



# Kittitas Valley Healthcare

## Kittitas Valley Healthcare (System)

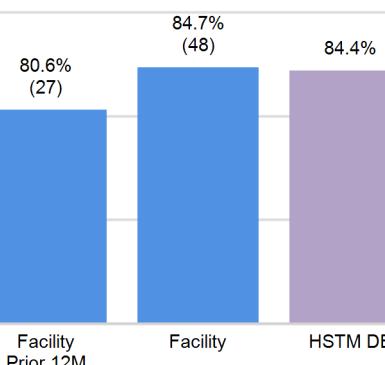
Patient Insights - Outpatient

Jan - Mar 16

Report created 4/20/2016

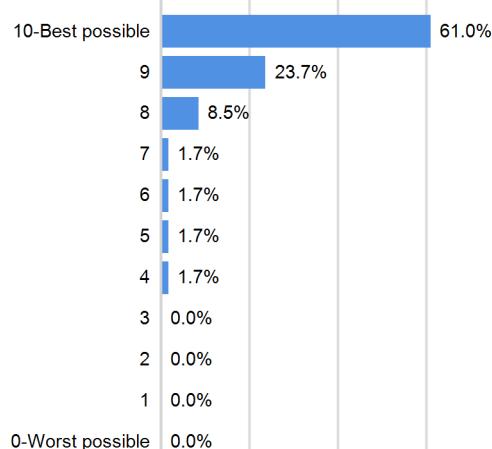
## Outpatient Facility - Overall Rating

### Performance Comparisons



(Percentile ranks in parentheses)

### Response Distribution



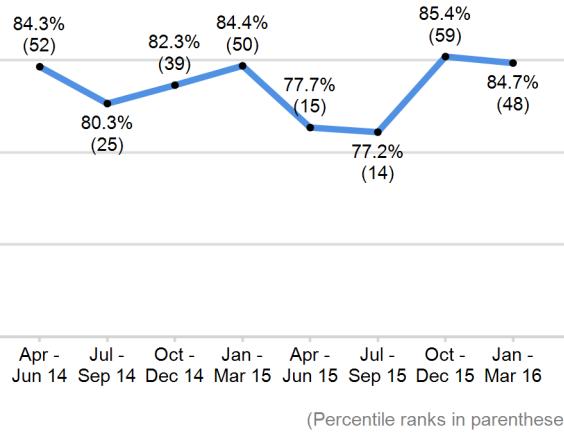
### Top Performers (Percentile Rank)

Outpatient Surgery



Respiratory Therapy

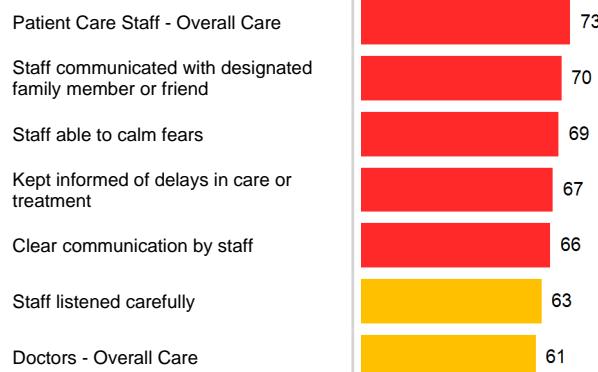
### Performance Over Time



(Percentile ranks in parentheses)

### Top Priorities (Priority Index Score)

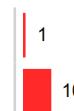
4/1/2015 - 3/31/2016



Priority Level: ■ High ■ Medium ■ Low

### Bottom Performers (Percentile Rank)

Lab



Imaging

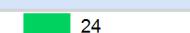
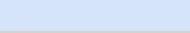
## Outpatient Facility - Overall Rating

	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
Kittitas Valley Healthcare	59	84.7%	48	695	80.6%	27	4.2%	5	8	4
Outpatient Surgery	18	100.0%	99	140	87.1%	69	12.9%	3	8	6
Respiratory Therapy	15	86.7%	64	126	83.2%	41	3.5%	3	6	2
Imaging	13	76.9%	10	220	81.1%	29	-4.2%	3	2	6
Lab	13	69.2%	1	209	74.0%	7	-4.8%	5	5	1

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

	Units									
	Kittitas Valley Healthcare (N=59)		Imaging (N=13)		Lab (N=13)		Outpatient Surgery (N=18)		Respiratory Therapy (N=15)	
	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/REGISTRATION</b>	<b>71.3%</b>	<b>64</b>	<b>65.4%</b>	<b>27</b>	<b>79.2%</b>	<b>94</b>	<b>74.3%</b>	<b>80</b>	<b>66.7%</b>	<b>34</b>
Ability to schedule visit on convenient day / time	74.1%	75	61.5%	12	83.3%	97	83.3%	97	66.7%	30
Registration process	68.4%	50	69.2%	55	75.0%	84	64.7%	28	66.7%	40
<b>CARE FROM STAFF</b>	<b>87.6%</b>	<b>39</b>	<b>90.3%</b>	<b>68</b>	<b>84.2%</b>	<b>11</b>	<b>87.3%</b>	<b>34</b>	<b>88.8%</b>	<b>51</b>
Courtesy / respect of staff	96.6%	83	100.0%	99	100.0%	99	94.4%	50	93.3%	32
Staff listened carefully	89.8%	39	100.0%	99	84.6%	3	88.9%	28	86.7%	10
Clear communication by staff	84.5%	9	92.3%	83	91.7%	78	77.8%	1	80.0%	1
Kept informed of delays in care or treatment	78.6%	5	72.7%	1	76.9%	2	72.2%	1	92.9%	98
Staff able to calm fears	86.5%	68	88.9%	85	75.0%	1	87.5%	76	93.3%	98
Patient Care Staff - Overall Care	88.1%	65	84.6%	31	76.9%	2	100.0%	99	86.7%	50
Staff explained purpose of new medications	91.7%	81	--	--	--	--	91.7%	81	--	--
<b>WAIT TIME</b>	<b>54.2%</b>	<b>41</b>	<b>53.8%</b>	<b>39</b>	<b>53.8%</b>	<b>39</b>	<b>50.0%</b>	<b>22</b>	<b>60.0%</b>	<b>72</b>
Total time spent waiting	54.2%	41	53.8%	39	53.8%	39	50.0%	22	60.0%	72
<b>FACILITY</b>	<b>76.9%</b>	<b>88</b>	<b>80.0%</b>	<b>94</b>	<b>76.9%</b>	<b>88</b>	<b>83.3%</b>	<b>97</b>	<b>66.7%</b>	<b>39</b>
Ease of finding way around facility	77.6%	98	75.0%	96	76.9%	97	88.9%	99	66.7%	69
Cleanliness of facility	76.3%	66	84.6%	94	76.9%	68	77.8%	72	66.7%	24
<b>SAME DAY SURGERY</b>	<b>91.4%</b>	<b>99</b>	--	--	--	--	<b>91.4%</b>	<b>99</b>	--	--
Staff did everything to help with pain	100.0%	99	--	--	--	--	100.0%	99	--	--
Staff communicated with designated family member or friend	100.0%	99	--	--	--	--	100.0%	99	--	--
Clear / complete discharge instructions	75.0%	86	--	--	--	--	75.0%	86	--	--
Helped by visit	83.3%	98	--	--	--	--	83.3%	98	--	--
Doctors - Overall Care	100.0%	99	--	--	--	--	100.0%	99	--	--
<b>Overall Rating of Hospital</b>	<b>84.7%</b>	<b>48</b>	<b>76.9%</b>	<b>10</b>	<b>69.2%</b>	<b>1</b>	<b>100.0%</b>	<b>99</b>	<b>86.7%</b>	<b>64</b>
Outpatient Facility - Overall Rating	84.7%	48	76.9%	10	69.2%	1	100.0%	99	86.7%	64
<b>Willingness to Recommend the Hospital</b>	<b>77.6%</b>	<b>29</b>	<b>75.0%</b>	<b>21</b>	<b>61.5%</b>	<b>1</b>	<b>94.4%</b>	<b>99</b>	<b>73.3%</b>	<b>16</b>

	Units									
	Kittitas Valley Healthcare (N=59)		Imaging (N=13)		Lab (N=13)		Outpatient Surgery (N=18)		Respiratory Therapy (N=15)	
	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
Patient advocacy (likelihood to recommend)	77.6%	29	75.0%	21	61.5%	1	94.4%	99	73.3%	16

	Correlation	Jan - Mar 16 # of Completes = 59			Reporting Group Top Box	Prior 12 Months # of Completes = 695			Change in Top Box	Priority Level
		Top Box Score	HSTM DB Top Box	Percentile Rank		Top Box Score	Percentile Rank			
<b>SCHEDULING/REGISTRATION</b>	<b>0.46</b>	71.3%	70.2%	64	71.3%	72.1%	69	-0.8%		
Ability to schedule visit on convenient day / time	0.53	74.1%	71.0%	75	74.1%	70.3%	52	3.8%	 52	
Registration process	0.39	68.4%	69.4%	50	68.4%	74.4%	82	-6.0%	 33	
<b>CARE FROM STAFF</b>	<b>0.50</b>	87.6%	88.5%	39	87.6%	88.9%	56	-1.3%		
Courtesy / respect of staff	-0.05	96.6%	94.0%	83	96.6%	93.8%	40	2.8%	 60	
Staff listened carefully	0.44	89.8%	90.5%	39	89.8%	88.3%	23	1.6%	 63	
Clear communication by staff	0.42	84.5%	88.9%	9	84.5%	87.3%	35	-2.8%	 66	
Kept informed of delays in care or treatment	0.76	78.6%	85.3%	5	78.6%	84.3%	42	-5.8%	 67	
Staff able to calm fears	0.60	86.5%	84.8%	68	86.5%	84.0%	45	2.5%	 69	
Patient Care Staff - Overall Care	0.86	88.1%	86.7%	65	88.1%	83.8%	31	4.3%	 73	
Staff explained purpose of new medications	--	91.7%	88.4%	81	91.7%	90.2%	71	1.5%	 56	
<b>WAIT TIME</b>	<b>0.30</b>	54.2%	56.0%	41	54.2%	59.2%	72	-5.0%		
Total time spent waiting	0.30	54.2%	56.0%	41	54.2%	55.8%	52	-1.6%	 57	
<b>FACILITY</b>	<b>0.25</b>	76.9%	68.1%	88	76.9%	78.5%	92	-1.6%		
Ease of finding way around facility	0.30	77.6%	62.8%	98	77.6%	74.6%	95	3.0%	 24	
Cleanliness of facility	0.19	76.3%	72.9%	66	76.3%	74.0%	55	2.3%	 51	
<b>SAME DAY SURGERY</b>	--	91.4%	82.6%	99	91.4%	90.6%	99	0.8%		
Staff did everything to help with pain	--	100.0%	89.6%	99	100.0%	88.4%	31	11.6%	 60	
Staff communicated with designated family member or friend	--	100.0%	87.0%	99	100.0%	86.7%	38	13.3%	 70	
Clear / complete discharge instructions	--	75.0%	67.7%	86	75.0%	74.6%	86	0.4%	 39	
Helped by visit	--	83.3%	67.3%	98	83.3%	69.6%	67	13.7%	 37	
Doctors - Overall Care	--	100.0%	91.3%	99	100.0%	90.4%	42	9.6%	 61	
<b>Overall Rating of Hospital</b>	<b>1.00</b>	84.7%	84.4%	48	84.7%	85.4%	59	-0.7%		
Outpatient Facility - Overall Rating	1.00	84.7%	84.4%	48	84.7%	80.6%	27	4.2%		

Reporting Group = Kittitas Valley Healthcare (System) - Kittitas Valley Healthcare

HSTM DB: Overall

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

	Jan - Mar 16 # of Completes = 59				Reporting Group Top Box	Prior 12 Months # of Completes = 695			Change in Top Box	Priority Level
	Correlation	Top Box Score	HSTM DB Top Box	Percentile Rank		Top Box Score	Percentile Rank			
Willingness to Recommend the Hospital	0.77	77.6%	81.7%	29	77.6%	78.8%	35	-1.3%		
Patient advocacy (likelihood to recommend)	0.77	77.6%	81.7%	29	77.6%	75.9%	26	1.7%		

Reporting Group = Kittitas Valley Healthcare (System) - Kittitas Valley Healthcare

HSTM DB: Overall

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

	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
<b>SCHEDULING/REGISTRATION</b>	71.3%	64	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	74.1%	75	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	68.4%	50	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%
<b>CARE FROM STAFF</b>	87.6%	39	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	96.6%	83	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	89.8%	39	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	84.5%	9	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	78.6%	5	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	86.5%	68	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	88.1%	65	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%
Staff explained purpose of new medications	91.7%	81	76.0%	82.7%	85.0%	86.7%	87.7%	88.6%	89.6%	90.5%	91.0%	91.5%	93.5%	94.9%	97.0%
<b>WAIT TIME</b>	54.2%	41	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	54.2%	41	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%
<b>FACILITY</b>	76.9%	88	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	77.6%	98	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	76.3%	66	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%
<b>SAME DAY SURGERY</b>	91.4%	99	70.3%	77.4%	79.5%	80.9%	82.0%	82.8%	83.7%	84.6%	85.0%	85.8%	87.6%	89.0%	91.0%
Staff did everything to help with pain	100.0%	99	73.7%	83.6%	86.2%	87.5%	88.8%	89.9%	91.0%	92.0%	92.4%	92.9%	94.4%	95.4%	97.4%
Staff communicated with designated family member or friend	100.0%	99	73.3%	81.9%	84.1%	85.8%	86.9%	88.2%	89.2%	90.3%	90.9%	91.6%	93.1%	94.4%	96.6%
Clear / complete discharge instructions	75.0%	86	47.4%	59.1%	62.3%	64.5%	66.0%	67.3%	69.0%	70.9%	71.7%	72.9%	75.9%	78.7%	82.8%
Helped by visit	83.3%	98	45.8%	57.9%	61.8%	64.2%	65.4%	67.0%	68.5%	70.4%	71.3%	71.9%	74.7%	77.4%	83.4%
Doctors - Overall Care	100.0%	99	80.5%	86.6%	88.5%	89.8%	90.9%	91.6%	92.3%	92.9%	93.5%	94.0%	95.4%	96.1%	98.6%
<b>Overall Rating of Hospital</b>	84.7%	48	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	84.7%	48	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%
<b>Willingness to Recommend the Hospital</b>	77.6%	29	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%

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	
Patient advocacy (likelihood to recommend)	77.6%	29	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](#).

# Outpatient Surgery

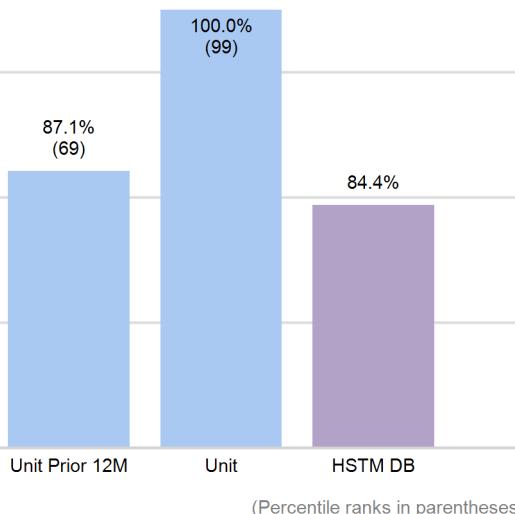
**Kittitas Valley Healthcare**  
Kittitas Valley Healthcare (System)

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

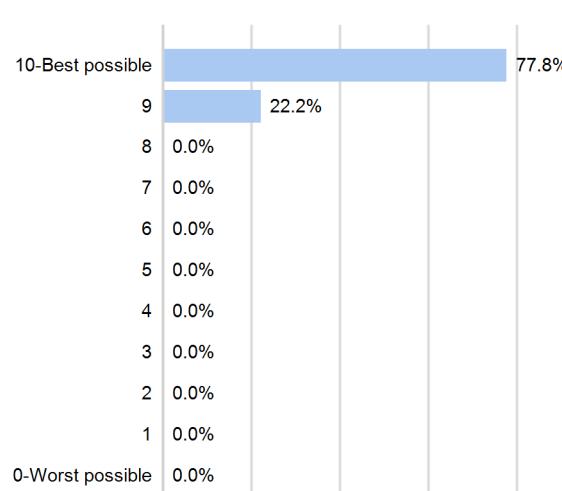
Report created 4/20/2016

## Outpatient Facility - Overall Rating

### Performance Comparisons



### Response Distribution

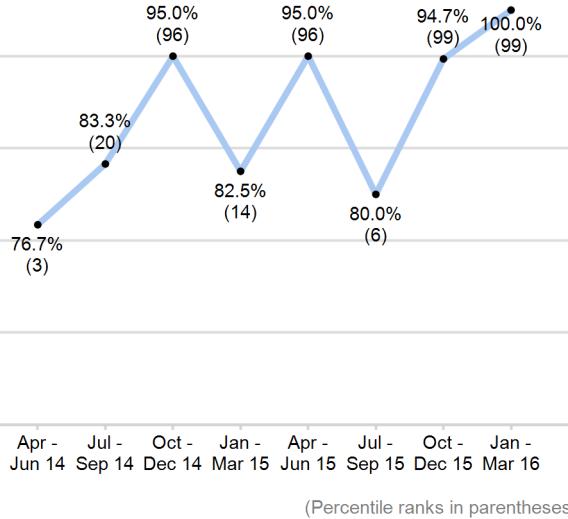


### Top Performers (Percentile Rank)

Staff communicated with designated family member or friend  
Staff did everything to help with pain  
Doctors - Overall Care  
Ease of finding way around facility  
Outpatient Facility - Overall Rating  
Patient advocacy (likelihood to recommend)  
Patient Care Staff - Overall Care  
Helped by visit

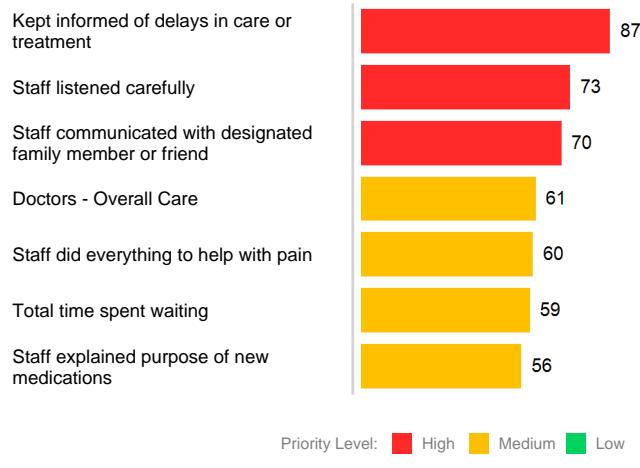


### Performance Over Time



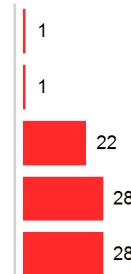
### Top Priorities (Priority Index Score)

4/1/2015 - 3/31/2016



### Bottom Performers (Percentile Rank)

Clear communication by staff  
Kept informed of delays in care or treatment  
Total time spent waiting  
Registration process  
Staff listened carefully



# Kittitas Valley Healthcare - Outpatient Surgery

# Question Summary

Patient Insights - Outpatient

Jan - Mar 16

	Correlation	Jan - Mar 16 # of Completes = 18			Reporting Group Top Box	Prior 12 Months # of Completes = 140			Change in Top Box	Priority Level
		Top Box Score	HSTM DB Top Box	Percentile Rank		Top Box Score	Percentile Rank			
<b>SCHEDULING/REGISTRATION</b>										
Ability to schedule visit on convenient day / time	--	83.3%	71.0%	97	74.1%	67.4%	35	15.9%	44	
Registration process	--	64.7%	69.4%	28	68.4%	76.8%	91	-12.1%	22	
<b>CARE FROM STAFF</b>										
Courtesy / respect of staff	--	94.4%	94.0%	50	96.6%	94.2%	47	0.2%	37	
Staff listened carefully	--	88.9%	90.5%	28	89.8%	87.0%	12	1.9%	73	
Clear communication by staff	--	77.8%	88.9%	1	84.5%	93.4%	91	-15.7%	45	
Kept informed of delays in care or treatment	--	72.2%	85.3%	1	78.6%	85.1%	49	-12.9%	87	
Staff able to calm fears	--	87.5%	84.8%	76	86.5%	87.0%	73	0.5%	54	
Patient Care Staff - Overall Care	--	100.0%	86.7%	99	88.1%	89.9%	86	10.1%	32	
Staff explained purpose of new medications	--	91.7%	88.4%	81	91.7%	90.2%	71	1.5%	56	
<b>WAIT TIME</b>										
Total time spent waiting	--	50.0%	56.0%	22	54.2%	65.0%	92	-15.0%	59	
<b>FACILITY</b>										
Ease of finding way around facility	--	88.9%	62.8%	99	77.6%	74.8%	96	14.1%	28	
Cleanliness of facility	--	77.8%	72.9%	72	76.3%	76.1%	65	1.7%	48	
<b>SAME DAY SURGERY</b>										
Staff did everything to help with pain	--	100.0%	89.6%	99	100.0%	88.4%	31	11.6%	60	
Staff communicated with designated family member or friend	--	100.0%	87.0%	99	100.0%	86.7%	38	13.3%	70	
Clear / complete discharge instructions	--	75.0%	67.7%	86	75.0%	74.6%	86	0.4%	39	
Helped by visit	--	83.3%	67.3%	98	83.3%	69.6%	67	13.7%	37	
Doctors - Overall Care	--	100.0%	91.3%	99	100.0%	90.4%	42	9.6%	61	
<b>Overall Rating of Hospital</b>										
Outpatient Facility - Overall Rating	--	100.0%	84.4%	99	84.7%	94.7%	99	5.3%		

Reporting Group = Kittitas Valley Healthcare (System) - Kittitas Valley Healthcare

HSTM DB: Overall

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

	Correlation	Jan - Mar 16 # of Completes = 18			Reporting Group Top Box	Prior 12 Months # of Completes = 140			Change in Top Box	Priority Level
		Top Box Score	HSTM DB Top Box	Percentile Rank		Top Box Score	Percentile Rank			
Willingness to Recommend the Hospital	--	94.4%	81.7%	99	77.6%	70.0%	10	24.4%		
Patient advocacy (likelihood to recommend)	--	94.4%	81.7%	99	77.6%	74.1%	21	20.3%		

Reporting Group = Kittitas Valley Healthcare (System) - Kittitas Valley Healthcare

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.(18)

# Imaging

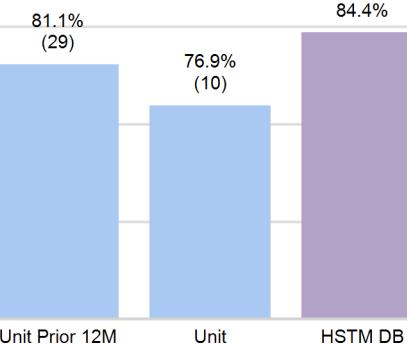
**Kittitas Valley Healthcare**  
Kittitas Valley Healthcare (System)

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

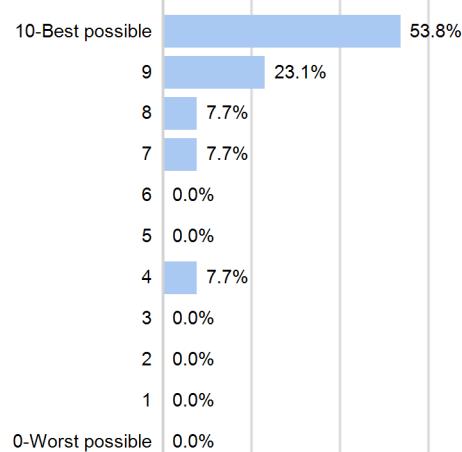
Report created 4/20/2016

## Outpatient Facility - Overall Rating

### Performance Comparisons



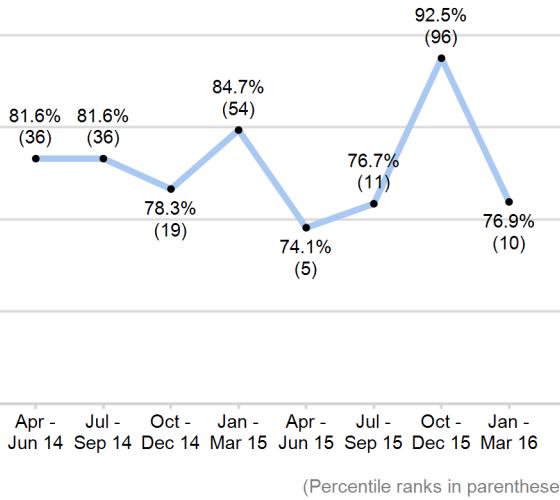
### Response Distribution



### Top Performers (Percentile Rank)



### Performance Over Time

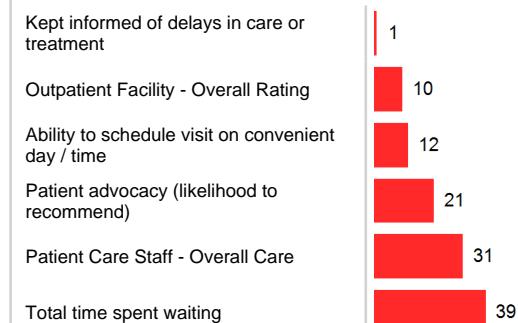


### Top Priorities (Priority Index Score)

4/1/2015 - 3/31/2016



### Bottom Performers (Percentile Rank)



	Correlation	Jan - Mar 16 # of Completes = 13			Reporting Group Top Box	Prior 12 Months # of Completes = 220			Change in Top Box	Priority Level
		Top Box Score	HSTM DB Top Box	Percentile Rank		Top Box Score	Percentile Rank			
<b>SCHEDULING/REGISTRATION</b>										
Ability to schedule visit on convenient day / time	--	65.4%	70.2%	27	71.3%	67.1%	39	-1.7%	58	
Registration process	--	69.2%	69.4%	55	68.4%	73.8%	80	-4.6%	39	
<b>CARE FROM STAFF</b>										
Courtesy / respect of staff	--	100.0%	94.0%	99	96.6%	96.4%	81	3.6%	37	
Staff listened carefully	--	100.0%	90.5%	99	89.8%	90.2%	43	9.8%	40	
Clear communication by staff	--	92.3%	88.9%	83	84.5%	85.6%	18	6.7%	73	
Kept informed of delays in care or treatment	--	72.7%	85.3%	1	78.6%	86.5%	64	-13.8%	37	
Staff able to calm fears	--	88.9%	84.8%	85	86.5%	83.1%	39	5.8%	72	
Patient Care Staff - Overall Care	--	84.6%	86.7%	31	88.1%	85.5%	43	-0.8%	68	
<b>WAIT TIME</b>										
Total time spent waiting	--	53.8%	56.0%	39	54.2%	65.0%	92	-11.2%	35	
<b>FACILITY</b>										
Ease of finding way around facility	--	75.0%	62.8%	96	77.6%	74.7%	95	0.3%	25	
Cleanliness of facility	--	84.6%	72.9%	94	76.3%	74.0%	55	10.6%	38	
<b>Overall Rating of Hospital</b>										
Outpatient Facility - Overall Rating	--	76.9%	84.4%	10	84.7%	92.5%	96	-15.6%		
<b>Willingness to Recommend the Hospital</b>										
Patient advocacy (likelihood to recommend)	--	75.0%	81.7%	21	77.6%	85.0%	67	-10.0%		

Reporting Group = Kittitas Valley Healthcare (System) - Kittitas Valley Healthcare

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.(11)
- No transcribed comment.(2)



# Respiratory Therapy

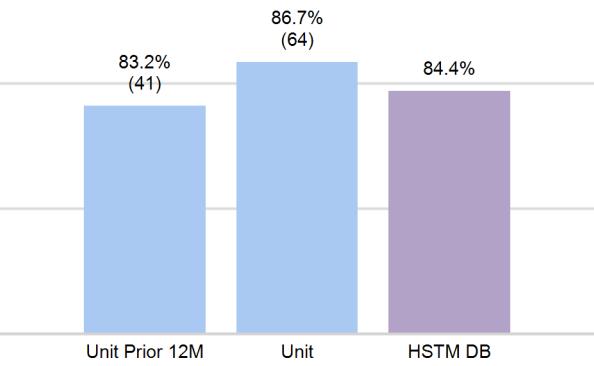
**Kittitas Valley Healthcare**  
Kittitas Valley Healthcare (System)

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

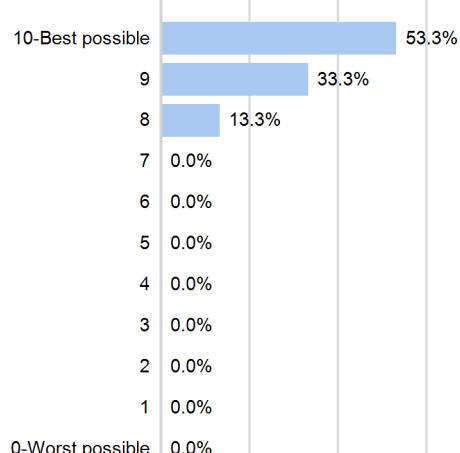
Report created 4/20/2016

## Outpatient Facility - Overall Rating

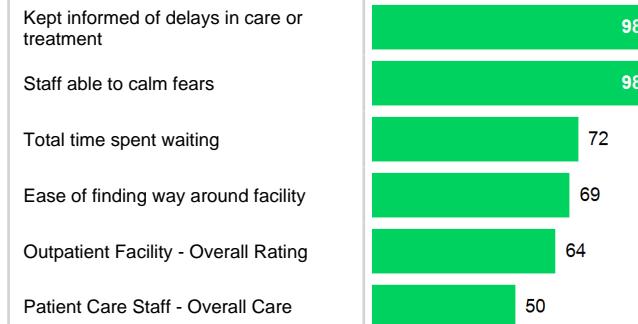
### Performance Comparisons



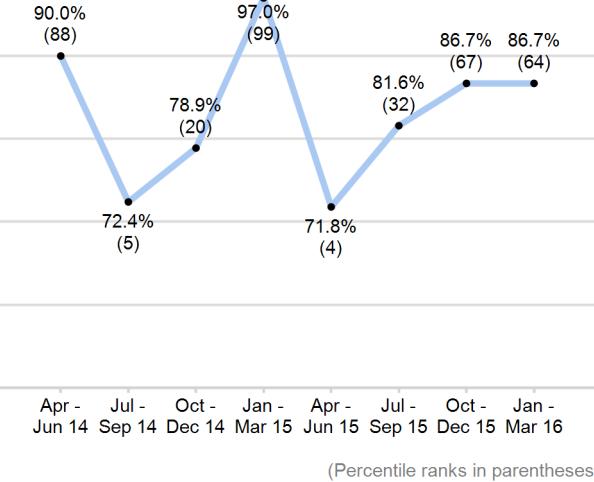
### Response Distribution



### Top Performers (Percentile Rank)



### Performance Over Time



### Top Priorities (Priority Index Score)

4/1/2015 - 3/31/2016



### Bottom Performers (Percentile Rank)



# Kittitas Valley Healthcare - Respiratory Therapy

Patient Insights - Outpatient

## Question Summary

Jan - Mar 16

	Correlation	Jan - Mar 16 # of Completes = 15			Reporting Group Top Box	Prior 12 Months # of Completes = 126			Change in Top Box	Priority Level
		Top Box Score	HSTM DB Top Box	Percentile Rank		Top Box Score	Percentile Rank			
<b>SCHEDULING/REGISTRATION</b>										
Ability to schedule visit on convenient day / time	--	66.7%	70.2%	34	71.3%	76.7%	90	-10.0%	 58	
Registration process	--	66.7%	69.4%	40	68.4%	78.3%	93	-11.7%	 36	
<b>CARE FROM STAFF</b>										
Courtesy / respect of staff	--	88.8%	88.5%	51	87.6%	84.7%	18	4.1%	 65	
Staff listened carefully	--	93.3%	94.0%	32	96.6%	91.2%	12	2.1%	 56	
Clear communication by staff	--	80.0%	88.9%	1	84.5%	84.6%	12	-4.6%	 58	
Kept informed of delays in care or treatment	--	92.9%	85.3%	98	78.6%	86.2%	62	6.6%	 61	
Staff able to calm fears	--	93.3%	84.8%	98	86.5%	80.8%	21	12.5%	 74	
Patient Care Staff - Overall Care	--	86.7%	86.7%	50	88.1%	86.3%	49	0.4%	 70	
<b>WAIT TIME</b>										
Total time spent waiting	--	60.0%	56.0%	72	54.2%	50.0%	23	10.0%	 49	
<b>FACILITY</b>										
Ease of finding way around facility	--	66.7%	68.1%	39	76.9%	80.0%	94	-13.3%	 19	
Cleanliness of facility	--	66.7%	72.9%	24	76.3%	66.7%	24	0.0%	 69	
<b>Overall Rating of Hospital</b>										
Outpatient Facility - Overall Rating	--	86.7%	84.4%	64	84.7%	86.7%	67	0.0%		
<b>Willingness to Recommend the Hospital</b>										
Patient advocacy (likelihood to recommend)	--	73.3%	81.7%	16	77.6%	73.3%	18	0.0%		

Reporting Group = Kittitas Valley Healthcare (System) - Kittitas Valley Healthcare

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.(15)

# Lab

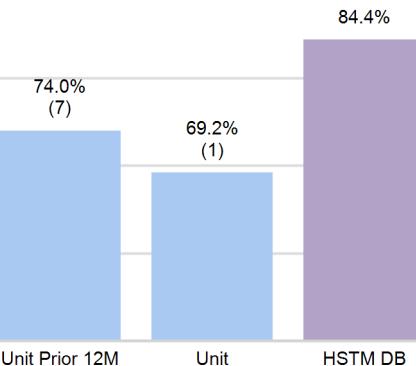
**Kittitas Valley Healthcare**  
Kittitas Valley Healthcare (System)

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

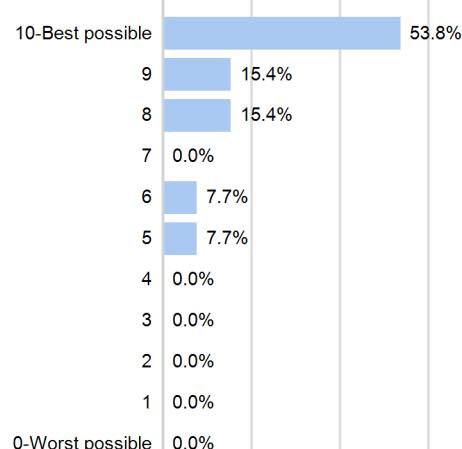
Report created 4/20/2016

## Outpatient Facility - Overall Rating

### Performance Comparisons



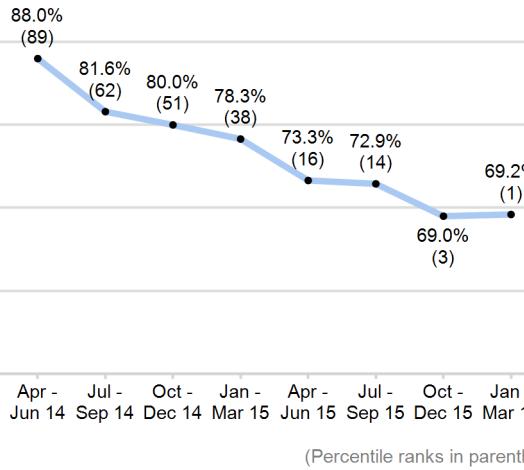
### Response Distribution



### Top Performers (Percentile Rank)

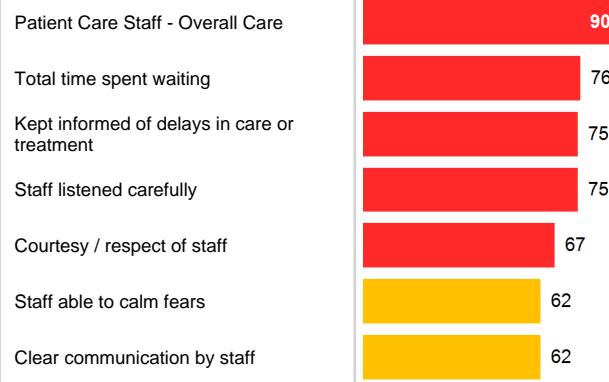


### Performance Over Time



### Top Priorities (Priority Index Score)

4/1/2015 - 3/31/2016


 Priority Level: ■ High ■ Medium ■ Low

### Bottom Performers (Percentile Rank)



	Correlation	Jan - Mar 16 # of Completes = 13			Reporting Group Top Box	Prior 12 Months # of Completes = 209			Change in Top Box	Priority Level
		Top Box Score	HSTM DB Top Box	Percentile Rank		Top Box Score	Percentile Rank			
<b>SCHEDULING/REGISTRATION</b>										
Ability to schedule visit on convenient day / time	--	83.3%	71.0%	97	74.1%	72.9%	68	10.5%	45	
Registration process	--	75.0%	69.4%	84	68.4%	71.0%	66	4.0%	40	
<b>CARE FROM STAFF</b>										
Courtesy / respect of staff	--	100.0%	94.0%	99	96.6%	92.3%	20	7.7%	67	
Staff listened carefully	--	84.6%	90.5%	3	89.8%	87.3%	16	-2.7%	75	
Clear communication by staff	--	91.7%	88.9%	78	84.5%	86.5%	25	5.2%	62	
Kept informed of delays in care or treatment	--	76.9%	85.3%	2	78.6%	80.4%	17	-3.5%	75	
Staff able to calm fears	--	75.0%	84.8%	1	86.5%	84.7%	52	-9.7%	62	
Patient Care Staff - Overall Care	--	76.9%	86.7%	2	88.1%	76.4%	5	0.5%	90	
<b>WAIT TIME</b>										
Total time spent waiting	--	53.8%	56.0%	39	54.2%	51.7%	32	2.1%	76	
<b>FACILITY</b>										
Ease of finding way around facility	--	76.9%	62.8%	97	77.6%	77.6%	98	-0.6%	28	
Cleanliness of facility	--	76.9%	72.9%	68	76.3%	76.9%	69	0.0%	40	
<b>Overall Rating of Hospital</b>										
Outpatient Facility - Overall Rating	--	69.2%	84.4%	1	84.7%	69.0%	3	0.3%		
<b>Willingness to Recommend the Hospital</b>										
Patient advocacy (likelihood to recommend)	--	61.5%	81.7%	1	77.6%	79.3%	38	-17.8%		

Reporting Group = Kittitas Valley Healthcare (System) - Kittitas Valley Healthcare

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.(12)
- No transcribed comment.