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**Report on Patients' Experiences  
74th Medical Group - Wright Patterson Air Force Base  
Adult Inpatient Survey**

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Patients discharged: July 2, 2001 - September 30, 2001

# 74th Medical Group - Wright Patterson Air Force Base

## Executive Summary - Adult Inpatient Survey

### METHODOLOGY:

This report summarizes an Adult Inpatient Survey of 74th Medical Group - Wright Patterson Air Force Base (WP) patients discharged between July 2, 2001 and September 30, 2001. This report compares the results of the survey for 74th Medical Group - Wright Patterson 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.

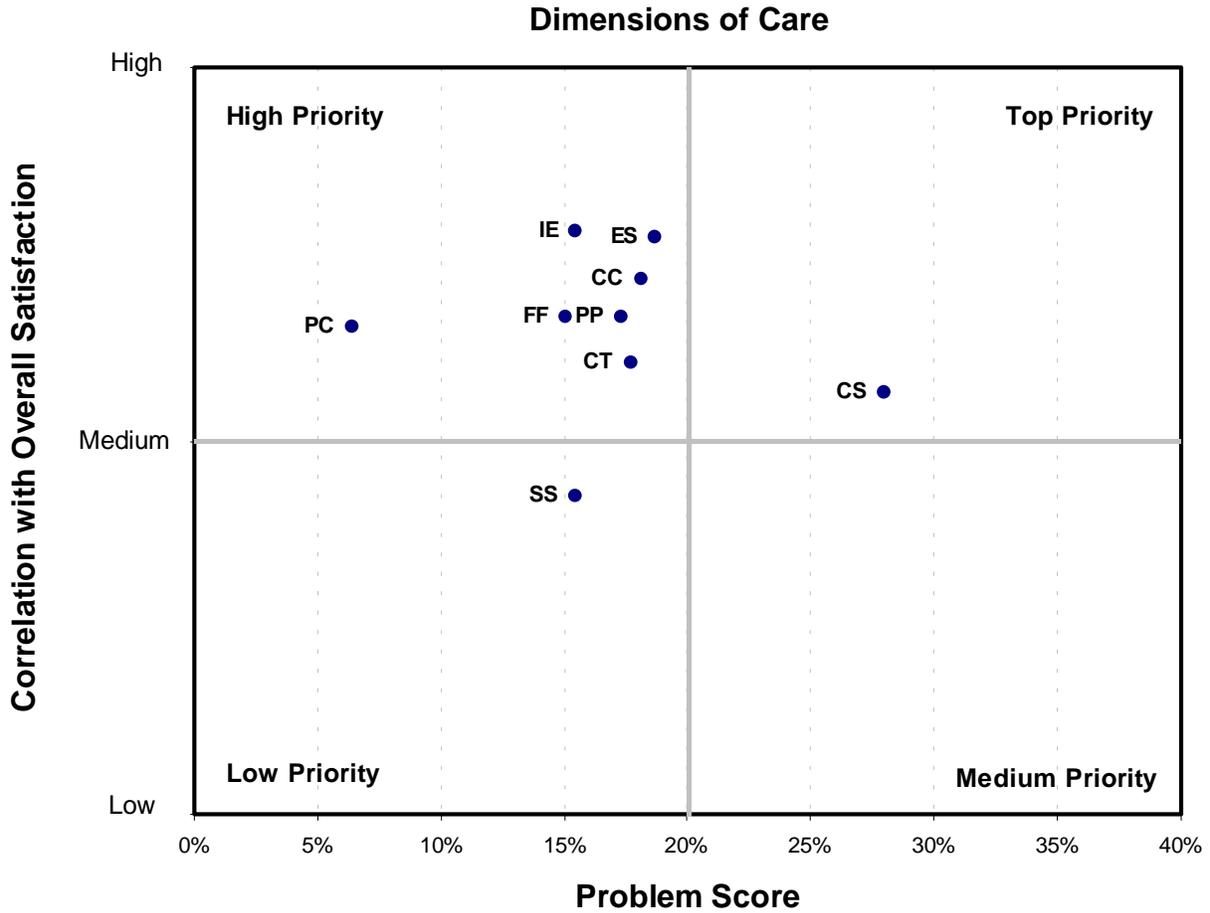
### SUMMARY FINDINGS:

<b>Overall Satisfaction</b>	MHS Overall	WP Overall	WP Medicine	WP Surgery	WP Childbirth
Overall Rating (Percent Excellent)	45.5%	59.6%	56.3%	67.7% *	42.9%
Would definitely recommend	59.6%	72.6%	74.7%	76.3% *	53.6%

<b>Dimensions</b>	MHS Overall	WP Overall	WP Medicine	WP Surgery	WP Childbirth
All Dimensions Combined	20.5%	15.9% *	18.0%	12.2% *	21.3%
Respect for Patient Preferences	21.5%	17.3% *	19.8%	11.8% *	27.7%
Coordination of Care	20.7%	18.1%	22.6%	12.3% *	22.9%
Information and Education	21.7%	15.4% *	19.7%	11.2% *	16.1%
Physical Comfort	10.4%	6.3% *	7.6%	6.2% *	2.9% *
Emotional Support	24.2%	18.7% *	22.2%	14.2% *	22.6%
Involvement of Family and Friends	21.3%	15.1% *	16.5%	9.3% *	29.8%
Continuity and Transition	23.3%	17.7% *	17.8%	16.7% *	20.5%
Surgery-Specific	15.1%	15.4%		15.4%	
Childbirth-Specific	28.1%	28.0%			28.0%

\* Statistically significantly different from MHS Overall Average

**74th Medical Group - Wright Patterson Air Force Base  
Executive Summary - Adult Inpatient Survey**



- PP = Respect for Patient Preferences
- CC = Coordination of Care
- IE = Information and Education
- PC = Physical Comfort
- ES = Emotional Support
- FF = Involvement of Family and Friends
- CT = Continuity and Transition
- SS = Surgery-Specific
- CS = Childbirth-Specific

Top Priority: score $\geq$ 20% and corr. $\geq$ 0.4 High Priority: score $<$ 20% and corr. $\geq$ 0.4 Medium Priority: score $\geq$ 20% and corr. $<$ 0.4 Low Priority: score $<$ 20% and corr. $<$ 0.4
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Patients discharged: July 2, 2001 - September 30, 2001

**74th Medical Group - Wright Patterson Air Force Base  
Adult Inpatient Survey - Key Strengths**

	WP PROBLEM SCORE	WP NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION
<b><i>Dimensions</i></b>			
* Physical Comfort	6.3%	208	0.522
<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?	7.2%	208	0.264
<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?	1.4%	208	0.126
Q35/38. How many minutes after you requested pain medicine did it usually take before you got it?	2.4%	208	0.298
* Q37/40. Overall, how much pain medicine did you get?	3.8%	208	0.413
<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?	8.7%	208	0.057
<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?	7.2%	208	0.388
<b><i>Surgery-Specific</i></b>			
Q39/-. Did the surgeon explain the risks and benefits of the surgery in a way you could understand?	8.1%	86	0.090
Q40/-. Did the surgeon or any of your other doctors answer your questions about the surgery in a way you could understand?	7.0%	86	0.266
<b><i>Childbirth-Specific</i></b>			
Q-/41. Did you get enough information about caring for the baby?	7.1%	28	0.058

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.

**74th Medical Group - Wright Patterson Air Force Base  
Adult Inpatient Survey - Key Strengths**

	WP PROBLEM SCORE	WP NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION
<b><i>Overall Impression</i></b>			
Q7/4. How would you rate the courtesy of the staff who admitted you?	1.4%	208	0.282
* Q13/10. How would you rate the courtesy of your doctors?	4.3%	208	0.405
* Q14/11. How would you rate the availability of your doctors?	9.6%	208	0.518
* Q19/16. How would you rate the courtesy of your nurses?	1.9%	208	0.492
* Q20/17. How would you rate the availability of your nurses?	4.3%	208	0.424
* Q50/49. How would you rate how well the doctors and nurses worked together?	3.8%	208	0.509
Q51/50. Overall, how would you rate the care you received at the hospital?	3.4%	208	--

Patients discharged: July 2001 - September 2001

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

**74th Medical Group - Wright Patterson Air Force Base**  
**Adult Inpatient Survey - Areas for Improvement**

	WP PROBLEM SCORE	WP NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION
<b><i>Dimensions</i></b>			
* Childbirth-Specific	28.0%	28	0.453
<b><i>Respect for Patient Preferences</i></b>			
* Q22/19. Did you have enough say about your treatment?	31.7%	208	0.405
<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?	21.2%	208	0.249
Q29/26. Were your scheduled tests and procedures performed on time?	24.0%	208	0.398
<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?	21.2%	113	0.476
<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?	24.5%	208	0.387
* Q25/22. Was it easy for you to find someone on the hospital staff to talk to about your concerns?	24.5%	208	0.461
<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?	20.7%	208	0.415
<b><i>Continuity and Transition</i></b>			
Q44/43. Did someone tell you about medication side effects to watch for when you went home?	22.0%	200	0.305
Q46/45. Did they tell you when you could resume your usual activities, such as when to go back to work or drive a car?	20.7%	208	0.346

Patients discharged: July 2001 - September 2001

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

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

**74th Medical Group - Wright Patterson Air Force Base  
Adult Inpatient Survey - Areas for Improvement**

	WP PROBLEM SCORE	WP NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION
<b><i>Surgery-Specific</i></b>			
Q41/-. Did a doctor or nurse tell you accurately how you would feel after surgery?	34.9%	86	0.296
<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?	25.0%	28	0.589
* Q-/30. Did your doctor or midwife discuss your options for pain control during the labor and delivery with you?	32.1%	28	0.405
Q-/31. Did you have enough say about your pain control during labor and delivery?	32.1%	28	0.145
Q-/32. How much anesthesia and pain medicine did you get during labor and delivery?	21.4%	28	0.109
Q-/33. Did a doctor, midwife or nurse tell you accurately how you would feel after your delivery?	50.0%	28	0.295
<b><i>Overall Impression</i></b>			
* Q52/51. Would you recommend this hospital to your friends and family?	22.1%	208	0.644

Patients discharged: July 2001 - September 2001

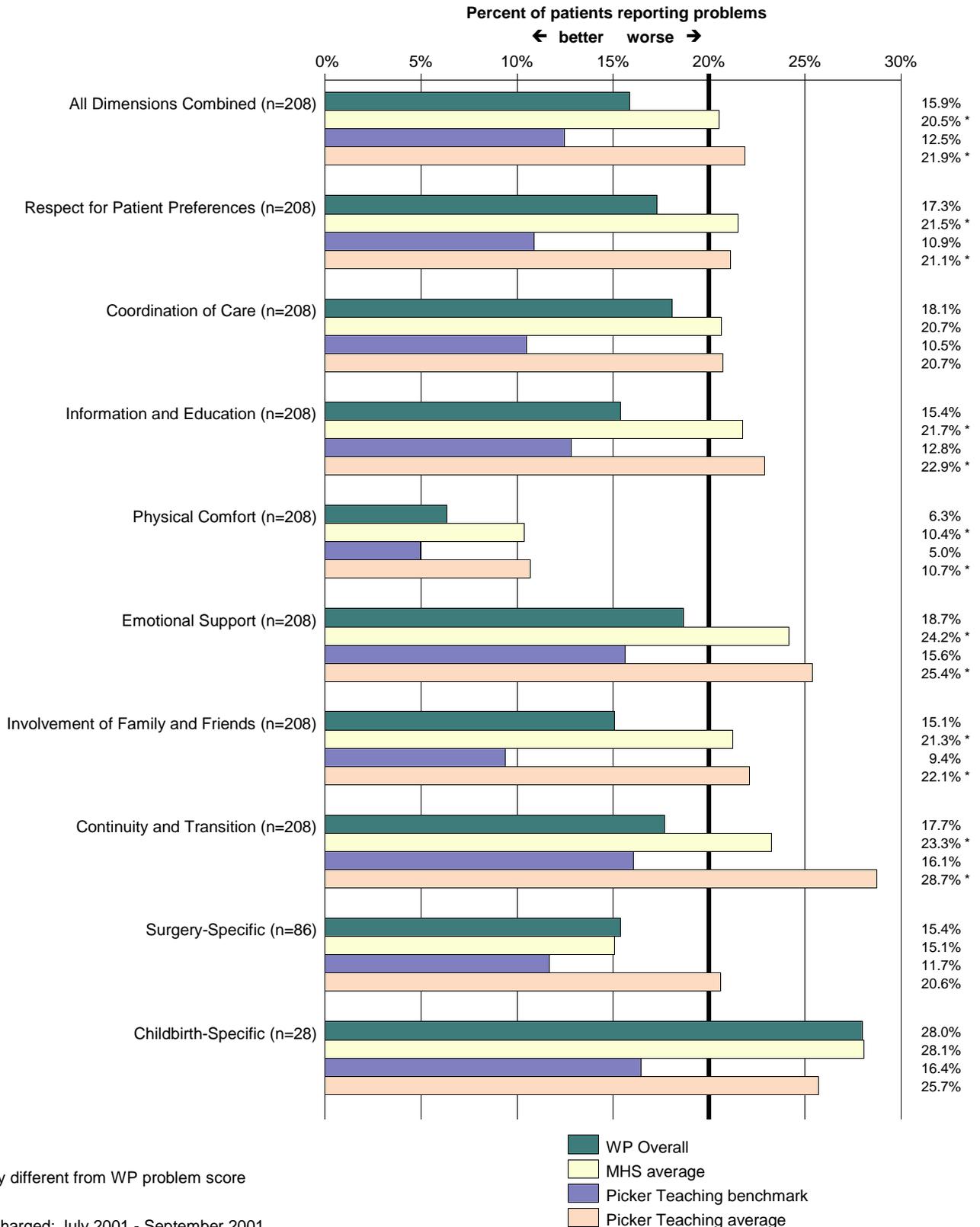
\* Highly Correlated (corr.  $\geq 0.4$ ) with Overall Satisfaction

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

# 74th Medical Group - Wright Patterson Air Force Base

## Adult Inpatient Survey - Overall Comparisons

### Dimensions



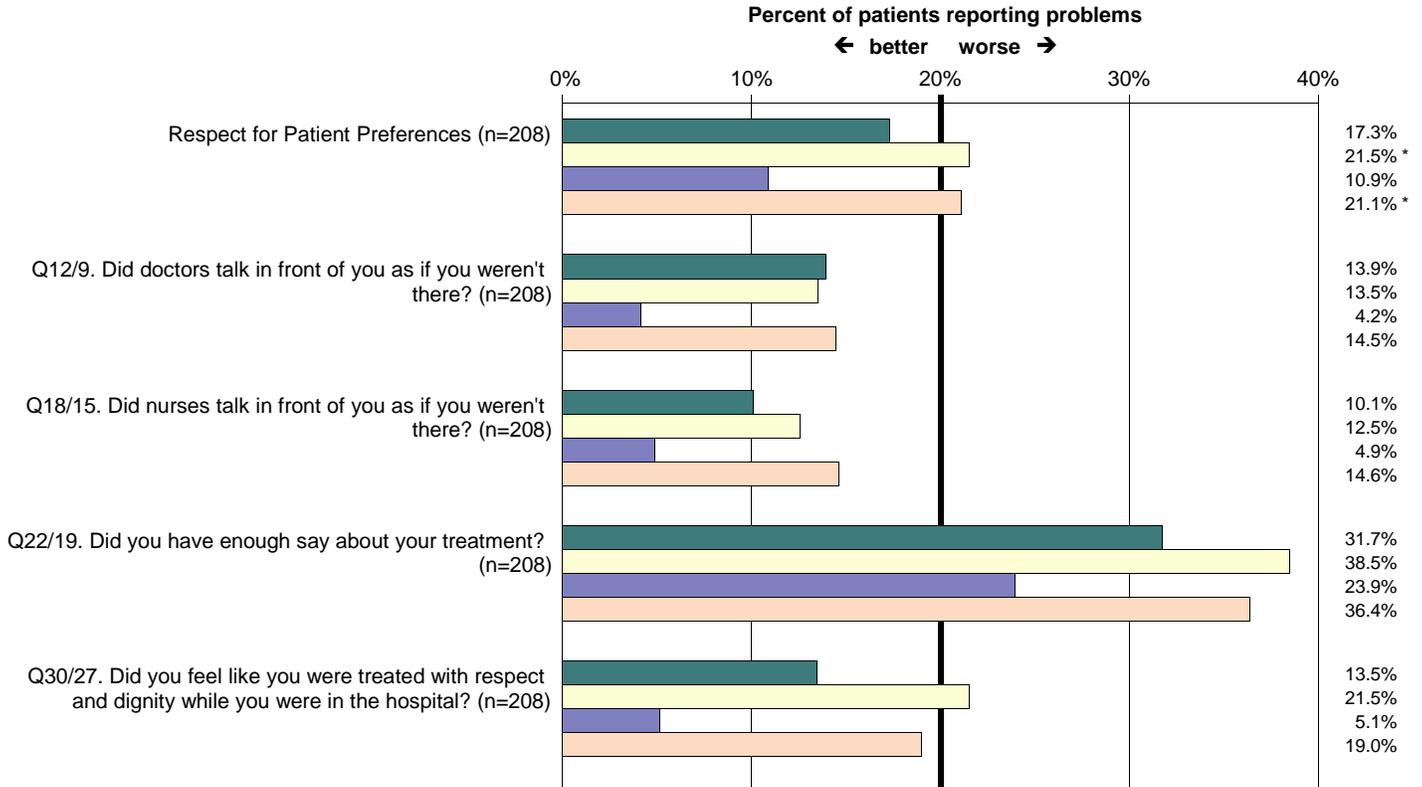
\* Significantly different from WP problem score

Patients discharged: July 2001 - September 2001

# 74th Medical Group - Wright Patterson Air Force Base

## Adult Inpatient Survey - Overall Comparisons

### Respect for Patient Preferences



\* Significantly different from WP problem score

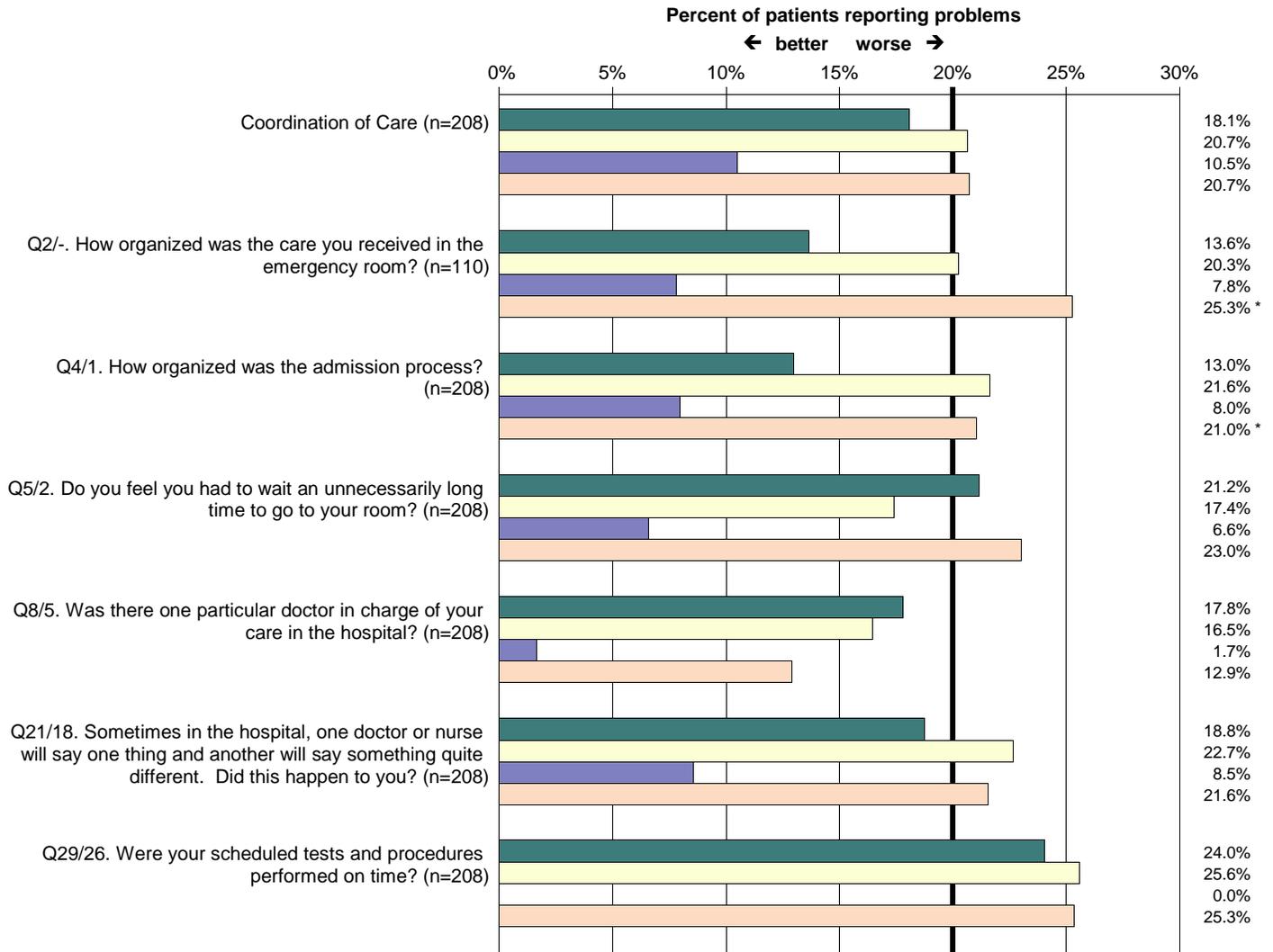
Patients discharged: July 2001 - September 2001

■ WP Overall  
■ MHS average  
■ Picker Teaching benchmark  
■ Picker Teaching average

# 74th Medical Group - Wright Patterson Air Force Base

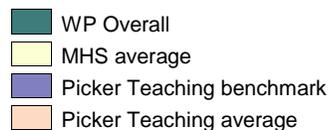
## Adult Inpatient Survey - Overall Comparisons

### Coordination of Care



\* Significantly different from WP problem score

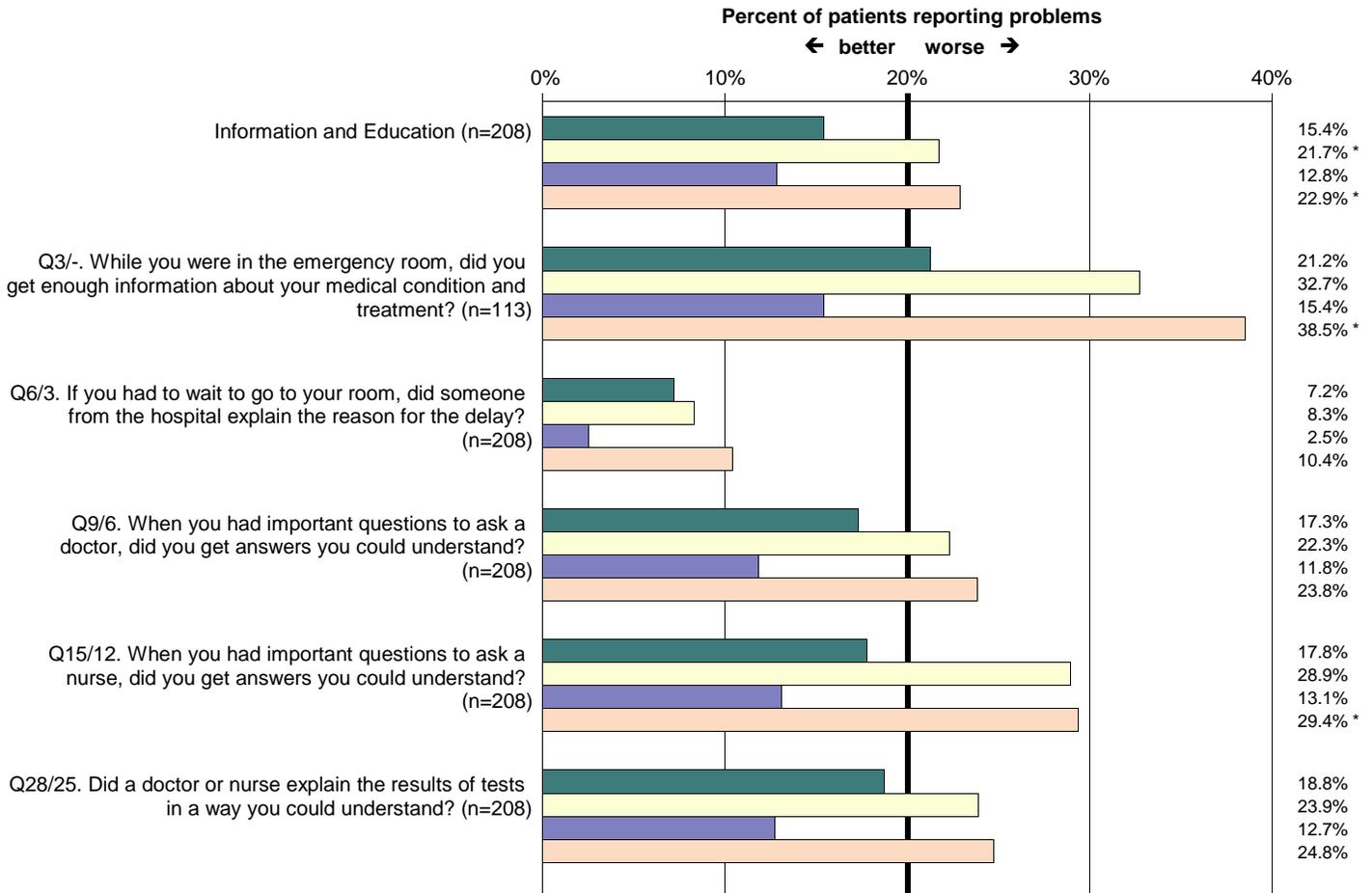
Patients discharged: July 2001 - September 2001



# 74th Medical Group - Wright Patterson Air Force Base

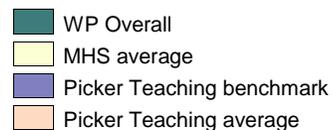
## Adult Inpatient Survey - Overall Comparisons

### Information and Education



\* Significantly different from WP problem score

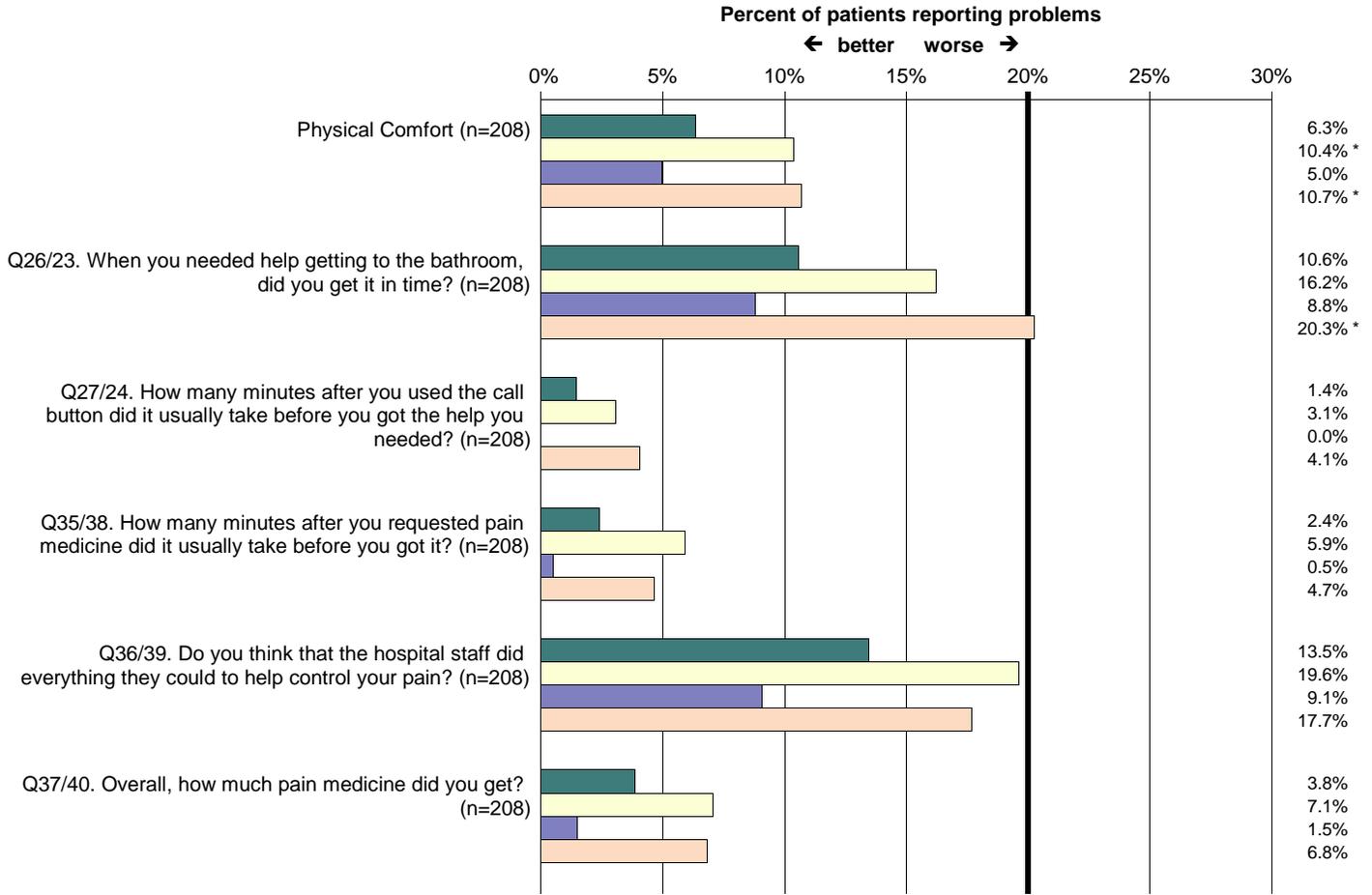
Patients discharged: July 2001 - September 2001



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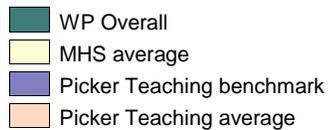
## Adult Inpatient Survey - Overall Comparisons

### Physical Comfort



\* Significantly different from WP problem score

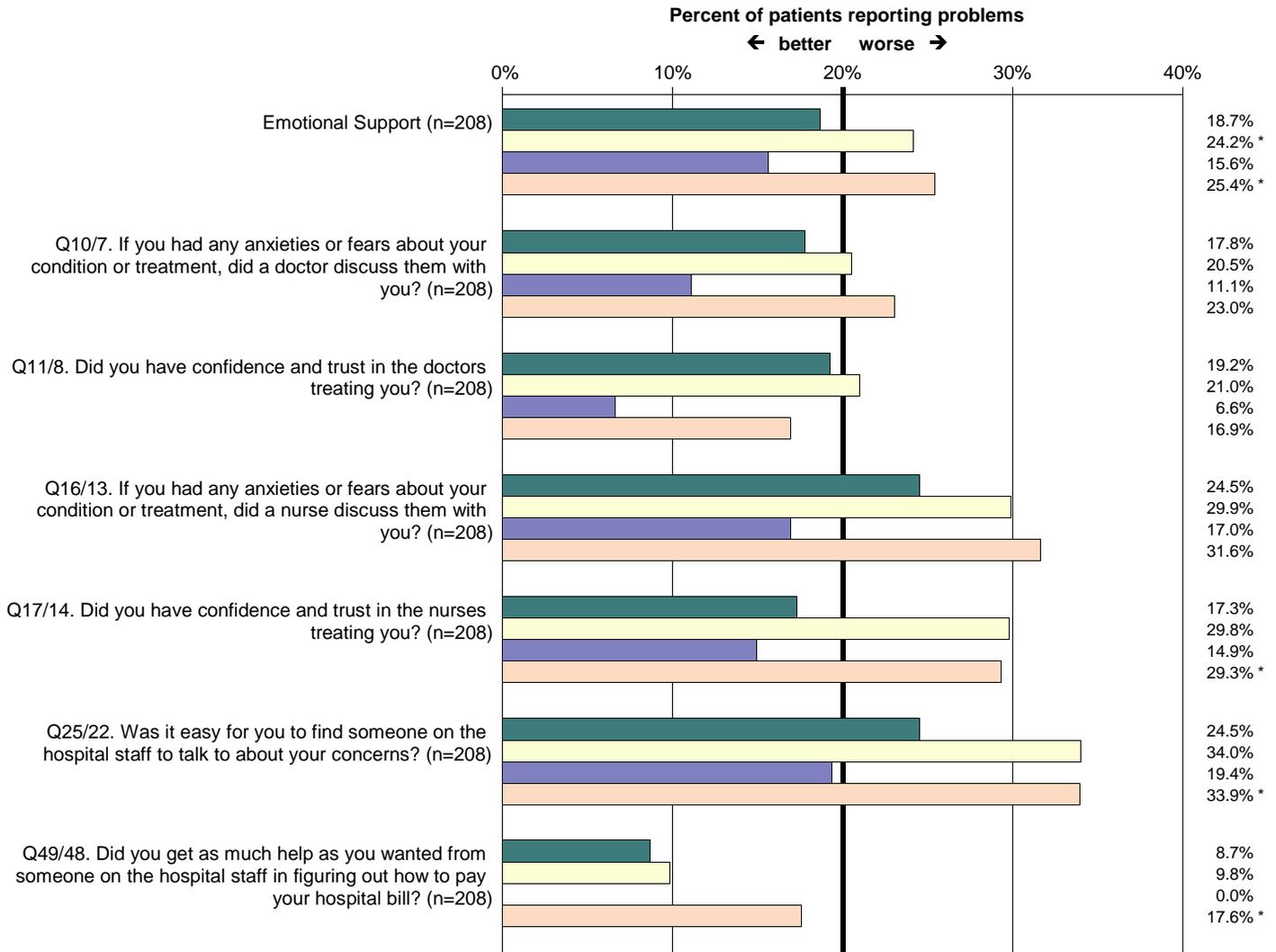
Patients discharged: July 2001 - September 2001



# 74th Medical Group - Wright Patterson Air Force Base

## Adult Inpatient Survey - Overall Comparisons

### Emotional Support



\* Significantly different from WP problem score

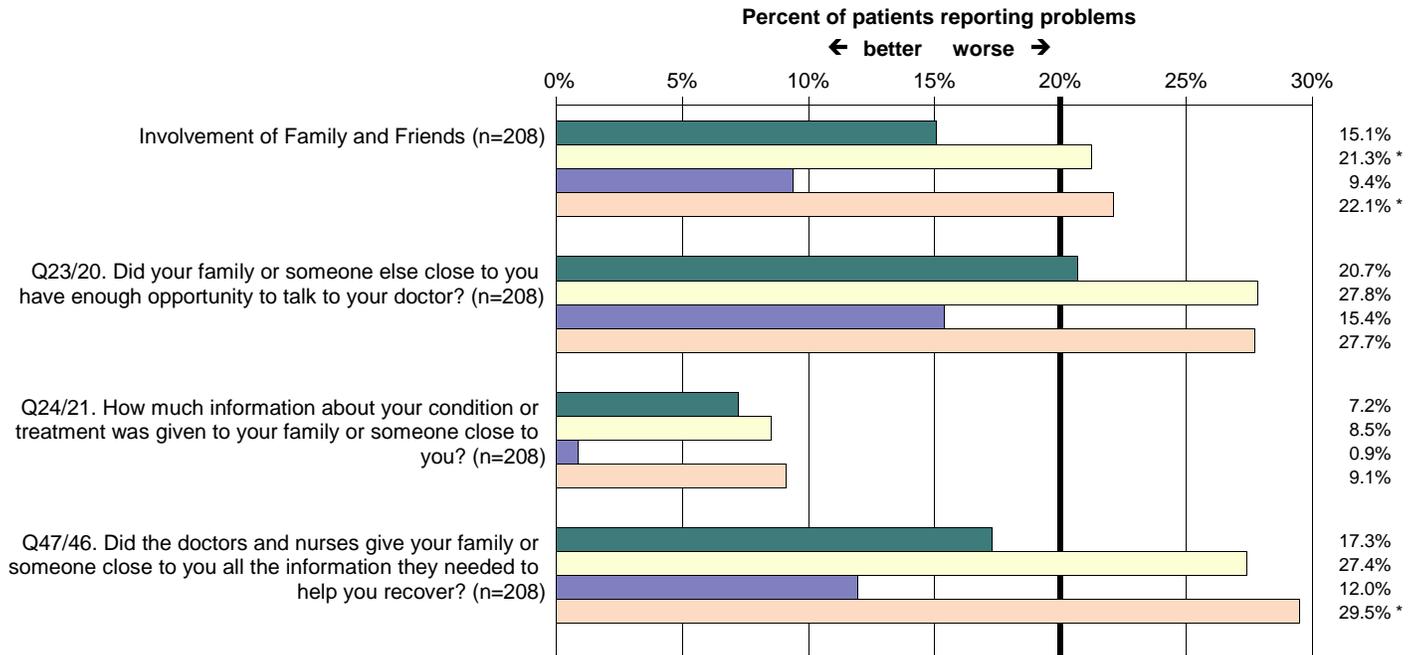
Patients discharged: July 2001 - September 2001

■ WP Overall  
■ MHS average  
■ Picker Teaching benchmark  
■ Picker Teaching average

# 74th Medical Group - Wright Patterson Air Force Base

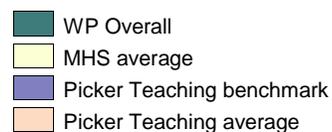
## Adult Inpatient Survey - Overall Comparisons

### *Involvement of Family and Friends*



\* Significantly different from WP problem score

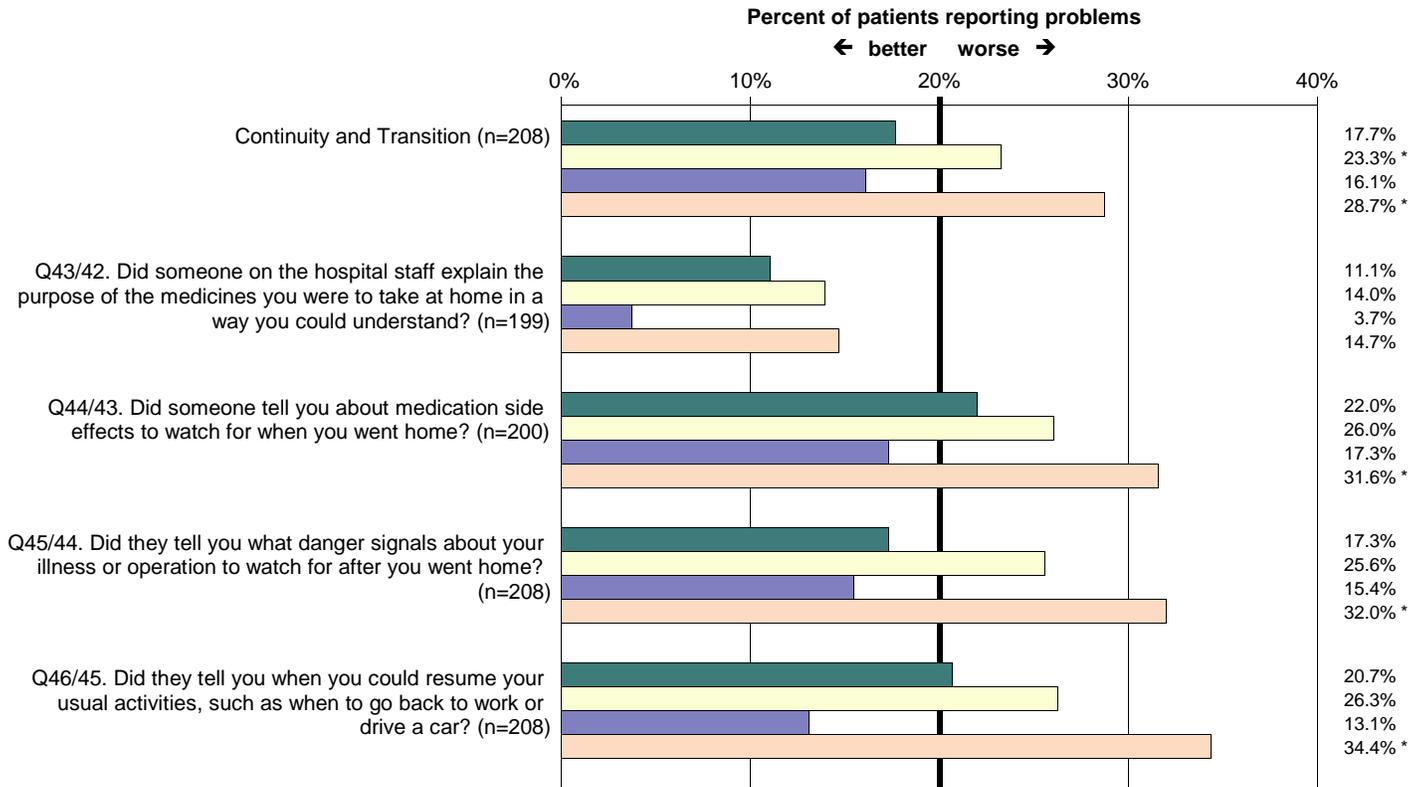
Patients discharged: July 2001 - September 2001



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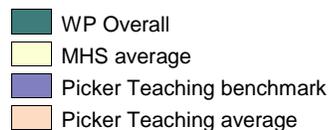
## Adult Inpatient Survey - Overall Comparisons

### Continuity and Transition



\* Significantly different from WP problem score

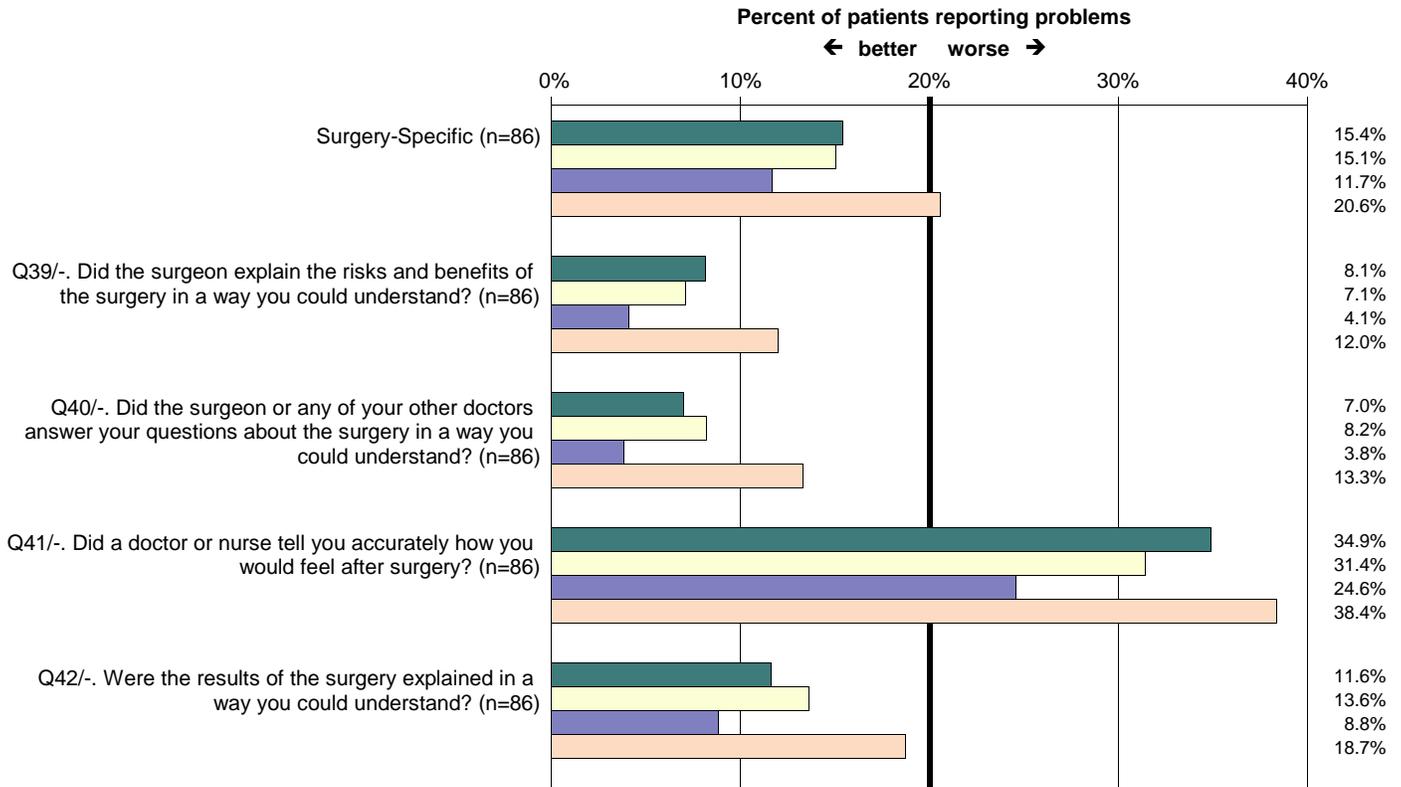
Patients discharged: July 2001 - September 2001



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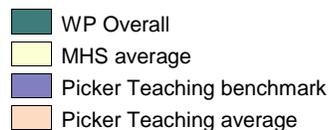
## Adult Inpatient Survey - Overall Comparisons

### Surgery-Specific



\* Significantly different from WP problem score

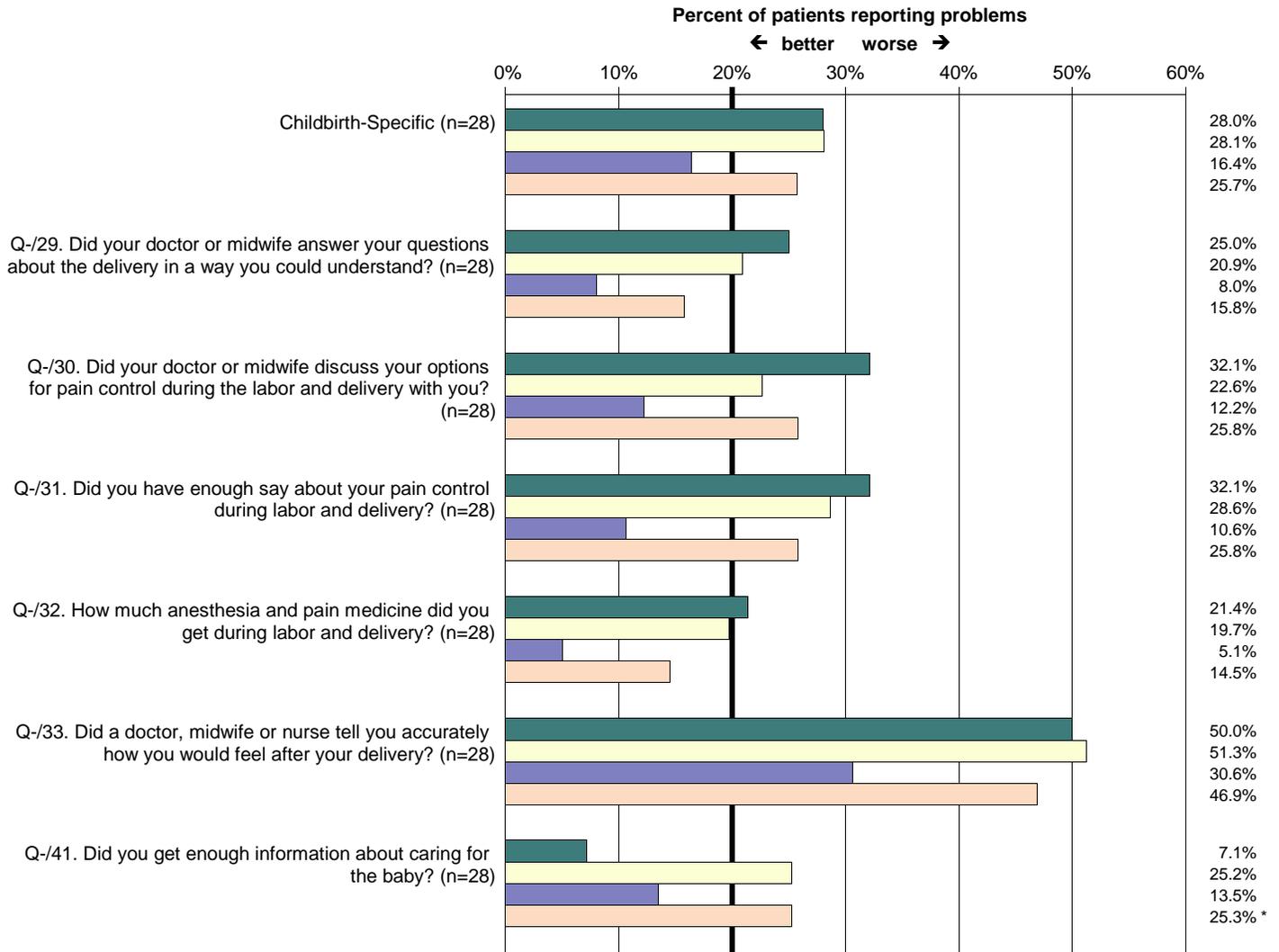
Patients discharged: July 2001 - September 2001



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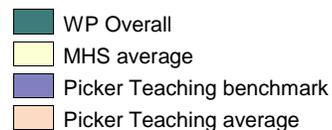
## Adult Inpatient Survey - Overall Comparisons

### Childbirth-Specific



\* Significantly different from WP problem score

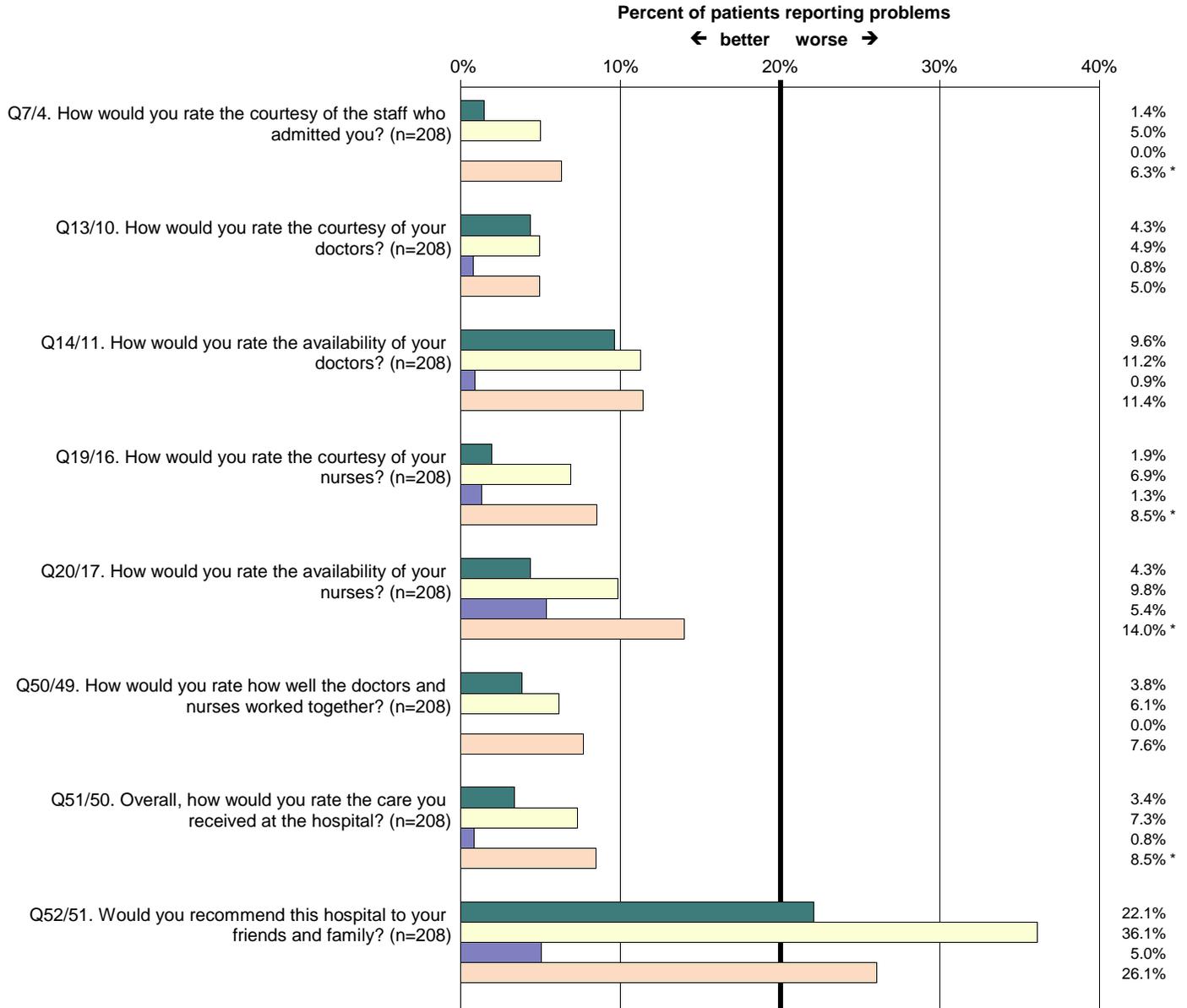
Patients discharged: July 2001 - September 2001



# 74th Medical Group - Wright Patterson Air Force Base

## Adult Inpatient Survey - Overall Comparisons

### Overall Impression



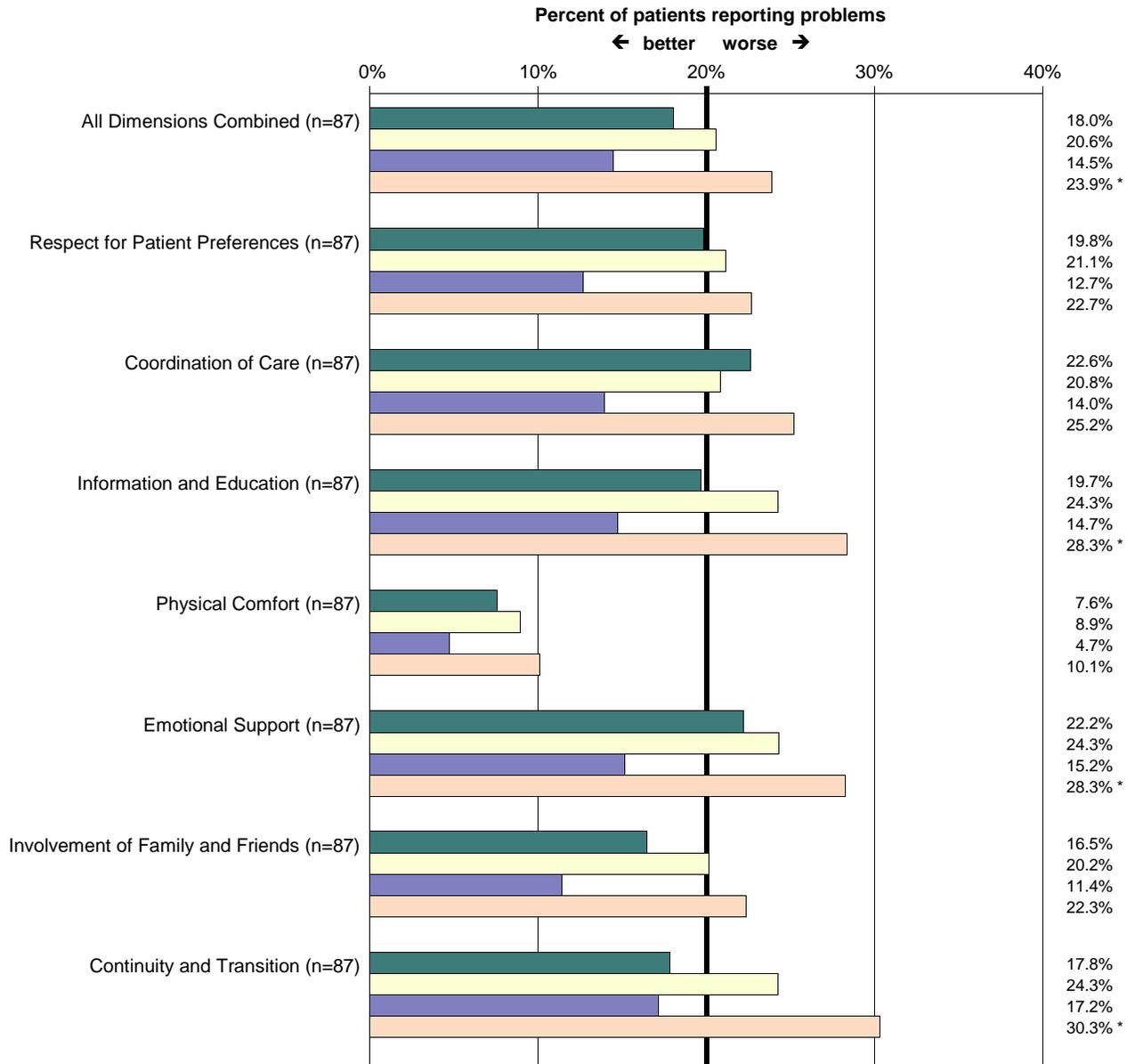
\* Significantly different from WP problem score

Patients discharged: July 2001 - September 2001

WP Overall  
 MHS average  
 Picker Teaching benchmark  
 Picker Teaching average

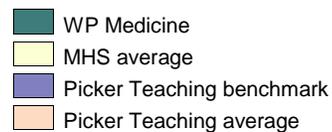
# 74th Medical Group - Wright Patterson Air Force Base Adult Inpatient Survey - Medicine Comparisons

## Dimensions



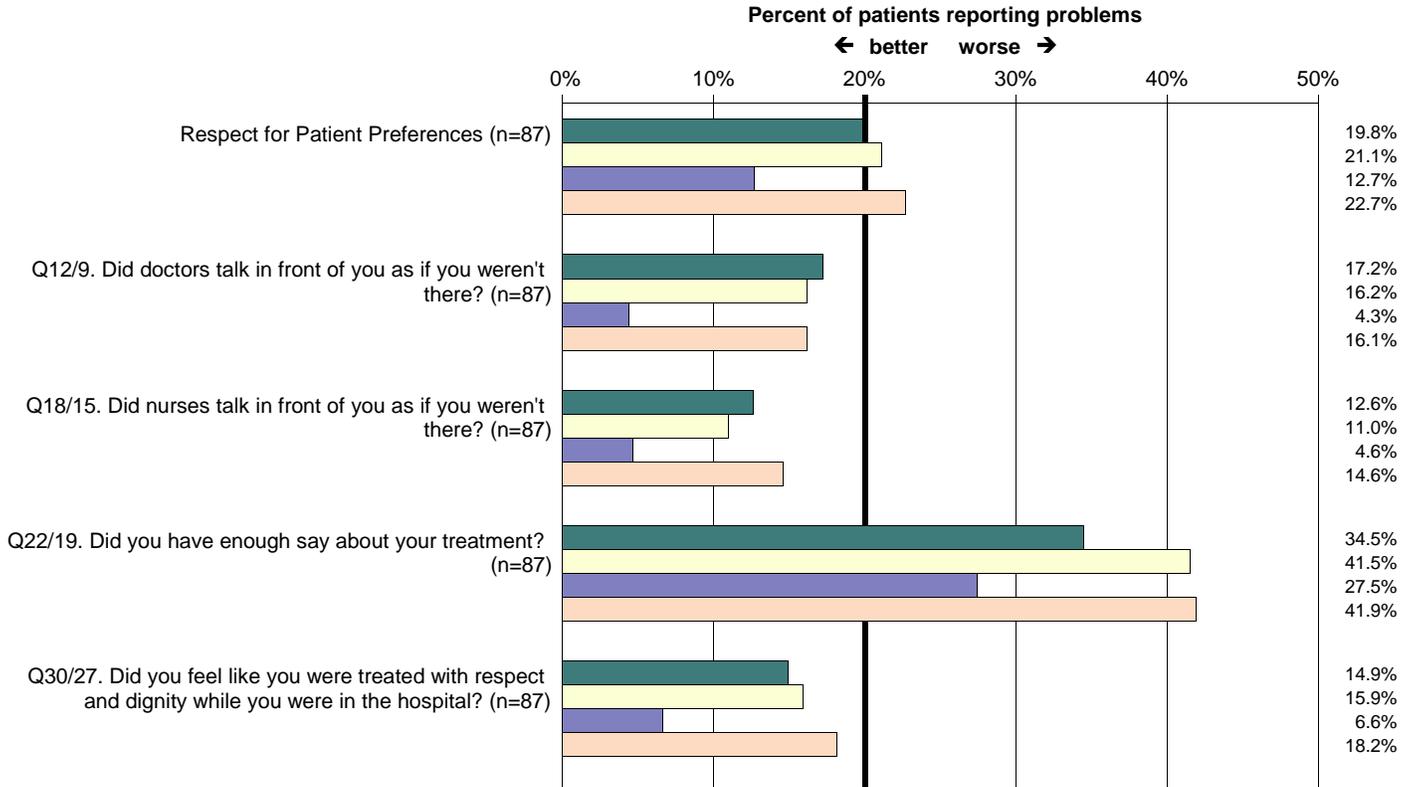
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Patients discharged: July 2001 - September 2001



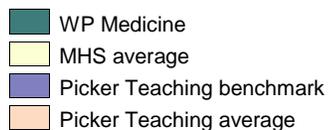
# 74th Medical Group - Wright Patterson Air Force Base Adult Inpatient Survey - Medicine Comparisons

## *Respect for Patient Preferences*



\* Significantly different from WP problem score

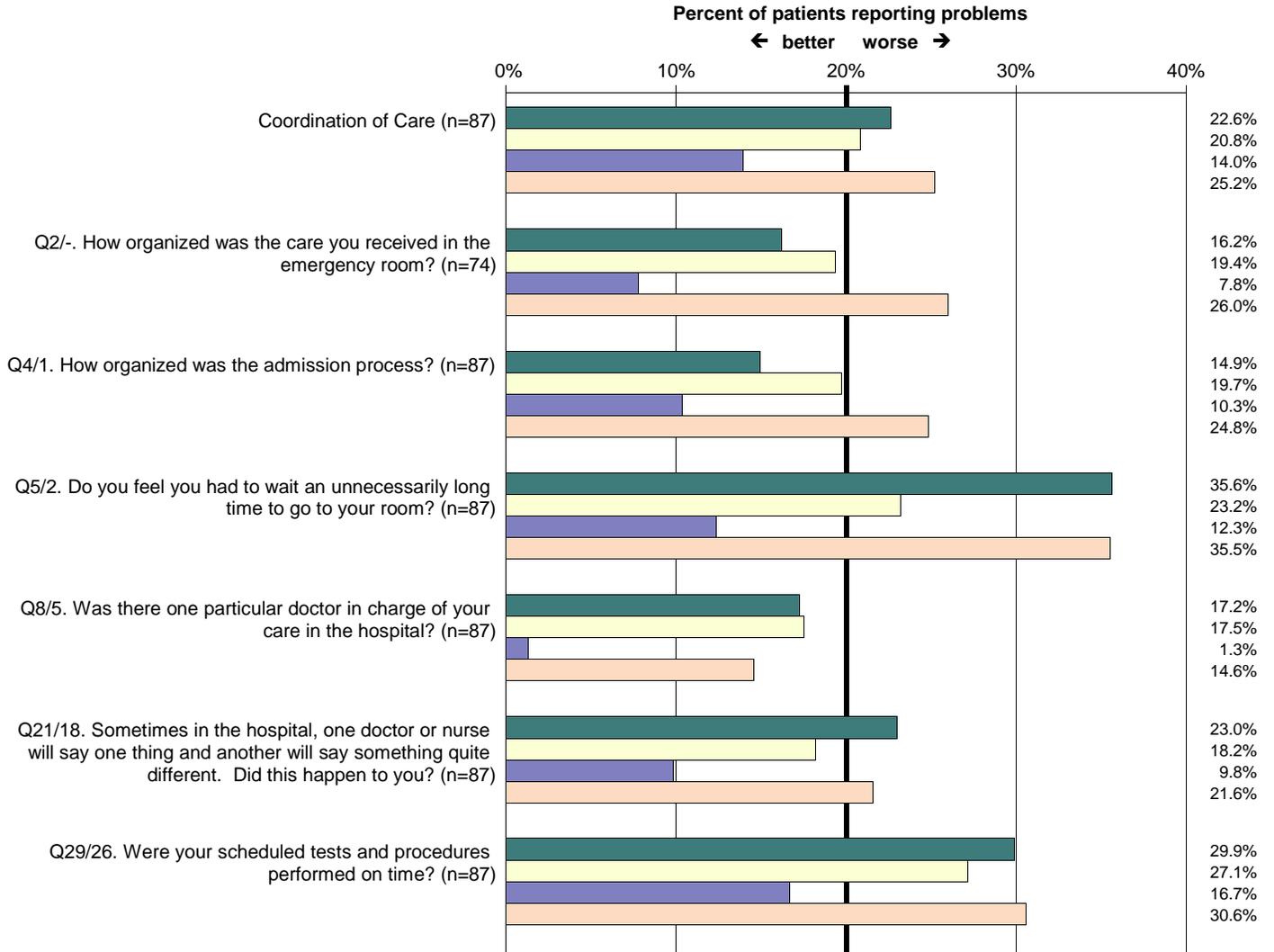
Patients discharged: July 2001 - September 2001



# 74th Medical Group - Wright Patterson Air Force Base

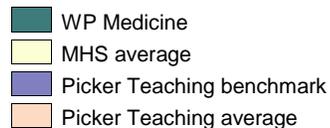
## Adult Inpatient Survey - Medicine Comparisons

### Coordination of Care



\* Significantly different from WP problem score

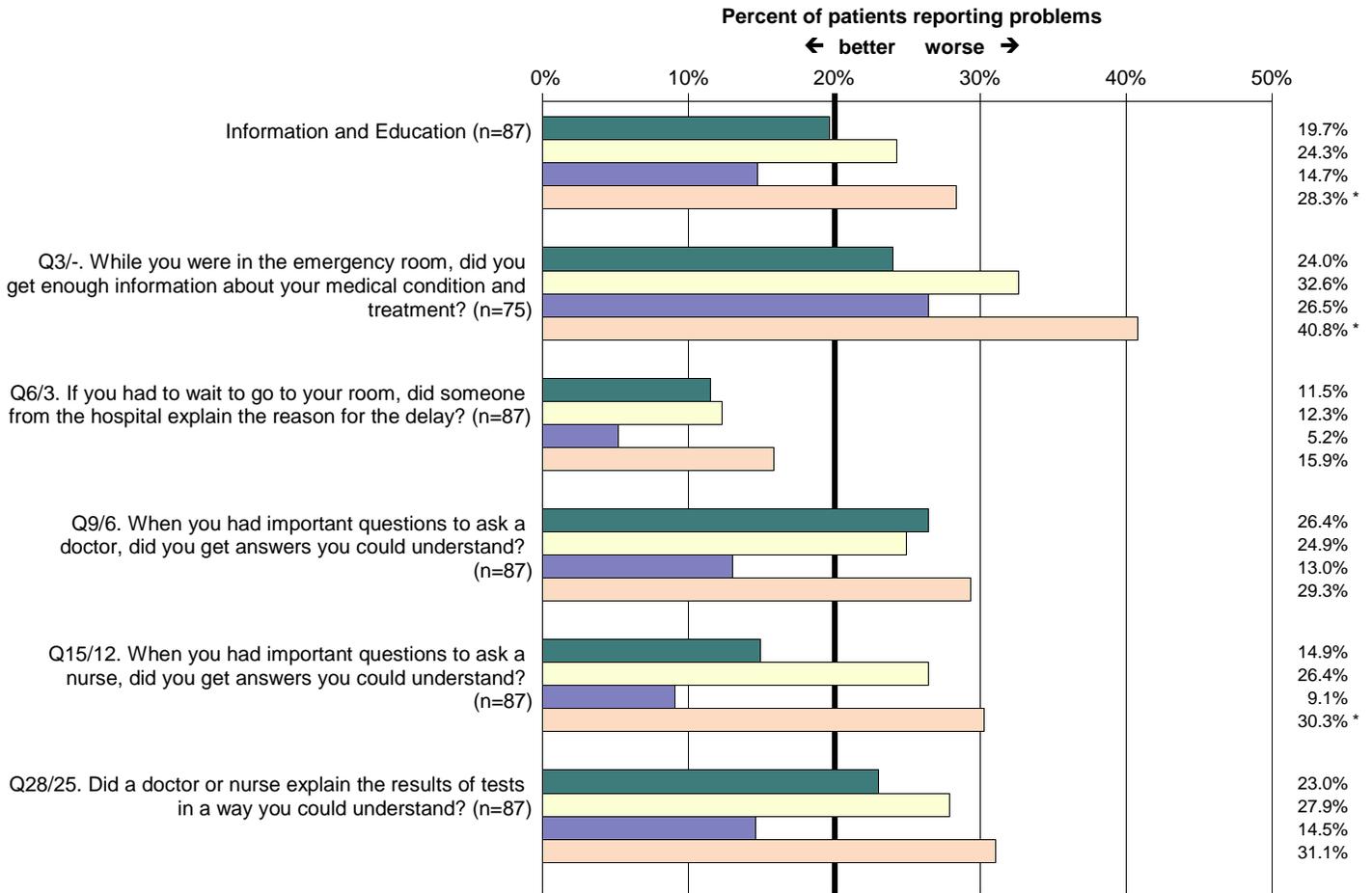
Patients discharged: July 2001 - September 2001



# 74th Medical Group - Wright Patterson Air Force Base

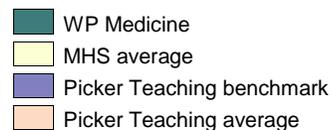
## Adult Inpatient Survey - Medicine Comparisons

### Information and Education



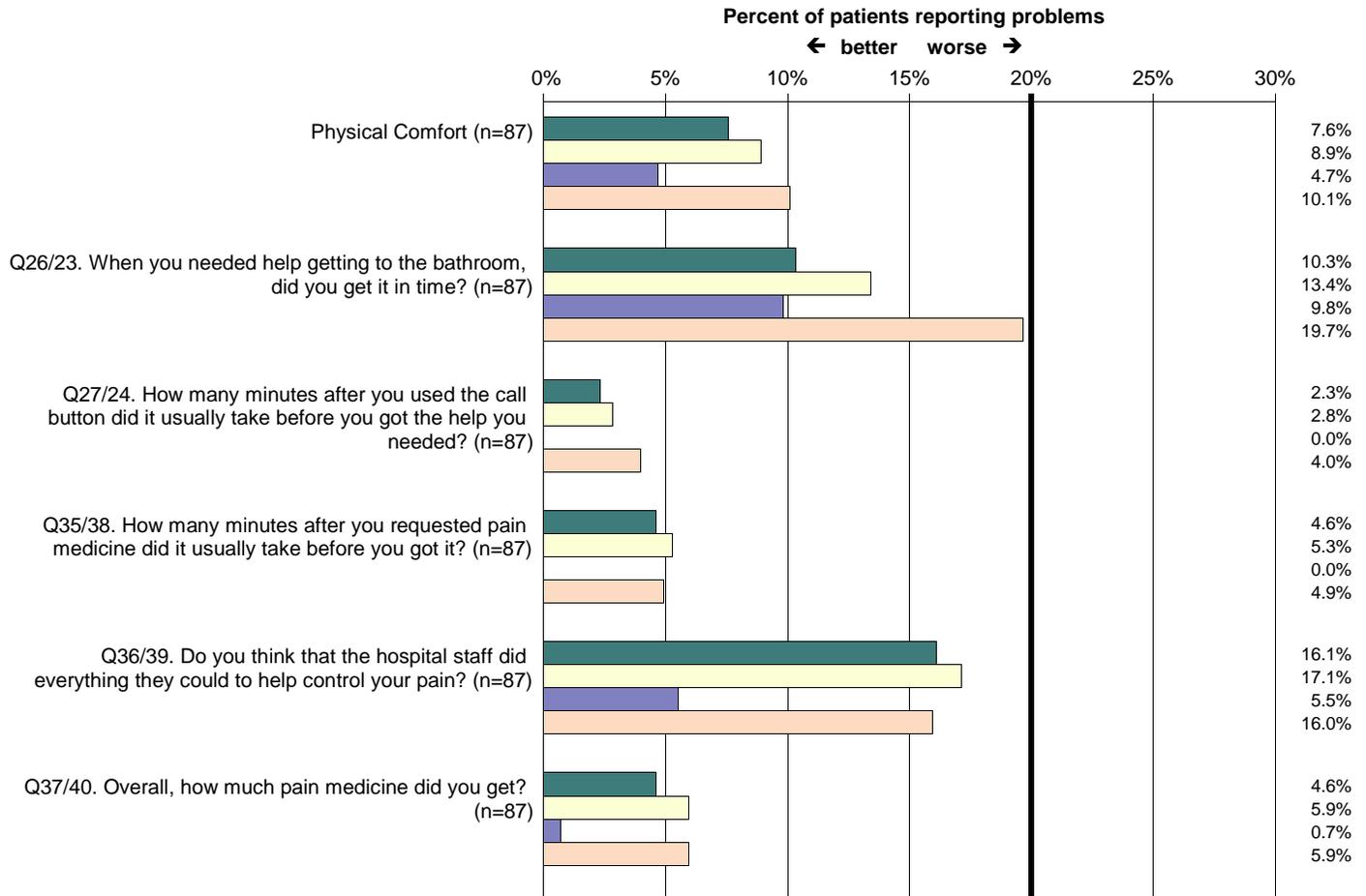
\* Significantly different from WP problem score

Patients discharged: July 2001 - September 2001



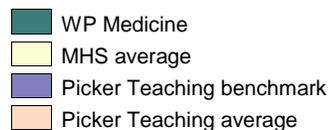
# 74th Medical Group - Wright Patterson Air Force Base Adult Inpatient Survey - Medicine Comparisons

## Physical Comfort



\* Significantly different from WP problem score

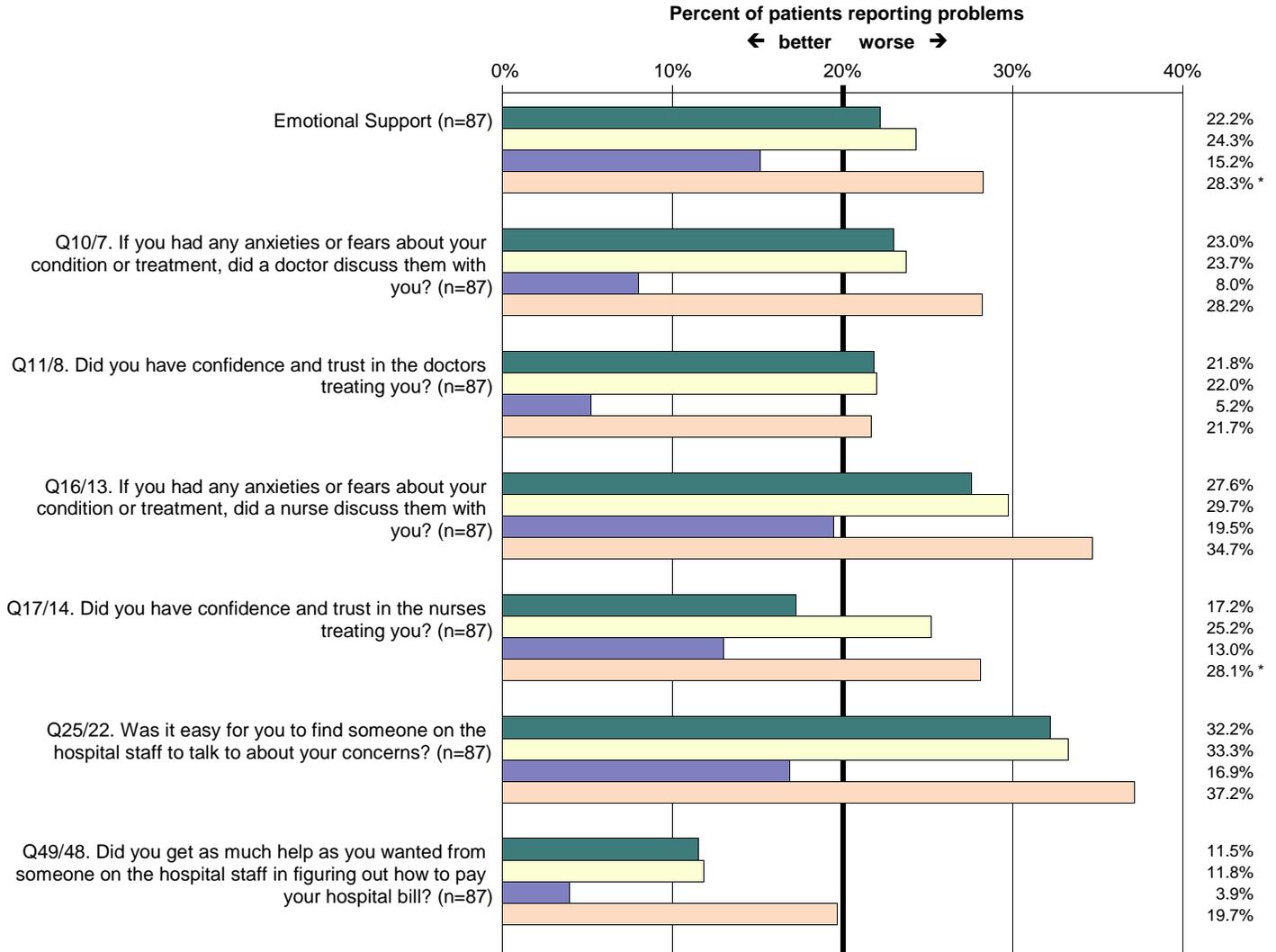
Patients discharged: July 2001 - September 2001



# 74th Medical Group - Wright Patterson Air Force Base

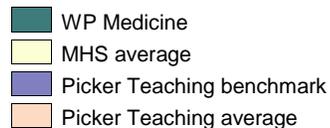
## Adult Inpatient Survey - Medicine Comparisons

### *Emotional Support*



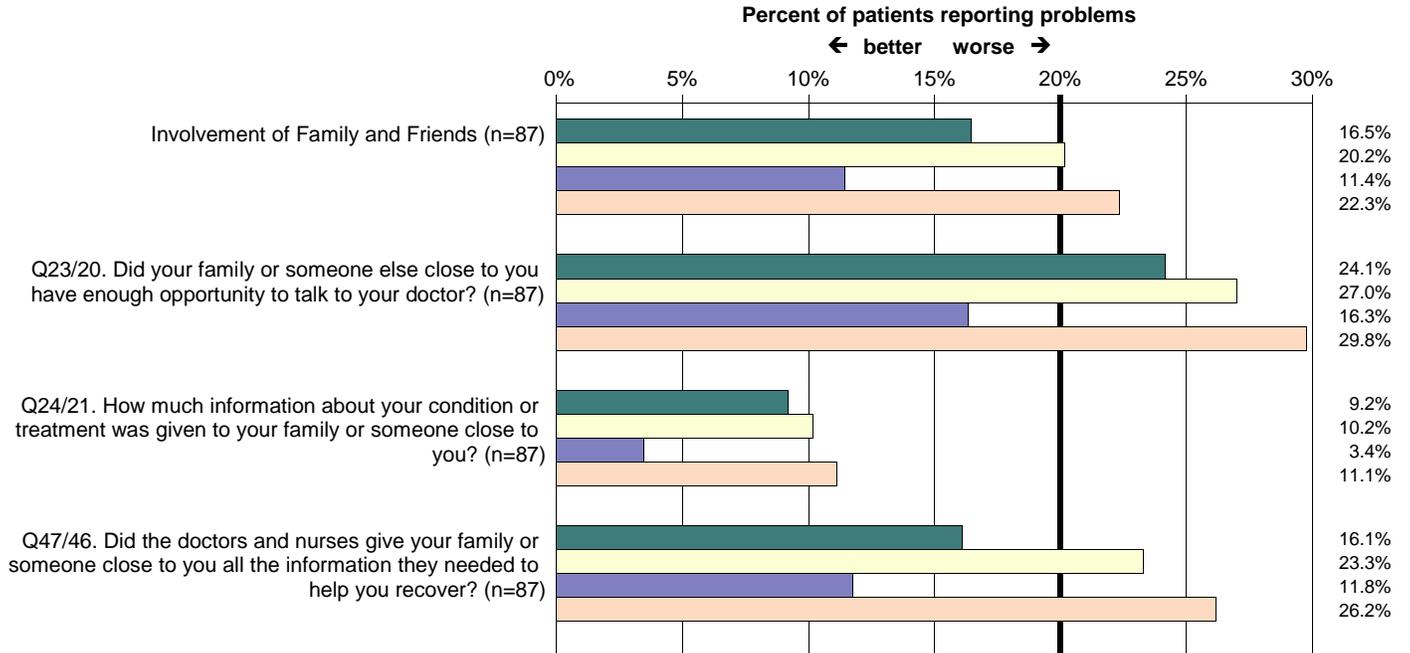
\* Significantly different from WP problem score

Patients discharged: July 2001 - September 2001



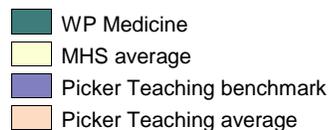
# 74th Medical Group - Wright Patterson Air Force Base Adult Inpatient Survey - Medicine Comparisons

## *Involvement of Family and Friends*



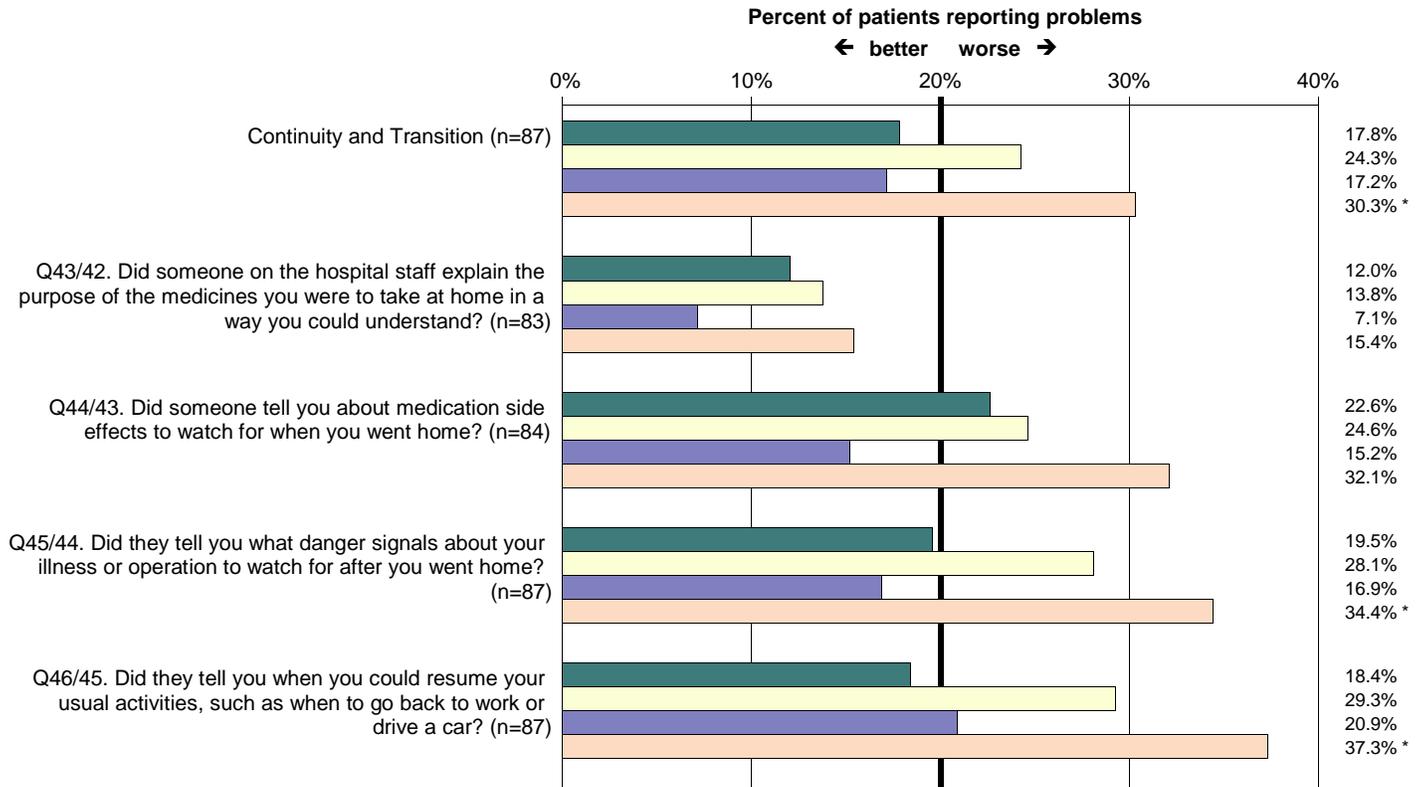
\* Significantly different from WP problem score

Patients discharged: July 2001 - September 2001



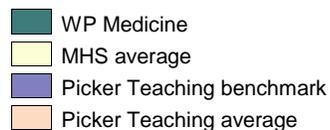
# 74th Medical Group - Wright Patterson Air Force Base Adult Inpatient Survey - Medicine Comparisons

## Continuity and Transition



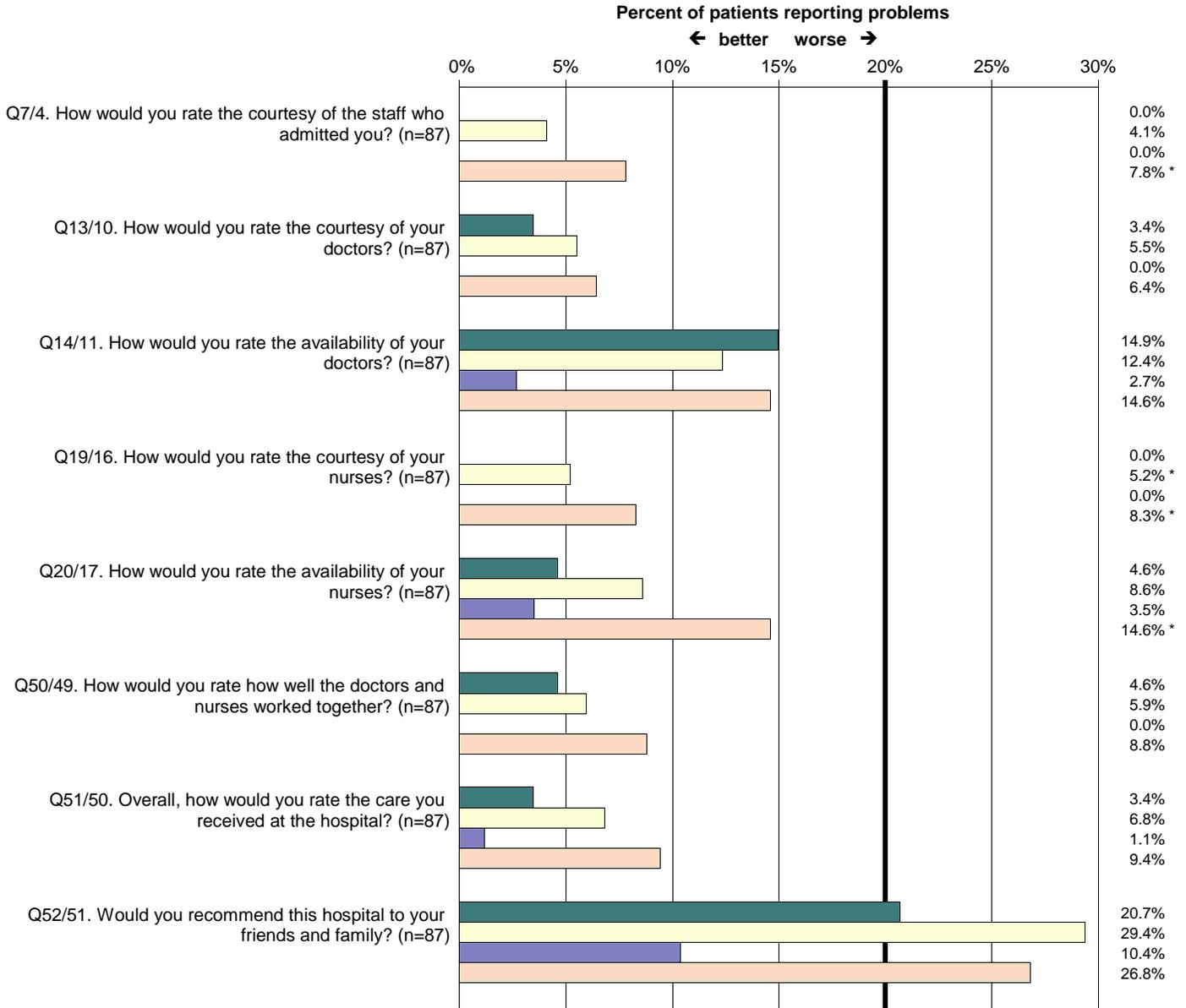
\* Significantly different from WP problem score

Patients discharged: July 2001 - September 2001



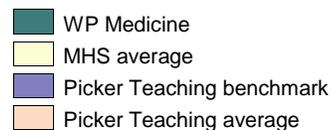
# 74th Medical Group - Wright Patterson Air Force Base Adult Inpatient Survey - Medicine Comparisons

## Overall Impression



\* Significantly different from WP problem score

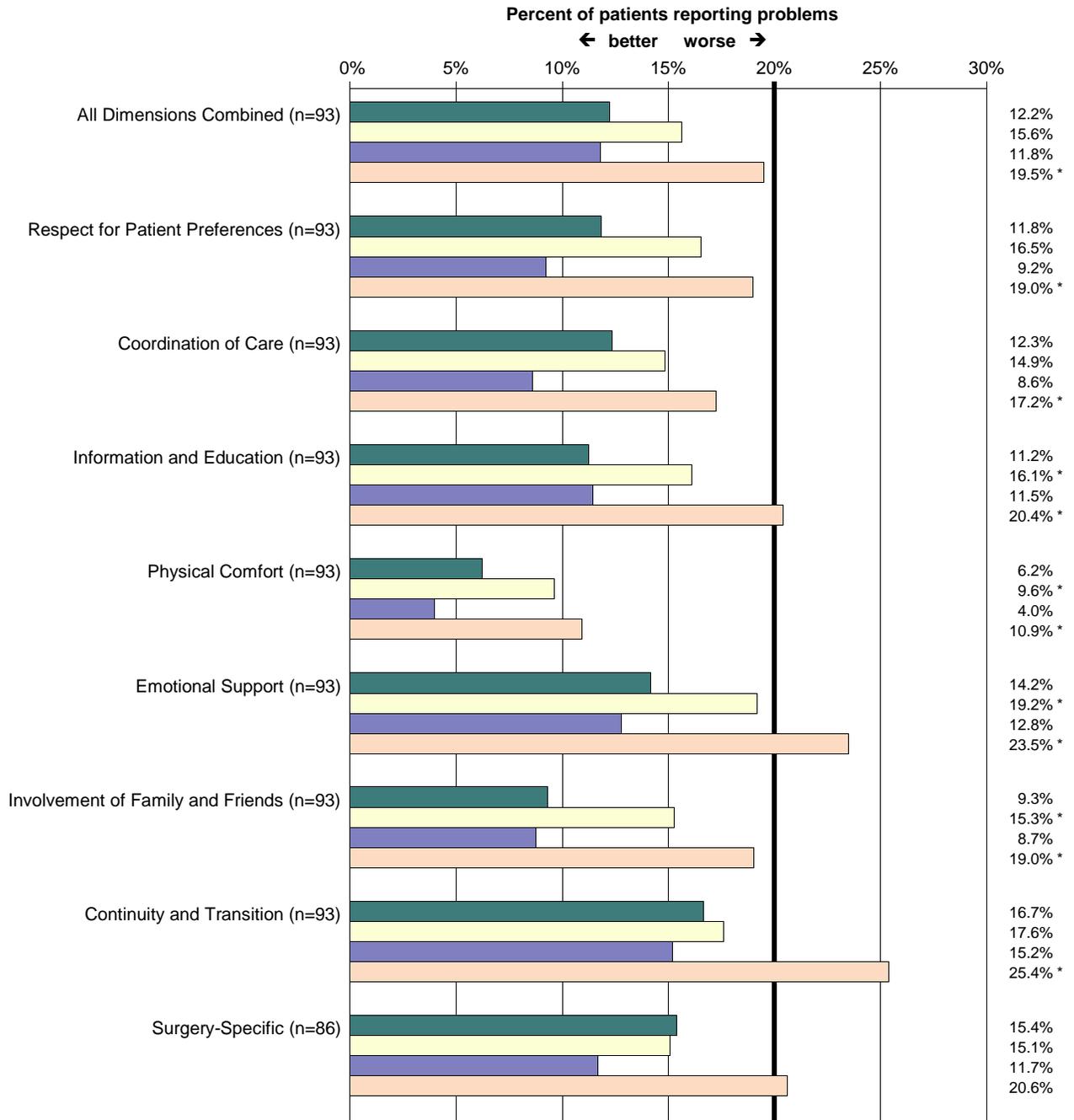
Patients discharged: July 2001 - September 2001



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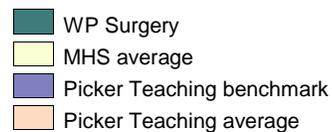
## Adult Inpatient Survey - Surgery Comparisons

### Dimensions



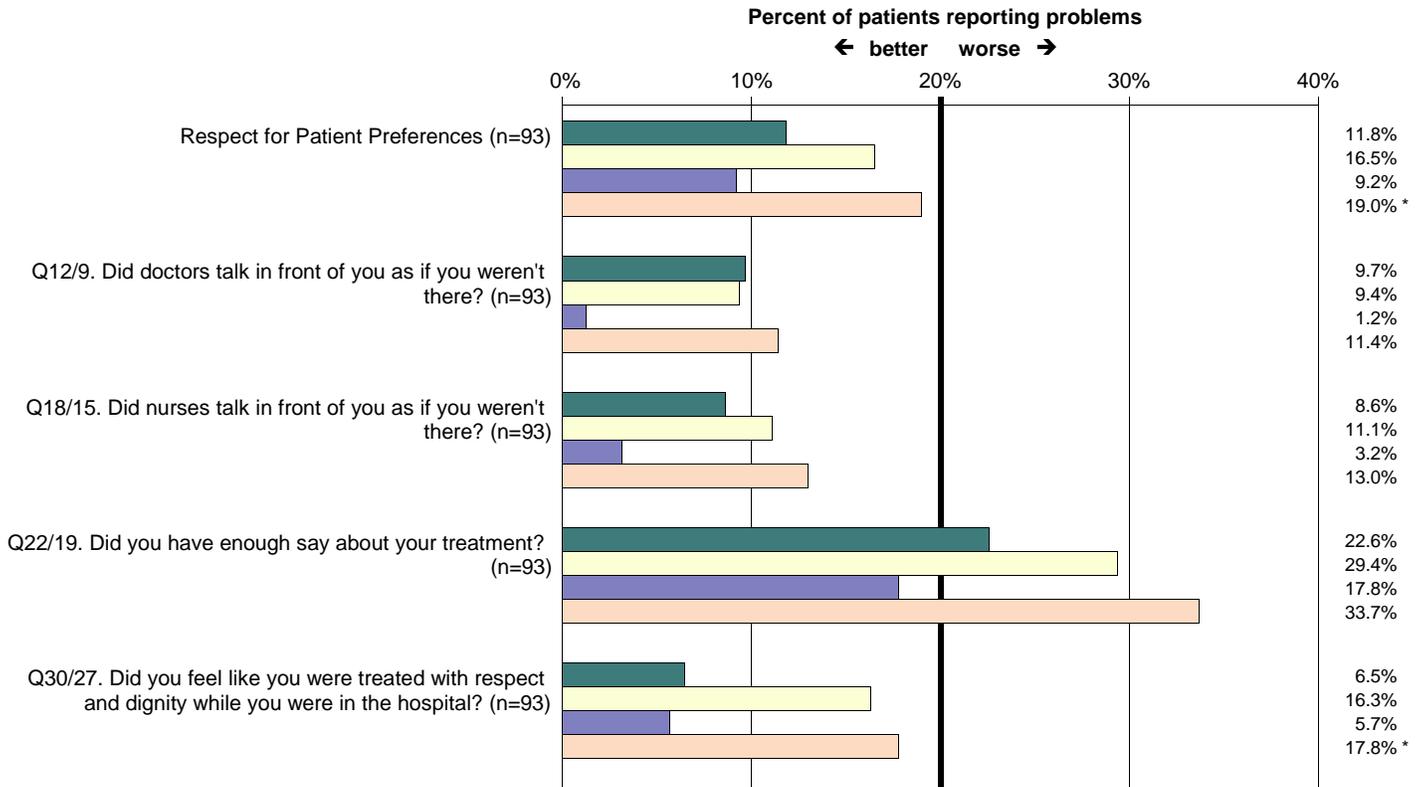
\* Significantly different from WP problem score

Patients discharged: July 2001 - September 2001



# 74th Medical Group - Wright Patterson Air Force Base Adult Inpatient Survey - Surgery Comparisons

## *Respect for Patient Preferences*



\* Significantly different from WP problem score

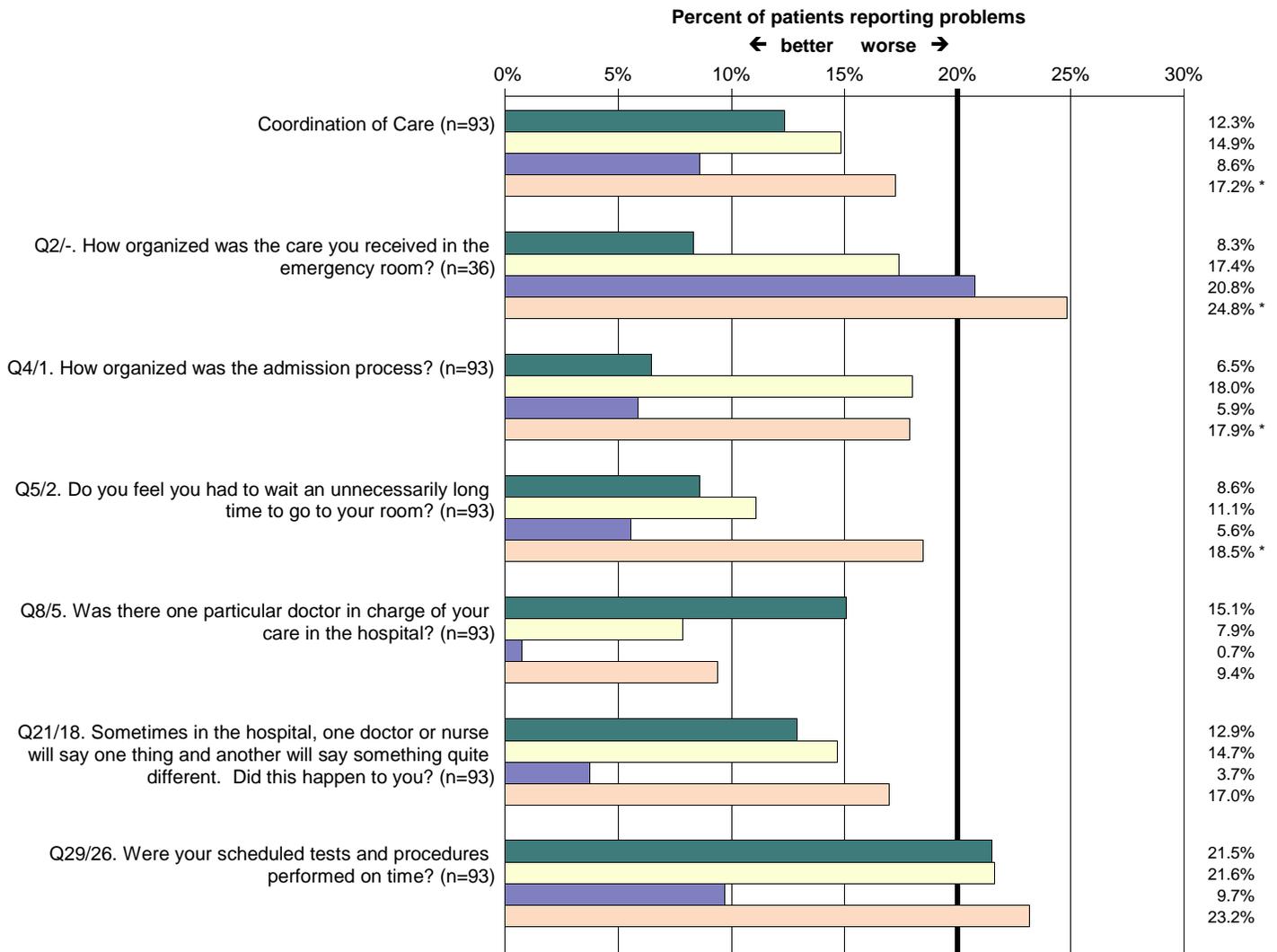
Patients discharged: July 2001 - September 2001

■ WP Surgery  
■ MHS average  
■ Picker Teaching benchmark  
■ Picker Teaching average

# 74th Medical Group - Wright Patterson Air Force Base

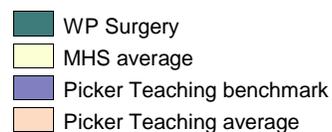
## Adult Inpatient Survey - Surgery Comparisons

### Coordination of Care



\* Significantly different from WP problem score

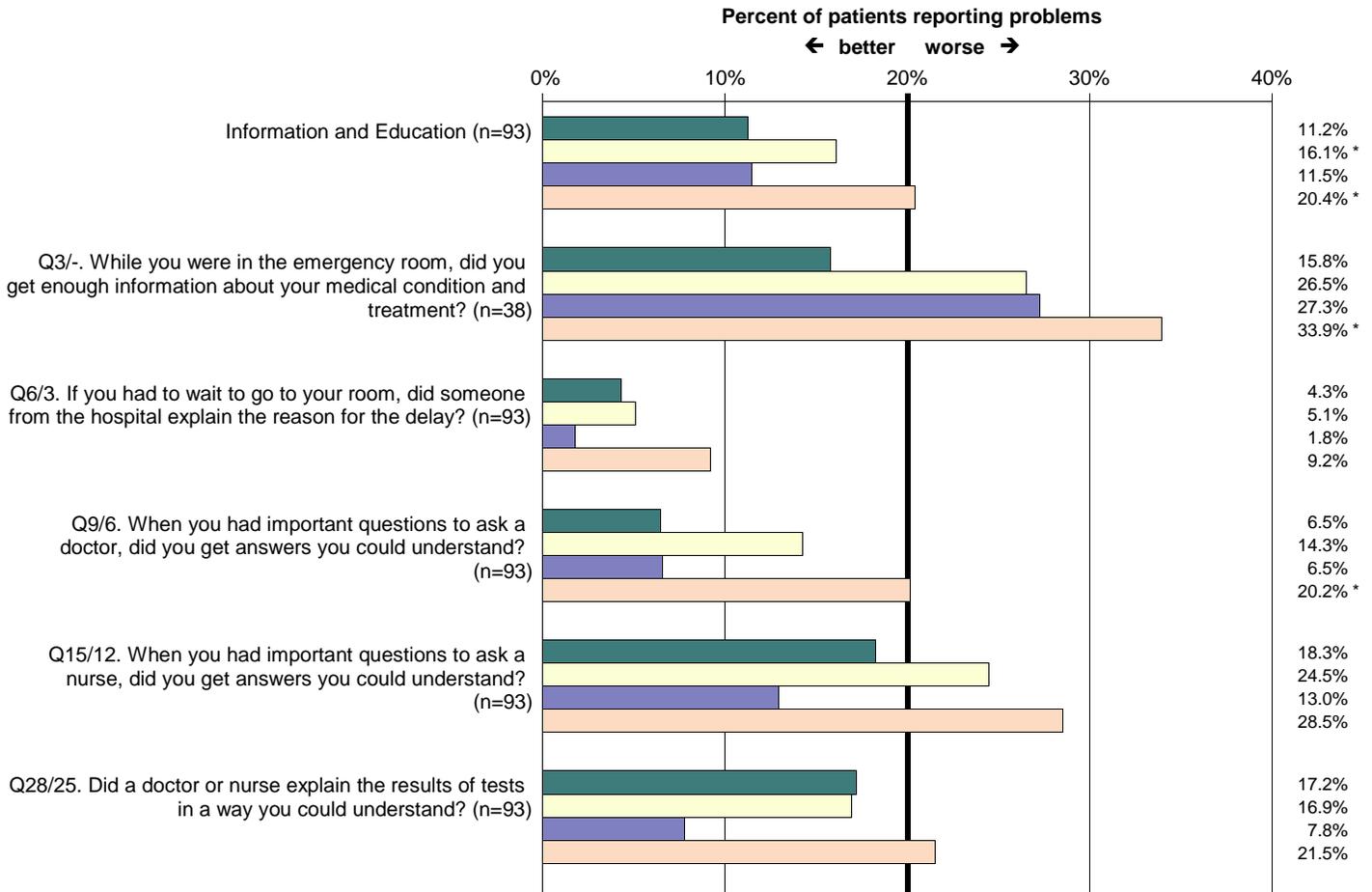
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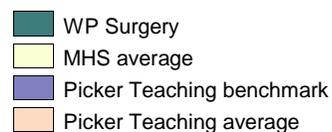
## Adult Inpatient Survey - Surgery Comparisons

### Information and Education



\* Significantly different from WP problem score

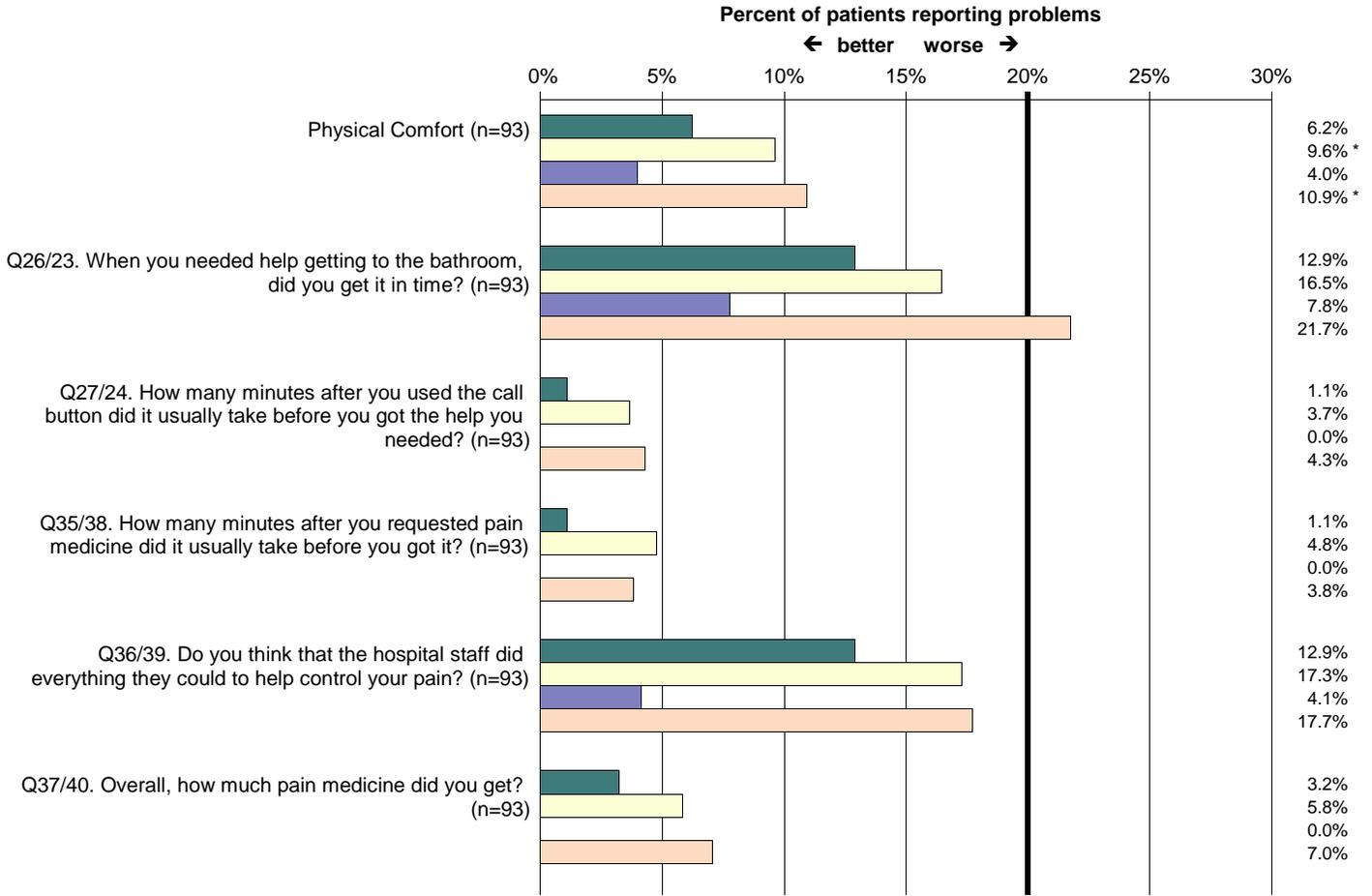
Patients discharged: July 2001 - September 2001



# 74th Medical Group - Wright Patterson Air Force Base

## Adult Inpatient Survey - Surgery Comparisons

### Physical Comfort



\* Significantly different from WP problem score

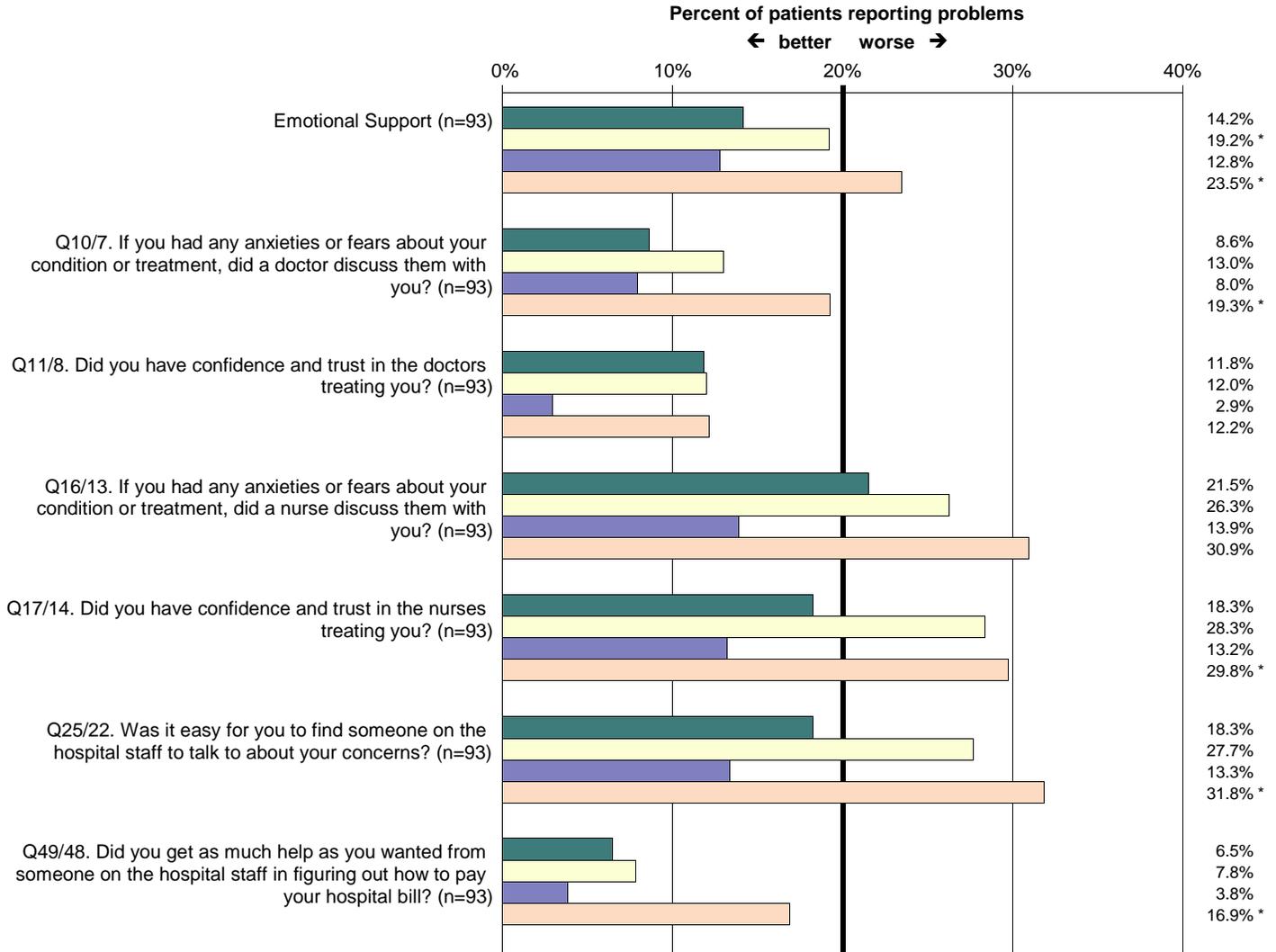
Patients discharged: July 2001 - September 2001

- WP Surgery
- MHS average
- Picker Teaching benchmark
- Picker Teaching average

# 74th Medical Group - Wright Patterson Air Force Base

## Adult Inpatient Survey - Surgery Comparisons

### Emotional Support



\* Significantly different from WP problem score

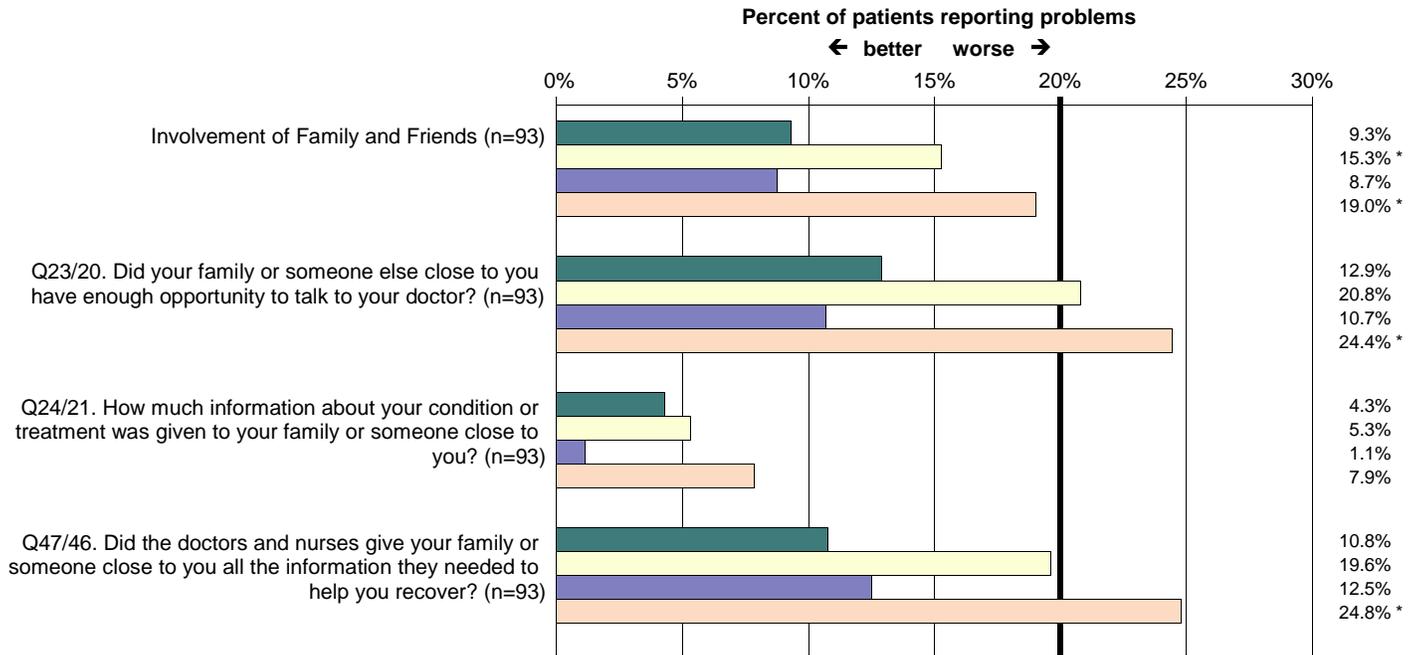
Patients discharged: July 2001 - September 2001

■ WP Surgery  
■ MHS average  
■ Picker Teaching benchmark  
■ Picker Teaching average

# 74th Medical Group - Wright Patterson Air Force Base

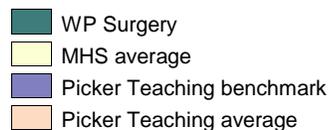
## Adult Inpatient Survey - Surgery Comparisons

### *Involvement of Family and Friends*



\* Significantly different from WP problem score

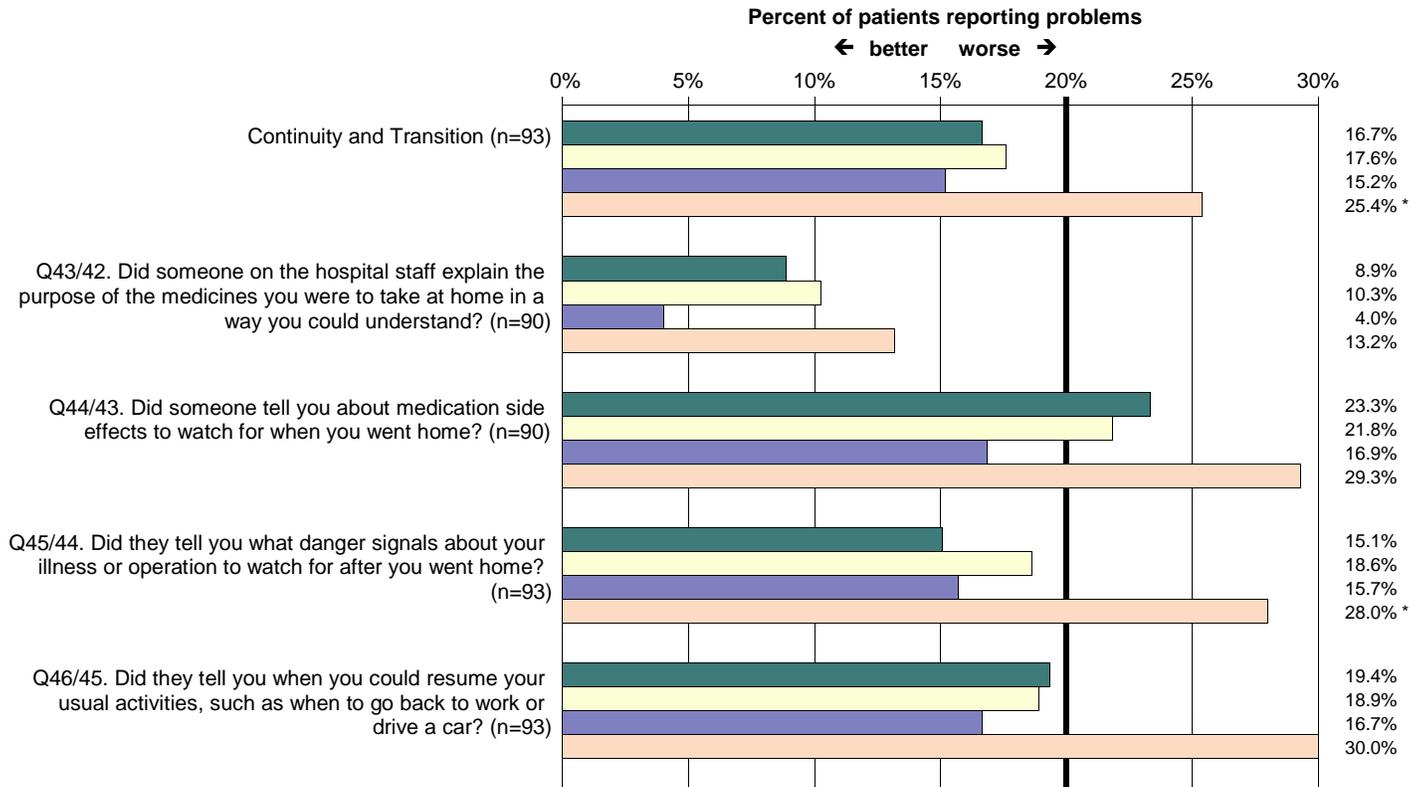
Patients discharged: July 2001 - September 2001



# 74th Medical Group - Wright Patterson Air Force Base

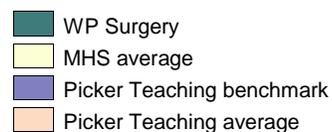
## Adult Inpatient Survey - Surgery Comparisons

### Continuity and Transition



\* Significantly different from WP problem score

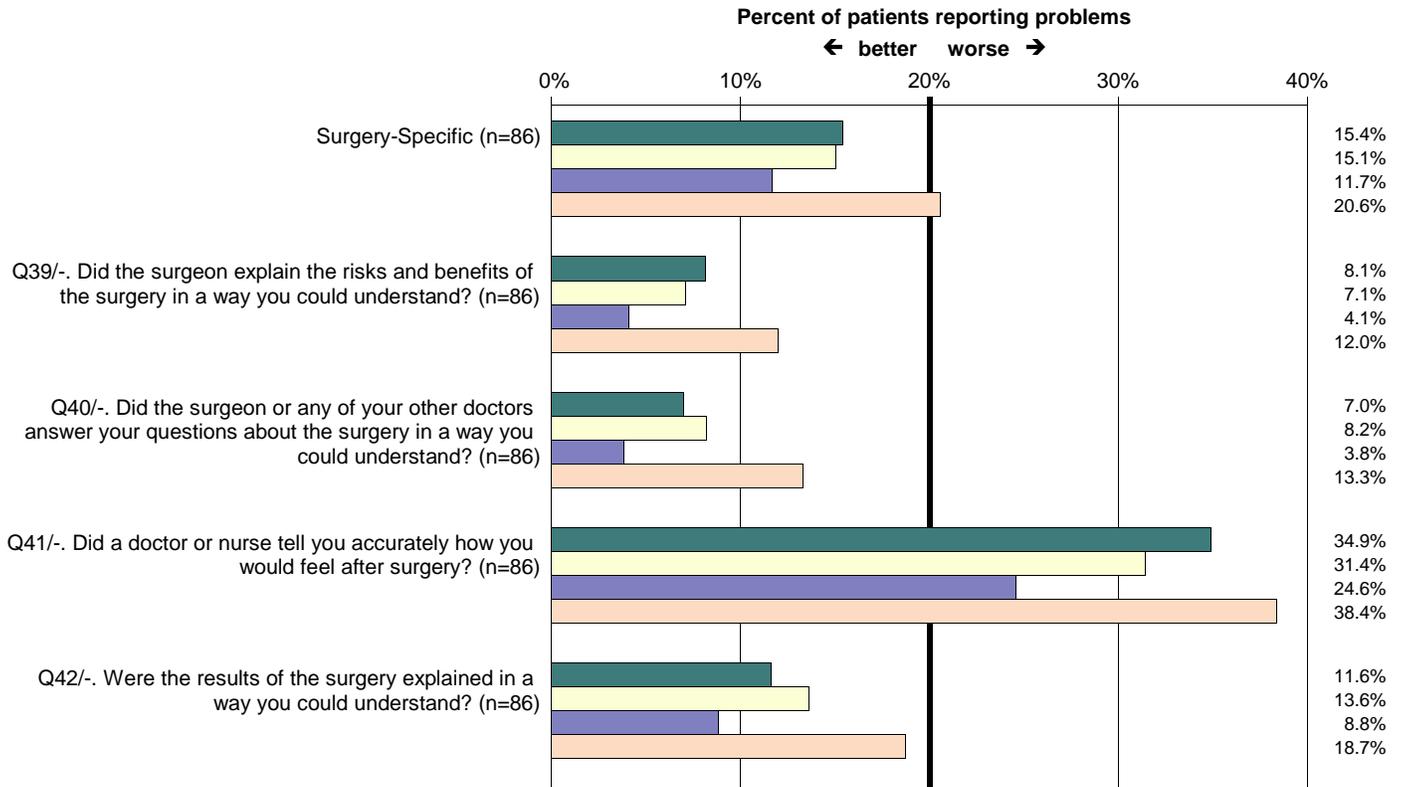
Patients discharged: July 2001 - September 2001



# 74th Medical Group - Wright Patterson Air Force Base

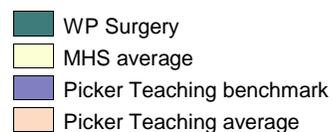
## Adult Inpatient Survey - Surgery Comparisons

### Surgery-Specific



\* Significantly different from WP problem score

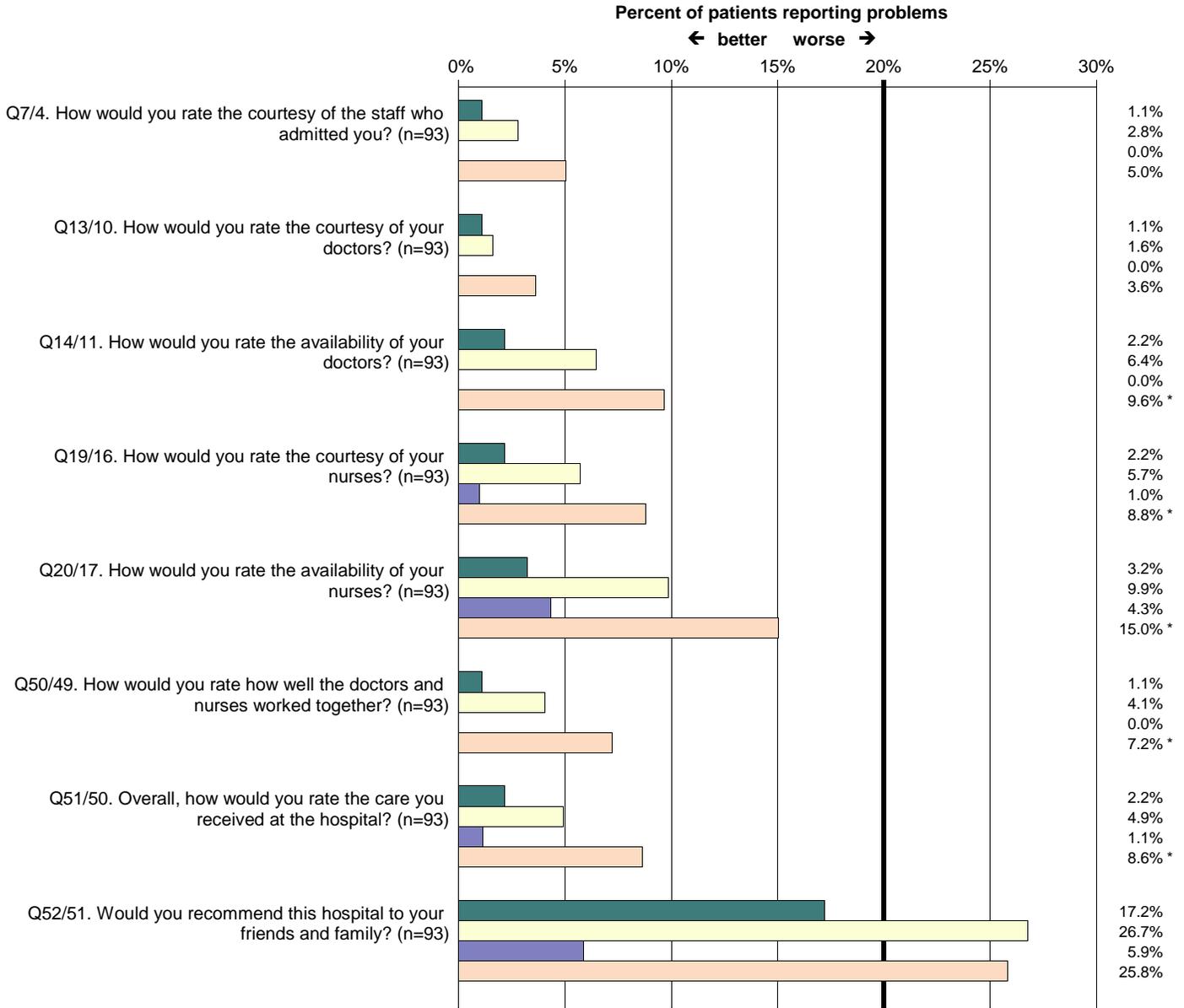
Patients discharged: July 2001 - September 2001



# 74th Medical Group - Wright Patterson Air Force Base

## Adult Inpatient Survey - Surgery Comparisons

### Overall Impression



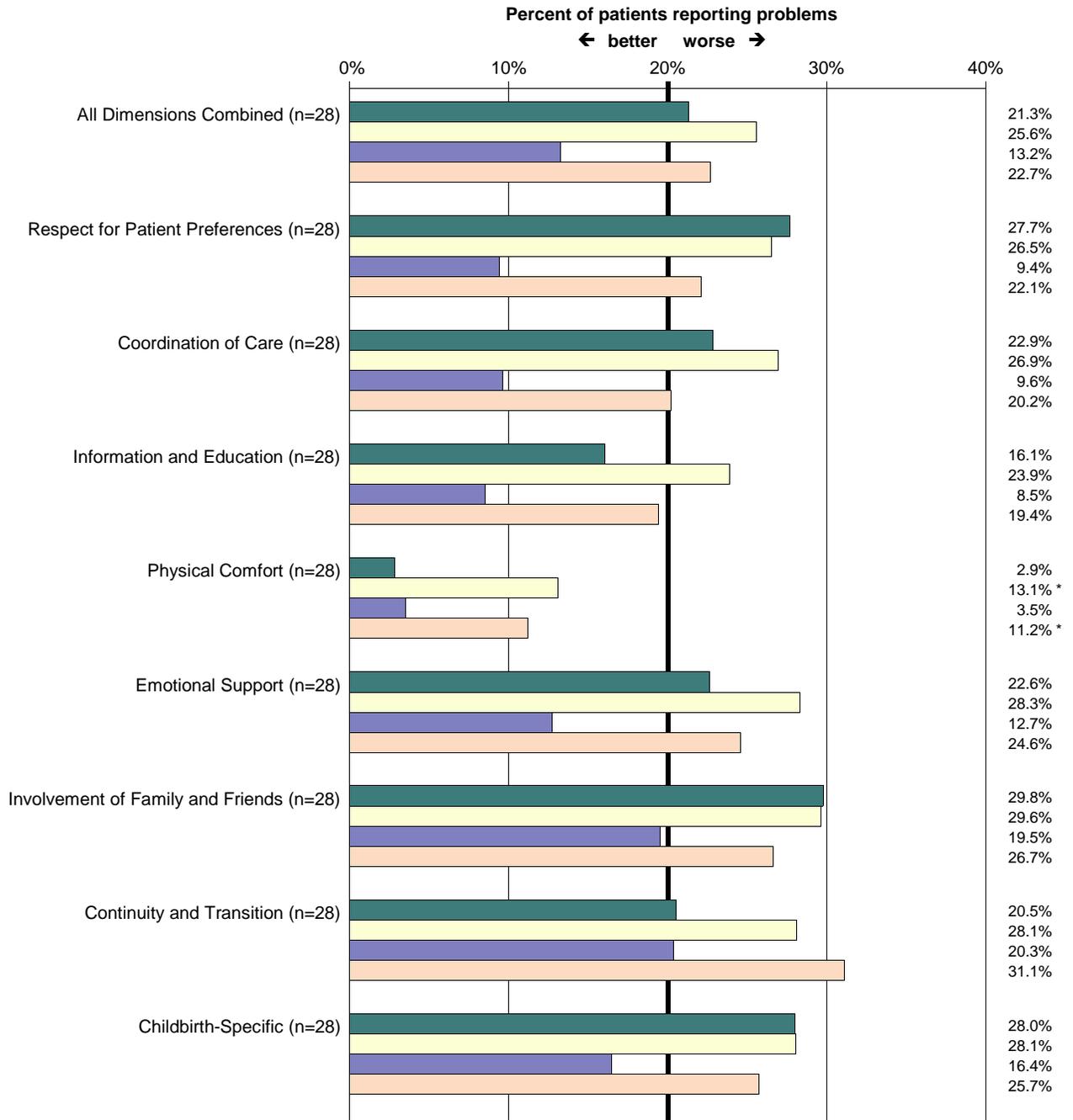
\* Significantly different from WP problem score

Patients discharged: July 2001 - September 2001

■ WP Surgery  
■ MHS average  
■ Picker Teaching benchmark  
■ Picker Teaching average

# 74th Medical Group - Wright Patterson Air Force Base Adult Inpatient Survey - Childbirth Comparisons

## Dimensions



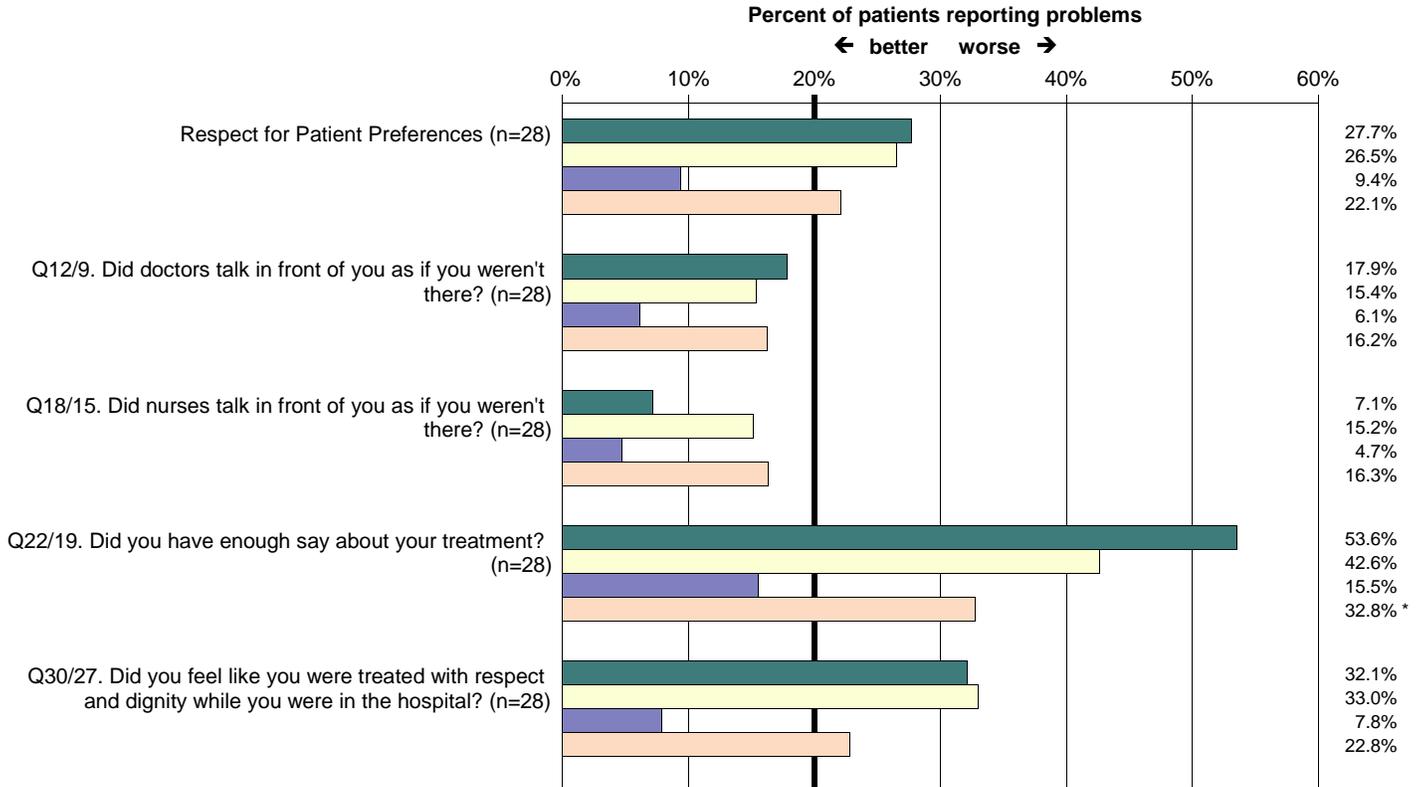
\* Significantly different from WP problem score

Patients discharged: July 2001 - September 2001

WP Childbirth  
 MHS average  
 Picker Teaching benchmark  
 Picker Teaching average

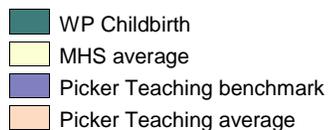
# 74th Medical Group - Wright Patterson Air Force Base Adult Inpatient Survey - Childbirth Comparisons

## Respect for Patient Preferences



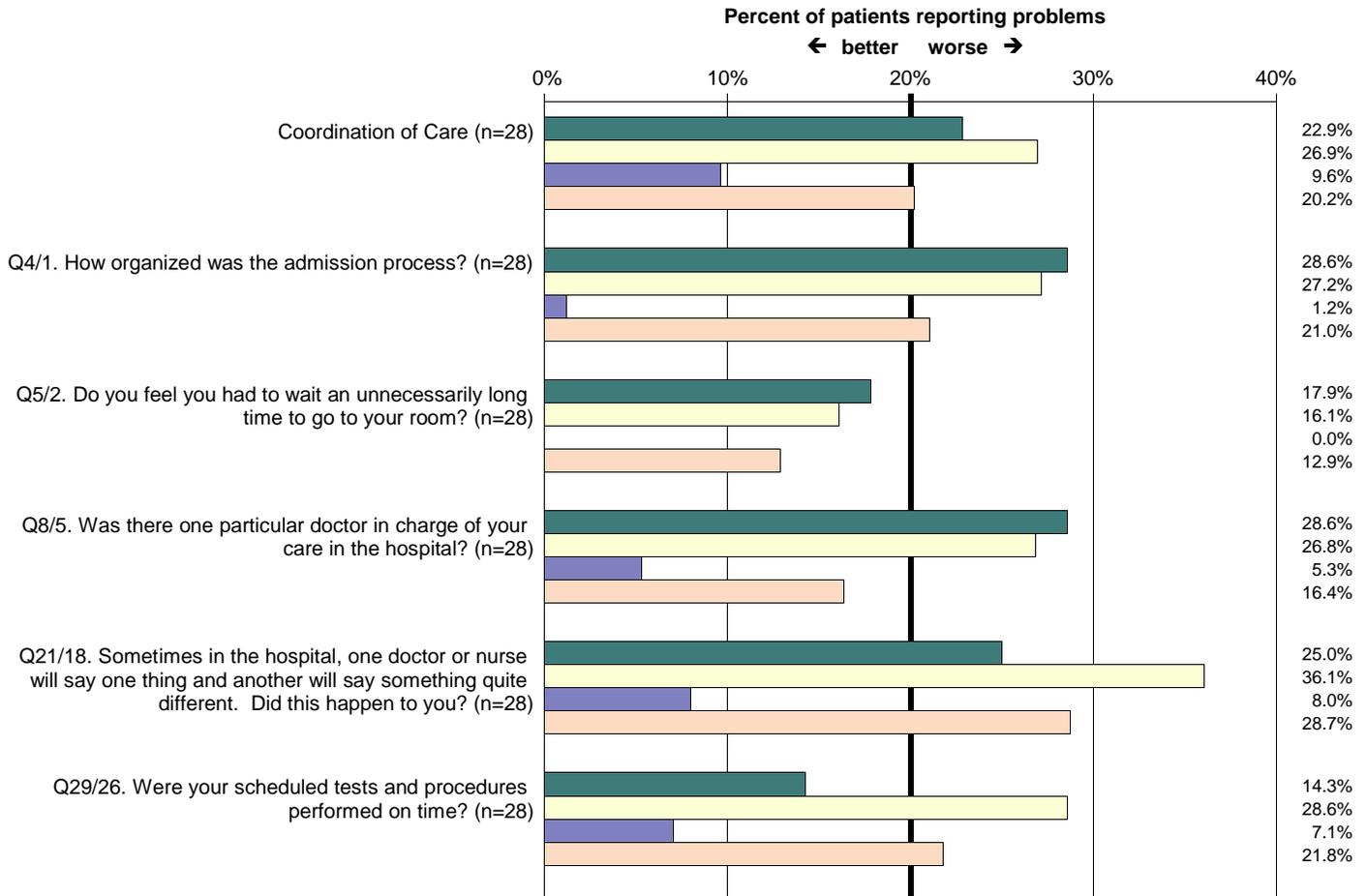
\* Significantly different from WP problem score

Patients discharged: July 2001 - September 2001



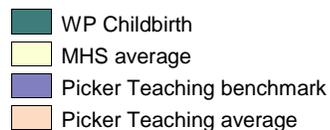
# 74th Medical Group - Wright Patterson Air Force Base Adult Inpatient Survey - Childbirth Comparisons

## Coordination of Care



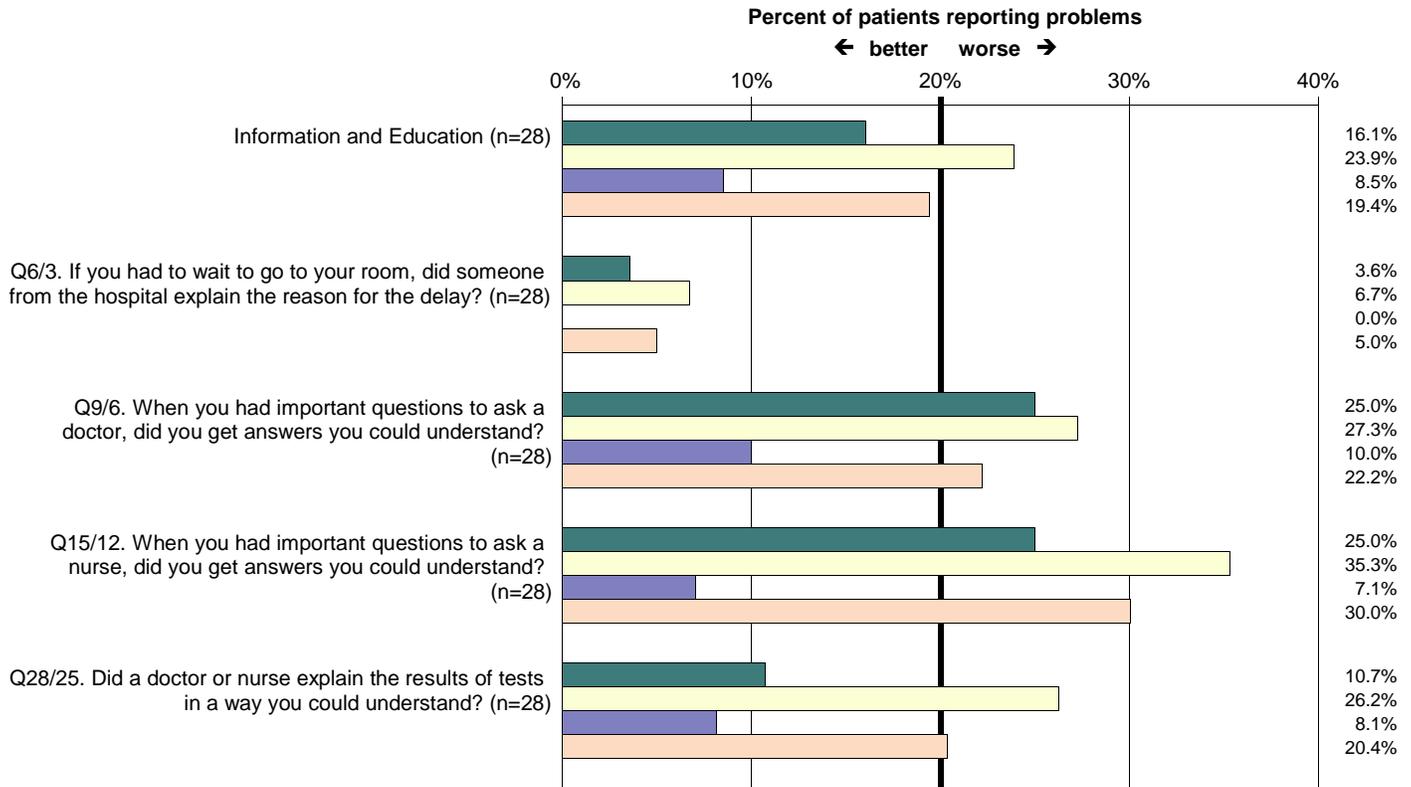
\* Significantly different from WP problem score

Patients discharged: July 2001 - September 2001



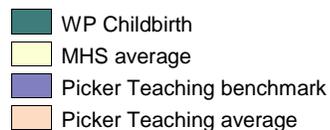
# 74th Medical Group - Wright Patterson Air Force Base Adult Inpatient Survey - Childbirth Comparisons

## Information and Education



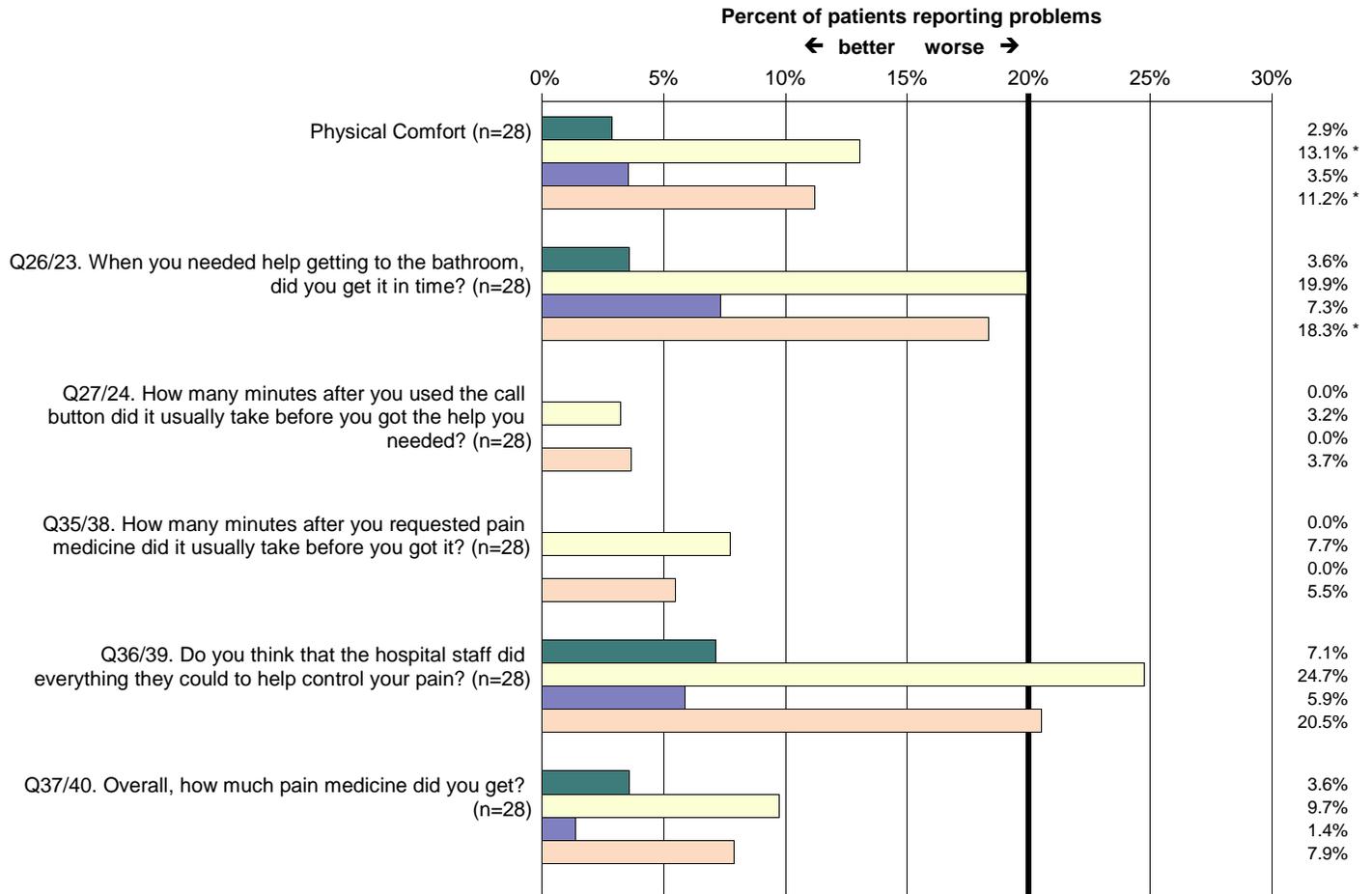
\* Significantly different from WP problem score

Patients discharged: July 2001 - September 2001



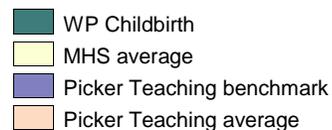
# 74th Medical Group - Wright Patterson Air Force Base Adult Inpatient Survey - Childbirth Comparisons

## Physical Comfort



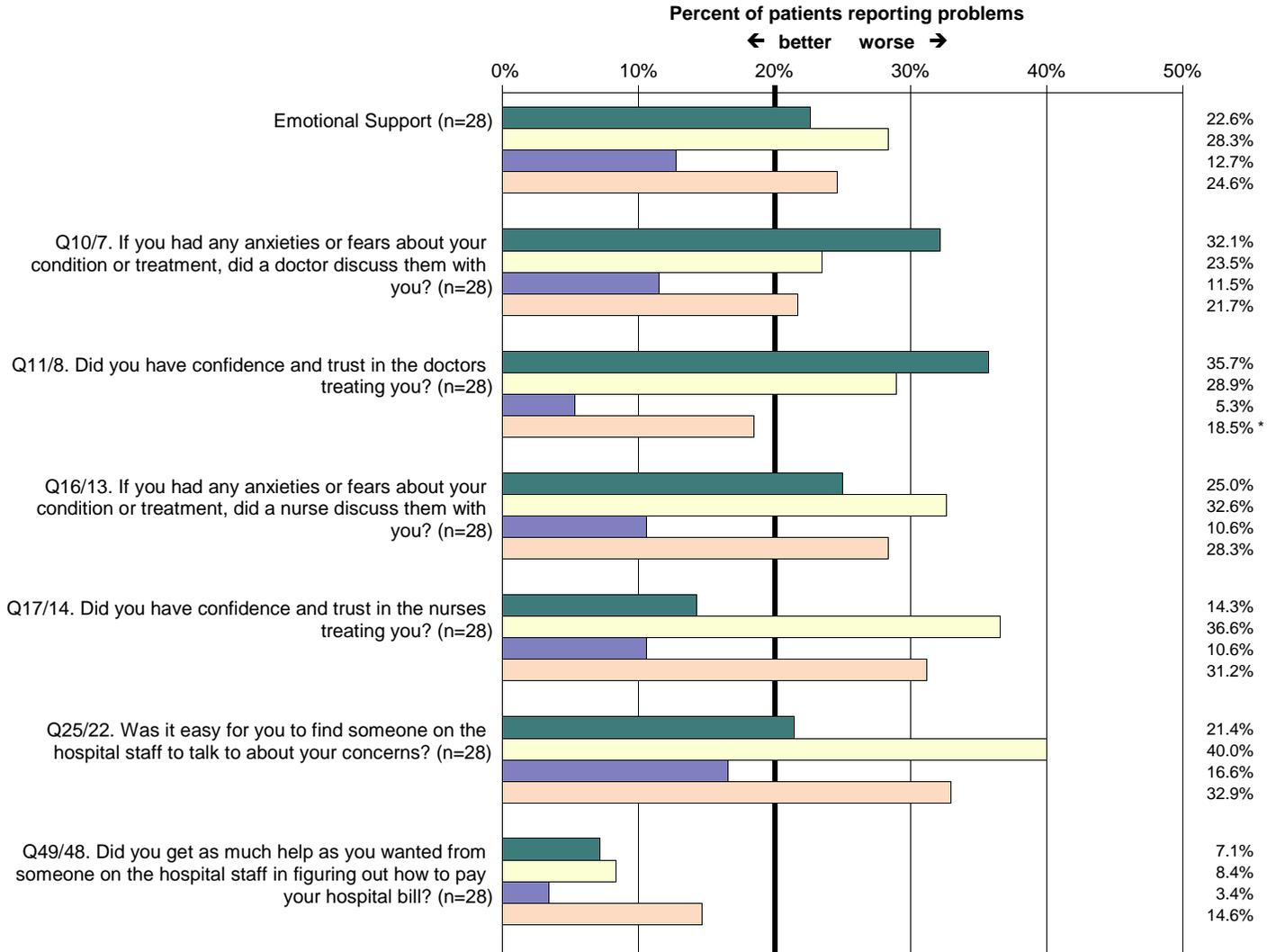
\* Significantly different from WP problem score

Patients discharged: July 2001 - September 2001



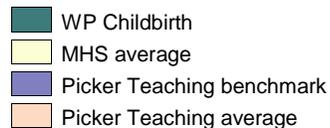
# 74th Medical Group - Wright Patterson Air Force Base Adult Inpatient Survey - Childbirth Comparisons

## Emotional Support



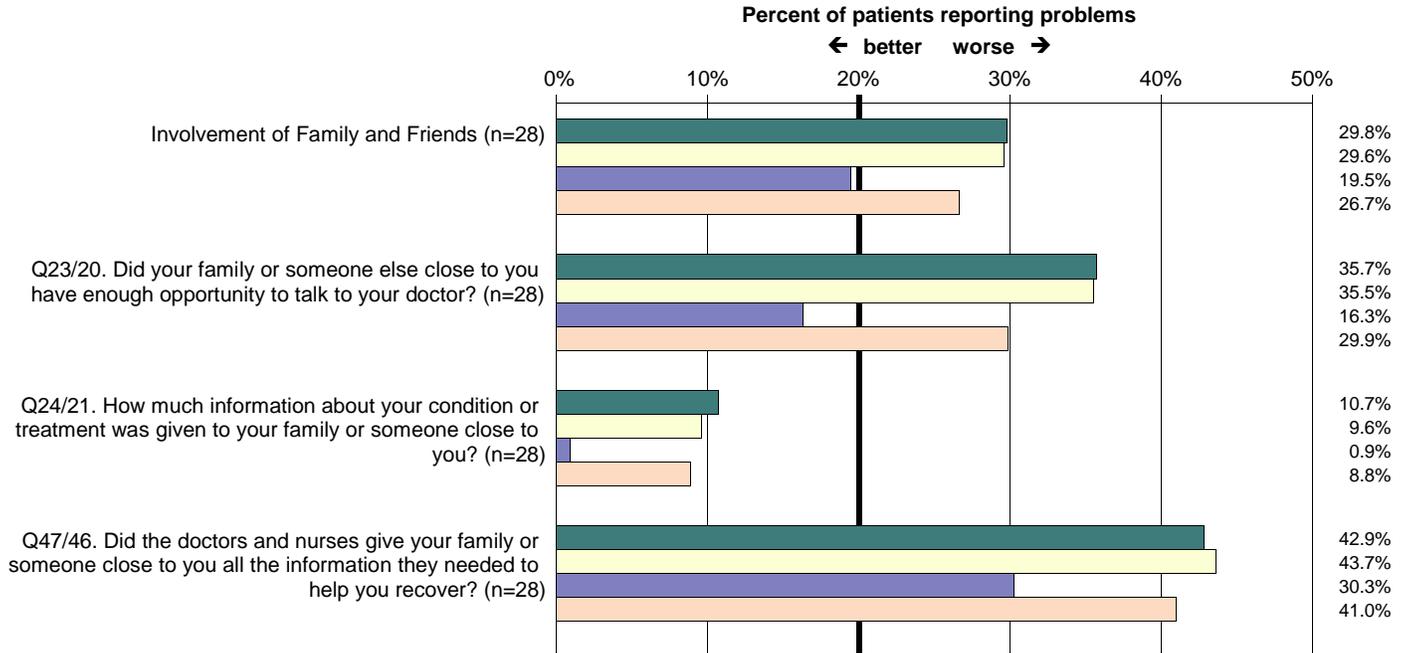
\* Significantly different from WP problem score

Patients discharged: July 2001 - September 2001



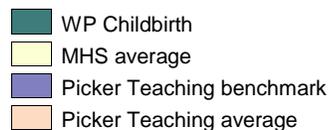
# 74th Medical Group - Wright Patterson Air Force Base Adult Inpatient Survey - Childbirth Comparisons

## *Involvement of Family and Friends*



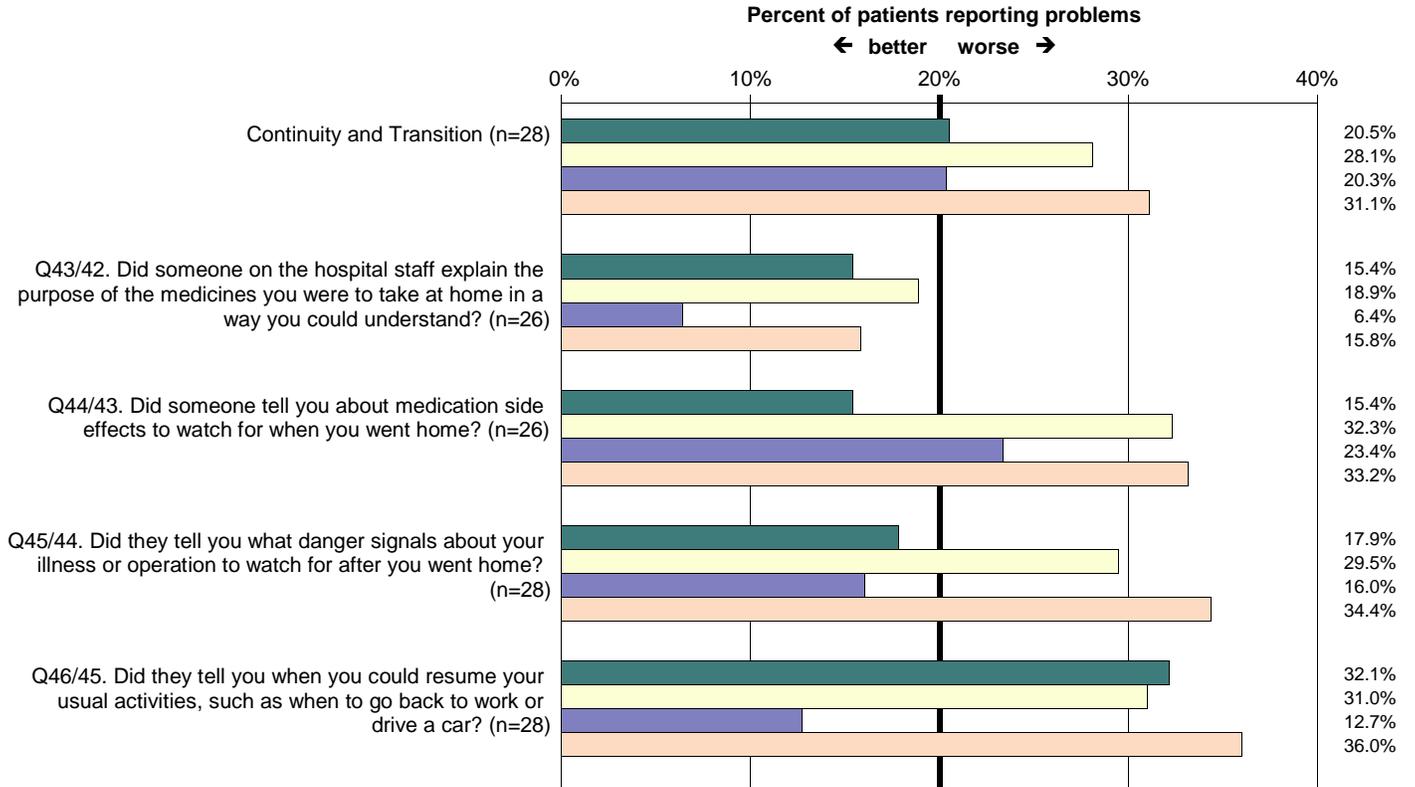
\* Significantly different from WP problem score

Patients discharged: July 2001 - September 2001



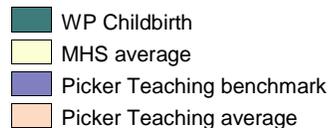
# 74th Medical Group - Wright Patterson Air Force Base Adult Inpatient Survey - Childbirth Comparisons

## Continuity and Transition



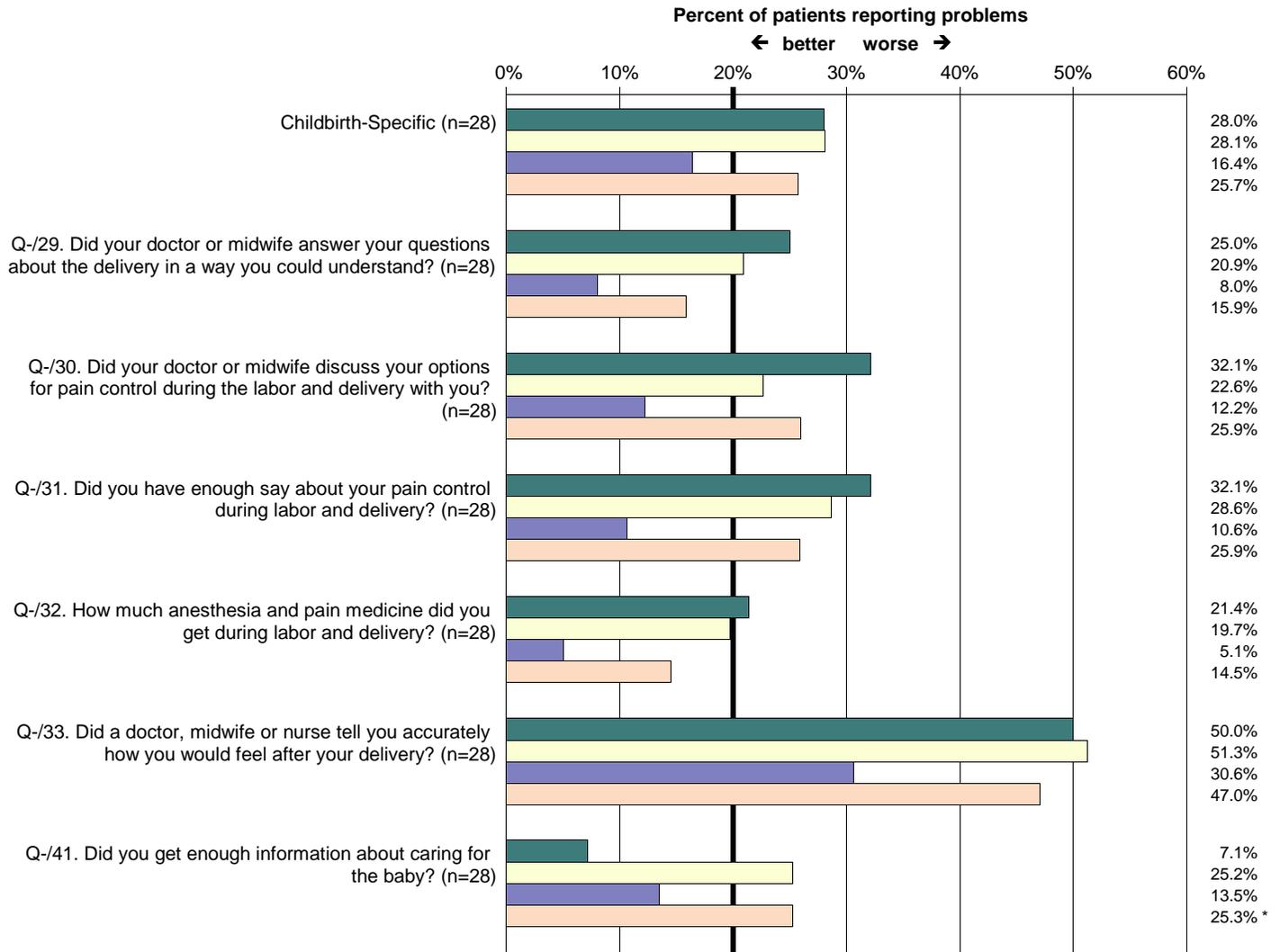
\* Significantly different from WP problem score

Patients discharged: July 2001 - September 2001



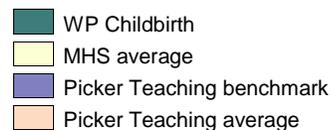
# 74th Medical Group - Wright Patterson Air Force Base Adult Inpatient Survey - Childbirth Comparisons

## Childbirth-Specific



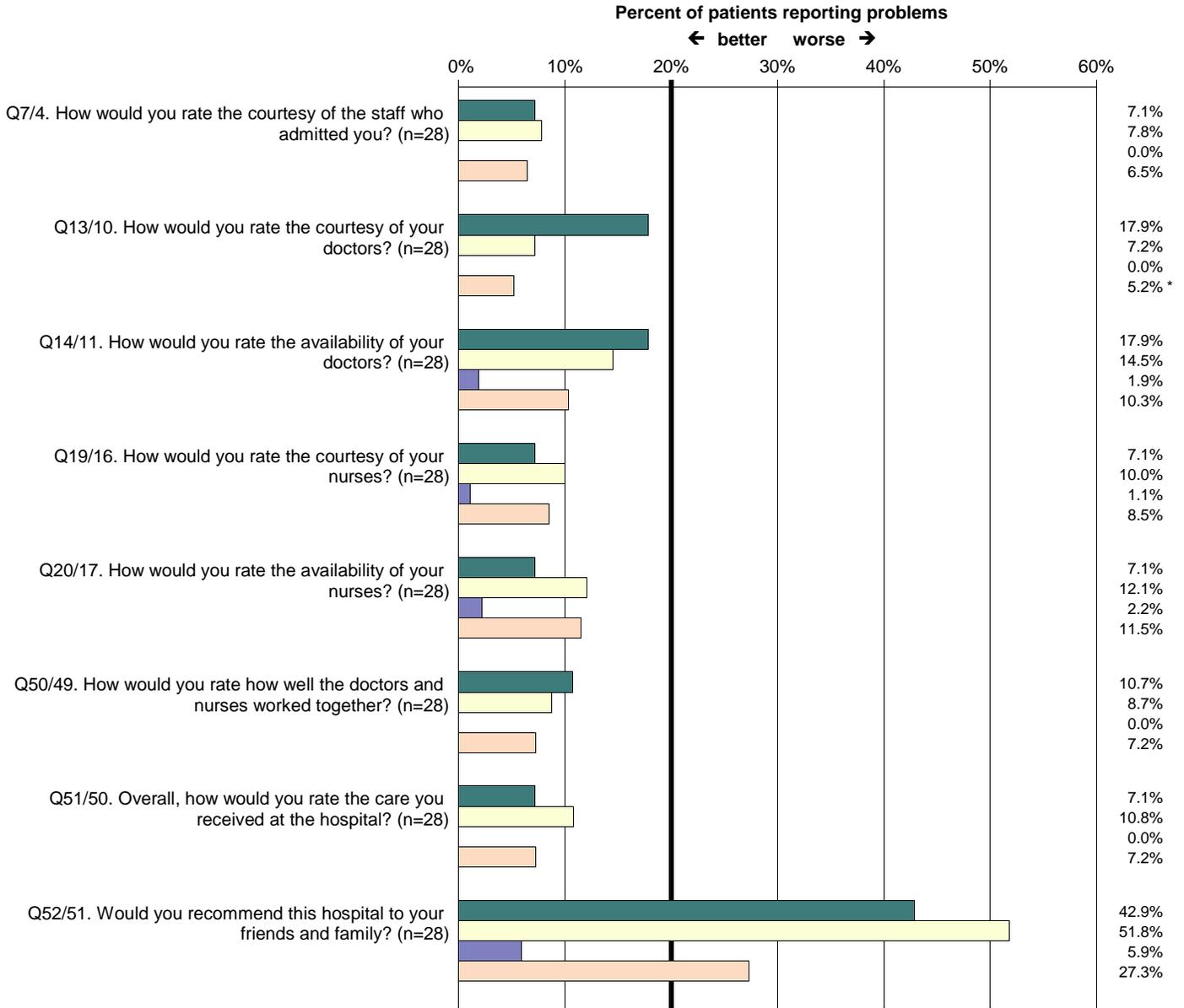
\* Significantly different from WP problem score

Patients discharged: July 2001 - September 2001



# 74th Medical Group - Wright Patterson Air Force Base Adult Inpatient Survey - Childbirth Comparisons

## Overall Impression



\* Significantly different from WP problem score

Patients discharged: July 2001 - September 2001

WP Childbirth  
 MHS average  
 Picker Teaching benchmark  
 Picker Teaching average

**74th Medical Group - Wright Patterson Air Force Base  
Adult Inpatient Survey - Overall Comparisons**

<b>Dimensions</b>	WP PROBLEM SCORE	WP NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
<b>All Dimensions Combined</b>	15.9%	208	0.704	High	20.5% *	12.5%	21.9% *
<b>Respect for Patient Preferences</b>	17.3%	208	0.534	High	21.5% *	10.9%	21.1% *
<b>Coordination of Care</b>	18.1%	208	0.574	High	20.7%	10.5%	20.7%
<b>Information and Education</b>	15.4%	208	0.626	High	21.7% *	12.8%	22.9% *
<b>Physical Comfort</b>	6.3%	208	0.522	High	10.4% *	5.0%	10.7% *
<b>Emotional Support</b>	18.7%	208	0.618	High	24.2% *	15.6%	25.4% *
<b>Involvement of Family and Friends</b>	15.1%	208	0.532	High	21.3% *	9.4%	22.1% *
<b>Continuity and Transition</b>	17.7%	208	0.484	High	23.3% *	16.1%	28.7% *
<b>Surgery-Specific</b>	15.4%	86	0.341	Low	15.1%	11.7%	20.6%
<b>Childbirth-Specific</b>	28.0%	28	0.453	Top	28.1%	16.4%	25.7%

\* Significantly different from WP 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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**74th Medical Group - Wright Patterson Air Force Base  
Adult Inpatient Survey - Overall Comparisons**

<b><i>Respect for Patient Preferences</i></b>	WP PROBLEM SCORE	WP NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
<b>Respect for Patient Preferences</b>	17.3%	208	0.534	High	21.5% *	10.9%	21.1% *
<b>Q12/9. Did doctors talk in front of you as if you weren't there?</b>	13.9%	208	0.298	Low	13.5%	4.2%	14.5%
<b>Q18/15. Did nurses talk in front of you as if you weren't there?</b>	10.1%	208	0.222	Low	12.5%	4.9%	14.6%
<b>Q22/19. Did you have enough say about your treatment?</b>	31.7%	208	0.405	Top	38.5%	23.9%	36.4%
<b>Q30/27. Did you feel like you were treated with respect and dignity while you were in the hospital?</b>	13.5%	208	0.534	High	21.5%	5.1%	19.0%

\* Significantly different from WP 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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**74th Medical Group - Wright Patterson Air Force Base  
Adult Inpatient Survey - Overall Comparisons**

<b>Coordination of Care</b>	WP PROBLEM SCORE	WP NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
<b>Coordination of Care</b>	18.1%	208	0.574	High	20.7%	10.5%	20.7%
<b>Q2/- How organized was the care you received in the emergency room?</b>	13.6%	110	0.421	High	20.3%	7.8%	25.3% *
<b>Q4/1. How organized was the admission process?</b>	13.0%	208	0.383	Low	21.6%	8.0%	21.0% *
<b>Q5/2. Do you feel you had to wait an unnecessarily long time to go to your room?</b>	21.2%	208	0.249	Med	17.4%	6.6%	23.0%
<b>Q8/5. Was there one particular doctor in charge of your care in the hospital?</b>	17.8%	208	0.184	Low	16.5%	1.7%	12.9%
<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>	18.8%	208	0.469	High	22.7%	8.5%	21.6%
<b>Q29/26. Were your scheduled tests and procedures performed on time?</b>	24.0%	208	0.398	Med	25.6%	0.0%	25.3%

\* Significantly different from WP 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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**74th Medical Group - Wright Patterson Air Force Base  
Adult Inpatient Survey - Overall Comparisons**

<b>Information and Education</b>	WP PROBLEM SCORE	WP NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
<b>Information and Education</b>	15.4%	208	0.626	High	21.7% *	12.8%	22.9% *
<b>Q3/- While you were in the emergency room, did you get enough information about your medical condition and treatment?</b>	21.2%	113	0.476	Top	32.7%	15.4%	38.5% *
<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>	7.2%	208	0.264	Low	8.3%	2.5%	10.4%
<b>Q9/6. When you had important questions to ask a doctor, did you get answers you could understand?</b>	17.3%	208	0.510	High	22.3%	11.8%	23.8%
<b>Q15/12. When you had important questions to ask a nurse, did you get answers you could understand?</b>	17.8%	208	0.575	High	28.9%	13.1%	29.4% *
<b>Q28/25. Did a doctor or nurse explain the results of tests in a way you could understand?</b>	18.8%	208	0.417	High	23.9%	12.7%	24.8%

\* Significantly different from WP 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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**74th Medical Group - Wright Patterson Air Force Base  
Adult Inpatient Survey - Overall Comparisons**

<b>Physical Comfort</b>	WP PROBLEM SCORE	WP NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
<b>Physical Comfort</b>	6.3%	208	0.522	High	10.4% *	5.0%	10.7% *
<b>Q26/23. When you needed help getting to the bathroom, did you get it in time?</b>	10.6%	208	0.217	Low	16.2%	8.8%	20.3% *
<b>Q27/24. How many minutes after you used the call button did it usually take before you got the help you needed?</b>	1.4%	208	0.126	Low	3.1%	0.0%	4.1%
<b>Q35/38. How many minutes after you requested pain medicine did it usually take before you got it?</b>	2.4%	208	0.298	Low	5.9%	0.5%	4.7%
<b>Q36/39. Do you think that the hospital staff did everything they could to help control your pain?</b>	13.5%	208	0.443	High	19.6%	9.1%	17.7%
<b>Q37/40. Overall, how much pain medicine did you get?</b>	3.8%	208	0.413	High	7.1%	1.5%	6.8%

\* Significantly different from WP 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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**74th Medical Group - Wright Patterson Air Force Base  
Adult Inpatient Survey - Overall Comparisons**

<b><i>Emotional Support</i></b>	WP PROBLEM SCORE	WP NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
<b>Emotional Support</b>	18.7%	208	0.618	High	24.2% *	15.6%	25.4% *
<b>Q10/7. If you had any anxieties or fears about your condition or treatment, did a doctor discuss them with you?</b>	17.8%	208	0.410	High	20.5%	11.1%	23.0%
<b>Q11/8. Did you have confidence and trust in the doctors treating you?</b>	19.2%	208	0.517	High	21.0%	6.6%	16.9%
<b>Q16/13. If you had any anxieties or fears about your condition or treatment, did a nurse discuss them with you?</b>	24.5%	208	0.387	Med	29.9%	17.0%	31.6%
<b>Q17/14. Did you have confidence and trust in the nurses treating you?</b>	17.3%	208	0.438	High	29.8%	14.9%	29.3% *
<b>Q25/22. Was it easy for you to find someone on the hospital staff to talk to about your concerns?</b>	24.5%	208	0.461	Top	34.0%	19.4%	33.9% *
<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>	8.7%	208	0.057	Low	9.8%	0.0%	17.6% *

\* Significantly different from WP 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

**74th Medical Group - Wright Patterson Air Force Base  
Adult Inpatient Survey - Overall Comparisons**

<b><i>Involvement of Family and Friends</i></b>	WP PROBLEM SCORE	WP NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
<b>Involvement of Family and Friends</b>	15.1%	208	0.532	High	21.3% *	9.4%	22.1% *
<b>Q23/20. Did your family or someone else close to you have enough opportunity to talk to your doctor?</b>	20.7%	208	0.415	Top	27.8%	15.4%	27.7%
<b>Q24/21. How much information about your condition or treatment was given to your family or someone close to you?</b>	7.2%	208	0.388	Low	8.5%	0.9%	9.1%
<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>	17.3%	208	0.463	High	27.4%	12.0%	29.5% *

\* Significantly different from WP 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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**74th Medical Group - Wright Patterson Air Force Base  
Adult Inpatient Survey - Overall Comparisons**

<b>Continuity and Transition</b>	WP PROBLEM SCORE	WP NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
<b>Continuity and Transition</b>	17.7%	208	0.484	High	23.3% *	16.1%	28.7% *
<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>	11.1%	199	0.496	High	14.0%	3.7%	14.7%
<b>Q44/43. Did someone tell you about medication side effects to watch for when you went home?</b>	22.0%	200	0.305	Med	26.0%	17.3%	31.6% *
<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%	208	0.414	High	25.6%	15.4%	32.0% *
<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>	20.7%	208	0.346	Med	26.3%	13.1%	34.4% *

\* Significantly different from WP 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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**74th Medical Group - Wright Patterson Air Force Base  
Adult Inpatient Survey - Overall Comparisons**

<b><i>Surgery-Specific</i></b>	WP PROBLEM SCORE	WP NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
<b>Surgery-Specific</b>	15.4%	86	0.341	Low	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>	8.1%	86	0.090	Low	7.1%	4.1%	12.0%
<b>Q40/- Did the surgeon or any of your other doctors answer your questions about the surgery in a way you could understand?</b>	7.0%	86	0.266	Low	8.2%	3.8%	13.3%
<b>Q41/- Did a doctor or nurse tell you accurately how you would feel after surgery?</b>	34.9%	86	0.296	Med	31.4%	24.6%	38.4%
<b>Q42/- Were the results of the surgery explained in a way you could understand?</b>	11.6%	86	0.297	Low	13.6%	8.8%	18.7%

\* Significantly different from WP 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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**74th Medical Group - Wright Patterson Air Force Base  
Adult Inpatient Survey - Overall Comparisons**

<b>Childbirth-Specific</b>	WP PROBLEM SCORE	WP NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
<b>Childbirth-Specific</b>	28.0%	28	0.453	Top	28.1%	16.4%	25.7%
<b>Q-/29. Did your doctor or midwife answer your questions about the delivery in a way you could understand?</b>	25.0%	28	0.589	Top	20.9%	8.0%	15.8%
<b>Q-/30. Did your doctor or midwife discuss your options for pain control during the labor and delivery with you?</b>	32.1%	28	0.405	Top	22.6%	12.2%	25.8%
<b>Q-/31. Did you have enough say about your pain control during labor and delivery?</b>	32.1%	28	0.145	Med	28.6%	10.6%	25.8%
<b>Q-/32. How much anesthesia and pain medicine did you get during labor and delivery?</b>	21.4%	28	0.109	Med	19.7%	5.1%	14.5%
<b>Q-/33. Did a doctor, midwife or nurse tell you accurately how you would feel after your delivery?</b>	50.0%	28	0.295	Med	51.3%	30.6%	46.9%
<b>Q-/41. Did you get enough information about caring for the baby?</b>	7.1%	28	0.058	Low	25.2%	13.5%	25.3% *

\* Significantly different from WP 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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**74th Medical Group - Wright Patterson Air Force Base  
Adult Inpatient Survey - Overall Comparisons**

<b>Overall Impression</b>	WP PROBLEM SCORE	WP NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
<b>Q7/4. How would you rate the courtesy of the staff who admitted you?</b>	1.4%	208	0.282	Low	5.0%	0.0%	6.3% *
<b>Q13/10. How would you rate the courtesy of your doctors?</b>	4.3%	208	0.405	High	4.9%	0.8%	5.0%
<b>Q14/11. How would you rate the availability of your doctors?</b>	9.6%	208	0.518	High	11.2%	0.9%	11.4%
<b>Q19/16. How would you rate the courtesy of your nurses?</b>	1.9%	208	0.492	High	6.9%	1.3%	8.5% *
<b>Q20/17. How would you rate the availability of your nurses?</b>	4.3%	208	0.424	High	9.8%	5.4%	14.0% *
<b>Q50/49. How would you rate how well the doctors and nurses worked together?</b>	3.8%	208	0.509	High	6.1%	0.0%	7.6%
<b>Q51/50. Overall, how would you rate the care you received at the hospital?</b>	3.4%	208	--	--	7.3%	0.8%	8.5% *
<b>Q52/51. Would you recommend this hospital to your friends and family?</b>	22.1%	208	0.644	Top	36.1%	5.0%	26.1%

\* Significantly different from WP 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

**74th Medical Group - Wright Patterson Air Force Base  
Adult Inpatient Survey - Medicine Comparisons**

<b>Dimensions</b>	WP PROBLEM SCORE	WP NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
<b>All Dimensions Combined</b>	18.0%	87	0.695	High	20.6%	14.5%	23.9% *
<b>Respect for Patient Preferences</b>	19.8%	87	0.449	High	21.1%	12.7%	22.7%
<b>Coordination of Care</b>	22.6%	87	0.584	Top	20.8%	14.0%	25.2%
<b>Information and Education</b>	19.7%	87	0.610	High	24.3%	14.7%	28.3% *
<b>Physical Comfort</b>	7.6%	87	0.515	High	8.9%	4.7%	10.1%
<b>Emotional Support</b>	22.2%	87	0.626	Top	24.3%	15.2%	28.3% *
<b>Involvement of Family and Friends</b>	16.5%	87	0.514	High	20.2%	11.4%	22.3%
<b>Continuity and Transition</b>	17.8%	87	0.501	High	24.3%	17.2%	30.3% *

\* Significantly different from WP 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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**74th Medical Group - Wright Patterson Air Force Base  
Adult Inpatient Survey - Medicine Comparisons**

<b><i>Respect for Patient Preferences</i></b>	WP PROBLEM SCORE	WP NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
<b>Respect for Patient Preferences</b>	19.8%	87	0.449	High	21.1%	12.7%	22.7%
<b>Q12/9. Did doctors talk in front of you as if you weren't there?</b>	17.2%	87	0.257	Low	16.2%	4.3%	16.1%
<b>Q18/15. Did nurses talk in front of you as if you weren't there?</b>	12.6%	87	0.117	Low	11.0%	4.6%	14.6%
<b>Q22/19. Did you have enough say about your treatment?</b>	34.5%	87	0.322	Med	41.5%	27.5%	41.9%
<b>Q30/27. Did you feel like you were treated with respect and dignity while you were in the hospital?</b>	14.9%	87	0.498	High	15.9%	6.6%	18.2%

\* Significantly different from WP 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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**74th Medical Group - Wright Patterson Air Force Base  
Adult Inpatient Survey - Medicine Comparisons**

<b>Coordination of Care</b>	WP PROBLEM SCORE	WP NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
<b>Coordination of Care</b>	22.6%	87	0.584	Top	20.8%	14.0%	25.2%
<b>Q2/-</b> . How organized was the care you received in the emergency room?	16.2%	74	0.465	High	19.4%	7.8%	26.0%
<b>Q4/1</b> . How organized was the admission process?	14.9%	87	0.367	Low	19.7%	10.3%	24.8%
<b>Q5/2</b> . Do you feel you had to wait an unnecessarily long time to go to your room?	35.6%	87	0.205	Med	23.2%	12.3%	35.5%
<b>Q8/5</b> . Was there one particular doctor in charge of your care in the hospital?	17.2%	87	0.108	Low	17.5%	1.3%	14.6%
<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?	23.0%	87	0.532	Top	18.2%	9.8%	21.6%
<b>Q29/26</b> . Were your scheduled tests and procedures performed on time?	29.9%	87	0.476	Top	27.1%	16.7%	30.6%

\* Significantly different from WP 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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**74th Medical Group - Wright Patterson Air Force Base  
Adult Inpatient Survey - Medicine Comparisons**

<b>Information and Education</b>	WP PROBLEM SCORE	WP NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
<b>Information and Education</b>	19.7%	87	0.610	High	24.3%	14.7%	28.3% *
<b>Q3/- While you were in the emergency room, did you get enough information about your medical condition and treatment?</b>	24.0%	75	0.516	Top	32.6%	26.5%	40.8% *
<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>	11.5%	87	0.150	Low	12.3%	5.2%	15.9%
<b>Q9/6. When you had important questions to ask a doctor, did you get answers you could understand?</b>	26.4%	87	0.518	Top	24.9%	13.0%	29.3%
<b>Q15/12. When you had important questions to ask a nurse, did you get answers you could understand?</b>	14.9%	87	0.542	High	26.4%	9.1%	30.3% *
<b>Q28/25. Did a doctor or nurse explain the results of tests in a way you could understand?</b>	23.0%	87	0.458	Top	27.9%	14.5%	31.1%

\* Significantly different from WP 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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**74th Medical Group - Wright Patterson Air Force Base  
Adult Inpatient Survey - Medicine Comparisons**

<b>Physical Comfort</b>	WP PROBLEM SCORE	WP NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
<b>Physical Comfort</b>	7.6%	87	0.515	High	8.9%	4.7%	10.1%
<b>Q26/23. When you needed help getting to the bathroom, did you get it in time?</b>	10.3%	87	0.134	Low	13.4%	9.8%	19.7%
<b>Q27/24. How many minutes after you used the call button did it usually take before you got the help you needed?</b>	2.3%	87	0.291	Low	2.8%	0.0%	4.0%
<b>Q35/38. How many minutes after you requested pain medicine did it usually take before you got it?</b>	4.6%	87	0.345	Low	5.3%	0.0%	4.9%
<b>Q36/39. Do you think that the hospital staff did everything they could to help control your pain?</b>	16.1%	87	0.464	High	17.1%	5.5%	16.0%
<b>Q37/40. Overall, how much pain medicine did you get?</b>	4.6%	87	0.273	Low	5.9%	0.7%	5.9%

\* Significantly different from WP 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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**74th Medical Group - Wright Patterson Air Force Base  
Adult Inpatient Survey - Medicine Comparisons**

<b><i>Emotional Support</i></b>	WP PROBLEM SCORE	WP NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
<b>Emotional Support</b>	22.2%	87	0.626	Top	24.3%	15.2%	28.3% *
<b>Q10/7. If you had any anxieties or fears about your condition or treatment, did a doctor discuss them with you?</b>	23.0%	87	0.385	Med	23.7%	8.0%	28.2%
<b>Q11/8. Did you have confidence and trust in the doctors treating you?</b>	21.8%	87	0.638	Top	22.0%	5.2%	21.7%
<b>Q16/13. If you had any anxieties or fears about your condition or treatment, did a nurse discuss them with you?</b>	27.6%	87	0.319	Med	29.7%	19.5%	34.7%
<b>Q17/14. Did you have confidence and trust in the nurses treating you?</b>	17.2%	87	0.340	Low	25.2%	13.0%	28.1% *
<b>Q25/22. Was it easy for you to find someone on the hospital staff to talk to about your concerns?</b>	32.2%	87	0.562	Top	33.3%	16.9%	37.2%
<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>	11.5%	87	-0.073	Low	11.8%	3.9%	19.7%

\* Significantly different from WP 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

**74th Medical Group - Wright Patterson Air Force Base  
Adult Inpatient Survey - Medicine Comparisons**

<b><i>Involvement of Family and Friends</i></b>	WP PROBLEM SCORE	WP NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
<b>Involvement of Family and Friends</b>	16.5%	87	0.514	High	20.2%	11.4%	22.3%
<b>Q23/20. Did your family or someone else close to you have enough opportunity to talk to your doctor?</b>	24.1%	87	0.394	Med	27.0%	16.3%	29.8%
<b>Q24/21. How much information about your condition or treatment was given to your family or someone close to you?</b>	9.2%	87	0.396	Low	10.2%	3.4%	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>	16.1%	87	0.505	High	23.3%	11.8%	26.2%

\* Significantly different from WP 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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**74th Medical Group - Wright Patterson Air Force Base  
Adult Inpatient Survey - Medicine Comparisons**

<b>Continuity and Transition</b>	WP PROBLEM SCORE	WP NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
<b>Continuity and Transition</b>	17.8%	87	0.501	High	24.3%	17.2%	30.3% *
<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>	12.0%	83	0.496	High	13.8%	7.1%	15.4%
<b>Q44/43. Did someone tell you about medication side effects to watch for when you went home?</b>	22.6%	84	0.347	Med	24.6%	15.2%	32.1%
<b>Q45/44. Did they tell you what danger signals about your illness or operation to watch for after you went home?</b>	19.5%	87	0.405	High	28.1%	16.9%	34.4% *
<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>	18.4%	87	0.318	Low	29.3%	20.9%	37.3% *

\* Significantly different from WP 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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**74th Medical Group - Wright Patterson Air Force Base  
Adult Inpatient Survey - Medicine Comparisons**

<b>Overall Impression</b>	WP PROBLEM SCORE	WP NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
<b>Q7/4. How would you rate the courtesy of the staff who admitted you?</b>	0.0%	87		Low	4.1%	0.0%	7.8% *
<b>Q13/10. How would you rate the courtesy of your doctors?</b>	3.4%	87	0.359	Low	5.5%	0.0%	6.4%
<b>Q14/11. How would you rate the availability of your doctors?</b>	14.9%	87	0.586	High	12.4%	2.7%	14.6%
<b>Q19/16. How would you rate the courtesy of your nurses?</b>	0.0%	87		Low	5.2% *	0.0%	8.3% *
<b>Q20/17. How would you rate the availability of your nurses?</b>	4.6%	87	0.276	Low	8.6%	3.5%	14.6% *
<b>Q50/49. How would you rate how well the doctors and nurses worked together?</b>	4.6%	87	0.489	High	5.9%	0.0%	8.8%
<b>Q51/50. Overall, how would you rate the care you received at the hospital?</b>	3.4%	87	--	--	6.8%	1.1%	9.4%
<b>Q52/51. Would you recommend this hospital to your friends and family?</b>	20.7%	87	0.638	Top	29.4%	10.4%	26.8%

\* Significantly different from WP 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

**74th Medical Group - Wright Patterson Air Force Base  
Adult Inpatient Survey - Surgery Comparisons**

<b>Dimensions</b>	WP PROBLEM SCORE	WP NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
<b>All Dimensions Combined</b>	12.2%	93	0.679	High	15.6%	11.8%	19.5% *
<b>Respect for Patient Preferences</b>	11.8%	93	0.512	High	16.5%	9.2%	19.0% *
<b>Coordination of Care</b>	12.3%	93	0.544	High	14.9%	8.6%	17.2% *
<b>Information and Education</b>	11.2%	93	0.608	High	16.1% *	11.5%	20.4% *
<b>Physical Comfort</b>	6.2%	93	0.611	High	9.6% *	4.0%	10.9% *
<b>Emotional Support</b>	14.2%	93	0.557	High	19.2% *	12.8%	23.5% *
<b>Involvement of Family and Friends</b>	9.3%	93	0.515	High	15.3% *	8.7%	19.0% *
<b>Continuity and Transition</b>	16.7%	93	0.474	High	17.6%	15.2%	25.4% *
<b>Surgery-Specific</b>	15.4%	86	0.341	Low	15.1%	11.7%	20.6%

\* Significantly different from WP 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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**74th Medical Group - Wright Patterson Air Force Base  
Adult Inpatient Survey - Surgery Comparisons**

<b><i>Respect for Patient Preferences</i></b>	WP PROBLEM SCORE	WP NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
<b>Respect for Patient Preferences</b>	11.8%	93	0.512	High	16.5%	9.2%	19.0% *
<b>Q12/9. Did doctors talk in front of you as if you weren't there?</b>	9.7%	93	0.218	Low	9.4%	1.2%	11.4%
<b>Q18/15. Did nurses talk in front of you as if you weren't there?</b>	8.6%	93	0.251	Low	11.1%	3.2%	13.0%
<b>Q22/19. Did you have enough say about your treatment?</b>	22.6%	93	0.409	Top	29.4%	17.8%	33.7%
<b>Q30/27. Did you feel like you were treated with respect and dignity while you were in the hospital?</b>	6.5%	93	0.576	High	16.3%	5.7%	17.8% *

\* Significantly different from WP 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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**74th Medical Group - Wright Patterson Air Force Base  
Adult Inpatient Survey - Surgery Comparisons**

<b>Coordination of Care</b>	WP PROBLEM SCORE	WP NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
<b>Coordination of Care</b>	12.3%	93	0.544	High	14.9%	8.6%	17.2% *
<b>Q2/- How organized was the care you received in the emergency room?</b>	8.3%	36	0.368	Low	17.4%	20.8%	24.8% *
<b>Q4/1. How organized was the admission process?</b>	6.5%	93	0.455	High	18.0%	5.9%	17.9% *
<b>Q5/2. Do you feel you had to wait an unnecessarily long time to go to your room?</b>	8.6%	93	0.289	Low	11.1%	5.6%	18.5% *
<b>Q8/5. Was there one particular doctor in charge of your care in the hospital?</b>	15.1%	93	0.160	Low	7.9%	0.7%	9.4%
<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>	12.9%	93	0.404	High	14.7%	3.7%	17.0%
<b>Q29/26. Were your scheduled tests and procedures performed on time?</b>	21.5%	93	0.379	Med	21.6%	9.7%	23.2%

\* Significantly different from WP 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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## 74th Medical Group - Wright Patterson Air Force Base

### Adult Inpatient Survey - Surgery Comparisons

<b>Information and Education</b>	WP PROBLEM SCORE	WP NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
<b>Information and Education</b>	11.2%	93	0.608	High	16.1% *	11.5%	20.4% *
<b>Q3/- While you were in the emergency room, did you get enough information about your medical condition and treatment?</b>	15.8%	38	0.437	High	26.5%	27.3%	33.9% *
<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>	4.3%	93	0.392	Low	5.1%	1.8%	9.2%
<b>Q9/6. When you had important questions to ask a doctor, did you get answers you could understand?</b>	6.5%	93	0.515	High	14.3%	6.5%	20.2% *
<b>Q15/12. When you had important questions to ask a nurse, did you get answers you could understand?</b>	18.3%	93	0.521	High	24.5%	13.0%	28.5%
<b>Q28/25. Did a doctor or nurse explain the results of tests in a way you could understand?</b>	17.2%	93	0.400	High	16.9%	7.8%	21.5%

\* Significantly different from WP 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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**74th Medical Group - Wright Patterson Air Force Base  
Adult Inpatient Survey - Surgery Comparisons**

<b>Physical Comfort</b>	WP PROBLEM SCORE	WP NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
<b>Physical Comfort</b>	6.2%	93	0.611	High	9.6% *	4.0%	10.9% *
<b>Q26/23. When you needed help getting to the bathroom, did you get it in time?</b>	12.9%	93	0.284	Low	16.5%	7.8%	21.7%
<b>Q27/24. How many minutes after you used the call button did it usually take before you got the help you needed?</b>	1.1%	93	-0.058	Low	3.7%	0.0%	4.3%
<b>Q35/38. How many minutes after you requested pain medicine did it usually take before you got it?</b>	1.1%	93	0.371	Low	4.8%	0.0%	3.8%
<b>Q36/39. Do you think that the hospital staff did everything they could to help control your pain?</b>	12.9%	93	0.492	High	17.3%	4.1%	17.7%
<b>Q37/40. Overall, how much pain medicine did you get?</b>	3.2%	93	0.567	High	5.8%	0.0%	7.0%

\* Significantly different from WP 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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## 74th Medical Group - Wright Patterson Air Force Base

### Adult Inpatient Survey - Surgery Comparisons

<b><i>Emotional Support</i></b>	WP PROBLEM SCORE	WP NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
<b>Emotional Support</b>	14.2%	93	0.557	High	19.2% *	12.8%	23.5% *
<b>Q10/7. If you had any anxieties or fears about your condition or treatment, did a doctor discuss them with you?</b>	8.6%	93	0.457	High	13.0%	8.0%	19.3% *
<b>Q11/8. Did you have confidence and trust in the doctors treating you?</b>	11.8%	93	0.380	Low	12.0%	2.9%	12.2%
<b>Q16/13. If you had any anxieties or fears about your condition or treatment, did a nurse discuss them with you?</b>	21.5%	93	0.343	Med	26.3%	13.9%	30.9%
<b>Q17/14. Did you have confidence and trust in the nurses treating you?</b>	18.3%	93	0.481	High	28.3%	13.2%	29.8% *
<b>Q25/22. Was it easy for you to find someone on the hospital staff to talk to about your concerns?</b>	18.3%	93	0.335	Low	27.7%	13.3%	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>	6.5%	93	0.095	Low	7.8%	3.8%	16.9% *

\* Significantly different from WP 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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**74th Medical Group - Wright Patterson Air Force Base  
Adult Inpatient Survey - Surgery Comparisons**

<b><i>Involvement of Family and Friends</i></b>	WP PROBLEM SCORE	WP NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
<b>Involvement of Family and Friends</b>	9.3%	93	0.515	High	15.3% *	8.7%	19.0% *
<b>Q23/20. Did your family or someone else close to you have enough opportunity to talk to your doctor?</b>	12.9%	93	0.437	High	20.8%	10.7%	24.4% *
<b>Q24/21. How much information about your condition or treatment was given to your family or someone close to you?</b>	4.3%	93	0.392	Low	5.3%	1.1%	7.9%
<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>	10.8%	93	0.380	Low	19.6%	12.5%	24.8% *

\* Significantly different from WP 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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**74th Medical Group - Wright Patterson Air Force Base  
Adult Inpatient Survey - Surgery Comparisons**

<b>Continuity and Transition</b>	WP PROBLEM SCORE	WP NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
<b>Continuity and Transition</b>	16.7%	93	0.474	High	17.6%	15.2%	25.4% *
<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%	90	0.465	High	10.3%	4.0%	13.2%
<b>Q44/43. Did someone tell you about medication side effects to watch for when you went home?</b>	23.3%	90	0.340	Med	21.8%	16.9%	29.3%
<b>Q45/44. Did they tell you what danger signals about your illness or operation to watch for after you went home?</b>	15.1%	93	0.387	Low	18.6%	15.7%	28.0% *
<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>	19.4%	93	0.365	Low	18.9%	16.7%	30.0%

\* Significantly different from WP 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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**74th Medical Group - Wright Patterson Air Force Base  
Adult Inpatient Survey - Surgery Comparisons**

<b><i>Surgery-Specific</i></b>	WP PROBLEM SCORE	WP NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
<b>Surgery-Specific</b>	15.4%	86	0.341	Low	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>	8.1%	86	0.090	Low	7.1%	4.1%	12.0%
<b>Q40/- Did the surgeon or any of your other doctors answer your questions about the surgery in a way you could understand?</b>	7.0%	86	0.266	Low	8.2%	3.8%	13.3%
<b>Q41/- Did a doctor or nurse tell you accurately how you would feel after surgery?</b>	34.9%	86	0.296	Med	31.4%	24.6%	38.4%
<b>Q42/- Were the results of the surgery explained in a way you could understand?</b>	11.6%	86	0.297	Low	13.6%	8.8%	18.7%

\* Significantly different from WP 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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**74th Medical Group - Wright Patterson Air Force Base  
Adult Inpatient Survey - Surgery Comparisons**

<b>Overall Impression</b>	WP PROBLEM SCORE	WP NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
<b>Q7/4. How would you rate the courtesy of the staff who admitted you?</b>	1.1%	93	0.514	High	2.8%	0.0%	5.0%
<b>Q13/10. How would you rate the courtesy of your doctors?</b>	1.1%	93	0.514	High	1.6%	0.0%	3.6%
<b>Q14/11. How would you rate the availability of your doctors?</b>	2.2%	93	0.528	High	6.4%	0.0%	9.6% *
<b>Q19/16. How would you rate the courtesy of your nurses?</b>	2.2%	93	0.630	High	5.7%	1.0%	8.8% *
<b>Q20/17. How would you rate the availability of your nurses?</b>	3.2%	93	0.630	High	9.9%	4.3%	15.0% *
<b>Q50/49. How would you rate how well the doctors and nurses worked together?</b>	1.1%	93	0.514	High	4.1%	0.0%	7.2% *
<b>Q51/50. Overall, how would you rate the care you received at the hospital?</b>	2.2%	93	--	--	4.9%	1.1%	8.6% *
<b>Q52/51. Would you recommend this hospital to your friends and family?</b>	17.2%	93	0.570	High	26.7%	5.9%	25.8%

\* Significantly different from WP 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

**74th Medical Group - Wright Patterson Air Force Base  
Adult Inpatient Survey - Childbirth Comparisons**

<b>Dimensions</b>	WP PROBLEM SCORE	WP NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
<b>All Dimensions Combined</b>	21.3%	28	0.743	Top	25.6%	13.2%	22.7%
<b>Respect for Patient Preferences</b>	27.7%	28	0.687	Top	26.5%	9.4%	22.1%
<b>Coordination of Care</b>	22.9%	28	0.581	Top	26.9%	9.6%	20.2%
<b>Information and Education</b>	16.1%	28	0.727	High	23.9%	8.5%	19.4%
<b>Physical Comfort</b>	2.9%	28	0.468	High	13.1% *	3.5%	11.2% *
<b>Emotional Support</b>	22.6%	28	0.689	Top	28.3%	12.7%	24.6%
<b>Involvement of Family and Friends</b>	29.8%	28	0.530	Top	29.6%	19.5%	26.7%
<b>Continuity and Transition</b>	20.5%	28	0.472	Top	28.1%	20.3%	31.1%
<b>Childbirth-Specific</b>	28.0%	28	0.453	Top	28.1%	16.4%	25.7%

\* Significantly different from WP 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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**74th Medical Group - Wright Patterson Air Force Base  
Adult Inpatient Survey - Childbirth Comparisons**

<b><i>Respect for Patient Preferences</i></b>	WP PROBLEM SCORE	WP NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
<b>Respect for Patient Preferences</b>	27.7%	28	0.687	Top	26.5%	9.4%	22.1%
<b>Q12/9. Did doctors talk in front of you as if you weren't there?</b>	17.9%	28	0.519	High	15.4%	6.1%	16.2%
<b>Q18/15. Did nurses talk in front of you as if you weren't there?</b>	7.1%	28	0.527	High	15.2%	4.7%	16.3%
<b>Q22/19. Did you have enough say about your treatment?</b>	53.6%	28	0.476	Top	42.6%	15.5%	32.8% *
<b>Q30/27. Did you feel like you were treated with respect and dignity while you were in the hospital?</b>	32.1%	28	0.492	Top	33.0%	7.8%	22.8%

\* Significantly different from WP 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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**74th Medical Group - Wright Patterson Air Force Base  
Adult Inpatient Survey - Childbirth Comparisons**

<b>Coordination of Care</b>	WP PROBLEM SCORE	WP NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
<b>Coordination of Care</b>	22.9%	28	0.581	Top	26.9%	9.6%	20.2%
<b>Q4/1. How organized was the admission process?</b>	28.6%	28	0.223	Med	27.2%	1.2%	21.0%
<b>Q5/2. Do you feel you had to wait an unnecessarily long time to go to your room?</b>	17.9%	28	0.309	Low	16.1%	0.0%	12.9%
<b>Q8/5. Was there one particular doctor in charge of your care in the hospital?</b>	28.6%	28	0.312	Med	26.8%	5.3%	16.4%
<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>	25.0%	28	0.402	Top	36.1%	8.0%	28.7%
<b>Q29/26. Were your scheduled tests and procedures performed on time?</b>	14.3%	28	0.316	Low	28.6%	7.1%	21.8%

\* Significantly different from WP 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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**74th Medical Group - Wright Patterson Air Force Base  
Adult Inpatient Survey - Childbirth Comparisons**

<b>Information and Education</b>	WP PROBLEM SCORE	WP NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
<b>Information and Education</b>	16.1%	28	0.727	High	23.9%	8.5%	19.4%
<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>	3.6%	28	0.474	High	6.7%	0.0%	5.0%
<b>Q9/6. When you had important questions to ask a doctor, did you get answers you could understand?</b>	25.0%	28	0.495	Top	27.3%	10.0%	22.2%
<b>Q15/12. When you had important questions to ask a nurse, did you get answers you could understand?</b>	25.0%	28	0.775	Top	35.3%	7.1%	30.0%
<b>Q28/25. Did a doctor or nurse explain the results of tests in a way you could understand?</b>	10.7%	28	0.463	High	26.2%	8.1%	20.4%

\* Significantly different from WP 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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**74th Medical Group - Wright Patterson Air Force Base  
Adult Inpatient Survey - Childbirth Comparisons**

<b>Physical Comfort</b>	WP PROBLEM SCORE	WP NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
<b>Physical Comfort</b>	2.9%	28	0.468	High	13.1% *	3.5%	11.2% *
<b>Q26/23. When you needed help getting to the bathroom, did you get it in time?</b>	3.6%	28	0.474	High	19.9%	7.3%	18.3% *
<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%	28		Low	3.2%	0.0%	3.7%
<b>Q35/38. How many minutes after you requested pain medicine did it usually take before you got it?</b>	0.0%	28		Low	7.7%	0.0%	5.5%
<b>Q36/39. Do you think that the hospital staff did everything they could to help control your pain?</b>	7.1%	28	0.371	Low	24.7%	5.9%	20.5%
<b>Q37/40. Overall, how much pain medicine did you get?</b>	3.6%	28	0.474	High	9.7%	1.4%	7.9%

\* Significantly different from WP 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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**74th Medical Group - Wright Patterson Air Force Base  
Adult Inpatient Survey - Childbirth Comparisons**

<b><i>Emotional Support</i></b>	WP PROBLEM SCORE	WP NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
<b>Emotional Support</b>	22.6%	28	0.689	Top	28.3%	12.7%	24.6%
<b>Q10/7. If you had any anxieties or fears about your condition or treatment, did a doctor discuss them with you?</b>	32.1%	28	0.319	Med	23.5%	11.5%	21.7%
<b>Q11/8. Did you have confidence and trust in the doctors treating you?</b>	35.7%	28	0.412	Top	28.9%	5.3%	18.5% *
<b>Q16/13. If you had any anxieties or fears about your condition or treatment, did a nurse discuss them with you?</b>	25.0%	28	0.682	Top	32.6%	10.6%	28.3%
<b>Q17/14. Did you have confidence and trust in the nurses treating you?</b>	14.3%	28	0.662	High	36.6%	10.6%	31.2%
<b>Q25/22. Was it easy for you to find someone on the hospital staff to talk to about your concerns?</b>	21.4%	28	0.504	Top	40.0%	16.6%	32.9%
<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>	7.1%	28	0.371	Low	8.4%	3.4%	14.6%

\* Significantly different from WP 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

**74th Medical Group - Wright Patterson Air Force Base  
Adult Inpatient Survey - Childbirth Comparisons**

<b><i>Involvement of Family and Friends</i></b>	WP PROBLEM SCORE	WP NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
<b>Involvement of Family and Friends</b>	29.8%	28	0.530	Top	29.6%	19.5%	26.7%
<b>Q23/20. Did your family or someone else close to you have enough opportunity to talk to your doctor?</b>	35.7%	28	0.327	Med	35.5%	16.3%	29.9%
<b>Q24/21. How much information about your condition or treatment was given to your family or someone close to you?</b>	10.7%	28	0.333	Low	9.6%	0.9%	8.8%
<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>	42.9%	28	0.430	Top	43.7%	30.3%	41.0%

\* Significantly different from WP 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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**74th Medical Group - Wright Patterson Air Force Base  
Adult Inpatient Survey - Childbirth Comparisons**

<b>Continuity and Transition</b>	WP PROBLEM SCORE	WP NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
<b>Continuity and Transition</b>	20.5%	28	0.472	Top	28.1%	20.3%	31.1%
<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>	15.4%	26	0.548	High	18.9%	6.4%	15.8%
<b>Q44/43. Did someone tell you about medication side effects to watch for when you went home?</b>	15.4%	26	0.194	Low	32.3%	23.4%	33.2%
<b>Q45/44. Did they tell you what danger signals about your illness or operation to watch for after you went home?</b>	17.9%	28	0.519	High	29.5%	16.0%	34.4%
<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>	32.1%	28	0.319	Med	31.0%	12.7%	36.0%

\* Significantly different from WP 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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**74th Medical Group - Wright Patterson Air Force Base  
Adult Inpatient Survey - Childbirth Comparisons**

<b>Childbirth-Specific</b>	WP PROBLEM SCORE	WP NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
<b>Childbirth-Specific</b>	28.0%	28	0.453	Top	28.1%	16.4%	25.7%
<b>Q-/29. Did your doctor or midwife answer your questions about the delivery in a way you could understand?</b>	25.0%	28	0.589	Top	20.9%	8.0%	15.9%
<b>Q-/30. Did your doctor or midwife discuss your options for pain control during the labor and delivery with you?</b>	32.1%	28	0.405	Top	22.6%	12.2%	25.9%
<b>Q-/31. Did you have enough say about your pain control during labor and delivery?</b>	32.1%	28	0.145	Med	28.6%	10.6%	25.9%
<b>Q-/32. How much anesthesia and pain medicine did you get during labor and delivery?</b>	21.4%	28	0.109	Med	19.7%	5.1%	14.5%
<b>Q-/33. Did a doctor, midwife or nurse tell you accurately how you would feel after your delivery?</b>	50.0%	28	0.295	Med	51.3%	30.6%	47.0%
<b>Q-/41. Did you get enough information about caring for the baby?</b>	7.1%	28	0.058	Low	25.2%	13.5%	25.3% *

\* Significantly different from WP 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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**74th Medical Group - Wright Patterson Air Force Base  
Adult Inpatient Survey - Childbirth Comparisons**

<b>Overall Impression</b>	WP PROBLEM SCORE	WP NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
<b>Q7/4. How would you rate the courtesy of the staff who admitted you?</b>	7.1%	28	0.214	Low	7.8%	0.0%	6.5%
<b>Q13/10. How would you rate the courtesy of your doctors?</b>	17.9%	28	0.414	High	7.2%	0.0%	5.2% *
<b>Q14/11. How would you rate the availability of your doctors?</b>	17.9%	28	0.414	High	14.5%	1.9%	10.3%
<b>Q19/16. How would you rate the courtesy of your nurses?</b>	7.1%	28	0.684	High	10.0%	1.1%	8.5%
<b>Q20/17. How would you rate the availability of your nurses?</b>	7.1%	28	0.371	Low	12.1%	2.2%	11.5%
<b>Q50/49. How would you rate how well the doctors and nurses worked together?</b>	10.7%	28	0.594	High	8.7%	0.0%	7.2%
<b>Q51/50. Overall, how would you rate the care you received at the hospital?</b>	7.1%	28	--	--	10.8%	0.0%	7.2%
<b>Q52/51. Would you recommend this hospital to your friends and family?</b>	42.9%	28	0.760	Top	51.8%	5.9%	27.3%

\* Significantly different from WP problem score

Top Priority: score >= 20% and corr. >= 0.4 High Priority: score < 20% and corr. >= 0.4 Medium Priority: score >= 20% and corr. < 0.4 Low Priority: score < 20% and corr. < 0.4
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Patients discharged: July 2001 - September 2001