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**Report on Patients' Experiences  
99th Medical Group - Ocallaghan Air Force Base  
Adult Inpatient Survey**

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

# 99th Medical Group - Ocallaghan Air Force Base

## Executive Summary - Adult Inpatient Survey

### METHODOLOGY:

This report summarizes an Adult Inpatient Survey of 99th Medical Group - Ocallaghan Air Force Base (OAFB) patients discharged between July 1, 2001 and September 30, 2001. This report compares the results of the survey for 99th Medical Group - Ocallaghan Air Force Base to the results of Military Health System as well as to the results from other surveys Picker has conducted.

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

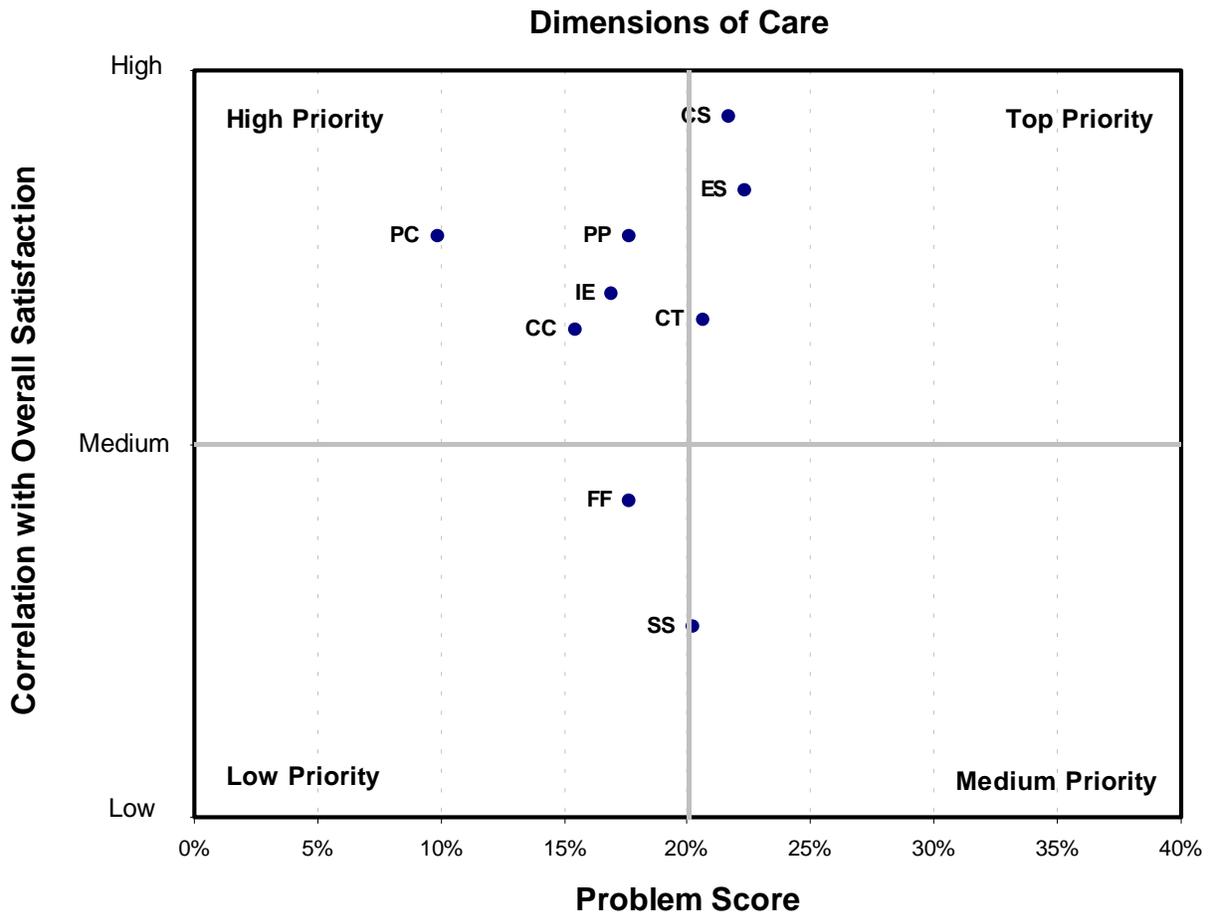
### SUMMARY FINDINGS:

<b>Overall Satisfaction</b>	MHS Overall	OAFB Overall	OAFB Medicine	OAFB Surgery	OAFB Childbirth
Overall Rating (Percent Excellent)	45.5%	46.5%	48.3%	44.2%	46.7%
Would definitely recommend	59.6%	68.3%	73.3%	65.4%	63.3%

<b>Dimensions</b>	MHS Overall	OAFB Overall	OAFB Medicine	OAFB Surgery	OAFB Childbirth
All Dimensions Combined	20.5%	17.3%	15.3% *	18.2%	20.0%
Respect for Patient Preferences	21.5%	17.6%	14.6% *	19.2%	20.8%
Coordination of Care	20.7%	15.4% *	15.3%	12.8% *	20.0%
Information and Education	21.7%	16.9% *	16.3%	17.2%	17.5%
Physical Comfort	10.4%	9.9%	6.3%	13.8%	10.0%
Emotional Support	24.2%	22.3%	18.3%	25.6%	24.4%
Involvement of Family and Friends	21.3%	17.6%	16.7%	17.3%	20.0%
Continuity and Transition	23.3%	20.6%	19.2%	19.2%	25.8%
Surgery-Specific	15.1%	20.2%		20.2%	
Childbirth-Specific	28.1%	21.7%			21.7%

\* Statistically significantly different from MHS Overall Average

**99th Medical Group - Ocallaghan 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

**99th Medical Group - Ocallaghan Air Force Base**  
**Adult Inpatient Survey - Key Strengths**

	OAFB PROBLEM SCORE	OAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION
<b><i>Dimensions</i></b>			
* Physical Comfort	9.9%	142	0.624
<b><i>Respect for Patient Preferences</i></b>			
Q12/9. Did doctors talk in front of you as if you weren't there?	9.2%	142	0.305
<b><i>Coordination of Care</i></b>			
Q5/2. Do you feel you had to wait an unnecessarily long time to go to your room?	9.2%	142	0.244
<b><i>Information and Education</i></b>			
Q6/3. If you had to wait to go to your room, did someone from the hospital explain the reason for the delay?	2.8%	142	0.119
<b><i>Physical Comfort</i></b>			
* Q27/24. How many minutes after you used the call button did it usually take before you got the help you needed?	3.5%	142	0.436
Q35/38. How many minutes after you requested pain medicine did it usually take before you got it?	2.8%	142	0.171
Q37/40. Overall, how much pain medicine did you get?	6.3%	142	0.316
<b><i>Emotional Support</i></b>			
Q49/48. Did you get as much help as you wanted from someone on the hospital staff in figuring out how to pay your hospital bill?	7.7%	142	0.243
<b><i>Involvement of Family and Friends</i></b>			
Q24/21. How much information about your condition or treatment was given to your family or someone close to you?	7.0%	142	0.172

Patients discharged: July 2001 - September 2001

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

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

**99th Medical Group - Ocallaghan Air Force Base**  
**Adult Inpatient Survey - Key Strengths**

	OAFB PROBLEM SCORE	OAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION
<b><i>Surgery-Specific</i></b>			
Q39/-. Did the surgeon explain the risks and benefits of the surgery in a way you could understand?	9.6%	52	0.174
<b><i>Childbirth-Specific</i></b>			
* Q-/29. Did your doctor or midwife answer your questions about the delivery in a way you could understand?	10.0%	30	0.562
<b><i>Overall Impression</i></b>			
Q7/4. How would you rate the courtesy of the staff who admitted you?	1.4%	142	0.343
* Q13/10. How would you rate the courtesy of your doctors?	2.8%	142	0.489
* Q14/11. How would you rate the availability of your doctors?	9.9%	142	0.549
* Q19/16. How would you rate the courtesy of your nurses?	7.0%	142	0.436
* Q20/17. How would you rate the availability of your nurses?	9.9%	142	0.496
* Q50/49. How would you rate how well the doctors and nurses worked together?	5.6%	142	0.614
Q51/50. Overall, how would you rate the care you received at the hospital?	4.9%	142	--

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**99th Medical Group - Ocallaghan Air Force Base  
Adult Inpatient Survey - Areas for Improvement**

	OAFB PROBLEM SCORE	OAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION
<b><i>Dimensions</i></b>			
* Emotional Support	22.3%	142	0.673
* Continuity and Transition	20.6%	142	0.534
Surgery-Specific	20.2%	52	0.205
* Childbirth-Specific	21.7%	30	0.751
<b><i>Respect for Patient Preferences</i></b>			
* Q22/19. Did you have enough say about your treatment?	31.0%	142	0.452
<b><i>Coordination of Care</i></b>			
Q8/5. Was there one particular doctor in charge of your care in the hospital?	21.1%	142	0.143
<b><i>Information and Education</i></b>			
Q3/- . While you were in the emergency room, did you get enough information about your medical condition and treatment?	23.5%	68	0.322
* Q15/12. When you had important questions to ask a nurse, did you get answers you could understand?	26.8%	142	0.514
<b><i>Emotional Support</i></b>			
* Q16/13. If you had any anxieties or fears about your condition or treatment, did a nurse discuss them with you?	27.5%	142	0.431
* Q17/14. Did you have confidence and trust in the nurses treating you?	33.1%	142	0.535
* Q25/22. Was it easy for you to find someone on the hospital staff to talk to about your concerns?	30.3%	142	0.541

Patients discharged: July 2001 - September 2001

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

**99th Medical Group - Ocallaghan Air Force Base**  
**Adult Inpatient Survey - Areas for Improvement**

	OAFB PROBLEM SCORE	OAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION
<b><i>Involvement of Family and Friends</i></b>			
Q23/20. Did your family or someone else close to you have enough opportunity to talk to your doctor?	24.6%	142	0.281
Q47/46. Did the doctors and nurses give your family or someone close to you all the information they needed to help you recover?	21.1%	142	0.285
<b><i>Continuity and Transition</i></b>			
* Q44/43. Did someone tell you about medication side effects to watch for when you went home?	25.2%	135	0.422
Q45/44. Did they tell you what danger signals about your illness or operation to watch for after you went home?	22.5%	142	0.398
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?	25.4%	142	0.326
<b><i>Surgery-Specific</i></b>			
Q41/-. Did a doctor or nurse tell you accurately how you would feel after surgery?	38.5%	52	0.142
Q42/-. Were the results of the surgery explained in a way you could understand?	21.2%	52	0.156
<b><i>Childbirth-Specific</i></b>			
* Q-/30. Did your doctor or midwife discuss your options for pain control during the labor and delivery with you?	20.0%	30	0.568
* Q-/31. Did you have enough say about your pain control during labor and delivery?	36.7%	30	0.548
Q-/32. How much anesthesia and pain medicine did you get during labor and delivery?	23.3%	30	0.208
* Q-/33. Did a doctor, midwife or nurse tell you accurately how you would feel after your delivery?	26.7%	30	0.713

Patients discharged: July 2001 - September 2001

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**99th Medical Group - Ocallaghan Air Force Base**  
**Adult Inpatient Survey - Areas for Improvement**

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OAFB PROBLEM SCORE	OAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION
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***Overall Impression***

* Q52/51. Would you recommend this hospital to your friends and family?	28.2%	142	0.575
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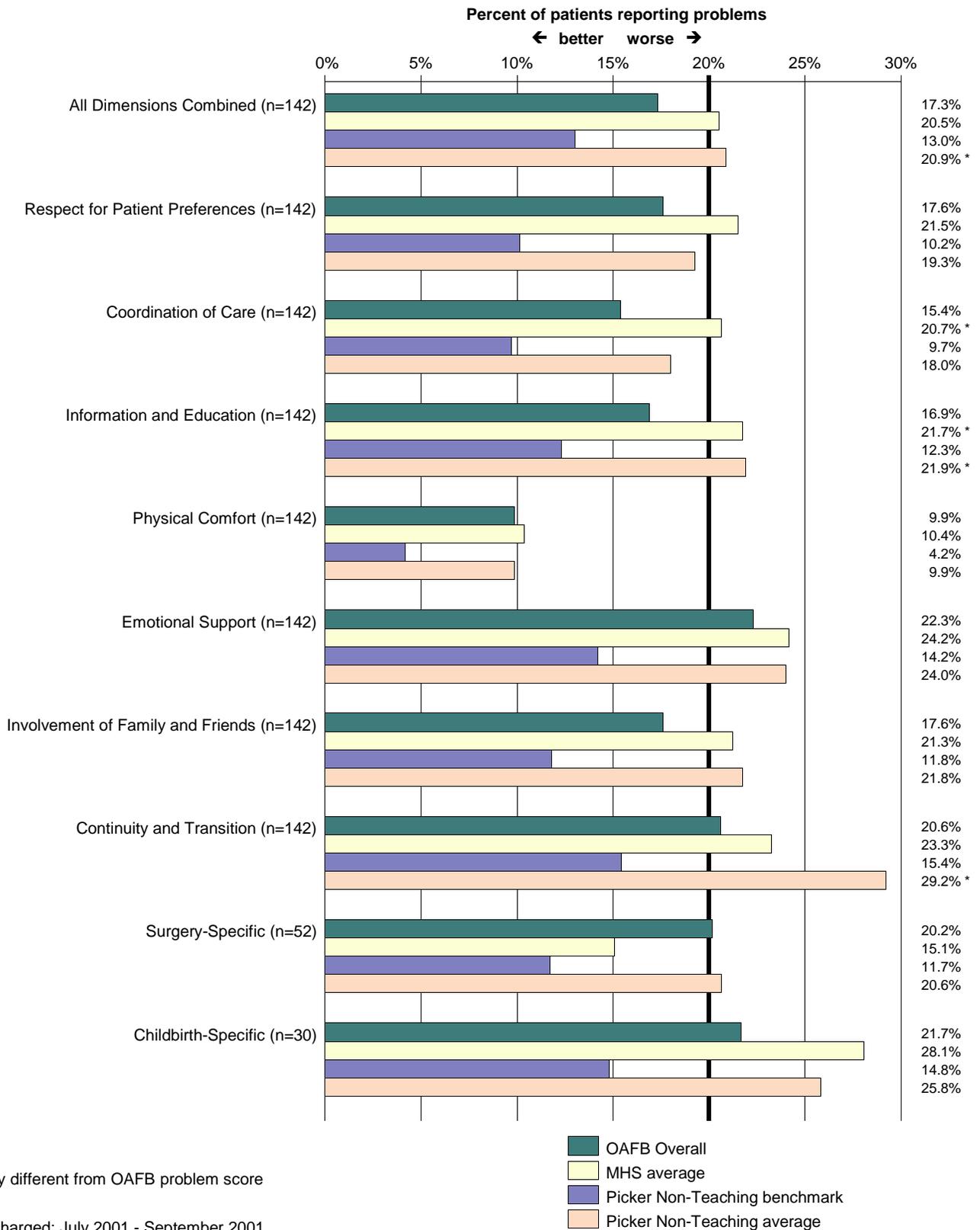
Patients discharged: July 2001 - September 2001

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

# 99th Medical Group - Ocallaghan Air Force Base Adult Inpatient Survey - Overall Comparisons

## Dimensions

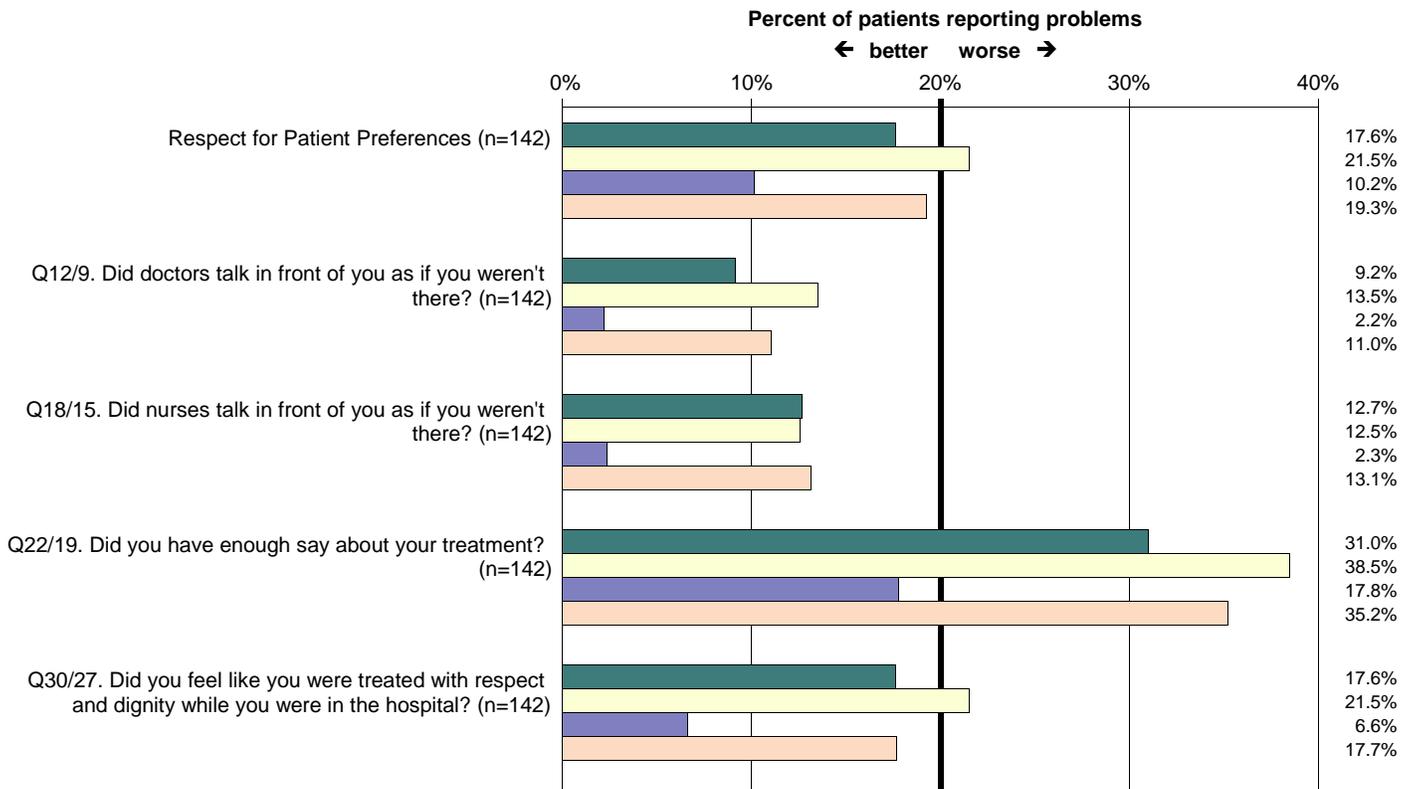


\* Significantly different from OAFB problem score

Patients discharged: July 2001 - September 2001

# 99th Medical Group - Ocallaghan Air Force Base Adult Inpatient Survey - Overall Comparisons

## *Respect for Patient Preferences*



\* Significantly different from OAFB problem score

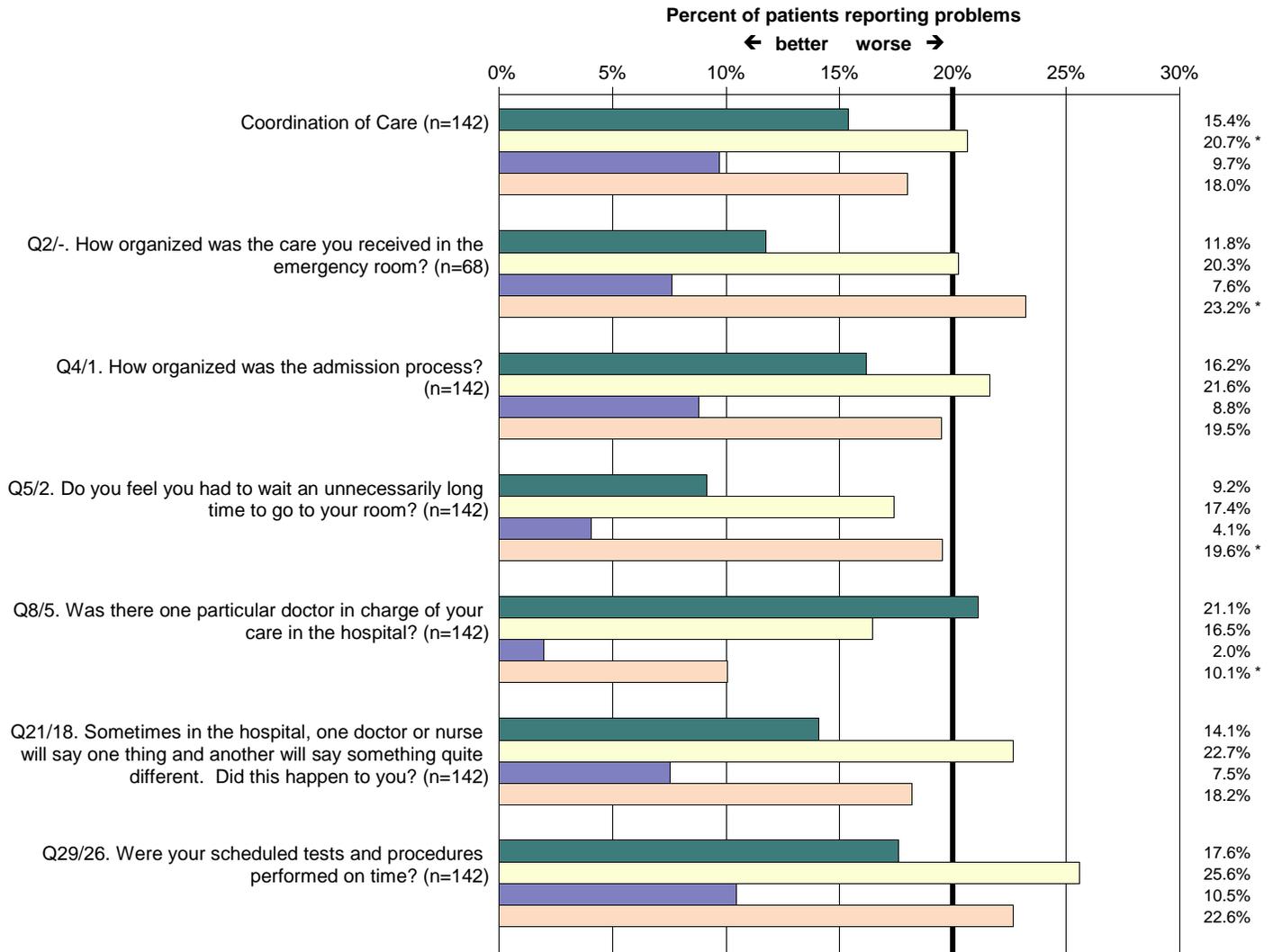
Patients discharged: July 2001 - September 2001

■ OAFB Overall  
■ MHS average  
■ Picker Non-Teaching benchmark  
■ Picker Non-Teaching average

# 99th Medical Group - Ocallaghan Air Force Base

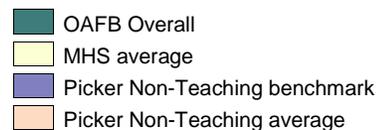
## Adult Inpatient Survey - Overall Comparisons

### Coordination of Care



\* Significantly different from OAFB problem score

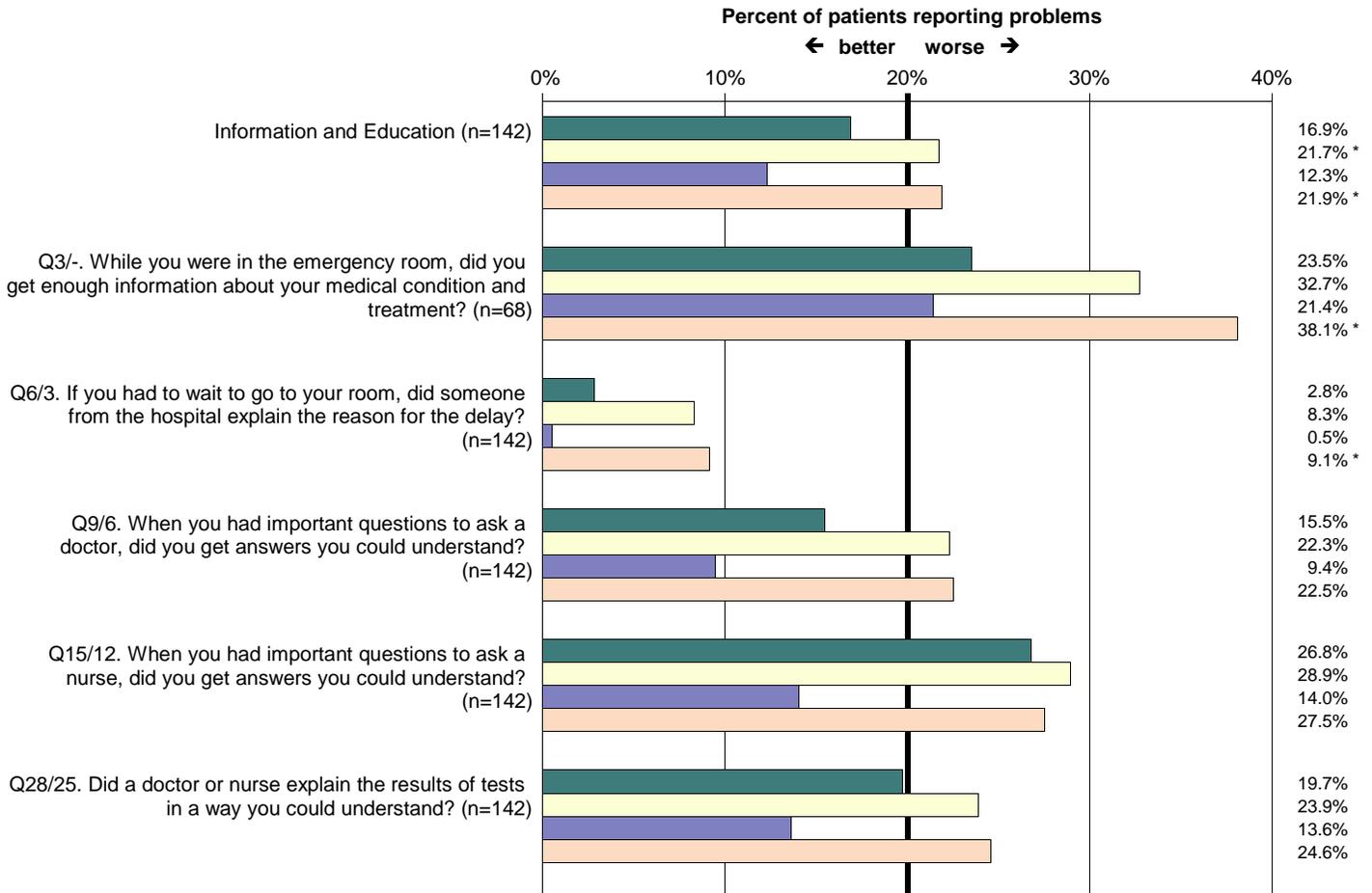
Patients discharged: July 2001 - September 2001



# 99th Medical Group - Ocallaghan Air Force Base

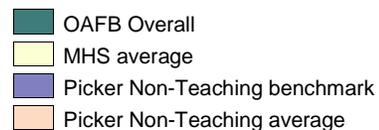
## Adult Inpatient Survey - Overall Comparisons

### Information and Education



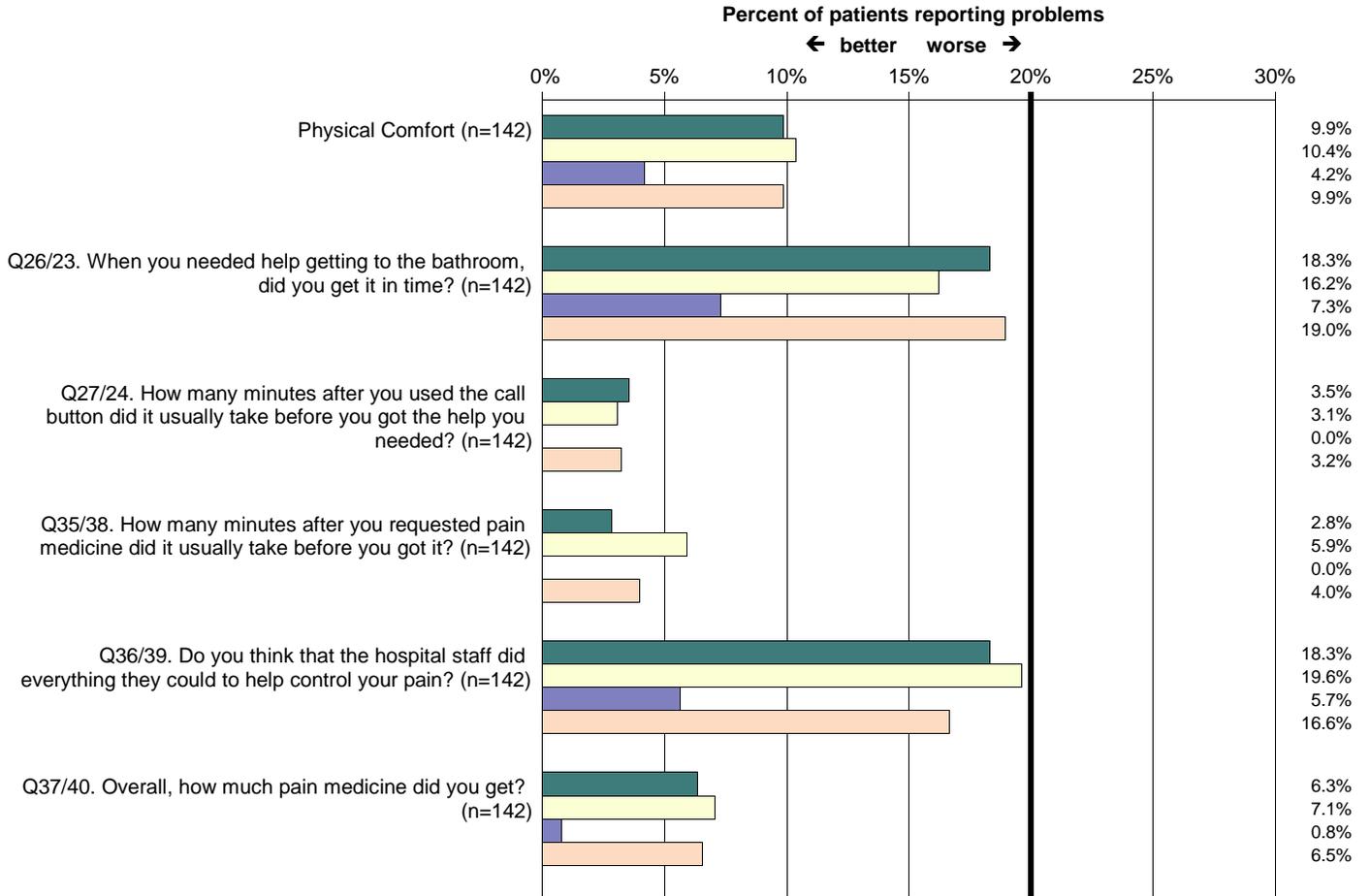
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Patients discharged: July 2001 - September 2001



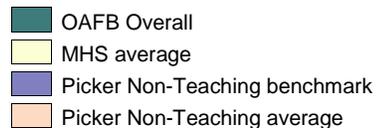
# 99th Medical Group - Ocallaghan Air Force Base Adult Inpatient Survey - Overall Comparisons

## Physical Comfort



\* Significantly different from OAFB problem score

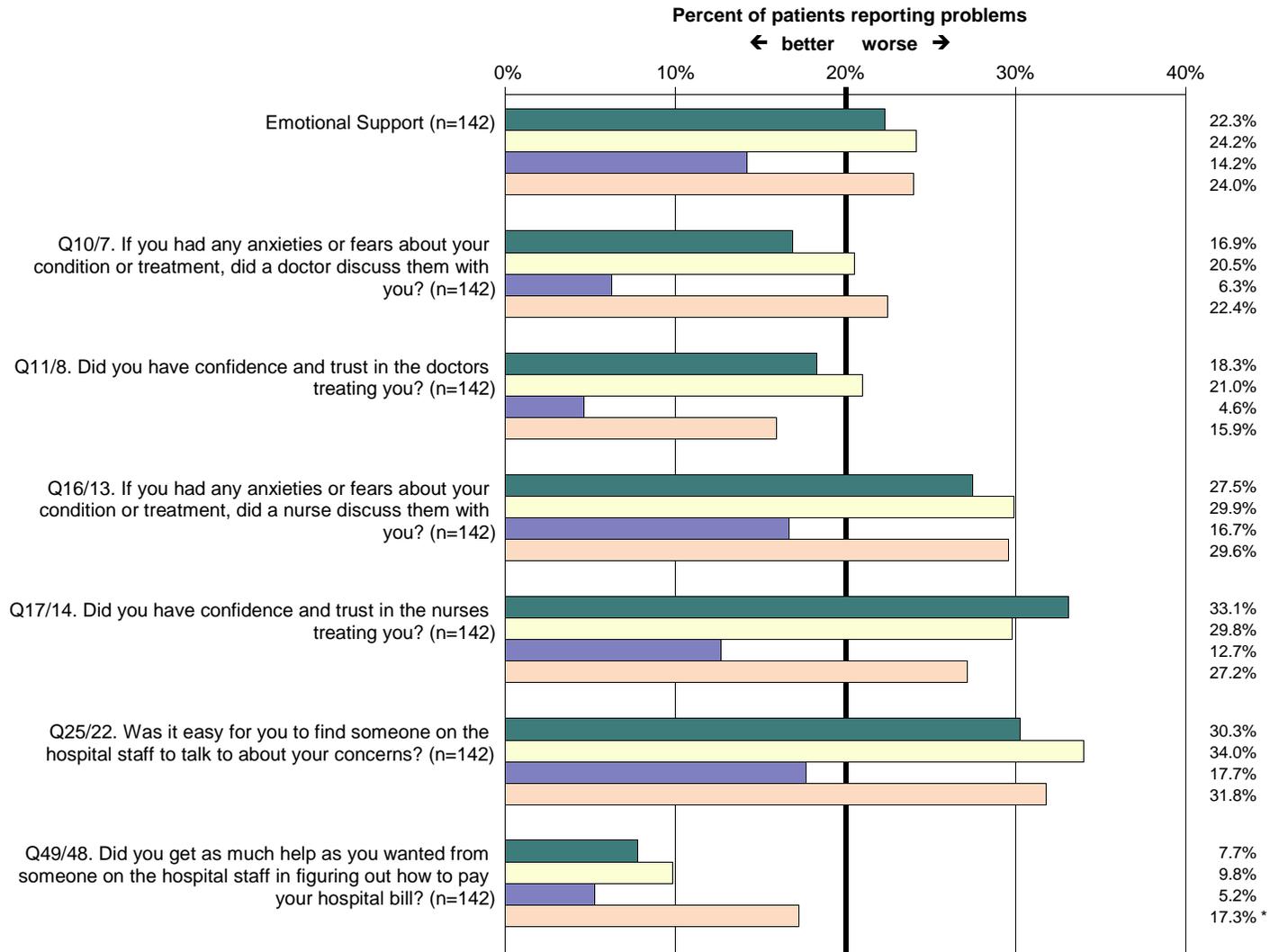
Patients discharged: July 2001 - September 2001



# 99th Medical Group - Ocallaghan Air Force Base

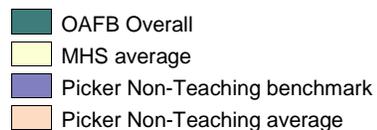
## Adult Inpatient Survey - Overall Comparisons

### Emotional Support



\* Significantly different from OAFB problem score

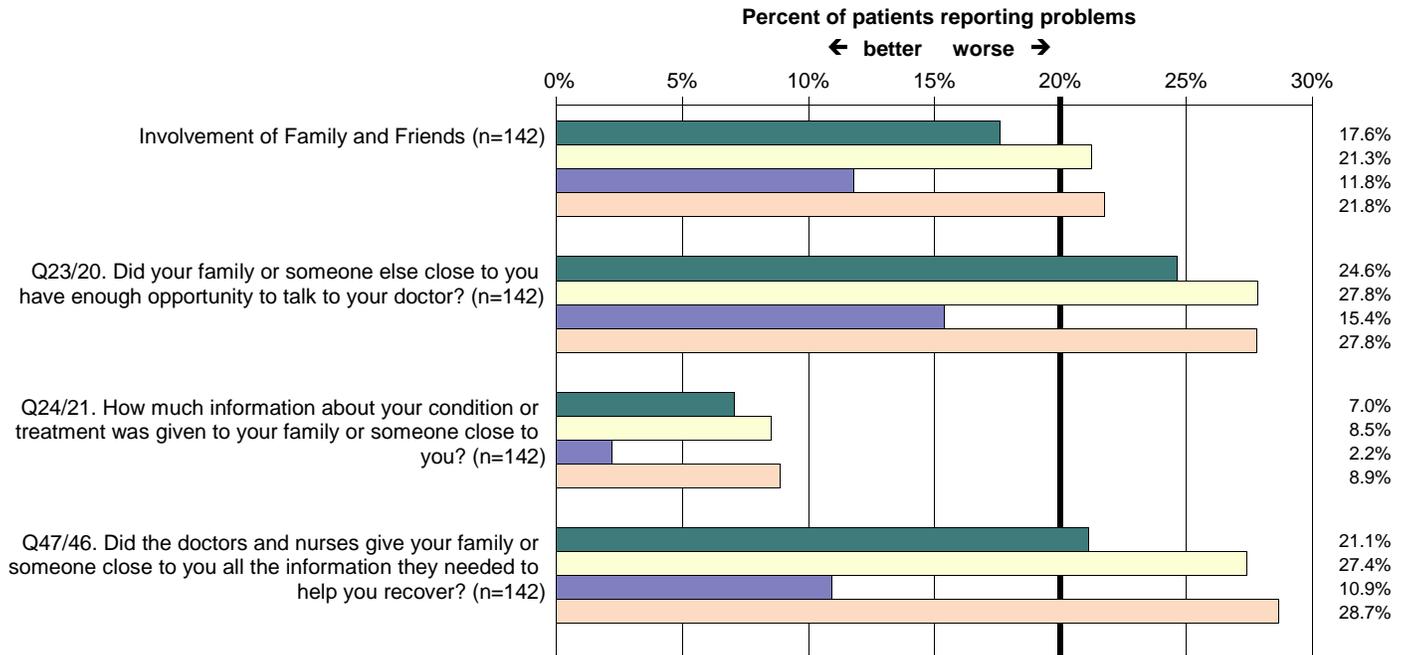
Patients discharged: July 2001 - September 2001



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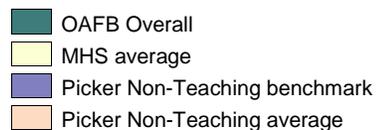
## Adult Inpatient Survey - Overall Comparisons

### *Involvement of Family and Friends*



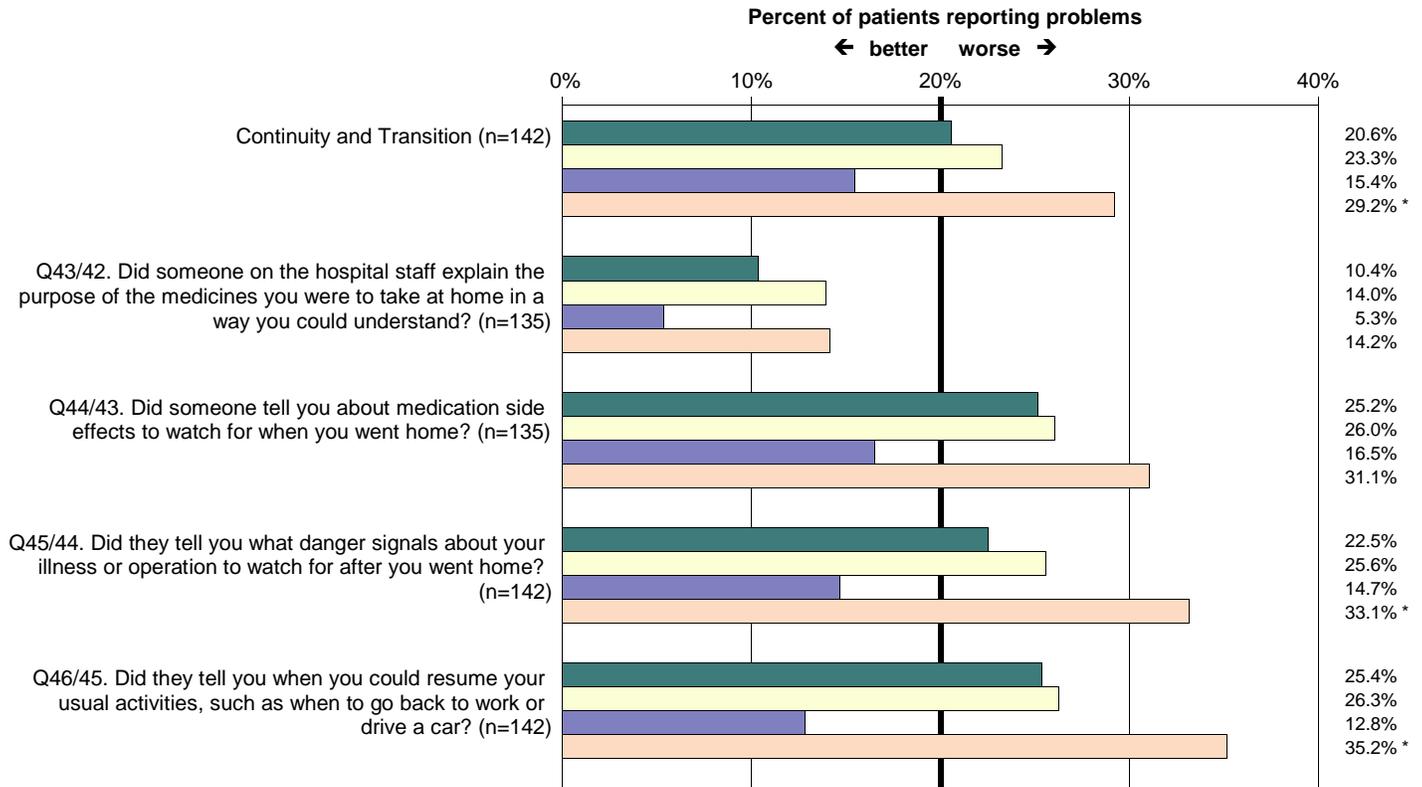
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Patients discharged: July 2001 - September 2001



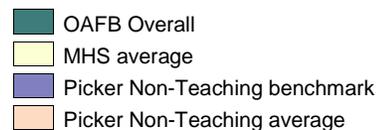
# 99th Medical Group - Ocallaghan Air Force Base Adult Inpatient Survey - Overall Comparisons

## Continuity and Transition



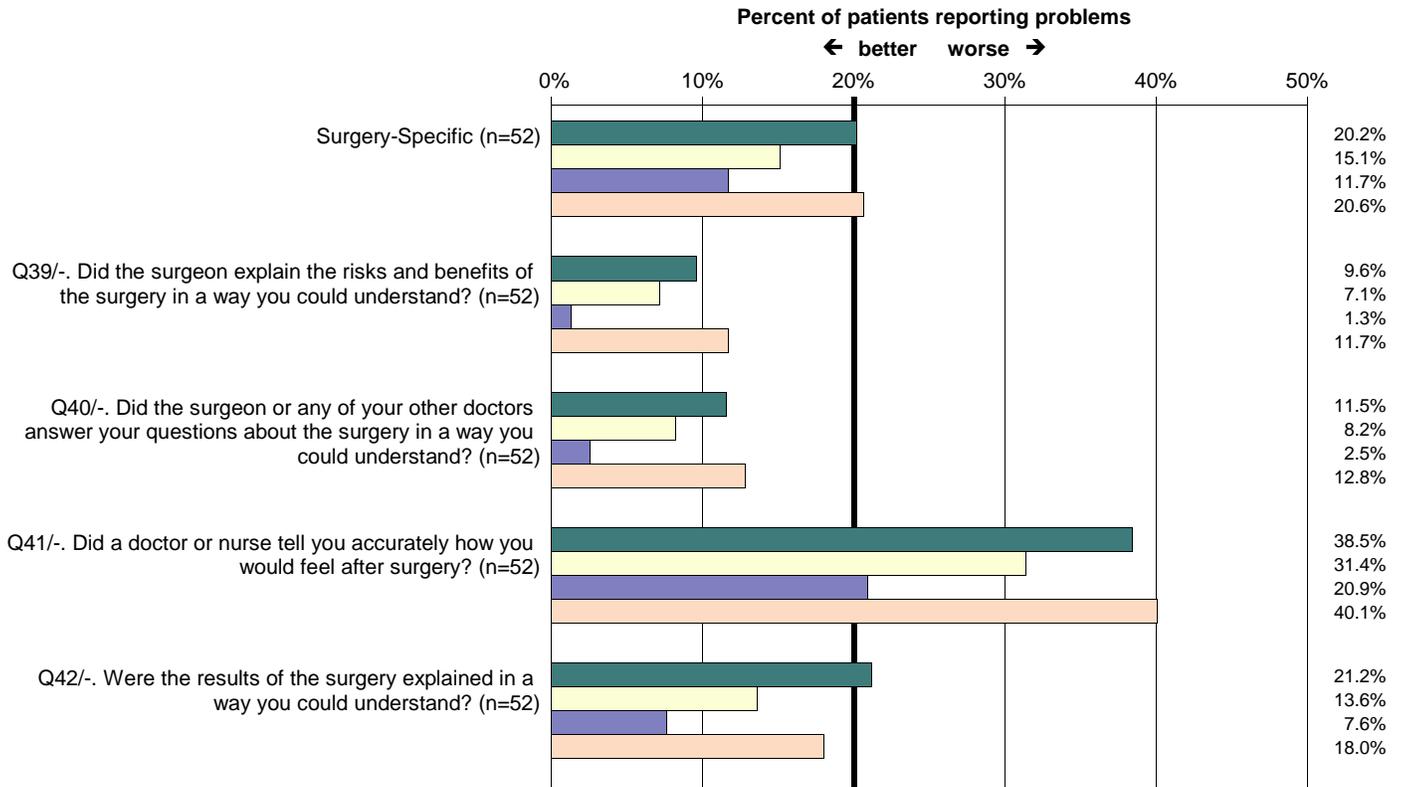
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Patients discharged: July 2001 - September 2001



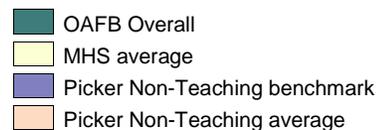
# 99th Medical Group - Ocallaghan Air Force Base Adult Inpatient Survey - Overall Comparisons

## Surgery-Specific



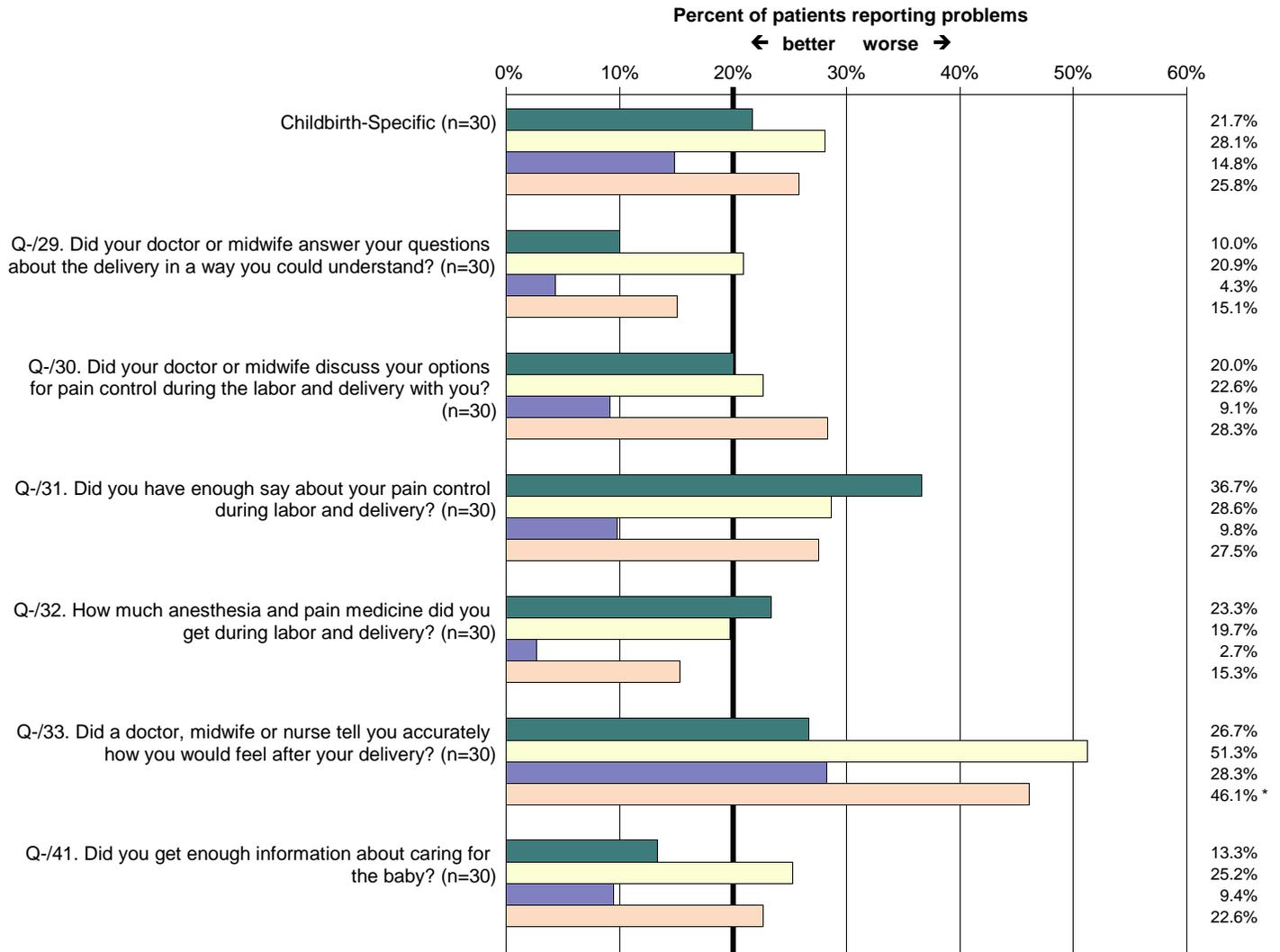
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Patients discharged: July 2001 - September 2001



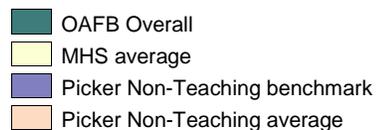
# 99th Medical Group - Ocallaghan Air Force Base Adult Inpatient Survey - Overall Comparisons

## Childbirth-Specific



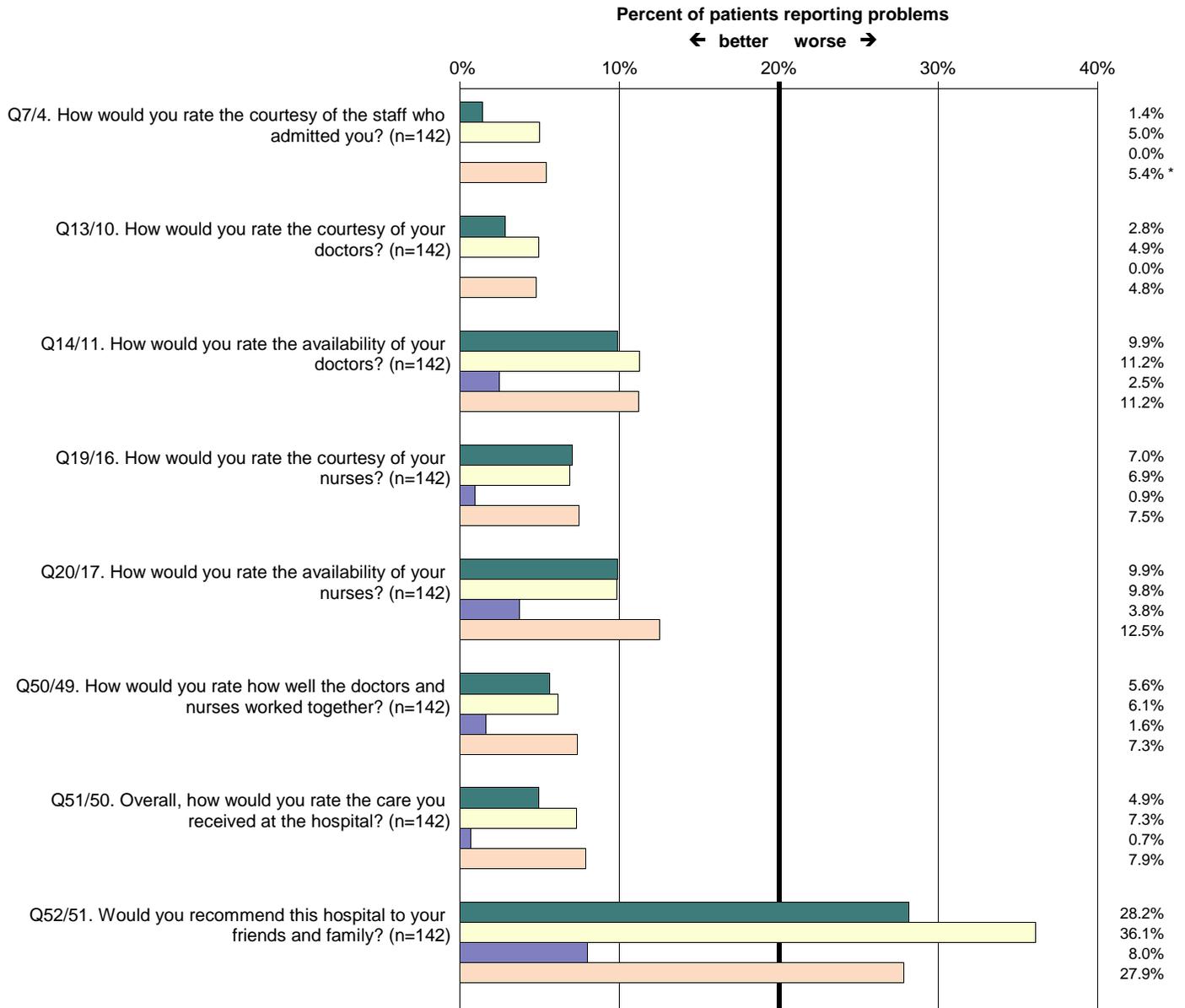
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Patients discharged: July 2001 - September 2001



# 99th Medical Group - Ocallaghan Air Force Base Adult Inpatient Survey - Overall Comparisons

## Overall Impression



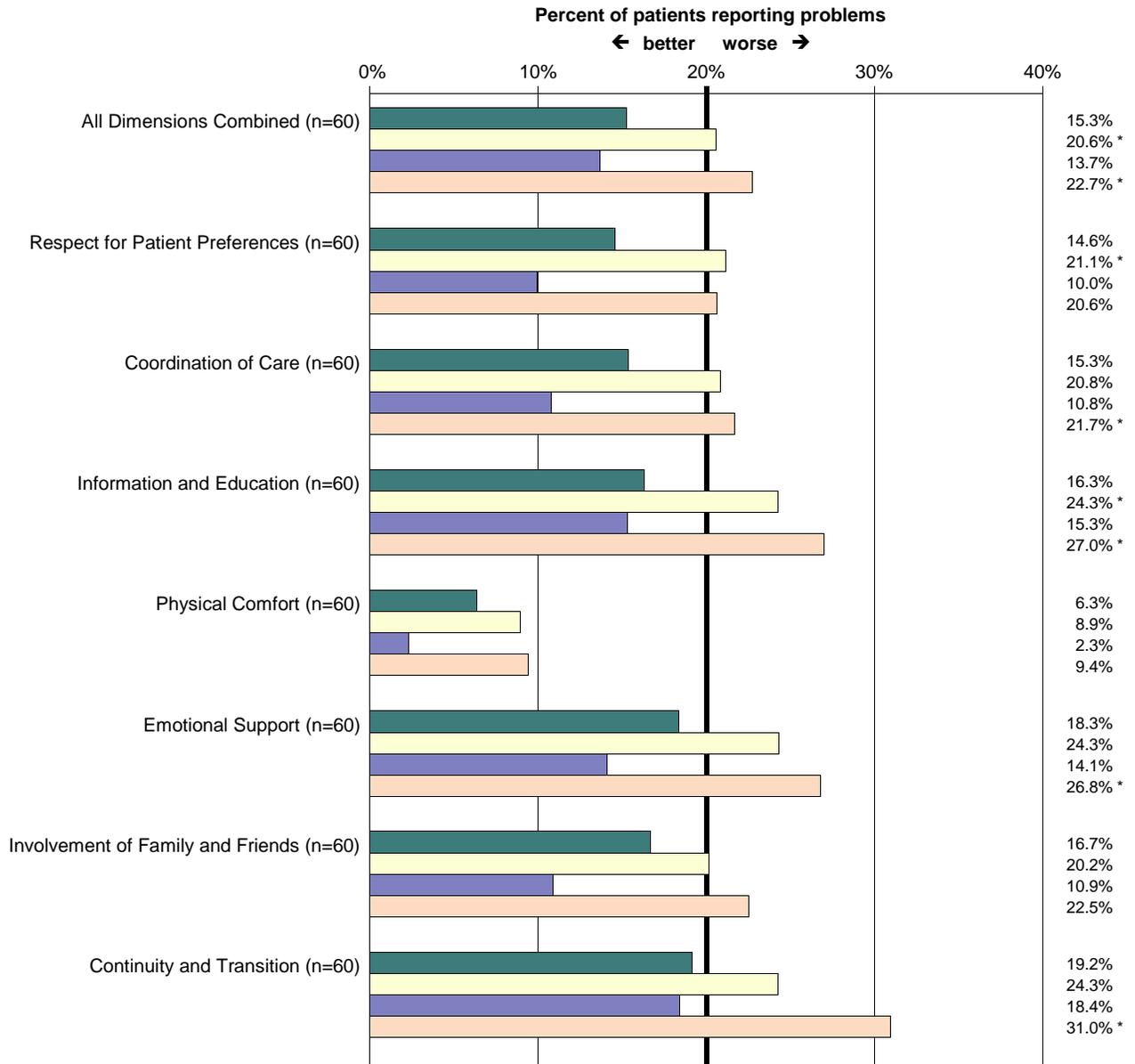
\* Significantly different from OAFB problem score

Patients discharged: July 2001 - September 2001

■ OAFB Overall  
■ MHS average  
■ Picker Non-Teaching benchmark  
■ Picker Non-Teaching average

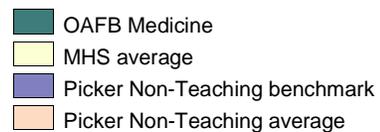
# 99th Medical Group - Ocallaghan Air Force Base Adult Inpatient Survey - Medicine Comparisons

## Dimensions



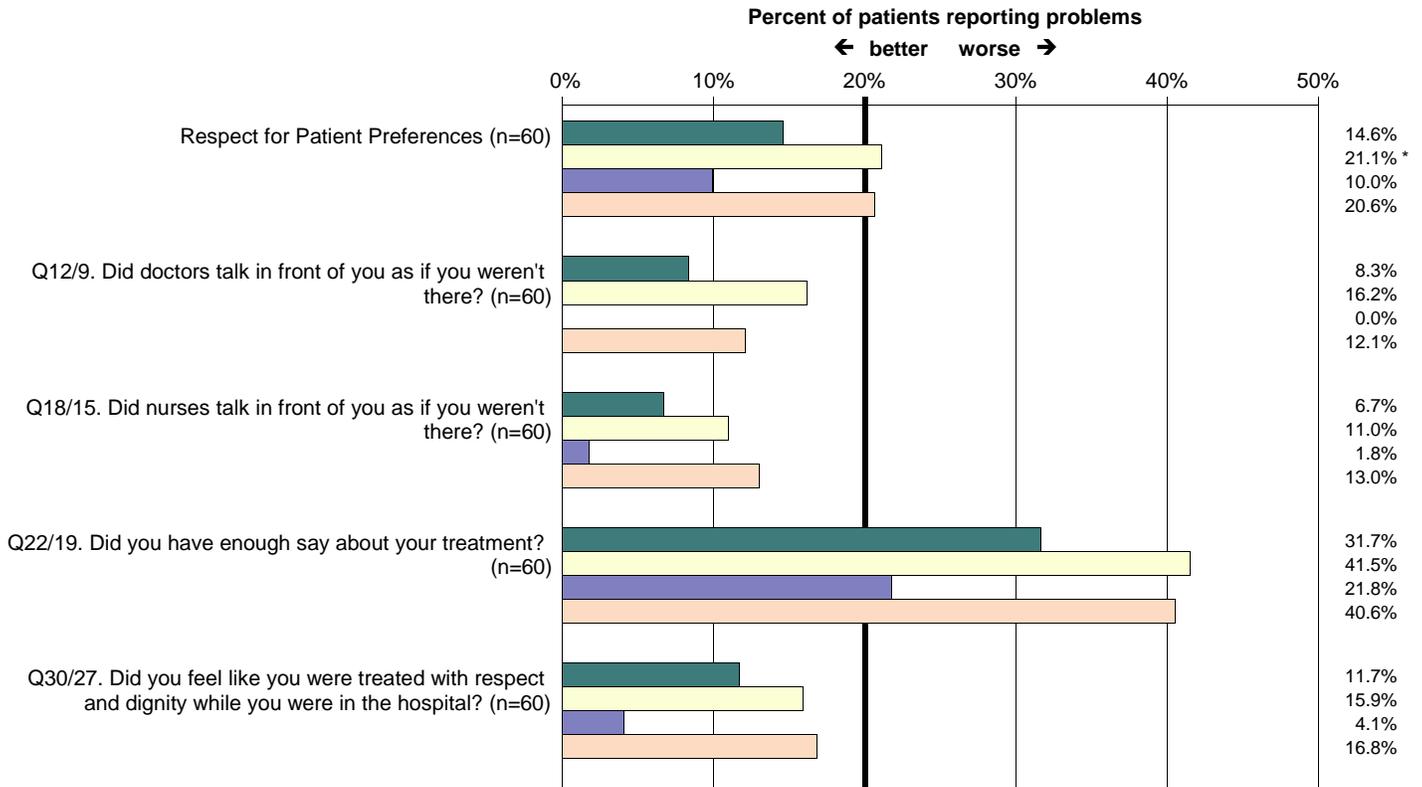
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Patients discharged: July 2001 - September 2001



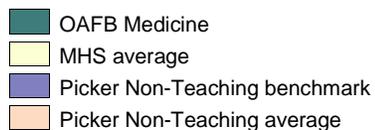
# 99th Medical Group - Ocallaghan Air Force Base Adult Inpatient Survey - Medicine Comparisons

## Respect for Patient Preferences



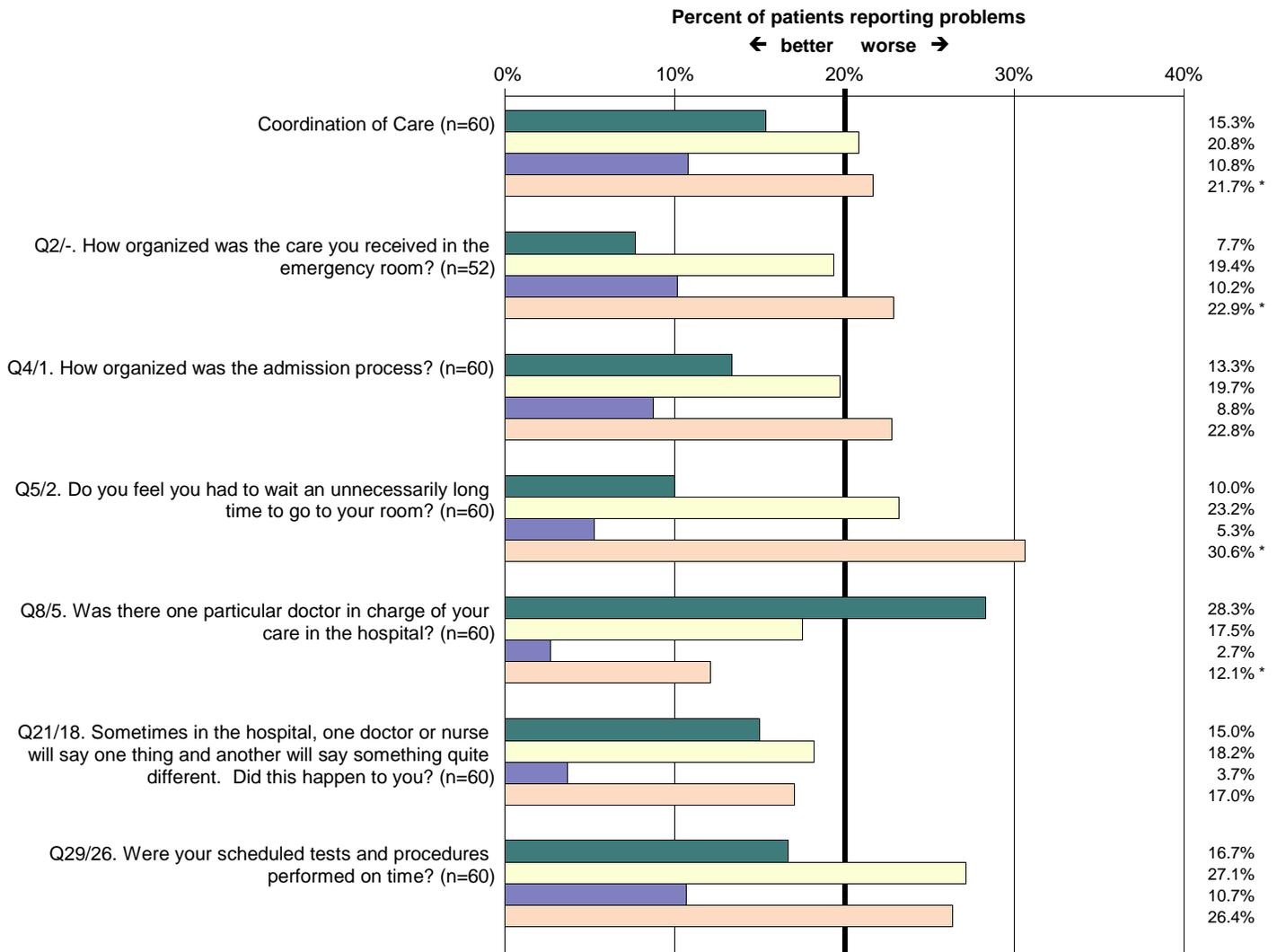
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Patients discharged: July 2001 - September 2001



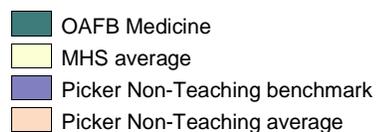
# 99th Medical Group - Ocallaghan Air Force Base Adult Inpatient Survey - Medicine Comparisons

## Coordination of Care



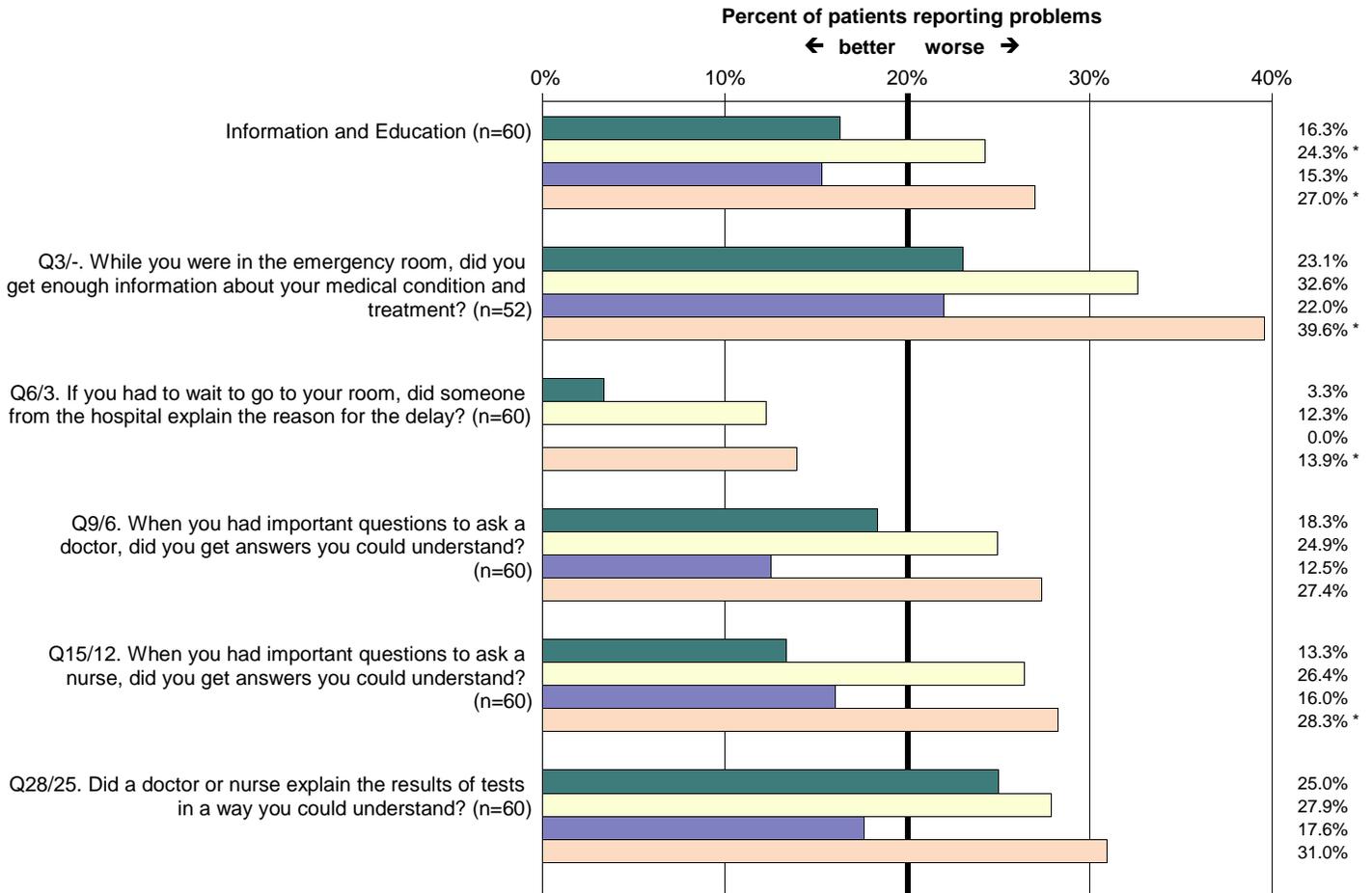
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Patients discharged: July 2001 - September 2001



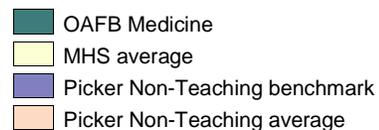
# 99th Medical Group - Ocallaghan Air Force Base Adult Inpatient Survey - Medicine Comparisons

## Information and Education



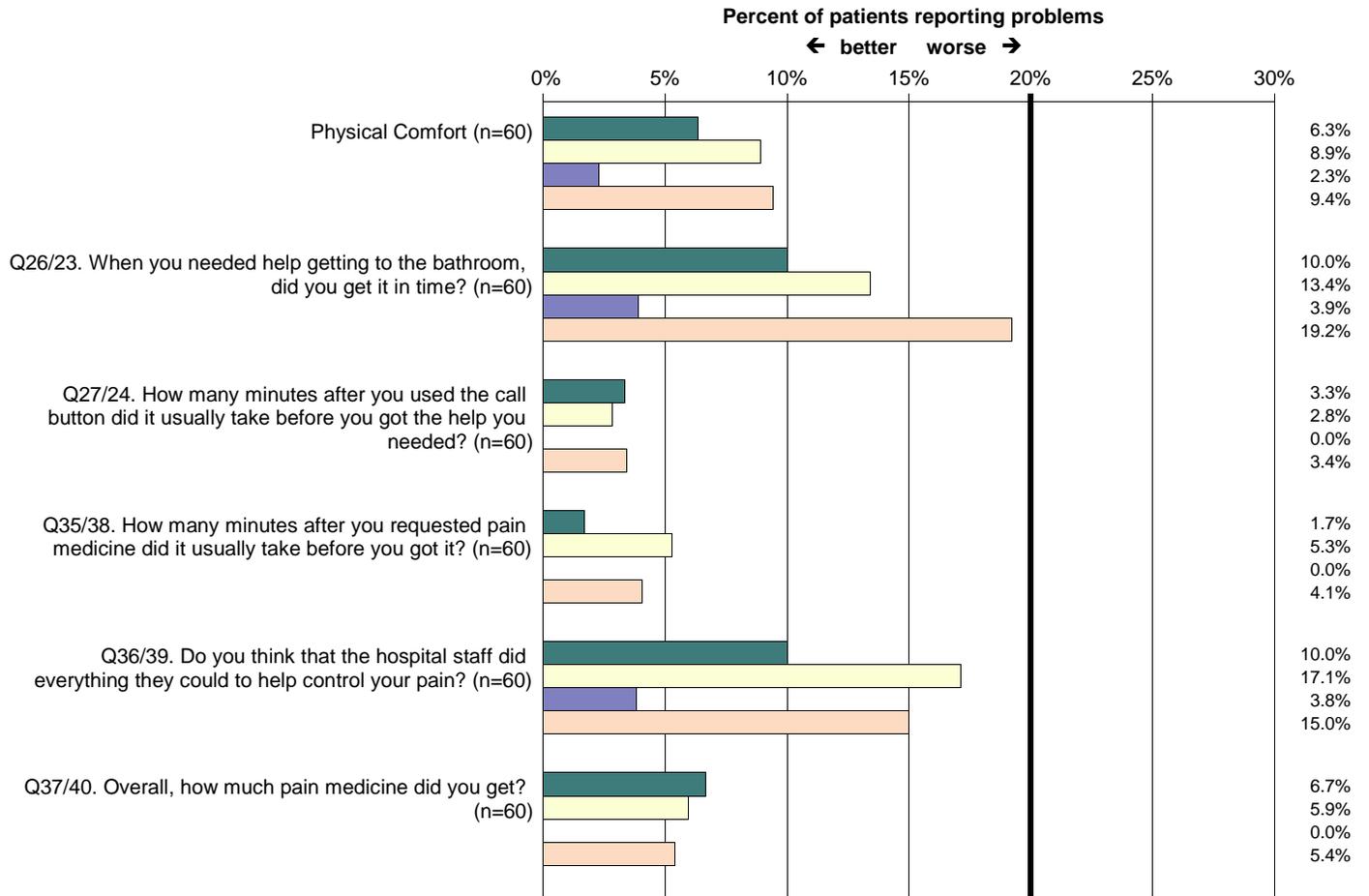
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Patients discharged: July 2001 - September 2001



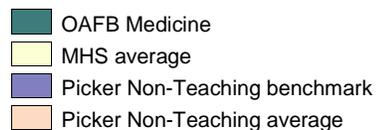
# 99th Medical Group - Ocallaghan Air Force Base Adult Inpatient Survey - Medicine Comparisons

## Physical Comfort



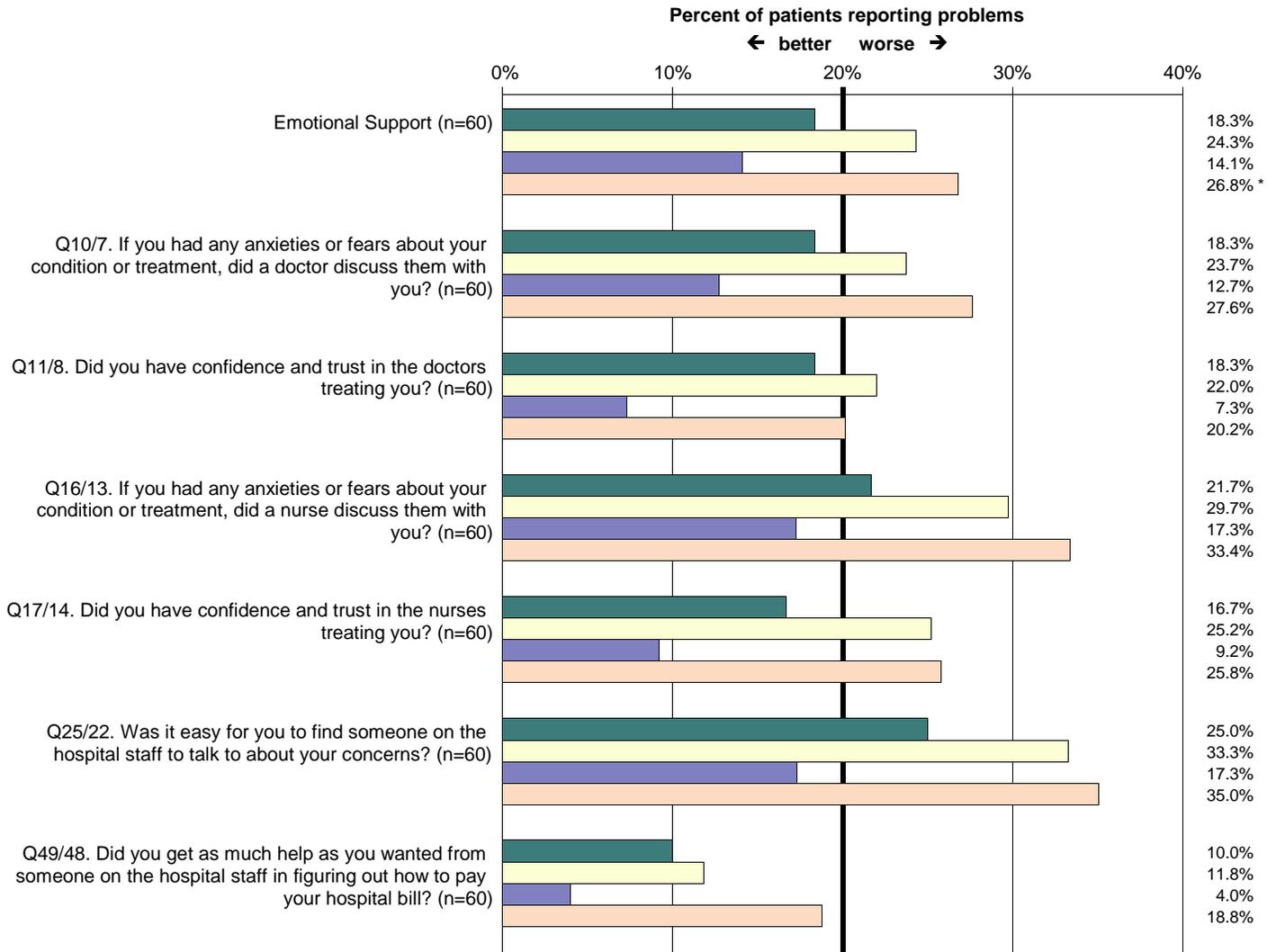
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Patients discharged: July 2001 - September 2001



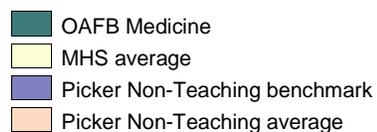
# 99th Medical Group - Ocallaghan Air Force Base Adult Inpatient Survey - Medicine Comparisons

## Emotional Support



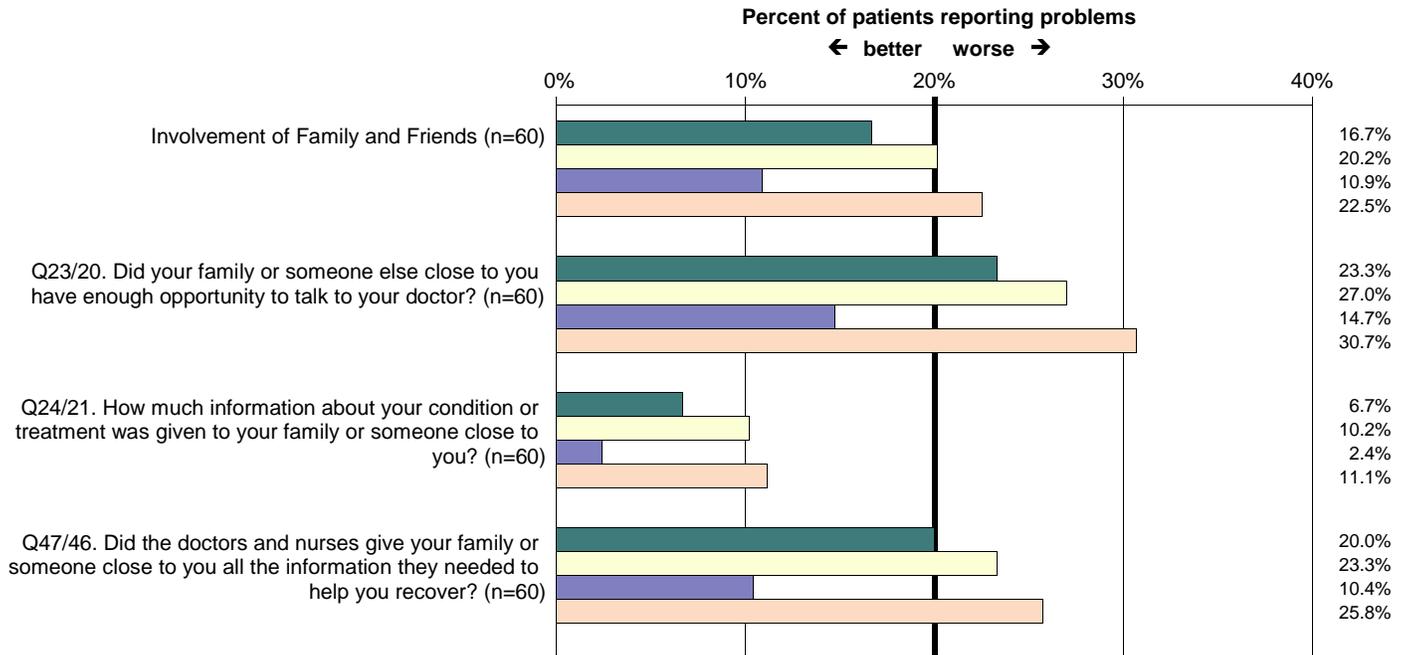
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Patients discharged: July 2001 - September 2001



# 99th Medical Group - Ocallaghan Air Force Base Adult Inpatient Survey - Medicine Comparisons

## *Involvement of Family and Friends*



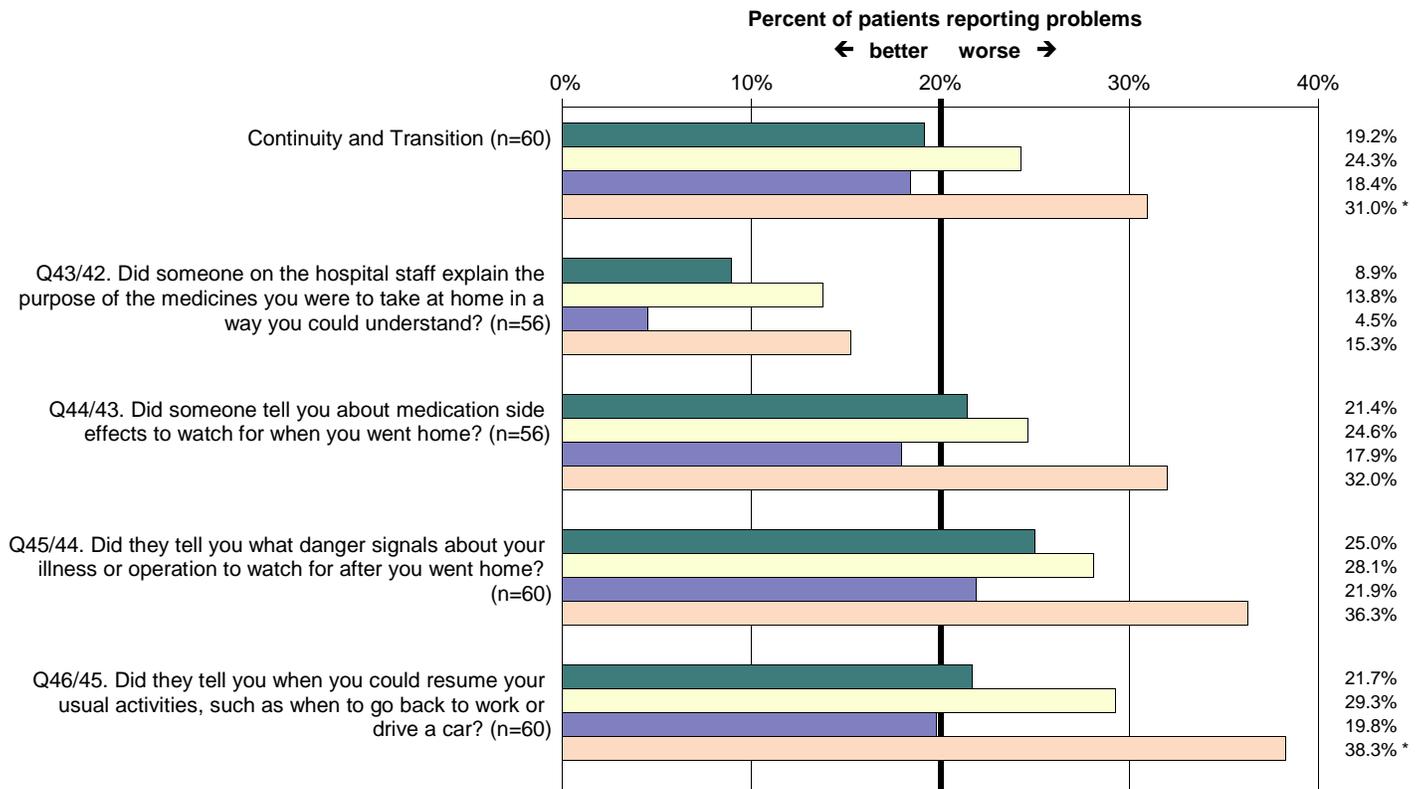
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Patients discharged: July 2001 - September 2001

- OAFB Medicine
- MHS average
- Picker Non-Teaching benchmark
- Picker Non-Teaching average

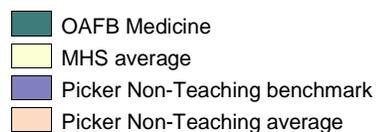
# 99th Medical Group - Ocallaghan Air Force Base Adult Inpatient Survey - Medicine Comparisons

## Continuity and Transition



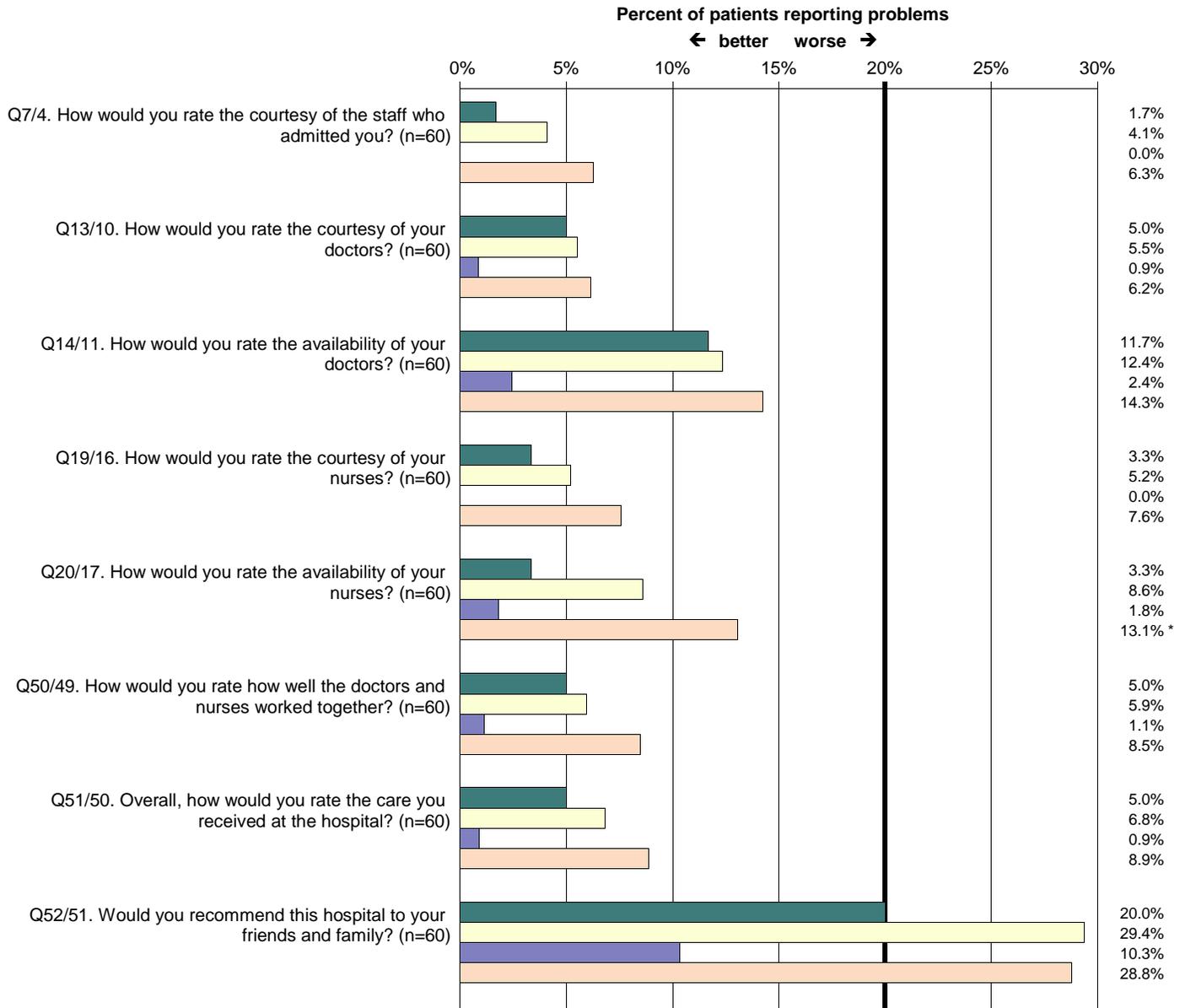
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Patients discharged: July 2001 - September 2001



# 99th Medical Group - Ocallaghan Air Force Base Adult Inpatient Survey - Medicine Comparisons

## Overall Impression



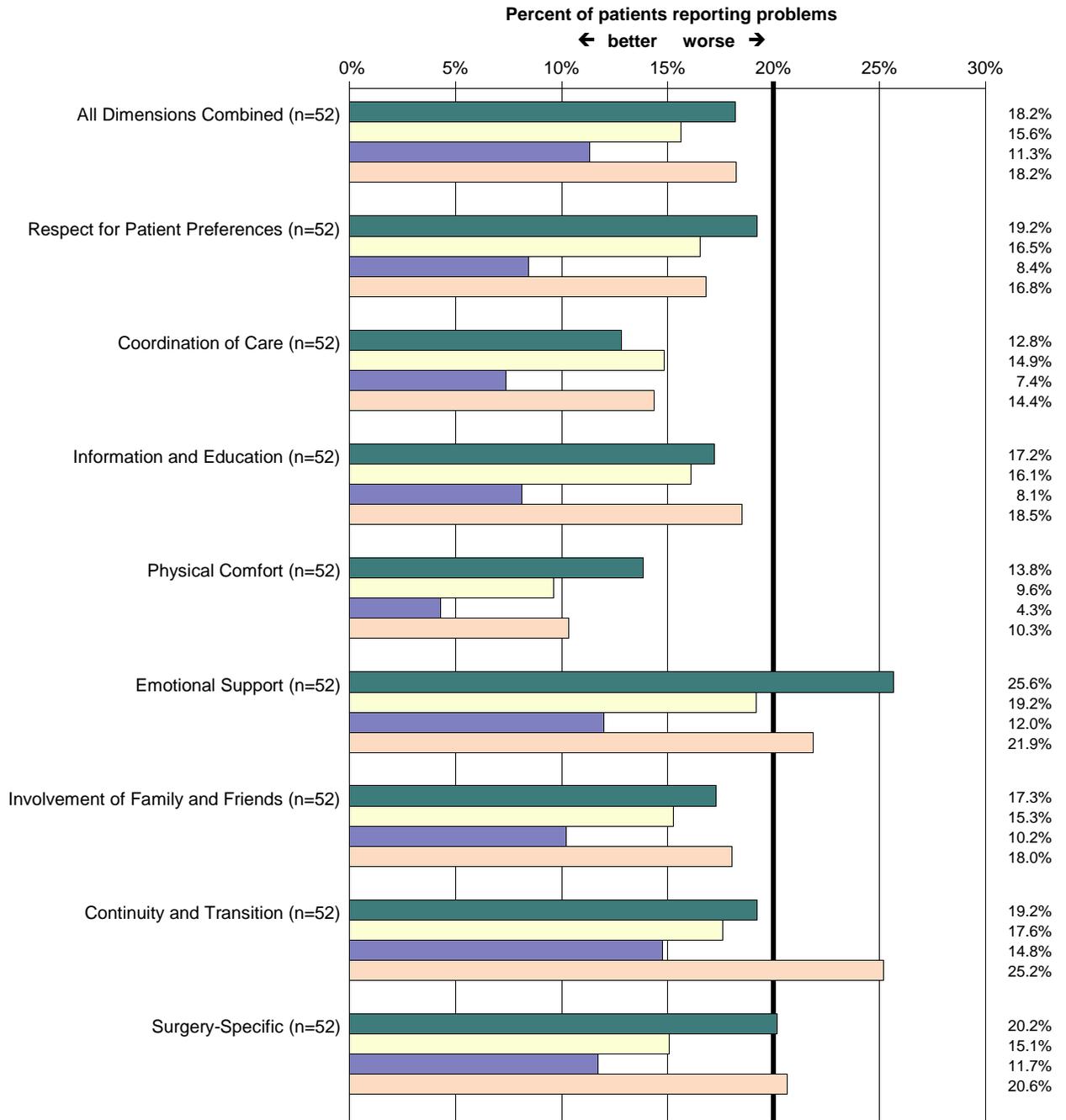
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Patients discharged: July 2001 - September 2001

■ OAFB Medicine  
■ MHS average  
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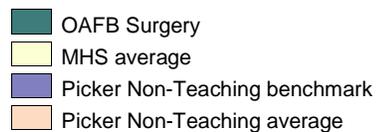
# 99th Medical Group - Ocallaghan Air Force Base Adult Inpatient Survey - Surgery Comparisons

## Dimensions



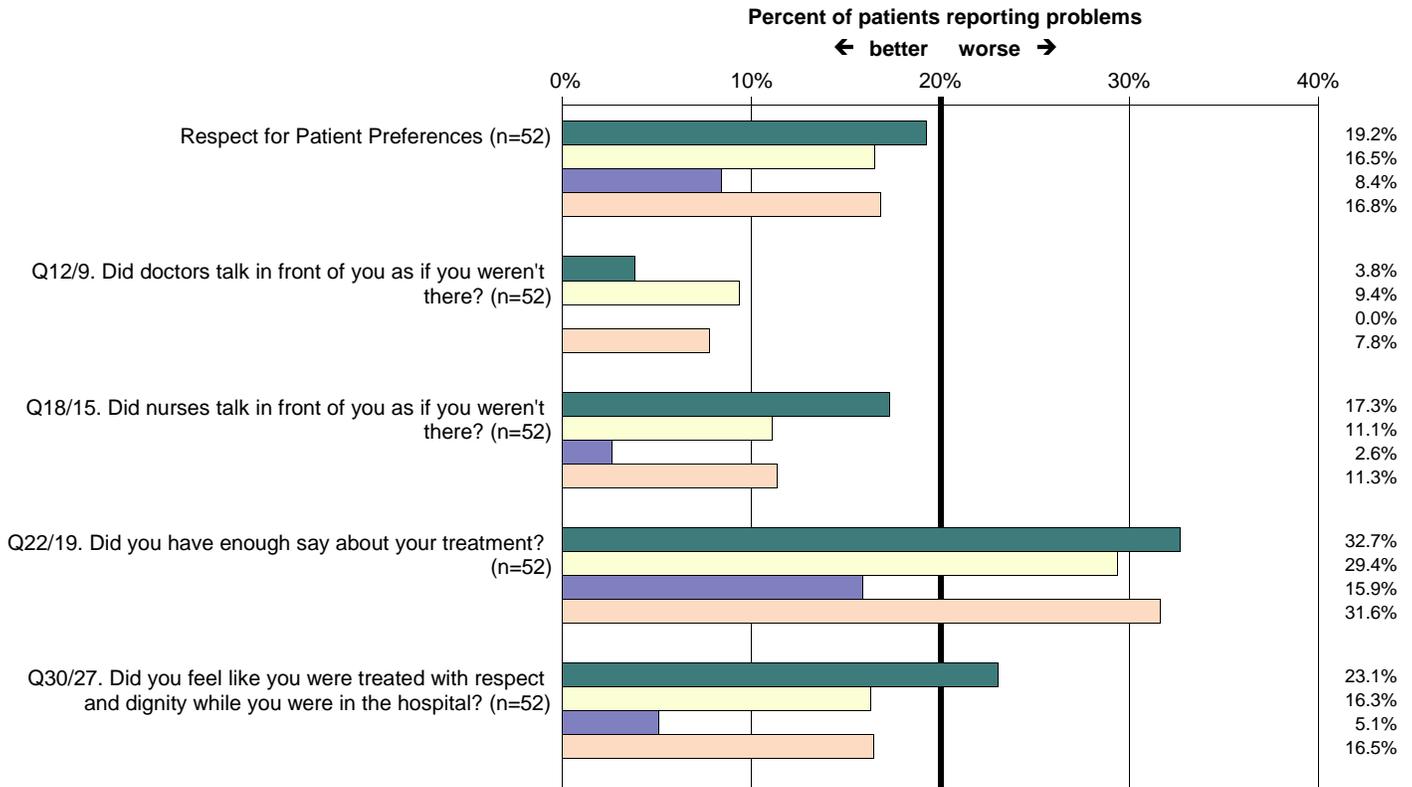
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Patients discharged: July 2001 - September 2001



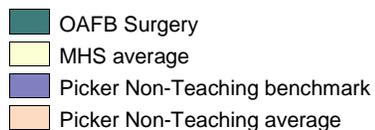
# 99th Medical Group - Ocallaghan Air Force Base Adult Inpatient Survey - Surgery Comparisons

## *Respect for Patient Preferences*



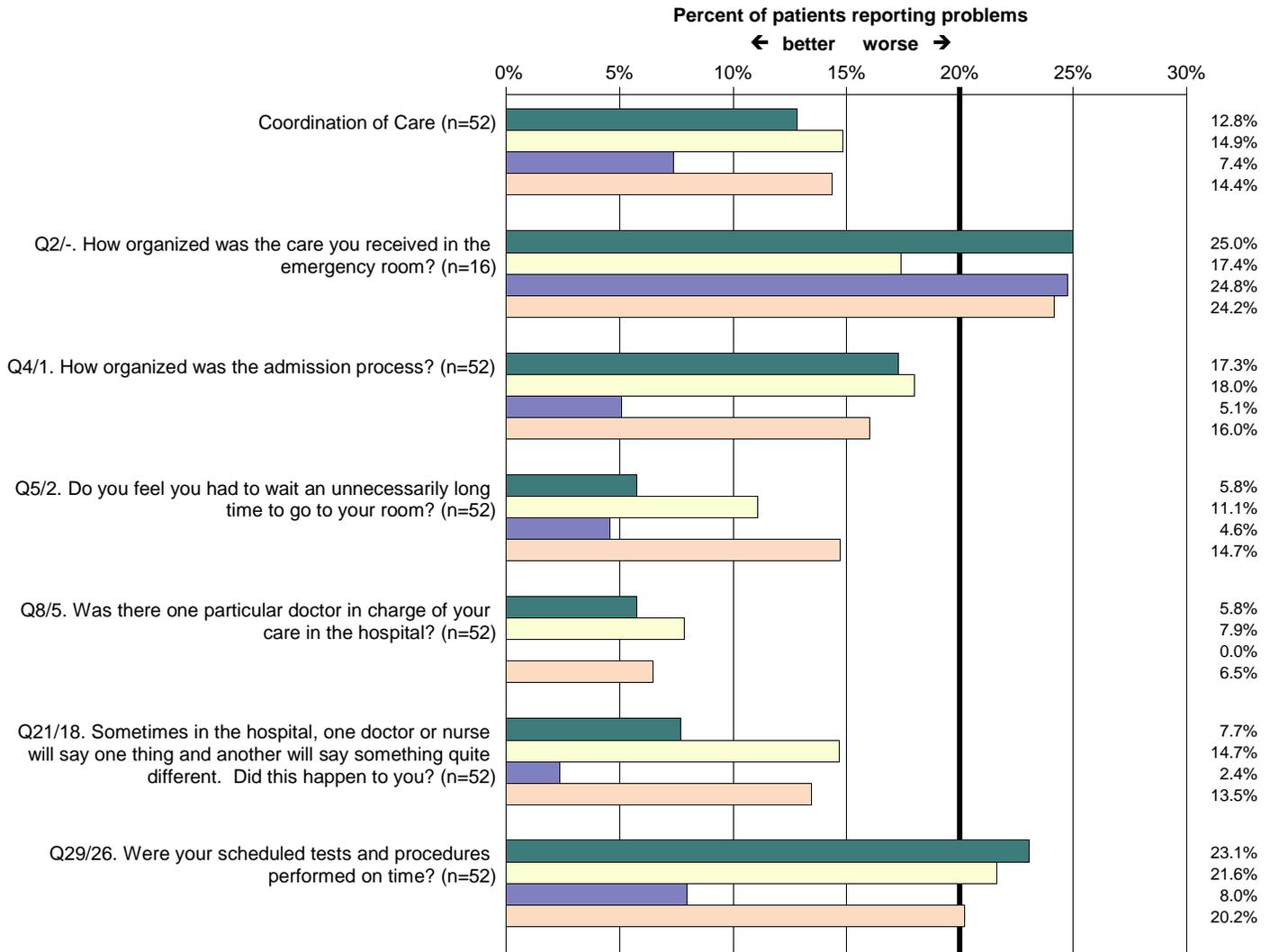
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Patients discharged: July 2001 - September 2001



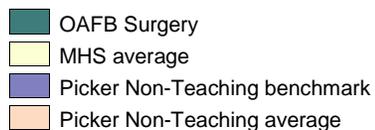
# 99th Medical Group - Ocallaghan Air Force Base Adult Inpatient Survey - Surgery Comparisons

## Coordination of Care



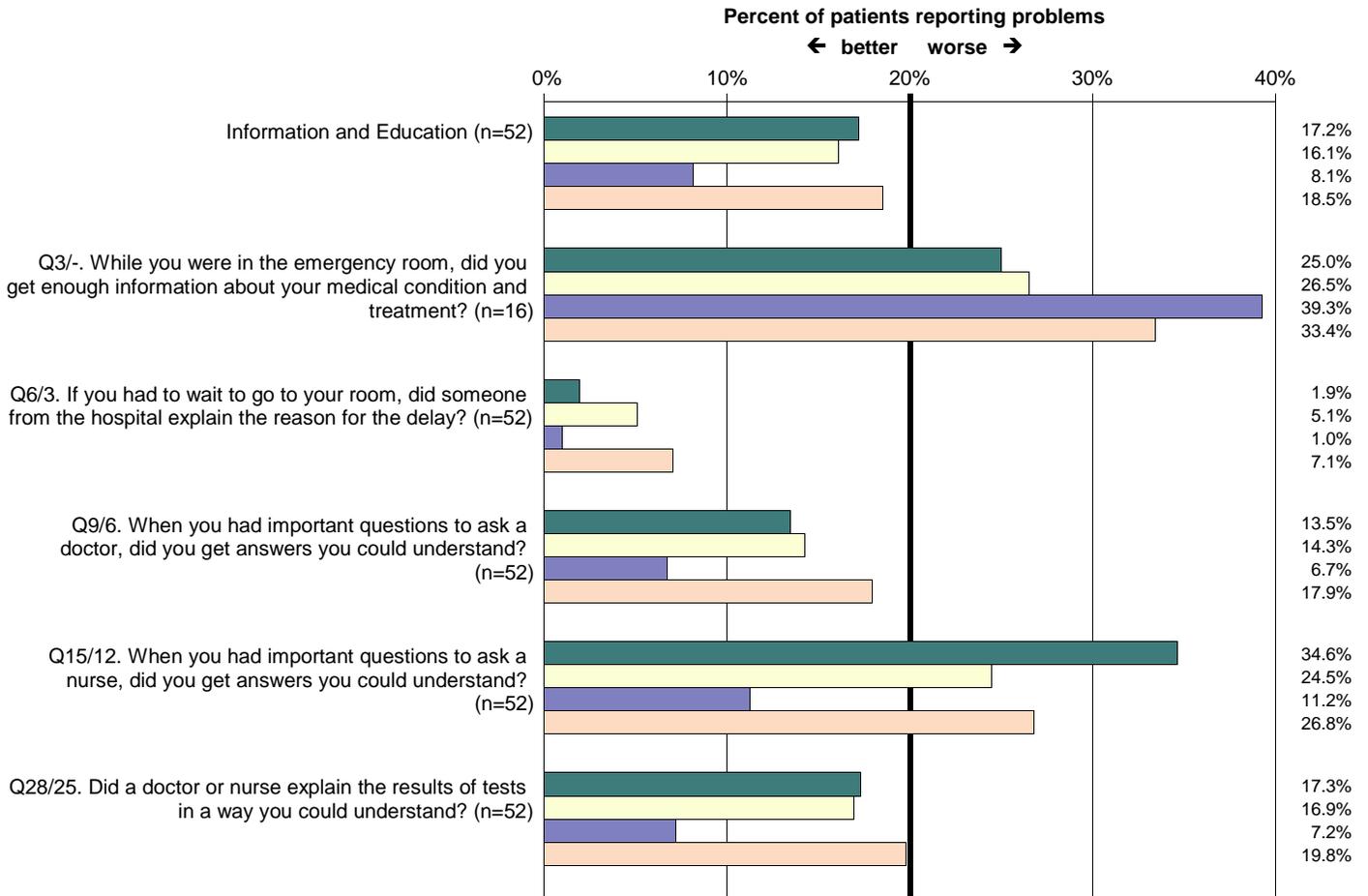
\* Significantly different from OAFB problem score

Patients discharged: July 2001 - September 2001



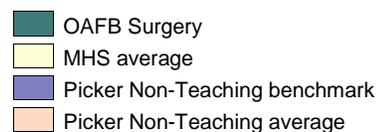
# 99th Medical Group - Ocallaghan Air Force Base Adult Inpatient Survey - Surgery Comparisons

## Information and Education



\* Significantly different from OAFB problem score

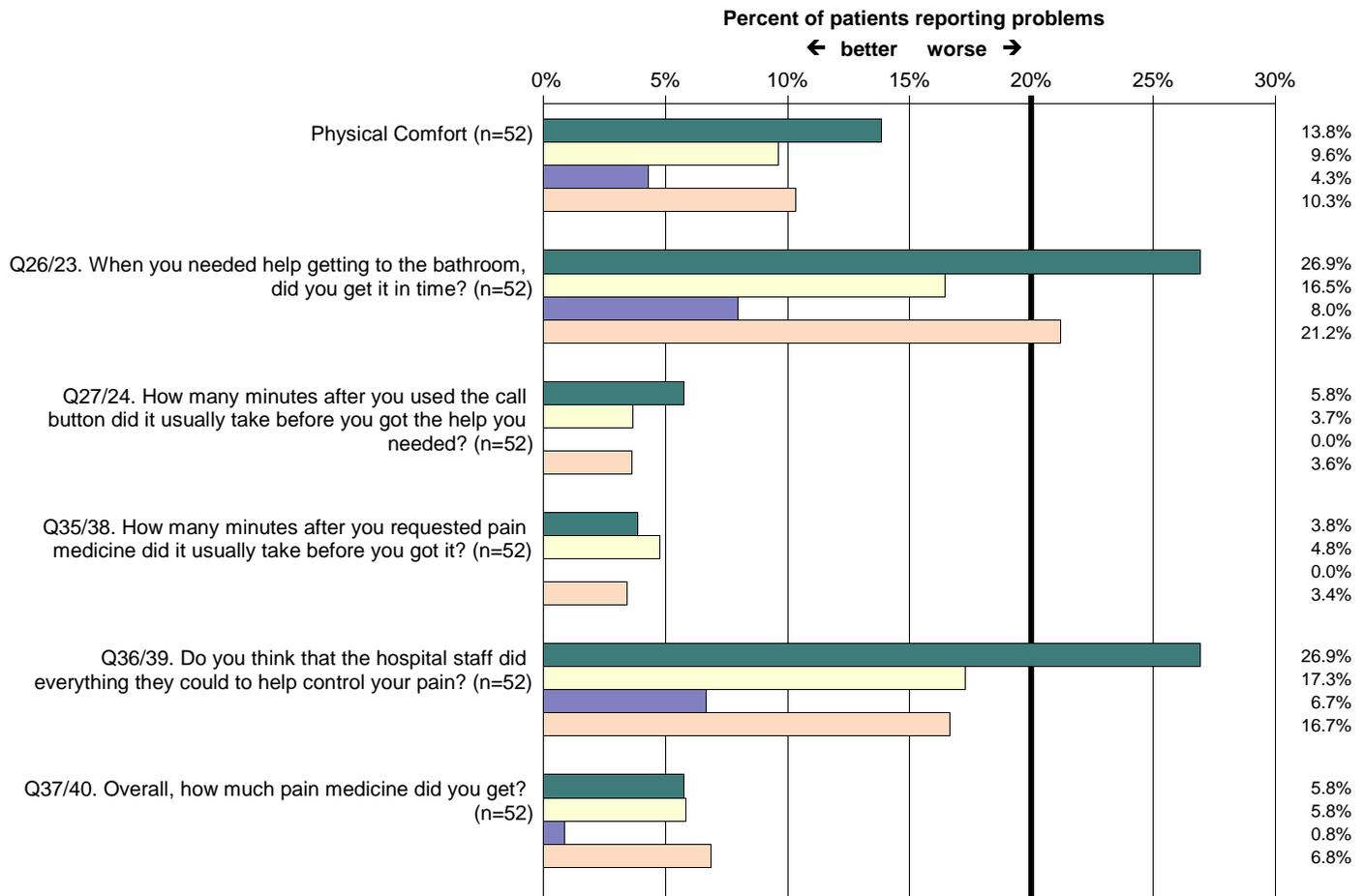
Patients discharged: July 2001 - September 2001



# 99th Medical Group - Ocallaghan Air Force Base

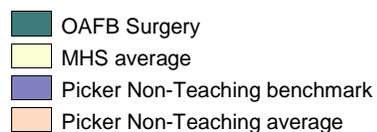
## Adult Inpatient Survey - Surgery Comparisons

### Physical Comfort



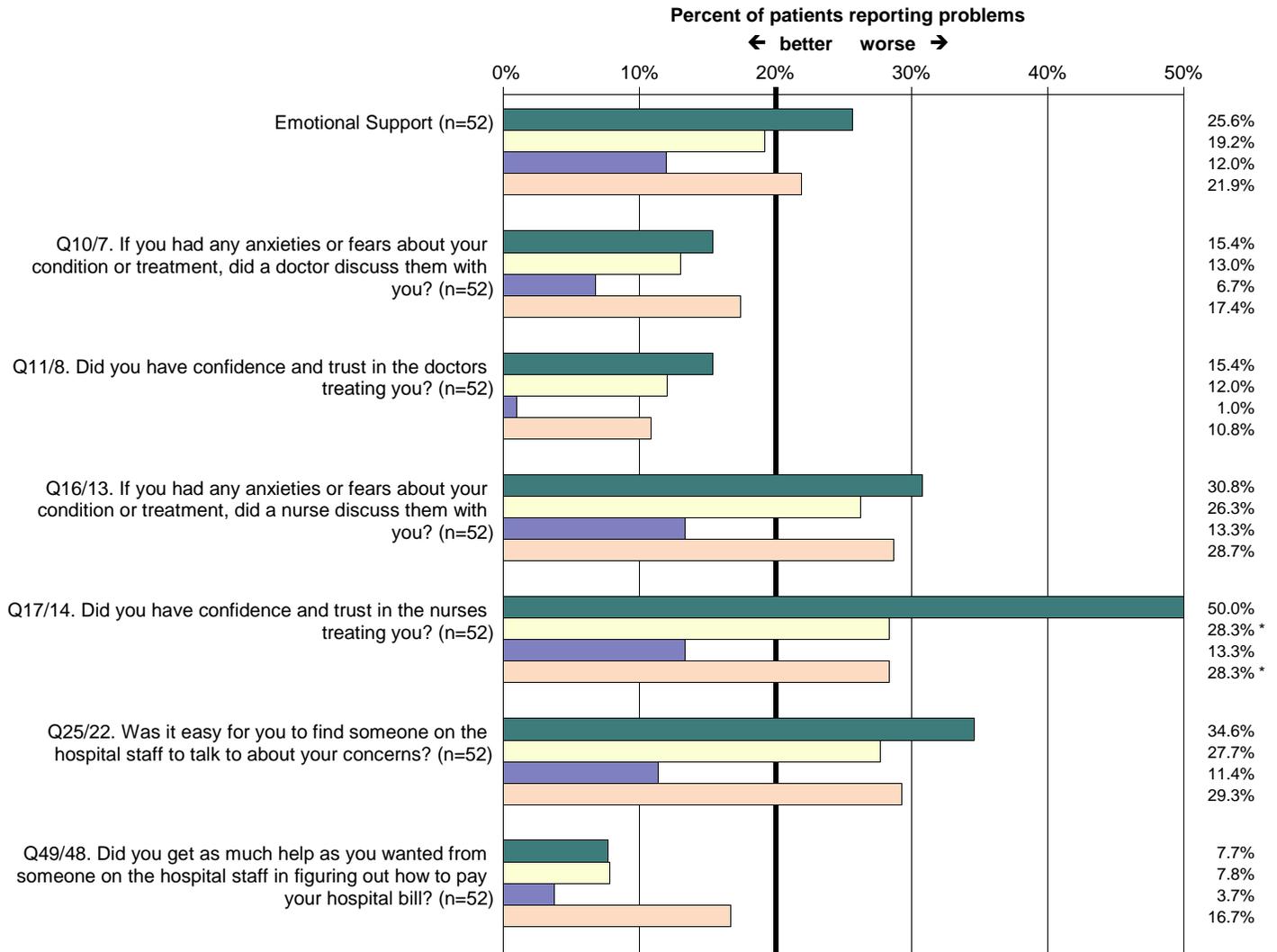
\* Significantly different from OAFB problem score

Patients discharged: July 2001 - September 2001



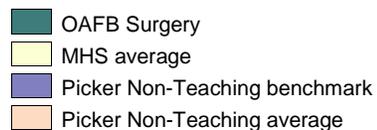
# 99th Medical Group - Ocallaghan Air Force Base Adult Inpatient Survey - Surgery Comparisons

## *Emotional Support*



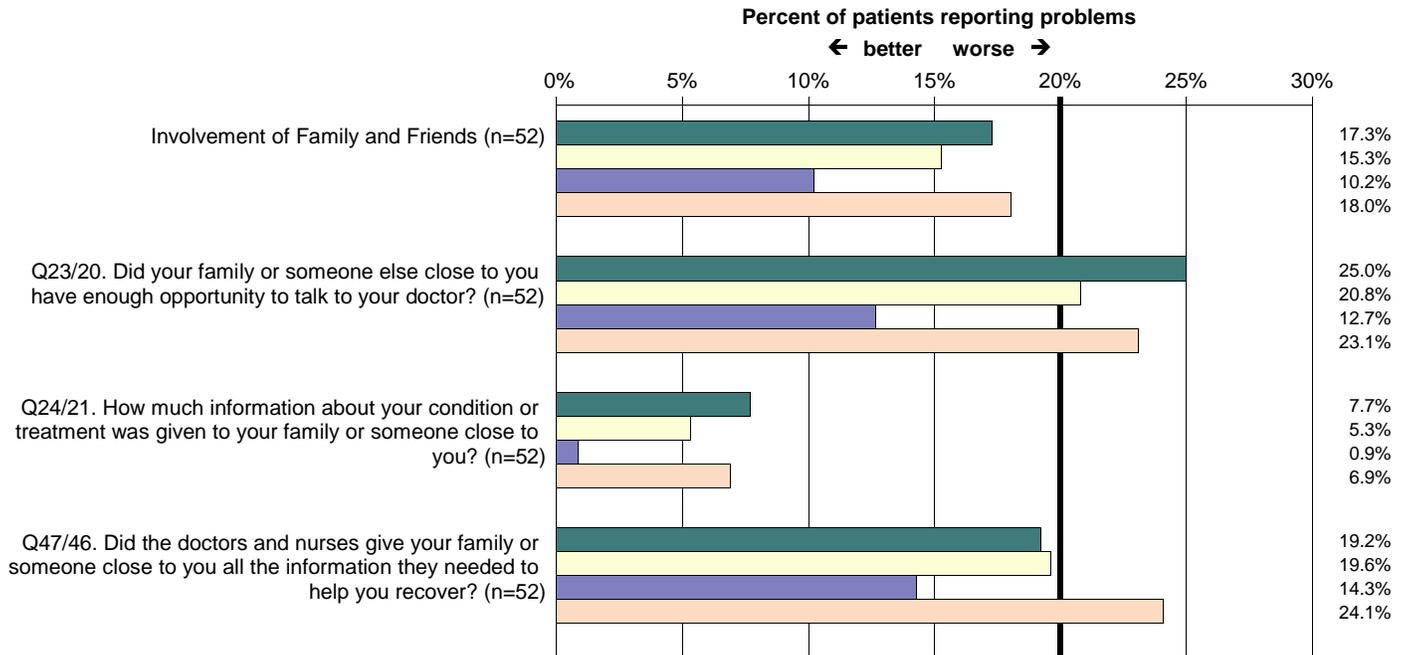
\* Significantly different from OAFB problem score

Patients discharged: July 2001 - September 2001



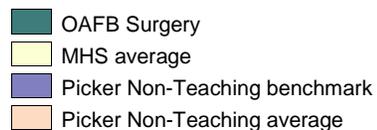
# 99th Medical Group - Ocallaghan Air Force Base Adult Inpatient Survey - Surgery Comparisons

## *Involvement of Family and Friends*



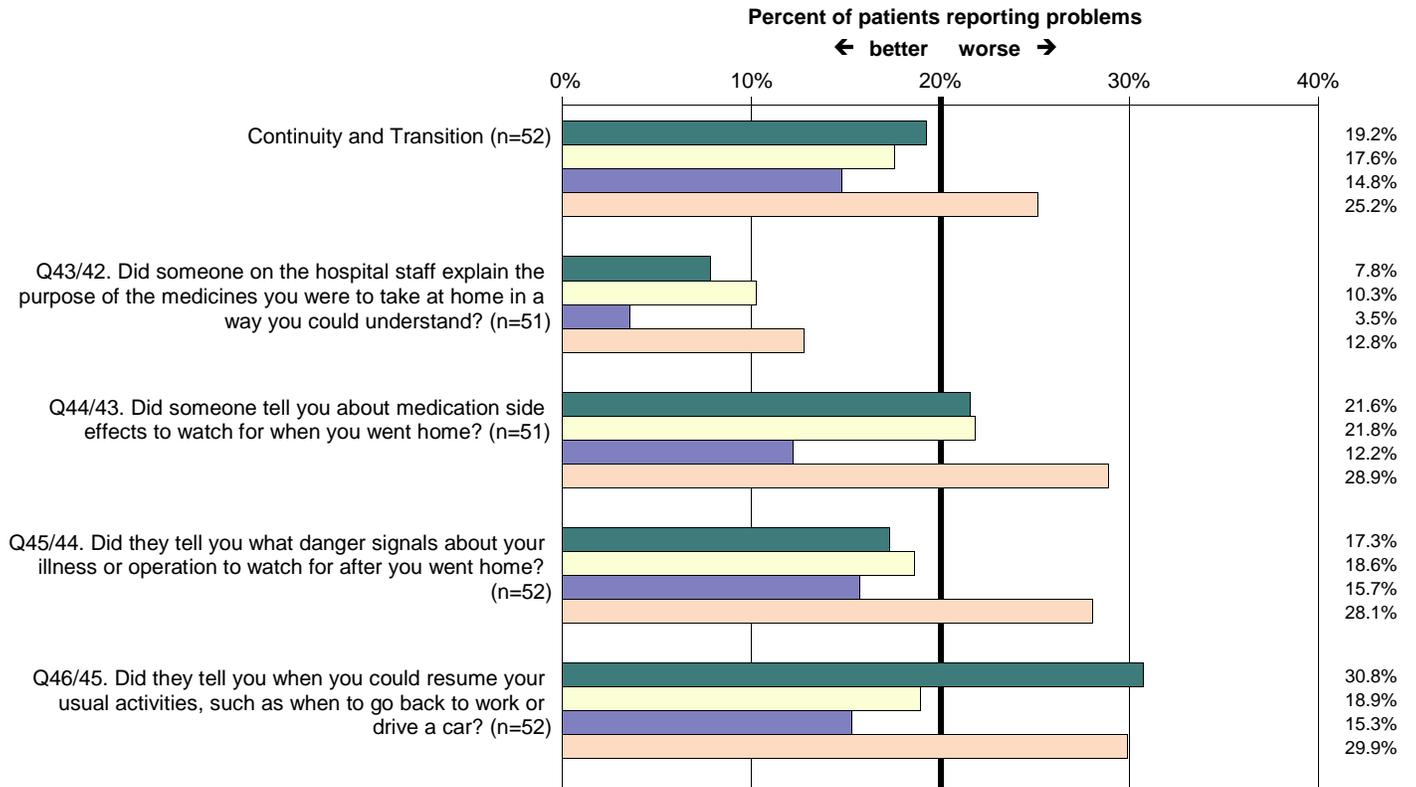
\* Significantly different from OAFB problem score

Patients discharged: July 2001 - September 2001



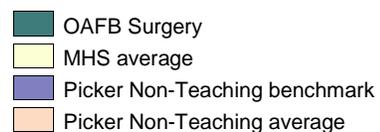
# 99th Medical Group - Ocallaghan Air Force Base Adult Inpatient Survey - Surgery Comparisons

## Continuity and Transition



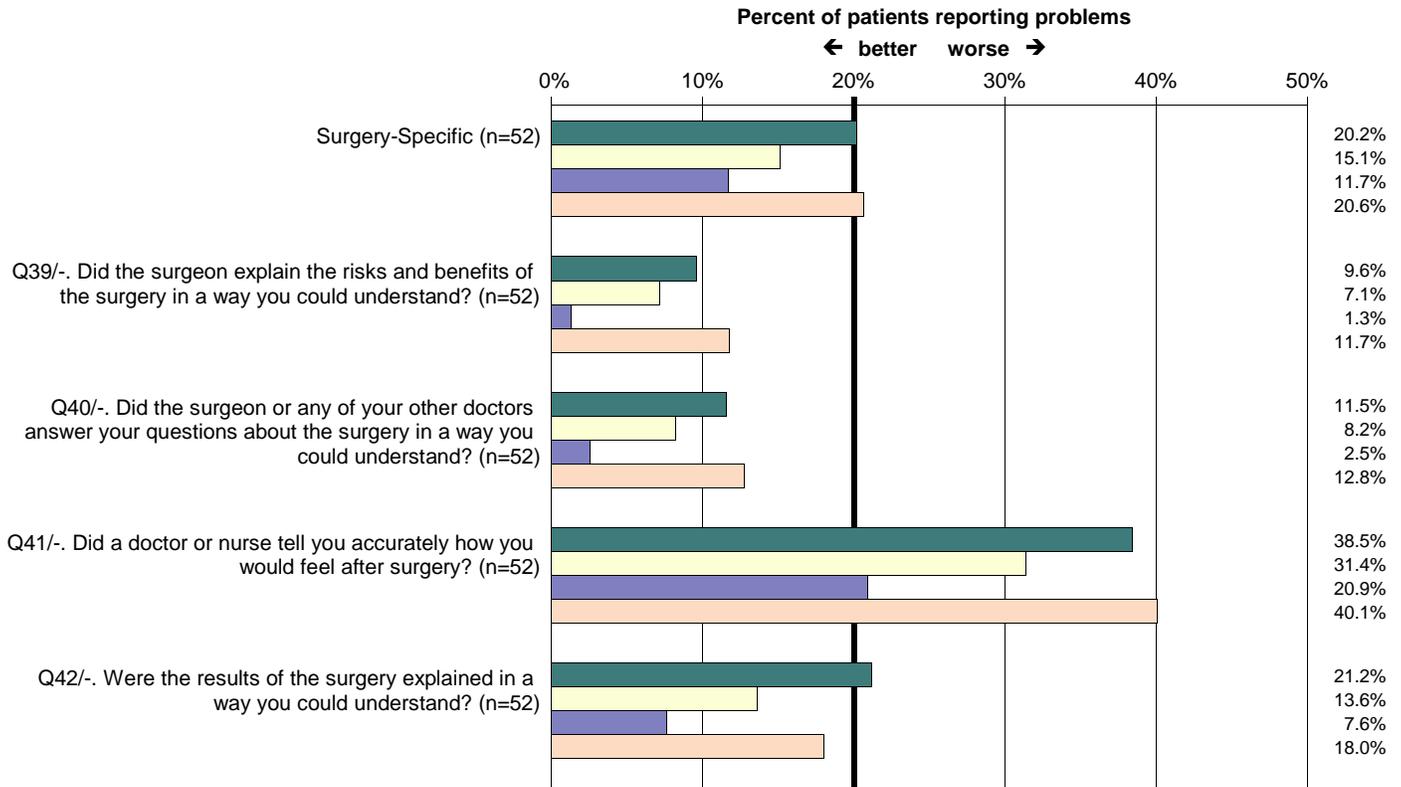
\* Significantly different from OAFB problem score

Patients discharged: July 2001 - September 2001



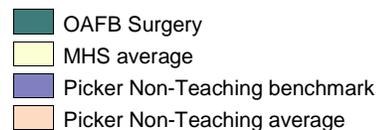
# 99th Medical Group - Ocallaghan Air Force Base Adult Inpatient Survey - Surgery Comparisons

## Surgery-Specific



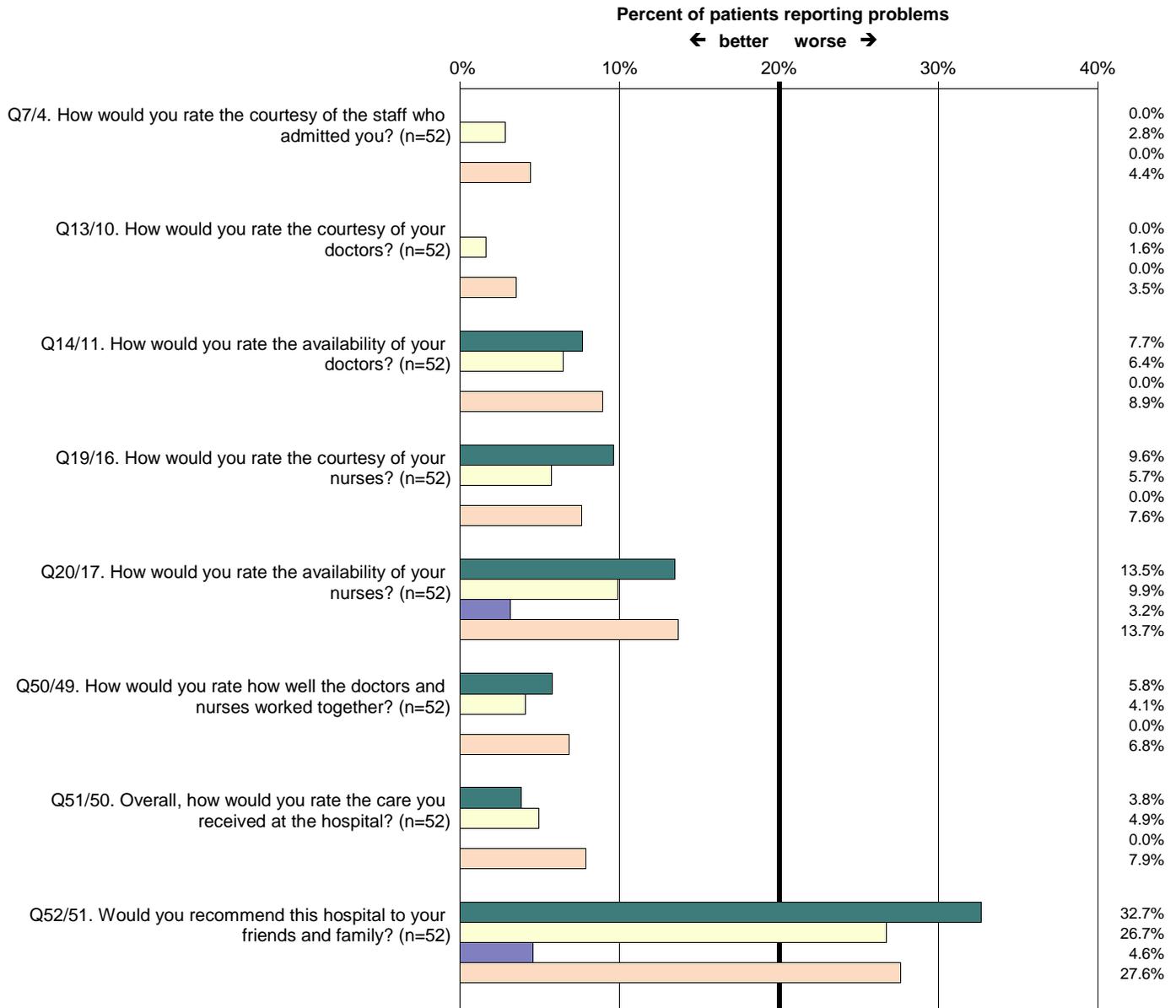
\* Significantly different from OAFB problem score

Patients discharged: July 2001 - September 2001



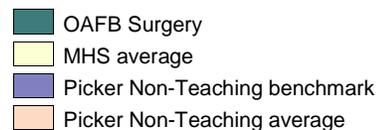
# 99th Medical Group - Ocallaghan Air Force Base Adult Inpatient Survey - Surgery Comparisons

## Overall Impression



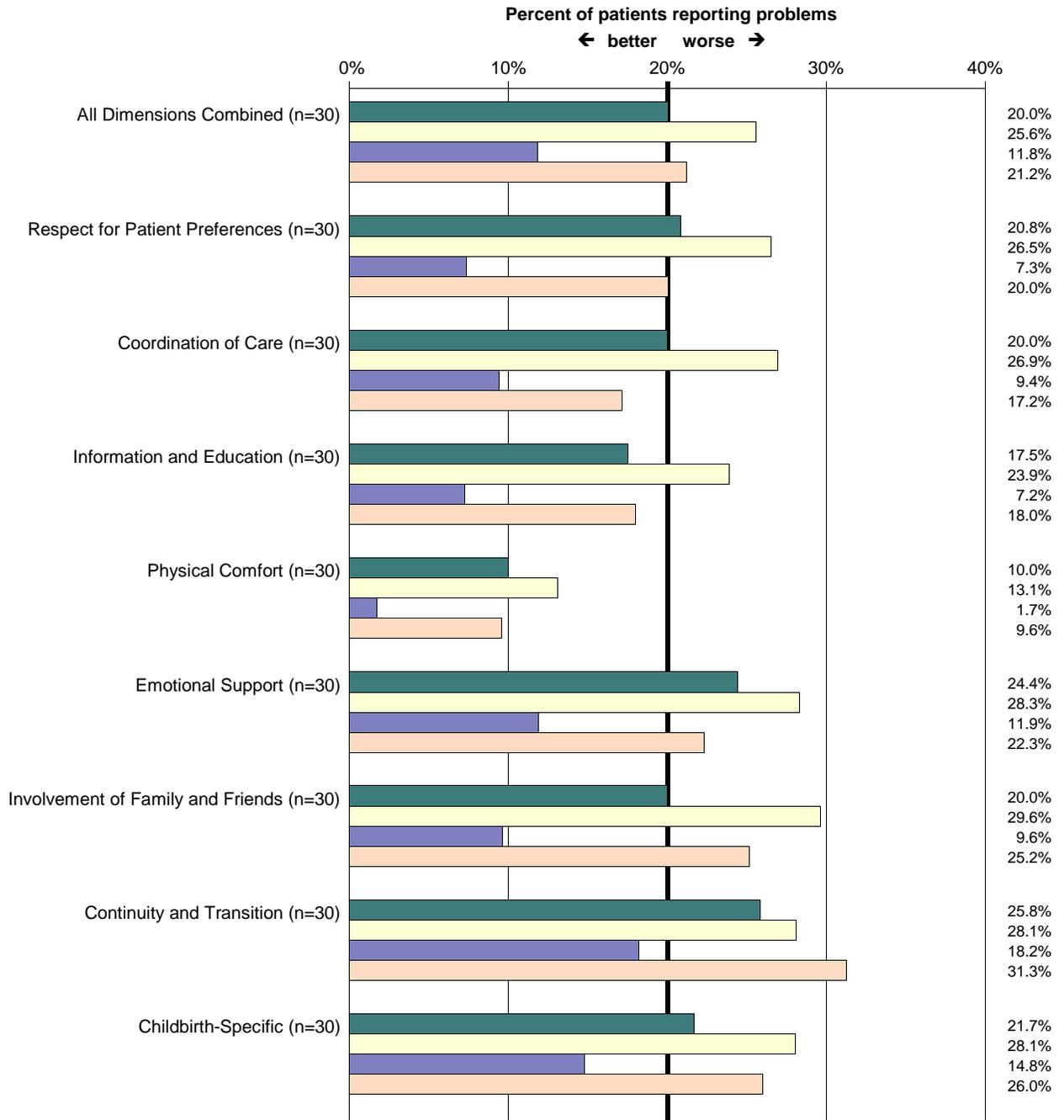
\* Significantly different from OAFB problem score

Patients discharged: July 2001 - September 2001



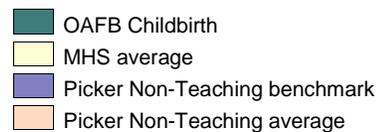
# 99th Medical Group - Ocallaghan Air Force Base Adult Inpatient Survey - Childbirth Comparisons

## Dimensions



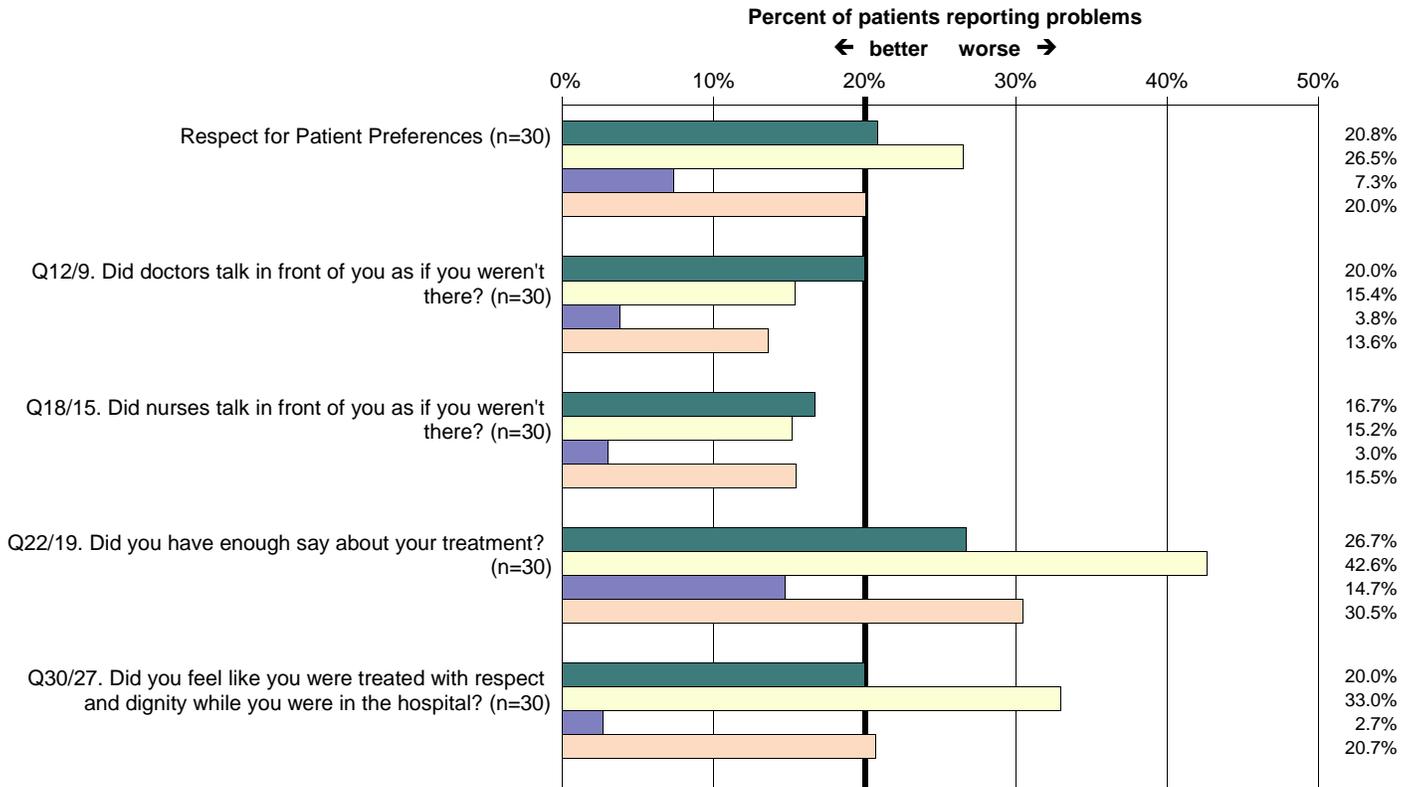
\* Significantly different from OAFB problem score

Patients discharged: July 2001 - September 2001



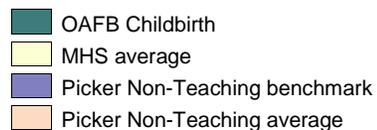
# 99th Medical Group - Ocallaghan Air Force Base Adult Inpatient Survey - Childbirth Comparisons

## Respect for Patient Preferences



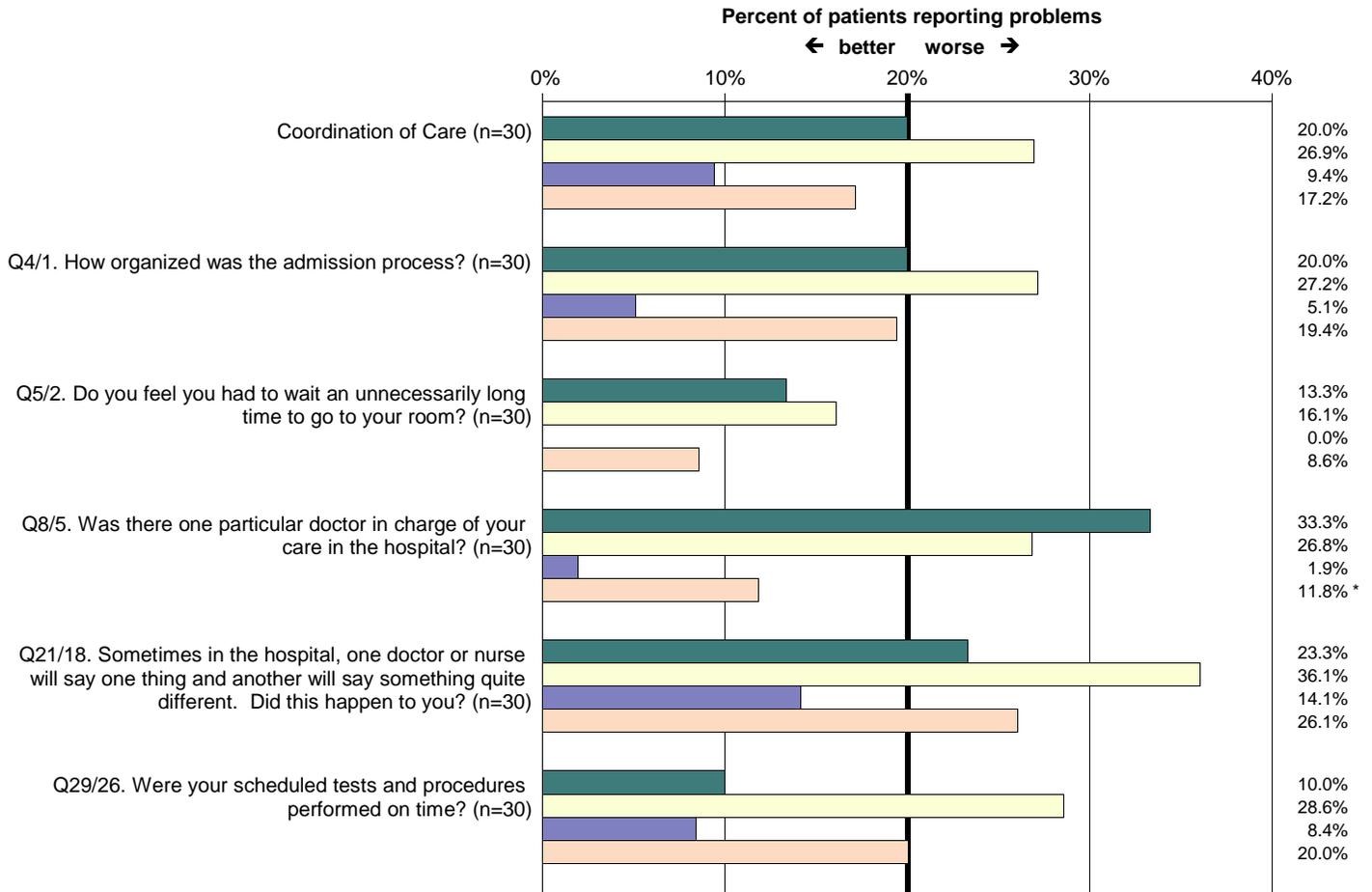
\* Significantly different from OAFB problem score

Patients discharged: July 2001 - September 2001



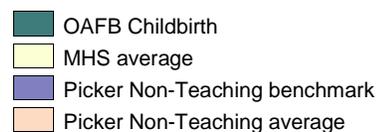
# 99th Medical Group - Ocallaghan Air Force Base Adult Inpatient Survey - Childbirth Comparisons

## Coordination of Care



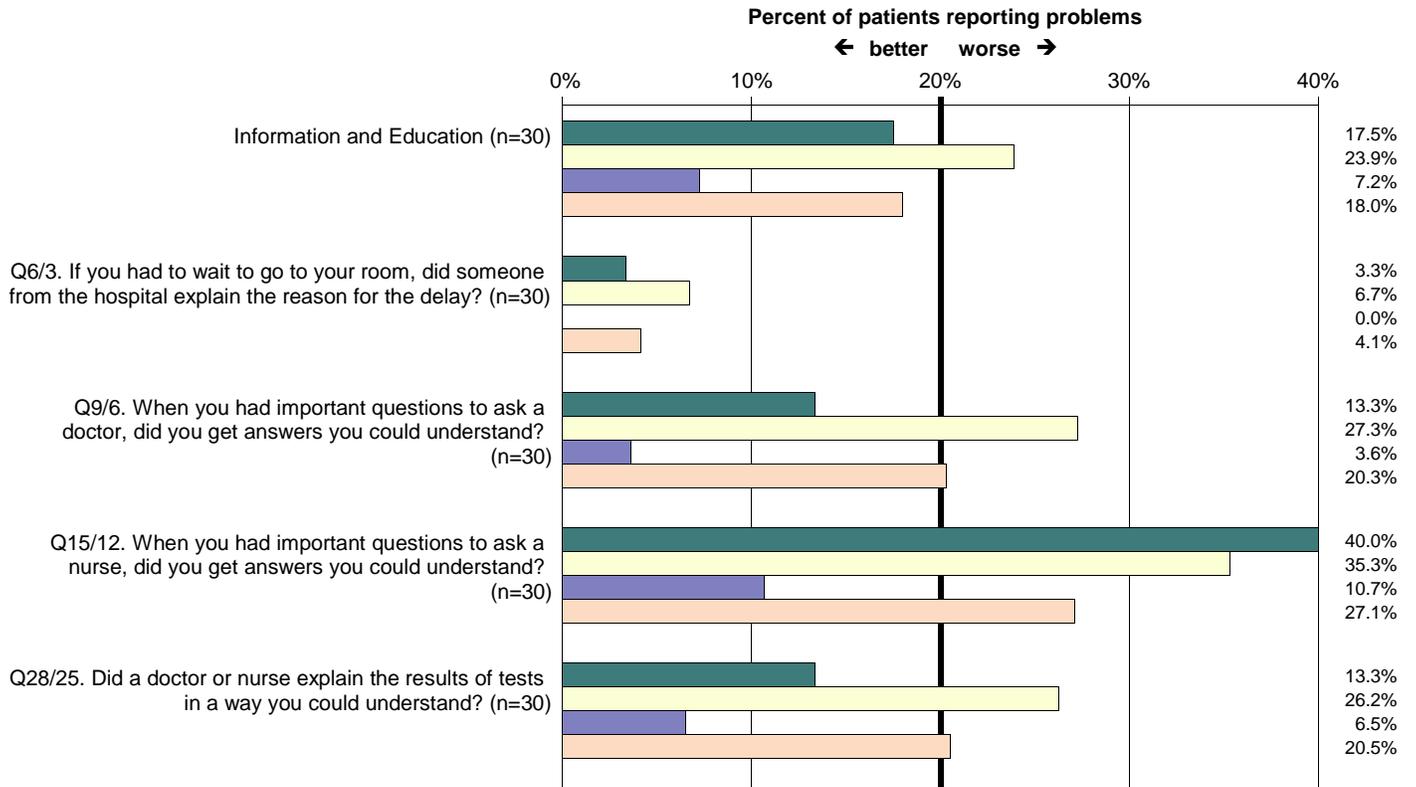
\* Significantly different from OAFB problem score

Patients discharged: July 2001 - September 2001



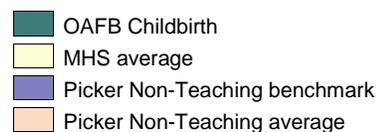
# 99th Medical Group - Ocallaghan Air Force Base Adult Inpatient Survey - Childbirth Comparisons

## Information and Education



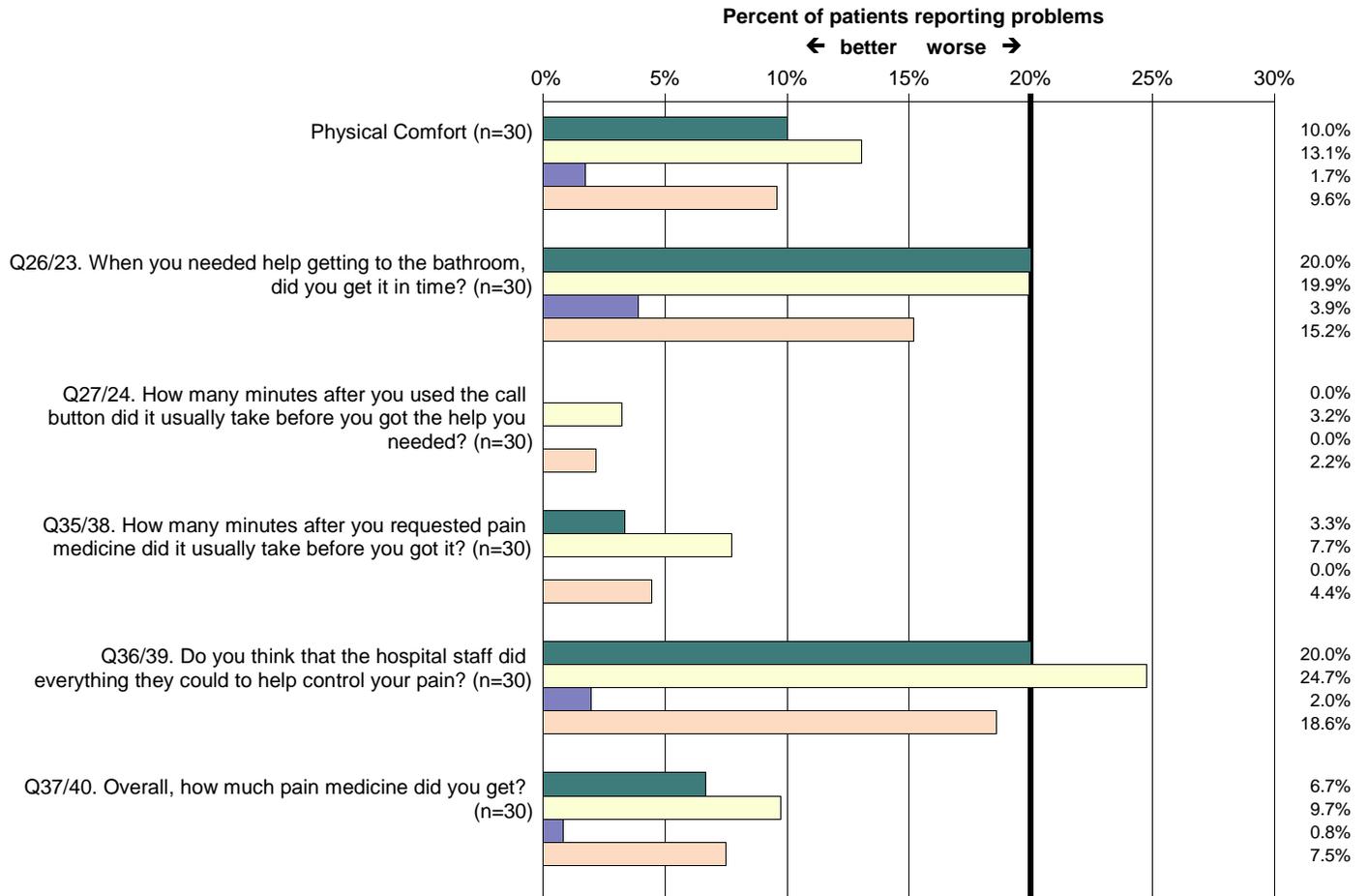
\* Significantly different from OAFB problem score

Patients discharged: July 2001 - September 2001



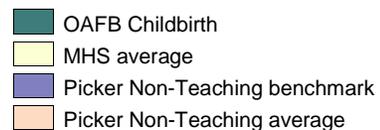
# 99th Medical Group - Ocallaghan Air Force Base Adult Inpatient Survey - Childbirth Comparisons

## Physical Comfort



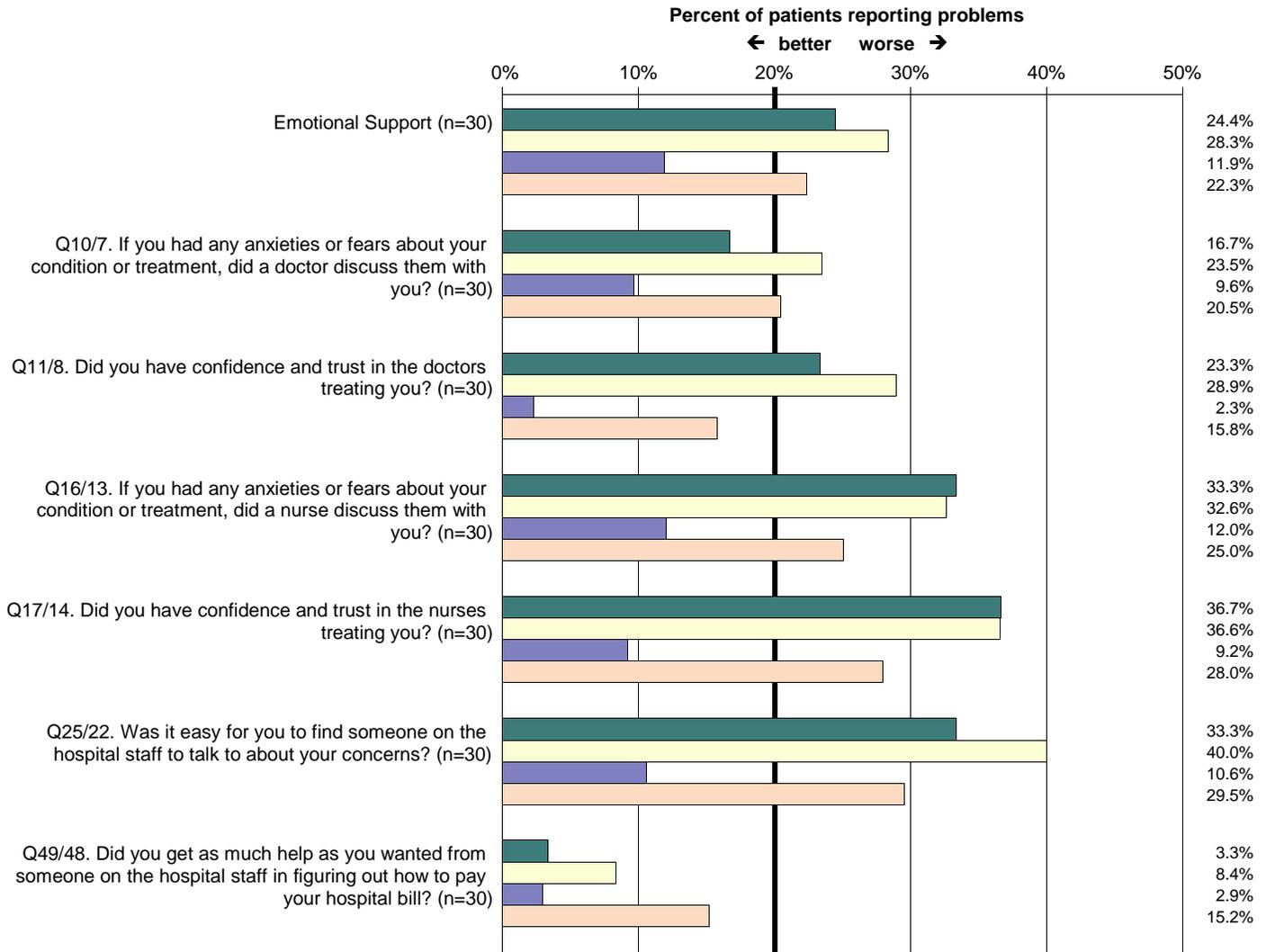
\* Significantly different from OAFB problem score

Patients discharged: July 2001 - September 2001



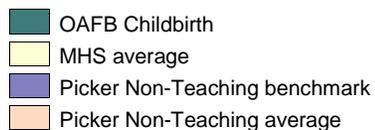
# 99th Medical Group - Ocallaghan Air Force Base Adult Inpatient Survey - Childbirth Comparisons

## Emotional Support



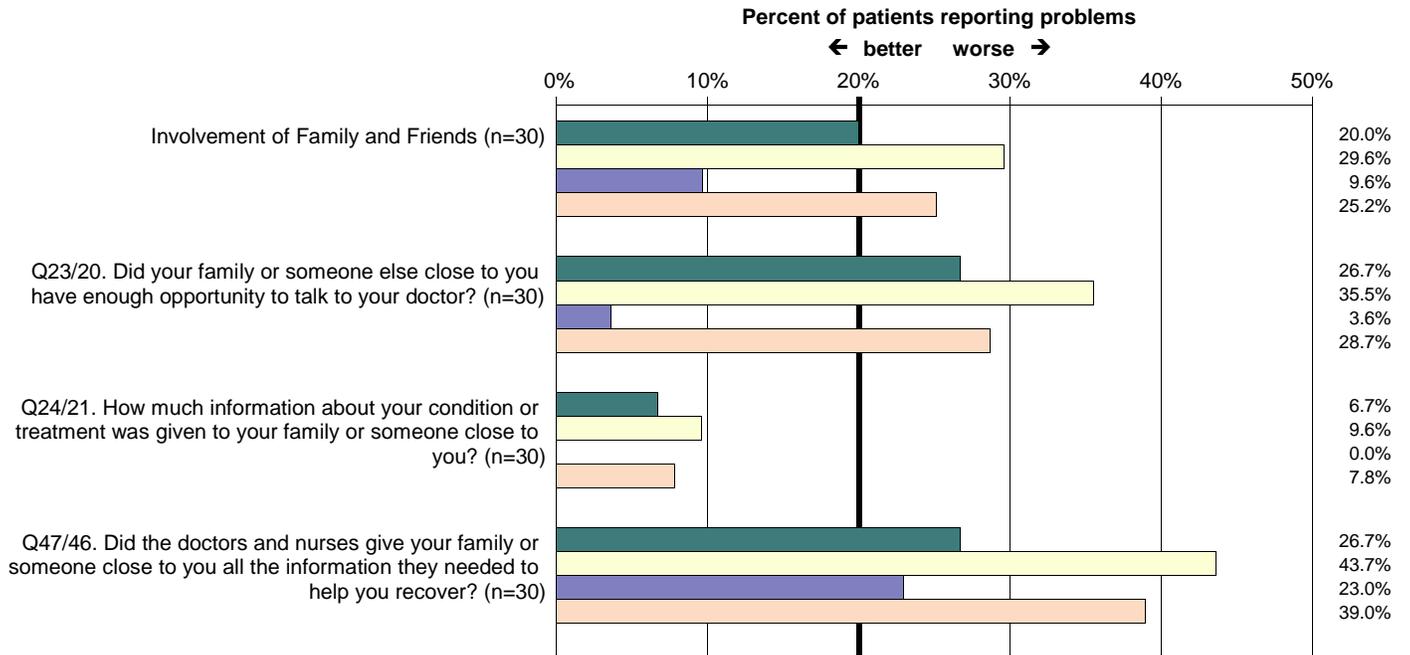
\* Significantly different from OAFB problem score

Patients discharged: July 2001 - September 2001



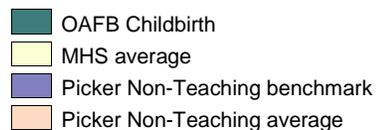
# 99th Medical Group - Ocallaghan Air Force Base Adult Inpatient Survey - Childbirth Comparisons

## *Involvement of Family and Friends*



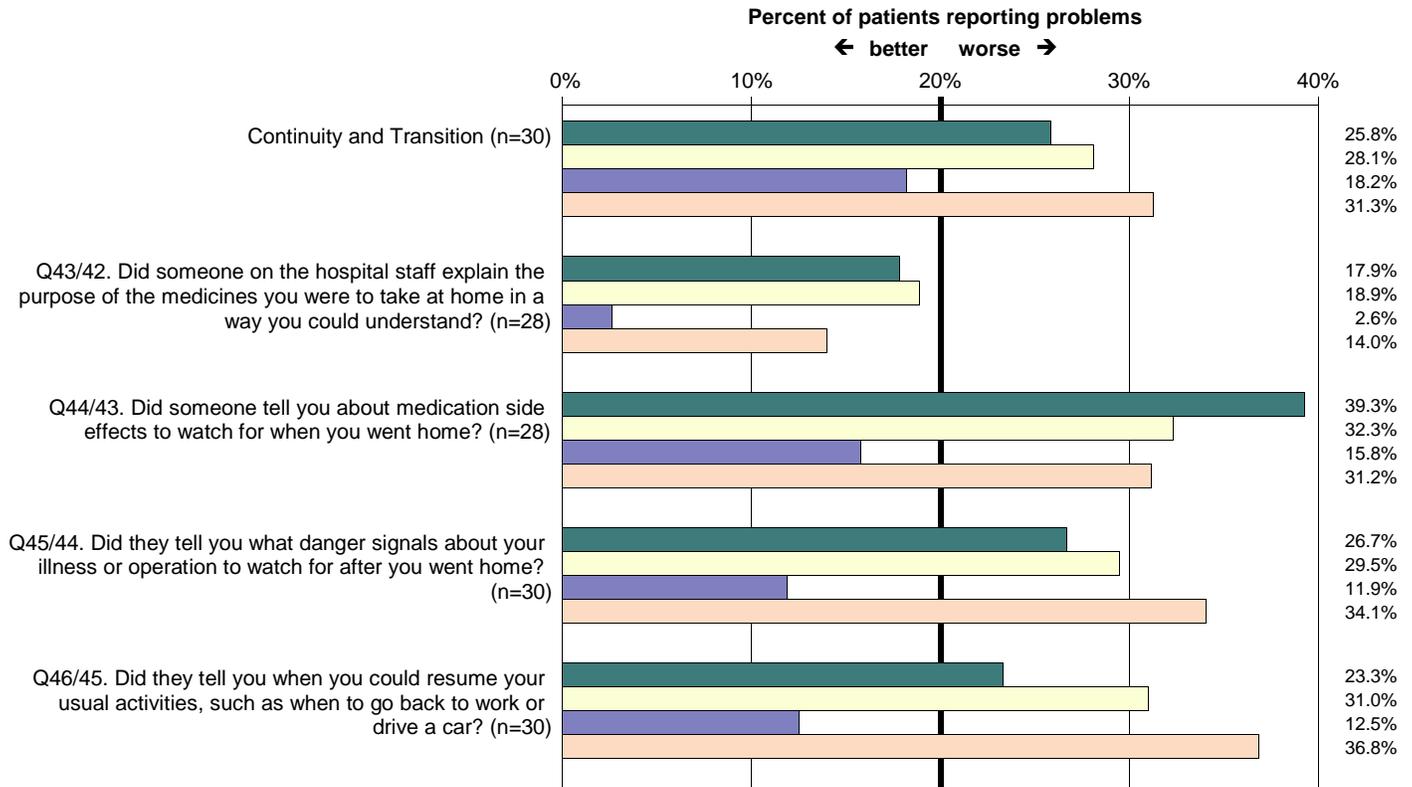
\* Significantly different from OAFB problem score

Patients discharged: July 2001 - September 2001



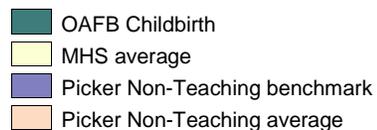
# 99th Medical Group - Ocallaghan Air Force Base Adult Inpatient Survey - Childbirth Comparisons

## Continuity and Transition



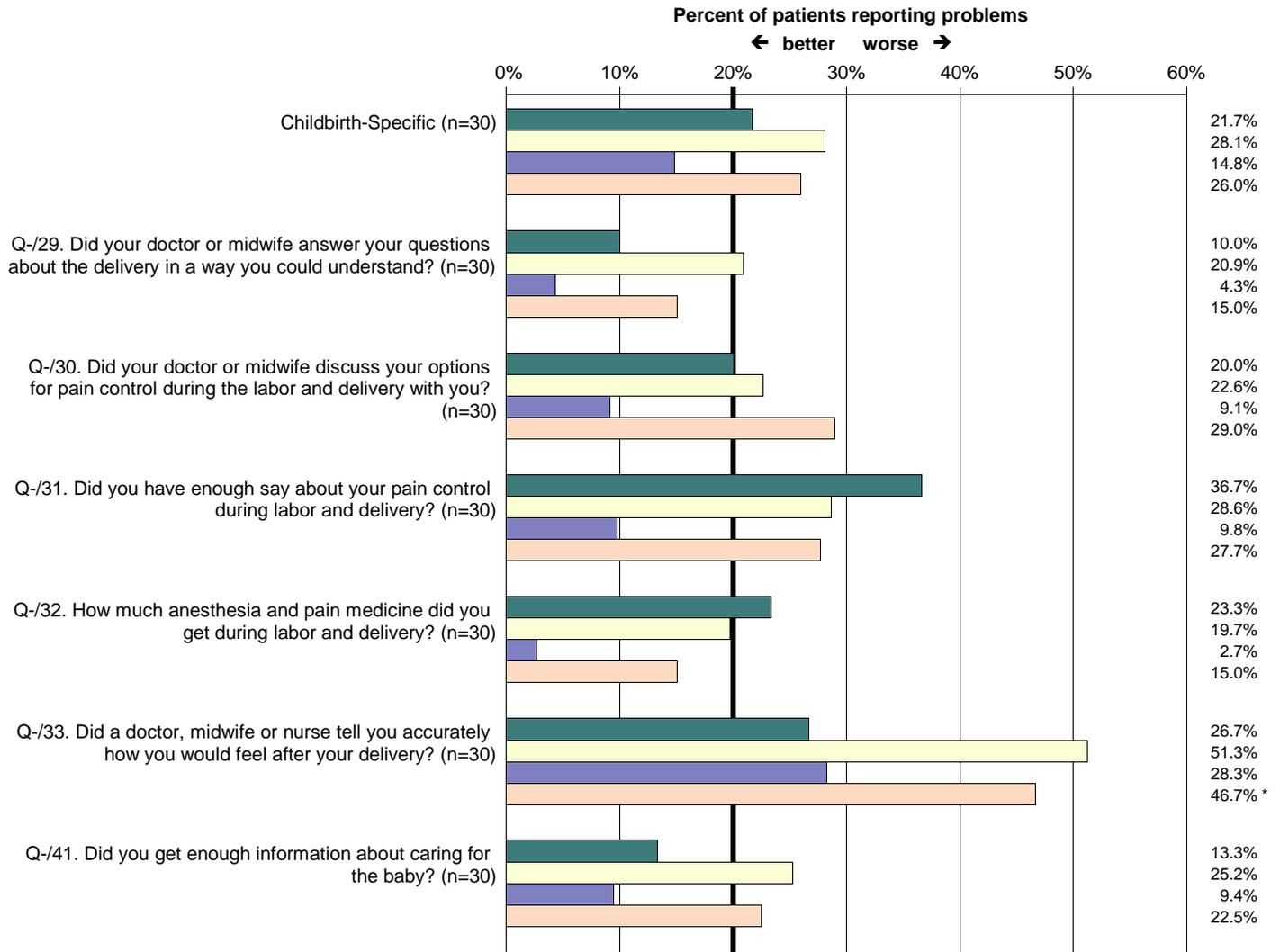
\* Significantly different from OAFB problem score

Patients discharged: July 2001 - September 2001



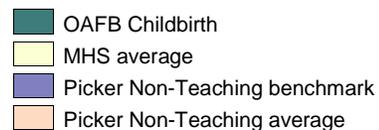
# 99th Medical Group - Ocallaghan Air Force Base Adult Inpatient Survey - Childbirth Comparisons

## Childbirth-Specific



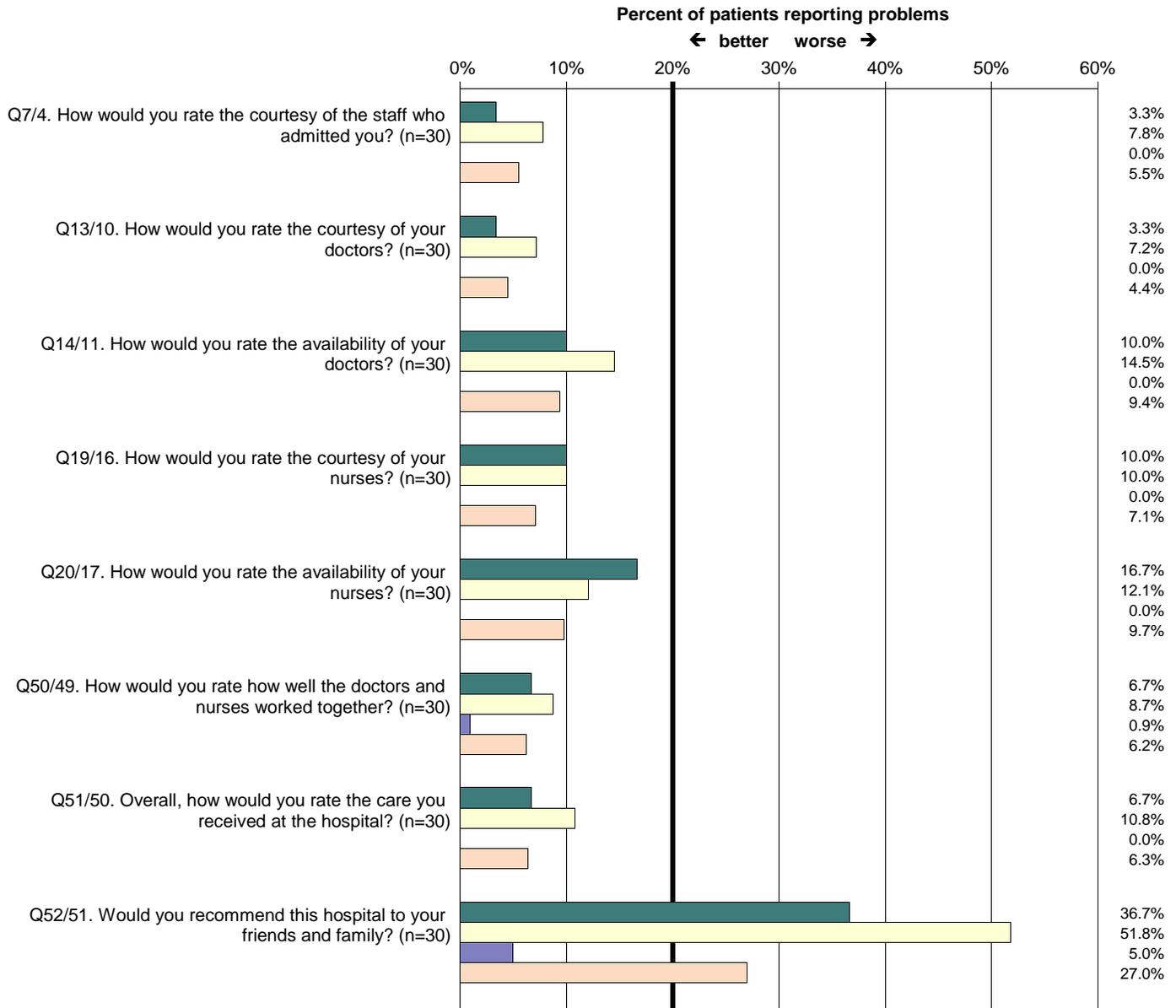
\* Significantly different from OAFB problem score

Patients discharged: July 2001 - September 2001



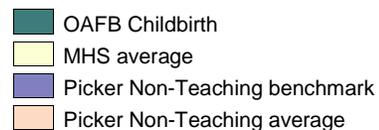
# 99th Medical Group - Ocallaghan Air Force Base Adult Inpatient Survey - Childbirth Comparisons

## Overall Impression



\* Significantly different from OAFB problem score

Patients discharged: July 2001 - September 2001



**99th Medical Group - Ocallaghan Air Force Base  
Adult Inpatient Survey - Overall Comparisons**

<b>Dimensions</b>	OAFB PROBLEM SCORE	OAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER NON-TEACHING BENCHMARK	PICKER NON-TEACHING AVERAGE
<b>All Dimensions Combined</b>	17.3%	142	0.739	High	20.5%	13.0%	20.9% *
<b>Respect for Patient Preferences</b>	17.6%	142	0.623	High	21.5%	10.2%	19.3%
<b>Coordination of Care</b>	15.4%	142	0.522	High	20.7% *	9.7%	18.0%
<b>Information and Education</b>	16.9%	142	0.562	High	21.7% *	12.3%	21.9% *
<b>Physical Comfort</b>	9.9%	142	0.624	High	10.4%	4.2%	9.9%
<b>Emotional Support</b>	22.3%	142	0.673	Top	24.2%	14.2%	24.0%
<b>Involvement of Family and Friends</b>	17.6%	142	0.339	Low	21.3%	11.8%	21.8%
<b>Continuity and Transition</b>	20.6%	142	0.534	Top	23.3%	15.4%	29.2% *
<b>Surgery-Specific</b>	20.2%	52	0.205	Med	15.1%	11.7%	20.6%
<b>Childbirth-Specific</b>	21.7%	30	0.751	Top	28.1%	14.8%	25.8%

\* Significantly different from OAFB 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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**99th Medical Group - Ocallaghan Air Force Base  
Adult Inpatient Survey - Overall Comparisons**

<b><i>Respect for Patient Preferences</i></b>	OAFB PROBLEM SCORE	OAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER NON-TEACHING BENCHMARK	PICKER NON-TEACHING AVERAGE
<b>Respect for Patient Preferences</b>	17.6%	142	0.623	High	21.5%	10.2%	19.3%
<b>Q12/9. Did doctors talk in front of you as if you weren't there?</b>	9.2%	142	0.305	Low	13.5%	2.2%	11.0%
<b>Q18/15. Did nurses talk in front of you as if you weren't there?</b>	12.7%	142	0.332	Low	12.5%	2.3%	13.1%
<b>Q22/19. Did you have enough say about your treatment?</b>	31.0%	142	0.452	Top	38.5%	17.8%	35.2%
<b>Q30/27. Did you feel like you were treated with respect and dignity while you were in the hospital?</b>	17.6%	142	0.577	High	21.5%	6.6%	17.7%

\* Significantly different from OAFB 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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**99th Medical Group - Ocallaghan Air Force Base  
Adult Inpatient Survey - Overall Comparisons**

<b>Coordination of Care</b>	OAFB PROBLEM SCORE	OAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER NON-TEACHING BENCHMARK	PICKER NON-TEACHING AVERAGE
<b>Coordination of Care</b>	15.4%	142	0.522	High	20.7% *	9.7%	18.0%
<b>Q2/- How organized was the care you received in the emergency room?</b>	11.8%	68	0.593	High	20.3%	7.6%	23.2% *
<b>Q4/1. How organized was the admission process?</b>	16.2%	142	0.384	Low	21.6%	8.8%	19.5%
<b>Q5/2. Do you feel you had to wait an unnecessarily long time to go to your room?</b>	9.2%	142	0.244	Low	17.4%	4.1%	19.6% *
<b>Q8/5. Was there one particular doctor in charge of your care in the hospital?</b>	21.1%	142	0.143	Med	16.5%	2.0%	10.1% *
<b>Q21/18. Sometimes in the hospital, one doctor or nurse will say one thing and another will say something quite different. Did this happen to you?</b>	14.1%	142	0.464	High	22.7%	7.5%	18.2%
<b>Q29/26. Were your scheduled tests and procedures performed on time?</b>	17.6%	142	0.242	Low	25.6%	10.5%	22.6%

\* Significantly different from OAFB 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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**99th Medical Group - Ocallaghan Air Force Base  
Adult Inpatient Survey - Overall Comparisons**

<b>Information and Education</b>	OAFB PROBLEM SCORE	OAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER NON-TEACHING BENCHMARK	PICKER NON-TEACHING AVERAGE
<b>Information and Education</b>	16.9%	142	0.562	High	21.7% *	12.3%	21.9% *
<b>Q3/- While you were in the emergency room, did you get enough information about your medical condition and treatment?</b>	23.5%	68	0.322	Med	32.7%	21.4%	38.1% *
<b>Q6/3. If you had to wait to go to your room, did someone from the hospital explain the reason for the delay?</b>	2.8%	142	0.119	Low	8.3%	0.5%	9.1% *
<b>Q9/6. When you had important questions to ask a doctor, did you get answers you could understand?</b>	15.5%	142	0.281	Low	22.3%	9.4%	22.5%
<b>Q15/12. When you had important questions to ask a nurse, did you get answers you could understand?</b>	26.8%	142	0.514	Top	28.9%	14.0%	27.5%
<b>Q28/25. Did a doctor or nurse explain the results of tests in a way you could understand?</b>	19.7%	142	0.366	Low	23.9%	13.6%	24.6%

\* Significantly different from OAFB 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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**99th Medical Group - Ocallaghan Air Force Base  
Adult Inpatient Survey - Overall Comparisons**

<b>Physical Comfort</b>	OAFB PROBLEM SCORE	OAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER NON-TEACHING BENCHMARK	PICKER NON-TEACHING AVERAGE
<b>Physical Comfort</b>	9.9%	142	0.624	High	10.4%	4.2%	9.9%
<b>Q26/23. When you needed help getting to the bathroom, did you get it in time?</b>	18.3%	142	0.410	High	16.2%	7.3%	19.0%
<b>Q27/24. How many minutes after you used the call button did it usually take before you got the help you needed?</b>	3.5%	142	0.436	High	3.1%	0.0%	3.2%
<b>Q35/38. How many minutes after you requested pain medicine did it usually take before you got it?</b>	2.8%	142	0.171	Low	5.9%	0.0%	4.0%
<b>Q36/39. Do you think that the hospital staff did everything they could to help control your pain?</b>	18.3%	142	0.528	High	19.6%	5.7%	16.6%
<b>Q37/40. Overall, how much pain medicine did you get?</b>	6.3%	142	0.316	Low	7.1%	0.8%	6.5%

\* Significantly different from OAFB 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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**99th Medical Group - Ocallaghan Air Force Base  
Adult Inpatient Survey - Overall Comparisons**

<b><i>Emotional Support</i></b>	OAFB PROBLEM SCORE	OAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER NON-TEACHING BENCHMARK	PICKER NON-TEACHING AVERAGE
<b>Emotional Support</b>	22.3%	142	0.673	Top	24.2%	14.2%	24.0%
<b>Q10/7. If you had any anxieties or fears about your condition or treatment, did a doctor discuss them with you?</b>	16.9%	142	0.458	High	20.5%	6.3%	22.4%
<b>Q11/8. Did you have confidence and trust in the doctors treating you?</b>	18.3%	142	0.481	High	21.0%	4.6%	15.9%
<b>Q16/13. If you had any anxieties or fears about your condition or treatment, did a nurse discuss them with you?</b>	27.5%	142	0.431	Top	29.9%	16.7%	29.6%
<b>Q17/14. Did you have confidence and trust in the nurses treating you?</b>	33.1%	142	0.535	Top	29.8%	12.7%	27.2%
<b>Q25/22. Was it easy for you to find someone on the hospital staff to talk to about your concerns?</b>	30.3%	142	0.541	Top	34.0%	17.7%	31.8%
<b>Q49/48. Did you get as much help as you wanted from someone on the hospital staff in figuring out how to pay your hospital bill?</b>	7.7%	142	0.243	Low	9.8%	5.2%	17.3% *

\* Significantly different from OAFB 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

**99th Medical Group - Ocallaghan Air Force Base  
Adult Inpatient Survey - Overall Comparisons**

<b><i>Involvement of Family and Friends</i></b>	OAFB PROBLEM SCORE	OAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER NON-TEACHING BENCHMARK	PICKER NON-TEACHING AVERAGE
<b>Involvement of Family and Friends</b>	17.6%	142	0.339	Low	21.3%	11.8%	21.8%
<b>Q23/20. Did your family or someone else close to you have enough opportunity to talk to your doctor?</b>	24.6%	142	0.281	Med	27.8%	15.4%	27.8%
<b>Q24/21. How much information about your condition or treatment was given to your family or someone close to you?</b>	7.0%	142	0.172	Low	8.5%	2.2%	8.9%
<b>Q47/46. Did the doctors and nurses give your family or someone close to you all the information they needed to help you recover?</b>	21.1%	142	0.285	Med	27.4%	10.9%	28.7%

\* Significantly different from OAFB 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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**99th Medical Group - Ocallaghan Air Force Base  
Adult Inpatient Survey - Overall Comparisons**

<b>Continuity and Transition</b>	OAFB PROBLEM SCORE	OAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER NON-TEACHING BENCHMARK	PICKER NON-TEACHING AVERAGE
<b>Continuity and Transition</b>	20.6%	142	0.534	Top	23.3%	15.4%	29.2% *
<b>Q43/42. Did someone on the hospital staff explain the purpose of the medicines you were to take at home in a way you could understand?</b>	10.4%	135	0.444	High	14.0%	5.3%	14.2%
<b>Q44/43. Did someone tell you about medication side effects to watch for when you went home?</b>	25.2%	135	0.422	Top	26.0%	16.5%	31.1%
<b>Q45/44. Did they tell you what danger signals about your illness or operation to watch for after you went home?</b>	22.5%	142	0.398	Med	25.6%	14.7%	33.1% *
<b>Q46/45. Did they tell you when you could resume your usual activities, such as when to go back to work or drive a car?</b>	25.4%	142	0.326	Med	26.3%	12.8%	35.2% *

\* Significantly different from OAFB 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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**99th Medical Group - Ocallaghan Air Force Base  
Adult Inpatient Survey - Overall Comparisons**

<b><i>Surgery-Specific</i></b>	OAFB PROBLEM SCORE	OAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER NON-TEACHING BENCHMARK	PICKER NON-TEACHING AVERAGE
<b>Surgery-Specific</b>	20.2%	52	0.205	Med	15.1%	11.7%	20.6%
<b>Q39/- Did the surgeon explain the risks and benefits of the surgery in a way you could understand?</b>	9.6%	52	0.174	Low	7.1%	1.3%	11.7%
<b>Q40/- Did the surgeon or any of your other doctors answer your questions about the surgery in a way you could understand?</b>	11.5%	52	0.177	Low	8.2%	2.5%	12.8%
<b>Q41/- Did a doctor or nurse tell you accurately how you would feel after surgery?</b>	38.5%	52	0.142	Med	31.4%	20.9%	40.1%
<b>Q42/- Were the results of the surgery explained in a way you could understand?</b>	21.2%	52	0.156	Med	13.6%	7.6%	18.0%

\* Significantly different from OAFB 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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**99th Medical Group - Ocallaghan Air Force Base  
Adult Inpatient Survey - Overall Comparisons**

<b>Childbirth-Specific</b>	OAFB PROBLEM SCORE	OAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER NON-TEACHING BENCHMARK	PICKER NON-TEACHING AVERAGE
<b>Childbirth-Specific</b>	21.7%	30	0.751	Top	28.1%	14.8%	25.8%
<b>Q-/29. Did your doctor or midwife answer your questions about the delivery in a way you could understand?</b>	10.0%	30	0.562	High	20.9%	4.3%	15.1%
<b>Q-/30. Did your doctor or midwife discuss your options for pain control during the labor and delivery with you?</b>	20.0%	30	0.568	Top	22.6%	9.1%	28.3%
<b>Q-/31. Did you have enough say about your pain control during labor and delivery?</b>	36.7%	30	0.548	Top	28.6%	9.8%	27.5%
<b>Q-/32. How much anesthesia and pain medicine did you get during labor and delivery?</b>	23.3%	30	0.208	Med	19.7%	2.7%	15.3%
<b>Q-/33. Did a doctor, midwife or nurse tell you accurately how you would feel after your delivery?</b>	26.7%	30	0.713	Top	51.3%	28.3%	46.1% *
<b>Q-/41. Did you get enough information about caring for the baby?</b>	13.3%	30	0.302	Low	25.2%	9.4%	22.6%

\* Significantly different from OAFB 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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**99th Medical Group - Ocallaghan Air Force Base  
Adult Inpatient Survey - Overall Comparisons**

<b>Overall Impression</b>	<b>OAFB PROBLEM SCORE</b>	<b>OAFB NUMBER OF RESPONSES</b>	<b>CORRELATION W/ OVERALL SATISFACTION</b>	<b>PRIORITY FOR ACTION</b>	<b>MHS AVERAGE</b>	<b>PICKER NON-TEACHING BENCHMARK</b>	<b>PICKER NON-TEACHING AVERAGE</b>
<b>Q7/4. How would you rate the courtesy of the staff who admitted you?</b>	1.4%	142	0.343	Low	5.0%	0.0%	5.4% *
<b>Q13/10. How would you rate the courtesy of your doctors?</b>	2.8%	142	0.489	High	4.9%	0.0%	4.8%
<b>Q14/11. How would you rate the availability of your doctors?</b>	9.9%	142	0.549	High	11.2%	2.5%	11.2%
<b>Q19/16. How would you rate the courtesy of your nurses?</b>	7.0%	142	0.436	High	6.9%	0.9%	7.5%
<b>Q20/17. How would you rate the availability of your nurses?</b>	9.9%	142	0.496	High	9.8%	3.8%	12.5%
<b>Q50/49. How would you rate how well the doctors and nurses worked together?</b>	5.6%	142	0.614	High	6.1%	1.6%	7.3%
<b>Q51/50. Overall, how would you rate the care you received at the hospital?</b>	4.9%	142	--	--	7.3%	0.7%	7.9%
<b>Q52/51. Would you recommend this hospital to your friends and family?</b>	28.2%	142	0.575	Top	36.1%	8.0%	27.9%

\* Significantly different from OAFB 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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**99th Medical Group - Ocallaghan Air Force Base  
Adult Inpatient Survey - Medicine Comparisons**

<b>Dimensions</b>	OAFB PROBLEM SCORE	OAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER NON-TEACHING BENCHMARK	PICKER NON-TEACHING AVERAGE
<b>All Dimensions Combined</b>	15.3%	60	0.809	High	20.6% *	13.7%	22.7% *
<b>Respect for Patient Preferences</b>	14.6%	60	0.749	High	21.1% *	10.0%	20.6%
<b>Coordination of Care</b>	15.3%	60	0.684	High	20.8%	10.8%	21.7% *
<b>Information and Education</b>	16.3%	60	0.685	High	24.3% *	15.3%	27.0% *
<b>Physical Comfort</b>	6.3%	60	0.762	High	8.9%	2.3%	9.4%
<b>Emotional Support</b>	18.3%	60	0.738	High	24.3%	14.1%	26.8% *
<b>Involvement of Family and Friends</b>	16.7%	60	0.294	Low	20.2%	10.9%	22.5%
<b>Continuity and Transition</b>	19.2%	60	0.586	High	24.3%	18.4%	31.0% *

\* Significantly different from OAFB 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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**99th Medical Group - Ocallaghan Air Force Base  
Adult Inpatient Survey - Medicine Comparisons**

<b><i>Respect for Patient Preferences</i></b>	OAFB PROBLEM SCORE	OAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER NON-TEACHING BENCHMARK	PICKER NON-TEACHING AVERAGE
<b>Respect for Patient Preferences</b>	14.6%	60	0.749	High	21.1% *	10.0%	20.6%
<b>Q12/9. Did doctors talk in front of you as if you weren't there?</b>	8.3%	60	0.521	High	16.2%	0.0%	12.1%
<b>Q18/15. Did nurses talk in front of you as if you weren't there?</b>	6.7%	60	0.442	High	11.0%	1.8%	13.0%
<b>Q22/19. Did you have enough say about your treatment?</b>	31.7%	60	0.578	Top	41.5%	21.8%	40.6%
<b>Q30/27. Did you feel like you were treated with respect and dignity while you were in the hospital?</b>	11.7%	60	0.658	High	15.9%	4.1%	16.8%

\* Significantly different from OAFB 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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**99th Medical Group - Ocallaghan Air Force Base  
Adult Inpatient Survey - Medicine Comparisons**

<b>Coordination of Care</b>	OAFB PROBLEM SCORE	OAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER NON-TEACHING BENCHMARK	PICKER NON-TEACHING AVERAGE
<b>Coordination of Care</b>	15.3%	60	0.684	High	20.8%	10.8%	21.7% *
<b>Q2/- How organized was the care you received in the emergency room?</b>	7.7%	52	0.742	High	19.4%	10.2%	22.9% *
<b>Q4/1. How organized was the admission process?</b>	13.3%	60	0.514	High	19.7%	8.8%	22.8%
<b>Q5/2. Do you feel you had to wait an unnecessarily long time to go to your room?</b>	10.0%	60	0.267	Low	23.2%	5.3%	30.6% *
<b>Q8/5. Was there one particular doctor in charge of your care in the hospital?</b>	28.3%	60	0.247	Med	17.5%	2.7%	12.1% *
<b>Q21/18. Sometimes in the hospital, one doctor or nurse will say one thing and another will say something quite different. Did this happen to you?</b>	15.0%	60	0.584	High	18.2%	3.7%	17.0%
<b>Q29/26. Were your scheduled tests and procedures performed on time?</b>	16.7%	60	0.454	High	27.1%	10.7%	26.4%

\* Significantly different from OAFB 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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## 99th Medical Group - Ocallaghan Air Force Base

### Adult Inpatient Survey - Medicine Comparisons

<b>Information and Education</b>	OAFB PROBLEM SCORE	OAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER NON-TEACHING BENCHMARK	PICKER NON-TEACHING AVERAGE
<b>Information and Education</b>	16.3%	60	0.685	High	24.3% *	15.3%	27.0% *
<b>Q3/-.</b> While you were in the emergency room, did you get enough information about your medical condition and treatment?	23.1%	52	0.433	Top	32.6%	22.0%	39.6% *
<b>Q6/3.</b> If you had to wait to go to your room, did someone from the hospital explain the reason for the delay?	3.3%	60	0.371	Low	12.3%	0.0%	13.9% *
<b>Q9/6.</b> When you had important questions to ask a doctor, did you get answers you could understand?	18.3%	60	0.388	Low	24.9%	12.5%	27.4%
<b>Q15/12.</b> When you had important questions to ask a nurse, did you get answers you could understand?	13.3%	60	0.515	High	26.4%	16.0%	28.3% *
<b>Q28/25.</b> Did a doctor or nurse explain the results of tests in a way you could understand?	25.0%	60	0.508	Top	27.9%	17.6%	31.0%

\* Significantly different from OAFB 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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**99th Medical Group - Ocallaghan Air Force Base  
Adult Inpatient Survey - Medicine Comparisons**

<b>Physical Comfort</b>	OAFB PROBLEM SCORE	OAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER NON-TEACHING BENCHMARK	PICKER NON-TEACHING AVERAGE
<b>Physical Comfort</b>	6.3%	60	0.762	High	8.9%	2.3%	9.4%
<b>Q26/23. When you needed help getting to the bathroom, did you get it in time?</b>	10.0%	60	0.436	High	13.4%	3.9%	19.2%
<b>Q27/24. How many minutes after you used the call button did it usually take before you got the help you needed?</b>	3.3%	60	0.630	High	2.8%	0.0%	3.4%
<b>Q35/38. How many minutes after you requested pain medicine did it usually take before you got it?</b>	1.7%	60	0.441	High	5.3%	0.0%	4.1%
<b>Q36/39. Do you think that the hospital staff did everything they could to help control your pain?</b>	10.0%	60	0.689	High	17.1%	3.8%	15.0%
<b>Q37/40. Overall, how much pain medicine did you get?</b>	6.7%	60	0.536	High	5.9%	0.0%	5.4%

\* Significantly different from OAFB 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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**99th Medical Group - Ocallaghan Air Force Base  
Adult Inpatient Survey - Medicine Comparisons**

<b><i>Emotional Support</i></b>	OAFB PROBLEM SCORE	OAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER NON-TEACHING BENCHMARK	PICKER NON-TEACHING AVERAGE
<b>Emotional Support</b>	18.3%	60	0.738	High	24.3%	14.1%	26.8% *
<b>Q10/7. If you had any anxieties or fears about your condition or treatment, did a doctor discuss them with you?</b>	18.3%	60	0.526	High	23.7%	12.7%	27.6%
<b>Q11/8. Did you have confidence and trust in the doctors treating you?</b>	18.3%	60	0.589	High	22.0%	7.3%	20.2%
<b>Q16/13. If you had any anxieties or fears about your condition or treatment, did a nurse discuss them with you?</b>	21.7%	60	0.484	Top	29.7%	17.3%	33.4%
<b>Q17/14. Did you have confidence and trust in the nurses treating you?</b>	16.7%	60	0.652	High	25.2%	9.2%	25.8%
<b>Q25/22. Was it easy for you to find someone on the hospital staff to talk to about your concerns?</b>	25.0%	60	0.564	Top	33.3%	17.3%	35.0%
<b>Q49/48. Did you get as much help as you wanted from someone on the hospital staff in figuring out how to pay your hospital bill?</b>	10.0%	60	0.514	High	11.8%	4.0%	18.8%

\* Significantly different from OAFB 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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**99th Medical Group - Ocallaghan Air Force Base  
Adult Inpatient Survey - Medicine Comparisons**

<b><i>Involvement of Family and Friends</i></b>	OAFB PROBLEM SCORE	OAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER NON-TEACHING BENCHMARK	PICKER NON-TEACHING AVERAGE
<b>Involvement of Family and Friends</b>	16.7%	60	0.294	Low	20.2%	10.9%	22.5%
<b>Q23/20. Did your family or someone else close to you have enough opportunity to talk to your doctor?</b>	23.3%	60	0.323	Med	27.0%	14.7%	30.7%
<b>Q24/21. How much information about your condition or treatment was given to your family or someone close to you?</b>	6.7%	60	0.032	Low	10.2%	2.4%	11.1%
<b>Q47/46. Did the doctors and nurses give your family or someone close to you all the information they needed to help you recover?</b>	20.0%	60	0.229	Med	23.3%	10.4%	25.8%

\* Significantly different from OAFB 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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**99th Medical Group - Ocallaghan Air Force Base  
Adult Inpatient Survey - Medicine Comparisons**

<b>Continuity and Transition</b>	OAFB PROBLEM SCORE	OAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER NON-TEACHING BENCHMARK	PICKER NON-TEACHING AVERAGE
<b>Continuity and Transition</b>	19.2%	60	0.586	High	24.3%	18.4%	31.0% *
<b>Q43/42. Did someone on the hospital staff explain the purpose of the medicines you were to take at home in a way you could understand?</b>	8.9%	56	0.449	High	13.8%	4.5%	15.3%
<b>Q44/43. Did someone tell you about medication side effects to watch for when you went home?</b>	21.4%	56	0.420	Top	24.6%	17.9%	32.0%
<b>Q45/44. Did they tell you what danger signals about your illness or operation to watch for after you went home?</b>	25.0%	60	0.508	Top	28.1%	21.9%	36.3%
<b>Q46/45. Did they tell you when you could resume your usual activities, such as when to go back to work or drive a car?</b>	21.7%	60	0.425	Top	29.3%	19.8%	38.3% *

\* Significantly different from OAFB 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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**99th Medical Group - Ocallaghan Air Force Base  
Adult Inpatient Survey - Medicine Comparisons**

<b>Overall Impression</b>	OAFB PROBLEM SCORE	OAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER NON-TEACHING BENCHMARK	PICKER NON-TEACHING AVERAGE
<b>Q7/4. How would you rate the courtesy of the staff who admitted you?</b>	1.7%	60	0.441	High	4.1%	0.0%	6.3%
<b>Q13/10. How would you rate the courtesy of your doctors?</b>	5.0%	60	0.779	High	5.5%	0.9%	6.2%
<b>Q14/11. How would you rate the availability of your doctors?</b>	11.7%	60	0.670	High	12.4%	2.4%	14.3%
<b>Q19/16. How would you rate the courtesy of your nurses?</b>	3.3%	60	0.630	High	5.2%	0.0%	7.6%
<b>Q20/17. How would you rate the availability of your nurses?</b>	3.3%	60	0.630	High	8.6%	1.8%	13.1% *
<b>Q50/49. How would you rate how well the doctors and nurses worked together?</b>	5.0%	60	0.779	High	5.9%	1.1%	8.5%
<b>Q51/50. Overall, how would you rate the care you received at the hospital?</b>	5.0%	60	--	--	6.8%	0.9%	8.9%
<b>Q52/51. Would you recommend this hospital to your friends and family?</b>	20.0%	60	0.594	Top	29.4%	10.3%	28.8%

\* Significantly different from OAFB 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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**99th Medical Group - Ocallaghan Air Force Base  
Adult Inpatient Survey - Surgery Comparisons**

<b>Dimensions</b>	OAFB PROBLEM SCORE	OAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER NON-TEACHING BENCHMARK	PICKER NON-TEACHING AVERAGE
<b>All Dimensions Combined</b>	18.2%	52	0.648	High	15.6%	11.3%	18.2%
<b>Respect for Patient Preferences</b>	19.2%	52	0.537	High	16.5%	8.4%	16.8%
<b>Coordination of Care</b>	12.8%	52	0.275	Low	14.9%	7.4%	14.4%
<b>Information and Education</b>	17.2%	52	0.372	Low	16.1%	8.1%	18.5%
<b>Physical Comfort</b>	13.8%	52	0.613	High	9.6%	4.3%	10.3%
<b>Emotional Support</b>	25.6%	52	0.590	Top	19.2%	12.0%	21.9%
<b>Involvement of Family and Friends</b>	17.3%	52	0.365	Low	15.3%	10.2%	18.0%
<b>Continuity and Transition</b>	19.2%	52	0.599	High	17.6%	14.8%	25.2%
<b>Surgery-Specific</b>	20.2%	52	0.205	Med	15.1%	11.7%	20.6%

\* Significantly different from OAFB 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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**99th Medical Group - Ocallaghan Air Force Base  
Adult Inpatient Survey - Surgery Comparisons**

<b><i>Respect for Patient Preferences</i></b>	OAFB PROBLEM SCORE	OAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER NON-TEACHING BENCHMARK	PICKER NON-TEACHING AVERAGE
<b>Respect for Patient Preferences</b>	19.2%	52	0.537	High	16.5%	8.4%	16.8%
<b>Q12/9. Did doctors talk in front of you as if you weren't there?</b>	3.8%	52	0.304	Low	9.4%	0.0%	7.8%
<b>Q18/15. Did nurses talk in front of you as if you weren't there?</b>	17.3%	52	0.520	High	11.1%	2.6%	11.3%
<b>Q22/19. Did you have enough say about your treatment?</b>	32.7%	52	0.253	Med	29.4%	15.9%	31.6%
<b>Q30/27. Did you feel like you were treated with respect and dignity while you were in the hospital?</b>	23.1%	52	0.446	Top	16.3%	5.1%	16.5%

\* Significantly different from OAFB 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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**99th Medical Group - Ocallaghan Air Force Base  
Adult Inpatient Survey - Surgery Comparisons**

<b>Coordination of Care</b>	OAFB PROBLEM SCORE	OAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER NON-TEACHING BENCHMARK	PICKER NON-TEACHING AVERAGE
<b>Coordination of Care</b>	12.8%	52	0.275	Low	14.9%	7.4%	14.4%
<b>Q2/-</b> . How organized was the care you received in the emergency room?	25.0%	16	0.307	Med	17.4%	24.8%	24.2%
<b>Q4/1</b> . How organized was the admission process?	17.3%	52	0.063	Low	18.0%	5.1%	16.0%
<b>Q5/2</b> . Do you feel you had to wait an unnecessarily long time to go to your room?	5.8%	52	0.376	Low	11.1%	4.6%	14.7%
<b>Q8/5</b> . Was there one particular doctor in charge of your care in the hospital?	5.8%	52	-0.184	Low	7.9%	0.0%	6.5%
<b>Q21/18</b> . Sometimes in the hospital, one doctor or nurse will say one thing and another will say something quite different. Did this happen to you?	7.7%	52	0.275	Low	14.7%	2.4%	13.5%
<b>Q29/26</b> . Were your scheduled tests and procedures performed on time?	23.1%	52	0.156	Med	21.6%	8.0%	20.2%

\* Significantly different from OAFB 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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**99th Medical Group - Ocallaghan Air Force Base  
Adult Inpatient Survey - Surgery Comparisons**

<b>Information and Education</b>	OAFB PROBLEM SCORE	OAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER NON-TEACHING BENCHMARK	PICKER NON-TEACHING AVERAGE
<b>Information and Education</b>	17.2%	52	0.372	Low	16.1%	8.1%	18.5%
<b>Q3/- While you were in the emergency room, did you get enough information about your medical condition and treatment?</b>	25.0%	16	-0.062	Med	26.5%	39.3%	33.4%
<b>Q6/3. If you had to wait to go to your room, did someone from the hospital explain the reason for the delay?</b>	1.9%	52	-0.129	Low	5.1%	1.0%	7.1%
<b>Q9/6. When you had important questions to ask a doctor, did you get answers you could understand?</b>	13.5%	52	0.108	Low	14.3%	6.7%	17.9%
<b>Q15/12. When you had important questions to ask a nurse, did you get answers you could understand?</b>	34.6%	52	0.414	Top	24.5%	11.2%	26.8%
<b>Q28/25. Did a doctor or nurse explain the results of tests in a way you could understand?</b>	17.3%	52	0.258	Low	16.9%	7.2%	19.8%

\* Significantly different from OAFB 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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**99th Medical Group - Ocallaghan Air Force Base  
Adult Inpatient Survey - Surgery Comparisons**

<b>Physical Comfort</b>	OAFB PROBLEM SCORE	OAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER NON-TEACHING BENCHMARK	PICKER NON-TEACHING AVERAGE
<b>Physical Comfort</b>	13.8%	52	0.613	High	9.6%	4.3%	10.3%
<b>Q26/23. When you needed help getting to the bathroom, did you get it in time?</b>	26.9%	52	0.558	Top	16.5%	8.0%	21.2%
<b>Q27/24. How many minutes after you used the call button did it usually take before you got the help you needed?</b>	5.8%	52	0.426	High	3.7%	0.0%	3.6%
<b>Q35/38. How many minutes after you requested pain medicine did it usually take before you got it?</b>	3.8%	52	-0.062	Low	4.8%	0.0%	3.4%
<b>Q36/39. Do you think that the hospital staff did everything they could to help control your pain?</b>	26.9%	52	0.447	Top	17.3%	6.7%	16.7%
<b>Q37/40. Overall, how much pain medicine did you get?</b>	5.8%	52	0.275	Low	5.8%	0.8%	6.8%

\* Significantly different from OAFB 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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**99th Medical Group - Ocallaghan Air Force Base  
Adult Inpatient Survey - Surgery Comparisons**

<b><i>Emotional Support</i></b>	OAFB PROBLEM SCORE	OAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER NON-TEACHING BENCHMARK	PICKER NON-TEACHING AVERAGE
<b>Emotional Support</b>	25.6%	52	0.590	Top	19.2%	12.0%	21.9%
<b>Q10/7. If you had any anxieties or fears about your condition or treatment, did a doctor discuss them with you?</b>	15.4%	52	0.394	Low	13.0%	6.7%	17.4%
<b>Q11/8. Did you have confidence and trust in the doctors treating you?</b>	15.4%	52	0.394	Low	12.0%	1.0%	10.8%
<b>Q16/13. If you had any anxieties or fears about your condition or treatment, did a nurse discuss them with you?</b>	30.8%	52	0.397	Med	26.3%	13.3%	28.7%
<b>Q17/14. Did you have confidence and trust in the nurses treating you?</b>	50.0%	52	0.380	Med	28.3% *	13.3%	28.3% *
<b>Q25/22. Was it easy for you to find someone on the hospital staff to talk to about your concerns?</b>	34.6%	52	0.407	Top	27.7%	11.4%	29.3%
<b>Q49/48. Did you get as much help as you wanted from someone on the hospital staff in figuring out how to pay your hospital bill?</b>	7.7%	52	0.086	Low	7.8%	3.7%	16.7%

\* Significantly different from OAFB 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

**99th Medical Group - Ocallaghan Air Force Base  
Adult Inpatient Survey - Surgery Comparisons**

<b><i>Involvement of Family and Friends</i></b>	OAFB PROBLEM SCORE	OAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER NON-TEACHING BENCHMARK	PICKER NON-TEACHING AVERAGE
<b>Involvement of Family and Friends</b>	17.3%	52	0.365	Low	15.3%	10.2%	18.0%
<b>Q23/20. Did your family or someone else close to you have enough opportunity to talk to your doctor?</b>	25.0%	52	0.229	Med	20.8%	12.7%	23.1%
<b>Q24/21. How much information about your condition or treatment was given to your family or someone close to you?</b>	7.7%	52	0.174	Low	5.3%	0.9%	6.9%
<b>Q47/46. Did the doctors and nurses give your family or someone close to you all the information they needed to help you recover?</b>	19.2%	52	0.386	Low	19.6%	14.3%	24.1%

\* Significantly different from OAFB 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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**99th Medical Group - Ocallaghan Air Force Base  
Adult Inpatient Survey - Surgery Comparisons**

<b>Continuity and Transition</b>	OAFB PROBLEM SCORE	OAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER NON-TEACHING BENCHMARK	PICKER NON-TEACHING AVERAGE
<b>Continuity and Transition</b>	19.2%	52	0.599	High	17.6%	14.8%	25.2%
<b>Q43/42. Did someone on the hospital staff explain the purpose of the medicines you were to take at home in a way you could understand?</b>	7.8%	51	0.459	High	10.3%	3.5%	12.8%
<b>Q44/43. Did someone tell you about medication side effects to watch for when you went home?</b>	21.6%	51	0.473	Top	21.8%	12.2%	28.9%
<b>Q45/44. Did they tell you what danger signals about your illness or operation to watch for after you went home?</b>	17.3%	52	0.387	Low	18.6%	15.7%	28.1%
<b>Q46/45. Did they tell you when you could resume your usual activities, such as when to go back to work or drive a car?</b>	30.8%	52	0.356	Med	18.9%	15.3%	29.9%

\* Significantly different from OAFB 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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**99th Medical Group - Ocallaghan Air Force Base  
Adult Inpatient Survey - Surgery Comparisons**

<b><i>Surgery-Specific</i></b>	OAFB PROBLEM SCORE	OAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER NON-TEACHING BENCHMARK	PICKER NON-TEACHING AVERAGE
<b>Surgery-Specific</b>	20.2%	52	0.205	Med	15.1%	11.7%	20.6%
<b>Q39/- Did the surgeon explain the risks and benefits of the surgery in a way you could understand?</b>	9.6%	52	0.174	Low	7.1%	1.3%	11.7%
<b>Q40/- Did the surgeon or any of your other doctors answer your questions about the surgery in a way you could understand?</b>	11.5%	52	0.177	Low	8.2%	2.5%	12.8%
<b>Q41/- Did a doctor or nurse tell you accurately how you would feel after surgery?</b>	38.5%	52	0.142	Med	31.4%	20.9%	40.1%
<b>Q42/- Were the results of the surgery explained in a way you could understand?</b>	21.2%	52	0.156	Med	13.6%	7.6%	18.0%

\* Significantly different from OAFB 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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**99th Medical Group - Ocallaghan Air Force Base  
Adult Inpatient Survey - Surgery Comparisons**

<b>Overall Impression</b>	<b>OAFB PROBLEM SCORE</b>	<b>OAFB NUMBER OF RESPONSES</b>	<b>CORRELATION W/ OVERALL SATISFACTION</b>	<b>PRIORITY FOR ACTION</b>	<b>MHS AVERAGE</b>	<b>PICKER NON-TEACHING BENCHMARK</b>	<b>PICKER NON-TEACHING AVERAGE</b>
<b>Q7/4. How would you rate the courtesy of the staff who admitted you?</b>	0.0%	52		Low	2.8%	0.0%	4.4%
<b>Q13/10. How would you rate the courtesy of your doctors?</b>	0.0%	52		Low	1.6%	0.0%	3.5%
<b>Q14/11. How would you rate the availability of your doctors?</b>	7.7%	52	0.351	Low	6.4%	0.0%	8.9%
<b>Q19/16. How would you rate the courtesy of your nurses?</b>	9.6%	52	0.376	Low	5.7%	0.0%	7.6%
<b>Q20/17. How would you rate the availability of your nurses?</b>	13.5%	52	0.416	High	9.9%	3.2%	13.7%
<b>Q50/49. How would you rate how well the doctors and nurses worked together?</b>	5.8%	52	0.426	High	4.1%	0.0%	6.8%
<b>Q51/50. Overall, how would you rate the care you received at the hospital?</b>	3.8%	52	--	--	4.9%	0.0%	7.9%
<b>Q52/51. Would you recommend this hospital to your friends and family?</b>	32.7%	52	0.454	Top	26.7%	4.6%	27.6%

\* Significantly different from OAFB 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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**99th Medical Group - Ocallaghan Air Force Base  
Adult Inpatient Survey - Childbirth Comparisons**

<b>Dimensions</b>	OAFB PROBLEM SCORE	OAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER NON-TEACHING BENCHMARK	PICKER NON-TEACHING AVERAGE
<b>All Dimensions Combined</b>	20.0%	30	0.774	Top	25.6%	11.8%	21.2%
<b>Respect for Patient Preferences</b>	20.8%	30	0.568	Top	26.5%	7.3%	20.0%
<b>Coordination of Care</b>	20.0%	30	0.603	Top	26.9%	9.4%	17.2%
<b>Information and Education</b>	17.5%	30	0.660	High	23.9%	7.2%	18.0%
<b>Physical Comfort</b>	10.0%	30	0.408	High	13.1%	1.7%	9.6%
<b>Emotional Support</b>	24.4%	30	0.689	Top	28.3%	11.9%	22.3%
<b>Involvement of Family and Friends</b>	20.0%	30	0.359	Med	29.6%	9.6%	25.2%
<b>Continuity and Transition</b>	25.8%	30	0.387	Med	28.1%	18.2%	31.3%
<b>Childbirth-Specific</b>	21.7%	30	0.751	Top	28.1%	14.8%	26.0%

\* Significantly different from OAFB 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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**99th Medical Group - Ocallaghan Air Force Base  
Adult Inpatient Survey - Childbirth Comparisons**

<b><i>Respect for Patient Preferences</i></b>	OAFB PROBLEM SCORE	OAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER NON-TEACHING BENCHMARK	PICKER NON-TEACHING AVERAGE
<b>Respect for Patient Preferences</b>	20.8%	30	0.568	Top	26.5%	7.3%	20.0%
<b>Q12/9. Did doctors talk in front of you as if you weren't there?</b>	20.0%	30	0.110	Med	15.4%	3.8%	13.6%
<b>Q18/15. Did nurses talk in front of you as if you weren't there?</b>	16.7%	30	-0.098	Low	15.2%	3.0%	15.5%
<b>Q22/19. Did you have enough say about your treatment?</b>	26.7%	30	0.630	Top	42.6%	14.7%	30.5%
<b>Q30/27. Did you feel like you were treated with respect and dignity while you were in the hospital?</b>	20.0%	30	0.660	Top	33.0%	2.7%	20.7%

\* Significantly different from OAFB 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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**99th Medical Group - Ocallaghan Air Force Base  
Adult Inpatient Survey - Childbirth Comparisons**

<b>Coordination of Care</b>	OAFB PROBLEM SCORE	OAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER NON-TEACHING BENCHMARK	PICKER NON-TEACHING AVERAGE
<b>Coordination of Care</b>	20.0%	30	0.603	Top	26.9%	9.4%	17.2%
<b>Q4/1. How organized was the admission process?</b>	20.0%	30	0.660	Top	27.2%	5.1%	19.4%
<b>Q5/2. Do you feel you had to wait an unnecessarily long time to go to your room?</b>	13.3%	30	0.086	Low	16.1%	0.0%	8.6%
<b>Q8/5. Was there one particular doctor in charge of your care in the hospital?</b>	33.3%	30	0.311	Med	26.8%	1.9%	11.8% *
<b>Q21/18. Sometimes in the hospital, one doctor or nurse will say one thing and another will say something quite different. Did this happen to you?</b>	23.3%	30	0.555	Top	36.1%	14.1%	26.1%
<b>Q29/26. Were your scheduled tests and procedures performed on time?</b>	10.0%	30	0.073	Low	28.6%	8.4%	20.0%

\* Significantly different from OAFB 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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**99th Medical Group - Ocallaghan Air Force Base  
Adult Inpatient Survey - Childbirth Comparisons**

<b>Information and Education</b>	OAFB PROBLEM SCORE	OAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER NON-TEACHING BENCHMARK	PICKER NON-TEACHING AVERAGE
<b>Information and Education</b>	17.5%	30	0.660	High	23.9%	7.2%	18.0%
<b>Q6/3. If you had to wait to go to your room, did someone from the hospital explain the reason for the delay?</b>	3.3%	30	0.041	Low	6.7%	0.0%	4.1%
<b>Q9/6. When you had important questions to ask a doctor, did you get answers you could understand?</b>	13.3%	30	0.410	High	27.3%	3.6%	20.3%
<b>Q15/12. When you had important questions to ask a nurse, did you get answers you could understand?</b>	40.0%	30	0.629	Top	35.3%	10.7%	27.1%
<b>Q28/25. Did a doctor or nurse explain the results of tests in a way you could understand?</b>	13.3%	30	0.410	High	26.2%	6.5%	20.5%

\* Significantly different from OAFB 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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**99th Medical Group - Ocallaghan Air Force Base  
Adult Inpatient Survey - Childbirth Comparisons**

<b>Physical Comfort</b>	OAFB PROBLEM SCORE	OAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER NON-TEACHING BENCHMARK	PICKER NON-TEACHING AVERAGE
<b>Physical Comfort</b>	10.0%	30	0.408	High	13.1%	1.7%	9.6%
<b>Q26/23. When you needed help getting to the bathroom, did you get it in time?</b>	20.0%	30	0.110	Med	19.9%	3.9%	15.2%
<b>Q27/24. How many minutes after you used the call button did it usually take before you got the help you needed?</b>	0.0%	30		Low	3.2%	0.0%	2.2%
<b>Q35/38. How many minutes after you requested pain medicine did it usually take before you got it?</b>	3.3%	30	0.245	Low	7.7%	0.0%	4.4%
<b>Q36/39. Do you think that the hospital staff did everything they could to help control your pain?</b>	20.0%	30	0.477	Top	24.7%	2.0%	18.6%
<b>Q37/40. Overall, how much pain medicine did you get?</b>	6.7%	30	0.059	Low	9.7%	0.8%	7.5%

\* Significantly different from OAFB 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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**99th Medical Group - Ocallaghan Air Force Base  
Adult Inpatient Survey - Childbirth Comparisons**

<b><i>Emotional Support</i></b>	OAFB PROBLEM SCORE	OAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER NON-TEACHING BENCHMARK	PICKER NON-TEACHING AVERAGE
<b>Emotional Support</b>	24.4%	30	0.689	Top	28.3%	11.9%	22.3%
<b>Q10/7. If you had any anxieties or fears about your condition or treatment, did a doctor discuss them with you?</b>	16.7%	30	0.492	High	23.5%	9.6%	20.5%
<b>Q11/8. Did you have confidence and trust in the doctors treating you?</b>	23.3%	30	0.468	Top	28.9%	2.3%	15.8%
<b>Q16/13. If you had any anxieties or fears about your condition or treatment, did a nurse discuss them with you?</b>	33.3%	30	0.389	Med	32.6%	12.0%	25.0%
<b>Q17/14. Did you have confidence and trust in the nurses treating you?</b>	36.7%	30	0.624	Top	36.6%	9.2%	28.0%
<b>Q25/22. Was it easy for you to find someone on the hospital staff to talk to about your concerns?</b>	33.3%	30	0.700	Top	40.0%	10.6%	29.5%
<b>Q49/48. Did you get as much help as you wanted from someone on the hospital staff in figuring out how to pay your hospital bill?</b>	3.3%	30	0.041	Low	8.4%	2.9%	15.2%

\* Significantly different from OAFB 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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**99th Medical Group - Ocallaghan Air Force Base  
Adult Inpatient Survey - Childbirth Comparisons**

<b><i>Involvement of Family and Friends</i></b>	OAFB PROBLEM SCORE	OAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER NON-TEACHING BENCHMARK	PICKER NON-TEACHING AVERAGE
<b>Involvement of Family and Friends</b>	20.0%	30	0.359	Med	29.6%	9.6%	25.2%
<b>Q23/20. Did your family or someone else close to you have enough opportunity to talk to your doctor?</b>	26.7%	30	0.298	Med	35.5%	3.6%	28.7%
<b>Q24/21. How much information about your condition or treatment was given to your family or someone close to you?</b>	6.7%	30	0.353	Low	9.6%	0.0%	7.8%
<b>Q47/46. Did the doctors and nurses give your family or someone close to you all the information they needed to help you recover?</b>	26.7%	30	0.216	Med	43.7%	23.0%	39.0%

\* Significantly different from OAFB 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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**99th Medical Group - Ocallaghan Air Force Base  
Adult Inpatient Survey - Childbirth Comparisons**

<b>Continuity and Transition</b>	OAFB PROBLEM SCORE	OAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER NON-TEACHING BENCHMARK	PICKER NON-TEACHING AVERAGE
<b>Continuity and Transition</b>	25.8%	30	0.387	Med	28.1%	18.2%	31.3%
<b>Q43/42. Did someone on the hospital staff explain the purpose of the medicines you were to take at home in a way you could understand?</b>	17.9%	28	0.422	High	18.9%	2.6%	14.0%
<b>Q44/43. Did someone tell you about medication side effects to watch for when you went home?</b>	39.3%	28	0.354	Med	32.3%	15.8%	31.2%
<b>Q45/44. Did they tell you what danger signals about your illness or operation to watch for after you went home?</b>	26.7%	30	0.298	Med	29.5%	11.9%	34.1%
<b>Q46/45. Did they tell you when you could resume your usual activities, such as when to go back to work or drive a car?</b>	23.3%	30	0.121	Med	31.0%	12.5%	36.8%

\* Significantly different from OAFB 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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## 99th Medical Group - Ocallaghan Air Force Base

### Adult Inpatient Survey - Childbirth Comparisons

<b>Childbirth-Specific</b>	OAFB PROBLEM SCORE	OAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER NON-TEACHING BENCHMARK	PICKER NON-TEACHING AVERAGE
<b>Childbirth-Specific</b>	21.7%	30	0.751	Top	28.1%	14.8%	26.0%
<b>Q-/29. Did your doctor or midwife answer your questions about the delivery in a way you could understand?</b>	10.0%	30	0.562	High	20.9%	4.3%	15.0%
<b>Q-/30. Did your doctor or midwife discuss your options for pain control during the labor and delivery with you?</b>	20.0%	30	0.568	Top	22.6%	9.1%	29.0%
<b>Q-/31. Did you have enough say about your pain control during labor and delivery?</b>	36.7%	30	0.548	Top	28.6%	9.8%	27.7%
<b>Q-/32. How much anesthesia and pain medicine did you get during labor and delivery?</b>	23.3%	30	0.208	Med	19.7%	2.7%	15.0%
<b>Q-/33. Did a doctor, midwife or nurse tell you accurately how you would feel after your delivery?</b>	26.7%	30	0.713	Top	51.3%	28.3%	46.7% *
<b>Q-/41. Did you get enough information about caring for the baby?</b>	13.3%	30	0.302	Low	25.2%	9.4%	22.5%

\* Significantly different from OAFB problem score

Patients discharged: July 2001 - September 2001

<p>Top Priority: score <math>\geq</math> 20% and corr. <math>\geq</math> 0.4  High Priority: score <math>&lt;</math> 20% and corr. <math>\geq</math> 0.4  Medium Priority: score <math>\geq</math> 20% and corr. <math>&lt;</math> 0.4  Low Priority: score <math>&lt;</math> 20% and corr. <math>&lt;</math> 0.4</p>
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## 99th Medical Group - Ocallaghan Air Force Base Adult Inpatient Survey - Childbirth Comparisons

<b>Overall Impression</b>	OAFB PROBLEM SCORE	OAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER NON-TEACHING BENCHMARK	PICKER NON-TEACHING AVERAGE
<b>Q7/4. How would you rate the courtesy of the staff who admitted you?</b>	3.3%	30	0.449	High	7.8%	0.0%	5.5%
<b>Q13/10. How would you rate the courtesy of your doctors?</b>	3.3%	30	0.449	High	7.2%	0.0%	4.4%
<b>Q14/11. How would you rate the availability of your doctors?</b>	10.0%	30	0.684	High	14.5%	0.0%	9.4%
<b>Q19/16. How would you rate the courtesy of your nurses?</b>	10.0%	30	0.318	Low	10.0%	0.0%	7.1%
<b>Q20/17. How would you rate the availability of your nurses?</b>	16.7%	30	0.492	High	12.1%	0.0%	9.7%
<b>Q50/49. How would you rate how well the doctors and nurses worked together?</b>	6.7%	30	0.647	High	8.7%	0.9%	6.2%
<b>Q51/50. Overall, how would you rate the care you received at the hospital?</b>	6.7%	30	--	--	10.8%	0.0%	6.3%
<b>Q52/51. Would you recommend this hospital to your friends and family?</b>	36.7%	30	0.700	Top	51.8%	5.0%	27.0%

\* Significantly different from OAFB 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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