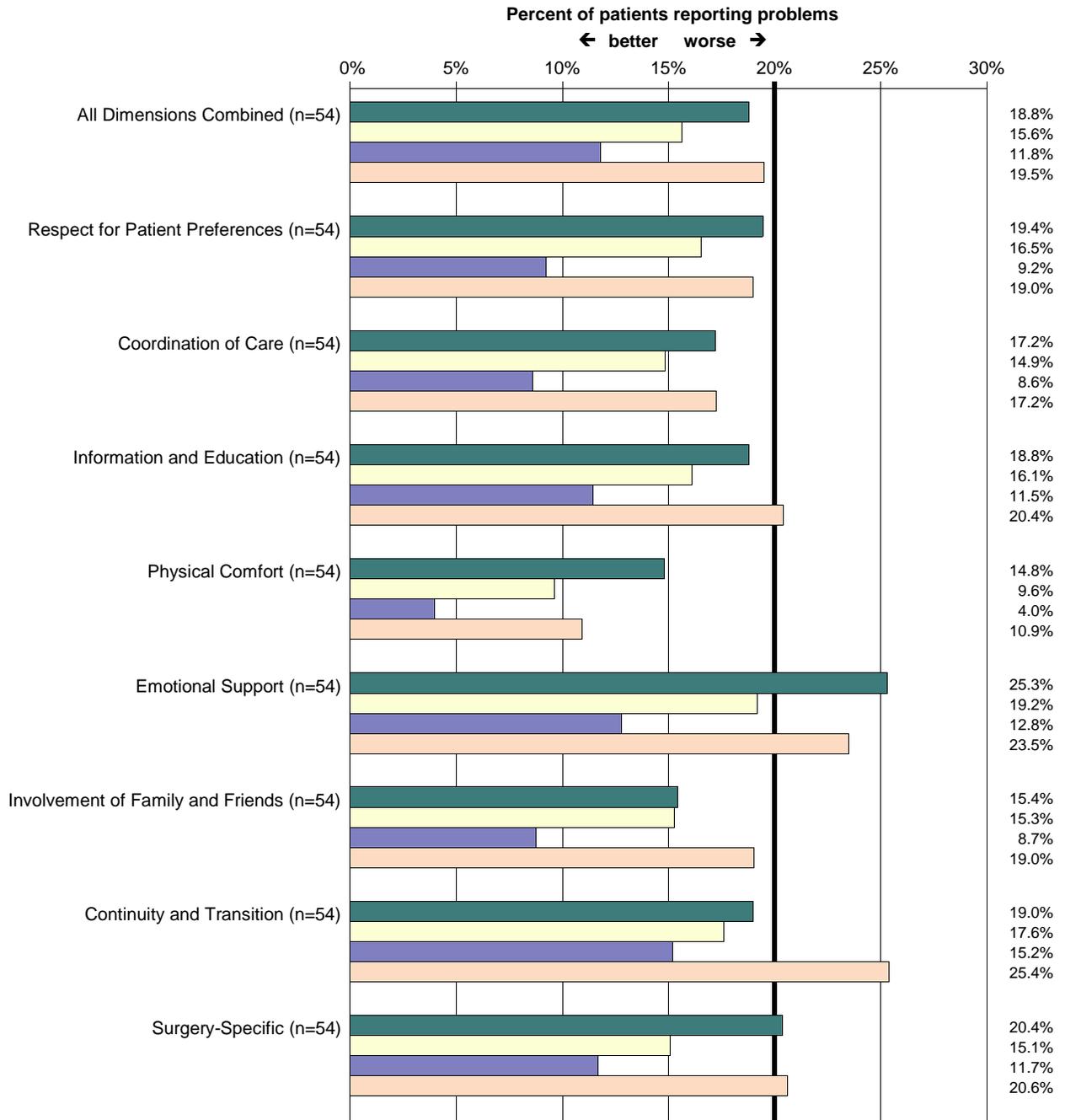
Patients discharged: July 2001 - September 2001

■ EAFB Medicine
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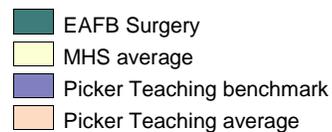
Adult Inpatient Survey - Surgery Comparisons

Dimensions



* Significantly different from EAFB problem score

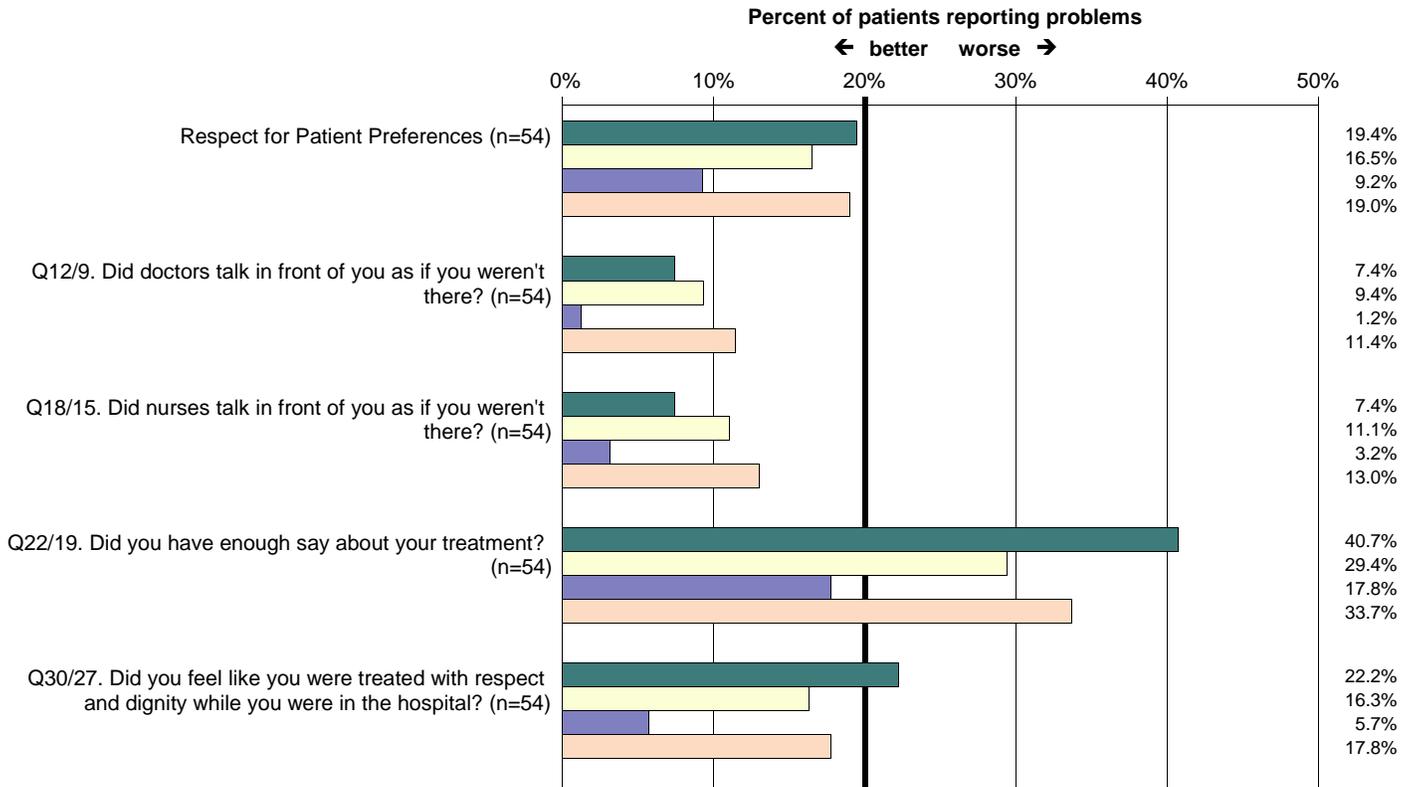
Patients discharged: July 2001 - September 2001



96th Medical Group - Eglin Air Force Base

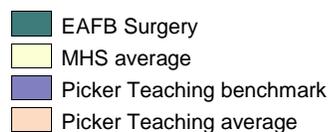
Adult Inpatient Survey - Surgery Comparisons

Respect for Patient Preferences



* Significantly different from EAFB problem score

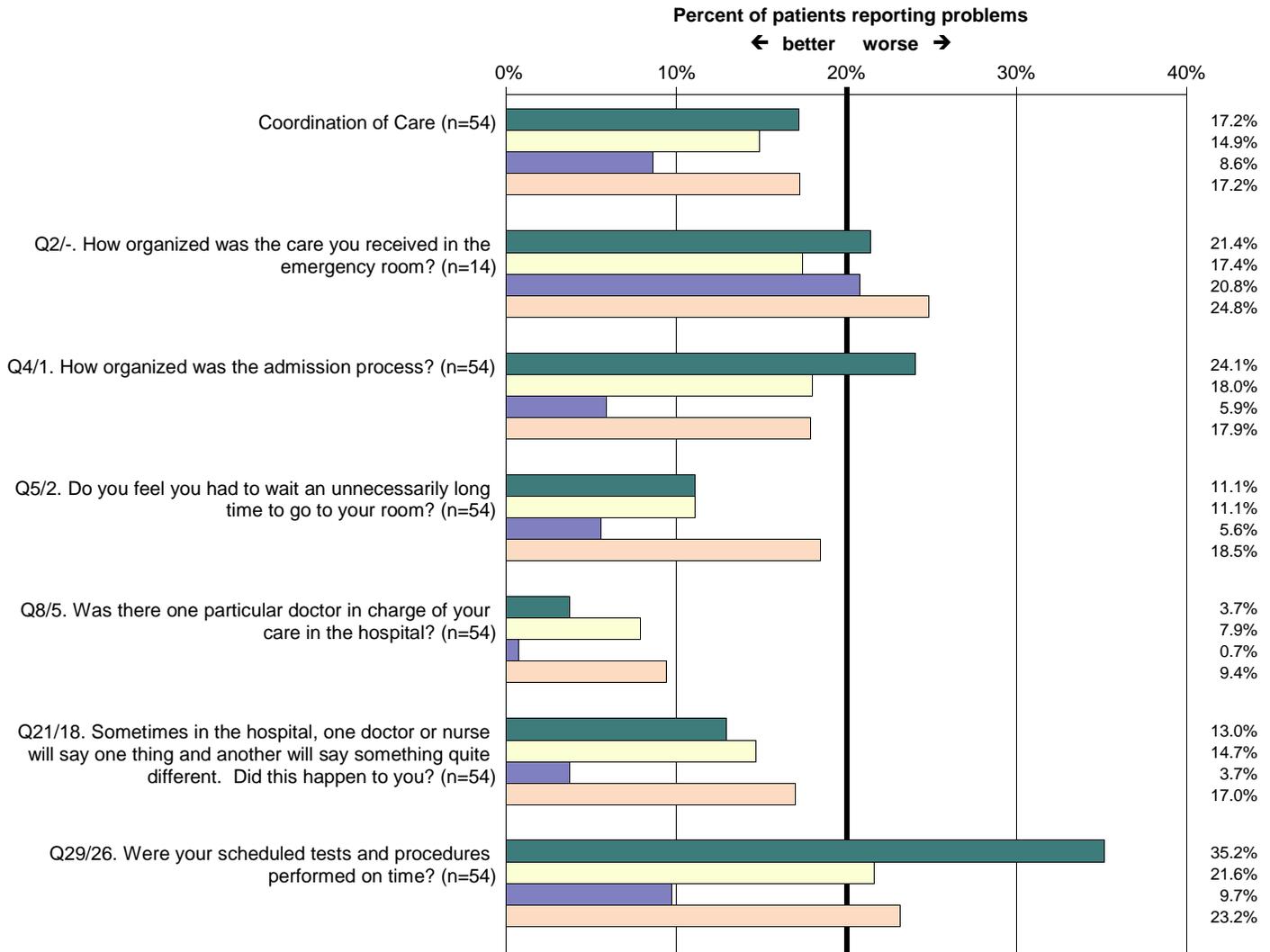
Patients discharged: July 2001 - September 2001



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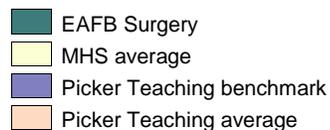
Adult Inpatient Survey - Surgery Comparisons

Coordination of Care



* Significantly different from EAFB problem score

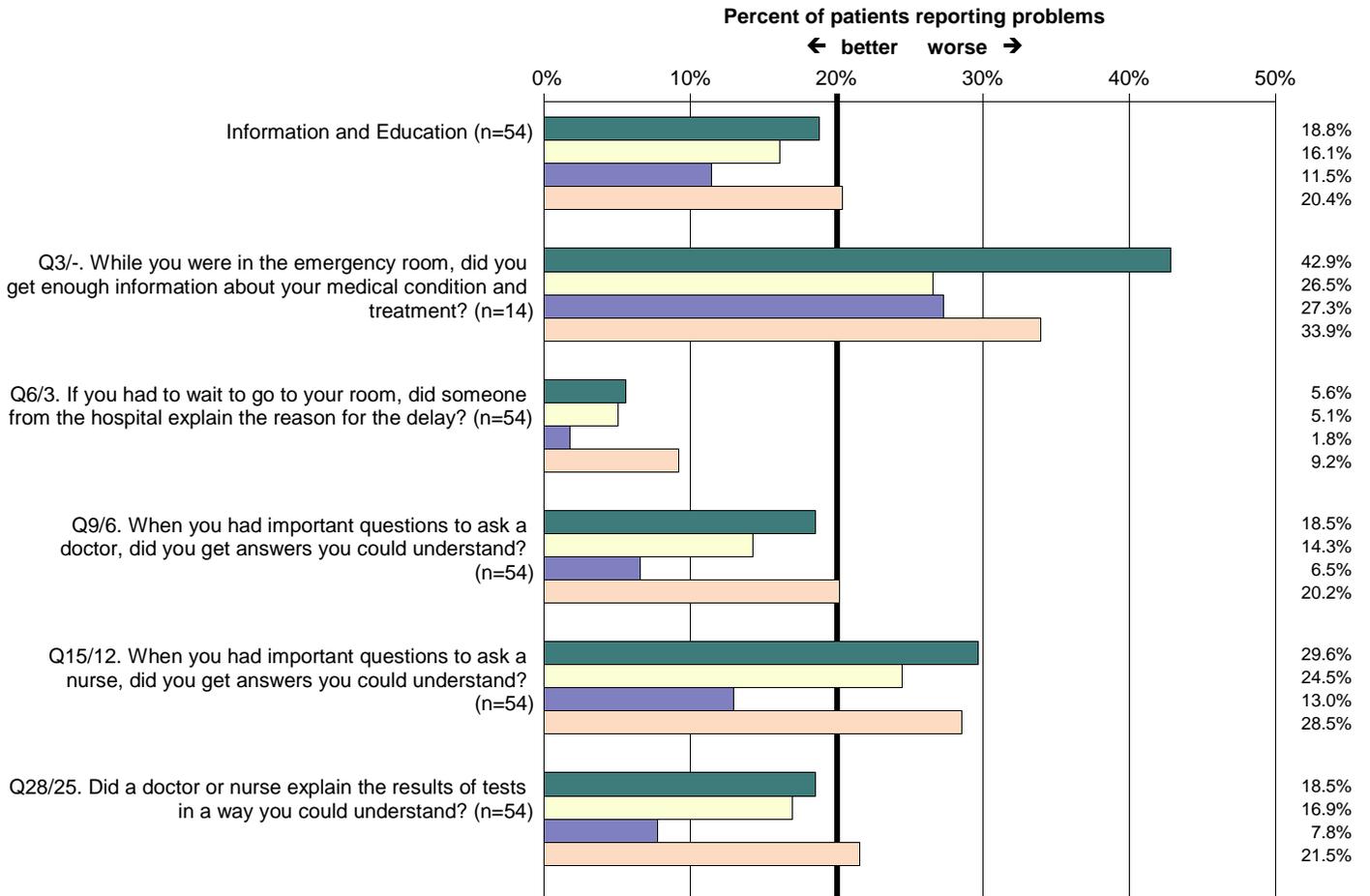
Patients discharged: July 2001 - September 2001



96th Medical Group - Eglin Air Force Base

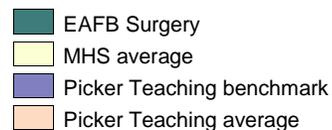
Adult Inpatient Survey - Surgery Comparisons

Information and Education



* Significantly different from EAFB problem score

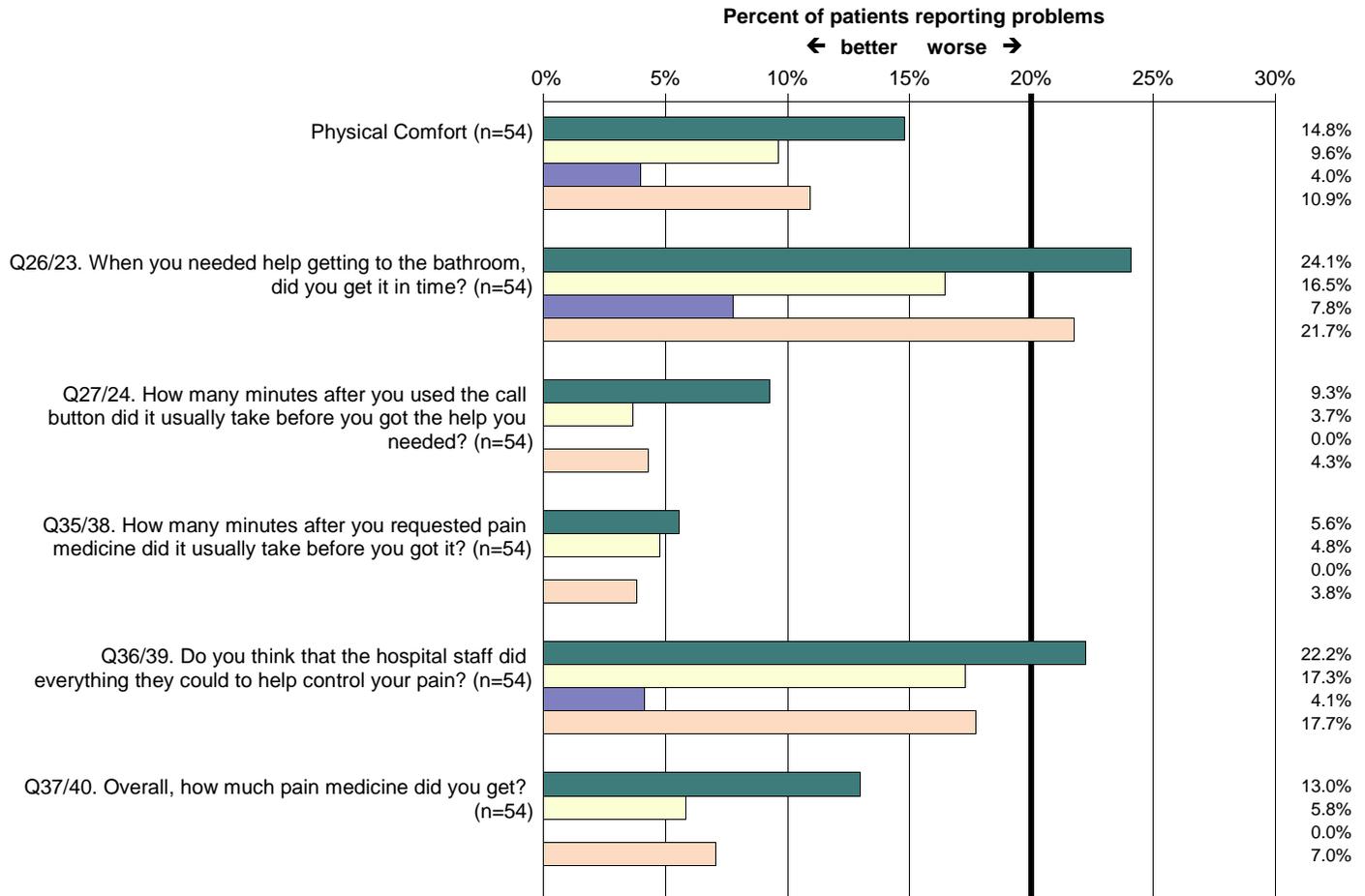
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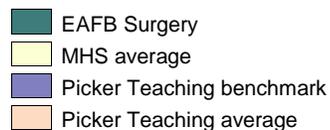
Adult Inpatient Survey - Surgery Comparisons

Physical Comfort



* Significantly different from EAFB problem score

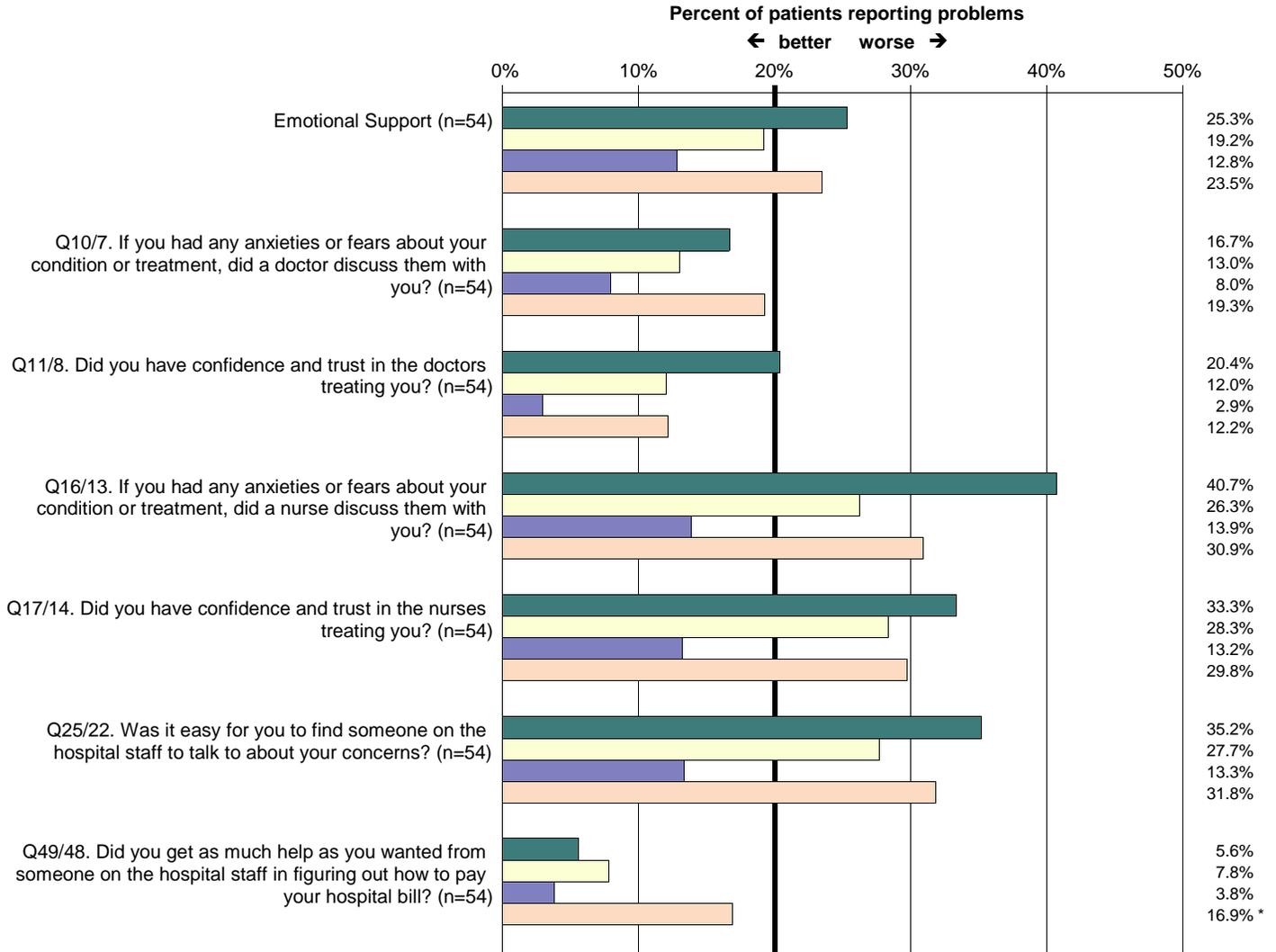
Patients discharged: July 2001 - September 2001



96th Medical Group - Eglin Air Force Base

Adult Inpatient Survey - Surgery Comparisons

Emotional Support



* Significantly different from EAFB problem score

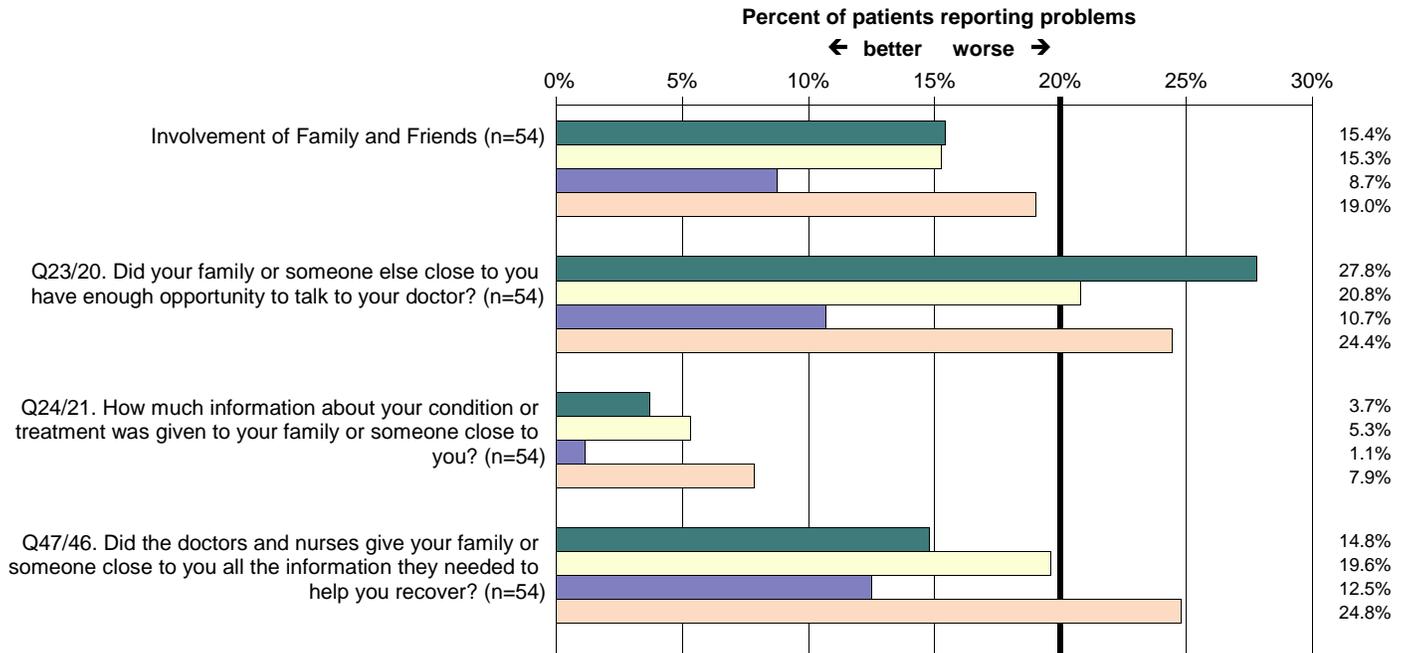
Patients discharged: July 2001 - September 2001

■ EAFB Surgery
■ MHS average
■ Picker Teaching benchmark
■ Picker Teaching average

96th Medical Group - Eglin Air Force Base

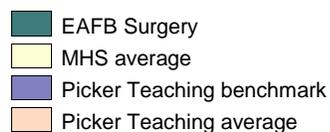
Adult Inpatient Survey - Surgery Comparisons

Involvement of Family and Friends



* Significantly different from EAFB problem score

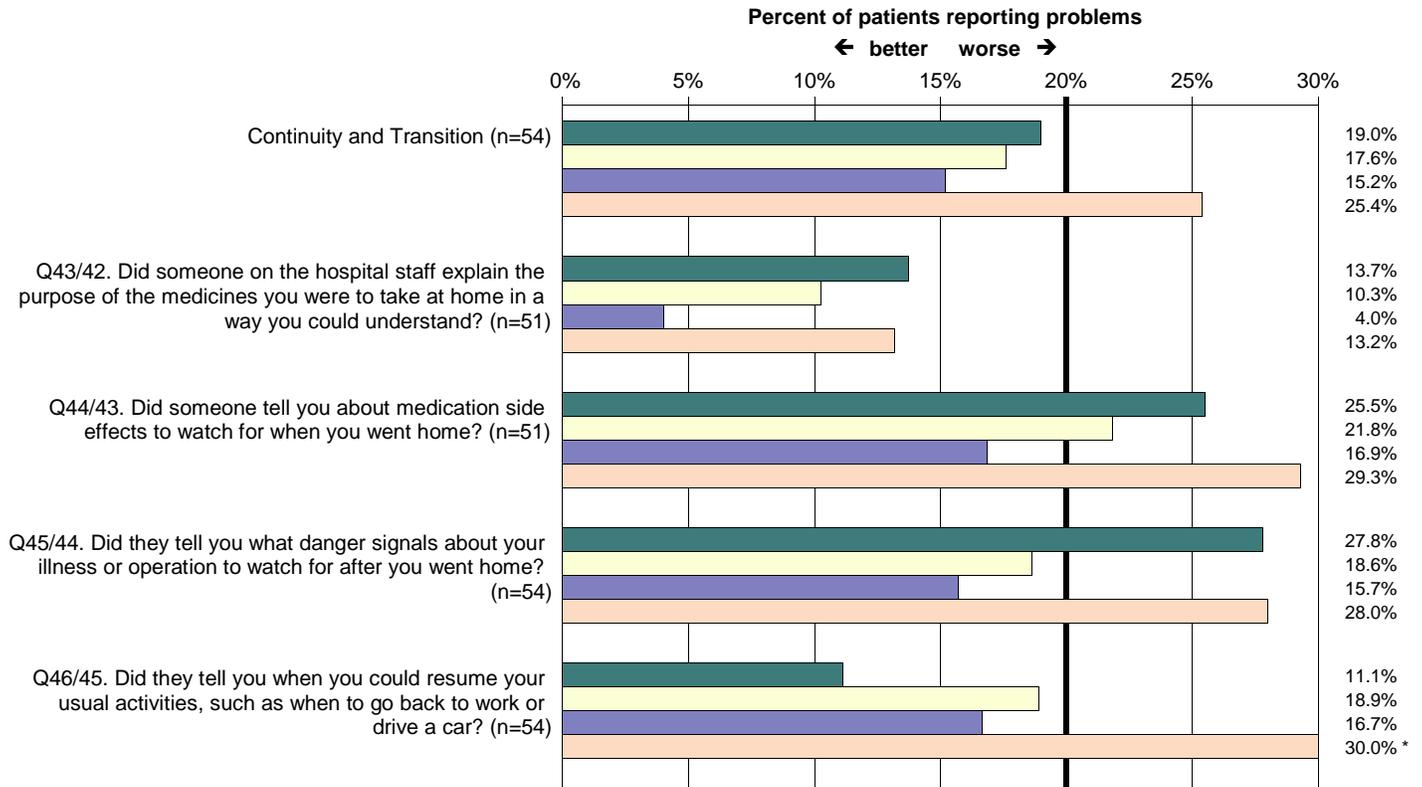
Patients discharged: July 2001 - September 2001



96th Medical Group - Eglin Air Force Base

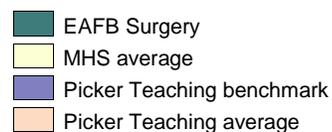
Adult Inpatient Survey - Surgery Comparisons

Continuity and Transition



* Significantly different from EAFB problem score

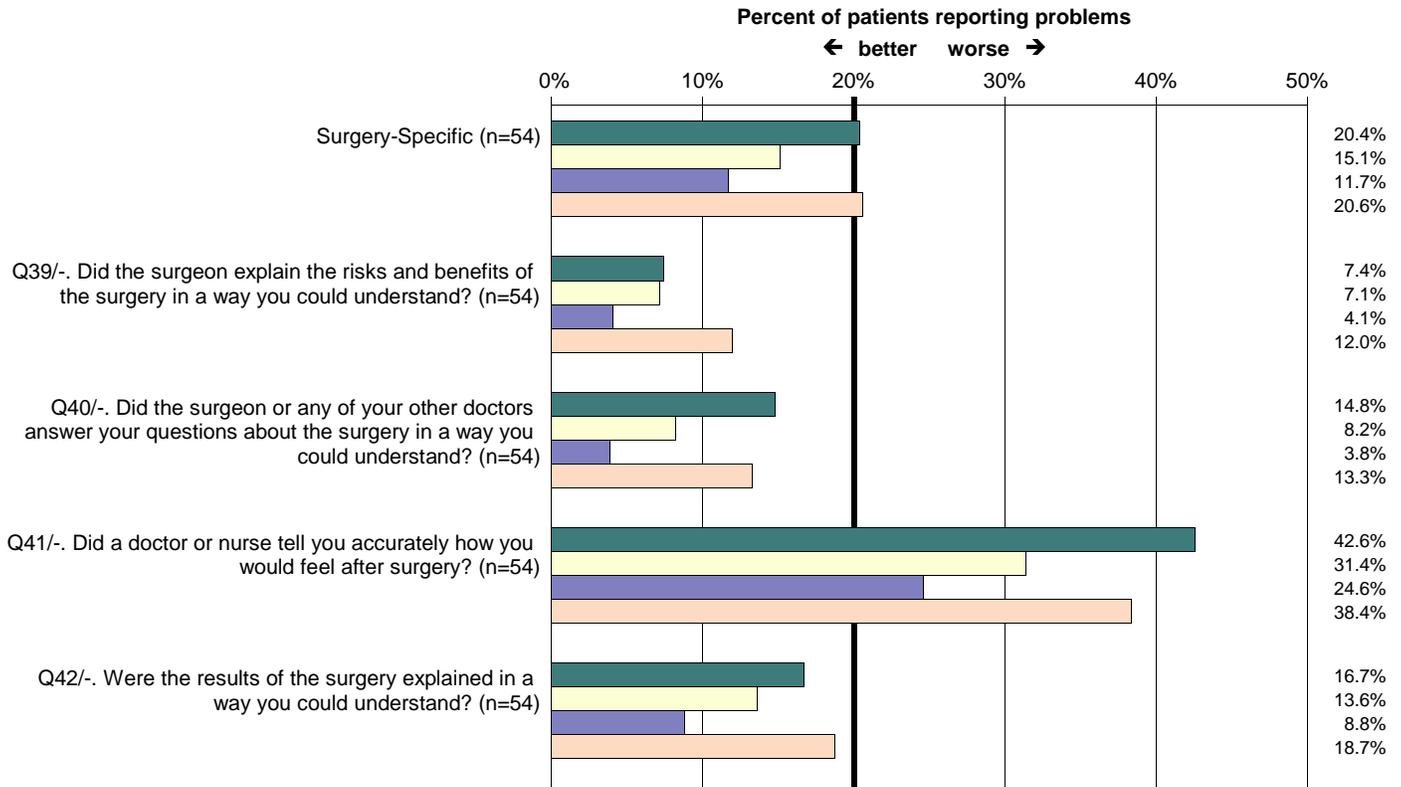
Patients discharged: July 2001 - September 2001



96th Medical Group - Eglin Air Force Base

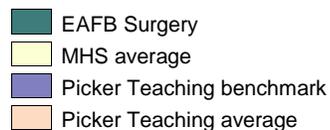
Adult Inpatient Survey - Surgery Comparisons

Surgery-Specific



* Significantly different from EAFB problem score

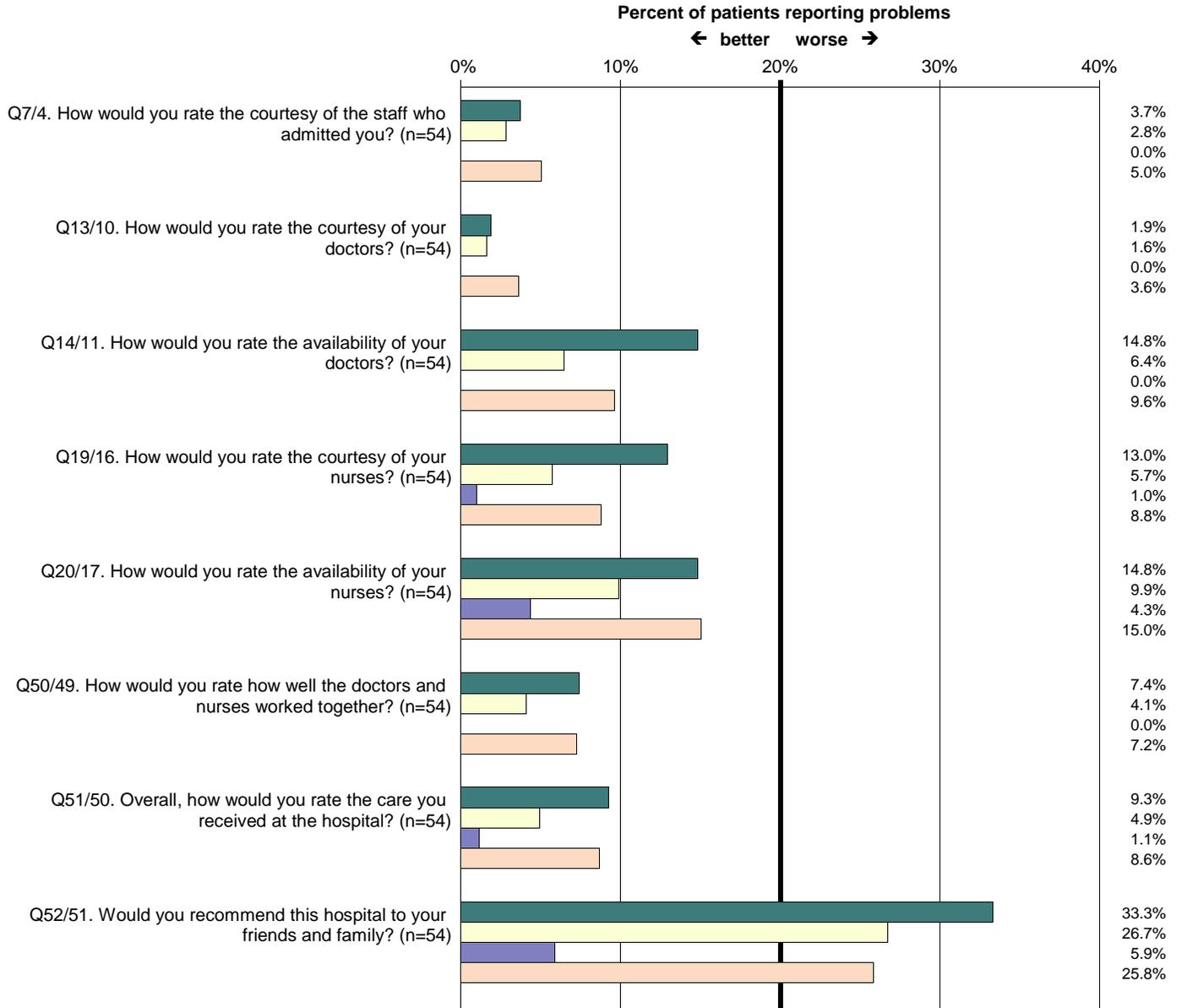
Patients discharged: July 2001 - September 2001



96th Medical Group - Eglin Air Force Base

Adult Inpatient Survey - Surgery Comparisons

Overall Impression



* Significantly different from EAFB problem score

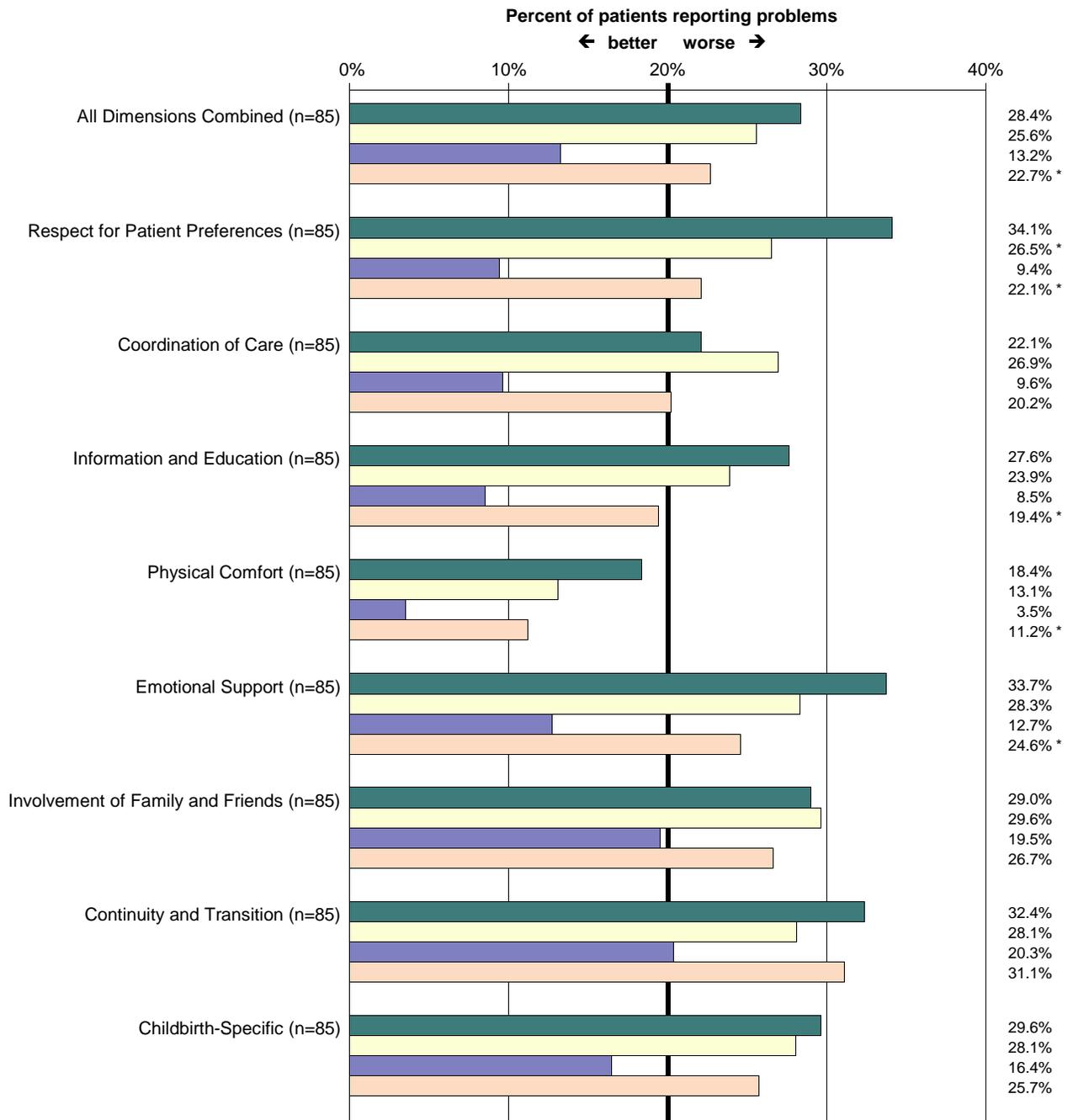
Patients discharged: July 2001 - September 2001

- EAFB Surgery
- MHS average
- Picker Teaching benchmark
- Picker Teaching average

96th Medical Group - Eglin Air Force Base

Adult Inpatient Survey - Childbirth Comparisons

Dimensions



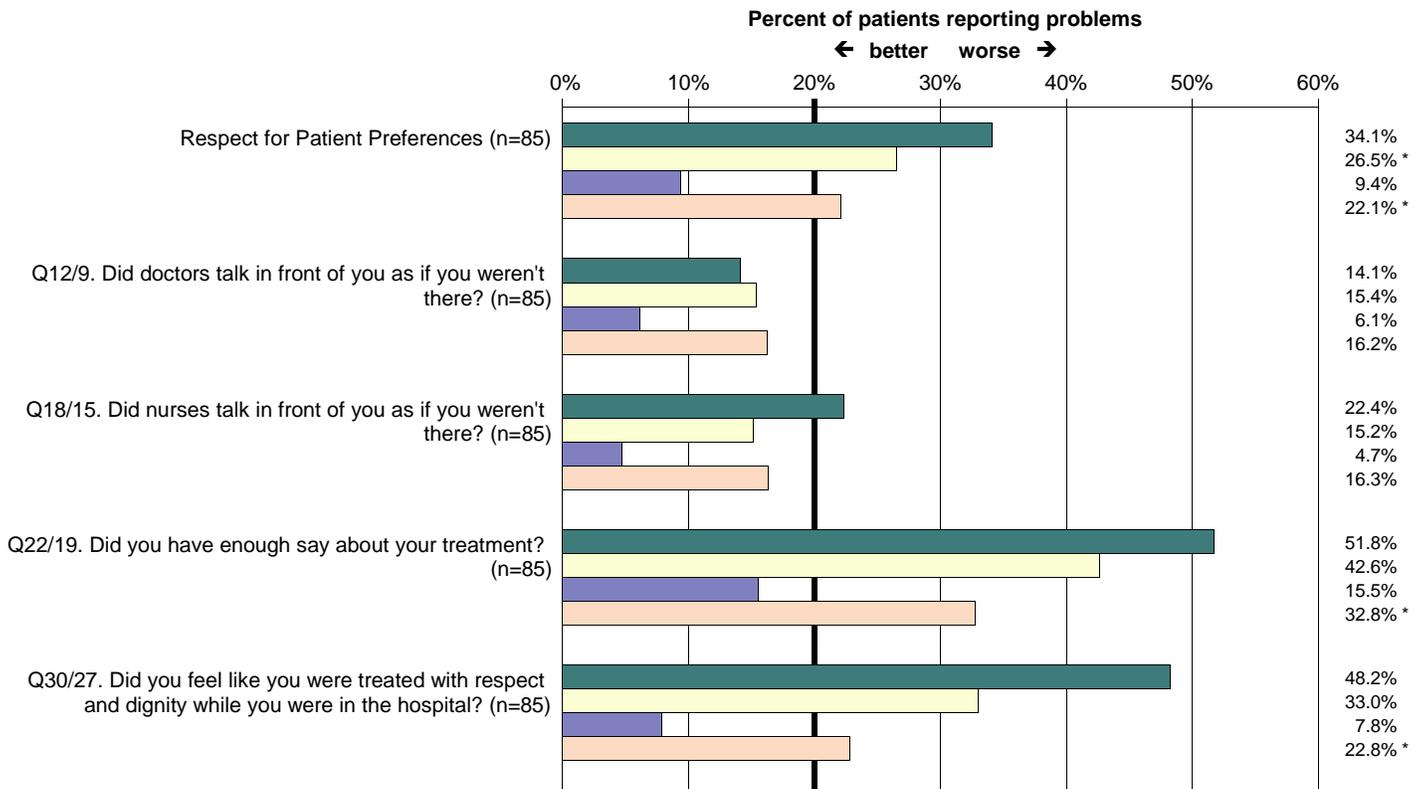
* Significantly different from EAFB problem score

Patients discharged: July 2001 - September 2001

EAFB Childbirth
 MHS average
 Picker Teaching benchmark
 Picker Teaching average

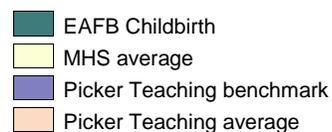
96th Medical Group - Eglin Air Force Base Adult Inpatient Survey - Childbirth Comparisons

Respect for Patient Preferences



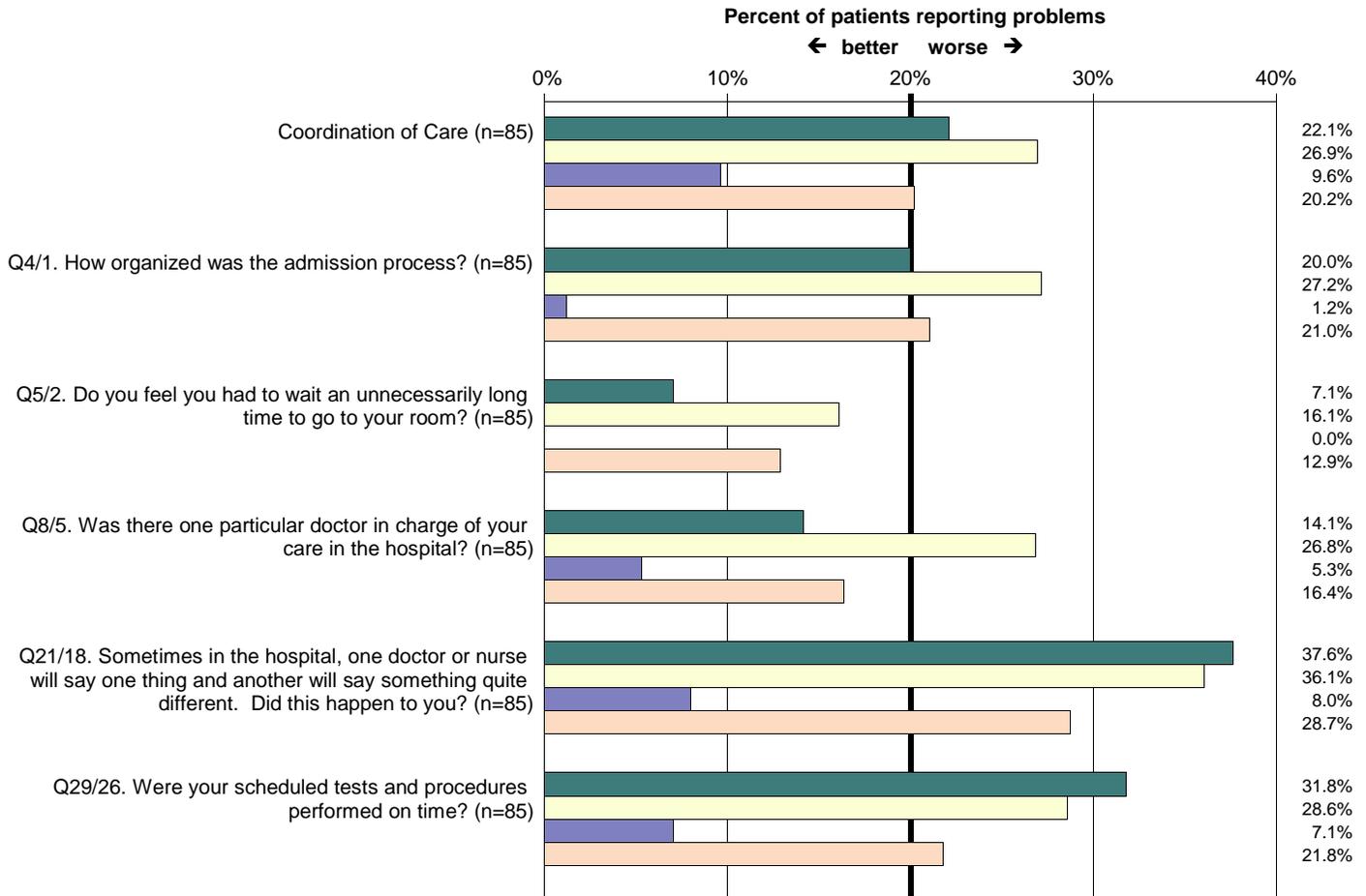
* Significantly different from EAFB problem score

Patients discharged: July 2001 - September 2001



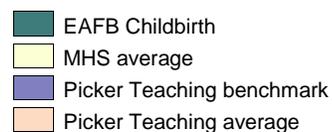
96th Medical Group - Eglin Air Force Base Adult Inpatient Survey - Childbirth Comparisons

Coordination of Care



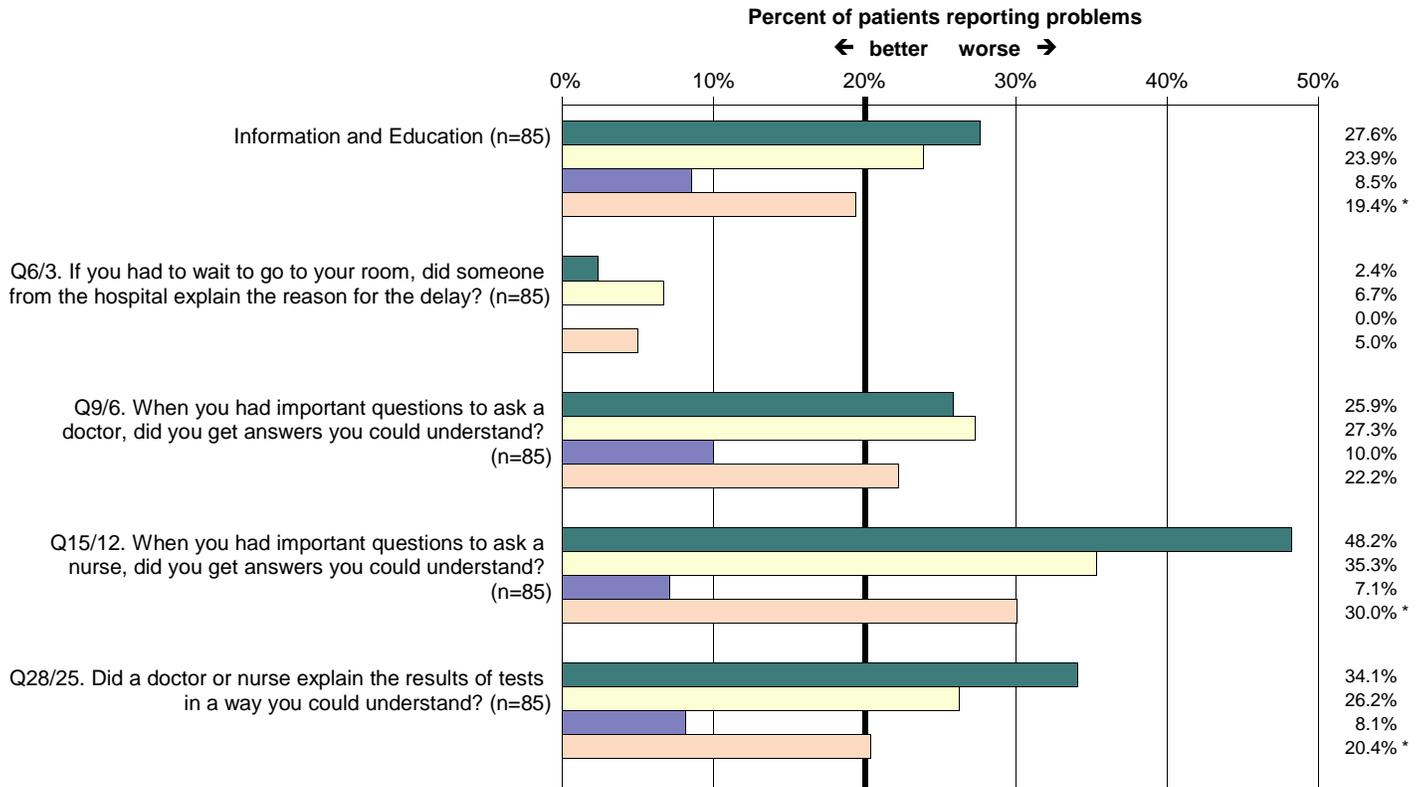
* Significantly different from EAFB problem score

Patients discharged: July 2001 - September 2001



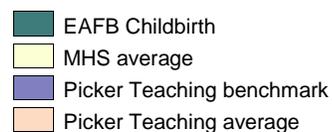
96th Medical Group - Eglin Air Force Base Adult Inpatient Survey - Childbirth Comparisons

Information and Education



* Significantly different from EAFB problem score

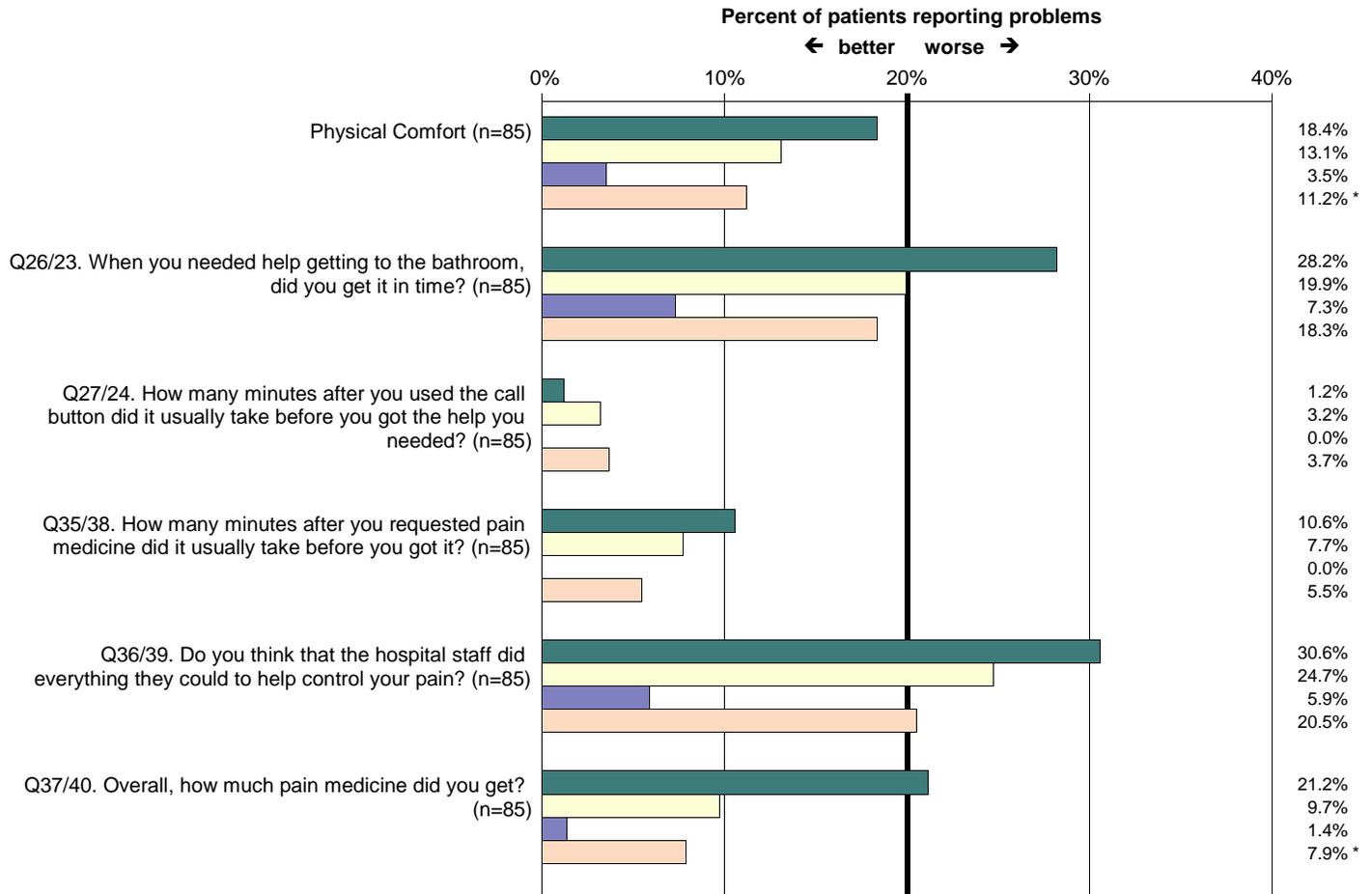
Patients discharged: July 2001 - September 2001



96th Medical Group - Eglin Air Force Base

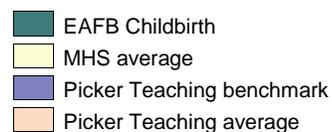
Adult Inpatient Survey - Childbirth Comparisons

Physical Comfort



* Significantly different from EAFB problem score

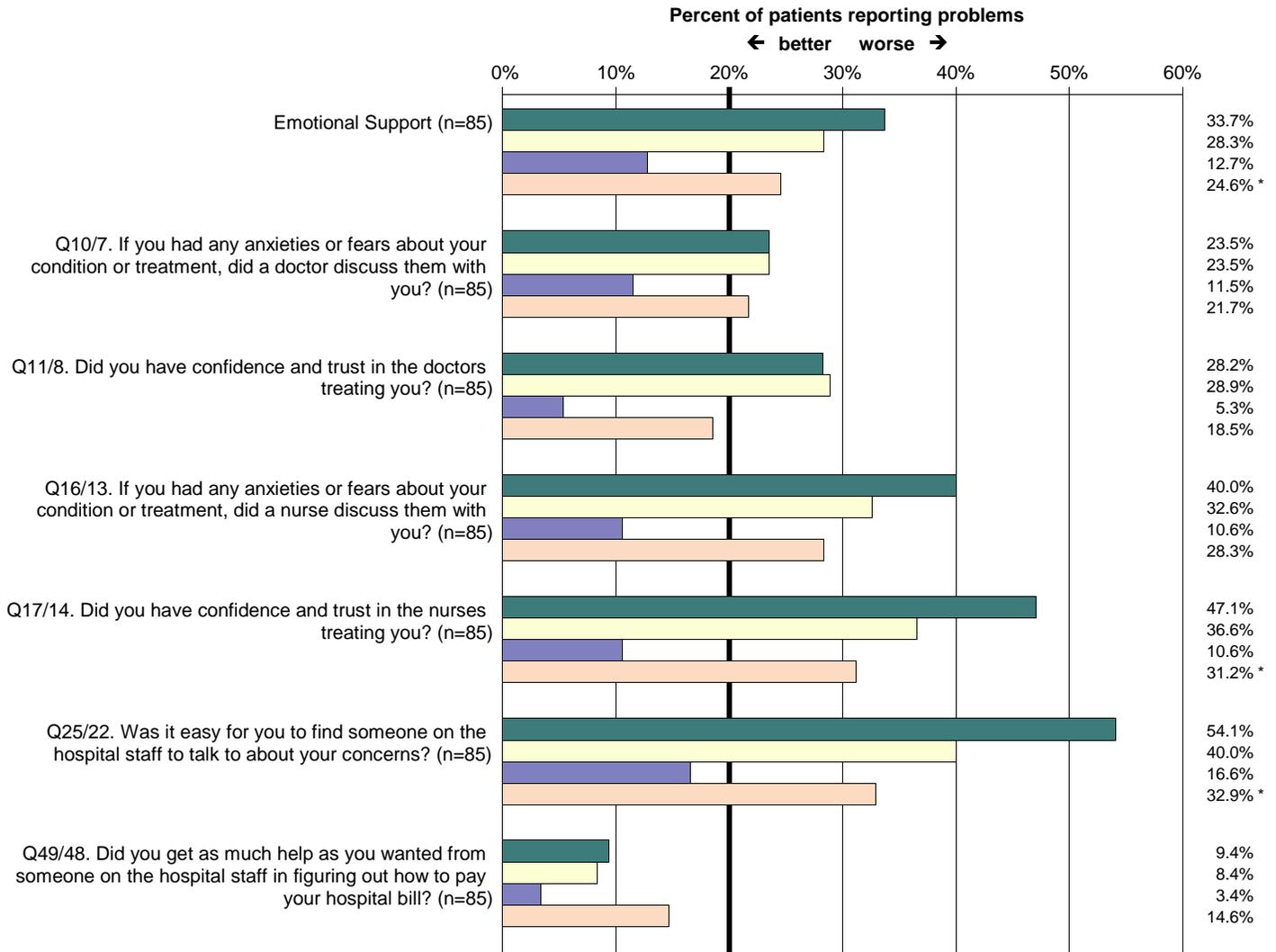
Patients discharged: July 2001 - September 2001



96th Medical Group - Eglin Air Force Base

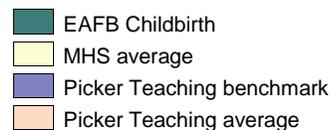
Adult Inpatient Survey - Childbirth Comparisons

Emotional Support



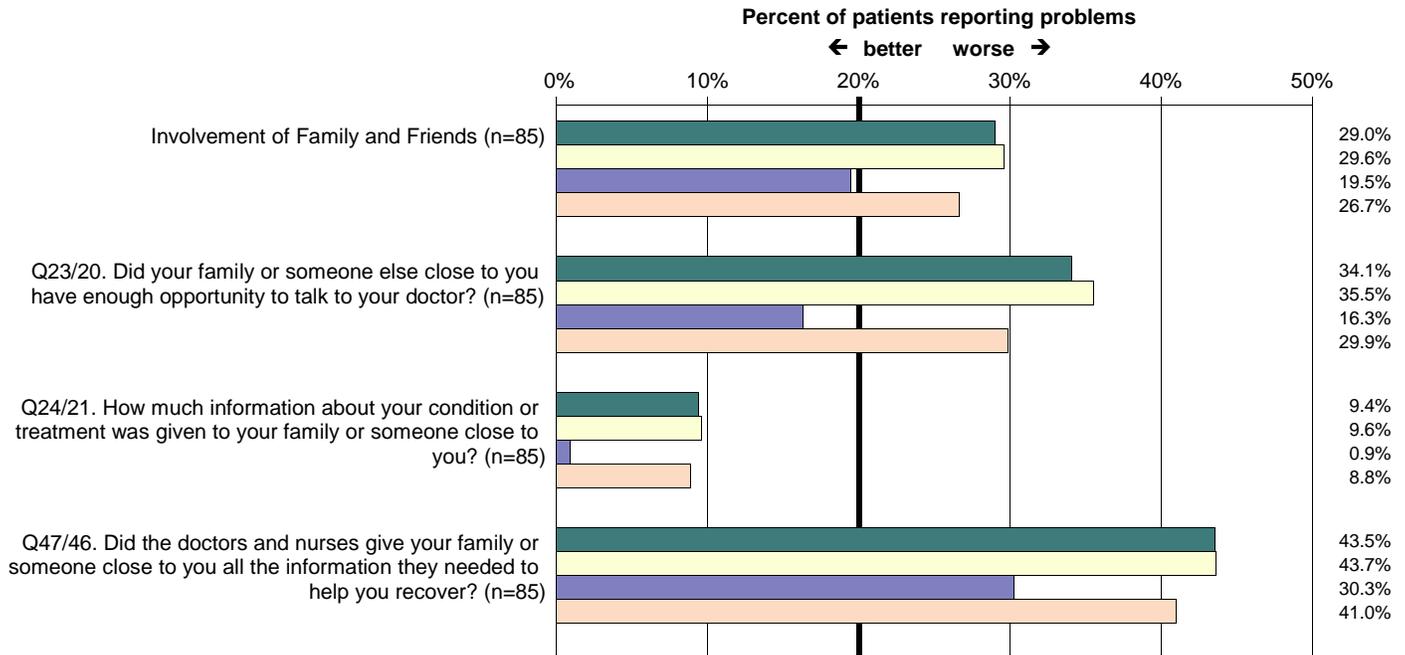
* Significantly different from EAFB problem score

Patients discharged: July 2001 - September 2001



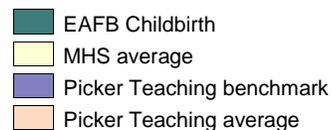
96th Medical Group - Eglin Air Force Base Adult Inpatient Survey - Childbirth Comparisons

Involvement of Family and Friends



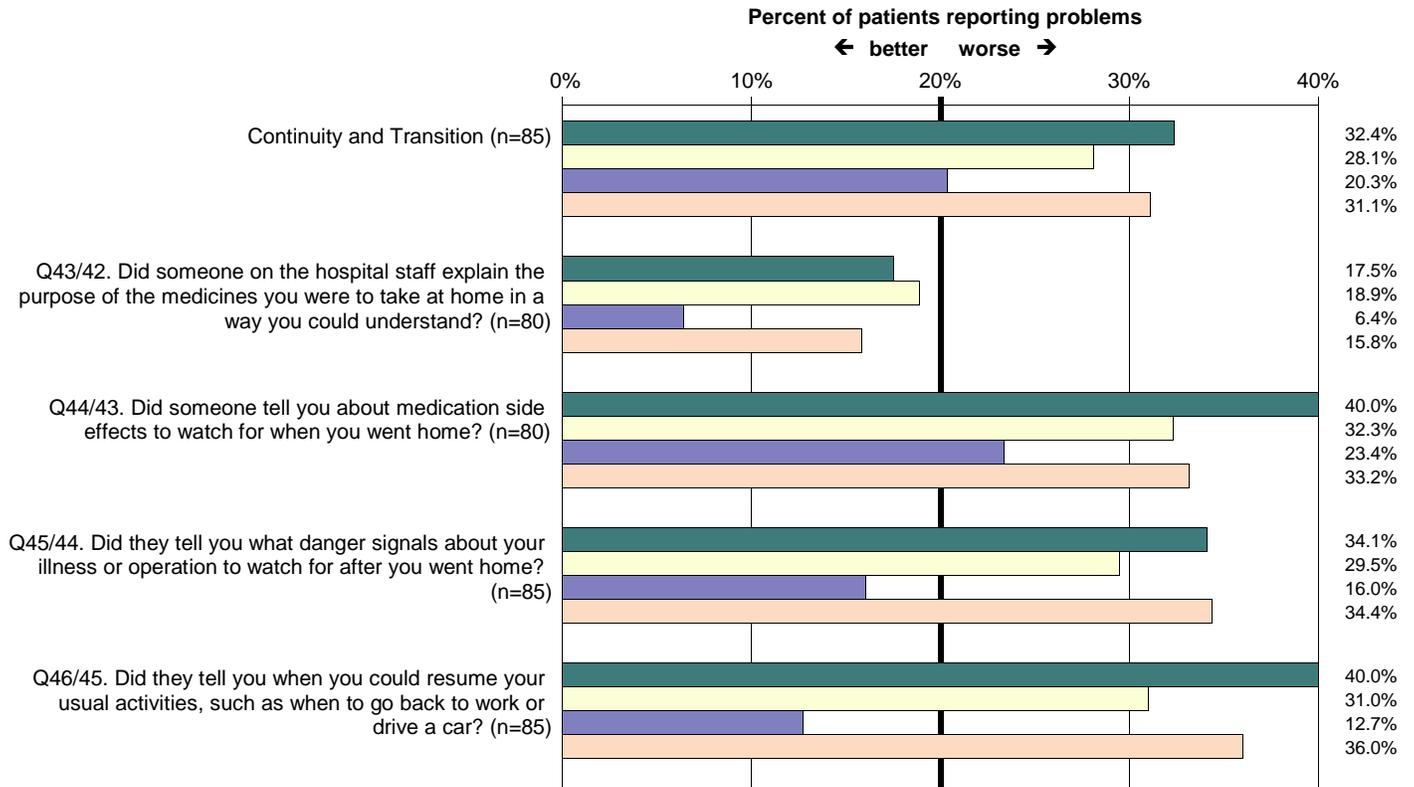
* Significantly different from EAFB problem score

Patients discharged: July 2001 - September 2001



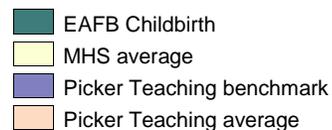
96th Medical Group - Eglin Air Force Base Adult Inpatient Survey - Childbirth Comparisons

Continuity and Transition



* Significantly different from EAFB problem score

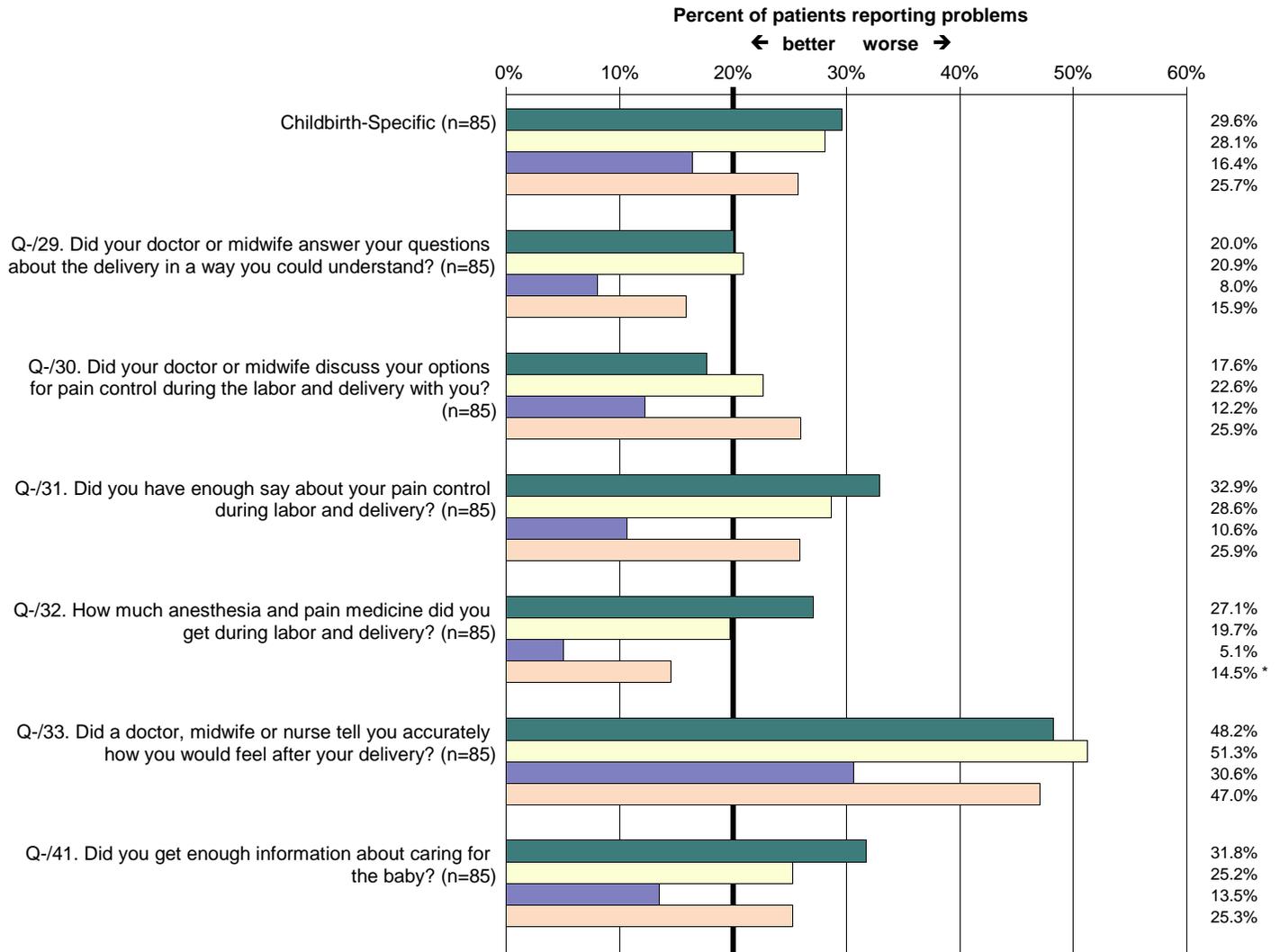
Patients discharged: July 2001 - September 2001



96th Medical Group - Eglin Air Force Base

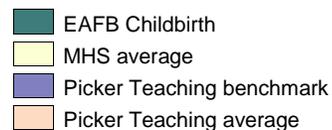
Adult Inpatient Survey - Childbirth Comparisons

Childbirth-Specific



* Significantly different from EAFB problem score

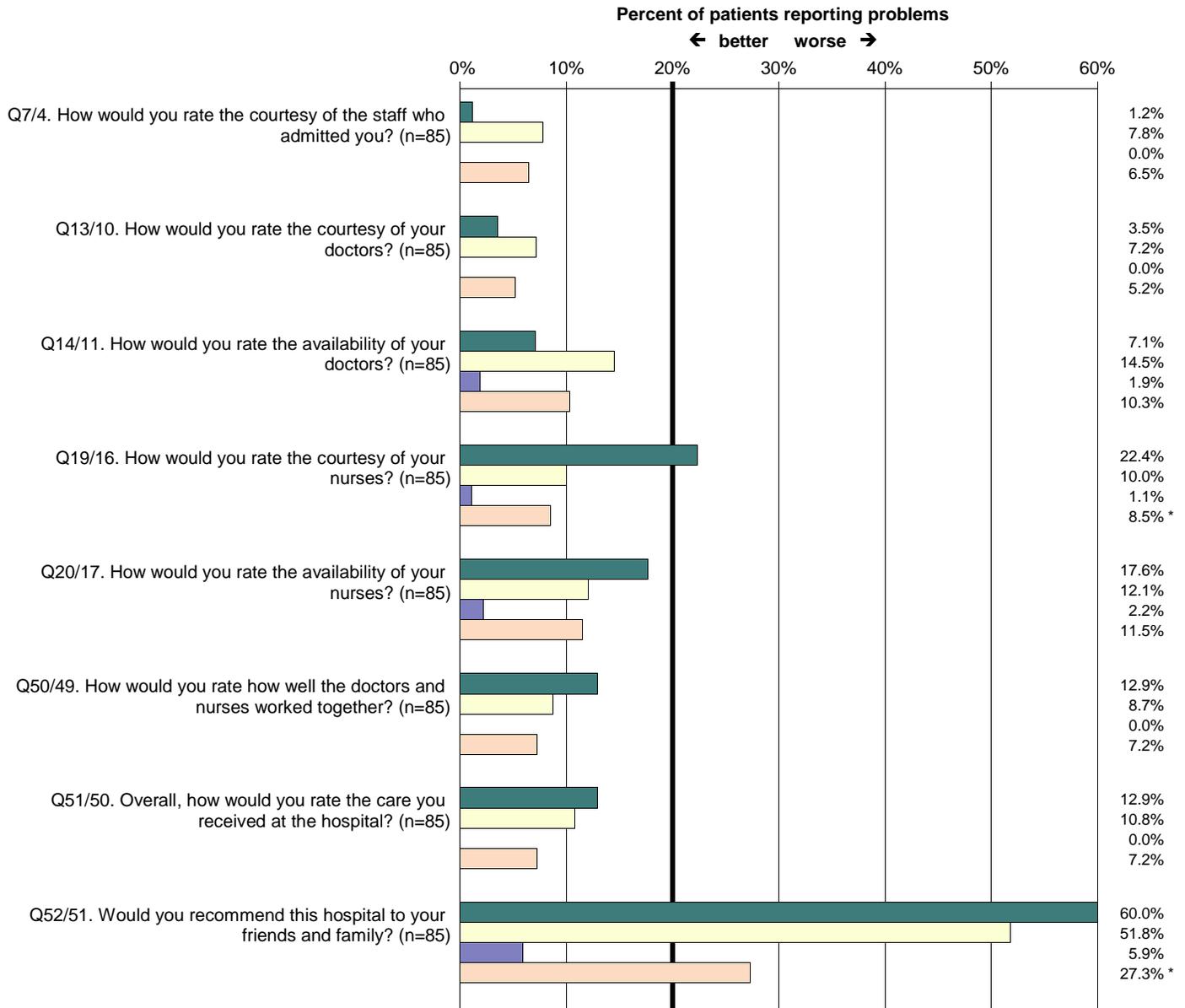
Patients discharged: July 2001 - September 2001



96th Medical Group - Eglin Air Force Base

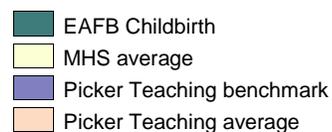
Adult Inpatient Survey - Childbirth Comparisons

Overall Impression



* Significantly different from EAFB problem score

Patients discharged: July 2001 - September 2001



**96th Medical Group - Eglin Air Force Base
Adult Inpatient Survey - Overall Comparisons**

Dimensions	EAFB PROBLEM SCORE	EAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
All Dimensions Combined	23.2%	236	0.716	Top	20.5%	12.5%	21.9%
Respect for Patient Preferences	25.1%	236	0.593	Top	21.5%	10.9%	21.1% *
Coordination of Care	20.8%	236	0.566	Top	20.7%	10.5%	20.7%
Information and Education	24.7%	236	0.569	Top	21.7%	12.8%	22.9%
Physical Comfort	13.2%	236	0.602	High	10.4%	5.0%	10.7%
Emotional Support	28.3%	236	0.679	Top	24.2% *	15.6%	25.4%
Involvement of Family and Friends	22.5%	236	0.549	Top	21.3%	9.4%	22.1%
Continuity and Transition	27.1%	236	0.446	Top	23.3%	16.1%	28.7%
Surgery-Specific	20.4%	54	0.402	Top	15.1%	11.7%	20.6%
Childbirth-Specific	29.6%	85	0.441	Top	28.1%	16.4%	25.7%

* Significantly different from EAFB 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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**96th Medical Group - Eglin Air Force Base
Adult Inpatient Survey - Overall Comparisons**

<i>Respect for Patient Preferences</i>	EAFB PROBLEM SCORE	EAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
Respect for Patient Preferences	25.1%	236	0.593	Top	21.5%	10.9%	21.1% *
Q12/9. Did doctors talk in front of you as if you weren't there?	13.1%	236	0.216	Low	13.5%	4.2%	14.5%
Q18/15. Did nurses talk in front of you as if you weren't there?	13.1%	236	0.166	Low	12.5%	4.9%	14.6%
Q22/19. Did you have enough say about your treatment?	45.8%	236	0.544	Top	38.5%	23.9%	36.4% *
Q30/27. Did you feel like you were treated with respect and dignity while you were in the hospital?	28.4%	236	0.602	Top	21.5%	5.1%	19.0% *

* Significantly different from EAFB 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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**96th Medical Group - Eglin Air Force Base
Adult Inpatient Survey - Overall Comparisons**

Coordination of Care	EAFB PROBLEM SCORE	EAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
Coordination of Care	20.8%	236	0.566	Top	20.7%	10.5%	20.7%
Q2/- How organized was the care you received in the emergency room?	18.6%	97	0.516	High	20.3%	7.8%	25.3%
Q4/1. How organized was the admission process?	20.8%	236	0.445	Top	21.6%	8.0%	21.0%
Q5/2. Do you feel you had to wait an unnecessarily long time to go to your room?	14.0%	236	0.221	Low	17.4%	6.6%	23.0% *
Q8/5. Was there one particular doctor in charge of your care in the hospital?	16.1%	236	0.213	Low	16.5%	1.7%	12.9%
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?	22.9%	236	0.378	Med	22.7%	8.5%	21.6%
Q29/26. Were your scheduled tests and procedures performed on time?	32.2%	236	0.392	Med	25.6%	0.0%	25.3%

* Significantly different from EAFB 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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**96th Medical Group - Eglin Air Force Base
Adult Inpatient Survey - Overall Comparisons**

Information and Education	EAFB PROBLEM SCORE	EAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
Information and Education	24.7%	236	0.569	Top	21.7%	12.8%	22.9%
Q3/- While you were in the emergency room, did you get enough information about your medical condition and treatment?	34.0%	97	0.379	Med	32.7%	15.4%	38.5%
Q6/3. If you had to wait to go to your room, did someone from the hospital explain the reason for the delay?	8.5%	236	0.162	Low	8.3%	2.5%	10.4%
Q9/6. When you had important questions to ask a doctor, did you get answers you could understand?	26.3%	236	0.441	Top	22.3%	11.8%	23.8%
Q15/12. When you had important questions to ask a nurse, did you get answers you could understand?	33.5%	236	0.534	Top	28.9%	13.1%	29.4%
Q28/25. Did a doctor or nurse explain the results of tests in a way you could understand?	27.5%	236	0.357	Med	23.9%	12.7%	24.8%

* Significantly different from EAFB 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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**96th Medical Group - Eglin Air Force Base
Adult Inpatient Survey - Overall Comparisons**

Physical Comfort	EAFB PROBLEM SCORE	EAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
Physical Comfort	13.2%	236	0.602	High	10.4%	5.0%	10.7%
Q26/23. When you needed help getting to the bathroom, did you get it in time?	19.1%	236	0.410	High	16.2%	8.8%	20.3%
Q27/24. How many minutes after you used the call button did it usually take before you got the help you needed?	3.8%	236	0.284	Low	3.1%	0.0%	4.1%
Q35/38. How many minutes after you requested pain medicine did it usually take before you got it?	5.9%	236	0.345	Low	5.9%	0.5%	4.7%
Q36/39. Do you think that the hospital staff did everything they could to help control your pain?	22.9%	236	0.538	Top	19.6%	9.1%	17.7%
Q37/40. Overall, how much pain medicine did you get?	14.4%	236	0.475	High	7.1%	1.5%	6.8% *

* Significantly different from EAFB 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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**96th Medical Group - Eglin Air Force Base
Adult Inpatient Survey - Overall Comparisons**

<i>Emotional Support</i>	EAFB PROBLEM SCORE	EAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
Emotional Support	28.3%	236	0.679	Top	24.2% *	15.6%	25.4%
Q10/7. If you had any anxieties or fears about your condition or treatment, did a doctor discuss them with you?	25.0%	236	0.388	Med	20.5%	11.1%	23.0%
Q11/8. Did you have confidence and trust in the doctors treating you?	25.8%	236	0.511	Top	21.0%	6.6%	16.9% *
Q16/13. If you had any anxieties or fears about your condition or treatment, did a nurse discuss them with you?	33.5%	236	0.445	Top	29.9%	17.0%	31.6%
Q17/14. Did you have confidence and trust in the nurses treating you?	33.1%	236	0.617	Top	29.8%	14.9%	29.3%
Q25/22. Was it easy for you to find someone on the hospital staff to talk to about your concerns?	41.5%	236	0.554	Top	34.0%	19.4%	33.9%
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?	11.0%	236	0.055	Low	9.8%	0.0%	17.6% *

* Significantly different from EAFB 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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**96th Medical Group - Eglin Air Force Base
Adult Inpatient Survey - Overall Comparisons**

<i>Involvement of Family and Friends</i>	EAFB PROBLEM SCORE	EAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
Involvement of Family and Friends	22.5%	236	0.549	Top	21.3%	9.4%	22.1%
Q23/20. Did your family or someone else close to you have enough opportunity to talk to your doctor?	29.2%	236	0.429	Top	27.8%	15.4%	27.7%
Q24/21. How much information about your condition or treatment was given to your family or someone close to you?	8.5%	236	0.342	Low	8.5%	0.9%	9.1%
Q47/46. Did the doctors and nurses give your family or someone close to you all the information they needed to help you recover?	29.7%	236	0.471	Top	27.4%	12.0%	29.5%

* Significantly different from EAFB 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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**96th Medical Group - Eglin Air Force Base
Adult Inpatient Survey - Overall Comparisons**

Continuity and Transition	EAFB PROBLEM SCORE	EAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
Continuity and Transition	27.1%	236	0.446	Top	23.3%	16.1%	28.7%
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?	15.4%	221	0.303	Low	14.0%	3.7%	14.7%
Q44/43. Did someone tell you about medication side effects to watch for when you went home?	31.1%	222	0.423	Top	26.0%	17.3%	31.6%
Q45/44. Did they tell you what danger signals about your illness or operation to watch for after you went home?	31.4%	236	0.319	Med	25.6%	15.4%	32.0%
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?	30.9%	236	0.368	Med	26.3%	13.1%	34.4%

* Significantly different from EAFB 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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**96th Medical Group - Eglin Air Force Base
Adult Inpatient Survey - Overall Comparisons**

<i>Surgery-Specific</i>	EAFB PROBLEM SCORE	EAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
Surgery-Specific	20.4%	54	0.402	Top	15.1%	11.7%	20.6%
Q39/- Did the surgeon explain the risks and benefits of the surgery in a way you could understand?	7.4%	54	0.339	Low	7.1%	4.1%	12.0%
Q40/- Did the surgeon or any of your other doctors answer your questions about the surgery in a way you could understand?	14.8%	54	0.424	High	8.2%	3.8%	13.3%
Q41/- Did a doctor or nurse tell you accurately how you would feel after surgery?	42.6%	54	0.256	Med	31.4%	24.6%	38.4%
Q42/- Were the results of the surgery explained in a way you could understand?	16.7%	54	0.302	Low	13.6%	8.8%	18.7%

* Significantly different from EAFB 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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**96th Medical Group - Eglin Air Force Base
Adult Inpatient Survey - Overall Comparisons**

Childbirth-Specific	EAFB PROBLEM SCORE	EAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
Childbirth-Specific	29.6%	85	0.441	Top	28.1%	16.4%	25.7%
Q-/29. Did your doctor or midwife answer your questions about the delivery in a way you could understand?	20.0%	85	0.366	Med	20.9%	8.0%	15.8%
Q-/30. Did your doctor or midwife discuss your options for pain control during the labor and delivery with you?	17.6%	85	0.253	Low	22.6%	12.2%	25.8%
Q-/31. Did you have enough say about your pain control during labor and delivery?	32.9%	85	0.210	Med	28.6%	10.6%	25.8%
Q-/32. How much anesthesia and pain medicine did you get during labor and delivery?	27.1%	85	0.125	Med	19.7%	5.1%	14.5% *
Q-/33. Did a doctor, midwife or nurse tell you accurately how you would feel after your delivery?	48.2%	85	0.379	Med	51.3%	30.6%	46.9%
Q-/41. Did you get enough information about caring for the baby?	31.8%	85	0.217	Med	25.2%	13.5%	25.3%

* Significantly different from EAFB problem score

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 2001 - September 2001

**96th Medical Group - Eglin Air Force Base
Adult Inpatient Survey - Overall Comparisons**

Overall Impression	EAFB PROBLEM SCORE	EAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
Q7/4. How would you rate the courtesy of the staff who admitted you?	2.1%	236	0.263	Low	5.0%	0.0%	6.3% *
Q13/10. How would you rate the courtesy of your doctors?	3.4%	236	0.218	Low	4.9%	0.8%	5.0%
Q14/11. How would you rate the availability of your doctors?	11.9%	236	0.421	High	11.2%	0.9%	11.4%
Q19/16. How would you rate the courtesy of your nurses?	13.1%	236	0.550	High	6.9%	1.3%	8.5%
Q20/17. How would you rate the availability of your nurses?	12.7%	236	0.579	High	9.8%	5.4%	14.0%
Q50/49. How would you rate how well the doctors and nurses worked together?	8.5%	236	0.564	High	6.1%	0.0%	7.6%
Q51/50. Overall, how would you rate the care you received at the hospital?	8.5%	236	--	--	7.3%	0.8%	8.5%
Q52/51. Would you recommend this hospital to your friends and family?	42.4%	236	0.613	Top	36.1%	5.0%	26.1% *

* Significantly different from EAFB 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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96th Medical Group - Eglin Air Force Base
Adult Inpatient Survey - Medicine Comparisons

Dimensions	EAFB PROBLEM SCORE	EAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
All Dimensions Combined	21.2%	97	0.651	Top	20.6%	14.5%	23.9%
Respect for Patient Preferences	20.4%	97	0.506	Top	21.1%	12.7%	22.7%
Coordination of Care	21.6%	97	0.565	Top	20.8%	14.0%	25.2%
Information and Education	25.4%	97	0.532	Top	24.3%	14.7%	28.3%
Physical Comfort	7.8%	97	0.489	High	8.9%	4.7%	10.1%
Emotional Support	25.3%	97	0.630	Top	24.3%	15.2%	28.3%
Involvement of Family and Friends	20.6%	97	0.603	Top	20.2%	11.4%	22.3%
Continuity and Transition	27.1%	97	0.431	Top	24.3%	17.2%	30.3%

* Significantly different from EAFB 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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**96th Medical Group - Eglin Air Force Base
Adult Inpatient Survey - Medicine Comparisons**

<i>Respect for Patient Preferences</i>	EAFB PROBLEM SCORE	EAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
Respect for Patient Preferences	20.4%	97	0.506	Top	21.1%	12.7%	22.7%
Q12/9. Did doctors talk in front of you as if you weren't there?	15.5%	97	0.275	Low	16.2%	4.3%	16.1%
Q18/15. Did nurses talk in front of you as if you weren't there?	8.2%	97	0.142	Low	11.0%	4.6%	14.6%
Q22/19. Did you have enough say about your treatment?	43.3%	97	0.406	Top	41.5%	27.5%	41.9%
Q30/27. Did you feel like you were treated with respect and dignity while you were in the hospital?	14.4%	97	0.513	High	15.9%	6.6%	18.2%

* Significantly different from EAFB 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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**96th Medical Group - Eglin Air Force Base
Adult Inpatient Survey - Medicine Comparisons**

Coordination of Care	EAFB PROBLEM SCORE	EAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
Coordination of Care	21.6%	97	0.565	Top	20.8%	14.0%	25.2%
Q2/- How organized was the care you received in the emergency room?	18.1%	83	0.464	High	19.4%	7.8%	26.0%
Q4/1. How organized was the admission process?	19.6%	97	0.473	High	19.7%	10.3%	24.8%
Q5/2. Do you feel you had to wait an unnecessarily long time to go to your room?	21.6%	97	0.327	Med	23.2%	12.3%	35.5% *
Q8/5. Was there one particular doctor in charge of your care in the hospital?	24.7%	97	0.272	Med	17.5%	1.3%	14.6% *
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?	15.5%	97	0.143	Low	18.2%	9.8%	21.6%
Q29/26. Were your scheduled tests and procedures performed on time?	30.9%	97	0.382	Med	27.1%	16.7%	30.6%

* Significantly different from EAFB 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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**96th Medical Group - Eglin Air Force Base
Adult Inpatient Survey - Medicine Comparisons**

Information and Education	EAFB PROBLEM SCORE	EAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
Information and Education	25.4%	97	0.532	Top	24.3%	14.7%	28.3%
Q3/- While you were in the emergency room, did you get enough information about your medical condition and treatment?	32.5%	83	0.319	Med	32.6%	26.5%	40.8%
Q6/3. If you had to wait to go to your room, did someone from the hospital explain the reason for the delay?	15.5%	97	0.305	Low	12.3%	5.2%	15.9%
Q9/6. When you had important questions to ask a doctor, did you get answers you could understand?	30.9%	97	0.485	Top	24.9%	13.0%	29.3%
Q15/12. When you had important questions to ask a nurse, did you get answers you could understand?	22.7%	97	0.383	Med	26.4%	9.1%	30.3%
Q28/25. Did a doctor or nurse explain the results of tests in a way you could understand?	26.8%	97	0.380	Med	27.9%	14.5%	31.1%

* Significantly different from EAFB 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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**96th Medical Group - Eglin Air Force Base
Adult Inpatient Survey - Medicine Comparisons**

Physical Comfort	EAFB PROBLEM SCORE	EAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
Physical Comfort	7.8%	97	0.489	High	8.9%	4.7%	10.1%
Q26/23. When you needed help getting to the bathroom, did you get it in time?	8.2%	97	0.274	Low	13.4%	9.8%	19.7% *
Q27/24. How many minutes after you used the call button did it usually take before you got the help you needed?	3.1%	97	0.428	High	2.8%	0.0%	4.0%
Q35/38. How many minutes after you requested pain medicine did it usually take before you got it?	2.1%	97	0.267	Low	5.3%	0.0%	4.9%
Q36/39. Do you think that the hospital staff did everything they could to help control your pain?	16.5%	97	0.395	Low	17.1%	5.5%	16.0%
Q37/40. Overall, how much pain medicine did you get?	9.3%	97	0.337	Low	5.9%	0.7%	5.9%

* Significantly different from EAFB 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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96th Medical Group - Eglin Air Force Base
Adult Inpatient Survey - Medicine Comparisons

<i>Emotional Support</i>	EAFB PROBLEM SCORE	EAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
Emotional Support	25.3%	97	0.630	Top	24.3%	15.2%	28.3%
Q10/7. If you had any anxieties or fears about your condition or treatment, did a doctor discuss them with you?	30.9%	97	0.459	Top	23.7%	8.0%	28.2%
Q11/8. Did you have confidence and trust in the doctors treating you?	26.8%	97	0.514	Top	22.0%	5.2%	21.7%
Q16/13. If you had any anxieties or fears about your condition or treatment, did a nurse discuss them with you?	23.7%	97	0.355	Med	29.7%	19.5%	34.7%
Q17/14. Did you have confidence and trust in the nurses treating you?	20.6%	97	0.531	Top	25.2%	13.0%	28.1%
Q25/22. Was it easy for you to find someone on the hospital staff to talk to about your concerns?	34.0%	97	0.537	Top	33.3%	16.9%	37.2%
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?	15.5%	97	0.043	Low	11.8%	3.9%	19.7%

* Significantly different from EAFB 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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**96th Medical Group - Eglin Air Force Base
Adult Inpatient Survey - Medicine Comparisons**

<i>Involvement of Family and Friends</i>	EAFB PROBLEM SCORE	EAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
Involvement of Family and Friends	20.6%	97	0.603	Top	20.2%	11.4%	22.3%
Q23/20. Did your family or someone else close to you have enough opportunity to talk to your doctor?	25.8%	97	0.461	Top	27.0%	16.3%	29.8%
Q24/21. How much information about your condition or treatment was given to your family or someone close to you?	10.3%	97	0.478	High	10.2%	3.4%	11.1%
Q47/46. Did the doctors and nurses give your family or someone close to you all the information they needed to help you recover?	25.8%	97	0.539	Top	23.3%	11.8%	26.2%

* Significantly different from EAFB 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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**96th Medical Group - Eglin Air Force Base
Adult Inpatient Survey - Medicine Comparisons**

Continuity and Transition	EAFB PROBLEM SCORE	EAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
Continuity and Transition	27.1%	97	0.431	Top	24.3%	17.2%	30.3%
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?	14.4%	90	0.202	Low	13.8%	7.1%	15.4%
Q44/43. Did someone tell you about medication side effects to watch for when you went home?	26.4%	91	0.427	Top	24.6%	15.2%	32.1%
Q45/44. Did they tell you what danger signals about your illness or operation to watch for after you went home?	30.9%	97	0.358	Med	28.1%	16.9%	34.4%
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?	34.0%	97	0.436	Top	29.3%	20.9%	37.3%

* Significantly different from EAFB 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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**96th Medical Group - Eglin Air Force Base
Adult Inpatient Survey - Medicine Comparisons**

Overall Impression	EAFB PROBLEM SCORE	EAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
Q7/4. How would you rate the courtesy of the staff who admitted you?	2.1%	97	0.356	Low	4.1%	0.0%	7.8% *
Q13/10. How would you rate the courtesy of your doctors?	4.1%	97	0.347	Low	5.5%	0.0%	6.4%
Q14/11. How would you rate the availability of your doctors?	14.4%	97	0.593	High	12.4%	2.7%	14.6%
Q19/16. How would you rate the courtesy of your nurses?	5.2%	97	0.611	High	5.2%	0.0%	8.3%
Q20/17. How would you rate the availability of your nurses?	7.2%	97	0.616	High	8.6%	3.5%	14.6%
Q50/49. How would you rate how well the doctors and nurses worked together?	5.2%	97	0.554	High	5.9%	0.0%	8.8%
Q51/50. Overall, how would you rate the care you received at the hospital?	4.1%	97	--	--	6.8%	1.1%	9.4%
Q52/51. Would you recommend this hospital to your friends and family?	32.0%	97	0.511	Top	29.4%	10.4%	26.8%

* Significantly different from EAFB 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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**96th Medical Group - Eglin Air Force Base
Adult Inpatient Survey - Surgery Comparisons**

Dimensions	EAFB PROBLEM SCORE	EAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
All Dimensions Combined	18.8%	54	0.759	High	15.6%	11.8%	19.5%
Respect for Patient Preferences	19.4%	54	0.555	High	16.5%	9.2%	19.0%
Coordination of Care	17.2%	54	0.733	High	14.9%	8.6%	17.2%
Information and Education	18.8%	54	0.646	High	16.1%	11.5%	20.4%
Physical Comfort	14.8%	54	0.834	High	9.6%	4.0%	10.9%
Emotional Support	25.3%	54	0.656	Top	19.2%	12.8%	23.5%
Involvement of Family and Friends	15.4%	54	0.386	Low	15.3%	8.7%	19.0%
Continuity and Transition	19.0%	54	0.491	High	17.6%	15.2%	25.4%
Surgery-Specific	20.4%	54	0.402	Top	15.1%	11.7%	20.6%

* Significantly different from EAFB 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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**96th Medical Group - Eglin Air Force Base
Adult Inpatient Survey - Surgery Comparisons**

<i>Respect for Patient Preferences</i>	EAFB PROBLEM SCORE	EAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
Respect for Patient Preferences	19.4%	54	0.555	High	16.5%	9.2%	19.0%
Q12/9. Did doctors talk in front of you as if you weren't there?	7.4%	54	0.132	Low	9.4%	1.2%	11.4%
Q18/15. Did nurses talk in front of you as if you weren't there?	7.4%	54	0.064	Low	11.1%	3.2%	13.0%
Q22/19. Did you have enough say about your treatment?	40.7%	54	0.475	Top	29.4%	17.8%	33.7%
Q30/27. Did you feel like you were treated with respect and dignity while you were in the hospital?	22.2%	54	0.665	Top	16.3%	5.7%	17.8%

* Significantly different from EAFB problem score

Patients discharged: July 2001 - September 2001

<p>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</p>

**96th Medical Group - Eglin Air Force Base
Adult Inpatient Survey - Surgery Comparisons**

Coordination of Care	EAFB PROBLEM SCORE	EAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
Coordination of Care	17.2%	54	0.733	High	14.9%	8.6%	17.2%
Q2/- How organized was the care you received in the emergency room?	21.4%	14	0.763	Top	17.4%	20.8%	24.8%
Q4/1. How organized was the admission process?	24.1%	54	0.677	Top	18.0%	5.9%	17.9%
Q5/2. Do you feel you had to wait an unnecessarily long time to go to your room?	11.1%	54	0.538	High	11.1%	5.6%	18.5%
Q8/5. Was there one particular doctor in charge of your care in the hospital?	3.7%	54	0.139	Low	7.9%	0.7%	9.4%
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?	13.0%	54	0.538	High	14.7%	3.7%	17.0%
Q29/26. Were your scheduled tests and procedures performed on time?	35.2%	54	0.430	Top	21.6%	9.7%	23.2%

* Significantly different from EAFB 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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**96th Medical Group - Eglin Air Force Base
Adult Inpatient Survey - Surgery Comparisons**

Information and Education	EAFB PROBLEM SCORE	EAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
Information and Education	18.8%	54	0.646	High	16.1%	11.5%	20.4%
Q3/- While you were in the emergency room, did you get enough information about your medical condition and treatment?	42.9%	14	0.665	Top	26.5%	27.3%	33.9%
Q6/3. If you had to wait to go to your room, did someone from the hospital explain the reason for the delay?	5.6%	54	0.212	Low	5.1%	1.8%	9.2%
Q9/6. When you had important questions to ask a doctor, did you get answers you could understand?	18.5%	54	0.488	High	14.3%	6.5%	20.2%
Q15/12. When you had important questions to ask a nurse, did you get answers you could understand?	29.6%	54	0.629	Top	24.5%	13.0%	28.5%
Q28/25. Did a doctor or nurse explain the results of tests in a way you could understand?	18.5%	54	0.440	High	16.9%	7.8%	21.5%

* Significantly different from EAFB 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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**96th Medical Group - Eglin Air Force Base
Adult Inpatient Survey - Surgery Comparisons**

Physical Comfort	EAFB PROBLEM SCORE	EAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
Physical Comfort	14.8%	54	0.834	High	9.6%	4.0%	10.9%
Q26/23. When you needed help getting to the bathroom, did you get it in time?	24.1%	54	0.469	Top	16.5%	7.8%	21.7%
Q27/24. How many minutes after you used the call button did it usually take before you got the help you needed?	9.3%	54	0.476	High	3.7%	0.0%	4.3%
Q35/38. How many minutes after you requested pain medicine did it usually take before you got it?	5.6%	54	0.526	High	4.8%	0.0%	3.8%
Q36/39. Do you think that the hospital staff did everything they could to help control your pain?	22.2%	54	0.805	Top	17.3%	4.1%	17.7%
Q37/40. Overall, how much pain medicine did you get?	13.0%	54	0.711	High	5.8%	0.0%	7.0%

* Significantly different from EAFB 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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**96th Medical Group - Eglin Air Force Base
Adult Inpatient Survey - Surgery Comparisons**

<i>Emotional Support</i>	EAFB PROBLEM SCORE	EAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
Emotional Support	25.3%	54	0.656	Top	19.2%	12.8%	23.5%
Q10/7. If you had any anxieties or fears about your condition or treatment, did a doctor discuss them with you?	16.7%	54	0.297	Low	13.0%	8.0%	19.3%
Q11/8. Did you have confidence and trust in the doctors treating you?	20.4%	54	0.526	Top	12.0%	2.9%	12.2%
Q16/13. If you had any anxieties or fears about your condition or treatment, did a nurse discuss them with you?	40.7%	54	0.551	Top	26.3%	13.9%	30.9%
Q17/14. Did you have confidence and trust in the nurses treating you?	33.3%	54	0.663	Top	28.3%	13.2%	29.8%
Q25/22. Was it easy for you to find someone on the hospital staff to talk to about your concerns?	35.2%	54	0.466	Top	27.7%	13.3%	31.8%
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?	5.6%	54	0.133	Low	7.8%	3.8%	16.9% *

* Significantly different from EAFB 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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**96th Medical Group - Eglin Air Force Base
Adult Inpatient Survey - Surgery Comparisons**

<i>Involvement of Family and Friends</i>	EAFB PROBLEM SCORE	EAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
Involvement of Family and Friends	15.4%	54	0.386	Low	15.3%	8.7%	19.0%
Q23/20. Did your family or someone else close to you have enough opportunity to talk to your doctor?	27.8%	54	0.339	Med	20.8%	10.7%	24.4%
Q24/21. How much information about your condition or treatment was given to your family or someone close to you?	3.7%	54	0.139	Low	5.3%	1.1%	7.9%
Q47/46. Did the doctors and nurses give your family or someone close to you all the information they needed to help you recover?	14.8%	54	0.302	Low	19.6%	12.5%	24.8%

* Significantly different from EAFB 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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**96th Medical Group - Eglin Air Force Base
Adult Inpatient Survey - Surgery Comparisons**

Continuity and Transition	EAFB PROBLEM SCORE	EAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
Continuity and Transition	19.0%	54	0.491	High	17.6%	15.2%	25.4%
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?	13.7%	51	0.537	High	10.3%	4.0%	13.2%
Q44/43. Did someone tell you about medication side effects to watch for when you went home?	25.5%	51	0.286	Med	21.8%	16.9%	29.3%
Q45/44. Did they tell you what danger signals about your illness or operation to watch for after you went home?	27.8%	54	0.383	Med	18.6%	15.7%	28.0%
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?	11.1%	54	0.445	High	18.9%	16.7%	30.0% *

* Significantly different from EAFB 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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**96th Medical Group - Eglin Air Force Base
Adult Inpatient Survey - Surgery Comparisons**

<i>Surgery-Specific</i>	EAFB PROBLEM SCORE	EAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
Surgery-Specific	20.4%	54	0.402	Top	15.1%	11.7%	20.6%
Q39/- Did the surgeon explain the risks and benefits of the surgery in a way you could understand?	7.4%	54	0.339	Low	7.1%	4.1%	12.0%
Q40/- Did the surgeon or any of your other doctors answer your questions about the surgery in a way you could understand?	14.8%	54	0.424	High	8.2%	3.8%	13.3%
Q41/- Did a doctor or nurse tell you accurately how you would feel after surgery?	42.6%	54	0.256	Med	31.4%	24.6%	38.4%
Q42/- Were the results of the surgery explained in a way you could understand?	16.7%	54	0.302	Low	13.6%	8.8%	18.7%

* Significantly different from EAFB problem score

Patients discharged: July 2001 - September 2001

<p>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</p>

**96th Medical Group - Eglin Air Force Base
Adult Inpatient Survey - Surgery Comparisons**

Overall Impression	EAFB PROBLEM SCORE	EAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
Q7/4. How would you rate the courtesy of the staff who admitted you?	3.7%	54	0.330	Low	2.8%	0.0%	5.0%
Q13/10. How would you rate the courtesy of your doctors?	1.9%	54	0.164	Low	1.6%	0.0%	3.6%
Q14/11. How would you rate the availability of your doctors?	14.8%	54	0.516	High	6.4%	0.0%	9.6%
Q19/16. How would you rate the courtesy of your nurses?	13.0%	54	0.424	High	5.7%	1.0%	8.8%
Q20/17. How would you rate the availability of your nurses?	14.8%	54	0.653	High	9.9%	4.3%	15.0%
Q50/49. How would you rate how well the doctors and nurses worked together?	7.4%	54	0.683	High	4.1%	0.0%	7.2%
Q51/50. Overall, how would you rate the care you received at the hospital?	9.3%	54	--	--	4.9%	1.1%	8.6%
Q52/51. Would you recommend this hospital to your friends and family?	33.3%	54	0.623	Top	26.7%	5.9%	25.8%

* Significantly different from EAFB 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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96th Medical Group - Eglin Air Force Base
Adult Inpatient Survey - Childbirth Comparisons

Dimensions	EAFB PROBLEM SCORE	EAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
All Dimensions Combined	28.4%	85	0.751	Top	25.6%	13.2%	22.7% *
Respect for Patient Preferences	34.1%	85	0.640	Top	26.5% *	9.4%	22.1% *
Coordination of Care	22.1%	85	0.487	Top	26.9%	9.6%	20.2%
Information and Education	27.6%	85	0.577	Top	23.9%	8.5%	19.4% *
Physical Comfort	18.4%	85	0.532	High	13.1%	3.5%	11.2% *
Emotional Support	33.7%	85	0.719	Top	28.3%	12.7%	24.6% *
Involvement of Family and Friends	29.0%	85	0.558	Top	29.6%	19.5%	26.7%
Continuity and Transition	32.4%	85	0.418	Top	28.1%	20.3%	31.1%
Childbirth-Specific	29.6%	85	0.441	Top	28.1%	16.4%	25.7%

* Significantly different from EAFB 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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**96th Medical Group - Eglin Air Force Base
Adult Inpatient Survey - Childbirth Comparisons**

<i>Respect for Patient Preferences</i>	EAFB PROBLEM SCORE	EAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
Respect for Patient Preferences	34.1%	85	0.640	Top	26.5% *	9.4%	22.1% *
Q12/9. Did doctors talk in front of you as if you weren't there?	14.1%	85	0.202	Low	15.4%	6.1%	16.2%
Q18/15. Did nurses talk in front of you as if you weren't there?	22.4%	85	0.156	Med	15.2%	4.7%	16.3%
Q22/19. Did you have enough say about your treatment?	51.8%	85	0.696	Top	42.6%	15.5%	32.8% *
Q30/27. Did you feel like you were treated with respect and dignity while you were in the hospital?	48.2%	85	0.600	Top	33.0%	7.8%	22.8% *

* Significantly different from EAFB 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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**96th Medical Group - Eglin Air Force Base
Adult Inpatient Survey - Childbirth Comparisons**

Coordination of Care	EAFB PROBLEM SCORE	EAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
Coordination of Care	22.1%	85	0.487	Top	26.9%	9.6%	20.2%
Q4/1. How organized was the admission process?	20.0%	85	0.311	Med	27.2%	1.2%	21.0%
Q5/2. Do you feel you had to wait an unnecessarily long time to go to your room?	7.1%	85	-0.012	Low	16.1%	0.0%	12.9%
Q8/5. Was there one particular doctor in charge of your care in the hospital?	14.1%	85	0.234	Low	26.8%	5.3%	16.4%
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?	37.6%	85	0.411	Top	36.1%	8.0%	28.7%
Q29/26. Were your scheduled tests and procedures performed on time?	31.8%	85	0.406	Top	28.6%	7.1%	21.8%

* Significantly different from EAFB 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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**96th Medical Group - Eglin Air Force Base
Adult Inpatient Survey - Childbirth Comparisons**

Information and Education	EAFB PROBLEM SCORE	EAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
Information and Education	27.6%	85	0.577	Top	23.9%	8.5%	19.4% *
Q6/3. If you had to wait to go to your room, did someone from the hospital explain the reason for the delay?	2.4%	85	0.041	Low	6.7%	0.0%	5.0%
Q9/6. When you had important questions to ask a doctor, did you get answers you could understand?	25.9%	85	0.408	Top	27.3%	10.0%	22.2%
Q15/12. When you had important questions to ask a nurse, did you get answers you could understand?	48.2%	85	0.556	Top	35.3%	7.1%	30.0% *
Q28/25. Did a doctor or nurse explain the results of tests in a way you could understand?	34.1%	85	0.273	Med	26.2%	8.1%	20.4% *

* Significantly different from EAFB 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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**96th Medical Group - Eglin Air Force Base
Adult Inpatient Survey - Childbirth Comparisons**

Physical Comfort	EAFB PROBLEM SCORE	EAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
Physical Comfort	18.4%	85	0.532	High	13.1%	3.5%	11.2% *
Q26/23. When you needed help getting to the bathroom, did you get it in time?	28.2%	85	0.435	Top	19.9%	7.3%	18.3%
Q27/24. How many minutes after you used the call button did it usually take before you got the help you needed?	1.2%	85	-0.022	Low	3.2%	0.0%	3.7%
Q35/38. How many minutes after you requested pain medicine did it usually take before you got it?	10.6%	85	0.287	Low	7.7%	0.0%	5.5%
Q36/39. Do you think that the hospital staff did everything they could to help control your pain?	30.6%	85	0.487	Top	24.7%	5.9%	20.5%
Q37/40. Overall, how much pain medicine did you get?	21.2%	85	0.433	Top	9.7%	1.4%	7.9% *

* Significantly different from EAFB 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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**96th Medical Group - Eglin Air Force Base
Adult Inpatient Survey - Childbirth Comparisons**

<i>Emotional Support</i>	EAFB PROBLEM SCORE	EAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
Emotional Support	33.7%	85	0.719	Top	28.3%	12.7%	24.6% *
Q10/7. If you had any anxieties or fears about your condition or treatment, did a doctor discuss them with you?	23.5%	85	0.406	Top	23.5%	11.5%	21.7%
Q11/8. Did you have confidence and trust in the doctors treating you?	28.2%	85	0.508	Top	28.9%	5.3%	18.5%
Q16/13. If you had any anxieties or fears about your condition or treatment, did a nurse discuss them with you?	40.0%	85	0.442	Top	32.6%	10.6%	28.3%
Q17/14. Did you have confidence and trust in the nurses treating you?	47.1%	85	0.627	Top	36.6%	10.6%	31.2% *
Q25/22. Was it easy for you to find someone on the hospital staff to talk to about your concerns?	54.1%	85	0.578	Top	40.0%	16.6%	32.9% *
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?	9.4%	85	0.048	Low	8.4%	3.4%	14.6%

* Significantly different from EAFB problem score

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 2001 - September 2001

**96th Medical Group - Eglin Air Force Base
Adult Inpatient Survey - Childbirth Comparisons**

<i>Involvement of Family and Friends</i>	EAFB PROBLEM SCORE	EAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
Involvement of Family and Friends	29.0%	85	0.558	Top	29.6%	19.5%	26.7%
Q23/20. Did your family or someone else close to you have enough opportunity to talk to your doctor?	34.1%	85	0.435	Top	35.5%	16.3%	29.9%
Q24/21. How much information about your condition or treatment was given to your family or someone close to you?	9.4%	85	0.311	Low	9.6%	0.9%	8.8%
Q47/46. Did the doctors and nurses give your family or someone close to you all the information they needed to help you recover?	43.5%	85	0.445	Top	43.7%	30.3%	41.0%

* Significantly different from EAFB 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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96th Medical Group - Eglin Air Force Base
Adult Inpatient Survey - Childbirth Comparisons

Continuity and Transition	EAFB PROBLEM SCORE	EAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
Continuity and Transition	32.4%	85	0.418	Top	28.1%	20.3%	31.1%
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?	17.5%	80	0.258	Low	18.9%	6.4%	15.8%
Q44/43. Did someone tell you about medication side effects to watch for when you went home?	40.0%	80	0.449	Top	32.3%	23.4%	33.2%
Q45/44. Did they tell you what danger signals about your illness or operation to watch for after you went home?	34.1%	85	0.250	Med	29.5%	16.0%	34.4%
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?	40.0%	85	0.263	Med	31.0%	12.7%	36.0%

* Significantly different from EAFB 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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**96th Medical Group - Eglin Air Force Base
Adult Inpatient Survey - Childbirth Comparisons**

Childbirth-Specific	EAFB PROBLEM SCORE	EAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
Childbirth-Specific	29.6%	85	0.441	Top	28.1%	16.4%	25.7%
Q-/29. Did your doctor or midwife answer your questions about the delivery in a way you could understand?	20.0%	85	0.366	Med	20.9%	8.0%	15.9%
Q-/30. Did your doctor or midwife discuss your options for pain control during the labor and delivery with you?	17.6%	85	0.253	Low	22.6%	12.2%	25.9%
Q-/31. Did you have enough say about your pain control during labor and delivery?	32.9%	85	0.210	Med	28.6%	10.6%	25.9%
Q-/32. How much anesthesia and pain medicine did you get during labor and delivery?	27.1%	85	0.125	Med	19.7%	5.1%	14.5% *
Q-/33. Did a doctor, midwife or nurse tell you accurately how you would feel after your delivery?	48.2%	85	0.379	Med	51.3%	30.6%	47.0%
Q-/41. Did you get enough information about caring for the baby?	31.8%	85	0.217	Med	25.2%	13.5%	25.3%

* Significantly different from EAFB 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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**96th Medical Group - Eglin Air Force Base
Adult Inpatient Survey - Childbirth Comparisons**

Overall Impression	EAFB PROBLEM SCORE	EAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
Q7/4. How would you rate the courtesy of the staff who admitted you?	1.2%	85	0.181	Low	7.8%	0.0%	6.5%
Q13/10. How would you rate the courtesy of your doctors?	3.5%	85	0.140	Low	7.2%	0.0%	5.2%
Q14/11. How would you rate the availability of your doctors?	7.1%	85	0.244	Low	14.5%	1.9%	10.3%
Q19/16. How would you rate the courtesy of your nurses?	22.4%	85	0.577	Top	10.0%	1.1%	8.5% *
Q20/17. How would you rate the availability of your nurses?	17.6%	85	0.511	High	12.1%	2.2%	11.5%
Q50/49. How would you rate how well the doctors and nurses worked together?	12.9%	85	0.511	High	8.7%	0.0%	7.2%
Q51/50. Overall, how would you rate the care you received at the hospital?	12.9%	85	--	--	10.8%	0.0%	7.2%
Q52/51. Would you recommend this hospital to your friends and family?	60.0%	85	0.656	Top	51.8%	5.9%	27.3% *

* Significantly different from EAFB 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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