

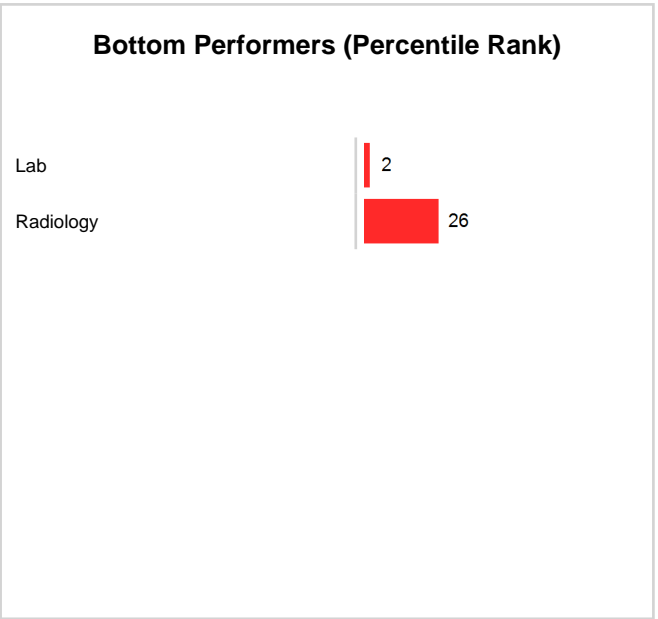
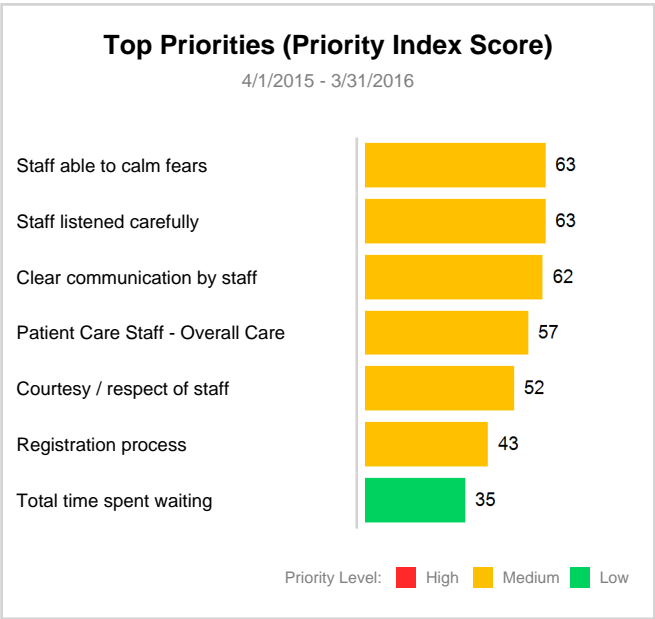
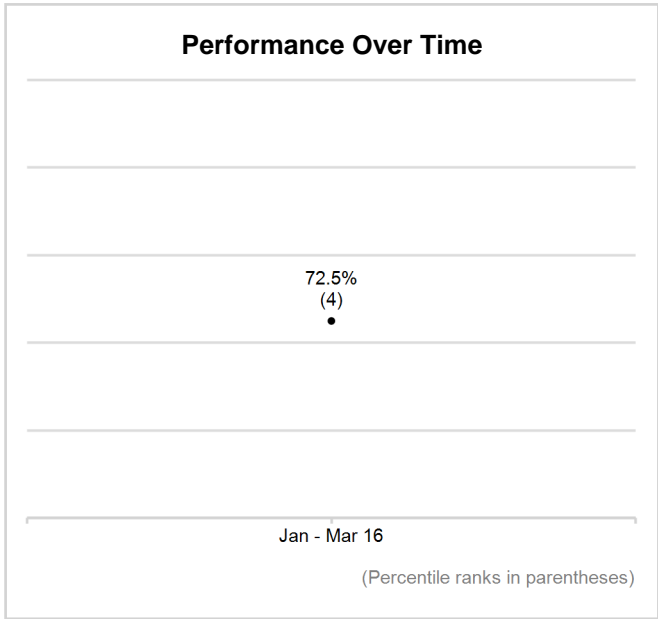
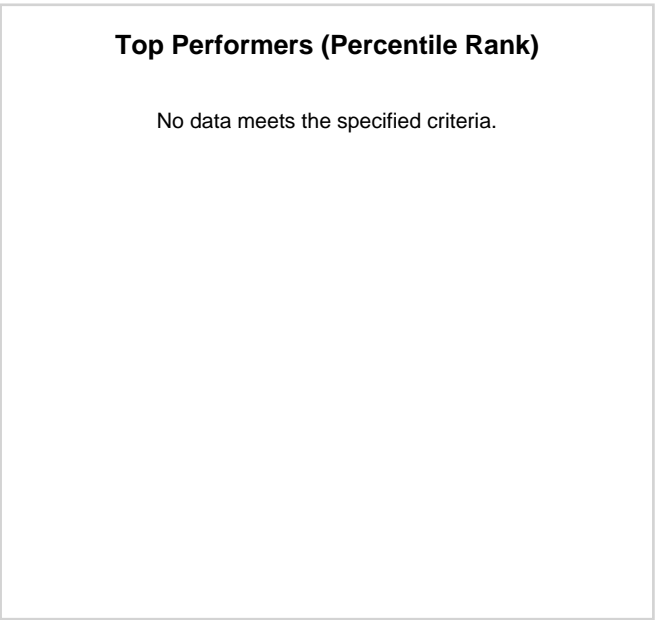
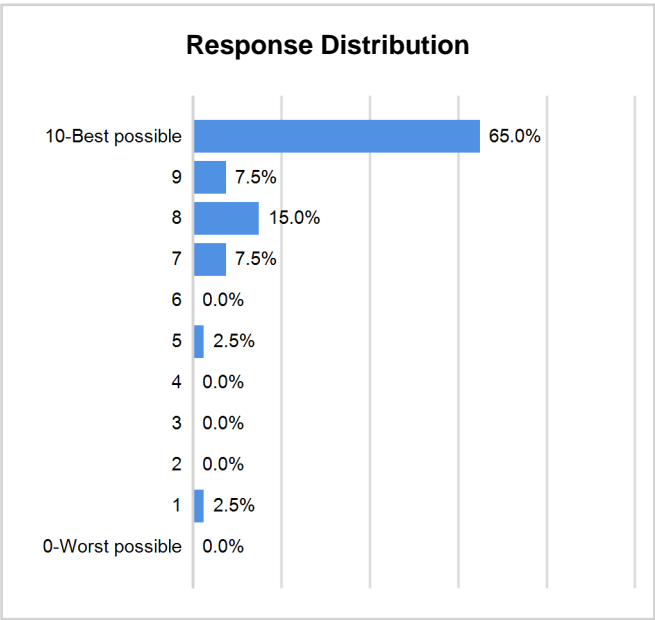
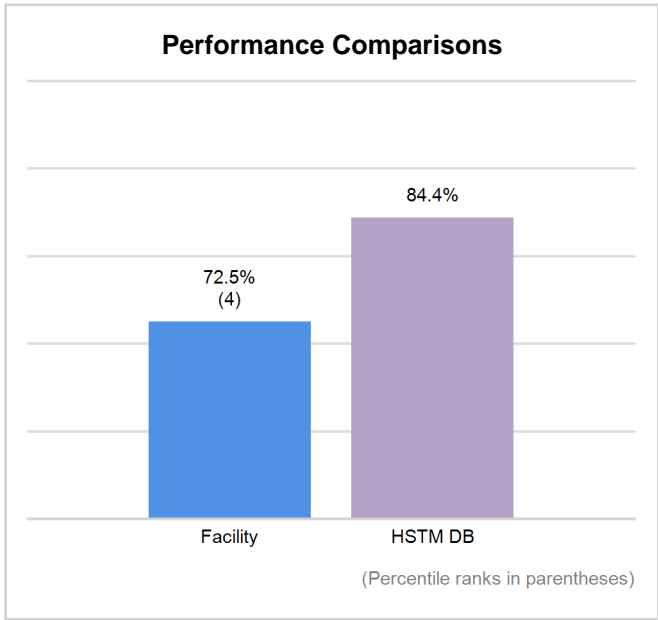
Conejos County Hospital

Conejos County Hospital (System)

Patient Insights - Outpatient
Jan - Mar 16

Report created 4/19/2016

Outpatient Facility - Overall Rating














Outpatient Facility - Overall Rating

	Jan - Mar 16			Prior 12 Months			Change in Top Box Score	Question Count by Priority Level	
	Number of Completes	Top Box Score	Percentile Rank	Number of Completes	Top Box Score	Percentile Rank		<div><div></div> High</div>	<div><div></div> Medium</div> <div><div></div> Low</div>
Conejos County Hospital	40	72.5%	<div><div></div> 4</div>	--	--	--	--	<div><div></div> 6</div>	<div><div></div> 5</div>
Radiology	20	80.0%	<div><div></div> 26</div>	--	--	--	--		
Lab	20	65.0%	<div><div></div> 2</div>	--	--	--	--		

Statistical differences (p<.05) are marked by up/down arrows.

	Units					
	Conejos County Hospital (N=40)		Lab (N=20)		Radiology (N=20)	
	Top Box Score	%ile Rank	Top Box Score	%ile Rank	Top Box Score	%ile Rank
SCHEDULING/REGISTRATION	70.0%	54	77.5%	94	62.5%	13
Ability to schedule visit on convenient day / time	80.0%	92	85.0%	99	75.0%	64
Registration process	60.0%	11	70.0%	72	50.0%	1
CARE FROM STAFF	89.6%	59	85.8%	47	93.2%	92
Courtesy / respect of staff	95.0%	61	95.0%	78	95.0%	61
Staff listened carefully	90.0%	41	85.0%	17	95.0%	90
Clear communication by staff	87.5%	33	80.0%	7	95.0%	96
Kept informed of delays in care or treatment	94.6%	99	94.4%	99	94.7%	98
Staff able to calm fears	81.8%	22	80.0%	28	83.3%	35
Patient Care Staff - Overall Care	87.5%	58	80.0%	19	95.0%	96
WAIT TIME	65.0%	90	75.0%	98	55.0%	40
Total time spent waiting	65.0%	90	75.0%	98	55.0%	40
FACILITY	81.0%	95	87.2%	99	75.0%	80
Ease of finding way around facility	82.5%	99	80.0%	99	85.0%	99
Cleanliness of facility	79.5%	78	94.7%	99	65.0%	17
Overall Rating of Hospital	72.5%	4	65.0%	2	80.0%	26
Outpatient Facility - Overall Rating	72.5%	4	65.0%	2	80.0%	26
Willingness to Recommend the Hospital	75.0%	21	75.0%	43	75.0%	26
Patient advocacy (likelihood to recommend)	75.0%	21	75.0%	43	75.0%	26

	Correlation	Jan - Mar 16 # of Completes = 40			Reporting Group Top Box	Prior 12 Months # of Completes = 0		Change in Top Box	Priority Level
		Top Box Score	HSTM DB Top Box	Percentile Rank		Top Box Score	Percentile Rank		
SCHEDULING/REGISTRATION	0.13	70.0%	70.2%	54	70.0%	--	--	--	
Ability to schedule visit on convenient day / time	0.15	80.0%	71.0%	92	80.0%	--	--	--	 21
Registration process	0.12	60.0%	69.4%	11	60.0%	--	--	--	 43
CARE FROM STAFF	0.57	89.6%	88.5%	59	89.6%	--	--	--	
Courtesy / respect of staff	0.50	95.0%	94.0%	61	95.0%	--	--	--	 52
Staff listened carefully	0.54	90.0%	90.5%	41	90.0%	--	--	--	 63
Clear communication by staff	0.45	87.5%	88.9%	33	87.5%	--	--	--	 62
Kept informed of delays in care or treatment	0.69	94.6%	85.3%	99	94.6%	--	--	--	 34
Staff able to calm fears	0.41	81.8%	84.8%	22	81.8%	--	--	--	 63
Patient Care Staff - Overall Care	0.87	87.5%	86.7%	58	87.5%	--	--	--	 57
WAIT TIME	0.45	65.0%	56.0%	90	65.0%	--	--	--	
Total time spent waiting	0.45	65.0%	56.0%	90	65.0%	--	--	--	 35
FACILITY	0.10	81.0%	68.1%	95	81.0%	--	--	--	
Ease of finding way around facility	-0.02	82.5%	62.8%	99	82.5%	--	--	--	 10
Cleanliness of facility	0.22	79.5%	72.9%	78	79.5%	--	--	--	 31
Overall Rating of Hospital	1.00	72.5%	84.4%	4	72.5%	--	--	--	
Outpatient Facility - Overall Rating	1.00	72.5%	84.4%	4	72.5%	--	--	--	
Willingness to Recommend the Hospital	0.34	75.0%	81.7%	21	75.0%	--	--	--	
Patient advocacy (likelihood to recommend)	0.34	75.0%	81.7%	21	75.0%	--	--	--	

	Top Box Score	HSTM DB Top Box Percentile Rank	HSTM DB Percentile Rank Table												
			1	10	20	30	40	50	60	70	75	80	90	95	99
SCHEDULING/REGISTRATION	70.0%	54	52.4%	60.7%	63.7%	65.9%	67.6%	69.4%	70.6%	72.3%	73.0%	74.2%	77.1%	79.8%	84.8%
Ability to schedule visit on convenient day / time	80.0%	92	52.0%	60.7%	64.2%	66.6%	68.4%	70.1%	71.5%	72.9%	73.7%	75.3%	78.3%	81.3%	84.8%
Registration process	60.0%	11	51.9%	59.5%	62.9%	65.1%	66.7%	68.4%	70.1%	71.8%	72.4%	73.4%	76.6%	79.6%	87.3%
CARE FROM STAFF	89.6%	59	79.5%	83.9%	85.7%	86.8%	87.6%	88.7%	89.6%	90.6%	91.2%	91.6%	93.8%	95.3%	96.9%
Courtesy / respect of staff	95.0%	61	87.7%	90.9%	92.4%	93.2%	93.8%	94.4%	94.9%	95.5%	95.9%	96.2%	97.1%	97.9%	99.5%
Staff listened carefully	90.0%	41	82.8%	86.6%	88.3%	89.1%	89.9%	90.8%	91.6%	92.5%	92.9%	93.3%	94.8%	95.8%	97.9%
Clear communication by staff	87.5%	33	81.0%	84.6%	86.0%	87.2%	88.1%	89.0%	89.9%	90.9%	91.4%	91.9%	93.2%	94.2%	96.7%
Kept informed of delays in care or treatment	94.6%	99	75.0%	80.2%	82.1%	83.4%	84.5%	85.5%	86.4%	87.5%	88.1%	88.7%	90.1%	91.4%	93.8%
Staff able to calm fears	81.8%	22	73.8%	80.0%	81.5%	82.9%	83.8%	84.9%	85.8%	86.7%	87.4%	87.8%	89.6%	91.5%	94.0%
Patient Care Staff - Overall Care	87.5%	58	74.1%	80.7%	83.1%	84.3%	85.6%	86.7%	87.7%	88.5%	89.0%	89.4%	90.7%	92.0%	95.2%
WAIT TIME	65.0%	90	39.0%	45.8%	49.4%	52.0%	54.0%	55.8%	57.6%	59.5%	60.6%	61.4%	64.7%	67.2%	72.5%
Total time spent waiting	65.0%	90	39.0%	45.8%	49.4%	52.0%	54.0%	55.8%	57.6%	59.5%	60.6%	61.4%	64.7%	67.2%	72.5%
FACILITY	81.0%	95	51.0%	59.3%	62.3%	64.3%	66.7%	68.2%	70.2%	72.2%	73.2%	74.6%	77.5%	80.4%	88.0%
Ease of finding way around facility	82.5%	99	42.5%	53.8%	56.9%	59.3%	61.4%	62.9%	64.7%	66.7%	67.5%	68.9%	71.8%	73.8%	79.1%
Cleanliness of facility	79.5%	78	52.3%	62.7%	65.7%	68.3%	70.9%	72.9%	75.0%	77.4%	78.4%	79.8%	83.2%	84.7%	90.0%
Overall Rating of Hospital	72.5%	4	69.6%	76.8%	79.6%	81.7%	83.6%	84.9%	86.1%	87.4%	87.9%	88.6%	90.9%	92.9%	95.8%
Outpatient Facility - Overall Rating	72.5%	4	69.6%	76.8%	79.6%	81.7%	83.6%	84.9%	86.1%	87.4%	87.9%	88.6%	90.9%	92.9%	95.8%
Willingness to Recommend the Hospital	75.0%	21	59.6%	70.0%	74.5%	77.7%	80.1%	82.2%	84.2%	85.6%	86.2%	86.9%	89.7%	90.8%	94.4%
Patient advocacy (likelihood to recommend)	75.0%	21	59.6%	70.0%	74.5%	77.7%	80.1%	82.2%	84.2%	85.6%	86.2%	86.9%	89.7%	90.8%	94.4%

Understanding Your Results

Priority Analysis

Top Priorities and Priority Levels presented throughout this report are calculated by HealthStream to identify which attributes would have the greatest impact on the overall scores for your organization, and which attributes are most in need of attention and resources.

Using the simultaneous analysis of importance (correlations), current performance (percentile rankings) and performance over time (trending), a Priority Index Score generates (ranging from 0 to 100 with 100 indicating highest priority). Based on this Index Score, all performance attributes are grouped into three levels of priority – high, medium and low.

To improve reliability, a 12-month lookback period is used when calculating Priority Index Scores. Outcome questions (e.g., likelihood to recommend, overall rating) and demographics are not included in the analysis.

Additional information on the Priority Analysis can be accessed [here](#).

Certificates of Achievement & Excellence

To support your efforts to recognize high performance, this report includes Certificates for each of your facilities and units/providers that achieve one of the following thresholds:

Certificate of Excellence: Given to facilities/units/providers with an overall rating score at or above the 90th percentile in a reporting period.

Certificate of Achievement: Given to facilities/units/providers with an overall rating score between the 75th and 89th percentiles in a reporting period.

At least 30 completed surveys for a reporting period are required to receive a certificate.

Commonly Used Terms

Top Box Score: Top Box is the percentage of respondents who answered a question with the most positive response and is used by CMS when reporting patient survey results.

HSTM DB: HealthStream Database.

Percentile Rank: The percentile indicates a facility's relative position within a benchmark group in terms of the percentage of facilities it scores higher than. For example, a hospital that is ranked at the 80th percentile of the HealthStream Database for a given measure indicates that this hospital has received a score that is higher than the scores of 80% of the hospitals within the HSTM Database.

Correlation Coefficient: Correlation is used to measure the strength of the relationship between two variables. HealthStream looks at the strength of the relationship between the key indicator and other survey items to determine which questions in a survey are most closely related to the key indicator.

Statistical Significance: Statistical differences are provided in various pages of the report and are highlighted with red/green arrows. Statistical testing is only conducted when the sample size for the question is 30 or more.

Additional information on reporting terms can be accessed [here](#).

Insights Dashboard

The Insights Dashboard page provides a summary of findings from your survey results. The page is available both at the facility level and at the unit/provider level.

Additional information on Insights Dashboard can be accessed [here](#).

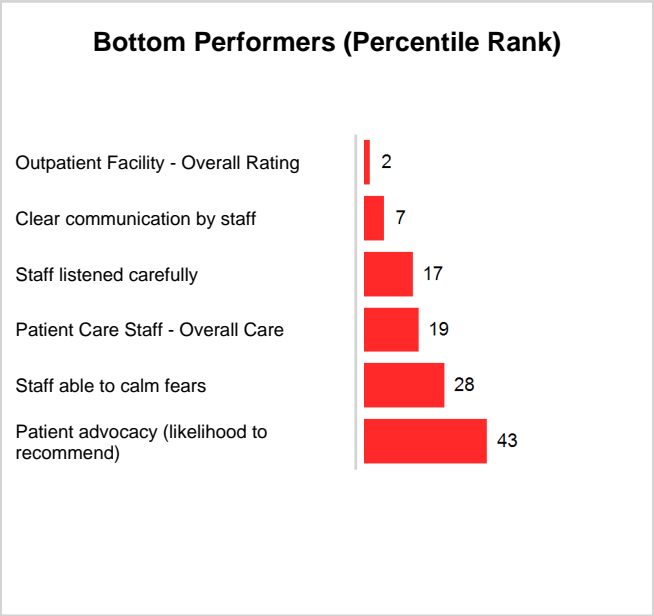
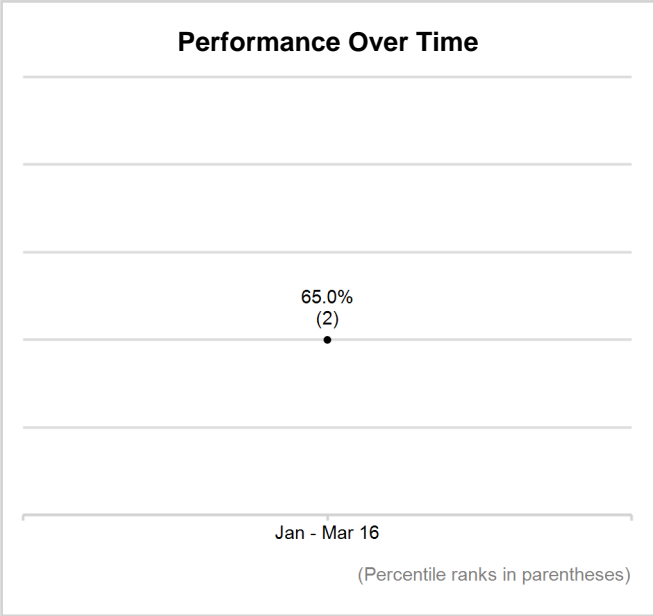
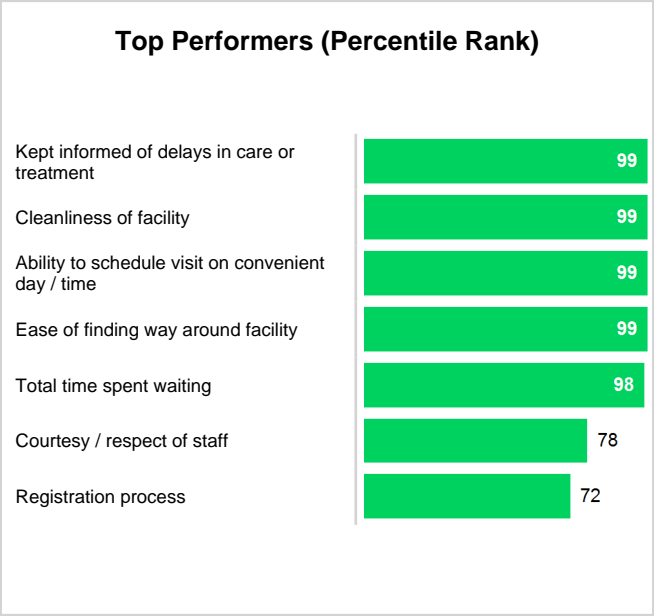
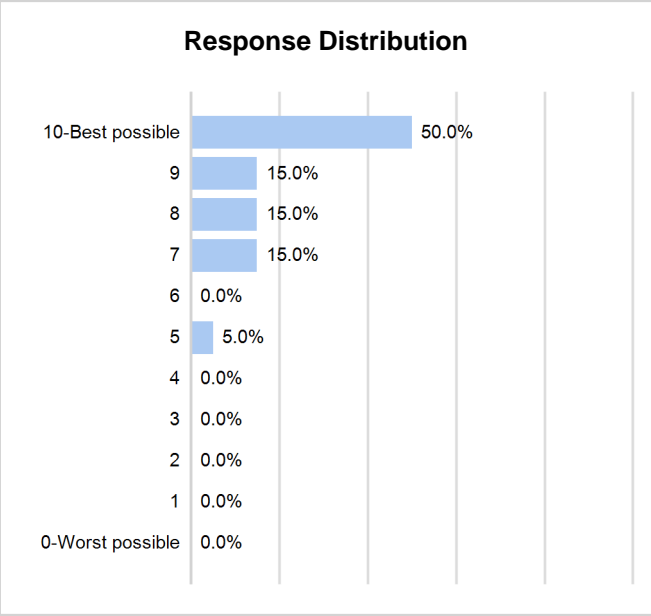
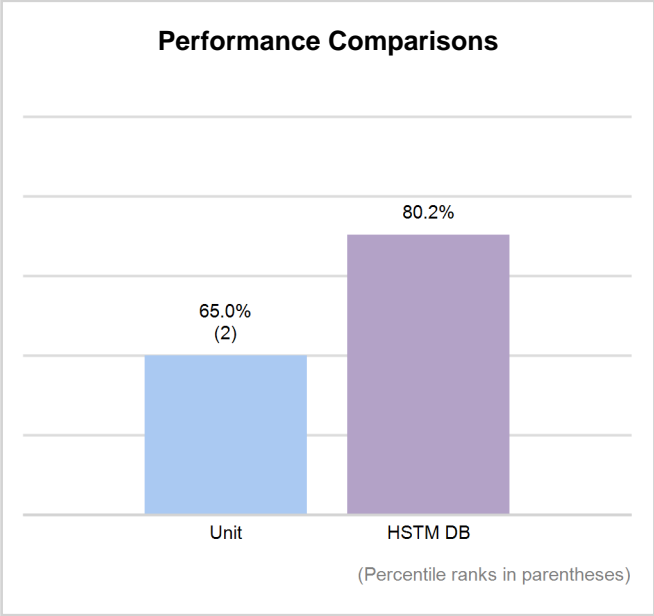
Lab

Conejos County Hospital Conejos County Hospital (System)

Patient Insights - Outpatient Jan - Mar 16

Report created 4/19/2016

Outpatient Facility - Overall Rating



	Correlation	Jan - Mar 16 # of Completes = 20			Reporting Group Top Box	Prior 12 Months # of Completes = 0		Change in Top Box	Priority Level
		Top Box Score	HSTM DB Top Box	Percentile Rank		Top Box Score	Percentile Rank		
SCHEDULING/REGISTRATION	--	77.5%	67.5%	94	70.0%	--	--	--	
Ability to schedule visit on convenient day / time	--	85.0%	69.6%	99	80.0%	--	--	--	
Registration process	--	70.0%	65.8%	72	60.0%	--	--	--	
CARE FROM STAFF	--	85.8%	86.2%	47	89.6%	--	--	--	
Courtesy / respect of staff	--	95.0%	92.4%	78	95.0%	--	--	--	
Staff listened carefully	--	85.0%	88.9%	17	90.0%	--	--	--	
Clear communication by staff	--	80.0%	86.7%	7	87.5%	--	--	--	
Kept informed of delays in care or treatment	--	94.4%	81.9%	99	94.6%	--	--	--	
Staff able to calm fears	--	80.0%	82.8%	28	81.8%	--	--	--	
Patient Care Staff - Overall Care	--	80.0%	84.0%	19	87.5%	--	--	--	
WAIT TIME	--	75.0%	53.6%	98	65.0%	--	--	--	
Total time spent waiting	--	75.0%	53.6%	98	65.0%	--	--	--	
FACILITY	--	87.2%	66.6%	99	81.0%	--	--	--	
Ease of finding way around facility	--	80.0%	63.4%	99	82.5%	--	--	--	
Cleanliness of facility	--	94.7%	69.8%	99	79.5%	--	--	--	
Overall Rating of Hospital	--	65.0%	80.2%	2	72.5%	--	--	--	
Outpatient Facility - Overall Rating	--	65.0%	80.2%	2	72.5%	--	--	--	
Willingness to Recommend the Hospital	--	75.0%	77.0%	43	75.0%	--	--	--	
Patient advocacy (likelihood to recommend)	--	75.0%	77.0%	43	75.0%	--	--	--	

Thinking of this visit, what one thing could the outpatient treatment area have done better?

- No Comment.(18)
- No transcribed comment.(2)

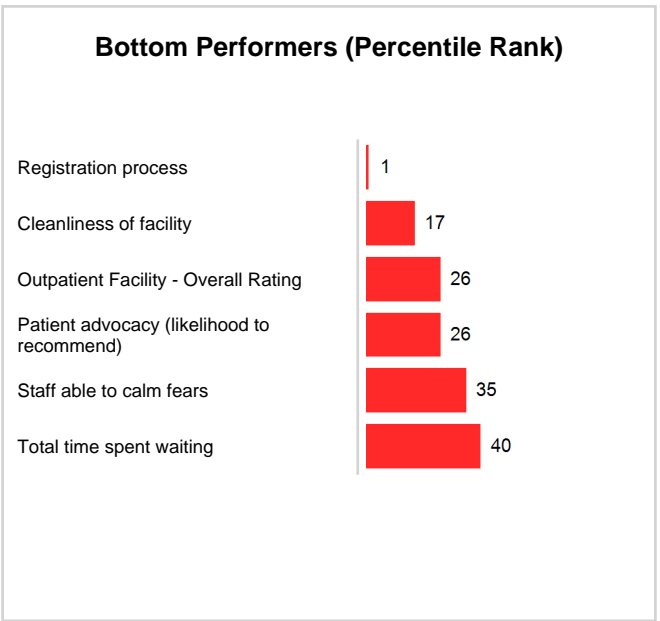
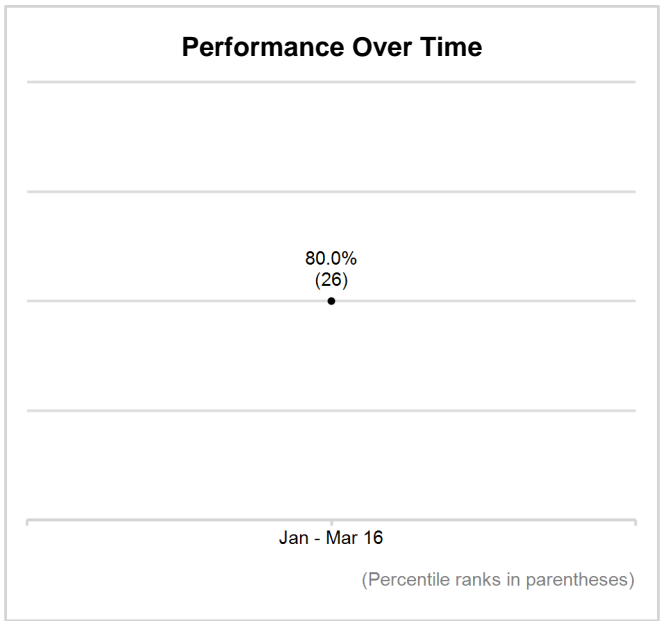
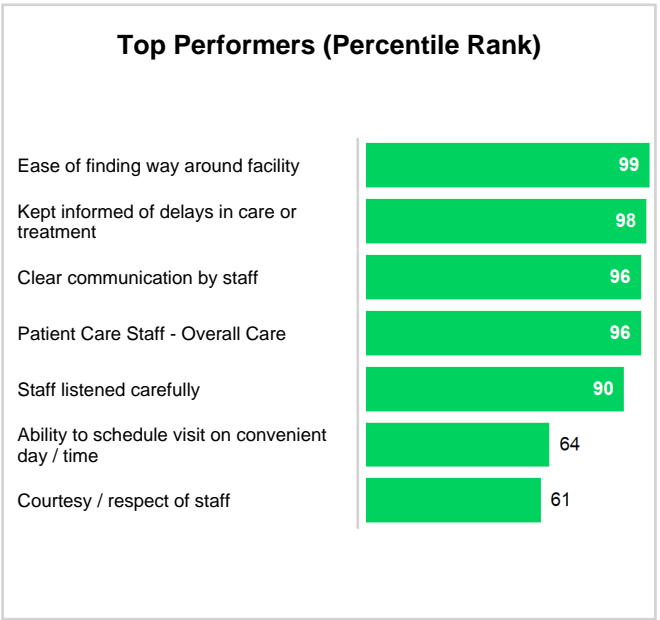
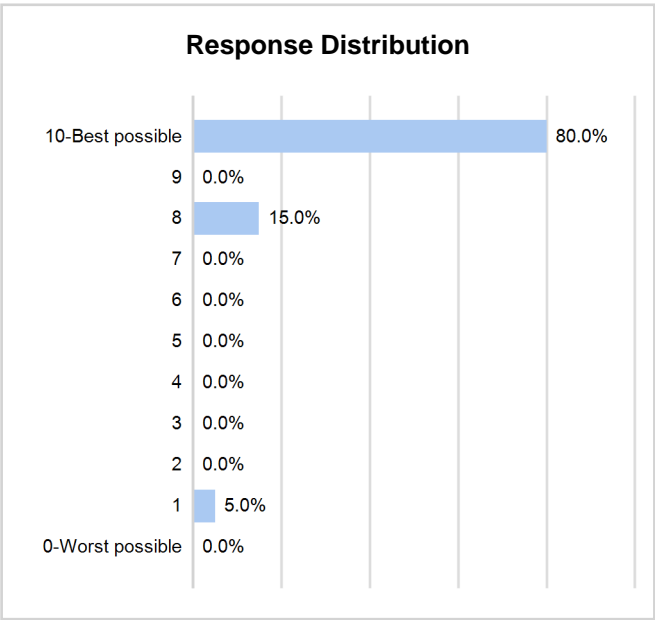
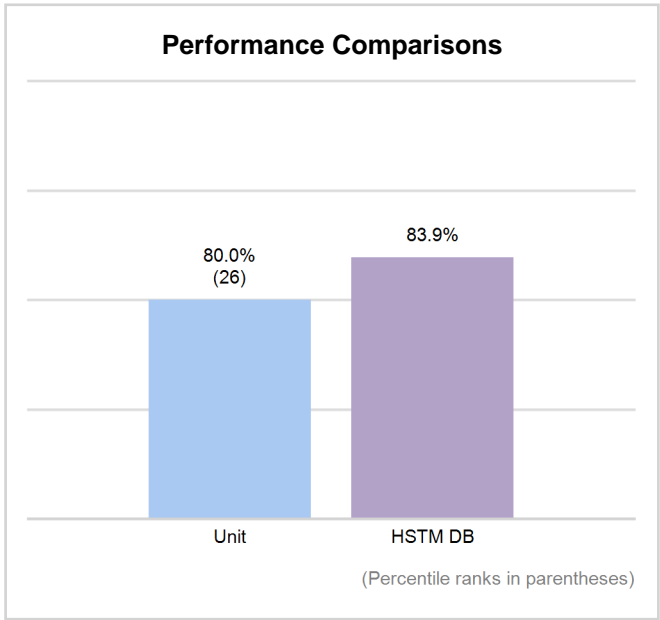
Radiology

Conejos County Hospital Conejos County Hospital (System)

Patient Insights - Outpatient Jan - Mar 16

Report created 4/19/2016

Outpatient Facility - Overall Rating



	Correlation	Jan - Mar 16 # of Completes = 20			Reporting Group Top Box	Prior 12 Months # of Completes = 0		Change in Top Box	Priority Level
		Top Box Score	HSTM DB Top Box	Percentile Rank		Top Box Score	Percentile Rank		
SCHEDULING/REGISTRATION	--	62.5%	71.0%	13	70.0%	--	--	--	
Ability to schedule visit on convenient day / time	--	75.0%	72.5%	64	80.0%	--	--	--	
Registration process	--	50.0%	69.9%	1	60.0%	--	--	--	
CARE FROM STAFF	--	93.2%	88.6%	92	89.6%	--	--	--	
Courtesy / respect of staff	--	95.0%	94.0%	61	95.0%	--	--	--	
Staff listened carefully	--	95.0%	90.6%	90	90.0%	--	--	--	
Clear communication by staff	--	95.0%	88.7%	96	87.5%	--	--	--	
Kept informed of delays in care or treatment	--	94.7%	85.6%	98	94.6%	--	--	--	
Staff able to calm fears	--	83.3%	85.1%	35	81.8%	--	--	--	
Patient Care Staff - Overall Care	--	95.0%	86.7%	96	87.5%	--	--	--	
WAIT TIME	--	55.0%	57.0%	40	65.0%	--	--	--	
Total time spent waiting	--	55.0%	57.0%	40	65.0%	--	--	--	
FACILITY	--	75.0%	68.0%	80	81.0%	--	--	--	
Ease of finding way around facility	--	85.0%	62.7%	99	82.5%	--	--	--	
Cleanliness of facility	--	65.0%	73.2%	17	79.5%	--	--	--	
Overall Rating of Hospital	--	80.0%	83.9%	26	72.5%	--	--	--	
Outpatient Facility - Overall Rating	--	80.0%	83.9%	26	72.5%	--	--	--	
Willingness to Recommend the Hospital	--	75.0%	80.6%	26	75.0%	--	--	--	
Patient advocacy (likelihood to recommend)	--	75.0%	80.6%	26	75.0%	--	--	--	

Thinking of this visit, what one thing could the outpatient treatment area have done better?

- No Comment.(15)
- No transcribed comment.(5)