



**Report on Patients' Experiences
10th Medical Group - USAF Academy CO
Adult Inpatient Survey**

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

10th Medical Group - USAF Academy CO

Executive Summary - Adult Inpatient Survey

METHODOLOGY:

This report summarizes an Adult Inpatient Survey of 10th Medical Group - USAF Academy CO (USAFA) patients discharged between July 1, 2001 and September 30, 2001. This report compares the results of the survey for 10th Medical Group - USAF Academy CO 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.

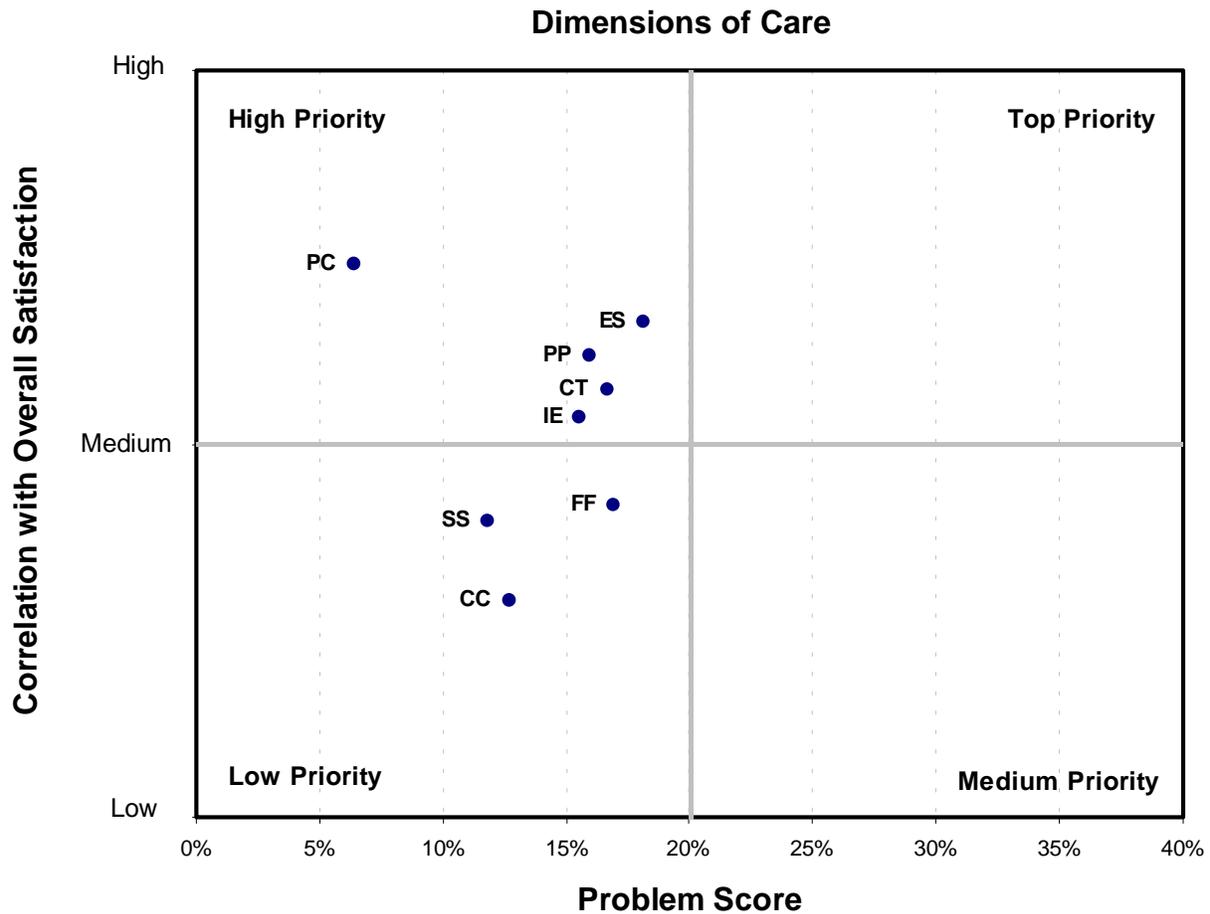
SUMMARY FINDINGS:

Overall Satisfaction	MHS Overall	USAFA Overall	USAFA Medicine	USAFA Surgery
Overall Rating (Percent Excellent)	45.5%	60.9%	54.5%	66.7%
Would definitely recommend	59.6%	76.8%	75.8%	77.8%

Dimensions	MHS Overall	USAFA Overall	USAFA Medicine	USAFA Surgery
All Dimensions Combined	20.5%	14.5% *	15.9%	13.2% *
Respect for Patient Preferences	21.5%	15.9% *	14.4% *	17.4%
Coordination of Care	20.7%	12.7% *	13.2% *	12.1% *
Information and Education	21.7%	15.5% *	18.0%	13.2% *
Physical Comfort	10.4%	6.4% *	6.1%	6.7%
Emotional Support	24.2%	18.1% *	19.2%	17.1% *
Involvement of Family and Friends	21.3%	16.9%	20.2%	13.9%
Continuity and Transition	23.3%	16.7%	20.5%	13.2% *
Surgery-Specific	15.1%	11.8%		11.8%

* Statistically significantly different from MHS Overall Average

10th Medical Group - USAF Academy CO
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

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

10th Medical Group - USAF Academy CO
Adult Inpatient Survey - Key Strengths

	USAFA PROBLEM SCORE	USAFA NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION
<i>Dimensions</i>			
* Physical Comfort	6.4%	69	0.592
<i>Respect for Patient Preferences</i>			
Q12/9. Did doctors talk in front of you as if you weren't there?	7.2%	69	0.240
Q18/15. Did nurses talk in front of you as if you weren't there?	8.7%	69	0.186
<i>Coordination of Care</i>			
Q2/- . How organized was the care you received in the emergency room?	9.4%	32	0.015
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?	8.7%	69	0.316
<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?	0.0%	69	
<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?	1.4%	69	0.533
Q35/38. How many minutes after you requested pain medicine did it usually take before you got it?	2.9%	69	0.323
Q37/40. Overall, how much pain medicine did you get?	2.9%	69	0.214
<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?	2.9%	69	0.323

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.

10th Medical Group - USAF Academy CO
Adult Inpatient Survey - Key Strengths

	USAFA PROBLEM SCORE	USAFA NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION
<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?	5.8%	69	0.228
<i>Continuity and Transition</i>			
* 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?	9.1%	66	0.585
<i>Surgery-Specific</i>			
Q39/-. Did the surgeon explain the risks and benefits of the surgery in a way you could understand?	5.6%	36	0.135
Q40/-. Did the surgeon or any of your other doctors answer your questions about the surgery in a way you could understand?	5.6%	36	0.135
<i>Overall Impression</i>			
Q7/4. How would you rate the courtesy of the staff who admitted you?	1.4%	69	0.073
Q13/10. How would you rate the courtesy of your doctors?	2.9%	69	0.214
Q14/11. How would you rate the availability of your doctors?	5.8%	69	0.307
* Q19/16. How would you rate the courtesy of your nurses?	4.3%	69	0.578
* Q20/17. How would you rate the availability of your nurses?	5.8%	69	0.542
* Q50/49. How would you rate how well the doctors and nurses worked together?	1.4%	69	0.533
Q51/50. Overall, how would you rate the care you received at the hospital?	2.9%	69	--

Patients discharged: July 2001 - September 2001

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

10th Medical Group - USAF Academy CO
Adult Inpatient Survey - Areas for Improvement

	USAFA PROBLEM SCORE	USAFA NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION
<i>Respect for Patient Preferences</i>			
Q22/19. Did you have enough say about your treatment?	37.7%	69	0.243
<i>Information and Education</i>			
Q15/12. When you had important questions to ask a nurse, did you get answers you could understand?	26.1%	69	0.317
<i>Emotional Support</i>			
Q16/13. If you had any anxieties or fears about your condition or treatment, did a nurse discuss them with you?	33.3%	69	0.233
Q25/22. Was it easy for you to find someone on the hospital staff to talk to about your concerns?	27.5%	69	0.168
<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?	21.7%	69	0.185
Q47/46. Did the doctors and nurses give your family or someone close to you all the information they needed to help you recover?	23.2%	69	0.375
<i>Continuity and Transition</i>			
* Q45/44. Did they tell you what danger signals about your illness or operation to watch for after you went home?	20.3%	69	0.441
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?	20.3%	69	0.168
<i>Surgery-Specific</i>			
Q41/-. Did a doctor or nurse tell you accurately how you would feel after surgery?	25.0%	36	0.250
<i>Overall Impression</i>			
* Q52/51. Would you recommend this hospital to your friends and family?	20.3%	69	0.487

Patients discharged: July 2001 - September 2001

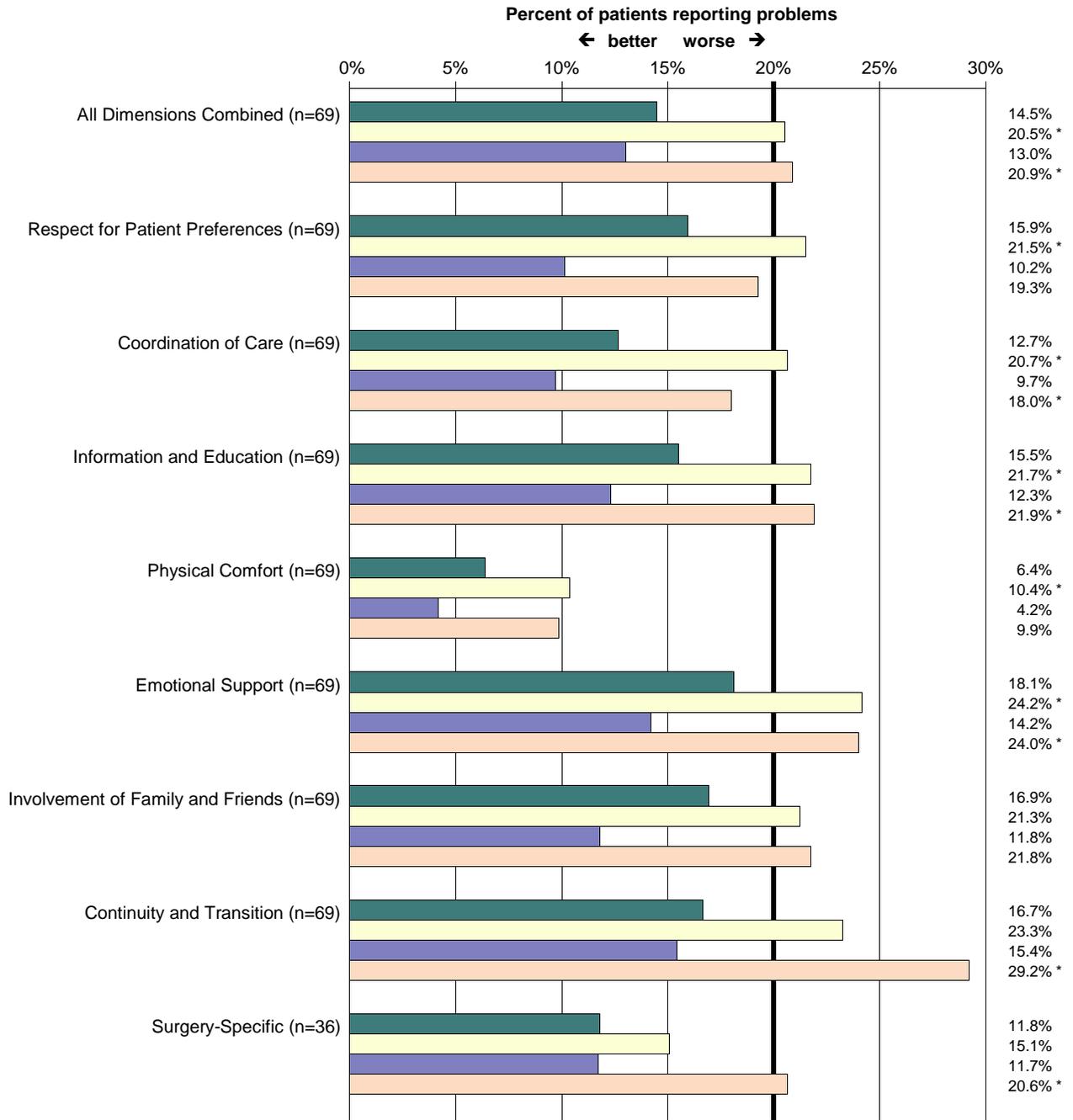
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The Picker Institute recognizes problem scores of 20% or higher as Areas for Improvement.

10th Medical Group - USAF Academy CO

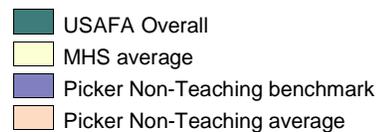
Adult Inpatient Survey - Overall Comparisons

Dimensions



* Significantly different from USAFA problem score

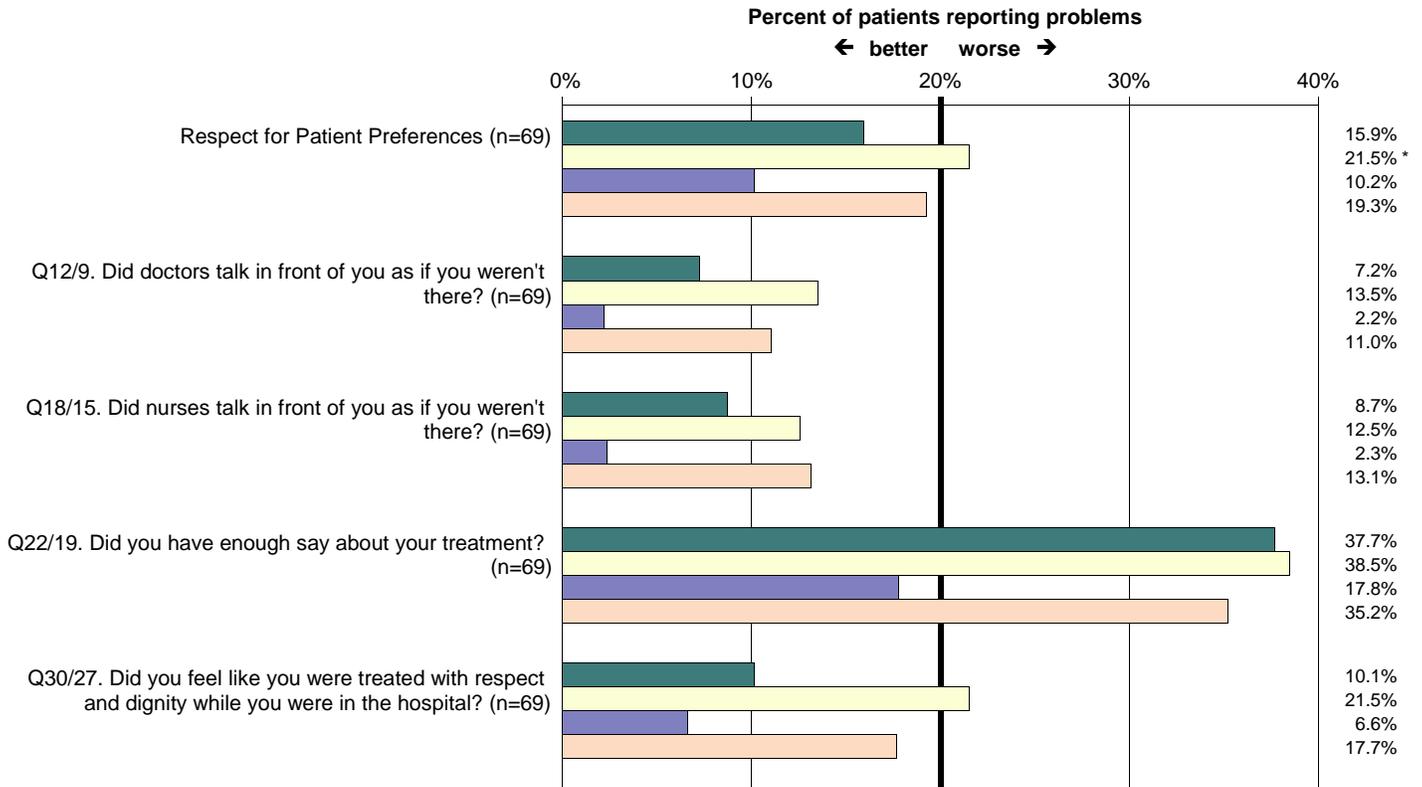
Patients discharged: July 2001 - September 2001



10th Medical Group - USAF Academy CO

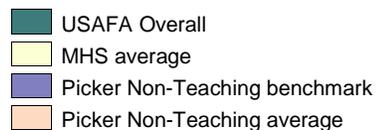
Adult Inpatient Survey - Overall Comparisons

Respect for Patient Preferences



* Significantly different from USAFA problem score

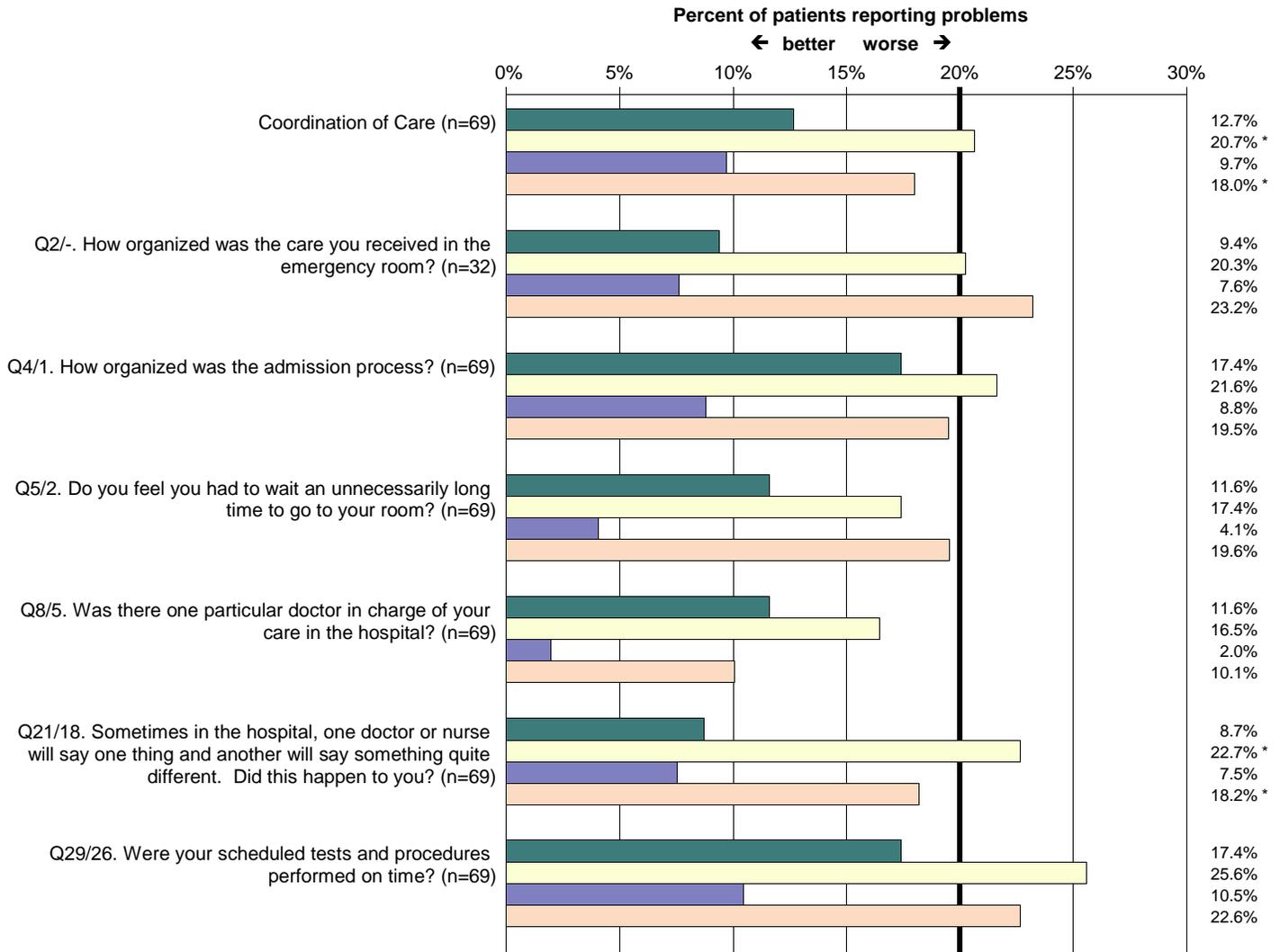
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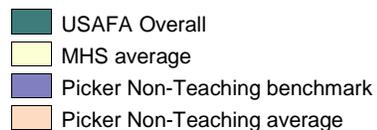
Adult Inpatient Survey - Overall Comparisons

Coordination of Care



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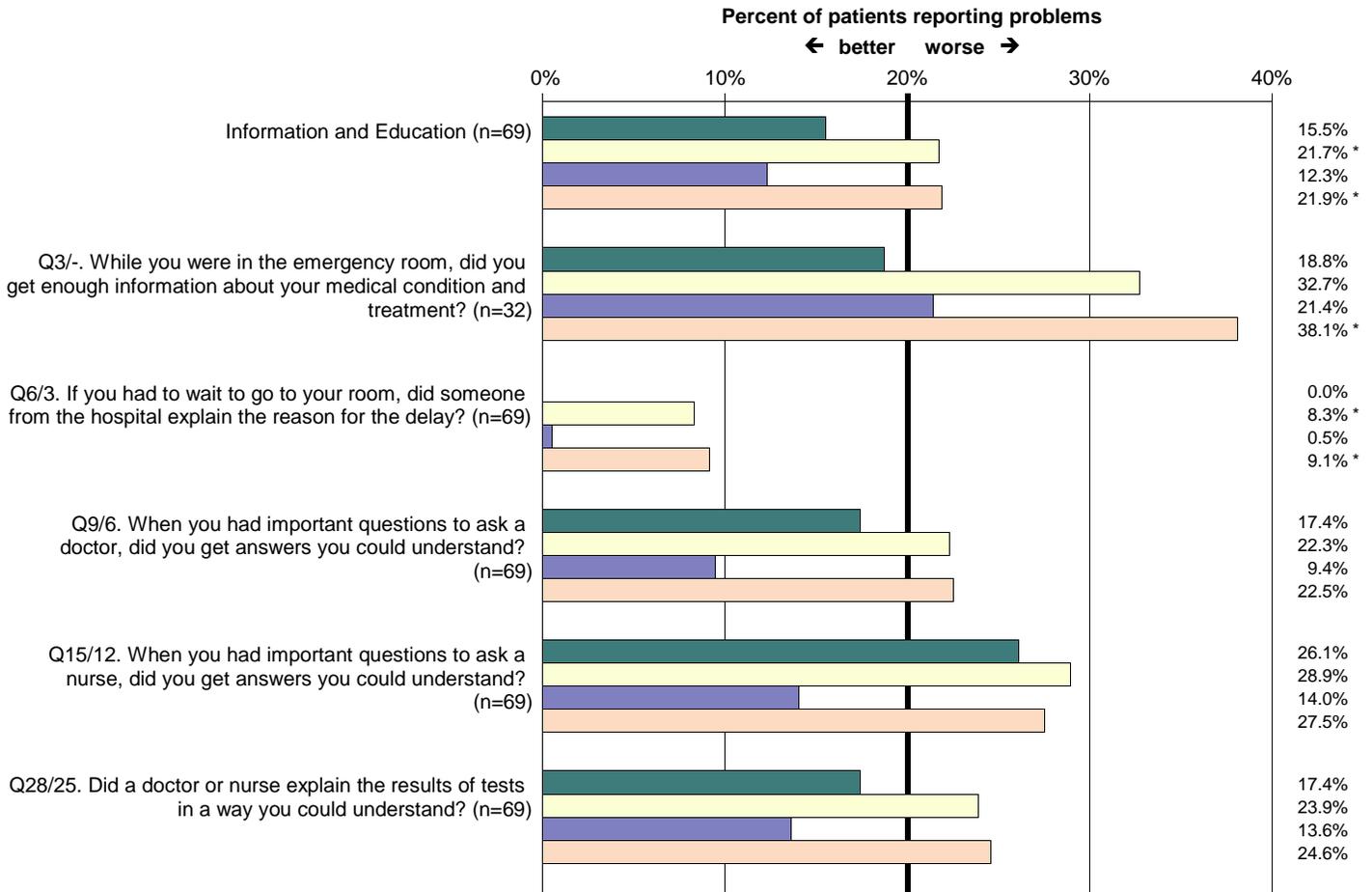
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10th Medical Group - USAF Academy CO

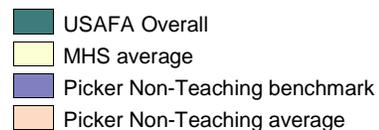
Adult Inpatient Survey - Overall Comparisons

Information and Education



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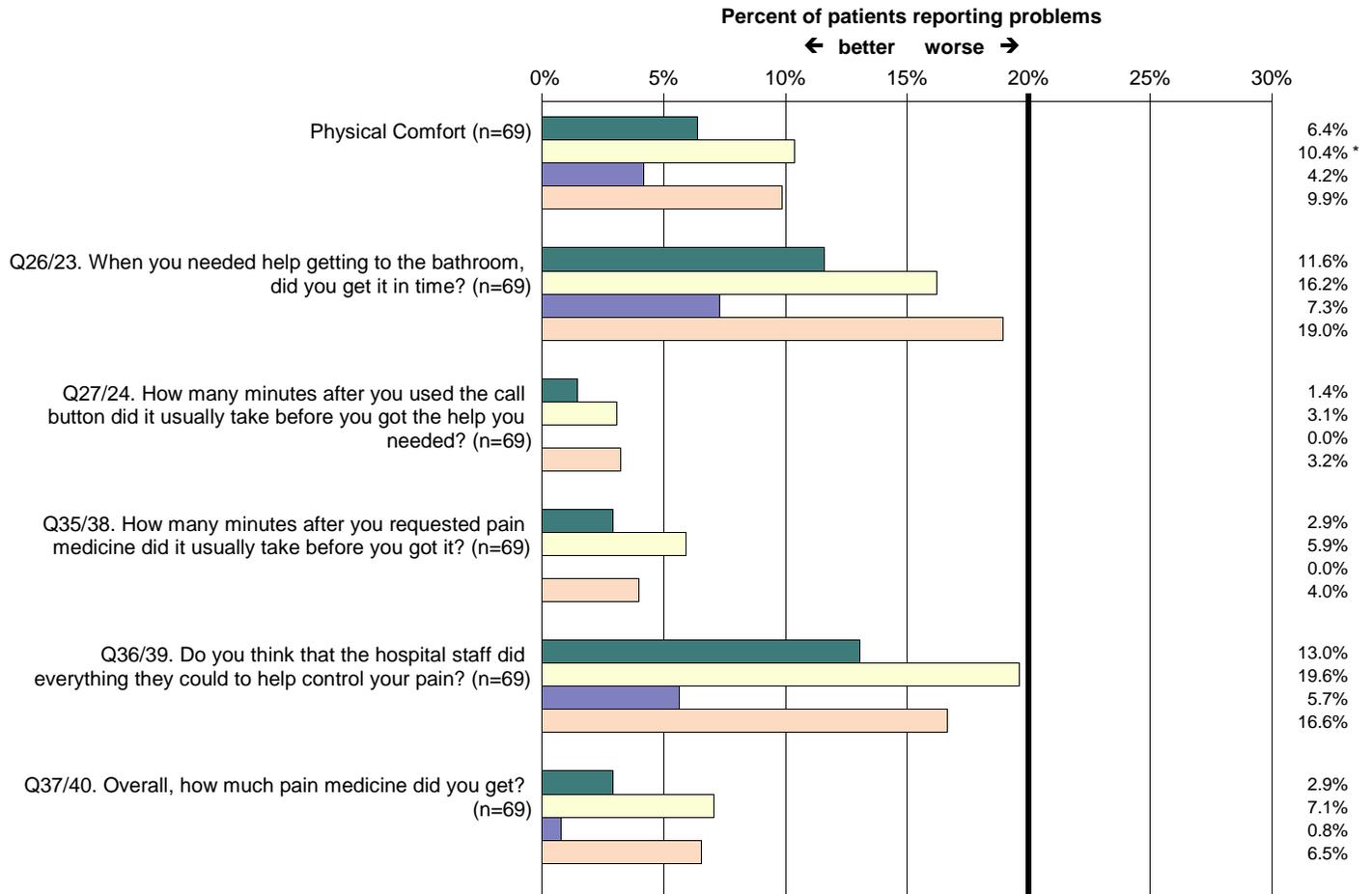
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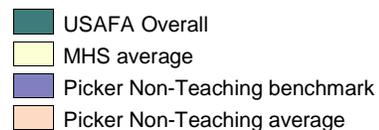
Adult Inpatient Survey - Overall Comparisons

Physical Comfort



* Significantly different from USAFA problem score

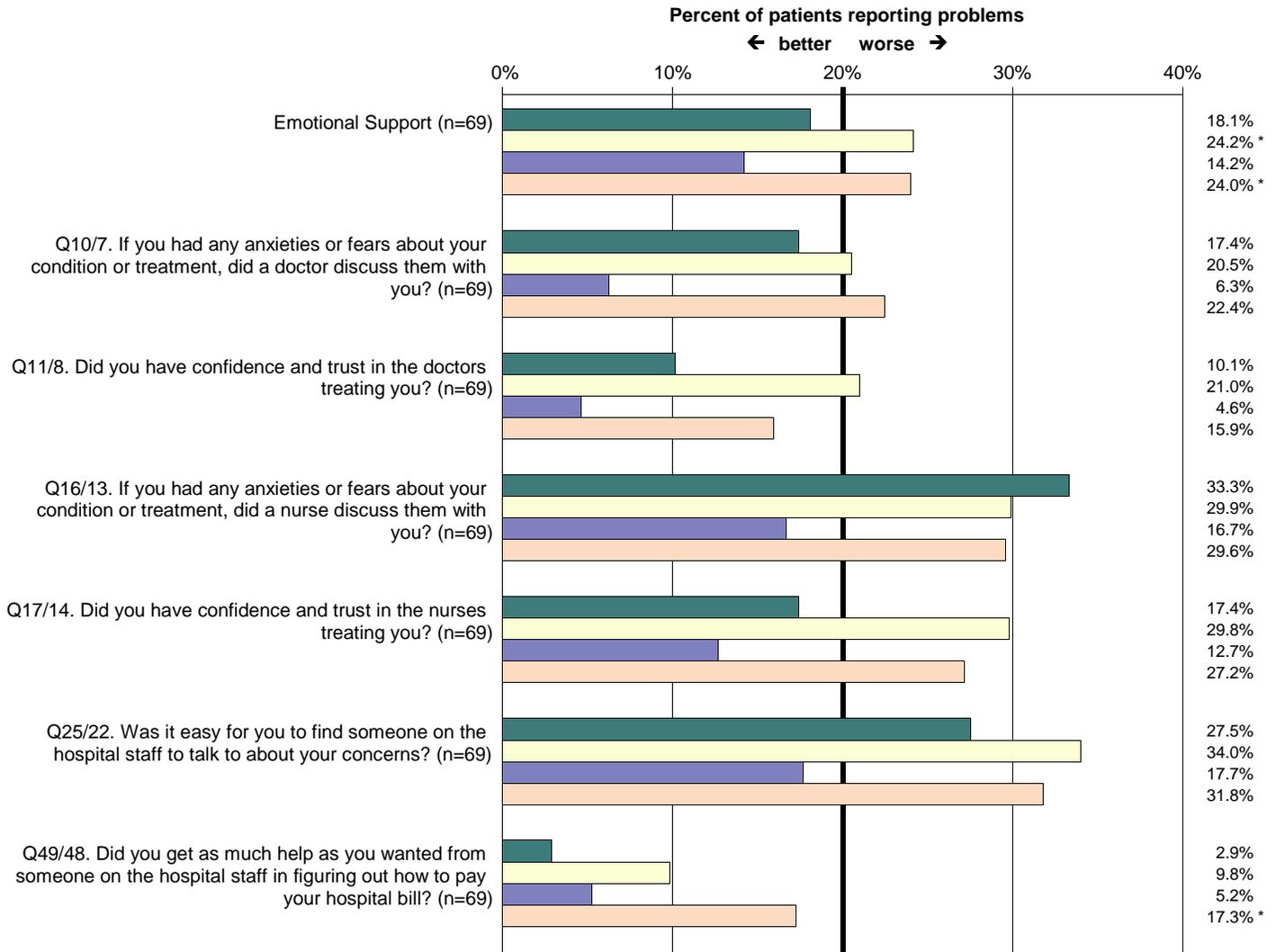
Patients discharged: July 2001 - September 2001



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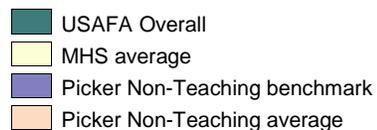
Adult Inpatient Survey - Overall Comparisons

Emotional Support



* Significantly different from USAFA problem score

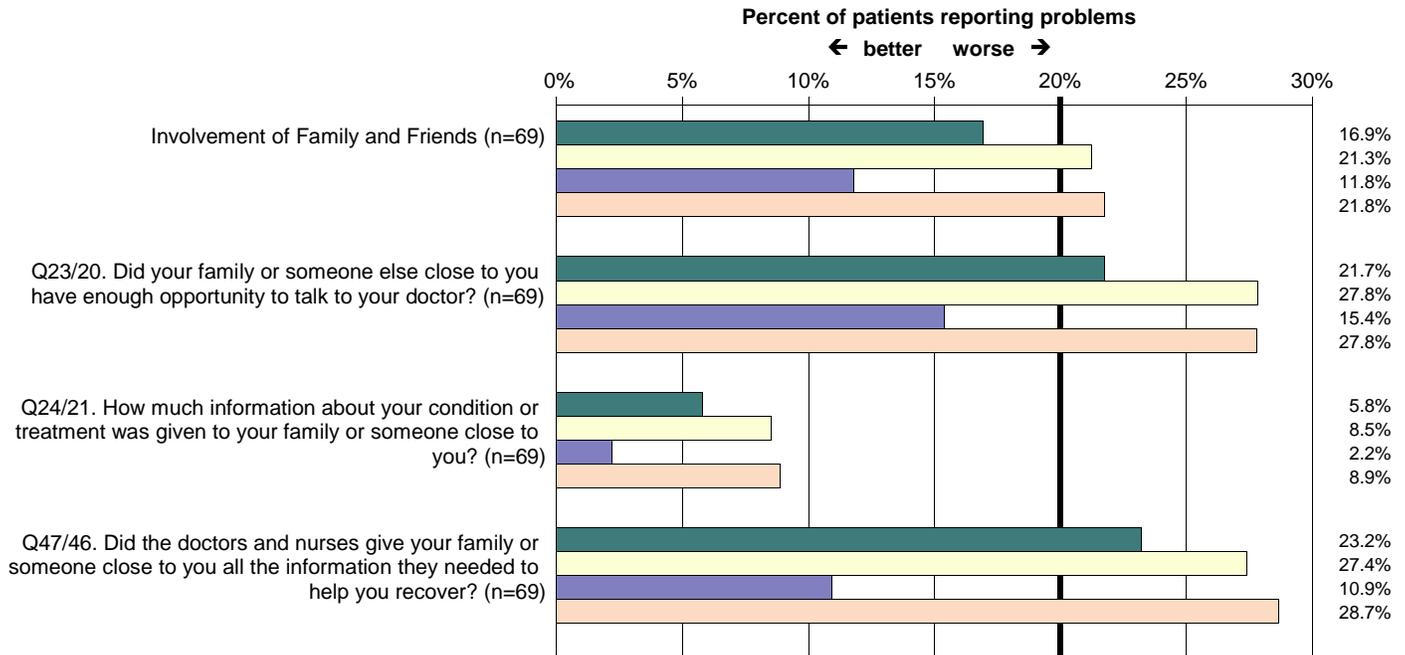
Patients discharged: July 2001 - September 2001



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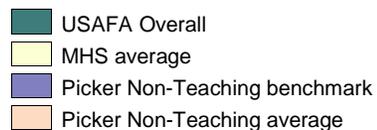
Adult Inpatient Survey - Overall Comparisons

Involvement of Family and Friends



* Significantly different from USAFA problem score

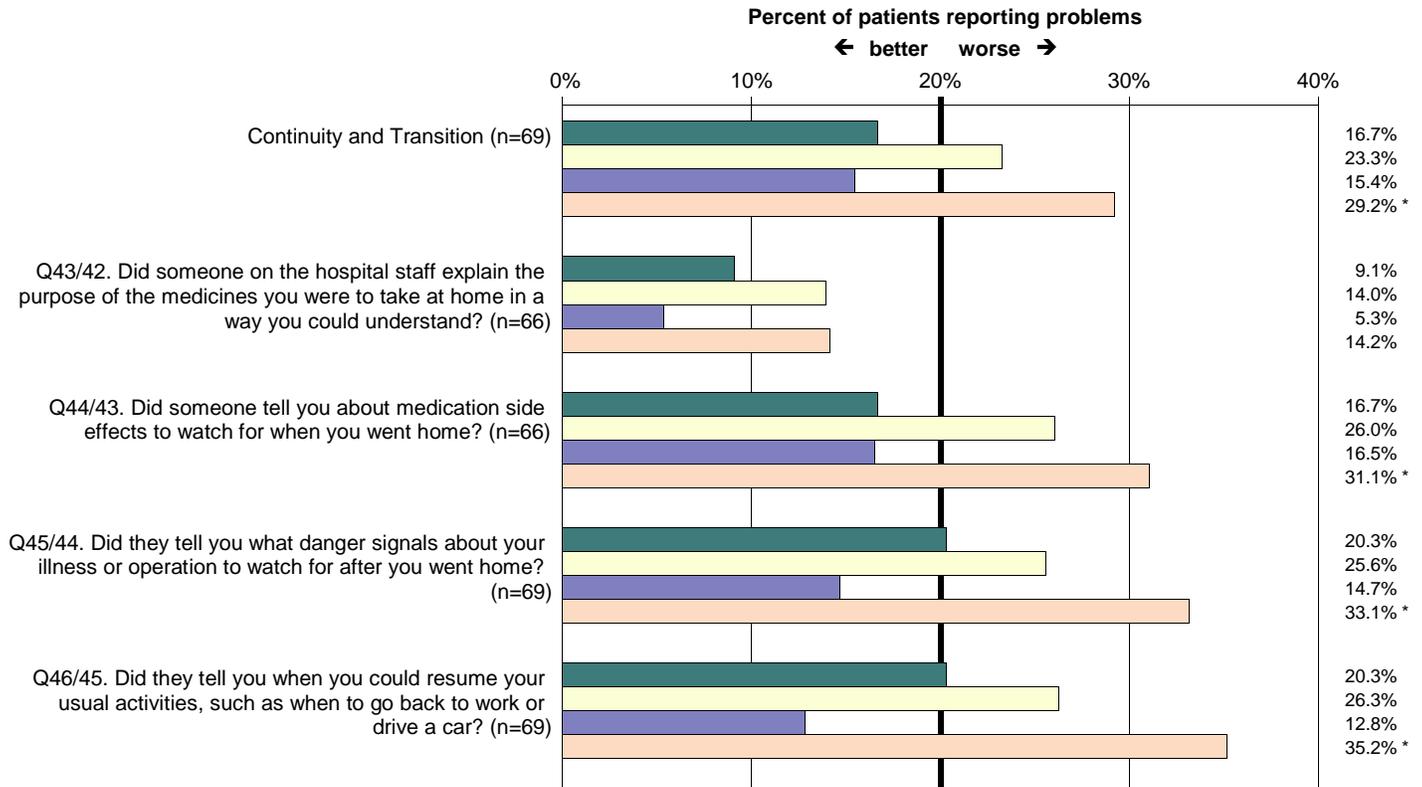
Patients discharged: July 2001 - September 2001



10th Medical Group - USAF Academy CO

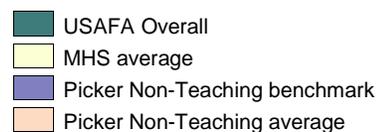
Adult Inpatient Survey - Overall Comparisons

Continuity and Transition



* Significantly different from USAFA problem score

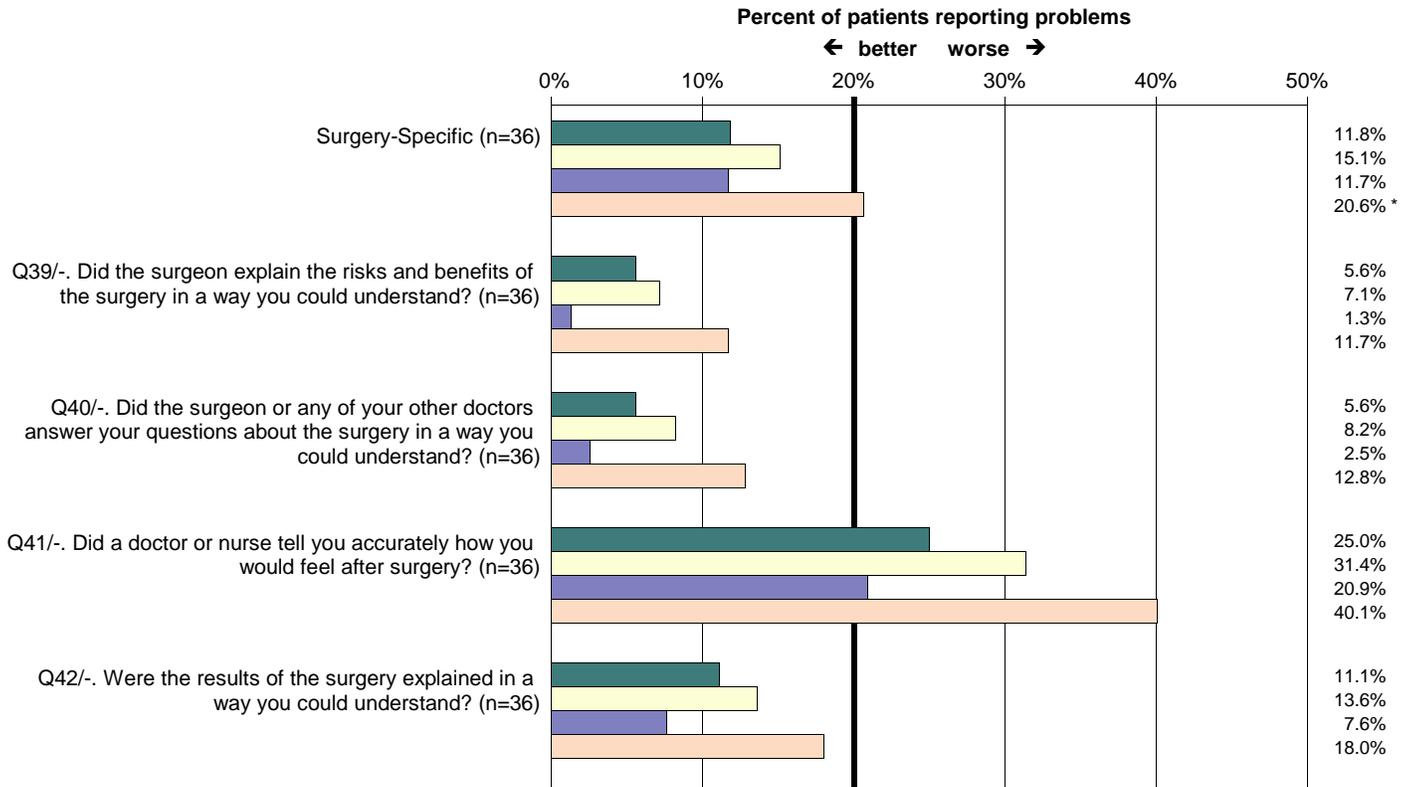
Patients discharged: July 2001 - September 2001



10th Medical Group - USAF Academy CO

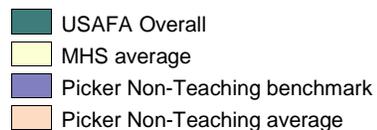
Adult Inpatient Survey - Overall Comparisons

Surgery-Specific



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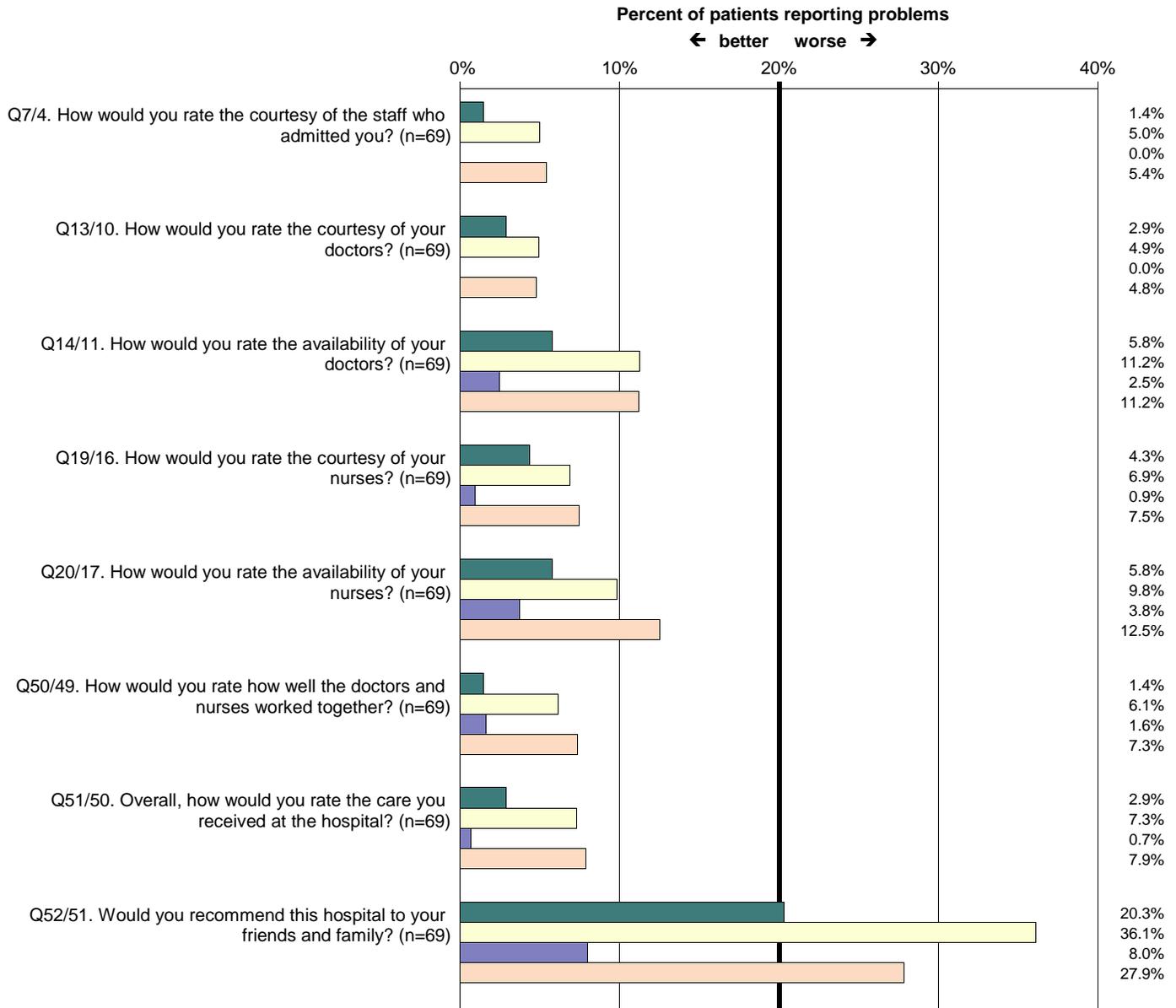
Patients discharged: July 2001 - September 2001



10th Medical Group - USAF Academy CO

Adult Inpatient Survey - Overall Comparisons

Overall Impression



* Significantly different from USAFA problem score

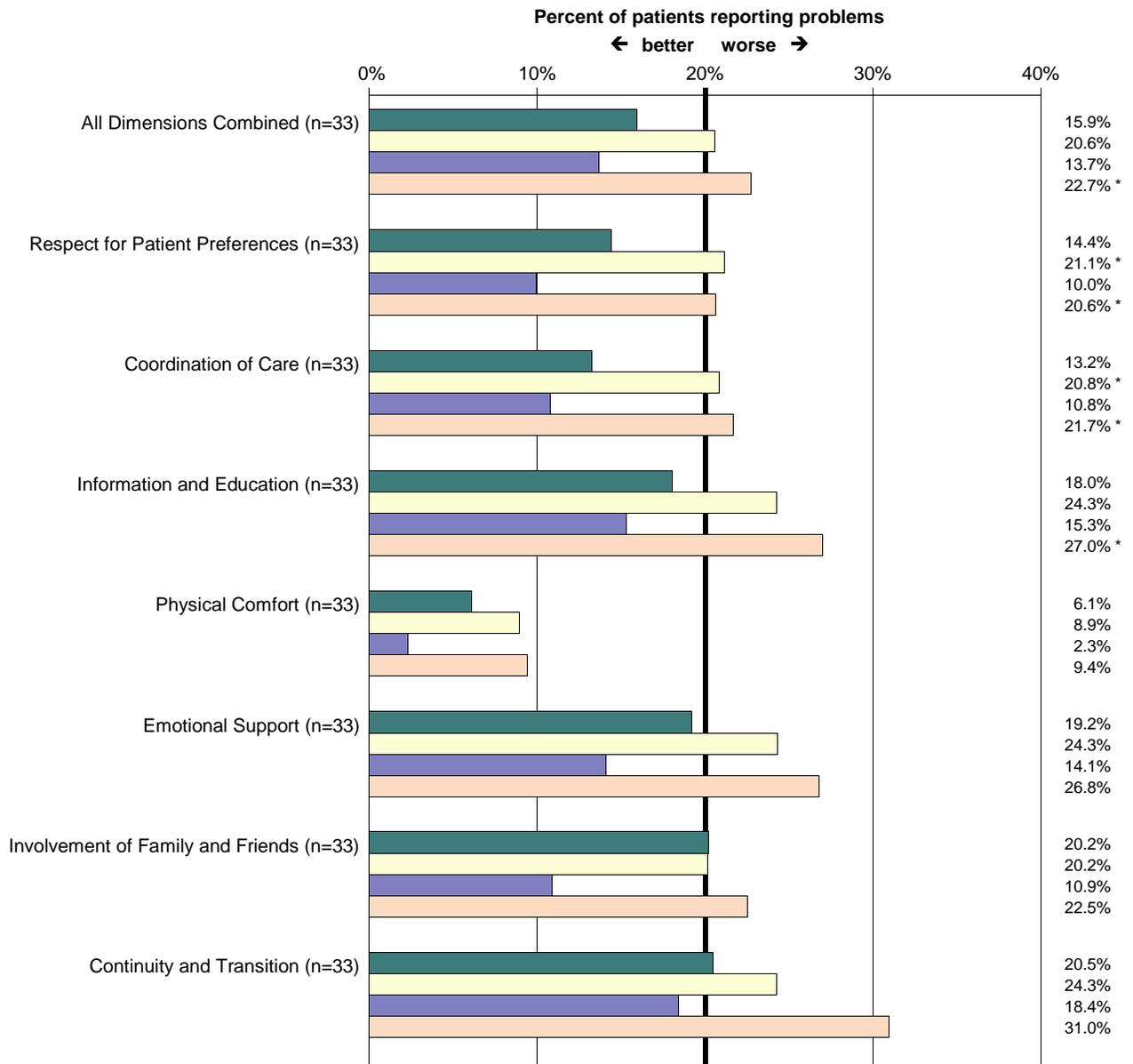
Patients discharged: July 2001 - September 2001

- USAFA Overall
- MHS average
- Picker Non-Teaching benchmark
- Picker Non-Teaching average

10th Medical Group - USAF Academy CO

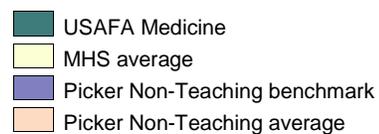
Adult Inpatient Survey - Medicine Comparisons

Dimensions



* Significantly different from USAFA problem score

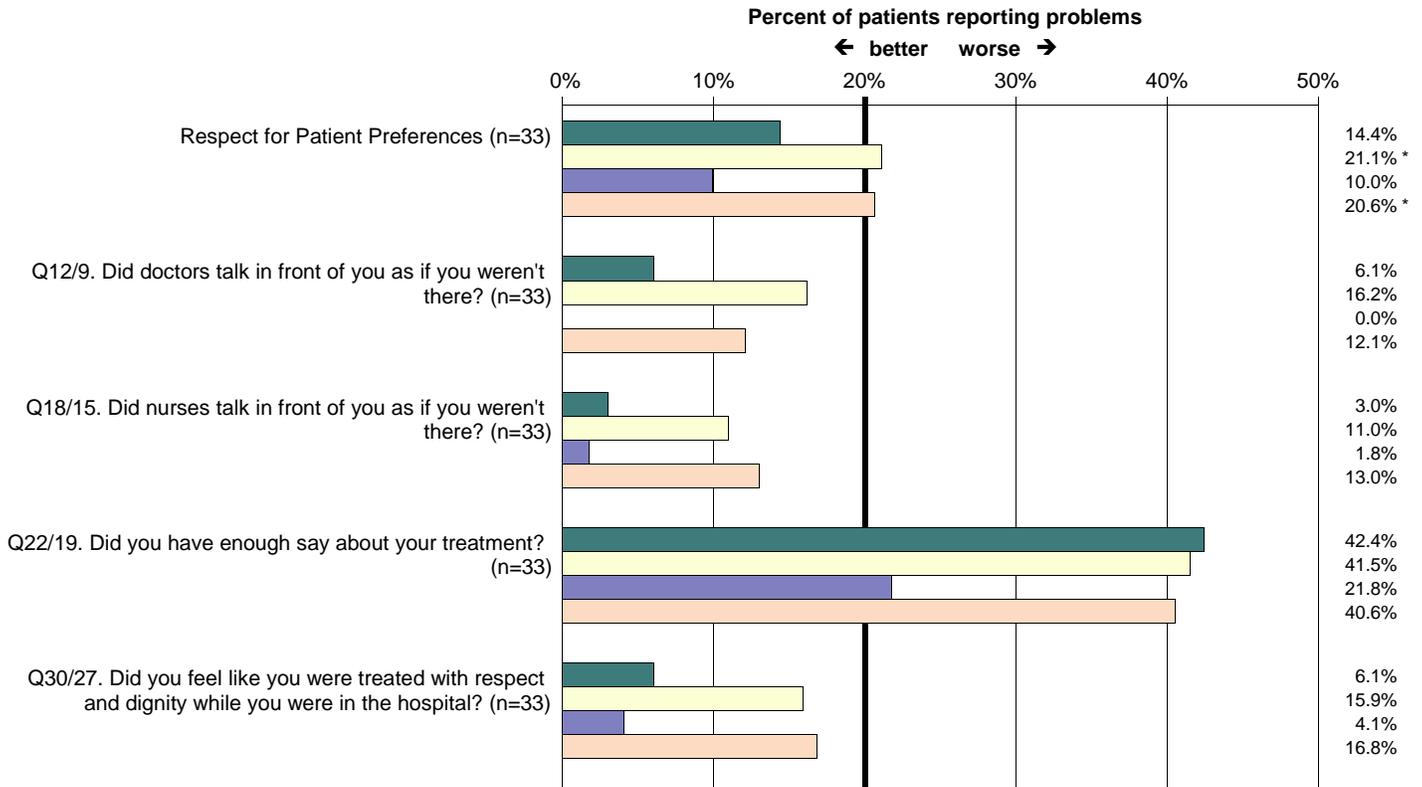
Patients discharged: July 2001 - September 2001



10th Medical Group - USAF Academy CO

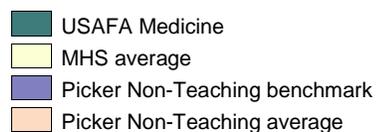
Adult Inpatient Survey - Medicine Comparisons

Respect for Patient Preferences



* Significantly different from USAFA problem score

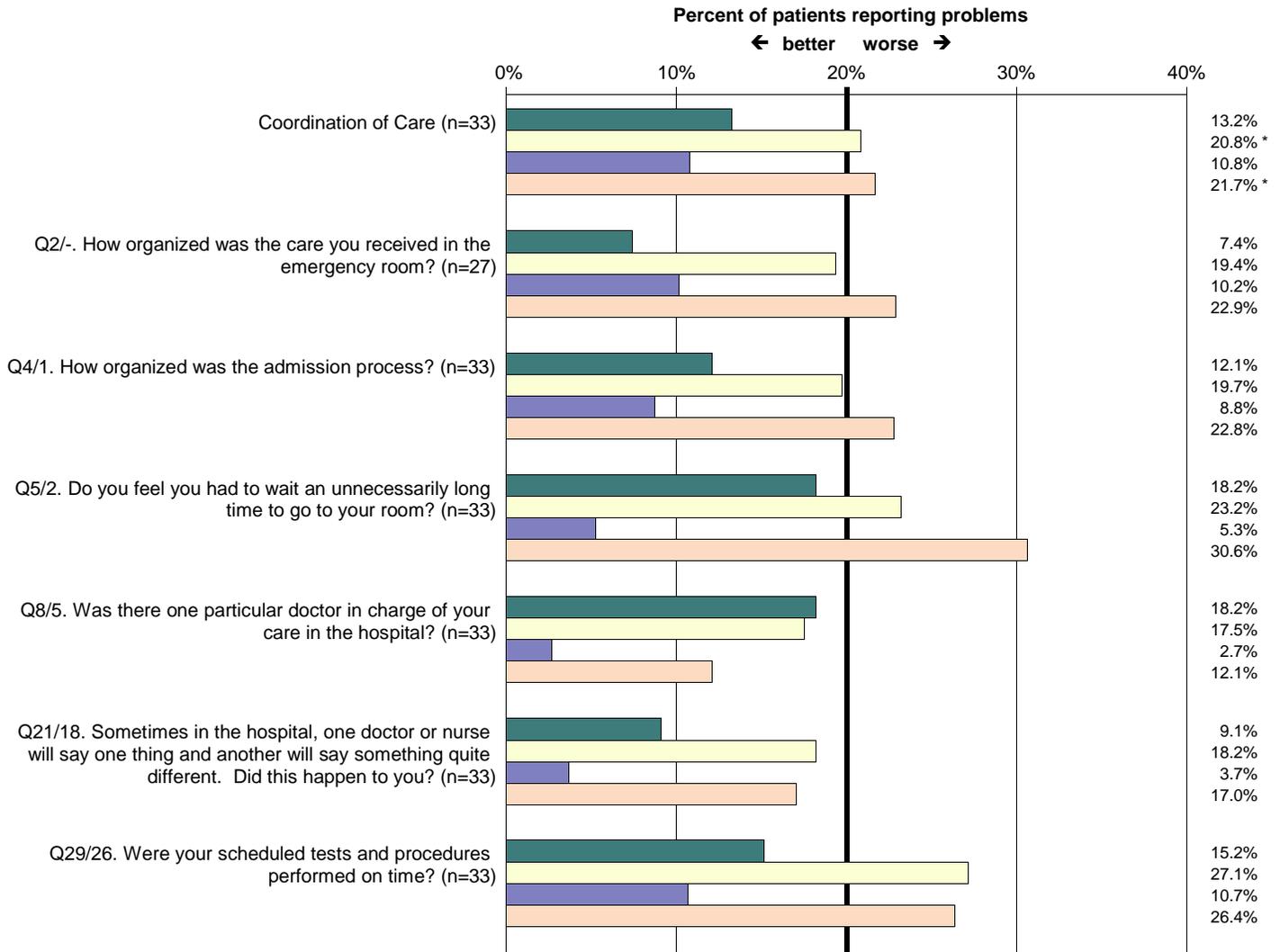
Patients discharged: July 2001 - September 2001



10th Medical Group - USAF Academy CO

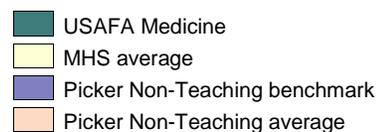
Adult Inpatient Survey - Medicine Comparisons

Coordination of Care



* Significantly different from USAFA problem score

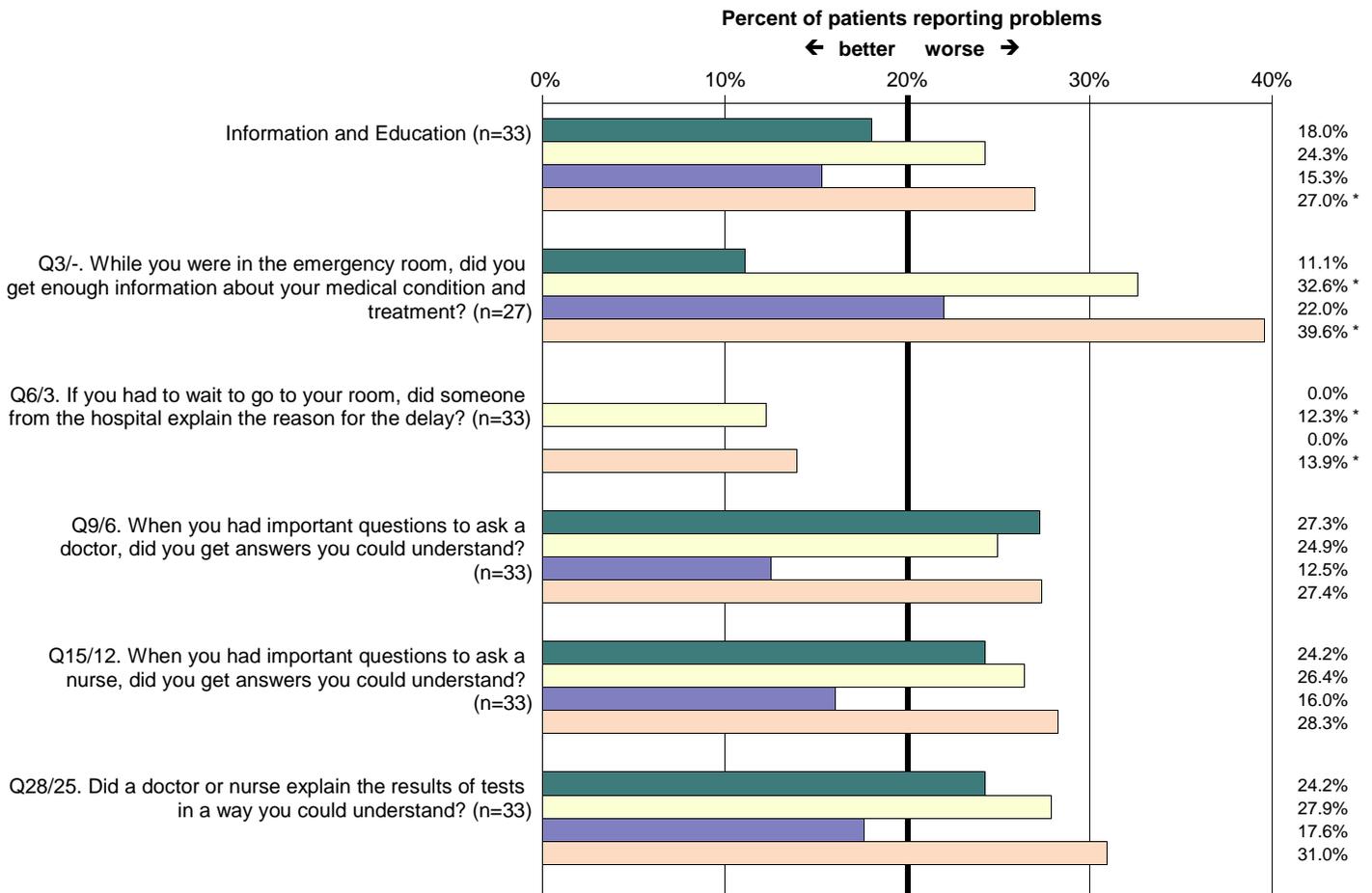
Patients discharged: July 2001 - September 2001



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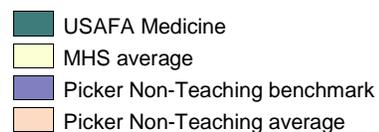
Adult Inpatient Survey - Medicine Comparisons

Information and Education



* Significantly different from USAFA problem score

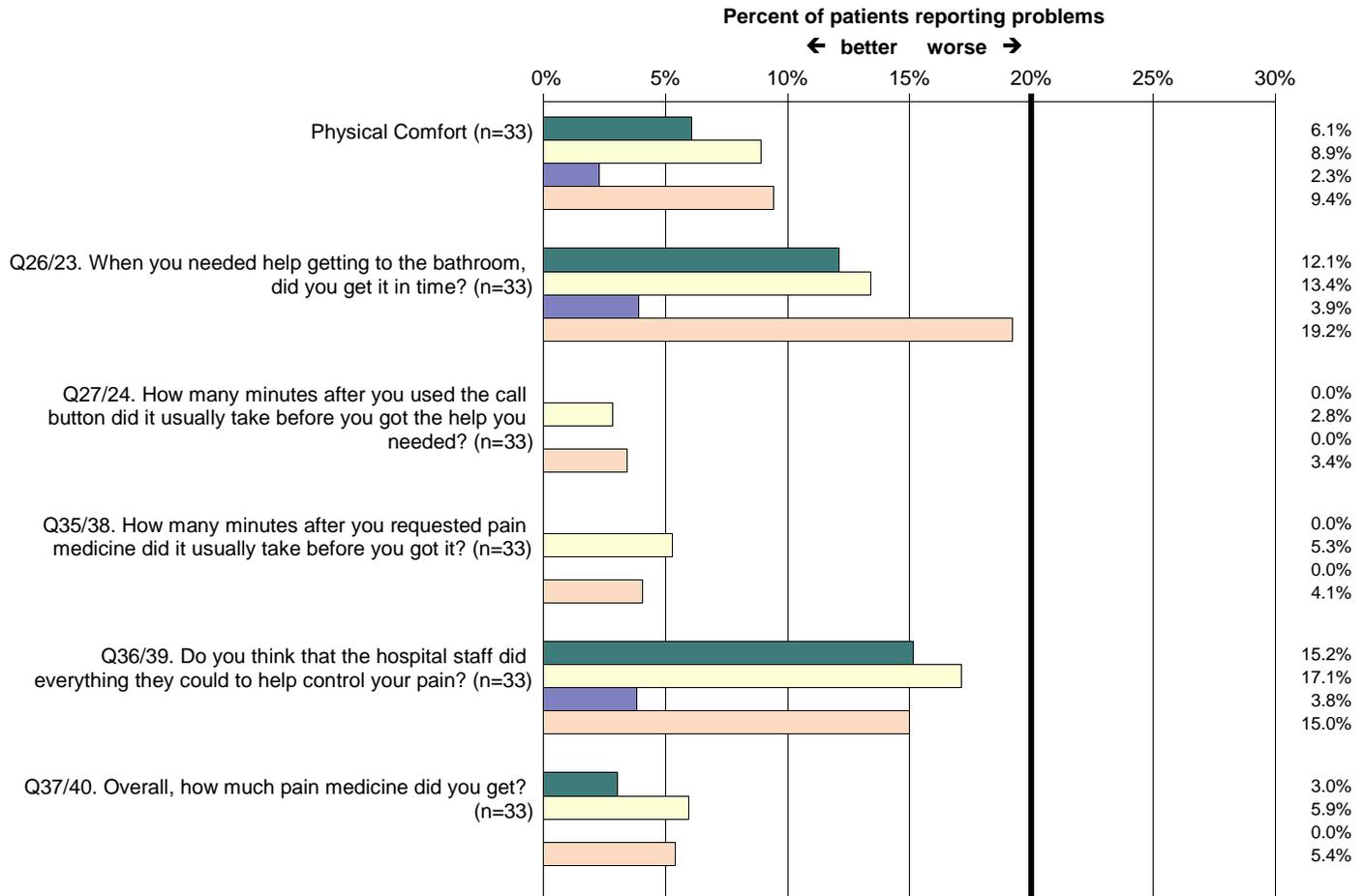
Patients discharged: July 2001 - September 2001



10th Medical Group - USAF Academy CO

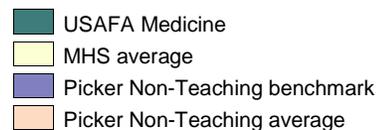
Adult Inpatient Survey - Medicine Comparisons

Physical Comfort



* Significantly different from USAFA problem score

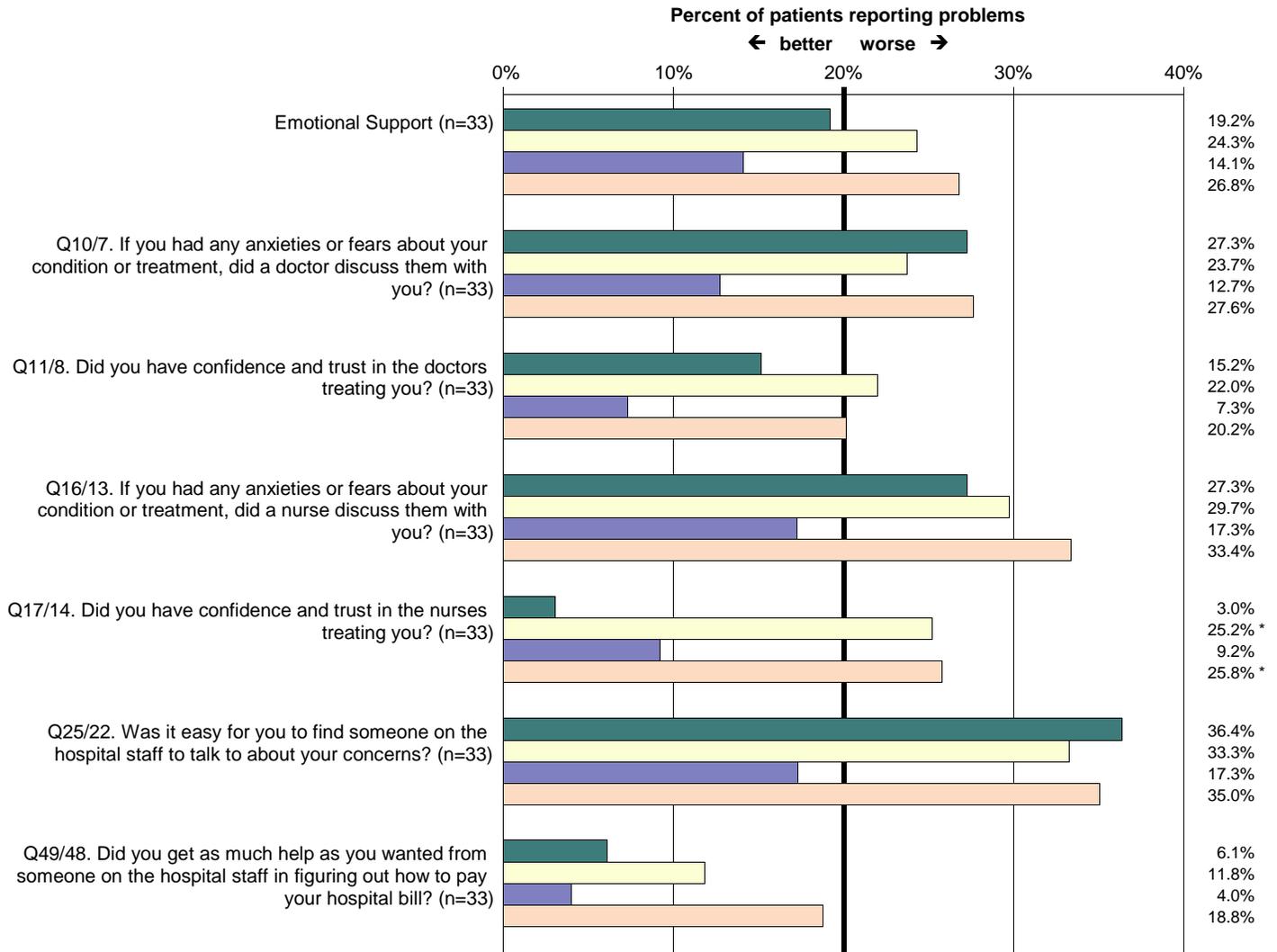
Patients discharged: July 2001 - September 2001



10th Medical Group - USAF Academy CO

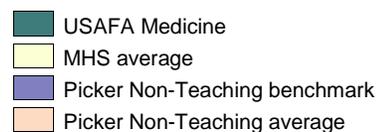
Adult Inpatient Survey - Medicine Comparisons

Emotional Support



* Significantly different from USAFA problem score

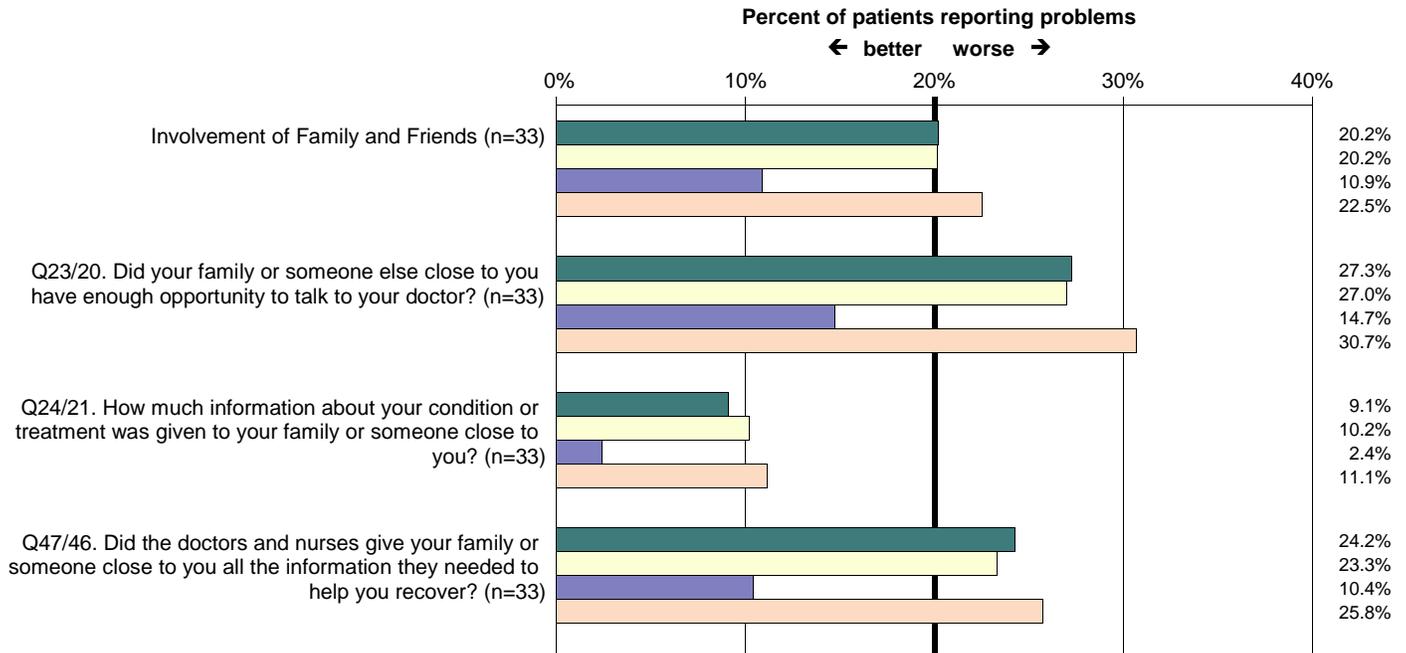
Patients discharged: July 2001 - September 2001



10th Medical Group - USAF Academy CO

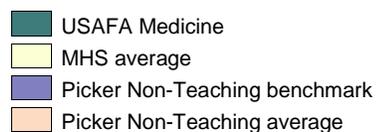
Adult Inpatient Survey - Medicine Comparisons

Involvement of Family and Friends



* Significantly different from USAFA problem score

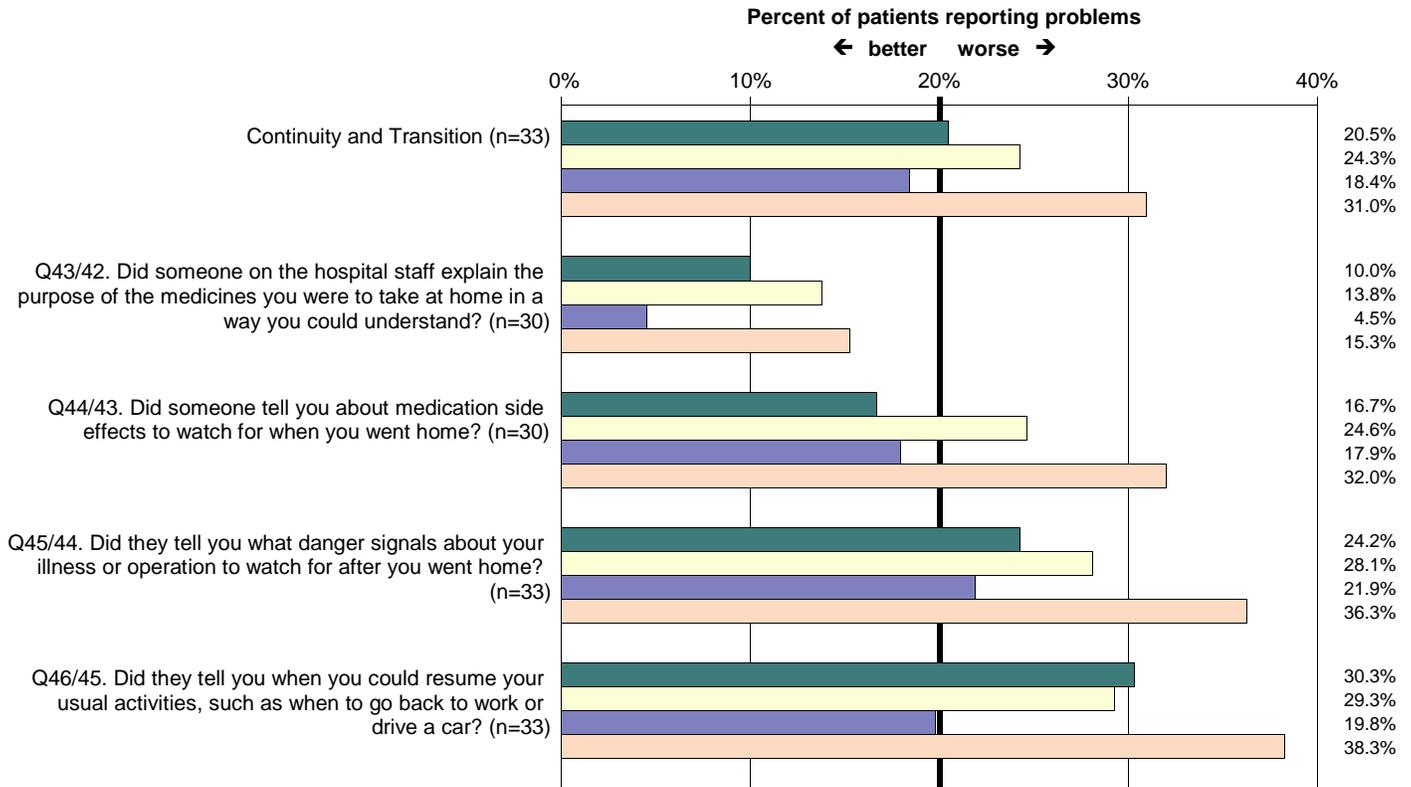
Patients discharged: July 2001 - September 2001



10th Medical Group - USAF Academy CO

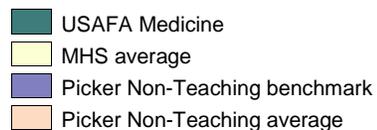
Adult Inpatient Survey - Medicine Comparisons

Continuity and Transition



* Significantly different from USAFA problem score

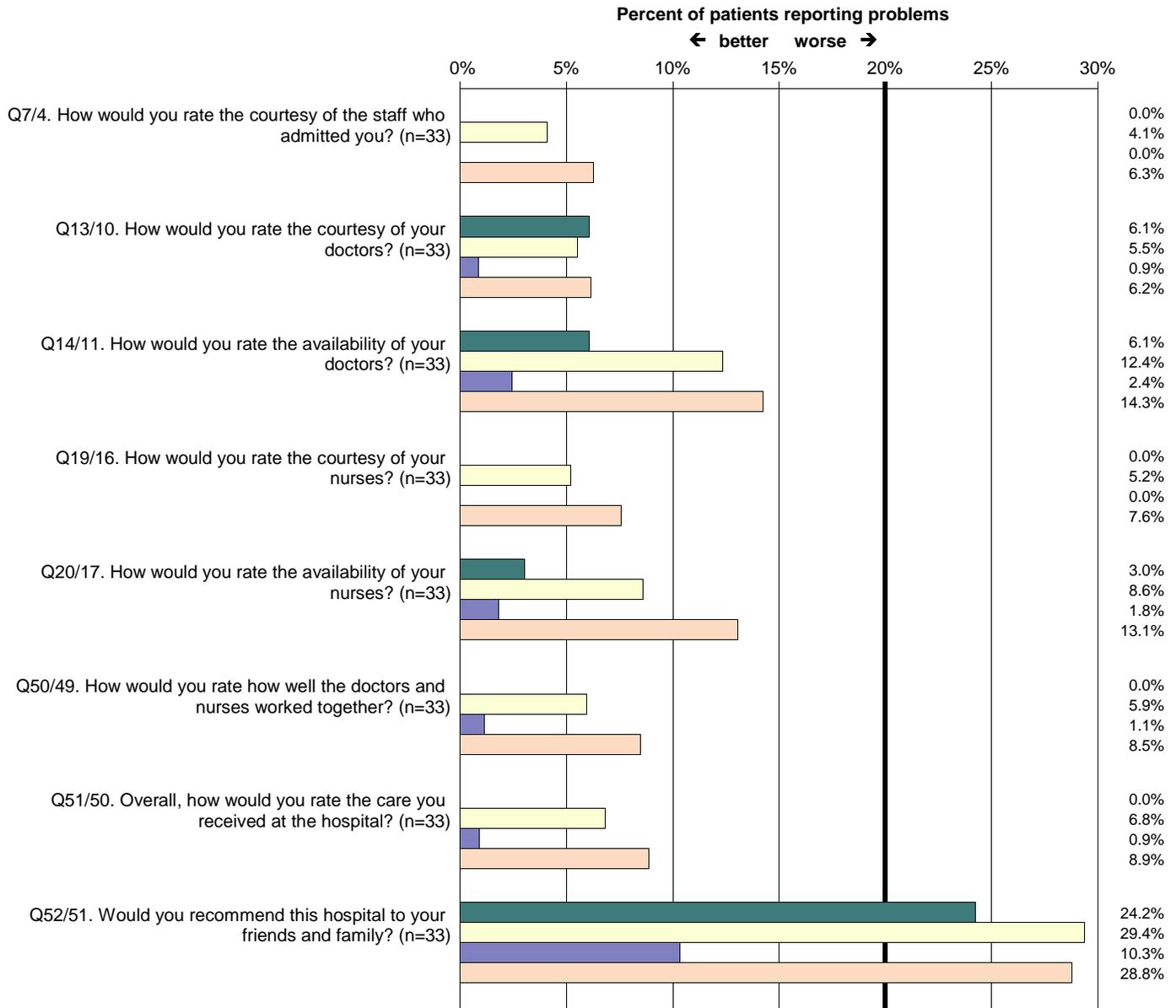
Patients discharged: July 2001 - September 2001



10th Medical Group - USAF Academy CO

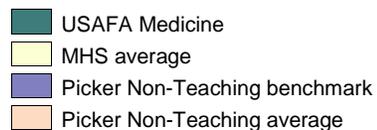
Adult Inpatient Survey - Medicine Comparisons

Overall Impression



* Significantly different from USAFA problem score

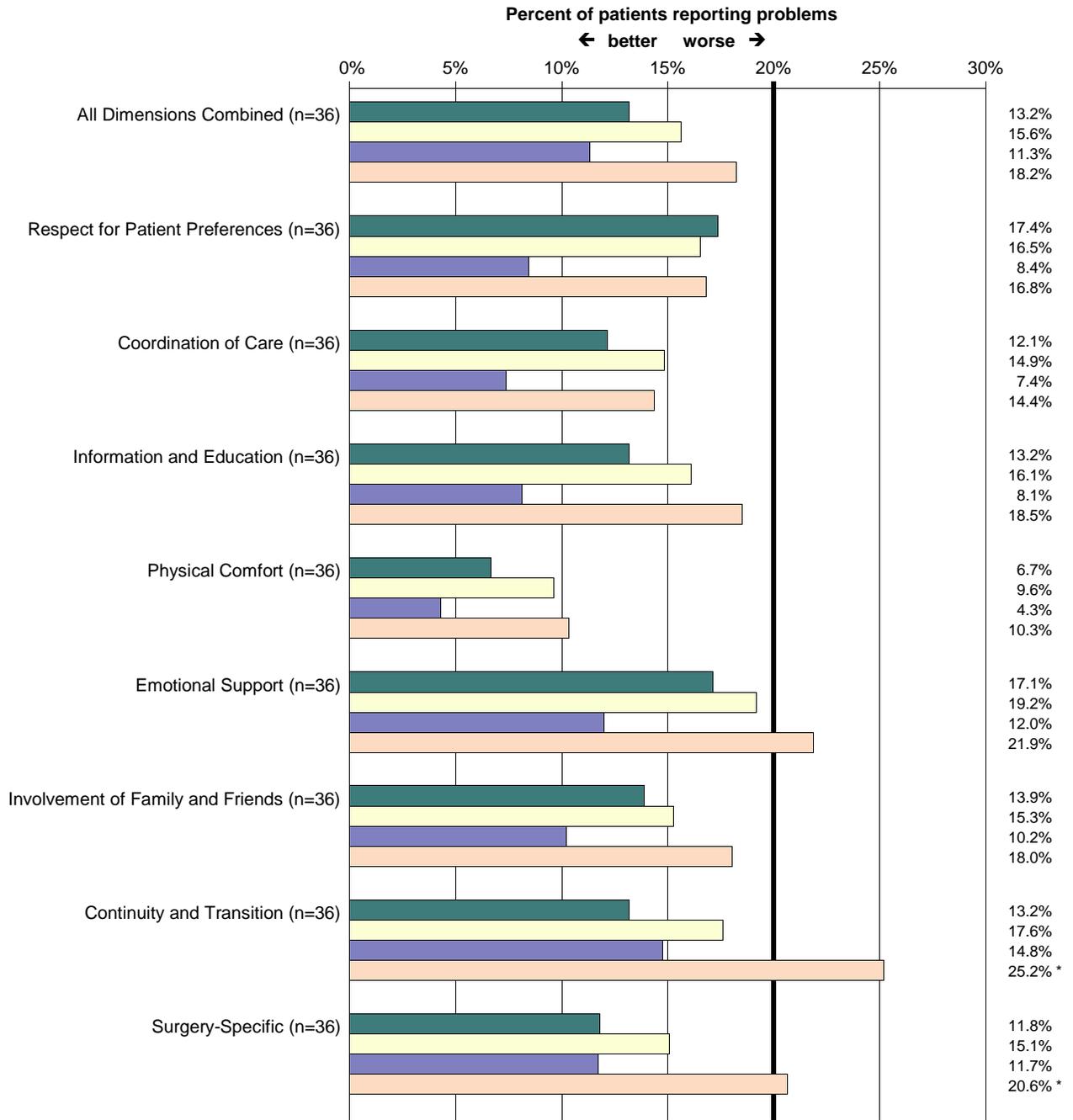
Patients discharged: July 2001 - September 2001



10th Medical Group - USAF Academy CO

Adult Inpatient Survey - Surgery Comparisons

Dimensions



* Significantly different from USAFA problem score

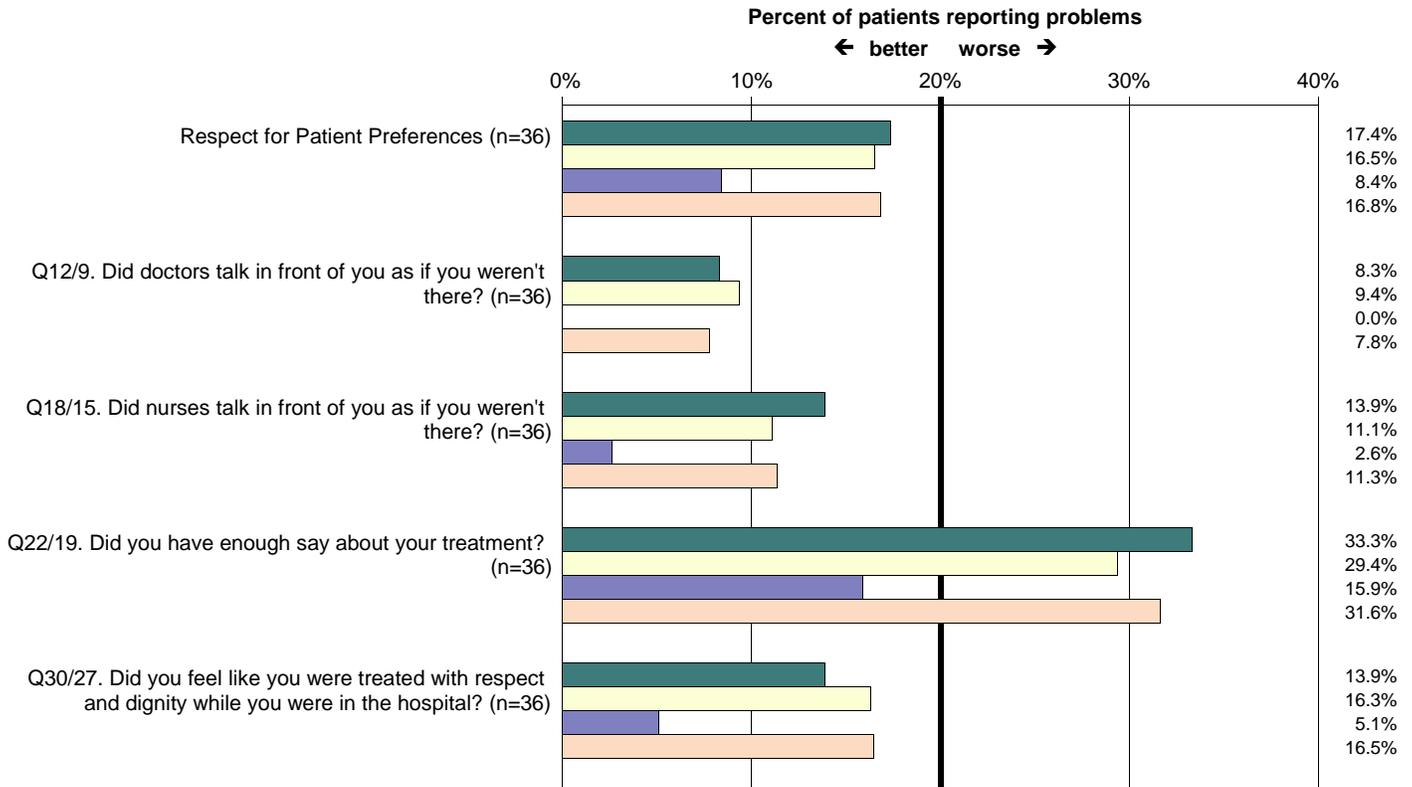
Patients discharged: July 2001 - September 2001

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

10th Medical Group - USAF Academy CO

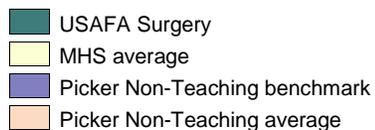
Adult Inpatient Survey - Surgery Comparisons

Respect for Patient Preferences



* Significantly different from USAFA problem score

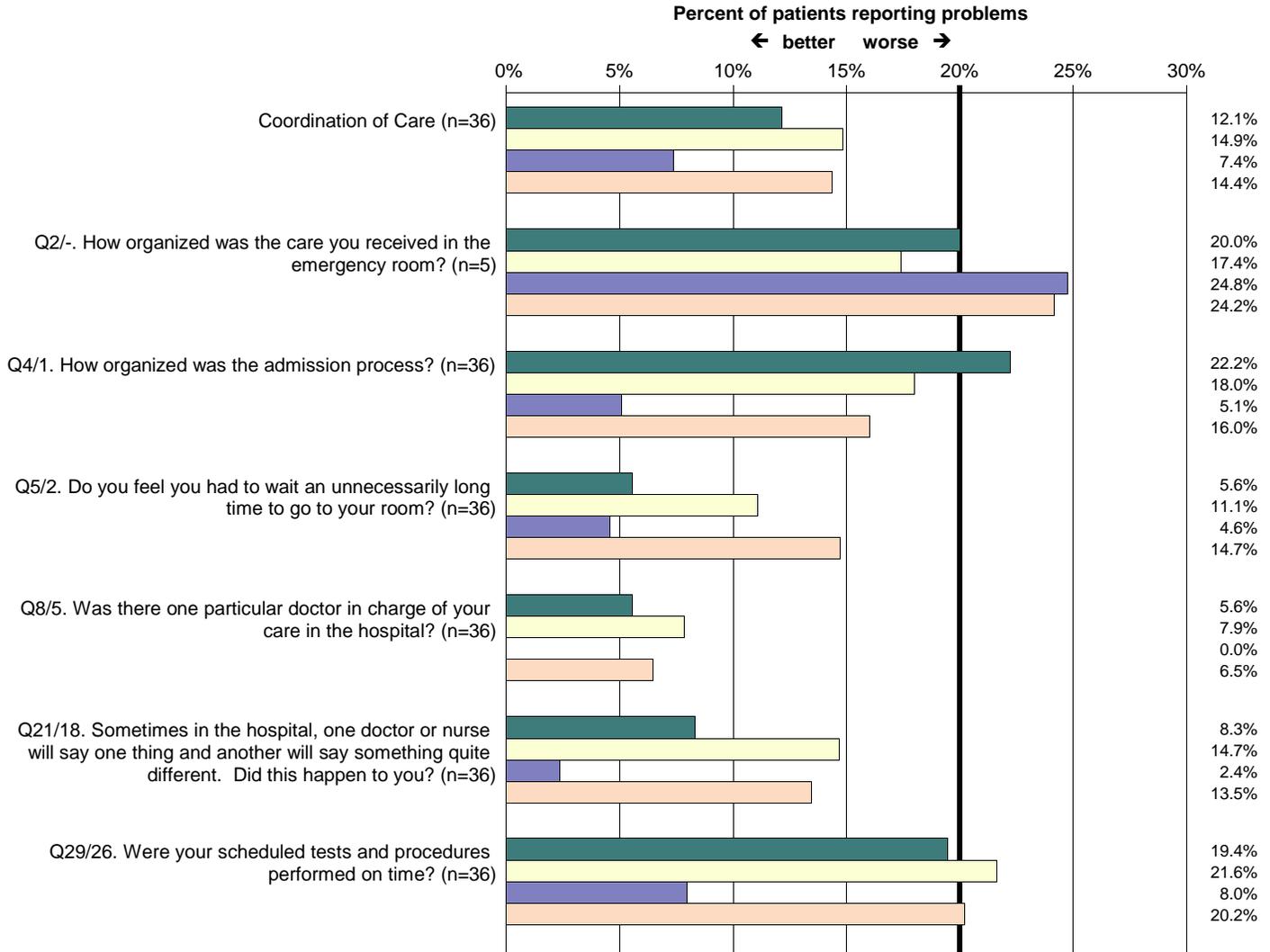
Patients discharged: July 2001 - September 2001



10th Medical Group - USAF Academy CO

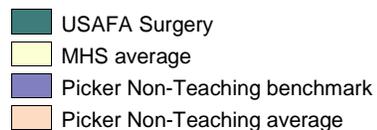
Adult Inpatient Survey - Surgery Comparisons

Coordination of Care



* Significantly different from USAFA problem score

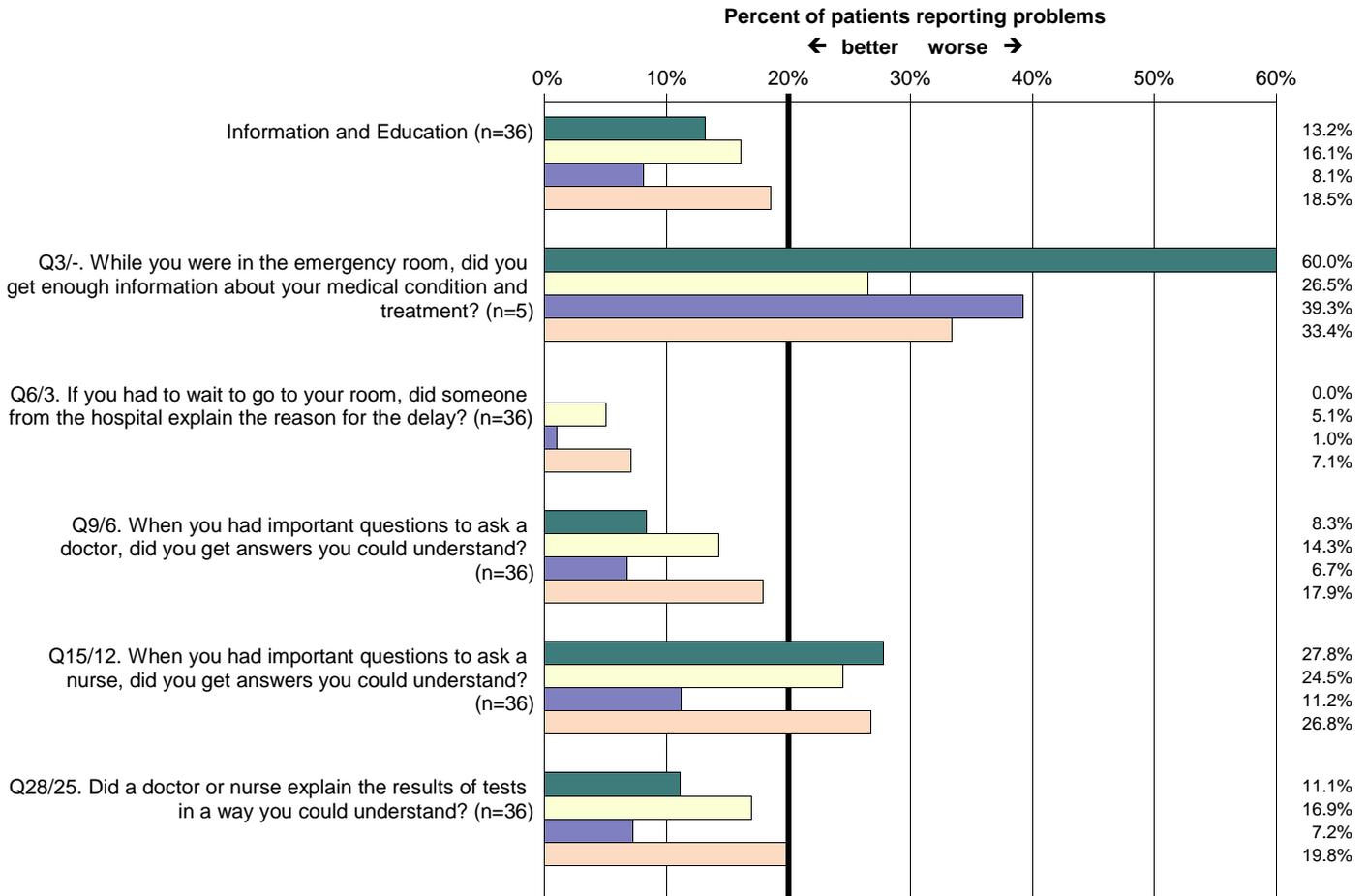
Patients discharged: July 2001 - September 2001



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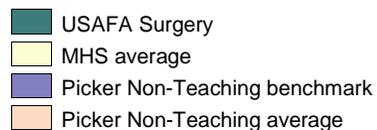
Adult Inpatient Survey - Surgery Comparisons

Information and Education



* Significantly different from USAFA problem score

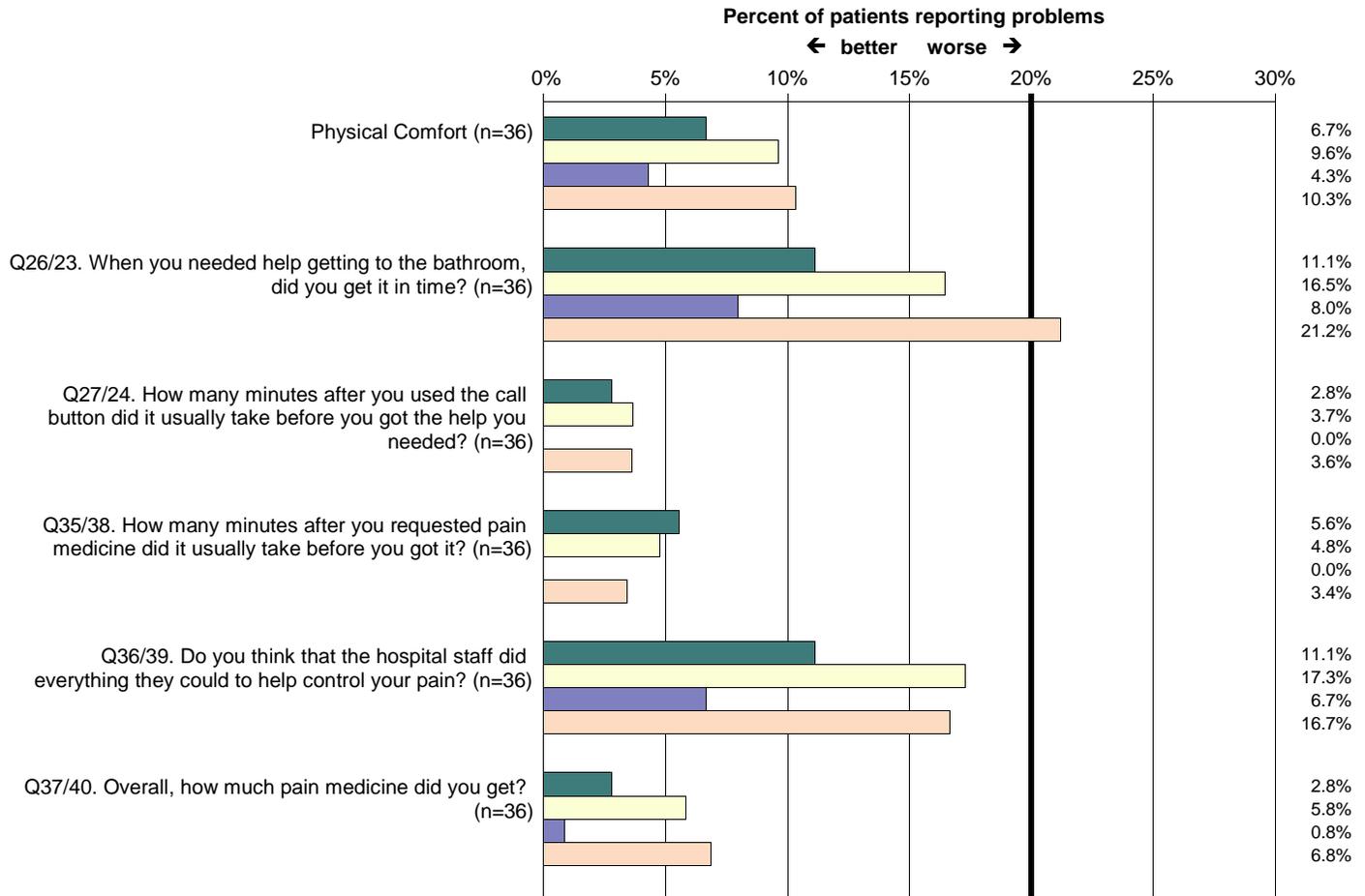
Patients discharged: July 2001 - September 2001



10th Medical Group - USAF Academy CO

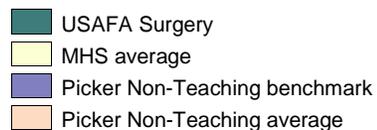
Adult Inpatient Survey - Surgery Comparisons

Physical Comfort



* Significantly different from USAFA problem score

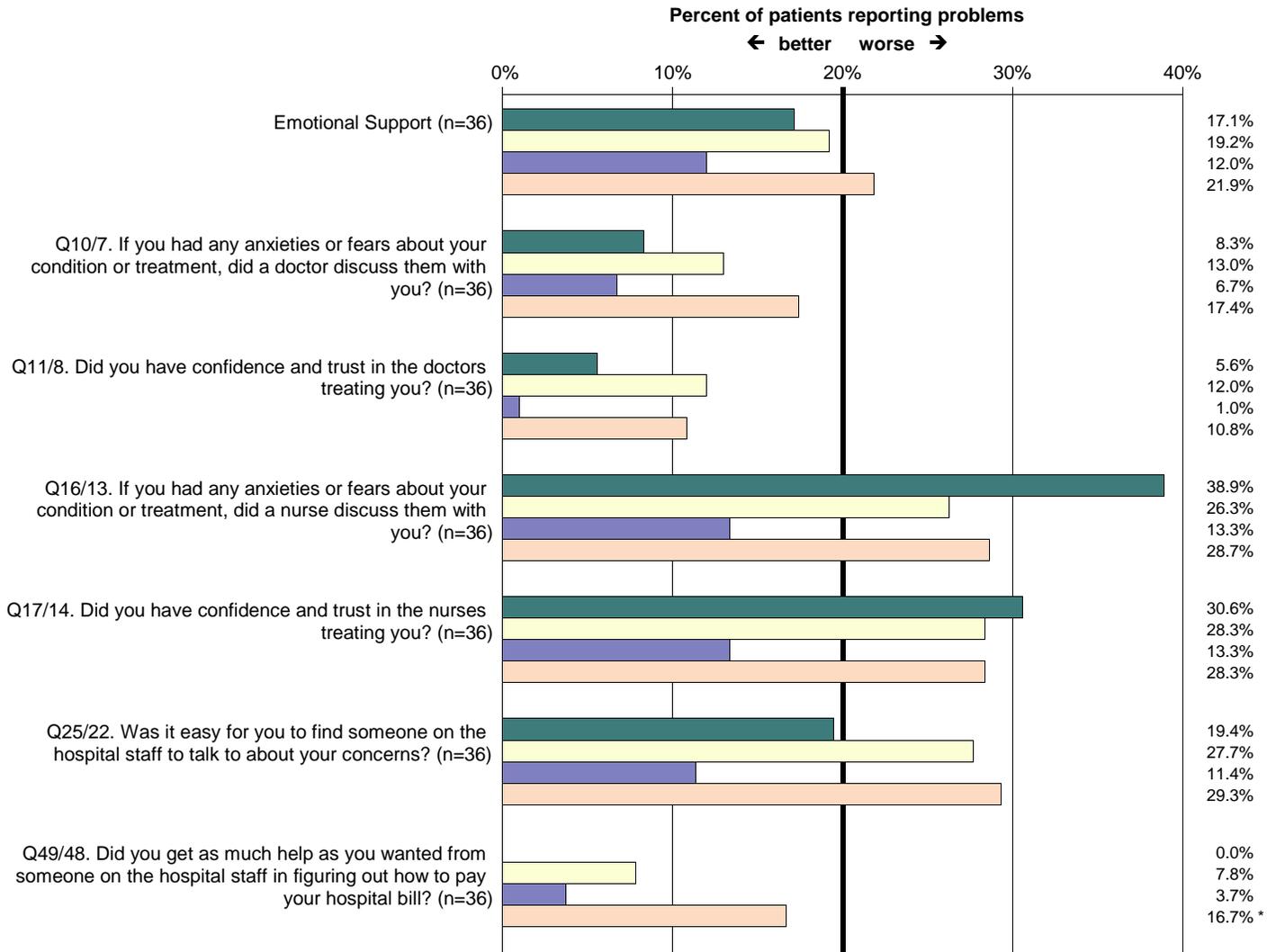
Patients discharged: July 2001 - September 2001



10th Medical Group - USAF Academy CO

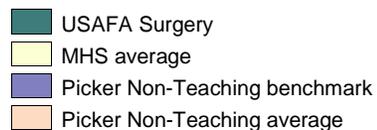
Adult Inpatient Survey - Surgery Comparisons

Emotional Support



* Significantly different from USAFA problem score

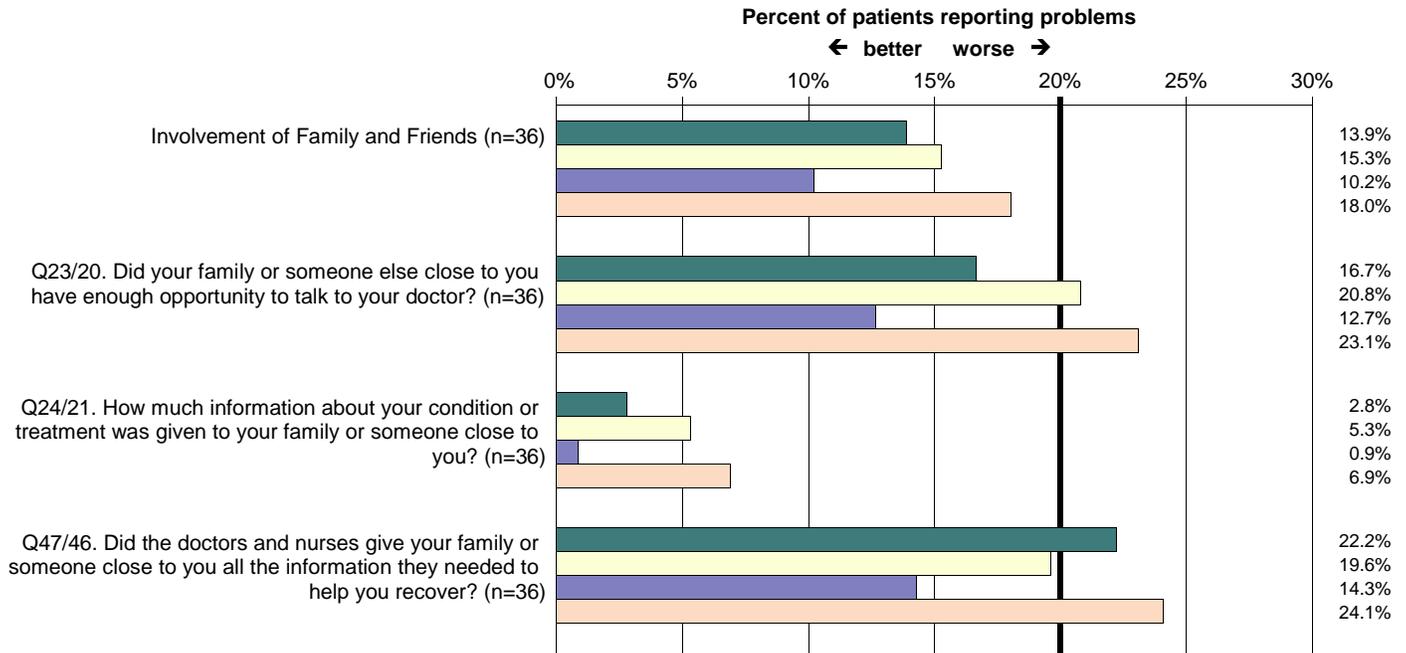
Patients discharged: July 2001 - September 2001



10th Medical Group - USAF Academy CO

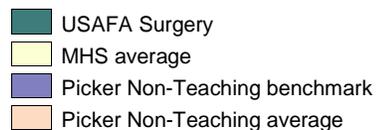
Adult Inpatient Survey - Surgery Comparisons

Involvement of Family and Friends



* Significantly different from USAFA problem score

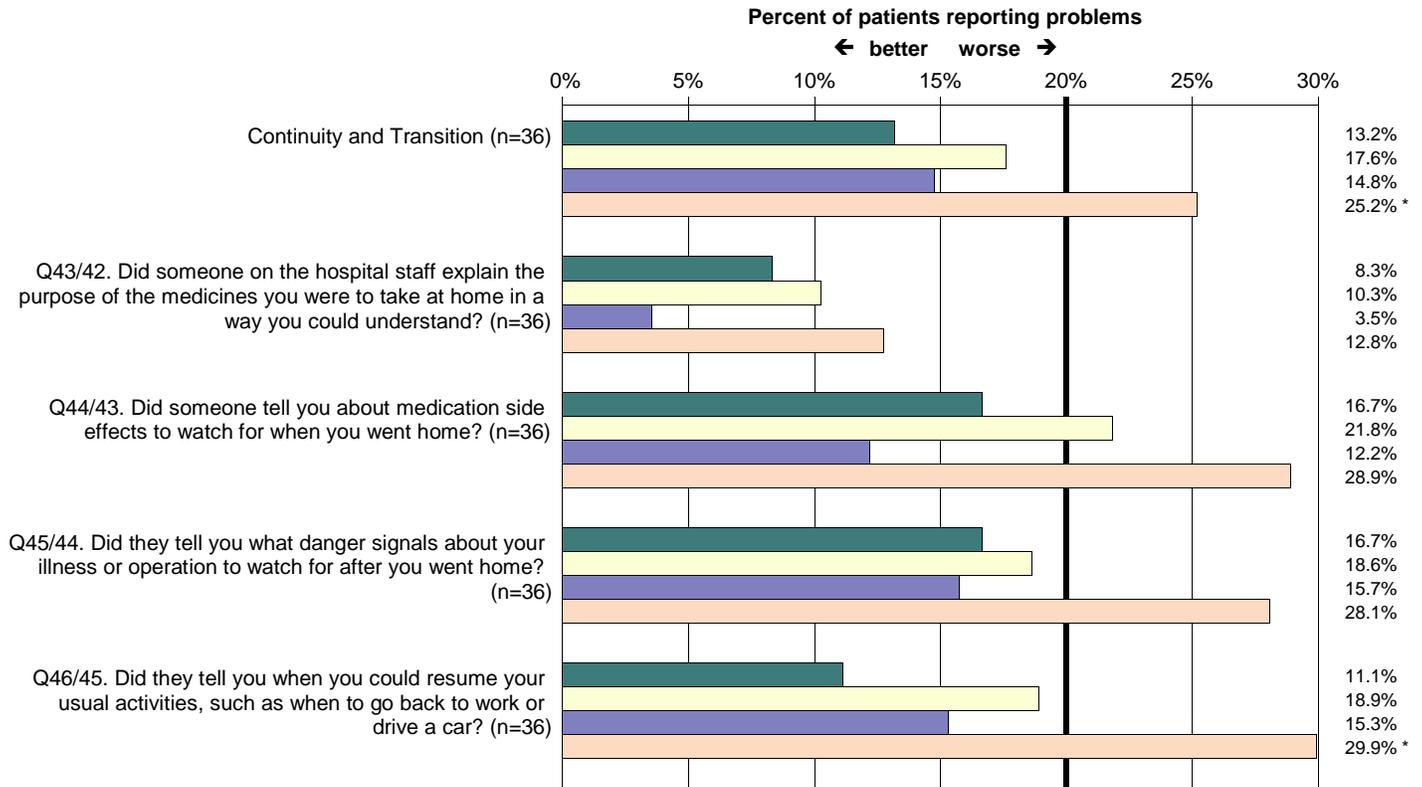
Patients discharged: July 2001 - September 2001



10th Medical Group - USAF Academy CO

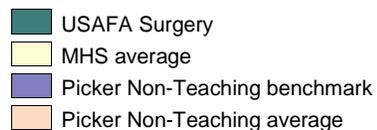
Adult Inpatient Survey - Surgery Comparisons

Continuity and Transition



* Significantly different from USAFA problem score

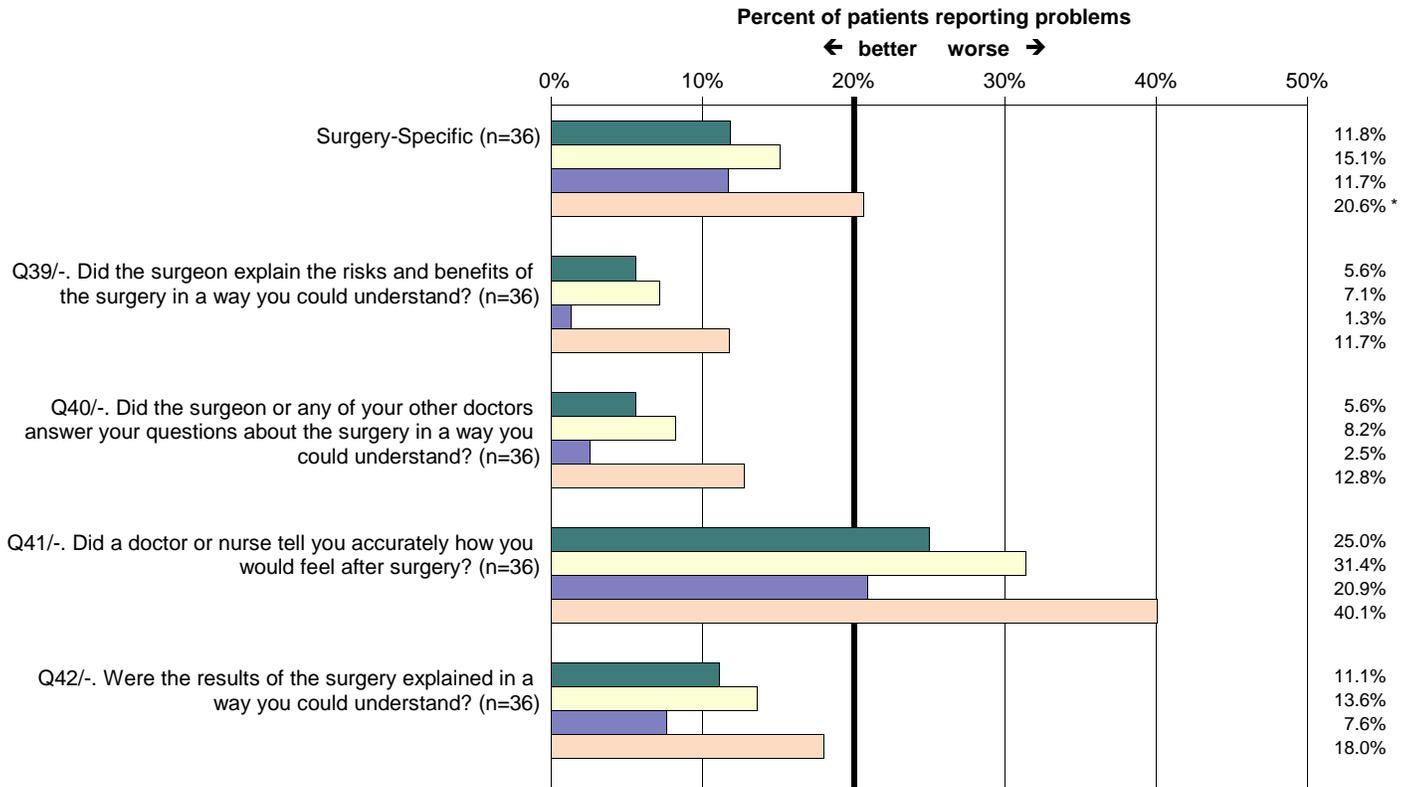
Patients discharged: July 2001 - September 2001



10th Medical Group - USAF Academy CO

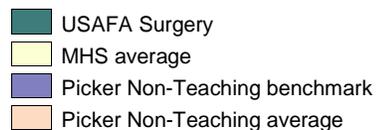
Adult Inpatient Survey - Surgery Comparisons

Surgery-Specific



* Significantly different from USAFA problem score

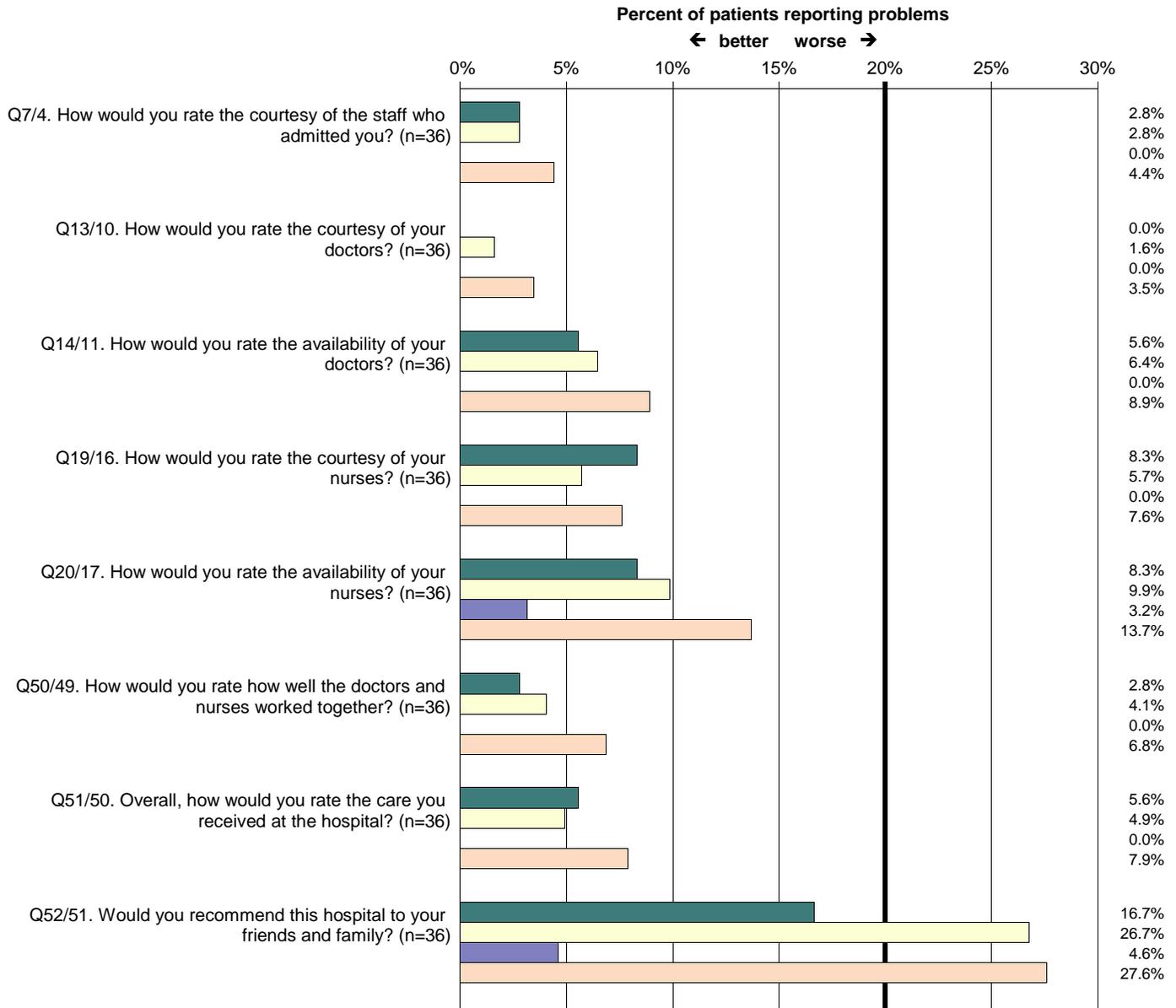
Patients discharged: July 2001 - September 2001



10th Medical Group - USAF Academy CO

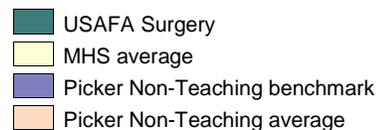
Adult Inpatient Survey - Surgery Comparisons

Overall Impression



* Significantly different from USAFA problem score

Patients discharged: July 2001 - September 2001



10th Medical Group - USAF Academy CO

Adult Inpatient Survey - Overall Comparisons

<i>Dimensions</i>	USAFA PROBLEM SCORE	USAFA NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER NON-TEACHING BENCHMARK	PICKER NON-TEACHING AVERAGE
All Dimensions Combined	14.5%	69	0.575	High	20.5% *	13.0%	20.9% *
Respect for Patient Preferences	15.9%	69	0.494	High	21.5% *	10.2%	19.3%
Coordination of Care	12.7%	69	0.232	Low	20.7% *	9.7%	18.0% *
Information and Education	15.5%	69	0.429	High	21.7% *	12.3%	21.9% *
Physical Comfort	6.4%	69	0.592	High	10.4% *	4.2%	9.9%
Emotional Support	18.1%	69	0.531	High	24.2% *	14.2%	24.0% *
Involvement of Family and Friends	16.9%	69	0.334	Low	21.3%	11.8%	21.8%
Continuity and Transition	16.7%	69	0.458	High	23.3%	15.4%	29.2% *
Surgery-Specific	11.8%	36	0.317	Low	15.1%	11.7%	20.6% *

* Significantly different from USAFA 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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**10th Medical Group - USAF Academy CO
Adult Inpatient Survey - Overall Comparisons**

<i>Respect for Patient Preferences</i>	USAFA PROBLEM SCORE	USAFA NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER NON-TEACHING BENCHMARK	PICKER NON-TEACHING AVERAGE
Respect for Patient Preferences	15.9%	69	0.494	High	21.5% *	10.2%	19.3%
Q12/9. Did doctors talk in front of you as if you weren't there?	7.2%	69	0.240	Low	13.5%	2.2%	11.0%
Q18/15. Did nurses talk in front of you as if you weren't there?	8.7%	69	0.186	Low	12.5%	2.3%	13.1%
Q22/19. Did you have enough say about your treatment?	37.7%	69	0.243	Med	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?	10.1%	69	0.506	High	21.5%	6.6%	17.7%

* Significantly different from USAFA 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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10th Medical Group - USAF Academy CO

Adult Inpatient Survey - Overall Comparisons

Coordination of Care	USAFA PROBLEM SCORE	USAFA NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER NON-TEACHING BENCHMARK	PICKER NON-TEACHING AVERAGE
Coordination of Care	12.7%	69	0.232	Low	20.7% *	9.7%	18.0% *
Q2/- How organized was the care you received in the emergency room?	9.4%	32	0.015	Low	20.3%	7.6%	23.2%
Q4/1. How organized was the admission process?	17.4%	69	0.181	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?	11.6%	69	-0.067	Low	17.4%	4.1%	19.6%
Q8/5. Was there one particular doctor in charge of your care in the hospital?	11.6%	69	0.047	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?	8.7%	69	0.316	Low	22.7% *	7.5%	18.2% *
Q29/26. Were your scheduled tests and procedures performed on time?	17.4%	69	0.229	Low	25.6%	10.5%	22.6%

* Significantly different from USAFA 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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10th Medical Group - USAF Academy CO

Adult Inpatient Survey - Overall Comparisons

Information and Education	USAFA PROBLEM SCORE	USAFA NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER NON-TEACHING BENCHMARK	PICKER NON-TEACHING AVERAGE
Information and Education	15.5%	69	0.429	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?	18.8%	32	0.291	Low	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?	0.0%	69		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?	17.4%	69	0.422	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?	26.1%	69	0.317	Med	28.9%	14.0%	27.5%
Q28/25. Did a doctor or nurse explain the results of tests in a way you could understand?	17.4%	69	0.132	Low	23.9%	13.6%	24.6%

* Significantly different from USAFA 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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10th Medical Group - USAF Academy CO
Adult Inpatient Survey - Overall Comparisons

Physical Comfort	USAFA PROBLEM SCORE	USAFA NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER NON-TEACHING BENCHMARK	PICKER NON-TEACHING AVERAGE
Physical Comfort	6.4%	69	0.592	High	10.4% *	4.2%	9.9%
Q26/23. When you needed help getting to the bathroom, did you get it in time?	11.6%	69	0.448	High	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?	1.4%	69	0.533	High	3.1%	0.0%	3.2%
Q35/38. How many minutes after you requested pain medicine did it usually take before you got it?	2.9%	69	0.323	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?	13.0%	69	0.506	High	19.6%	5.7%	16.6%
Q37/40. Overall, how much pain medicine did you get?	2.9%	69	0.214	Low	7.1%	0.8%	6.5%

* Significantly different from USAFA 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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10th Medical Group - USAF Academy CO

Adult Inpatient Survey - Overall Comparisons

<i>Emotional Support</i>	USAFA PROBLEM SCORE	USAFA NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER NON-TEACHING BENCHMARK	PICKER NON-TEACHING AVERAGE
Emotional Support	18.1%	69	0.531	High	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?	17.4%	69	0.519	High	20.5%	6.3%	22.4%
Q11/8. Did you have confidence and trust in the doctors treating you?	10.1%	69	0.324	Low	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?	33.3%	69	0.233	Med	29.9%	16.7%	29.6%
Q17/14. Did you have confidence and trust in the nurses treating you?	17.4%	69	0.374	Low	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?	27.5%	69	0.168	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?	2.9%	69	0.323	Low	9.8%	5.2%	17.3% *

* Significantly different from USAFA 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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10th Medical Group - USAF Academy CO
Adult Inpatient Survey - Overall Comparisons

<i>Involvement of Family and Friends</i>	USAFA PROBLEM SCORE	USAFA 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	16.9%	69	0.334	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?	21.7%	69	0.185	Med	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?	5.8%	69	0.228	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?	23.2%	69	0.375	Med	27.4%	10.9%	28.7%

* Significantly different from USAFA 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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**10th Medical Group - USAF Academy CO
Adult Inpatient Survey - Overall Comparisons**

Continuity and Transition	USAFA PROBLEM SCORE	USAFA NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER NON-TEACHING BENCHMARK	PICKER NON-TEACHING AVERAGE
Continuity and Transition	16.7%	69	0.458	High	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?	9.1%	66	0.585	High	14.0%	5.3%	14.2%
Q44/43. Did someone tell you about medication side effects to watch for when you went home?	16.7%	66	0.372	Low	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?	20.3%	69	0.441	Top	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?	20.3%	69	0.168	Med	26.3%	12.8%	35.2% *

* Significantly different from USAFA 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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10th Medical Group - USAF Academy CO
Adult Inpatient Survey - Overall Comparisons

<i>Surgery-Specific</i>	USAFA PROBLEM SCORE	USAFA NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER NON-TEACHING BENCHMARK	PICKER NON-TEACHING AVERAGE
Surgery-Specific	11.8%	36	0.317	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?	5.6%	36	0.135	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?	5.6%	36	0.135	Low	8.2%	2.5%	12.8%
Q41/- Did a doctor or nurse tell you accurately how you would feel after surgery?	25.0%	36	0.250	Med	31.4%	20.9%	40.1%
Q42/- Were the results of the surgery explained in a way you could understand?	11.1%	36	0.394	Low	13.6%	7.6%	18.0%

* Significantly different from USAFA 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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10th Medical Group - USAF Academy CO

Adult Inpatient Survey - Overall Comparisons

Overall Impression	USAFA PROBLEM SCORE	USAFA 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?	1.4%	69	0.073	Low	5.0%	0.0%	5.4%
Q13/10. How would you rate the courtesy of your doctors?	2.9%	69	0.214	Low	4.9%	0.0%	4.8%
Q14/11. How would you rate the availability of your doctors?	5.8%	69	0.307	Low	11.2%	2.5%	11.2%
Q19/16. How would you rate the courtesy of your nurses?	4.3%	69	0.578	High	6.9%	0.9%	7.5%
Q20/17. How would you rate the availability of your nurses?	5.8%	69	0.542	High	9.8%	3.8%	12.5%
Q50/49. How would you rate how well the doctors and nurses worked together?	1.4%	69	0.533	High	6.1%	1.6%	7.3%
Q51/50. Overall, how would you rate the care you received at the hospital?	2.9%	69	--	--	7.3%	0.7%	7.9%
Q52/51. Would you recommend this hospital to your friends and family?	20.3%	69	0.487	Top	36.1%	8.0%	27.9%

* Significantly different from USAFA 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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10th Medical Group - USAF Academy CO
Adult Inpatient Survey - Medicine Comparisons

Dimensions	USAFA PROBLEM SCORE	USAFA NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER NON-TEACHING BENCHMARK	PICKER NON-TEACHING AVERAGE
All Dimensions Combined	15.9%	33	0.398	Low	20.6%	13.7%	22.7% *
Respect for Patient Preferences	14.4%	33	0.278	Low	21.1% *	10.0%	20.6% *
Coordination of Care	13.2%	33	0.153	Low	20.8% *	10.8%	21.7% *
Information and Education	18.0%	33	0.272	Low	24.3%	15.3%	27.0% *
Physical Comfort	6.1%	33	0.114	Low	8.9%	2.3%	9.4%
Emotional Support	19.2%	33	0.440	High	24.3%	14.1%	26.8%
Involvement of Family and Friends	20.2%	33	0.393	Med	20.2%	10.9%	22.5%
Continuity and Transition	20.5%	33	0.321	Med	24.3%	18.4%	31.0%

* Significantly different from USAFA 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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10th Medical Group - USAF Academy CO
Adult Inpatient Survey - Medicine Comparisons

<i>Respect for Patient Preferences</i>	USAFA PROBLEM SCORE	USAFA NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER NON-TEACHING BENCHMARK	PICKER NON-TEACHING AVERAGE
Respect for Patient Preferences	14.4%	33	0.278	Low	21.1% *	10.0%	20.6% *
Q12/9. Did doctors talk in front of you as if you weren't there?	6.1%	33	-0.018	Low	16.2%	0.0%	12.1%
Q18/15. Did nurses talk in front of you as if you weren't there?	3.0%	33	0.123	Low	11.0%	1.8%	13.0%
Q22/19. Did you have enough say about your treatment?	42.4%	33	0.128	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?	6.1%	33	0.370	Low	15.9%	4.1%	16.8%

* Significantly different from USAFA 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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10th Medical Group - USAF Academy CO
Adult Inpatient Survey - Medicine Comparisons

Coordination of Care	USAFA PROBLEM SCORE	USAFA NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER NON-TEACHING BENCHMARK	PICKER NON-TEACHING AVERAGE
Coordination of Care	13.2%	33	0.153	Low	20.8% *	10.8%	21.7% *
Q2/- . How organized was the care you received in the emergency room?	7.4%	27	0.184	Low	19.4%	10.2%	22.9%
Q4/1 . How organized was the admission process?	12.1%	33	0.116	Low	19.7%	8.8%	22.8%
Q5/2 . Do you feel you had to wait an unnecessarily long time to go to your room?	18.2%	33	-0.033	Low	23.2%	5.3%	30.6%
Q8/5 . Was there one particular doctor in charge of your care in the hospital?	18.2%	33	0.087	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?	9.1%	33	0.219	Low	18.2%	3.7%	17.0%
Q29/26 . Were your scheduled tests and procedures performed on time?	15.2%	33	0.035	Low	27.1%	10.7%	26.4%

* Significantly different from USAFA 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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10th Medical Group - USAF Academy CO

Adult Inpatient Survey - Medicine Comparisons

Information and Education	USAFA PROBLEM SCORE	USAFA NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER NON-TEACHING BENCHMARK	PICKER NON-TEACHING AVERAGE
Information and Education	18.0%	33	0.272	Low	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?	11.1%	27	0.057	Low	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?	0.0%	33		Low	12.3% *	0.0%	13.9% *
Q9/6. When you had important questions to ask a doctor, did you get answers you could understand?	27.3%	33	0.425	Top	24.9%	12.5%	27.4%
Q15/12. When you had important questions to ask a nurse, did you get answers you could understand?	24.2%	33	0.177	Med	26.4%	16.0%	28.3%
Q28/25. Did a doctor or nurse explain the results of tests in a way you could understand?	24.2%	33	0.069	Med	27.9%	17.6%	31.0%

* Significantly different from USAFA 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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10th Medical Group - USAF Academy CO
Adult Inpatient Survey - Medicine Comparisons

Physical Comfort	USAFA PROBLEM SCORE	USAFA NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER NON-TEACHING BENCHMARK	PICKER NON-TEACHING AVERAGE
Physical Comfort	6.1%	33	0.114	Low	8.9%	2.3%	9.4%
Q26/23. When you needed help getting to the bathroom, did you get it in time?	12.1%	33	0.116	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%	33		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?	0.0%	33		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?	15.2%	33	0.164	Low	17.1%	3.8%	15.0%
Q37/40. Overall, how much pain medicine did you get?	3.0%	33	-0.147	Low	5.9%	0.0%	5.4%

* Significantly different from USAFA 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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10th Medical Group - USAF Academy CO
Adult Inpatient Survey - Medicine Comparisons

<i>Emotional Support</i>	USAFA PROBLEM SCORE	USAFA NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER NON-TEACHING BENCHMARK	PICKER NON-TEACHING AVERAGE
Emotional Support	19.2%	33	0.440	High	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?	27.3%	33	0.425	Top	23.7%	12.7%	27.6%
Q11/8. Did you have confidence and trust in the doctors treating you?	15.2%	33	0.422	High	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?	27.3%	33	0.217	Med	29.7%	17.3%	33.4%
Q17/14. Did you have confidence and trust in the nurses treating you?	3.0%	33	-0.147	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?	36.4%	33	0.140	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?	6.1%	33	0.564	High	11.8%	4.0%	18.8%

* Significantly different from USAFA 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

10th Medical Group - USAF Academy CO
Adult Inpatient Survey - Medicine Comparisons

<i>Involvement of Family and Friends</i>	USAFA PROBLEM SCORE	USAFA 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	20.2%	33	0.393	Med	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?	27.3%	33	0.217	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?	9.1%	33	0.380	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?	24.2%	33	0.392	Med	23.3%	10.4%	25.8%

* Significantly different from USAFA 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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10th Medical Group - USAF Academy CO
Adult Inpatient Survey - Medicine Comparisons

Continuity and Transition	USAFA PROBLEM SCORE	USAFA NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER NON-TEACHING BENCHMARK	PICKER NON-TEACHING AVERAGE
Continuity and Transition	20.5%	33	0.321	Med	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?	10.0%	30	0.398	Low	13.8%	4.5%	15.3%
Q44/43. Did someone tell you about medication side effects to watch for when you went home?	16.7%	30	0.311	Low	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?	24.2%	33	0.177	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?	30.3%	33	0.256	Med	29.3%	19.8%	38.3%

* Significantly different from USAFA 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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10th Medical Group - USAF Academy CO

Adult Inpatient Survey - Medicine Comparisons

Overall Impression	USAFA PROBLEM SCORE	USAFA 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%	33		Low	4.1%	0.0%	6.3%
Q13/10. How would you rate the courtesy of your doctors?	6.1%	33	0.370	Low	5.5%	0.9%	6.2%
Q14/11. How would you rate the availability of your doctors?	6.1%	33	0.176	Low	12.4%	2.4%	14.3%
Q19/16. How would you rate the courtesy of your nurses?	0.0%	33		Low	5.2%	0.0%	7.6%
Q20/17. How would you rate the availability of your nurses?	3.0%	33	0.123	Low	8.6%	1.8%	13.1%
Q50/49. How would you rate how well the doctors and nurses worked together?	0.0%	33		Low	5.9%	1.1%	8.5%
Q51/50. Overall, how would you rate the care you received at the hospital?	0.0%	33	--	--	6.8%	0.9%	8.9%
Q52/51. Would you recommend this hospital to your friends and family?	24.2%	33	0.500	Top	29.4%	10.3%	28.8%

* Significantly different from USAFA 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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10th Medical Group - USAF Academy CO
Adult Inpatient Survey - Surgery Comparisons

Dimensions	USAFA PROBLEM SCORE	USAFA NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER NON-TEACHING BENCHMARK	PICKER NON-TEACHING AVERAGE
All Dimensions Combined	13.2%	36	0.744	High	15.6%	11.3%	18.2%
Respect for Patient Preferences	17.4%	36	0.597	High	16.5%	8.4%	16.8%
Coordination of Care	12.1%	36	0.292	Low	14.9%	7.4%	14.4%
Information and Education	13.2%	36	0.600	High	16.1%	8.1%	18.5%
Physical Comfort	6.7%	36	0.814	High	9.6%	4.3%	10.3%
Emotional Support	17.1%	36	0.637	High	19.2%	12.0%	21.9%
Involvement of Family and Friends	13.9%	36	0.306	Low	15.3%	10.2%	18.0%
Continuity and Transition	13.2%	36	0.610	High	17.6%	14.8%	25.2% *
Surgery-Specific	11.8%	36	0.317	Low	15.1%	11.7%	20.6% *

* Significantly different from USAFA 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

10th Medical Group - USAF Academy CO
Adult Inpatient Survey - Surgery Comparisons

<i>Respect for Patient Preferences</i>	USAFA PROBLEM SCORE	USAFA NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER NON-TEACHING BENCHMARK	PICKER NON-TEACHING AVERAGE
Respect for Patient Preferences	17.4%	36	0.597	High	16.5%	8.4%	16.8%
Q12/9. Did doctors talk in front of you as if you weren't there?	8.3%	36	0.392	Low	9.4%	0.0%	7.8%
Q18/15. Did nurses talk in front of you as if you weren't there?	13.9%	36	0.224	Low	11.1%	2.6%	11.3%
Q22/19. Did you have enough say about your treatment?	33.3%	36	0.328	Med	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?	13.9%	36	0.582	High	16.3%	5.1%	16.5%

* Significantly different from USAFA 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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10th Medical Group - USAF Academy CO

Adult Inpatient Survey - Surgery Comparisons

Coordination of Care	USAFA PROBLEM SCORE	USAFA NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER NON-TEACHING BENCHMARK	PICKER NON-TEACHING AVERAGE
Coordination of Care	12.1%	36	0.292	Low	14.9%	7.4%	14.4%
Q2/- . How organized was the care you received in the emergency room?	20.0%	5	-0.323	Med	17.4%	24.8%	24.2%
Q4/1 . How organized was the admission process?	22.2%	36	0.223	Med	18.0%	5.1%	16.0%
Q5/2 . Do you feel you had to wait an unnecessarily long time to go to your room?	5.6%	36	-0.135	Low	11.1%	4.6%	14.7%
Q8/5 . Was there one particular doctor in charge of your care in the hospital?	5.6%	36	0.000	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?	8.3%	36	0.392	Low	14.7%	2.4%	13.5%
Q29/26 . Were your scheduled tests and procedures performed on time?	19.4%	36	0.352	Low	21.6%	8.0%	20.2%

* Significantly different from USAFA 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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10th Medical Group - USAF Academy CO

Adult Inpatient Survey - Surgery Comparisons

Information and Education	USAFA PROBLEM SCORE	USAFA NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER NON-TEACHING BENCHMARK	PICKER NON-TEACHING AVERAGE
Information and Education	13.2%	36	0.600	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?	60.0%	5	0.527	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%	36		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?	8.3%	36	0.504	High	14.3%	6.7%	17.9%
Q15/12. When you had important questions to ask a nurse, did you get answers you could understand?	27.8%	36	0.415	Top	24.5%	11.2%	26.8%
Q28/25. Did a doctor or nurse explain the results of tests in a way you could understand?	11.1%	36	0.197	Low	16.9%	7.2%	19.8%

* Significantly different from USAFA 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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10th Medical Group - USAF Academy CO
Adult Inpatient Survey - Surgery Comparisons

Physical Comfort	USAFA PROBLEM SCORE	USAFA NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER NON-TEACHING BENCHMARK	PICKER NON-TEACHING AVERAGE
Physical Comfort	6.7%	36	0.814	High	9.6%	4.3%	10.3%
Q26/23. When you needed help getting to the bathroom, did you get it in time?	11.1%	36	0.689	High	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?	2.8%	36	0.659	High	3.7%	0.0%	3.6%
Q35/38. How many minutes after you requested pain medicine did it usually take before you got it?	5.6%	36	0.405	High	4.8%	0.0%	3.4%
Q36/39. Do you think that the hospital staff did everything they could to help control your pain?	11.1%	36	0.788	High	17.3%	6.7%	16.7%
Q37/40. Overall, how much pain medicine did you get?	2.8%	36	0.471	High	5.8%	0.8%	6.8%

* Significantly different from USAFA 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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10th Medical Group - USAF Academy CO

Adult Inpatient Survey - Surgery Comparisons

<i>Emotional Support</i>	USAFA PROBLEM SCORE	USAFA NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER NON-TEACHING BENCHMARK	PICKER NON-TEACHING AVERAGE
Emotional Support	17.1%	36	0.637	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?	8.3%	36	0.728	High	13.0%	6.7%	17.4%
Q11/8. Did you have confidence and trust in the doctors treating you?	5.6%	36	0.270	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?	38.9%	36	0.254	Med	26.3%	13.3%	28.7%
Q17/14. Did you have confidence and trust in the nurses treating you?	30.6%	36	0.571	Top	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?	19.4%	36	0.195	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?	0.0%	36		Low	7.8%	3.7%	16.7% *

* Significantly different from USAFA 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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10th Medical Group - USAF Academy CO
Adult Inpatient Survey - Surgery Comparisons

<i>Involvement of Family and Friends</i>	USAFA PROBLEM SCORE	USAFA 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	13.9%	36	0.306	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?	16.7%	36	0.166	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?	2.8%	36	0.094	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?	22.2%	36	0.372	Med	19.6%	14.3%	24.1%

* Significantly different from USAFA 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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10th Medical Group - USAF Academy CO
Adult Inpatient Survey - Surgery Comparisons

Continuity and Transition	USAFA PROBLEM SCORE	USAFA NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER NON-TEACHING BENCHMARK	PICKER NON-TEACHING AVERAGE
Continuity and Transition	13.2%	36	0.610	High	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?	8.3%	36	0.728	High	10.3%	3.5%	12.8%
Q44/43. Did someone tell you about medication side effects to watch for when you went home?	16.7%	36	0.415	High	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?	16.7%	36	0.664	High	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?	11.1%	36	0.098	Low	18.9%	15.3%	29.9% *

* Significantly different from USAFA 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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10th Medical Group - USAF Academy CO
Adult Inpatient Survey - Surgery Comparisons

<i>Surgery-Specific</i>	USAFA PROBLEM SCORE	USAFA NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER NON-TEACHING BENCHMARK	PICKER NON-TEACHING AVERAGE
Surgery-Specific	11.8%	36	0.317	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?	5.6%	36	0.135	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?	5.6%	36	0.135	Low	8.2%	2.5%	12.8%
Q41/- Did a doctor or nurse tell you accurately how you would feel after surgery?	25.0%	36	0.250	Med	31.4%	20.9%	40.1%
Q42/- Were the results of the surgery explained in a way you could understand?	11.1%	36	0.394	Low	13.6%	7.6%	18.0%

* Significantly different from USAFA 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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10th Medical Group - USAF Academy CO

Adult Inpatient Survey - Surgery Comparisons

Overall Impression	USAFA PROBLEM SCORE	USAFA 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?	2.8%	36	0.094	Low	2.8%	0.0%	4.4%
Q13/10. How would you rate the courtesy of your doctors?	0.0%	36		Low	1.6%	0.0%	3.5%
Q14/11. How would you rate the availability of your doctors?	5.6%	36	0.405	High	6.4%	0.0%	8.9%
Q19/16. How would you rate the courtesy of your nurses?	8.3%	36	0.728	High	5.7%	0.0%	7.6%
Q20/17. How would you rate the availability of your nurses?	8.3%	36	0.728	High	9.9%	3.2%	13.7%
Q50/49. How would you rate how well the doctors and nurses worked together?	2.8%	36	0.659	High	4.1%	0.0%	6.8%
Q51/50. Overall, how would you rate the care you received at the hospital?	5.6%	36	--	--	4.9%	0.0%	7.9%
Q52/51. Would you recommend this hospital to your friends and family?	16.7%	36	0.498	High	26.7%	4.6%	27.6%

* Significantly different from USAFA 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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