

Salina Pediatric Clinic

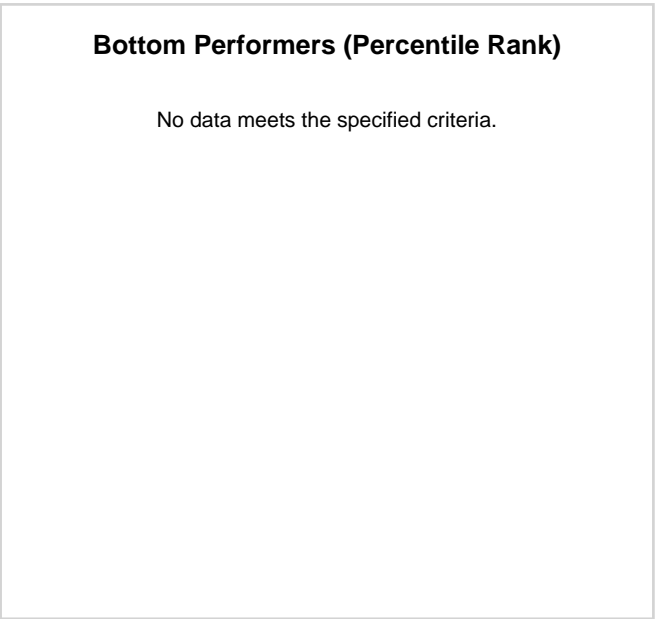
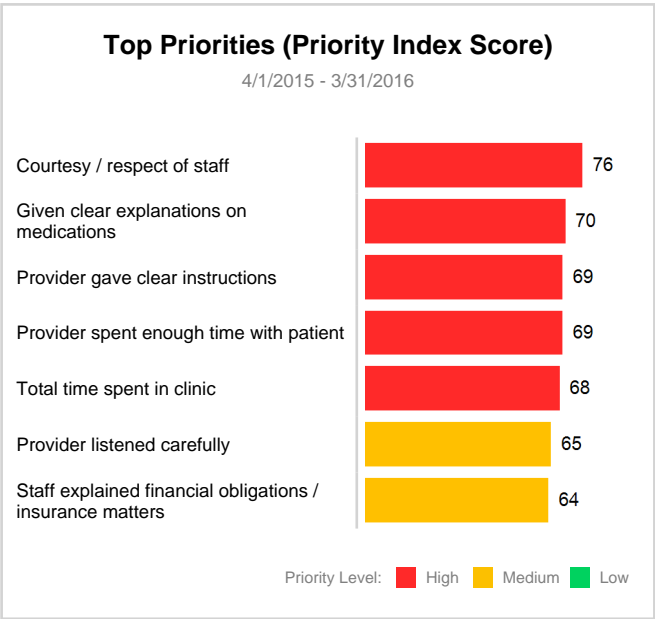
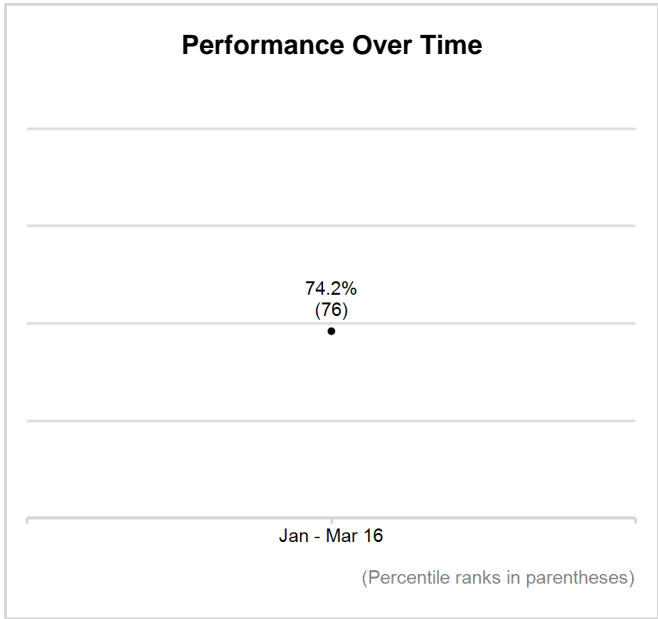
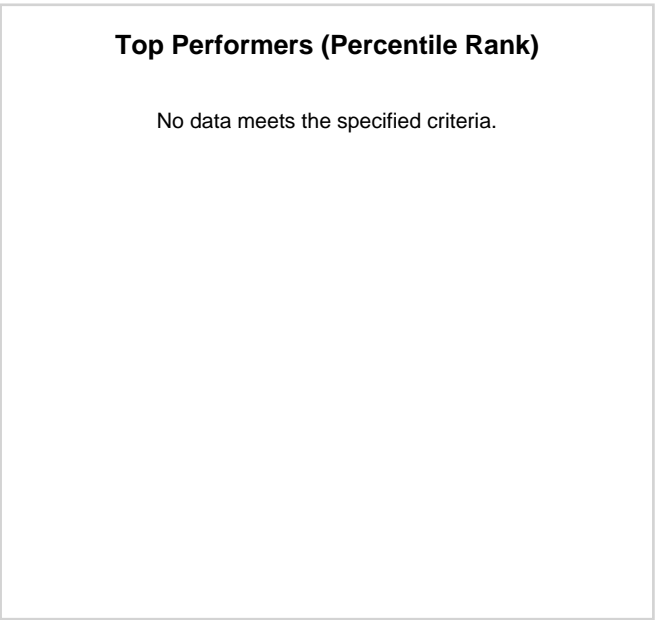
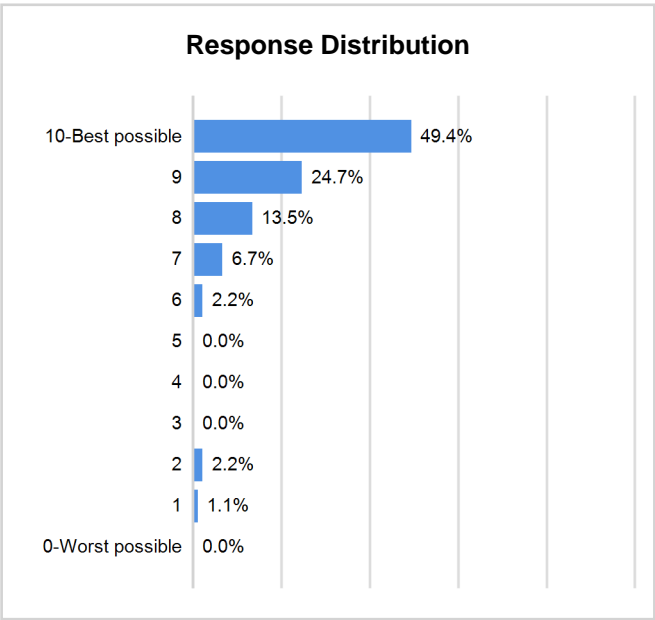
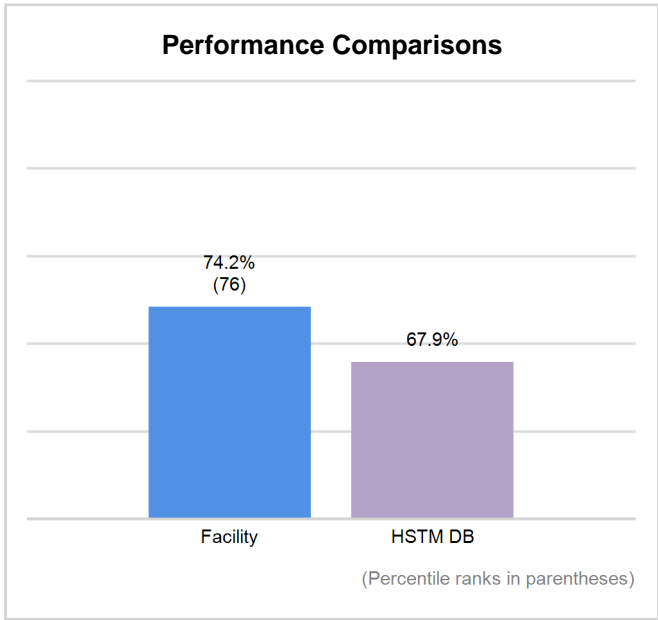
Salina Regional Health Center (System)

Patient Insights - Walk-in Clinic

Jan - Mar 16

Report created 4/19/2016

Clinic - Overall Rating



Clinic - 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
Salina Pediatric Clinic	89	74.2%	<div></div> 76	--	--	--	--	5	7	1

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

	Salina Pediatric Clinic (N=89)	
	Top Box Score	%ile Rank
Scheduling	76.6%	7
Scheduling process	76.6%	7
General Experience	77.2%	19
Courtesy / respect of staff	89.9%	19
Staff explained financial obligations / insurance matters	56.2%	1
Kept informed of delays in care or treatment	77.5%	14
Comfort / attractiveness of waiting area	76.4%	83
Cleanliness of facility	87.6%	49
Total time spent in clinic	75.3%	29
Providers	87.8%	44
Provider respected what patient said	91.0%	32
Provider listened carefully	91.0%	38
Clear communication by provider	93.2%	43
Provider spent enough time with patient	88.8%	10
Provider did everything to help with pain	62.5%	12
Provider - Overall Rating	79.8%	78
Instructions	90.1%	38
Provider gave clear instructions	88.8%	15
Provider gave helpful instructions	91.0%	73
Given clear explanations on medications	91.2%	27
Overall Rating	74.2%	76
Clinic - Overall Rating	74.2%	76
Likelihood To Recommend	76.4%	57
Patient advocacy (likelihood to recommend)	76.4%	57

	Correlation	Jan - Mar 16 # of Completes = 89			Reporting Group Top Box	Prior 12 Months # of Completes = 0		Change in Top Box	Priority Level
		Top Box Score	HSTM DB Top Box	Percentile Rank		Top Box Score	Percentile Rank		
Scheduling	0.35	76.6%	83.9%	7	76.6%	--	--	--	
Scheduling process	0.35	76.6%	83.9%	7	76.6%	--	--	--	61
General Experience	0.54	77.2%	81.2%	19	77.2%	--	--	--	
Courtesy / respect of staff	0.62	89.9%	93.0%	19	89.9%	--	--	--	76
Staff explained financial obligations / insurance matters	0.38	56.2%	81.1%	1	56.2%	--	--	--	64
Kept informed of delays in care or treatment	0.55	77.5%	83.6%	14	77.5%	--	--	--	
Comfort / attractiveness of waiting area	0.54	76.4%	64.4%	83	76.4%	--	--	--	40
Cleanliness of facility	0.61	87.6%	87.0%	49	87.6%	--	--	--	60
Total time spent in clinic	0.54	75.3%	78.3%	29	75.3%	--	--	--	68
Providers	0.46	87.8%	88.4%	44	87.8%	--	--	--	
Provider respected what patient said	0.46	91.0%	92.5%	32	91.0%	--	--	--	62
Provider listened carefully	0.57	91.0%	91.6%	38	91.0%	--	--	--	65
Clear communication by provider	0.15	93.2%	93.0%	43	93.2%	--	--	--	39
Provider spent enough time with patient	0.46	88.8%	93.4%	10	88.8%	--	--	--	69
Provider did everything to help with pain	--	62.5%	75.8%	12	62.5%	--	--	--	
Provider - Overall Rating	0.67	79.8%	73.5%	78	79.8%	--	--	--	
Instructions	0.47	90.1%	90.7%	38	90.1%	--	--	--	
Provider gave clear instructions	0.47	88.8%	92.4%	15	88.8%	--	--	--	69
Provider gave helpful instructions	0.33	91.0%	87.7%	73	91.0%	--	--	--	42
Given clear explanations on medications	0.60	91.2%	93.0%	27	91.2%	--	--	--	70
Overall Rating	1.00	74.2%	67.9%	76	74.2%	--	--	--	
Clinic - Overall Rating	1.00	74.2%	67.9%	76	74.2%	--	--	--	
Likelihood To Recommend	0.78	76.4%	74.9%	57	76.4%	--	--	--	
Patient advocacy (likelihood to recommend)	0.78	76.4%	74.9%	57	76.4%	--	--	--	

Reporting Group = Salina Regional Health Center (System) - Clinics - Urgent Care/Walk In

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
Scheduling	76.6%	7	67.7%	77.6%	80.0%	81.8%	83.3%	84.5%	86.0%	87.5%	88.4%	89.1%	91.2%	93.4%	97.0%
Scheduling process	76.6%	7	67.7%	77.6%	80.0%	81.8%	83.3%	84.5%	86.0%	87.5%	88.4%	89.1%	91.2%	93.4%	97.0%
General Experience	77.2%	19	67.1%	75.3%	77.2%	78.8%	80.2%	81.8%	83.1%	84.2%	85.0%	85.9%	88.1%	90.1%	92.8%
Courtesy / respect of staff	89.9%	19	78.9%	87.5%	89.9%	91.4%	92.5%	93.7%	94.9%	95.8%	96.2%	96.6%	97.5%	98.1%	99.8%
Staff explained financial obligations / insurance matters	56.2%	1	68.4%	73.7%	76.8%	78.9%	80.5%	81.8%	83.6%	85.2%	86.1%	86.9%	88.8%	90.7%	94.1%
Kept informed of delays in care or treatment	77.5%	14	65.0%	75.9%	78.8%	81.0%	82.5%	84.1%	85.8%	87.3%	88.0%	88.7%	90.6%	92.6%	96.2%
Comfort / attractiveness of waiting area	76.4%	83	41.5%	52.1%	56.0%	58.8%	61.8%	64.0%	66.3%	69.4%	71.6%	75.0%	79.4%	82.7%	91.2%
Cleanliness of facility	87.6%	49	73.2%	79.2%	82.7%	84.8%	86.2%	87.7%	89.1%	90.3%	91.2%	92.1%	94.3%	95.7%	98.7%
Total time spent in clinic	75.3%	29	58.9%	69.2%	73.1%	75.3%	77.0%	79.0%	80.7%	82.6%	83.6%	84.7%	88.0%	90.7%	93.6%
Providers	87.8%	44	76.9%	82.4%	84.3%	86.2%	87.4%	88.4%	89.8%	90.8%	91.3%	91.8%	93.1%	94.2%	96.6%
Provider respected what patient said	91.0%	32	78.2%	86.5%	89.0%	90.6%	92.0%	93.0%	94.2%	95.1%	95.7%	96.1%	97.1%	97.9%	100.0%
Provider listened carefully	91.0%	38	75.8%	85.3%	88.0%	89.6%	91.2%	92.3%	93.5%	94.4%	94.8%	95.4%	96.5%	97.5%	99.0%
Clear communication by provider	93.2%	43	80.7%	87.4%	90.1%	91.7%	92.8%	93.8%	94.6%	95.3%	95.7%	96.2%	97.3%	98.4%	100.0%
Provider spent enough time with patient	88.8%	10	82.6%	88.4%	90.6%	92.0%	93.2%	94.2%	94.8%	95.6%	95.9%	96.5%	97.8%	98.7%	100.0%
Provider did everything to help with pain	62.5%	12	46.9%	61.5%	66.7%	70.0%	73.7%	75.9%	80.0%	82.1%	83.3%	84.0%	88.9%	92.9%	100.0%
Provider - Overall Rating	79.8%	78	52.0%	64.2%	67.2%	69.4%	71.8%	74.4%	76.2%	78.3%	79.1%	80.1%	83.4%	85.7%	90.6%
Instructions	90.1%	38	80.0%	85.7%	87.7%	89.0%	90.3%	91.2%	92.2%	93.2%	93.6%	93.9%	95.1%	95.9%	97.6%
Provider gave clear instructions	88.8%	15	80.6%	87.6%	89.5%	90.9%	92.2%	93.1%	93.8%	94.6%	95.0%	95.7%	96.5%	97.6%	98.9%
Provider gave helpful instructions	91.0%	73	72.5%	81.4%	84.0%	85.6%	86.7%	88.2%	89.4%	90.5%	91.1%	91.6%	93.1%	94.3%	97.3%
Given clear explanations on medications	91.2%	27	82.1%	87.8%	89.6%	91.5%	92.8%	93.3%	94.0%	95.2%	95.7%	96.3%	97.7%	98.9%	100.0%
Overall Rating	74.2%	76	46.1%	57.5%	61.0%	64.1%	66.4%	68.8%	71.0%	72.8%	73.9%	75.0%	78.5%	81.8%	88.5%
Clinic - Overall Rating	74.2%	76	46.1%	57.5%	61.0%	64.1%	66.4%	68.8%	71.0%	72.8%	73.9%	75.0%	78.5%	81.8%	88.5%
Likelihood To Recommend	76.4%	57	55.6%	65.6%	69.1%	71.1%	72.9%	75.1%	76.8%	79.1%	80.2%	81.4%	83.9%	86.0%	90.7%
Patient advocacy (likelihood to recommend)	76.4%	57	55.6%	65.6%	69.1%	71.1%	72.9%	75.1%	76.8%	79.1%	80.2%	81.4%	83.9%	86.0%	90.7%

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 Achievement

Salina Pediatric Clinic

Has been recognized for an overall rating score at or above the 75th percentile
of the National Database during Jan - Mar 16

Patient Insights - Walk-in Clinic

A handwritten signature in black ink that reads "Robert A. Frist, Jr.".

Robert A. Frist, Jr.
CEO, HealthStream



Salina Pediatric Clinic
Representative