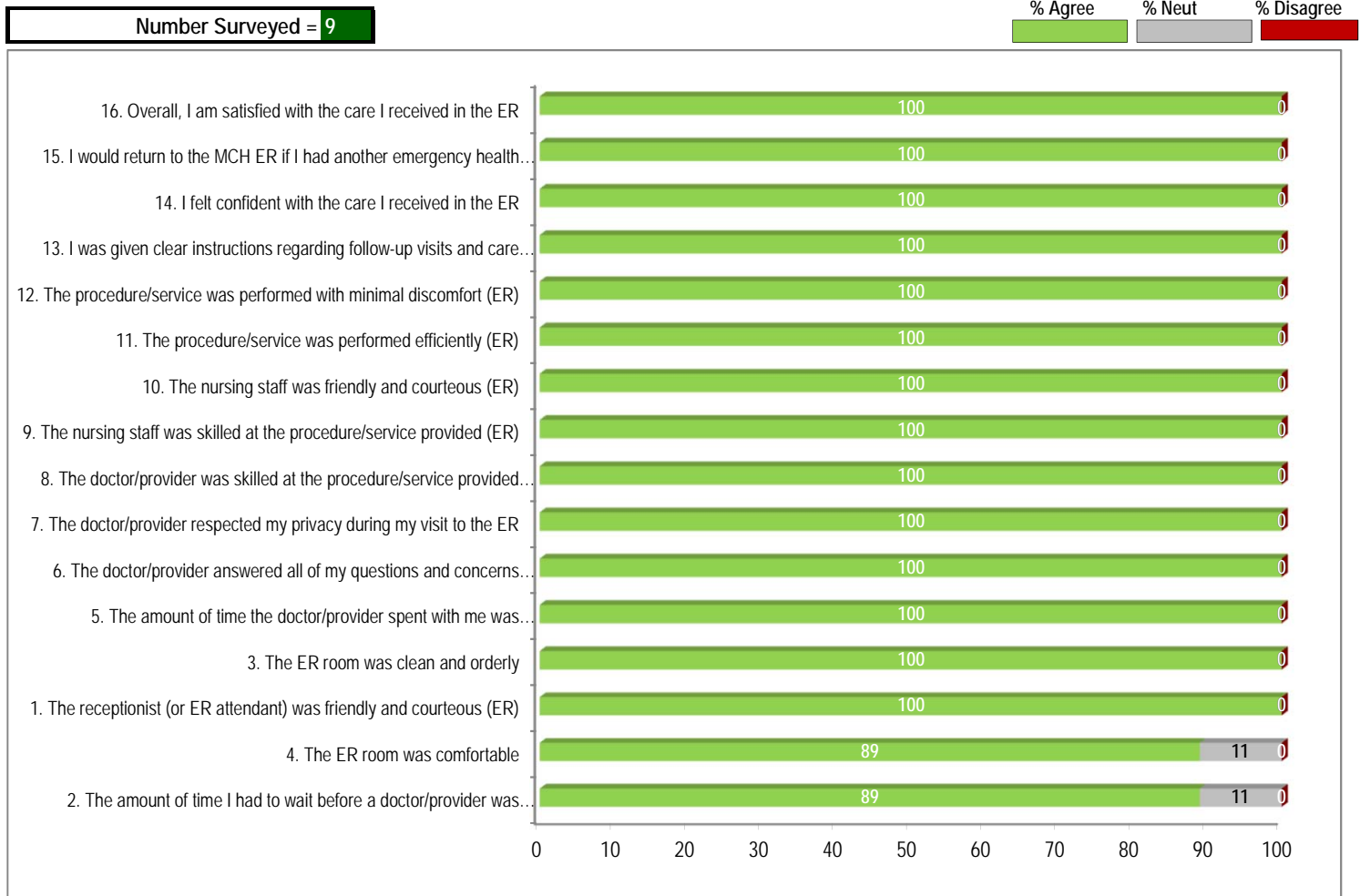


# Mineral Community Hospital Outpatient Survey

## 1Q 2017 Report

Overall  
Number Surveyed: 16

### Emergency Room Care



#### Detailed Data

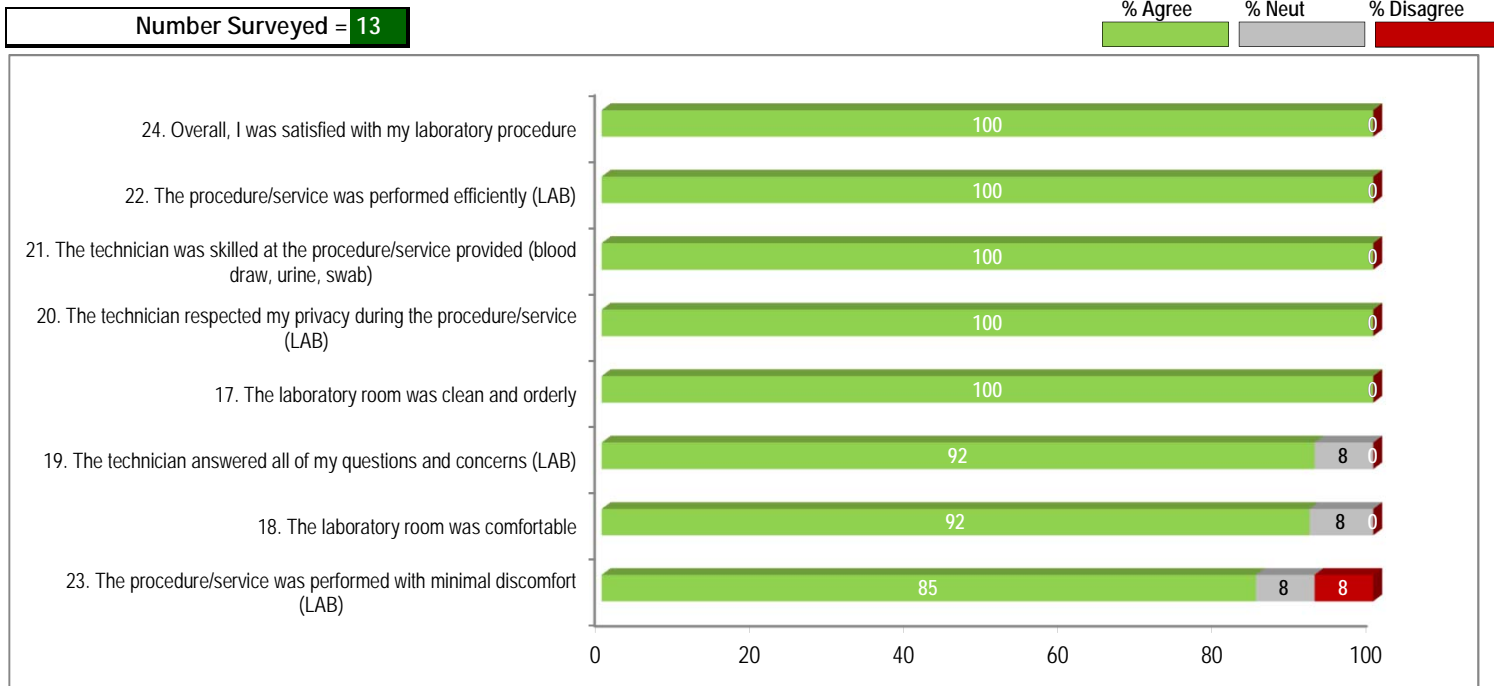
	% Fav	Strongly Agree	Agree	Neither	Disagree	Strongly Disagree
<b>Emergency Room Care Overall</b>	<b>99</b>	<b>82</b>	<b>16</b>	<b>1</b>	<b>0</b>	<b>0</b>
1. The receptionist (or ER attendant) was friendly and courteous (ER)	100	89	11	0	0	0
2. The amount of time I had to wait before a doctor/provider was available was appropriate (ER)	89	67	22	11	0	0
3. The ER room was clean and orderly	100	89	11	0	0	0
4. The ER room was comfortable	89	67	22	11	0	0
5. The amount of time the doctor/provider spent with me was sufficient (ER)	100	78	22	0	0	0
6. The doctor/provider answered all of my questions and concerns (ER)	100	89	11	0	0	0
7. The doctor/provider respected my privacy during my visit to the ER	100	89	11	0	0	0
8. The doctor/provider was skilled at the procedure/service provided (ER)	100	78	22	0	0	0
9. The nursing staff was skilled at the procedure/service provided (ER)	100	88	13	0	0	0
10. The nursing staff was friendly and courteous (ER)	100	89	11	0	0	0
11. The procedure/service was performed efficiently (ER)	100	78	22	0	0	0
12. The procedure/service was performed with minimal discomfort (ER)	100	78	22	0	0	0
13. I was given clear instructions regarding follow-up visits and care (ER)	100	75	25	0	0	0
14. I felt confident with the care I received in the ER	100	89	11	0	0	0
15. I would return to the MCH ER if I had another emergency health problem	100	89	11	0	0	0
16. Overall, I am satisfied with the care I received in the ER	100	89	11	0	0	0

# Mineral Community Hospital Outpatient Survey

## 1Q 2017 Report

Overall  
Number Surveyed: 16

### Laboratory



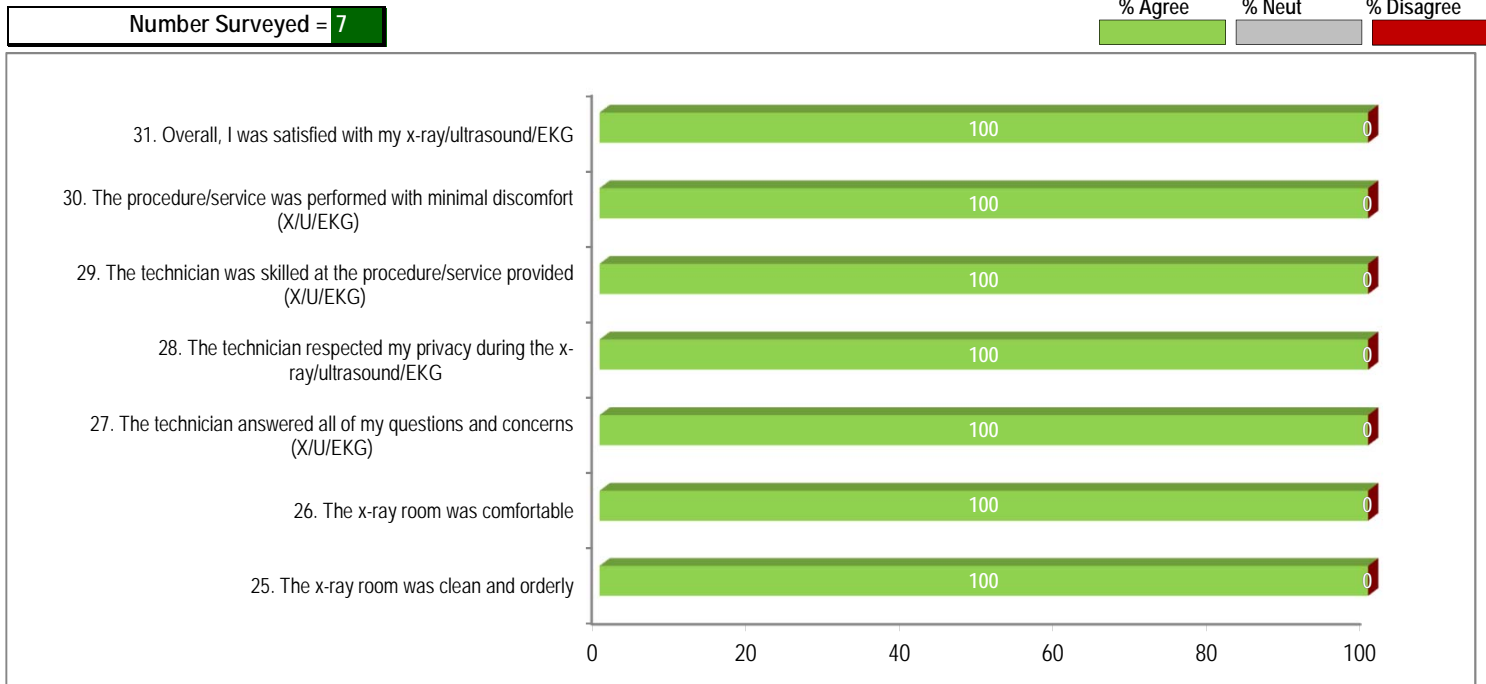
#### Detailed Data

	% Fav	Strongly Agree	Agree	Neither	Disagree	Strongly Disagree
<b>Lab Overall</b>	<b>96</b>	<b>82</b>	<b>14</b>	<b>3</b>	<b>1</b>	<b>0</b>
17. The laboratory room was clean and orderly	100	83	17	0	0	0
18. The laboratory room was comfortable	92	83	8	8	0	0
19. The technician answered all of my questions and concerns (LAB)	92	85	8	8	0	0
20. The technician respected my privacy during the procedure/service (LAB)	100	77	23	0	0	0
21. The technician was skilled at the procedure/service provided (blood draw, urine, swab)	100	86	14	0	0	0
22. The procedure/service was performed efficiently (LAB)	100	79	21	0	0	0
23. The procedure/service was performed with minimal discomfort (LAB)	85	77	8	8	8	0
24. Overall, I was satisfied with my laboratory procedure	100	85	15	0	0	0

# Mineral Community Hospital Outpatient Survey 1Q 2017 Report

Overall  
Number Surveyed: 16

## X-ray/Ultrasound/EKG



*Detailed Data*

	% Fav	Strongly Agree	Agree	Neither	Disagree	Strongly Disagree
<b>X-Ray/Ultrasound/EKG Overall</b>	<b>100</b>	<b>86</b>	<b>14</b>	<b>0</b>	<b>0</b>	<b>0</b>
25. The x-ray room was clean and orderly	100	86	14	0	0	0
26. The x-ray room was comfortable	100	86	14	0	0	0
27. The technician answered all of my questions and concerns (X/U/EKG)	100	86	14	0	0	0
28. The technician respected my privacy during the x-ray/ultrasound/EKG	100	86	14	0	0	0
29. The technician was skilled at the procedure/service provided (X/U/EKG)	100	86	14	0	0	0
30. The procedure/service was performed with minimal discomfort (X/U/EKG)	100	86	14	0	0	0
31. Overall, I was satisfied with my x-ray/ultrasound/EKG	100	86	14	0	0	0

# Mineral Community Hospital Outpatient Survey

## 1Q 2017 Report

Overall  
Number Surveyed: 16

### X-ray

Number Surveyed = 2

<i>X-Ray Patients Only</i>	% Fav	Strongly Agree	Agree	Neither	Disagree	Strongly Disagree
25. The x-ray room was clean and orderly	100	100	0	0	0	0
26. The x-ray room was comfortable	100	100	0	0	0	0
27. The technician answered all of my questions and concerns (X/U/EKG)	100	100	0	0	0	0
28. The technician respected my privacy during the x-ray/ultrasound/EKG	100	100	0	0	0	0
29. The technician was skilled at the procedure/service provided (X/U/EKG)	100	100	0	0	0	0
30. The procedure/service was performed with minimal discomfort (X/U/EKG)	100	100	0	0	0	0
31. Overall, I was satisfied with my x-ray/ultrasound/EKG	100	100	0	0	0	0

### Ultrasound

Number Surveyed = 0

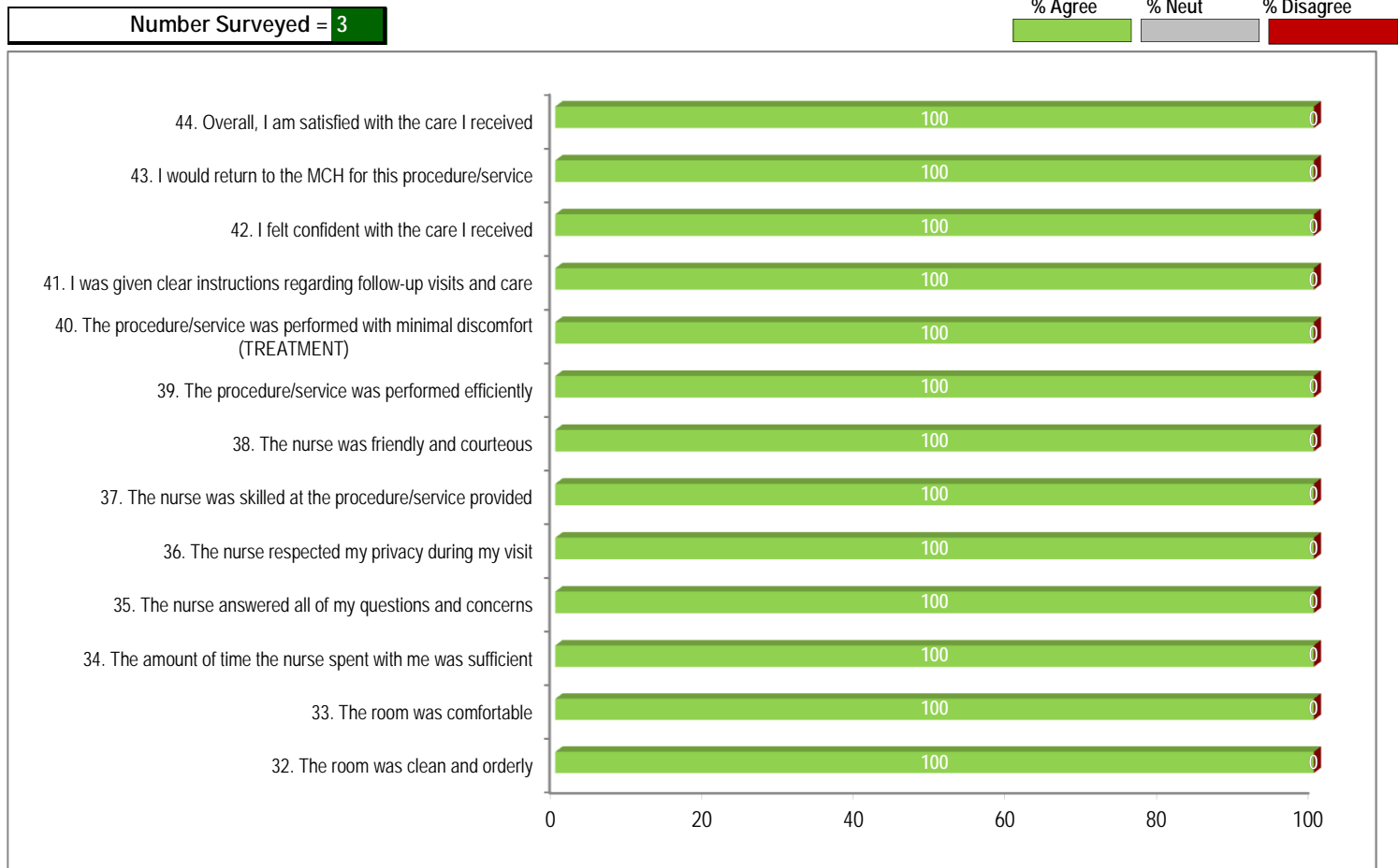
<i>Ultrasound Patients Only</i>	% Fav	Strongly Agree	Agree	Neither	Disagree	Strongly Disagree
25. The x-ray room was clean and orderly	N/A	N/A	N/A	N/A	N/A	N/A
26. The x-ray room was comfortable	N/A	N/A	N/A	N/A	N/A	N/A
27. The technician answered all of my questions and concerns (X/U/EKG)	N/A	N/A	N/A	N/A	N/A	N/A
28. The technician respected my privacy during the x-ray/ultrasound/EKG	N/A	N/A	N/A	N/A	N/A	N/A
29. The technician was skilled at the procedure/service provided (X/U/EKG)	N/A	N/A	N/A	N/A	N/A	N/A
30. The procedure/service was performed with minimal discomfort (X/U/EKG)	N/A	N/A	N/A	N/A	N/A	N/A
31. Overall, I was satisfied with my x-ray/ultrasound/EKG	N/A	N/A	N/A	N/A	N/A	N/A

### EKG

Number Surveyed = 0

<i>EKG Patients Only</i>	% Fav	Strongly Agree	Agree	Neither	Disagree	Strongly Disagree
25. The x-ray room was clean and orderly	N/A	N/A	N/A	N/A	N/A	N/A
26. The x-ray room was comfortable	N/A	N/A	N/A	N/A	N/A	N/A
27. The technician answered all of my questions and concerns (X/U/EKG)	N/A	N/A	N/A	N/A	N/A	N/A
28. The technician respected my privacy during the x-ray/ultrasound/EKG	N/A	N/A	N/A	N/A	N/A	N/A
29. The technician was skilled at the procedure/service provided (X/U/EKG)	N/A	N/A	N/A	N/A	N/A	N/A
30. The procedure/service was performed with minimal discomfort (X/U/EKG)	N/A	N/A	N/A	N/A	N/A	N/A
31. Overall, I was satisfied with my x-ray/ultrasound/EKG	N/A	N/A	N/A	N/A	N/A	N/A

### Outpatient Treatment Services



**Detailed Data**

	% Fav	Strongly Agree	Agree	Neither	Disagree	Strongly Disagree
<b>Outpatient Treatment Services Overall</b>	<b>100</b>	<b>90</b>	<b>10</b>	<b>0</b>	<b>0</b>	<b>0</b>
32. The room was clean and orderly	100	100	0	0	0	0
33. The room was comfortable	100	67	33	0	0	0
34. The amount of time the nurse spent with me was sufficient	100	100	0	0	0	0
35. The nurse answered all of my questions and concerns	100	100	0	0	0	0
36. The nurse respected my privacy during my visit	100	100	0	0	0	0
37. The nurse was skilled at the procedure/service provided	100	100	0	0	0	0
38. The nurse was friendly and courteous	100	100	0	0	0	0
39. The procedure/service was performed efficiently	100	67	33	0	0	0
40. The procedure/service was performed with minimal discomfort (TREATMENT)	100	100	0	0	0	0
41. I was given clear instructions regarding follow-up visits and care	100	67	33	0	0	0
42. I felt confident with the care I received	100	100	0	0	0	0
43. I would return to the MCH for this procedure/service	100	67	33	0	0	0
44. Overall, I am satisfied with the care I received	100	100	0	0	0	0

# Mineral Community Hospital Outpatient Survey

## 1Q 2017 Report

Overall  
Number Surveyed: 16

### IV Medication Visit

Number Surveyed = 0

#### IV Medication Visits Only

	% Fav	Strongly Agree	Agree	Neither	Disagree	Strongly Disagree
32. The room was clean and orderly	N/A	N/A	N/A	N/A	N/A	N/A
33. The room was comfortable	N/A	N/A	N/A	N/A	N/A	N/A
34. The amount of time the nurse spent with me was sufficient	N/A	N/A	N/A	N/A	N/A	N/A
35. The nurse answered all of my questions and concerns	N/A	N/A	N/A	N/A	N/A	N/A
36. The nurse respected my privacy during my visit	N/A	N/A	N/A	N/A	N/A	N/A
37. The nurse was skilled at the procedure/service provided	N/A	N/A	N/A	N/A	N/A	N/A
38. The nurse was friendly and courteous	N/A	N/A	N/A	N/A	N/A	N/A
39. The procedure/service was performed efficiently	N/A	N/A	N/A	N/A	N/A	N/A
40. The procedure/service was performed with minimal discomfort (TREATMENT)	N/A	N/A	N/A	N/A	N/A	N/A
41. I was given clear instructions regarding follow-up visits and care	N/A	N/A	N/A	N/A	N/A	N/A
42. I felt confident with the care I received	N/A	N/A	N/A	N/A	N/A	N/A
43. I would return to the MCH for this procedure/service	N/A	N/A	N/A	N/A	N/A	N/A
44. Overall, I am satisfied with the care I received	N/A	N/A	N/A	N/A	N/A	N/A

### Dressing Changes

Number Surveyed = 0

#### Dressing Changes Visits Only

	% Fav	Strongly Agree	Agree	Neither	Disagree	Strongly Disagree
32. The room was clean and orderly	N/A	N/A	N/A	N/A	N/A	N/A
33. The room was comfortable	N/A	N/A	N/A	N/A	N/A	N/A
34. The amount of time the nurse spent with me was sufficient	N/A	N/A	N/A	N/A	N/A	N/A
35. The nurse answered all of my questions and concerns	N/A	N/A	N/A	N/A	N/A	N/A
36. The nurse respected my privacy during my visit	N/A	N/A	N/A	N/A	N/A	N/A
37. The nurse was skilled at the procedure/service provided	N/A	N/A	N/A	N/A	N/A	N/A
38. The nurse was friendly and courteous	N/A	N/A	N/A	N/A	N/A	N/A
39. The procedure/service was performed efficiently	N/A	N/A	N/A	N/A	N/A	N/A
40. The procedure/service was performed with minimal discomfort (TREATMENT)	N/A	N/A	N/A	N/A	N/A	N/A
41. I was given clear instructions regarding follow-up visits and care	N/A	N/A	N/A	N/A	N/A	N/A
42. I felt confident with the care I received	N/A	N/A	N/A	N/A	N/A	N/A
43. I would return to the MCH for this procedure/service	N/A	N/A	N/A	N/A	N/A	N/A
44. Overall, I am satisfied with the care I received	N/A	N/A	N/A	N/A	N/A	N/A

### Injections

Number Surveyed = 0

#### Injection Visits Only

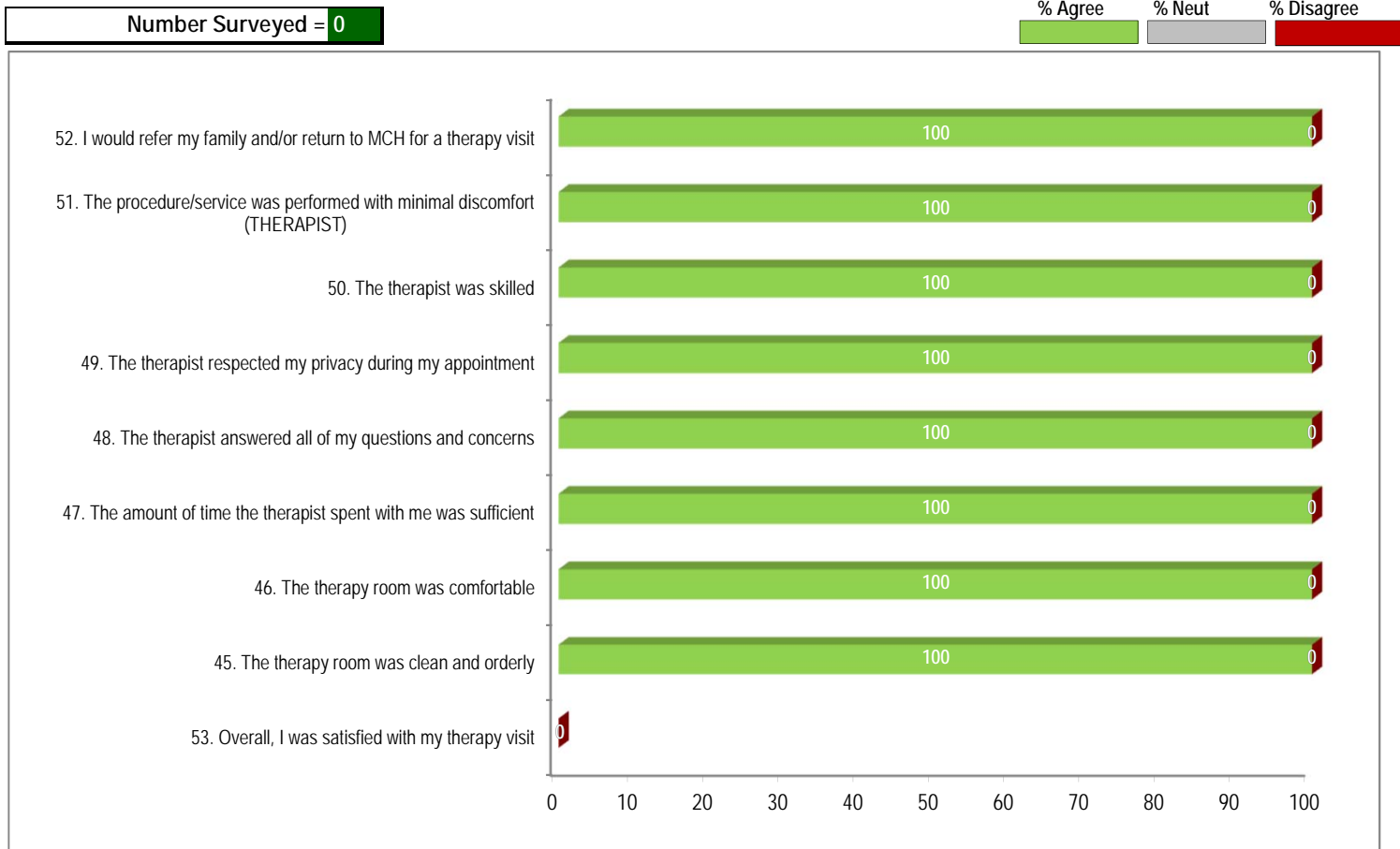
	% Fav	Strongly Agree	Agree	Neither	Disagree	Strongly Disagree
32. The room was clean and orderly	N/A	N/A	N/A	N/A	N/A	N/A
33. The room was comfortable	N/A	N/A	N/A	N/A	N/A	N/A
34. The amount of time the nurse spent with me was sufficient	N/A	N/A	N/A	N/A	N/A	N/A
35. The nurse answered all of my questions and concerns	N/A	N/A	N/A	N/A	N/A	N/A
36. The nurse respected my privacy during my visit	N/A	N/A	N/A	N/A	N/A	N/A
37. The nurse was skilled at the procedure/service provided	N/A	N/A	N/A	N/A	N/A	N/A
38. The nurse was friendly and courteous	N/A	N/A	N/A	N/A	N/A	N/A
39. The procedure/service was performed efficiently	N/A	N/A	N/A	N/A	N/A	N/A
40. The procedure/service was performed with minimal discomfort (TREATMENT)	N/A	N/A	N/A	N/A	N/A	N/A
41. I was given clear instructions regarding follow-up visits and care	N/A	N/A	N/A	N/A	N/A	N/A
42. I felt confident with the care I received	N/A	N/A	N/A	N/A	N/A	N/A
43. I would return to the MCH for this procedure/service	N/A	N/A	N/A	N/A	N/A	N/A
44. Overall, I am satisfied with the care I received	N/A	N/A	N/A	N/A	N/A	N/A

# Mineral Community Hospital Outpatient Survey

## 1Q 2017 Report

Overall  
Number Surveyed: 16

### Rehabilitation Services Visits



#### Detailed Data

	% Fav	Strongly Agree	Agree	Neither	Disagree	Strongly Disagree
<b>Rehabilitation Services Visits Overall</b>	<b>100</b>	<b>100</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
45. The therapy room was clean and orderly	100	100	0	0	0	0
46. The therapy room was comfortable	100	100	0	0	0	0
47. The amount of time the therapist spent with me was sufficient	100	100	0	0	0	0
48. The therapist answered all of my questions and concerns	100	100	0	0	0	0
49. The therapist respected my privacy during my appointment	100	100	0	0	0	0
50. The therapist was skilled	100	100	0	0	0	0
51. The procedure/service was performed with minimal discomfort (THERAPIST)	100	100	0	0	0	0
52. I would refer my family and/or return to MCH for a therapy visit	100	100	0	0	0	0
53. Overall, I was satisfied with my therapy visit	N/A	N/A	N/A	N/A	N/A	N/A

# Mineral Community Hospital Outpatient Survey 1Q 2017 Report

Overall  
Number Surveyed: 16

## Physical Therapy

Number Surveyed = 0

<i>Physical Therapy Patients Only</i>	% Fav	Strongly Agree	Agree	Neither	Disagree	Strongly Disagree
45. The therapy room was clean and orderly	100	100	0	0	0	0
46. The therapy room was comfortable	100	100	0	0	0	0
47. The amount of time the therapist spent with me was sufficient	100	100	0	0	0	0
48. The therapist answered all of my questions and concerns	100	100	0	0	0	0
49. The therapist respected my privacy during my appointment	100	100	0	0	0	0
50. The therapist was skilled	100	100	0	0	0	0
51. The procedure/service was performed with minimal discomfort (THERAPIST)	100	100	0	0	0	0
52. I would refer my family and/or return to MCH for a therapy visit	100	100	0	0	0	0
53. Overall, I was satisfied with my therapy visit	N/A	N/A	N/A	N/A	N/A	N/A

## Occupational Therapy

Number Surveyed = 0

<i>Occupational Therapy Patients Only</i>	% Fav	Strongly Agree	Agree	Neither	Disagree	Strongly Disagree
45. The therapy room was clean and orderly	N/A	N/A	N/A	N/A	N/A	N/A
46. The therapy room was comfortable	N/A	N/A	N/A	N/A	N/A	N/A
47. The amount of time the therapist spent with me was sufficient	N/A	N/A	N/A	N/A	N/A	N/A
48. The therapist answered all of my questions and concerns	N/A	N/A	N/A	N/A	N/A	N/A
49. The therapist respected my privacy during my appointment	N/A	N/A	N/A	N/A	N/A	N/A
50. The therapist was skilled	N/A	N/A	N/A	N/A	N/A	N/A
51. The procedure/service was performed with minimal discomfort (THERAPIST)	N/A	N/A	N/A	N/A	N/A	N/A
52. I would refer my family and/or return to MCH for a therapy visit	N/A	N/A	N/A	N/A	N/A	N/A
53. Overall, I was satisfied with my therapy visit	N/A	N/A	N/A	N/A	N/A	N/A

## Speech Therapy

Number Surveyed = 0

<i>Speech Therapy Patients Only</i>	% Fav	Strongly Agree	Agree	Neither	Disagree	Strongly Disagree
45. The therapy room was clean and orderly	N/A	N/A	N/A	N/A	N/A	N/A
46. The therapy room was comfortable	N/A	N/A	N/A	N/A	N/A	N/A
47. The amount of time the therapist spent with me was sufficient	N/A	N/A	N/A	N/A	N/A	N/A
48. The therapist answered all of my questions and concerns	N/A	N/A	N/A	N/A	N/A	N/A
49. The therapist respected my privacy during my appointment	N/A	N/A	N/A	N/A	N/A	N/A
50. The therapist was skilled	N/A	N/A	N/A	N/A	N/A	N/A
51. The procedure/service was performed with minimal discomfort (THERAPIST)	N/A	N/A	N/A	N/A	N/A	N/A
52. I would refer my family and/or return to MCH for a therapy visit	N/A	N/A	N/A	N/A	N/A	N/A
53. Overall, I was satisfied with my therapy visit	N/A	N/A	N/A	N/A	N/A	N/A



# Mineral Community Hospital Outpatient Survey

## 1Q 2017 Report

Overall  
Number Surveyed: 16

<i>Detailed Data</i>	% Fav	Strongly Agree	Agree	Neither	Disagree	Strongly Disagree	4Q 16 % SA	3Q 16 % SA	2Q 16 % SA	+/- 4Q 16 % SA
1. The receptionist (or ER attendant) was friendly and courteous (ER)	100	89	11	0	0	0	75	79	75	14
2. The amount of time I had to wait before a doctor/provider was available was appropriate (ER)	89	67	22	11	0	0	83	68	79	-17
3. The ER room was clean and orderly	100	89	11	0	0	0	77	72	72	12
4. The ER room was comfortable	89	67	22	11	0	0	69	63	65	-3
5. The amount of time the doctor/provider spent with me was sufficient (ER)	100	78	22	0	0	0	92	66	75	-15
6. The doctor/provider answered all of my questions and concerns (ER)	100	89	11	0	0	0	85	69	69	4
7. The doctor/provider respected my privacy during my visit to the ER	100	89	11	0	0	0	85	78	75	4
8. The doctor/provider was skilled at the procedure/service provided (ER)	100	78	22	0	0	0	77	74	74	1
9. The nursing staff was skilled at the procedure/service provided (ER)	100	88	13	0	0	0	77	78	76	11
10. The nursing staff was friendly and courteous (ER)	100	89	11	0	0	0	85	78	71	4
11. The procedure/service was performed efficiently (ER)	100	78	22	0	0	0	77	69	78	1
12. The procedure/service was performed with minimal discomfort (ER)	100	78	22	0	0	0	85	68	74	-7
13. I was given clear instructions regarding follow-up visits and care (ER)	100	75	25	0	0	0	62	68	71	13
14. I felt confident with the care I received in the ER	100	89	11	0	0	0	69	75	76	20
15. I would return to the MCH ER if I had another emergency health problem	100	89	11	0	0	0	62	84	74	27
16. Overall, I am satisfied with the care I received in the ER	100	89	11	0	0	0	67	81	77	22
17. The laboratory room was clean and orderly	100	83	17	0	0	0	100	88	73	-17
18. The laboratory room was comfortable	92	83	8	8	0	0	100	87	73	-17
19. The technician answered all of my questions and concerns (LAB)	92	85	8	8	0	0	71	94	74	13
20. The technician respected my privacy during the procedure/service (LAB)	100	77	23	0	0	0	71	94	74	5
21. The technician was skilled at the procedure/service provided (blood draw, urine, swab)	100	86	14	0	0	0	88	79	65	-2
22. The procedure/service was performed efficiently (LAB)	100	79	21	0	0	0	86	88	70	-7
23. The procedure/service was performed with minimal discomfort (LAB)	85	77	8	8	8	0	86	83	67	-9
24. Overall, I was satisfied with my laboratory procedure	100	85	15	0	0	0	71	84	65	13
25. The x-ray room was clean and orderly	100	86	14	0	0	0	100	79	72	-14
26. The x-ray room was comfortable	100	86	14	0	0	0	100	73	65	-14
27. The technician answered all of my questions and concerns (X/U/EKG)	100	86	14	0	0	0	100	63	74	-14
28. The technician respected my privacy during the x-ray/ultrasound/EKG	100	86	14	0	0	0	100	69	74	-14
29. The technician was skilled at the procedure/service provided (X/U/EKG)	100	86	14	0	0	0	100	63	67	-14
30. The procedure/service was performed with minimal discomfort (X/U/EKG)	100	86	14	0	0	0	100	69	65	-14
31. Overall, I was satisfied with my x-ray/ultrasound/EKG	100	86	14	0	0	0	100	65	71	-14
32. The room was clean and orderly	100	100	0	0	0	0	100	57	64	0
33. The room was comfortable	100	67	33	0	0	0	80	57	64	-13
34. The amount of time the nurse spent with me was sufficient	100	100	0	0	0	0	80	57	62	20
35. The nurse answered all of my questions and concerns	100	100	0	0	0	0	100	43	67	0
36. The nurse respected my privacy during my visit	100	100	0	0	0	0	80	57	62	20
37. The nurse was skilled at the procedure/service provided	100	100	0	0	0	0	80	57	58	20
38. The nurse was friendly and courteous	100	100	0	0	0	0	80	57	62	20
39. The procedure/service was performed efficiently	100	67	33	0	0	0	80	57	58	-13
40. The procedure/service was performed with minimal discomfort (TREATMENT)	100	100	0	0	0	0	80	57	55	20
41. I was given clear instructions regarding follow-up visits and care	100	67	33	0	0	0	100	60	67	-33
42. I felt confident with the care I received	100	100	0	0	0	0	100	57	62	0
43. I would return to the MCH for this procedure/service	100	67	33	0	0	0	100	57	58	-33
44. Overall, I am satisfied with the care I received	100	100	0	0	0	0	100	57	62	0
45. The therapy room was clean and orderly	100	100	0	0	0	0	100	100	40	0
46. The therapy room was comfortable	100	100	0	0	0	0	100	100	40	0
47. The amount of time the therapist spent with me was sufficient	100	100	0	0	0	0	100	100	56	0
48. The therapist answered all of my questions and concerns	100	100	0	0	0	0	100	100	67	0
49. The therapist respected my privacy during my appointment	100	100	0	0	0	0	100	100	44	0
50. The therapist was skilled	100	100	0	0	0	0	100	100	50	0
51. The procedure/service was performed with minimal discomfort (THERAPIST)	100	100	0	0	0	0	100	67	50	0
52. I would refer my family and/or return to MCH for a therapy visit	100	100	0	0	0	0	100	100	60	0
53. Overall, I was satisfied with my therapy visit	N/A	N/A	N/A	N/A	N/A	N/A	100	100	67	N/A
<b>OVERALL AVERAGE</b>	<b>99</b>	<b>87</b>	<b>12</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>88</b>	<b>74</b>	<b>66</b>	<b>-1</b>

# Mineral Community Hospital Outpatient Survey 1Q 2017 Report

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Overall  
Number Surveyed: 16

## Is there anything we could have done to make your visit more satisfactory?

- \* No the service I received was of the utmost professional and courteous I have gotten from a hospital.
- \* Nothing. It was great!
- \* Everyone on staff was so nice and helpful! Manny, Jenni, Rosie and the others made me feel comfortable.
- \* No, I was extremely impressed with Dr. Roger Rafford and his staff. They made my ER visit very comfortable and enjoyable under the circumstances.
- \* No, the service I received on Thursday, March 9th was exemplary. From Lena checking me in to the nurses Ken and ? and the Dr on call were all very professional. I was surprised the care and service I received for a small town hospital. I would like to sincerely thank everyone for the outstanding job they did. I would not hesitate to recommend the ER facility to anyone.