



**Report on Patients' Experiences
1st Medical Group - Langley Air Force Base
Adult Inpatient Survey**

Patients discharged: July 4, 2001 - September 30, 2001

1st Medical Group - Langley Air Force Base

Executive Summary - Adult Inpatient Survey

METHODOLOGY:

This report summarizes an Adult Inpatient Survey of 1st Medical Group - Langley Air Force Base (LAFB) patients discharged between July 4, 2001 and September 30, 2001. This report compares the results of the survey for 1st Medical Group - Langley Air Force Base to the results of Military Health System as well as to the results from other surveys Picker has conducted.

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

SUMMARY FINDINGS:

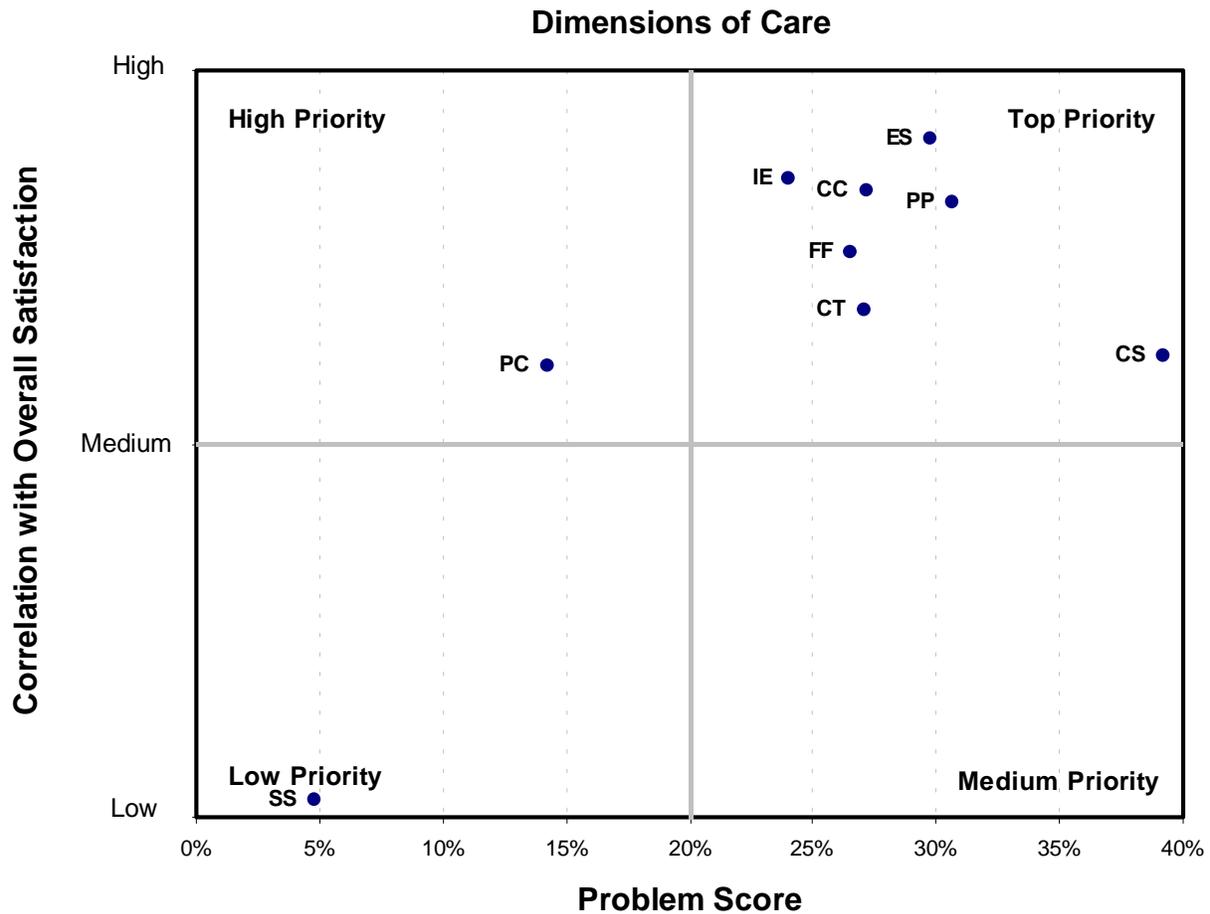
Overall Satisfaction	MHS Overall	LAFB Overall	LAFB Medicine	LAFB Surgery	LAFB Childbirth
Overall Rating (Percent Excellent)	45.5%	38.3%	27.8%	66.7%	32.4%
Would definitely recommend	59.6%	51.4%	50.0%	90.5% *	39.7% *

Dimensions	MHS Overall	LAFB Overall	LAFB Medicine	LAFB Surgery	LAFB Childbirth
All Dimensions Combined	20.5%	26.2% *	24.8%	8.3% *	32.0% *
Respect for Patient Preferences	21.5%	30.6% *	30.6%	8.3% *	37.5% *
Coordination of Care	20.7%	27.2% *	26.3%	11.1% *	32.4% *
Information and Education	21.7%	24.0%	32.8%	10.7% *	25.7%
Physical Comfort	10.4%	14.2%	14.4%	8.6%	15.9%
Emotional Support	24.2%	29.8%	30.6%	12.7% *	34.8% *
Involvement of Family and Friends	21.3%	26.5%	11.1% *	7.9% *	36.3% *
Continuity and Transition	23.3%	27.1%	27.8%	2.4% *	34.6% *
Surgery-Specific	15.1%	4.8% *		4.8% *	
Childbirth-Specific	28.1%	39.2% *			39.2% *

* Statistically significantly different from MHS Overall Average

1st Medical Group - Langley 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

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

Patients discharged: July 4, 2001 - September 30, 2001

1st Medical Group - Langley Air Force Base

Adult Inpatient Survey - Key Strengths

	LAFB PROBLEM SCORE	LAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION
<i>Dimensions</i>			
Surgery-Specific	4.8%	21	-0.027
<i>Physical Comfort</i>			
Q27/24. How many minutes after you used the call button did it usually take before you got the help you needed?	1.9%	107	0.181
Q35/38. How many minutes after you requested pain medicine did it usually take before you got it?	4.7%	107	0.270
<i>Emotional Support</i>			
Q49/48. Did you get as much help as you wanted from someone on the hospital staff in figuring out how to pay your hospital bill?	9.3%	107	0.099
<i>Surgery-Specific</i>			
Q39/-. Did the surgeon explain the risks and benefits of the surgery in a way you could understand?	0.0%	21	
Q40/-. Did the surgeon or any of your other doctors answer your questions about the surgery in a way you could understand?	0.0%	21	
Q42/-. Were the results of the surgery explained in a way you could understand?	0.0%	21	

Patients discharged: July 2001 - September 2001

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

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

1st Medical Group - Langley Air Force Base

Adult Inpatient Survey - Areas for Improvement

	LAFB PROBLEM SCORE	LAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION
<i>Dimensions</i>			
* All Dimensions Combined	26.2%	107	0.813
* Respect for Patient Preferences	30.6%	107	0.659
* Coordination of Care	27.2%	107	0.673
* Information and Education	24.0%	107	0.684
* Emotional Support	29.8%	107	0.727
* Involvement of Family and Friends	26.5%	107	0.605
* Continuity and Transition	27.1%	107	0.545
* Childbirth-Specific	39.2%	68	0.496
<i>Respect for Patient Preferences</i>			
* Q22/19. Did you have enough say about your treatment?	52.3%	107	0.598
* Q30/27. Did you feel like you were treated with respect and dignity while you were in the hospital?	38.3%	107	0.676
<i>Coordination of Care</i>			
* Q2/- . How organized was the care you received in the emergency room?	20.8%	24	0.530
* Q4/1. How organized was the admission process?	29.9%	107	0.611
Q8/5. Was there one particular doctor in charge of your care in the hospital?	23.4%	107	0.258
* 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?	31.8%	107	0.412
Q29/26. Were your scheduled tests and procedures performed on time?	32.7%	107	0.315

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

1st Medical Group - Langley Air Force Base

Adult Inpatient Survey - Areas for Improvement

	LAFB PROBLEM SCORE	LAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION
<i>Information and Education</i>			
* Q3/-. While you were in the emergency room, did you get enough information about your medical condition and treatment?	33.3%	24	0.539
* Q9/6. When you had important questions to ask a doctor, did you get answers you could understand?	24.3%	107	0.538
* Q15/12. When you had important questions to ask a nurse, did you get answers you could understand?	33.6%	107	0.496
* Q28/25. Did a doctor or nurse explain the results of tests in a way you could understand?	25.2%	107	0.503
<i>Physical Comfort</i>			
Q26/23. When you needed help getting to the bathroom, did you get it in time?	21.5%	107	0.368
* Q36/39. Do you think that the hospital staff did everything they could to help control your pain?	30.8%	107	0.478
<i>Emotional Support</i>			
* Q10/7. If you had any anxieties or fears about your condition or treatment, did a doctor discuss them with you?	28.0%	107	0.470
* Q11/8. Did you have confidence and trust in the doctors treating you?	30.8%	107	0.630
* Q16/13. If you had any anxieties or fears about your condition or treatment, did a nurse discuss them with you?	31.8%	107	0.473
* Q17/14. Did you have confidence and trust in the nurses treating you?	37.4%	107	0.590
* Q25/22. Was it easy for you to find someone on the hospital staff to talk to about your concerns?	41.1%	107	0.577

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1st Medical Group - Langley Air Force Base

Adult Inpatient Survey - Areas for Improvement

	LAFB PROBLEM SCORE	LAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION
<i>Involvement of Family and Friends</i>			
* Q23/20. Did your family or someone else close to you have enough opportunity to talk to your doctor?	34.6%	107	0.533
* Q47/46. Did the doctors and nurses give your family or someone close to you all the information they needed to help you recover?	34.6%	107	0.437
<i>Continuity and Transition</i>			
Q44/43. Did someone tell you about medication side effects to watch for when you went home?	29.1%	103	0.391
* Q45/44. Did they tell you what danger signals about your illness or operation to watch for after you went home?	26.2%	107	0.457
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?	32.7%	107	0.367
<i>Childbirth-Specific</i>			
* Q-/29. Did your doctor or midwife answer your questions about the delivery in a way you could understand?	26.5%	68	0.442
Q-/30. Did your doctor or midwife discuss your options for pain control during the labor and delivery with you?	41.2%	68	0.376
Q-/31. Did you have enough say about your pain control during labor and delivery?	52.9%	68	0.347
Q-/32. How much anesthesia and pain medicine did you get during labor and delivery?	26.5%	68	0.049
* Q-/33. Did a doctor, midwife or nurse tell you accurately how you would feel after your delivery?	58.8%	68	0.431
Q-/41. Did you get enough information about caring for the baby?	29.4%	68	0.344
<i>Overall Impression</i>			
* Q52/51. Would you recommend this hospital to your friends and family?	44.9%	107	0.710

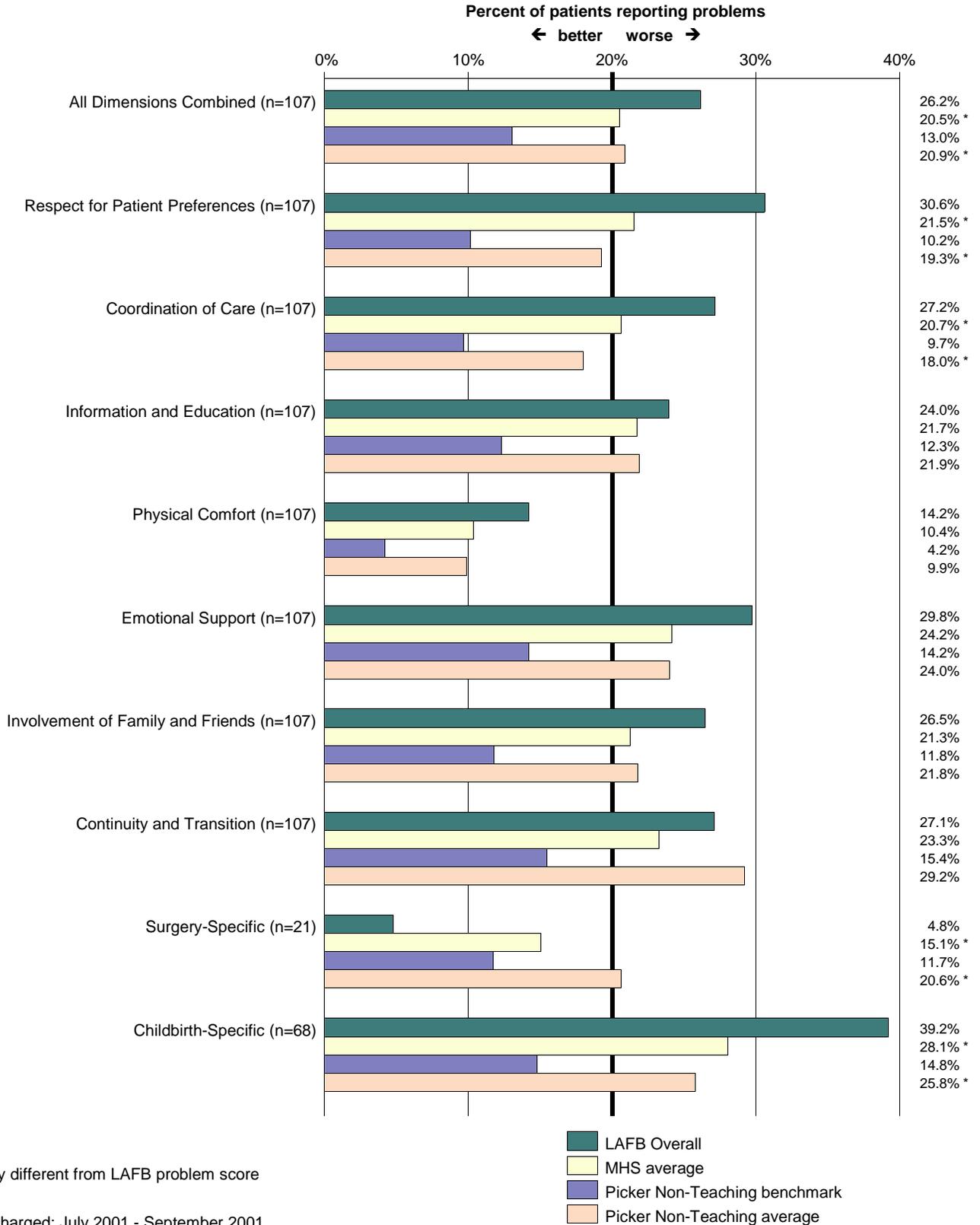
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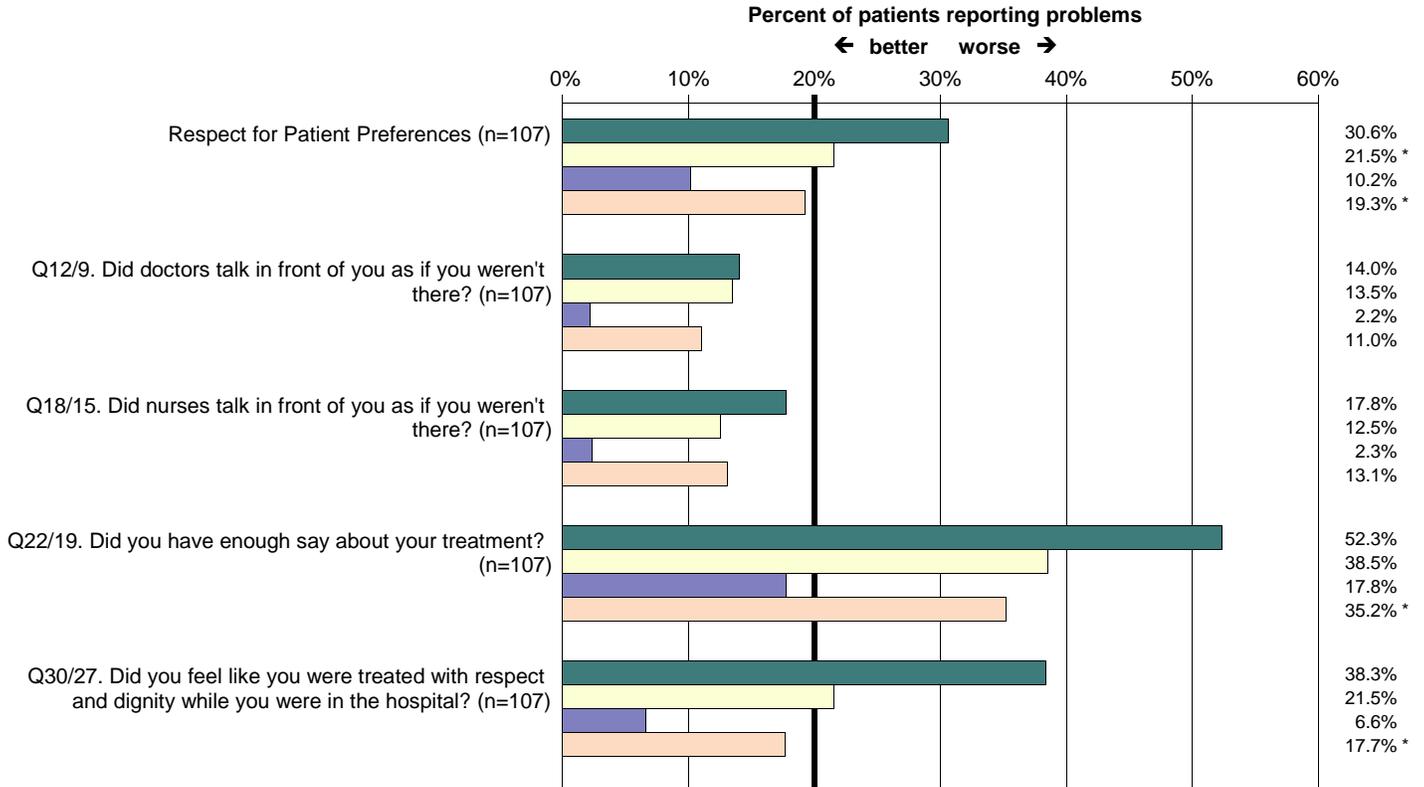
1st Medical Group - Langley Air Force Base Adult Inpatient Survey - Overall Comparisons

Dimensions



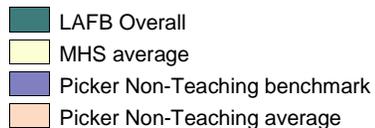
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Respect for Patient Preferences



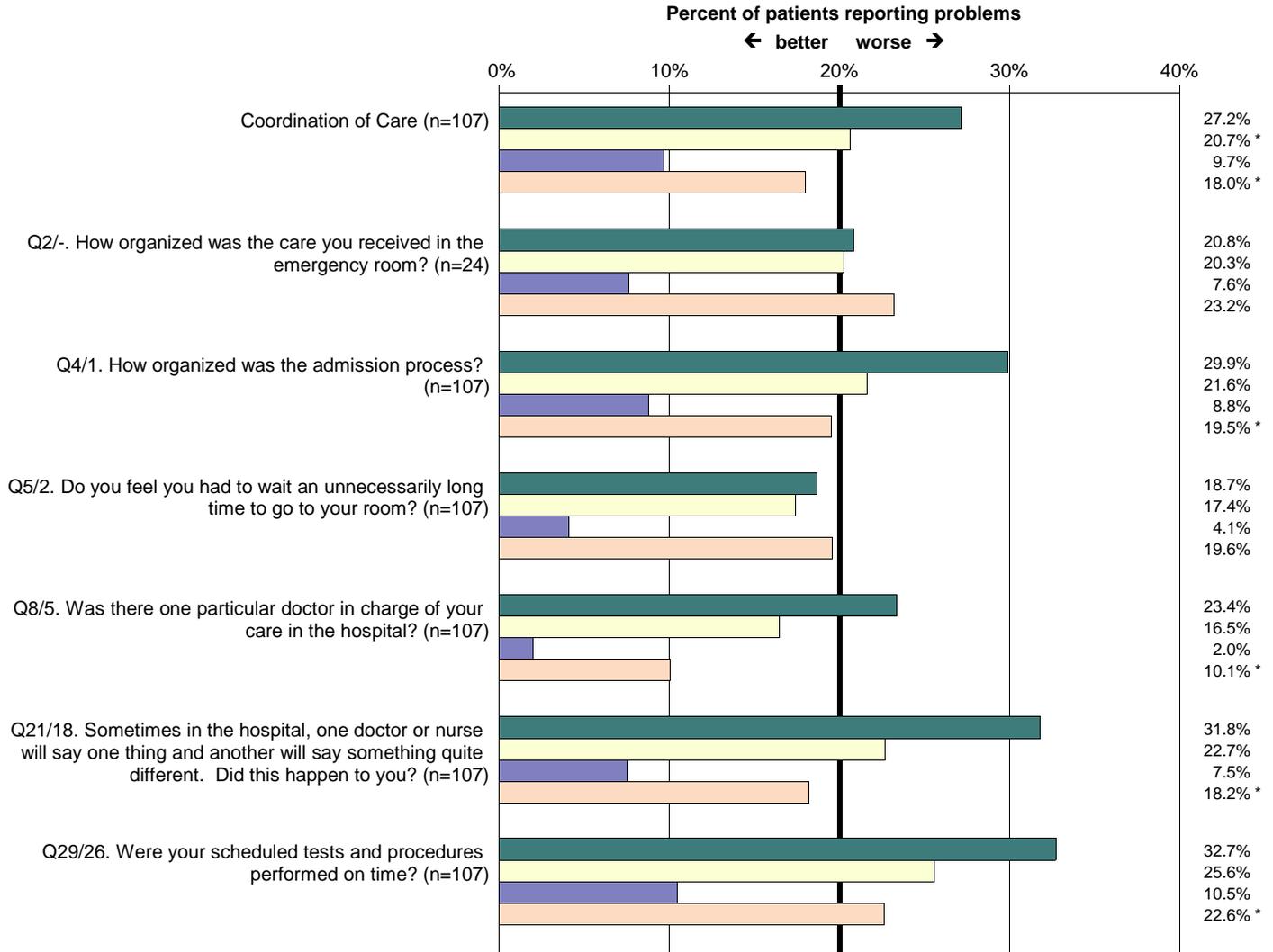
* Significantly different from LAFB problem score

Patients discharged: July 2001 - September 2001



1st Medical Group - Langley Air Force Base Adult Inpatient Survey - Overall Comparisons

Coordination of Care



* Significantly different from LAFB problem score

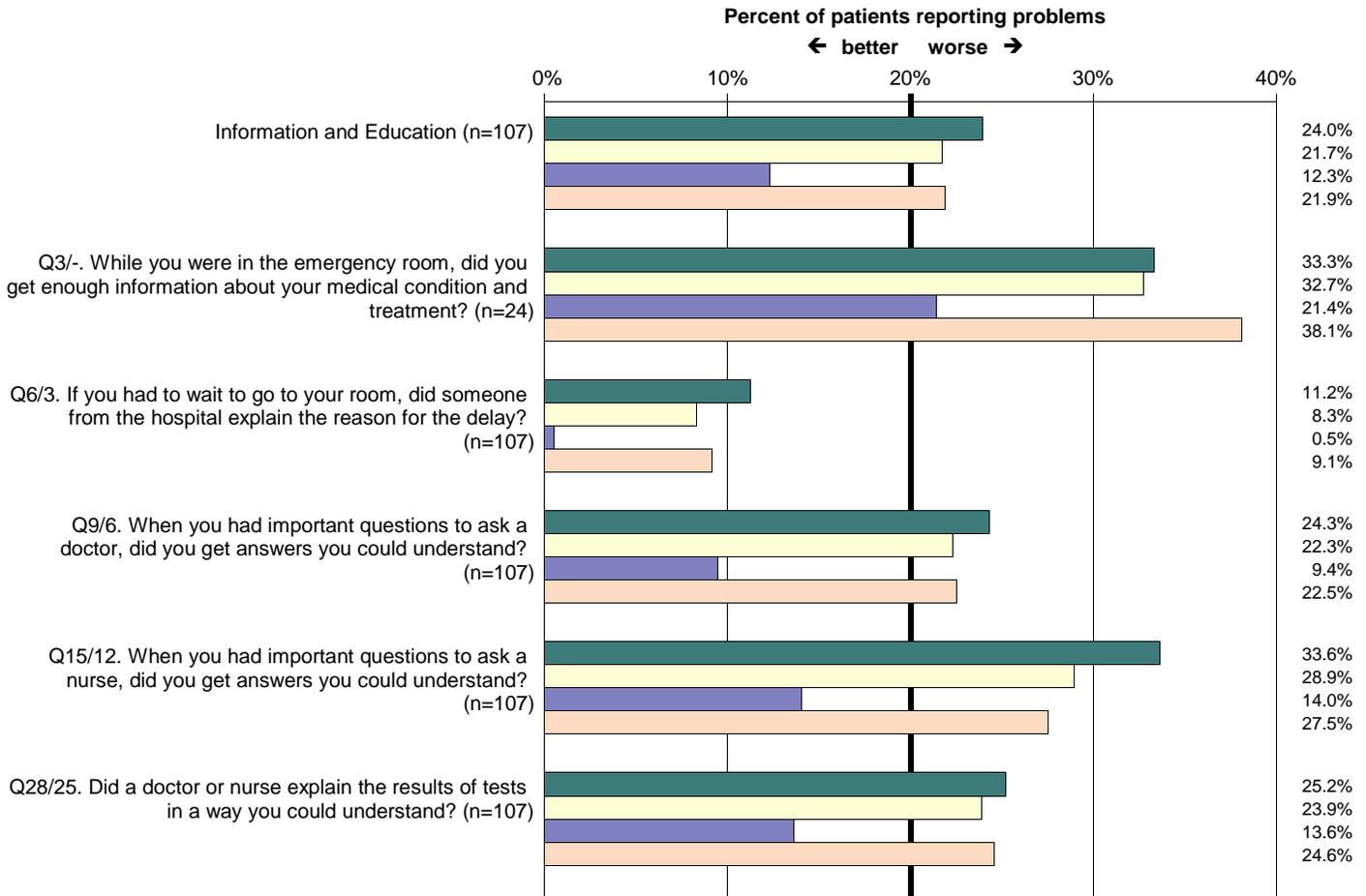
Patients discharged: July 2001 - September 2001

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

1st Medical Group - Langley Air Force Base

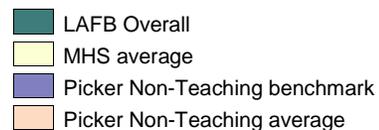
Adult Inpatient Survey - Overall Comparisons

Information and Education



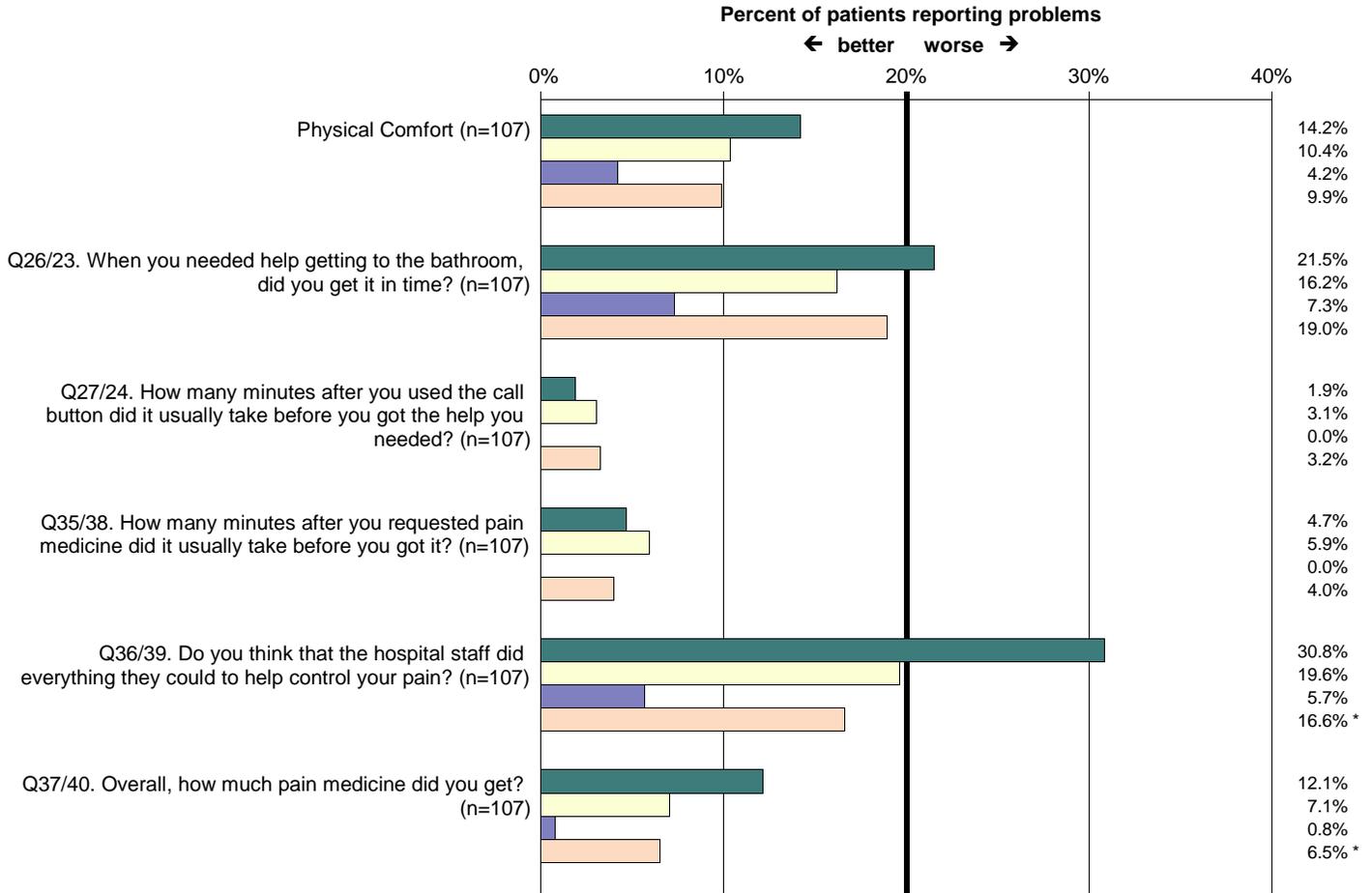
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Patients discharged: July 2001 - September 2001



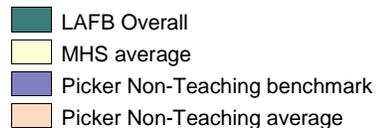
1st Medical Group - Langley Air Force Base Adult Inpatient Survey - Overall Comparisons

Physical Comfort



* Significantly different from LAFB problem score

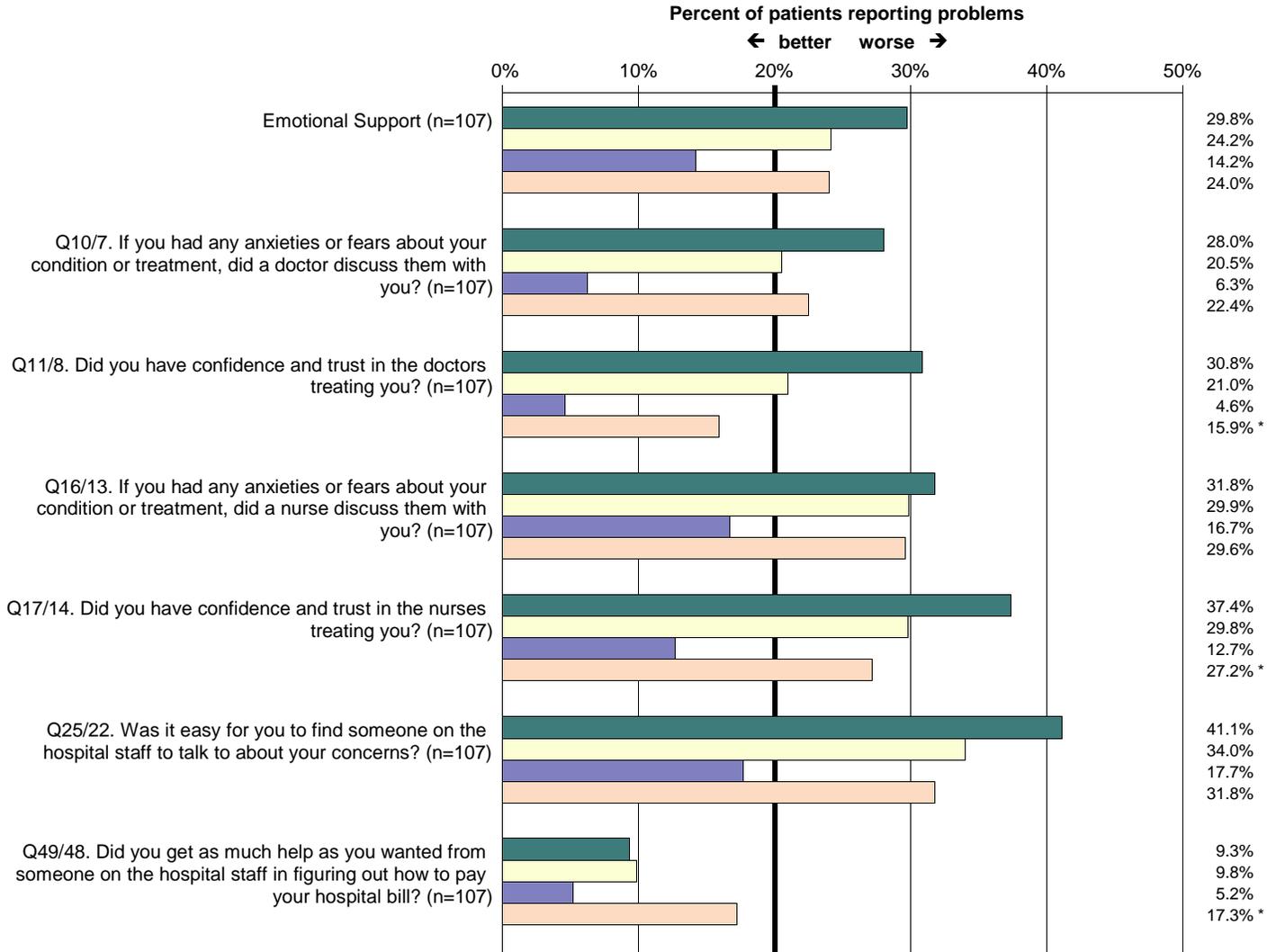
Patients discharged: July 2001 - September 2001



1st Medical Group - Langley Air Force Base

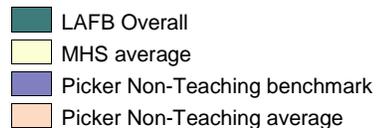
Adult Inpatient Survey - Overall Comparisons

Emotional Support



* Significantly different from LAFB problem score

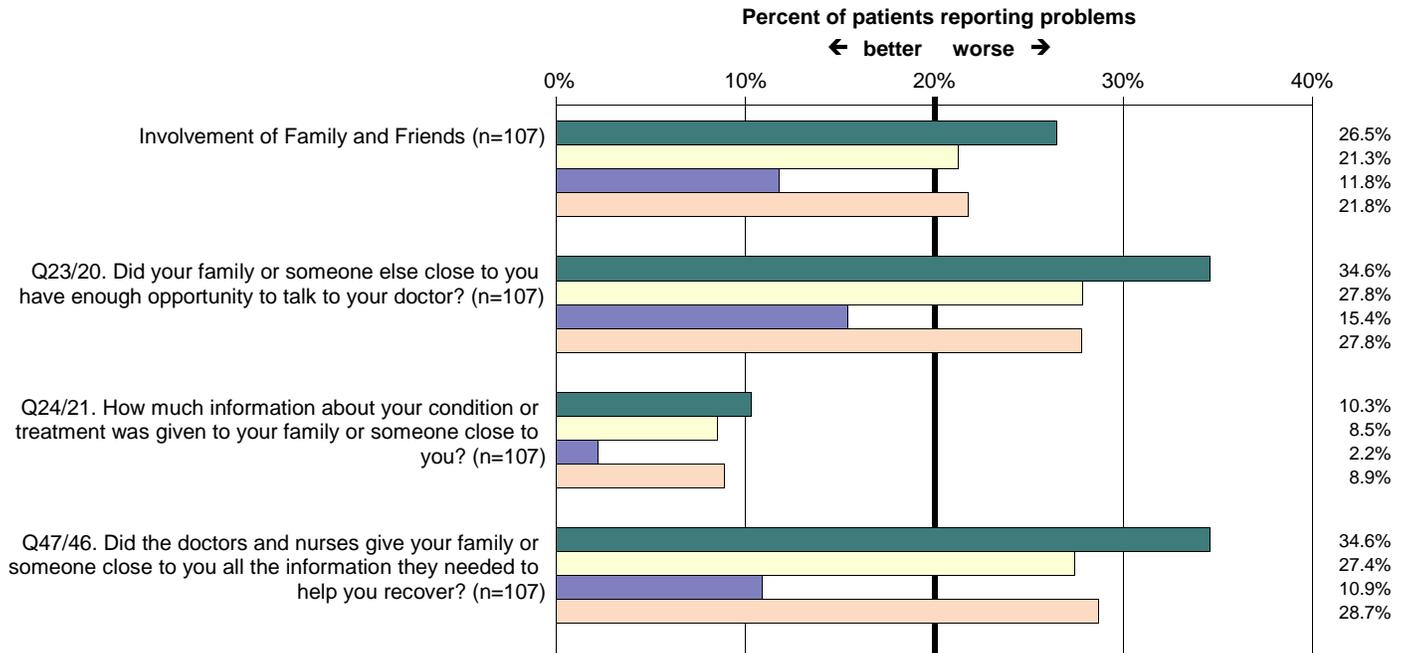
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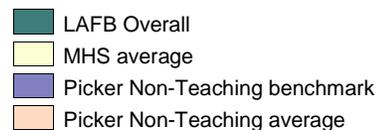
Adult Inpatient Survey - Overall Comparisons

Involvement of Family and Friends



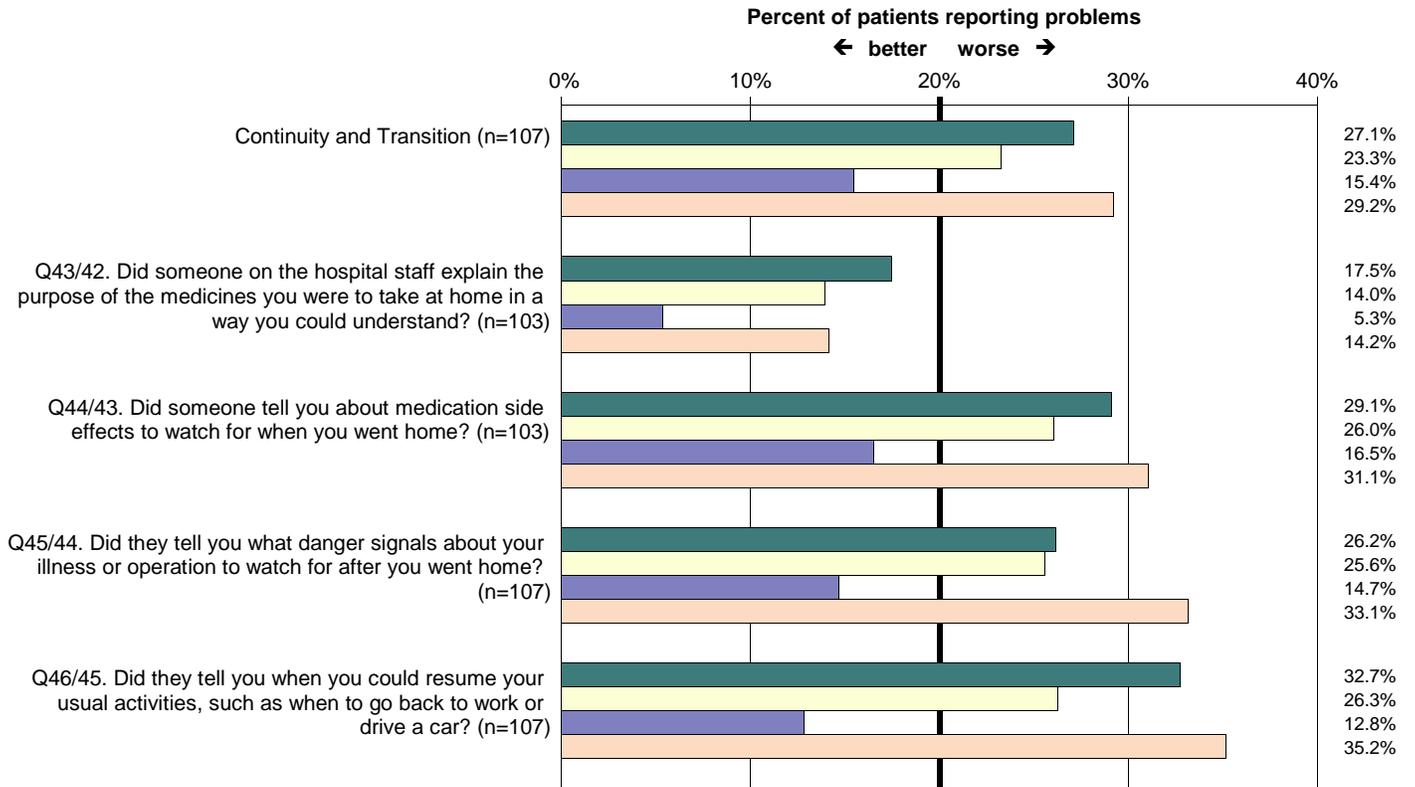
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Patients discharged: July 2001 - September 2001



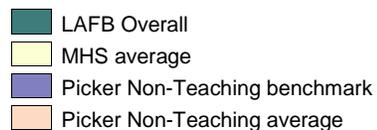
1st Medical Group - Langley Air Force Base Adult Inpatient Survey - Overall Comparisons

Continuity and Transition



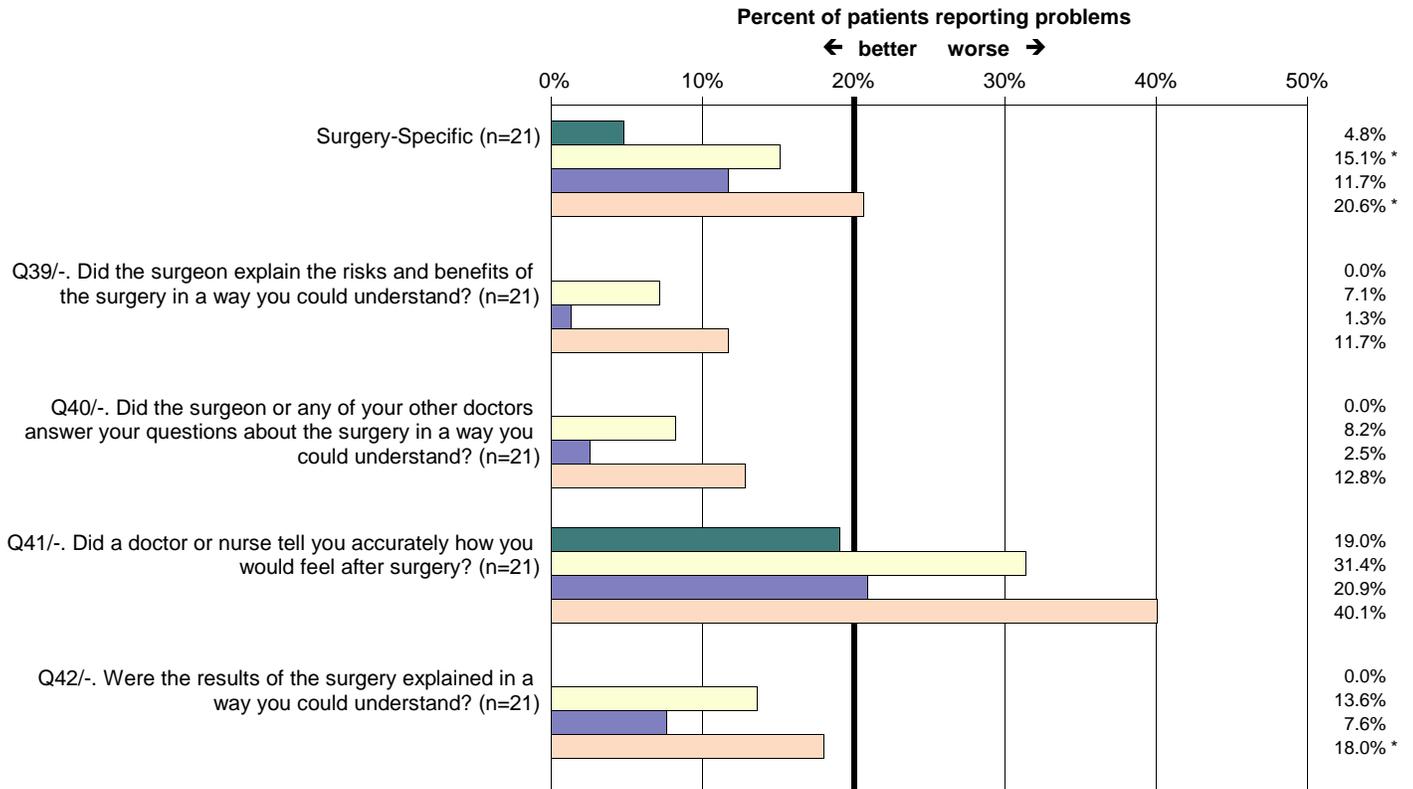
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Patients discharged: July 2001 - September 2001



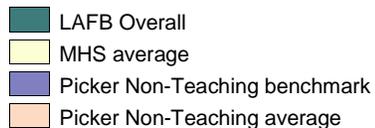
1st Medical Group - Langley Air Force Base Adult Inpatient Survey - Overall Comparisons

Surgery-Specific



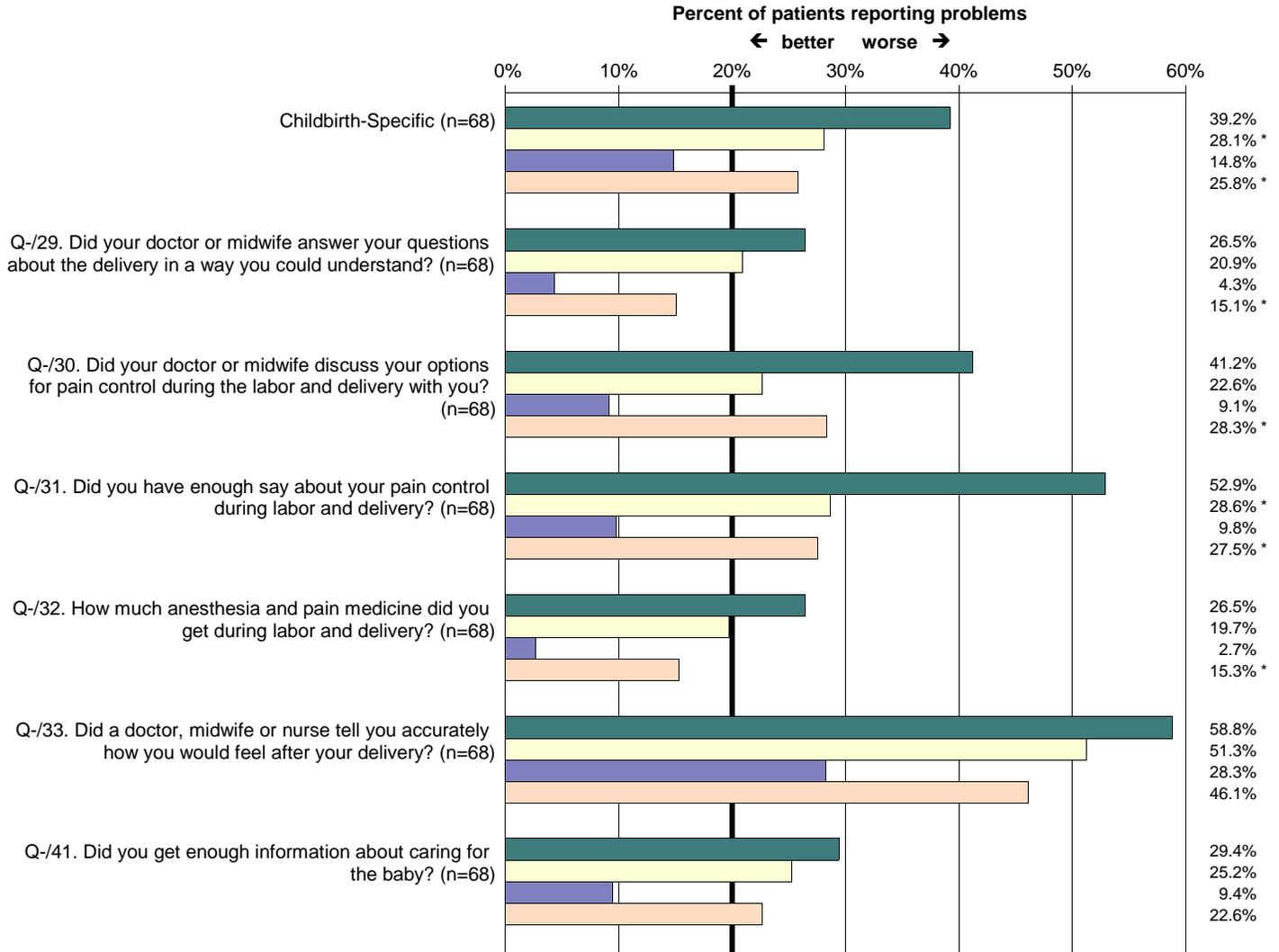
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Patients discharged: July 2001 - September 2001



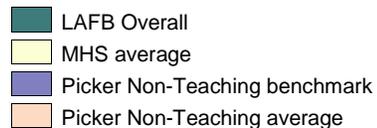
1st Medical Group - Langley Air Force Base Adult Inpatient Survey - Overall Comparisons

Childbirth-Specific



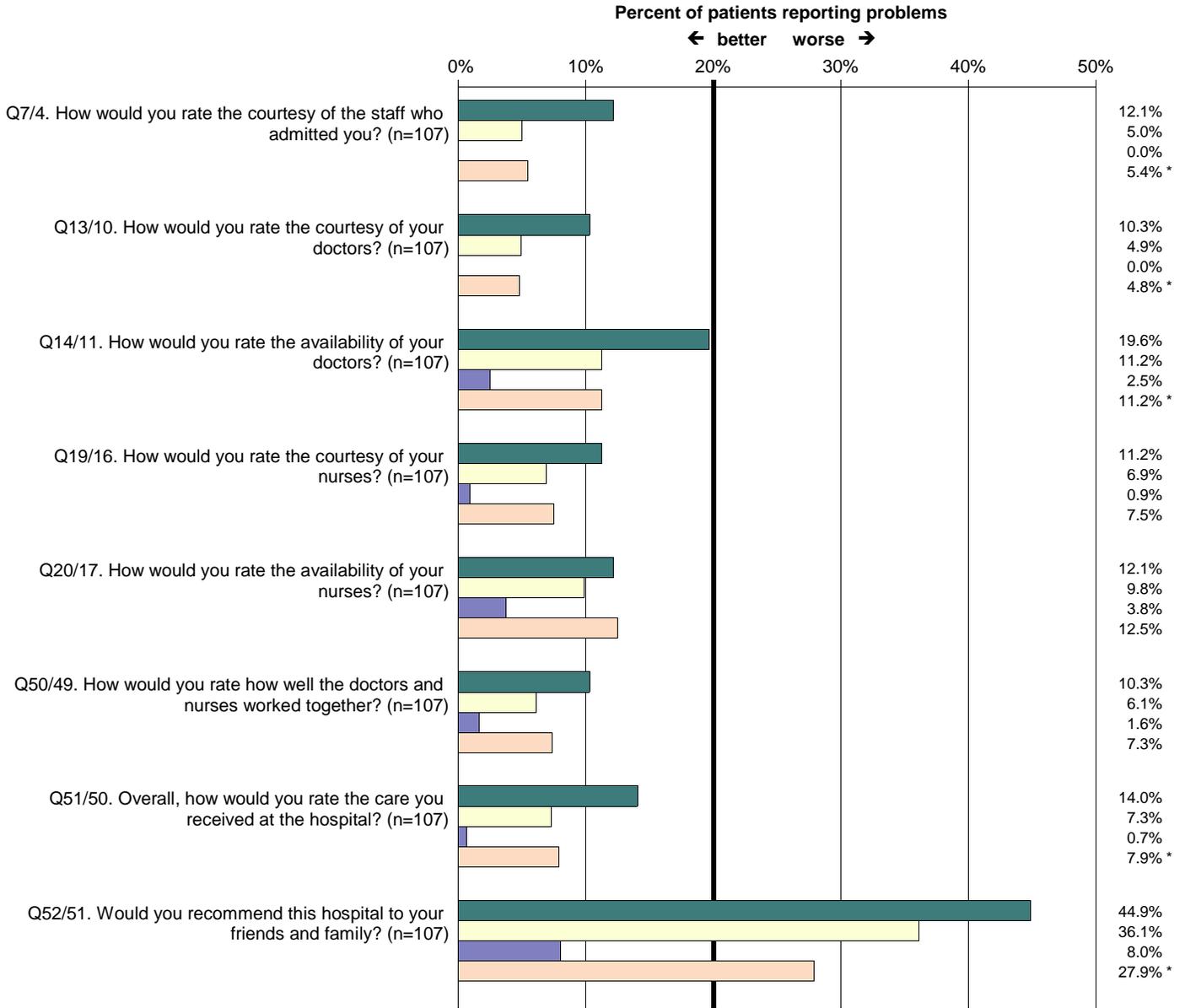
* Significantly different from LAFB problem score

Patients discharged: July 2001 - September 2001



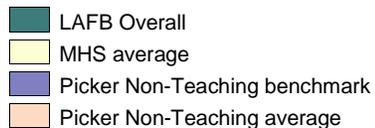
1st Medical Group - Langley Air Force Base Adult Inpatient Survey - Overall Comparisons

Overall Impression



* Significantly different from LAFB problem score

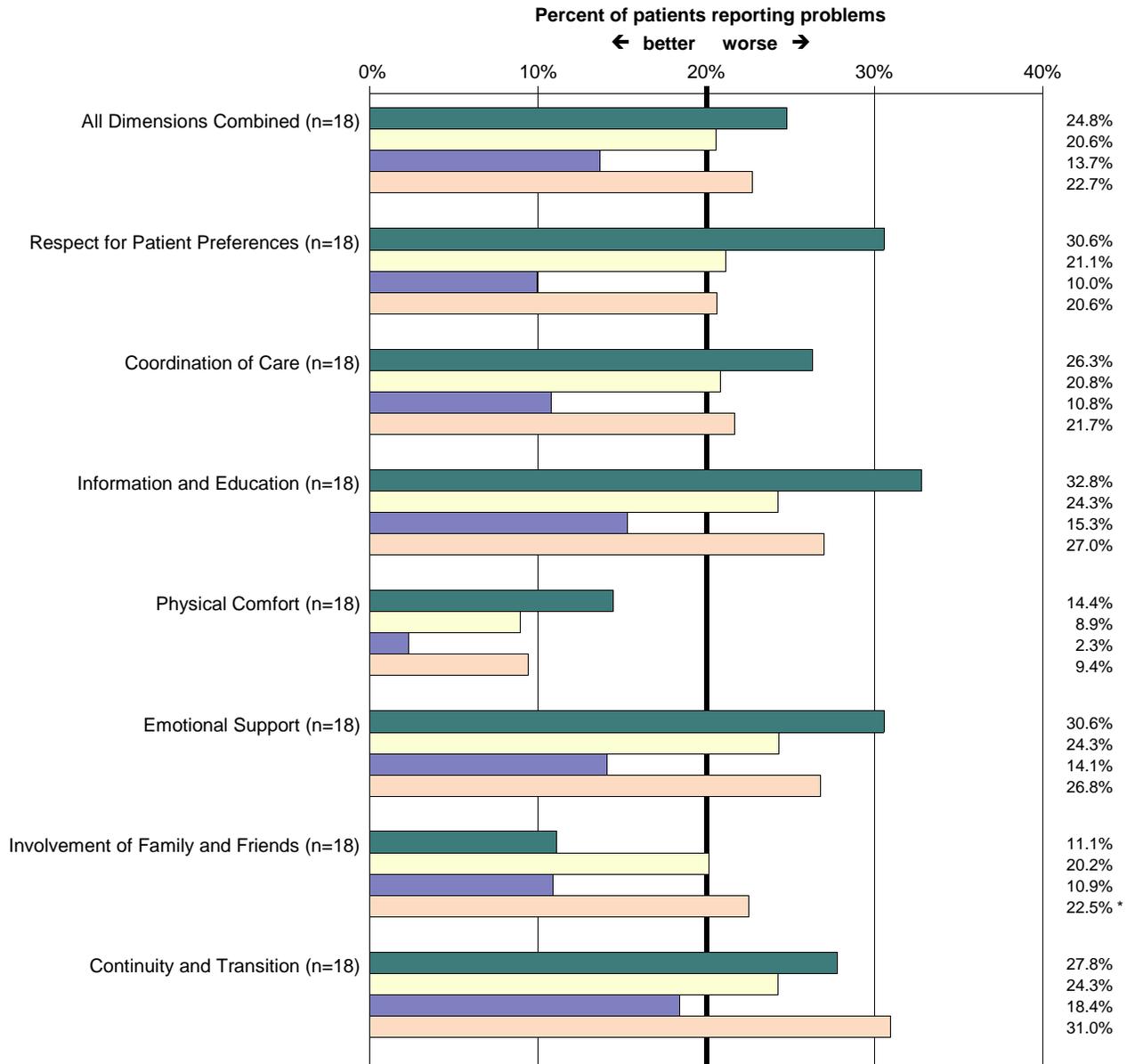
Patients discharged: July 2001 - September 2001



1st Medical Group - Langley Air Force Base

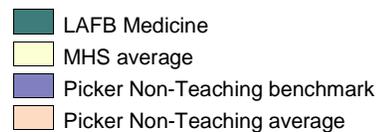
Adult Inpatient Survey - Medicine Comparisons

Dimensions



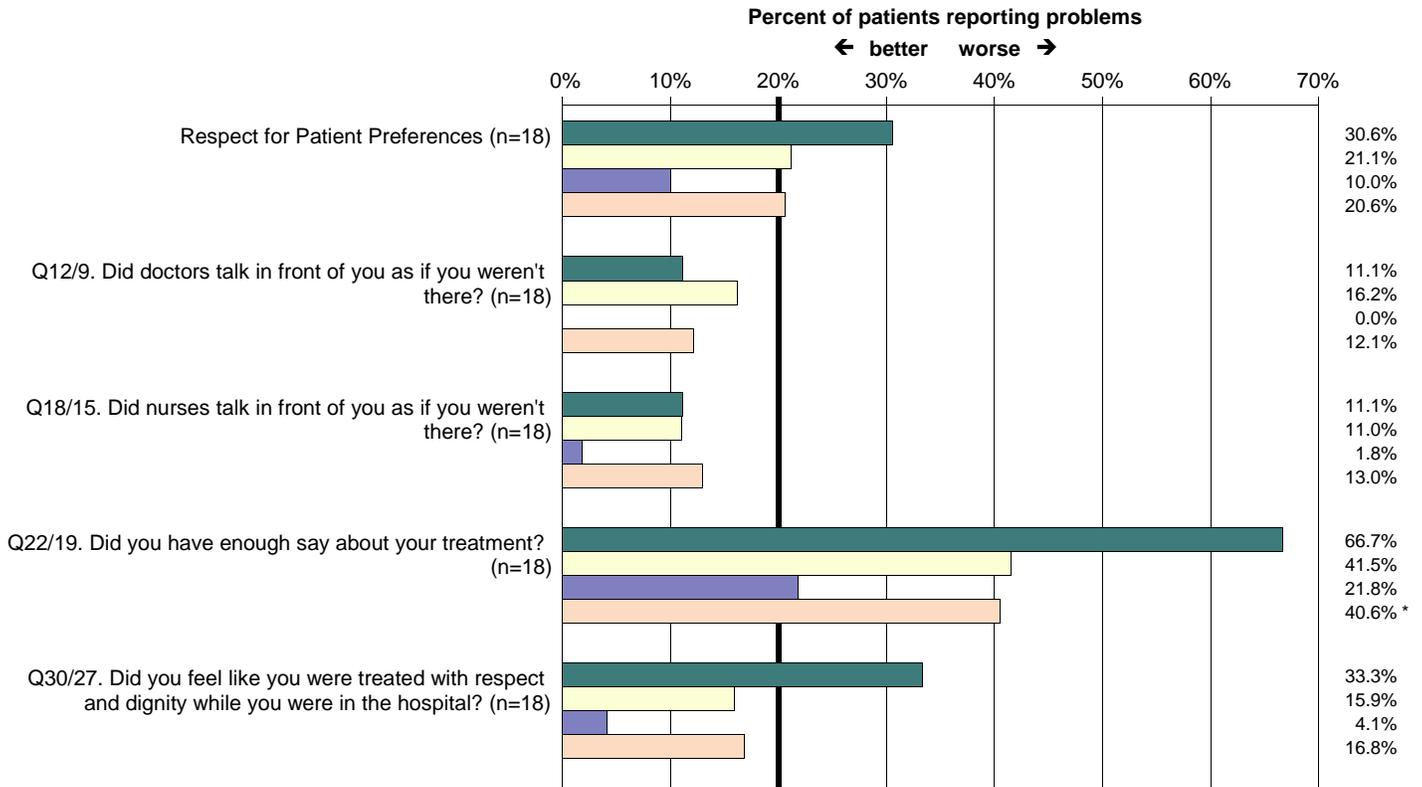
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Patients discharged: July 2001 - September 2001



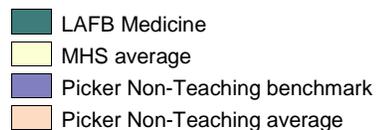
1st Medical Group - Langley Air Force Base Adult Inpatient Survey - Medicine Comparisons

Respect for Patient Preferences



* Significantly different from LAFB problem score

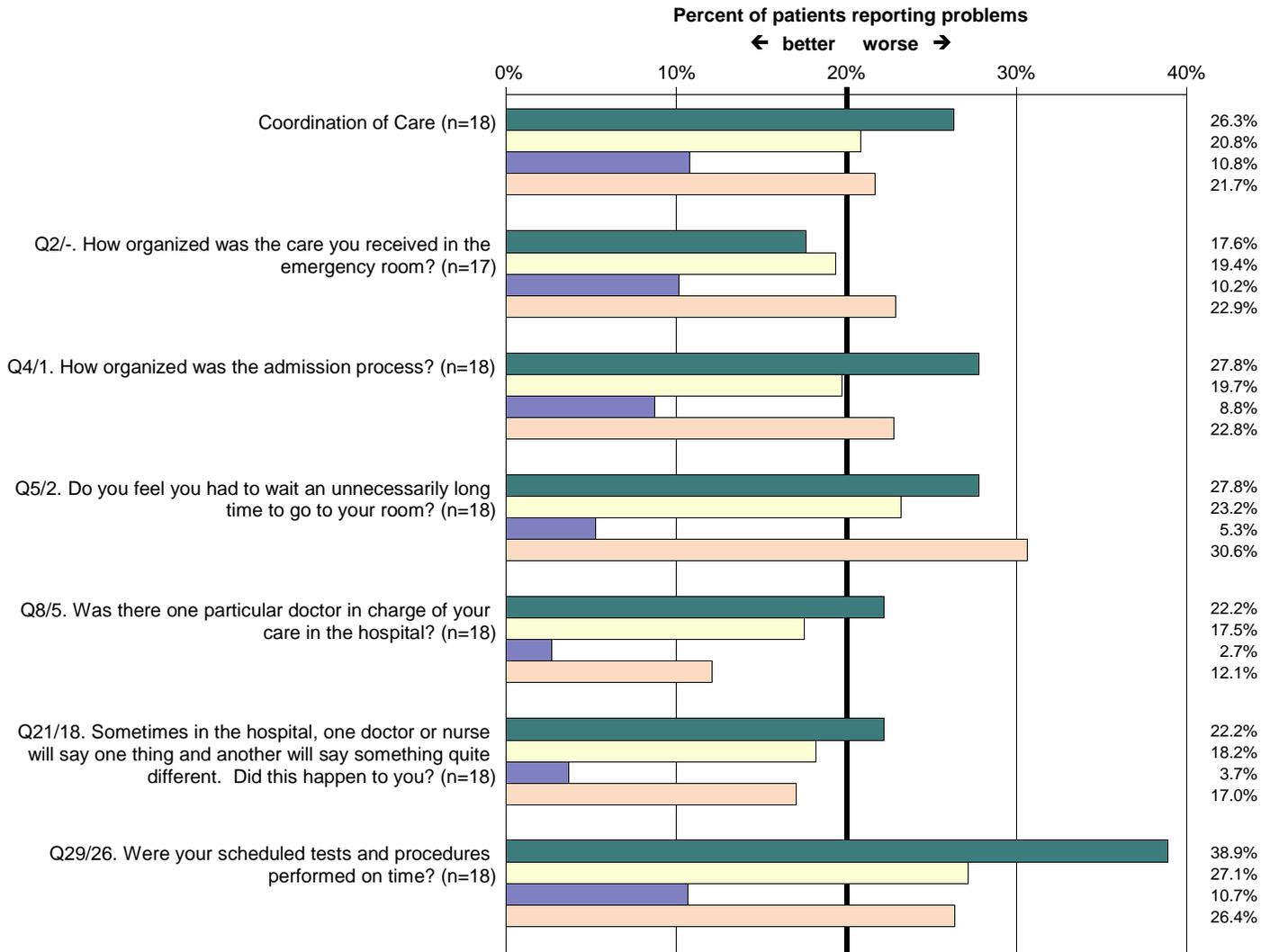
Patients discharged: July 2001 - September 2001



1st Medical Group - Langley Air Force Base

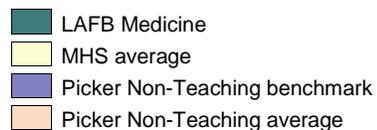
Adult Inpatient Survey - Medicine Comparisons

Coordination of Care



* Significantly different from LAFB problem score

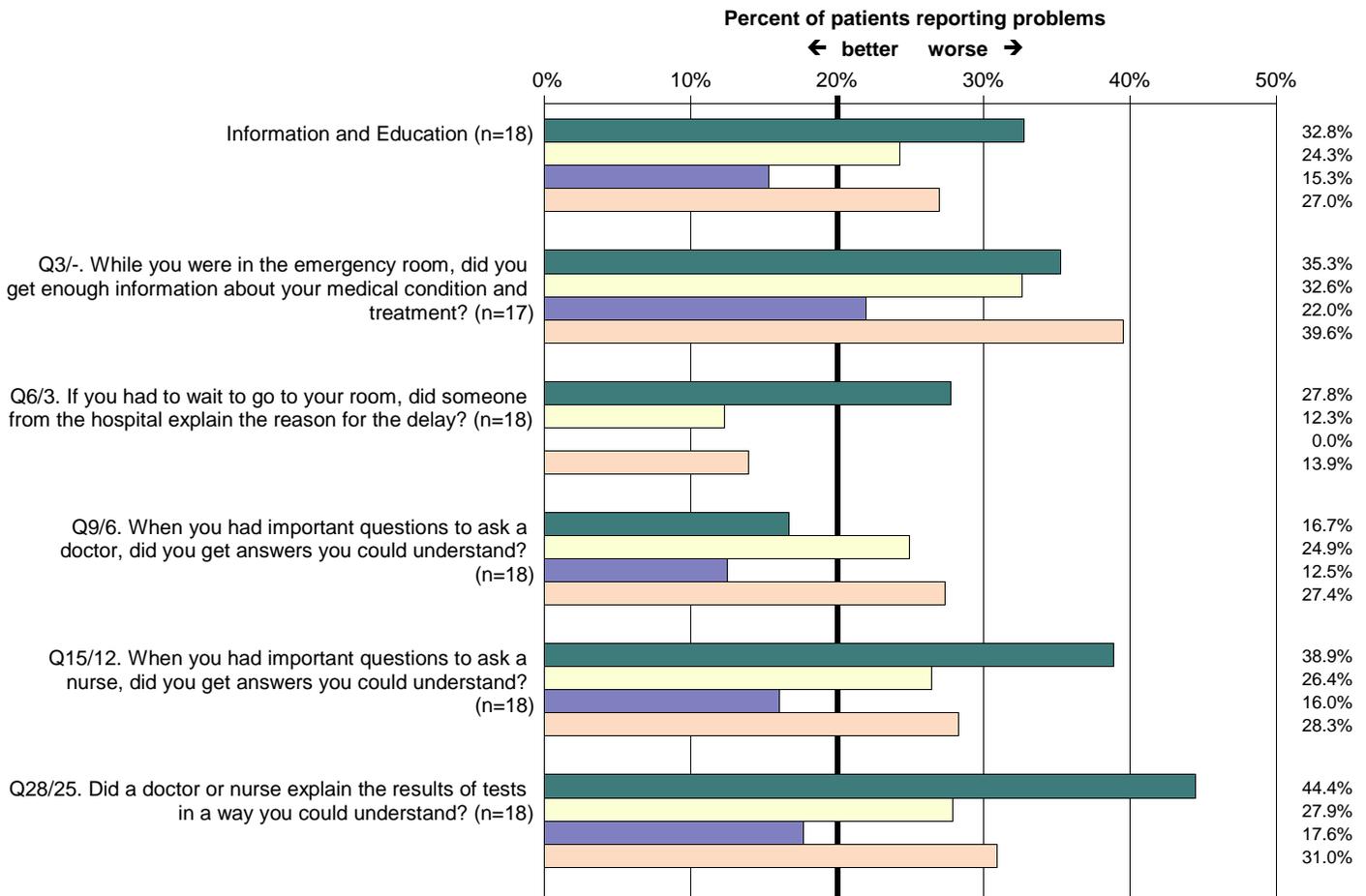
Patients discharged: July 2001 - September 2001



1st Medical Group - Langley Air Force Base

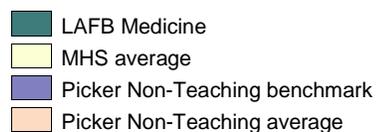
Adult Inpatient Survey - Medicine Comparisons

Information and Education



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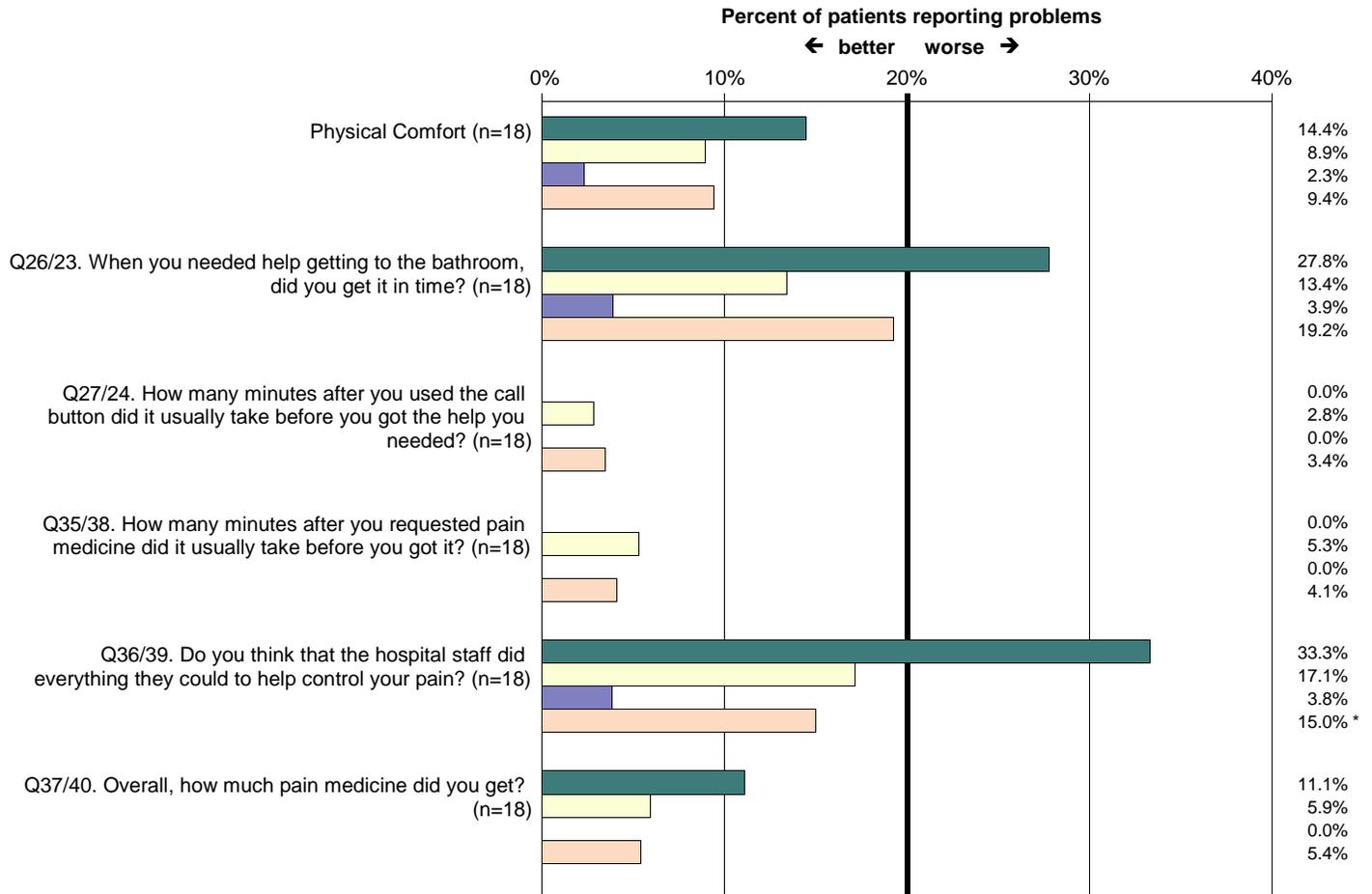
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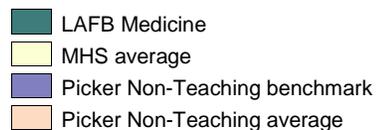
Adult Inpatient Survey - Medicine Comparisons

Physical Comfort



* Significantly different from LAFB problem score

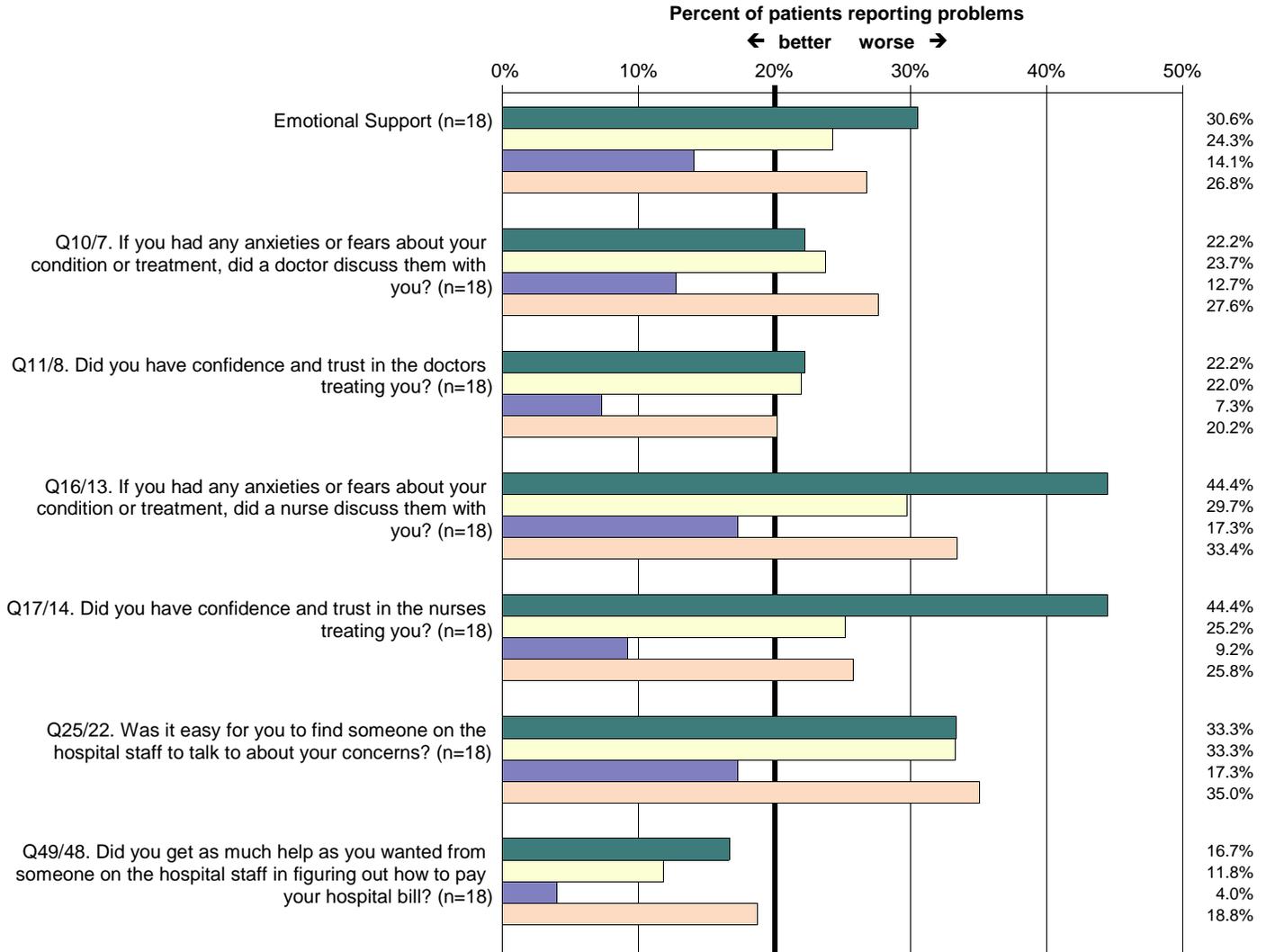
Patients discharged: July 2001 - September 2001



1st Medical Group - Langley Air Force Base

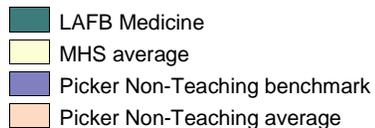
Adult Inpatient Survey - Medicine Comparisons

Emotional Support



* Significantly different from LAFB problem score

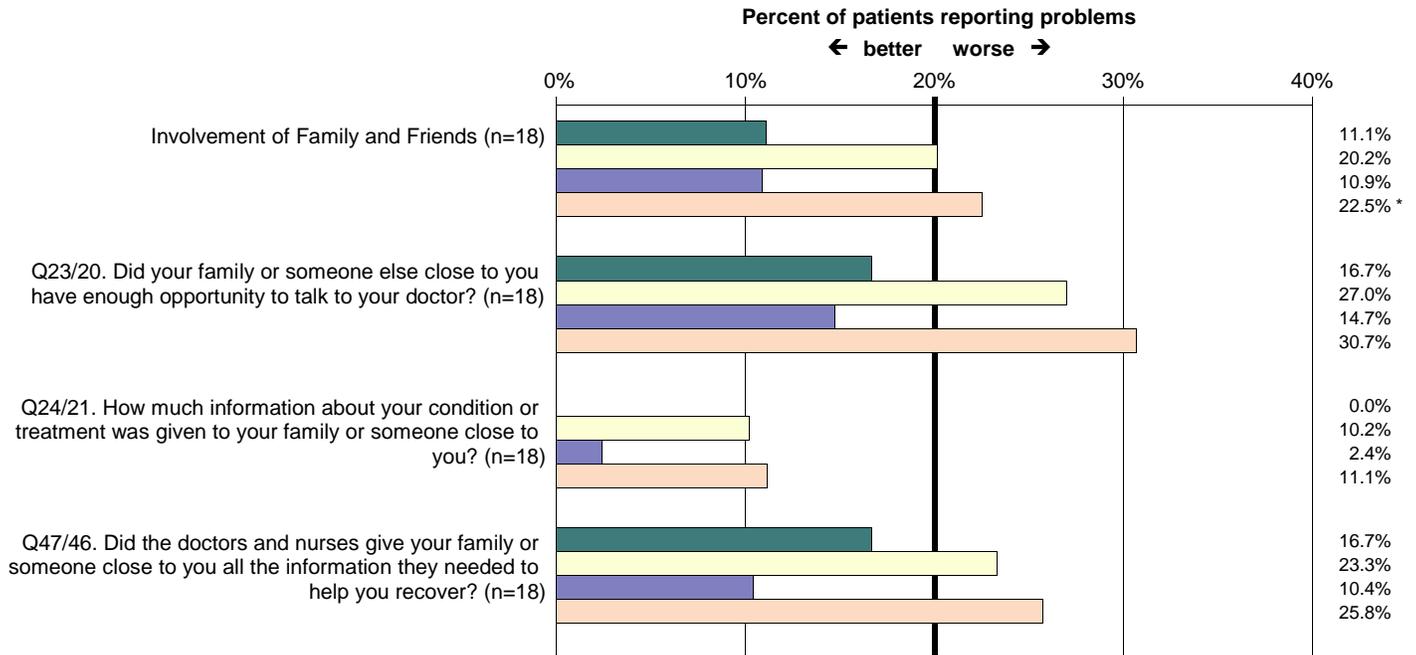
Patients discharged: July 2001 - September 2001



1st Medical Group - Langley Air Force Base

Adult Inpatient Survey - Medicine Comparisons

Involvement of Family and Friends



* Significantly different from LAFB problem score

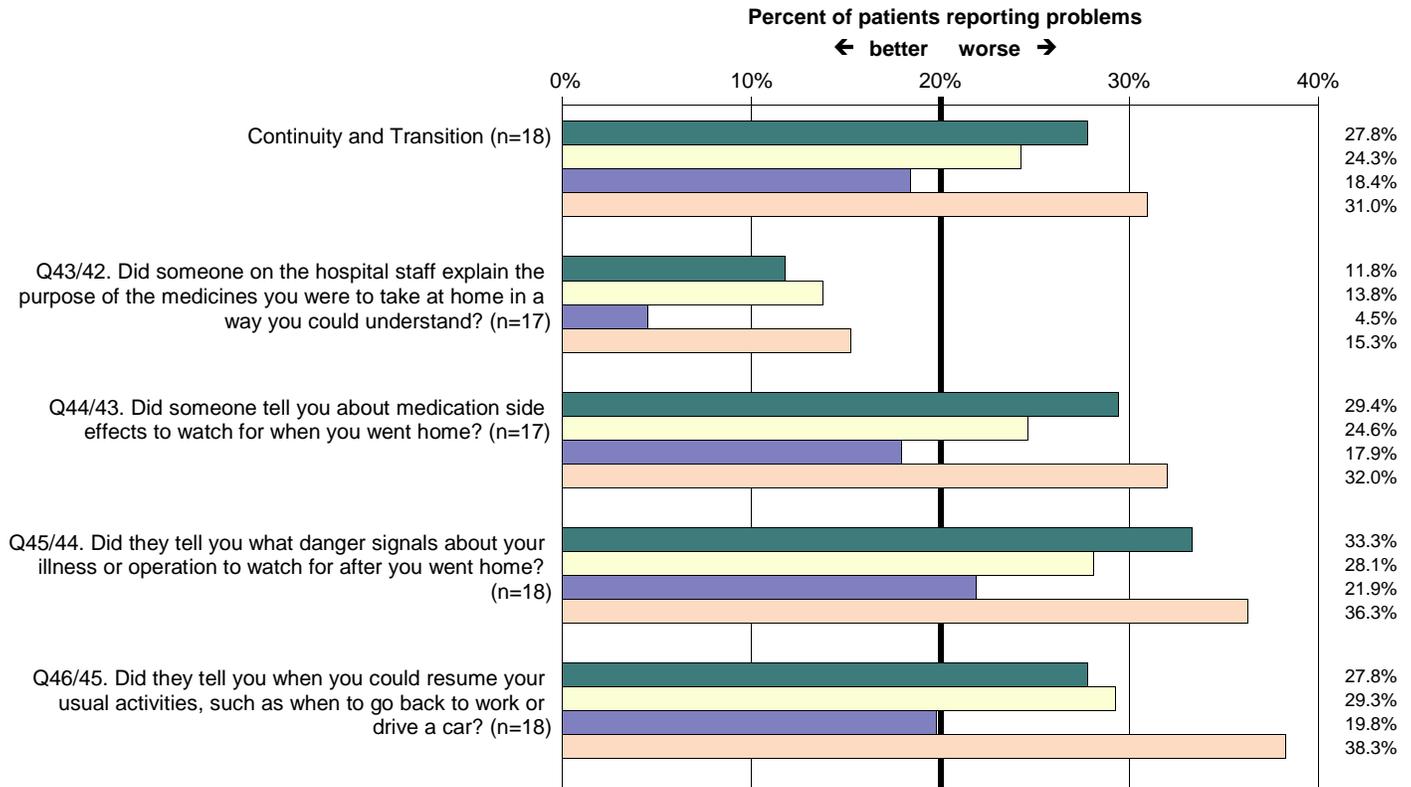
Patients discharged: July 2001 - September 2001

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

1st Medical Group - Langley Air Force Base

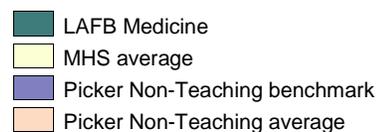
Adult Inpatient Survey - Medicine Comparisons

Continuity and Transition



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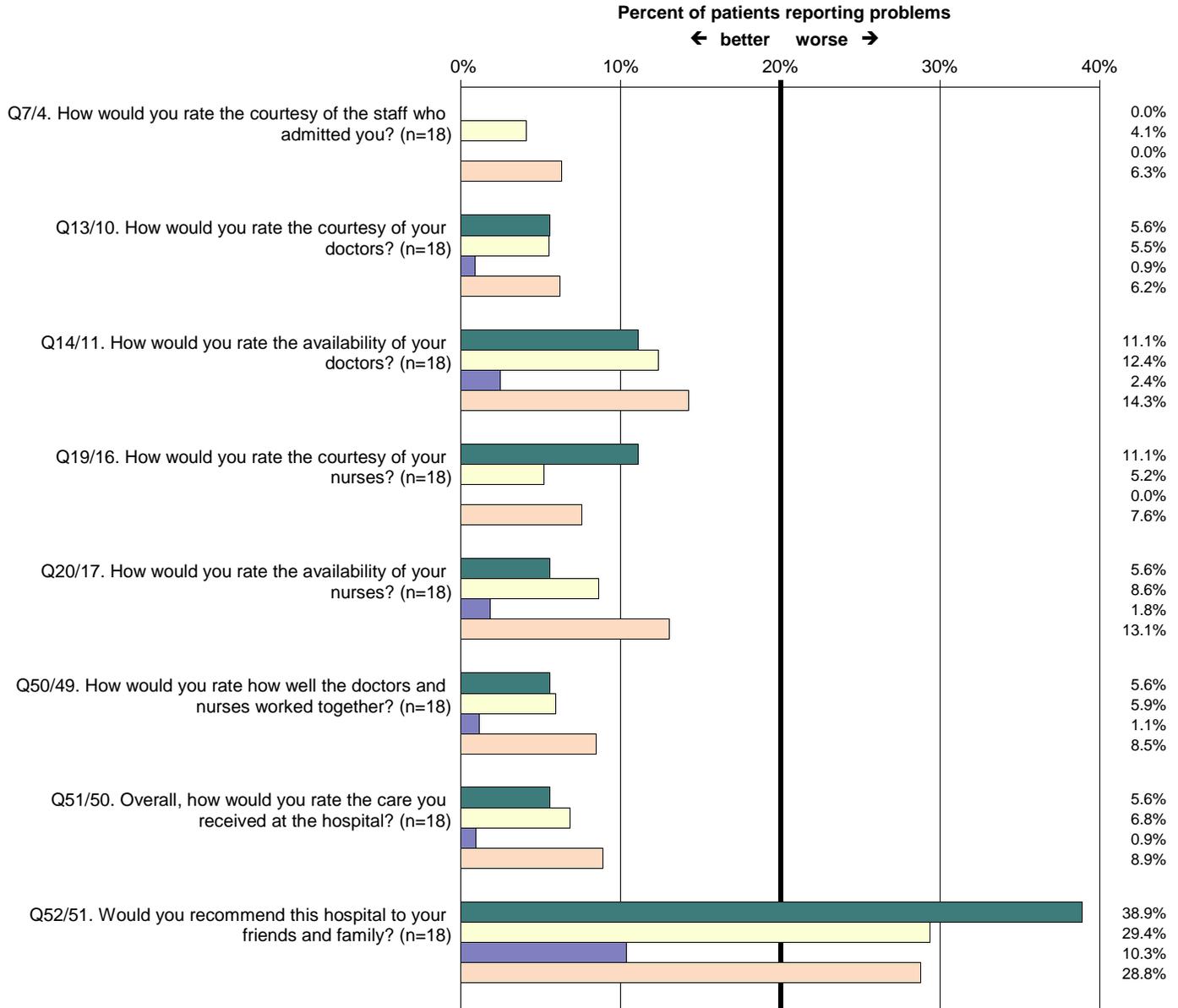
Patients discharged: July 2001 - September 2001



1st Medical Group - Langley Air Force Base

Adult Inpatient Survey - Medicine Comparisons

Overall Impression



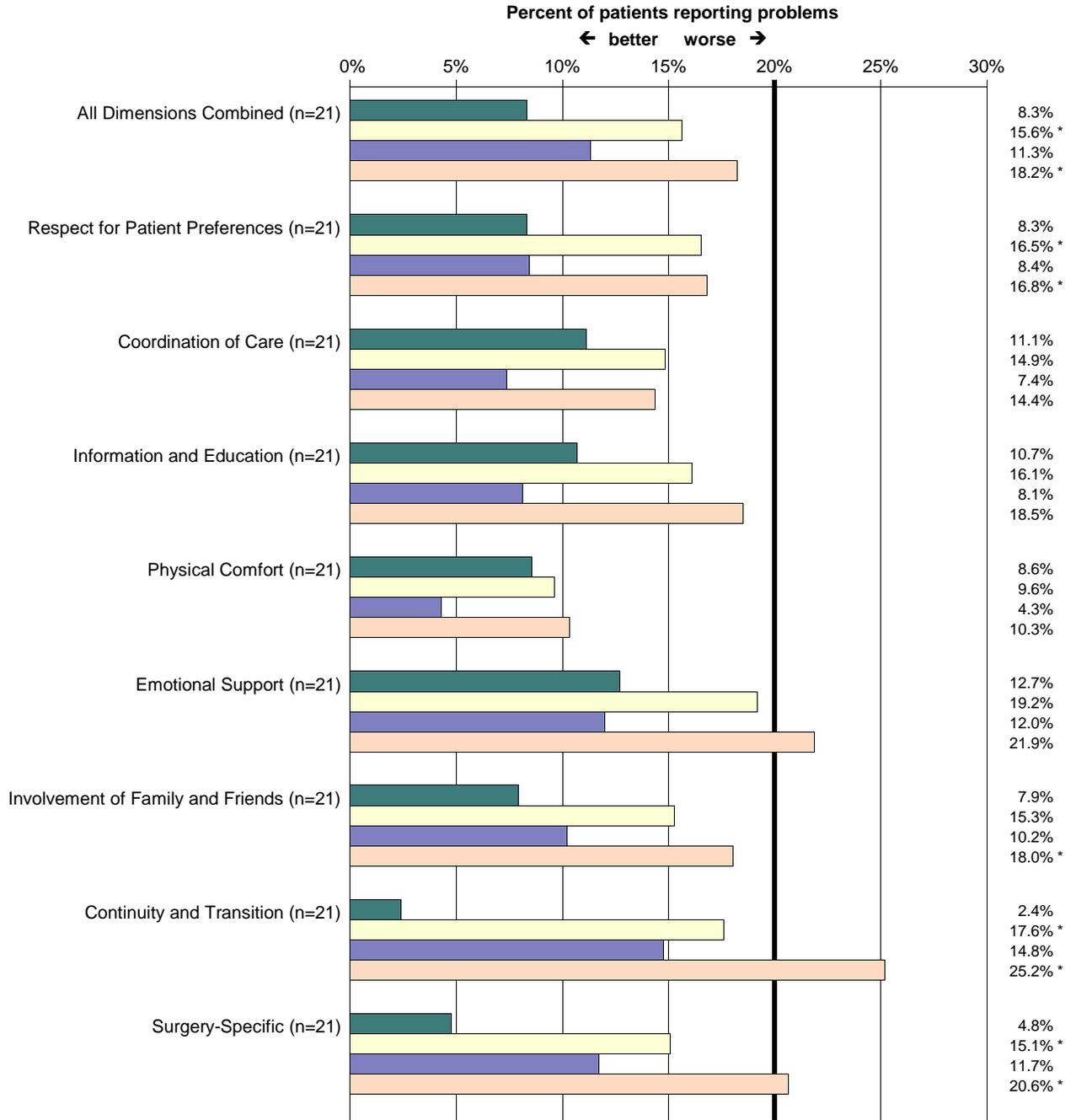
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Patients discharged: July 2001 - September 2001

- LAFB Medicine
- MHS average
- Picker Non-Teaching benchmark
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1st Medical Group - Langley Air Force Base Adult Inpatient Survey - Surgery Comparisons

Dimensions



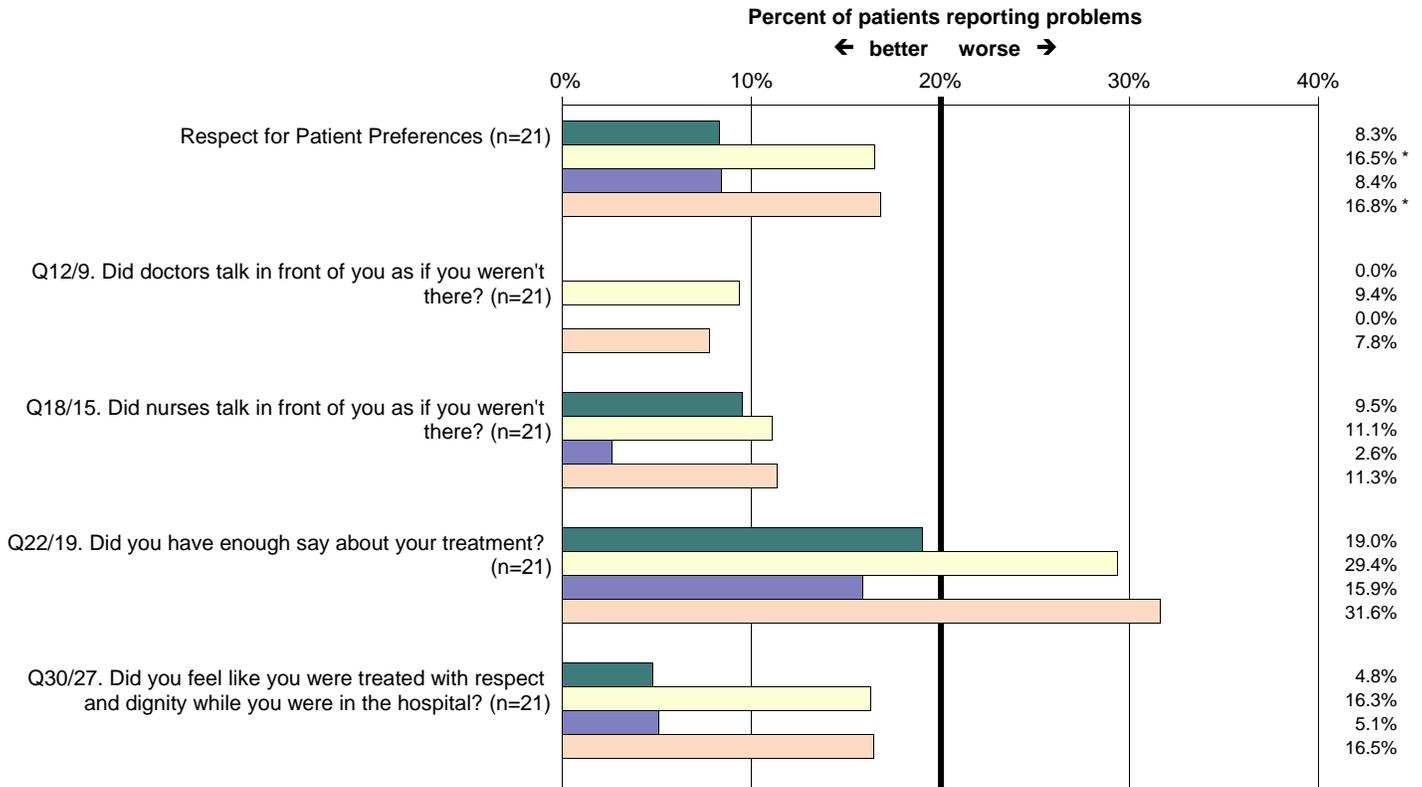
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Patients discharged: July 2001 - September 2001

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

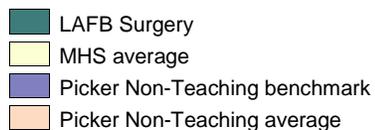
1st Medical Group - Langley Air Force Base Adult Inpatient Survey - Surgery Comparisons

Respect for Patient Preferences



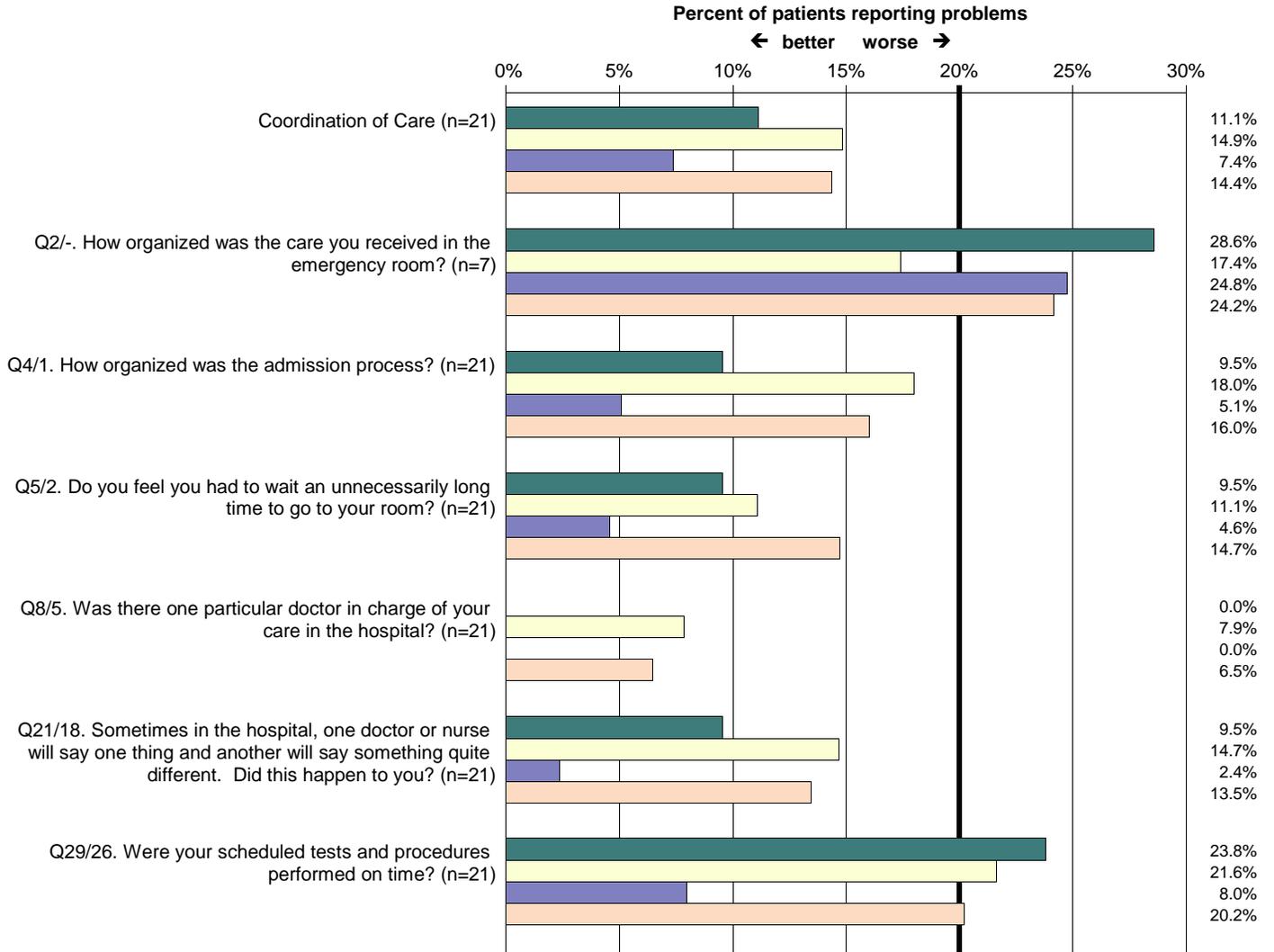
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Patients discharged: July 2001 - September 2001



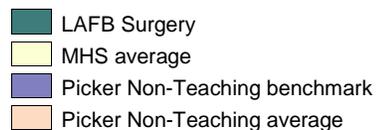
1st Medical Group - Langley Air Force Base Adult Inpatient Survey - Surgery Comparisons

Coordination of Care



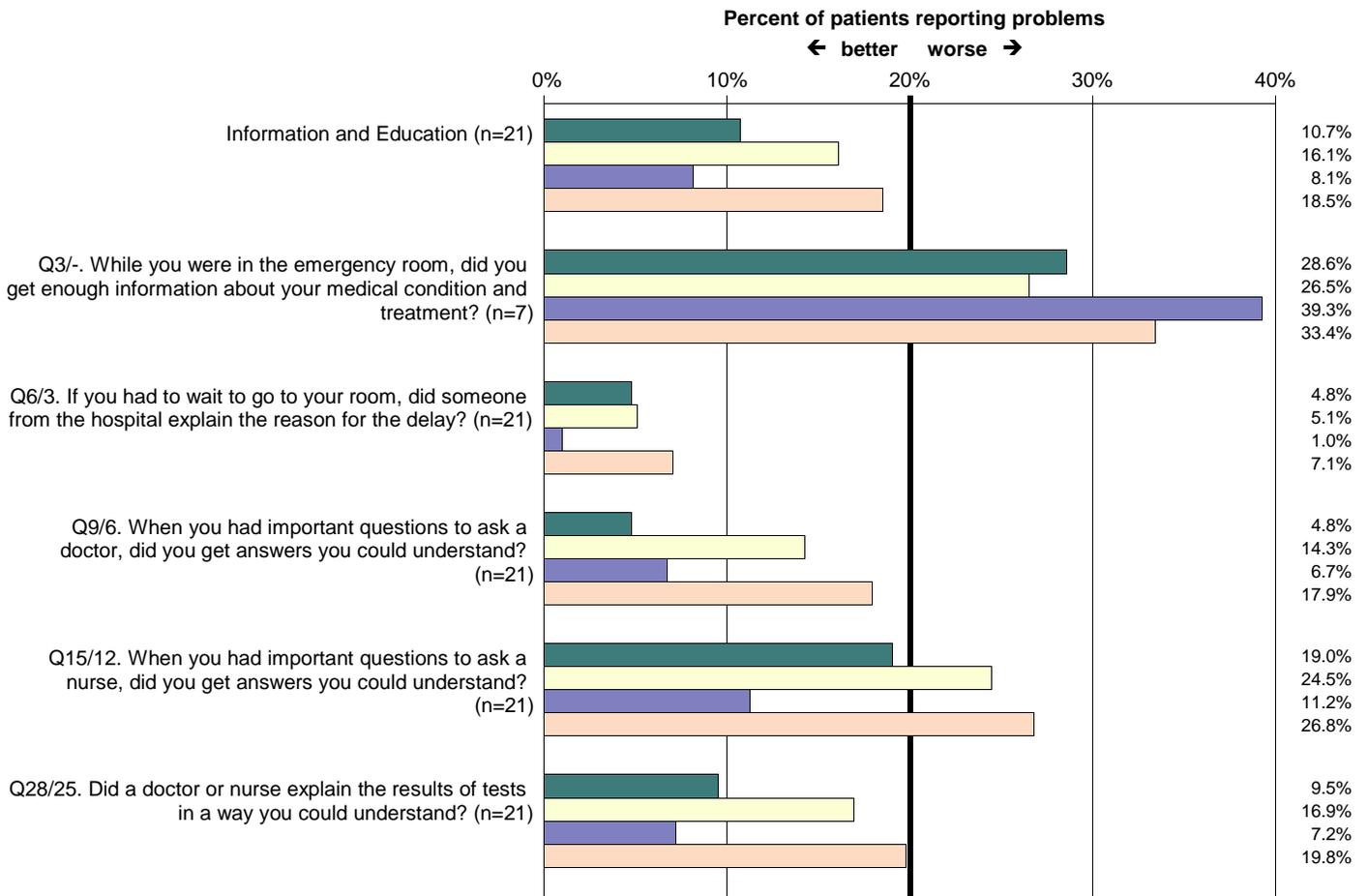
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Patients discharged: July 2001 - September 2001



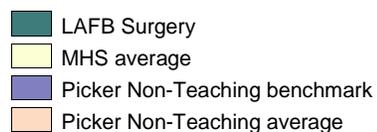
1st Medical Group - Langley Air Force Base Adult Inpatient Survey - Surgery Comparisons

Information and Education



* Significantly different from LAFB problem score

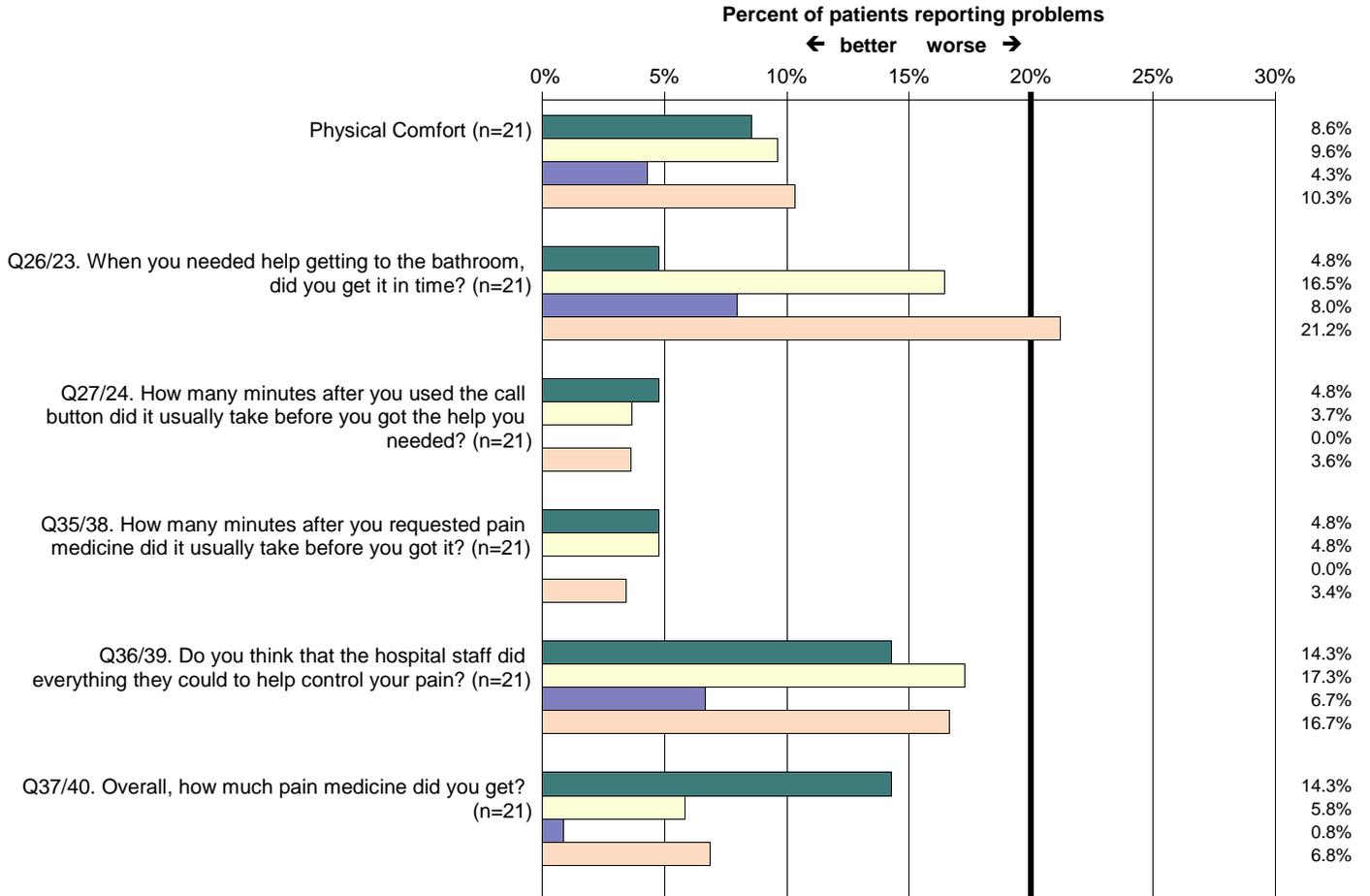
Patients discharged: July 2001 - September 2001



1st Medical Group - Langley Air Force Base

Adult Inpatient Survey - Surgery Comparisons

Physical Comfort



* Significantly different from LAFB problem score

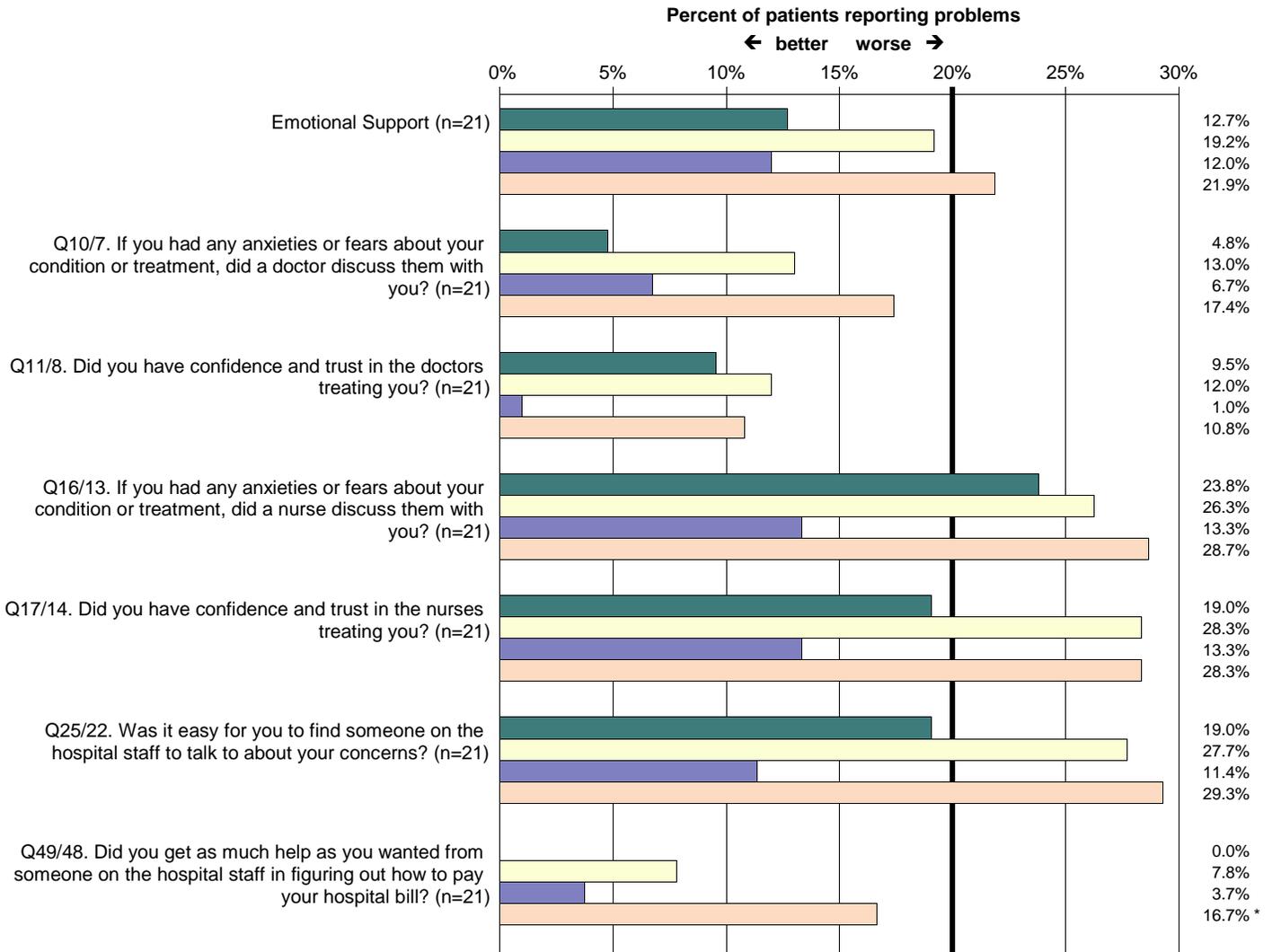
Patients discharged: July 2001 - September 2001

- LAFB Surgery
- MHS average
- Picker Non-Teaching benchmark
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1st Medical Group - Langley Air Force Base

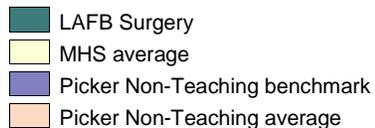
Adult Inpatient Survey - Surgery Comparisons

Emotional Support



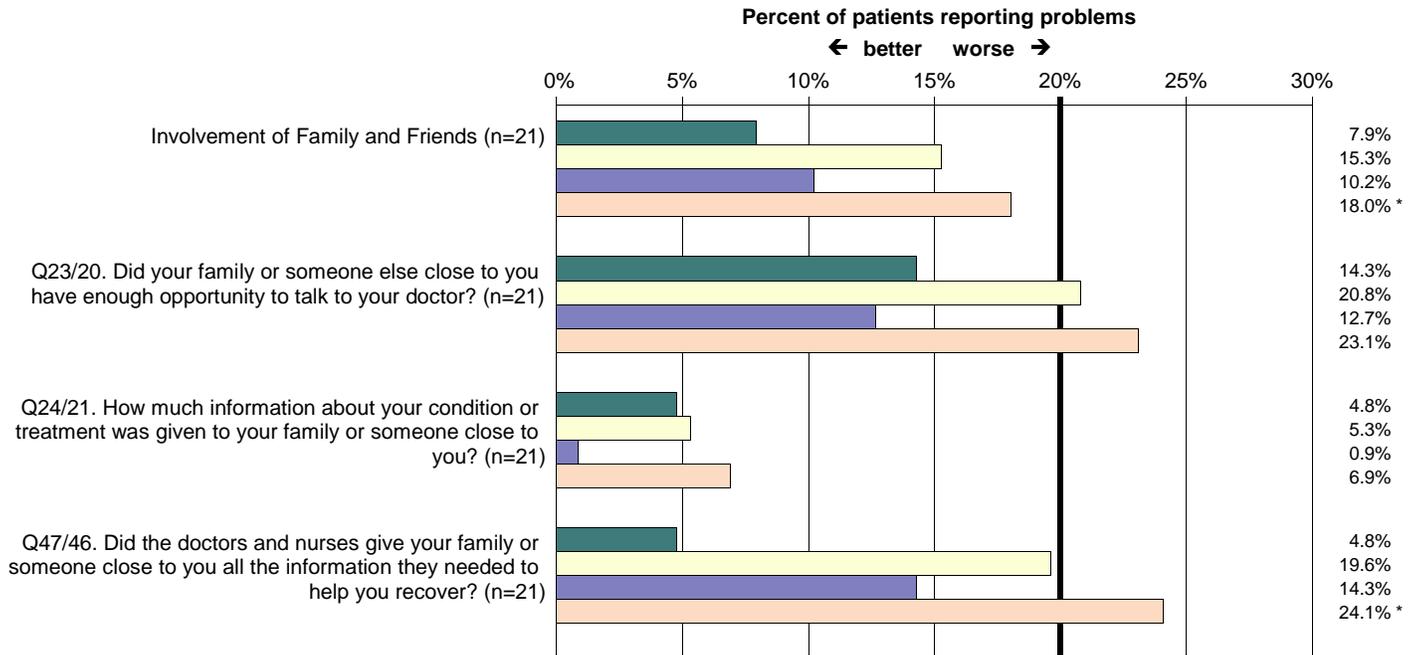
* Significantly different from LAFB problem score

Patients discharged: July 2001 - September 2001



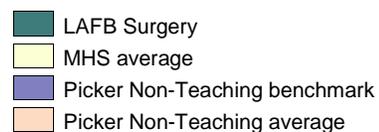
1st Medical Group - Langley Air Force Base Adult Inpatient Survey - Surgery Comparisons

Involvement of Family and Friends



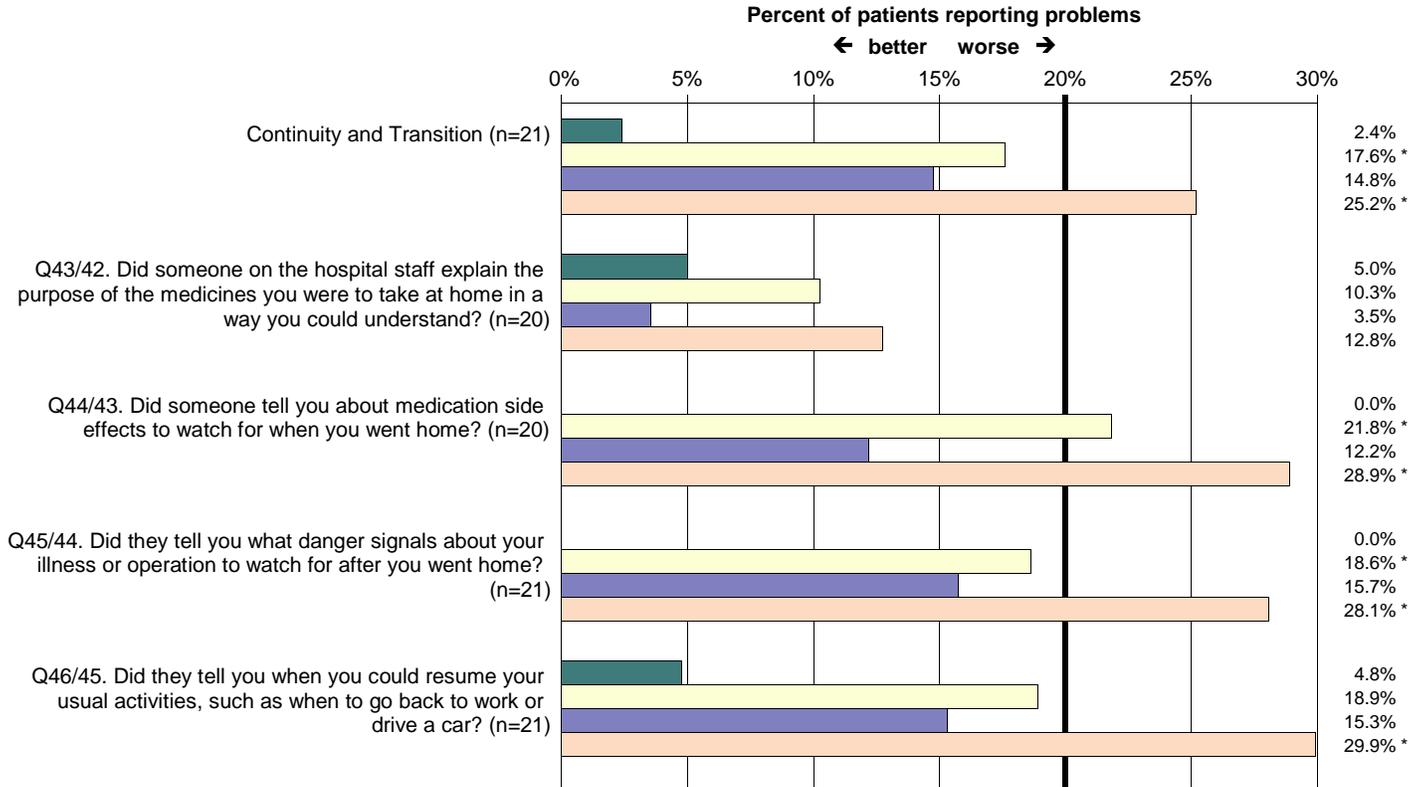
* Significantly different from LAFB problem score

Patients discharged: July 2001 - September 2001



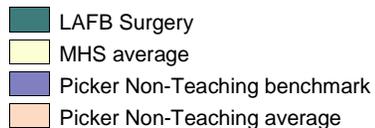
1st Medical Group - Langley Air Force Base Adult Inpatient Survey - Surgery Comparisons

Continuity and Transition



* Significantly different from LAFB problem score

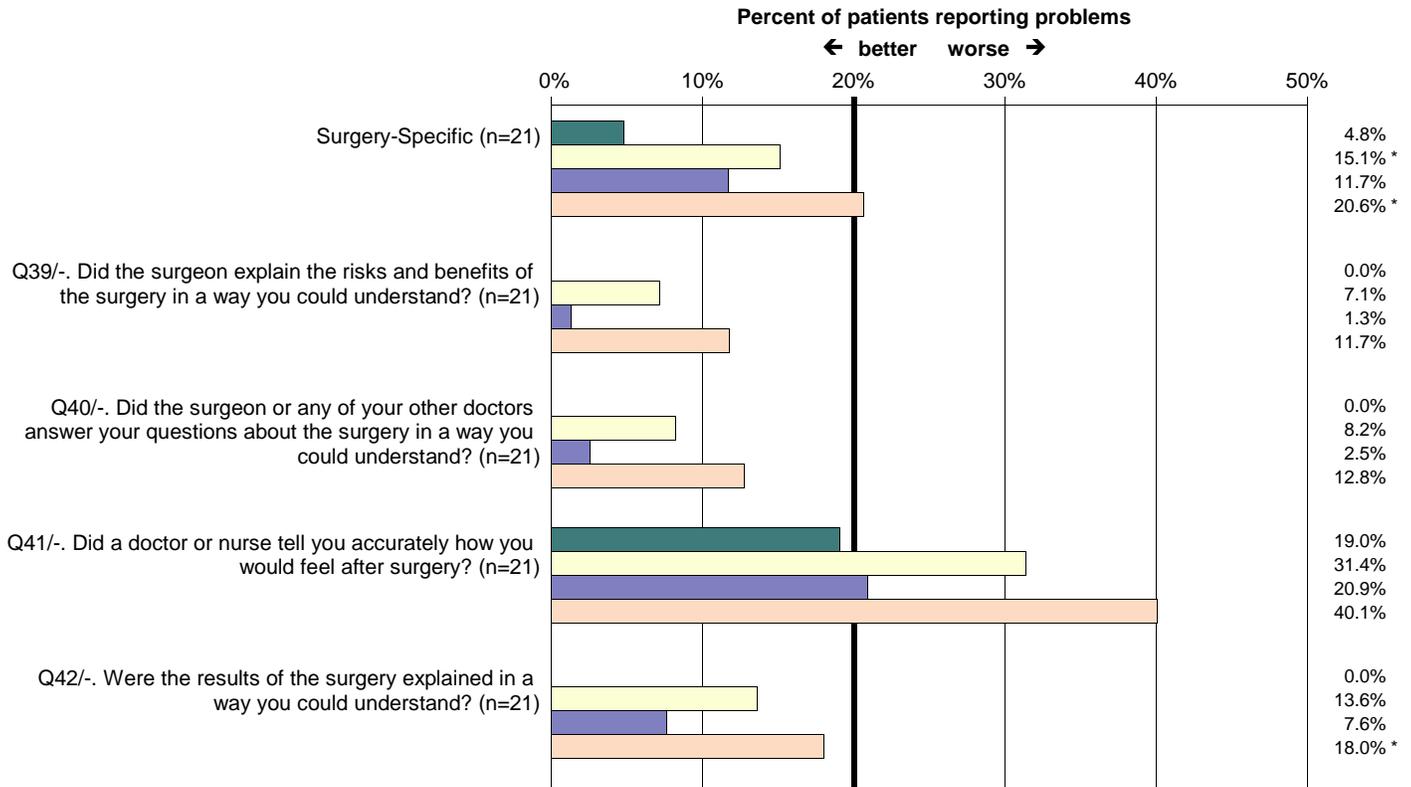
Patients discharged: July 2001 - September 2001



1st Medical Group - Langley Air Force Base

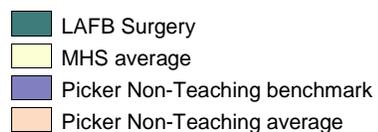
Adult Inpatient Survey - Surgery Comparisons

Surgery-Specific



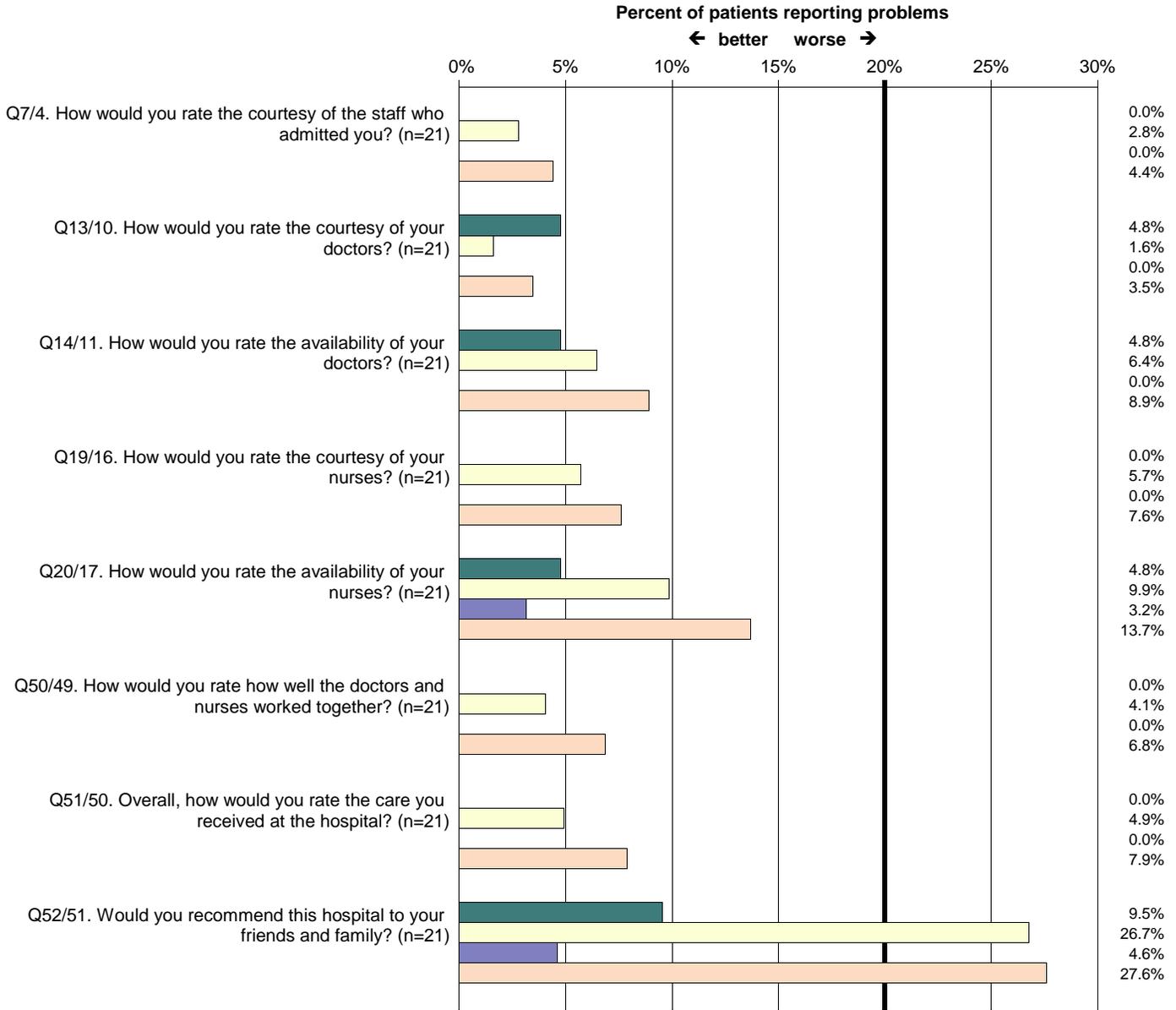
* Significantly different from LAFB problem score

Patients discharged: July 2001 - September 2001



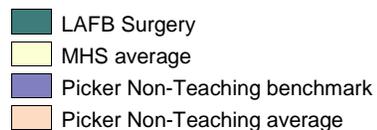
1st Medical Group - Langley Air Force Base Adult Inpatient Survey - Surgery Comparisons

Overall Impression



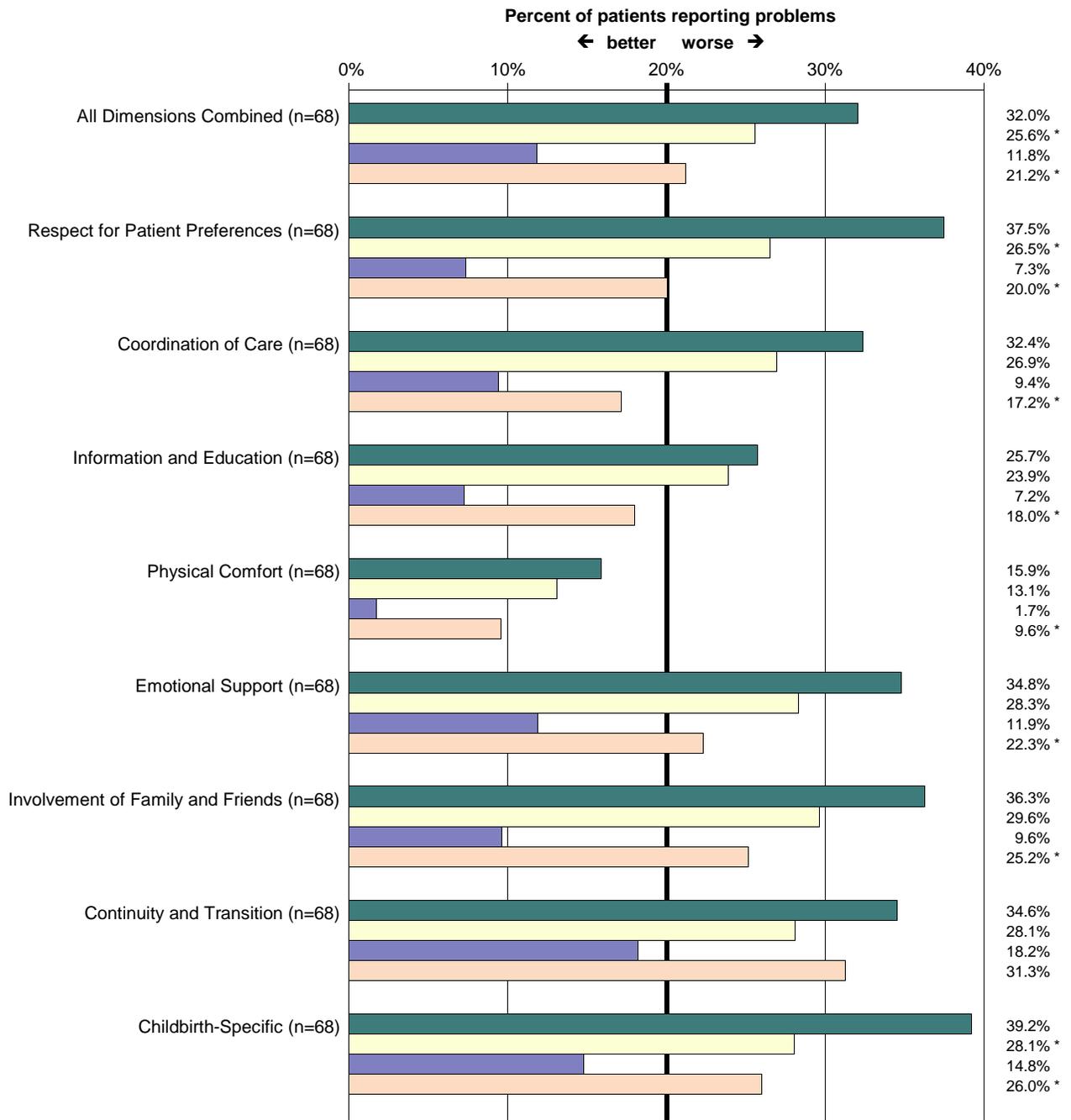
* Significantly different from LAFB problem score

Patients discharged: July 2001 - September 2001



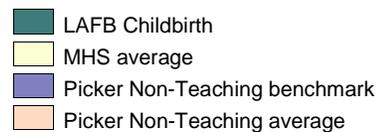
1st Medical Group - Langley Air Force Base Adult Inpatient Survey - Childbirth Comparisons

Dimensions



* Significantly different from LAFB problem score

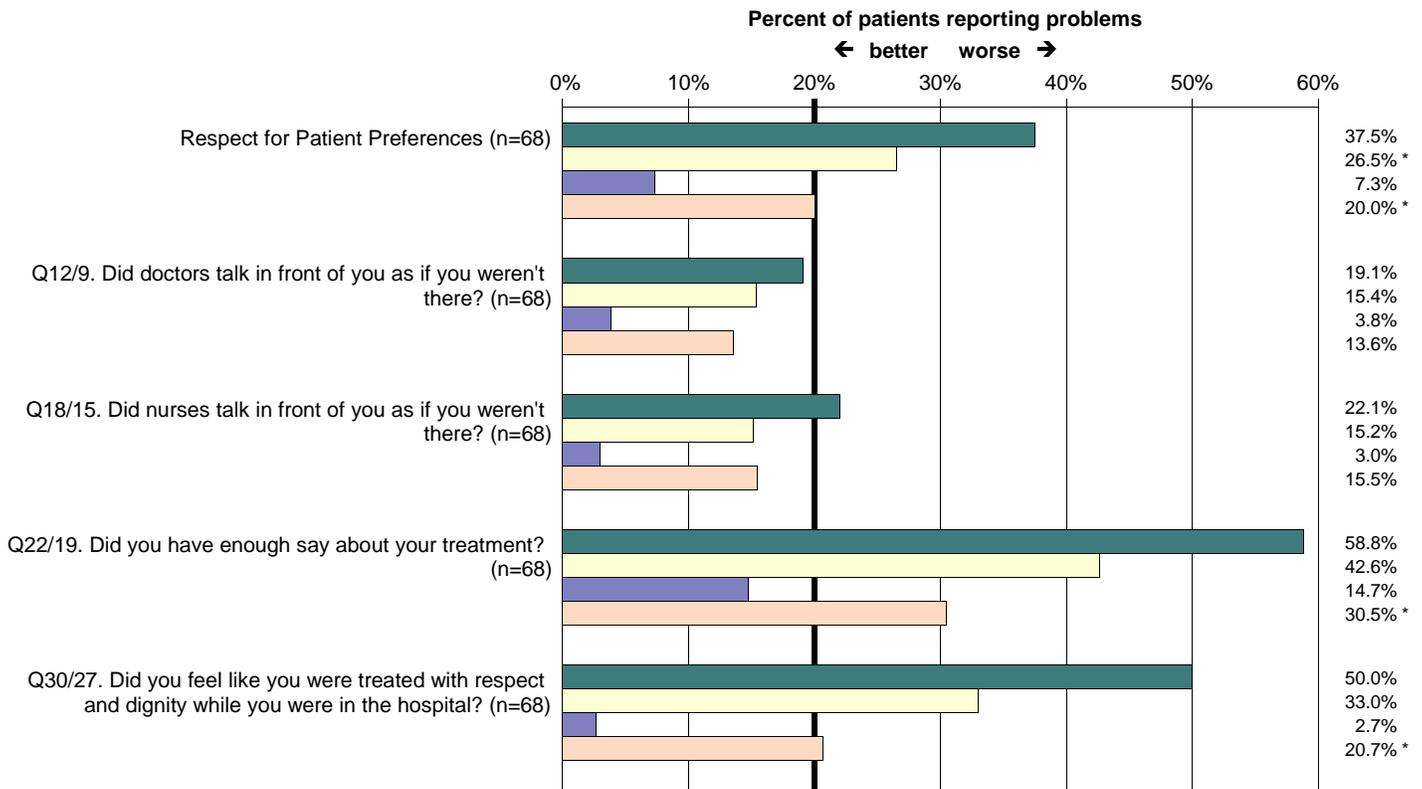
Patients discharged: July 2001 - September 2001



1st Medical Group - Langley Air Force Base

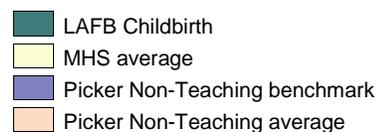
Adult Inpatient Survey - Childbirth Comparisons

Respect for Patient Preferences



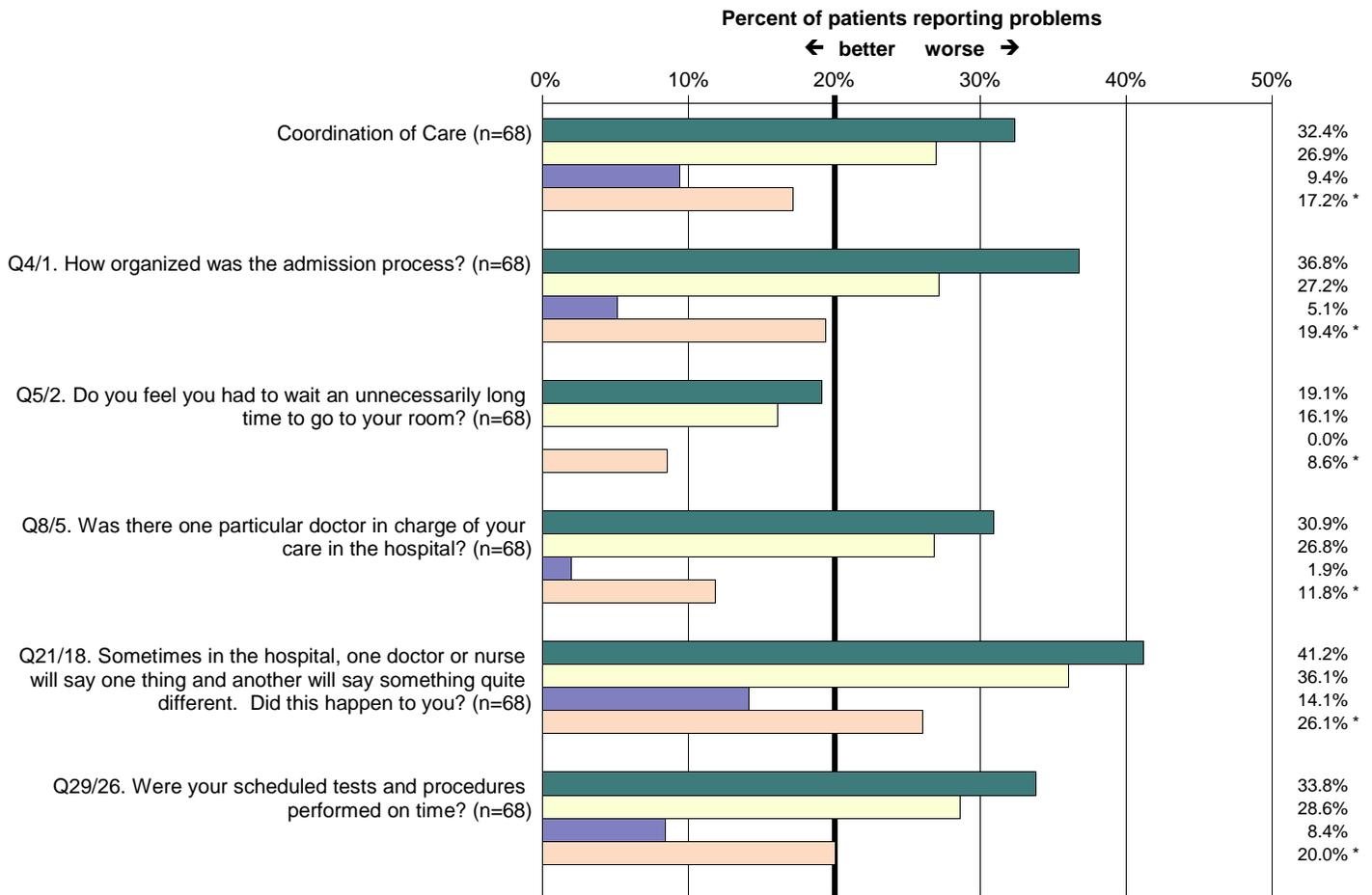
* Significantly different from LAFB problem score

Patients discharged: July 2001 - September 2001



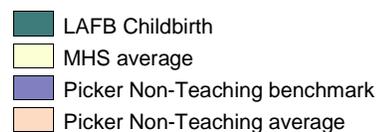
1st Medical Group - Langley Air Force Base Adult Inpatient Survey - Childbirth Comparisons

Coordination of Care



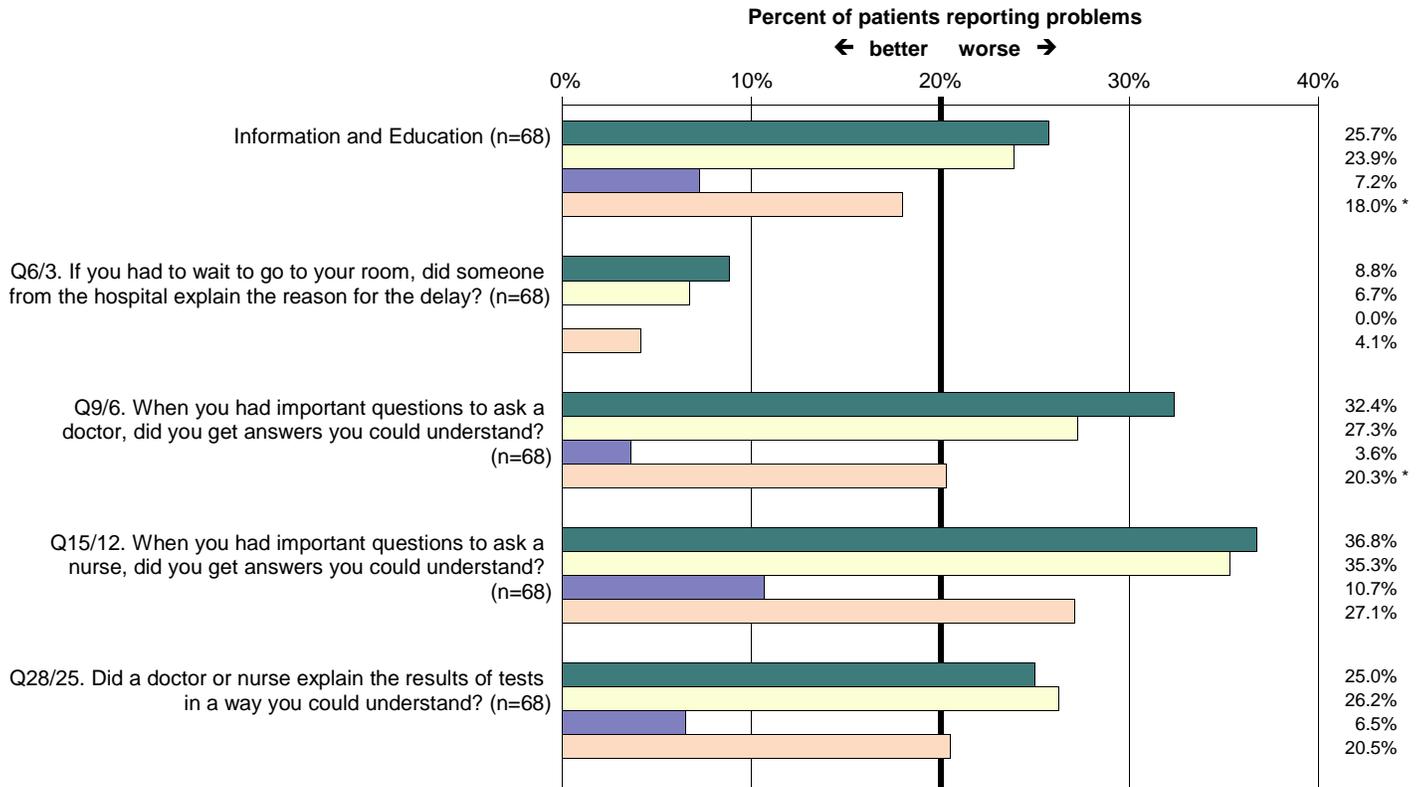
* Significantly different from LAFB problem score

Patients discharged: July 2001 - September 2001



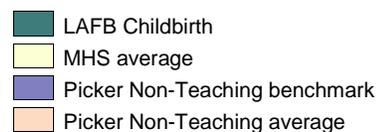
1st Medical Group - Langley Air Force Base Adult Inpatient Survey - Childbirth Comparisons

Information and Education



* Significantly different from LAFB problem score

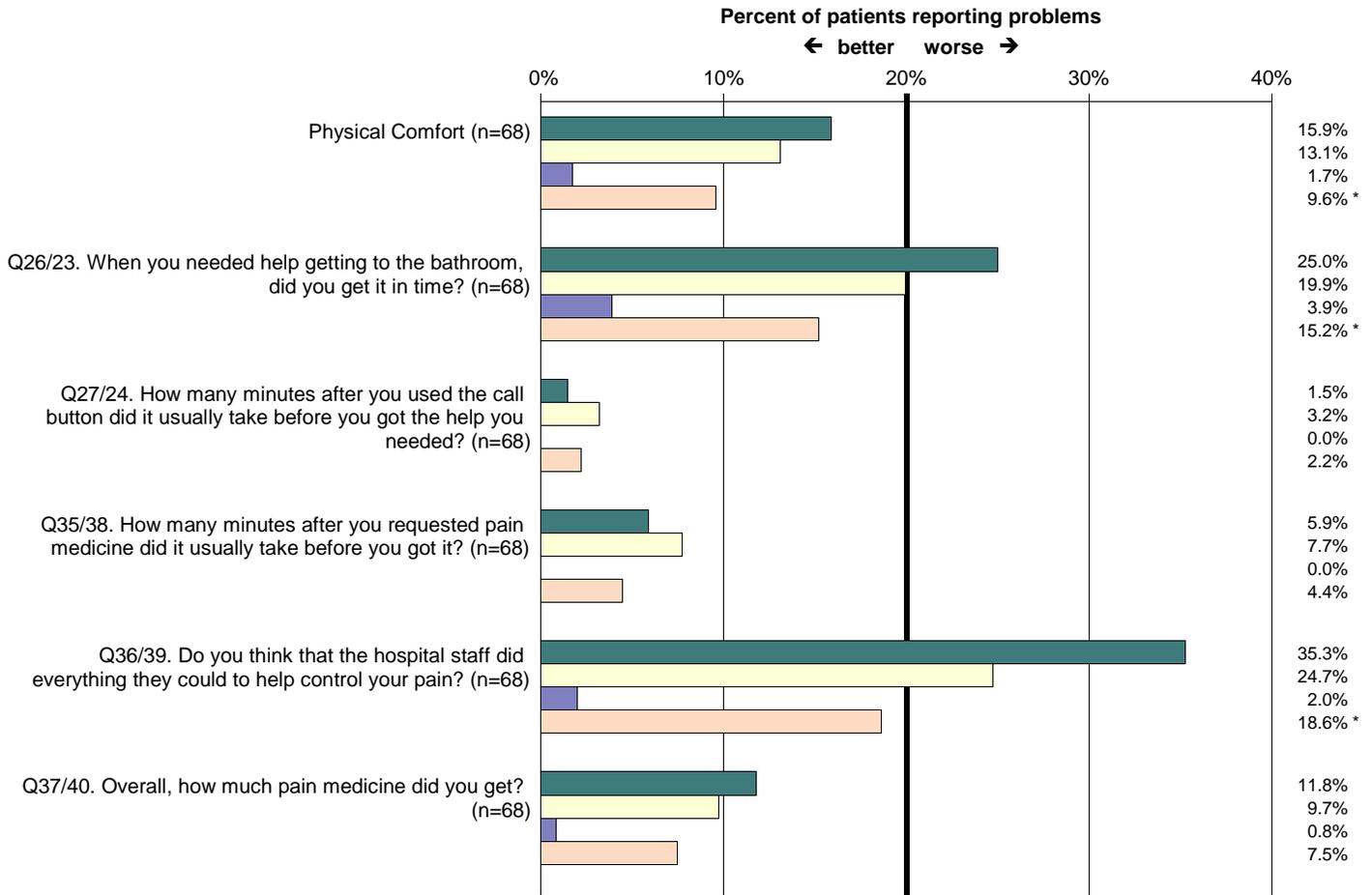
Patients discharged: July 2001 - September 2001



1st Medical Group - Langley Air Force Base

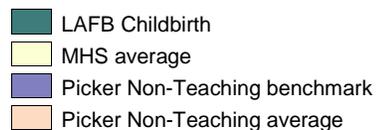
Adult Inpatient Survey - Childbirth Comparisons

Physical Comfort



* Significantly different from LAFB problem score

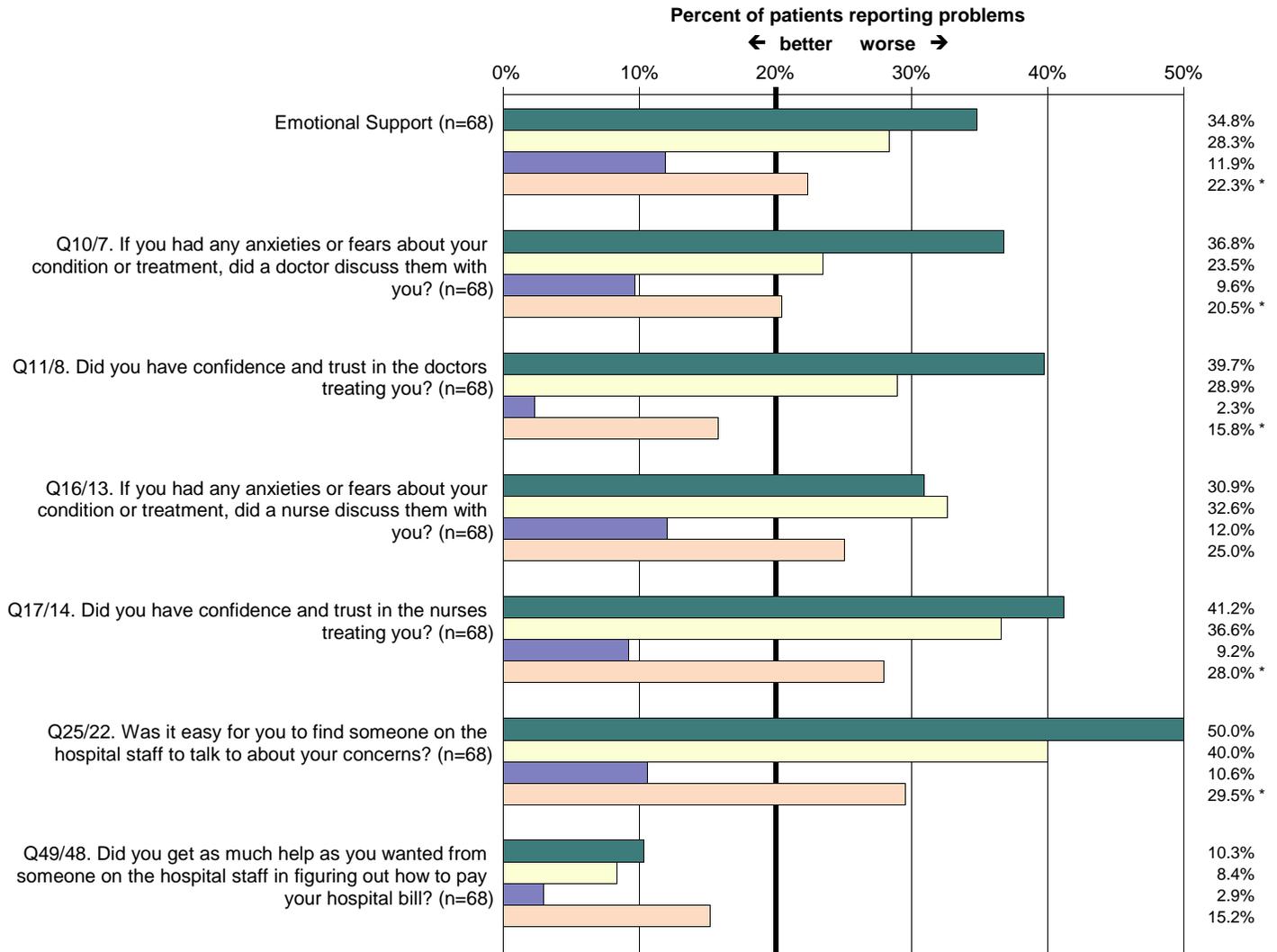
Patients discharged: July 2001 - September 2001



1st Medical Group - Langley Air Force Base

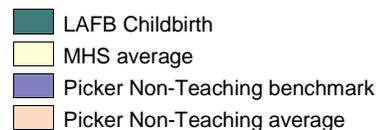
Adult Inpatient Survey - Childbirth Comparisons

Emotional Support



* Significantly different from LAFB problem score

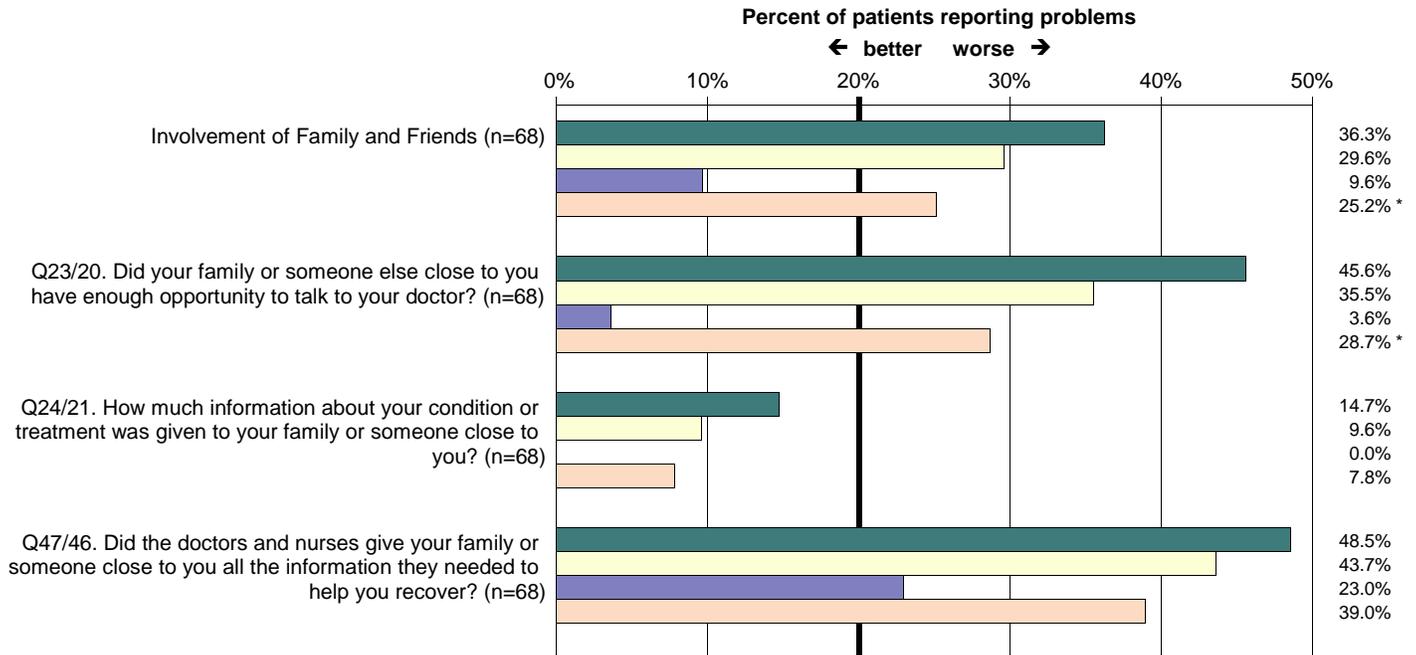
Patients discharged: July 2001 - September 2001



1st Medical Group - Langley Air Force Base

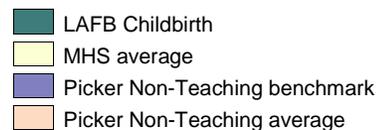
Adult Inpatient Survey - Childbirth Comparisons

Involvement of Family and Friends



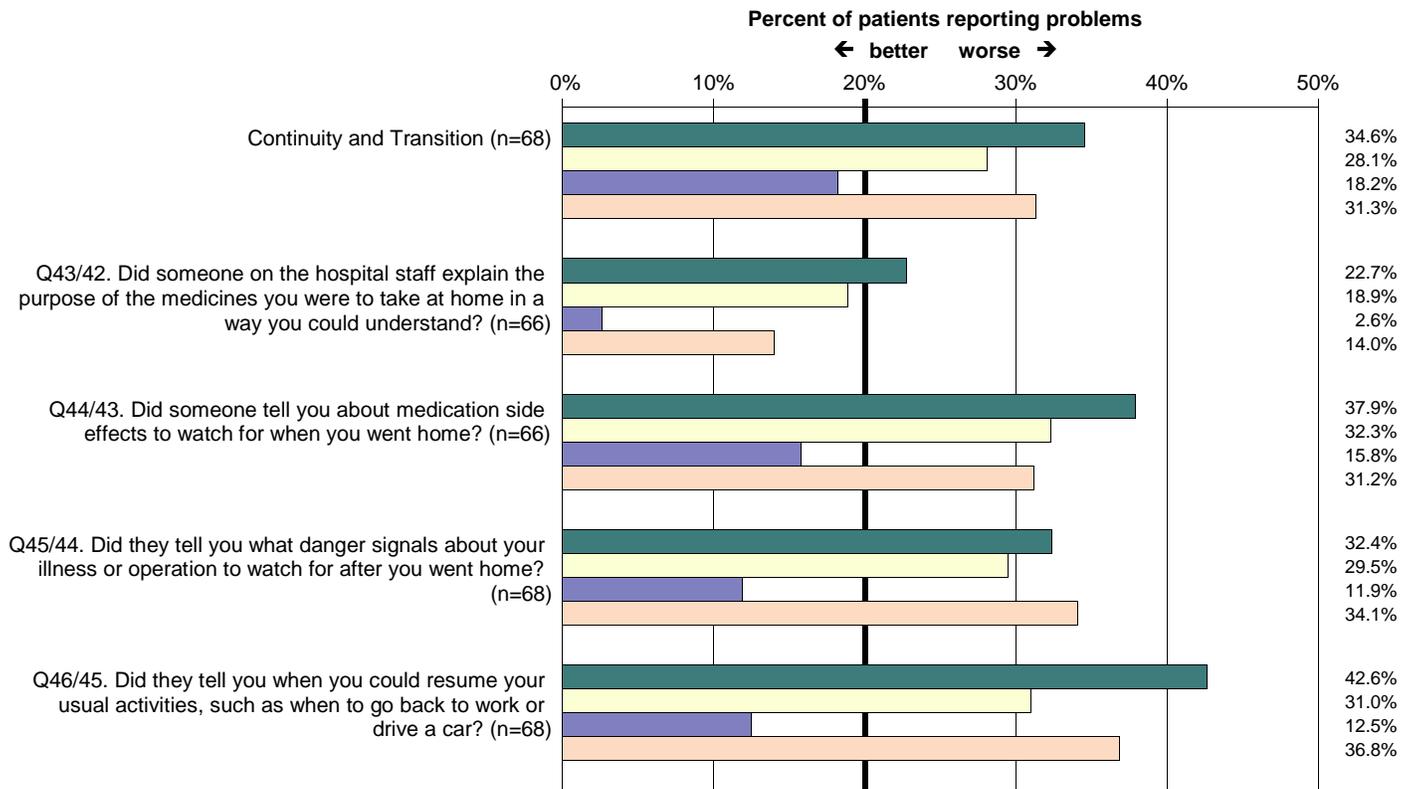
* Significantly different from LAFB problem score

Patients discharged: July 2001 - September 2001



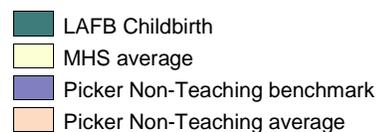
1st Medical Group - Langley Air Force Base Adult Inpatient Survey - Childbirth Comparisons

Continuity and Transition



* Significantly different from LAFB problem score

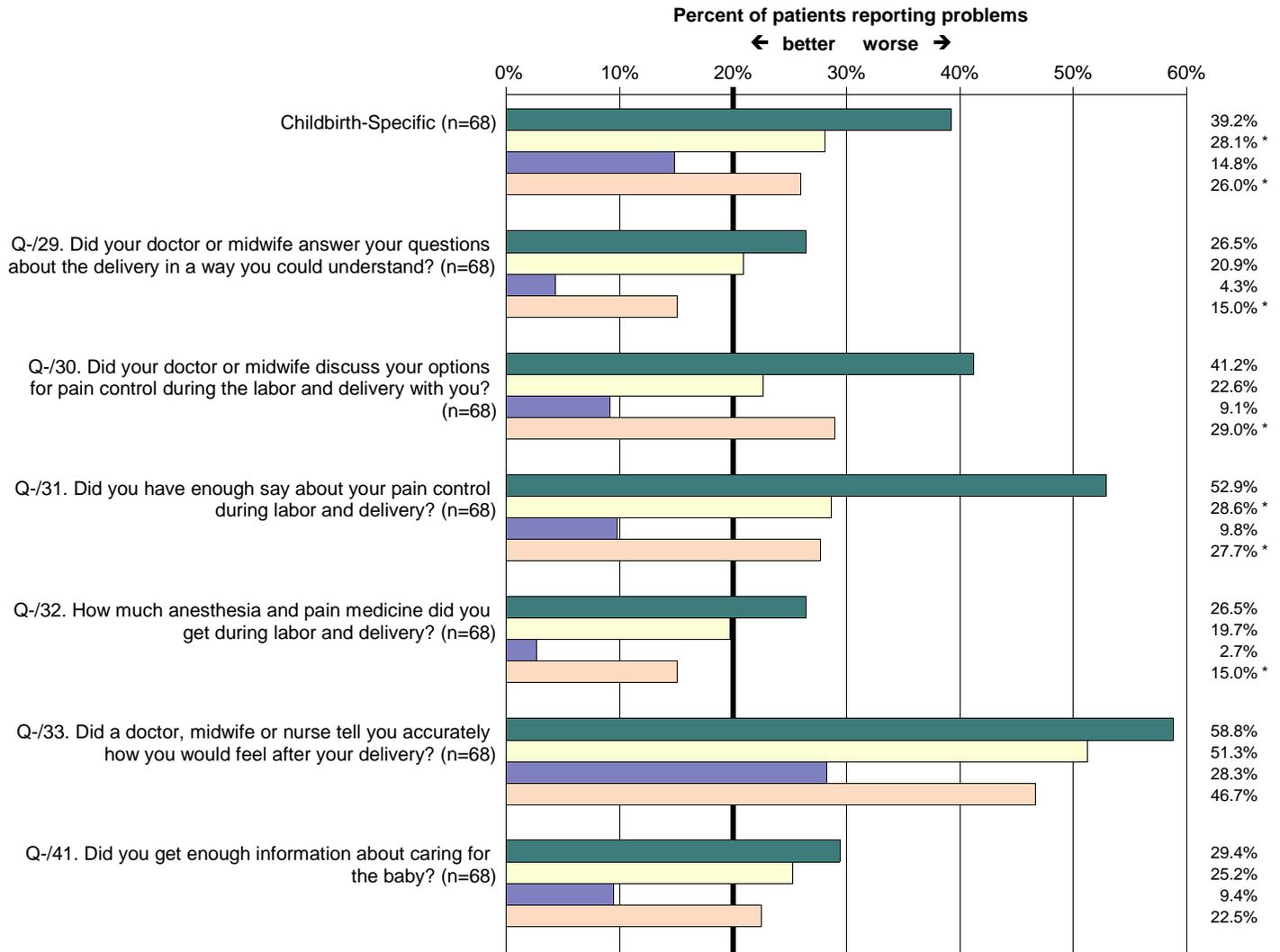
Patients discharged: July 2001 - September 2001



1st Medical Group - Langley Air Force Base

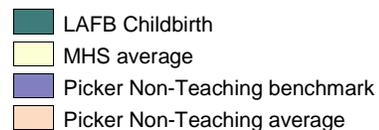
Adult Inpatient Survey - Childbirth Comparisons

Childbirth-Specific



* Significantly different from LAFB problem score

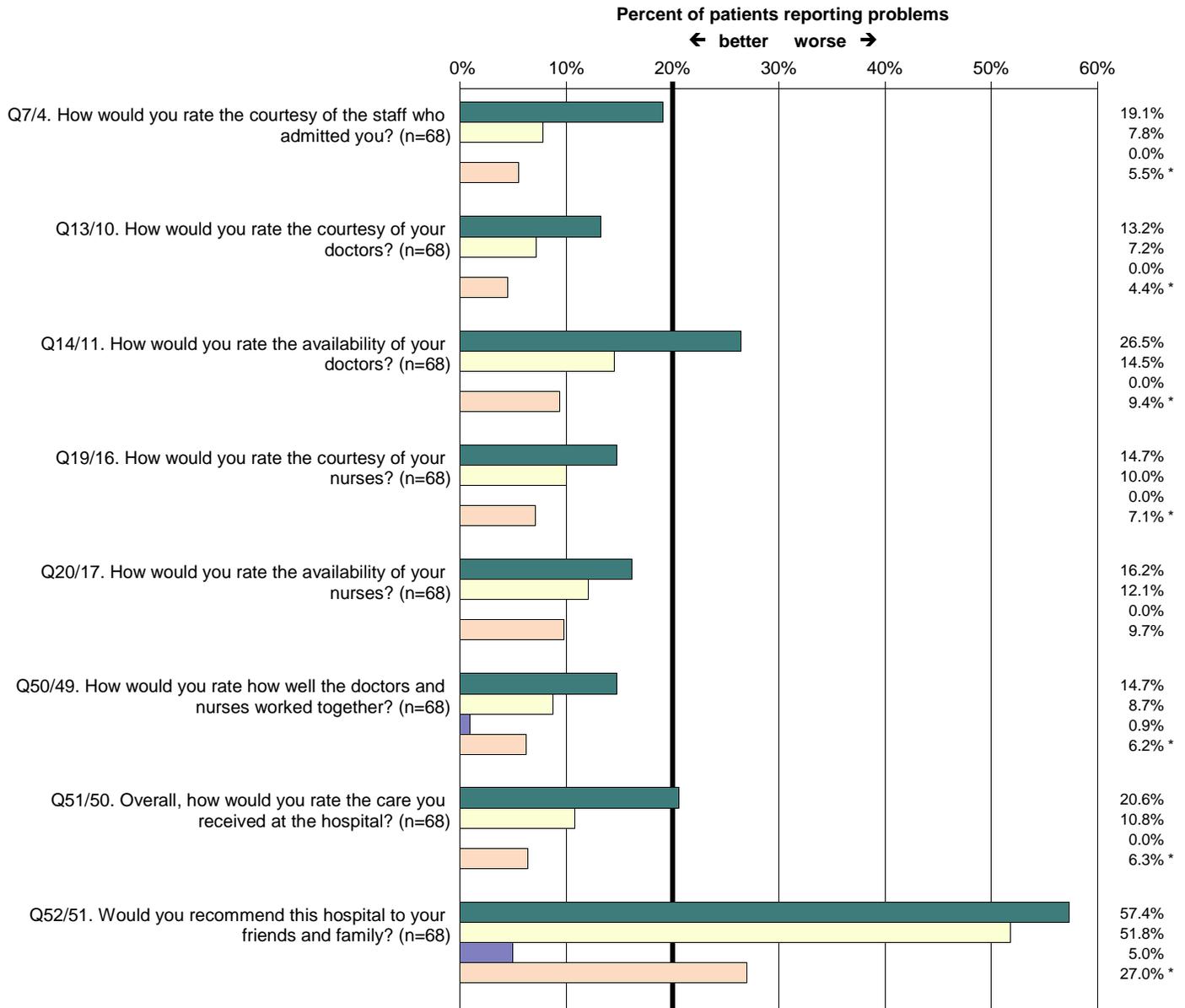
Patients discharged: July 2001 - September 2001



1st Medical Group - Langley Air Force Base

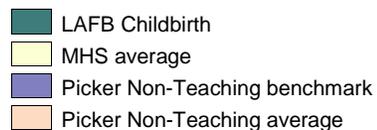
Adult Inpatient Survey - Childbirth Comparisons

Overall Impression



* Significantly different from LAFB problem score

Patients discharged: July 2001 - September 2001



1st Medical Group - Langley Air Force Base Adult Inpatient Survey - Overall Comparisons

<i>Dimensions</i>	LAFB PROBLEM SCORE	LAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER NON-TEACHING BENCHMARK	PICKER NON-TEACHING AVERAGE
All Dimensions Combined	26.2%	107	0.813	Top	20.5% *	13.0%	20.9% *
Respect for Patient Preferences	30.6%	107	0.659	Top	21.5% *	10.2%	19.3% *
Coordination of Care	27.2%	107	0.673	Top	20.7% *	9.7%	18.0% *
Information and Education	24.0%	107	0.684	Top	21.7%	12.3%	21.9%
Physical Comfort	14.2%	107	0.484	High	10.4%	4.2%	9.9%
Emotional Support	29.8%	107	0.727	Top	24.2%	14.2%	24.0%
Involvement of Family and Friends	26.5%	107	0.605	Top	21.3%	11.8%	21.8%
Continuity and Transition	27.1%	107	0.545	Top	23.3%	15.4%	29.2%
Surgery-Specific	4.8%	21	-0.027	Low	15.1% *	11.7%	20.6% *
Childbirth-Specific	39.2%	68	0.496	Top	28.1% *	14.8%	25.8% *

* Significantly different from LAFB 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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**1st Medical Group - Langley Air Force Base
Adult Inpatient Survey - Overall Comparisons**

<i>Respect for Patient Preferences</i>	LAFB PROBLEM SCORE	LAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER NON-TEACHING BENCHMARK	PICKER NON-TEACHING AVERAGE
Respect for Patient Preferences	30.6%	107	0.659	Top	21.5% *	10.2%	19.3% *
Q12/9. Did doctors talk in front of you as if you weren't there?	14.0%	107	0.181	Low	13.5%	2.2%	11.0%
Q18/15. Did nurses talk in front of you as if you weren't there?	17.8%	107	0.135	Low	12.5%	2.3%	13.1%
Q22/19. Did you have enough say about your treatment?	52.3%	107	0.598	Top	38.5%	17.8%	35.2% *
Q30/27. Did you feel like you were treated with respect and dignity while you were in the hospital?	38.3%	107	0.676	Top	21.5%	6.6%	17.7% *

* Significantly different from LAFB 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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1st Medical Group - Langley Air Force Base Adult Inpatient Survey - Overall Comparisons

Coordination of Care	LAFB PROBLEM SCORE	LAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER NON-TEACHING BENCHMARK	PICKER NON-TEACHING AVERAGE
Coordination of Care	27.2%	107	0.673	Top	20.7% *	9.7%	18.0% *
Q2/- . How organized was the care you received in the emergency room?	20.8%	24	0.530	Top	20.3%	7.6%	23.2%
Q4/1 . How organized was the admission process?	29.9%	107	0.611	Top	21.6%	8.8%	19.5% *
Q5/2 . Do you feel you had to wait an unnecessarily long time to go to your room?	18.7%	107	0.445	High	17.4%	4.1%	19.6%
Q8/5 . Was there one particular doctor in charge of your care in the hospital?	23.4%	107	0.258	Med	16.5%	2.0%	10.1% *
Q21/18 . Sometimes in the hospital, one doctor or nurse will say one thing and another will say something quite different. Did this happen to you?	31.8%	107	0.412	Top	22.7%	7.5%	18.2% *
Q29/26 . Were your scheduled tests and procedures performed on time?	32.7%	107	0.315	Med	25.6%	10.5%	22.6% *

* Significantly different from LAFB 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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1st Medical Group - Langley Air Force Base Adult Inpatient Survey - Overall Comparisons

Information and Education	LAFB PROBLEM SCORE	LAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER NON-TEACHING BENCHMARK	PICKER NON-TEACHING AVERAGE
Information and Education	24.0%	107	0.684	Top	21.7%	12.3%	21.9%
Q3/-. While you were in the emergency room, did you get enough information about your medical condition and treatment?	33.3%	24	0.539	Top	32.7%	21.4%	38.1%
Q6/3. If you had to wait to go to your room, did someone from the hospital explain the reason for the delay?	11.2%	107	0.305	Low	8.3%	0.5%	9.1%
Q9/6. When you had important questions to ask a doctor, did you get answers you could understand?	24.3%	107	0.538	Top	22.3%	9.4%	22.5%
Q15/12. When you had important questions to ask a nurse, did you get answers you could understand?	33.6%	107	0.496	Top	28.9%	14.0%	27.5%
Q28/25. Did a doctor or nurse explain the results of tests in a way you could understand?	25.2%	107	0.503	Top	23.9%	13.6%	24.6%

* Significantly different from LAFB 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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**1st Medical Group - Langley Air Force Base
Adult Inpatient Survey - Overall Comparisons**

Physical Comfort	LAFB PROBLEM SCORE	LAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER NON-TEACHING BENCHMARK	PICKER NON-TEACHING AVERAGE
Physical Comfort	14.2%	107	0.484	High	10.4%	4.2%	9.9%
Q26/23. When you needed help getting to the bathroom, did you get it in time?	21.5%	107	0.368	Med	16.2%	7.3%	19.0%
Q27/24. How many minutes after you used the call button did it usually take before you got the help you needed?	1.9%	107	0.181	Low	3.1%	0.0%	3.2%
Q35/38. How many minutes after you requested pain medicine did it usually take before you got it?	4.7%	107	0.270	Low	5.9%	0.0%	4.0%
Q36/39. Do you think that the hospital staff did everything they could to help control your pain?	30.8%	107	0.478	Top	19.6%	5.7%	16.6% *
Q37/40. Overall, how much pain medicine did you get?	12.1%	107	0.293	Low	7.1%	0.8%	6.5% *

* Significantly different from LAFB 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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**1st Medical Group - Langley Air Force Base
Adult Inpatient Survey - Overall Comparisons**

<i>Emotional Support</i>	LAFB PROBLEM SCORE	LAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER NON-TEACHING BENCHMARK	PICKER NON-TEACHING AVERAGE
Emotional Support	29.8%	107	0.727	Top	24.2%	14.2%	24.0%
Q10/7. If you had any anxieties or fears about your condition or treatment, did a doctor discuss them with you?	28.0%	107	0.470	Top	20.5%	6.3%	22.4%
Q11/8. Did you have confidence and trust in the doctors treating you?	30.8%	107	0.630	Top	21.0%	4.6%	15.9% *
Q16/13. If you had any anxieties or fears about your condition or treatment, did a nurse discuss them with you?	31.8%	107	0.473	Top	29.9%	16.7%	29.6%
Q17/14. Did you have confidence and trust in the nurses treating you?	37.4%	107	0.590	Top	29.8%	12.7%	27.2% *
Q25/22. Was it easy for you to find someone on the hospital staff to talk to about your concerns?	41.1%	107	0.577	Top	34.0%	17.7%	31.8%
Q49/48. Did you get as much help as you wanted from someone on the hospital staff in figuring out how to pay your hospital bill?	9.3%	107	0.099	Low	9.8%	5.2%	17.3% *

* Significantly different from LAFB 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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**1st Medical Group - Langley Air Force Base
Adult Inpatient Survey - Overall Comparisons**

<i>Involvement of Family and Friends</i>	LAFB PROBLEM SCORE	LAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER NON-TEACHING BENCHMARK	PICKER NON-TEACHING AVERAGE
Involvement of Family and Friends	26.5%	107	0.605	Top	21.3%	11.8%	21.8%
Q23/20. Did your family or someone else close to you have enough opportunity to talk to your doctor?	34.6%	107	0.533	Top	27.8%	15.4%	27.8%
Q24/21. How much information about your condition or treatment was given to your family or someone close to you?	10.3%	107	0.422	High	8.5%	2.2%	8.9%
Q47/46. Did the doctors and nurses give your family or someone close to you all the information they needed to help you recover?	34.6%	107	0.437	Top	27.4%	10.9%	28.7%

* Significantly different from LAFB 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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**1st Medical Group - Langley Air Force Base
Adult Inpatient Survey - Overall Comparisons**

Continuity and Transition	LAFB PROBLEM SCORE	LAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER NON-TEACHING BENCHMARK	PICKER NON-TEACHING AVERAGE
Continuity and Transition	27.1%	107	0.545	Top	23.3%	15.4%	29.2%
Q43/42. Did someone on the hospital staff explain the purpose of the medicines you were to take at home in a way you could understand?	17.5%	103	0.536	High	14.0%	5.3%	14.2%
Q44/43. Did someone tell you about medication side effects to watch for when you went home?	29.1%	103	0.391	Med	26.0%	16.5%	31.1%
Q45/44. Did they tell you what danger signals about your illness or operation to watch for after you went home?	26.2%	107	0.457	Top	25.6%	14.7%	33.1%
Q46/45. Did they tell you when you could resume your usual activities, such as when to go back to work or drive a car?	32.7%	107	0.367	Med	26.3%	12.8%	35.2%

* Significantly different from LAFB 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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**1st Medical Group - Langley Air Force Base
Adult Inpatient Survey - Overall Comparisons**

<i>Surgery-Specific</i>	LAFB PROBLEM SCORE	LAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER NON-TEACHING BENCHMARK	PICKER NON-TEACHING AVERAGE
Surgery-Specific	4.8%	21	-0.027	Low	15.1% *	11.7%	20.6% *
Q39/- Did the surgeon explain the risks and benefits of the surgery in a way you could understand?	0.0%	21		Low	7.1%	1.3%	11.7%
Q40/- Did the surgeon or any of your other doctors answer your questions about the surgery in a way you could understand?	0.0%	21		Low	8.2%	2.5%	12.8%
Q41/- Did a doctor or nurse tell you accurately how you would feel after surgery?	19.0%	21	-0.027	Low	31.4%	20.9%	40.1%
Q42/- Were the results of the surgery explained in a way you could understand?	0.0%	21		Low	13.6%	7.6%	18.0% *

* Significantly different from LAFB 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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1st Medical Group - Langley Air Force Base Adult Inpatient Survey - Overall Comparisons

Childbirth-Specific	LAFB PROBLEM SCORE	LAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER NON-TEACHING BENCHMARK	PICKER NON-TEACHING AVERAGE
Childbirth-Specific	39.2%	68	0.496	Top	28.1% *	14.8%	25.8% *
Q-/29. Did your doctor or midwife answer your questions about the delivery in a way you could understand?	26.5%	68	0.442	Top	20.9%	4.3%	15.1% *
Q-/30. Did your doctor or midwife discuss your options for pain control during the labor and delivery with you?	41.2%	68	0.376	Med	22.6%	9.1%	28.3% *
Q-/31. Did you have enough say about your pain control during labor and delivery?	52.9%	68	0.347	Med	28.6% *	9.8%	27.5% *
Q-/32. How much anesthesia and pain medicine did you get during labor and delivery?	26.5%	68	0.049	Med	19.7%	2.7%	15.3% *
Q-/33. Did a doctor, midwife or nurse tell you accurately how you would feel after your delivery?	58.8%	68	0.431	Top	51.3%	28.3%	46.1%
Q-/41. Did you get enough information about caring for the baby?	29.4%	68	0.344	Med	25.2%	9.4%	22.6%

* Significantly different from LAFB 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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1st Medical Group - Langley Air Force Base Adult Inpatient Survey - Overall Comparisons

Overall Impression	LAFB PROBLEM SCORE	LAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER NON-TEACHING BENCHMARK	PICKER NON-TEACHING AVERAGE
Q7/4. How would you rate the courtesy of the staff who admitted you?	12.1%	107	0.450	High	5.0%	0.0%	5.4% *
Q13/10. How would you rate the courtesy of your doctors?	10.3%	107	0.571	High	4.9%	0.0%	4.8% *
Q14/11. How would you rate the availability of your doctors?	19.6%	107	0.642	High	11.2%	2.5%	11.2% *
Q19/16. How would you rate the courtesy of your nurses?	11.2%	107	0.575	High	6.9%	0.9%	7.5%
Q20/17. How would you rate the availability of your nurses?	12.1%	107	0.528	High	9.8%	3.8%	12.5%
Q50/49. How would you rate how well the doctors and nurses worked together?	10.3%	107	0.655	High	6.1%	1.6%	7.3%
Q51/50. Overall, how would you rate the care you received at the hospital?	14.0%	107	--	--	7.3%	0.7%	7.9% *
Q52/51. Would you recommend this hospital to your friends and family?	44.9%	107	0.710	Top	36.1%	8.0%	27.9% *

* Significantly different from LAFB 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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1st Medical Group - Langley Air Force Base Adult Inpatient Survey - Medicine Comparisons

Dimensions	LAFB PROBLEM SCORE	LAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER NON-TEACHING BENCHMARK	PICKER NON-TEACHING AVERAGE
All Dimensions Combined	24.8%	18	0.861	Top	20.6%	13.7%	22.7%
Respect for Patient Preferences	30.6%	18	0.873	Top	21.1%	10.0%	20.6%
Coordination of Care	26.3%	18	0.807	Top	20.8%	10.8%	21.7%
Information and Education	32.8%	18	0.758	Top	24.3%	15.3%	27.0%
Physical Comfort	14.4%	18	0.538	High	8.9%	2.3%	9.4%
Emotional Support	30.6%	18	0.677	Top	24.3%	14.1%	26.8%
Involvement of Family and Friends	11.1%	18	0.120	Low	20.2%	10.9%	22.5% *
Continuity and Transition	27.8%	18	0.570	Top	24.3%	18.4%	31.0%

* Significantly different from LAFB 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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1st Medical Group - Langley Air Force Base
Adult Inpatient Survey - Medicine Comparisons

<i>Respect for Patient Preferences</i>	LAFB PROBLEM SCORE	LAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER NON-TEACHING BENCHMARK	PICKER NON-TEACHING AVERAGE
Respect for Patient Preferences	30.6%	18	0.873	Top	21.1%	10.0%	20.6%
Q12/9. Did doctors talk in front of you as if you weren't there?	11.1%	18	0.655	High	16.2%	0.0%	12.1%
Q18/15. Did nurses talk in front of you as if you weren't there?	11.1%	18	0.436	High	11.0%	1.8%	13.0%
Q22/19. Did you have enough say about your treatment?	66.7%	18	0.667	Top	41.5%	21.8%	40.6% *
Q30/27. Did you feel like you were treated with respect and dignity while you were in the hospital?	33.3%	18	0.447	Top	15.9%	4.1%	16.8%

* Significantly different from LAFB 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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**1st Medical Group - Langley Air Force Base
Adult Inpatient Survey - Medicine Comparisons**

Coordination of Care	LAFB PROBLEM SCORE	LAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER NON-TEACHING BENCHMARK	PICKER NON-TEACHING AVERAGE
Coordination of Care	26.3%	18	0.807	Top	20.8%	10.8%	21.7%
Q2/- . How organized was the care you received in the emergency room?	17.6%	17	0.625	High	19.4%	10.2%	22.9%
Q4/1 . How organized was the admission process?	27.8%	18	0.778	Top	19.7%	8.8%	22.8%
Q5/2 . Do you feel you had to wait an unnecessarily long time to go to your room?	27.8%	18	0.467	Top	23.2%	5.3%	30.6%
Q8/5 . Was there one particular doctor in charge of your care in the hospital?	22.2%	18	0.167	Med	17.5%	2.7%	12.1%
Q21/18 . Sometimes in the hospital, one doctor or nurse will say one thing and another will say something quite different. Did this happen to you?	22.2%	18	0.333	Med	18.2%	3.7%	17.0%
Q29/26 . Were your scheduled tests and procedures performed on time?	38.9%	18	0.582	Top	27.1%	10.7%	26.4%

* Significantly different from LAFB 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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1st Medical Group - Langley Air Force Base Adult Inpatient Survey - Medicine Comparisons

Information and Education	LAFB PROBLEM SCORE	LAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER NON-TEACHING BENCHMARK	PICKER NON-TEACHING AVERAGE
Information and Education	32.8%	18	0.758	Top	24.3%	15.3%	27.0%
Q3/-. While you were in the emergency room, did you get enough information about your medical condition and treatment?	35.3%	17	0.542	Top	32.6%	22.0%	39.6%
Q6/3. If you had to wait to go to your room, did someone from the hospital explain the reason for the delay?	27.8%	18	0.467	Top	12.3%	0.0%	13.9%
Q9/6. When you had important questions to ask a doctor, did you get answers you could understand?	16.7%	18	0.370	Low	24.9%	12.5%	27.4%
Q15/12. When you had important questions to ask a nurse, did you get answers you could understand?	38.9%	18	0.436	Top	26.4%	16.0%	28.3%
Q28/25. Did a doctor or nurse explain the results of tests in a way you could understand?	44.4%	18	0.577	Top	27.9%	17.6%	31.0%

* Significantly different from LAFB 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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**1st Medical Group - Langley Air Force Base
Adult Inpatient Survey - Medicine Comparisons**

Physical Comfort	LAFB PROBLEM SCORE	LAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER NON-TEACHING BENCHMARK	PICKER NON-TEACHING AVERAGE
Physical Comfort	14.4%	18	0.538	High	8.9%	2.3%	9.4%
Q26/23. When you needed help getting to the bathroom, did you get it in time?	27.8%	18	0.467	Top	13.4%	3.9%	19.2%
Q27/24. How many minutes after you used the call button did it usually take before you got the help you needed?	0.0%	18		Low	2.8%	0.0%	3.4%
Q35/38. How many minutes after you requested pain medicine did it usually take before you got it?	0.0%	18		Low	5.3%	0.0%	4.1%
Q36/39. Do you think that the hospital staff did everything they could to help control your pain?	33.3%	18	0.447	Top	17.1%	3.8%	15.0% *
Q37/40. Overall, how much pain medicine did you get?	11.1%	18	0.436	High	5.9%	0.0%	5.4%

* Significantly different from LAFB 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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1st Medical Group - Langley Air Force Base Adult Inpatient Survey - Medicine Comparisons

<i>Emotional Support</i>	LAFB PROBLEM SCORE	LAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER NON-TEACHING BENCHMARK	PICKER NON-TEACHING AVERAGE
Emotional Support	30.6%	18	0.677	Top	24.3%	14.1%	26.8%
Q10/7. If you had any anxieties or fears about your condition or treatment, did a doctor discuss them with you?	22.2%	18	0.500	Top	23.7%	12.7%	27.6%
Q11/8. Did you have confidence and trust in the doctors treating you?	22.2%	18	0.500	Top	22.0%	7.3%	20.2%
Q16/13. If you had any anxieties or fears about your condition or treatment, did a nurse discuss them with you?	44.4%	18	0.577	Top	29.7%	17.3%	33.4%
Q17/14. Did you have confidence and trust in the nurses treating you?	44.4%	18	0.433	Top	25.2%	9.2%	25.8%
Q25/22. Was it easy for you to find someone on the hospital staff to talk to about your concerns?	33.3%	18	0.298	Med	33.3%	17.3%	35.0%
Q49/48. Did you get as much help as you wanted from someone on the hospital staff in figuring out how to pay your hospital bill?	16.7%	18	0.555	High	11.8%	4.0%	18.8%

* Significantly different from LAFB 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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1st Medical Group - Langley Air Force Base
Adult Inpatient Survey - Medicine Comparisons

<i>Involvement of Family and Friends</i>	LAFB PROBLEM SCORE	LAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER NON-TEACHING BENCHMARK	PICKER NON-TEACHING AVERAGE
Involvement of Family and Friends	11.1%	18	0.120	Low	20.2%	10.9%	22.5% *
Q23/20. Did your family or someone else close to you have enough opportunity to talk to your doctor?	16.7%	18	0.185	Low	27.0%	14.7%	30.7%
Q24/21. How much information about your condition or treatment was given to your family or someone close to you?	0.0%	18		Low	10.2%	2.4%	11.1%
Q47/46. Did the doctors and nurses give your family or someone close to you all the information they needed to help you recover?	16.7%	18	0.000	Low	23.3%	10.4%	25.8%

* Significantly different from LAFB 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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**1st Medical Group - Langley Air Force Base
Adult Inpatient Survey - Medicine Comparisons**

<i>Continuity and Transition</i>	LAFB PROBLEM SCORE	LAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER NON-TEACHING BENCHMARK	PICKER NON-TEACHING AVERAGE
Continuity and Transition	27.8%	18	0.570	Top	24.3%	18.4%	31.0%
Q43/42. Did someone on the hospital staff explain the purpose of the medicines you were to take at home in a way you could understand?	11.8%	17	0.490	High	13.8%	4.5%	15.3%
Q44/43. Did someone tell you about medication side effects to watch for when you went home?	29.4%	17	0.552	Top	24.6%	17.9%	32.0%
Q45/44. Did they tell you what danger signals about your illness or operation to watch for after you went home?	33.3%	18	0.447	Top	28.1%	21.9%	36.3%
Q46/45. Did they tell you when you could resume your usual activities, such as when to go back to work or drive a car?	27.8%	18	0.156	Med	29.3%	19.8%	38.3%

* Significantly different from LAFB 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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1st Medical Group - Langley Air Force Base Adult Inpatient Survey - Medicine Comparisons

Overall Impression	LAFB PROBLEM SCORE	LAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER NON-TEACHING BENCHMARK	PICKER NON-TEACHING AVERAGE
Q7/4. How would you rate the courtesy of the staff who admitted you?	0.0%	18		Low	4.1%	0.0%	6.3%
Q13/10. How would you rate the courtesy of your doctors?	5.6%	18	0.596	High	5.5%	0.9%	6.2%
Q14/11. How would you rate the availability of your doctors?	11.1%	18	0.436	High	12.4%	2.4%	14.3%
Q19/16. How would you rate the courtesy of your nurses?	11.1%	18	0.655	High	5.2%	0.0%	7.6%
Q20/17. How would you rate the availability of your nurses?	5.6%	18	0.596	High	8.6%	1.8%	13.1%
Q50/49. How would you rate how well the doctors and nurses worked together?	5.6%	18	0.596	High	5.9%	1.1%	8.5%
Q51/50. Overall, how would you rate the care you received at the hospital?	5.6%	18	--	--	6.8%	0.9%	8.9%
Q52/51. Would you recommend this hospital to your friends and family?	38.9%	18	0.582	Top	29.4%	10.3%	28.8%

* Significantly different from LAFB 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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1st Medical Group - Langley Air Force Base Adult Inpatient Survey - Surgery Comparisons

Dimensions	LAFB PROBLEM SCORE	LAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER NON-TEACHING BENCHMARK	PICKER NON-TEACHING AVERAGE
All Dimensions Combined	8.3%	21	0.832	High	15.6% *	11.3%	18.2% *
Respect for Patient Preferences	8.3%	21	0.595	High	16.5% *	8.4%	16.8% *
Coordination of Care	11.1%	21	0.496	High	14.9%	7.4%	14.4%
Information and Education	10.7%	21	0.863	High	16.1%	8.1%	18.5%
Physical Comfort	8.6%	21	0.514	High	9.6%	4.3%	10.3%
Emotional Support	12.7%	21	0.791	High	19.2%	12.0%	21.9%
Involvement of Family and Friends	7.9%	21	0.829	High	15.3%	10.2%	18.0% *
Continuity and Transition	2.4%	21	0.314	Low	17.6% *	14.8%	25.2% *
Surgery-Specific	4.8%	21	-0.027	Low	15.1% *	11.7%	20.6% *

* Significantly different from LAFB 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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**1st Medical Group - Langley Air Force Base
Adult Inpatient Survey - Surgery Comparisons**

<i>Respect for Patient Preferences</i>	LAFB PROBLEM SCORE	LAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER NON-TEACHING BENCHMARK	PICKER NON-TEACHING AVERAGE
Respect for Patient Preferences	8.3%	21	0.595	High	16.5% *	8.4%	16.8% *
Q12/9. Did doctors talk in front of you as if you weren't there?	0.0%	21		Low	9.4%	0.0%	7.8%
Q18/15. Did nurses talk in front of you as if you weren't there?	9.5%	21	0.141	Low	11.1%	2.6%	11.3%
Q22/19. Did you have enough say about your treatment?	19.0%	21	0.691	High	29.4%	15.9%	31.6%
Q30/27. Did you feel like you were treated with respect and dignity while you were in the hospital?	4.8%	21	0.314	Low	16.3%	5.1%	16.5%

* Significantly different from LAFB 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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**1st Medical Group - Langley Air Force Base
Adult Inpatient Survey - Surgery Comparisons**

Coordination of Care	LAFB PROBLEM SCORE	LAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER NON-TEACHING BENCHMARK	PICKER NON-TEACHING AVERAGE
Coordination of Care	11.1%	21	0.496	High	14.9%	7.4%	14.4%
Q2/- . How organized was the care you received in the emergency room?	28.6%	7	0.612	Top	17.4%	24.8%	24.2%
Q4/1 . How organized was the admission process?	9.5%	21	0.314	Low	18.0%	5.1%	16.0%
Q5/2 . Do you feel you had to wait an unnecessarily long time to go to your room?	9.5%	21	0.314	Low	11.1%	4.6%	14.7%
Q8/5 . Was there one particular doctor in charge of your care in the hospital?	0.0%	21		Low	7.9%	0.0%	6.5%
Q21/18 . Sometimes in the hospital, one doctor or nurse will say one thing and another will say something quite different. Did this happen to you?	9.5%	21	-0.176	Low	14.7%	2.4%	13.5%
Q29/26 . Were your scheduled tests and procedures performed on time?	23.8%	21	0.358	Med	21.6%	8.0%	20.2%

* Significantly different from LAFB 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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1st Medical Group - Langley Air Force Base Adult Inpatient Survey - Surgery Comparisons

Information and Education	LAFB PROBLEM SCORE	LAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER NON-TEACHING BENCHMARK	PICKER NON-TEACHING AVERAGE
Information and Education	10.7%	21	0.863	High	16.1%	8.1%	18.5%
Q3/-. While you were in the emergency room, did you get enough information about your medical condition and treatment?	28.6%	7	0.612	Top	26.5%	39.3%	33.4%
Q6/3. If you had to wait to go to your room, did someone from the hospital explain the reason for the delay?	4.8%	21	0.314	Low	5.1%	1.0%	7.1%
Q9/6. When you had important questions to ask a doctor, did you get answers you could understand?	4.8%	21	0.748	High	14.3%	6.7%	17.9%
Q15/12. When you had important questions to ask a nurse, did you get answers you could understand?	19.0%	21	0.452	High	24.5%	11.2%	26.8%
Q28/25. Did a doctor or nurse explain the results of tests in a way you could understand?	9.5%	21	0.774	High	16.9%	7.2%	19.8%

* Significantly different from LAFB 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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**1st Medical Group - Langley Air Force Base
Adult Inpatient Survey - Surgery Comparisons**

Physical Comfort	LAFB PROBLEM SCORE	LAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER NON-TEACHING BENCHMARK	PICKER NON-TEACHING AVERAGE
Physical Comfort	8.6%	21	0.514	High	9.6%	4.3%	10.3%
Q26/23. When you needed help getting to the bathroom, did you get it in time?	4.8%	21	0.314	Low	16.5%	8.0%	21.2%
Q27/24. How many minutes after you used the call button did it usually take before you got the help you needed?	4.8%	21	0.314	Low	3.7%	0.0%	3.6%
Q35/38. How many minutes after you requested pain medicine did it usually take before you got it?	4.8%	21	0.314	Low	4.8%	0.0%	3.4%
Q36/39. Do you think that the hospital staff did everything they could to help control your pain?	14.3%	21	0.578	High	17.3%	6.7%	16.7%
Q37/40. Overall, how much pain medicine did you get?	14.3%	21	0.578	High	5.8%	0.8%	6.8%

* Significantly different from LAFB 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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**1st Medical Group - Langley Air Force Base
Adult Inpatient Survey - Surgery Comparisons**

<i>Emotional Support</i>	LAFB PROBLEM SCORE	LAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER NON-TEACHING BENCHMARK	PICKER NON-TEACHING AVERAGE
Emotional Support	12.7%	21	0.791	High	19.2%	12.0%	21.9%
Q10/7. If you had any anxieties or fears about your condition or treatment, did a doctor discuss them with you?	4.8%	21	0.748	High	13.0%	6.7%	17.4%
Q11/8. Did you have confidence and trust in the doctors treating you?	9.5%	21	0.774	High	12.0%	1.0%	10.8%
Q16/13. If you had any anxieties or fears about your condition or treatment, did a nurse discuss them with you?	23.8%	21	0.452	Top	26.3%	13.3%	28.7%
Q17/14. Did you have confidence and trust in the nurses treating you?	19.0%	21	0.691	High	28.3%	13.3%	28.3%
Q25/22. Was it easy for you to find someone on the hospital staff to talk to about your concerns?	19.0%	21	0.311	Low	27.7%	11.4%	29.3%
Q49/48. Did you get as much help as you wanted from someone on the hospital staff in figuring out how to pay your hospital bill?	0.0%	21		Low	7.8%	3.7%	16.7% *

* Significantly different from LAFB 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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**1st Medical Group - Langley Air Force Base
Adult Inpatient Survey - Surgery Comparisons**

<i>Involvement of Family and Friends</i>	LAFB PROBLEM SCORE	LAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER NON-TEACHING BENCHMARK	PICKER NON-TEACHING AVERAGE
Involvement of Family and Friends	7.9%	21	0.829	High	15.3%	10.2%	18.0% *
Q23/20. Did your family or someone else close to you have enough opportunity to talk to your doctor?	14.3%	21	0.774	High	20.8%	12.7%	23.1%
Q24/21. How much information about your condition or treatment was given to your family or someone close to you?	4.8%	21	0.748	High	5.3%	0.9%	6.9%
Q47/46. Did the doctors and nurses give your family or someone close to you all the information they needed to help you recover?	4.8%	21		Low	19.6%	14.3%	24.1% *

* Significantly different from LAFB 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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**1st Medical Group - Langley Air Force Base
Adult Inpatient Survey - Surgery Comparisons**

Continuity and Transition	LAFB PROBLEM SCORE	LAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER NON-TEACHING BENCHMARK	PICKER NON-TEACHING AVERAGE
Continuity and Transition	2.4%	21	0.314	Low	17.6% *	14.8%	25.2% *
Q43/42. Did someone on the hospital staff explain the purpose of the medicines you were to take at home in a way you could understand?	5.0%	20		Low	10.3%	3.5%	12.8%
Q44/43. Did someone tell you about medication side effects to watch for when you went home?	0.0%	20		Low	21.8% *	12.2%	28.9% *
Q45/44. Did they tell you what danger signals about your illness or operation to watch for after you went home?	0.0%	21		Low	18.6% *	15.7%	28.1% *
Q46/45. Did they tell you when you could resume your usual activities, such as when to go back to work or drive a car?	4.8%	21	0.314	Low	18.9%	15.3%	29.9% *

* Significantly different from LAFB 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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**1st Medical Group - Langley Air Force Base
Adult Inpatient Survey - Surgery Comparisons**

<i>Surgery-Specific</i>	LAFB PROBLEM SCORE	LAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER NON-TEACHING BENCHMARK	PICKER NON-TEACHING AVERAGE
Surgery-Specific	4.8%	21	-0.027	Low	15.1% *	11.7%	20.6% *
Q39/- Did the surgeon explain the risks and benefits of the surgery in a way you could understand?	0.0%	21		Low	7.1%	1.3%	11.7%
Q40/- Did the surgeon or any of your other doctors answer your questions about the surgery in a way you could understand?	0.0%	21		Low	8.2%	2.5%	12.8%
Q41/- Did a doctor or nurse tell you accurately how you would feel after surgery?	19.0%	21	-0.027	Low	31.4%	20.9%	40.1%
Q42/- Were the results of the surgery explained in a way you could understand?	0.0%	21		Low	13.6%	7.6%	18.0% *

* Significantly different from LAFB 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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**1st Medical Group - Langley Air Force Base
Adult Inpatient Survey - Surgery Comparisons**

Overall Impression	LAFB PROBLEM SCORE	LAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER NON-TEACHING BENCHMARK	PICKER NON-TEACHING AVERAGE
Q7/4. How would you rate the courtesy of the staff who admitted you?	0.0%	21		Low	2.8%	0.0%	4.4%
Q13/10. How would you rate the courtesy of your doctors?	4.8%	21	0.748	High	1.6%	0.0%	3.5%
Q14/11. How would you rate the availability of your doctors?	4.8%	21	0.748	High	6.4%	0.0%	8.9%
Q19/16. How would you rate the courtesy of your nurses?	0.0%	21		Low	5.7%	0.0%	7.6%
Q20/17. How would you rate the availability of your nurses?	4.8%	21	0.314	Low	9.9%	3.2%	13.7%
Q50/49. How would you rate how well the doctors and nurses worked together?	0.0%	21		Low	4.1%	0.0%	6.8%
Q51/50. Overall, how would you rate the care you received at the hospital?	0.0%	21	--	--	4.9%	0.0%	7.9%
Q52/51. Would you recommend this hospital to your friends and family?	9.5%	21	0.457	High	26.7%	4.6%	27.6%

* Significantly different from LAFB 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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1st Medical Group - Langley Air Force Base Adult Inpatient Survey - Childbirth Comparisons

<i>Dimensions</i>	LAFB PROBLEM SCORE	LAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER NON-TEACHING BENCHMARK	PICKER NON-TEACHING AVERAGE
All Dimensions Combined	32.0%	68	0.776	Top	25.6% *	11.8%	21.2% *
Respect for Patient Preferences	37.5%	68	0.578	Top	26.5% *	7.3%	20.0% *
Coordination of Care	32.4%	68	0.622	Top	26.9%	9.4%	17.2% *
Information and Education	25.7%	68	0.671	Top	23.9%	7.2%	18.0% *
Physical Comfort	15.9%	68	0.494	High	13.1%	1.7%	9.6% *
Emotional Support	34.8%	68	0.713	Top	28.3%	11.9%	22.3% *
Involvement of Family and Friends	36.3%	68	0.588	Top	29.6%	9.6%	25.2% *
Continuity and Transition	34.6%	68	0.480	Top	28.1%	18.2%	31.3%
Childbirth-Specific	39.2%	68	0.496	Top	28.1% *	14.8%	26.0% *

* Significantly different from LAFB 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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1st Medical Group - Langley Air Force Base
Adult Inpatient Survey - Childbirth Comparisons

<i>Respect for Patient Preferences</i>	LAFB PROBLEM SCORE	LAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER NON-TEACHING BENCHMARK	PICKER NON-TEACHING AVERAGE
Respect for Patient Preferences	37.5%	68	0.578	Top	26.5% *	7.3%	20.0% *
Q12/9. Did doctors talk in front of you as if you weren't there?	19.1%	68	0.048	Low	15.4%	3.8%	13.6%
Q18/15. Did nurses talk in front of you as if you weren't there?	22.1%	68	0.058	Med	15.2%	3.0%	15.5%
Q22/19. Did you have enough say about your treatment?	58.8%	68	0.554	Top	42.6%	14.7%	30.5% *
Q30/27. Did you feel like you were treated with respect and dignity while you were in the hospital?	50.0%	68	0.687	Top	33.0%	2.7%	20.7% *

* Significantly different from LAFB 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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**1st Medical Group - Langley Air Force Base
Adult Inpatient Survey - Childbirth Comparisons**

Coordination of Care	LAFB PROBLEM SCORE	LAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER NON-TEACHING BENCHMARK	PICKER NON-TEACHING AVERAGE
Coordination of Care	32.4%	68	0.622	Top	26.9%	9.4%	17.2% *
Q4/1. How organized was the admission process?	36.8%	68	0.560	Top	27.2%	5.1%	19.4% *
Q5/2. Do you feel you had to wait an unnecessarily long time to go to your room?	19.1%	68	0.446	High	16.1%	0.0%	8.6% *
Q8/5. Was there one particular doctor in charge of your care in the hospital?	30.9%	68	0.195	Med	26.8%	1.9%	11.8% *
Q21/18. Sometimes in the hospital, one doctor or nurse will say one thing and another will say something quite different. Did this happen to you?	41.2%	68	0.411	Top	36.1%	14.1%	26.1% *
Q29/26. Were your scheduled tests and procedures performed on time?	33.8%	68	0.281	Med	28.6%	8.4%	20.0% *

* Significantly different from LAFB 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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1st Medical Group - Langley Air Force Base Adult Inpatient Survey - Childbirth Comparisons

Information and Education	LAFB PROBLEM SCORE	LAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER NON-TEACHING BENCHMARK	PICKER NON-TEACHING AVERAGE
Information and Education	25.7%	68	0.671	Top	23.9%	7.2%	18.0% *
Q6/3. If you had to wait to go to your room, did someone from the hospital explain the reason for the delay?	8.8%	68	0.315	Low	6.7%	0.0%	4.1%
Q9/6. When you had important questions to ask a doctor, did you get answers you could understand?	32.4%	68	0.507	Top	27.3%	3.6%	20.3% *
Q15/12. When you had important questions to ask a nurse, did you get answers you could understand?	36.8%	68	0.520	Top	35.3%	10.7%	27.1%
Q28/25. Did a doctor or nurse explain the results of tests in a way you could understand?	25.0%	68	0.487	Top	26.2%	6.5%	20.5%

* Significantly different from LAFB 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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1st Medical Group - Langley Air Force Base
Adult Inpatient Survey - Childbirth Comparisons

Physical Comfort	LAFB PROBLEM SCORE	LAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER NON-TEACHING BENCHMARK	PICKER NON-TEACHING AVERAGE
Physical Comfort	15.9%	68	0.494	High	13.1%	1.7%	9.6% *
Q26/23. When you needed help getting to the bathroom, did you get it in time?	25.0%	68	0.315	Med	19.9%	3.9%	15.2% *
Q27/24. How many minutes after you used the call button did it usually take before you got the help you needed?	1.5%	68	0.276	Low	3.2%	0.0%	2.2%
Q35/38. How many minutes after you requested pain medicine did it usually take before you got it?	5.9%	68	0.305	Low	7.7%	0.0%	4.4%
Q36/39. Do you think that the hospital staff did everything they could to help control your pain?	35.3%	68	0.467	Top	24.7%	2.0%	18.6% *
Q37/40. Overall, how much pain medicine did you get?	11.8%	68	0.293	Low	9.7%	0.8%	7.5%

* Significantly different from LAFB 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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1st Medical Group - Langley Air Force Base

Adult Inpatient Survey - Childbirth Comparisons

<i>Emotional Support</i>	LAFB PROBLEM SCORE	LAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER NON-TEACHING BENCHMARK	PICKER NON-TEACHING AVERAGE
Emotional Support	34.8%	68	0.713	Top	28.3%	11.9%	22.3% *
Q10/7. If you had any anxieties or fears about your condition or treatment, did a doctor discuss them with you?	36.8%	68	0.390	Med	23.5%	9.6%	20.5% *
Q11/8. Did you have confidence and trust in the doctors treating you?	39.7%	68	0.612	Top	28.9%	2.3%	15.8% *
Q16/13. If you had any anxieties or fears about your condition or treatment, did a nurse discuss them with you?	30.9%	68	0.494	Top	32.6%	12.0%	25.0%
Q17/14. Did you have confidence and trust in the nurses treating you?	41.2%	68	0.615	Top	36.6%	9.2%	28.0% *
Q25/22. Was it easy for you to find someone on the hospital staff to talk to about your concerns?	50.0%	68	0.605	Top	40.0%	10.6%	29.5% *
Q49/48. Did you get as much help as you wanted from someone on the hospital staff in figuring out how to pay your hospital bill?	10.3%	68	-0.042	Low	8.4%	2.9%	15.2%

* Significantly different from LAFB 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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1st Medical Group - Langley Air Force Base
Adult Inpatient Survey - Childbirth Comparisons

<i>Involvement of Family and Friends</i>	LAFB PROBLEM SCORE	LAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER NON-TEACHING BENCHMARK	PICKER NON-TEACHING AVERAGE
Involvement of Family and Friends	36.3%	68	0.588	Top	29.6%	9.6%	25.2% *
Q23/20. Did your family or someone else close to you have enough opportunity to talk to your doctor?	45.6%	68	0.510	Top	35.5%	3.6%	28.7% *
Q24/21. How much information about your condition or treatment was given to your family or someone close to you?	14.7%	68	0.414	High	9.6%	0.0%	7.8%
Q47/46. Did the doctors and nurses give your family or someone close to you all the information they needed to help you recover?	48.5%	68	0.411	Top	43.7%	23.0%	39.0%

* Significantly different from LAFB 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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1st Medical Group - Langley Air Force Base
Adult Inpatient Survey - Childbirth Comparisons

Continuity and Transition	LAFB PROBLEM SCORE	LAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER NON-TEACHING BENCHMARK	PICKER NON-TEACHING AVERAGE
Continuity and Transition	34.6%	68	0.480	Top	28.1%	18.2%	31.3%
Q43/42. Did someone on the hospital staff explain the purpose of the medicines you were to take at home in a way you could understand?	22.7%	66	0.516	Top	18.9%	2.6%	14.0%
Q44/43. Did someone tell you about medication side effects to watch for when you went home?	37.9%	66	0.298	Med	32.3%	15.8%	31.2%
Q45/44. Did they tell you what danger signals about your illness or operation to watch for after you went home?	32.4%	68	0.413	Top	29.5%	11.9%	34.1%
Q46/45. Did they tell you when you could resume your usual activities, such as when to go back to work or drive a car?	42.6%	68	0.317	Med	31.0%	12.5%	36.8%

* Significantly different from LAFB 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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1st Medical Group - Langley Air Force Base
Adult Inpatient Survey - Childbirth Comparisons

Childbirth-Specific	LAFB PROBLEM SCORE	LAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER NON-TEACHING BENCHMARK	PICKER NON-TEACHING AVERAGE
Childbirth-Specific	39.2%	68	0.496	Top	28.1% *	14.8%	26.0% *
Q-/29. Did your doctor or midwife answer your questions about the delivery in a way you could understand?	26.5%	68	0.442	Top	20.9%	4.3%	15.0% *
Q-/30. Did your doctor or midwife discuss your options for pain control during the labor and delivery with you?	41.2%	68	0.376	Med	22.6%	9.1%	29.0% *
Q-/31. Did you have enough say about your pain control during labor and delivery?	52.9%	68	0.347	Med	28.6% *	9.8%	27.7% *
Q-/32. How much anesthesia and pain medicine did you get during labor and delivery?	26.5%	68	0.049	Med	19.7%	2.7%	15.0% *
Q-/33. Did a doctor, midwife or nurse tell you accurately how you would feel after your delivery?	58.8%	68	0.431	Top	51.3%	28.3%	46.7%
Q-/41. Did you get enough information about caring for the baby?	29.4%	68	0.344	Med	25.2%	9.4%	22.5%

* Significantly different from LAFB 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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1st Medical Group - Langley Air Force Base Adult Inpatient Survey - Childbirth Comparisons

Overall Impression	LAFB PROBLEM SCORE	LAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER NON-TEACHING BENCHMARK	PICKER NON-TEACHING AVERAGE
Q7/4. How would you rate the courtesy of the staff who admitted you?	19.1%	68	0.446	High	7.8%	0.0%	5.5% *
Q13/10. How would you rate the courtesy of your doctors?	13.2%	68	0.559	High	7.2%	0.0%	4.4% *
Q14/11. How would you rate the availability of your doctors?	26.5%	68	0.638	Top	14.5%	0.0%	9.4% *
Q19/16. How would you rate the courtesy of your nurses?	14.7%	68	0.560	High	10.0%	0.0%	7.1% *
Q20/17. How would you rate the availability of your nurses?	16.2%	68	0.529	High	12.1%	0.0%	9.7%
Q50/49. How would you rate how well the doctors and nurses worked together?	14.7%	68	0.664	High	8.7%	0.9%	6.2% *
Q51/50. Overall, how would you rate the care you received at the hospital?	20.6%	68	--	--	10.8%	0.0%	6.3% *
Q52/51. Would you recommend this hospital to your friends and family?	57.4%	68	0.711	Top	51.8%	5.0%	27.0% *

* Significantly different from LAFB 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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