

# ← Patient Satisfaction Scores- Surgical Cases

6.83

National Average

6.62

State Average (AL)

5.06

Most Recent Hospital Average

CV

Service Line with Highest Average

5.50

Current Target Average

Filter By

Year

All



Quarter

☐ Select all

☐ Qtr 1

☐ Qtr 2

☐ Qtr 3

☐ Qtr 4

Month

☐ Select all

☐ January

☐ February

☐ March

☐ April

☐ May

☐ June

☐ July

☐ August

☐ September

☐ October

☐ November

☐ December

Service Line

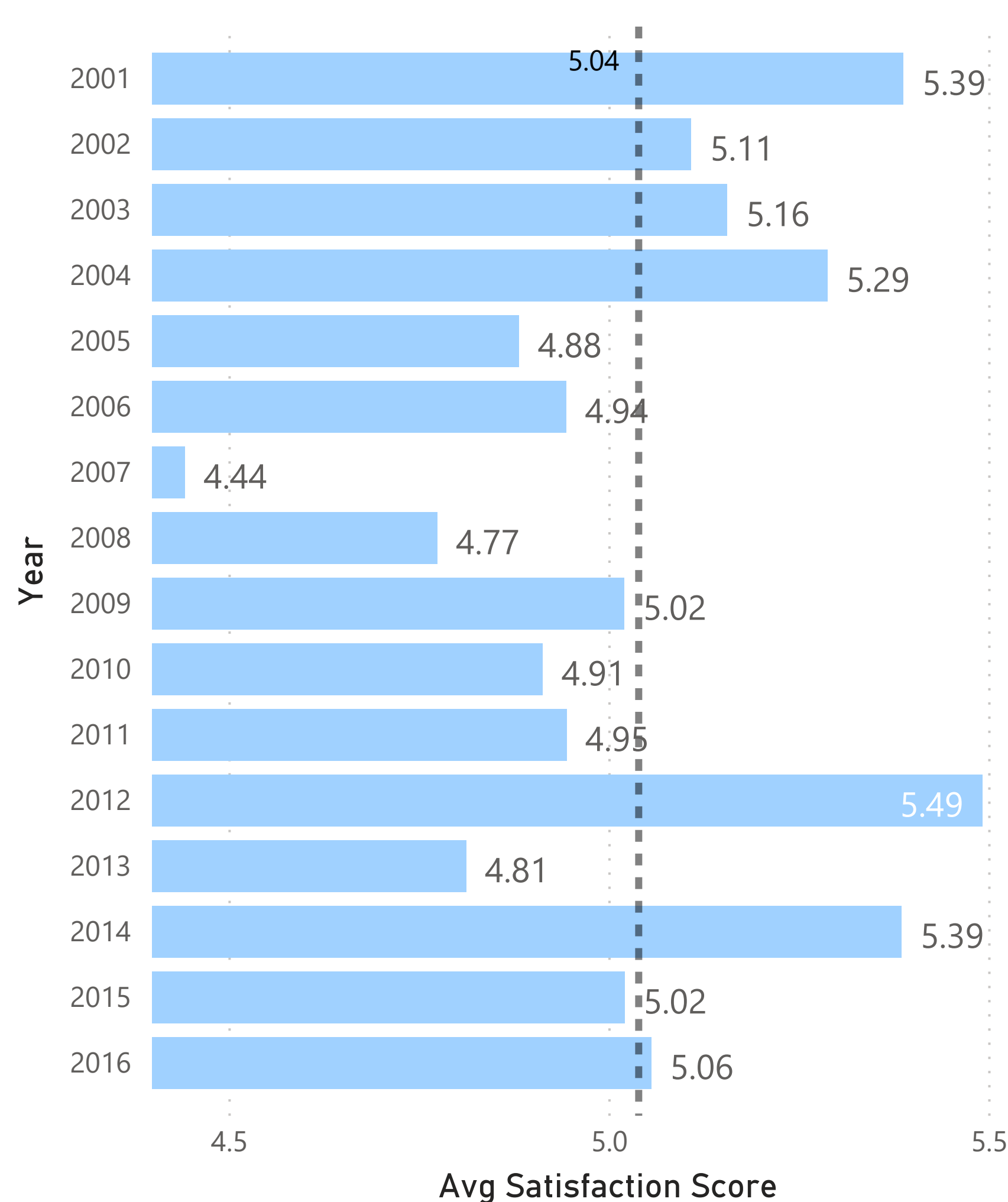
☐ Select all

☐ CV

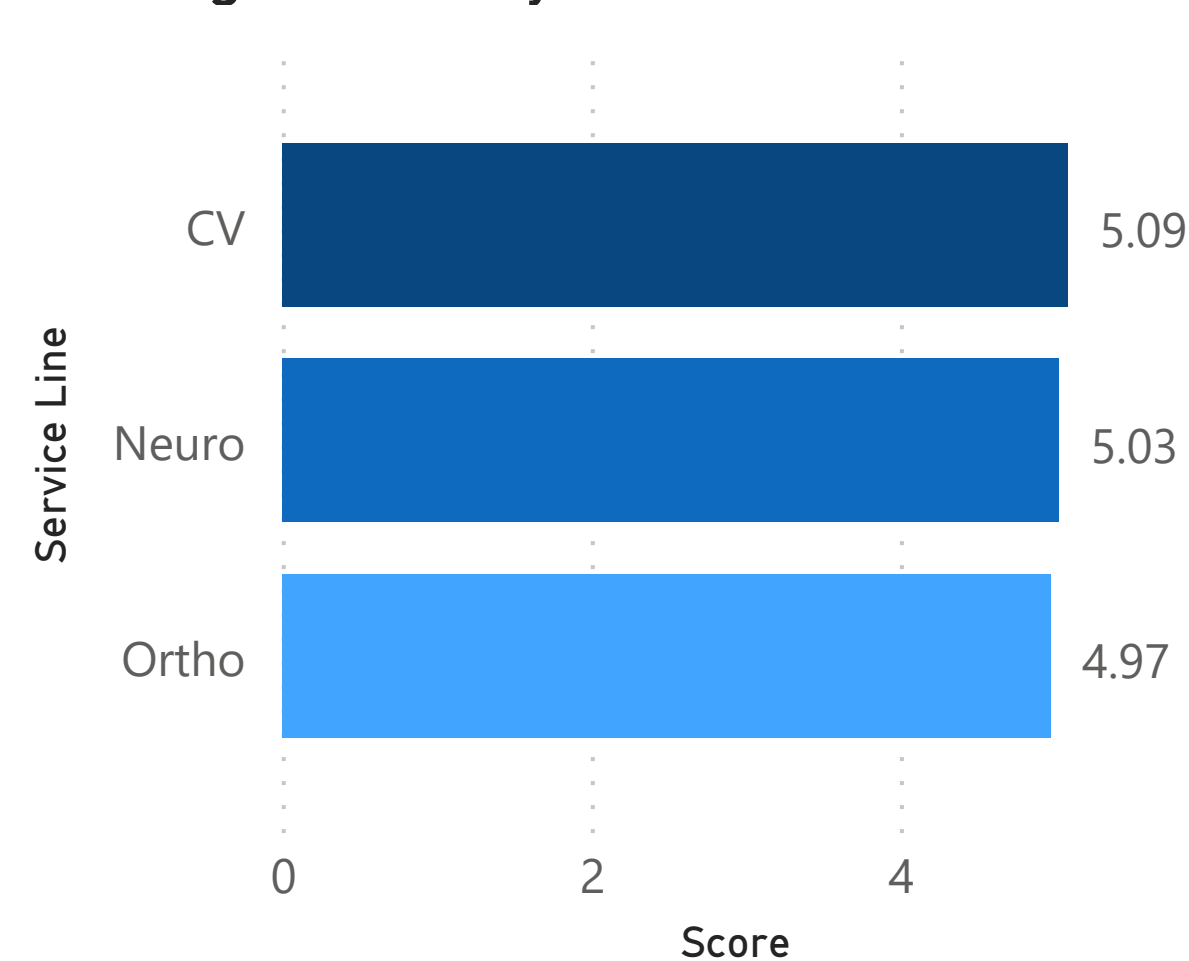
☐ Neuro

☐ Ortho

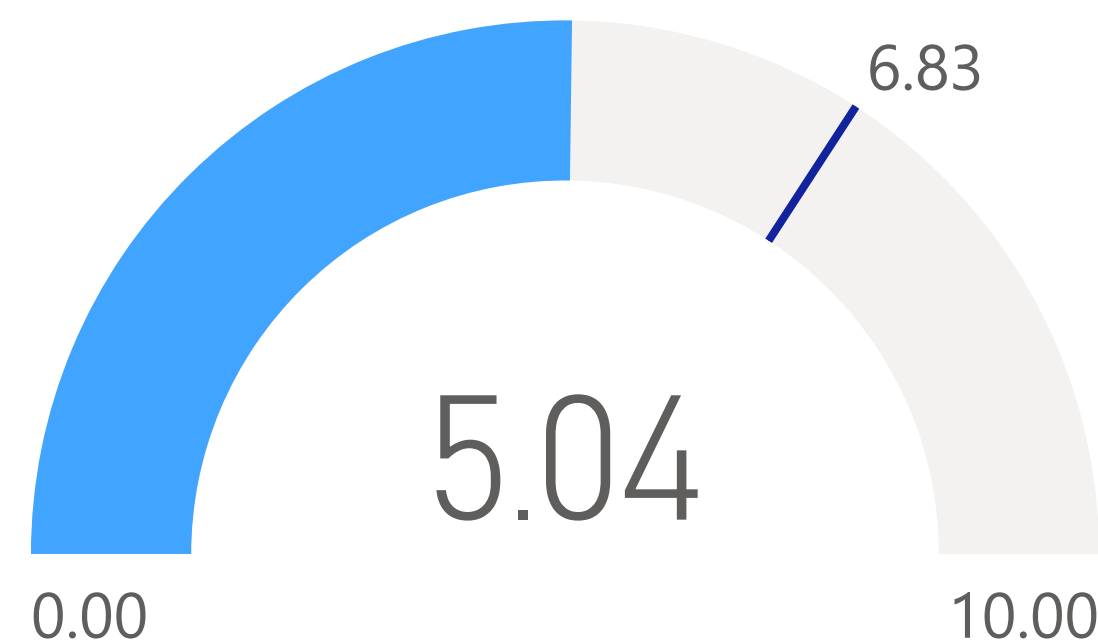
Average Satisfaction Score by Year/Qtr/Month



Average Score by Service Line



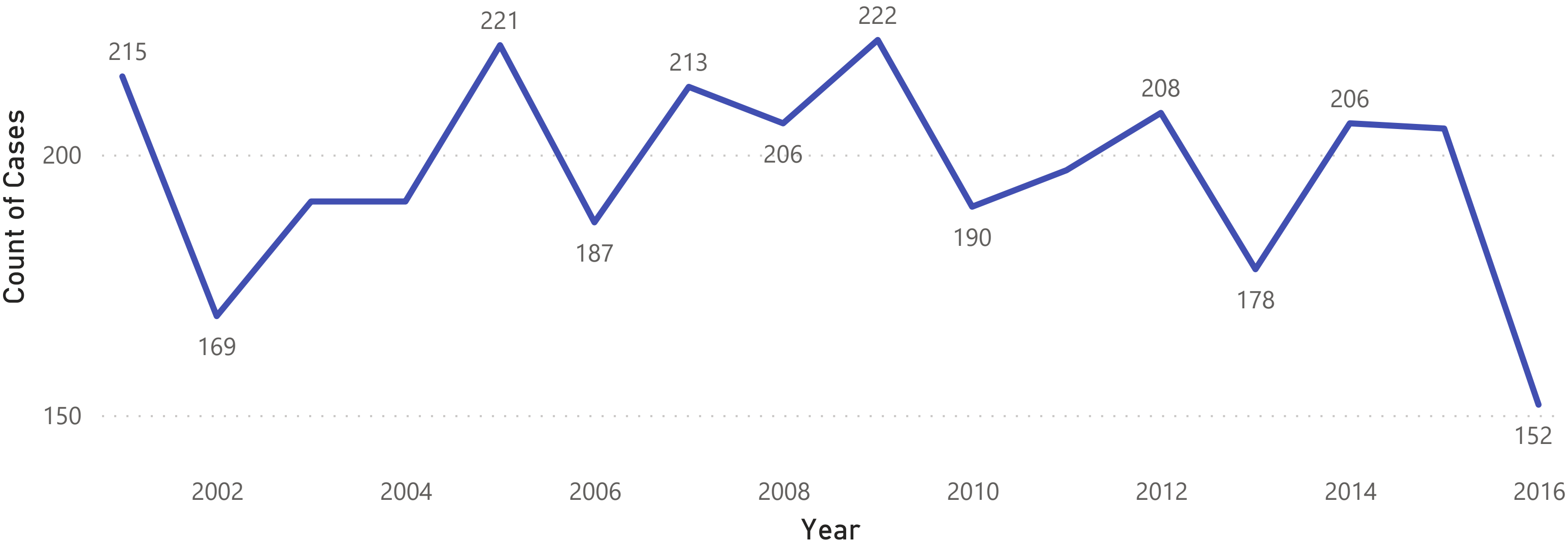
Avg Score vs National Avg



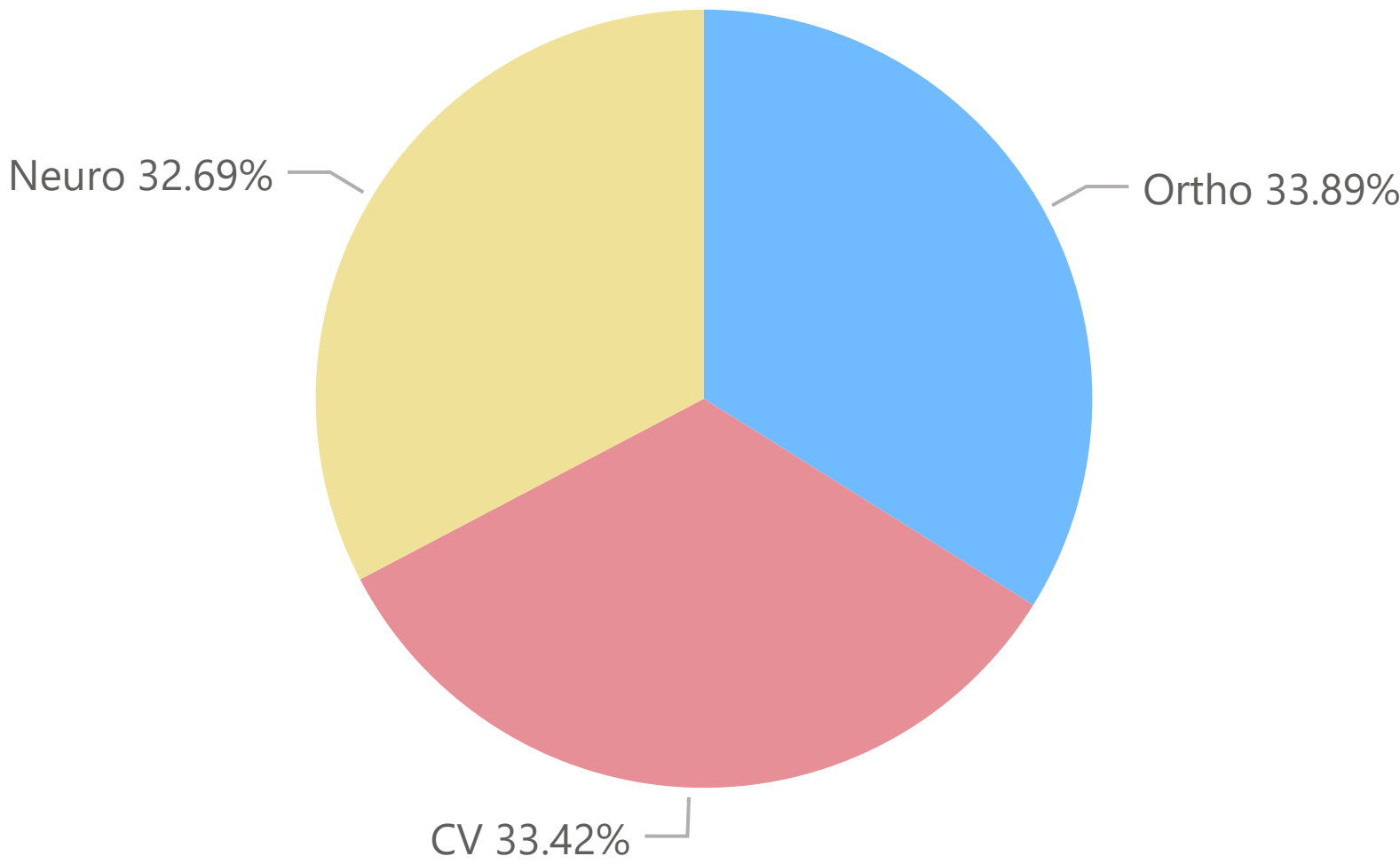
Avg Score	Year	Quarter	Month	# of Cases
5.64	2016	Qtr 1	January	14
4.75	2016	Qtr 1	February	8
5.86	2016	Qtr 1	March	15
4.20	2016	Qtr 2	April	10
5.20	2016	Qtr 2	May	17
4.43	2016	Qtr 2	June	8
4.86	2016	Qtr 3	July	14
4.10	2016	Qtr 3	August	10
4.92	2016	Qtr 3	September	14
5.33	2016	Qtr 4	October	16
4.88	2016	Qtr 4	November	9
5.43	2016	Qtr 4	December	15
5.44	2015	Qtr 1	January	17
6.43	2015	Qtr 1	February	15
3.95	2015	Qtr 1	March	25
4.88	2015	Qtr 2	April	20
4.25	2015	Qtr 2	May	13
3.00	2015	Qtr 2	June	17
5.79	2015	Qtr 3	July	15
5.60	2015	Qtr 3	August	11
6.19	2015	Qtr 3	September	18
5.04				3151



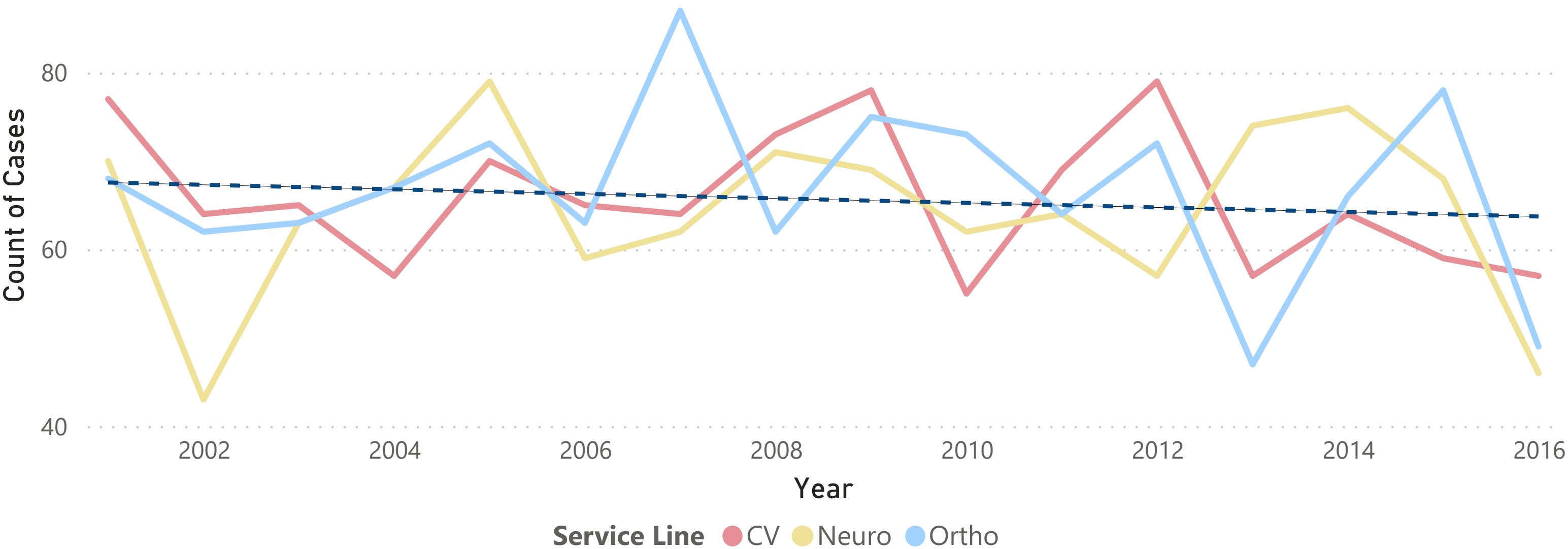
Total Number of Surgical Cases by Year



Count of Cases by Service Line



Number of Surgical Cases by Year and Service Line



Year	# of Cases	Service Line
2016	57	CV
2016	46	Neuro
2016	49	Ortho
2015	59	CV
2015	68	Neuro
2015	78	Ortho
2014	64	CV
2014	76	Neuro
2014	66	Ortho
2013	57	CV
2013	74	Neuro
2013	47	Ortho
2012	79	CV
2012	57	Neuro
Total	3151	

Filter by Service Line

- ☒ Select all
- ☐ CV
- ☐ Neuro
- ☐ Ortho

Filter by Year

2001

2016

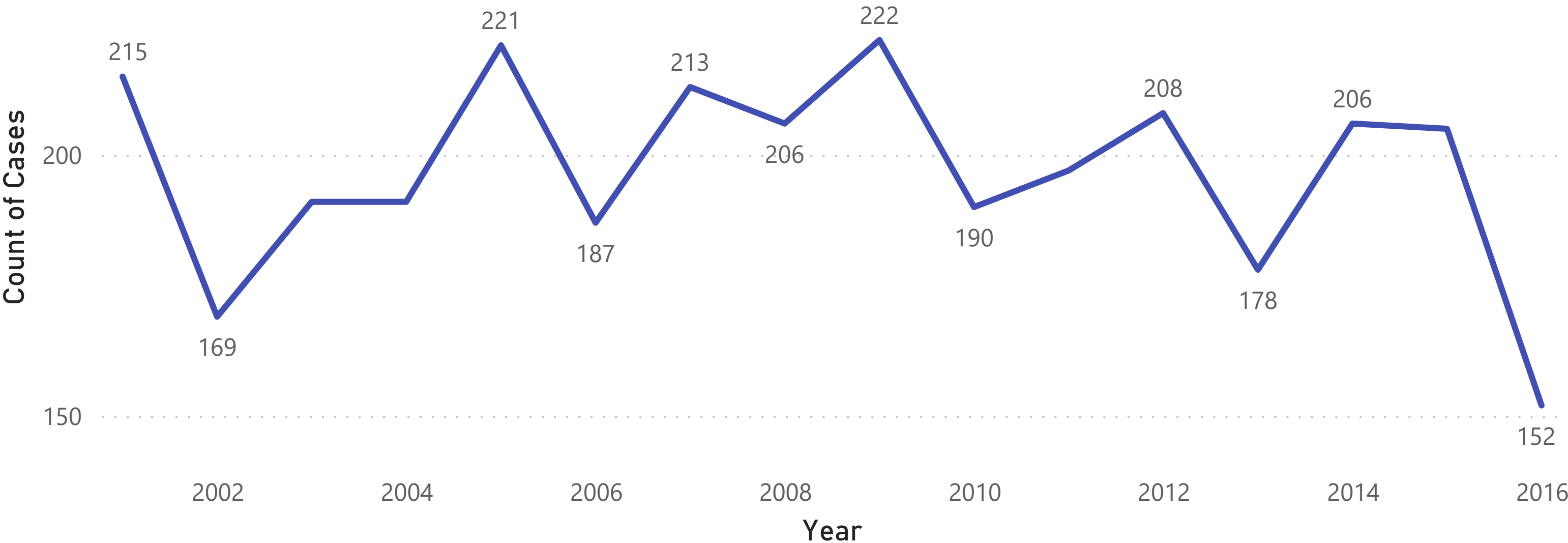


3151

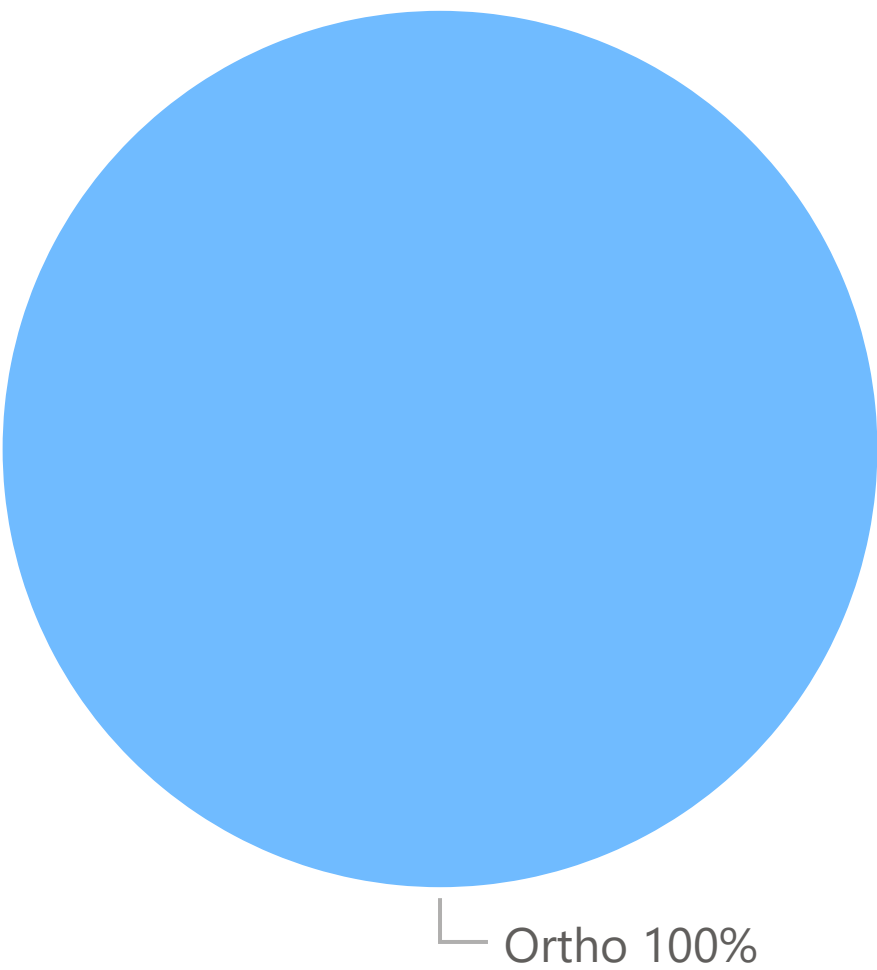
Count of Cases



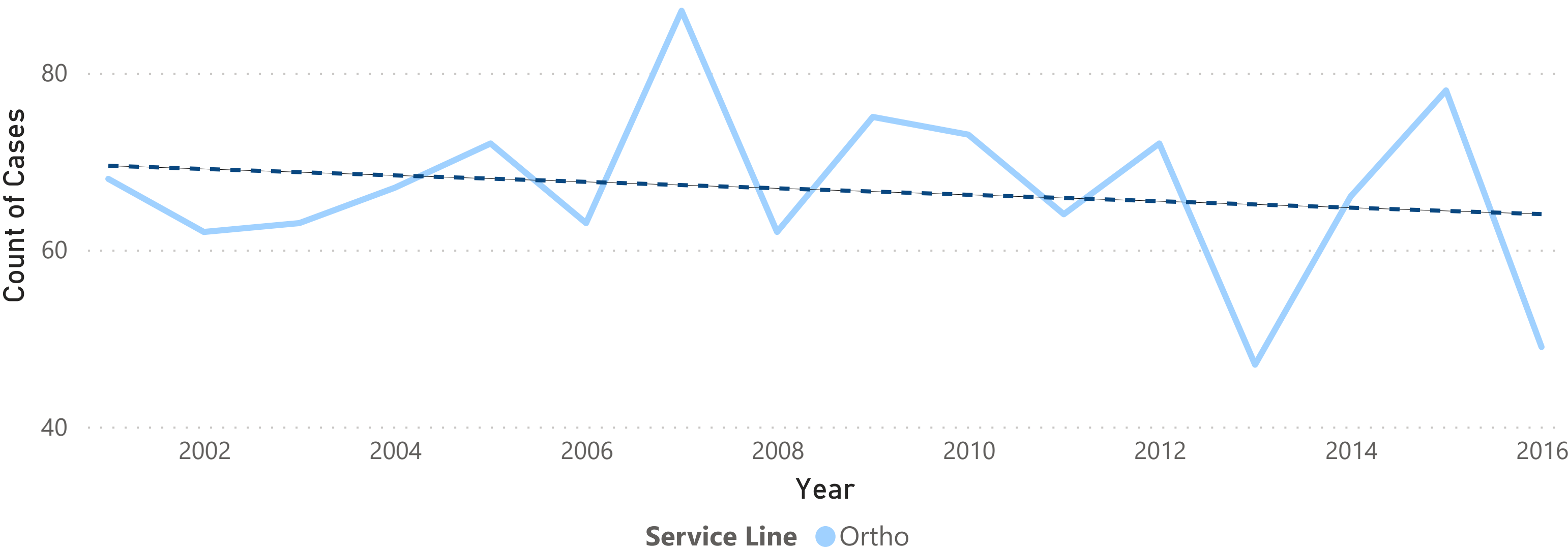
Total Number of Surgical Cases by Year



Count of Cases by Service Line



Number of Surgical Cases by Year and Service Line



Year	# of Cases	Service Line
2016	49	Ortho
2015	78	Ortho
2014	66	Ortho
2013	47	Ortho
2012	72	Ortho
2011	64	Ortho
2010	73	Ortho
2009	75	Ortho
2008	62	Ortho
2007	87	Ortho
2006	63	Ortho
2005	72	Ortho
2004	67	Ortho
2003	63	Ortho
Total	1068	

Filter by Service Line

- ☒ Select all
- ☐ CV
- ☐ Neuro
- ☒ Ortho

Filter by Year

2001

2016



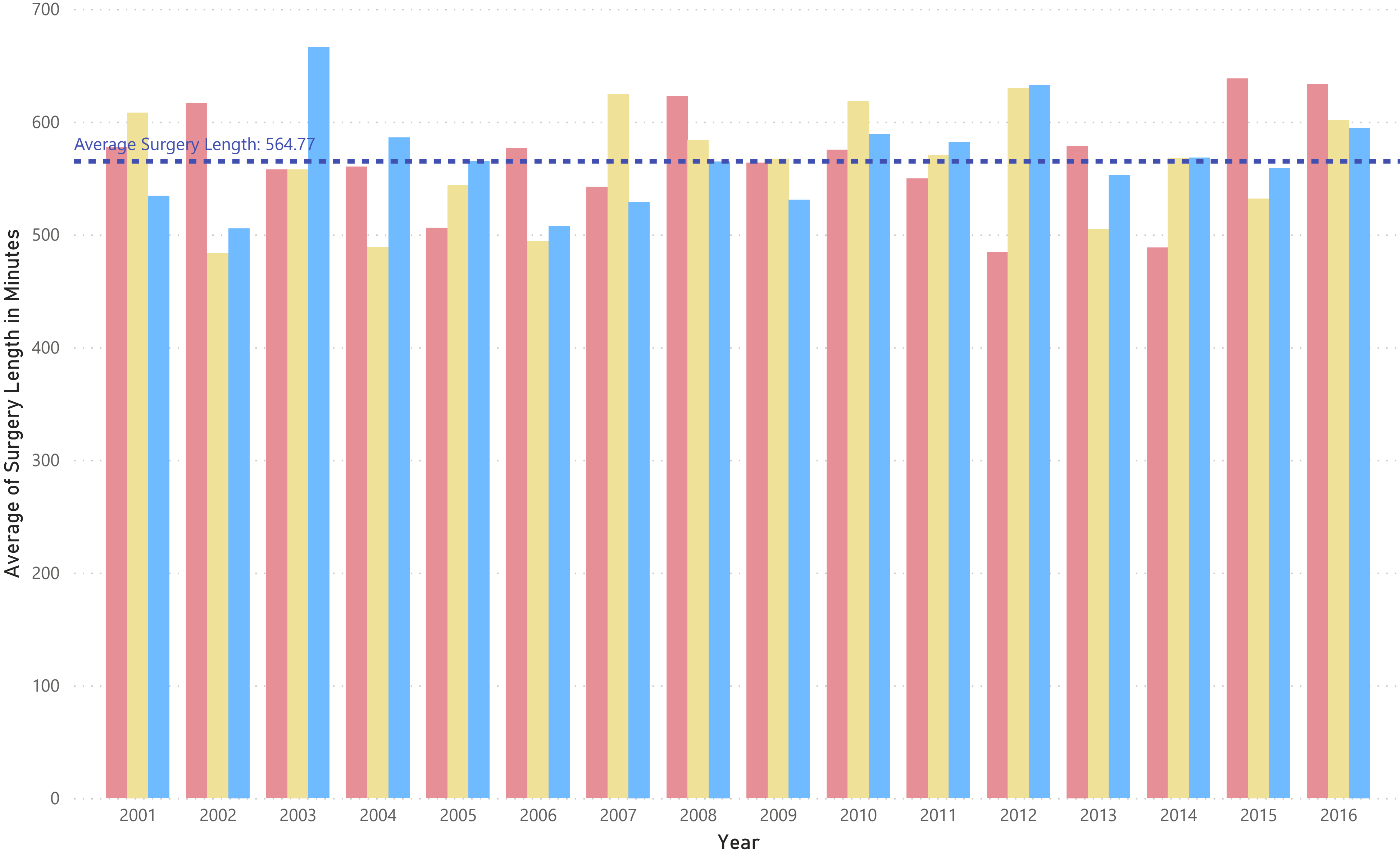
1068

Count of Cases



# Average of Surgery Length in Minutes by Year and Service Line

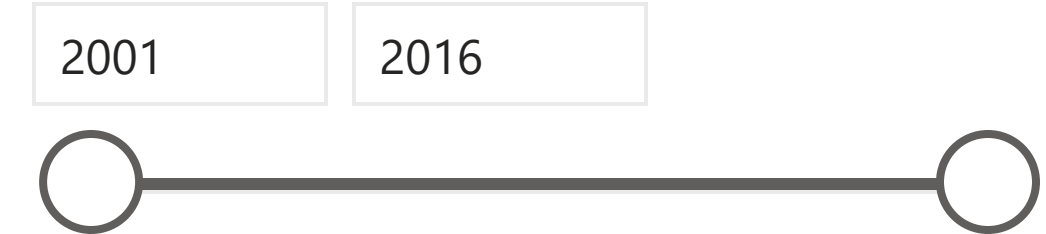
Service Line CV Neuro Ortho



## Filter by Service Line

- Select all
- CV
- Neuro
- Ortho

## Filter by Year



563.87

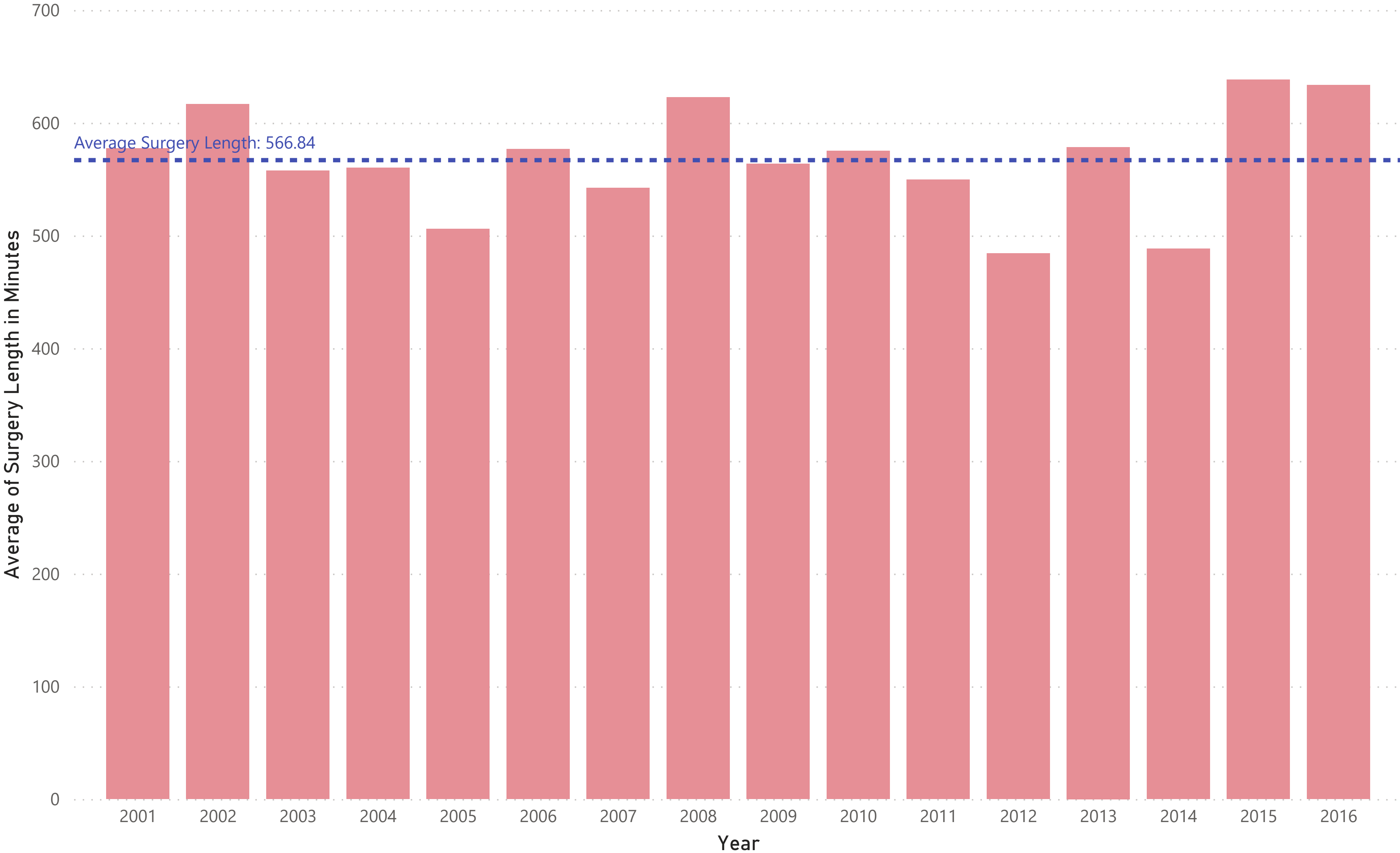
Average of Surgery Length in Minutes

Year	Average of Surgery Length in Minutes
2016	611.30
2015	572.55
2014	542.99
2013	541.06
2012	575.33
2011	566.85
2010	594.49
2009	553.58
2008	591.69
2007	560.73
2006	527.20
2005	538.57
Total	563.87



# Average of Surgery Length in Minutes by Year and Service Line

Service Line ● CV



## Filter by Service Line

- ☐ Select all
- ☒ CV
- ☐ Neuro
- ☐ Ortho

## Filter by Year

2001

2016

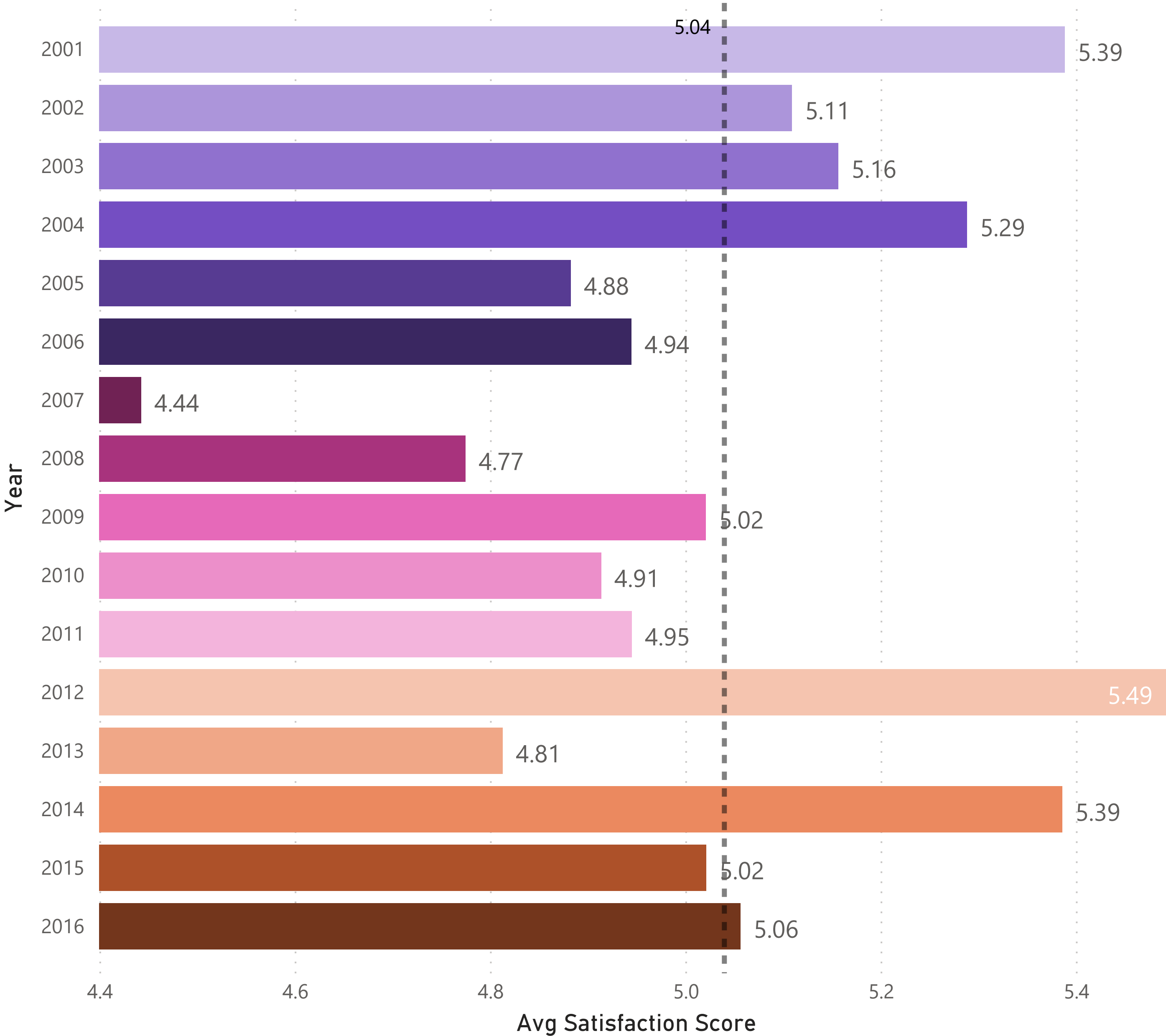
564.91

Average of Surgery Length in Minutes

Year	Average of Surgery Length in Minutes
2016	633.37
2015	638.17
2014	488.19
2013	578.46
2012	484.14
2011	549.51
2010	575.04
2009	563.60
2008	622.59
2007	542.31
2006	576.65
2005	505.87
Total	564.91



Average Satisfaction Score by Year/Qtr/Month



Service Line

- Select all
- CV
- Neuro
- Ortho

Year

All

Quarter

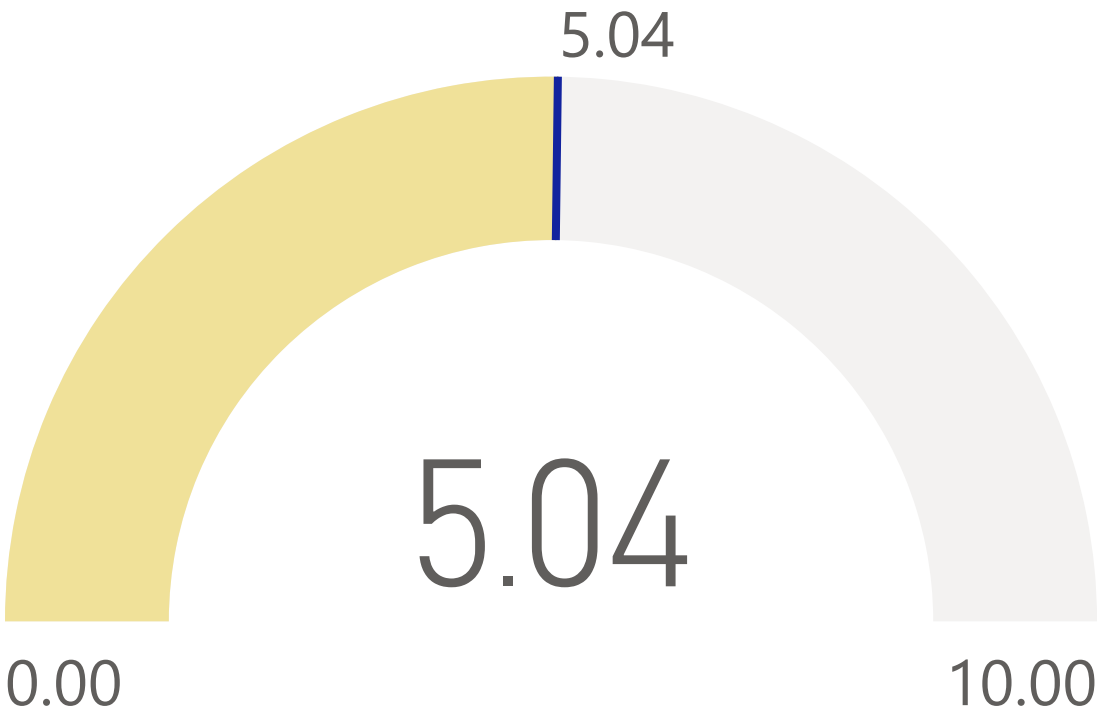
- Select all
- Qtr 1
- Qtr 2
- Qtr 3
- Qtr 4

Month

- Select all
- January
- February
- March
- April
- May
- June
- July
- August
- September
- October
- November
- December

Avg Score	Year	Quarter	Month	# of Cases
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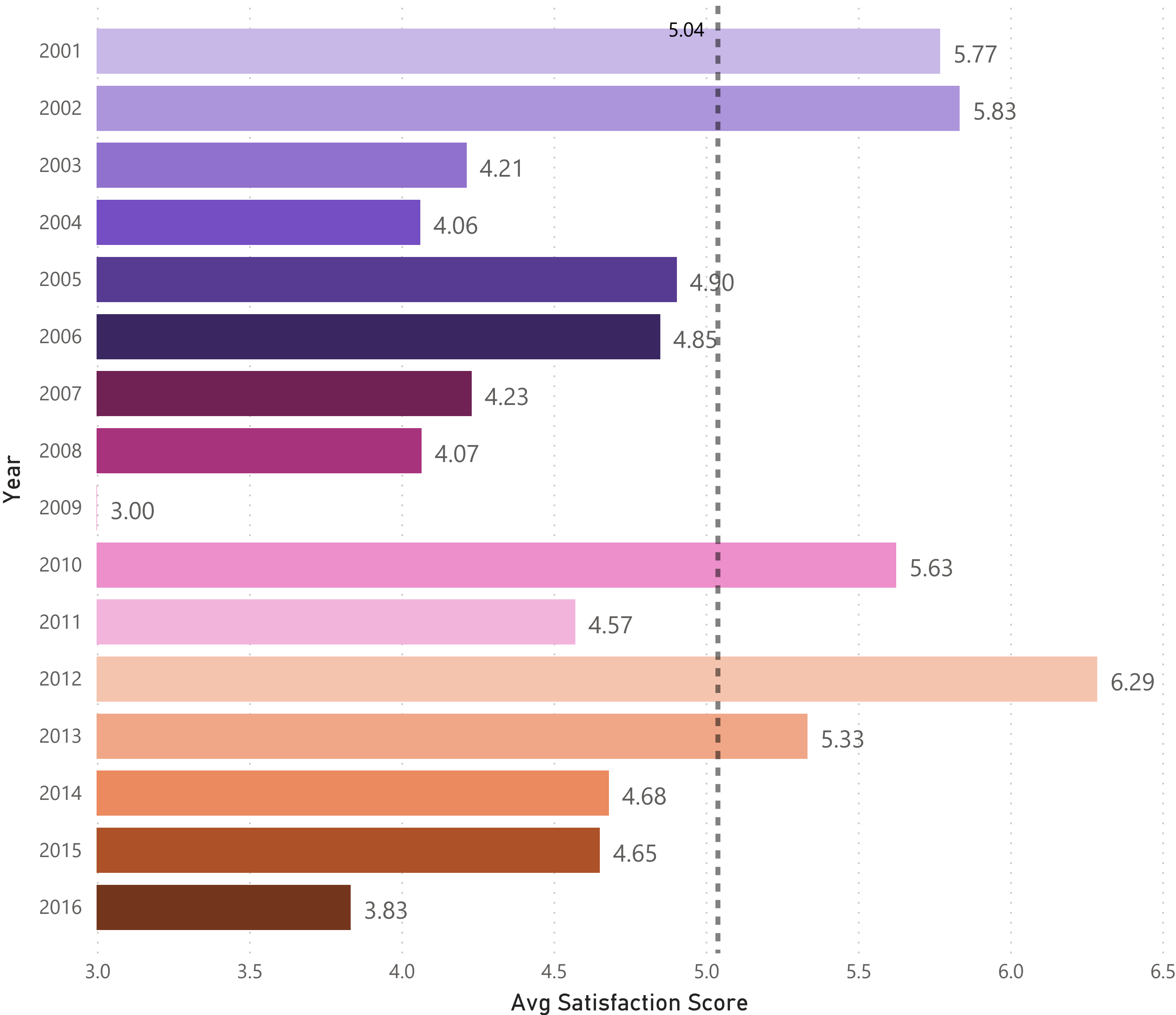
Avg Pt Satisfaction Score







# Average Patient Satisfaction Score by Year



Avg Score	Year	Quarter	Month	# of Cases
5.00	2001	Qtr 1	January	5
5.00	2001	Qtr 1	February	3
7.00	2001	Qtr 1	March	5
4.00	2002	Qtr 1	January	3
7.00	2002	Qtr 1	February	1
6.67	2002	Qtr 1	March	3
4.00	2003	Qtr 1	January	5
3.67	2003	Qtr 1	February	6
5.67	2003	Qtr 1	March	3
5.00	2004	Qtr 1	January	6
3.50	2004	Qtr 1	February	6
3.50	2004	Qtr 1	March	5
4.00	2005	Qtr 1	January	7
5.10	2005	Qtr 1	February	11
5.60	2005	Qtr 1	March	6
5.13	2006	Qtr 1	January	9
4.48	2006	Qtr 1	February	6
4.74	2006	Qtr 1	March	8
Avg				265

Filter by:

Service Line

☐ Select all

☐ CV

☒ Neuro

☐ Ortho

Year

Quarter

☐ Select all

☒ Qtr 1

☐ Qtr 2

☐ Qtr 3

☐ Qtr 4

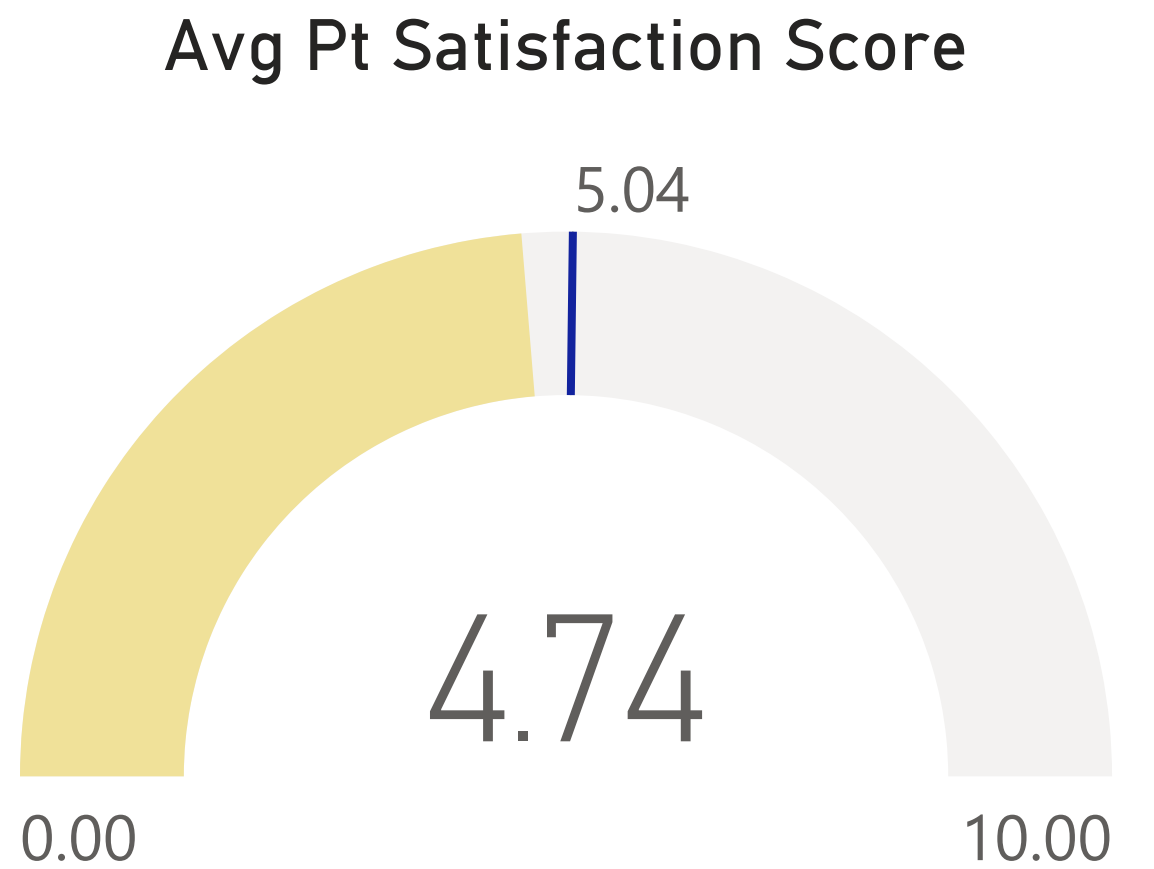
Month

☐ Select all

☐ January

☐ February

☐ March

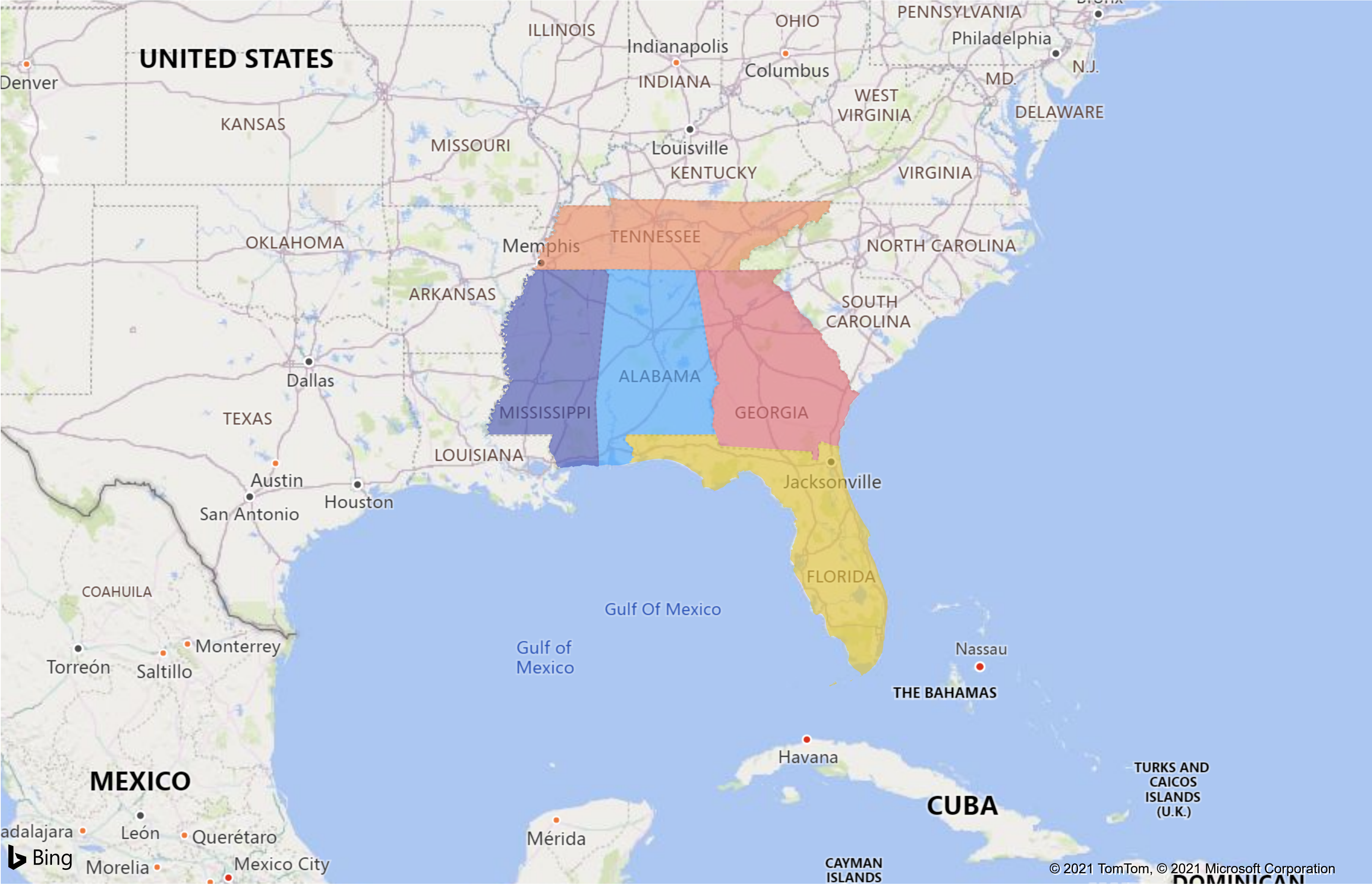






## Average Satisfaction Score by Patient's Geographic Location

State ● AL ● MS ● TN ● GA ● FL



State

All

City

All

Zip

All

5.04

3151

Avg Satisfaction Score

Count of Cases

Score	State	City	# of Cases
5.07	FL	MIAMI	33
5.31	FL	JAX	21
4.53	FL	FORT LAUDERDALE	20
3.35	TN	MEMPHIS	20
5.12	TN	MPHS	20
4.75	FL	FT LAUDERDALE	18
4.63	GA	ATL	17
5.77	FL	ORLANDO	15
5.50	GA	ATLANTA	15
5.04			3151

Score

0

10

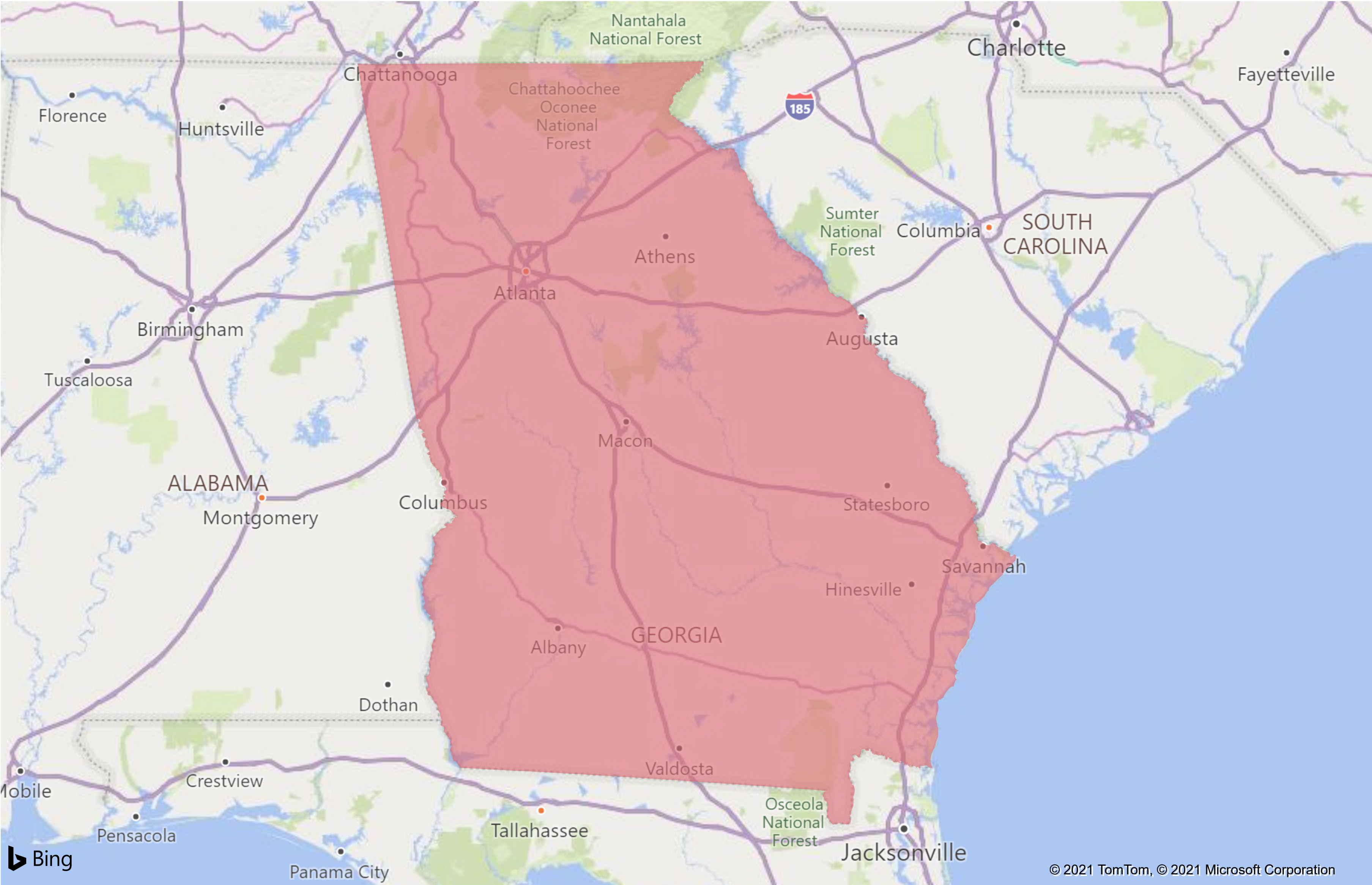






## Average Satisfaction Score by Patient's Geographic Location

State ● GA



State

GA

City

All

Zip

All

4.93

Avg Satisfaction Score

538

Count of Cases

Score	State	City	# of Cases
4.63	GA	ATL	17
5.50	GA	ATLANTA	15
5.00	GA	COLUMBUS	8
7.00	GA	CENTERVILLE	6
5.50	GA	CUMMING	6
4.80	GA	CONYERS	5
5.75	GA	HOLLY SPRINGS	5
3.75	GA	JOHNS CREEK	5
5.25	GA	JONESBORO	5
4.93			538

Score

0

10

