

# Orthopaedic Surgery Center of Clearwater

## Favorable Response Report

2013

\*Responses were not deemed eligible if they were left blank

	Eligible	Favorable	Favorable
The Facility	Responses	Responses	Percentage
Directions to facility	202	198	98.00%
Parking convenience	211	210	99.50%
Facility cleanliness	212	212	100.00%
Family waiting area	206	203	98.50%

	Eligible	Favorable	Favorable
The People	Responses	Responses	Percentage
Recovery staff courtesy	213	212	99.50%
Staff concern during follow-up call	197	192	97.50%
Nursing staff concern for comfort	210	207	98.60%
Nursing staff knowledge and competence	211	209	99.10%
Anesthesia staff courtesy	213	211	99.10%
Anesthesia staff attention and availability	209	200	95.70%
Surgeon Courtesy	210	207	98.60%
Surgeon explanations prior to surgery	208	200	96.20%
Surgeon explanations after surgery	207	192	92.80%
Phone staff helpfulness	198	192	97.00%
Registration Staff	211	209	99.10%
Nursing care prior to surgery	212	212	100.00%

	Eligible	Favorable	Favorable
Personal Experience	Responses	Responses	Percentage
Pain level control	210	200	95.20%
Adequacy of recover time in facility	210	199	94.80%
Respect for privacy	210	208	99.00%
Confidence in care received	205	201	98.00%
Recommend facility	203	198	97.50%

	Eligible	Favorable	Favorable
The Process	Responses	Responses	Percentage
Helpfulness of homecare instructions	209	204	97.60%
Family information during the visit	202	190	94.10%
Instructions prior to surgery	210	205	97.60%
Explanation of fees and insurance	198	186	93.90%
Wait time	208	197	94.70%
<b>Totals</b>	<b>5,395</b>	<b>5,254</b>	<b>97.40%</b>