

Orthopaedic Surger Center of Clearwater

Favorable Response Report

2014

*Responses were not deemed eligible if they were left blank

Facility	Eligible Responses	Favorable Responses	Favorable Responses
Directions to facility	168	166	98.80%
Parking convenience	172	171	99.40%
Facility cleanliness	172	172	100.00%
Family waiting area	166	165	99.40%

People	Eligible Responses	Favorable Responses	Favorable Responses
Recovery staff courtesy	175	169	96.60%
Staff concern during follow-up call	162	155	95.70%
Nursing staff concern for comfort	172	166	96.50%
Nursing staff knowledge and competence	171	169	98.80%
Anesthesia staff courtesy	174	172	98.90%
Anesthesia staff attention and availability	169	166	98.20%
Surgeon Courtesy	175	175	100.00%
Surgeon explanations prior to surgery	169	165	97.60%
Surgeon explanations after surgery	167	156	93.40%
Phone staff helpfulness	164	160	97.60%
Registration Staff	171	170	99.40%
Nursing care prior to surgery	175	170	97.10%

	Eligible Responses	Favorable Responses	Favorable Responses
Pain level control	173	170	98.30%
Adequacy of recover time in facility	172	162	94.20%
Respect for privacy	174	173	99.40%
Confidence in care received	167	166	99.40%
Recommend facility	164	160	97.60%

Process	Eligible Responses	Favorable Responses	Favorable Responses
Helpfulness of homecare instructions	174	166	95.40%
Family information during the visit	159	148	93.10%
Instructions prior to surgery	173	172	99.40%
Explanation of fees and insurance	166	156	94.00%
Wait time	164	160	97.60%
Totals	4,408	4,300	97.50%