

# Orthopaedic Surger Center of Clearwater

## Favorable Response Report

2015

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

Facility	Eligible Responses	Favorable Responses	Favorable Responses
Directions to facility	119	116	97.50%
Parking convenience	126	125	99.20%
Facility cleanliness	128	127	99.20%
Family waiting area	124	122	98.40%

People	Eligible Responses	Favorable Responses	Favorable Responses
Recovery staff courtesy	129	129	100.00%
Staff concern during follow-up call	122	119	97.50%
Nursing staff concern for comfort	127	125	98.40%
Nursing staff knowledge and competence	125	124	99.20%
Anesthesia staff courtesy	127	125	98.40%
Anesthesia staff attention and availability	124	119	96.00%
Surgeon Courtesy	127	122	96.10%
Surgeon explanations prior to surgery	128	123	96.10%
Surgeon explanations after surgery	125	116	92.80%
Phone staff helpfulness	124	124	100.00%
Registration Staff	125	125	100.00%
Nursing care prior to surgery	128	125	97.70%

Personal	Eligible Responses	Favorable Responses	Favorable Responses
Pain level control	129	124	96.10%
Adequacy of recover time in facility	126	121	96.00%
Respect for privacy	129	129	100.00%
Confidence in care received	124	124	100.00%
Recommend facility	120	118	98.30%

Process	Eligible Responses	Favorable Responses	Favorable Responses
Helpfulness of homecare instructions	123	120	97.60%
Family information during the visit	124	119	96.00%
Instructions prior to surgery	125	120	96.00%
Explanation of fees and insurance	122	115	94.30%
Wait time	120	116	96.70%
<b>Totals</b>	<b>3,250</b>	<b>3,172</b>	<b>97.60%</b>