



**Report on Patients' Experiences
3rd Medical Group - Elmendorf Air Force Base
Adult Inpatient Survey**

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

3rd Medical Group - Elmendorf Air Force Base

Executive Summary - Adult Inpatient Survey

METHODOLOGY:

This report summarizes an Adult Inpatient Survey of 3rd Medical Group - Elmendorf Air Force Base (EAFB) patients discharged between July 1, 2001 and September 30, 2001. This report compares the results of the survey for 3rd Medical Group - Elmendorf 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:

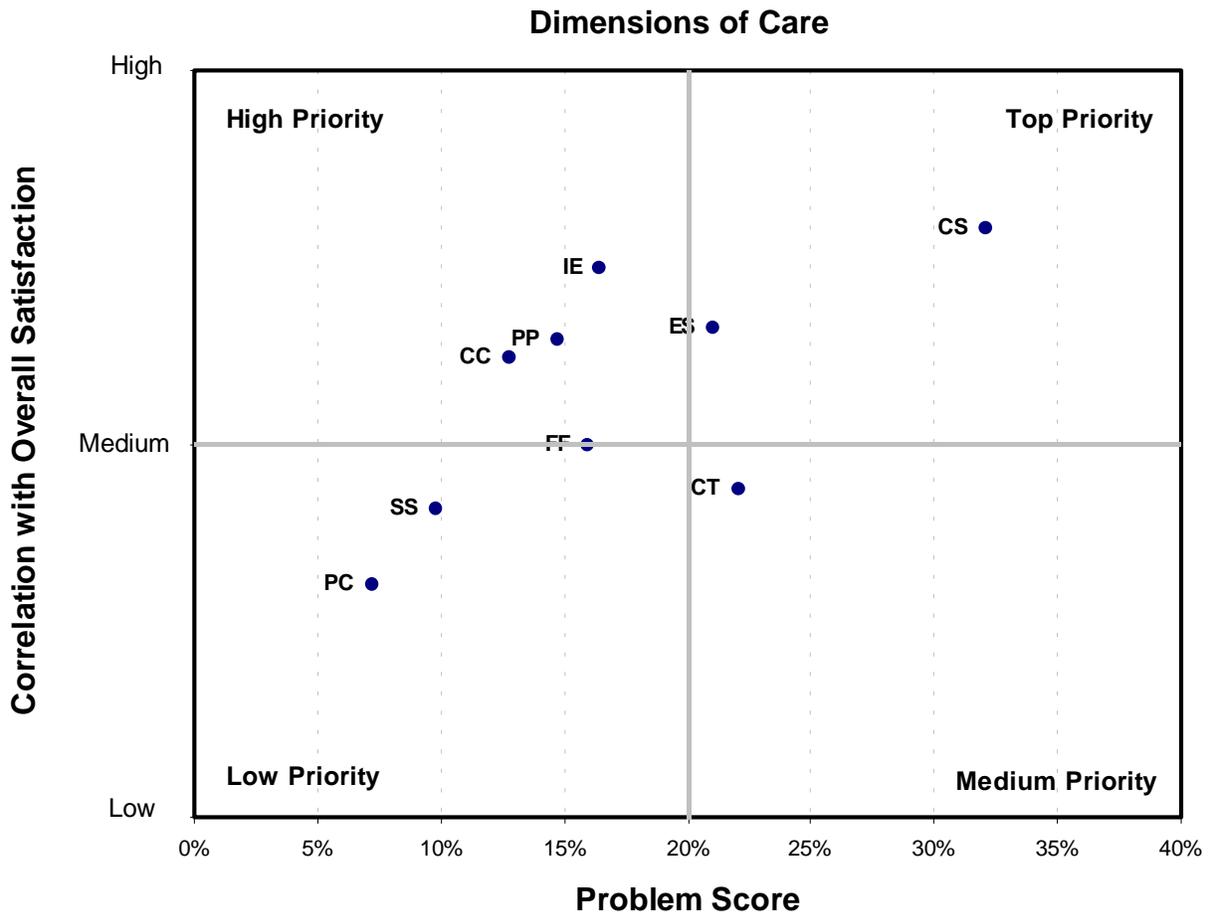
Overall Satisfaction	MHS Overall	EAFB Overall	EAFB Medicine	EAFB Surgery	EAFB Childbirth
Overall Rating (Percent Excellent)	45.5%	46.4%	48.5%	54.5%	33.3%
Would definitely recommend	59.6%	66.2%	63.2%	79.5% *	56.4%

Dimensions	MHS Overall	EAFB Overall	EAFB Medicine	EAFB Surgery	EAFB Childbirth
All Dimensions Combined	20.5%	16.1% *	17.7%	8.4% *	22.1%
Respect for Patient Preferences	21.5%	14.7% *	18.4%	9.7% *	14.1% *
Coordination of Care	20.7%	12.8% *	13.7% *	6.7% *	17.9%
Information and Education	21.7%	16.4% *	17.5%	8.9% *	23.1%
Physical Comfort	10.4%	7.2% *	6.8%	4.1% *	11.3%
Emotional Support	24.2%	21.0%	24.5%	11.0% *	26.1%
Involvement of Family and Friends	21.3%	15.9% *	17.6%	6.8% *	23.1%
Continuity and Transition	23.3%	22.1%	25.2%	10.6% *	29.5%
Surgery-Specific	15.1%	9.8%		9.8%	
Childbirth-Specific	28.1%	32.1%			32.1%

* Statistically significantly different from MHS Overall Average

3rd Medical Group - Elmendorf 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

3rd Medical Group - Elmendorf Air Force Base Adult Inpatient Survey - Key Strengths

	EAFB PROBLEM SCORE	EAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION
<i>Dimensions</i>			
Physical Comfort	7.2%	151	0.251
Surgery-Specific	9.8%	41	0.330
<i>Respect for Patient Preferences</i>			
Q12/9. Did doctors talk in front of you as if you weren't there?	5.3%	151	0.141
Q18/15. Did nurses talk in front of you as if you weren't there?	6.6%	151	0.142
<i>Coordination of Care</i>			
Q5/2. Do you feel you had to wait an unnecessarily long time to go to your room?	9.9%	151	0.284
<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?	6.0%	151	0.375
<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?	0.7%	151	0.024
Q35/38. How many minutes after you requested pain medicine did it usually take before you got it?	5.3%	151	0.106
Q37/40. Overall, how much pain medicine did you get?	6.0%	151	0.209
<i>Emotional Support</i>			
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?	9.3%	151	0.148
<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?	4.0%	151	0.222

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.

3rd Medical Group - Elmendorf Air Force Base

Adult Inpatient Survey - Key Strengths

	EAFB PROBLEM SCORE	EAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION
<i>Surgery-Specific</i>			
Q39/-. Did the surgeon explain the risks and benefits of the surgery in a way you could understand?	4.9%	41	0.381
Q40/-. Did the surgeon or any of your other doctors answer your questions about the surgery in a way you could understand?	4.9%	41	0.381
Q42/-. Were the results of the surgery explained in a way you could understand?	4.9%	41	0.381
<i>Overall Impression</i>			
Q7/4. How would you rate the courtesy of the staff who admitted you?	0.7%	151	0.024
Q13/10. How would you rate the courtesy of your doctors?	2.6%	151	0.295
* Q14/11. How would you rate the availability of your doctors?	9.3%	151	0.450
Q19/16. How would you rate the courtesy of your nurses?	3.3%	151	0.232
Q20/17. How would you rate the availability of your nurses?	5.3%	151	0.317
Q50/49. How would you rate how well the doctors and nurses worked together?	2.0%	151	0.268
Q51/50. Overall, how would you rate the care you received at the hospital?	4.0%	151	--

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

3rd Medical Group - Elmendorf Air Force Base Adult Inpatient Survey - Areas for Improvement

	EAFB PROBLEM SCORE	EAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION
<i>Dimensions</i>			
* Emotional Support	21.0%	151	0.524
Continuity and Transition	22.1%	151	0.352
* Childbirth-Specific	32.1%	39	0.631
<i>Respect for Patient Preferences</i>			
* Q22/19. Did you have enough say about your treatment?	32.5%	151	0.412
<i>Information and Education</i>			
Q3/-. While you were in the emergency room, did you get enough information about your medical condition and treatment?	24.3%	74	0.380
* Q15/12. When you had important questions to ask a nurse, did you get answers you could understand?	21.9%	151	0.505
<i>Emotional Support</i>			
* Q11/8. Did you have confidence and trust in the doctors treating you?	20.5%	151	0.428
Q16/13. If you had any anxieties or fears about your condition or treatment, did a nurse discuss them with you?	26.5%	151	0.396
Q17/14. Did you have confidence and trust in the nurses treating you?	23.2%	151	0.354
Q25/22. Was it easy for you to find someone on the hospital staff to talk to about your concerns?	27.2%	151	0.398
<i>Involvement of Family and Friends</i>			
Q47/46. Did the doctors and nurses give your family or someone close to you all the information they needed to help you recover?	23.8%	151	0.391

Patients discharged: July 2001 - September 2001

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

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

3rd Medical Group - Elmendorf 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?	22.6%	137	0.201
Q45/44. Did they tell you what danger signals about your illness or operation to watch for after you went home?	23.8%	151	0.241
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?	28.5%	151	0.332
<i>Surgery-Specific</i>			
Q41/-. Did a doctor or nurse tell you accurately how you would feel after surgery?	24.4%	41	0.122
<i>Childbirth-Specific</i>			
Q-/30. Did your doctor or midwife discuss your options for pain control during the labor and delivery with you?	30.8%	39	0.397
* Q-/31. Did you have enough say about your pain control during labor and delivery?	28.2%	39	0.471
* Q-/32. How much anesthesia and pain medicine did you get during labor and delivery?	28.2%	39	0.402
* Q-/33. Did a doctor, midwife or nurse tell you accurately how you would feel after your delivery?	56.4%	39	0.418
* Q-/41. Did you get enough information about caring for the baby?	30.8%	39	0.531
<i>Overall Impression</i>			
* Q52/51. Would you recommend this hospital to your friends and family?	27.8%	151	0.649

Patients discharged: July 2001 - September 2001

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

3rd Medical Group - Elmendorf Air Force Base Adult Inpatient Survey - Overall Comparisons

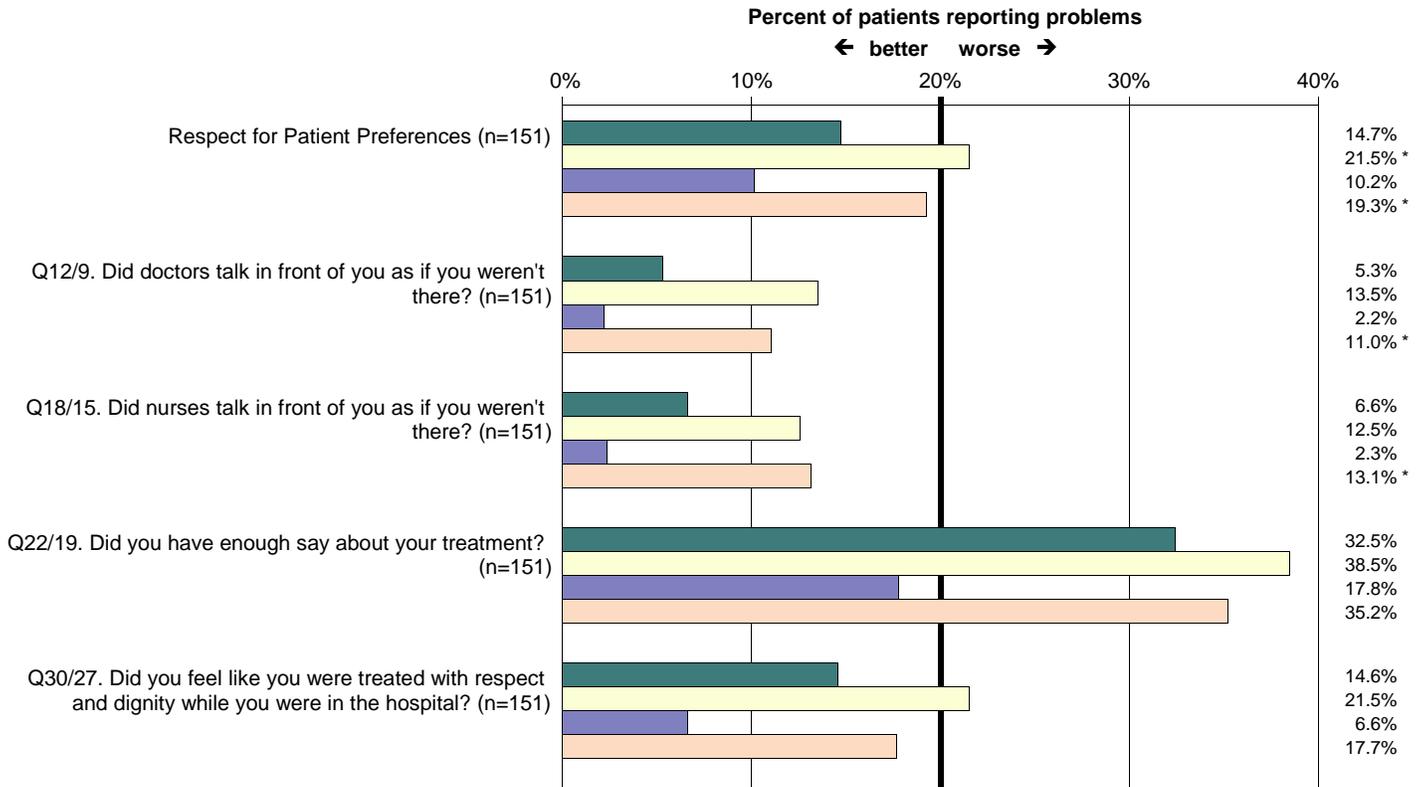
Dimensions



Patients discharged: July 2001 - September 2001

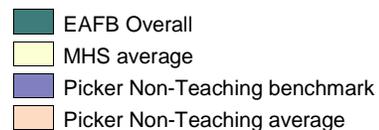
3rd Medical Group - Elmendorf Air Force Base Adult Inpatient Survey - Overall Comparisons

Respect for Patient Preferences



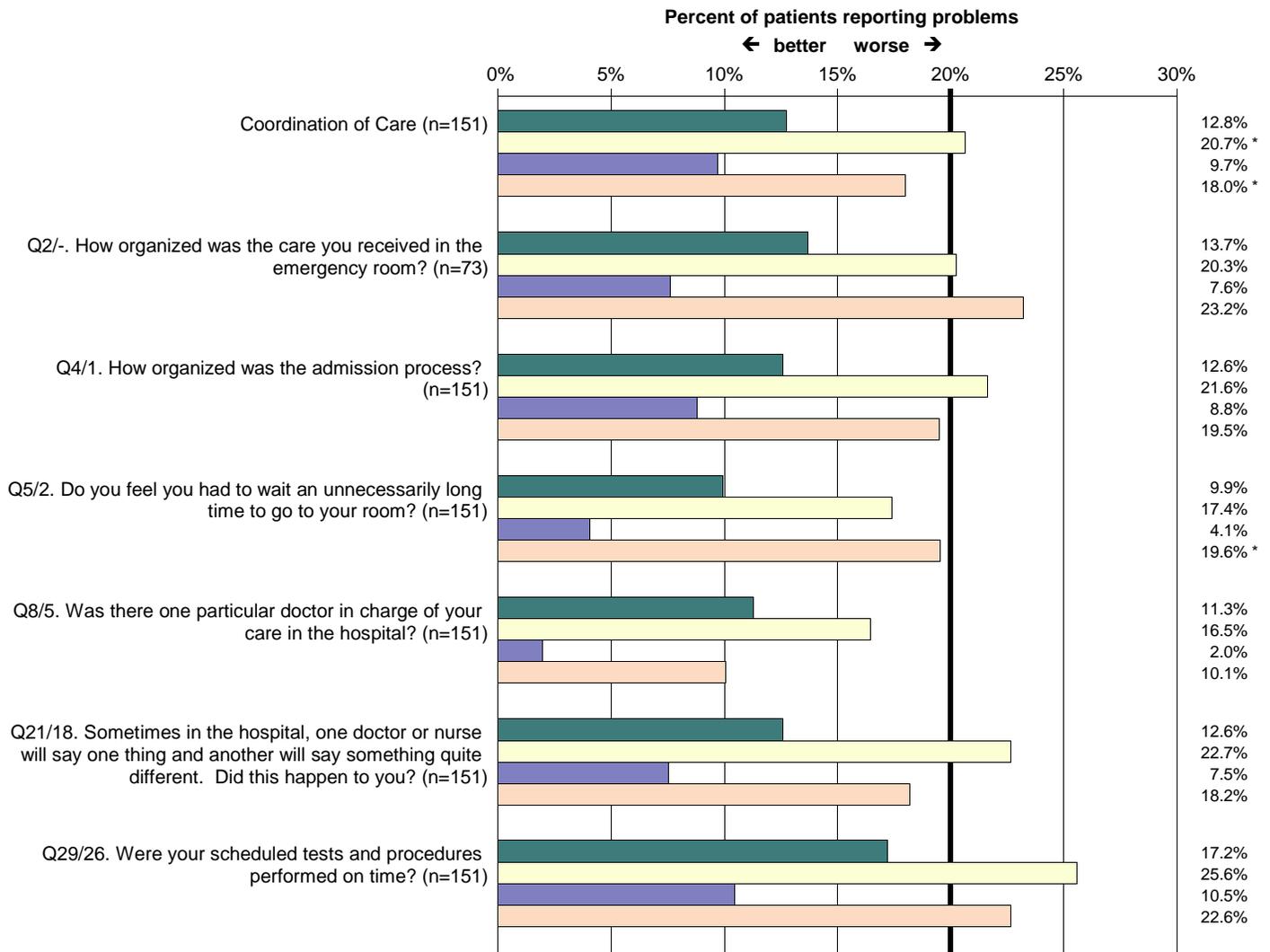
* Significantly different from EAFB problem score

Patients discharged: July 2001 - September 2001



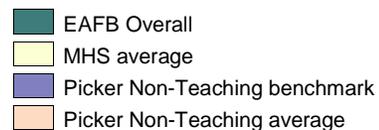
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Coordination of Care



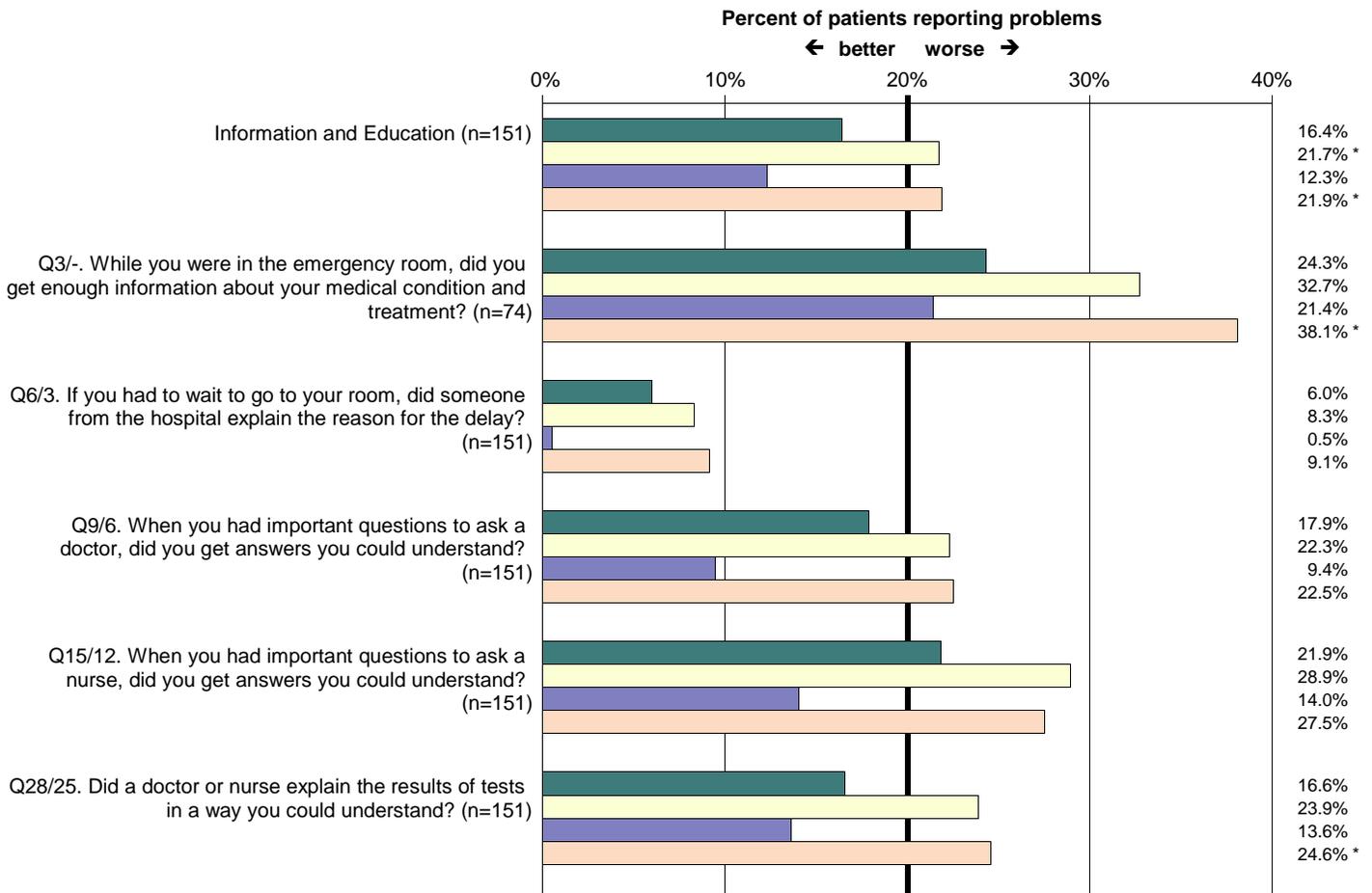
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Patients discharged: July 2001 - September 2001



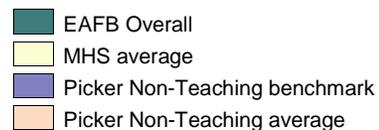
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Information and Education



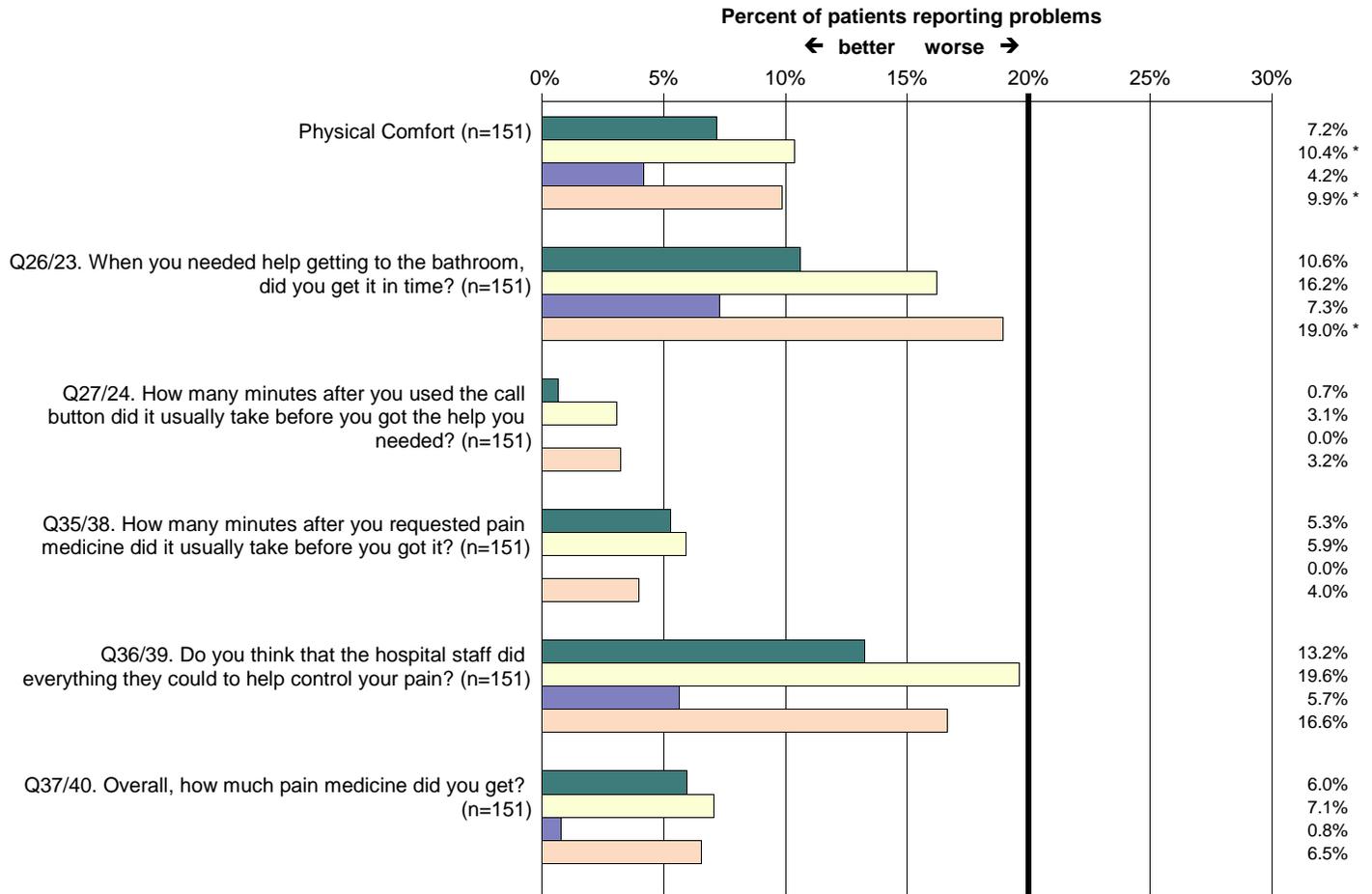
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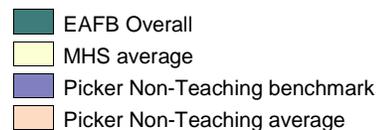
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Physical Comfort



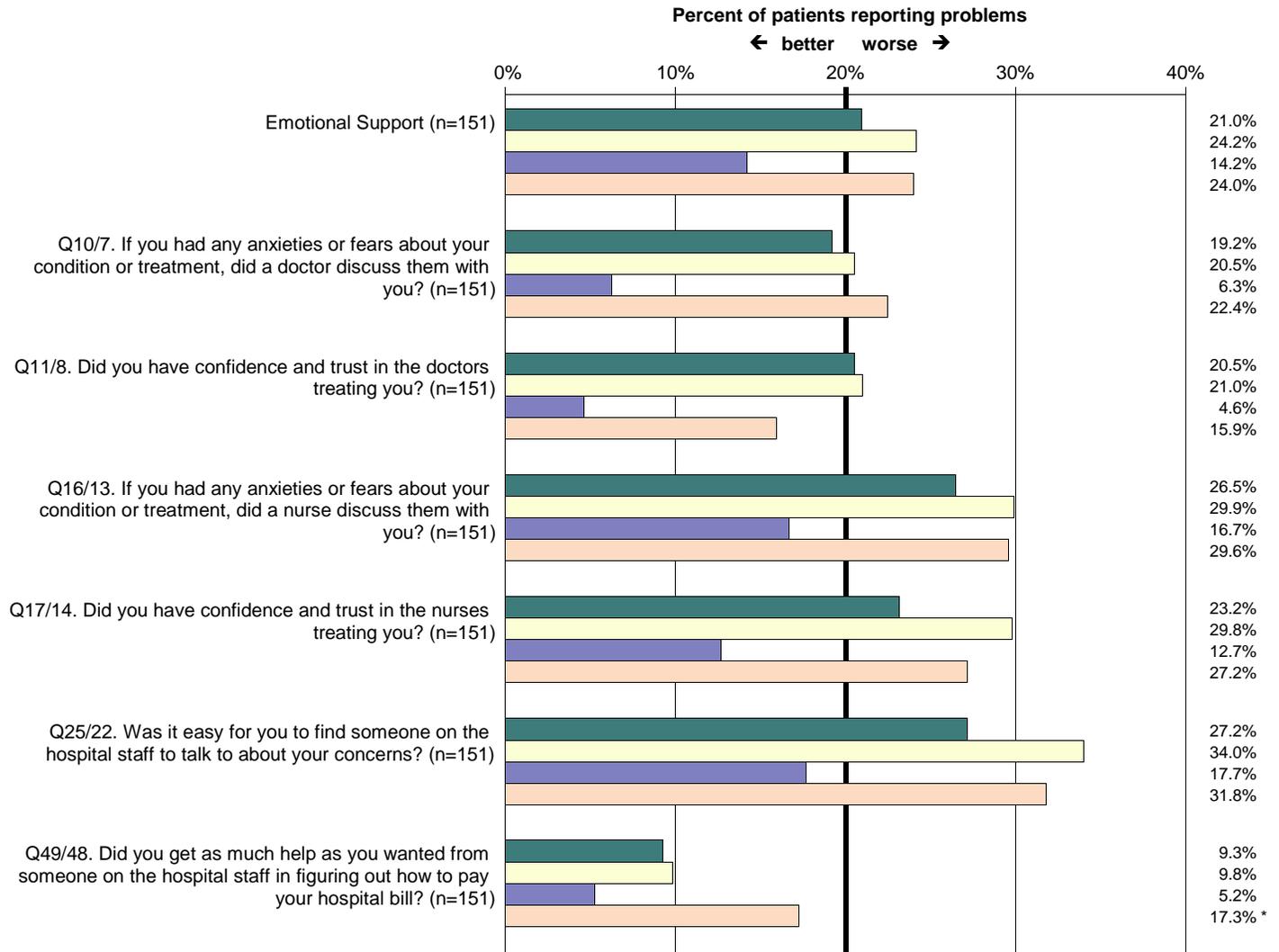
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Patients discharged: July 2001 - September 2001



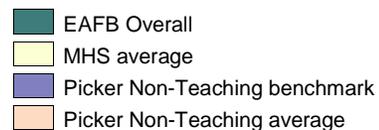
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Emotional Support



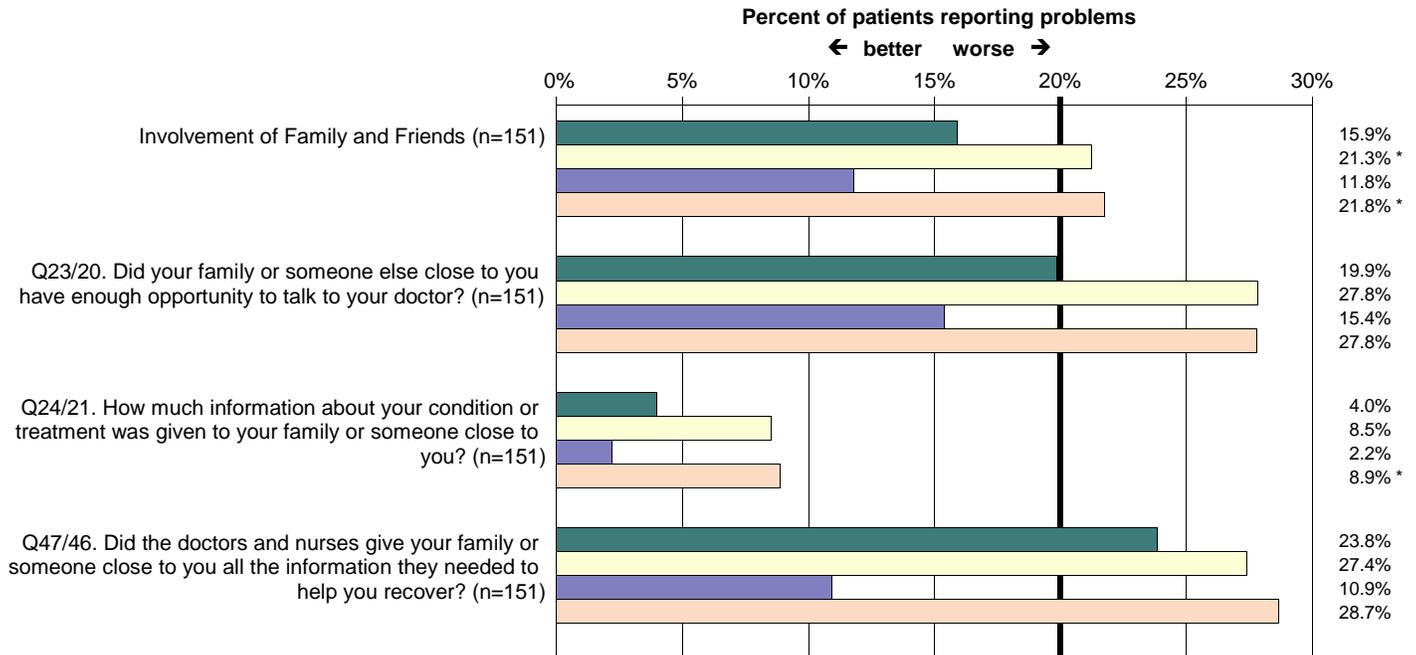
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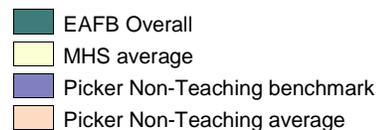
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Involvement of Family and Friends



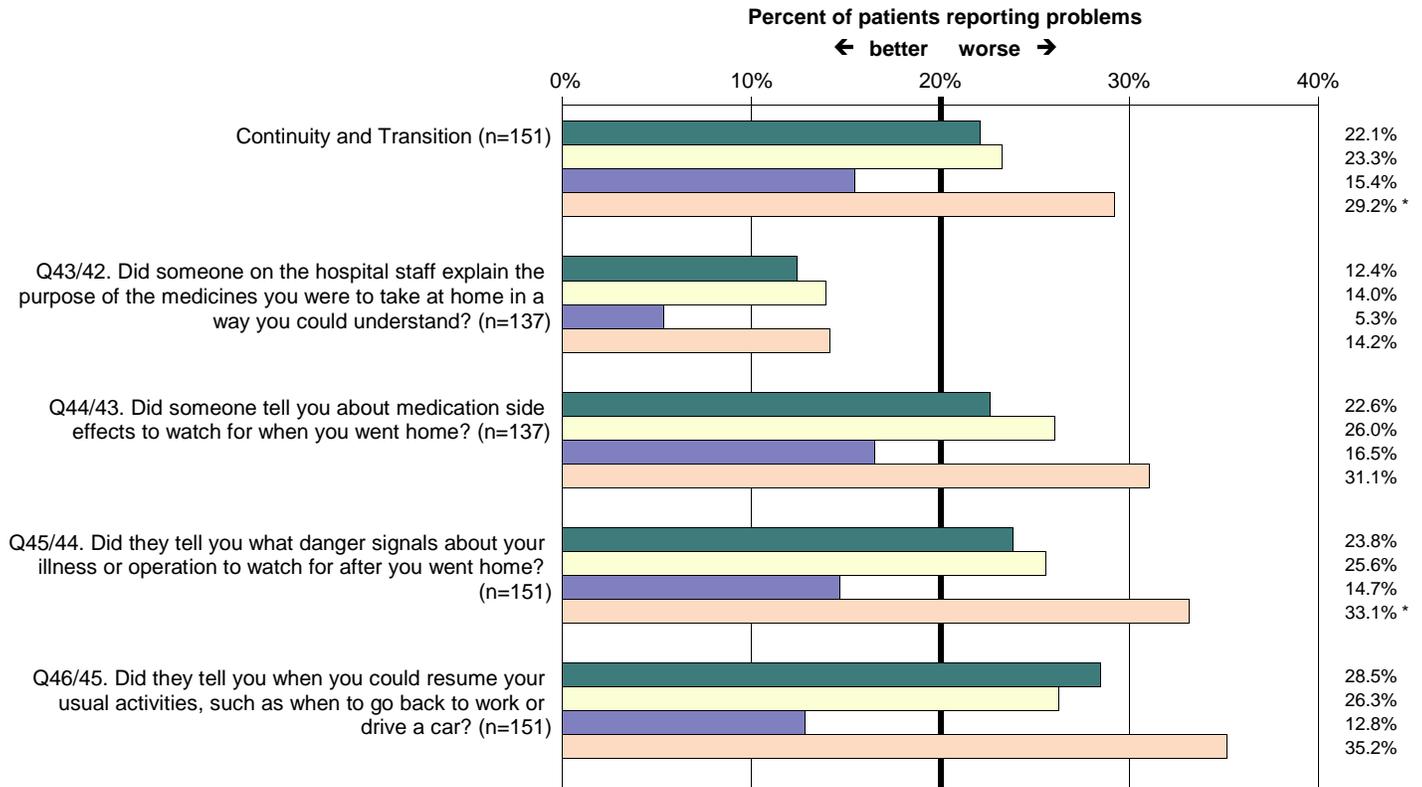
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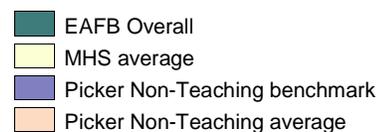
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Continuity and Transition



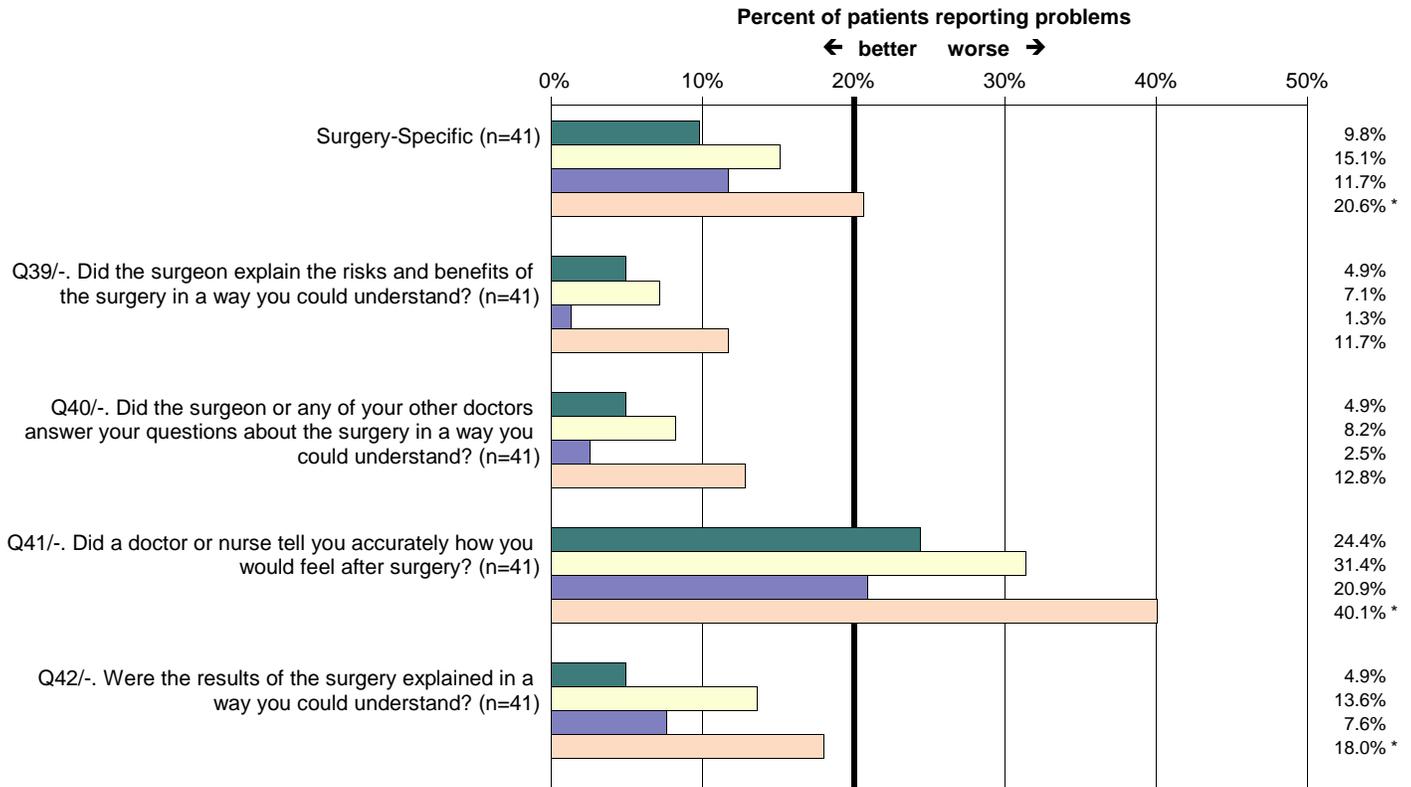
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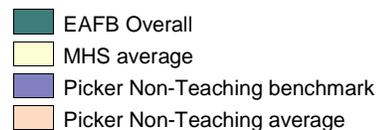
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Surgery-Specific



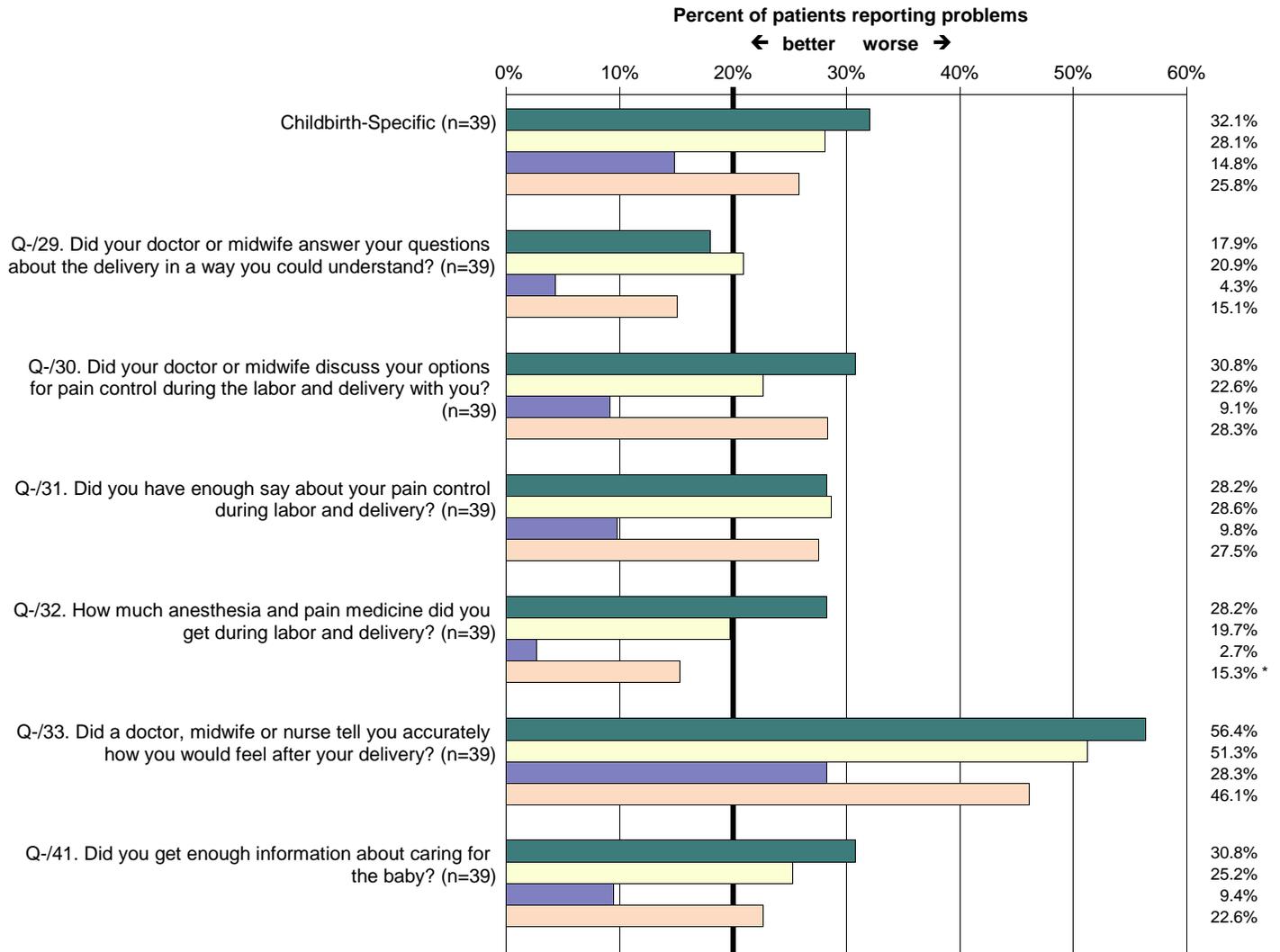
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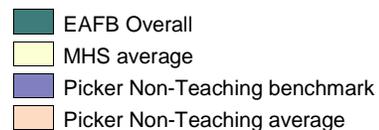
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Childbirth-Specific



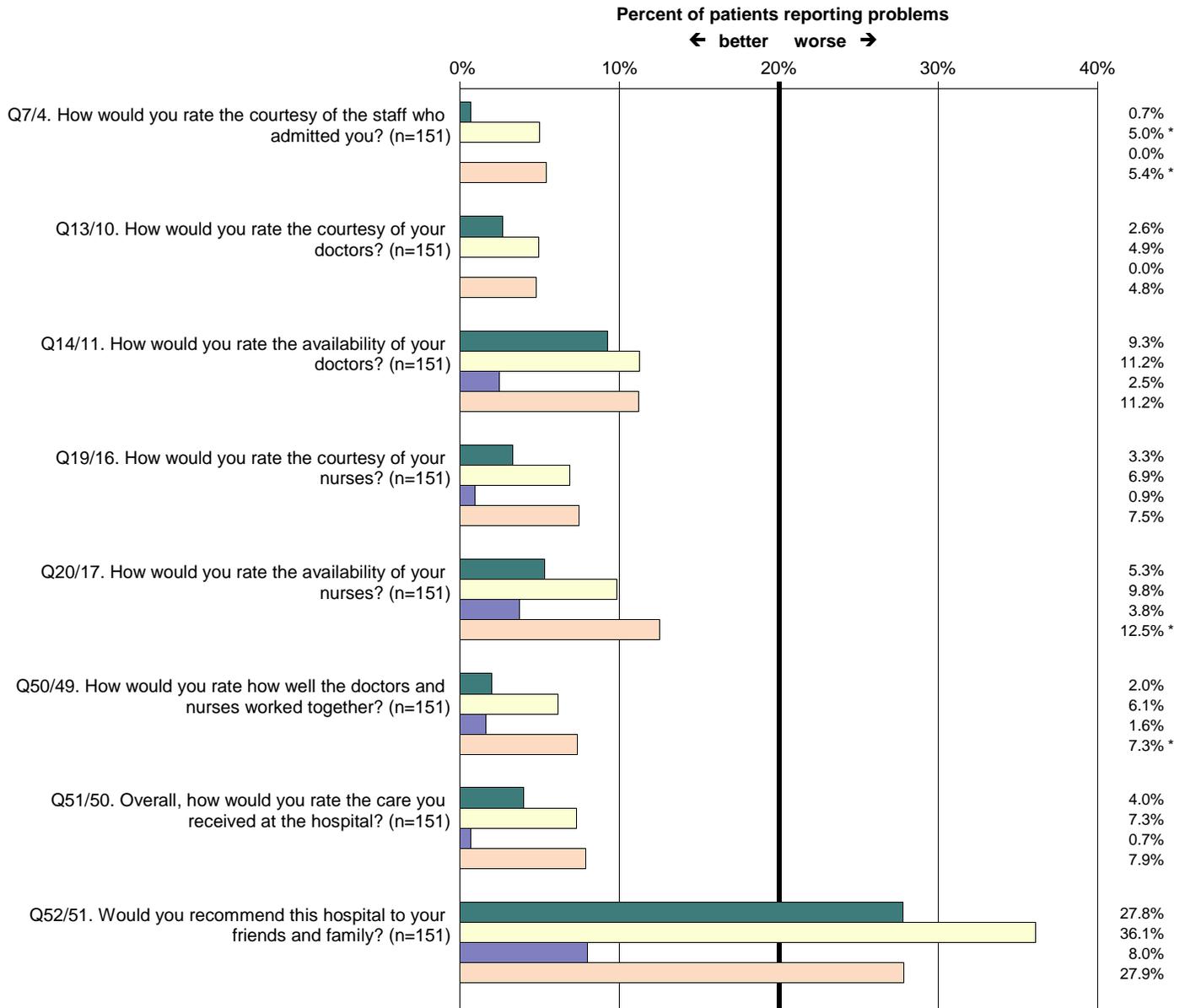
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Patients discharged: July 2001 - September 2001



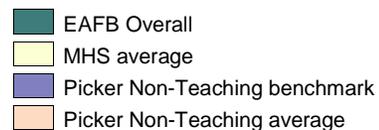
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Overall Impression



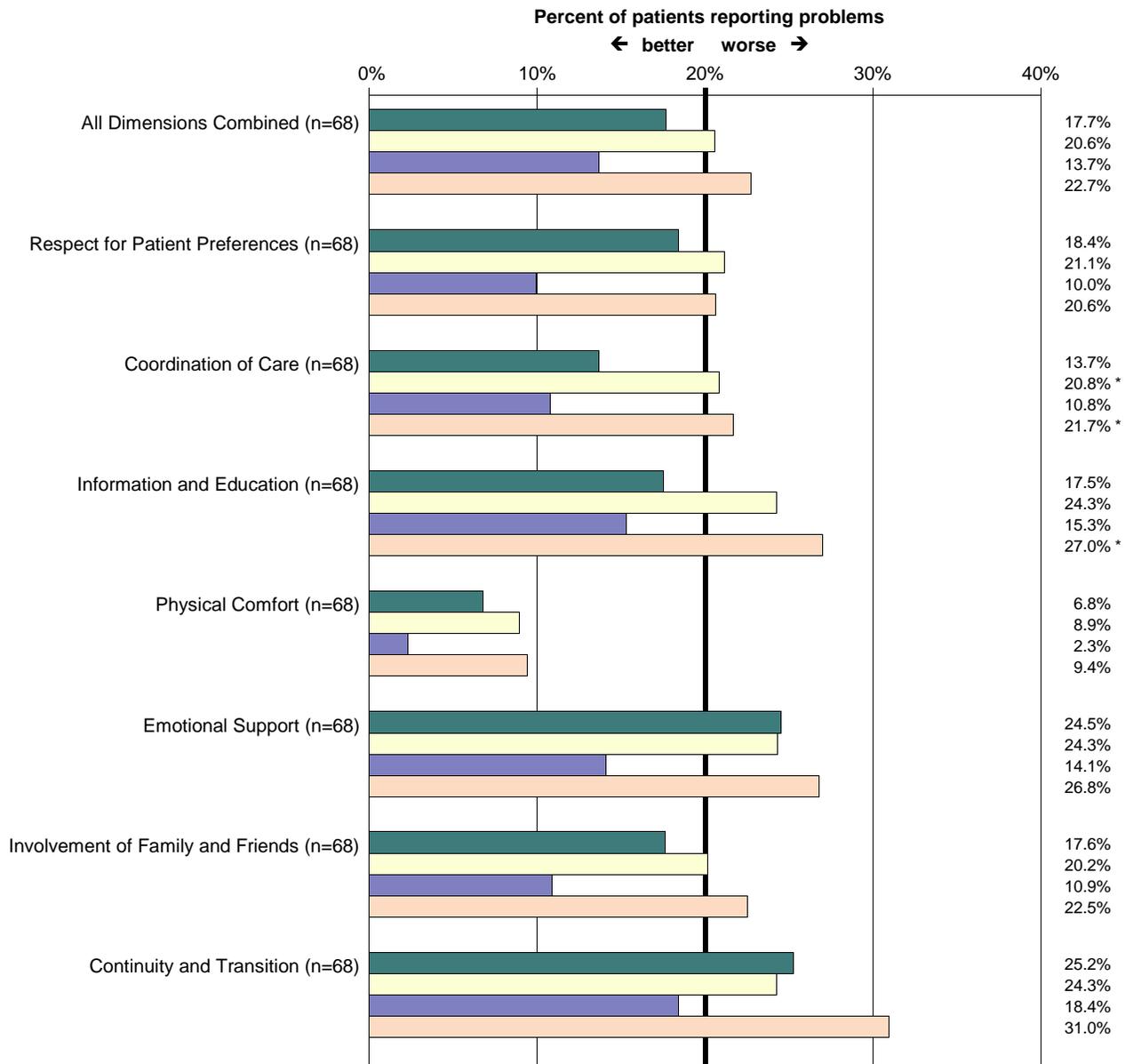
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Patients discharged: July 2001 - September 2001



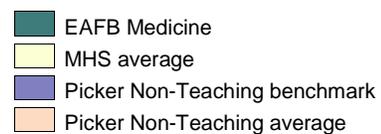
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Dimensions



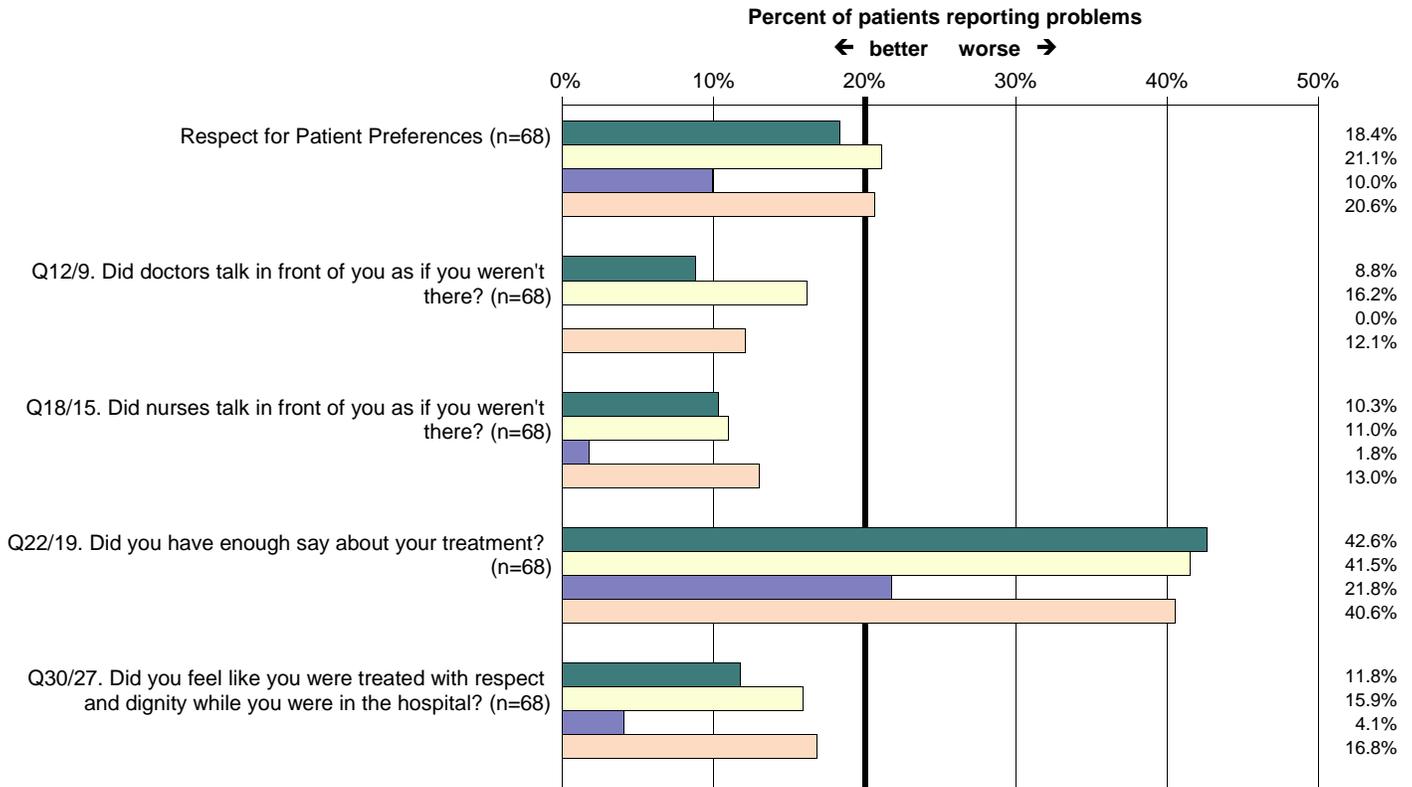
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Patients discharged: July 2001 - September 2001



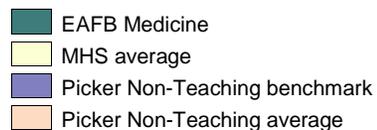
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Respect for Patient Preferences



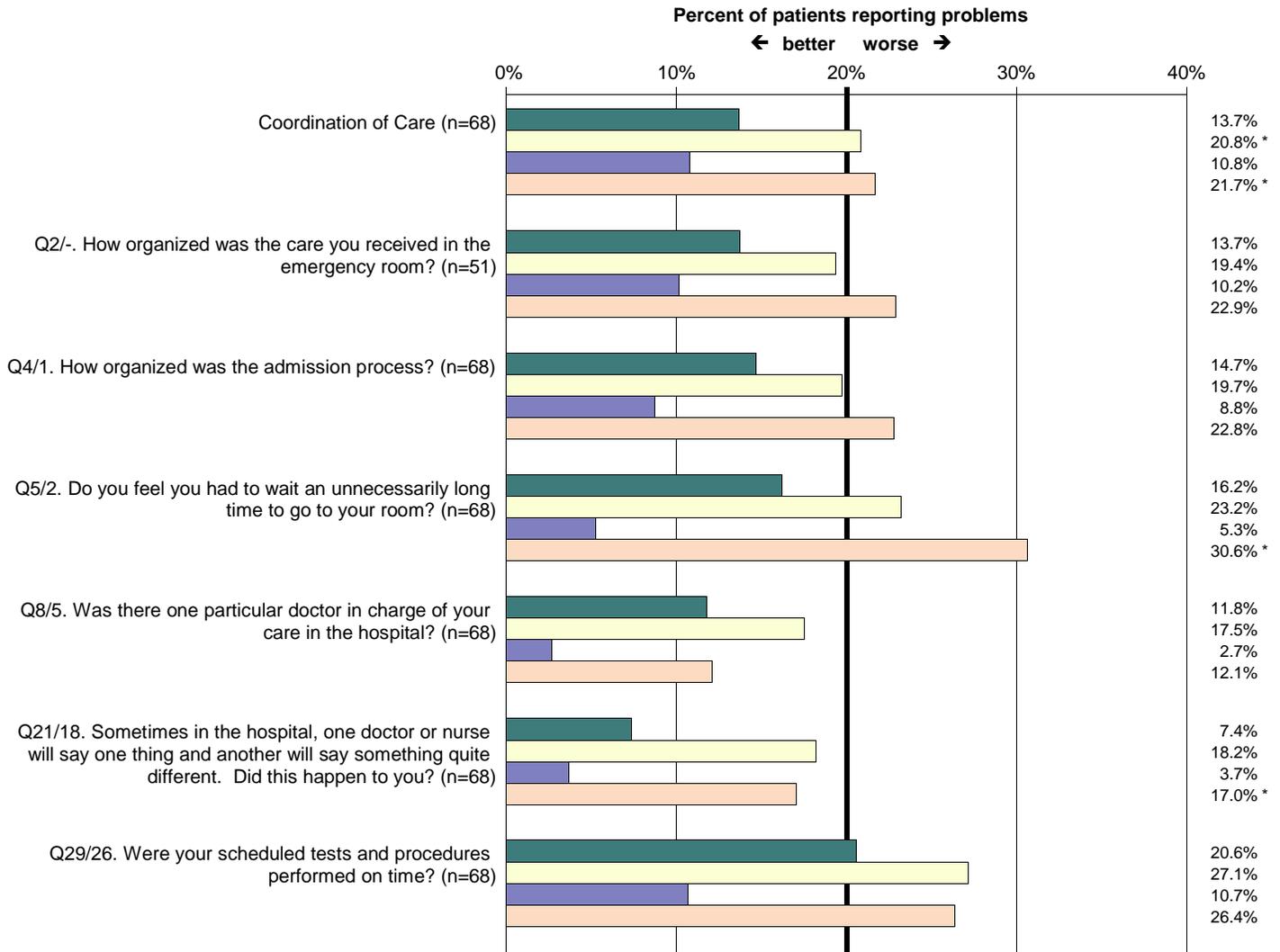
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Patients discharged: July 2001 - September 2001



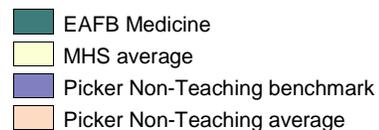
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Coordination of Care



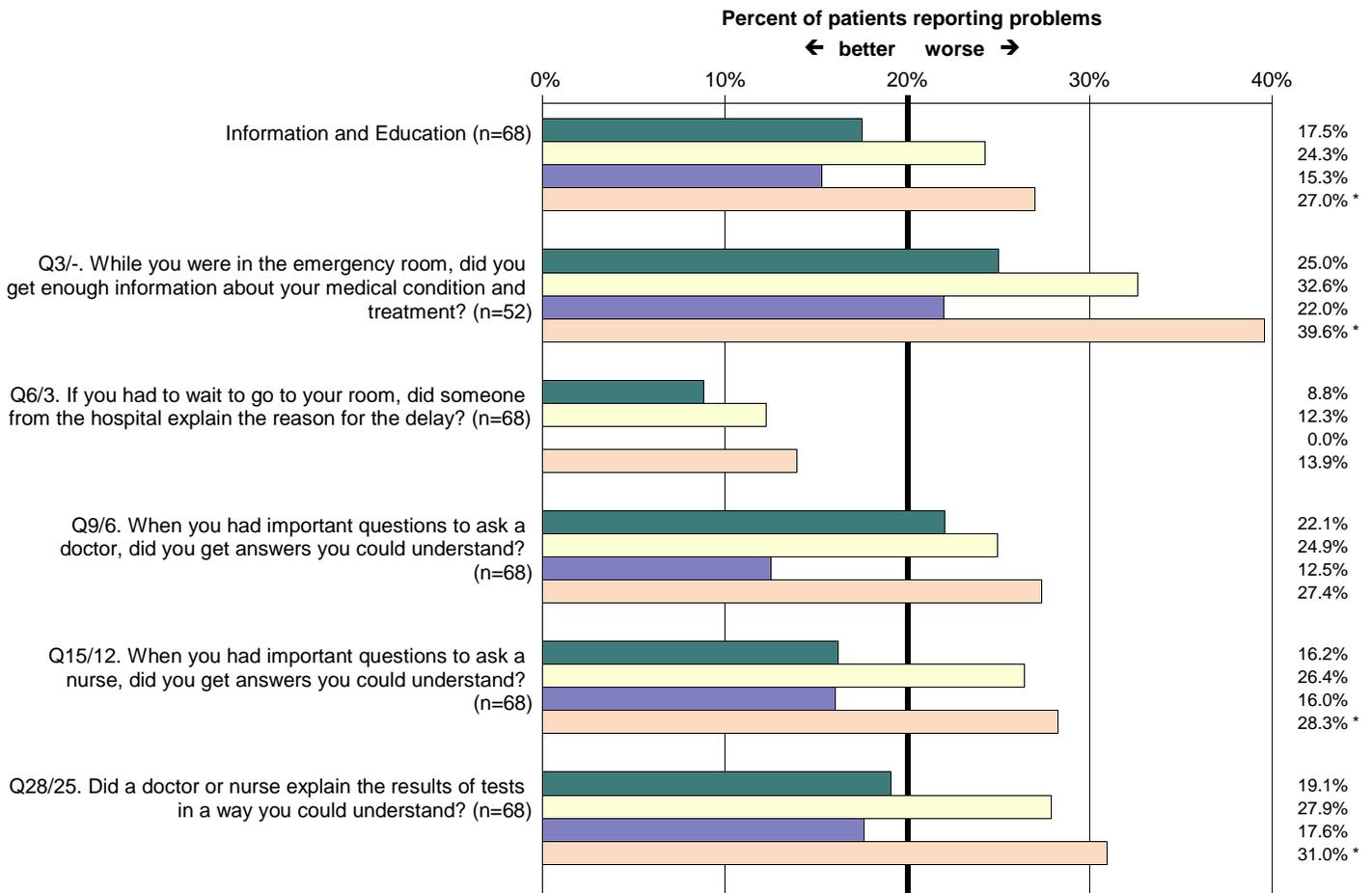
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Patients discharged: July 2001 - September 2001



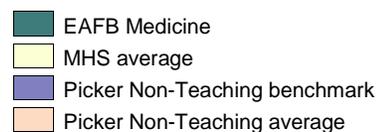
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Information and Education



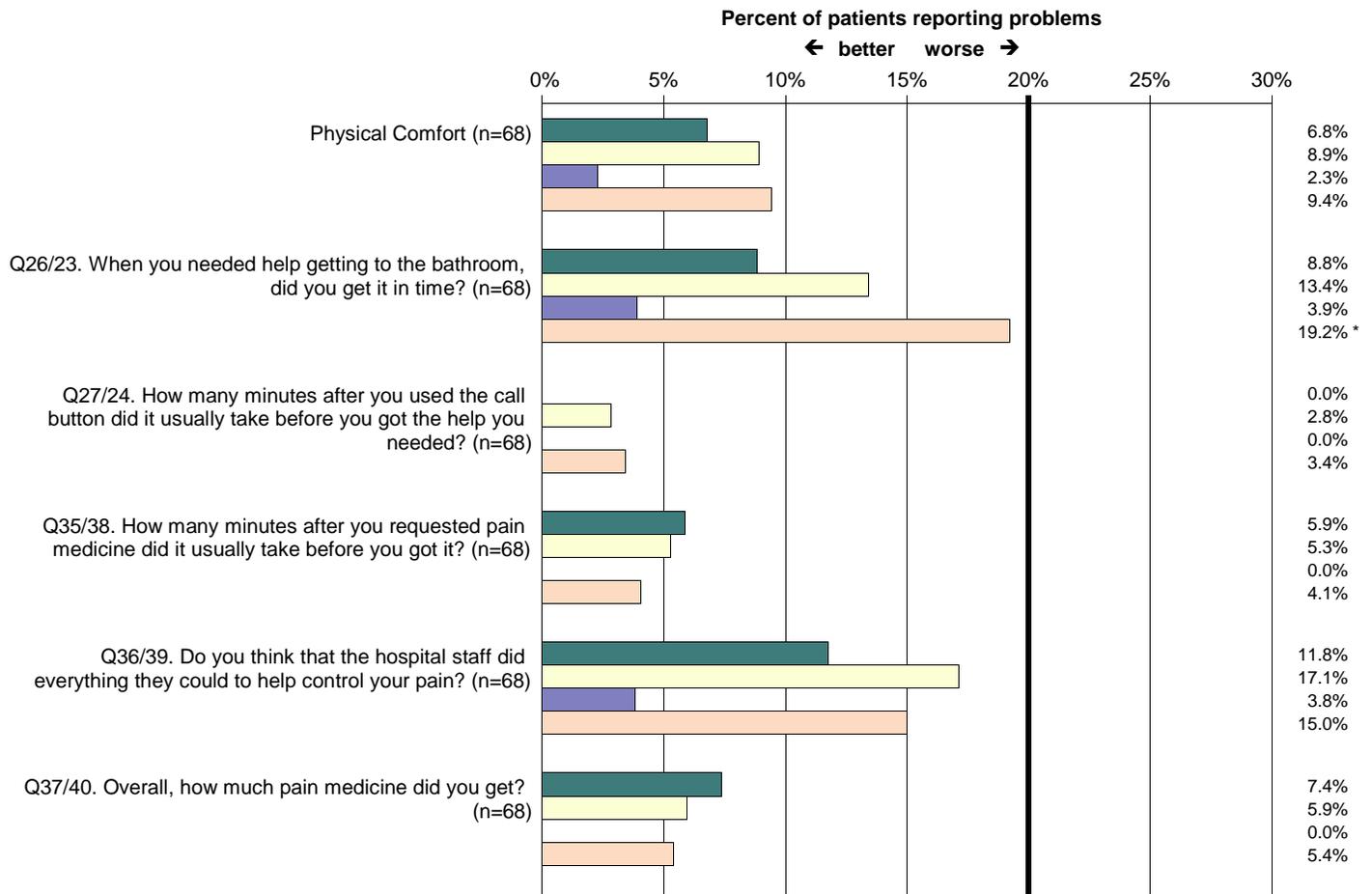
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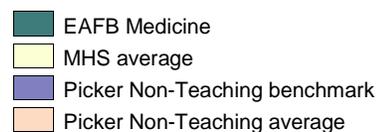
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Physical Comfort



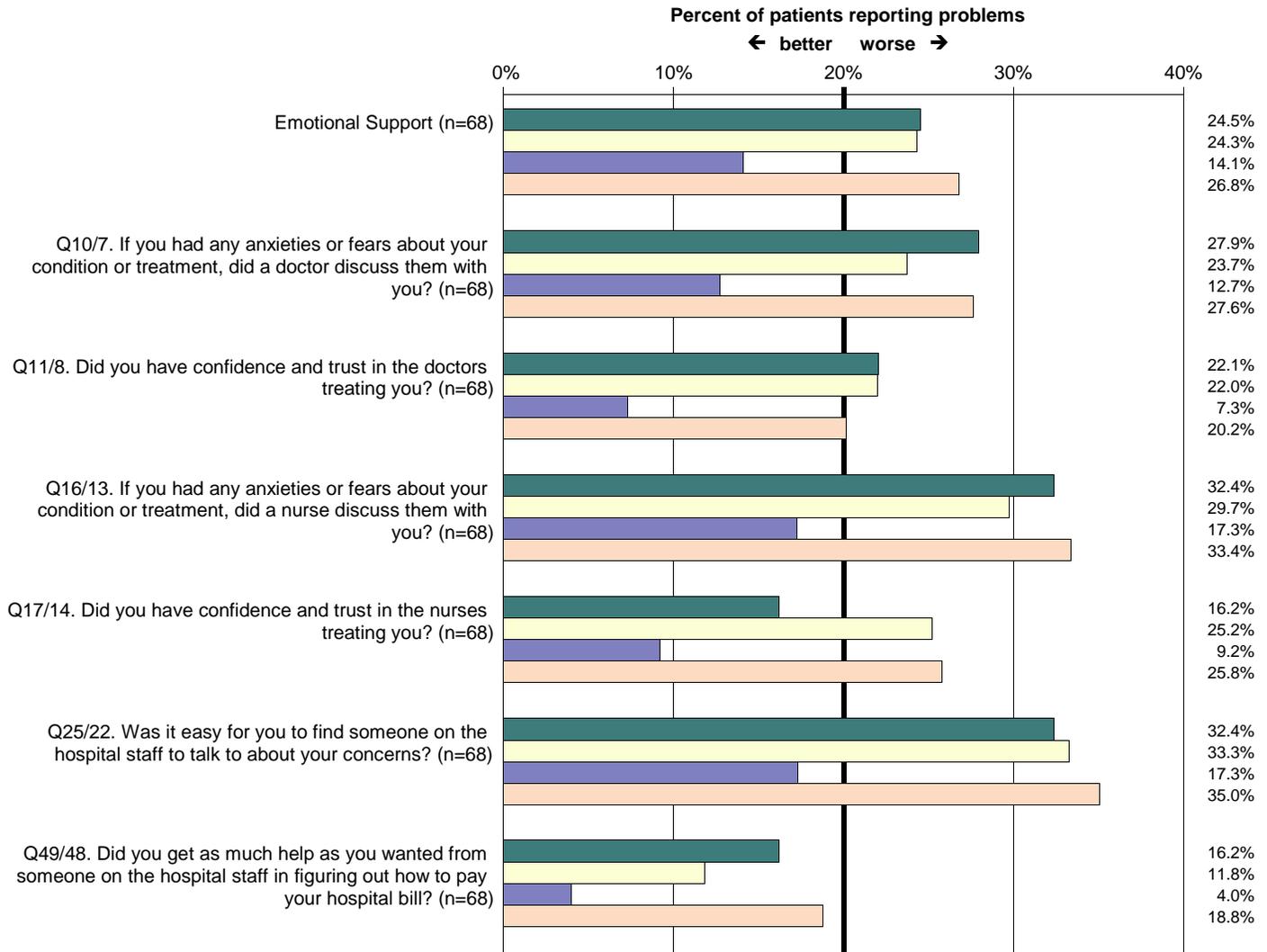
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Patients discharged: July 2001 - September 2001



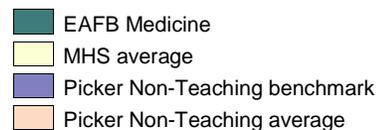
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Emotional Support



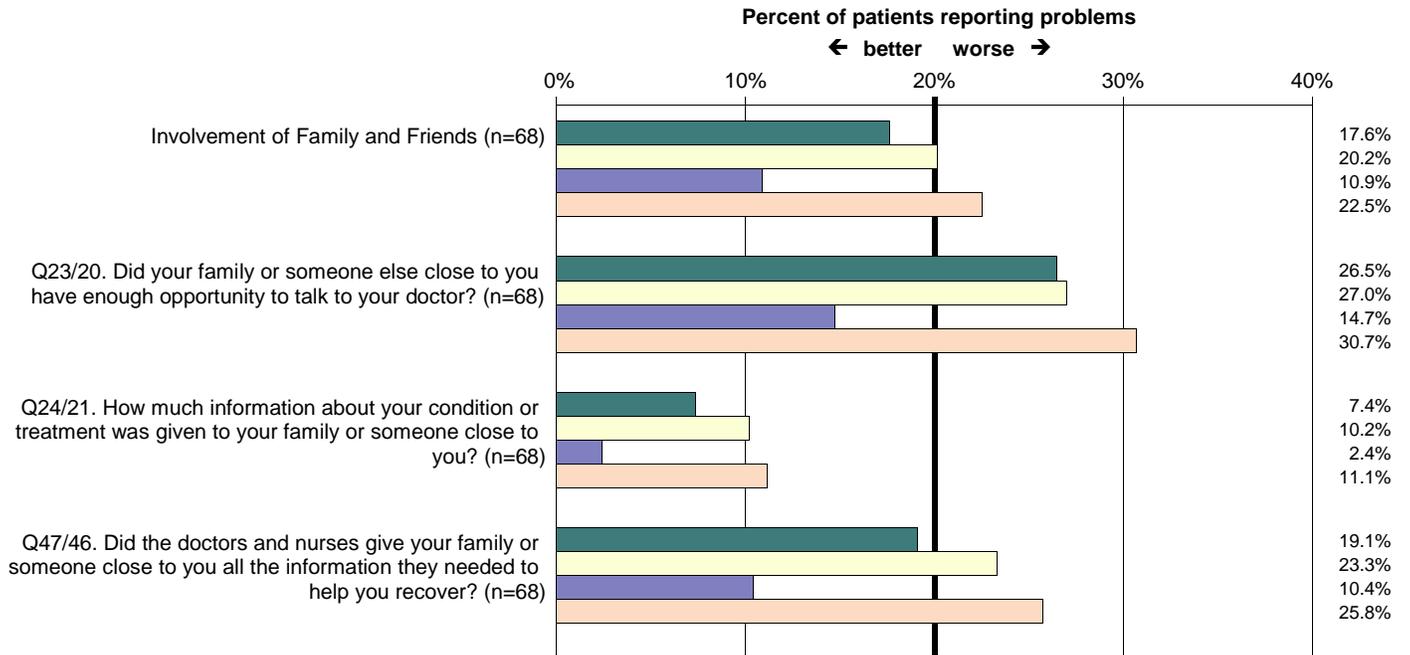
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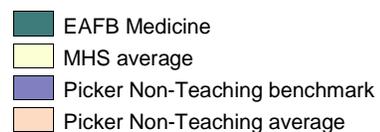
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Involvement of Family and Friends



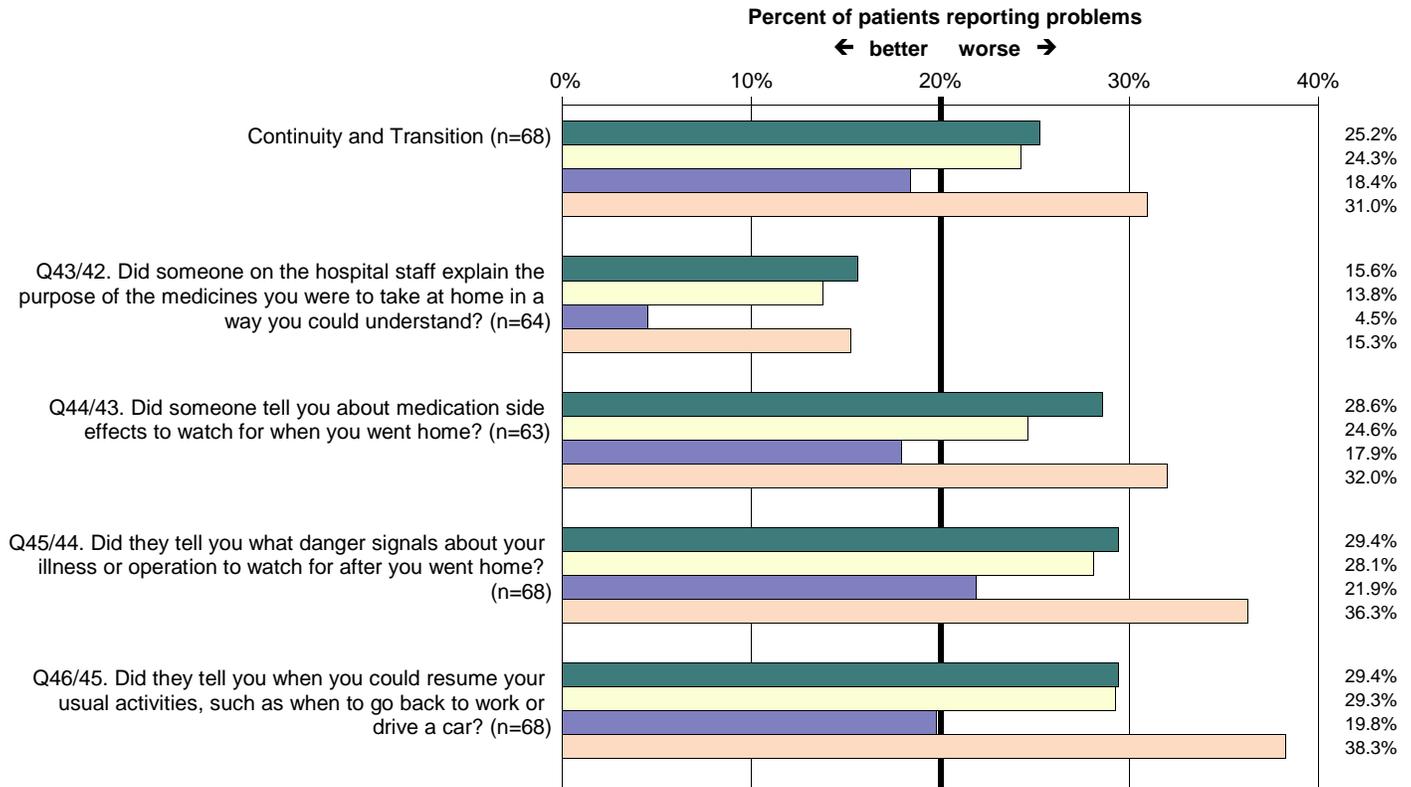
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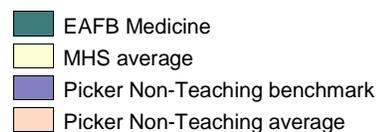
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Continuity and Transition



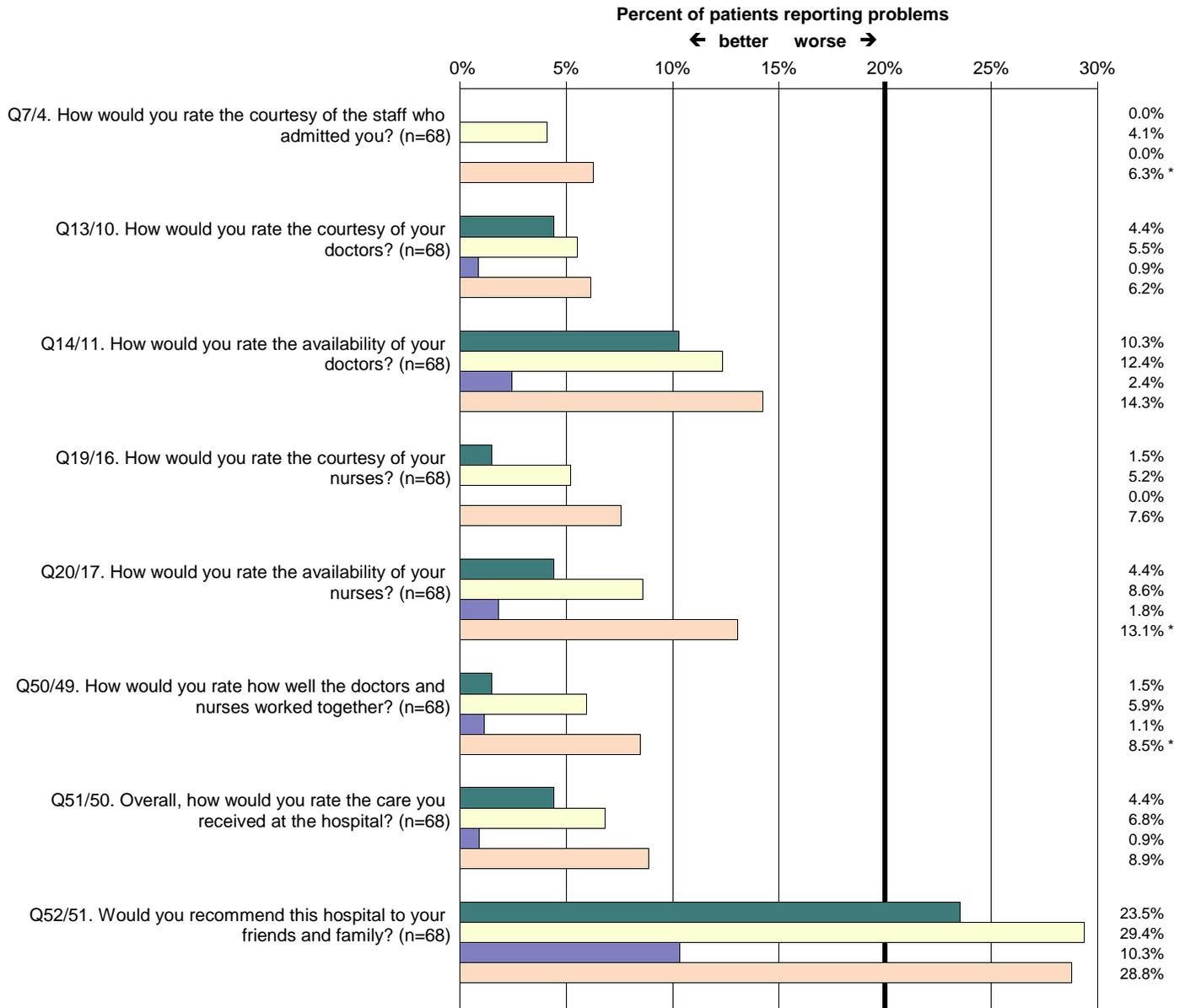
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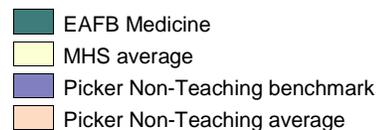
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Overall Impression



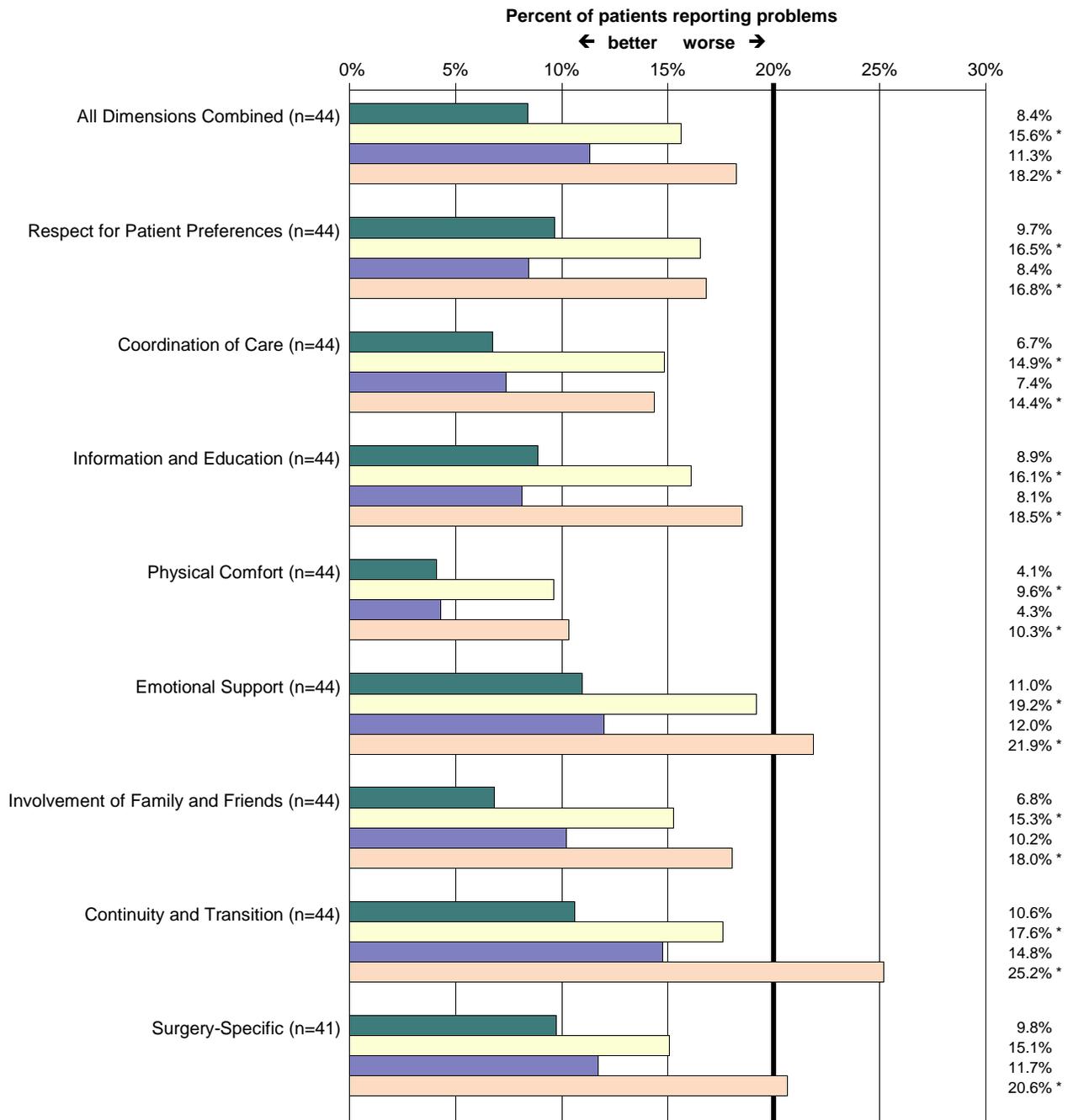
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Patients discharged: July 2001 - September 2001



3rd Medical Group - Elmendorf Air Force Base Adult Inpatient Survey - Surgery Comparisons

Dimensions



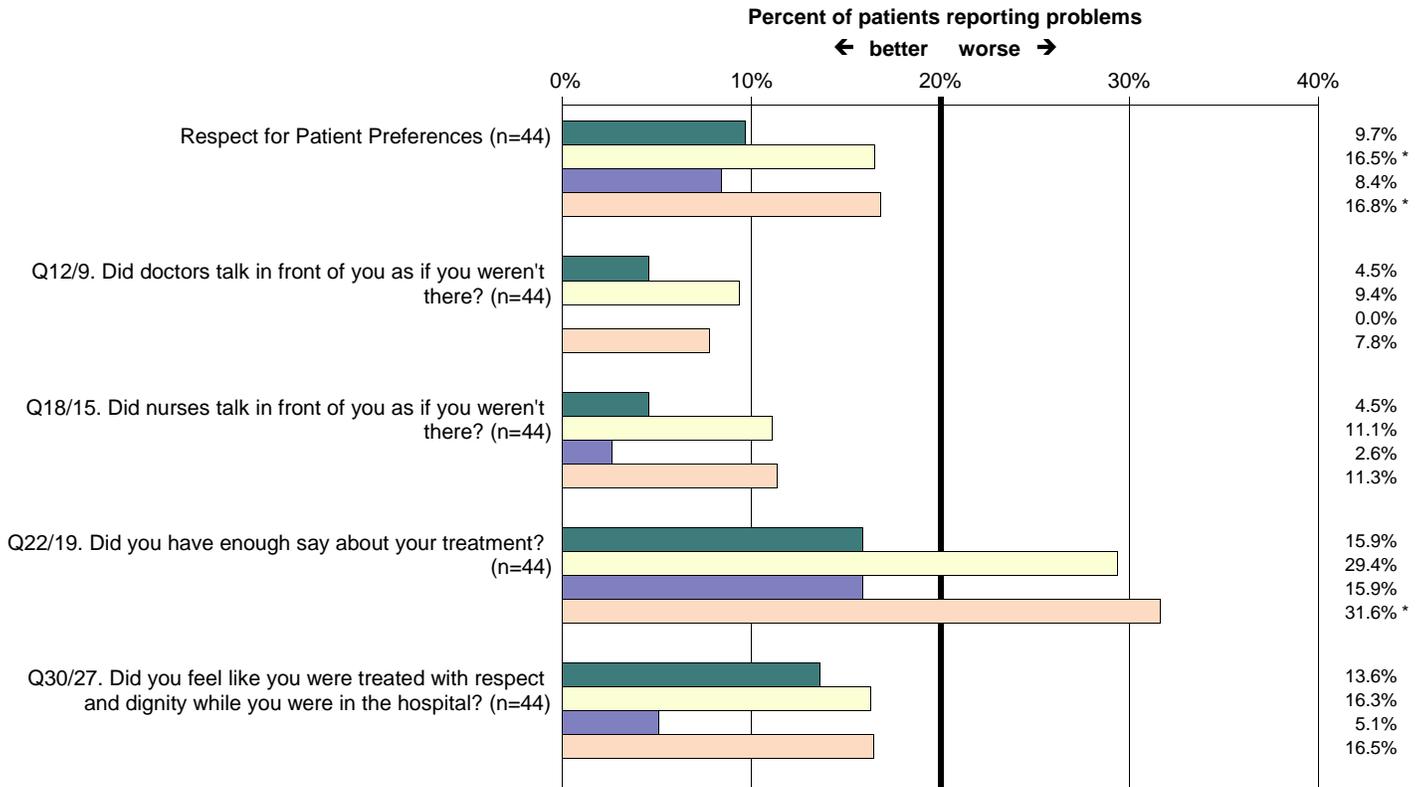
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Patients discharged: July 2001 - September 2001

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

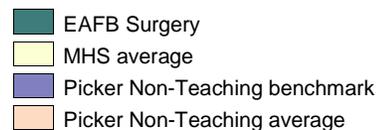
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Respect for Patient Preferences



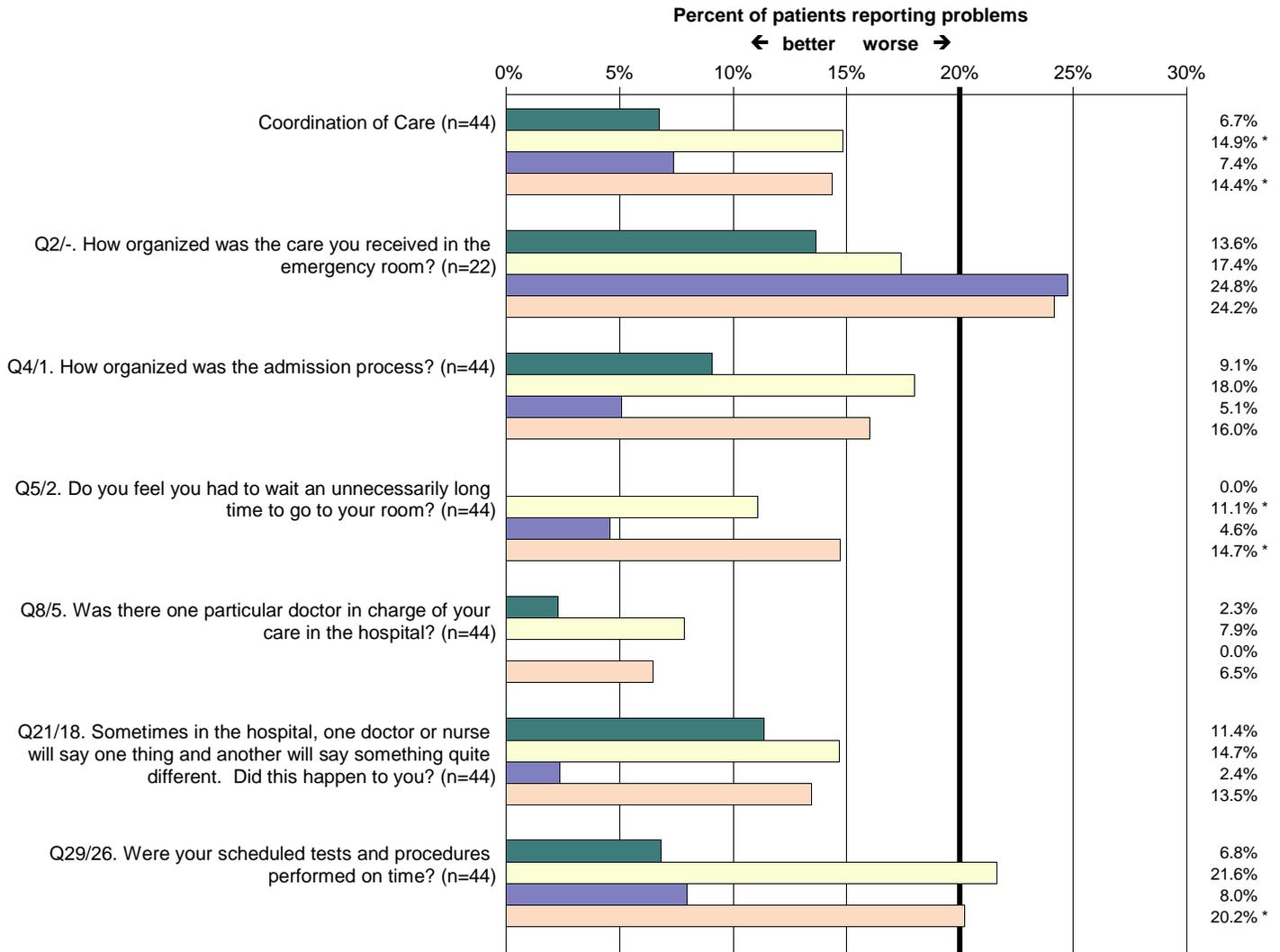
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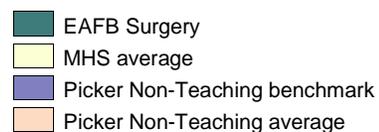
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Coordination of Care



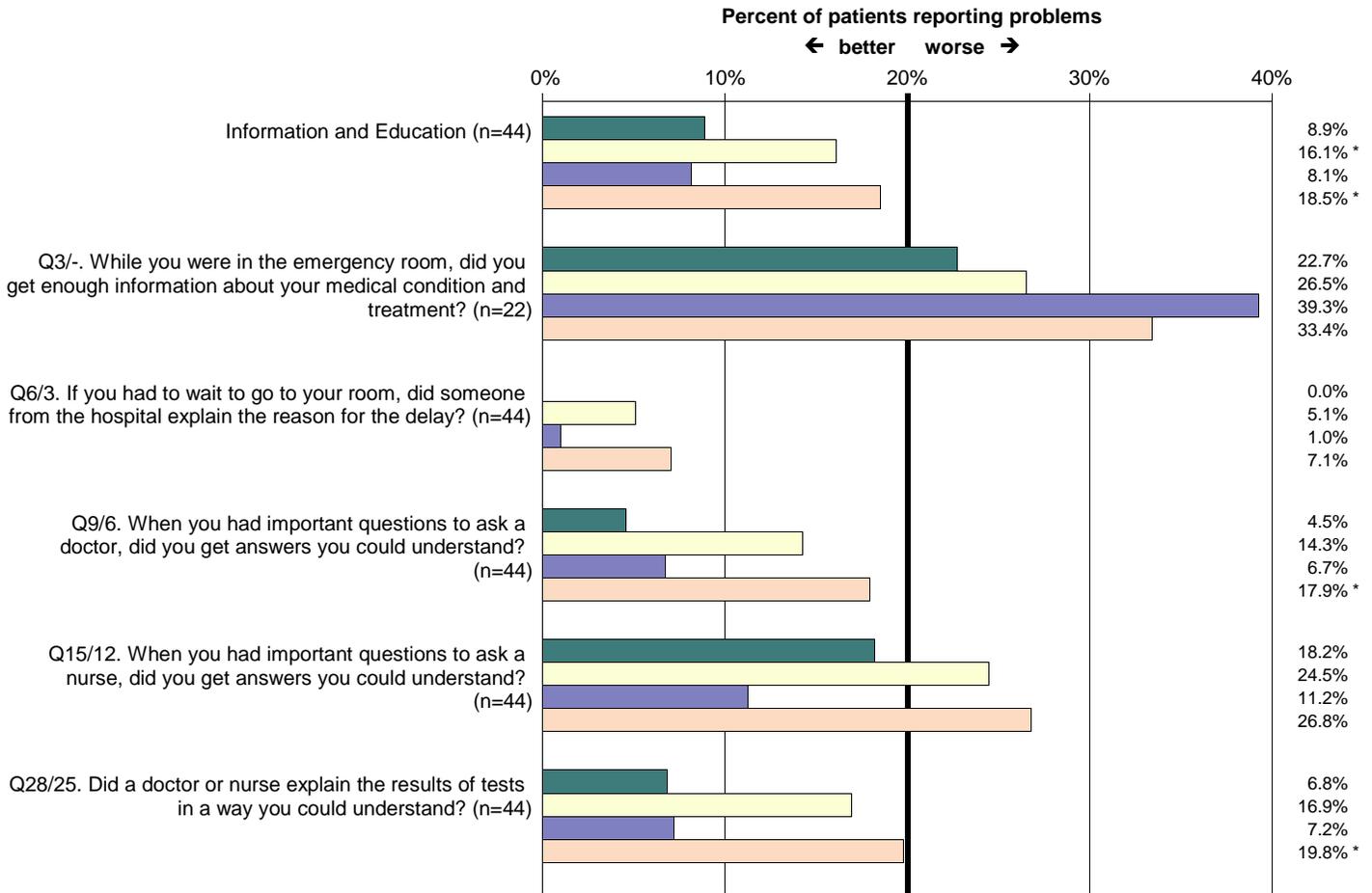
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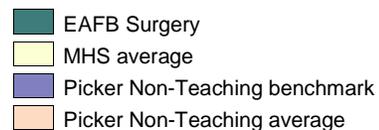
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Information and Education



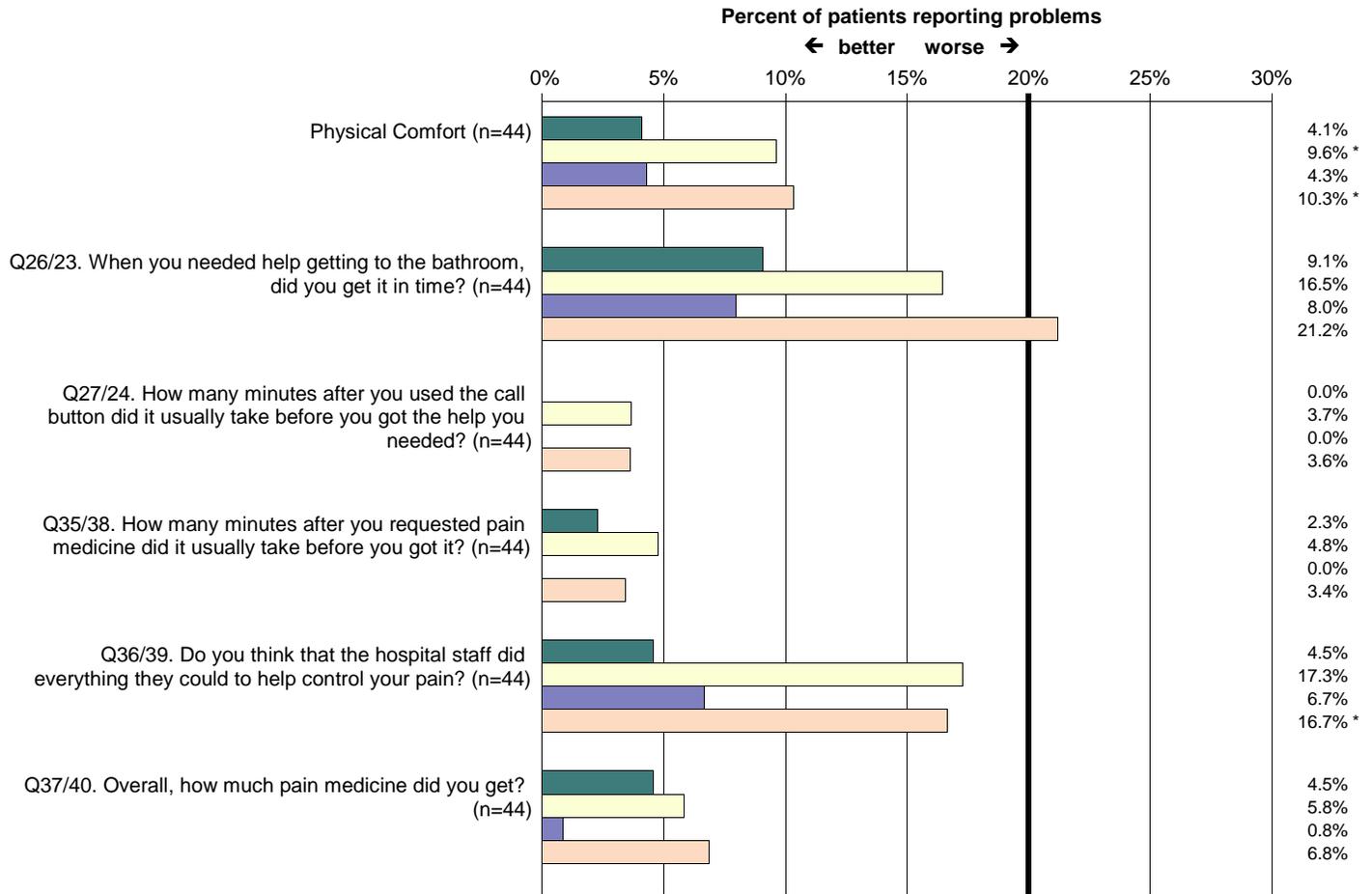
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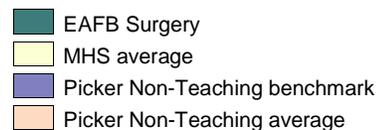
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Physical Comfort



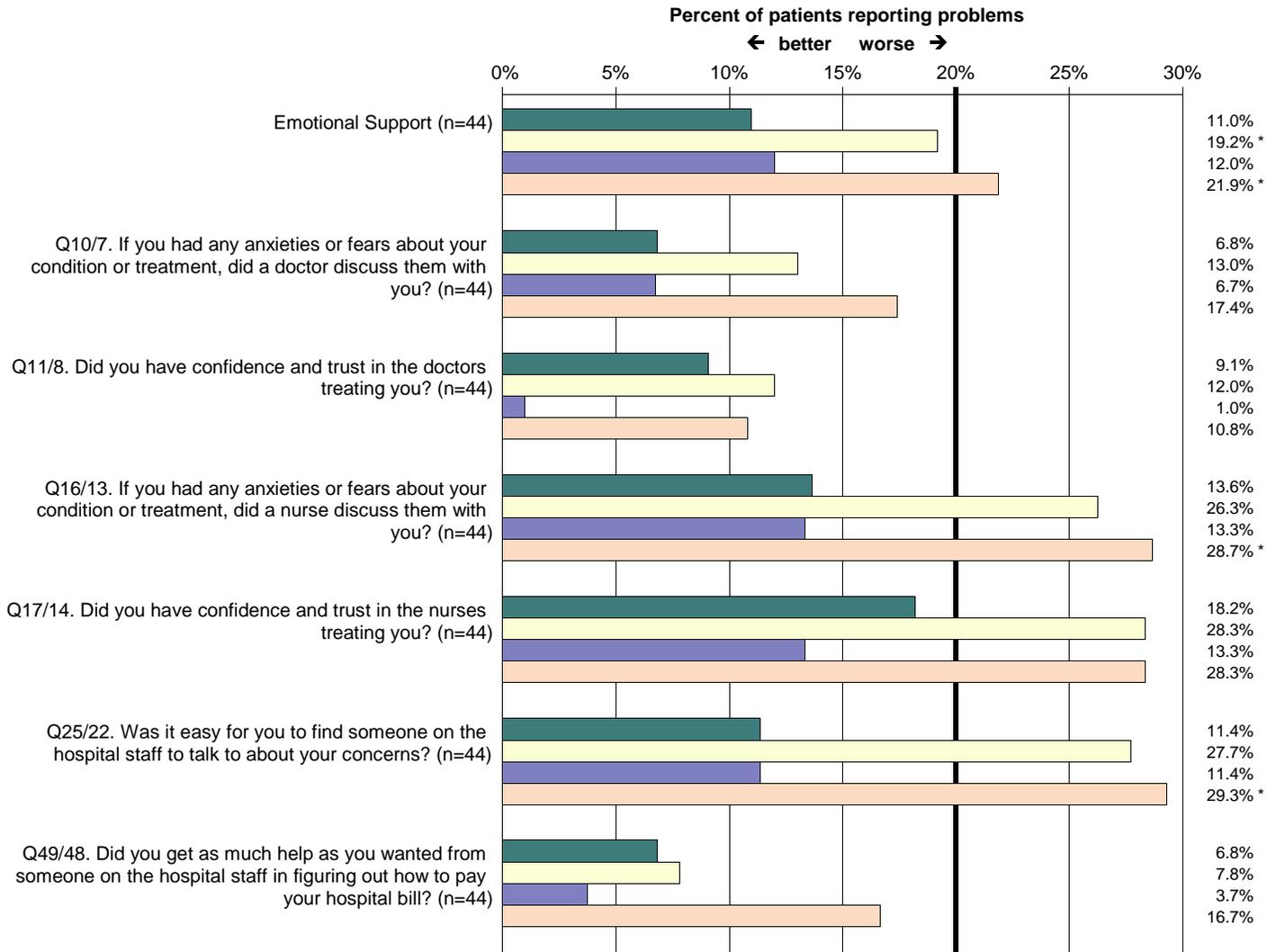
* Significantly different from EAFB problem score

Patients discharged: July 2001 - September 2001



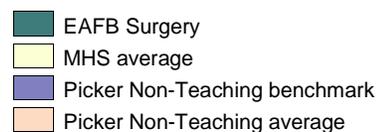
3rd Medical Group - Elmendorf Air Force Base Adult Inpatient Survey - Surgery Comparisons

Emotional Support



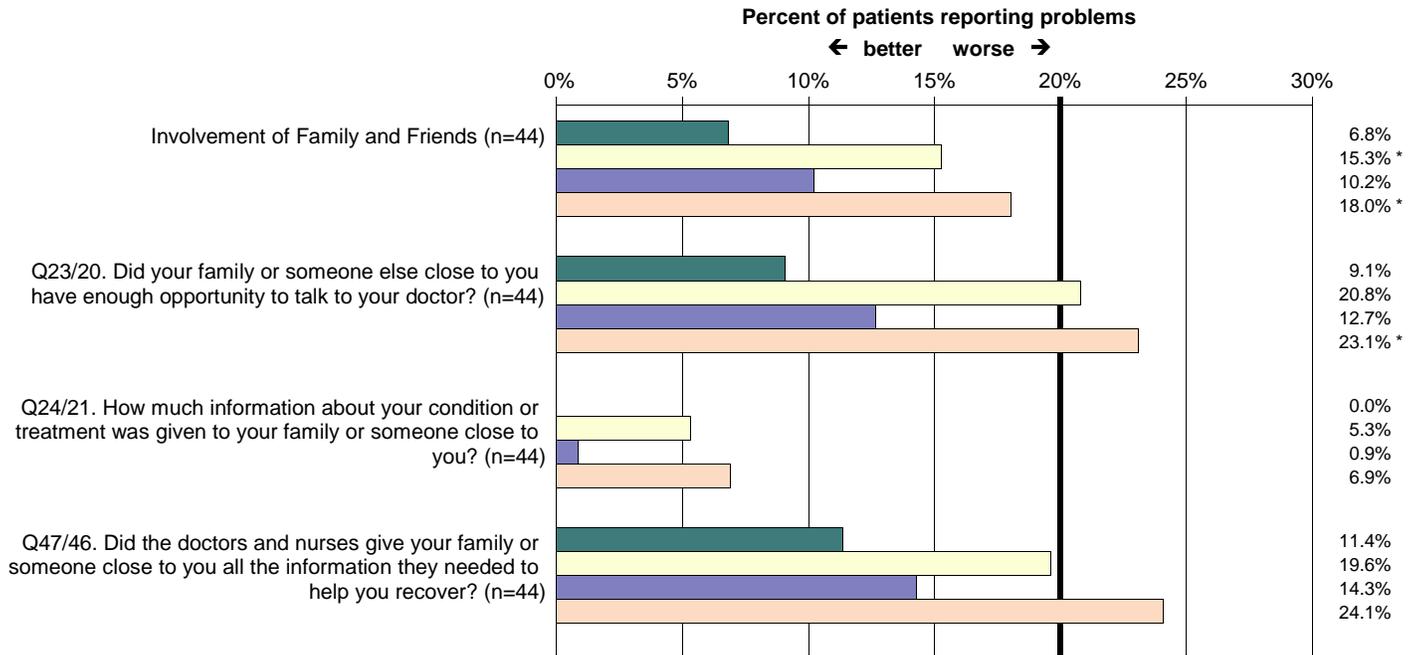
* Significantly different from EAFB problem score

Patients discharged: July 2001 - September 2001



3rd Medical Group - Elmendorf Air Force Base Adult Inpatient Survey - Surgery Comparisons

Involvement of Family and Friends



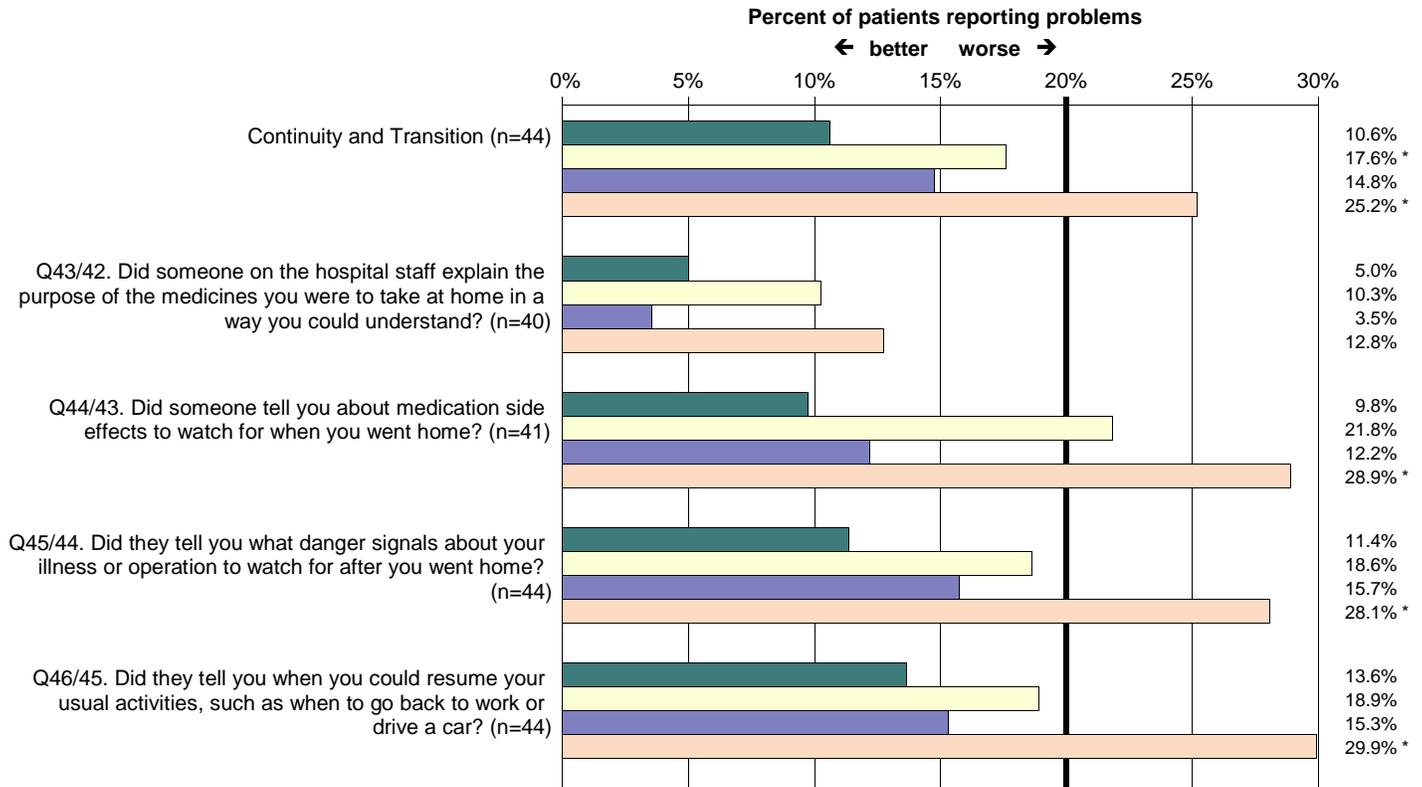
* Significantly different from EAFB problem score

Patients discharged: July 2001 - September 2001

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

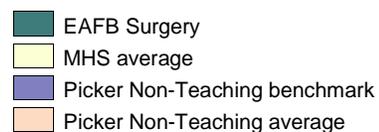
3rd Medical Group - Elmendorf Air Force Base Adult Inpatient Survey - Surgery Comparisons

Continuity and Transition



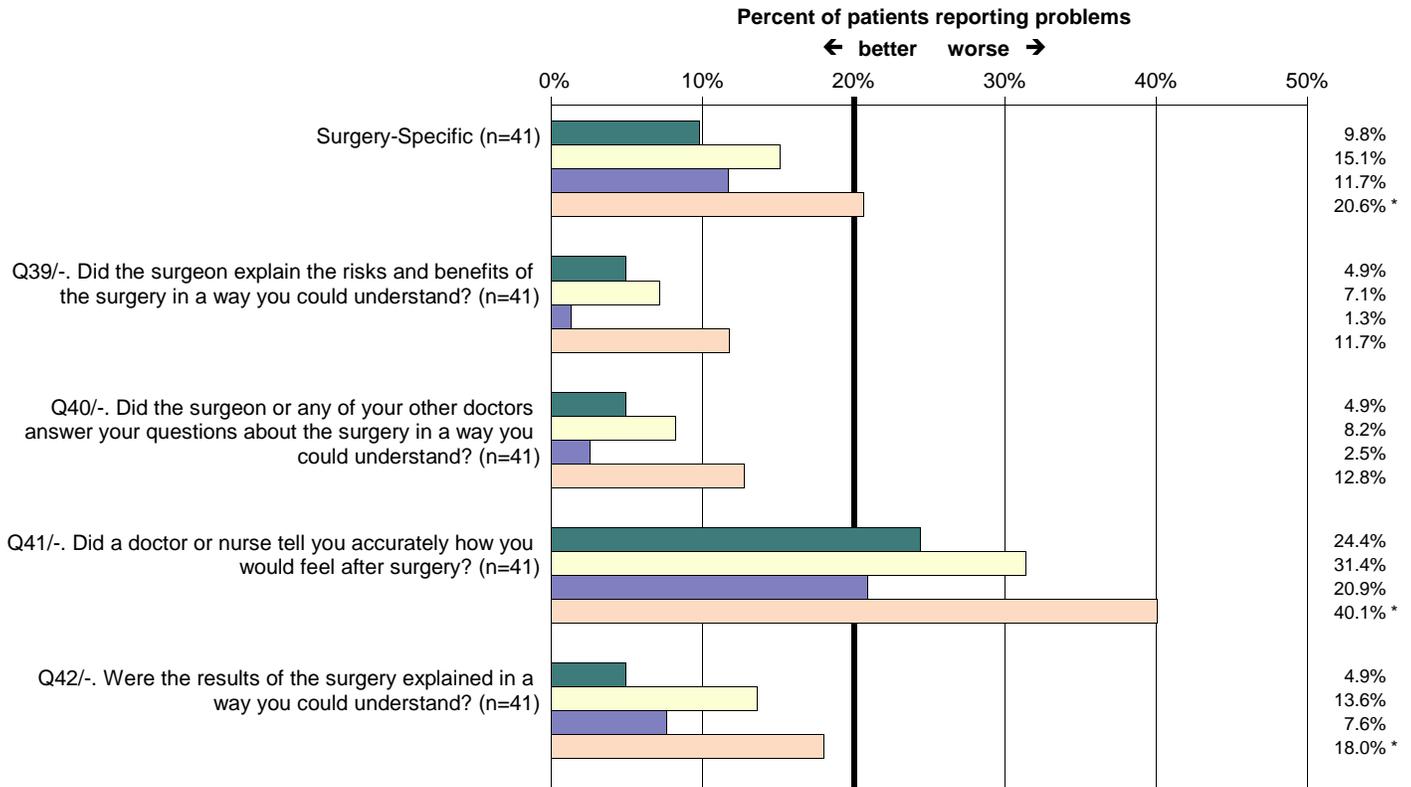
* Significantly different from EAFB problem score

Patients discharged: July 2001 - September 2001



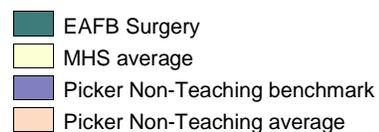
3rd Medical Group - Elmendorf Air Force Base Adult Inpatient Survey - Surgery Comparisons

Surgery-Specific



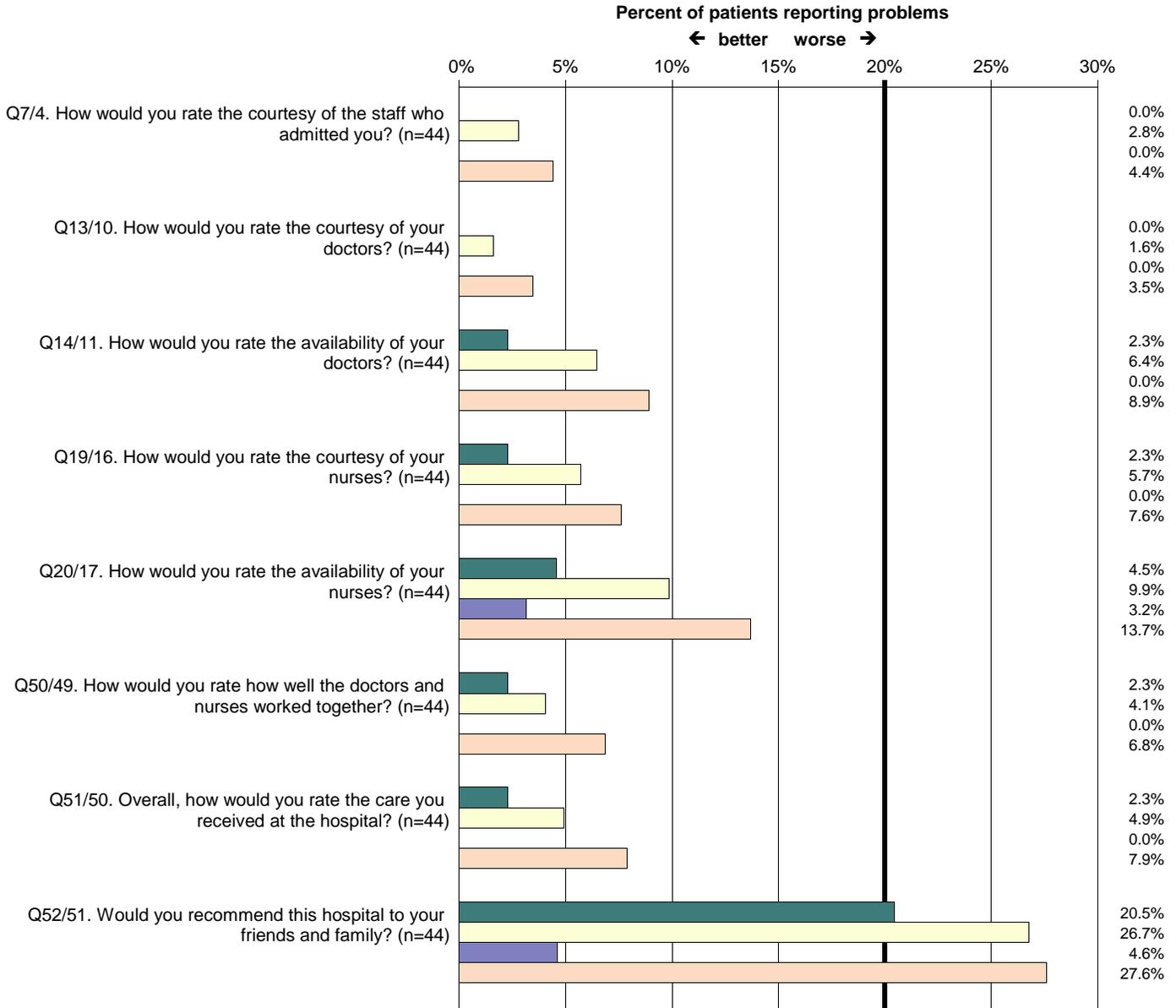
* Significantly different from EAFB problem score

Patients discharged: July 2001 - September 2001



3rd Medical Group - Elmendorf Air Force Base Adult Inpatient Survey - Surgery Comparisons

Overall Impression



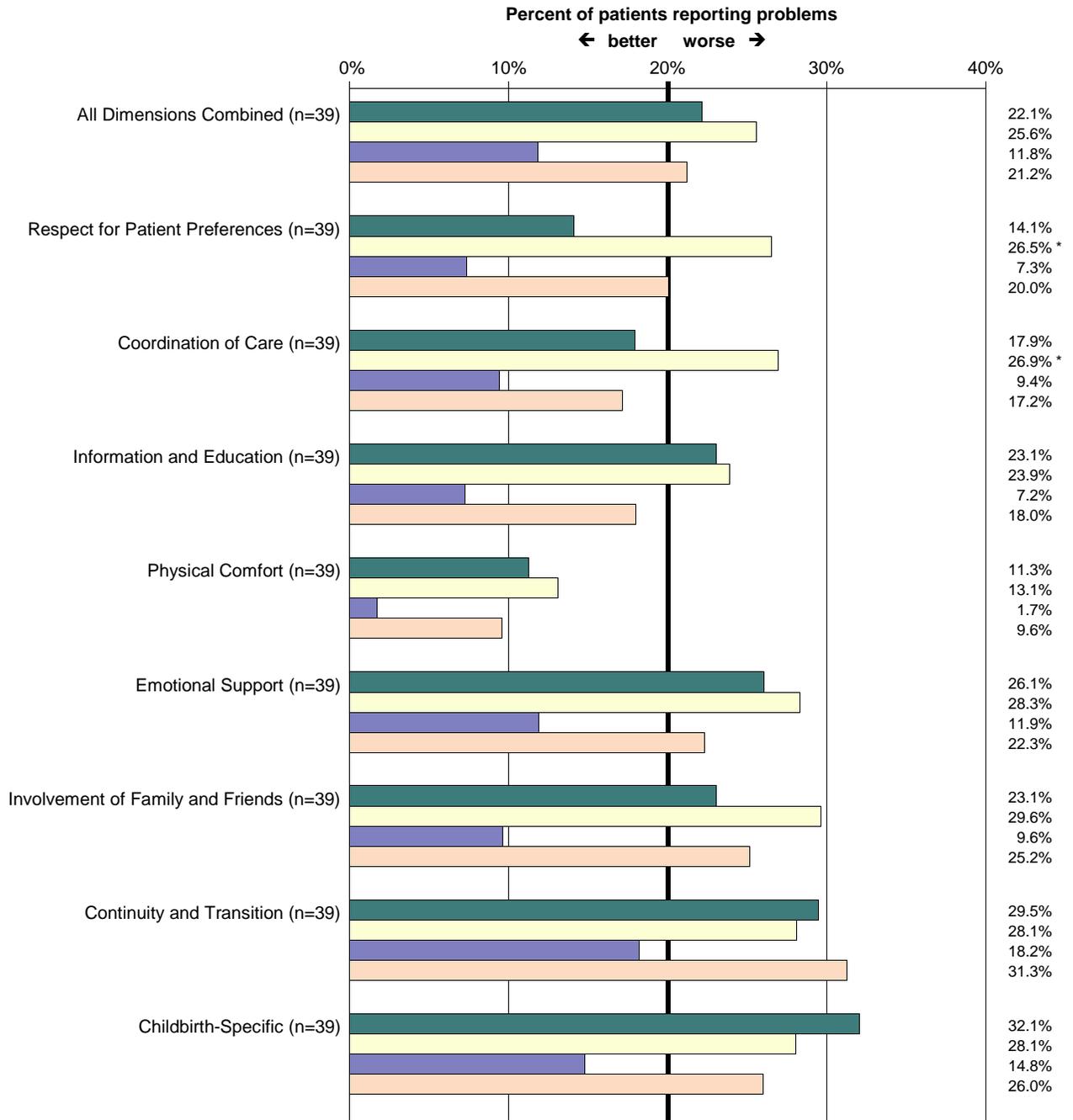
* Significantly different from EAFB problem score

Patients discharged: July 2001 - September 2001

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

3rd Medical Group - Elmendorf Air Force Base Adult Inpatient Survey - Childbirth Comparisons

Dimensions



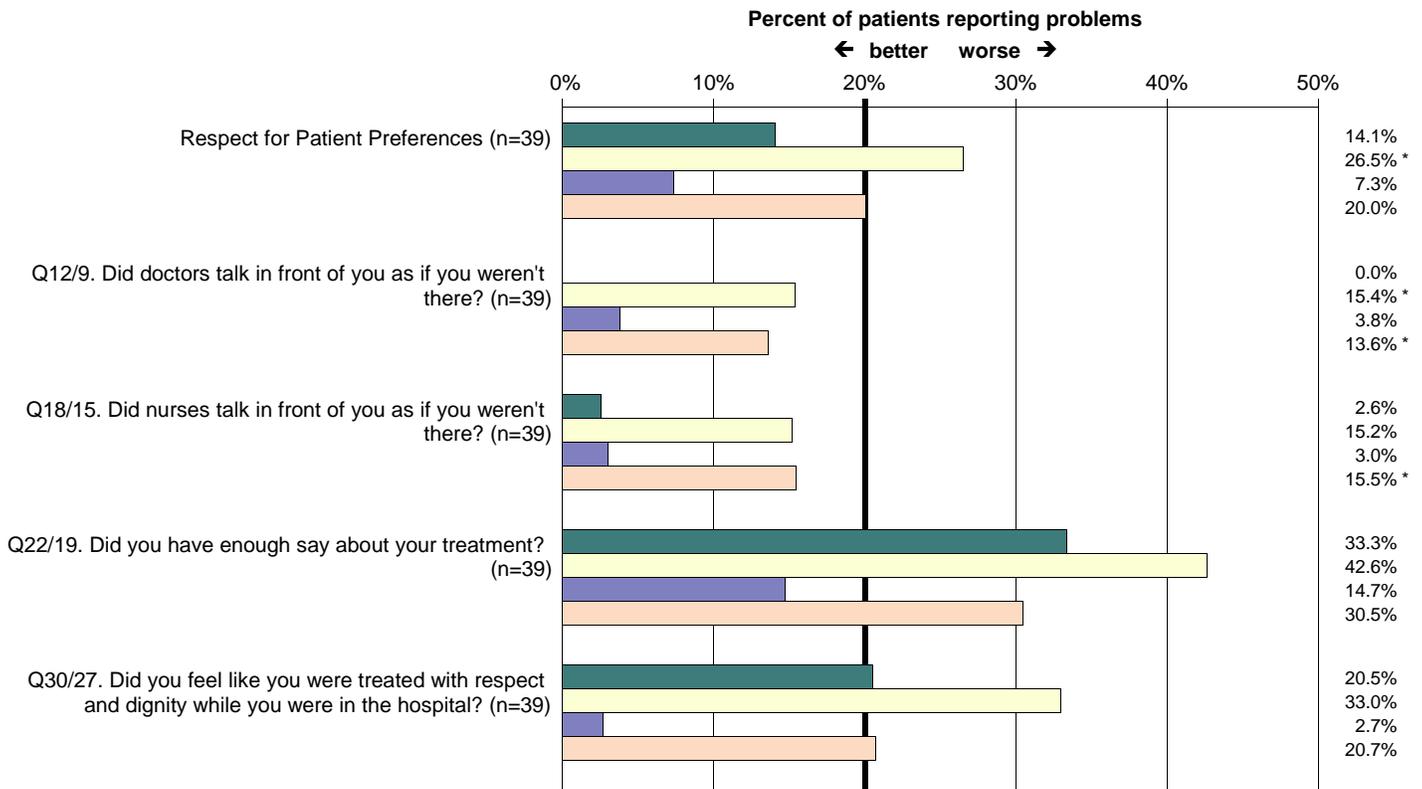
* Significantly different from EAFB problem score

Patients discharged: July 2001 - September 2001

EAFB Childbirth
 MHS average
 Picker Non-Teaching benchmark
 Picker Non-Teaching average

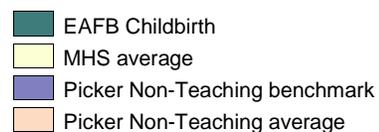
3rd Medical Group - Elmendorf Air Force Base Adult Inpatient Survey - Childbirth Comparisons

Respect for Patient Preferences



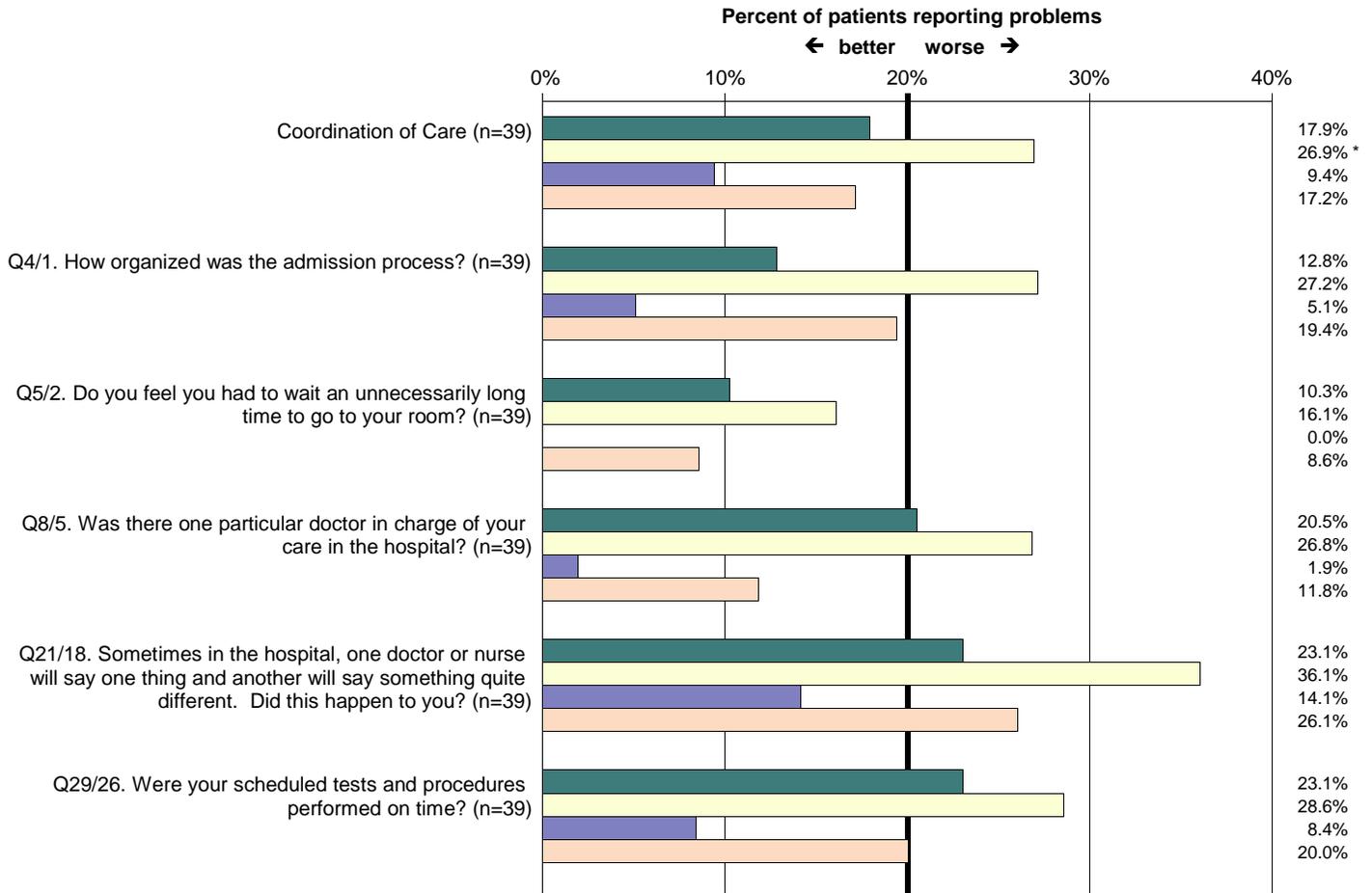
* Significantly different from EAFB problem score

Patients discharged: July 2001 - September 2001



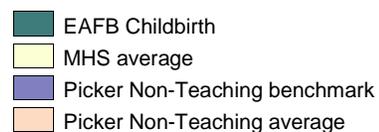
3rd Medical Group - Elmendorf Air Force Base Adult Inpatient Survey - Childbirth Comparisons

Coordination of Care



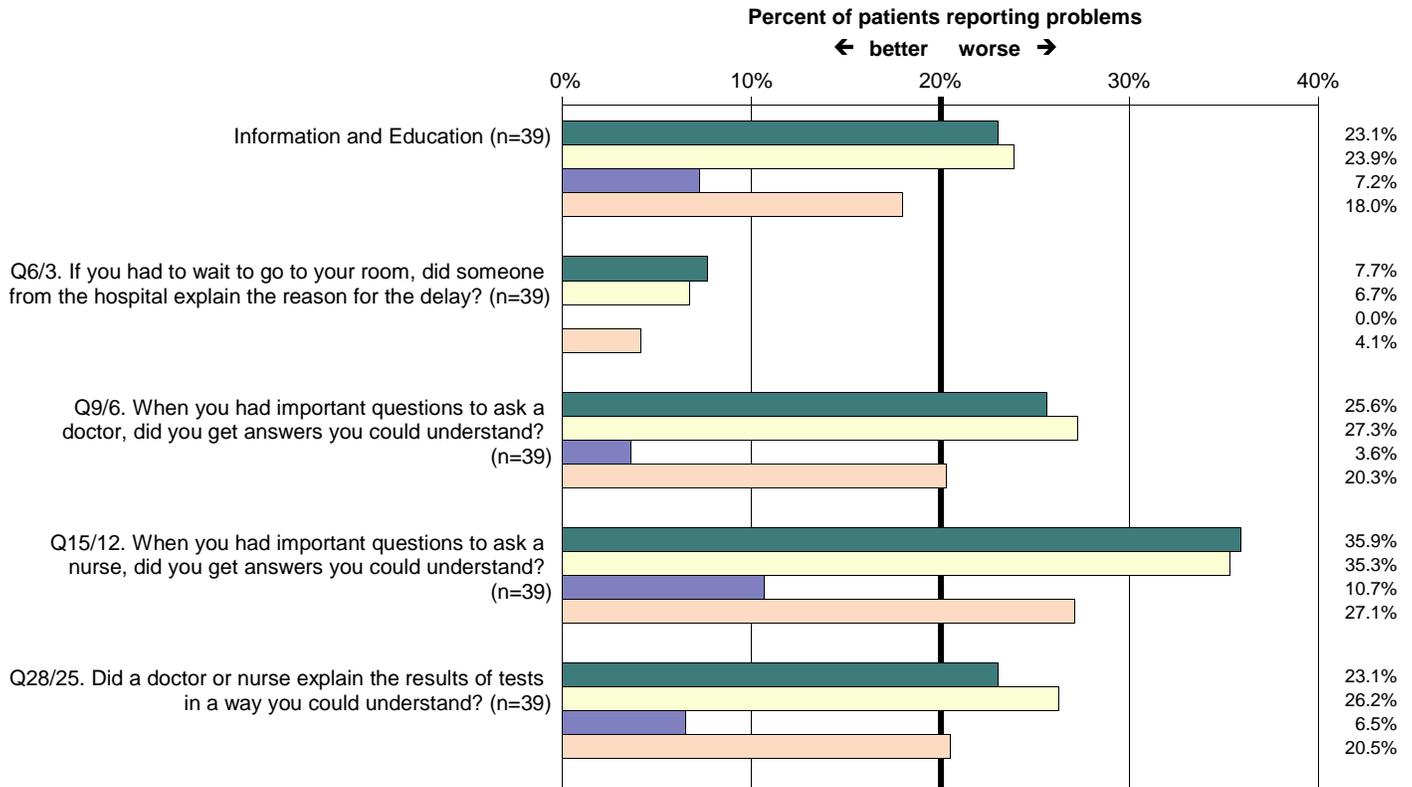
* Significantly different from EAFB problem score

Patients discharged: July 2001 - September 2001



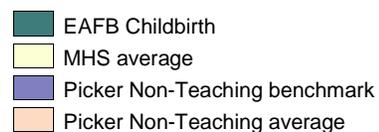
3rd Medical Group - Elmendorf Air Force Base Adult Inpatient Survey - Childbirth Comparisons

Information and Education



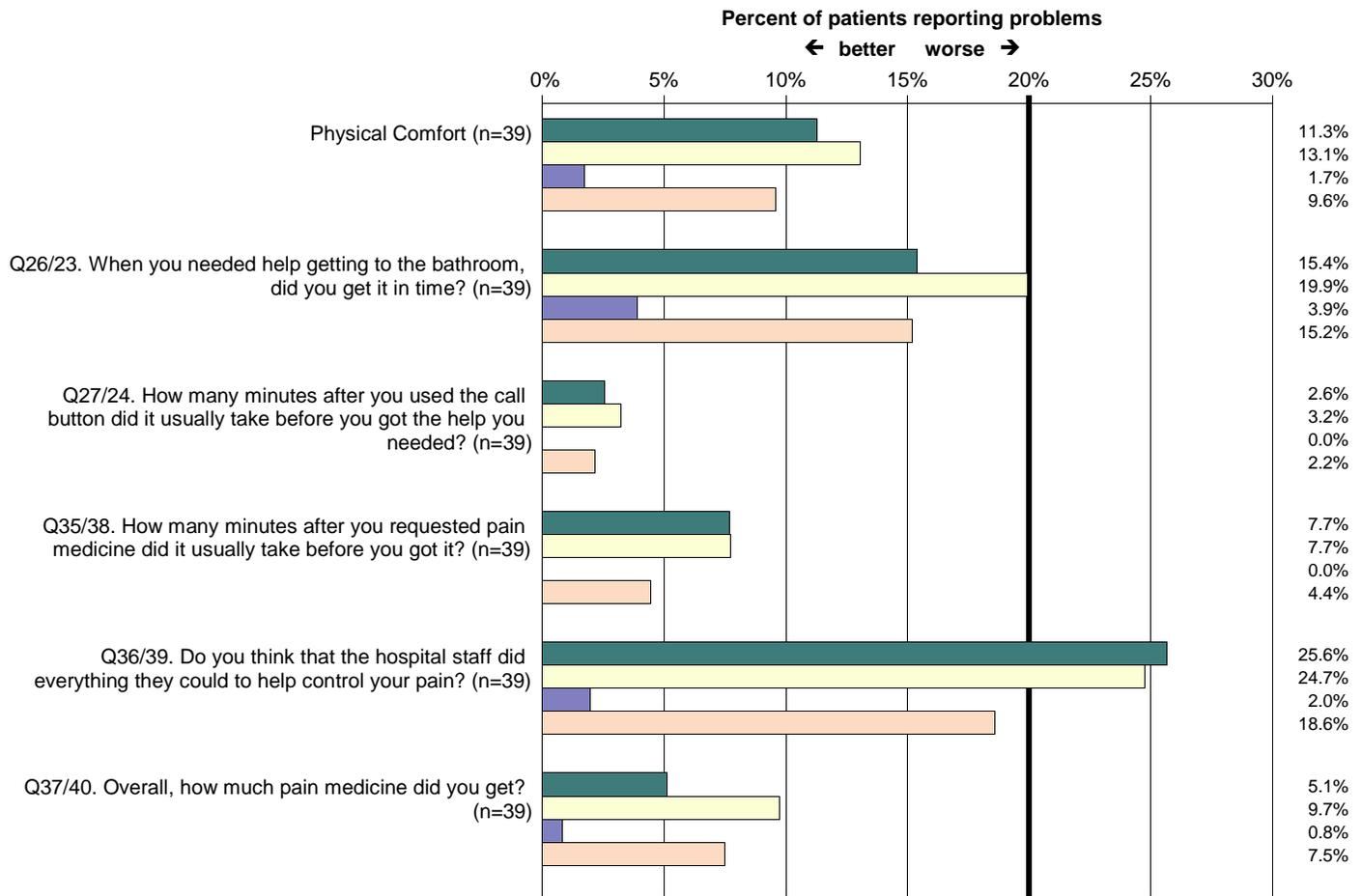
* Significantly different from EAFB problem score

Patients discharged: July 2001 - September 2001



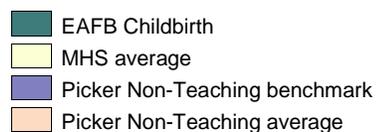
3rd Medical Group - Elmendorf Air Force Base Adult Inpatient Survey - Childbirth Comparisons

Physical Comfort



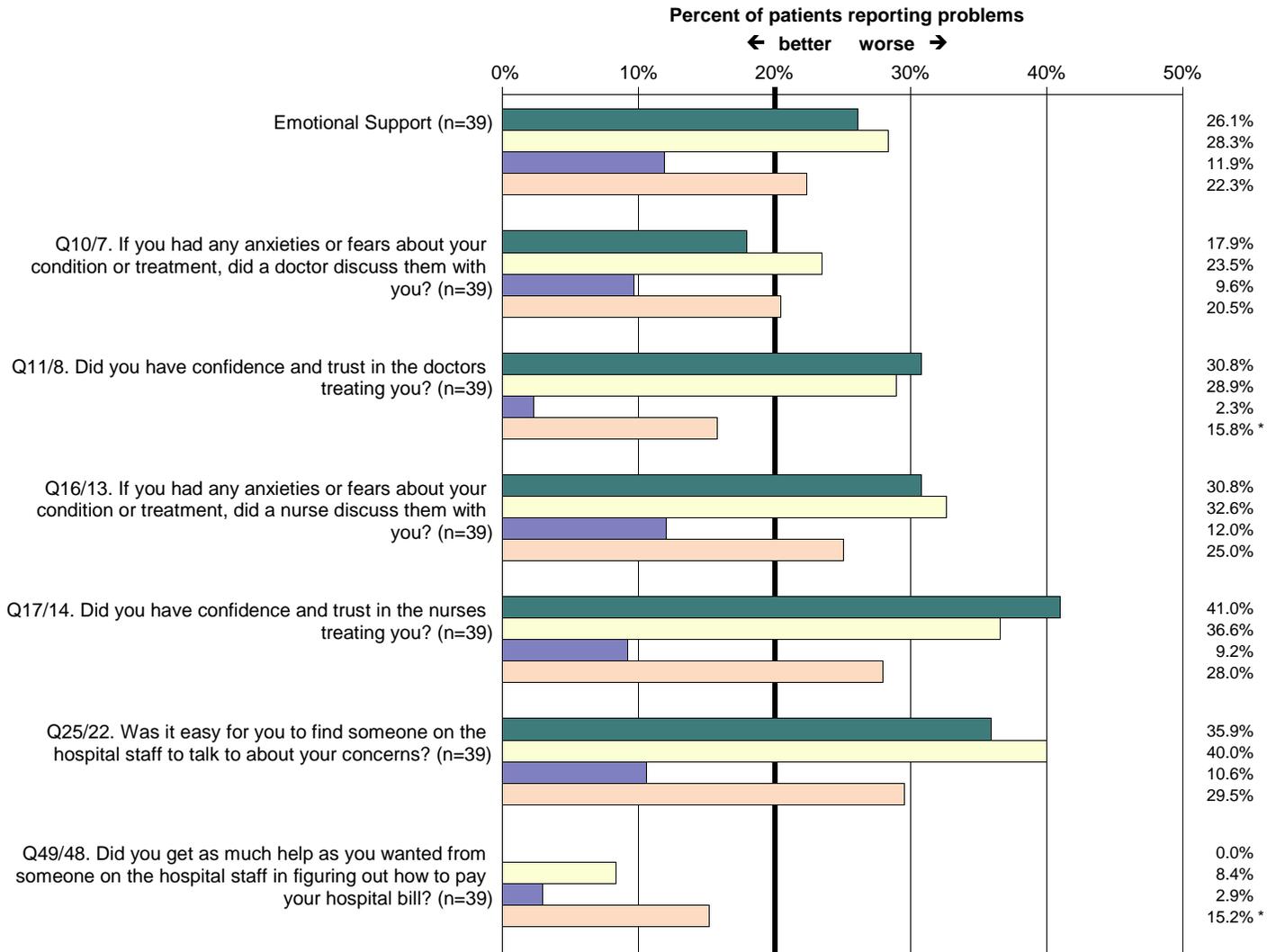
* Significantly different from EAFB problem score

Patients discharged: July 2001 - September 2001



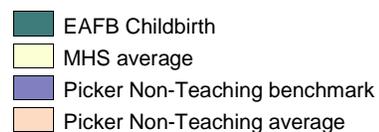
3rd Medical Group - Elmendorf Air Force Base Adult Inpatient Survey - Childbirth Comparisons

Emotional Support



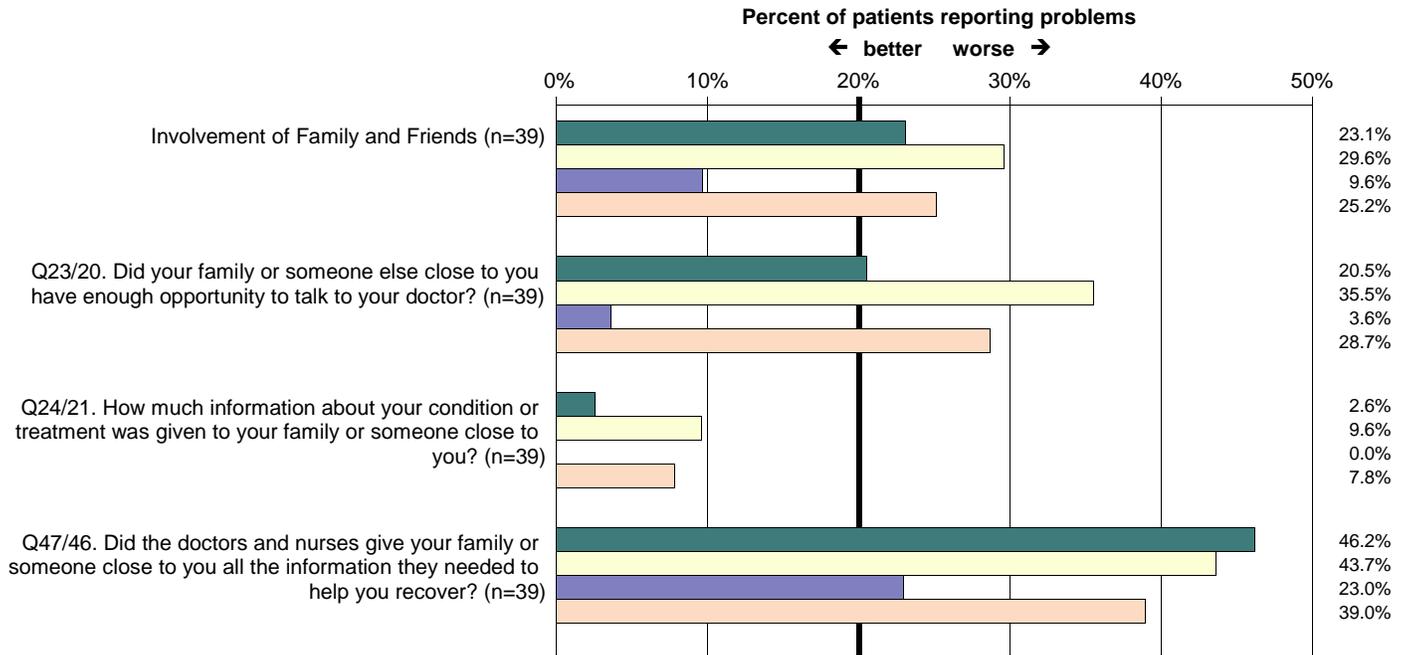
* Significantly different from EAFB problem score

Patients discharged: July 2001 - September 2001



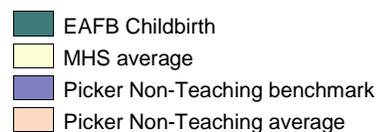
3rd Medical Group - Elmendorf Air Force Base Adult Inpatient Survey - Childbirth Comparisons

Involvement of Family and Friends



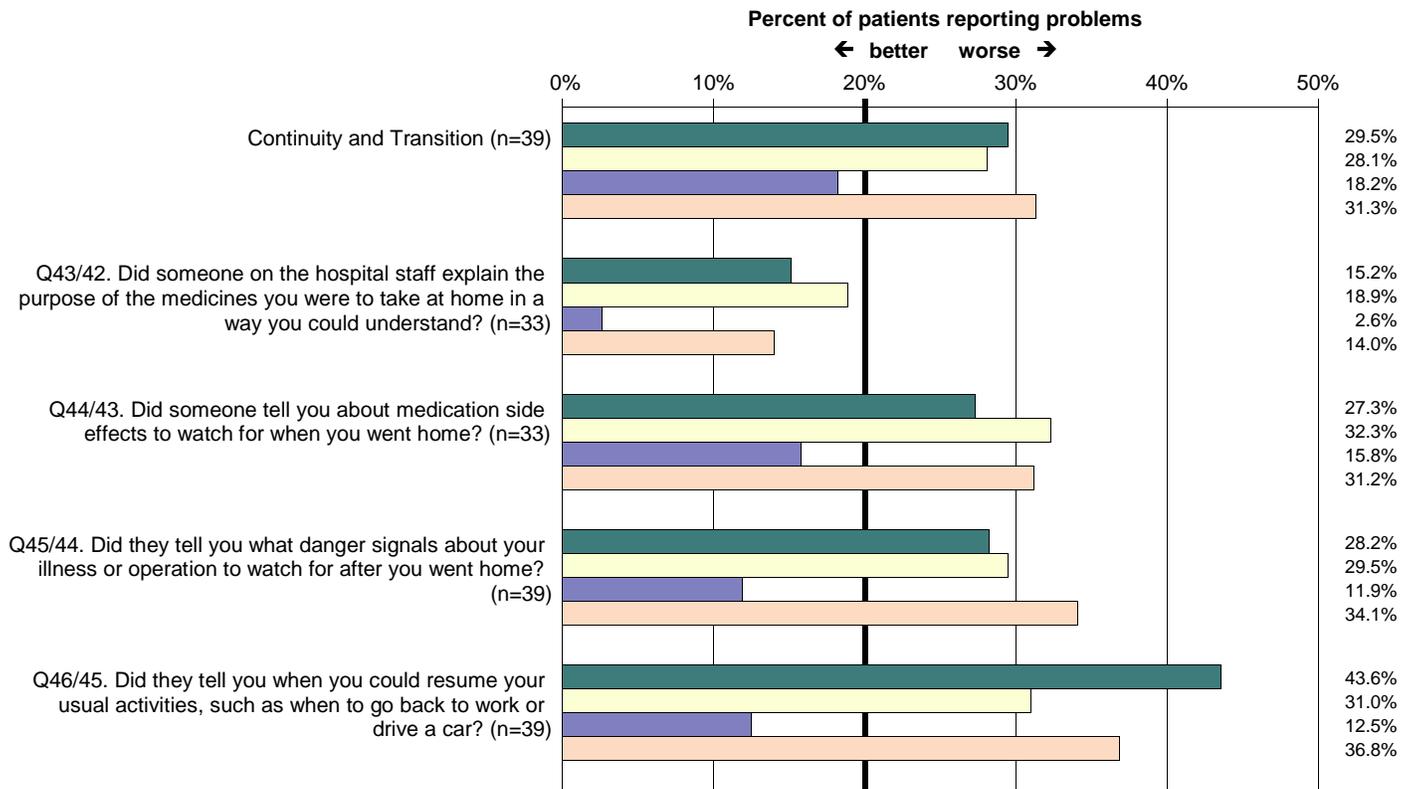
* Significantly different from EAFB problem score

Patients discharged: July 2001 - September 2001



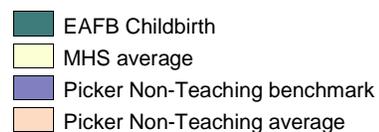
3rd Medical Group - Elmendorf Air Force Base Adult Inpatient Survey - Childbirth Comparisons

Continuity and Transition



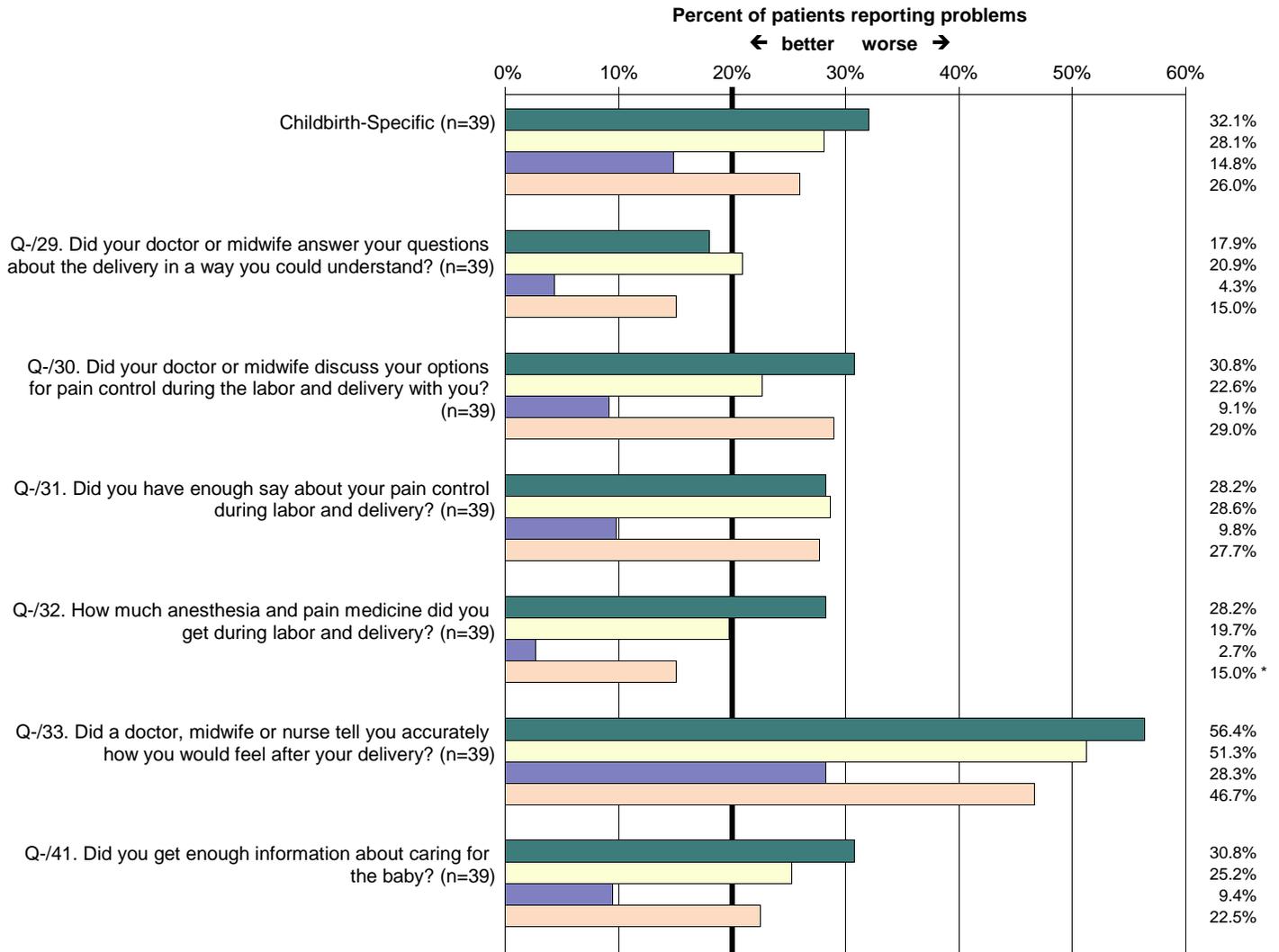
* Significantly different from EAFB problem score

Patients discharged: July 2001 - September 2001



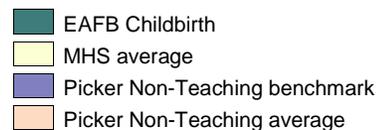
3rd Medical Group - Elmendorf Air Force Base Adult Inpatient Survey - Childbirth Comparisons

Childbirth-Specific



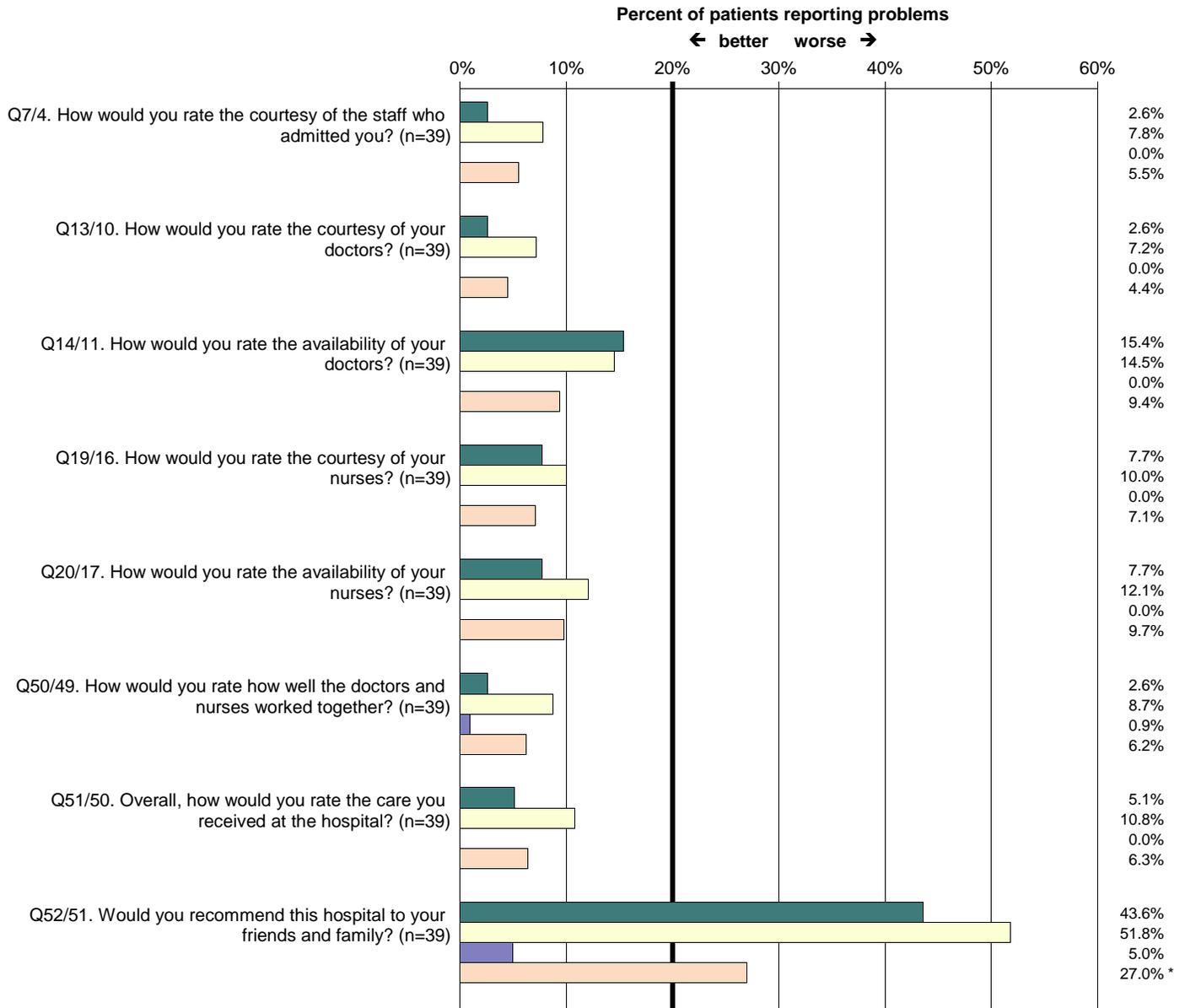
* Significantly different from EAFB problem score

Patients discharged: July 2001 - September 2001



3rd Medical Group - Elmendorf Air Force Base Adult Inpatient Survey - Childbirth Comparisons

Overall Impression



* Significantly different from EAFB problem score

Patients discharged: July 2001 - September 2001

■ EAFB Childbirth
■ MHS average
■ Picker Non-Teaching benchmark
■ Picker Non-Teaching average

3rd Medical Group - Elmendorf Air Force Base Adult Inpatient Survey - Overall Comparisons

<i>Dimensions</i>	EAFB PROBLEM SCORE	EAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER NON-TEACHING BENCHMARK	PICKER NON-TEACHING AVERAGE
All Dimensions Combined	16.1%	151	0.592	High	20.5% *	13.0%	20.9% *
Respect for Patient Preferences	14.7%	151	0.513	High	21.5% *	10.2%	19.3% *
Coordination of Care	12.8%	151	0.493	High	20.7% *	9.7%	18.0% *
Information and Education	16.4%	151	0.588	High	21.7% *	12.3%	21.9% *
Physical Comfort	7.2%	151	0.251	Low	10.4% *	4.2%	9.9% *
Emotional Support	21.0%	151	0.524	Top	24.2%	14.2%	24.0%
Involvement of Family and Friends	15.9%	151	0.399	Low	21.3% *	11.8%	21.8% *
Continuity and Transition	22.1%	151	0.352	Med	23.3%	15.4%	29.2% *
Surgery-Specific	9.8%	41	0.330	Low	15.1%	11.7%	20.6% *
Childbirth-Specific	32.1%	39	0.631	Top	28.1%	14.8%	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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**3rd Medical Group - Elmendorf 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 NON-TEACHING BENCHMARK	PICKER NON-TEACHING AVERAGE
Respect for Patient Preferences	14.7%	151	0.513	High	21.5% *	10.2%	19.3% *
Q12/9. Did doctors talk in front of you as if you weren't there?	5.3%	151	0.141	Low	13.5%	2.2%	11.0% *
Q18/15. Did nurses talk in front of you as if you weren't there?	6.6%	151	0.142	Low	12.5%	2.3%	13.1% *
Q22/19. Did you have enough say about your treatment?	32.5%	151	0.412	Top	38.5%	17.8%	35.2%
Q30/27. Did you feel like you were treated with respect and dignity while you were in the hospital?	14.6%	151	0.572	High	21.5%	6.6%	17.7%

* 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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**3rd Medical Group - Elmendorf 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 NON-TEACHING BENCHMARK	PICKER NON-TEACHING AVERAGE
Coordination of Care	12.8%	151	0.493	High	20.7% *	9.7%	18.0% *
Q2/- How organized was the care you received in the emergency room?	13.7%	73	0.430	High	20.3%	7.6%	23.2%
Q4/1. How organized was the admission process?	12.6%	151	0.376	Low	21.6%	8.8%	19.5%
Q5/2. Do you feel you had to wait an unnecessarily long time to go to your room?	9.9%	151	0.284	Low	17.4%	4.1%	19.6% *
Q8/5. Was there one particular doctor in charge of your care in the hospital?	11.3%	151	0.155	Low	16.5%	2.0%	10.1%
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?	12.6%	151	0.400	Low	22.7%	7.5%	18.2%
Q29/26. Were your scheduled tests and procedures performed on time?	17.2%	151	0.242	Low	25.6%	10.5%	22.6%

* 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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3rd Medical Group - Elmendorf 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 NON-TEACHING BENCHMARK	PICKER NON-TEACHING AVERAGE
Information and Education	16.4%	151	0.588	High	21.7% *	12.3%	21.9% *
Q3/- While you were in the emergency room, did you get enough information about your medical condition and treatment?	24.3%	74	0.380	Med	32.7%	21.4%	38.1% *
Q6/3. If you had to wait to go to your room, did someone from the hospital explain the reason for the delay?	6.0%	151	0.375	Low	8.3%	0.5%	9.1%
Q9/6. When you had important questions to ask a doctor, did you get answers you could understand?	17.9%	151	0.431	High	22.3%	9.4%	22.5%
Q15/12. When you had important questions to ask a nurse, did you get answers you could understand?	21.9%	151	0.505	Top	28.9%	14.0%	27.5%
Q28/25. Did a doctor or nurse explain the results of tests in a way you could understand?	16.6%	151	0.455	High	23.9%	13.6%	24.6% *

* 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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**3rd Medical Group - Elmendorf 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 NON-TEACHING BENCHMARK	PICKER NON-TEACHING AVERAGE
Physical Comfort	7.2%	151	0.251	Low	10.4% *	4.2%	9.9% *
Q26/23. When you needed help getting to the bathroom, did you get it in time?	10.6%	151	0.155	Low	16.2%	7.3%	19.0% *
Q27/24. How many minutes after you used the call button did it usually take before you got the help you needed?	0.7%	151	0.024	Low	3.1%	0.0%	3.2%
Q35/38. How many minutes after you requested pain medicine did it usually take before you got it?	5.3%	151	0.106	Low	5.9%	0.0%	4.0%
Q36/39. Do you think that the hospital staff did everything they could to help control your pain?	13.2%	151	0.234	Low	19.6%	5.7%	16.6%
Q37/40. Overall, how much pain medicine did you get?	6.0%	151	0.209	Low	7.1%	0.8%	6.5%

* 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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**3rd Medical Group - Elmendorf 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 NON-TEACHING BENCHMARK	PICKER NON-TEACHING AVERAGE
Emotional Support	21.0%	151	0.524	Top	24.2%	14.2%	24.0%
Q10/7. If you had any anxieties or fears about your condition or treatment, did a doctor discuss them with you?	19.2%	151	0.430	High	20.5%	6.3%	22.4%
Q11/8. Did you have confidence and trust in the doctors treating you?	20.5%	151	0.428	Top	21.0%	4.6%	15.9%
Q16/13. If you had any anxieties or fears about your condition or treatment, did a nurse discuss them with you?	26.5%	151	0.396	Med	29.9%	16.7%	29.6%
Q17/14. Did you have confidence and trust in the nurses treating you?	23.2%	151	0.354	Med	29.8%	12.7%	27.2%
Q25/22. Was it easy for you to find someone on the hospital staff to talk to about your concerns?	27.2%	151	0.398	Med	34.0%	17.7%	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?	9.3%	151	0.148	Low	9.8%	5.2%	17.3% *

* 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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**3rd Medical Group - Elmendorf 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 NON-TEACHING BENCHMARK	PICKER NON-TEACHING AVERAGE
Involvement of Family and Friends	15.9%	151	0.399	Low	21.3% *	11.8%	21.8% *
Q23/20. Did your family or someone else close to you have enough opportunity to talk to your doctor?	19.9%	151	0.247	Low	27.8%	15.4%	27.8%
Q24/21. How much information about your condition or treatment was given to your family or someone close to you?	4.0%	151	0.222	Low	8.5%	2.2%	8.9% *
Q47/46. Did the doctors and nurses give your family or someone close to you all the information they needed to help you recover?	23.8%	151	0.391	Med	27.4%	10.9%	28.7%

* 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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**3rd Medical Group - Elmendorf 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 NON-TEACHING BENCHMARK	PICKER NON-TEACHING AVERAGE
Continuity and Transition	22.1%	151	0.352	Med	23.3%	15.4%	29.2% *
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?	12.4%	137	0.356	Low	14.0%	5.3%	14.2%
Q44/43. Did someone tell you about medication side effects to watch for when you went home?	22.6%	137	0.201	Med	26.0%	16.5%	31.1%
Q45/44. Did they tell you what danger signals about your illness or operation to watch for after you went home?	23.8%	151	0.241	Med	25.6%	14.7%	33.1% *
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?	28.5%	151	0.332	Med	26.3%	12.8%	35.2%

* 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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**3rd Medical Group - Elmendorf 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 NON-TEACHING BENCHMARK	PICKER NON-TEACHING AVERAGE
Surgery-Specific	9.8%	41	0.330	Low	15.1%	11.7%	20.6% *
Q39/- Did the surgeon explain the risks and benefits of the surgery in a way you could understand?	4.9%	41	0.381	Low	7.1%	1.3%	11.7%
Q40/- Did the surgeon or any of your other doctors answer your questions about the surgery in a way you could understand?	4.9%	41	0.381	Low	8.2%	2.5%	12.8%
Q41/- Did a doctor or nurse tell you accurately how you would feel after surgery?	24.4%	41	0.122	Med	31.4%	20.9%	40.1% *
Q42/- Were the results of the surgery explained in a way you could understand?	4.9%	41	0.381	Low	13.6%	7.6%	18.0% *

* 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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**3rd Medical Group - Elmendorf 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 NON-TEACHING BENCHMARK	PICKER NON-TEACHING AVERAGE
Childbirth-Specific	32.1%	39	0.631	Top	28.1%	14.8%	25.8%
Q-/29. Did your doctor or midwife answer your questions about the delivery in a way you could understand?	17.9%	39	0.285	Low	20.9%	4.3%	15.1%
Q-/30. Did your doctor or midwife discuss your options for pain control during the labor and delivery with you?	30.8%	39	0.397	Med	22.6%	9.1%	28.3%
Q-/31. Did you have enough say about your pain control during labor and delivery?	28.2%	39	0.471	Top	28.6%	9.8%	27.5%
Q-/32. How much anesthesia and pain medicine did you get during labor and delivery?	28.2%	39	0.402	Top	19.7%	2.7%	15.3% *
Q-/33. Did a doctor, midwife or nurse tell you accurately how you would feel after your delivery?	56.4%	39	0.418	Top	51.3%	28.3%	46.1%
Q-/41. Did you get enough information about caring for the baby?	30.8%	39	0.531	Top	25.2%	9.4%	22.6%

* 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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3rd Medical Group - Elmendorf 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 NON-TEACHING BENCHMARK	PICKER NON-TEACHING AVERAGE
Q7/4. How would you rate the courtesy of the staff who admitted you?	0.7%	151	0.024	Low	5.0% *	0.0%	5.4% *
Q13/10. How would you rate the courtesy of your doctors?	2.6%	151	0.295	Low	4.9%	0.0%	4.8%
Q14/11. How would you rate the availability of your doctors?	9.3%	151	0.450	High	11.2%	2.5%	11.2%
Q19/16. How would you rate the courtesy of your nurses?	3.3%	151	0.232	Low	6.9%	0.9%	7.5%
Q20/17. How would you rate the availability of your nurses?	5.3%	151	0.317	Low	9.8%	3.8%	12.5% *
Q50/49. How would you rate how well the doctors and nurses worked together?	2.0%	151	0.268	Low	6.1%	1.6%	7.3% *
Q51/50. Overall, how would you rate the care you received at the hospital?	4.0%	151	--	--	7.3%	0.7%	7.9%
Q52/51. Would you recommend this hospital to your friends and family?	27.8%	151	0.649	Top	36.1%	8.0%	27.9%

* 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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3rd Medical Group - Elmendorf Air Force Base Adult Inpatient Survey - Medicine Comparisons

<i>Dimensions</i>	EAFB PROBLEM SCORE	EAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER NON-TEACHING BENCHMARK	PICKER NON-TEACHING AVERAGE
All Dimensions Combined	17.7%	68	0.549	High	20.6%	13.7%	22.7%
Respect for Patient Preferences	18.4%	68	0.440	High	21.1%	10.0%	20.6%
Coordination of Care	13.7%	68	0.453	High	20.8% *	10.8%	21.7% *
Information and Education	17.5%	68	0.502	High	24.3%	15.3%	27.0% *
Physical Comfort	6.8%	68	0.192	Low	8.9%	2.3%	9.4%
Emotional Support	24.5%	68	0.407	Top	24.3%	14.1%	26.8%
Involvement of Family and Friends	17.6%	68	0.456	High	20.2%	10.9%	22.5%
Continuity and Transition	25.2%	68	0.451	Top	24.3%	18.4%	31.0%

* 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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3rd Medical Group - Elmendorf 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 NON-TEACHING BENCHMARK	PICKER NON-TEACHING AVERAGE
Respect for Patient Preferences	18.4%	68	0.440	High	21.1%	10.0%	20.6%
Q12/9. Did doctors talk in front of you as if you weren't there?	8.8%	68	0.162	Low	16.2%	0.0%	12.1%
Q18/15. Did nurses talk in front of you as if you weren't there?	10.3%	68	0.167	Low	11.0%	1.8%	13.0%
Q22/19. Did you have enough say about your treatment?	42.6%	68	0.365	Med	41.5%	21.8%	40.6%
Q30/27. Did you feel like you were treated with respect and dignity while you were in the hospital?	11.8%	68	0.547	High	15.9%	4.1%	16.8%

* 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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3rd Medical Group - Elmendorf 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 NON-TEACHING BENCHMARK	PICKER NON-TEACHING AVERAGE
Coordination of Care	13.7%	68	0.453	High	20.8% *	10.8%	21.7% *
Q2/- How organized was the care you received in the emergency room?	13.7%	51	0.366	Low	19.4%	10.2%	22.9%
Q4/1. How organized was the admission process?	14.7%	68	0.477	High	19.7%	8.8%	22.8%
Q5/2. Do you feel you had to wait an unnecessarily long time to go to your room?	16.2%	68	0.332	Low	23.2%	5.3%	30.6% *
Q8/5. Was there one particular doctor in charge of your care in the hospital?	11.8%	68	0.012	Low	17.5%	2.7%	12.1%
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?	7.4%	68	0.289	Low	18.2%	3.7%	17.0% *
Q29/26. Were your scheduled tests and procedures performed on time?	20.6%	68	0.253	Med	27.1%	10.7%	26.4%

* 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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3rd Medical Group - Elmendorf 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 NON-TEACHING BENCHMARK	PICKER NON-TEACHING AVERAGE
Information and Education	17.5%	68	0.502	High	24.3%	15.3%	27.0% *
Q3/- . While you were in the emergency room, did you get enough information about your medical condition and treatment?	25.0%	52	0.287	Med	32.6%	22.0%	39.6% *
Q6/3. If you had to wait to go to your room, did someone from the hospital explain the reason for the delay?	8.8%	68	0.465	High	12.3%	0.0%	13.9%
Q9/6. When you had important questions to ask a doctor, did you get answers you could understand?	22.1%	68	0.382	Med	24.9%	12.5%	27.4%
Q15/12. When you had important questions to ask a nurse, did you get answers you could understand?	16.2%	68	0.332	Low	26.4%	16.0%	28.3% *
Q28/25. Did a doctor or nurse explain the results of tests in a way you could understand?	19.1%	68	0.468	High	27.9%	17.6%	31.0% *

* 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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3rd Medical Group - Elmendorf Air Force Base Adult Inpatient Survey - Medicine Comparisons

<i>Physical Comfort</i>	EAFB PROBLEM SCORE	EAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER NON-TEACHING BENCHMARK	PICKER NON-TEACHING AVERAGE
Physical Comfort	6.8%	68	0.192	Low	8.9%	2.3%	9.4%
Q26/23. When you needed help getting to the bathroom, did you get it in time?	8.8%	68	-0.020	Low	13.4%	3.9%	19.2% *
Q27/24. How many minutes after you used the call button did it usually take before you got the help you needed?	0.0%	68		Low	2.8%	0.0%	3.4%
Q35/38. How many minutes after you requested pain medicine did it usually take before you got it?	5.9%	68	0.008	Low	5.3%	0.0%	4.1%
Q36/39. Do you think that the hospital staff did everything they could to help control your pain?	11.8%	68	0.226	Low	17.1%	3.8%	15.0%
Q37/40. Overall, how much pain medicine did you get?	7.4%	68	0.289	Low	5.9%	0.0%	5.4%

* 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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3rd Medical Group - Elmendorf 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 NON-TEACHING BENCHMARK	PICKER NON-TEACHING AVERAGE
Emotional Support	24.5%	68	0.407	Top	24.3%	14.1%	26.8%
Q10/7. If you had any anxieties or fears about your condition or treatment, did a doctor discuss them with you?	27.9%	68	0.357	Med	23.7%	12.7%	27.6%
Q11/8. Did you have confidence and trust in the doctors treating you?	22.1%	68	0.469	Top	22.0%	7.3%	20.2%
Q16/13. If you had any anxieties or fears about your condition or treatment, did a nurse discuss them with you?	32.4%	68	0.231	Med	29.7%	17.3%	33.4%
Q17/14. Did you have confidence and trust in the nurses treating you?	16.2%	68	0.191	Low	25.2%	9.2%	25.8%
Q25/22. Was it easy for you to find someone on the hospital staff to talk to about your concerns?	32.4%	68	0.306	Med	33.3%	17.3%	35.0%
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?	16.2%	68	0.191	Low	11.8%	4.0%	18.8%

* 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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3rd Medical Group - Elmendorf 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 NON-TEACHING BENCHMARK	PICKER NON-TEACHING AVERAGE
Involvement of Family and Friends	17.6%	68	0.456	High	20.2%	10.9%	22.5%
Q23/20. Did your family or someone else close to you have enough opportunity to talk to your doctor?	26.5%	68	0.278	Med	27.0%	14.7%	30.7%
Q24/21. How much information about your condition or treatment was given to your family or someone close to you?	7.4%	68	0.223	Low	10.2%	2.4%	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?	19.1%	68	0.557	High	23.3%	10.4%	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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3rd Medical Group - Elmendorf 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 NON-TEACHING BENCHMARK	PICKER NON-TEACHING AVERAGE
Continuity and Transition	25.2%	68	0.451	Top	24.3%	18.4%	31.0%
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?	15.6%	64	0.567	High	13.8%	4.5%	15.3%
Q44/43. Did someone tell you about medication side effects to watch for when you went home?	28.6%	63	0.326	Med	24.6%	17.9%	32.0%
Q45/44. Did they tell you what danger signals about your illness or operation to watch for after you went home?	29.4%	68	0.214	Med	28.1%	21.9%	36.3%
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?	29.4%	68	0.407	Top	29.3%	19.8%	38.3%

* 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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3rd Medical Group - Elmendorf 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 NON-TEACHING BENCHMARK	PICKER NON-TEACHING AVERAGE
Q7/4. How would you rate the courtesy of the staff who admitted you?	0.0%	68		Low	4.1%	0.0%	6.3% *
Q13/10. How would you rate the courtesy of your doctors?	4.4%	68	0.320	Low	5.5%	0.9%	6.2%
Q14/11. How would you rate the availability of your doctors?	10.3%	68	0.451	High	12.4%	2.4%	14.3%
Q19/16. How would you rate the courtesy of your nurses?	1.5%	68	0.324	Low	5.2%	0.0%	7.6%
Q20/17. How would you rate the availability of your nurses?	4.4%	68	0.320	Low	8.6%	1.8%	13.1% *
Q50/49. How would you rate how well the doctors and nurses worked together?	1.5%	68	0.324	Low	5.9%	1.1%	8.5% *
Q51/50. Overall, how would you rate the care you received at the hospital?	4.4%	68	--	--	6.8%	0.9%	8.9%
Q52/51. Would you recommend this hospital to your friends and family?	23.5%	68	0.635	Top	29.4%	10.3%	28.8%

* 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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3rd Medical Group - Elmendorf Air Force Base Adult Inpatient Survey - Surgery Comparisons

<i>Dimensions</i>	EAFB PROBLEM SCORE	EAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER NON-TEACHING BENCHMARK	PICKER NON-TEACHING AVERAGE
All Dimensions Combined	8.4%	44	0.556	High	15.6% *	11.3%	18.2% *
Respect for Patient Preferences	9.7%	44	0.651	High	16.5% *	8.4%	16.8% *
Coordination of Care	6.7%	44	0.471	High	14.9% *	7.4%	14.4% *
Information and Education	8.9%	44	0.668	High	16.1% *	8.1%	18.5% *
Physical Comfort	4.1%	44	0.097	Low	9.6% *	4.3%	10.3% *
Emotional Support	11.0%	44	0.535	High	19.2% *	12.0%	21.9% *
Involvement of Family and Friends	6.8%	44	0.175	Low	15.3% *	10.2%	18.0% *
Continuity and Transition	10.6%	44	0.172	Low	17.6% *	14.8%	25.2% *
Surgery-Specific	9.8%	41	0.330	Low	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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**3rd Medical Group - Elmendorf 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 NON-TEACHING BENCHMARK	PICKER NON-TEACHING AVERAGE
Respect for Patient Preferences	9.7%	44	0.651	High	16.5% *	8.4%	16.8% *
Q12/9. Did doctors talk in front of you as if you weren't there?	4.5%	44	0.262	Low	9.4%	0.0%	7.8%
Q18/15. Did nurses talk in front of you as if you weren't there?	4.5%	44	0.262	Low	11.1%	2.6%	11.3%
Q22/19. Did you have enough say about your treatment?	15.9%	44	0.435	High	29.4%	15.9%	31.6% *
Q30/27. Did you feel like you were treated with respect and dignity while you were in the hospital?	13.6%	44	0.601	High	16.3%	5.1%	16.5%

* 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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3rd Medical Group - Elmendorf 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 NON-TEACHING BENCHMARK	PICKER NON-TEACHING AVERAGE
Coordination of Care	6.7%	44	0.471	High	14.9% *	7.4%	14.4% *
Q2/- How organized was the care you received in the emergency room?	13.6%	22	0.617	High	17.4%	24.8%	24.2%
Q4/1. How organized was the admission process?	9.1%	44	0.247	Low	18.0%	5.1%	16.0%
Q5/2. Do you feel you had to wait an unnecessarily long time to go to your room?	0.0%	44		Low	11.1% *	4.6%	14.7% *
Q8/5. Was there one particular doctor in charge of your care in the hospital?	2.3%	44		Low	7.9%	0.0%	6.5%
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?	11.4%	44	0.526	High	14.7%	2.4%	13.5%
Q29/26. Were your scheduled tests and procedures performed on time?	6.8%	44	0.126	Low	21.6%	8.0%	20.2% *

* 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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3rd Medical Group - Elmendorf 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 NON-TEACHING BENCHMARK	PICKER NON-TEACHING AVERAGE
Information and Education	8.9%	44	0.668	High	16.1% *	8.1%	18.5% *
Q3/- While you were in the emergency room, did you get enough information about your medical condition and treatment?	22.7%	22	0.642	Top	26.5%	39.3%	33.4%
Q6/3. If you had to wait to go to your room, did someone from the hospital explain the reason for the delay?	0.0%	44		Low	5.1%	1.0%	7.1%
Q9/6. When you had important questions to ask a doctor, did you get answers you could understand?	4.5%	44	0.375	Low	14.3%	6.7%	17.9% *
Q15/12. When you had important questions to ask a nurse, did you get answers you could understand?	18.2%	44	0.590	High	24.5%	11.2%	26.8%
Q28/25. Did a doctor or nurse explain the results of tests in a way you could understand?	6.8%	44	0.512	High	16.9%	7.2%	19.8% *

* 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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**3rd Medical Group - Elmendorf 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 NON-TEACHING BENCHMARK	PICKER NON-TEACHING AVERAGE
Physical Comfort	4.1%	44	0.097	Low	9.6% *	4.3%	10.3% *
Q26/23. When you needed help getting to the bathroom, did you get it in time?	9.1%	44	0.247	Low	16.5%	8.0%	21.2%
Q27/24. How many minutes after you used the call button did it usually take before you got the help you needed?	0.0%	44		Low	3.7%	0.0%	3.6%
Q35/38. How many minutes after you requested pain medicine did it usually take before you got it?	2.3%	44	0.071	Low	4.8%	0.0%	3.4%
Q36/39. Do you think that the hospital staff did everything they could to help control your pain?	4.5%	44	-0.035	Low	17.3%	6.7%	16.7% *
Q37/40. Overall, how much pain medicine did you get?	4.5%	44	-0.035	Low	5.8%	0.8%	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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3rd Medical Group - Elmendorf 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 NON-TEACHING BENCHMARK	PICKER NON-TEACHING AVERAGE
Emotional Support	11.0%	44	0.535	High	19.2% *	12.0%	21.9% *
Q10/7. If you had any anxieties or fears about your condition or treatment, did a doctor discuss them with you?	6.8%	44	0.375	Low	13.0%	6.7%	17.4%
Q11/8. Did you have confidence and trust in the doctors treating you?	9.1%	44	0.247	Low	12.0%	1.0%	10.8%
Q16/13. If you had any anxieties or fears about your condition or treatment, did a nurse discuss them with you?	13.6%	44	0.526	High	26.3%	13.3%	28.7% *
Q17/14. Did you have confidence and trust in the nurses treating you?	18.2%	44	0.442	High	28.3%	13.3%	28.3%
Q25/22. Was it easy for you to find someone on the hospital staff to talk to about your concerns?	11.4%	44	0.247	Low	27.7%	11.4%	29.3% *
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?	6.8%	44	0.238	Low	7.8%	3.7%	16.7%

* 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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**3rd Medical Group - Elmendorf 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 NON-TEACHING BENCHMARK	PICKER NON-TEACHING AVERAGE
Involvement of Family and Friends	6.8%	44	0.175	Low	15.3% *	10.2%	18.0% *
Q23/20. Did your family or someone else close to you have enough opportunity to talk to your doctor?	9.1%	44	0.126	Low	20.8%	12.7%	23.1% *
Q24/21. How much information about your condition or treatment was given to your family or someone close to you?	0.0%	44		Low	5.3%	0.9%	6.9%
Q47/46. Did the doctors and nurses give your family or someone close to you all the information they needed to help you recover?	11.4%	44	0.148	Low	19.6%	14.3%	24.1%

* 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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**3rd Medical Group - Elmendorf 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 NON-TEACHING BENCHMARK	PICKER NON-TEACHING AVERAGE
Continuity and Transition	10.6%	44	0.172	Low	17.6% *	14.8%	25.2% *
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?	5.0%	40	0.234	Low	10.3%	3.5%	12.8%
Q44/43. Did someone tell you about medication side effects to watch for when you went home?	9.8%	41	0.040	Low	21.8%	12.2%	28.9% *
Q45/44. Did they tell you what danger signals about your illness or operation to watch for after you went home?	11.4%	44	0.148	Low	18.6%	15.7%	28.1% *
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?	13.6%	44	0.102	Low	18.9%	15.3%	29.9% *

* 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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**3rd Medical Group - Elmendorf 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 NON-TEACHING BENCHMARK	PICKER NON-TEACHING AVERAGE
Surgery-Specific	9.8%	41	0.330	Low	15.1%	11.7%	20.6% *
Q39/-. Did the surgeon explain the risks and benefits of the surgery in a way you could understand?	4.9%	41	0.381	Low	7.1%	1.3%	11.7%
Q40/-. Did the surgeon or any of your other doctors answer your questions about the surgery in a way you could understand?	4.9%	41	0.381	Low	8.2%	2.5%	12.8%
Q41/-. Did a doctor or nurse tell you accurately how you would feel after surgery?	24.4%	41	0.122	Med	31.4%	20.9%	40.1% *
Q42/-. Were the results of the surgery explained in a way you could understand?	4.9%	41	0.381	Low	13.6%	7.6%	18.0% *

* 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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3rd Medical Group - Elmendorf 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 NON-TEACHING BENCHMARK	PICKER NON-TEACHING AVERAGE
Q7/4. How would you rate the courtesy of the staff who admitted you?	0.0%	44		Low	2.8%	0.0%	4.4%
Q13/10. How would you rate the courtesy of your doctors?	0.0%	44		Low	1.6%	0.0%	3.5%
Q14/11. How would you rate the availability of your doctors?	2.3%	44	0.262	Low	6.4%	0.0%	8.9%
Q19/16. How would you rate the courtesy of your nurses?	2.3%	44	0.262	Low	5.7%	0.0%	7.6%
Q20/17. How would you rate the availability of your nurses?	4.5%	44	0.375	Low	9.9%	3.2%	13.7%
Q50/49. How would you rate how well the doctors and nurses worked together?	2.3%	44	0.262	Low	4.1%	0.0%	6.8%
Q51/50. Overall, how would you rate the care you received at the hospital?	2.3%	44	--	--	4.9%	0.0%	7.9%
Q52/51. Would you recommend this hospital to your friends and family?	20.5%	44	0.733	Top	26.7%	4.6%	27.6%

* 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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3rd Medical Group - Elmendorf Air Force Base Adult Inpatient Survey - Childbirth Comparisons

<i>Dimensions</i>	EAFB PROBLEM SCORE	EAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER NON-TEACHING BENCHMARK	PICKER NON-TEACHING AVERAGE
All Dimensions Combined	22.1%	39	0.736	Top	25.6%	11.8%	21.2%
Respect for Patient Preferences	14.1%	39	0.624	High	26.5% *	7.3%	20.0%
Coordination of Care	17.9%	39	0.568	High	26.9% *	9.4%	17.2%
Information and Education	23.1%	39	0.699	Top	23.9%	7.2%	18.0%
Physical Comfort	11.3%	39	0.411	High	13.1%	1.7%	9.6%
Emotional Support	26.1%	39	0.770	Top	28.3%	11.9%	22.3%
Involvement of Family and Friends	23.1%	39	0.412	Top	29.6%	9.6%	25.2%
Continuity and Transition	29.5%	39	0.267	Med	28.1%	18.2%	31.3%
Childbirth-Specific	32.1%	39	0.631	Top	28.1%	14.8%	26.0%

* 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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**3rd Medical Group - Elmendorf 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 NON-TEACHING BENCHMARK	PICKER NON-TEACHING AVERAGE
Respect for Patient Preferences	14.1%	39	0.624	High	26.5% *	7.3%	20.0%
Q12/9. Did doctors talk in front of you as if you weren't there?	0.0%	39		Low	15.4% *	3.8%	13.6% *
Q18/15. Did nurses talk in front of you as if you weren't there?	2.6%	39	0.015	Low	15.2%	3.0%	15.5% *
Q22/19. Did you have enough say about your treatment?	33.3%	39	0.525	Top	42.6%	14.7%	30.5%
Q30/27. Did you feel like you were treated with respect and dignity while you were in the hospital?	20.5%	39	0.584	Top	33.0%	2.7%	20.7%

* 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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**3rd Medical Group - Elmendorf 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 NON-TEACHING BENCHMARK	PICKER NON-TEACHING AVERAGE
Coordination of Care	17.9%	39	0.568	High	26.9% *	9.4%	17.2%
Q4/1. How organized was the admission process?	12.8%	39	0.313	Low	27.2%	5.1%	19.4%
Q5/2. Do you feel you had to wait an unnecessarily long time to go to your room?	10.3%	39	0.337	Low	16.1%	0.0%	8.6%
Q8/5. Was there one particular doctor in charge of your care in the hospital?	20.5%	39	0.354	Med	26.8%	1.9%	11.8%
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?	23.1%	39	0.418	Top	36.1%	14.1%	26.1%
Q29/26. Were your scheduled tests and procedures performed on time?	23.1%	39	0.271	Med	28.6%	8.4%	20.0%

* 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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3rd Medical Group - Elmendorf 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 NON-TEACHING BENCHMARK	PICKER NON-TEACHING AVERAGE
Information and Education	23.1%	39	0.699	Top	23.9%	7.2%	18.0%
Q6/3. If you had to wait to go to your room, did someone from the hospital explain the reason for the delay?	7.7%	39	0.375	Low	6.7%	0.0%	4.1%
Q9/6. When you had important questions to ask a doctor, did you get answers you could understand?	25.6%	39	0.551	Top	27.3%	3.6%	20.3%
Q15/12. When you had important questions to ask a nurse, did you get answers you could understand?	35.9%	39	0.650	Top	35.3%	10.7%	27.1%
Q28/25. Did a doctor or nurse explain the results of tests in a way you could understand?	23.1%	39	0.418	Top	26.2%	6.5%	20.5%

* 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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3rd Medical Group - Elmendorf Air Force Base Adult Inpatient Survey - Childbirth Comparisons

<i>Physical Comfort</i>	EAFB PROBLEM SCORE	EAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER NON-TEACHING BENCHMARK	PICKER NON-TEACHING AVERAGE
Physical Comfort	11.3%	39	0.411	High	13.1%	1.7%	9.6%
Q26/23. When you needed help getting to the bathroom, did you get it in time?	15.4%	39	0.297	Low	19.9%	3.9%	15.2%
Q27/24. How many minutes after you used the call button did it usually take before you got the help you needed?	2.6%	39	0.015	Low	3.2%	0.0%	2.2%
Q35/38. How many minutes after you requested pain medicine did it usually take before you got it?	7.7%	39	0.259	Low	7.7%	0.0%	4.4%
Q36/39. Do you think that the hospital staff did everything they could to help control your pain?	25.6%	39	0.338	Med	24.7%	2.0%	18.6%
Q37/40. Overall, how much pain medicine did you get?	5.1%	39	0.302	Low	9.7%	0.8%	7.5%

* 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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3rd Medical Group - Elmendorf 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 NON-TEACHING BENCHMARK	PICKER NON-TEACHING AVERAGE
Emotional Support	26.1%	39	0.770	Top	28.3%	11.9%	22.3%
Q10/7. If you had any anxieties or fears about your condition or treatment, did a doctor discuss them with you?	17.9%	39	0.689	High	23.5%	9.6%	20.5%
Q11/8. Did you have confidence and trust in the doctors treating you?	30.8%	39	0.464	Top	28.9%	2.3%	15.8% *
Q16/13. If you had any anxieties or fears about your condition or treatment, did a nurse discuss them with you?	30.8%	39	0.598	Top	32.6%	12.0%	25.0%
Q17/14. Did you have confidence and trust in the nurses treating you?	41.0%	39	0.455	Top	36.6%	9.2%	28.0%
Q25/22. Was it easy for you to find someone on the hospital staff to talk to about your concerns?	35.9%	39	0.650	Top	40.0%	10.6%	29.5%
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?	0.0%	39		Low	8.4%	2.9%	15.2% *

* 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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**3rd Medical Group - Elmendorf 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 NON-TEACHING BENCHMARK	PICKER NON-TEACHING AVERAGE
Involvement of Family and Friends	23.1%	39	0.412	Top	29.6%	9.6%	25.2%
Q23/20. Did your family or someone else close to you have enough opportunity to talk to your doctor?	20.5%	39	0.277	Med	35.5%	3.6%	28.7%
Q24/21. How much information about your condition or treatment was given to your family or someone close to you?	2.6%	39	0.407	High	9.6%	0.0%	7.8%
Q47/46. Did the doctors and nurses give your family or someone close to you all the information they needed to help you recover?	46.2%	39	0.272	Med	43.7%	23.0%	39.0%

* 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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**3rd Medical Group - Elmendorf 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 NON-TEACHING BENCHMARK	PICKER NON-TEACHING AVERAGE
Continuity and Transition	29.5%	39	0.267	Med	28.1%	18.2%	31.3%
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?	15.2%	33	0.030	Low	18.9%	2.6%	14.0%
Q44/43. Did someone tell you about medication side effects to watch for when you went home?	27.3%	33	0.044	Med	32.3%	15.8%	31.2%
Q45/44. Did they tell you what danger signals about your illness or operation to watch for after you went home?	28.2%	39	0.333	Med	29.5%	11.9%	34.1%
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?	43.6%	39	0.331	Med	31.0%	12.5%	36.8%

* 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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**3rd Medical Group - Elmendorf 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 NON-TEACHING BENCHMARK	PICKER NON-TEACHING AVERAGE
Childbirth-Specific	32.1%	39	0.631	Top	28.1%	14.8%	26.0%
Q-/29. Did your doctor or midwife answer your questions about the delivery in a way you could understand?	17.9%	39	0.285	Low	20.9%	4.3%	15.0%
Q-/30. Did your doctor or midwife discuss your options for pain control during the labor and delivery with you?	30.8%	39	0.397	Med	22.6%	9.1%	29.0%
Q-/31. Did you have enough say about your pain control during labor and delivery?	28.2%	39	0.471	Top	28.6%	9.8%	27.7%
Q-/32. How much anesthesia and pain medicine did you get during labor and delivery?	28.2%	39	0.402	Top	19.7%	2.7%	15.0% *
Q-/33. Did a doctor, midwife or nurse tell you accurately how you would feel after your delivery?	56.4%	39	0.418	Top	51.3%	28.3%	46.7%
Q-/41. Did you get enough information about caring for the baby?	30.8%	39	0.531	Top	25.2%	9.4%	22.5%

* 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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3rd Medical Group - Elmendorf 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 NON-TEACHING BENCHMARK	PICKER NON-TEACHING AVERAGE
Q7/4. How would you rate the courtesy of the staff who admitted you?	2.6%	39	0.015	Low	7.8%	0.0%	5.5%
Q13/10. How would you rate the courtesy of your doctors?	2.6%	39	0.407	High	7.2%	0.0%	4.4%
Q14/11. How would you rate the availability of your doctors?	15.4%	39	0.554	High	14.5%	0.0%	9.4%
Q19/16. How would you rate the courtesy of your nurses?	7.7%	39	0.143	Low	10.0%	0.0%	7.1%
Q20/17. How would you rate the availability of your nurses?	7.7%	39	0.259	Low	12.1%	0.0%	9.7%
Q50/49. How would you rate how well the doctors and nurses worked together?	2.6%	39	0.211	Low	8.7%	0.9%	6.2%
Q51/50. Overall, how would you rate the care you received at the hospital?	5.1%	39	--	--	10.8%	0.0%	6.3%
Q52/51. Would you recommend this hospital to your friends and family?	43.6%	39	0.581	Top	51.8%	5.0%	27.0% *

* 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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