



# Carson Valley Medical Center

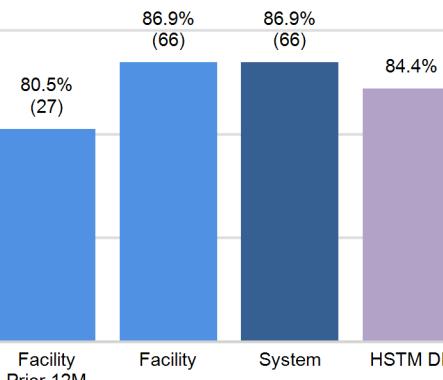
## Nevada Rural Hospital Partners

Patient Insights - Outpatient  
Jan - Mar 16

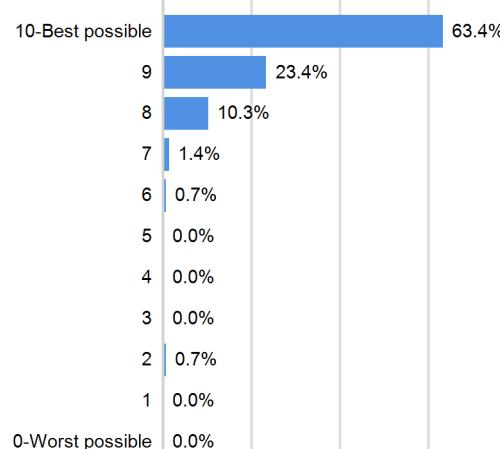
Report created 4/19/2016

## Outpatient Facility - Overall Rating

### Performance Comparisons

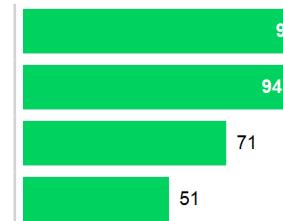


### Response Distribution

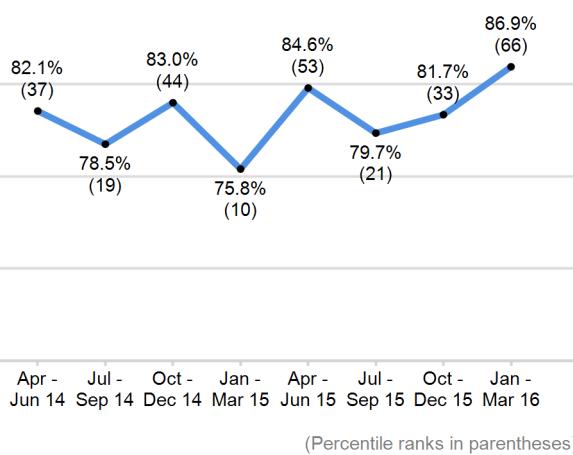


### Top Performers (Percentile Rank)

Outpatient (other)  
Lab  
Imaging  
Rehab



### Performance Over Time



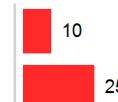
### Top Priorities (Priority Index Score)

4/1/2015 - 3/31/2016



### Bottom Performers (Percentile Rank)

Observation  
Infusion



## 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		High	Medium	Low
Carson Valley Medical Center	146	86.9%	66	925	80.5%	27	6.4%	6	2	1
Outpatient (other)	14	100.0%	99	20	90.0%	88	10.0%	1	2	
Lab	45	88.9%	94	64	75.0%	21	13.9%	3	4	
Imaging	40	87.5%	71	70	85.7%	61	1.8%	1	5	1
Rehab	12	83.3%	51	36	77.8%	22	5.6%	2	3	1
Infusion	22	81.0%	25	27	84.6%	53	-3.7%	2	3	1
Observation	13	76.9%	10	14	85.7%	60	-8.8%			

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

	Units													
	Carson Valley Medical Center (N=146)		Imaging (N=40)		Infusion (N=22)		Lab (N=45)		Observation (N=13)		Outpatient (other) (N=14)		Rehab (N=12)	
	Top Box Score	%ile Rank	Top Box Score	%ile Rank	Top Box Score	%ile Rank	Top Box Score	%ile Rank	Top Box Score	%ile Rank	Top Box Score	%ile Rank	Top Box Score	%ile Rank
<b>Scheduling</b>	<b>75.7%</b>	<b>81</b>	<b>77.5%</b>	<b>75</b>	<b>81.0%</b>	<b>94</b>	<b>75.0%</b>	<b>79</b>	<b>53.8%</b>	<b>1</b>	<b>85.7%</b>	<b>99</b>	<b>75.0%</b>	<b>65</b>
Ability to schedule visit on convenient day / time	75.7%	81	77.5%	75	81.0%	94	75.0%	79	53.8%	1	85.7%	99	75.0%	65
<b>Patient Care Staff</b>	<b>81.4%</b>	<b>8</b>	<b>85.8%</b>	<b>47</b>	<b>79.2%</b>	<b>3</b>	<b>77.6%</b>	<b>10</b>	<b>72.5%</b>	<b>1</b>	<b>88.7%</b>	<b>76</b>	<b>86.4%</b>	<b>45</b>
Teamwork between nurses, doctors, and other staff	84.4%	7	83.8%	40	86.4%	12	79.1%	9	69.2%	1	100.0%	99	100.0%	99
Staff explained purpose of new medications	83.3%	12	71.4%	1	100.0%	99	66.7%	1	100.0%	99	100.0%	99	50.0%	1
Staff did everything to help with pain	65.0%	1	71.4%	4	50.0%	1	50.0%	1	33.3%	1	--	--	100.0%	99
Staff able to calm fears	79.1%	7	91.2%	90	82.4%	26	78.1%	15	66.7%	1	63.6%	1	66.7%	1
Staff communicated with designated family member or friend	75.2%	1	75.0%	36	72.2%	1	73.3%	12	72.7%	1	88.9%	56	77.8%	57
Kept informed of delays in care or treatment	82.7%	23	94.6%	98	68.4%	1	75.7%	8	83.3%	29	81.8%	17	90.9%	76
Patient Care Staff - Overall Care	85.6%	39	87.5%	54	86.4%	46	82.2%	35	69.2%	1	100.0%	99	91.7%	83
<b>Doctors</b>	<b>89.6%</b>	<b>28</b>	<b>91.3%</b>	<b>69</b>	<b>77.8%</b>	<b>1</b>	<b>95.0%</b>	<b>99</b>	<b>81.8%</b>	<b>1</b>	<b>88.9%</b>	<b>22</b>	<b>100.0%</b>	<b>99</b>
Doctors - Overall Care	89.6%	28	91.3%	69	77.8%	1	95.0%	99	81.8%	1	88.9%	22	100.0%	99
<b>Overall Rating of Hospital</b>	<b>86.9%</b>	<b>66</b>	<b>87.5%</b>	<b>71</b>	<b>81.0%</b>	<b>25</b>	<b>88.9%</b>	<b>94</b>	<b>76.9%</b>	<b>10</b>	<b>100.0%</b>	<b>99</b>	<b>83.3%</b>	<b>51</b>
Outpatient Facility - Overall Rating	86.9%	66	87.5%	71	81.0%	25	88.9%	94	76.9%	10	100.0%	99	83.3%	51
<b>Willingness to Recommend the Hospital</b>	<b>83.6%</b>	<b>57</b>	<b>80.0%</b>	<b>45</b>	<b>81.8%</b>	<b>48</b>	<b>86.7%</b>	<b>93</b>	<b>76.9%</b>	<b>27</b>	<b>92.9%</b>	<b>97</b>	<b>83.3%</b>	<b>48</b>
Patient advocacy (likelihood to recommend)	83.6%	57	80.0%	45	81.8%	48	86.7%	93	76.9%	27	92.9%	97	83.3%	48

	Correlation	Jan - Mar 16 # of Completes = 146			Reporting Group Top Box	Prior 12 Months # of Completes = 925			Change in Top Box	Priority Level
		Top Box Score	HSTM DB Top Box	Percentile Rank		Top Box Score	Percentile Rank			
<b>Scheduling</b>	<b>0.41</b>	75.7%	71.0%	81	75.7%	71.6%	60	4.1%	 38	
Ability to schedule visit on convenient day / time	0.41	75.7%	71.0%	81	75.7%	71.6%	60	4.1%	 38	
<b>Patient Care Staff</b>	<b>0.52</b>	81.4%	86.4%	8	81.4%	79.9%	7	1.5%		
Teamwork between nurses, doctors, and other staff	0.55	84.4%	89.6%	7	84.4%	83.5%	16	0.9%	 75	
Staff explained purpose of new medications	--	83.3%	88.4%	12	83.3%	85.0%	26	-1.7%	 63	
Staff did everything to help with pain	--	65.0%	89.6%	1	65.0%	78.2%	7	-13.2%	 75	
Staff able to calm fears	0.44	79.1%	84.8%	7	79.1%	80.7%	20	-1.5%	 67	
Staff communicated with designated family member or friend	0.44	75.2%	87.0%	1	75.2%	72.9%	4	2.3%	 60	
Kept informed of delays in care or treatment	0.36	82.7%	85.3%	23	82.7%	77.5%	7	5.2%	 67	
Patient Care Staff - Overall Care	0.82	85.6%	86.7%	39	85.6%	82.5%	20	3.2%	 75	
<b>Doctors</b>	<b>0.85</b>	89.6%	91.3%	28	89.6%	81.9%	4	7.7%		
Doctors - Overall Care	0.85	89.6%	91.3%	28	89.6%	81.9%	4	7.7%	 87	
<b>Overall Rating of Hospital</b>	<b>1.00</b>	86.9%	84.4%	66	86.9%	80.5%	27	6.4%		
Outpatient Facility - Overall Rating	1.00	86.9%	84.4%	66	86.9%	80.5%	27	6.4%		
<b>Willingness to Recommend the Hospital</b>	<b>0.60</b>	83.6%	81.7%	57	83.6%	81.6%	49	1.9%		
Patient advocacy (likelihood to recommend)	0.60	83.6%	81.7%	57	83.6%	81.6%	49	1.9%		

Reporting Group = Nevada Rural Hospital Partners - Patient 2016

HSTM DB: Overall

  Statistical differences (p<.05) are marked by up/down arrows.  
 Priority Level:  High  Medium  Low - Categories and outcome questions are excluded.

# 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](#).



# Certificate of Excellence

Carson Valley Medical Center

Lab

Has been recognized for an overall rating score at or above the 90th percentile  
of the National Database during Jan - Mar 16

Patient Insights - Outpatient

*Robert A. Frist, Jr.*

---

Robert A. Frist, Jr.  
CEO, HealthStream



---

Carson Valley Medical Center  
Representative



# Lab

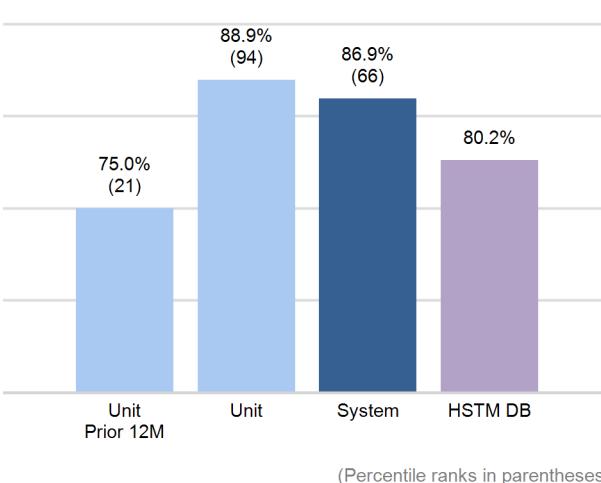
**Carson Valley Medical Center**  
Nevada Rural Hospital Partners

**Patient Insights - Outpatient**  
Jan - Mar 16

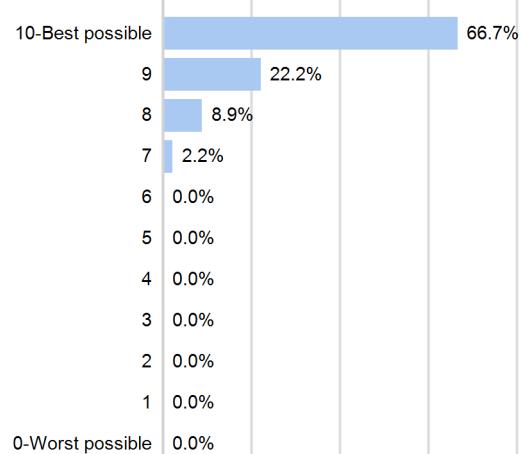
Report created 4/19/2016

## Outpatient Facility - Overall Rating

### Performance Comparisons



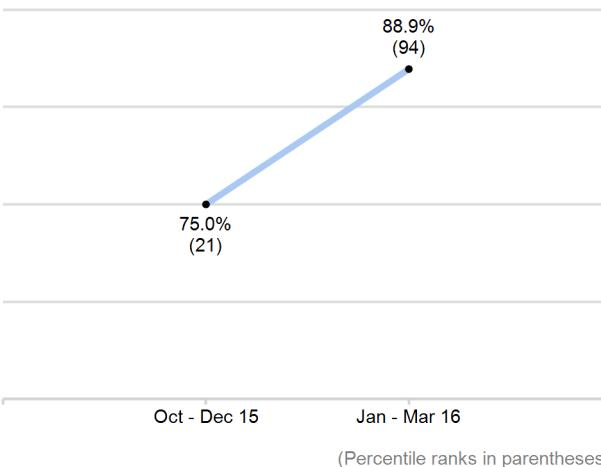
### Response Distribution



### Top Performers (Percentile Rank)

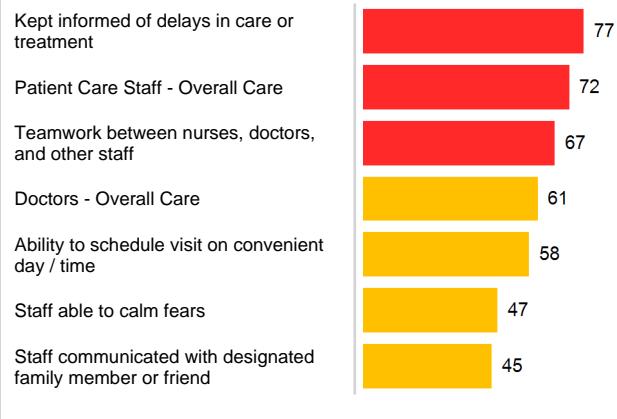


### Performance Over Time



### Top Priorities (Priority Index Score)

4/1/2015 - 3/31/2016



### Bottom Performers (Percentile Rank)



# Carson Valley Medical Center - Lab

Patient Insights - Outpatient

# Question Summary

Jan - Mar 16

	Jan - Mar 16 # of Completes = 45				Reporting Group Top Box	Prior 12 Months # of Completes = 64			Change in Top Box	Priority Level
	Correlation	Top Box Score	HSTM DB Top Box	Percentile Rank		Top Box Score	Percentile Rank			
<b>Scheduling</b>	<b>0.51</b>	<b>75.0%</b>	<b>69.6%</b>	<b>79</b>	<b>75.7%</b>	<b>63.2%</b>	<b>23</b>	<b>11.8%</b>		
Ability to schedule visit on convenient day / time	0.51	<b>75.0%</b>	69.6%	<b>79</b>	75.7%	63.2%	23	11.8%	 58	
<b>Patient Care Staff</b>	<b>0.49</b>	<b>77.6%</b>	<b>82.8%</b>	<b>10</b>	<b>81.4%</b>	<b>79.3%</b>	<b>17</b>	<b>-1.7%</b>		
Teamwork between nurses, doctors, and other staff	0.41	<b>79.1%</b>	83.9%	<b>9</b>	84.4%	75.4%	5	3.7%	 67	
Staff explained purpose of new medications	--	<b>66.7%</b>	88.4%	<b>1</b>	83.3%	88.9%	60	-22.2%		
Staff did everything to help with pain	--	<b>50.0%</b>	84.8%	<b>1</b>	65.0%	75.0%	6	-25.0%		
Staff able to calm fears	0.41	<b>78.1%</b>	82.8%	<b>15</b>	79.1%	88.2%	87	-10.1%	 47	
Staff communicated with designated family member or friend	0.53	<b>73.3%</b>	78.5%	<b>12</b>	75.2%	79.5%	66	-6.2%	 45	
Kept informed of delays in care or treatment	0.38	<b>75.7%</b>	81.9%	<b>8</b>	82.7%	72.4%	8	3.3%	 77	
Patient Care Staff - Overall Care	0.71	<b>82.2%</b>	84.0%	<b>35</b>	85.6%	81.3%	29	1.0%	 72	
<b>Doctors</b>	--	<b>95.0%</b>	<b>86.8%</b>	<b>99</b>	<b>89.6%</b>	<b>78.8%</b>	<b>26</b>	<b>16.2%</b>		
Doctors - Overall Care	--	<b>95.0%</b>	86.8%	<b>99</b>	89.6%	78.8%	26	16.2%	 61	
<b>Overall Rating of Hospital</b>	<b>1.00</b>	<b>88.9%</b>	<b>80.2%</b>	<b>94</b>	<b>86.9%</b>	<b>75.0%</b>	<b>21</b>	<b>13.9%</b>		
Outpatient Facility - Overall Rating	1.00	<b>88.9%</b>	80.2%	<b>94</b>	86.9%	75.0%	21	13.9%		
<b>Willingness to Recommend the Hospital</b>	<b>0.19</b>	<b>86.7%</b>	<b>77.0%</b>	<b>93</b>	<b>83.6%</b>	<b>75.0%</b>	<b>38</b>	<b>11.7%</b>		
Patient advocacy (likelihood to recommend)	0.19	<b>86.7%</b>	77.0%	<b>93</b>	83.6%	75.0%	38	11.7%		

Reporting Group = Nevada Rural Hospital Partners - Patient 2016

HSTM DB: Lab

↑ ↓ Statistical differences (p<.05) are marked by up/down arrows.  
 Priority Level:  High  Medium  Low - Categories and outcome questions are excluded.

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

- I have no comment. Everything has always gone well whenever I've been there.
- I wish that when I went in for lab work and EKG that there were prices available. When I got the bill it almost caused me to have a heart attack, absolutely ridiculous prices. I don't know maybe 800 dollars, I'm not sure on all the charges. I don't have that paperwork in front of me. But I wish I would have at least known. You go in, you get the lab work, they assume your insurance is going to pay everything and it was just absolutely overwhelming to me to have a blood draw that was as expensive as it was. Over 400 dollars for two blood panels sounds ridiculous when I know one day a week in most hospital medical facilities you can go in for like 35 to 40 dollars and do blood work. I don't know what to say on that, it was like 38 dollars to have my blood or to have a needle put in my vein never heard of that before. Like over 131 dollars to read the EKG, frightening, just frightening amounts of money. Maybe I live in a bubble I don't know.
- No Comment.(43)



## Outpatient (other)

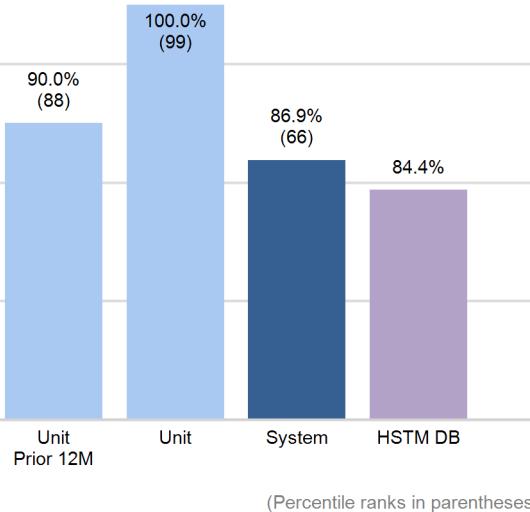
**Carson Valley Medical Center**  
Nevada Rural Hospital Partners

**Patient Insights - Outpatient**  
Jan - Mar 16

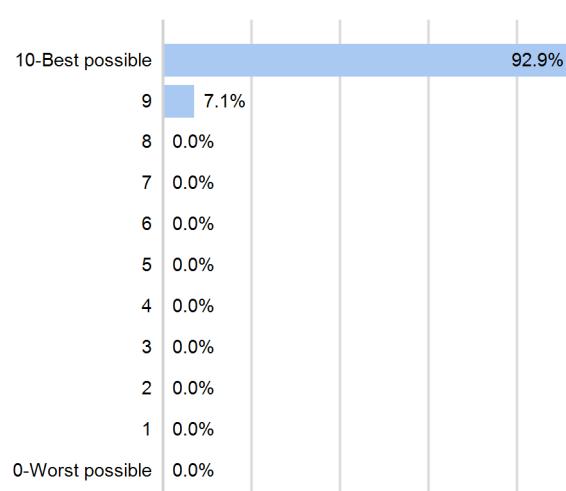
Report created 4/19/2016

## Outpatient Facility - Overall Rating

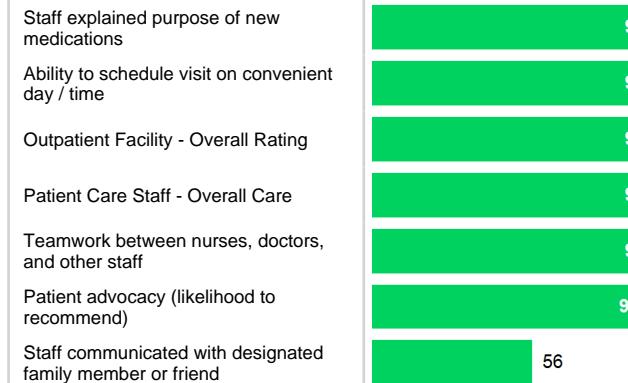
### Performance Comparisons



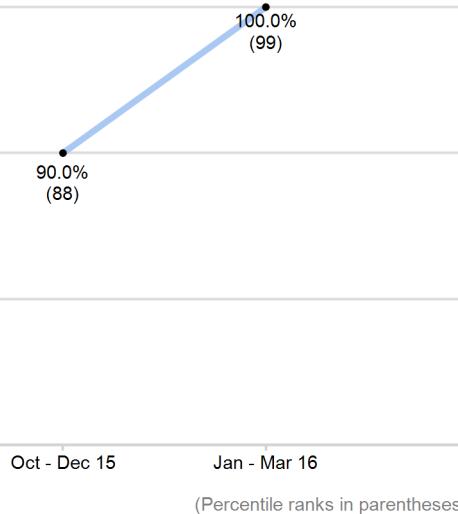
### Response Distribution



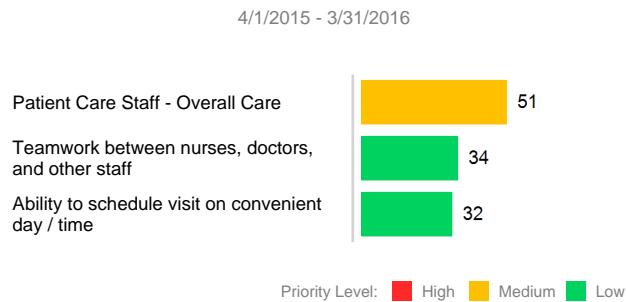
### Top Performers (Percentile Rank)



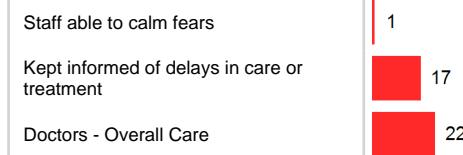
### Performance Over Time



### Top Priorities (Priority Index Score)



### Bottom Performers (Percentile Rank)



# Carson Valley Medical Center - Outpatient (other)

# Question Summary

Patient Insights - Outpatient

Jan - Mar 16

	Correlation	Jan - Mar 16 # of Completes = 14			Reporting Group Top Box	Prior 12 Months # of Completes = 20			Change in Top Box	Priority Level
		Top Box Score	HSTM DB Top Box	Percentile Rank		Top Box Score	Percentile Rank			
<b>Scheduling</b>	--	85.7%	71.0%	99	75.7%	75.0%	80	10.7%		
Ability to schedule visit on convenient day / time	--	85.7%	71.0%	99	75.7%	75.0%	80	10.7%	<span style="background-color: green; width: 32px;"></span> 32	
<b>Patient Care Staff</b>	--	88.7%	86.4%	76	81.4%	75.3%	2	13.4% <span style="color: green;">↑</span>		
Teamwork between nurses, doctors, and other staff	--	100.0%	89.6%	99	84.4%	80.0%	12	20.0%	<span style="background-color: green; width: 34px;"></span> 34	
Staff explained purpose of new medications	--	100.0%	88.4%	99	83.3%	100.0%	99	0.0%		
Staff able to calm fears	--	63.6%	84.8%	1	79.1%	76.5%	6	-12.8% <span style="color: red;">↓</span>		
Staff communicated with designated family member or friend	--	88.9%	87.0%	56	75.2%	53.3%	2	35.6%		
Kept informed of delays in care or treatment	--	81.8%	85.3%	17	82.7%	77.8%	7	4.0%		
Patient Care Staff - Overall Care	--	100.0%	86.7%	99	85.6%	80.0%	10	20.0%	<span style="background-color: yellow; width: 51px;"></span> 51	
<b>Doctors</b>	--	88.9%	91.3%	22	89.6%	71.4%	1	17.5%		
Doctors - Overall Care	--	88.9%	91.3%	22	89.6%	71.4%	1	17.5%		
<b>Overall Rating of Hospital</b>	--	100.0%	84.4%	99	86.9%	90.0%	88	10.0%		
Outpatient Facility - Overall Rating	--	100.0%	84.4%	99	86.9%	90.0%	88	10.0%		
<b>Willingness to Recommend the Hospital</b>	--	92.9%	81.7%	97	83.6%	75.0%	24	17.9%		
Patient advocacy (likelihood to recommend)	--	92.9%	81.7%	97	83.6%	75.0%	24	17.9%		

Reporting Group = Nevada Rural Hospital Partners - Patient 2016

HSTM DB: Overall

↑ ↓ Statistical differences (p<.05) are marked by up/down arrows.  
 Priority Level: ■ High ■ Medium ■ Low - Categories and outcome questions are excluded.

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

- No Comment.(14)



# Infusion

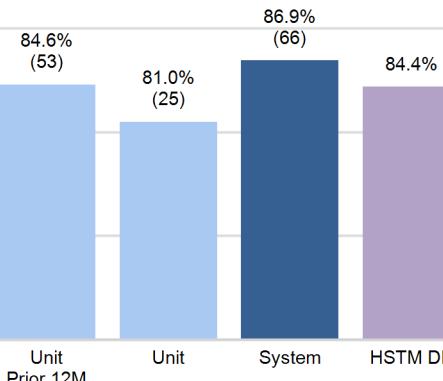
**Carson Valley Medical Center**  
Nevada Rural Hospital Partners

**Patient Insights - Outpatient**  
Jan - Mar 16

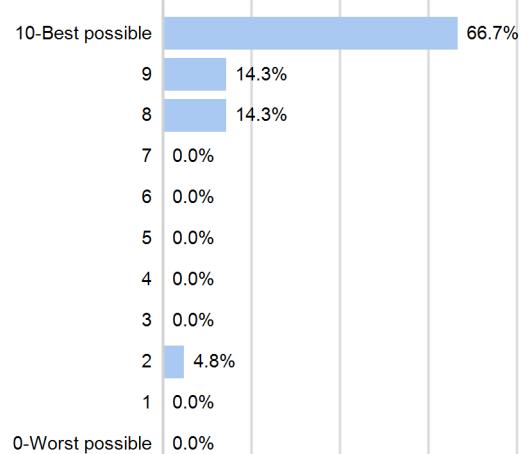
Report created 4/19/2016

## Outpatient Facility - Overall Rating

### Performance Comparisons



### Response Distribution



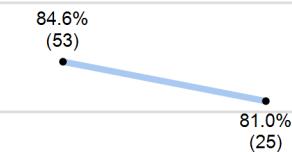
### Top Performers (Percentile Rank)

Staff explained purpose of new medications



Ability to schedule visit on convenient day / time

### Performance Over Time

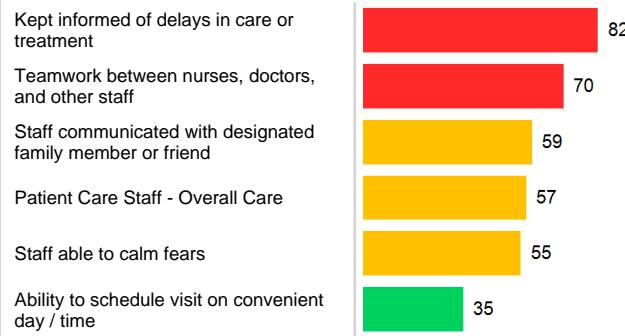


Oct - Dec 15      Jan - Mar 16

(Percentile ranks in parentheses)

### Top Priorities (Priority Index Score)

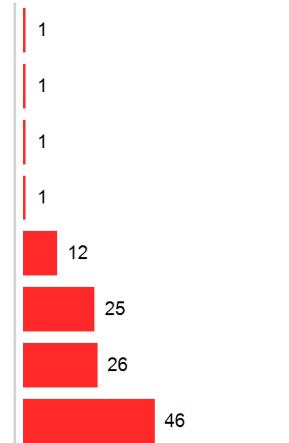
4/1/2015 - 3/31/2016



Priority Level: ■ High ■ Medium ■ Low

### Bottom Performers (Percentile Rank)

Staff did everything to help with pain



# Carson Valley Medical Center - Infusion

Patient Insights - Outpatient

# Question Summary

Jan - Mar 16

	Correlation	Jan - Mar 16 # of Completes = 22			Reporting Group Top Box	Prior 12 Months # of Completes = 27			Change in Top Box	Priority Level
		Top Box Score	HSTM DB Top Box	Percentile Rank		Top Box Score	Percentile Rank			
<b>Scheduling</b>	--	81.0%	71.0%	94	75.7%	85.2%	99	-4.2%		
Ability to schedule visit on convenient day / time	--	81.0%	71.0%	94	75.7%	85.2%	99	-4.2%	<span style="background-color: green; color: white;">35</span>	
<b>Patient Care Staff</b>	--	79.2%	86.4%	3	81.4%	84.1%	28	-4.9%		
Teamwork between nurses, doctors, and other staff	--	86.4%	89.6%	12	84.4%	92.3%	75	-5.9%	<span style="background-color: red;">70</span>	
Staff explained purpose of new medications	--	100.0%	88.4%	99	83.3%	75.0%	4	25.0%		
Staff did everything to help with pain	--	50.0%	89.6%	1	65.0%	50.0%	1	0.0%		
Staff able to calm fears	--	82.4%	84.8%	26	79.1%	89.5%	89	-7.1%	<span style="background-color: yellow;">55</span>	
Staff communicated with designated family member or friend	--	72.2%	87.0%	1	75.2%	84.2%	26	-12.0%	<span style="background-color: yellow;">59</span>	
Kept informed of delays in care or treatment	--	68.4%	85.3%	1	82.7%	75.0%	4	-6.6%	<span style="background-color: red;">82</span>	
Patient Care Staff - Overall Care	--	86.4%	86.7%	46	85.6%	88.5%	73	-2.1%	<span style="background-color: yellow;">57</span>	
<b>Doctors</b>	--	77.8%	91.3%	1	89.6%	83.3%	6	-5.6%		
Doctors - Overall Care	--	77.8%	91.3%	1	89.6%	83.3%	6	-5.6%		
<b>Overall Rating of Hospital</b>	--	81.0%	84.4%	25	86.9%	84.6%	53	-3.7%		
Outpatient Facility - Overall Rating	--	81.0%	84.4%	25	86.9%	84.6%	53	-3.7%		
<b>Willingness to Recommend the Hospital</b>	--	81.8%	81.7%	48	83.6%	81.5%	48	0.3%		
Patient advocacy (likelihood to recommend)	--	81.8%	81.7%	48	83.6%	81.5%	48	0.3%		

Reporting Group = Nevada Rural Hospital Partners - Patient 2016

HSTM DB: Overall

↑ ↓ Statistical differences (p<.05) are marked by up/down arrows.  
 Priority Level: ■ High ■ Medium ■ Low - Categories and outcome questions are excluded.

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

- Little faster would be nice.
- No Comment.(21)



# Rehab

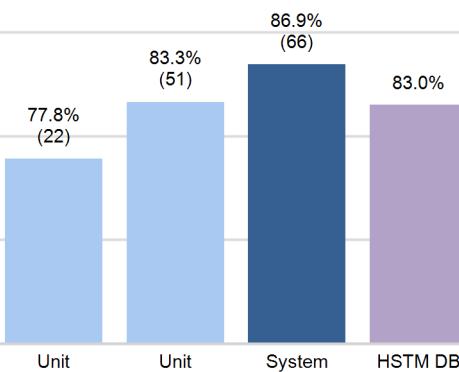
**Carson Valley Medical Center**  
Nevada Rural Hospital Partners

**Patient Insights - Outpatient**  
Jan - Mar 16

Report created 4/19/2016

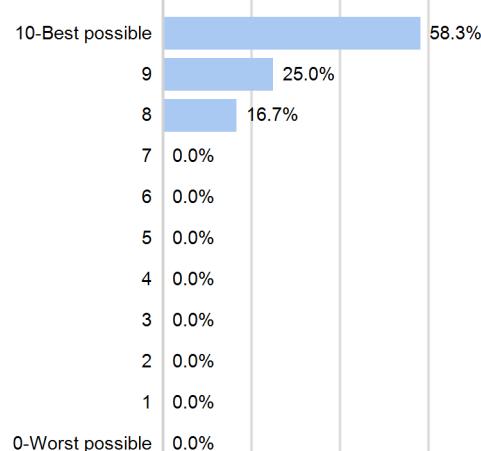
## Outpatient Facility - Overall Rating

### Performance Comparisons



(Percentile ranks in parentheses)

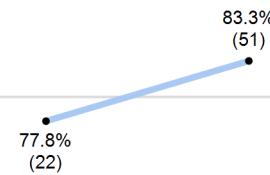
### Response Distribution



### Top Performers (Percentile Rank)



### Performance Over Time

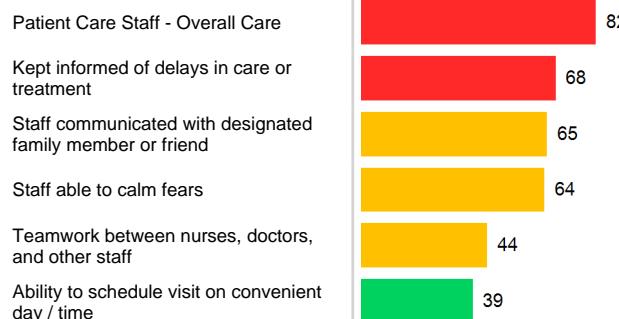


Oct - Dec 15      Jan - Mar 16

(Percentile ranks in parentheses)

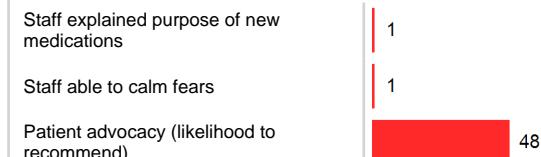
### Top Priorities (Priority Index Score)

4/1/2015 - 3/31/2016



Priority Level: ■ High ■ Medium ■ Low

### Bottom Performers (Percentile Rank)



# Carson Valley Medical Center - Rehab

Patient Insights - Outpatient

# Question Summary

Jan - Mar 16

	Correlation	Jan - Mar 16 # of Completes = 12			Reporting Group Top Box	Prior 12 Months # of Completes = 36			Change in Top Box	Priority Level
		Top Box Score	HSTM DB Top Box	Percentile Rank		Top Box Score	Percentile Rank			
<b>Scheduling</b>	--	75.0%	71.4%	65	75.7%	75.0%	57	0.0%		
Ability to schedule visit on convenient day / time	--	75.0%	71.4%	65	75.7%	75.0%	57	0.0%	<span style="background-color: green;">▲</span> 39	
<b>Patient Care Staff</b>	--	86.4%	86.4%	45	81.4%	72.8%	1	13.6% <span style="color: green;">▲</span>		
Teamwork between nurses, doctors, and other staff	--	100.0%	87.0%	99	84.4%	80.0%	17	20.0%	<span style="background-color: yellow;">▼</span> 44	
Staff explained purpose of new medications	--	50.0%	88.4%	1	83.3%	100.0%	99	-50.0%		
Staff did everything to help with pain	--	100.0%	86.5%	99	65.0%	70.0%	1	30.0%		
Staff able to calm fears	--	66.7%	84.5%	1	79.1%	75.9%	7	-9.2%	<span style="background-color: yellow;">▼</span> 64	
Staff communicated with designated family member or friend	--	77.8%	78.0%	57	75.2%	65.4%	1	12.4%	<span style="background-color: yellow;">▼</span> 65	
Kept informed of delays in care or treatment	--	90.9%	87.4%	76	82.7%	61.8%	1	29.1%	<span style="background-color: red;">▼</span> 68	
Patient Care Staff - Overall Care	--	91.7%	86.9%	83	85.6%	77.8%	7	13.9%	<span style="background-color: red;">▼</span> 82	
<b>Doctors</b>	--	100.0%	91.3%	99	89.6%	81.0%	4	19.0%		
Doctors - Overall Care	--	100.0%	91.3%	99	89.6%	81.0%	4	19.0%		
<b>Overall Rating of Hospital</b>	--	83.3%	83.0%	51	86.9%	77.8%	22	5.6%		
Outpatient Facility - Overall Rating	--	83.3%	83.0%	51	86.9%	77.8%	22	5.6%		
<b>Willingness to Recommend the Hospital</b>	--	83.3%	83.6%	48	83.6%	80.6%	29	2.8%		
Patient advocacy (likelihood to recommend)	--	83.3%	83.6%	48	83.6%	80.6%	29	2.8%		

Reporting Group = Nevada Rural Hospital Partners - Patient 2016

HSTM DB: Out Rehab

▲ ▼ Statistical differences (p<.05) are marked by up/down arrows.  
 Priority Level: ■ High ■ Medium ■ Low - Categories and outcome questions are excluded.

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

- ...facility where I get the PT, so that it would work better for all the clients.
- I would prefer more privacy and not just curtains, not a great big area, kind of a little bit more secluded.
- No Comment.(9)
- You need to improve the availability of physical therapists, not the assistants, but actual therapists, because it was very difficult to schedule appointments.



# Observation

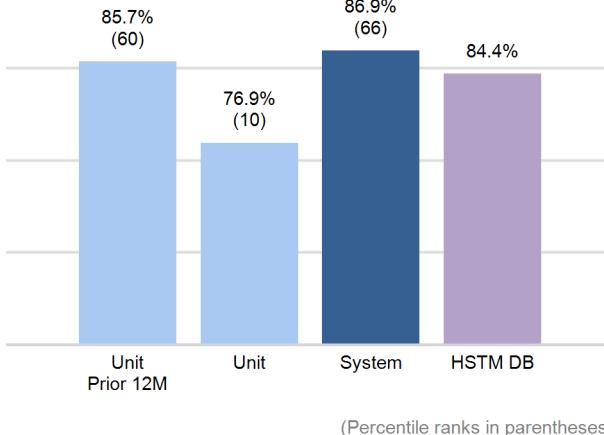
**Carson Valley Medical Center**  
Nevada Rural Hospital Partners

**Patient Insights - Outpatient**  
Jan - Mar 16

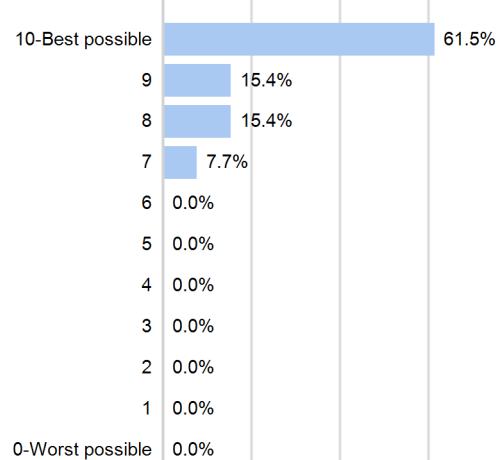
Report created 4/19/2016

## Outpatient Facility - Overall Rating

### Performance Comparisons



### Response Distribution

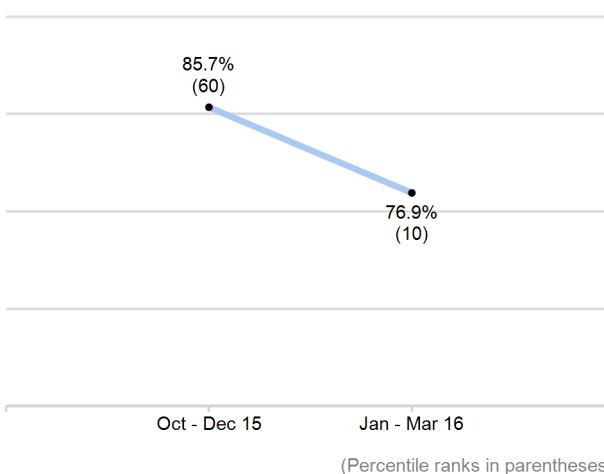


### Top Performers (Percentile Rank)

Staff explained purpose of new medications



### Performance Over Time



### Top Priorities (Priority Index Score)

No data available for Priority Analysis.

### Bottom Performers (Percentile Rank)

Staff did everything to help with pain	1
Doctors - Overall Care	1
Staff communicated with designated family member or friend	1
Staff able to calm fears	1
Ability to schedule visit on convenient day / time	1
Patient Care Staff - Overall Care	1
Teamwork between nurses, doctors, and other staff	1
Outpatient Facility - Overall Rating	10

# Carson Valley Medical Center - Observation

Patient Insights - Outpatient

# Question Summary

Jan - Mar 16

	Correlation	Jan - Mar 16 # of Completes = 13			Reporting Group Top Box	Prior 12 Months # of Completes = 14			Change in Top Box	Priority Level
		Top Box Score	HSTM DB Top Box	Percentile Rank		Top Box Score	Percentile Rank			
<b>Scheduling</b>	--	<b>53.8%</b>	<b>71.0%</b>	<b>1</b>	<b>75.7%</b>	<b>78.6%</b>	<b>92</b>	<b>-24.7%</b>		
Ability to schedule visit on convenient day / time	--	<b>53.8%</b>	71.0%	<b>1</b>	75.7%	78.6%	92	<b>-24.7%</b>		
<b>Patient Care Staff</b>	--	<b>72.5%</b>	<b>86.4%</b>	<b>1</b>	<b>81.4%</b>	<b>91.1%</b>	<b>94</b>	<b>-18.7%</b>		
Teamwork between nurses, doctors, and other staff	--	<b>69.2%</b>	89.6%	<b>1</b>	84.4%	100.0%	99	<b>-30.8%</b>		
Staff explained purpose of new medications	--	<b>100.0%</b>	88.4%	<b>99</b>	83.3%	75.0%	4	<b>25.0%</b>		
Staff did everything to help with pain	--	<b>33.3%</b>	89.6%	<b>1</b>	65.0%	100.0%	99	<b>-66.7%</b>		
Staff able to calm fears	--	<b>66.7%</b>	84.8%	<b>1</b>	79.1%	84.6%	51	<b>-17.9%</b>		
Staff communicated with designated family member or friend	--	<b>72.7%</b>	87.0%	<b>1</b>	75.2%	92.3%	85	<b>-19.6%</b>		
Kept informed of delays in care or treatment	--	<b>83.3%</b>	85.3%	<b>29</b>	82.7%	92.9%	98	<b>-9.5%</b>		
Patient Care Staff - Overall Care	--	<b>69.2%</b>	86.7%	<b>1</b>	85.6%	85.7%	45	<b>-16.5%</b>		
<b>Doctors</b>	--	<b>81.8%</b>	<b>91.3%</b>	<b>1</b>	<b>89.6%</b>	<b>100.0%</b>	<b>99</b>	<b>-18.2%</b>		
Doctors - Overall Care	--	<b>81.8%</b>	91.3%	<b>1</b>	89.6%	100.0%	99	<b>-18.2%</b>		
<b>Overall Rating of Hospital</b>	--	<b>76.9%</b>	<b>84.4%</b>	<b>10</b>	<b>86.9%</b>	<b>85.7%</b>	<b>60</b>	<b>-8.8%</b>		
Outpatient Facility - Overall Rating	--	<b>76.9%</b>	84.4%	<b>10</b>	86.9%	85.7%	60	<b>-8.8%</b>		
<b>Willingness to Recommend the Hospital</b>	--	<b>76.9%</b>	<b>81.7%</b>	<b>27</b>	<b>83.6%</b>	<b>85.7%</b>	<b>73</b>	<b>-8.8%</b>		
Patient advocacy (likelihood to recommend)	--	<b>76.9%</b>	81.7%	<b>27</b>	83.6%	85.7%	73	<b>-8.8%</b>		

Reporting Group = Nevada Rural Hospital Partners - Patient 2016

HSTM DB: Overall

Statistical differences (p<.05) are marked by up/down arrows.  
 Priority Level: High Medium Low - Categories and outcome questions are excluded.

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

- I was sick one day and had to go to emergency, and I thought it was my heart and they did some tests and all that, and they requested for me to stay overnight to get more tests in the morning, and I did that and they take more tests on me, and like I said I thought I had a heart attack, and by the time they said what was wrong with me it was my esophagus, but I still went home with that pain, and in a week's time I ended up at Carson Tahoe, and what they found was I had a tear in my aorta vessel, which I wish Carson Valley Medical would've found the first time I was there, but they didn't, but that's okay. I ended up at Carson Tahoe and they took care of me.
- No Comment.(10)
- Well, I'd say probably maybe changing my bedding more often and making it more comfortable in bed because those beds are very uncomfortable.



# Imaging

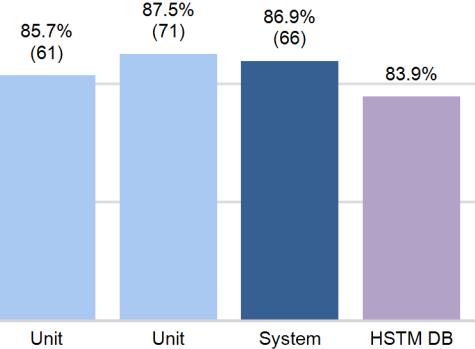
**Carson Valley Medical Center**  
Nevada Rural Hospital Partners

**Patient Insights - Outpatient**  
Jan - Mar 16

Report created 4/19/2016

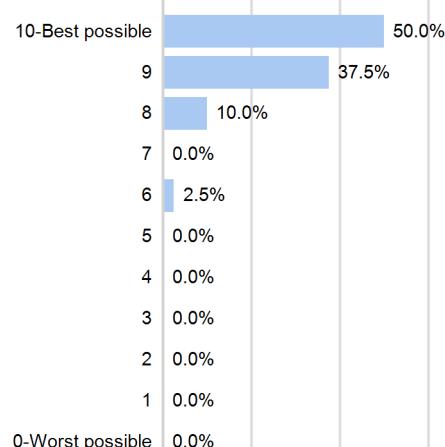
## Outpatient Facility - Overall Rating

### Performance Comparisons



(Percentile ranks in parentheses)

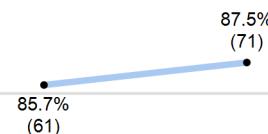
### Response Distribution



### Top Performers (Percentile Rank)



### Performance Over Time

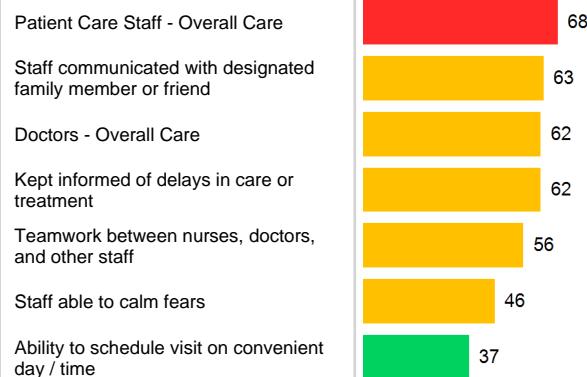


Oct - Dec 15      Jan - Mar 16

(Percentile ranks in parentheses)

### Top Priorities (Priority Index Score)

4/1/2015 - 3/31/2016


 Priority Level: ■ High ■ Medium ■ Low

### Bottom Performers (Percentile Rank)



# Carson Valley Medical Center - Imaging

# Question Summary

Patient Insights - Outpatient

Jan - Mar 16

	Correlation	Jan - Mar 16 # of Completes = 40			Reporting Group Top Box	Prior 12 Months # of Completes = 70			Change in Top Box	Priority Level
		Top Box Score	HSTM DB Top Box	Percentile Rank		Top Box Score	Percentile Rank			
<b>Scheduling</b>	<b>-0.08</b>	<b>77.5%</b>	<b>72.5%</b>	<b>75</b>	<b>75.7%</b>	<b>73.9%</b>	<b>57</b>	<b>3.6%</b>		
Ability to schedule visit on convenient day / time	-0.08	<b>77.5%</b>	72.5%	<b>75</b>	75.7%	73.9%	57	3.6%	<span style="background-color: green; color: white;">37</span>	
<b>Patient Care Staff</b>	<b>0.53</b>	<b>85.8%</b>	<b>85.6%</b>	<b>47</b>	<b>81.4%</b>	<b>83.0%</b>	<b>22</b>	<b>2.8%</b>		
Teamwork between nurses, doctors, and other staff	0.62	<b>83.8%</b>	86.4%	<b>40</b>	84.4%	89.2%	67	-5.4%	<span style="background-color: yellow;">56</span>	
Staff explained purpose of new medications	--	<b>71.4%</b>	88.4%	<b>1</b>	83.3%	100.0%	99	-28.6%		
Staff did everything to help with pain	--	<b>71.4%</b>	84.4%	<b>4</b>	65.0%	66.7%	11	4.8%		
Staff able to calm fears	0.23	<b>91.2%</b>	85.1%	<b>90</b>	79.1%	86.5%	58	4.6%	<span style="background-color: yellow;">46</span>	
Staff communicated with designated family member or friend	--	<b>75.0%</b>	78.8%	<b>36</b>	75.2%	73.8%	23	1.2%	<span style="background-color: yellow;">63</span>	
Kept informed of delays in care or treatment	0.50	<b>94.6%</b>	85.6%	<b>98</b>	82.7%	79.4%	11	15.2% <span style="color: green;">↑</span>	<span style="background-color: yellow;">62</span>	
Patient Care Staff - Overall Care	0.76	<b>87.5%</b>	86.7%	<b>54</b>	85.6%	84.3%	28	3.2%	<span style="background-color: red;">68</span>	
<b>Doctors</b>	--	<b>91.3%</b>	<b>88.0%</b>	<b>69</b>	<b>89.6%</b>	<b>83.8%</b>	<b>21</b>	<b>7.5%</b>		
Doctors - Overall Care	--	<b>91.3%</b>	88.0%	<b>69</b>	89.6%	83.8%	21	7.5%	<span style="background-color: yellow;">62</span>	
<b>Overall Rating of Hospital</b>	<b>1.00</b>	<b>87.5%</b>	<b>83.9%</b>	<b>71</b>	<b>86.9%</b>	<b>85.7%</b>	<b>61</b>	<b>1.8%</b>		
Outpatient Facility - Overall Rating	1.00	<b>87.5%</b>	83.9%	<b>71</b>	86.9%	85.7%	61	1.8%		
<b>Willingness to Recommend the Hospital</b>	<b>0.63</b>	<b>80.0%</b>	<b>80.6%</b>	<b>45</b>	<b>83.6%</b>	<b>82.9%</b>	<b>57</b>	<b>-2.9%</b>		
Patient advocacy (likelihood to recommend)	0.63	<b>80.0%</b>	80.6%	<b>45</b>	83.6%	82.9%	57	-2.9%		

Reporting Group = Nevada Rural Hospital Partners - Patient 2016

HSTM DB: Radio/Imag

↑ ↓ Statistical differences (p<.05) are marked by up/down arrows.  
 Priority Level: ■ High ■ Medium ■ Low - Categories and outcome questions are excluded.

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

- My visit concerning January 4th, or 7th, this is XXXXX XXXXX, I think that the service that I receive at the hospital and on that particular date was a big old nine, and basically just want to tell you folks down there that I appreciate everything you guys have done with me and being there for me as I've walked my path. That's all I really have to say. I give you guys a big old nine and I think you're doing a great job.
- No Comment.(38)