



Kaweah Delta Health Care (Hospital)

Kaweah Delta Health Care District (System)

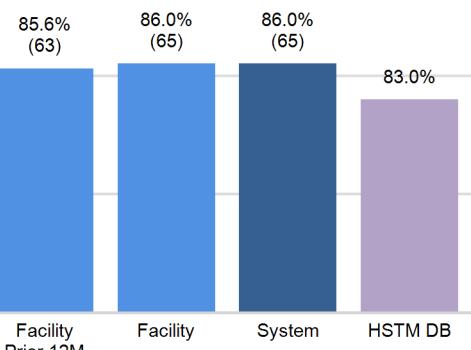
Patient Insights - Outpatient Rehab

Jan - Mar 16

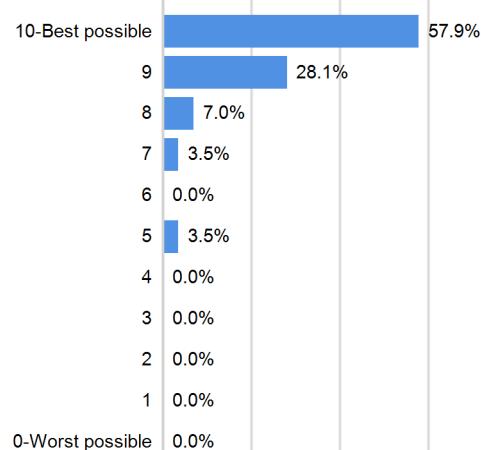
Report created 4/19/2016

Facility - Overall Rating

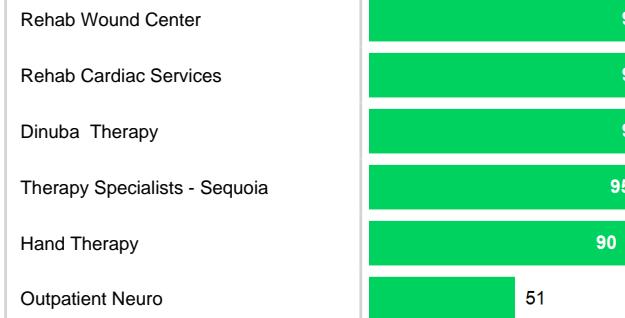
Performance Comparisons



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)



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
Kaweah Delta Health Care (Hospital)	58	86.0%	65	136	85.6%	63	0.4%	7	0	4
Rehab Wound Center	2	100.0%	99	10	70.0%	5	30.0%			
Rehab Cardiac Services	1	100.0%	99	5	100.0%	99	0.0%			
Dinuba Therapy	1	100.0%	99	5	80.0%	31	20.0%			
Therapy Specialists - Sequoia	25	92.0%	95	61	86.4%	68	5.6%	4	7	
Hand Therapy	11	90.0%	90	17	94.1%	97	-4.1%			
Outpatient Neuro	12	83.3%	51	27	80.8%	34	2.6%	2	8	
Therapy Specialists - Exeter	3	66.7%	2	7	85.7%	63	-19.0%			
Therapy Specialists – Lovers Lane	3	33.3%	1	4	100.0%	99	-66.7%			

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

Kaweah Delta Health Care (Hospital)

Unit Matrix

Patient Insights - Outpatient Rehab

Jan - Mar 16

	Units																				
	Kaweah Delta Health Care (Hospital) (N=58)				Dinuba Therapy (N=1)				Hand Therapy (N=11)			Outpatient Neuro (N=12)		Rehab Cardiac Services (N=1)		Rehab Wound Center (N=2)		Therapy Specialists - Exeter (N=3)		Therapy Specialists - Lovers Lane (N=3)	
	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	Top Box Score	%ile Rank	Top Box Score	%ile Rank			
Scheduling	80.7%	85	100.0%	99	72.7%	56	66.7%	27	100.0%	99	100.0%	99	100.0%	99	100.0%	99	100.0%	99			
Ability to schedule visit on convenient day / time	80.7%	85	100.0%	99	72.7%	56	66.7%	27	100.0%	99	100.0%	99	100.0%	99	100.0%	99	100.0%	99			
Care From Therapists	91.1%	--	100.0%	--	90.0%	--	91.7%	--	100.0%	--	100.0%	--	75.0%	--	91.7%	--					
Courtesy / respect of therapists	96.4%	32	100.0%	99	90.0%	4	100.0%	99	100.0%	99	100.0%	99	66.7%	1	100.0%	99					
Therapists listened carefully	91.1%	24	100.0%	99	90.0%	16	91.7%	30	100.0%	99	100.0%	99	66.7%	1	100.0%	99					
Clear communication by therapists	92.9%	52	100.0%	99	100.0%	99	91.7%	42	100.0%	99	100.0%	99	100.0%	99	100.0%	99	100.0%	99			
Therapists - Overall Care	84.2%	21	100.0%	99	80.0%	12	83.3%	20	100.0%	99	100.0%	99	66.7%	1	66.7%	1					
Patient Care Staff	82.7%	17	100.0%	99	75.0%	1	76.6%	2	100.0%	99	87.5%	56	80.0%	7	75.0%	1					
Staff did everything to help with pain	87.5%	44	100.0%	99	81.8%	21	83.3%	24	100.0%	99	50.0%	1	100.0%	99	100.0%	99	100.0%	99			
Coordination of care and services	77.2%	6	100.0%	99	72.7%	5	66.7%	2	100.0%	99	100.0%	99	66.7%	2	66.7%	2					
Kept informed of delays in care or treatment	80.0%	9	100.0%	99	72.7%	1	72.7%	1	100.0%	99	100.0%	99	50.0%	1	66.7%	1					
Involvement in treatment plan / goal setting	86.0%	35	100.0%	99	72.7%	1	83.3%	19	100.0%	99	100.0%	99	100.0%	99	66.7%	1					
General Experience	65.8%	--	0.0%	--	63.6%	--	50.0%	--	100.0%	--	75.0%	--	66.7%	--	66.7%	--					
Clear / complete discharge instructions	70.2%	63	0.0%	1	63.6%	38	58.3%	14	100.0%	99	100.0%	99	100.0%	99	100.0%	99	100.0%	99			
Progress toward patient's goals	61.4%	78	0.0%	1	63.6%	87	41.7%	6	100.0%	99	50.0%	30	33.3%	1	33.3%	1					
Overall Rating	86.0%	65	100.0%	99	90.0%	88	83.3%	51	100.0%	99	100.0%	99	66.7%	2	33.3%	1					
Facility - Overall Rating	86.0%	65	100.0%	99	90.0%	90	83.3%	51	100.0%	99	100.0%	99	66.7%	2	33.3%	1					
Willingness to Recommend the Hospital	85.7%	62	100.0%	99	90.0%	85	83.3%	48	100.0%	99	100.0%	99	66.7%	3	66.7%	3					
Patient advocacy (likelihood to recommend)	85.7%	62	100.0%	99	90.0%	85	83.3%	48	100.0%	99	100.0%	99	66.7%	3	66.7%	3					

Kaweah Delta Health Care (Hospital)

Patient Insights - Outpatient Rehab

Unit Matrix

Jan - Mar 16

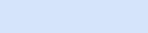
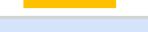
	Units			
	Kaweah Delta Health Care (Hospital) (N=58)		Therapy Specialists - Sequoia (N=25)	
	Top Box Score	%ile Rank	Top Box Score	%ile Rank
Scheduling	80.7%	85	83.3%	92
Ability to schedule visit on convenient day / time	80.7%	85	83.3%	92
Care From Therapists	91.1%	--	91.8%	--
Courtesy / respect of therapists	96.4%	32	100.0%	99
Therapists listened carefully	91.1%	24	91.7%	30
Clear communication by therapists	92.9%	52	87.5%	15
Therapists - Overall Care	84.2%	21	88.0%	44
Patient Care Staff	82.7%	17	88.5%	64
Staff did everything to help with pain	87.5%	44	91.7%	79
Coordination of care and services	77.2%	6	83.3%	28
Kept informed of delays in care or treatment	80.0%	9	87.5%	50
Involvement in treatment plan / goal setting	86.0%	35	91.7%	79
General Experience	65.8%	--	75.0%	--
Clear / complete discharge instructions	70.2%	63	70.8%	68
Progress toward patient's goals	61.4%	78	79.2%	99
Overall Rating	86.0%	65	92.0%	95
Facility - Overall Rating	86.0%	65	92.0%	95
Willingness to Recommend the Hospital	85.7%	62	87.5%	73
Patient advocacy (likelihood to recommend)	85.7%	62	87.5%	73

Kaweah Delta Health Care (Hospital)

Patient Insights - Outpatient Rehab

Question Summary

Jan - Mar 16

	Correlation	Jan - Mar 16 # of Completes = 58			Reporting Group Top Box	Prior 12 Months # of Completes = 136			Change in Top Box	Priority Level
		Top Box Score	HSTM DB Top Box	Percentile Rank		Top Box Score	Percentile Rank			
Scheduling	0.25	80.7%	71.4%	85	80.7%	70.6%	36	10.1%		
Ability to schedule visit on convenient day / time	0.25	80.7%	71.4%	85	80.7%	70.6%	36	10.1%	 48	
Care From Therapists	0.39	91.1%	--	--	91.1%	88.8%	--	2.3%		
Courtesy / respect of therapists	0.22	96.4%	96.4%	32	96.4%	94.0%	6	2.4%	 64	
Therapists listened carefully	0.47	91.1%	92.5%	24	91.1%	85.0%	1	6.1%	 68	
Clear communication by therapists	0.20	92.9%	91.4%	52	92.9%	89.5%	13	3.4%	 69	
Therapists - Overall Care	0.69	84.2%	86.8%	21	84.2%	86.7%	31	-2.5%	 72	
Patient Care Staff	0.55	82.7%	86.4%	17	82.7%	83.9%	22	-1.3%		
Staff did everything to help with pain	0.29	87.5%	86.5%	44	87.5%	83.8%	27	3.7%	 68	
Coordination of care and services	0.48	77.2%	85.2%	6	77.2%	81.8%	33	-4.6%	 80	
Kept informed of delays in care or treatment	0.68	80.0%	87.4%	9	80.0%	84.6%	27	-4.6%	 73	
Involvement in treatment plan / goal setting	0.77	86.0%	87.4%	35	86.0%	85.5%	30	0.5%	 71	
General Experience	0.36	65.8%	--	--	65.8%	59.6%	--	6.2%		
Clear / complete discharge instructions	0.31	70.2%	64.6%	63	70.2%	64.7%	39	5.5%	 47	
Progress toward patient's goals	0.42	61.4%	54.5%	78	61.4%	54.5%	50	6.9%	 47	
Overall Rating	1.00	86.0%	83.3%	65	86.0%	85.6%	58	0.4%		
Facility - Overall Rating	1.00	86.0%	83.0%	65	86.0%	85.6%	63	0.4%		
Willingness to Recommend the Hospital	0.85	85.7%	83.6%	62	85.7%	85.0%	51	0.8%		
Patient advocacy (likelihood to recommend)	0.85	85.7%	83.6%	62	85.7%	85.0%	51	0.8%		

Reporting Group = Kaweah Delta Health Care District (System) - Patient
HSTM DB: Overall

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

Kaweah Delta Health Care (Hospital)

Patient Insights - Outpatient Rehab

Percentile Rank Distribution

Jan - Mar 16

	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	80.7%	85	52.0%	59.5%	64.4%	67.3%	69.6%	71.7%	73.4%	76.2%	77.9%	78.9%	82.1%	85.0%	90.3%		
Ability to schedule visit on convenient day / time	80.7%	85	52.0%	59.5%	64.4%	67.3%	69.6%	71.7%	73.4%	76.2%	77.9%	78.9%	82.1%	85.0%	90.3%		
Care From Therapists	91.1%	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--
Courtesy / respect of therapists	96.4%	32	89.0%	93.8%	94.3%	96.0%	96.9%	97.4%	97.5%	98.3%	98.7%	99.2%	100.0%	100.0%	100.0%		
Therapists listened carefully	91.1%	24	81.4%	88.5%	90.6%	91.6%	92.9%	93.5%	94.3%	94.9%	96.0%	96.6%	100.0%	100.0%	100.0%		
Clear communication by therapists	92.9%	52	77.8%	85.9%	88.9%	90.6%	91.4%	92.1%	93.8%	94.7%	95.9%	96.8%	97.8%	100.0%	100.0%		
Therapists - Overall Care	84.2%	21	68.6%	79.0%	82.9%	85.6%	86.4%	88.6%	89.5%	91.0%	91.6%	92.5%	95.0%	95.9%	97.9%		
Patient Care Staff	82.7%	17	72.1%	80.9%	83.3%	84.7%	86.0%	86.8%	87.8%	89.1%	89.7%	90.6%	92.2%	92.8%	95.5%		
Staff did everything to help with pain	87.5%	44	64.7%	75.2%	80.5%	84.6%	86.8%	88.1%	88.6%	89.5%	90.6%	91.8%	92.7%	94.6%	95.3%		
Coordination of care and services	77.2%	6	64.4%	78.5%	81.6%	83.4%	85.3%	86.1%	87.3%	87.9%	88.6%	89.7%	91.4%	92.8%	94.5%		
Kept informed of delays in care or treatment	80.0%	9	74.9%	80.6%	83.3%	85.1%	86.1%	87.5%	88.7%	89.9%	90.9%	91.8%	93.5%	94.5%	96.3%		
Involvement in treatment plan / goal setting	86.0%	35	71.5%	80.4%	83.3%	85.1%	86.5%	87.9%	88.9%	90.3%	90.9%	91.7%	93.2%	95.2%	97.1%		
General Experience	65.8%	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--
Clear / complete discharge instructions	70.2%	63	51.4%	56.5%	59.6%	60.9%	63.8%	66.4%	67.9%	71.2%	72.5%	74.6%	77.9%	81.8%	94.1%		
Progress toward patient's goals	61.4%	78	28.7%	43.3%	46.8%	50.0%	51.8%	53.4%	56.1%	58.4%	60.1%	61.7%	65.0%	67.9%	75.9%		
Overall Rating	86.0%	65	61.8%	73.3%	77.3%	80.2%	81.5%	83.2%	85.1%	86.5%	87.1%	87.9%	90.5%	91.7%	94.6%		
Facility - Overall Rating	86.0%	65	60.7%	73.5%	77.2%	79.5%	81.6%	83.2%	85.1%	86.7%	87.5%	88.1%	89.9%	91.9%	95.2%		
Willingness to Recommend the Hospital	85.7%	62	61.6%	72.7%	76.8%	80.0%	81.8%	83.8%	85.5%	87.0%	88.0%	89.0%	91.5%	92.9%	97.1%		
Patient advocacy (likelihood to recommend)	85.7%	62	61.6%	72.7%	76.8%	80.0%	81.8%	83.8%	85.5%	87.0%	88.0%	89.0%	91.5%	92.9%	97.1%		

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](#).



Rehab Wound Center

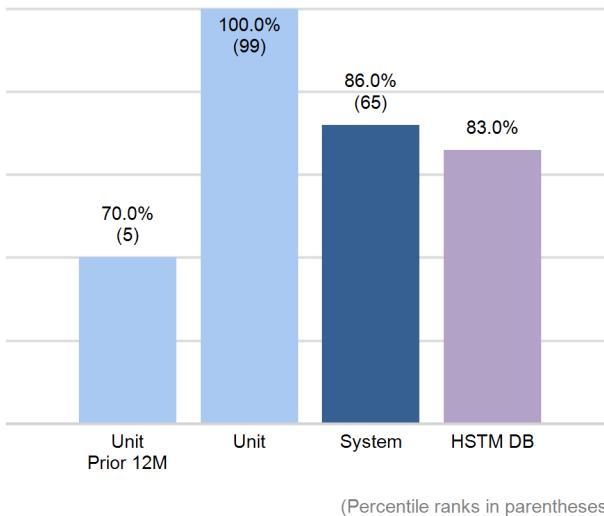
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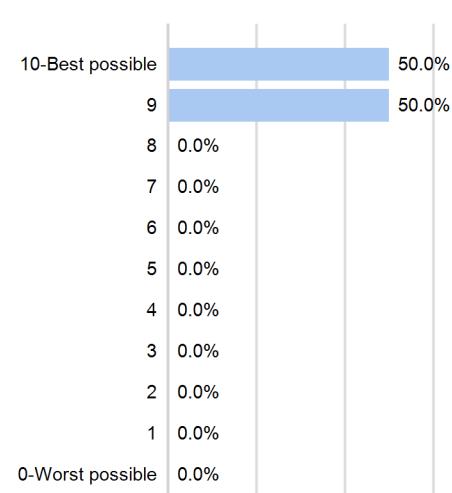
Report created 4/19/2016

Facility - Overall Rating

Performance Comparisons



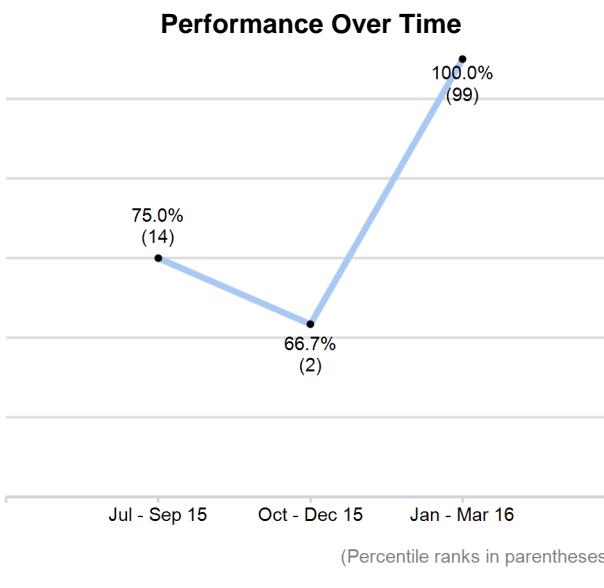
Response Distribution



Top Performers (Percentile Rank)



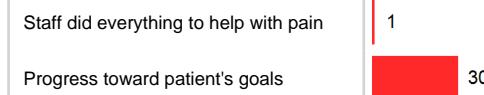
Performance Over Time



Top Priorities (Priority Index Score)

No data available for Priority Analysis.

Bottom Performers (Percentile Rank)



Kaweah Delta Health Care (Hospital) - Rehab Wound Center

Question Summary

Patient Insights - Outpatient Rehab

Jan - Mar 16

	Correlation	Jan - Mar 16 # of Completes = 2			Reporting Group Top Box	Prior 12 Months # of Completes = 10			Change in Top Box	Priority Level
		Top Box Score	HSTM DB Top Box	Percentile Rank		Top Box Score	Percentile Rank			
Scheduling	--	100.0%	71.4%	99	80.7%	70.0%	34	30.0%		
Ability to schedule visit on convenient day / time	--	100.0%	71.4%	99	80.7%	70.0%	34	30.0%		
Care From Therapists	--	100.0%	--	--	91.1%	85.0%	--	15.0%		
Courtesy / respect of therapists	--	100.0%	96.4%	99	96.4%	90.0%	1	10.0%		
Therapists listened carefully	--	100.0%	92.5%	99	91.1%	90.0%	12	10.0%		
Clear communication by therapists	--	100.0%	91.4%	99	92.9%	90.0%	18	10.0%		
Therapists - Overall Care	--	100.0%	86.8%	99	84.2%	70.0%	1	30.0%		
Patient Care Staff	--	87.5%	86.4%	56	82.7%	71.8%	1	15.7%		
Staff did everything to help with pain	--	50.0%	86.5%	1	87.5%	66.7%	1	-16.7%		
Coordination of care and services	--	100.0%	85.2%	99	77.2%	60.0%	1	40.0%		
Kept informed of delays in care or treatment	--	100.0%	87.4%	99	80.0%	90.0%	70	10.0%		
Involvement in treatment plan / goal setting	--	100.0%	87.4%	99	86.0%	70.0%	1	30.0%		
General Experience	--	75.0%	--	--	65.8%	50.0%	--	25.0%		
Clear / complete discharge instructions	--	100.0%	64.6%	99	70.2%	50.0%	1	50.0%		
Progress toward patient's goals	--	50.0%	54.5%	30	61.4%	50.0%	27	0.0%		
Overall Rating	--	100.0%	83.3%	99	86.0%	70.0%	4	30.0%		
Facility - Overall Rating	--	100.0%	83.0%	99	86.0%	70.0%	5	30.0%		
Willingness to Recommend the Hospital	--	100.0%	83.6%	99	85.7%	70.0%	5	30.0%		
Patient advocacy (likelihood to recommend)	--	100.0%	83.6%	99	85.7%	70.0%	5	30.0%		

Reporting Group = Kaweah Delta Health Care District (System) - Patient
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 this facility have done better?

- Doctor visits and pain medication



Outpatient Neuro

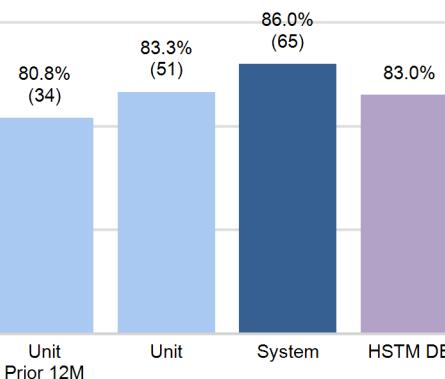
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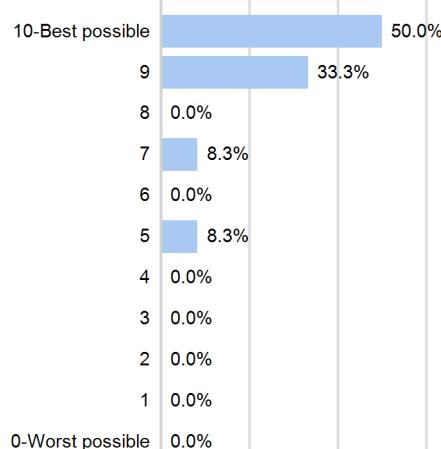
Facility - Overall Rating

Performance Comparisons



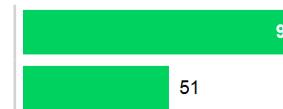
(Percentile ranks in parentheses)

Response Distribution



Top Performers (Percentile Rank)

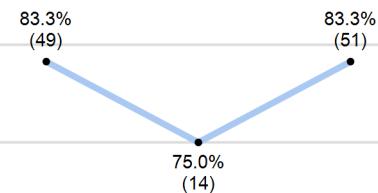
Courtesy / respect of therapists



Facility - Overall Rating



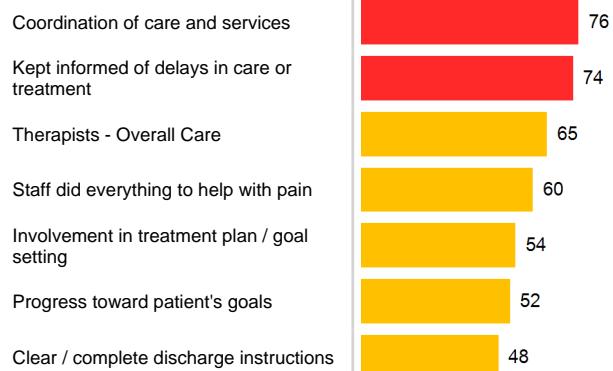
Performance Over Time



(Percentile ranks in parentheses)

Top Priorities (Priority Index Score)

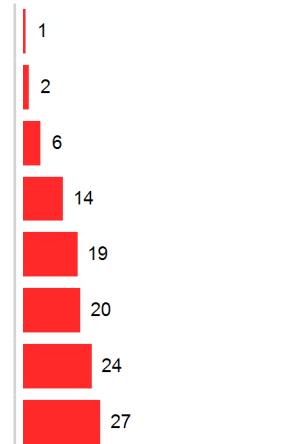
4/1/2015 - 3/31/2016



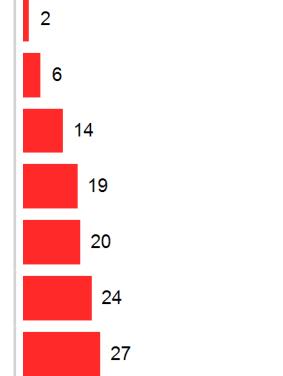
Priority Level: ■ High ■ Medium ■ Low

Bottom Performers (Percentile Rank)

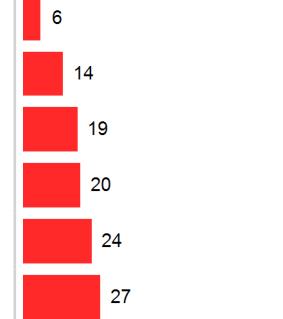
Kept informed of delays in care or treatment



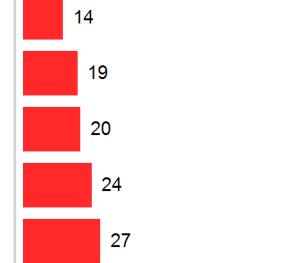
Coordination of care and services



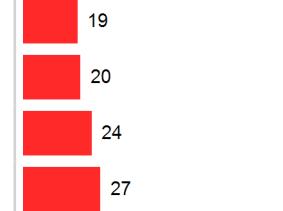
Progress toward patient's goals



Clear / complete discharge instructions



Involvement in treatment plan / goal setting



Therapists - Overall Care



Staff did everything to help with pain



Ability to schedule visit on convenient day / time

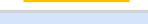


Kaweah Delta Health Care (Hospital) - Outpatient Neuro

Patient Insights - Outpatient Rehab

Question Summary

Jan - Mar 16

	Correlation	Jan - Mar 16 # of Completes = 12			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			
Scheduling	--	66.7%	71.4%	27	80.7%	66.7%	19	0.0%		
Ability to schedule visit on convenient day / time	--	66.7%	71.4%	27	80.7%	66.7%	19	0.0%	 47	
Care From Therapists	--	91.7%	--	--	91.1%	89.5%	--	2.1%		
Courtesy / respect of therapists	--	100.0%	96.4%	99	96.4%	100.0%	99	0.0%		
Therapists listened carefully	--	91.7%	92.5%	30	91.1%	80.8%	1	10.9%	 45	
Clear communication by therapists	--	91.7%	91.4%	42	92.9%	88.5%	10	3.2%	 46	
Therapists - Overall Care	--	83.3%	86.8%	20	84.2%	88.9%	52	-5.6%	 65	
Patient Care Staff	--	76.6%	86.4%	2	82.7%	79.4%	6	-2.8%		
Staff did everything to help with pain	--	83.3%	86.5%	24	87.5%	76.0%	6	7.3%	 60	
Coordination of care and services	--	66.7%	85.2%	2	77.2%	76.9%	5	-10.3%	 76	
Kept informed of delays in care or treatment	--	72.7%	87.4%	1	80.0%	72.0%	1	0.7%	 74	
Involvement in treatment plan / goal setting	--	83.3%	87.4%	19	86.0%	92.3%	86	-9.0%	 54	
General Experience	--	50.0%	--	--	65.8%	55.8%	--	-5.8%		
Clear / complete discharge instructions	--	58.3%	64.6%	14	70.2%	61.5%	21	-3.2%	 48	
Progress toward patient's goals	--	41.7%	54.5%	6	61.4%	50.0%	27	-8.3%	 52	
Overall Rating	--	83.3%	83.3%	51	86.0%	80.8%	34	2.6%		
Facility - Overall Rating	--	83.3%	83.0%	51	86.0%	80.8%	34	2.6%		
Willingness to Recommend the Hospital	--	83.3%	83.6%	48	85.7%	88.5%	72	-5.1%		
Patient advocacy (likelihood to recommend)	--	83.3%	83.6%	48	85.7%	88.5%	72	-5.1%		

Reporting Group = Kaweah Delta Health Care District (System) - Patient

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 this facility have done better?

- Everything that the facility did for me was thoughtful and helpful. I can't think of anything that needed to be done better.
- I am very happy with my experience at the facility.
- I was very pleased and well satisfied with the facility and facilitator (therapist)
- Office clerks need help scheduling appointments. And wait time for vision therapy was too long.
- Usar el adecuado equipo para ponerme a caminar ya que los aparatos ortopédicos que usan no los ajustan a mi medida y están en malas condiciones, además de que siempre me cambian de doctor terapeuta y solo me dan 45 minutos de terapia. No trato de culpar a los doctores ni enfermeras sino al mantenimiento de equipos y coordinación del hospital en cuanto a los doctores terapeutas. Gracias
- When appointment times were changed at the rehab hospital, we were not informed until the automatic call on the day before the new appointment time. This is not enough time to reschedule transportation needs and somehow the patient and family was completely disregarded in the process. That was really disappointing !



Therapy Specialists - Exeter

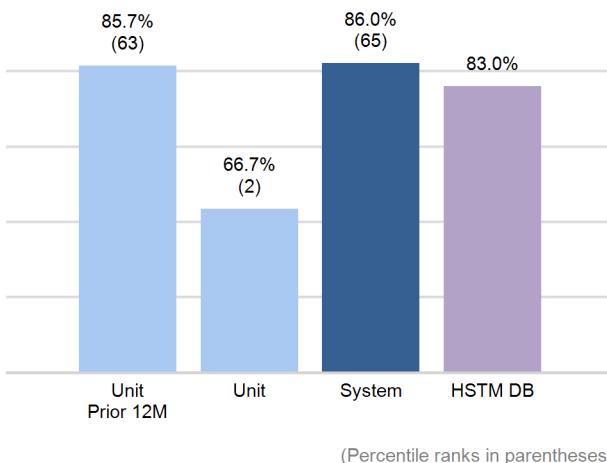
Kaweah Delta Health Care (Hospital)
Kaweah Delta Health Care District (System)

Patient Insights - Outpatient Rehab
Jan - Mar 16

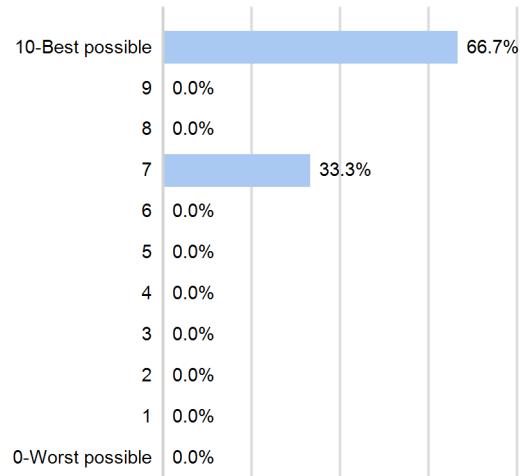
Report created 4/19/2016

Facility - Overall Rating

Performance Comparisons



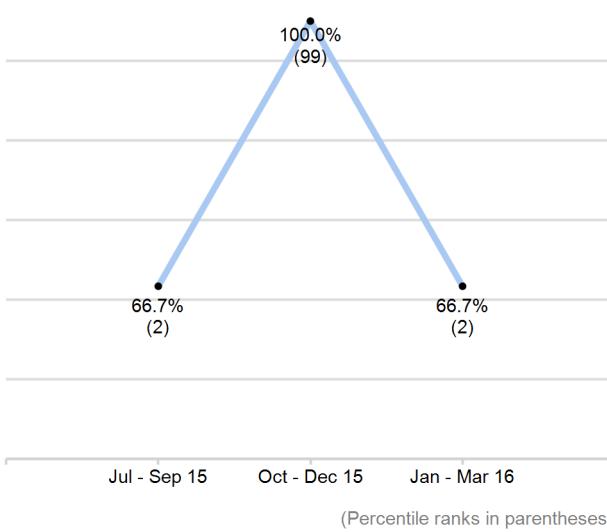
Response Distribution



Top Performers (Percentile Rank)



Performance Over Time



Top Priorities (Priority Index Score)

No data available for Priority Analysis.

Bottom Performers (Percentile Rank)



Kaweah Delta Health Care (Hospital) - Therapy Specialists - Exeter

Question Summary

Patient Insights - Outpatient Rehab

Jan - Mar 16

	Correlation	Jan - Mar 16 # of Completes = 3			Reporting Group Top Box	Prior 12 Months # of Completes = 7			Change in Top Box	Priority Level
		Top Box Score	HSTM DB Top Box	Percentile Rank		Top Box Score	Percentile Rank			
Scheduling	--	100.0%	71.4%	99	80.7%	71.4%	39	28.6%		
Ability to schedule visit on convenient day / time	--	100.0%	71.4%	99	80.7%	71.4%	39	28.6%		
Care From Therapists	--	75.0%	--	--	91.1%	84.6%	--	-9.6%		
Courtesy / respect of therapists	--	66.7%	96.4%	1	96.4%	85.7%	1	-19.0%		
Therapists listened carefully	--	66.7%	92.5%	1	91.1%	83.3%	1	-16.7%		
Clear communication by therapists	--	100.0%	91.4%	99	92.9%	83.3%	1	16.7%		
Therapists - Overall Care	--	66.7%	86.8%	1	84.2%	85.7%	29	-19.0%		
Patient Care Staff	--	80.0%	86.4%	7	82.7%	71.4%	1	8.6%		
Staff did everything to help with pain	--	100.0%	86.5%	99	87.5%	85.7%	34	14.3%		
Coordination of care and services	--	66.7%	85.2%	2	77.2%	57.1%	1	9.5%		
Kept informed of delays in care or treatment	--	50.0%	87.4%	1	80.0%	85.7%	33	-35.7%		
Involvement in treatment plan / goal setting	--	100.0%	87.4%	99	86.0%	57.1%	1	42.9%		
General Experience	--	66.7%	--	--	65.8%	50.0%	--	16.7%		
Clear / complete discharge instructions	--	100.0%	64.6%	99	70.2%	50.0%	1	50.0%		
Progress toward patient's goals	--	33.3%	54.5%	1	61.4%	50.0%	27	-16.7%		
Overall Rating	--	66.7%	83.3%	2	86.0%	85.7%	58	-19.0%		
Facility - Overall Rating	--	66.7%	83.0%	2	86.0%	85.7%	63	-19.0%		
Willingness to Recommend the Hospital	--	66.7%	83.6%	3	85.7%	85.7%	57	-19.0%		
Patient advocacy (likelihood to recommend)	--	66.7%	83.6%	3	85.7%	85.7%	57	-19.0%		

Reporting Group = Kaweah Delta Health Care District (System) - Patient
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 this facility have done better?

- EVERYTHING WAS VERY PROFESSIONAL
- If this is one of my visits. My last one I think they sent me too soon.



Hand Therapy

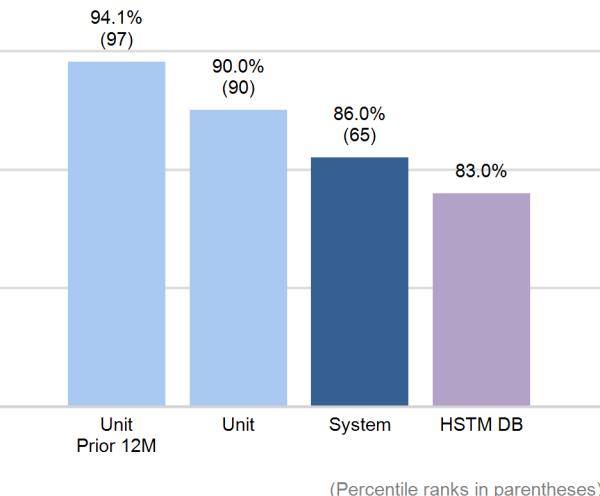
Kaweah Delta Health Care (Hospital)
Kaweah Delta Health Care District (System)

Patient Insights - Outpatient Rehab
Jan - Mar 16

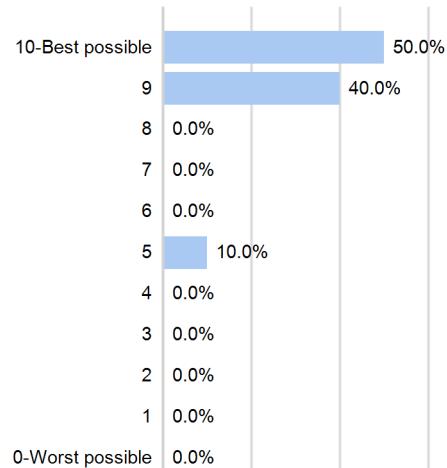
Report created 4/19/2016

Facility - Overall Rating

Performance Comparisons



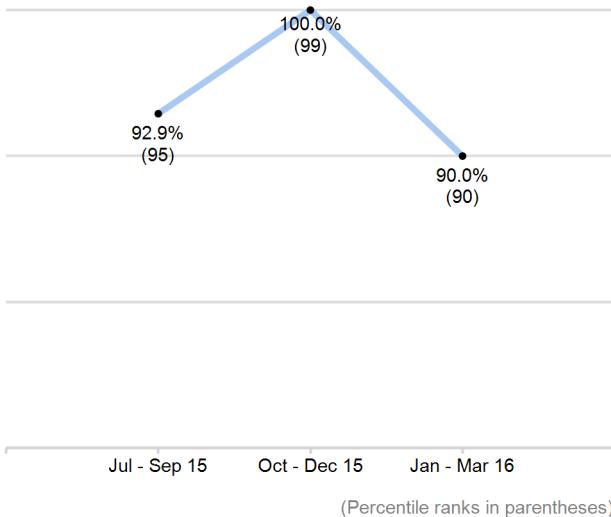
Response Distribution



Top Performers (Percentile Rank)



Performance Over Time



Top Priorities (Priority Index Score)

No data available for Priority Analysis.

Bottom Performers (Percentile Rank)



Kaweah Delta Health Care (Hospital) - Hand Therapy

Patient Insights - Outpatient Rehab

Question Summary

Jan - Mar 16

	Correlation	Jan - Mar 16 # of Completes = 11			Reporting Group Top Box	Prior 12 Months # of Completes = 17			Change in Top Box	Priority Level
		Top Box Score	HSTM DB Top Box	Percentile Rank		Top Box Score	Percentile Rank			
Scheduling	--	72.7%	71.4%	56	80.7%	70.6%	36	2.1%		
Ability to schedule visit on convenient day / time	--	72.7%	71.4%	56	80.7%	70.6%	36	2.1%		
Care From Therapists	--	90.0%	--	--	91.1%	94.1%	--	-4.1%		
Courtesy / respect of therapists	--	90.0%	96.4%	4	96.4%	94.1%	6	-4.1%		
Therapists listened carefully	--	90.0%	92.5%	16	91.1%	94.1%	52	-4.1%		
Clear communication by therapists	--	100.0%	91.4%	99	92.9%	94.1%	76	5.9%		
Therapists - Overall Care	--	80.0%	86.8%	12	84.2%	94.1%	86	-14.1%		
Patient Care Staff	--	75.0%	86.4%	1	82.7%	89.7%	70	-14.7% 		
Staff did everything to help with pain	--	81.8%	86.5%	21	87.5%	88.2%	50	-6.4%		
Coordination of care and services	--	72.7%	85.2%	5	77.2%	88.2%	63	-15.5%		
Kept informed of delays in care or treatment	--	72.7%	87.4%	1	80.0%	88.2%	54	-15.5%		
Involvement in treatment plan / goal setting	--	72.7%	87.4%	1	86.0%	94.1%	93	-21.4%		
General Experience	--	63.6%	--	--	65.8%	67.6%	--	-4.0%		
Clear / complete discharge instructions	--	63.6%	64.6%	38	70.2%	70.6%	77	-7.0%		
Progress toward patient's goals	--	63.6%	54.5%	87	61.4%	64.7%	89	-1.1%		
Overall Rating	--	90.0%	83.3%	88	86.0%	94.1%	97	-4.1%		
Facility - Overall Rating	--	90.0%	83.0%	90	86.0%	94.1%	97	-4.1%		
Willingness to Recommend the Hospital	--	90.0%	83.6%	85	85.7%	88.2%	71	1.8%		
Patient advocacy (likelihood to recommend)	--	90.0%	83.6%	85	85.7%	88.2%	71	1.8%		

Reporting Group = Kaweah Delta Health Care District (System) - Patient
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 this facility have done better?

- After prep I waited almost 2 hrs. on Gurnee before entering surgery room .
- Had stent procedure and the doctor and nurses in OR were great. Nurses in CVICU were also great especially both Amy`s. Wanted to take Amy R home! Once moved to 4th floor had a different experience. Nurses were too busy to check on me for possible bleeding in groin area and confusion with meds. Didn`t seem to know what was required. Food was TERRIBLE! Cold and No flavor.
- I was completely satisfied with my visit and the care I received.
- Nothing at all. Everyone was great.
- The front office personnel could actually look at you and greet you instead of carrying on personal conversations



Therapy Specialists - Lovers Lane

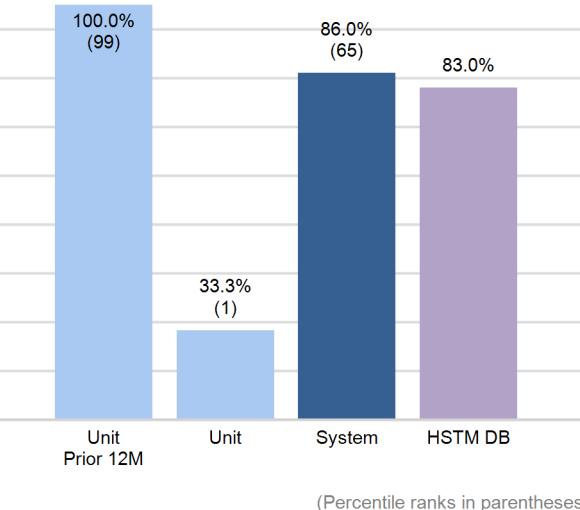
Kaweah Delta Health Care (Hospital)
Kaweah Delta Health Care District (System)

Patient Insights - Outpatient Rehab
Jan - Mar 16

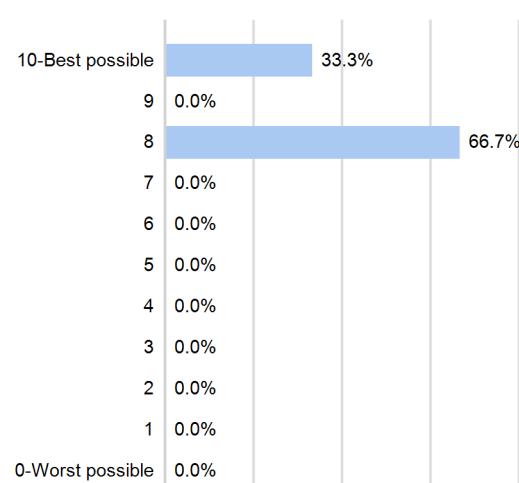
Report created 4/19/2016

Facility - Overall Rating

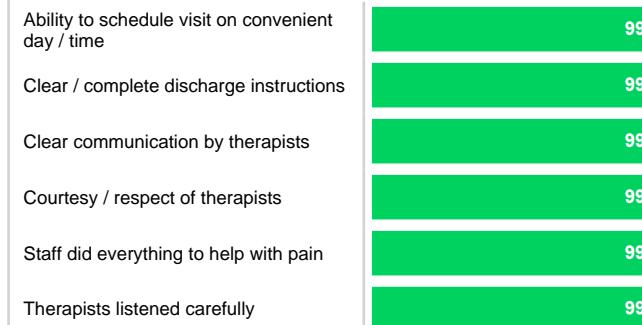
Performance Comparisons



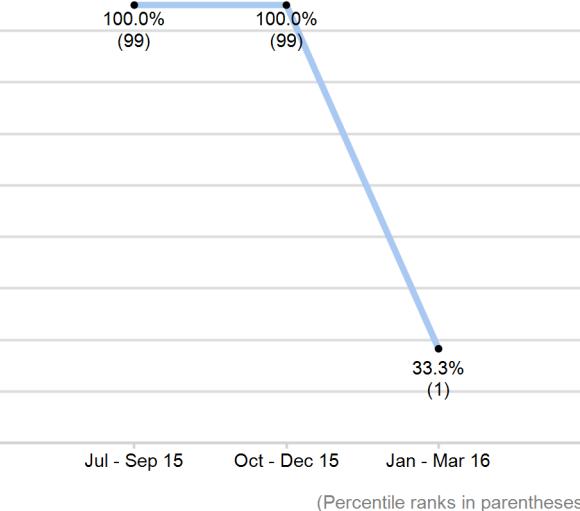
Response Distribution



Top Performers (Percentile Rank)



Performance Over Time



Top Priorities (Priority Index Score)

No data available for Priority Analysis.

Bottom Performers (Percentile Rank)



Kaweah Delta Health Care (Hospital) - Therapy Specialists – Lovers Lane

Question Summary

Patient Insights - Outpatient Rehab

Jan - Mar 16

	Correlation	Jan - Mar 16 # of Completes = 3			Reporting Group Top Box	Prior 12 Months # of Completes = 4			Change in Top Box	Priority Level
		Top Box Score	HSTM DB Top Box	Percentile Rank		Top Box Score	Percentile Rank			
Scheduling	--	100.0%	71.4%	99	80.7%	75.0%	57	25.0%		
Ability to schedule visit on convenient day / time	--	100.0%	71.4%	99	80.7%	75.0%	57	25.0%		
Care From Therapists	--	91.7%	--	--	91.1%	100.0%	--	-8.3%		
Courtesy / respect of therapists	--	100.0%	96.4%	99	96.4%	100.0%	99	0.0%		
Therapists listened carefully	--	100.0%	92.5%	99	91.1%	100.0%	99	0.0%		
Clear communication by therapists	--	100.0%	91.4%	99	92.9%	100.0%	99	0.0%		
Therapists - Overall Care	--	66.7%	86.8%	1	84.2%	100.0%	99	-33.3%		
Patient Care Staff	--	75.0%	86.4%	1	82.7%	93.8%	94	-18.8%		
Staff did everything to help with pain	--	100.0%	86.5%	99	87.5%	100.0%	99	0.0%		
Coordination of care and services	--	66.7%	85.2%	2	77.2%	100.0%	99	-33.3%		
Kept informed of delays in care or treatment	--	66.7%	87.4%	1	80.0%	75.0%	4	-8.3%		
Involvement in treatment plan / goal setting	--	66.7%	87.4%	1	86.0%	100.0%	99	-33.3%		
General Experience	--	66.7%	--	--	65.8%	75.0%	--	-8.3%		
Clear / complete discharge instructions	--	100.0%	64.6%	99	70.2%	75.0%	84	25.0%		
Progress toward patient's goals	--	33.3%	54.5%	1	61.4%	75.0%	99	-41.7%		
Overall Rating	--	33.3%	83.3%	1	86.0%	100.0%	99	-66.7%		
Facility - Overall Rating	--	33.3%	83.0%	1	86.0%	100.0%	99	-66.7%		
Willingness to Recommend the Hospital	--	66.7%	83.6%	3	85.7%	100.0%	99	-33.3%		
Patient advocacy (likelihood to recommend)	--	66.7%	83.6%	3	85.7%	100.0%	99	-33.3%		

Reporting Group = Kaweah Delta Health Care District (System) - Patient
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 this facility have done better?

- I can think of nothing. They were all very helpful and professional.
- softer seating
- The overall experience was great. Compared to other physical therapy sessions that I've had elsewhere, I just did not feel challenged with the episodes and thought the treatment of the back issue could have been better served with a more aggressive approach.



Rehab Cardiac Services

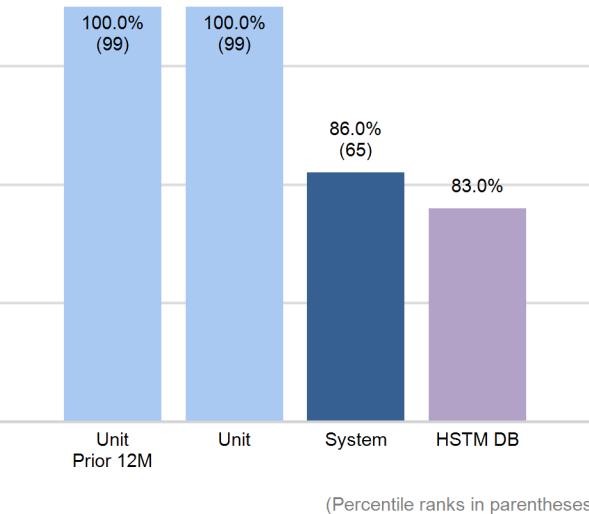
Kaweah Delta Health Care (Hospital)
Kaweah Delta Health Care District (System)

Patient Insights - Outpatient Rehab
Jan - Mar 16

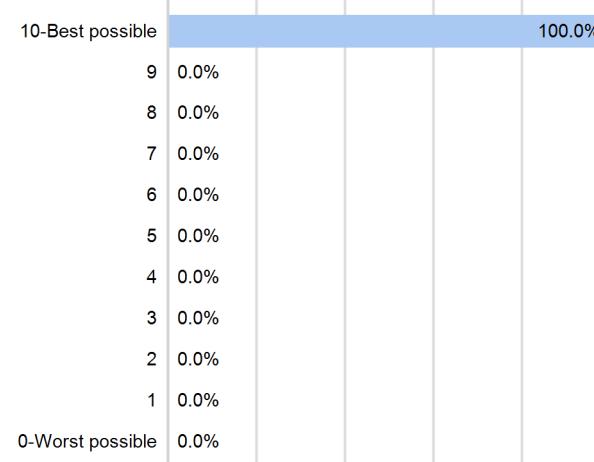
Report created 4/19/2016

Facility - Overall Rating

Performance Comparisons



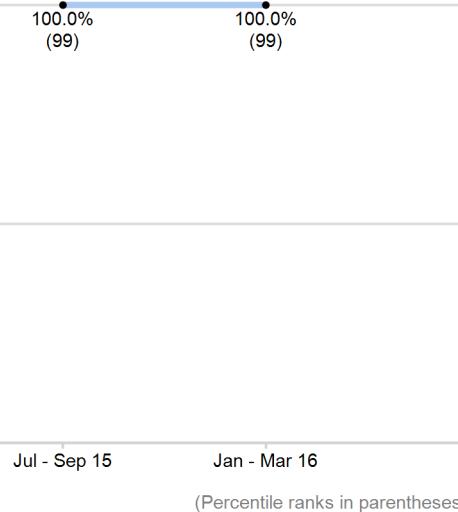
Response Distribution



Top Performers (Percentile Rank)

Ability to schedule visit on convenient day / time	99
Clear / complete discharge instructions	99
Clear communication by therapists	99
Coordination of care and services	99
Courtesy / respect of therapists	99
Facility - Overall Rating	99
Involvement in treatment plan / goal setting	99
Kept informed of delays in care or treatment	99

Performance Over Time



Top Priorities (Priority Index Score)

No data available for Priority Analysis.

Bottom Performers (Percentile Rank)

No data meets the specified criteria.

Kaweah Delta Health Care (Hospital) - Rehab Cardiac Services

Question Summary

Patient Insights - Outpatient Rehab

Jan - Mar 16

	Correlation	Jan - Mar 16 # of Completes = 1			Reporting Group Top Box	Prior 12 Months # of Completes = 5			Change in Top Box	Priority Level
		Top Box Score	HSTM DB Top Box	Percentile Rank		Top Box Score	Percentile Rank			
Scheduling	--	100.0%	71.4%	99	80.7%	60.0%	7	40.0%		
Ability to schedule visit on convenient day / time	--	100.0%	71.4%	99	80.7%	60.0%	7	40.0%		
Care From Therapists	--	100.0%	--	--	91.1%	80.0%	--	20.0%		
Courtesy / respect of therapists	--	100.0%	96.4%	99	96.4%	80.0%	1	20.0%		
Therapists listened carefully	--	100.0%	92.5%	99	91.1%	60.0%	1	40.0%		
Clear communication by therapists	--	100.0%	91.4%	99	92.9%	100.0%	99	0.0%		
Therapists - Overall Care	--	100.0%	86.8%	99	84.2%	80.0%	8	20.0%		
Patient Care Staff	--	100.0%	86.4%	99	82.7%	83.3%	17	16.7%		
Staff did everything to help with pain	--	100.0%	86.5%	99	87.5%	100.0%	99	0.0%		
Coordination of care and services	--	100.0%	85.2%	99	77.2%	100.0%	99	0.0%		
Kept informed of delays in care or treatment	--	100.0%	87.4%	99	80.0%	60.0%	1	40.0%		
Involvement in treatment plan / goal setting	--	100.0%	87.4%	99	86.0%	80.0%	9	20.0%		
General Experience	--	100.0%	--	--	65.8%	90.0%	--	10.0%		
Clear / complete discharge instructions	--	100.0%	64.6%	99	70.2%	80.0%	95	20.0%		
Progress toward patient's goals	--	100.0%	54.5%	99	61.4%	100.0%	99	0.0%		
Overall Rating	--	100.0%	83.3%	99	86.0%	100.0%	99	0.0%		
Facility - Overall Rating	--	100.0%	83.0%	99	86.0%	100.0%	99	0.0%		
Willingness to Recommend the Hospital	--	100.0%	83.6%	99	85.7%	100.0%	99	0.0%		
Patient advocacy (likelihood to recommend)	--	100.0%	83.6%	99	85.7%	100.0%	99	0.0%		

Reporting Group = Kaweah Delta Health Care District (System) - Patient
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 this facility have done better?

- I don't think they could have improved in any way. They made each visit a joy and helped my husband improve his health with each session. The staff is fantastic: enthusiastic, efficient, informative and oh so pleasant.



Dinuba Therapy

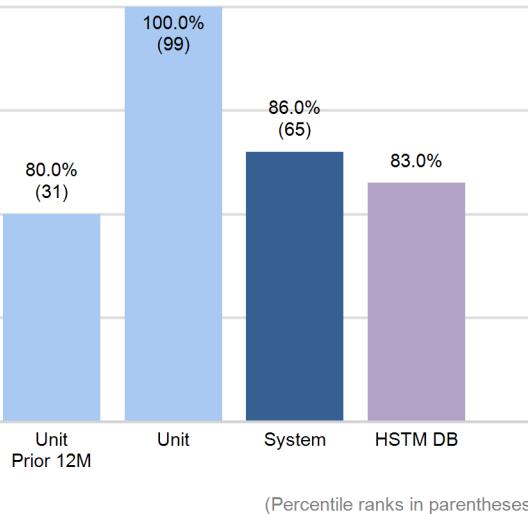
Kaweah Delta Health Care (Hospital)
Kaweah Delta Health Care District (System)

Patient Insights - Outpatient Rehab
Jan - Mar 16

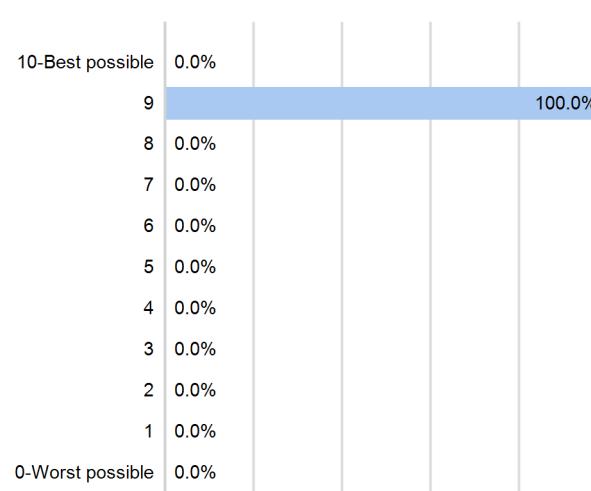
Report created 4/19/2016

Facility - Overall Rating

Performance Comparisons



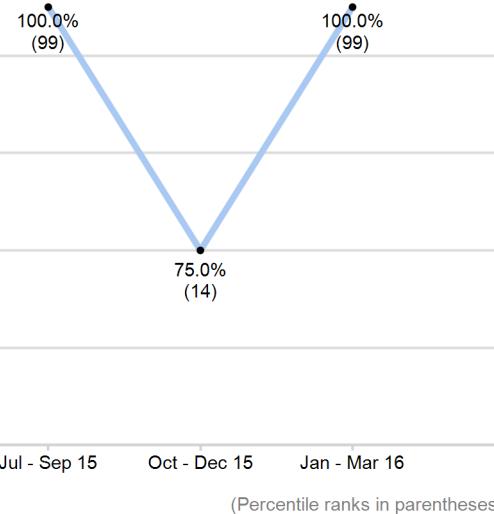
Response Distribution



Top Performers (Percentile Rank)



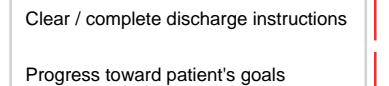
Performance Over Time



Top Priorities (Priority Index Score)

No data available for Priority Analysis.

Bottom Performers (Percentile Rank)



Kaweah Delta Health Care (Hospital) - Dinuba Therapy

Patient Insights - Outpatient Rehab

Question Summary

Jan - Mar 16

	Correlation	Jan - Mar 16 # of Completes = 1			Reporting Group Top Box	Prior 12 Months # of Completes = 5			Change in Top Box	Priority Level
		Top Box Score	HSTM DB Top Box	Percentile Rank		Top Box Score	Percentile Rank			
Scheduling	--	100.0%	71.4%	99	80.7%	100.0%	99	0.0%		
Ability to schedule visit on convenient day / time	--	100.0%	71.4%	99	80.7%	100.0%	99	0.0%		
Care From Therapists	--	100.0%	--	--	91.1%	95.0%	--	5.0%		
Courtesy / respect of therapists	--	100.0%	96.4%	99	96.4%	100.0%	99	0.0%		
Therapists listened carefully	--	100.0%	92.5%	99	91.1%	80.0%	1	20.0%		
Clear communication by therapists	--	100.0%	91.4%	99	92.9%	100.0%	99	0.0%		
Therapists - Overall Care	--	100.0%	86.8%	99	84.2%	100.0%	99	0.0%		
Patient Care Staff	--	100.0%	86.4%	99	82.7%	100.0%	99	0.0%		
Staff did everything to help with pain	--	100.0%	86.5%	99	87.5%	100.0%	99	0.0%		
Coordination of care and services	--	100.0%	85.2%	99	77.2%	100.0%	99	0.0%		
Kept informed of delays in care or treatment	--	100.0%	87.4%	99	80.0%	100.0%	99	0.0%		
Involvement in treatment plan / goal setting	--	100.0%	87.4%	99	86.0%	100.0%	99	0.0%		
General Experience	--	0.0%	--	--	65.8%	70.0%	--	-70.0%		
Clear / complete discharge instructions	--	0.0%	64.6%	1	70.2%	80.0%	95	-80.0%		
Progress toward patient's goals	--	0.0%	54.5%	1	61.4%	60.0%	73	-60.0%		
Overall Rating	--	100.0%	83.3%	99	86.0%	80.0%	30	20.0%		
Facility - Overall Rating	--	100.0%	83.0%	99	86.0%	80.0%	31	20.0%		
Willingness to Recommend the Hospital	--	100.0%	83.6%	99	85.7%	80.0%	28	20.0%		
Patient advocacy (likelihood to recommend)	--	100.0%	83.6%	99	85.7%	80.0%	28	20.0%		

Reporting Group = Kaweah Delta Health Care District (System) - Patient

HSTM DB: Overall

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

No data meets the specified criteria.



Therapy Specialists - Sequoia

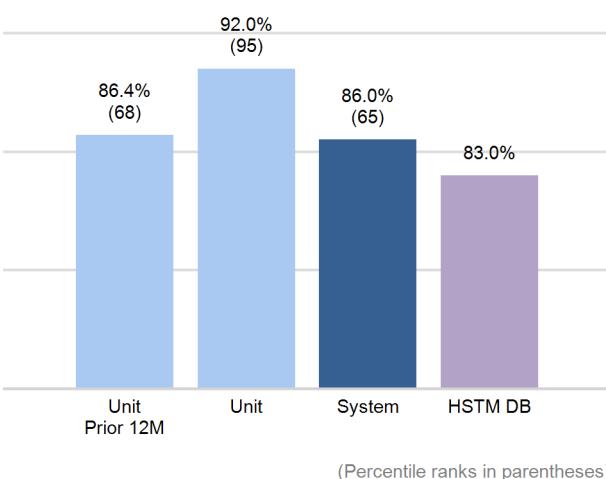
Kaweah Delta Health Care (Hospital)
Kaweah Delta Health Care District (System)

Patient Insights - Outpatient Rehab
Jan - Mar 16

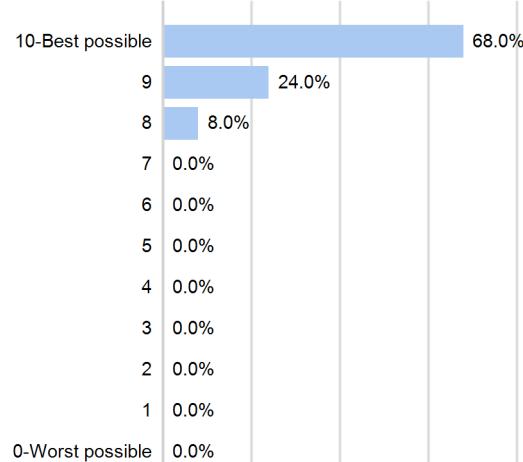
Report created 4/19/2016

Facility - Overall Rating

Performance Comparisons



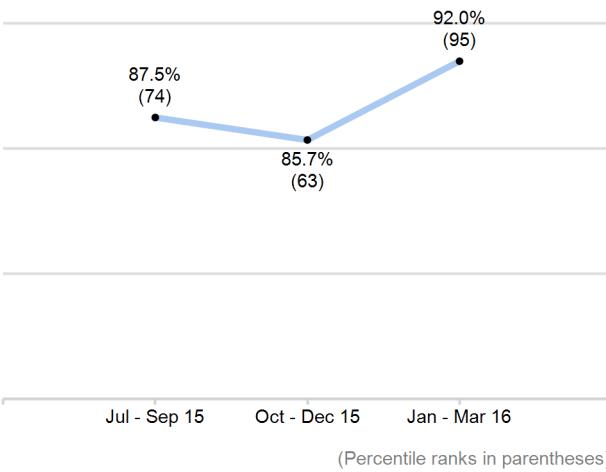
Response Distribution



Top Performers (Percentile Rank)

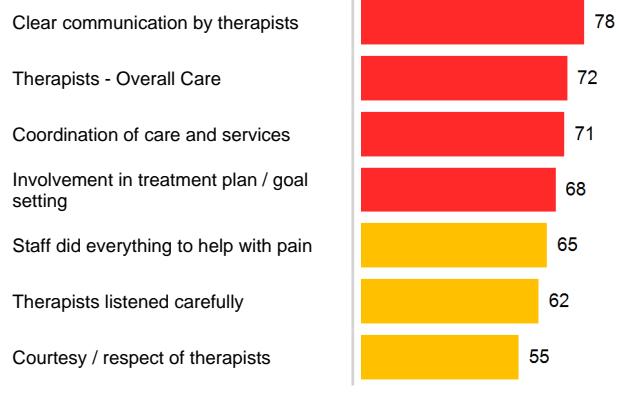


Performance Over Time



Top Priorities (Priority Index Score)

4/1/2015 - 3/31/2016



Bottom Performers (Percentile Rank)



Kaweah Delta Health Care (Hospital) - Therapy Specialists - Sequoia

Question Summary

Patient Insights - Outpatient Rehab

Jan - Mar 16

	Correlation	Jan - Mar 16 # of Completes = 25			Reporting Group Top Box	Prior 12 Months # of Completes = 61			Change in Top Box	Priority Level
		Top Box Score	HSTM DB Top Box	Percentile Rank		Top Box Score	Percentile Rank			
Scheduling	--	83.3%	71.4%	92	80.7%	70.5%	35	12.8%	54	
Ability to schedule visit on convenient day / time	--	83.3%	71.4%	92	80.7%	70.5%	35	12.8%	54	
Care From Therapists	--	91.8%	--	--	91.1%	87.5%	--	4.3%	55	
Courtesy / respect of therapists	--	100.0%	96.4%	99	96.4%	93.3%	5	6.7%	62	
Therapists listened carefully	--	91.7%	92.5%	30	91.1%	85.0%	1	6.7%	78	
Clear communication by therapists	--	87.5%	91.4%	15	92.9%	86.7%	7	0.8%	72	
Therapists - Overall Care	--	88.0%	86.8%	44	84.2%	85.0%	28	3.0%	68	
Patient Care Staff	--	88.5%	86.4%	64	82.7%	85.8%	33	2.8%	65	
Staff did everything to help with pain	--	91.7%	86.5%	79	87.5%	84.7%	29	6.9%	71	
Coordination of care and services	--	83.3%	85.2%	28	77.2%	84.7%	46	-1.4%	54	
Kept informed of delays in care or treatment	--	87.5%	87.4%	50	80.0%	89.5%	66	-2.0%	68	
Involvement in treatment plan / goal setting	--	91.7%	87.4%	79	86.0%	84.2%	21	7.5%	46	
General Experience	--	75.0%	--	--	65.8%	57.1%	--	17.9%	41	↑
Clear / complete discharge instructions	--	70.8%	64.6%	68	70.2%	65.0%	41	5.8%	46	
Progress toward patient's goals	--	79.2%	54.5%	99	61.4%	49.2%	25	30.0%	41	
Overall Rating	--	92.0%	83.3%	95	86.0%	86.4%	63	5.6%	5.6%	
Facility - Overall Rating	--	92.0%	83.0%	95	86.0%	86.4%	68	5.6%	5.6%	
Willingness to Recommend the Hospital	--	87.5%	83.6%	73	85.7%	83.3%	44	4.2%	4.2%	
Patient advocacy (likelihood to recommend)	--	87.5%	83.6%	73	85.7%	83.3%	44	4.2%	4.2%	

Reporting Group = Kaweah Delta Health Care District (System) - Patient

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 this facility have done better?

- Could have not carried on conversations among themselves so much.
- Everything was really good.
- For me it was all good
- I can't think of anything. I have had a great experience in my physical therapy recovery.
- I was very satisfied with everything and everyone.
- it is a great quality facility
- Nothing at all. They are great. I enjoyed everyone there.
- Nothing. I am very impressed with all of the therapy staff that have helped me at this difficult time of my recovery.
- Rosalie was fantastic!
- Started treatment during the first visit instead of using the whole hour for just the evaluation.
- The front door Doesn't open properly on the first floor/ entrance door.
- Truly--nothing! Michelle M.is absolutely wonderful, professional, knowledgeable, and has helped me tremendously in a very short time. Mel has done a terrific job coaching me. Thanks so much. If all of the therapists at this facility are equally exceptional, you have hit it out of the park!
1
- Well done