Press Ganey Patient Satisfaction
Winter, Spring Fall 2008 By Health Centers

	Winter 2008					Spring 2008					Fall 2008				
Press Ganey	Campus		All facilities WI08	AHA Region 2 WI08	Freestand WI08	Campus		All facilities SP08	AHA Region 2 SP08	Freestand SP08	Campus		All facilities FA08	AHA Region 2 FA08	Freestand FA08
Question	Mean	n=	Rank	Rank	Rank	Mean	n=	Rank	Rank	Rank	Mean	n=	Rank	Rank	Rank
Std Overall	91.1	21	75	81	71	89.0	34	39	43	32	90.9	33	68	72	59
Std Access to Care	89.2	21	54	66	42	87.7	34	34	38	27	90.1	33	59	72	58
Ease of scheduling appointments	90.5	21	64	77	50	89.4	33	45	49	41	90.2	33	55	68	43
Courtesy of person scheduling appointments	90.5	17	30	47	17	90.4	34	32	39	30	93.2	33	71	80	71
Our helpfulness on the telephone	91.2	14	75	81	71	86.7	32	24	28	18	89.8	27	51	60	44
Our promptness in returning calls	89.3	21	87	92	89	87.5	24	62	59	61	86.5	24	61	64	57
Std Visit	88.8	21	82	87	78	87.3	34	56	58	48	88.5	33	75	78	66
Speed of registration process	91.2	17	83	85	83	90.5	29	64	64	60	89.4	33	54	58	49
Courtesy of registration staff	88.2	19	19	29	8	85.5	31	11	15	7	89.4	33	26	42	13
Waiting area comfort/pleasantness	84.2	19	21	33	8	81.8	33	14	17	8	82.6	33	10	23	3
Wait before going to exam room	91.7	21	99	97	99	89.1	32	87	87	85	91.7	33	99	99	99
Exam room comfort/pleasantness	84.5	21	33	42	19	87.5	34	60	61	56	87.5	32	32	70	54
Wait in exam room to see CP	96.3	20	99	99	99	91.2	34	92	92	93	91.7	33	98	99	98
Std Nurse/Assistant	95.0	20	97	97	99	90.7	31	45	49	38	92.5	30	74	81	66
Friendless/courtesy of nurse/asst	93.8	20	78	83	75	91.1	31	34	39	27	92.5	30	51	64	37
Concern of nurse/asst for problem	95.8	18	99	98	99	92.2	29	76	77	78	92.5	30	87	91	85
Std Care Provider	95.2	21	98	96	99	92.5	34	54	54	52	93.5	32	82	84	79
Friendliness/courtesy of CP	97.6	21	99	96	99	95.3	32	66	65	64	94.5	32	58	60	51
CP explains of prob/condition	94.1	21	89	86	87	92.7	34	52	53	51	93.8	32	82	79	78
CP concern for questions/worries	95.0	20	97	95	98	93.2	33	61	63	62	94.5	32	92	93	92
CP efforts to include in decisions	95.0	20	98	96	99	91.2	34	41	43	38	92.2	32	61	61	52
CP information about medications	93.8	12	94	93	96	88.8	20	24	26	20	88.2	19	11	15	6
CP information for follow-up care	92.9	21	85	82	82	91.4	29	51	51	51	95.0	25	98	96	99
CP spoke using clear language	96.4	21	99	97	99	93.4	34	48	49	43	95.3	32	91	92	88
Time CP send with patient	96.4	21	99	98	99	95.5	33	95	95	96	94.5	32	98	95	99
Patients' confidence in CP	95.2	21	94	92	96	92.4	33	42	43	42	93.8	32	72	69	67
Likelihood of recommending CP	96.4	21	99	97	99	93.6	31	62	62	65	93.8	32	79	82	77
STD Personal Issues	84.9	21	10	18	2	83.6	34	9	12	4	88.6	33	42	58	27
Convenience of office hours	76.2	21	1	4	1	72.8	34	1	1	1	79.6	33	3	11	1
Our sensitivity to patients' needs	89.3	21	64	69	58	89.4	33	54	56	53	92.4	33	94	96	95
Our concern for patients' privacy	89.3	21	27	35	18	90.9	33	50	53	49	93.8	32	94	95	95
Std Overall Assessment	94.6	21	95	96	98	92.5	34	60	64	61	92.6	33	67	72	61
Cheerfulness of practice	94.1	21	94	94	96	91.9	34	67	70	68	92.4	33	81	87	77
Cleanliness of practice	92.5	20	61	71	55	90.4	34	30	36	25	93.8	32	74	82	69
Care received during visit	96.3	20	98	97	99	92.7	34	56	58	58	93.8	32	80	81	79
Likelihood of recommending practice	95.0	20	94	93	98	94.9	34	81	83	85	94.5	32	90	92	91

Press Ganey Patient Satisfaction
Winter, Spring Fall 2008 By Health Centers

	Winter 2008					Spring 2008					Fall 2008				
Press Ganey	Depew		All facilities WI08	AHA Region 2 WI08	Freestand WI08	Depew		All facilities SP08	AHA Region 2 SP08	Freestand SP08	Depew		All facilities FA08	AHA Region 2 FA08	Freestand FA08
Question	Mean	n=	Rank	Rank	Rank	Mean	n=	Rank	Rank	Rank	Mean	n=	Rank	Rank	Rank
Std Overall	95.9	73	99	99	99	94.4	116	94	95	95	95.2	119	99	99	99
Std Access to Care	96.3	72	99	99	99	94.9	116	94	95	95	95.5	119	99	99	99
Ease of scheduling appointments	95.8	72	99	98	99	94.4	116	89	89	89	95.1	118	99	99	99
Courtesy of person scheduling appointments	97.9	72	99	99	99	95.9	116	92	92	93	96.2	119	99	99	99
Our helpfulness on the telephone	96.0	68	99	98	99	95.3	107	94	95	95	95.0	110	99	99	99
Our promptness in returning calls	95.1	61	99	99	99	94.4	84	96	97	97	95.5	89	99	99	99
Std Visit	93.0	72	98	97	99	91.4	115	89	90	89	92.9	119	98	99	99
Speed of registration process	93.7	71	98	97	99	91.5	114	74	74	73	92.7	119	95	94	94
Courtesy of registration staff	97.2	71	99	99	99	95.9	115	94	95	95	95.2	119	97	98	99
Waiting area comfort/pleasantness	92.3	71	96	97	99	91.5	115	82	83	81	91.8	119	94	95	94
Wait before going to exam room	92.3	71	99	97	99	88.4	114	84	84	80	91.6	119	99	99	99
Exam room comfort/pleasantness	89.8	71	90	96	92	89.2	113	75	76	75	90.5	118	93	98	92
Wait in exam room to see CP	94.0	67	99	98	99	92.8	111	96	96	97	96.3	115	99	99	99
Std Nurse/Assistant	98.1	67	99	99	99	97.0	108	98	99	99	97.5	111	99	99	99
Friendless/courtesy of nurse/asst	98.1	67	99	99	99	96.9	106	96	98	97	97.5	110	99	99	99
Concern of nurse/asst for problem	98.1	66	99	99	99	97.0	108	99	99	99	97.5	111	99	99	99
Std Care Provider	97.3	72	99	99	99	96.3	115	95	95	96	95.9	116	99	98	99
Friendliness/courtesy of CP	98.6	72	99	98	99	98.5	115	98	98	99	98.1	116	99	99	99
CP explains of prob/condition	97.2	71	99	99	99	96.3	114	93	93	94	94.4	115	90	91	89
CP concern for questions/worries	97.6	72	99	99	99	96.5	114	94	95	95	97.0	116	99	99	99
CP efforts to include in decisions	96.9	72	99	99	99	95.9	110	93	94	95	95.4	114	98	97	99
CP information about medications	96.1	51	99	99	99	93.9	66	81	82	84	92.6	81	78	78	71
CP information for follow-up care	96.4	70	99	99	99	95.1	101	91	91	94	94.4	107	96	94	96
CP spoke using clear language	97.2	71	99	97	99	96.2	112	88	88	91	96.3	116	97	96	98
Time CP send with patient	96.8	70	99	98	99	96.2	113	97	97	98	96.7	115	99	99	99
Patients' confidence in CP	98.2	71	99	99	99	96.9	113	94	94	96	96.3	116	99	99	99
Likelihood of recommending CP	98.3	72	99	99	99	97.4	113	96	96	98	96.8	116	99	99	99
STD Personal Issues	94.0	72	99	98	99	92.3	116	86	87	87	93.1	119	98	99	99
Convenience of office hours	91.3	72	95	97	99	88.3	115	56	63	52	89.7	117	82	95	82
Our sensitivity to patients' needs	94.8	72	99	97	99	93.1	113	88	89	90	94.5	119	99	99	99
Our concern for patients' privacy	95.8	72	99	99	99	95.2	115	94	95	96	95.1	118	98	99	99
Std Overall Assessment	97.5	72	99	99	99	95.4	116	91	93	93	96.6	119	99	99	99
Cheerfulness of practice	97.9	72	99	99	99	94.5	113	90	91	90	96.2	119	99	99	99
Cleanliness of practice	96.5	72	99	98	99	93.1	116	60	65	56	96.2	119	98	99	99
Care received during visit	97.2	71	99	98	99	97.0	116	97	97	97	97.3	119	99	99	99
Likelihood of recommending practice	98.6	71	99	99	99	97.0	115	96	96	97	96.9	119	99	99	99

Press Ganey Patient Satisfaction
Winter, Spring Fall 2008 By Health Centers

	Winter 2008					Spring 2008					Fall 2008				
Press Ganey	Levittown		All facilities WI08	AHA Region 2 WI08	Freestand WI08	Levittown		All facilities SP08	AHA Region 2 SP08	Freestand SP08	Levittown		All facilities FA08	AHA Region 2 FA08	Freestand FA08
Question	Mean	n=	Rank	Rank	Rank	Mean	n=	Rank	Rank	Rank	Mean	n=	Rank	Rank	Rank
Std Overall	95.8	53	99	99	99	96.3	66	99	99	99	96.0	43	99	99	99
Std Access to Care	95.7	53	99	99	99	97.3	65	99	99	99	96.9	43	99	99	99
Ease of scheduling appointments	98.6	53	99	99	99	97.3	65	99	99	99	97.7	43	99	99	99
Courtesy of person scheduling appointments	96.7	53	99	98	99	98.1	65	99	99	99	98.3	43	99	99	99
Our helpfulness on the telephone	94.1	51	96	97	99	97.5	61	99	99	99	96.3	41	99	99	99
Our promptness in returning calls	93.2	44	98	97	99	95.5	50	98	99	99	97.3	37	99	99	99
Std Visit	92.2	52	98	97	99	93.2	65	96	97	97	93.7	43	99	99	99
Speed of registration process	94.4	50	91	93	93	94.1	63	93	93	94	92.4	43	94	94	94
Courtesy of registration staff	91.2	49	93	93	97	97.2	63	98	99	98	97.1	43	99	99	99
Waiting area comfort/pleasantness	92.5	51	91	92	94	89.8	64	68	69	64	94.2	43	98	99	99
Wait before going to exam room	86.8	50	99	98	99	95.0	65	99	99	99	93.5	42	99	99	99
Exam room comfort/pleasantness	96.0	51	60	65	50	87.7	65	62	63	58	88.1	42	72	76	68
Wait in exam room to see CP	98.2	50	99	99	99	96.0	62	99	99	99	97.0	42	99	99	99
Std Nurse/Assistant	97.9	48	99	99	99	97.0	58	98	99	99	98.2	41	99	99	99
Friendless/courtesy of nurse/asst	98.4	48	99	99	99	97.0	58	97	98	97	98.2	41	99	99	99
Concern of nurse/asst for problem	97.3	48	99	99	99	97.0	58	99	99	99	98.2	41	99	99	99
Std Care Provider	99.5	53	99	99	99	97.1	65	98	98	99	95.4	43	98	95	99
Friendliness/courtesy of CP	96.6	53	99	99	99	98.5	65	98	98	99	96.5	43	95	92	96
CP explains of prob/condition	97.6	51	99	97	99	96.5	65	95	95	95	96.4	42	99	98	99
CP concern for questions/worries	95.2	52	99	99	99	97.7	64	99	99	99	97.6	41	99	99	99
CP efforts to include in decisions	96.4	52	98	96	99	96.5	65	96	97	97	96.3	41	99	99	99
CP information about medications	95.9	28	99	99	99	94.5	41	86	87	89	92.9	28	83	85	79
CP information for follow-up care	96.6	43	99	98	99	95.6	57	94	95	96	96.7	38	99	99	99
CP spoke using clear language	97.6	51	99	97	99	96.8	62	93	94	95	95.8	42	95	95	96
Time CP send with patient	97.6	52	99	99	99	98.4	63	99	99	99	97.6	42	99	99	99
Patients' confidence in CP	98.6	52	99	99	99	96.9	65	94	94	96	98.2	42	99	99	99
Likelihood of recommending CP	98.6	53	99	99	99	97.7	64	97	98	98	98.8	42	99	99	99
STD Personal Issues	95.4	53	99	99	99	96.0	66	99	99	99	96.1	43	99	99	99
Convenience of office hours	95.3	53	99	99	99	95.8	66	99	99	99	95.0	40	99	99	99
Our sensitivity to patients' needs	95.8	53	99	99	99	96.9	65	99	99	99	96.5	43	99	99	99
Our concern for patients' privacy	95.3	53	98	98	99	95.9	62	96	97	97	97.0	41	99	99	99
Std Overall Assessment	96.2	53	98	97	99	97.1	66	98	99	98	96.6	43	99	99	99
Cheerfulness of practice	96.7	53	99	98	99	97.4	66	99	99	99	97.7	43	99	99	99
Cleanliness of practice	92.5	53	61	70	54	96.2	66	92	95	93	94.2	43	82	87	80
Care received during visit	97.2	53	99	98	99	96.9	65	96	97	97	97.1	43	99	99	99
Likelihood of recommending practice	98.6	53	99	99	99	98.1	64	99	99	99	98.2	42	99	99	99

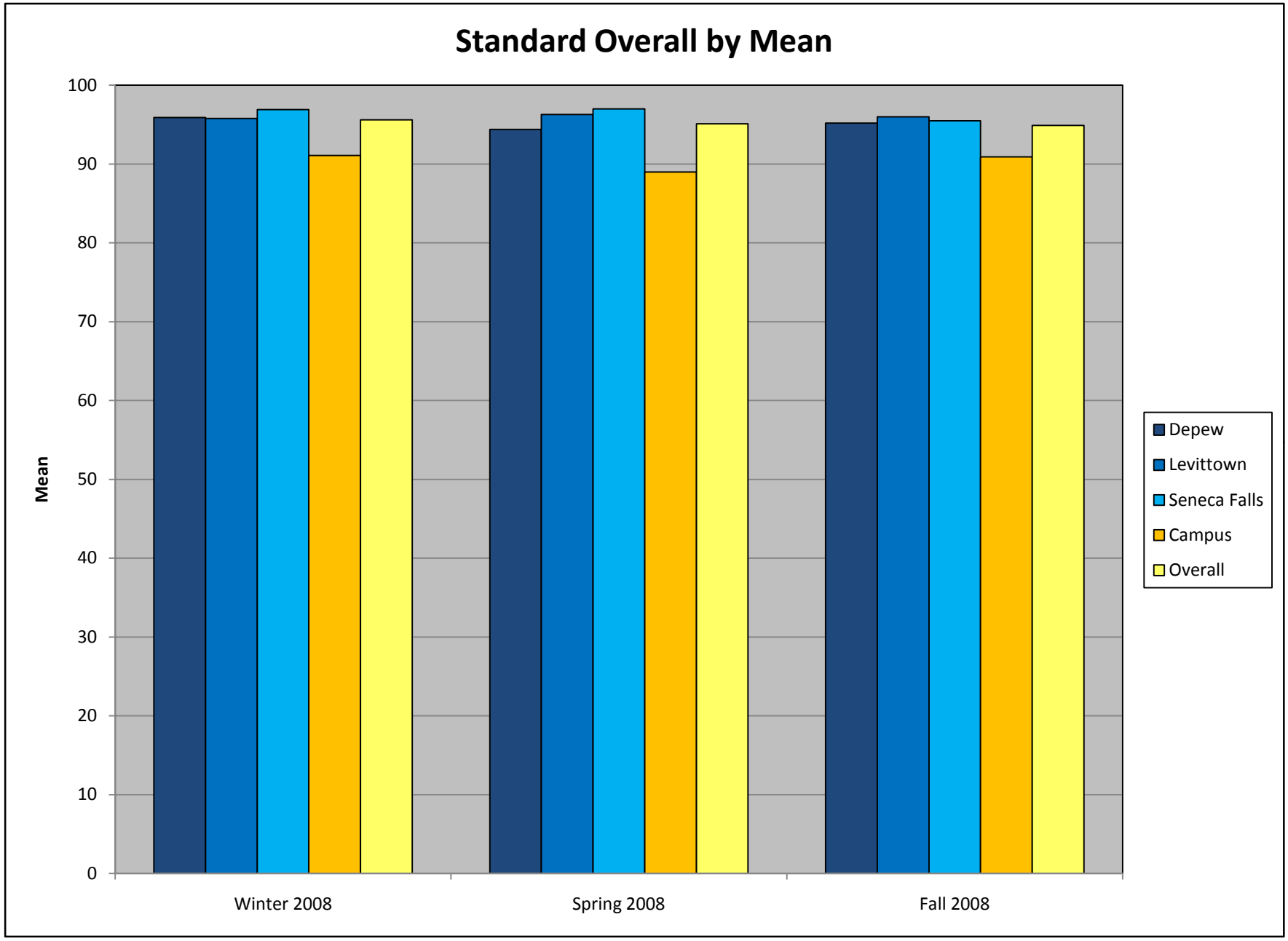
Press Ganey Patient Satisfaction
Winter, Spring Fall 2008 By Health Centers

	Winter 2008					Spring 2008					Fall 2008				
Press Ganey	Seneca Falls		All facilities WI08	AHA Region 2 WI08	Freestand WI08	Seneca Falls		All facilities SP08	AHA Region 2 SP08	Freestand SP08	Seneca Falls		All facilities FA08	AHA Region 2 FA08	Freestand FA08
Question	Mean	n=	Rank	Rank	Rank	Mean	n=	Rank	Rank	Rank	Mean	n=	Rank	Rank	Rank
Std Overall	96.9	53	99	99	99	97.0	104	99	99	99	95.5	92	99	99	99
Std Access to Care	97.0	53	99	99	99	96.4	103	98	98	98	97.0	92	99	99	99
Ease of scheduling appointments	97.6	53	99	99	99	97.8	103	99	99	99	97.3	92	99	99	99
Courtesy of person scheduling appointments	97.1	53	99	98	99	96.3	102	94	94	95	97.8	90	99	99	99
Our helpfulness on the telephone	97.0	51	99	99	99	95.5	99	95	95	96	96.5	78	99	99	99
Our promptness in returning calls	97.4	44	99	99	99	96.8	79	99	99	99	95.6	57	99	99	99
Std Visit	94.8	52	99	99	99	94.6	103	99	99	99	94.1	92	99	99	99
Speed of registration process	94.5	50	99	98	99	93.6	97	90	91	91	93.7	91	98	98	99
Courtesy of registration staff	97.0	49	99	99	99	94.4	102	85	86	86	95.1	91	97	97	99
Waiting area comfort/pleasantness	93.1	51	97	97	99	93.9	103	95	96	96	92.0	91	94	95	95
Wait before going to exam room	94.9	50	99	99	99	94.4	103	99	99	99	93.5	92	99	99	99
Exam room comfort/pleasantness	95.1	51	99	99	99	94.7	103	99	99	99	93.1	90	99	99	99
Wait in exam room to see CP	96.5	50	99	99	99	97.4	95	99	99	99	96.6	89	99	99	99
Std Nurse/Assistant	98.3	48	99	99	99	97.9	96	99	99	99	97.0	86	99	99	99
Friendless/courtesy of nurse/asst	99.0	48	99	99	99	98.4	96	99	99	99	96.5	86	98	99	99
Concern of nurse/asst for problem	97.5	48	99	99	99	97.4	96	99	99	99	97.4	86	99	99	99
Std Care Provider	97.7	53	99	99	99	97.9	101	99	99	99	94.6	90	93	91	94
Friendliness/courtesy of CP	99.0	53	99	99	99	98.8	101	99	99	99	99.2	90	99	99	99
CP explains of prob/condition	97.5	51	99	99	99	98.2	99	99	99	99	93.5	88	76	71	70
CP concern for questions/worries	98.0	52	99	99	99	99.0	99	99	99	99	95.8	89	98	95	99
CP efforts to include in decisions	97.5	52	99	99	99	98.0	98	99	99	99	93.0	89	77	75	71
CP information about medications	95.8	28	99	99	99	97.1	69	98	99	99	94.6	56	97	95	99
CP information for follow-up care	97.7	43	99	99	99	96.2	92	97	97	98	90.7	81	44	37	35
CP spoke using clear language	99.5	51	99	99	99	98.3	100	99	99	99	94.9	89	89	86	82
Time CP send with patient	98.0	52	99	99	99	97.0	100	99	99	99	94.7	90	98	96	99
Patients' confidence in CP	98.5	52	99	99	99	98.0	99	98	98	99	94.9	89	92	88	93
Likelihood of recommending CP	99.0	53	99	99	99	99.0	100	99	99	99	95.6	90	97	95	99
STD Personal Issues	95.3	53	99	99	99	96.8	103	99	99	99	93.8	91	99	99	99
Convenience of office hours	91.7	53	96	98	99	94.1	102	98	98	98	91.2	91	94	99	97
Our sensitivity to patients' needs	96.4	53	99	99	99	98.5	102	99	99	99	95.9	91	99	99	99
Our concern for patients' privacy	97.6	53	99	99	99	97.5	100	99	99	99	94.4	89	97	96	99
Std Overall Assessment	98.8	53	99	99	99	98.5	103	99	99	99	96.2	91	98	99	99
Cheerfulness of practice	98.0	53	99	99	99	98.5	103	99	99	99	96.2	91	99	99	99
Cleanliness of practice	98.5	53	99	99	99	97.8	103	98	99	98	96.4	91	98	99	99
Care received during visit	99.5	53	99	99	99	98.5	103	99	99	99	96.7	91	98	98	99
Likelihood of recommending practice	99.0	53	99	99	99	99.3	103	99	99	99	95.6	91	96	95	98

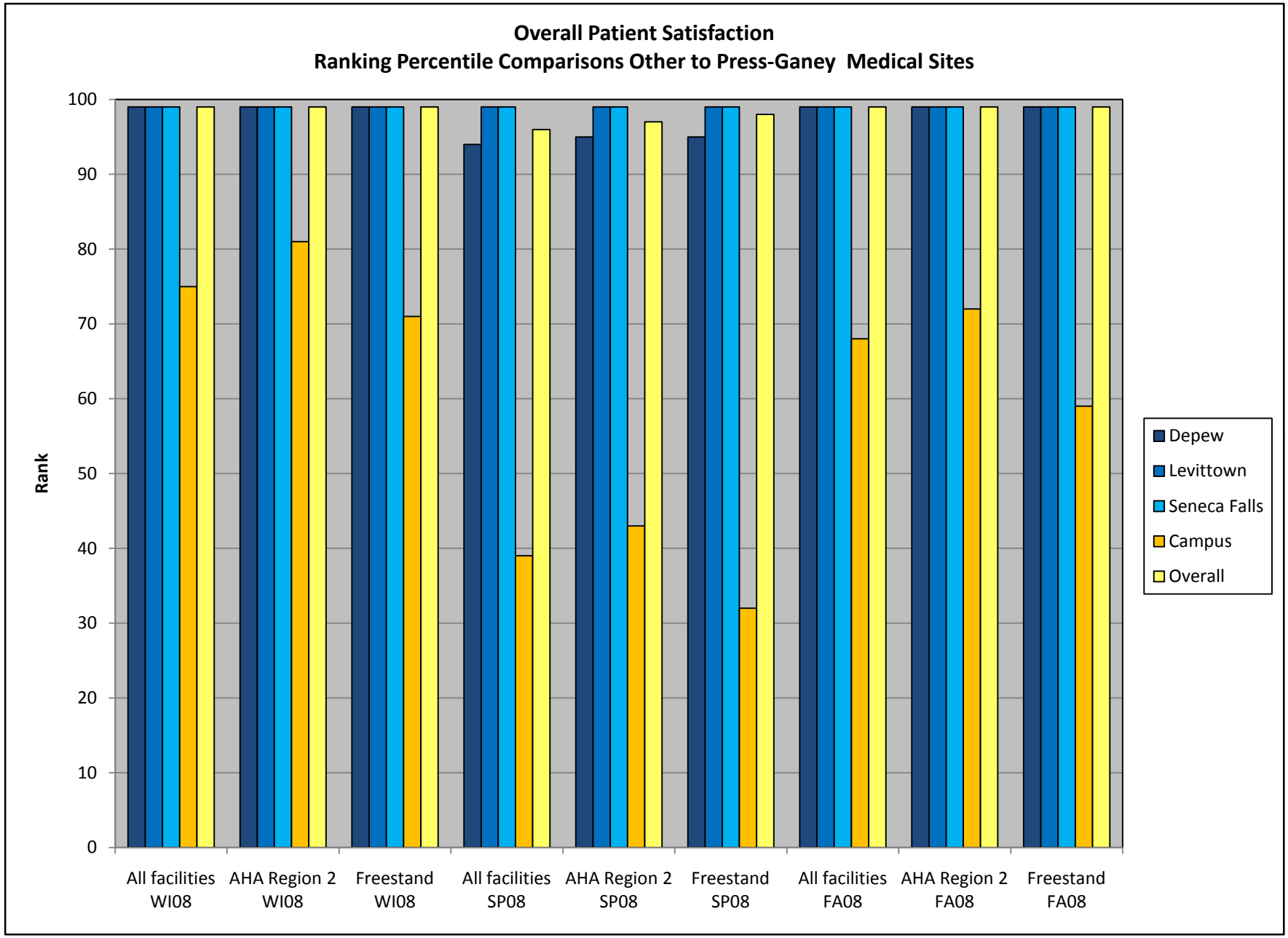
Press Ganey Patient Satisfaction
Winter, Spring Fall 2008 By Health Centers

	Winter 2008					Spring 2008					Fall 2008				
Press Ganey	Overall		All facilities WI08	AHA Region 2 WI08	Freestand WI08	Overall		All facilities SP08	AHA Region 2 SP08	Freestand SP08	Overall		All facilities FA08	AHA Region 2 FA08	Freestand FA08
Question	Mean	n=	Rank	Rank	Rank	Mean	n=	Rank	Rank	Rank	Mean	n=	Rank	Rank	Rank
Std Overall	95.6	199	99	99	99	95.1	320	96	97	98	94.9	287	99	99	99
Std Access to Care	95.6	198	99	99	99	95.1	318	95	95	96	95.6	287	99	99	99
Ease of scheduling appointments	96.5	198	99	99	99	95.6	317	95	95	96	95.6	286	99	99	99
Courtesy of person scheduling appointments	96.6	198	99	98	99	95.9	317	91	92	93	96.7	285	99	99	99
Our helpfulness on the telephone	95.3	186	98	97	99	94.9	299	92	92	94	95.1	256	99	99	99
Our promptness in returning calls	94.6	157	99	99	99	94.7	237	97	98	97	94.8	207	99	99	99
Std Visit	92.8	197	98	97	99	92.4	317	93	94	94	92.9	287	98	99	99
Speed of registration process	93.2	188	96	95	98	92.6	303	84	84	84	92.6	286	95	94	94
Courtesy of registration staff	95.5	189	98	97	99	94.6	311	87	87	88	94.8	286	96	95	99
Waiting area comfort/pleasantness	91.4	192	92	92	95	91.0	315	77	79	77	91.2	286	88	93	88
Wait before going to exam room	92.9	191	99	98	99	91.8	314	96	96	97	92.5	286	99	99	99
Exam room comfort/pleasantness	89.8	194	90	96	92	90.5	315	85	86	85	90.6	282	94	98	94
Wait in exam room to see CP	95.5	187	99	99	99	94.7	302	99	99	99	96.0	279	99	99	99
Std Nurse/Assistant	97.9	186	99	99	99	96.6	293	98	99	99	96.9	268	99	99	99
Friendless/courtesy of nurse/asst	97.9	186	99	99	99	96.8	291	96	97	97	96.7	267	99	99	99
Concern of nurse/asst for problem	97.8	182	99	99	99	96.7	291	99	99	99	97.0	268	99	99	99
Std Care Provider	97.2	197	99	99	99	96.6	315	96	97	97	95.1	281	97	95	98
Friendliness/courtesy of CP	98.9	197	99	99	99	98.2	313	97	97	98	97.8	281	99	97	99
CP explains of prob/condition	96.8	193	99	98	99	96.6	312	95	95	95	94.3	277	90	89	89
CP concern for questions/worries	97.4	194	99	99	99	97.2	310	97	97	98	96.4	278	99	95	99
CP efforts to include in decisions	96.4	194	99	99	99	96.2	307	95	95	96	94.4	276	94	93	93
CP information about medications	95.9	127	99	99	99	94.6	196	87	88	90	92.8	184	82	83	77
CP information for follow-up care	96.2	178	99	99	99	95.2	279	92	92	95	93.6	251	92	91	90
CP spoke using clear language	97.5	191	99	98	99	96.7	308	92	93	94	95.7	279	95	95	94
Time CP send with patient	97.3	193	99	99	99	96.8	309	99	99	99	96.0	279	99	98	99
Patients' confidence in CP	98.1	193	99	99	99	96.8	310	93	93	95	95.9	279	98	98	99
Likelihood of recommending CP	98.3	195	99	99	99	97.6	308	97	97	98	96.3	280	98	98	99
STD Personal Issues	93.7	197	99	97	99	93.6	319	93	95	94	93.3	286	98	99	99
Convenience of office hours	90.9	197	92	95	95	90.1	317	76	82	76	89.8	281	82	95	83
Our sensitivity to patients' needs	94.9	195	99	98	99	95.3	313	97	98	98	95.0	286	99	99	99
Our concern for patients' privacy	95.4	197	98	98	99	95.6	310	96	97	97	95.0	280	98	98	99
Std Overall Assessment	97.2	197	99	99	99	96.5	319	96	97	97	96.0	286	98	99	99
Cheerfulness of practice	97.2	197	99	99	99	96.1	316	97	98	97	96.0	286	99	99	99
Cleanliness of practice	95.5	195	96	95	98	95.0	319	82	85	84	95.7	285	97	99	97
Care received during visit	97.7	194	99	99	99	97.0	318	97	97	97	96.7	285	98	98	99
Likelihood of recommending practice	98.3	194	99	99	99	97.7	316	98	99	99	96.4	284	98	98	99

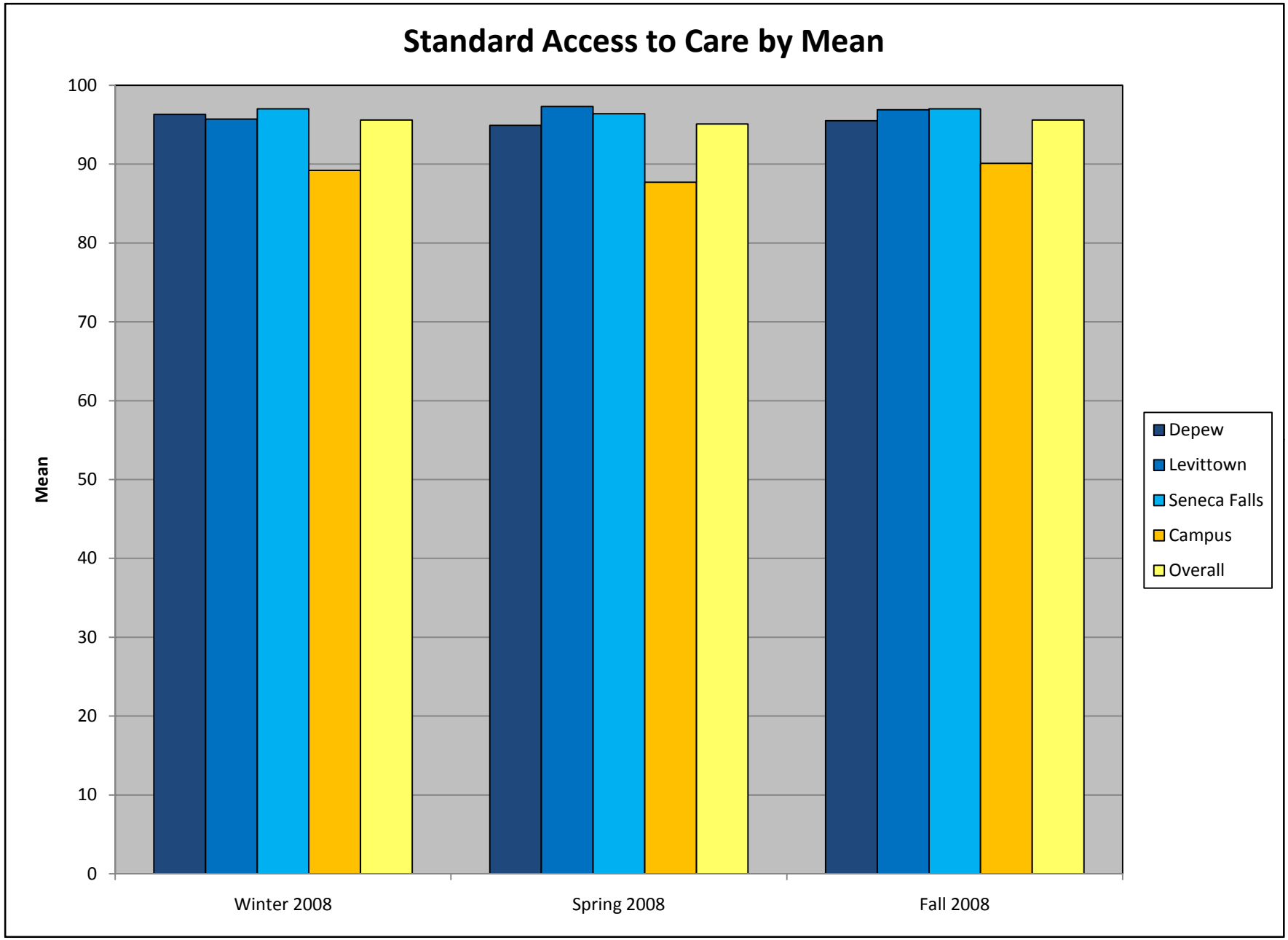
Press Ganey Patient Satisfaction
Winter, Spring and Fall 2008 By Health Centers



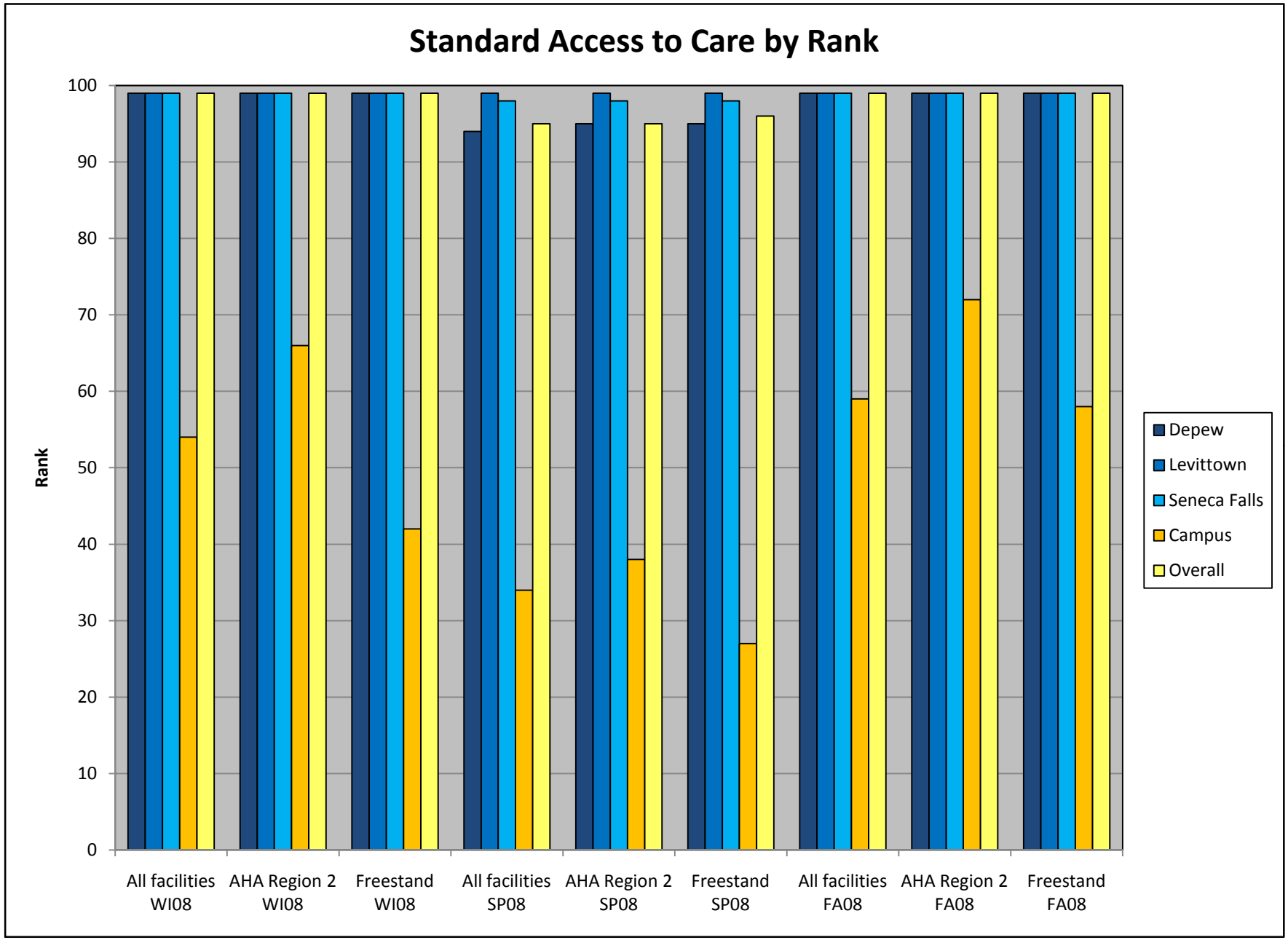
Press Ganey Patient Satisfaction
Winter, Spring and Fall 2008 By Health Centers

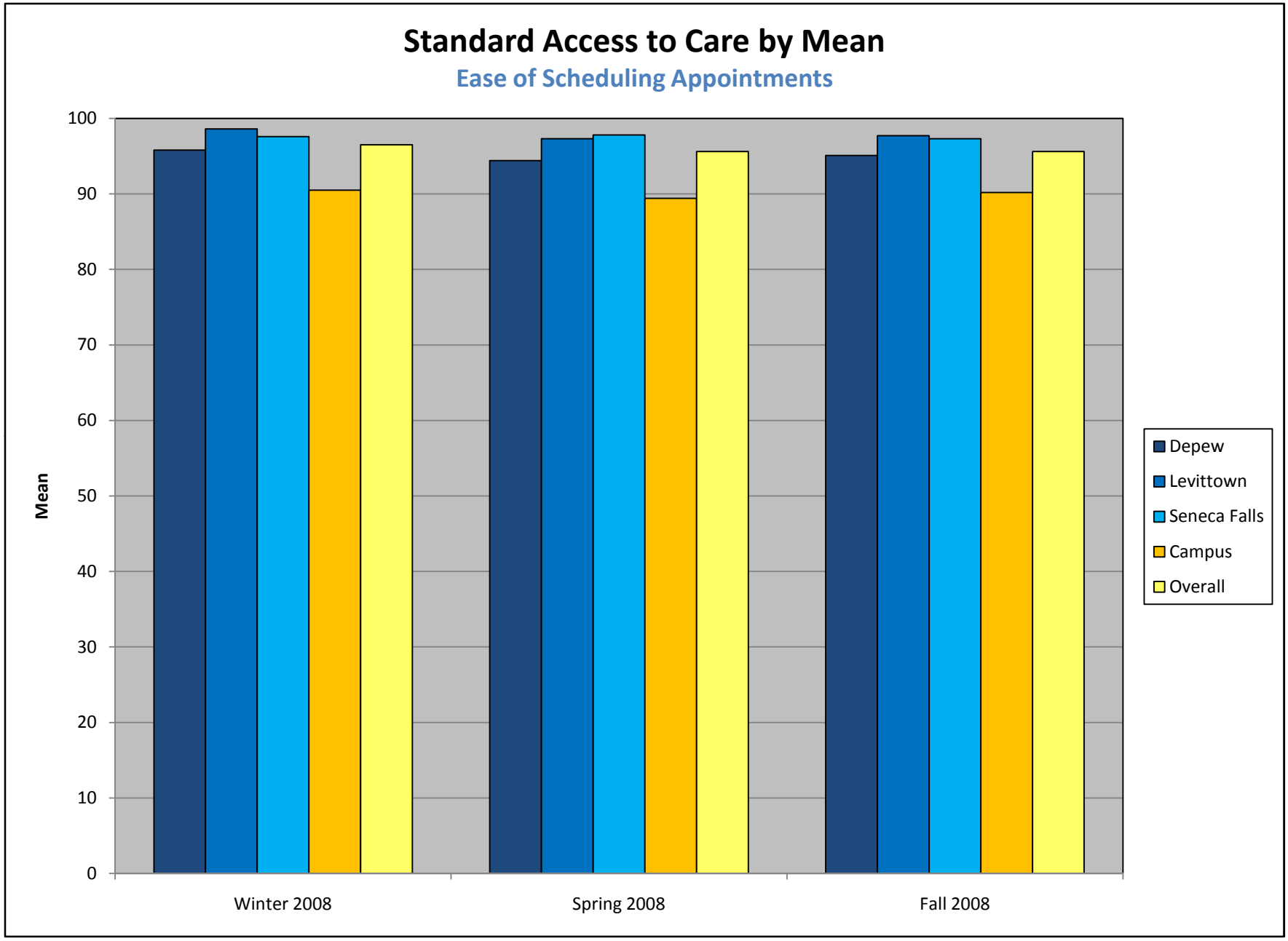


Press Ganey Patient Satisfaction
Winter, Spring and Fall 2008 By Health Centers

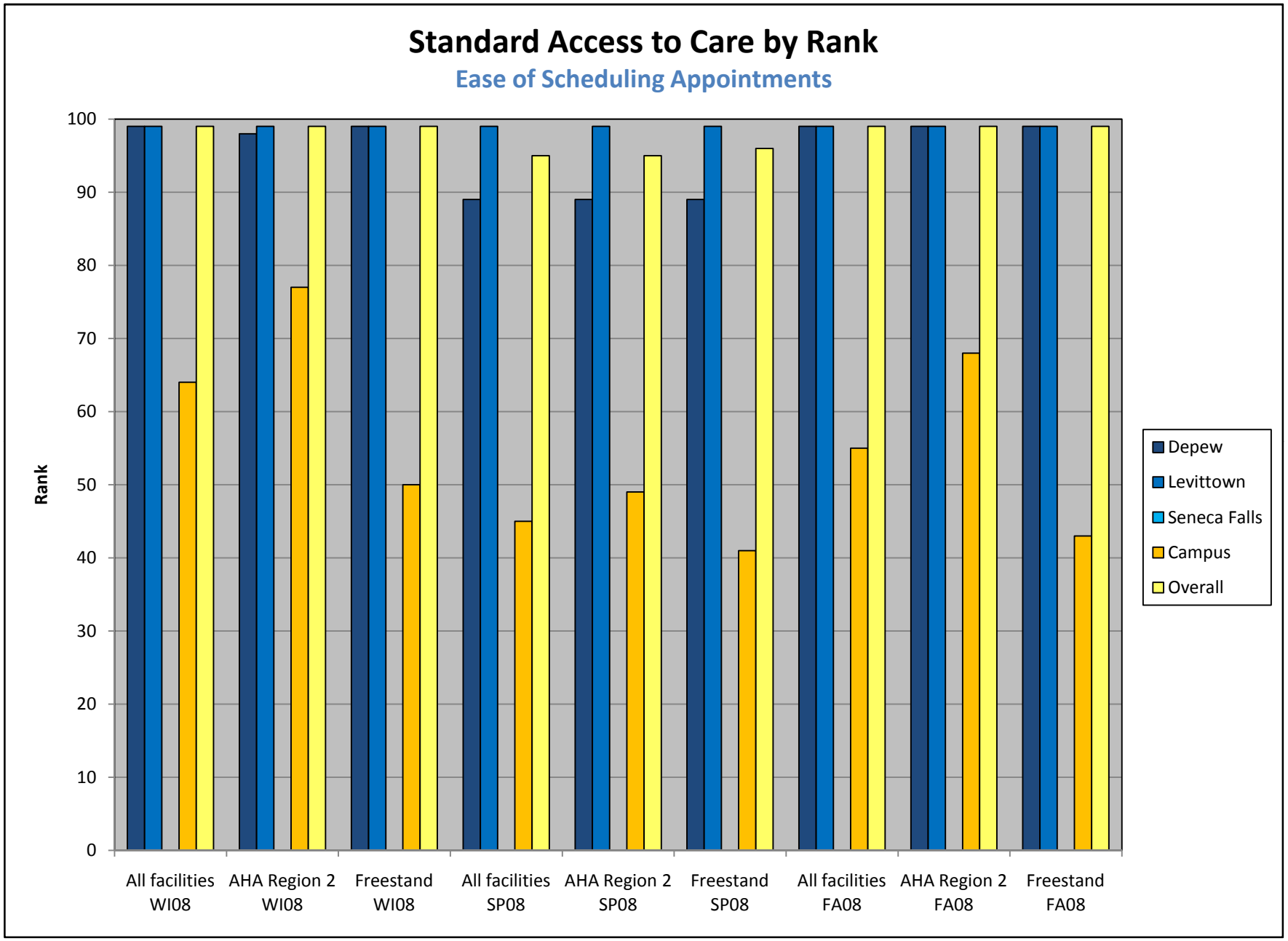


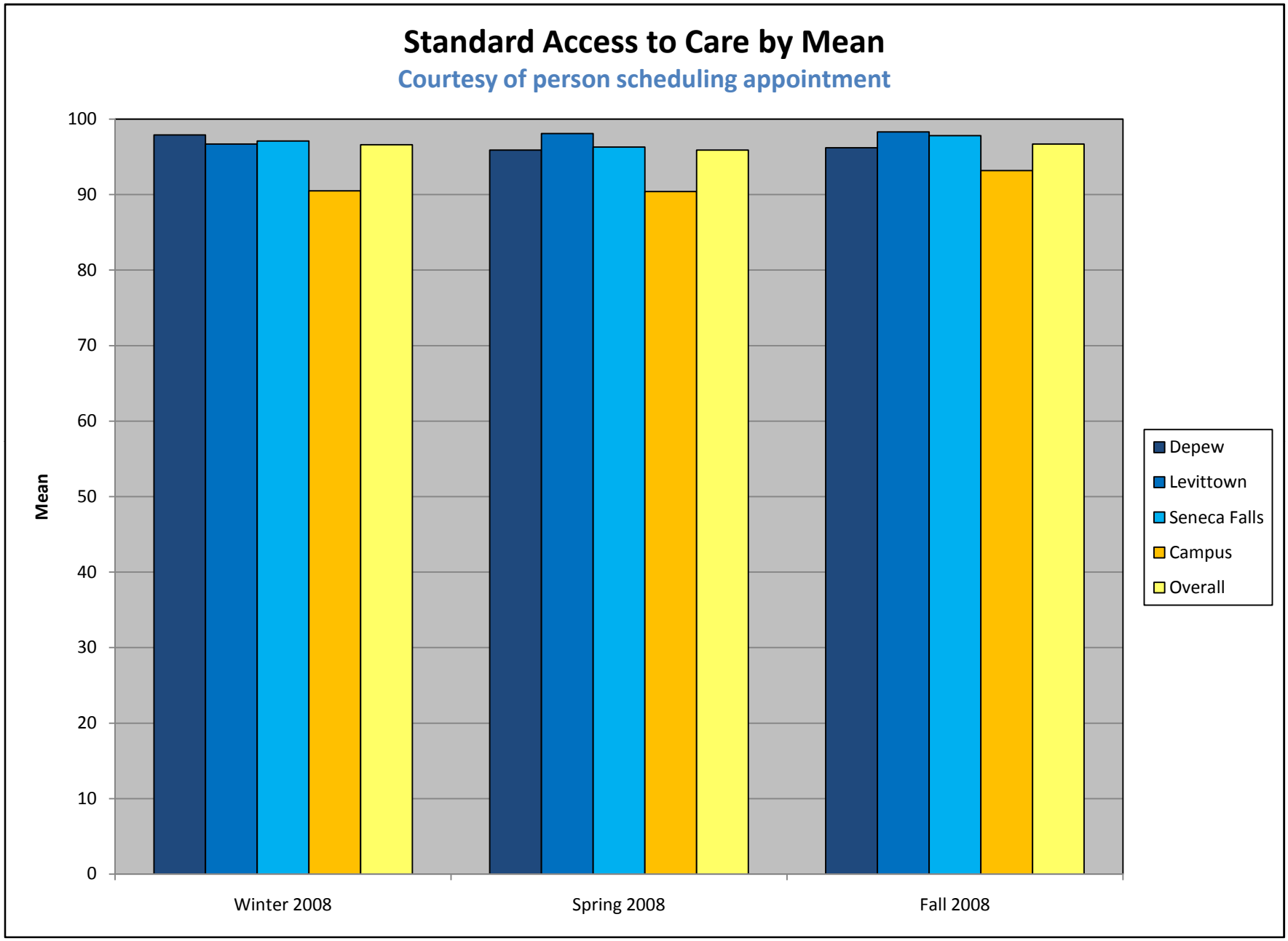
Press Ganey Patient Satisfaction
Winter, Spring and Fall 2008 By Health Centers



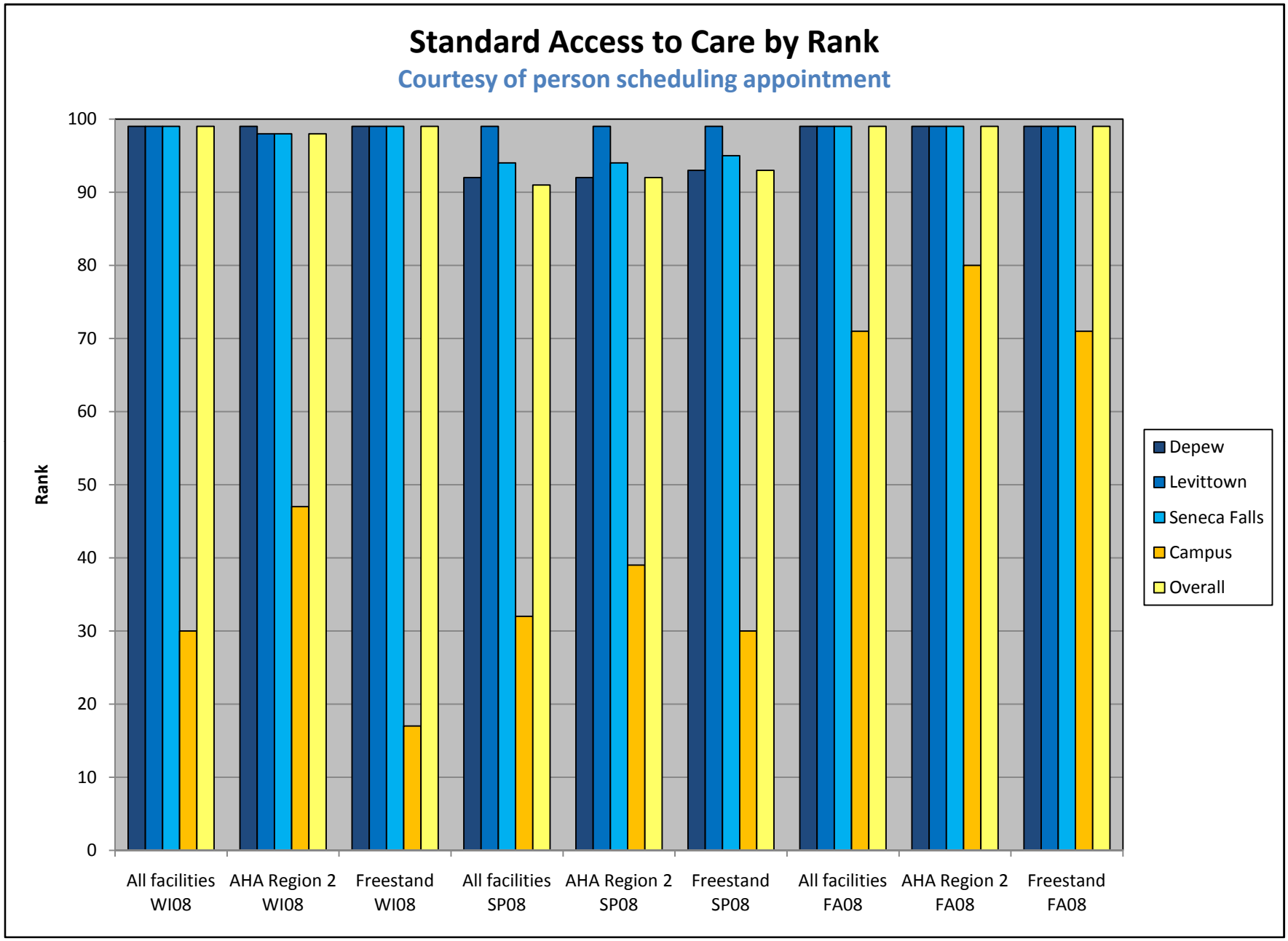

Standard Access to Care by Mean
Ease of Scheduling Appointments
Mean
100
90
80
70
60
50
40
30
20
10
0
Winter 2008
Spring 2008
Fall 2008
Depew
Levittown
Seneca Falls
Campus
Overall

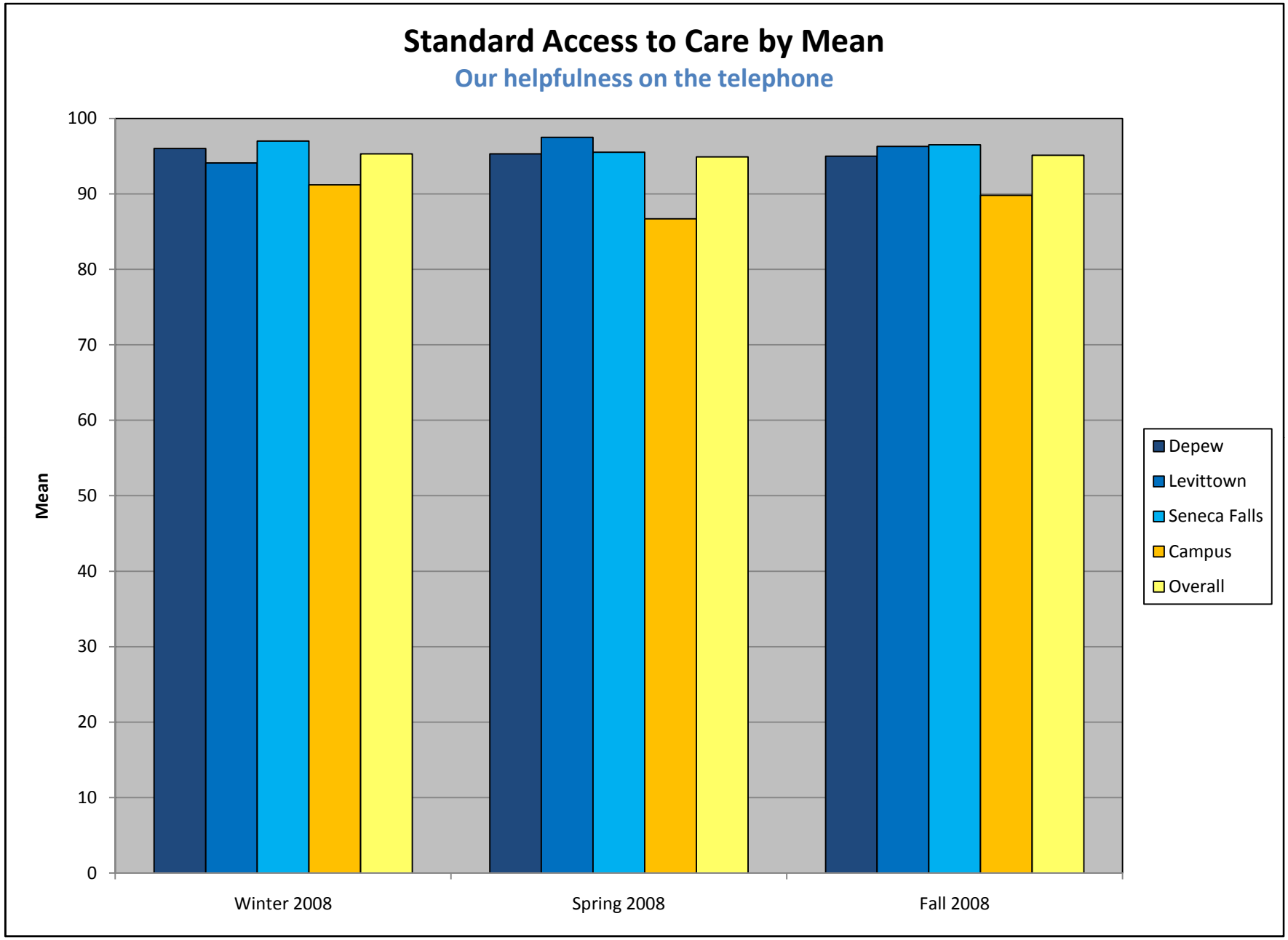
Press Ganey Patient Satisfaction
Winter, Spring and Fall 2008 By Health Centers

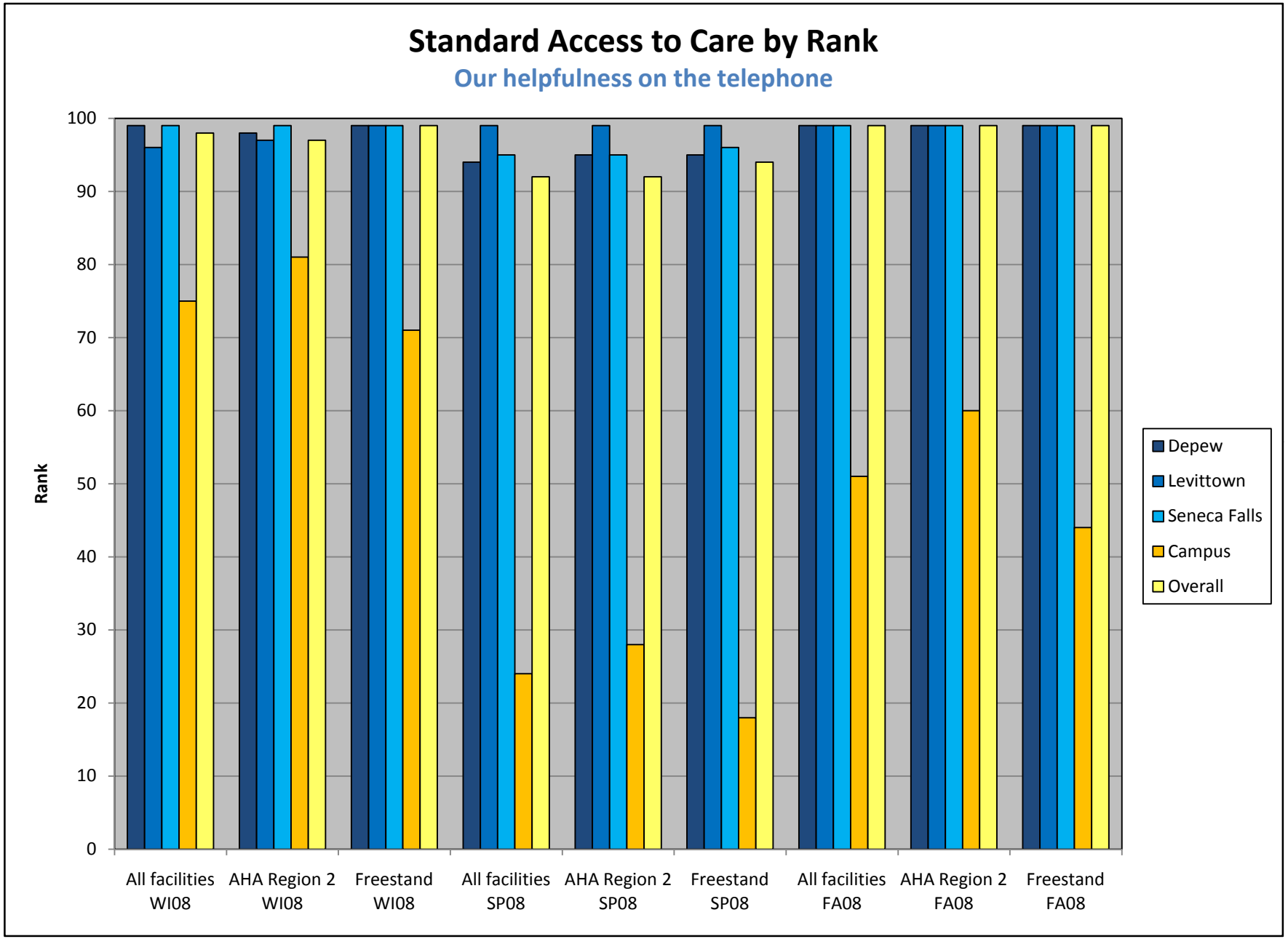



Standard Access to Care by Mean
Courtesy of person scheduling appointment
Mean
100
90
80
70
60
50
40
30
20
10
0
Winter 2008
Spring 2008
Fall 2008
Depew
Levittown
Seneca Falls
Campus
Overall

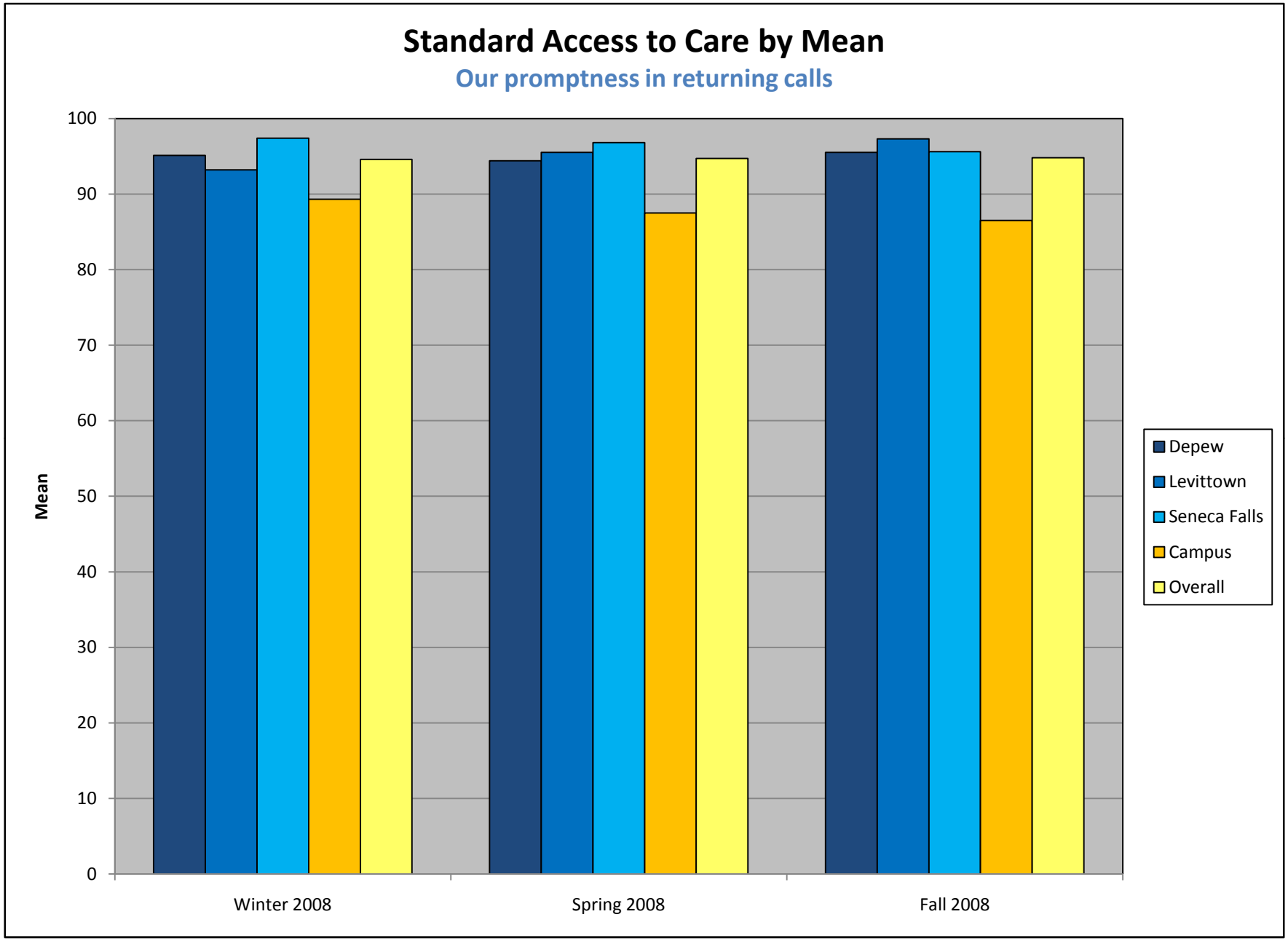
Press Ganey Patient Satisfaction
Winter, Spring and Fall 2008 By Health Centers



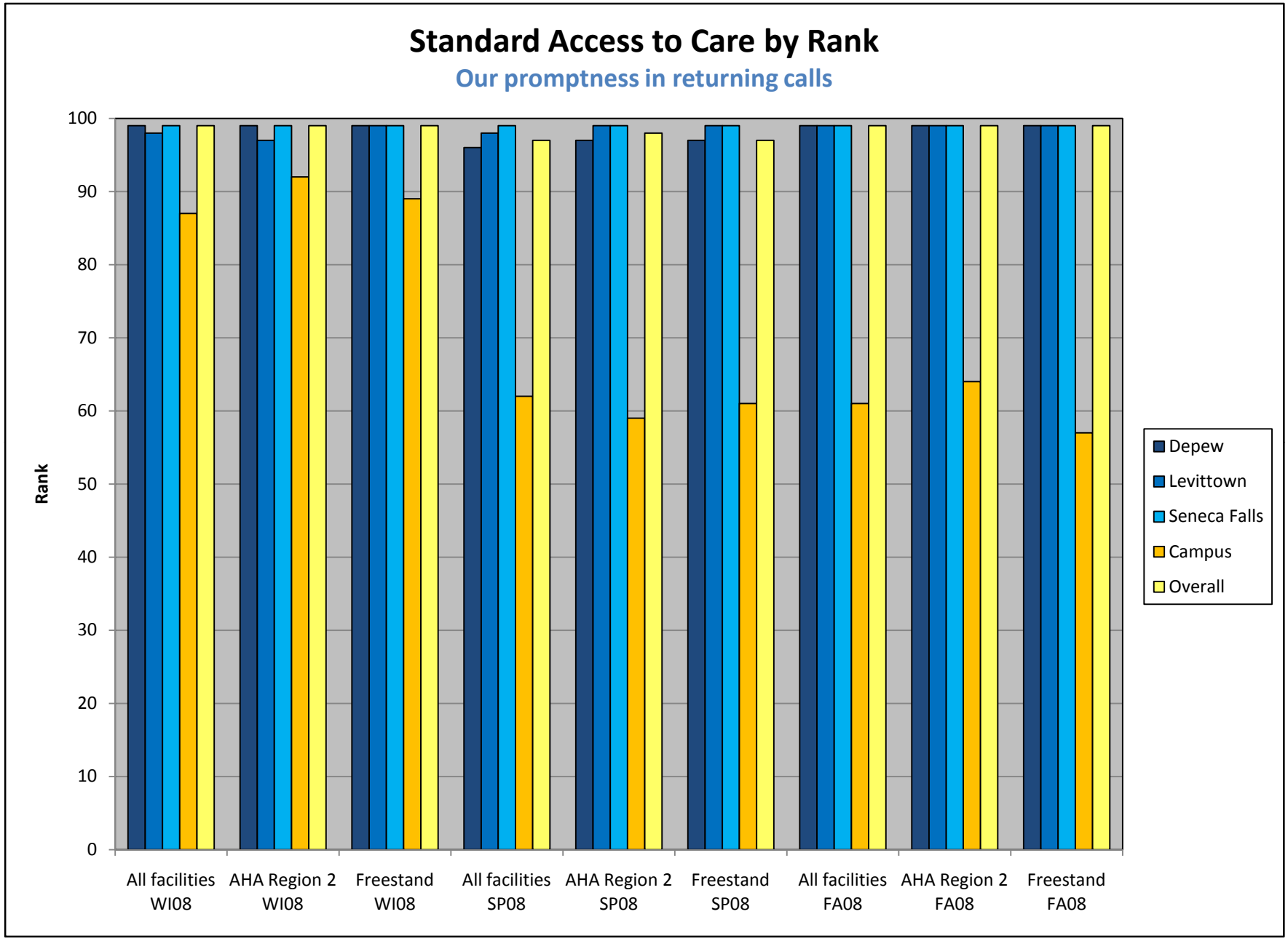

Standard Access to Care by Mean
Our helpfulness on the telephone
Mean
100
90
80
70
60
50
40
30
20
10
0
Winter 2008
Spring 2008
Fall 2008
Depew
Levittown
Seneca Falls
Campus
Overall


Standard Access to Care by Rank
Our helpfulness on the telephone
Rank
100
90
80
70
60
50
40
30
20
10
0
All facilities WI08
AHA Region 2 WI08
Freestand WI08
All facilities SP08
AHA Region 2 SP08
Freestand SP08
All facilities FA08
AHA Region 2 FA08
Freestand FA08
Depew
Levittown
Seneca Falls
Campus
Overall

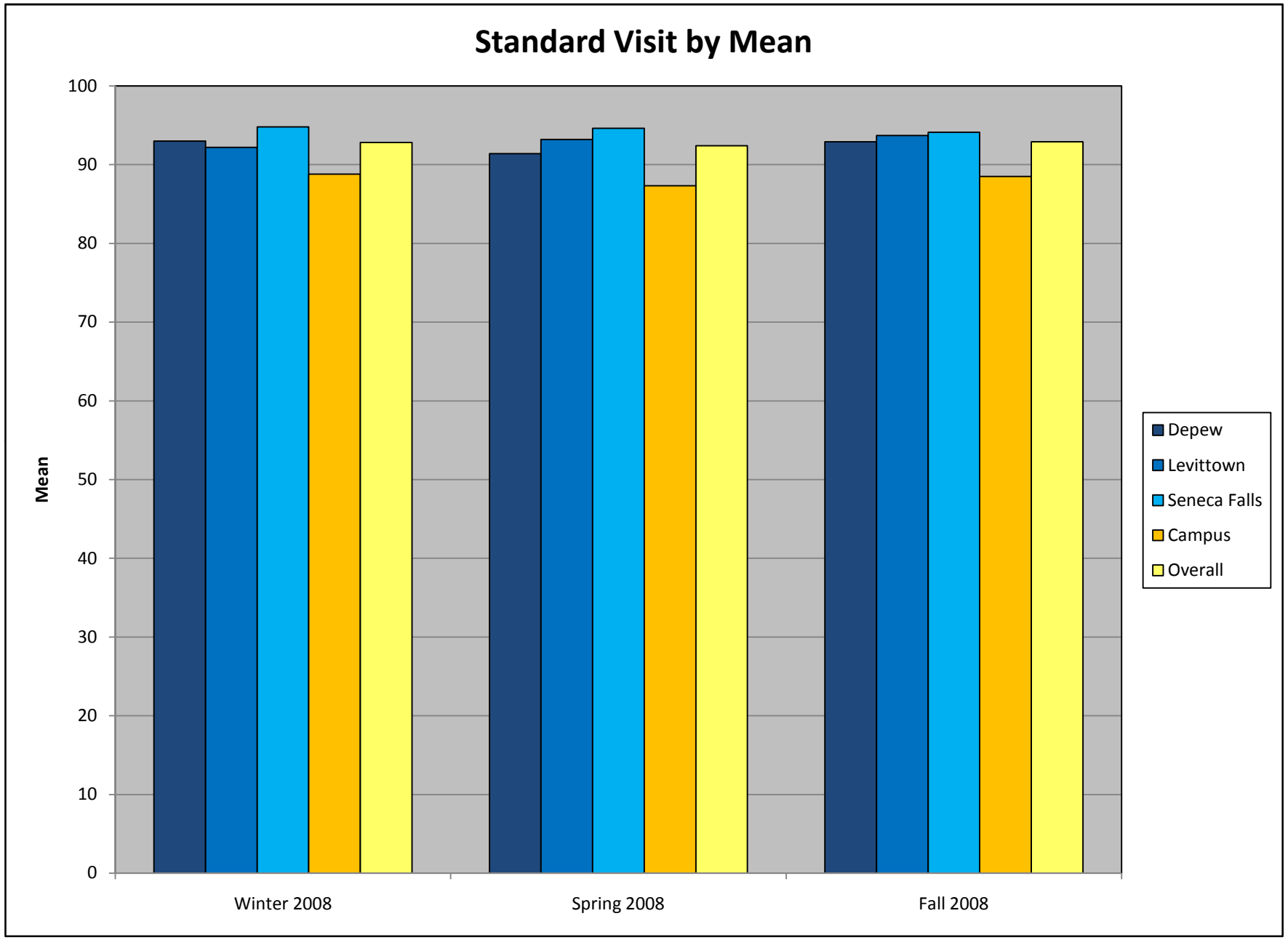
Press Ganey Patient Satisfaction
Winter, Spring and Fall 2008 By Health Centers



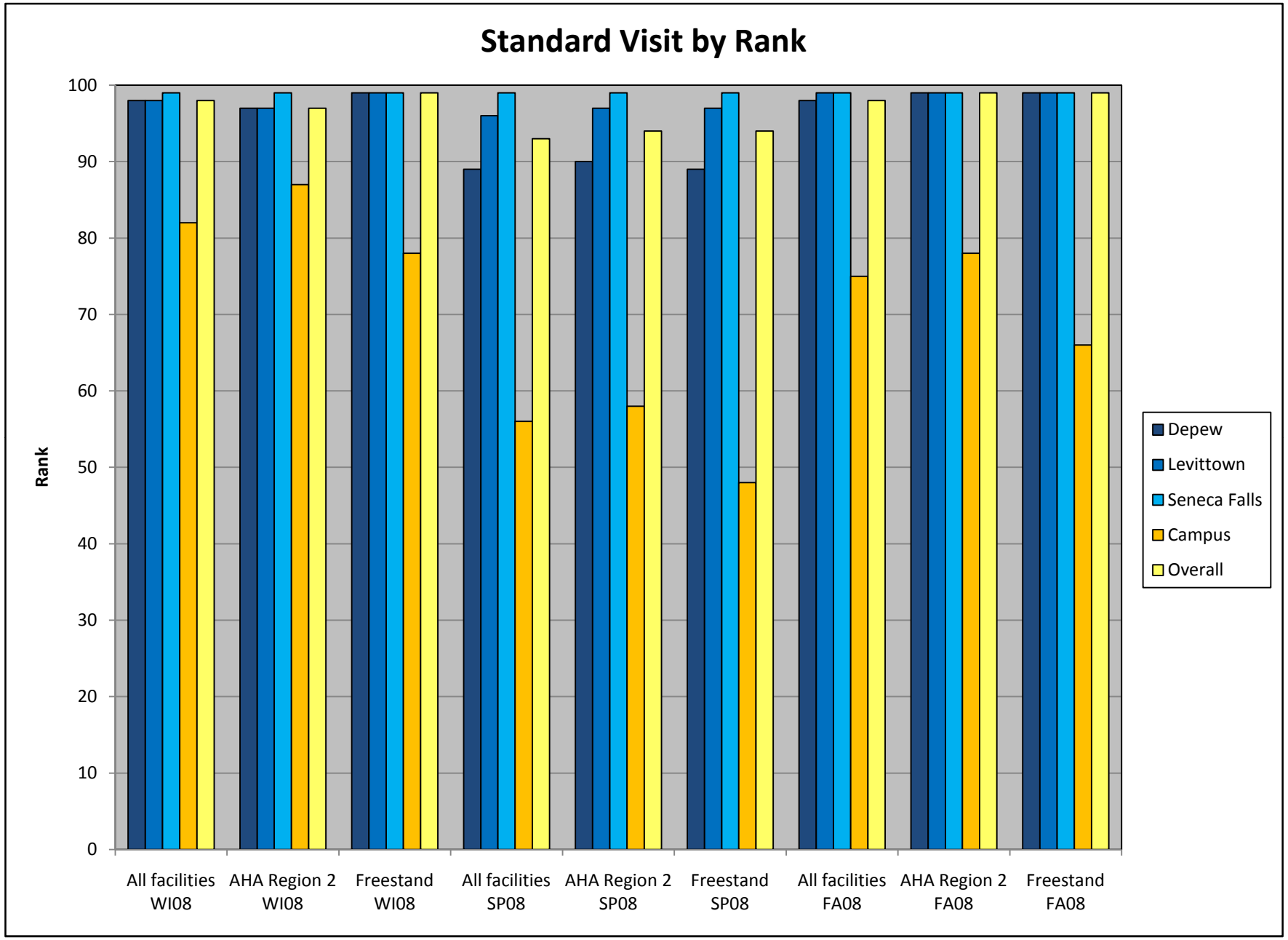
Press Ganey Patient Satisfaction
Winter, Spring and Fall 2008 By Health Centers



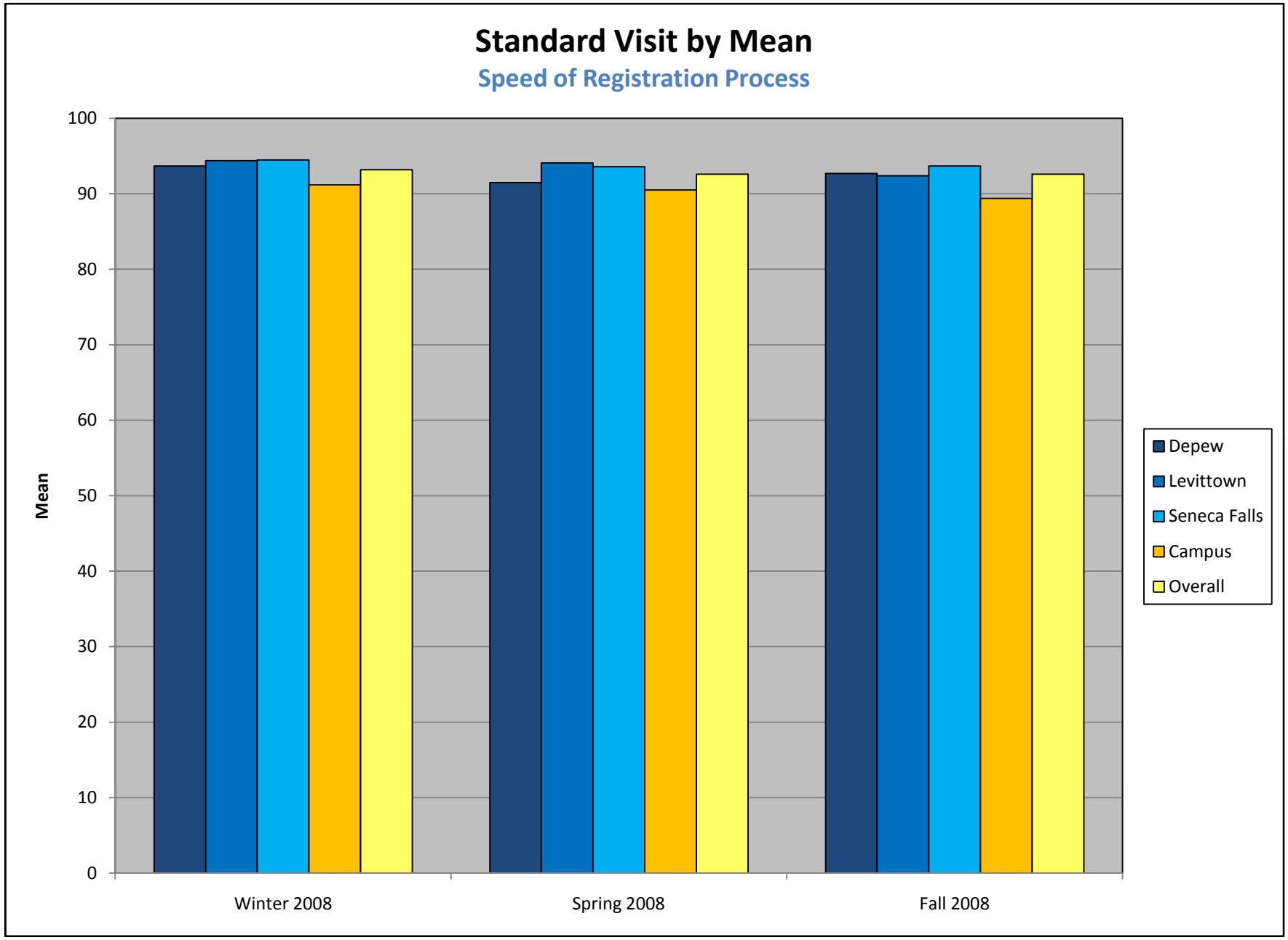
Press Ganey Patient Satisfaction
Winter, Spring and Fall 2008 By Health Centers



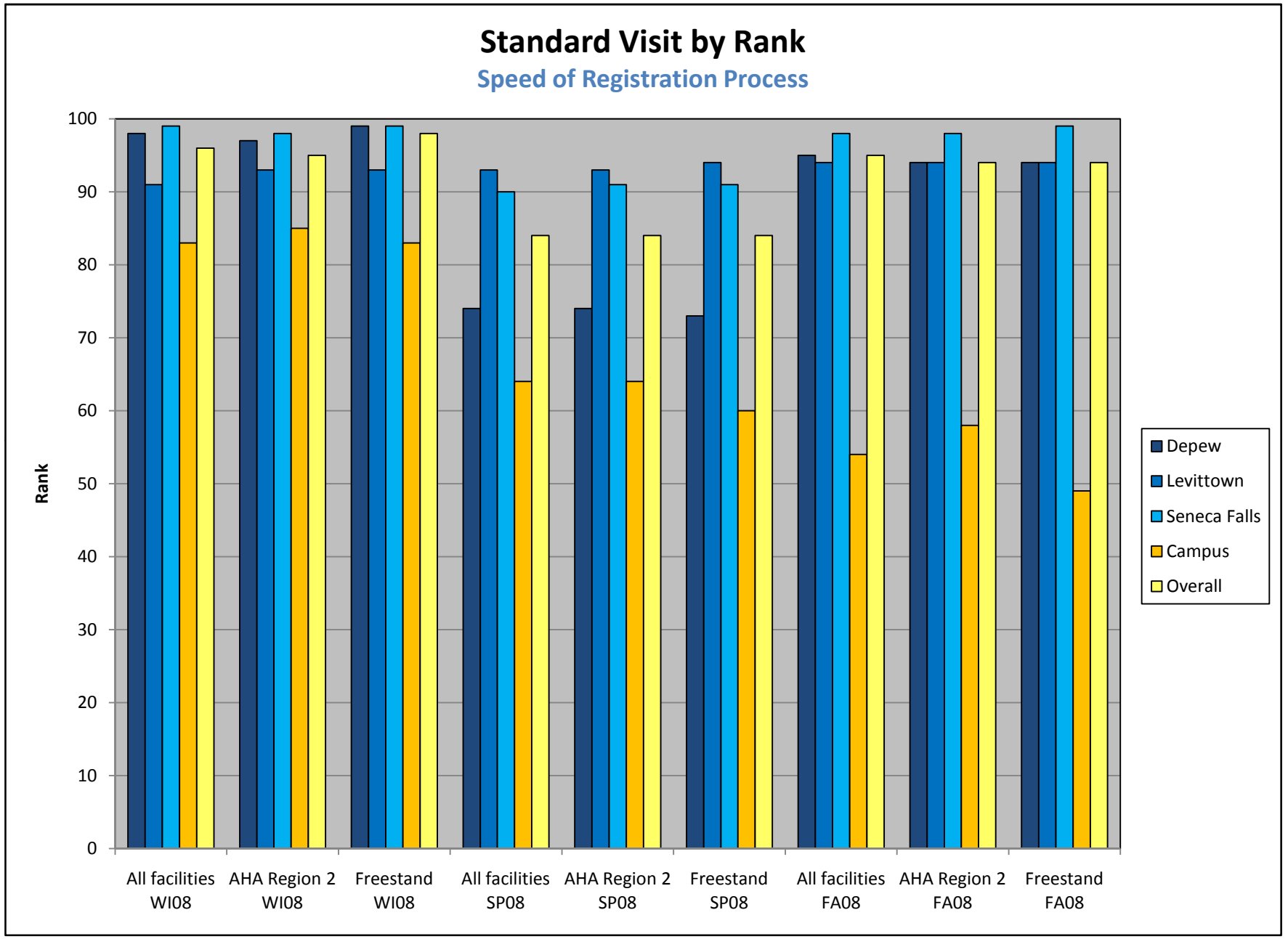
Press Ganey Patient Satisfaction
Winter, Spring and Fall 2008 By Health Centers



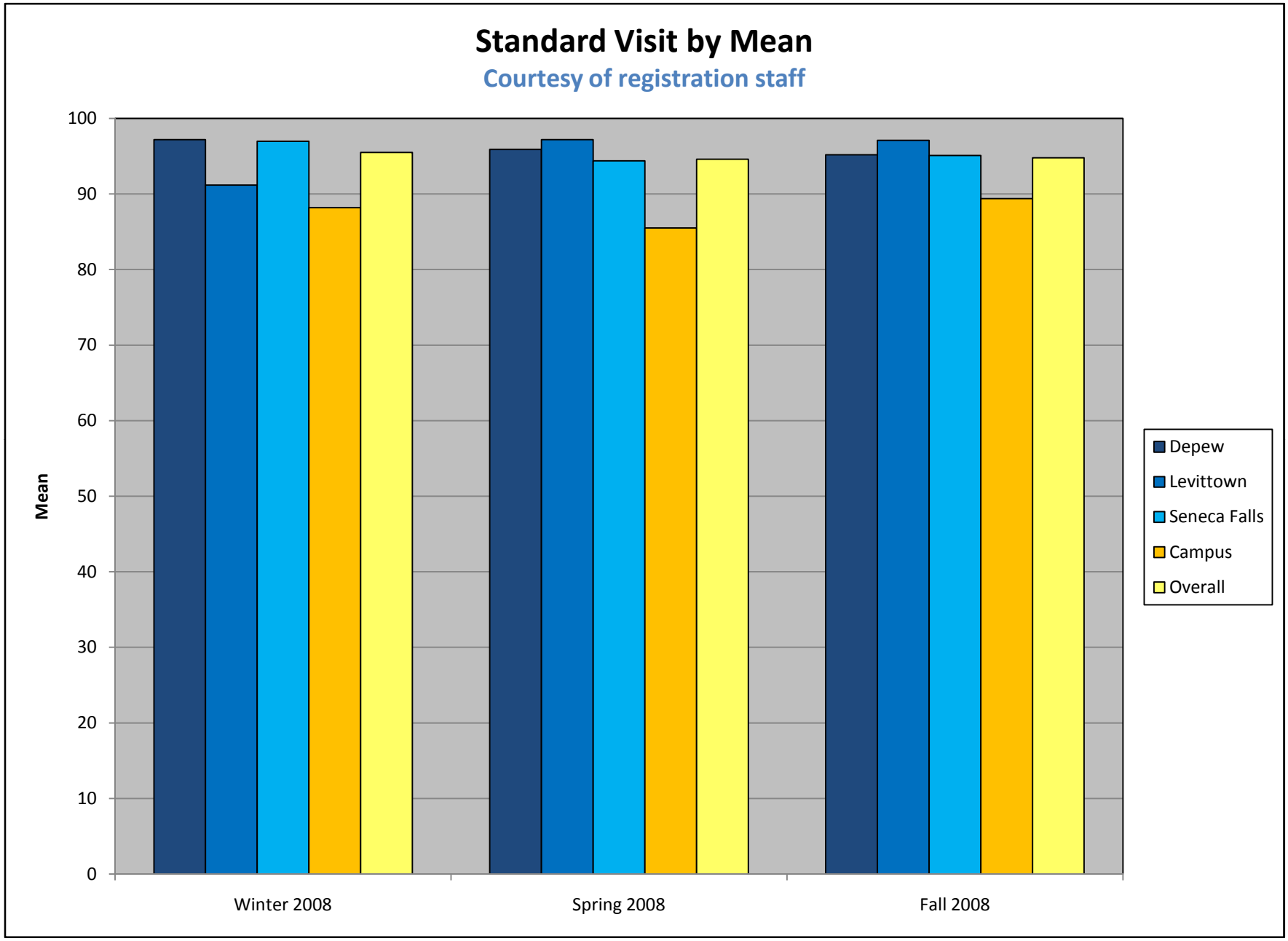
Press Ganey Patient Satisfaction
Winter, Spring and Fall 2008 By Health Centers



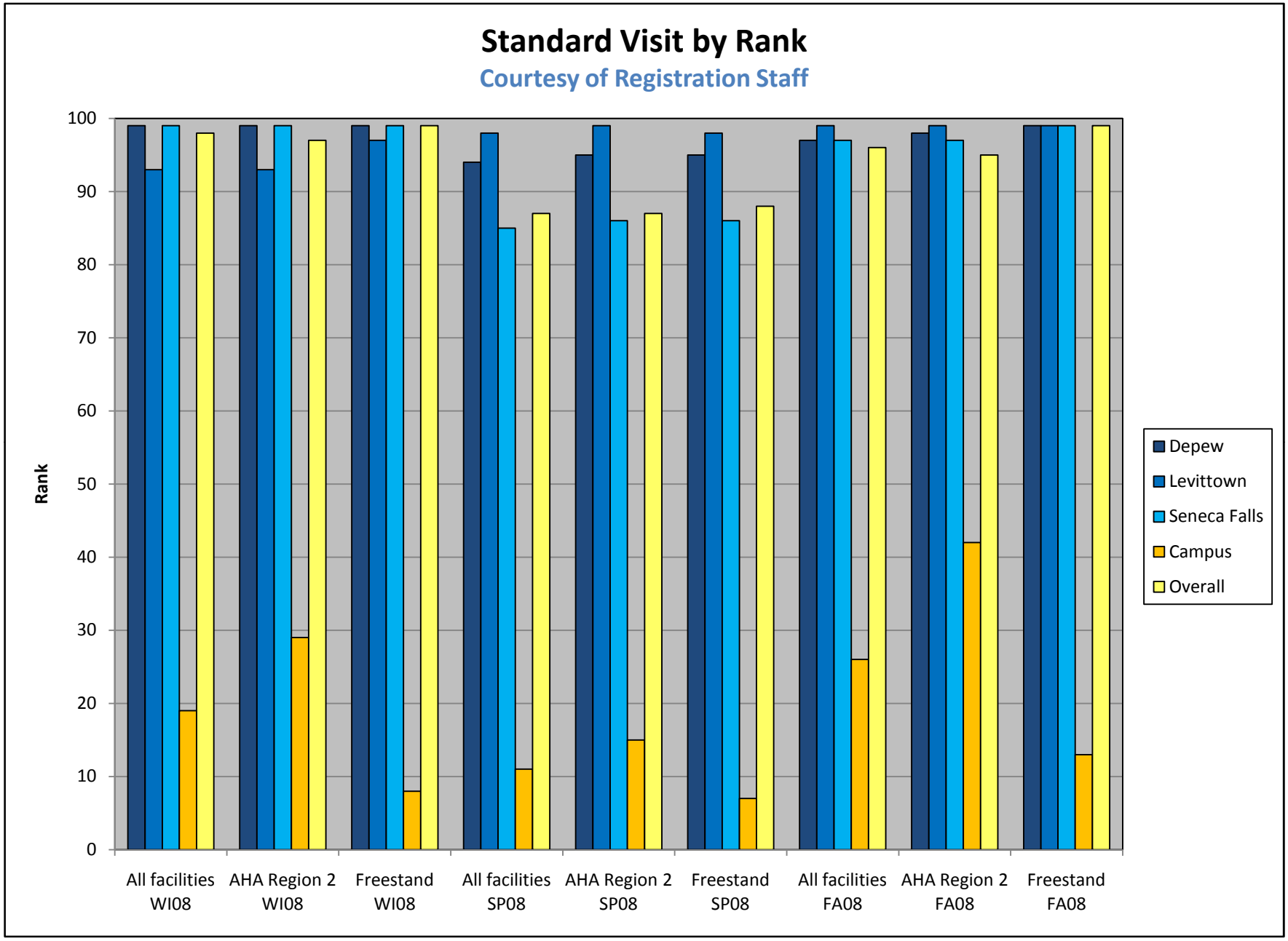
Press Ganey Patient Satisfaction
Winter, Spring and Fall 2008 By Health Centers



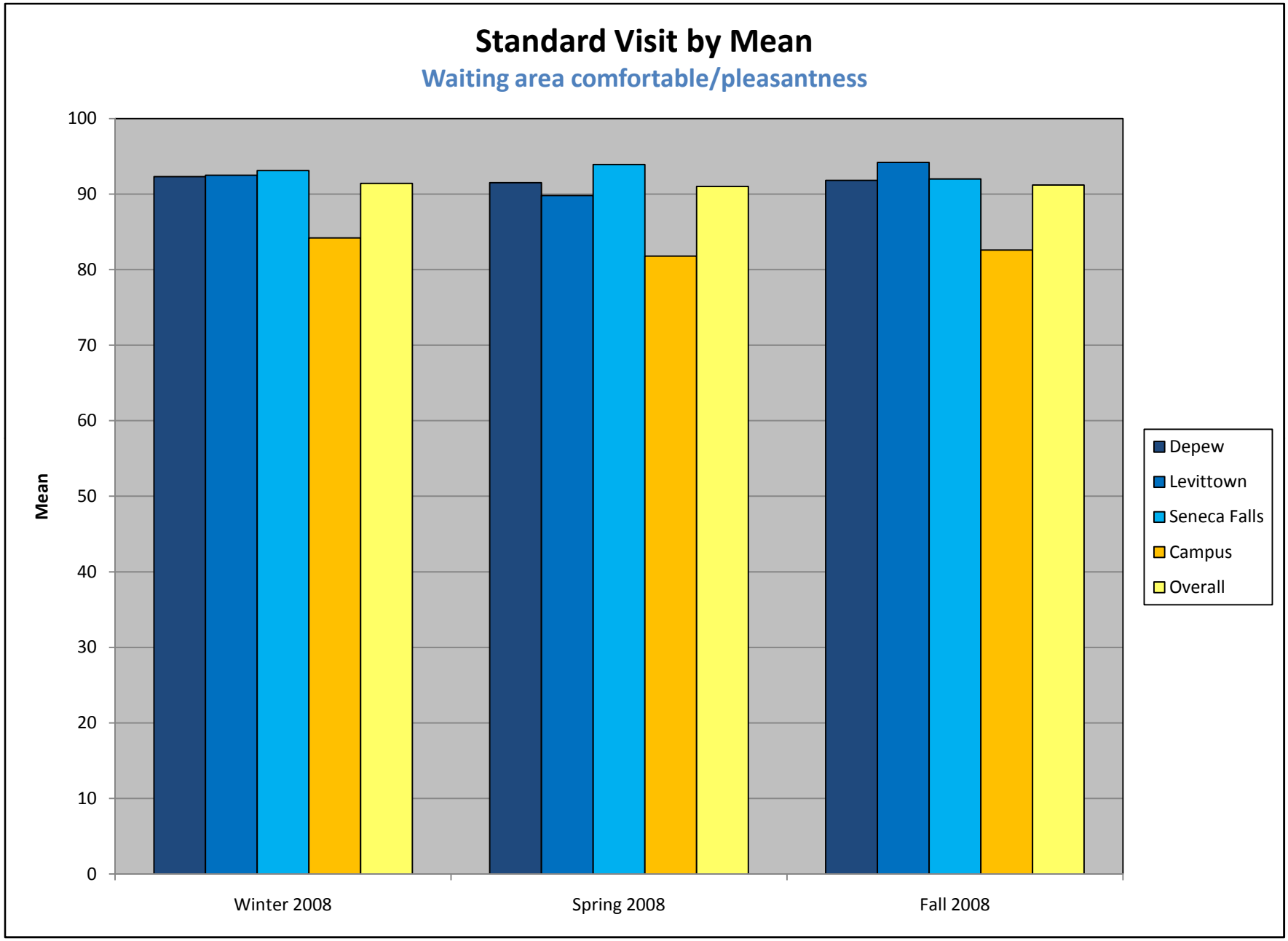
Press Ganey Patient Satisfaction
Winter, Spring and Fall 2008 By Health Centers



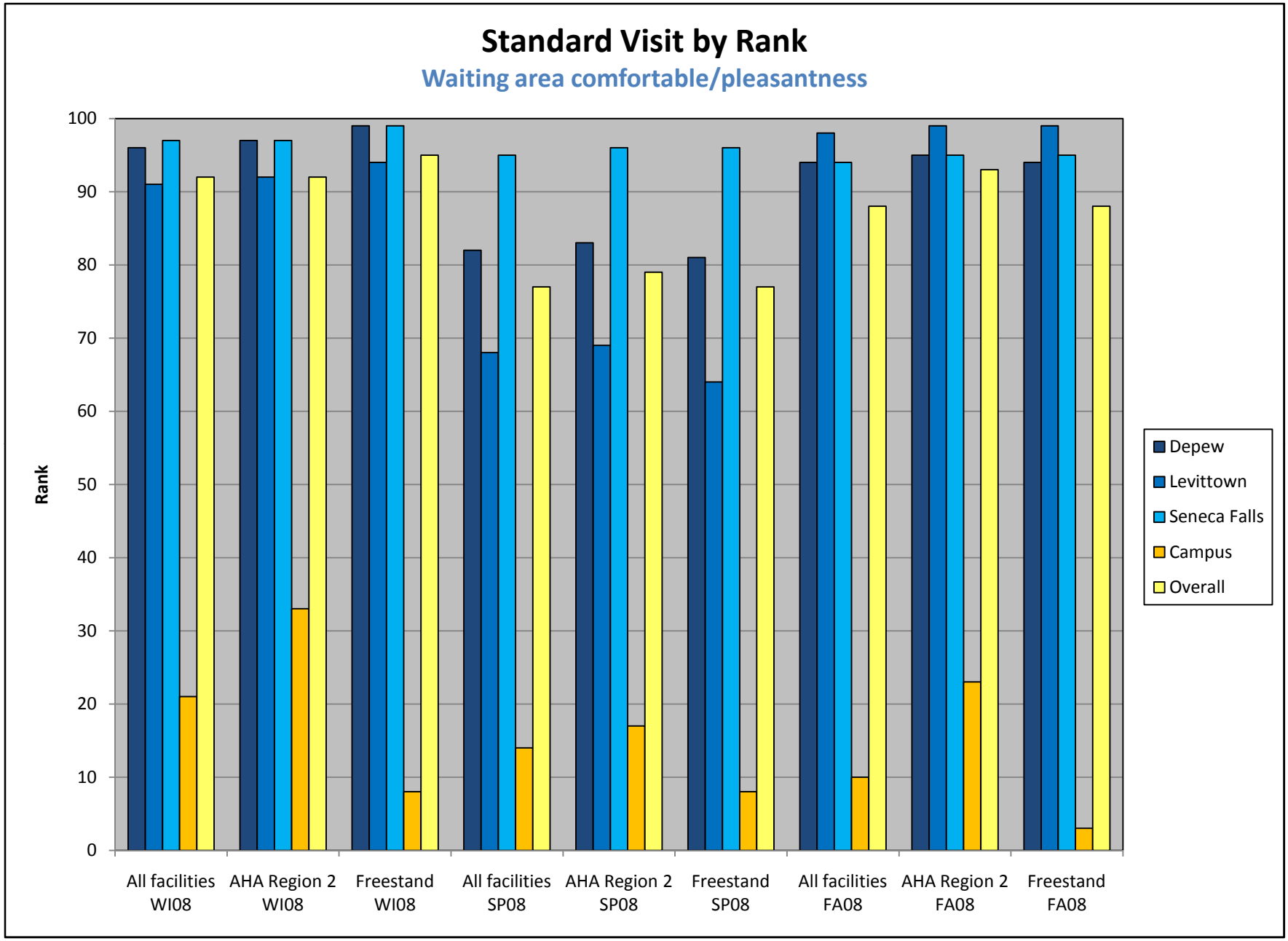
Press Ganey Patient Satisfaction
Winter, Spring and Fall 2008 By Health Centers



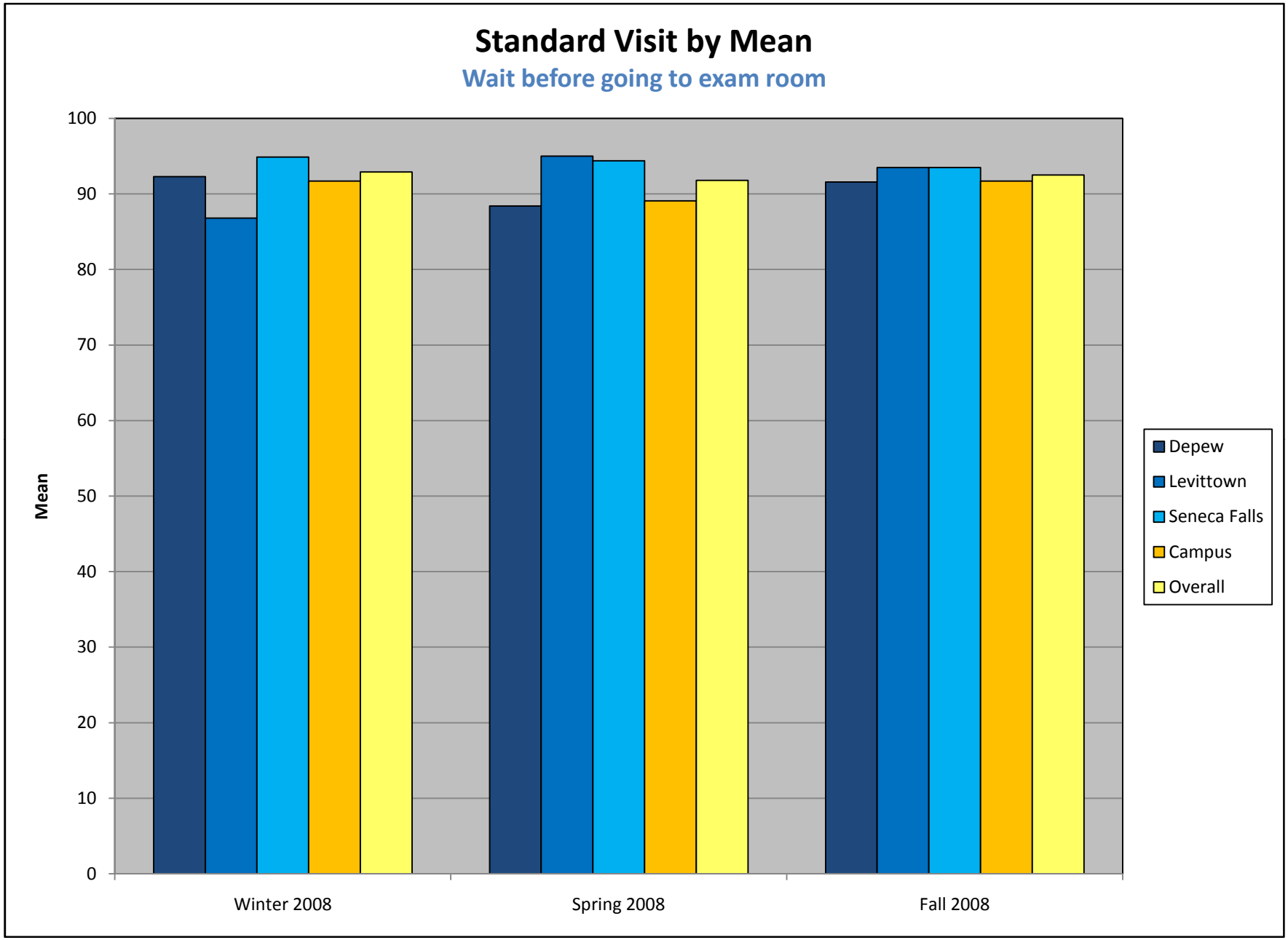
Press Ganey Patient Satisfaction
Winter, Spring and Fall 2008 By Health Centers



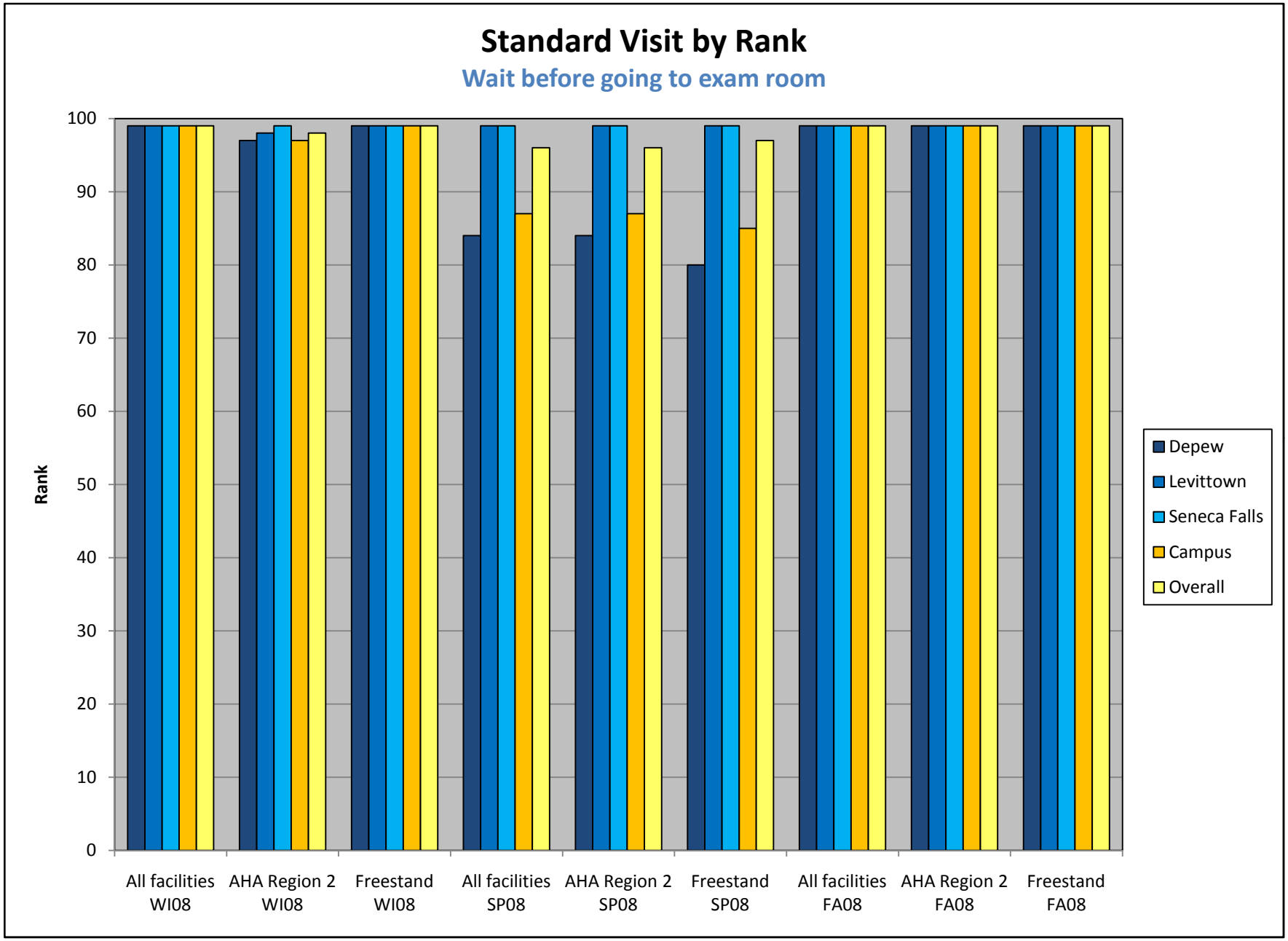
Press Ganey Patient Satisfaction
Winter, Spring and Fall 2008 By Health Centers



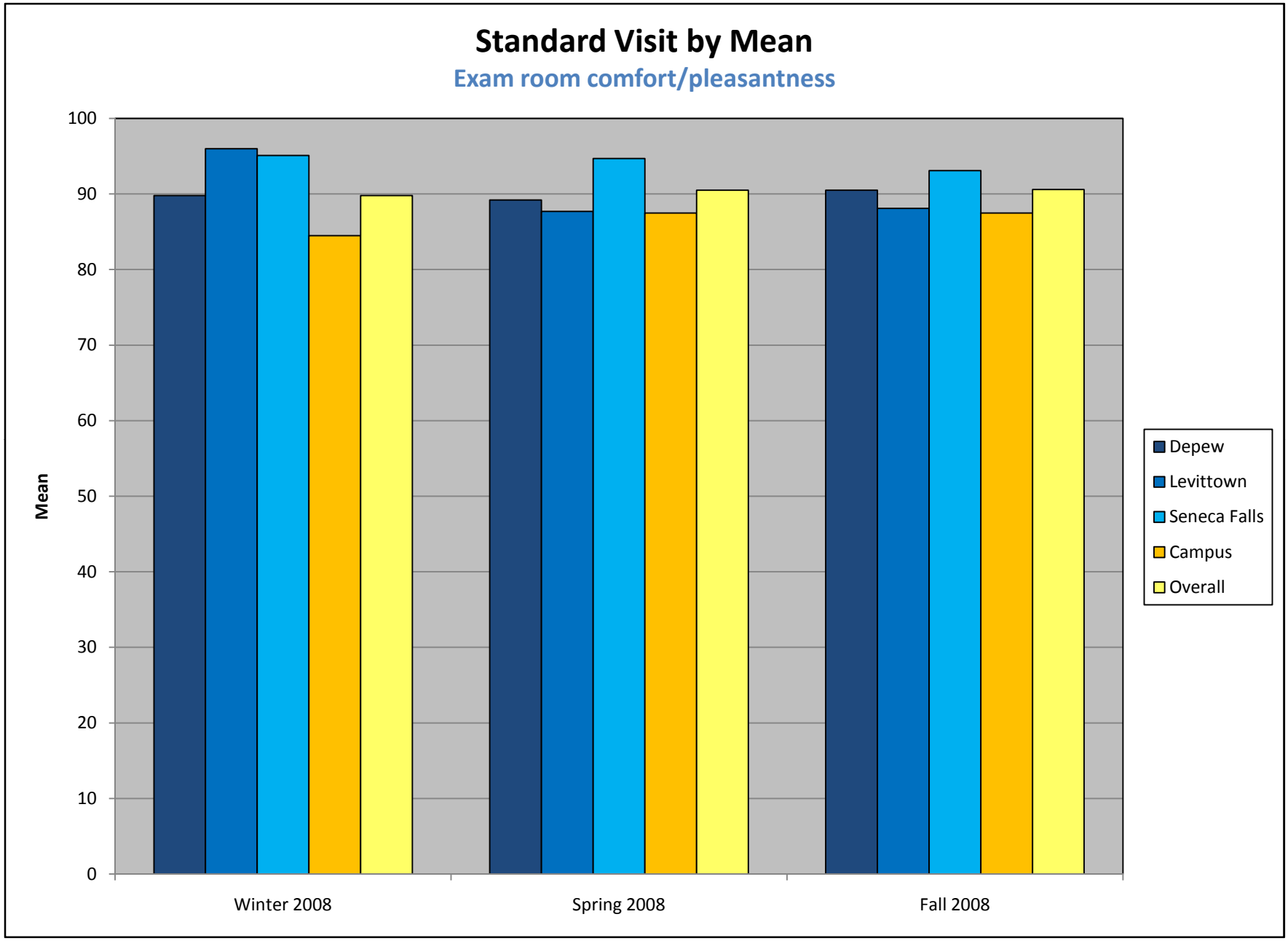
Press Ganey Patient Satisfaction
Winter, Spring and Fall 2008 By Health Centers



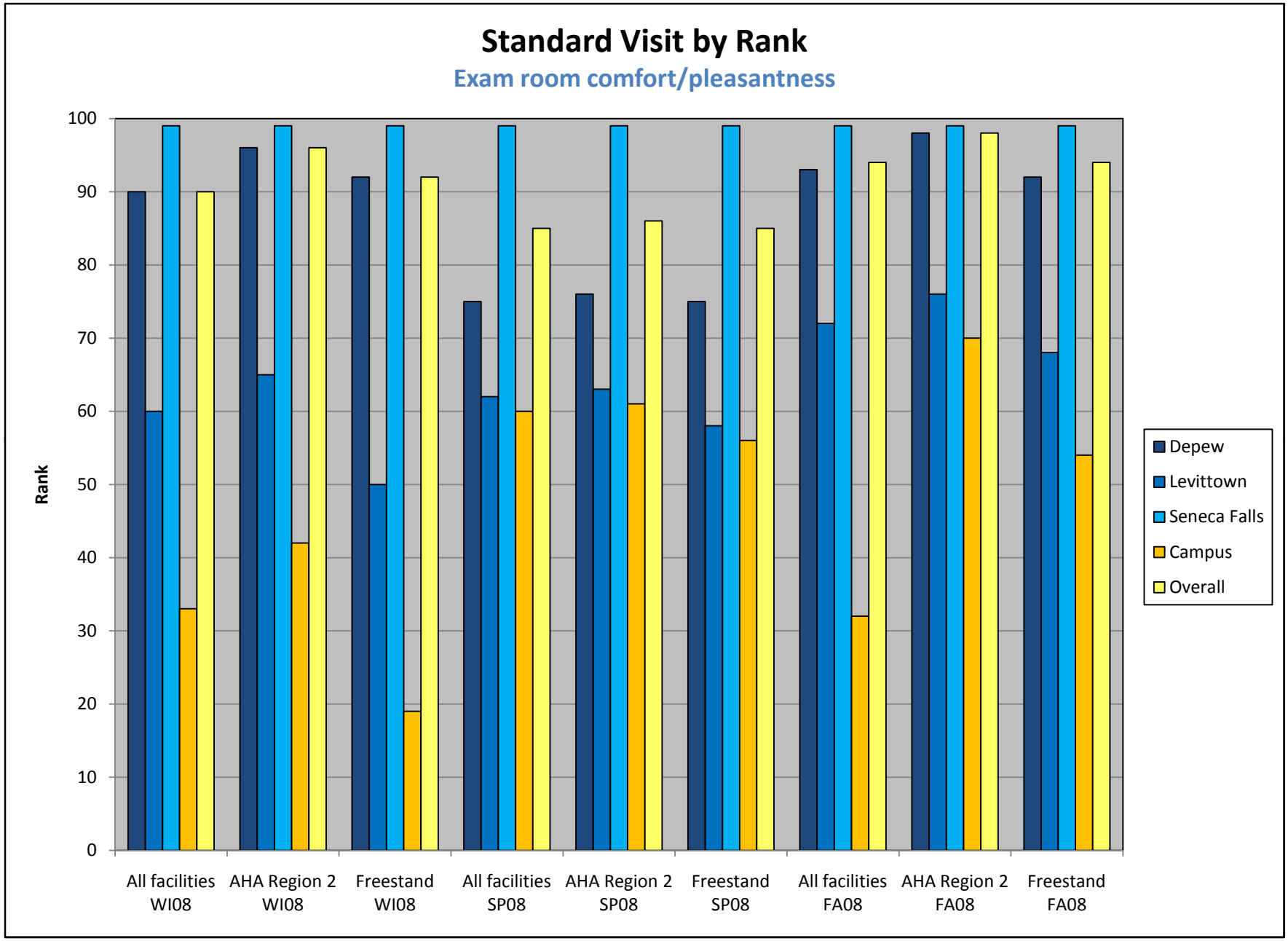
Press Ganey Patient Satisfaction
Winter, Spring and Fall 2008 By Health Centers



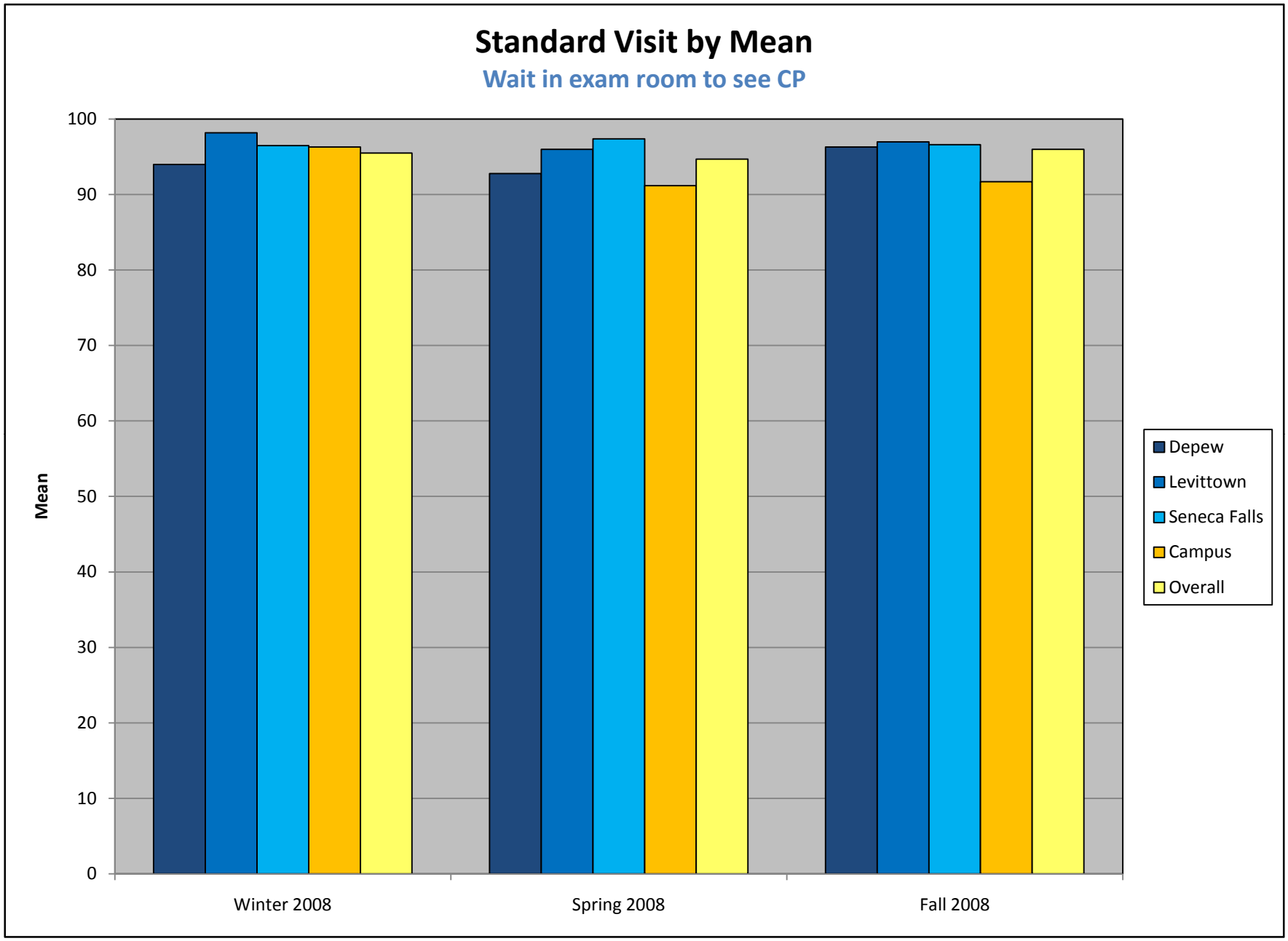
Press Ganey Patient Satisfaction
Winter, Spring and Fall 2008 By Health Centers



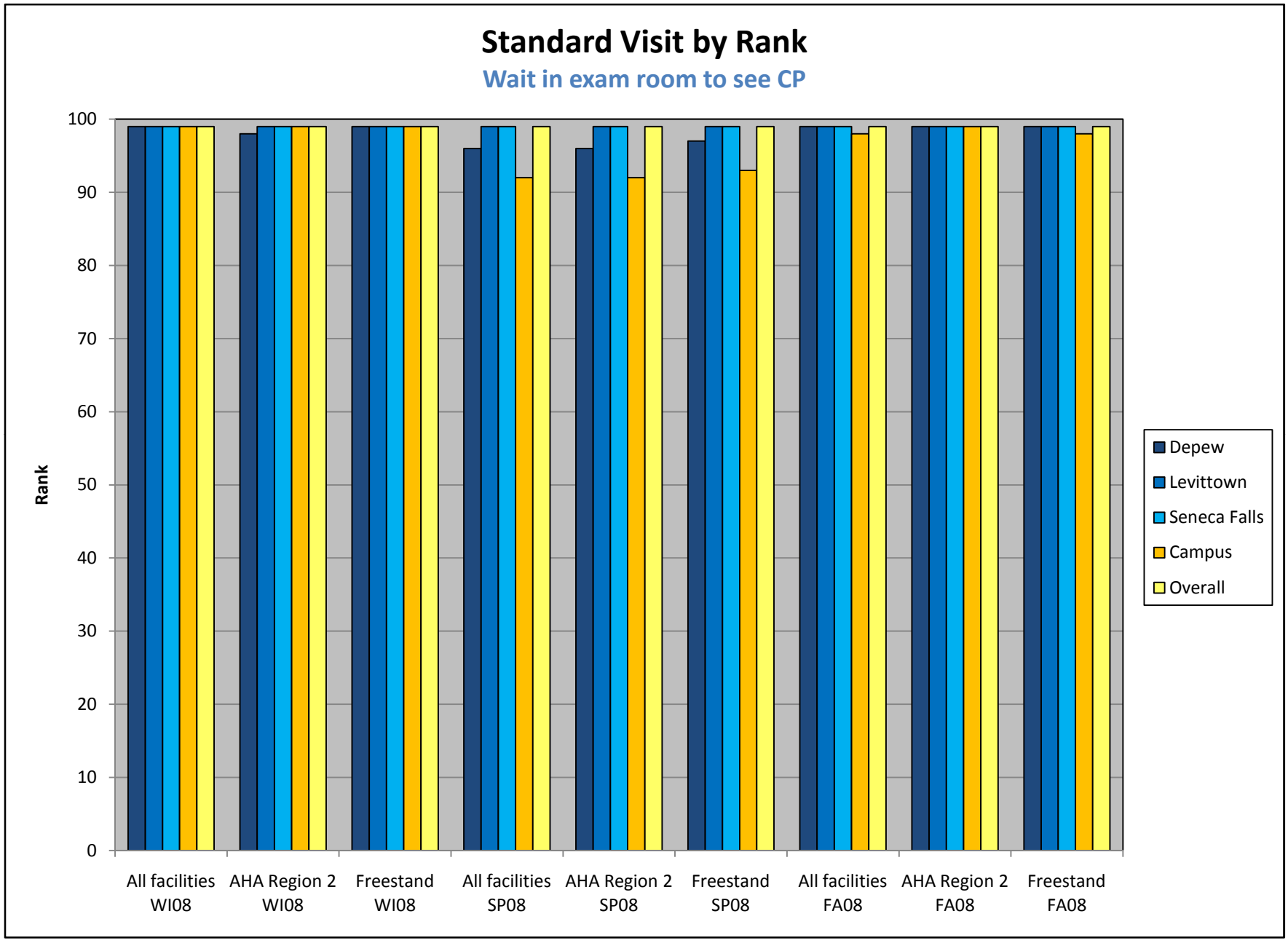
Press Ganey Patient Satisfaction
Winter, Spring and Fall 2008 By Health Centers



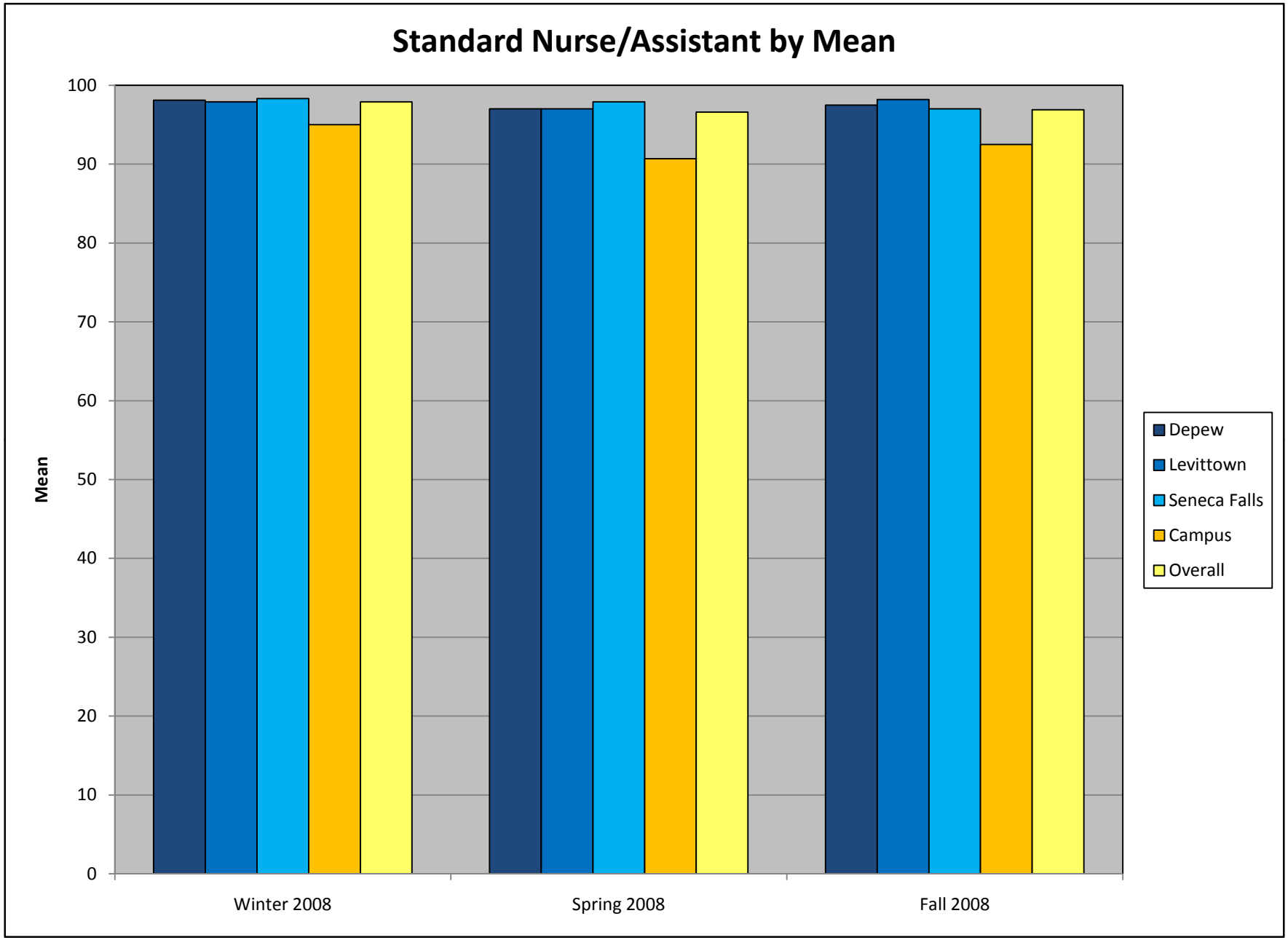
Press Ganey Patient Satisfaction
Winter, Spring and Fall 2008 By Health Centers



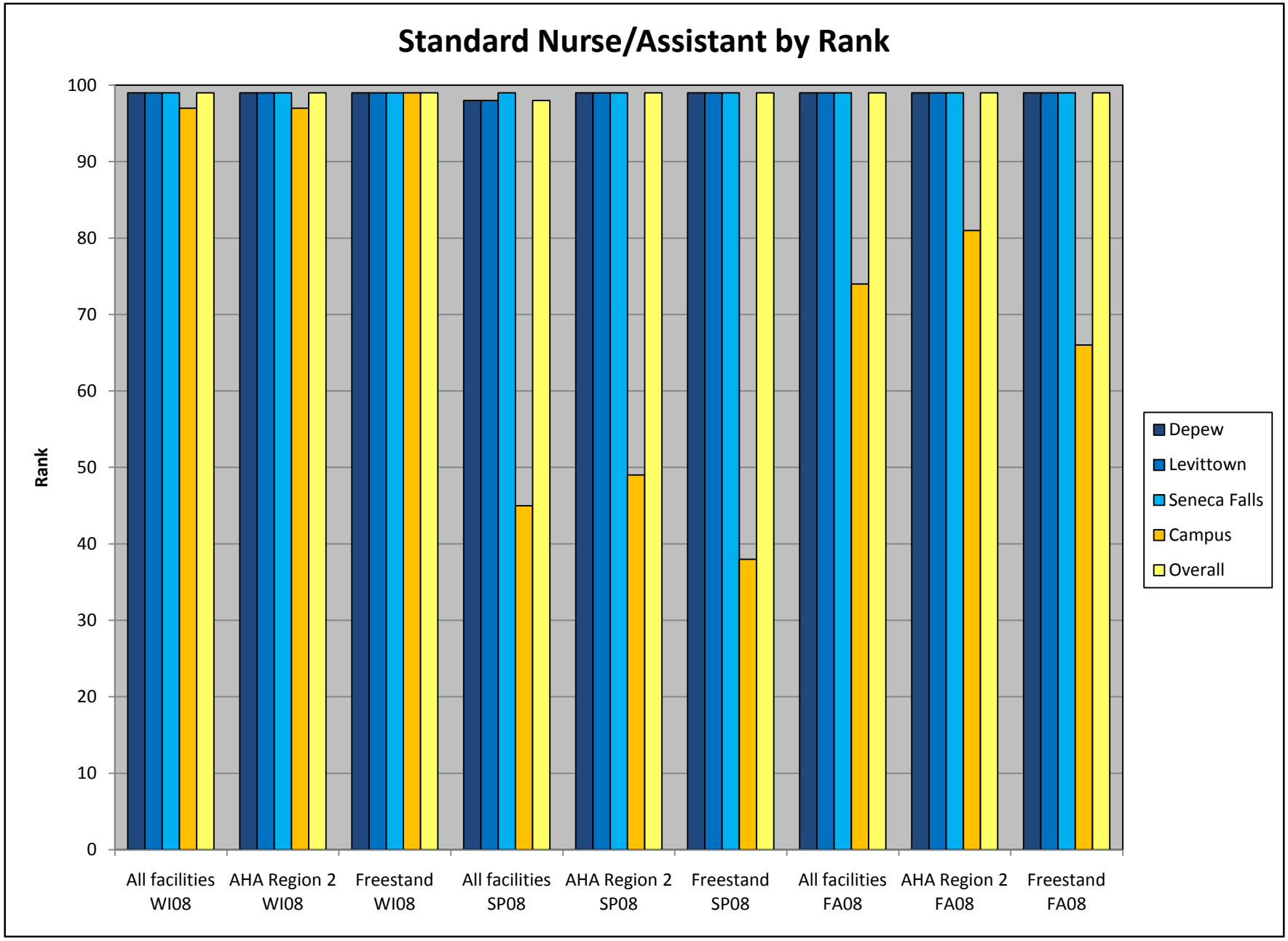
Press Ganey Patient Satisfaction
Winter, Spring and Fall 2008 By Health Centers



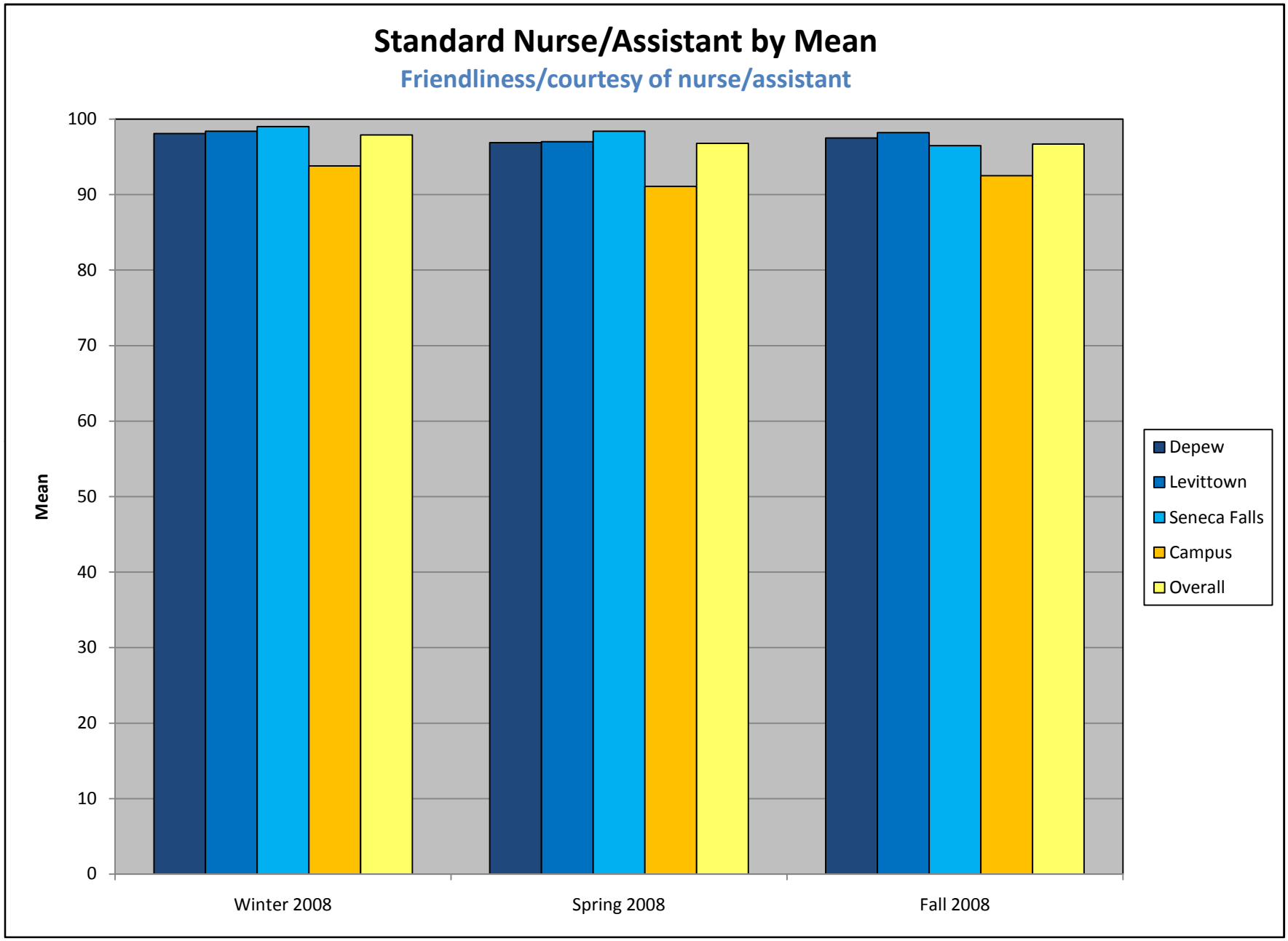
Press Ganey Patient Satisfaction
Winter, Spring and Fall 2008 By Health Centers

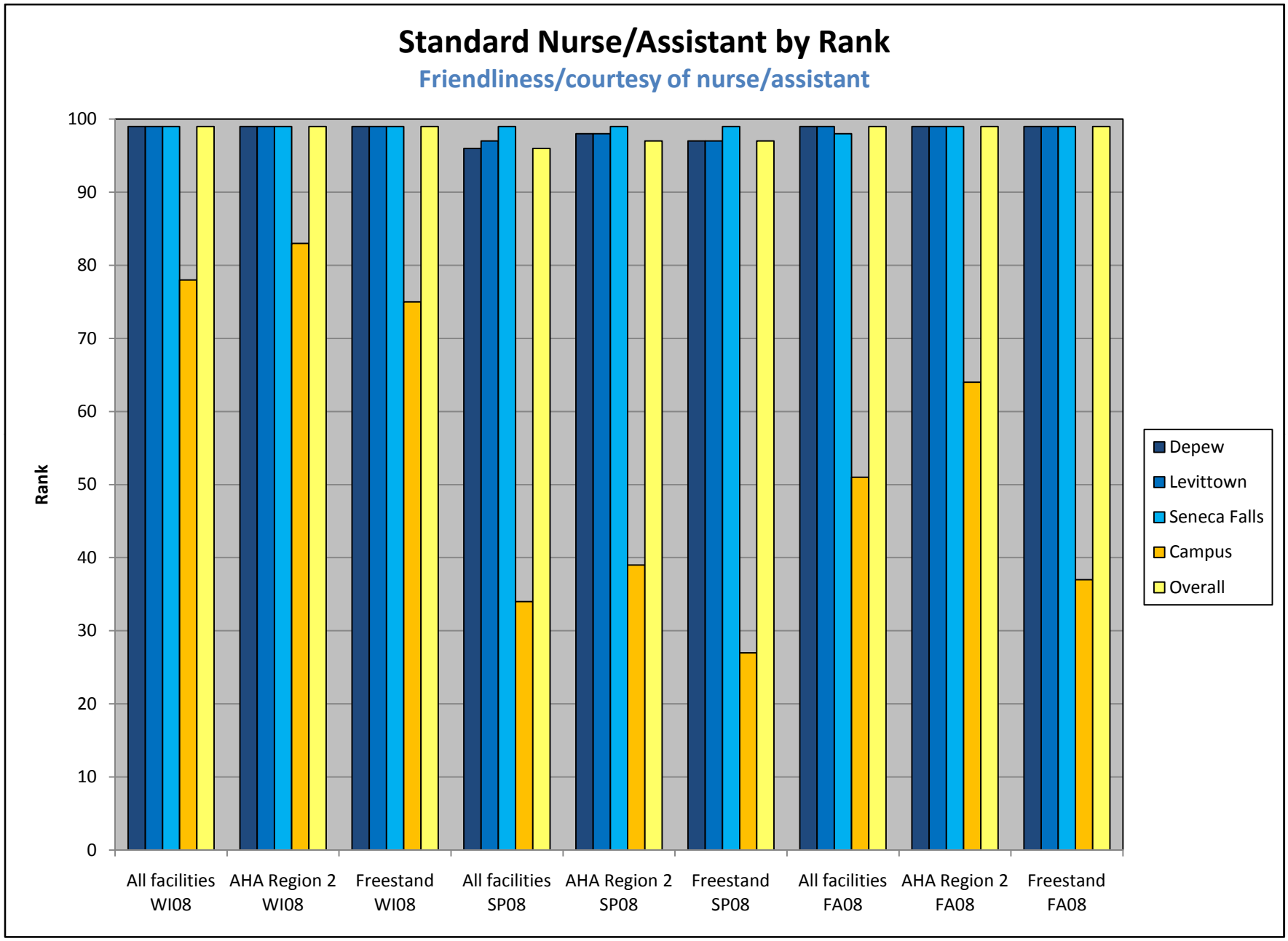


Press Ganey Patient Satisfaction
Winter, Spring and Fall 2008 By Health Centers

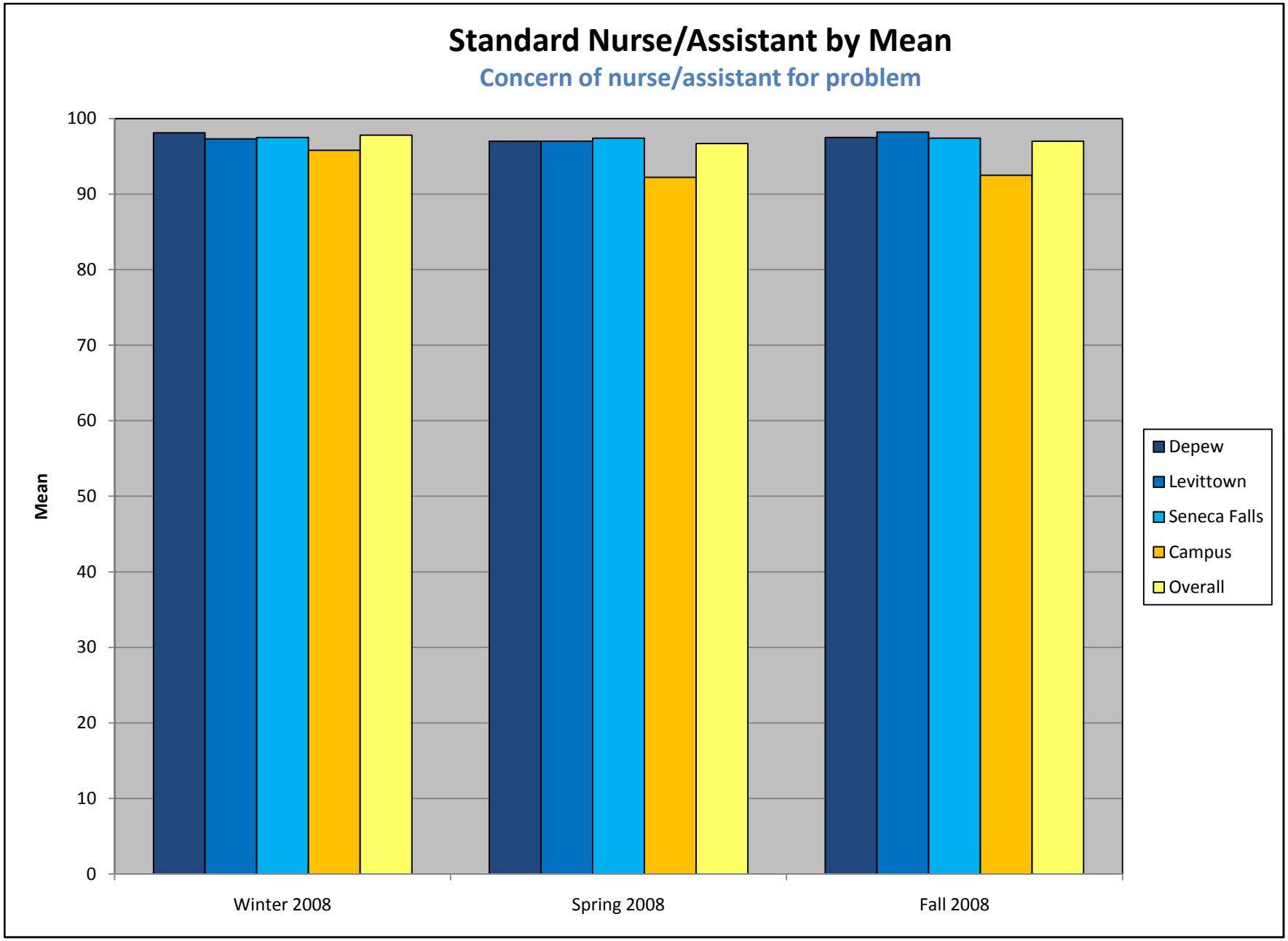


Press Ganey Patient Satisfaction
Winter, Spring and Fall 2008 By Health Centers

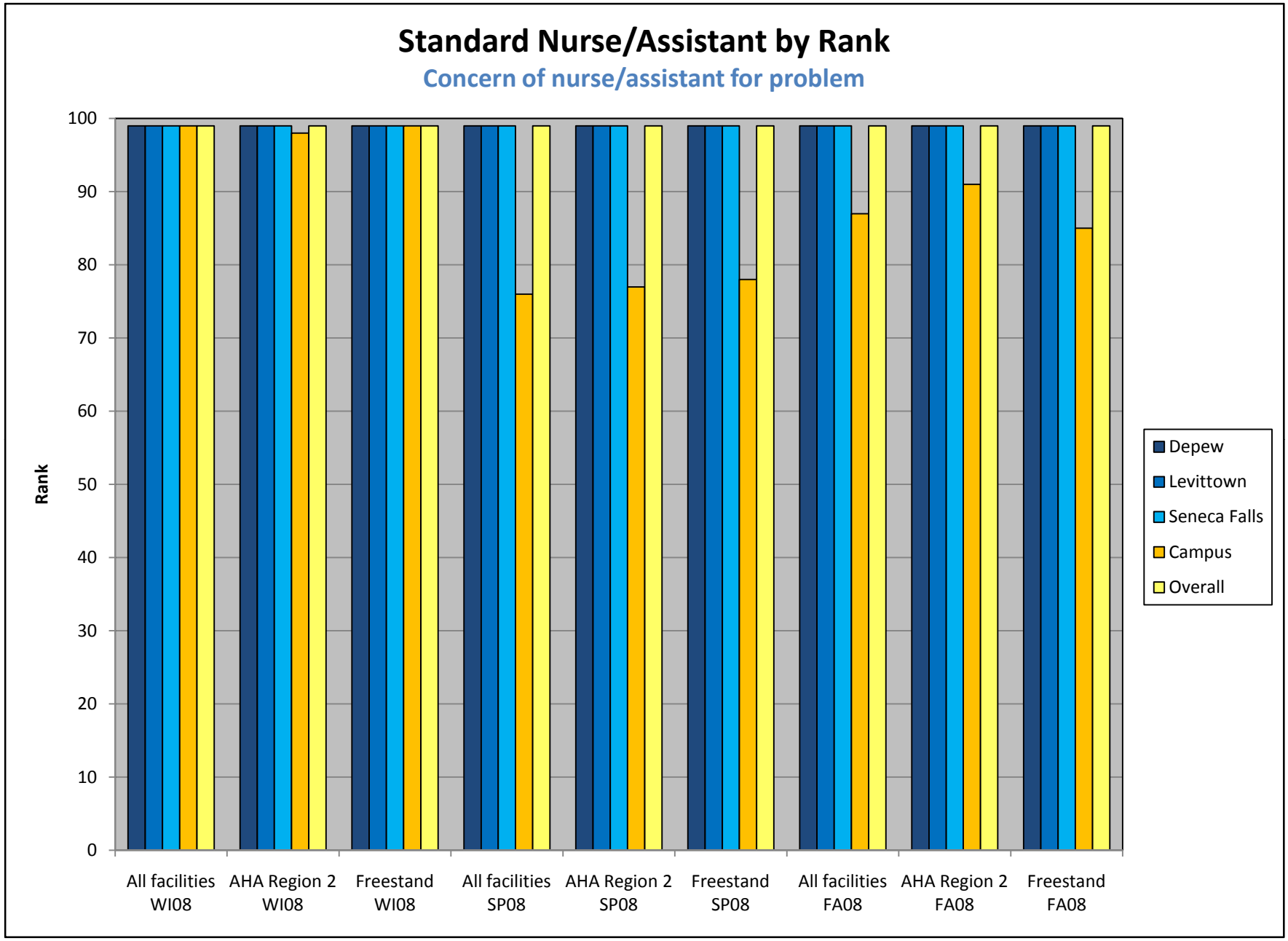



Standard Nurse/Assistant by Rank
Friendliness/courtesy of nurse/assistant
Rank
100
90
80
70
60
50
40
30
20
10
0
All facilities WI08
AHA Region 2 WI08
Freestand WI08
All facilities SP08
AHA Region 2 SP08
Freestand SP08
All facilities FA08
AHA Region 2 FA08
Freestand FA08
Depew
Levittown
Seneca Falls
Campus
Overall

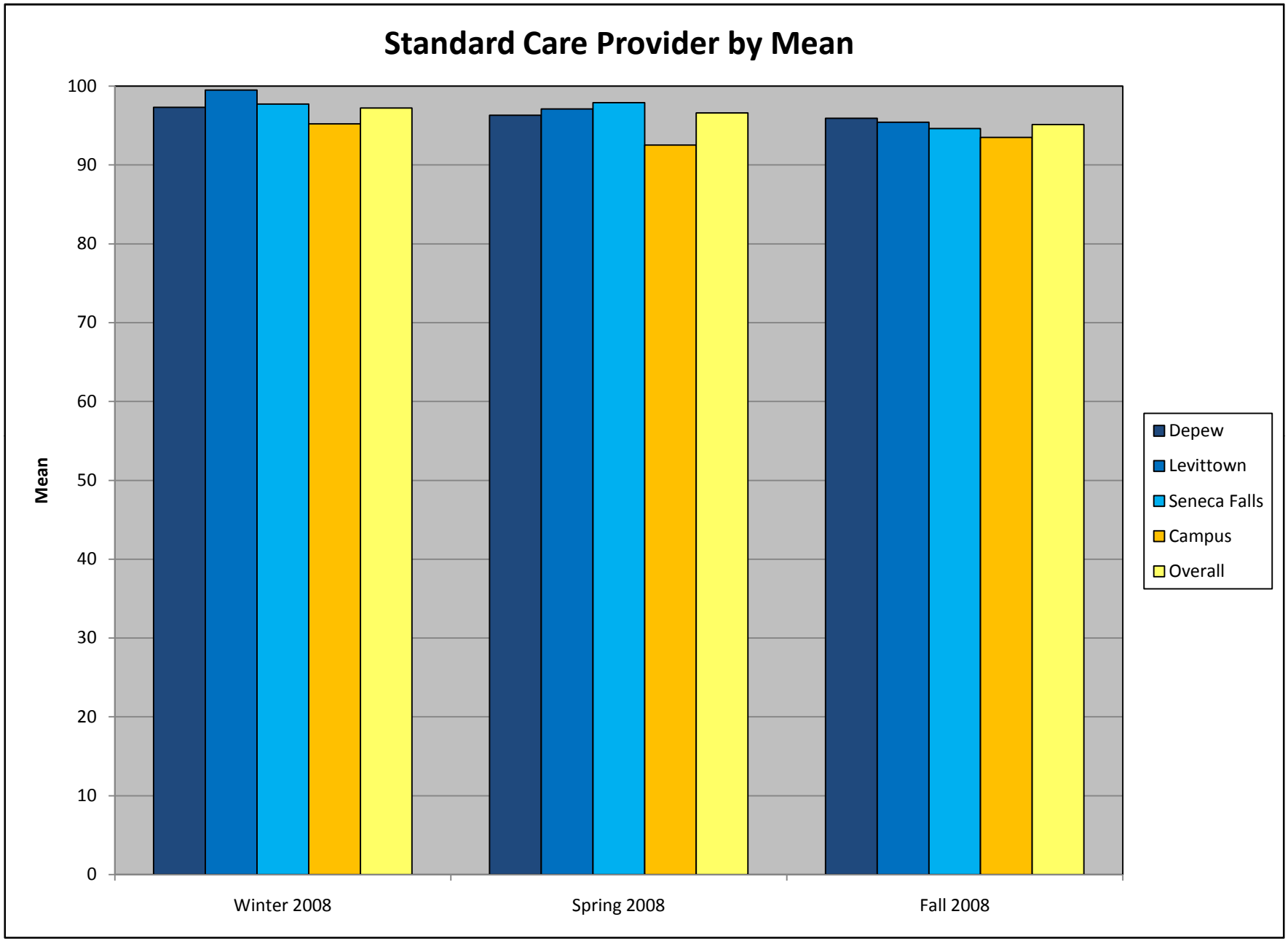
Press Ganey Patient Satisfaction
Winter, Spring and Fall 2008 By Health Centers



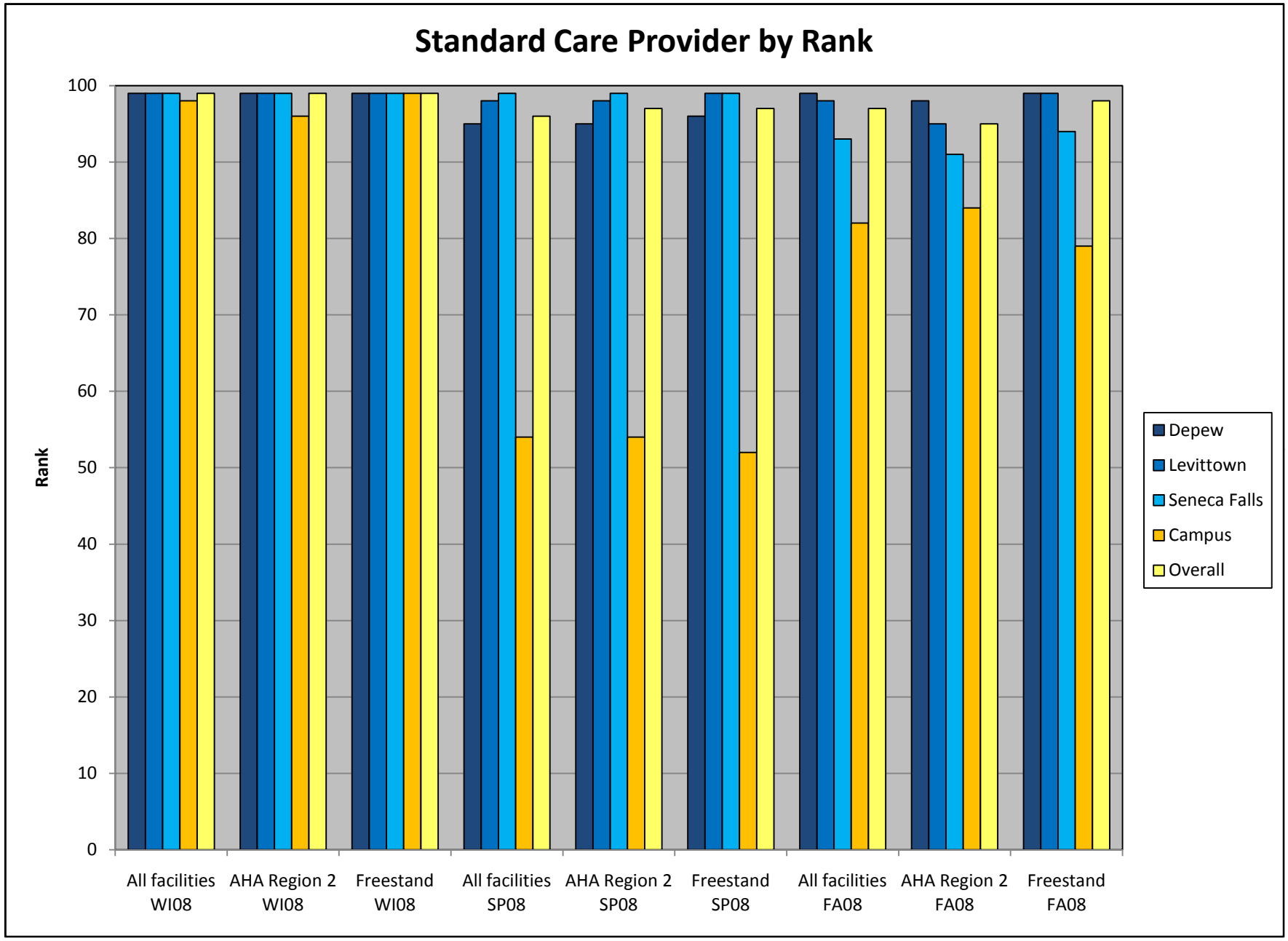
Press Ganey Patient Satisfaction
Winter, Spring and Fall 2008 By Health Centers



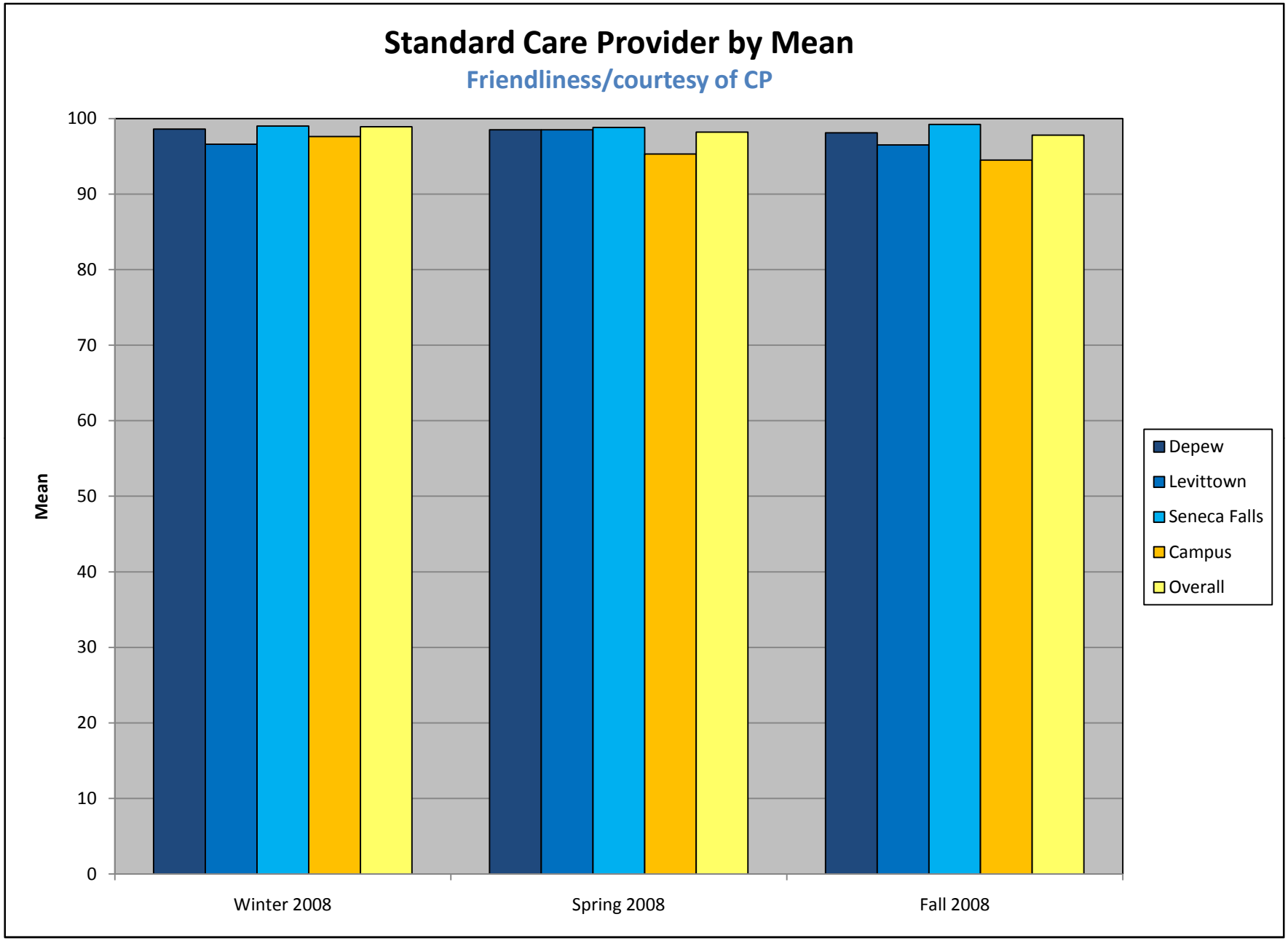
Press Ganey Patient Satisfaction
Winter, Spring and Fall 2008 By Health Centers



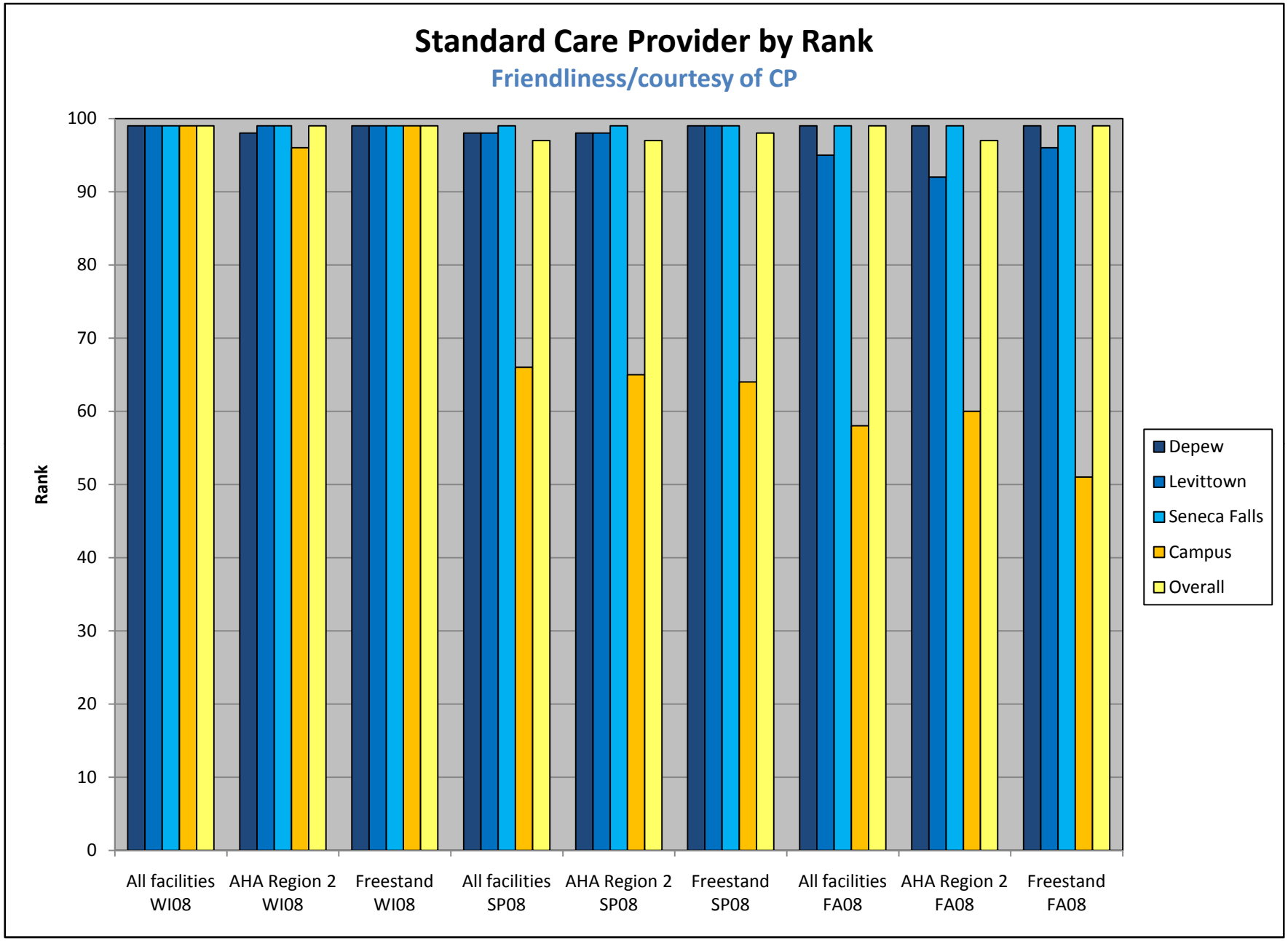
Press Ganey Patient Satisfaction
Winter, Spring and Fall 2008 By Health Centers

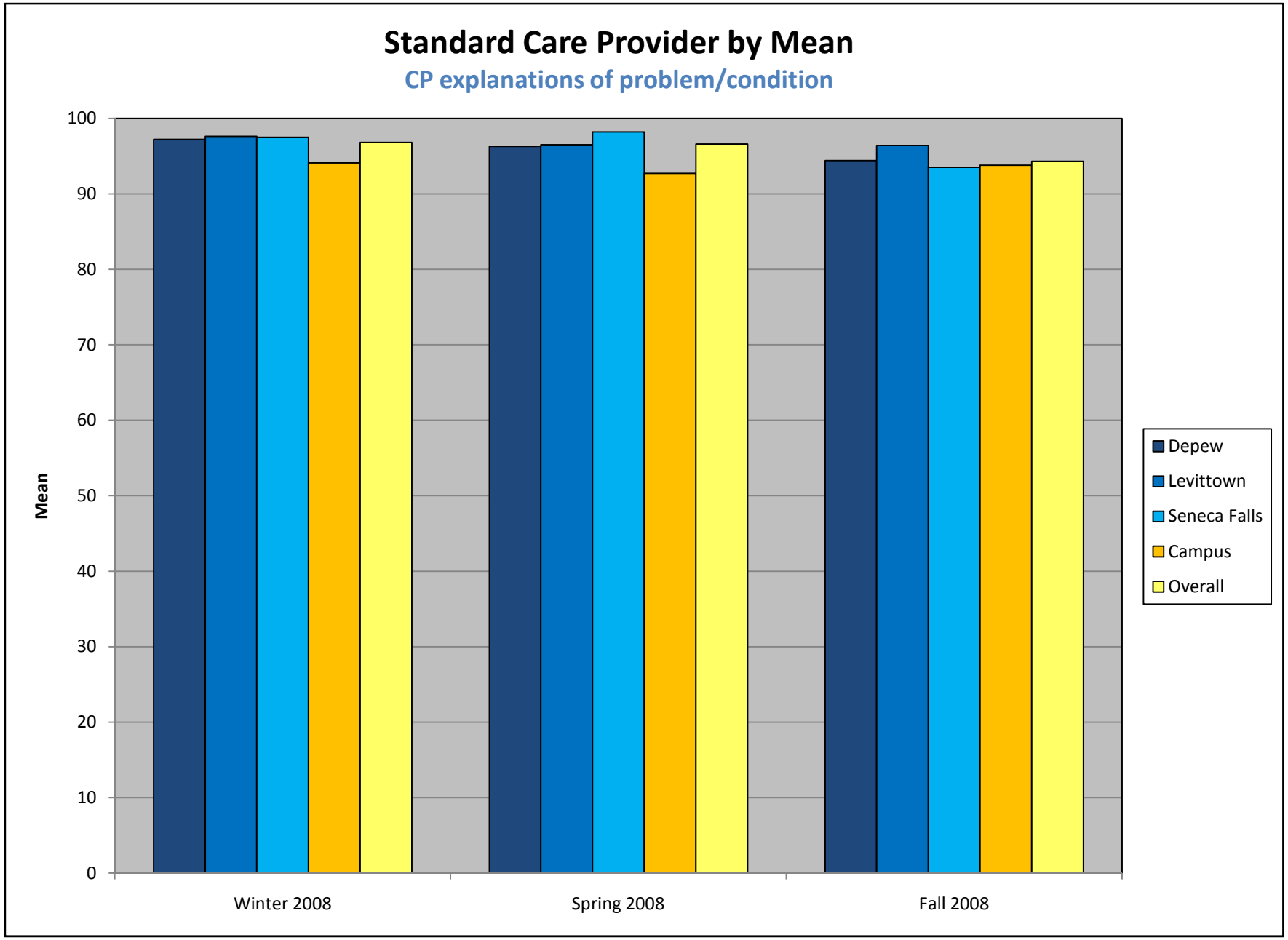


Press Ganey Patient Satisfaction
Winter, Spring and Fall 2008 By Health Centers

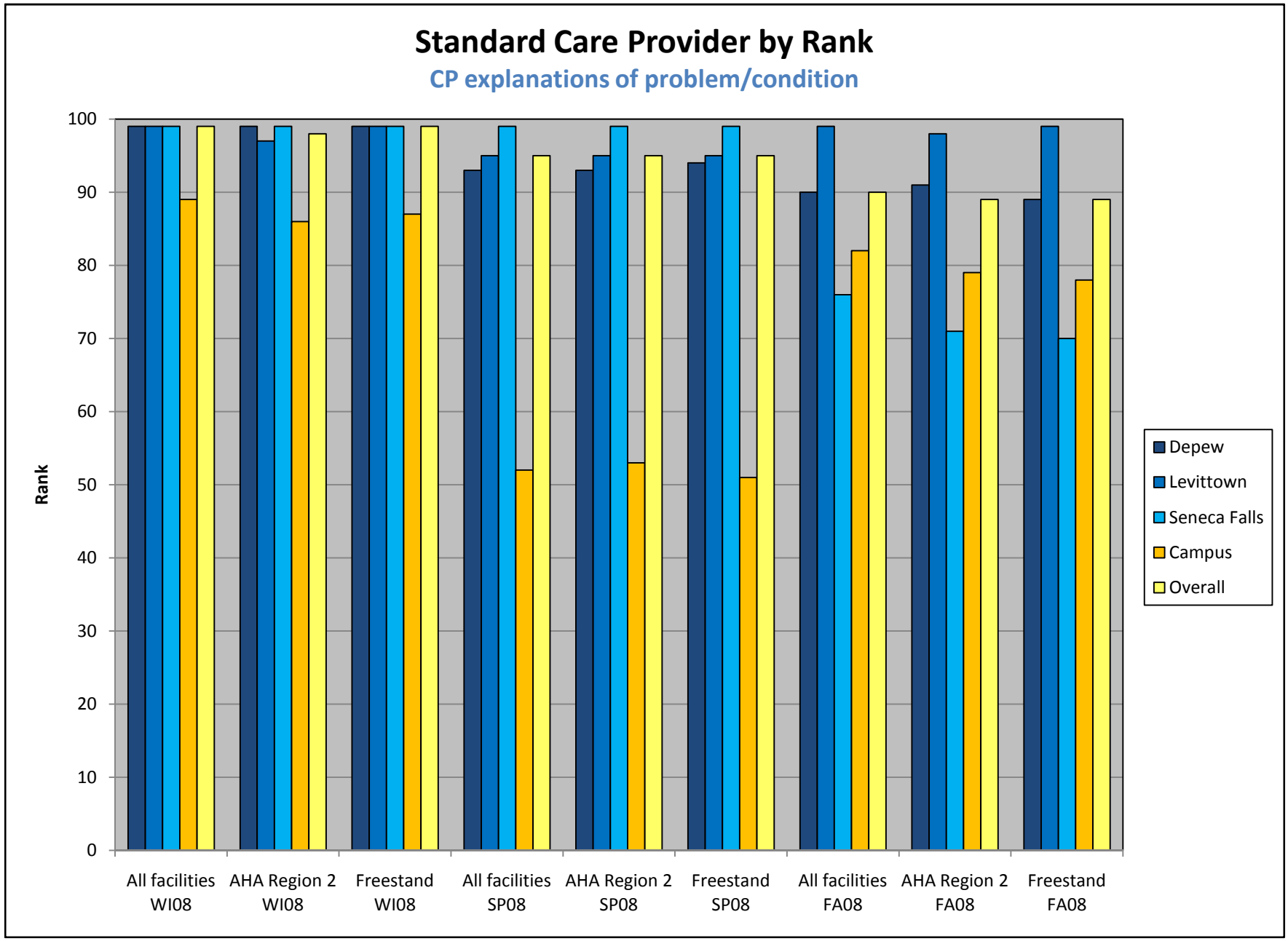


Press Ganey Patient Satisfaction
Winter, Spring and Fall 2008 By Health Centers

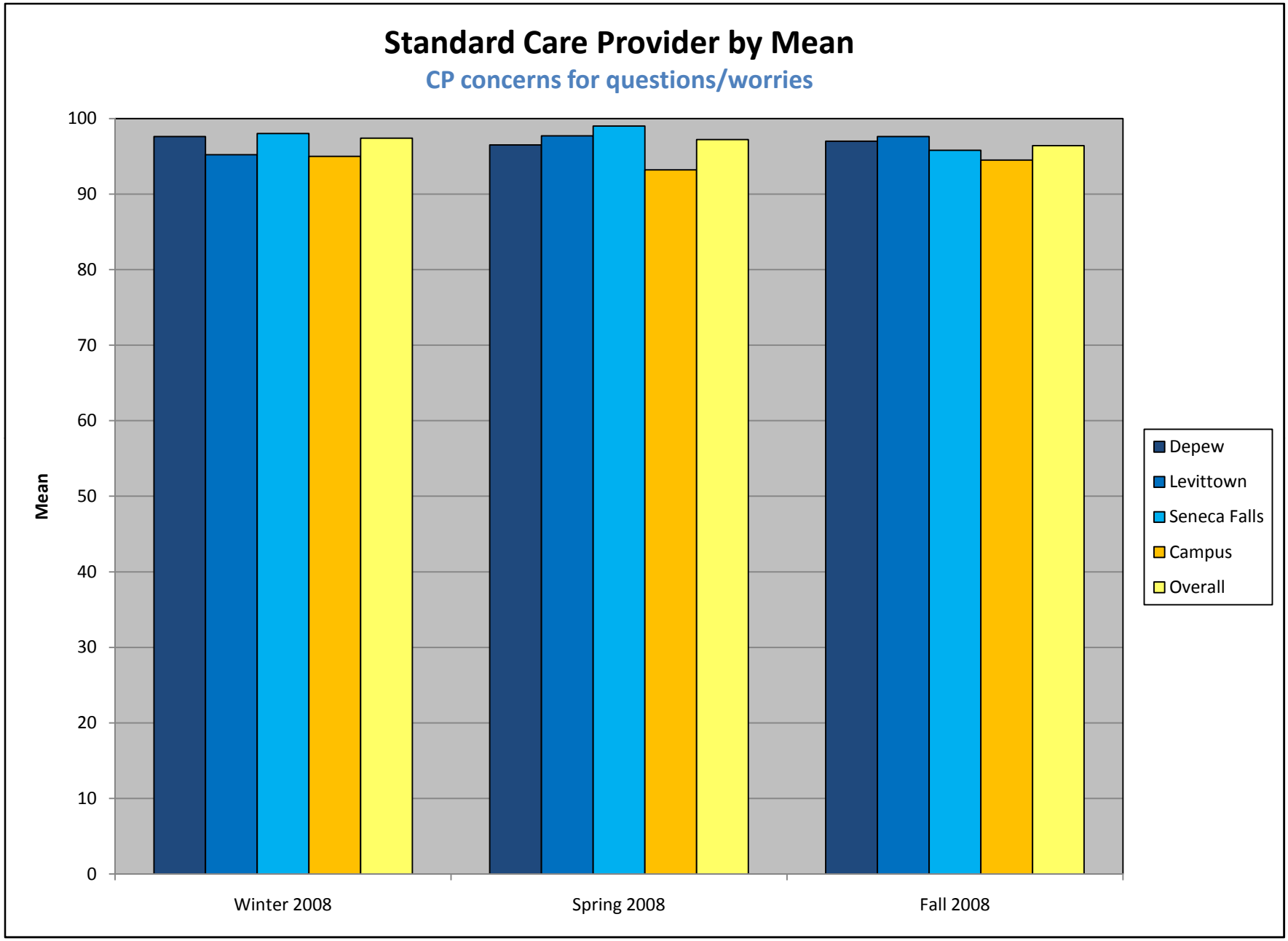


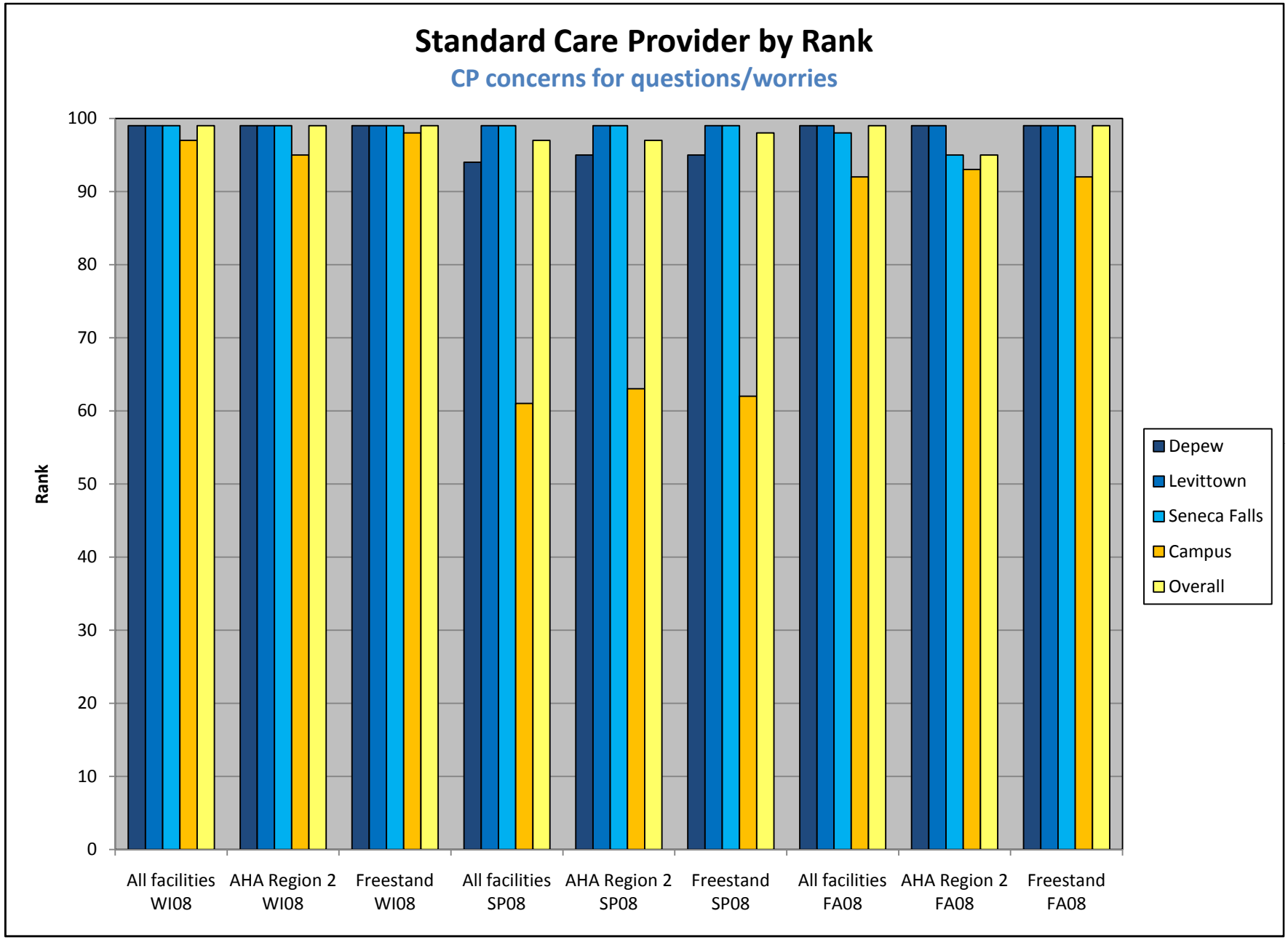

Standard Care Provider by Mean
CP explanations of problem/condition
Mean
100
90
80
70
60
50
40
30
20
10
0
Winter 2008
Spring 2008
Fall 2008
Depew
Levittown
Seneca Falls
Campus
Overall

Press Ganey Patient Satisfaction
Winter, Spring and Fall 2008 By Health Centers

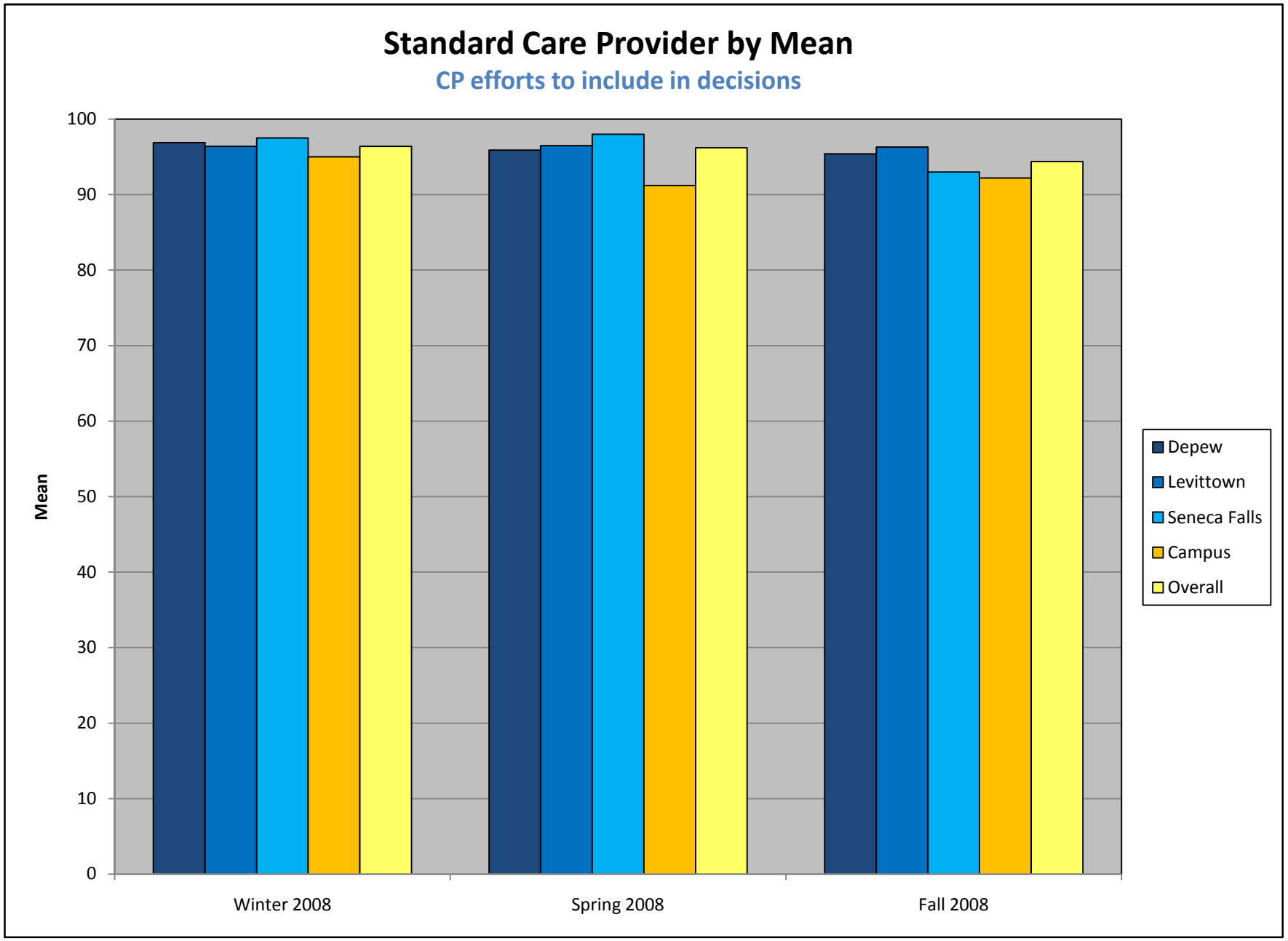


Press Ganey Patient Satisfaction
Winter, Spring and Fall 2008 By Health Centers

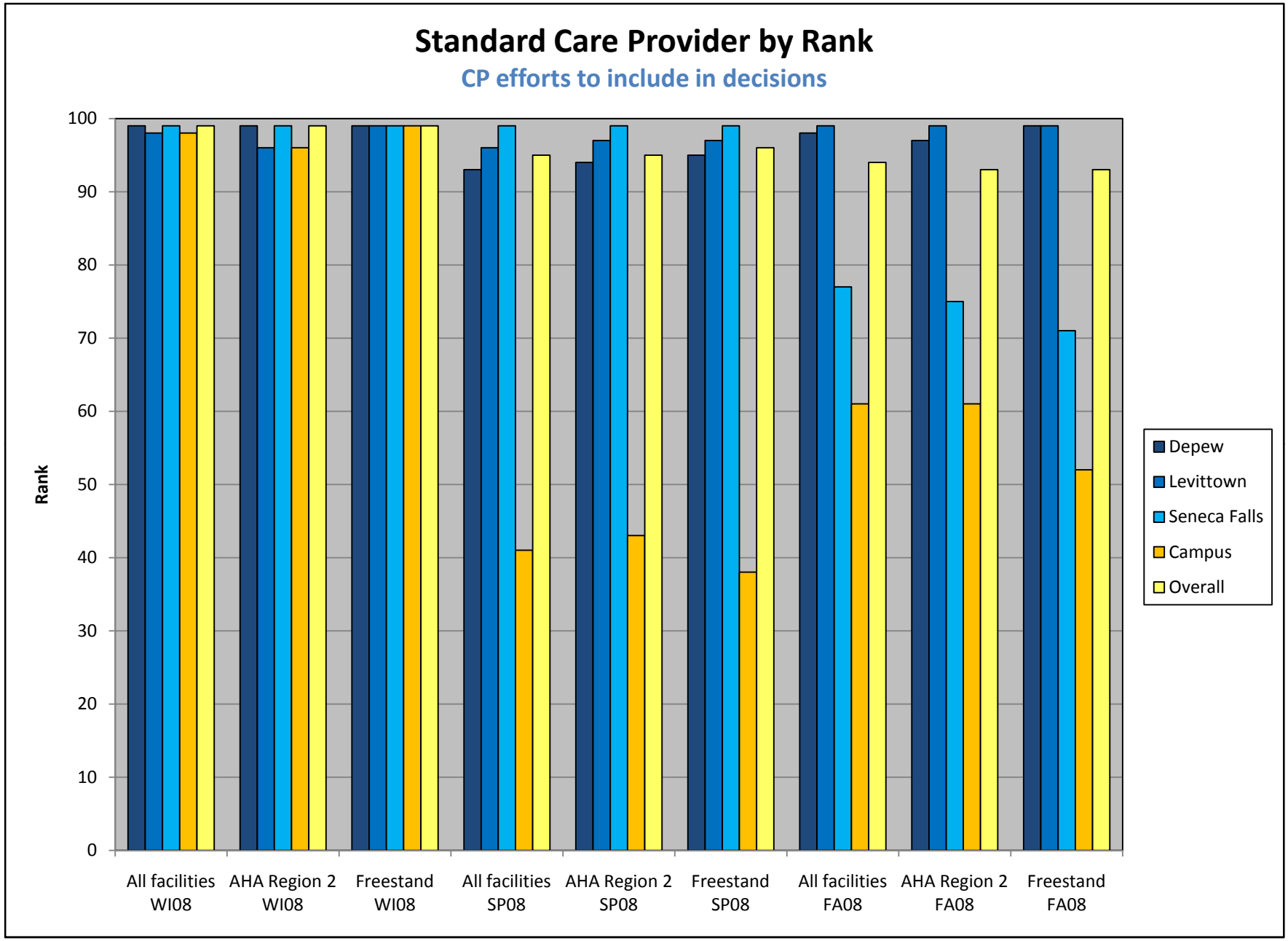


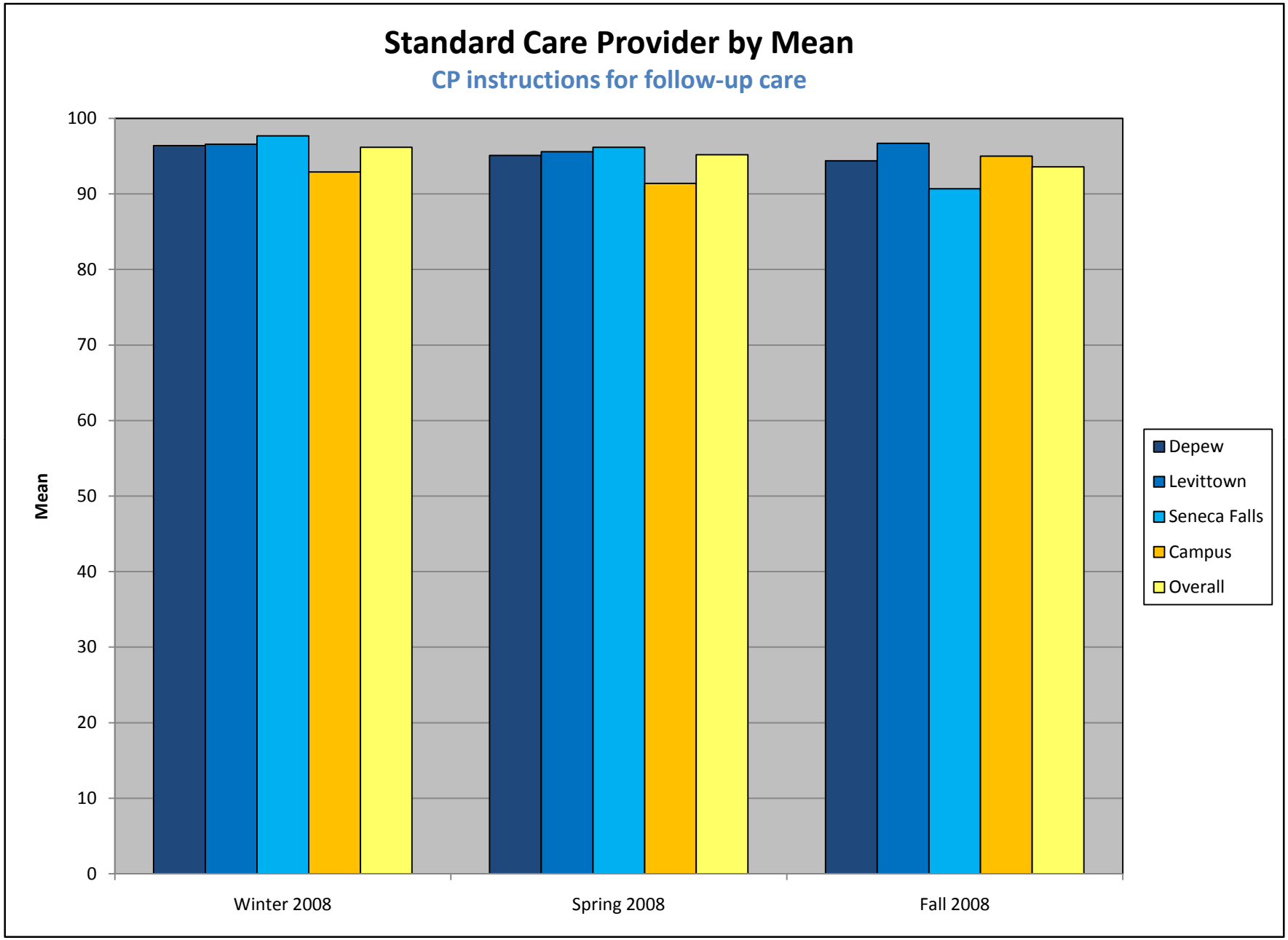

Standard Care Provider by Rank
CP concerns for questions/worries
Rank
100
90
80
70
60
50
40
30
20
10
0
All facilities WI08
AHA Region 2 WI08
Freestand WI08
All facilities SP08
AHA Region 2 SP08
Freestand SP08
All facilities FA08
AHA Region 2 FA08
Freestand FA08
Depew
Levittown
Seneca Falls
Campus
Overall

Press Ganey Patient Satisfaction
Winter, Spring and Fall 2008 By Health Centers

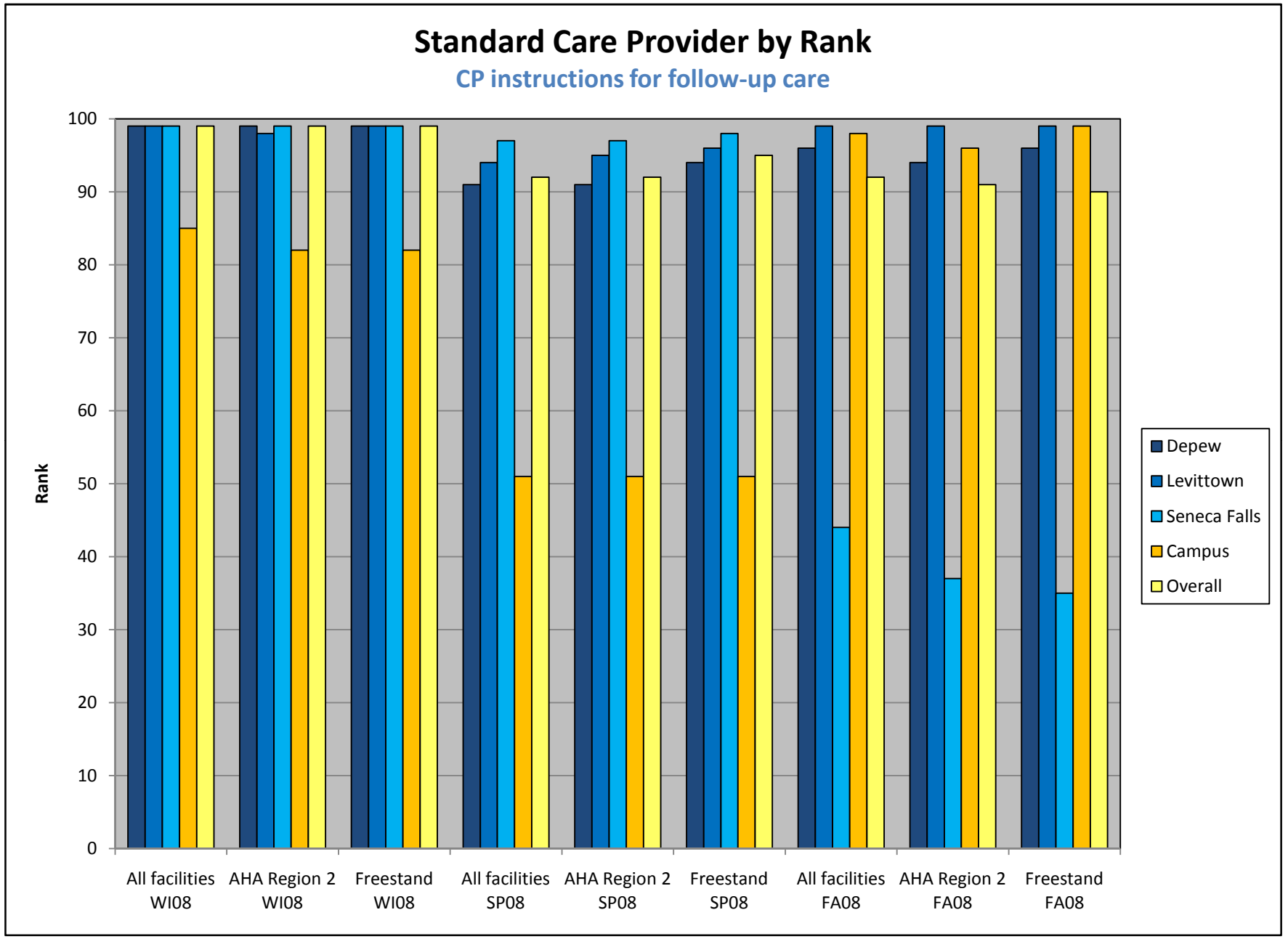


Press Ganey Patient Satisfaction
Winter, Spring and Fall 2008 By Health Centers

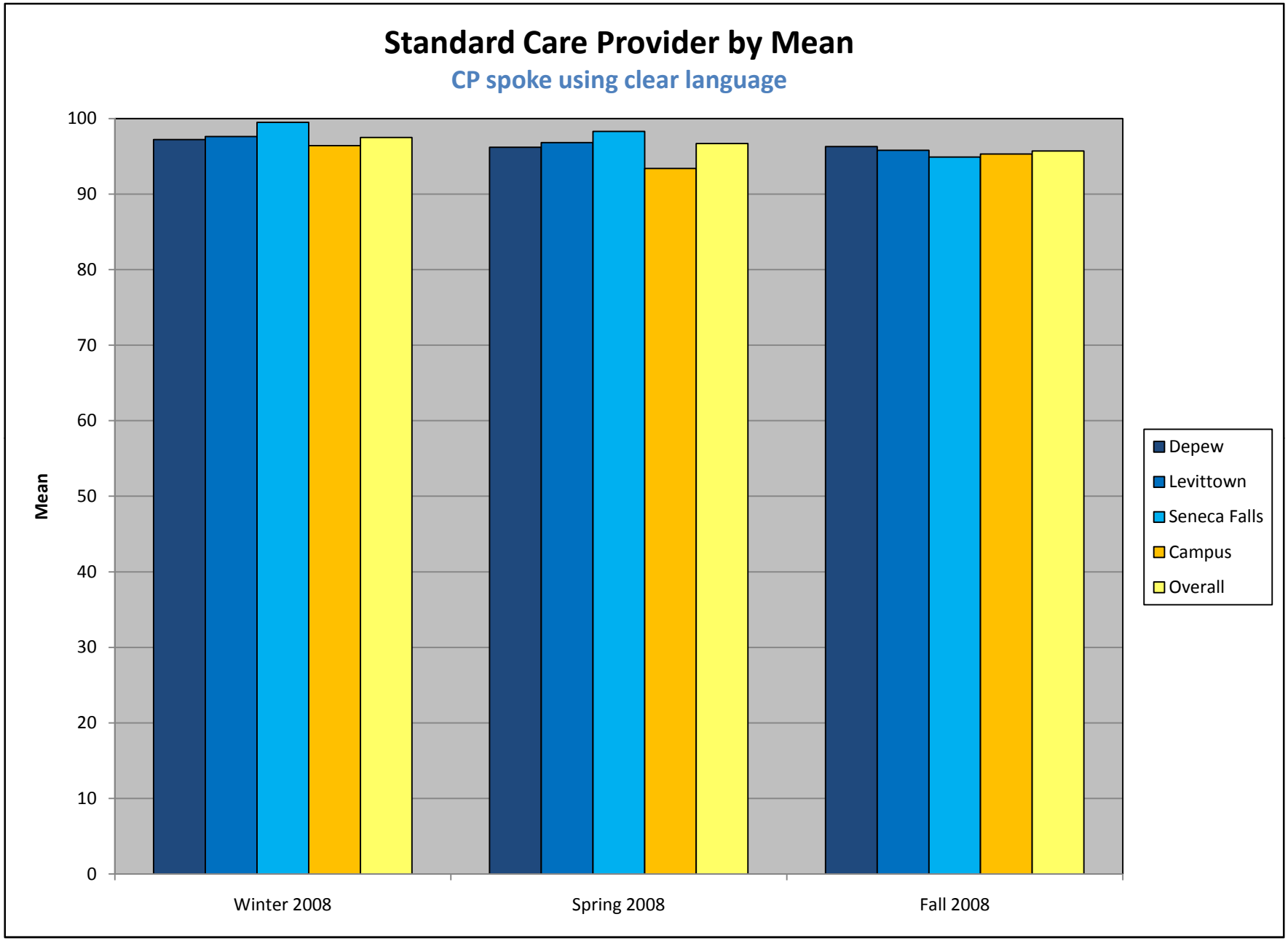



Standard Care Provider by Mean
CP instructions for follow-up care
Mean
100
90
80
70
60
50
40
30
20
10
0
Winter 2008
Spring 2008
Fall 2008
Depew
Levittown
Seneca Falls
Campus
Overall

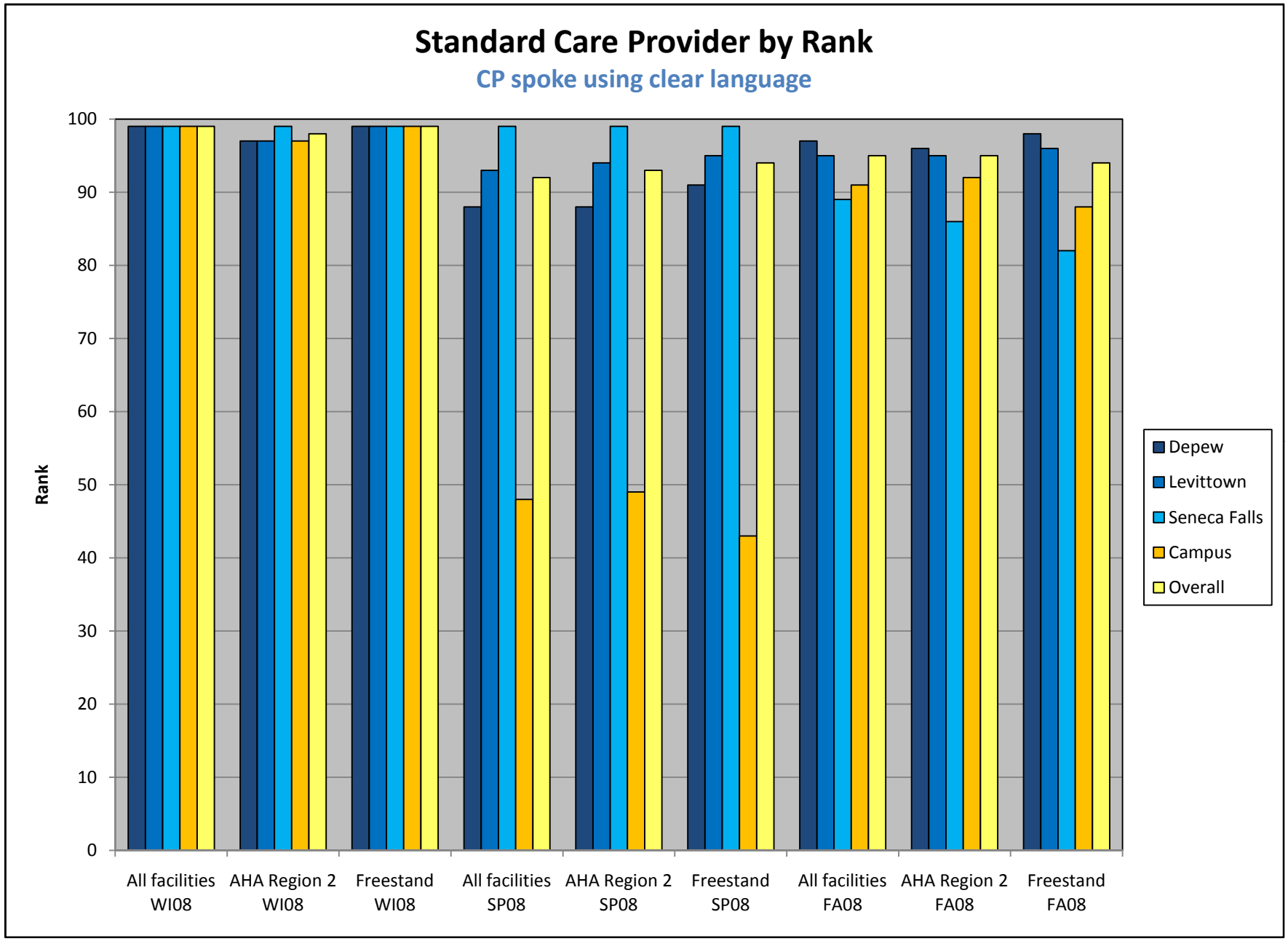
Press Ganey Patient Satisfaction
Winter, Spring and Fall 2008 By Health Centers



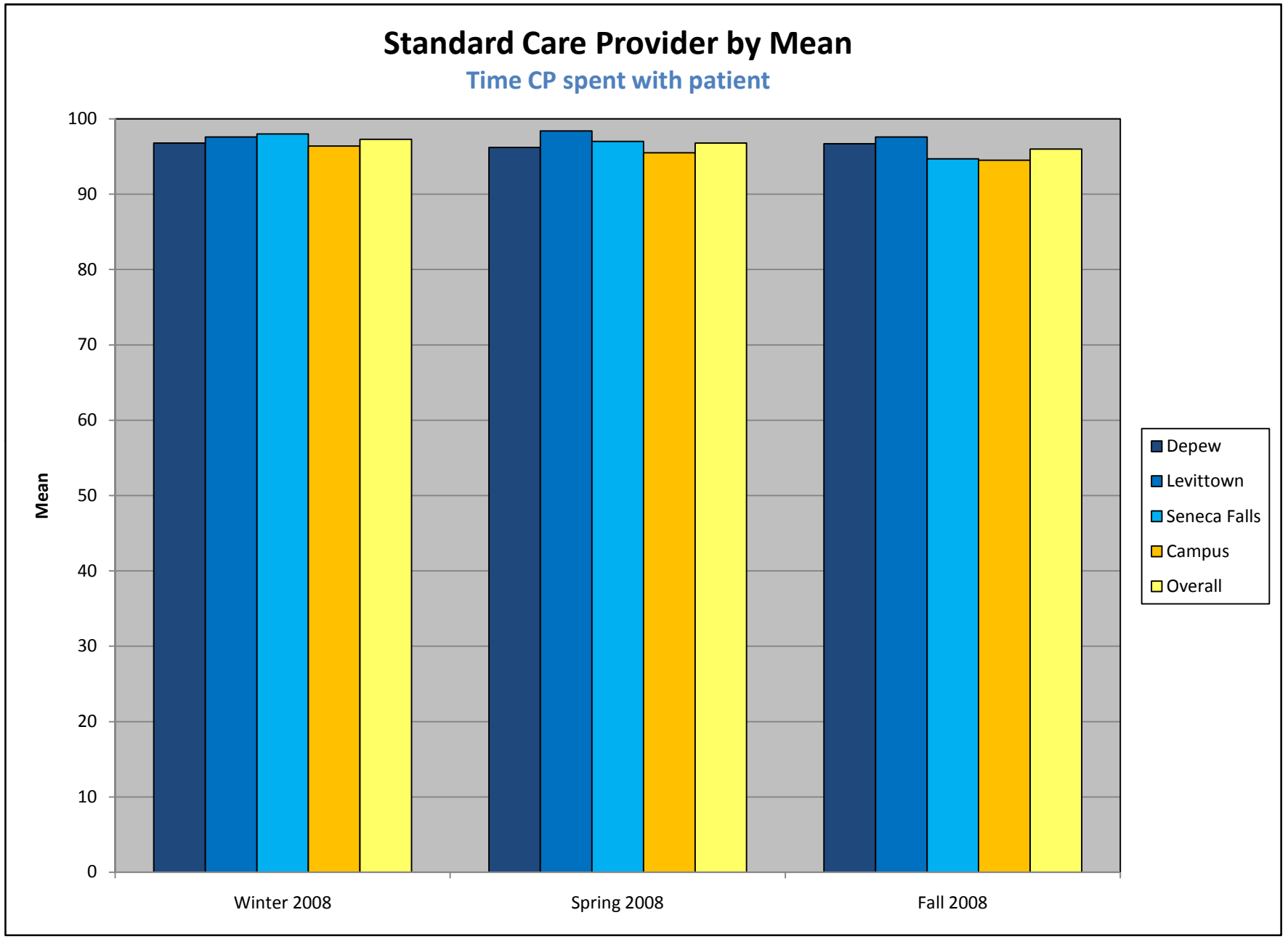
Press Ganey Patient Satisfaction
Winter, Spring and Fall 2008 By Health Centers



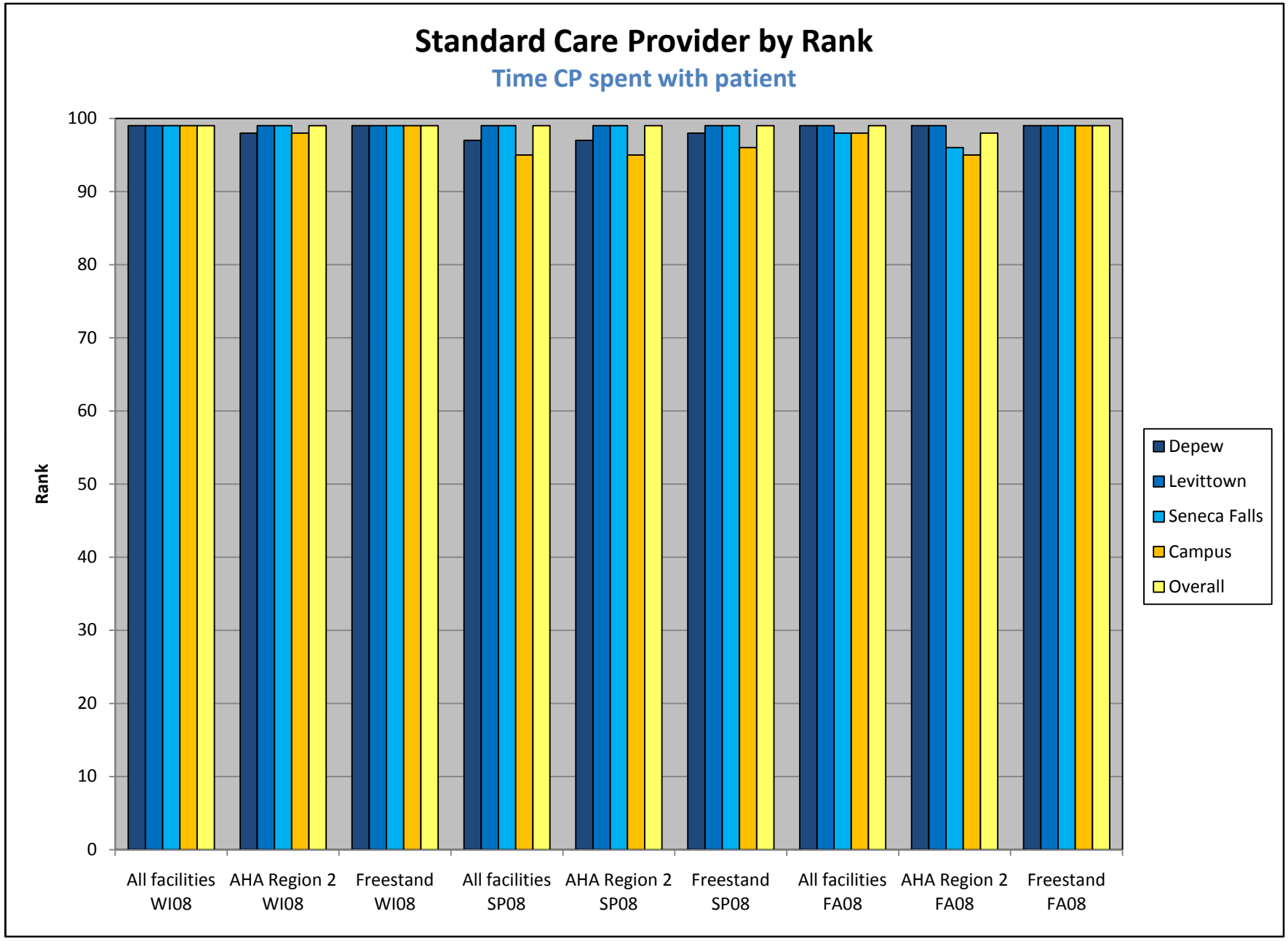
Press Ganey Patient Satisfaction
Winter, Spring and Fall 2008 By Health Centers



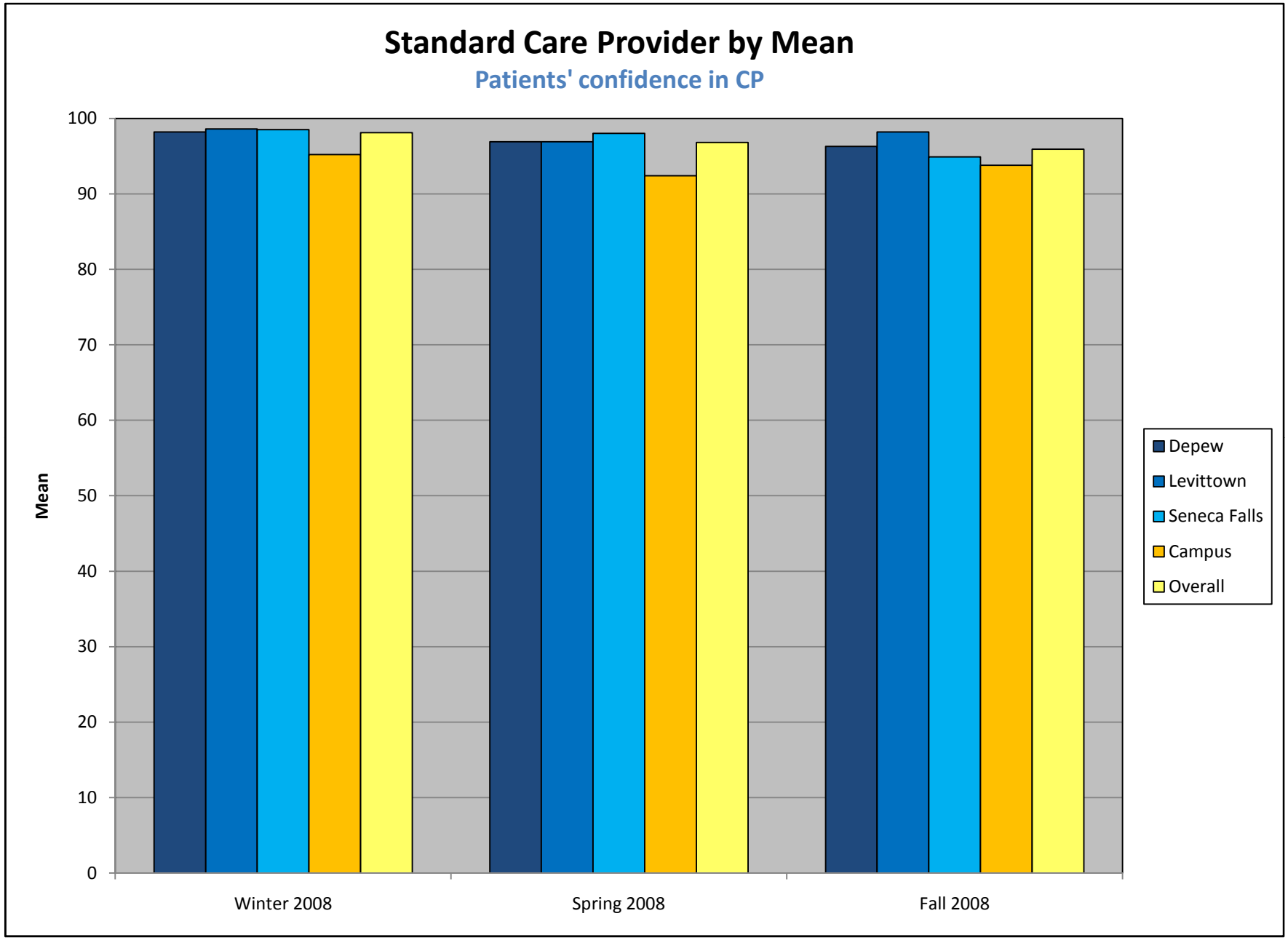
Press Ganey Patient Satisfaction
Winter, Spring and Fall 2008 By Health Centers



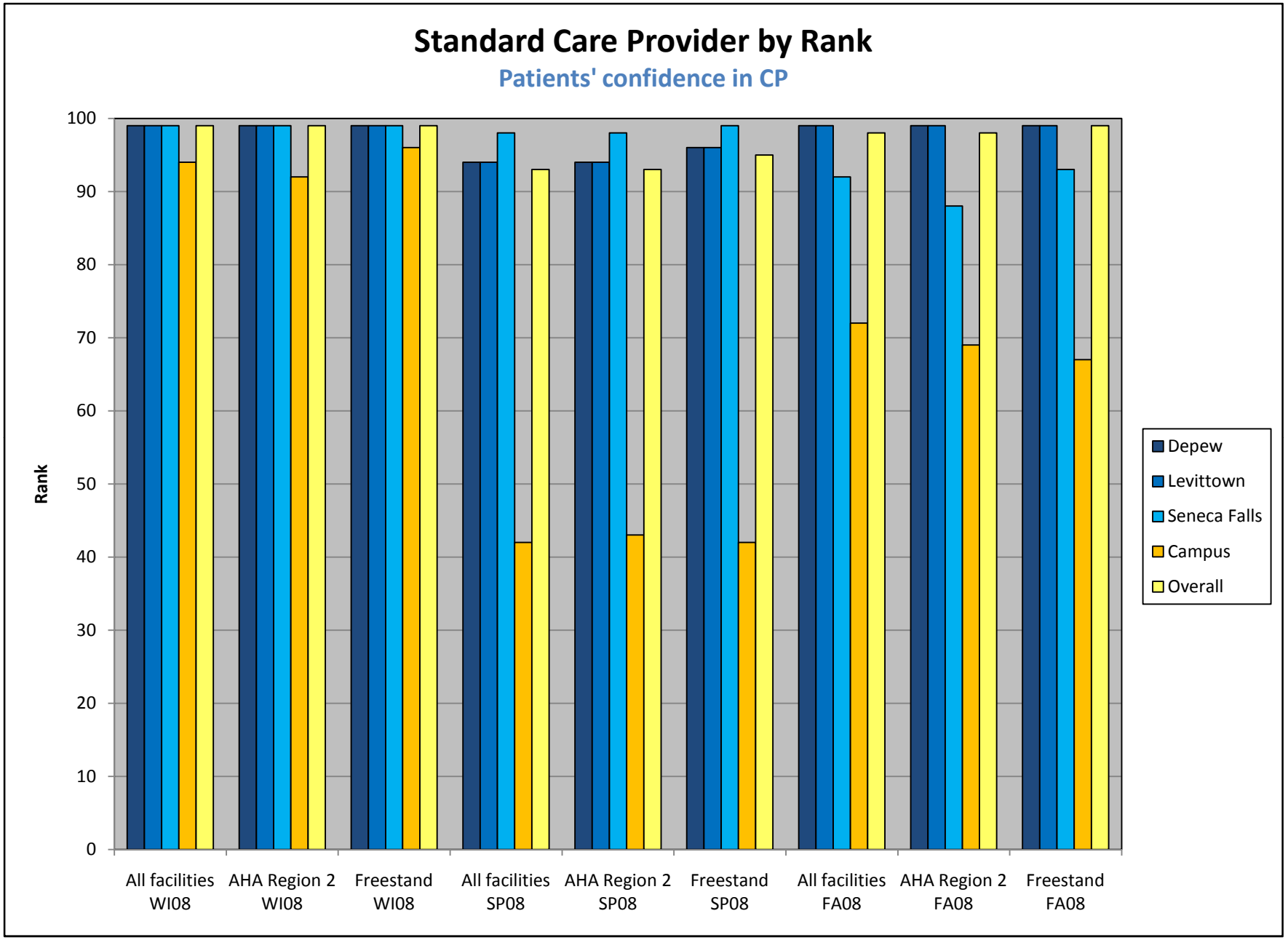
Press Ganey Patient Satisfaction
Winter, Spring and Fall 2008 By Health Centers



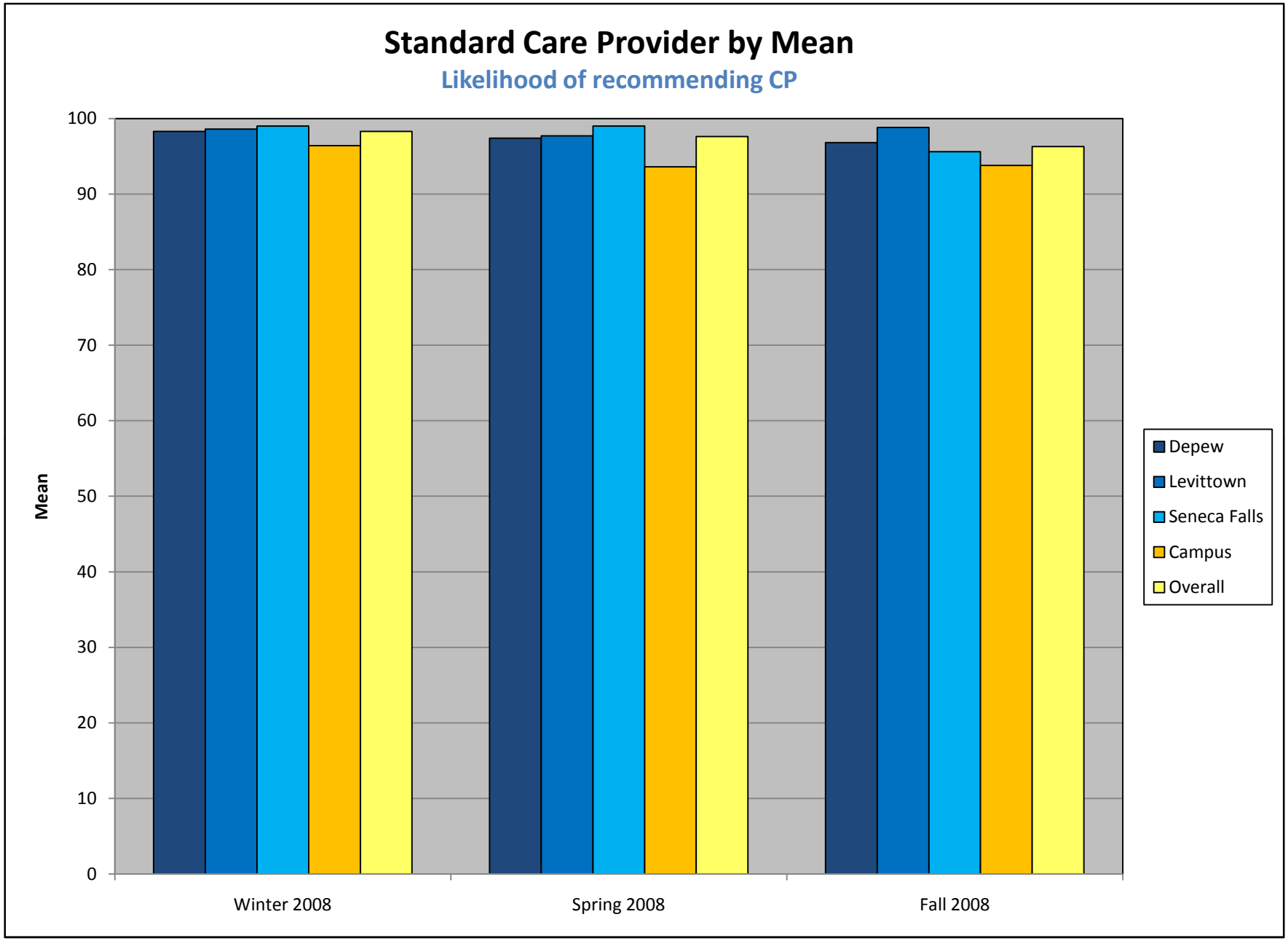
Press Ganey Patient Satisfaction
Winter, Spring and Fall 2008 By Health Centers



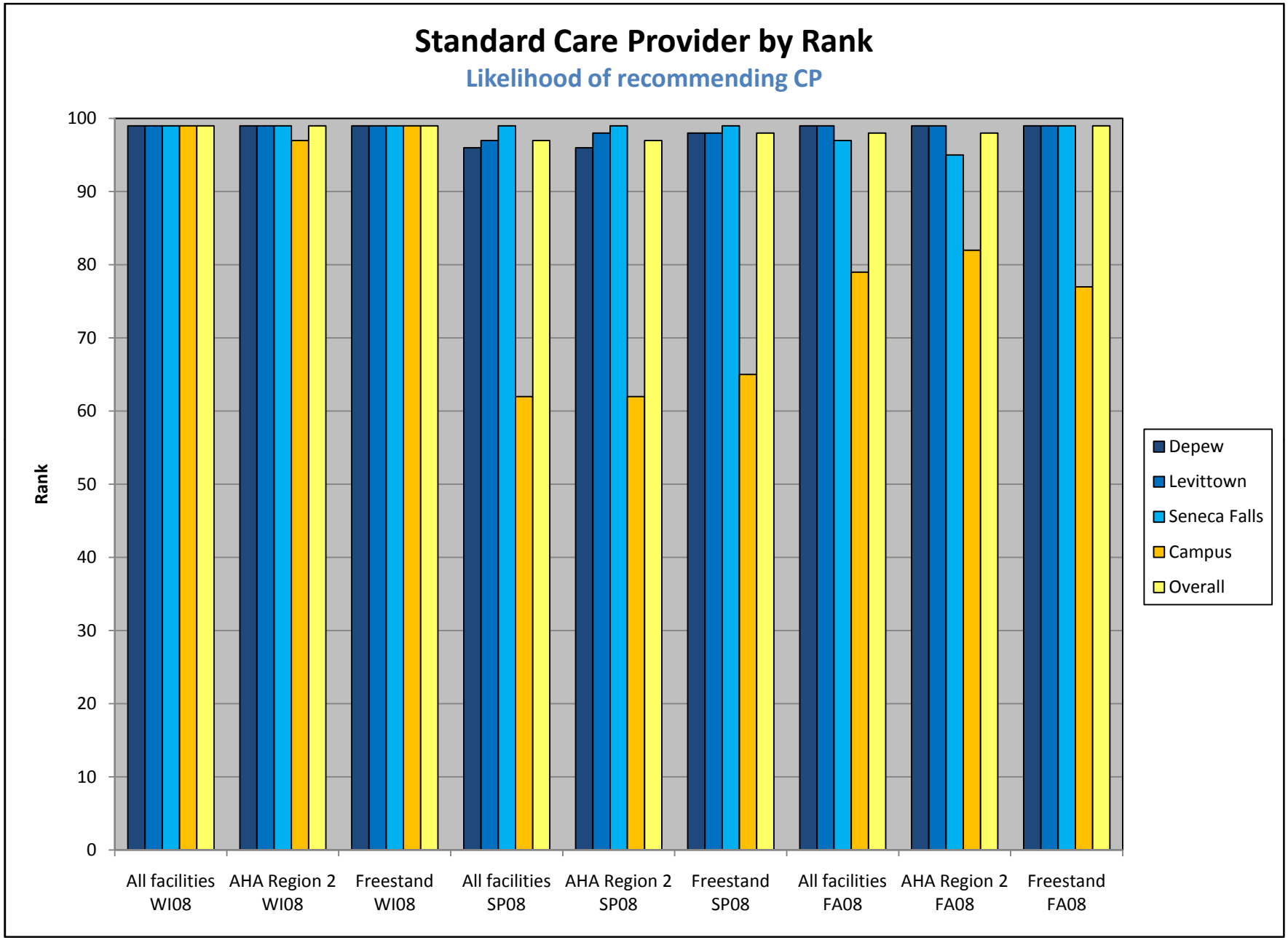
Press Ganey Patient Satisfaction
Winter, Spring and Fall 2008 By Health Centers



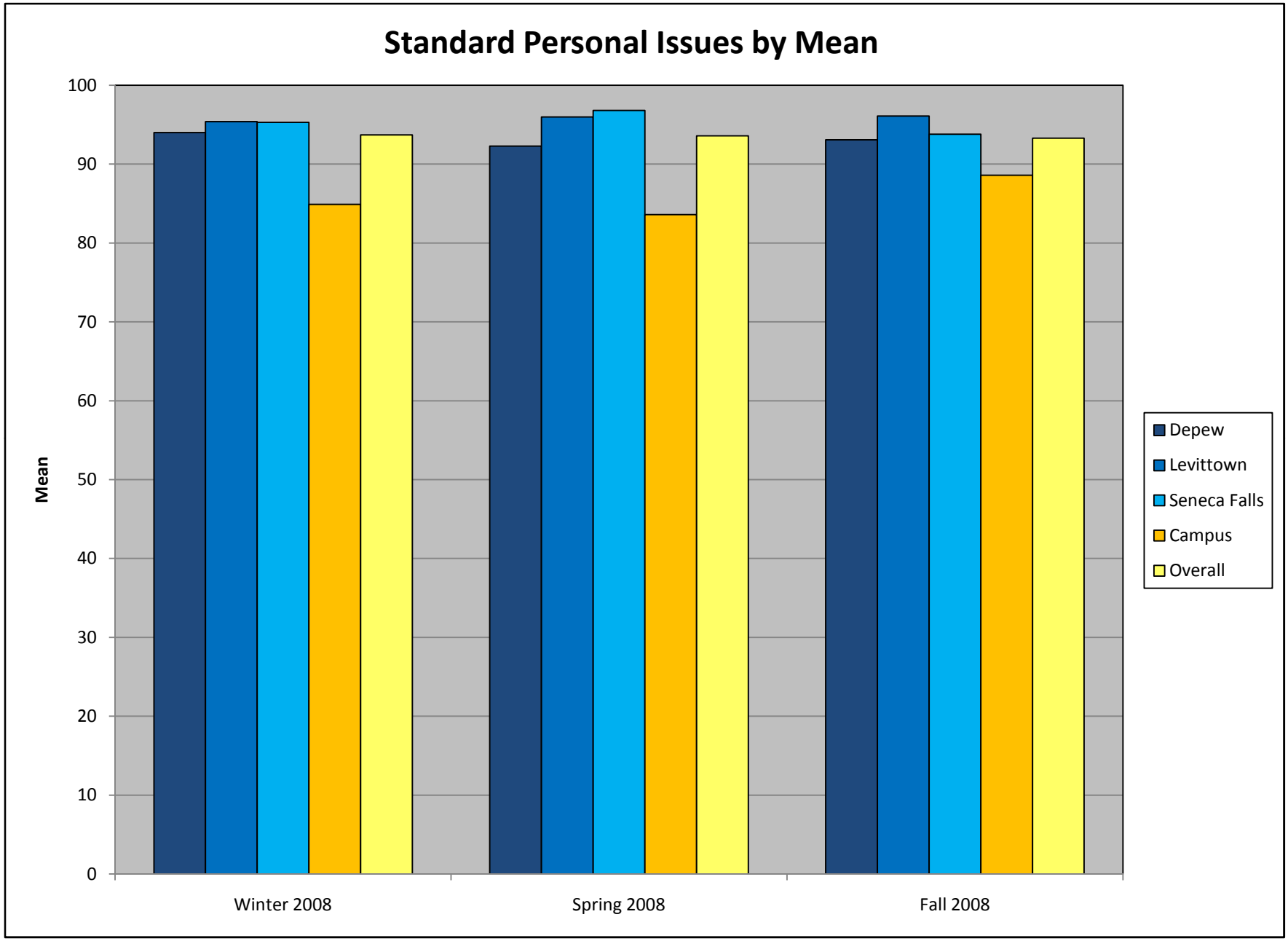
Press Ganey Patient Satisfaction
Winter, Spring and Fall 2008 By Health Centers



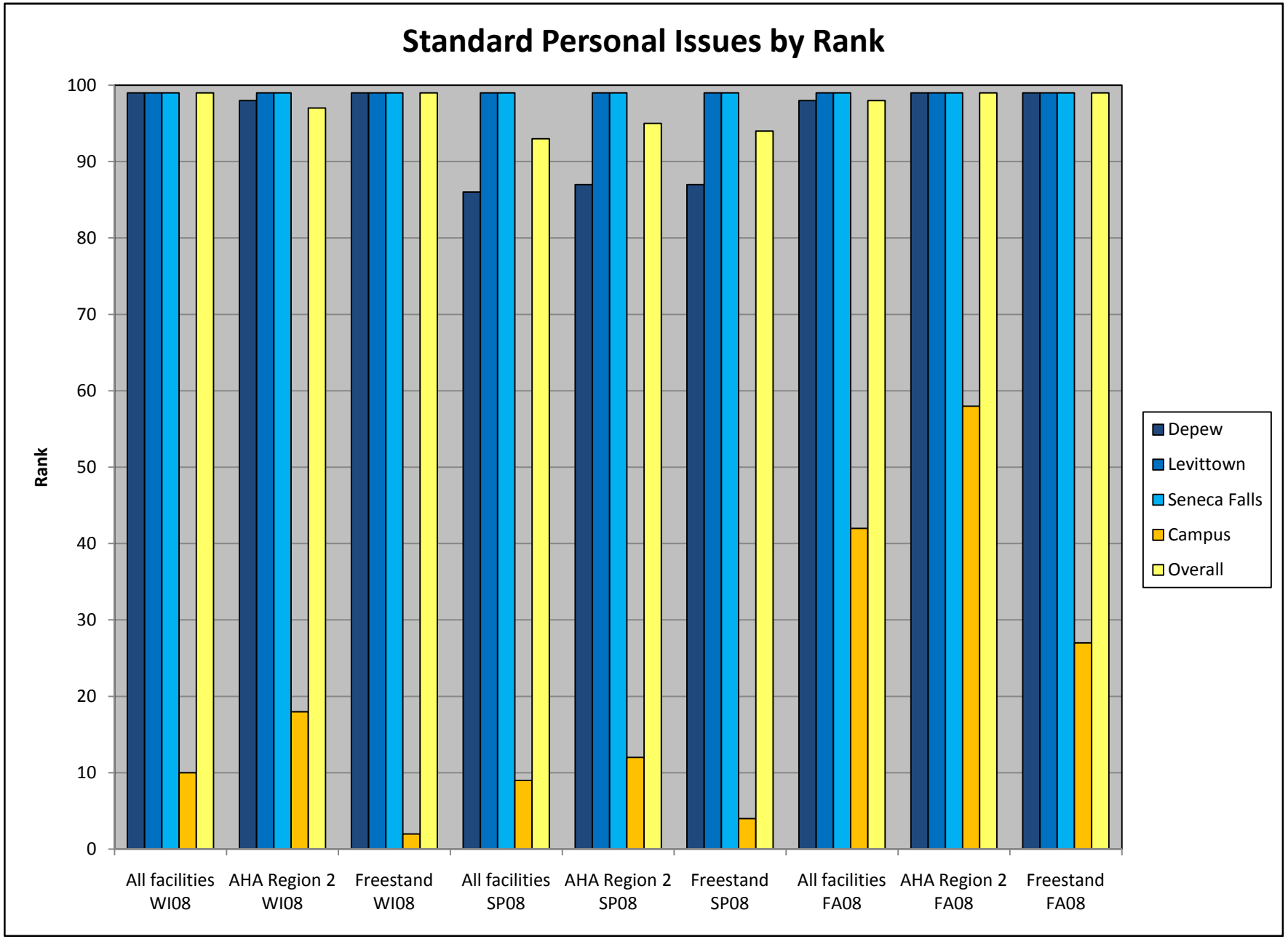
Press Ganey Patient Satisfaction
Winter, Spring and Fall 2008 By Health Centers



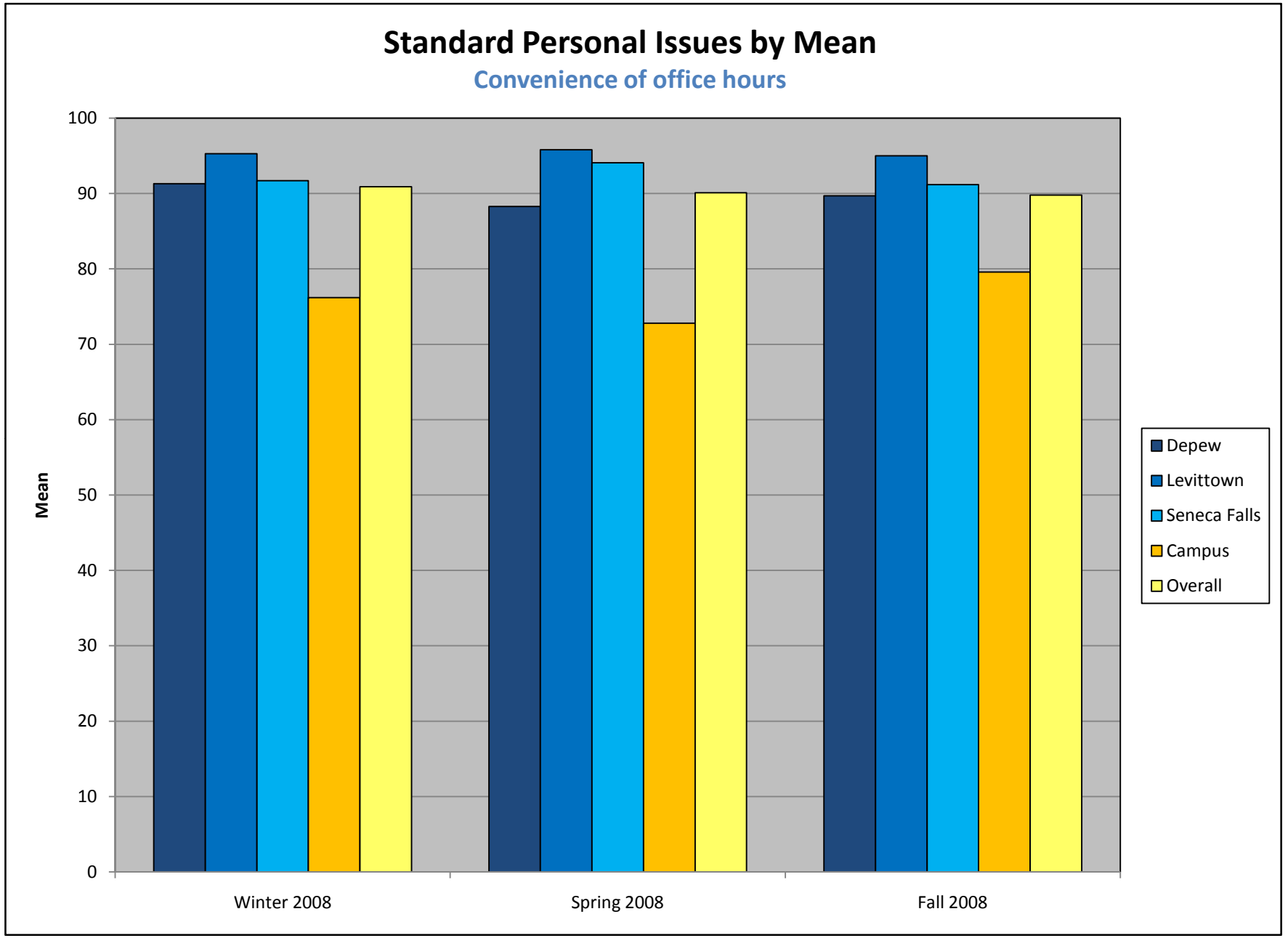
Press Ganey Patient Satisfaction
Winter, Spring and Fall 2008 By Health Centers



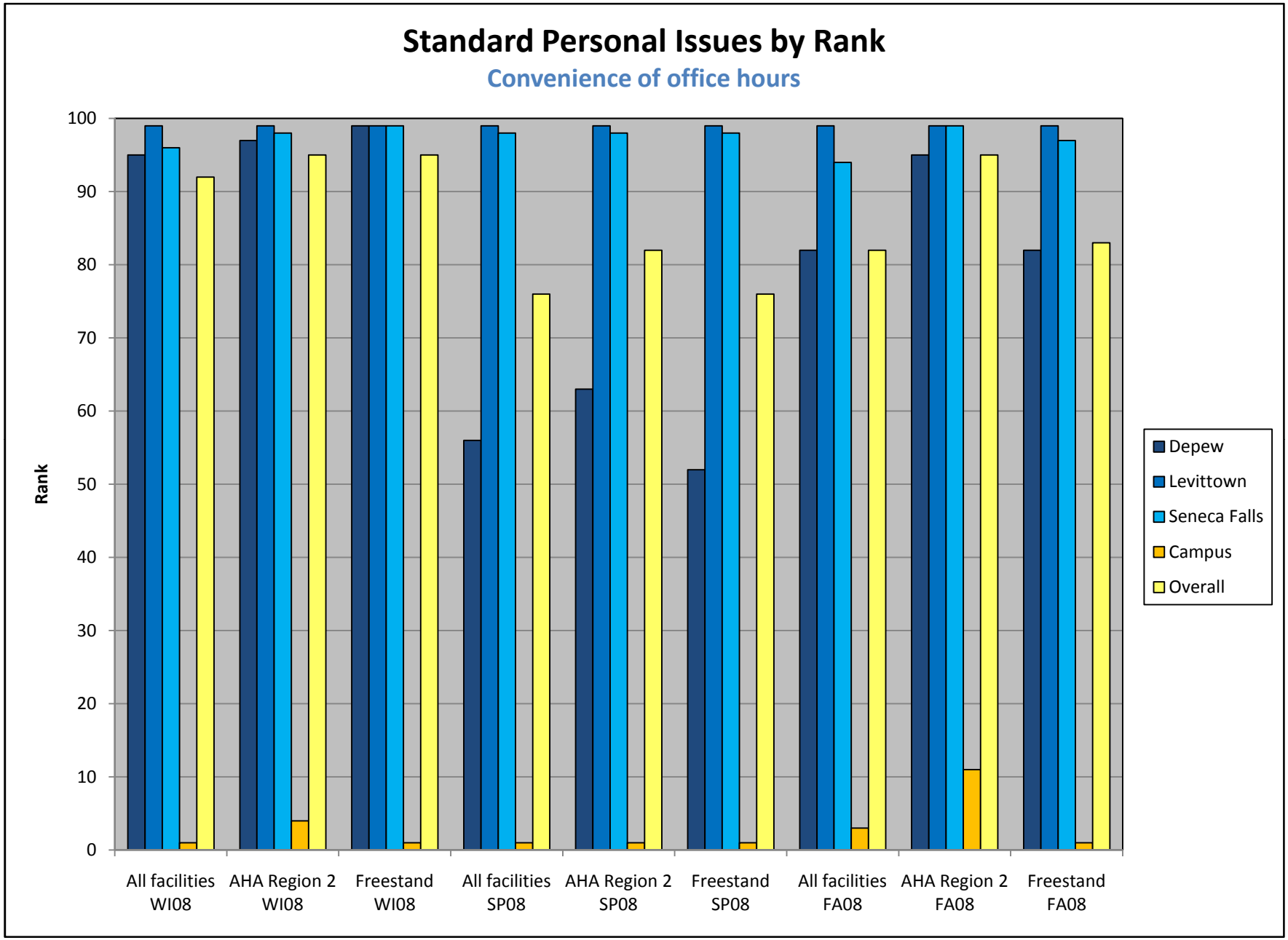
Press Ganey Patient Satisfaction
Winter, Spring and Fall 2008 By Health Centers



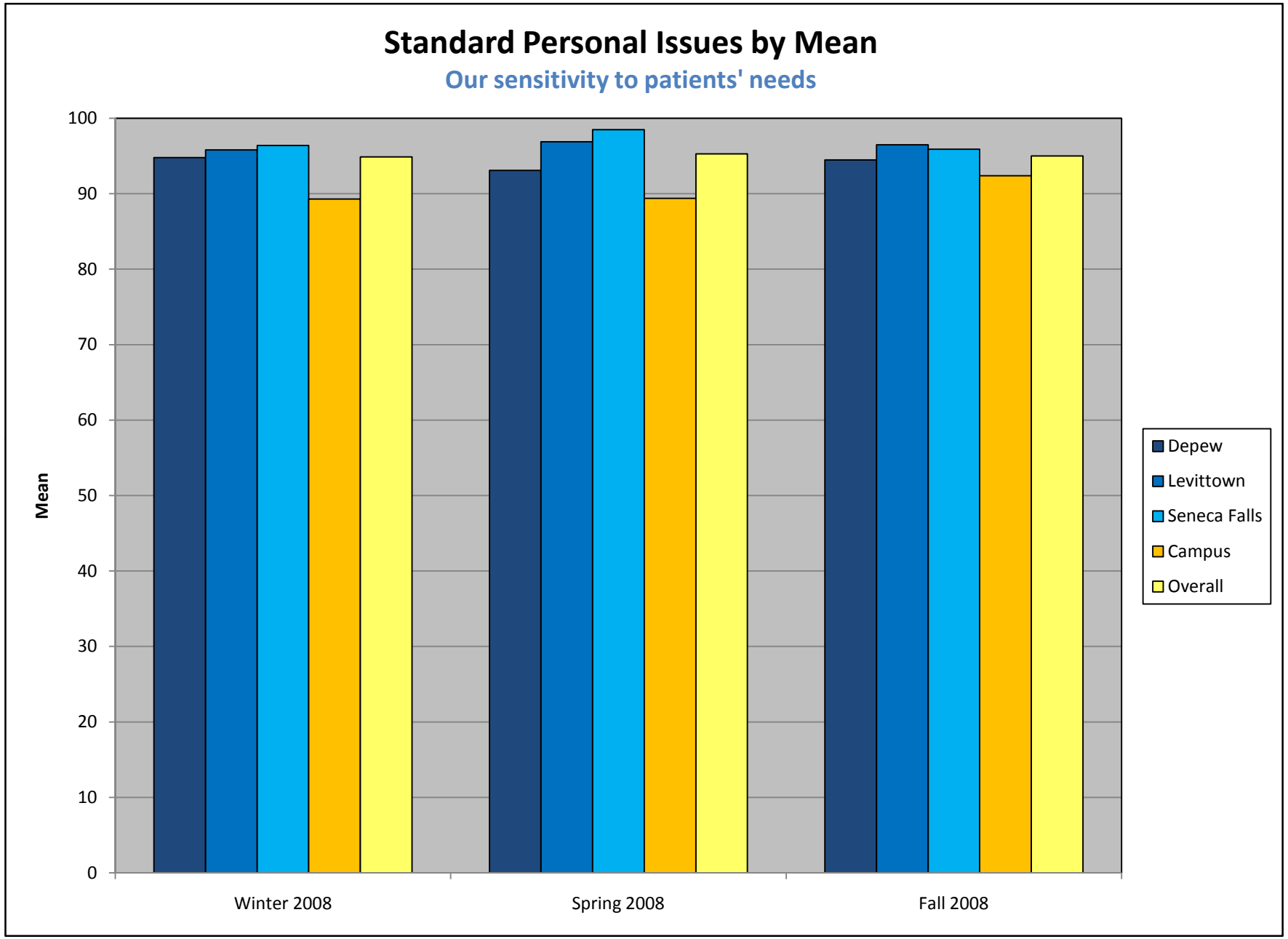
Press Ganey Patient Satisfaction
Winter, Spring and Fall 2008 By Health Centers

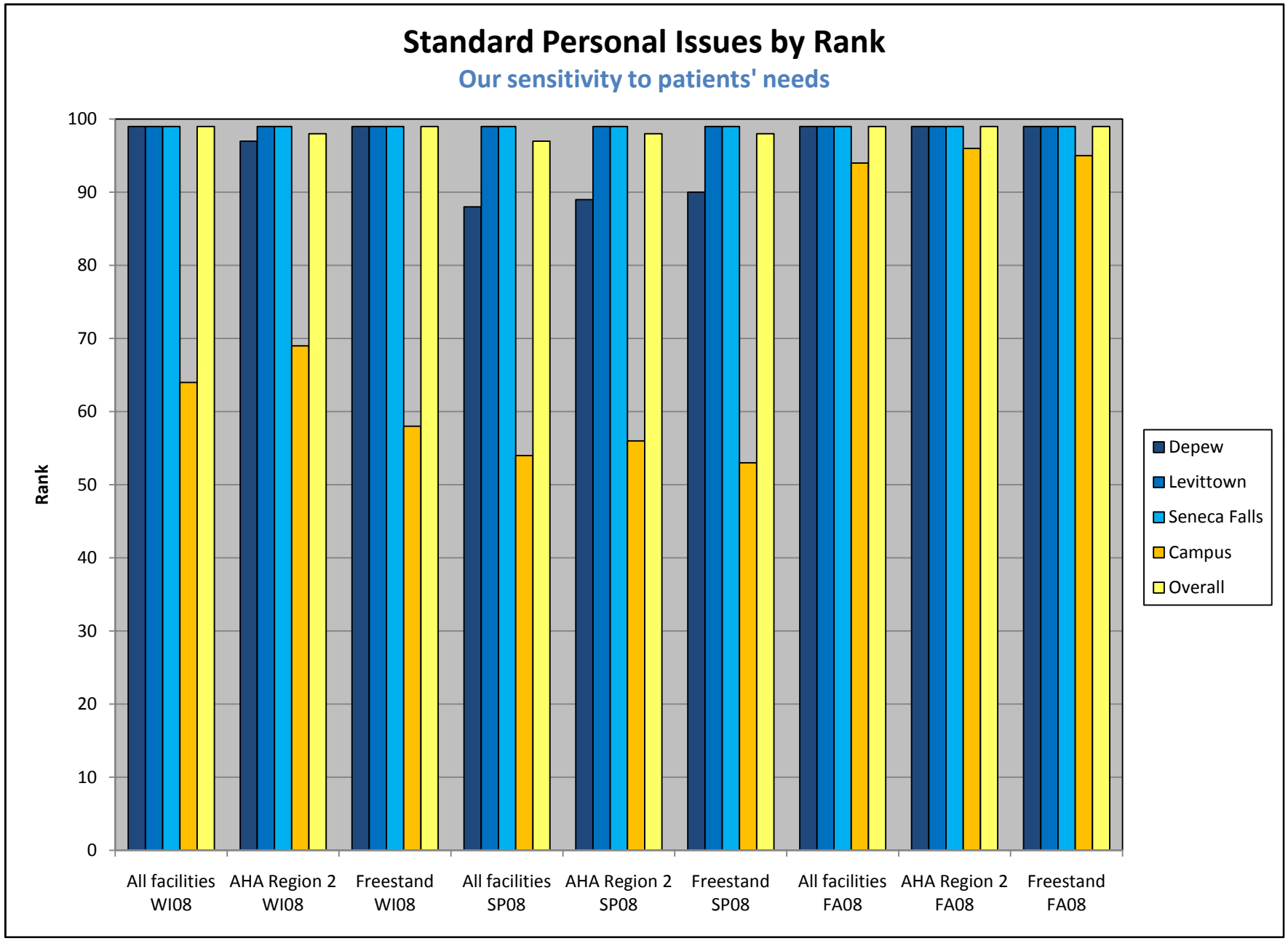


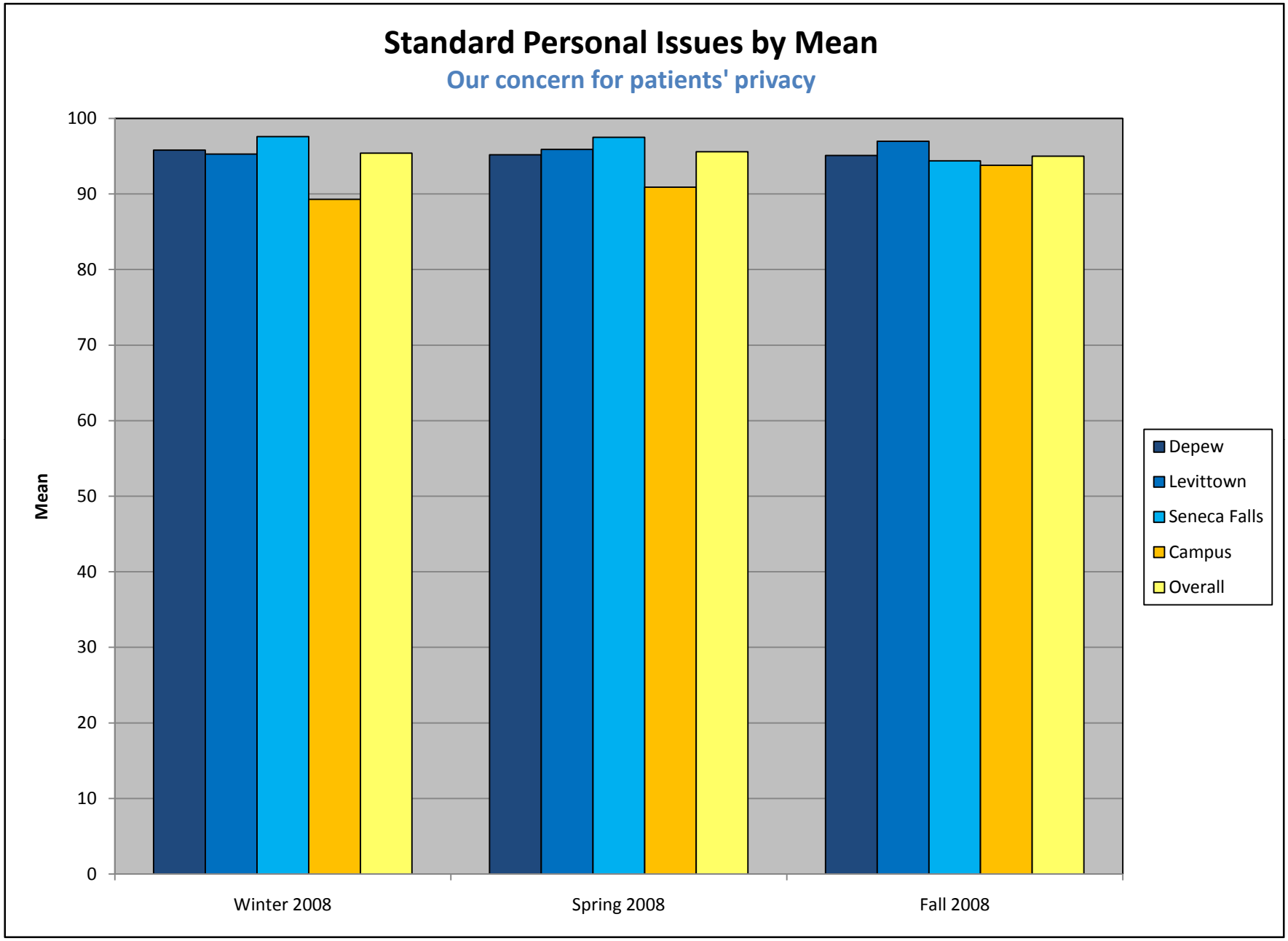
Press Ganey Patient Satisfaction
Winter, Spring and Fall 2008 By Health Centers



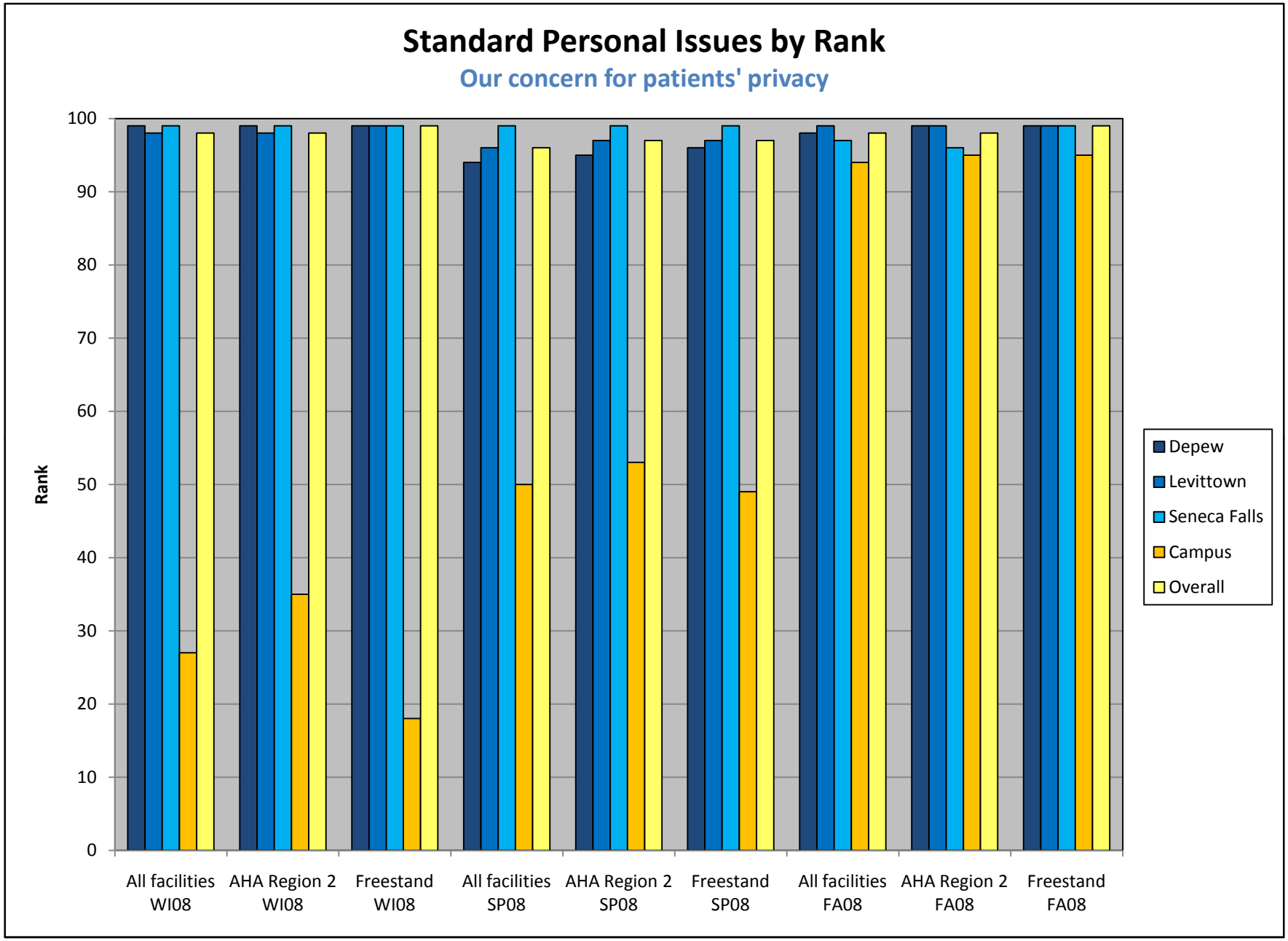
Press Ganey Patient Satisfaction
Winter, Spring and Fall 2008 By Health Centers



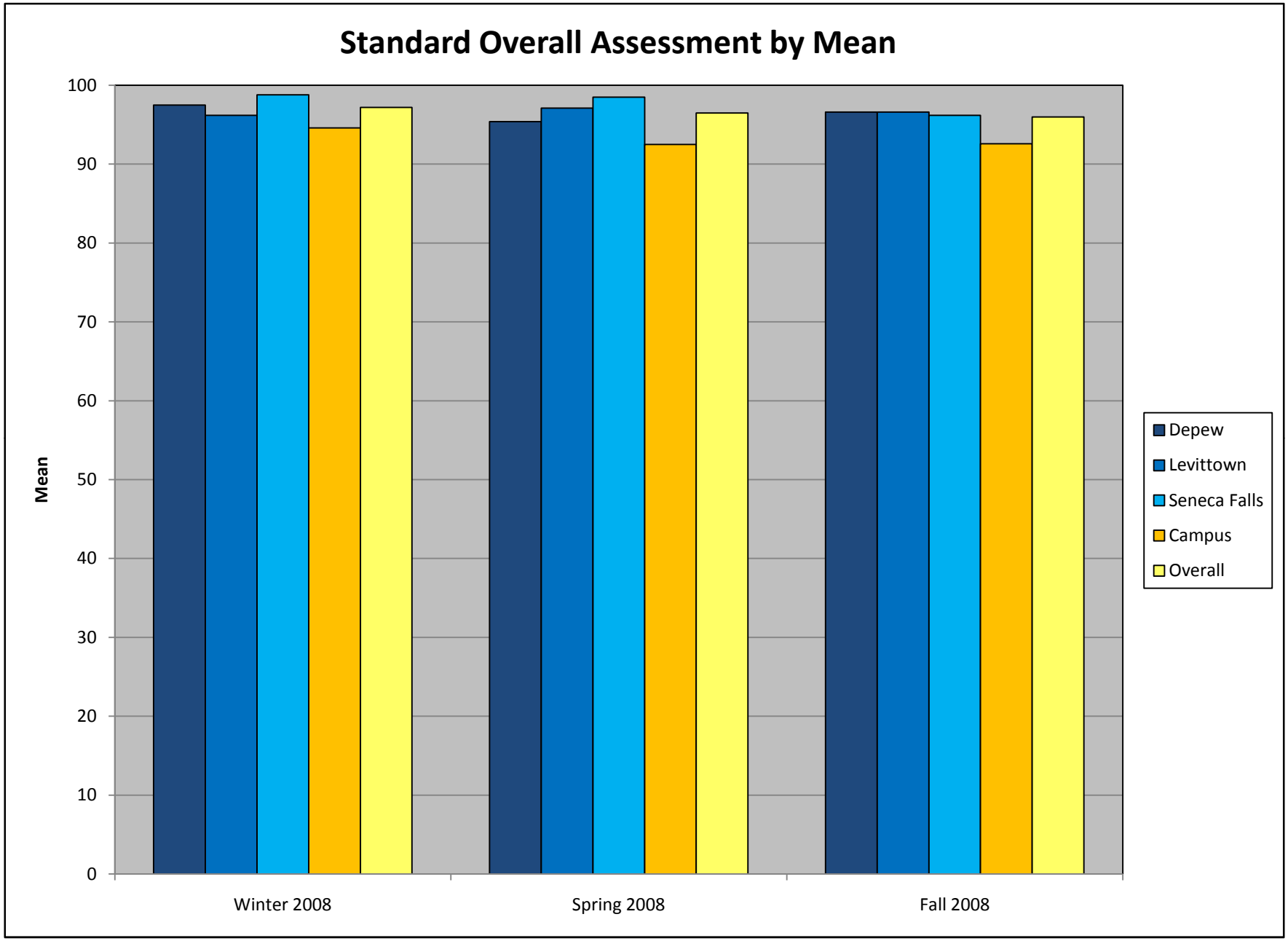

Standard Personal Issues by Rank
Our sensitivity to patients' needs
Rank
100
90
80
70
60
50
40
30
20
10
0
All facilities WI08
AHA Region 2 WI08
Freestand WI08
All facilities SP08
AHA Region 2 SP08
Freestand SP08
All facilities FA08
AHA Region 2 FA08
Freestand FA08
Depew
Levittown
Seneca Falls
Campus
Overall


Standard Personal Issues by Mean
Our concern for patients' privacy
Mean
100
90
80
70
60
50
40
30
20
10
0
Winter 2008
Spring 2008
Fall 2008
Depew
Levittown
Seneca Falls
Campus
Overall

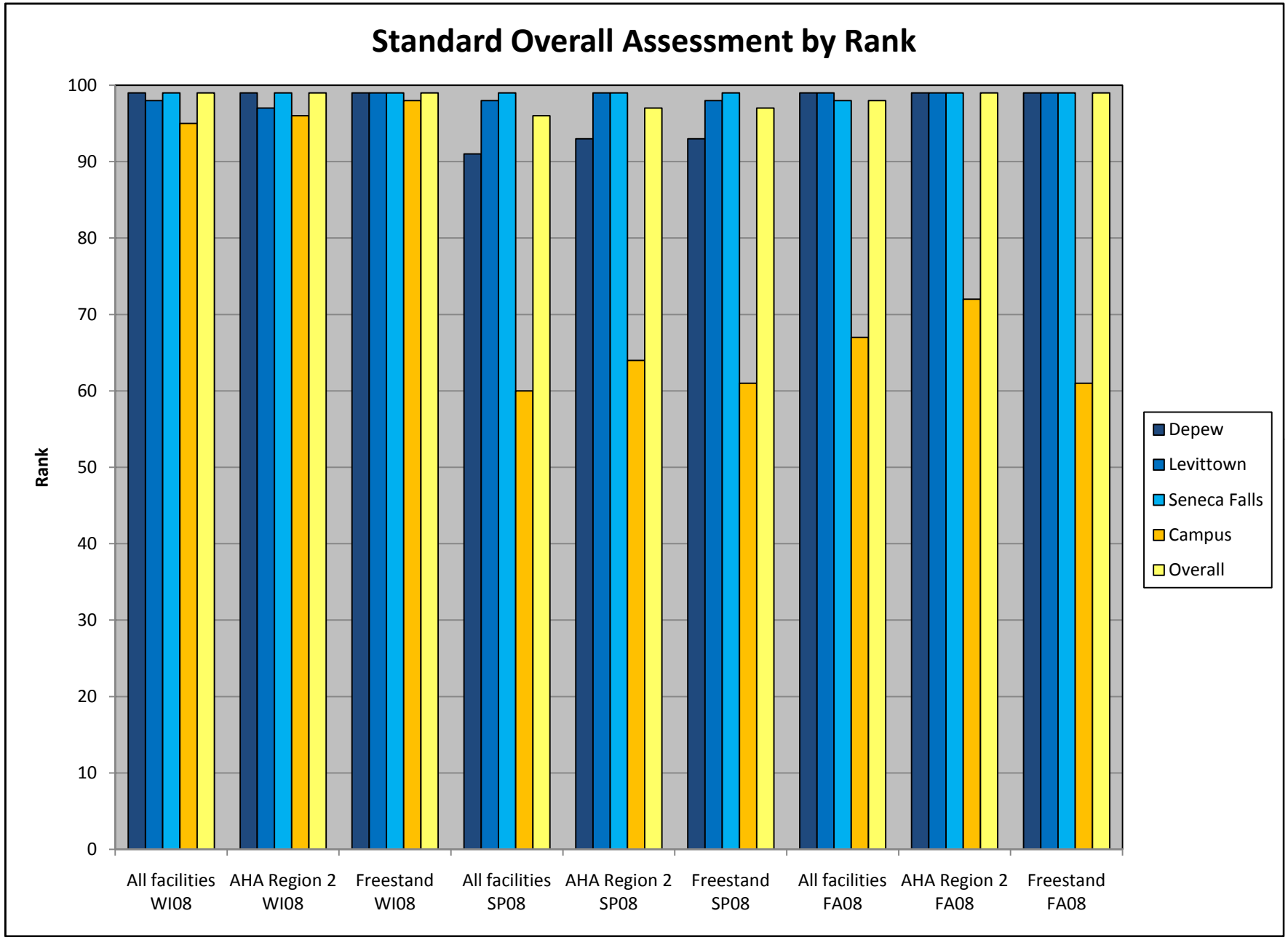
Press Ganey Patient Satisfaction
Winter, Spring and Fall 2008 By Health Centers



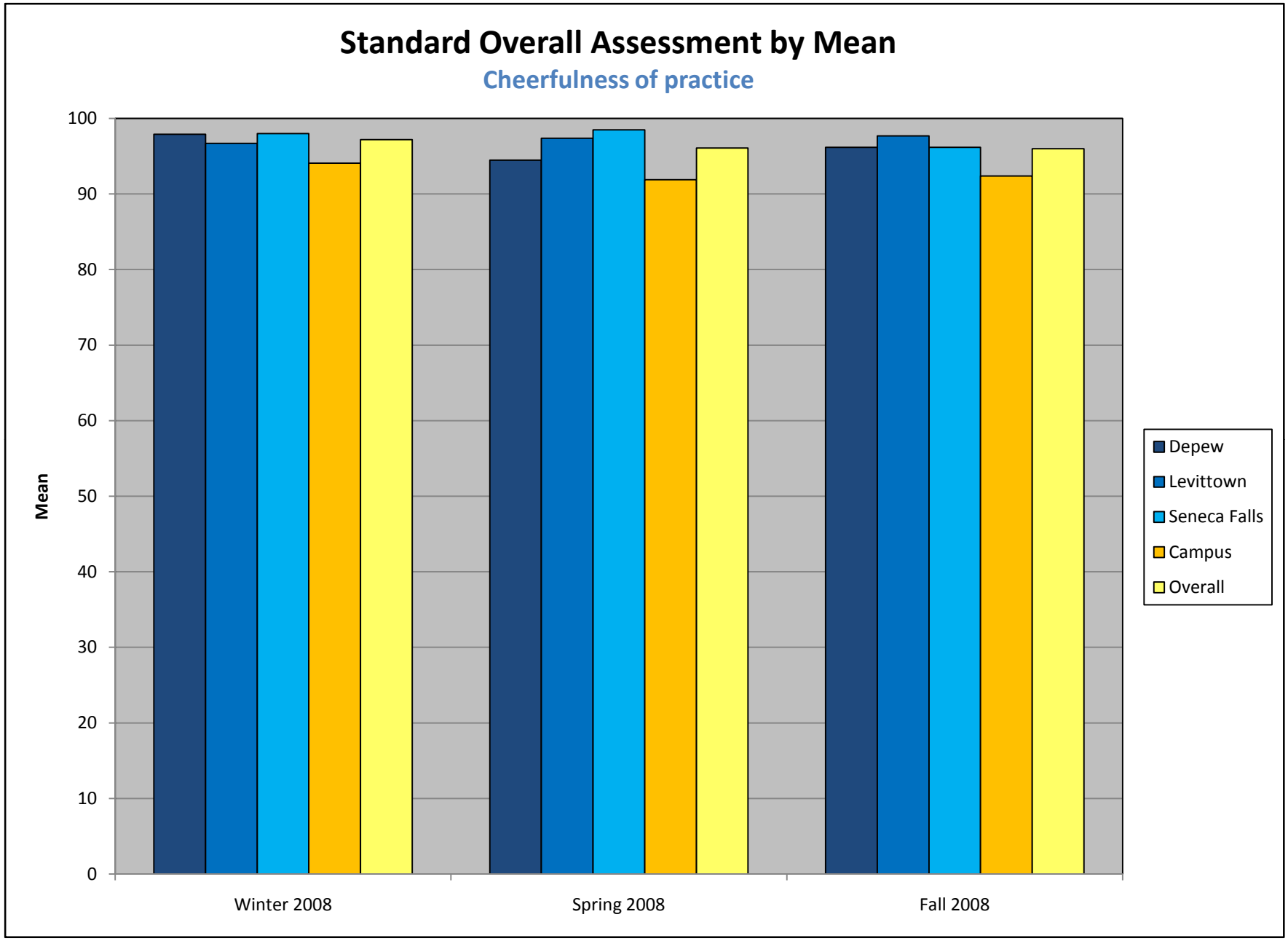
Press Ganey Patient Satisfaction
Winter, Spring and Fall 2008 By Health Centers

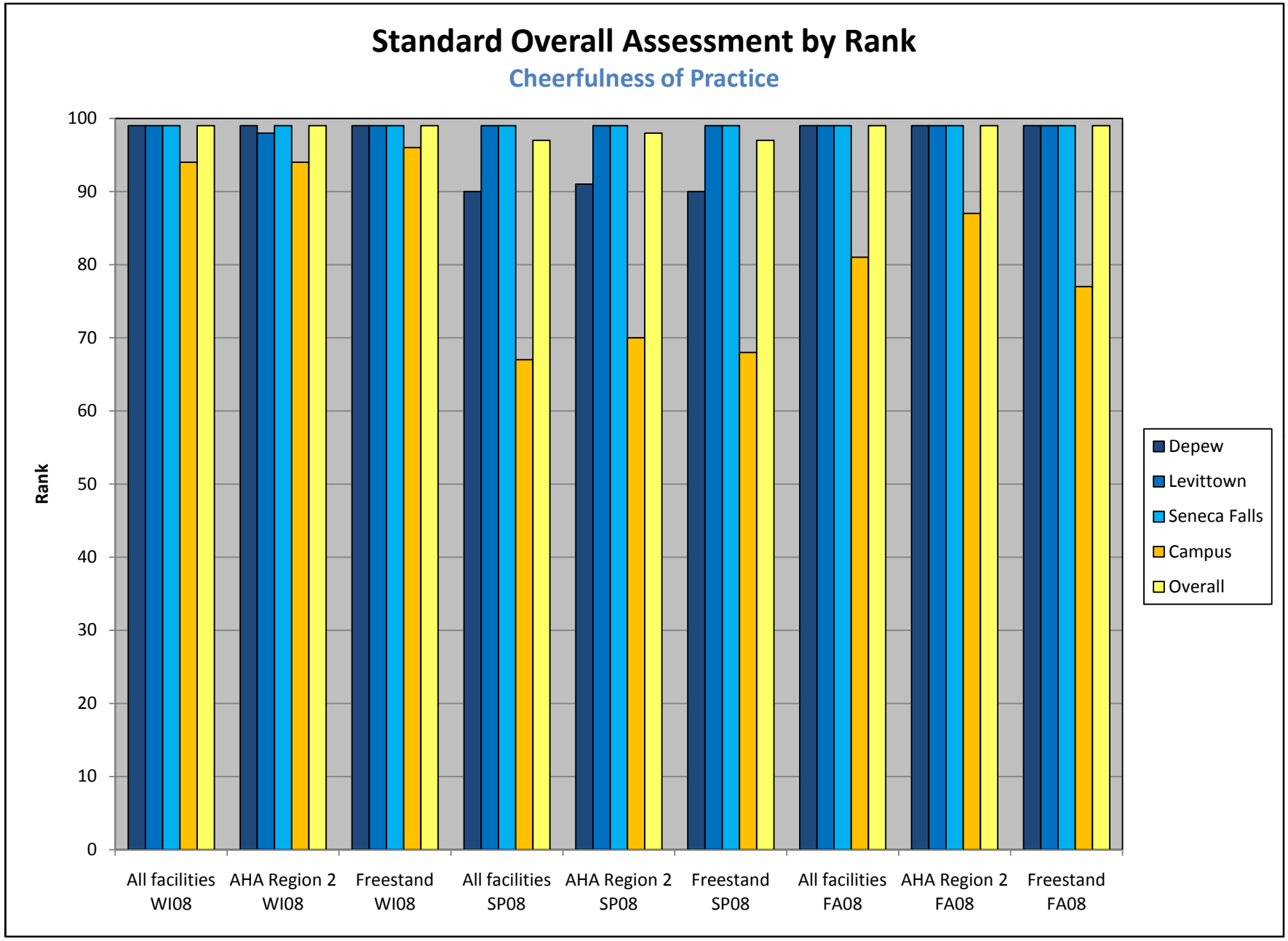


Press Ganey Patient Satisfaction
Winter, Spring and Fall 2008 By Health Centers

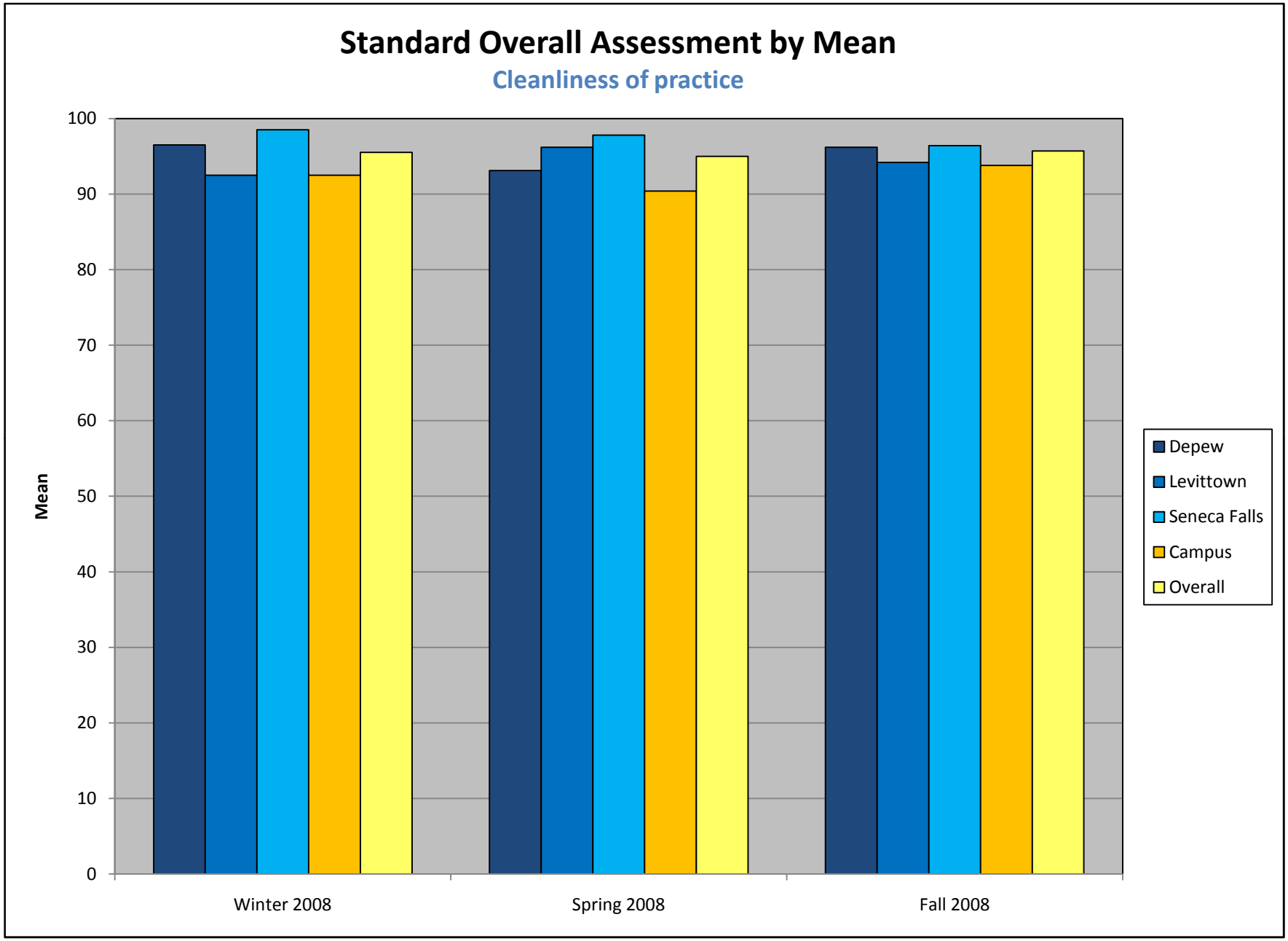


Press Ganey Patient Satisfaction
Winter, Spring and Fall 2008 By Health Centers

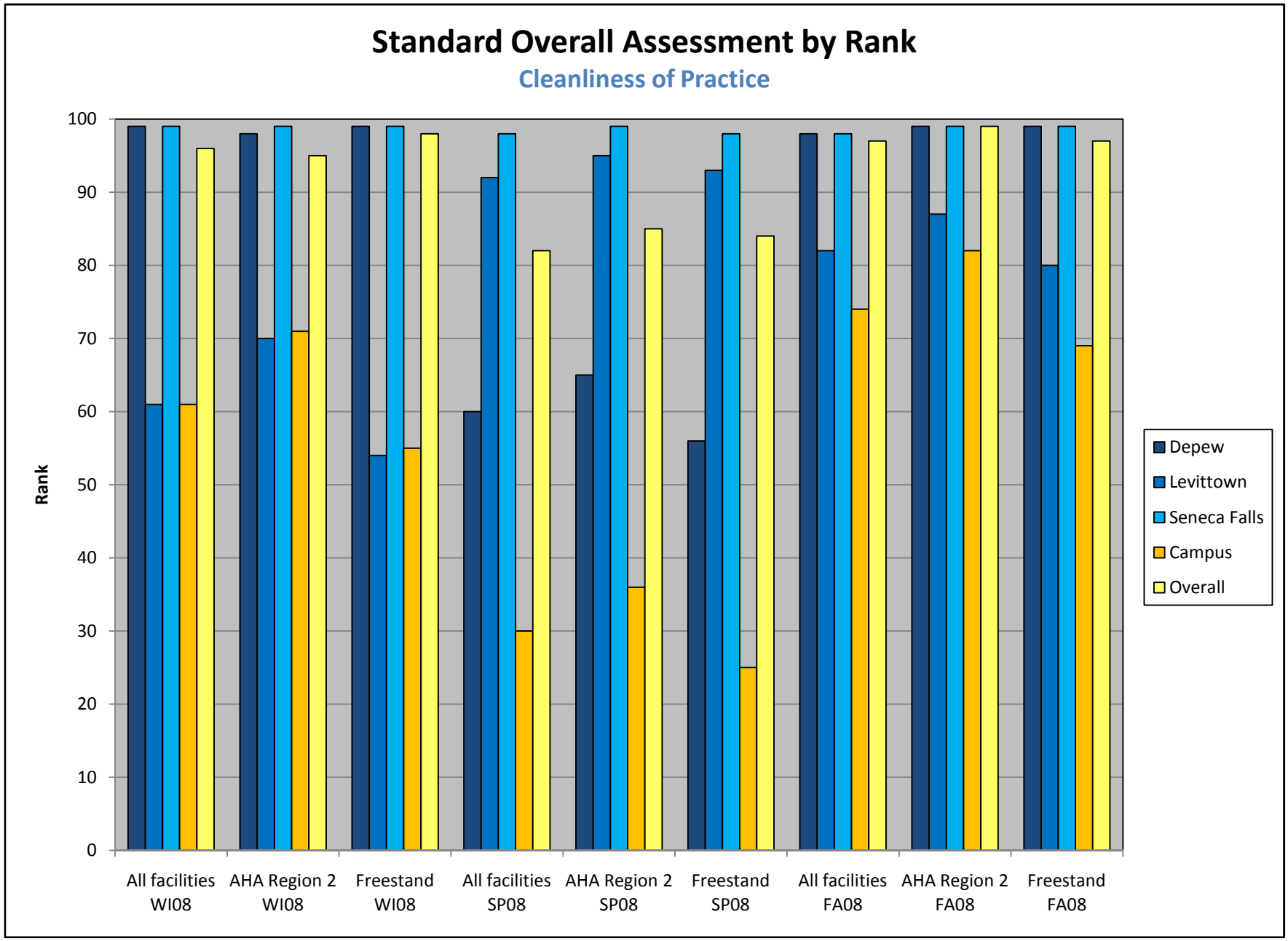



Standard Overall Assessment by Rank
Cheerfulness of Practice
Rank
100
90
80
70
60
50
40
30
20
10
0
All facilities WI08
AHA Region 2 WI08
Freestand WI08
All facilities SP08
AHA Region 2 SP08
Freestand SP08
All facilities FA08
AHA Region 2 FA08
Freestand FA08
Depew
Levittown
Seneca Falls
Campus
Overall

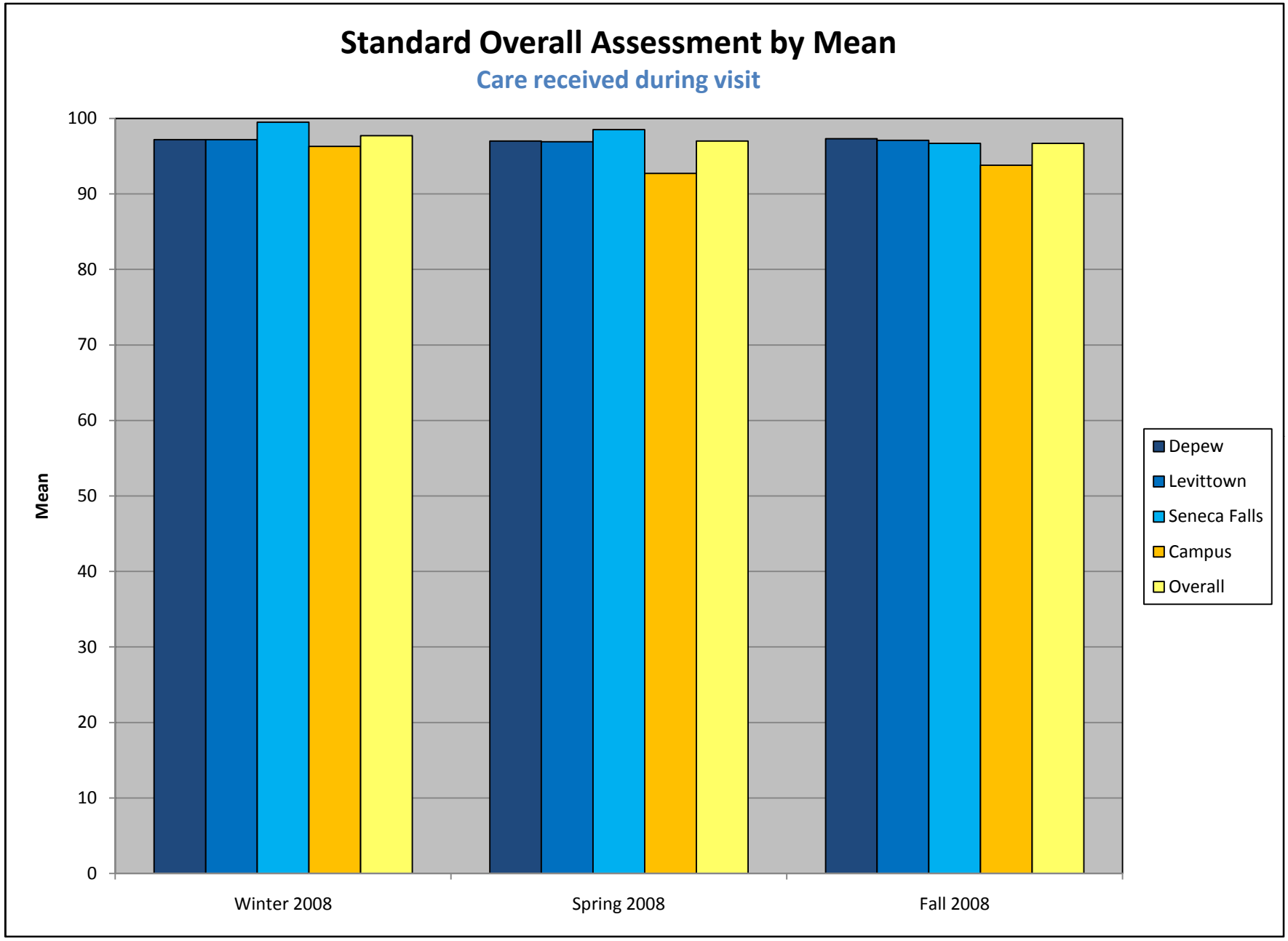
Press Ganey Patient Satisfaction
Winter, Spring and Fall 2008 By Health Centers



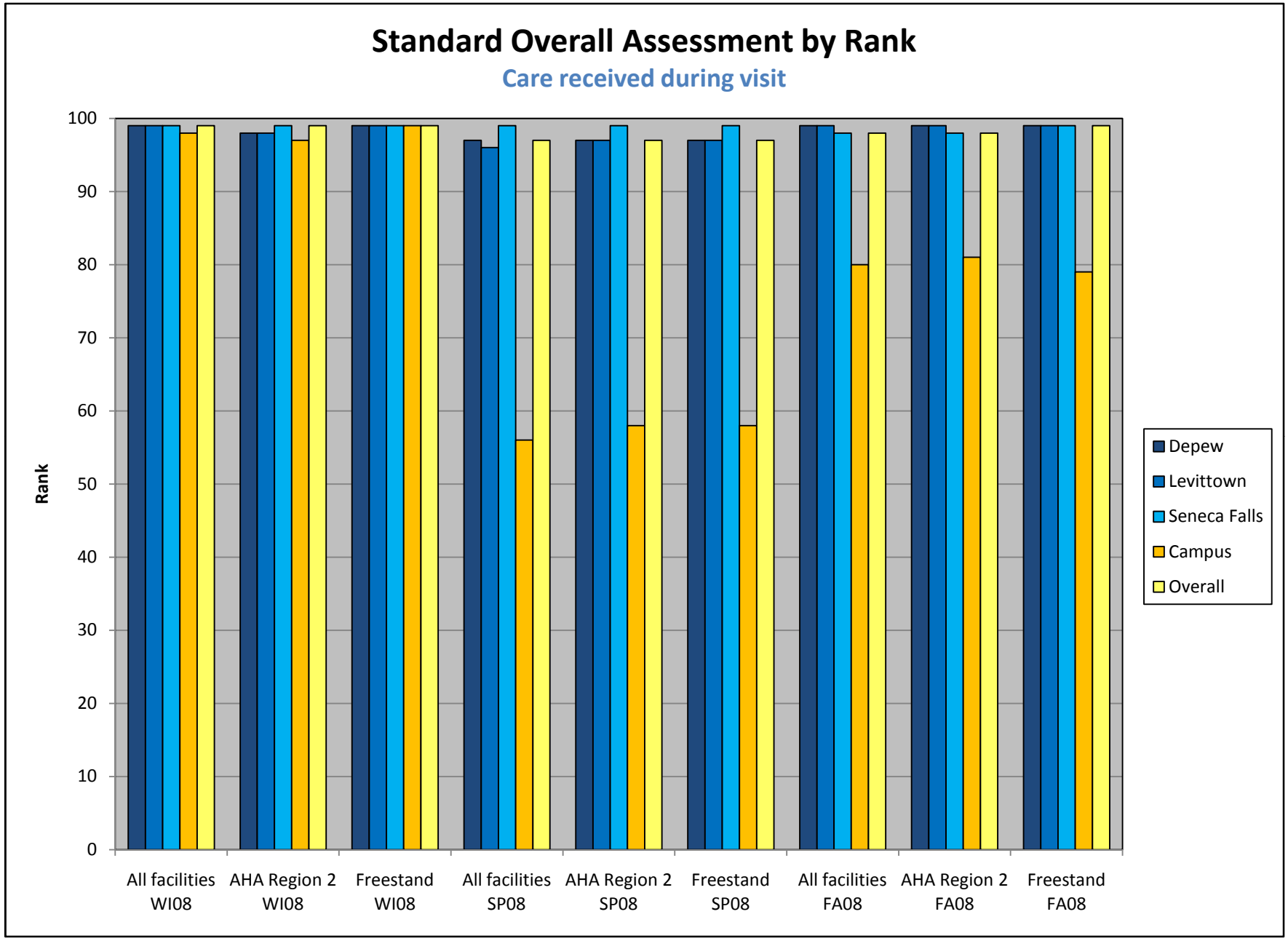
Press Ganey Patient Satisfaction
Winter, Spring and Fall 2008 By Health Centers



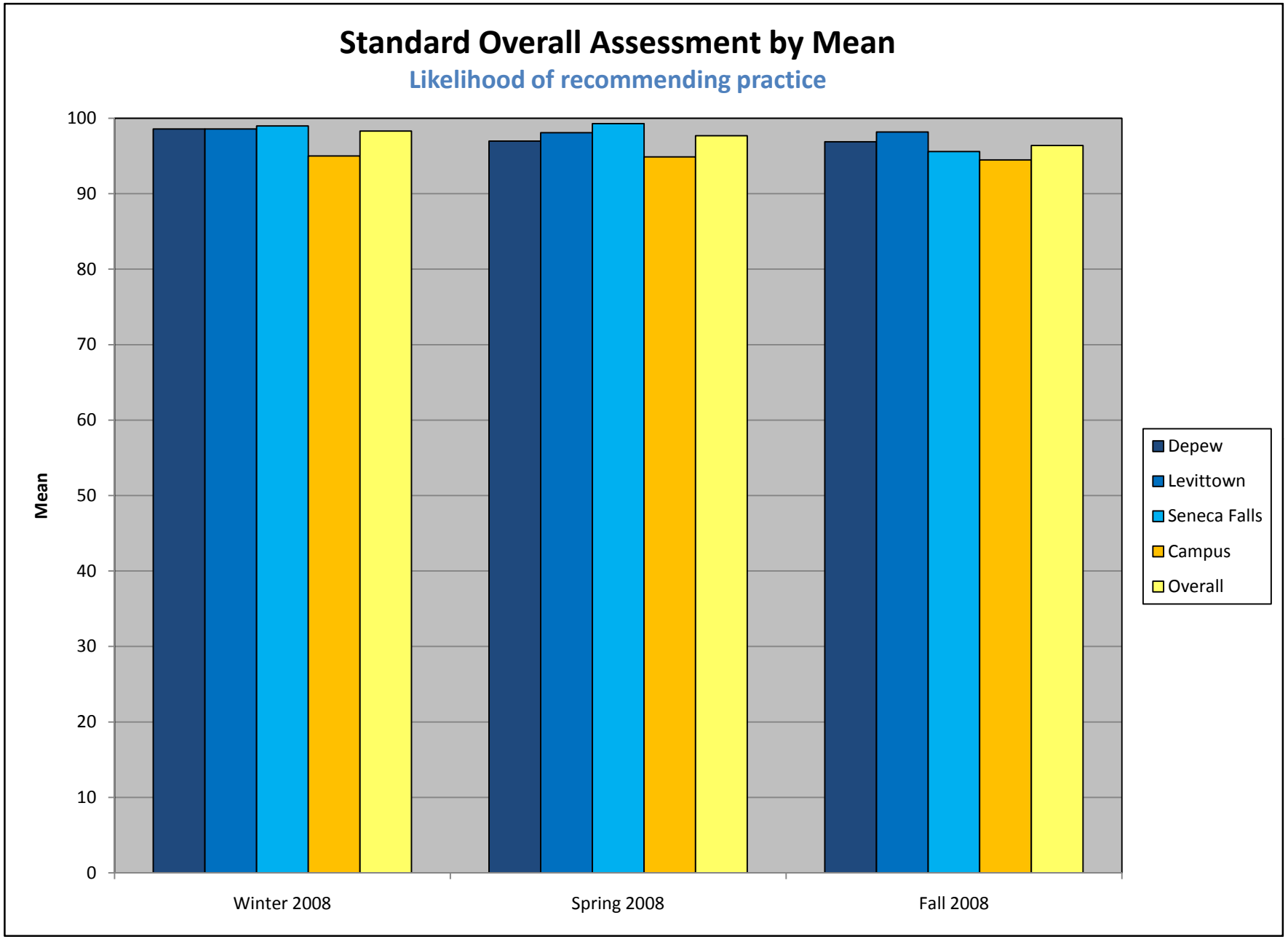
Press Ganey Patient Satisfaction
Winter, Spring and Fall 2008 By Health Centers



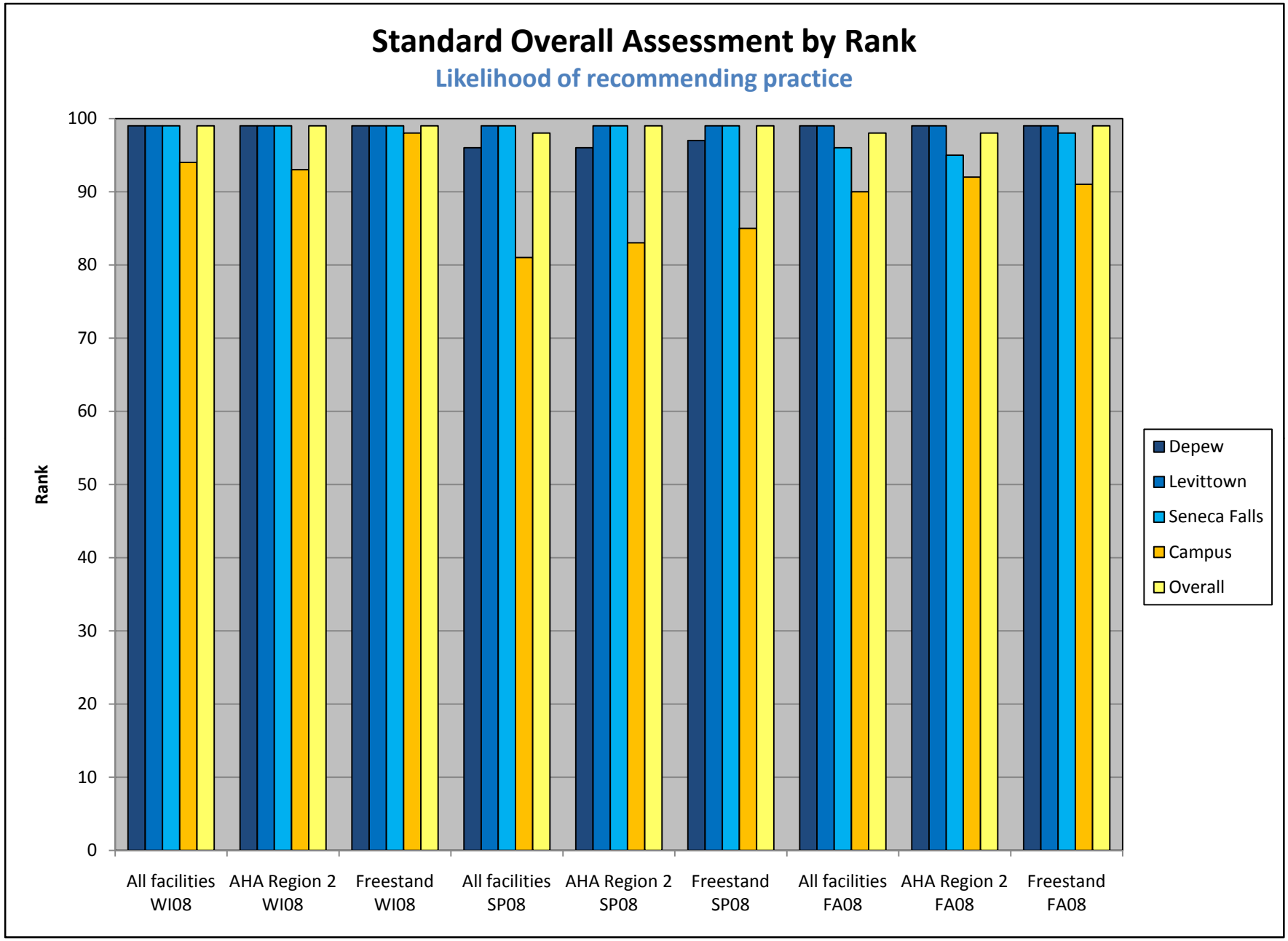
Press Ganey Patient Satisfaction
Winter, Spring and Fall 2008 By Health Centers



Press Ganey Patient Satisfaction
Winter, Spring and Fall 2008 By Health Centers



Press Ganey Patient Satisfaction
Winter, Spring and Fall 2008 By Health Centers



Press Ganey Patient Satisfaction
Winter, Spring and Fall 2008 By Health Centers