

Survey Report

Response Date: From: Jan 2016 To: Sep 2016 Survey Name: Patient Satisfaction Survey

Respondents this time interval: 435

Total surgical cases for the period: 690

Response rate: 63.04 %

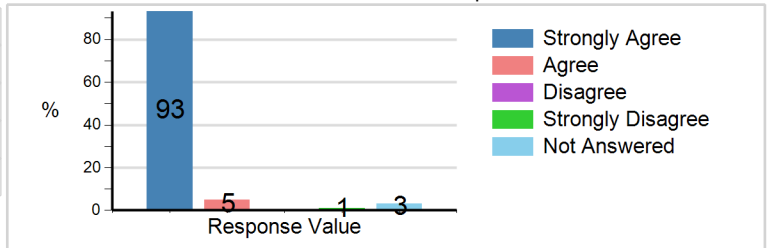
Exclude Specialty: None

1. The receptionists were courteous, professional and helpful.

Total Responses to this Question: 423

4 - Strongly Agree	395	93.38%
3 - Agree	21	4.96%
2 - Disagree	1	0.24%
1 - Strongly Disagree	6	1.42%
Not Answered	12	2.76%

Mean: 3.90

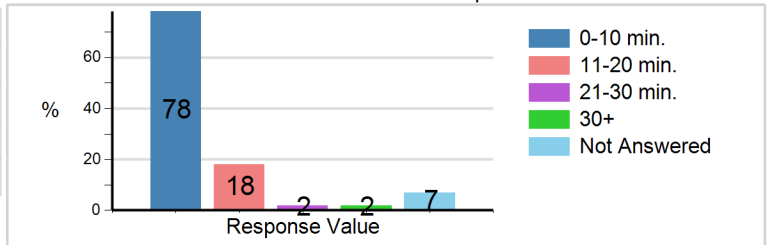


2. On average, I waited in the lobby for the following amount of time:

Total Responses to this Question: 406

4 - 0-10 min.	315	77.59%
3 - 11-20 min.	72	17.73%
2 - 21-30 min.	10	2.46%
1 - 30+	9	2.22%
Not Answered	29	6.67%

Mean: 3.71

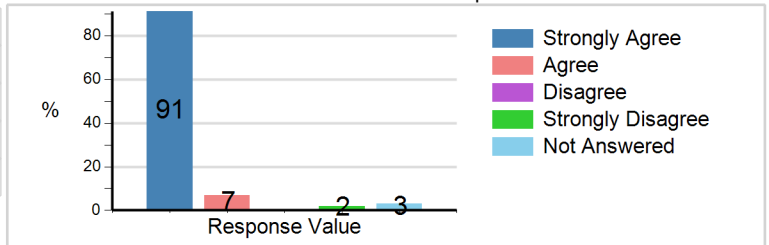


3. My pre-procedure instructions were clearly explained to me.

Total Responses to this Question: 423

4 - Strongly Agree	387	91.49%
3 - Agree	28	6.62%
2 - Disagree	1	0.24%
1 - Strongly Disagree	7	1.65%
Not Answered	12	2.76%

Mean: 3.88

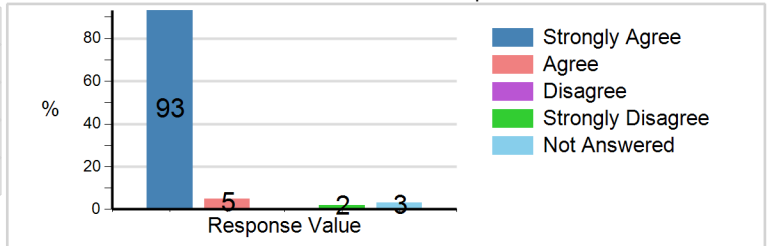


4. The admitting nurse(s) was/were responsive to my medical and personal needs.

Total Responses to this Question: 421

4 - Strongly Agree	392	93.11%
3 - Agree	21	4.99%
2 - Disagree	1	0.24%
1 - Strongly Disagree	7	1.66%
Not Answered	14	3.22%

Mean: 3.90

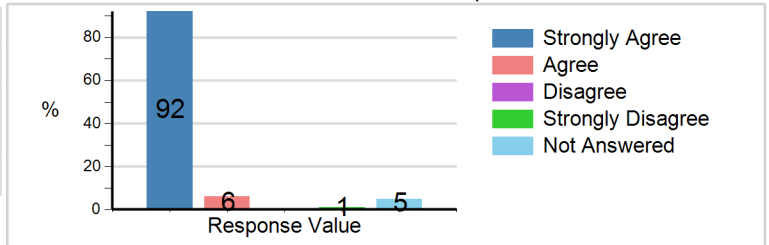


5. The person scheduling my appointment was friendly and helpful.

Total Responses to this Question: 414

4 - Strongly Agree	380	91.79%
3 - Agree	26	6.28%
2 - Disagree	2	0.48%
1 - Strongly Disagree	6	1.45%
Not Answered	21	4.83%

Mean: 3.88

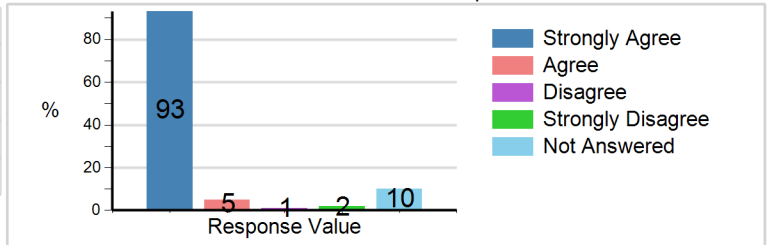


6. The recovery nurse responded efficiently to my medical and personal needs.

Total Responses to this Question: 392

4 - Strongly Agree	364	92.86%
3 - Agree	20	5.10%
2 - Disagree	2	0.51%
1 - Strongly Disagree	6	1.53%
Not Answered	43	9.89%

Mean: 3.89



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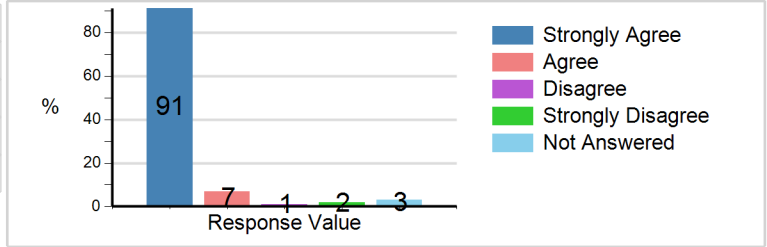
Exclude Specialty: None

7. The nursing staff responded efficiently to explain ways to cope with my pain.

Total Responses to this Question: 420

4 - Strongly Agree	381	90.71%
3 - Agree	28	6.67%
2 - Disagree	3	0.71%
1 - Strongly Disagree	8	1.90%
Not Answered	15	3.45%

Mean: 3.86

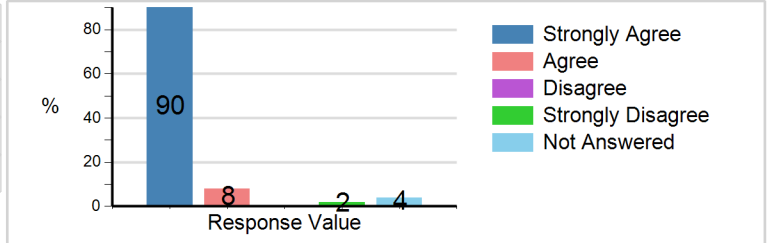


8. Prior to being discharged, my discharge/follow-up instructions were clearly explained to me, and I was provided with written instructions.

Total Responses to this Question: 418

4 - Strongly Agree	375	89.71%
3 - Agree	34	8.13%
2 - Disagree	2	0.48%
1 - Strongly Disagree	7	1.67%
Not Answered	17	3.91%

Mean: 3.86

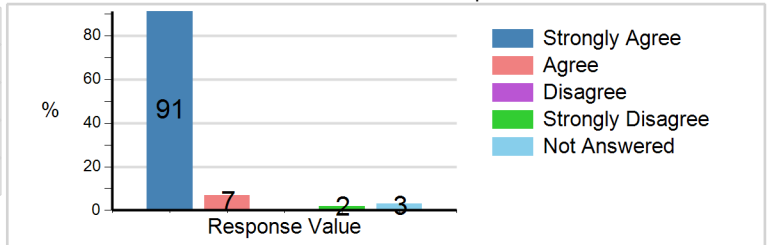


9. Every effort was made to maintain my privacy.

Total Responses to this Question: 420

4 - Strongly Agree	383	91.19%
3 - Agree	28	6.67%
2 - Disagree	2	0.48%
1 - Strongly Disagree	7	1.67%
Not Answered	15	3.45%

Mean: 3.87

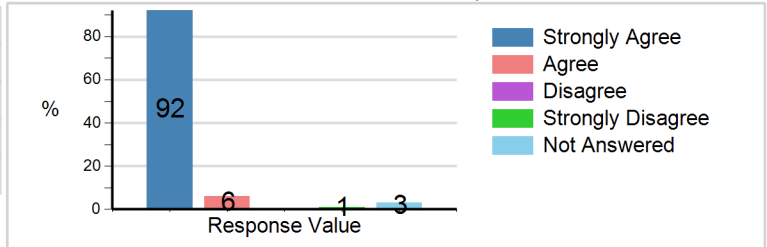


10. The appearance of the facility was neat and clean.

Total Responses to this Question: 420

4 - Strongly Agree	388	92.38%
3 - Agree	26	6.19%
2 - Disagree	0	0.00%
1 - Strongly Disagree	6	1.43%
Not Answered	15	3.45%

Mean: 3.90

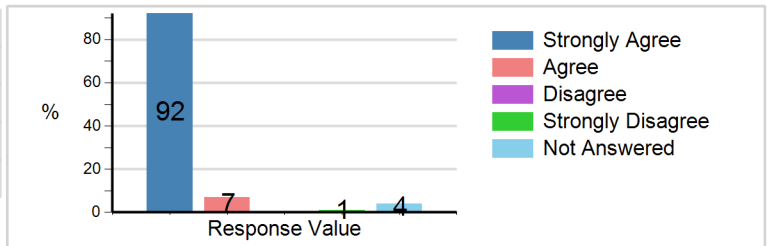


11. If I need to have another procedure in the future, I will schedule it at WCSC.

Total Responses to this Question: 418

4 - Strongly Agree	383	91.63%
3 - Agree	29	6.94%
2 - Disagree	0	0.00%
1 - Strongly Disagree	6	1.44%
Not Answered	17	3.91%

Mean: 3.89

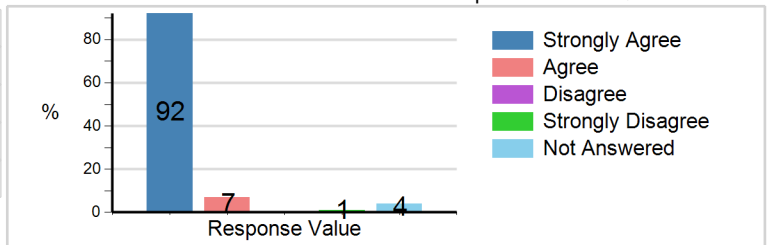


12. I would recommend this facility to family & friends.

Total Responses to this Question: 418

4 - Strongly Agree	384	91.87%
3 - Agree	28	6.70%
2 - Disagree	0	0.00%
1 - Strongly Disagree	6	1.44%
Not Answered	17	3.91%

Mean: 3.89



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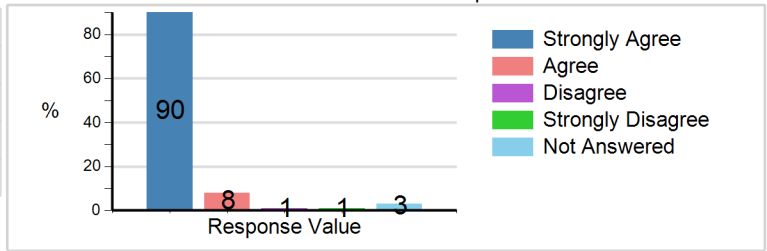
Exclude Specialty: None

13. My experience at the WCSC met all of my expectations.

Total Responses to this Question: 421

4 - Strongly Agree	377	89.55%
3 - Agree	35	8.31%
2 - Disagree	3	0.71%
1 - Strongly Disagree	6	1.43%
Not Answered	14	3.22%

Mean: 3.86

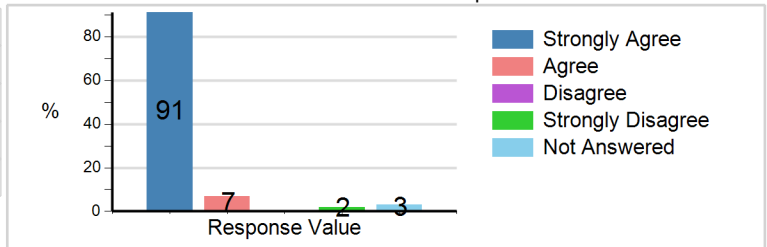


14. The physician answered all my questions regarding diagnosis and care.

Total Responses to this Question: 420

4 - Strongly Agree	382	90.95%
3 - Agree	29	6.90%
2 - Disagree	1	0.24%
1 - Strongly Disagree	8	1.90%
Not Answered	15	3.45%

Mean: 3.87



15. Additional Comments

Consolidated Comments

- "Brenda at the front desk has great customer service and is one of the best secretaries I have ever seen".
- "Great staff!"
- "Get a blanket warmer machine!!"
- "I have used surgical centers multiple times since the 1990's, by far this is my favorite."
- "Excellent, by far the best I have ever had."
- "Thanks for answering/listening and respecting me. Need extra nurses."
- "Everyone is always so kind and respectful."
- "Listened to my rules of how needle process was to take place and that was important". This pt does not like to be informed when the needle is going to be inserted, most DR.'s forget.
- "Thank your so much to Dr. Sohn, thank you so much".
- "Love everyone here! Staff is amazing! Doctor is amazing!"
- "You guys are great!"
- "You are all so sweet."
- "Your staff was great today."
- "You are great!"
- "Really nice being able to speak about the procedure with Dr. Sohn".
- "They were very nice".
- "All real sweet to me".
- "Thanks, I'm feeling a lot better".
- "I am very pleased with the entire staff, everyone is helpful".
- "Thank you everyone, I always love seeing everyone".
- "Jake and the other nurses are amazing! Thank you!"
- "The wait was the worst part of my visit".
- "Staff is OR was rude, rushed through, did not wait for sedation to take. Staff stated that there was not enough time and they went ahead and did procedure claiming they had 7 more to do before lunch and could not wait for me to relax".
- "Great, great service".

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" Everyone here is amazing"
 "The staff always does an amazing job"
 "Friendly, knowledgeable staff. Very attentive to my needs"
 "The staff is a group of awesome people, Thanks"
 "Do not ask about past bill and discuss in front of a room full of people"

"Thanks"
 "Friendly staff. very happy with service and Dr. Sohn. Thank you."

*** My printed survey does not contain the question "The Recovery nurse responded efficiently to my needs". In addition, I am inputting information from RMSC not WCSC.***

"You guys are all awesome and so caring. James (RN) spent 20 minutes with me explaining a procedure, you don't get that anywhere else."
 "You are all great, I appreciate everything".

"I have recommended this practice to many and will continue too! The staff both behind the front desk, on the phone nurses, and the doc's/PA are wonderful! I have never had a bad experience here!"

"GREAT"
 "You guys are always so pleasant. I have never had a bad experience here".

"Everyone made me feel very comfortable in a very uncomfortable situation. Great staff."

"I love the way you all work together for the person you are with".

" I have recommended three friends to your office "

"Very impressive procedure instant pain relief"
 "Great Staff Funny " Dr. Sohn is wonderful"
 "Kudos to the surgical staff"
 " You guys are awesome Thank you ! "
 "Everyone was professional & nice Highly recommended "
 " You guys rock my socks Woot ! "
 " I always love coming her the staff is informative and extremely friendly and helpful"

"everybody was nice "
 " Thanks to everyone from front desk,nurses and doctor you guys are amazing "

" Well Done "
 "The nursing staff was great . The doctor is the best of the best, Just a great experience "
 " You all are amazing "
 " Brenda is amazing so is the staff "
 " The staff & Dr. Sohn & facility are great. I will continue sending people your way"

" Doing great "
 " Thank you "
 " instant pain relief"

" great staff"

" thank you it was all good"
 " amazing care givers"
 " awesome group of people"
 " this is a job well done. I to thank everyone"
 " very friendly group of people very professional"
 " everyone is so special and caring thank you to all staff and docs"

" Bold Print Please"

Great staff, good people
 " everyone was very professional"
 " Its all good "

Treated very good
 Very friendly staff
 very well under sedation and all went well
 This place has given me hope to have no pain/The staff is so great and happy.